

# sonterra electronics

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Instructions for service to owners of infrared saunas manufactured by **SOFHEAT, AIRWALL, SUNETTE, O-SAUNA** and related sauna products.

Please follow these instructions carefully to avoid unnecessary delays in the repairs. Take photos before and during dismantling to help in the reassembly of the sauna after repairs.

Please ship the product to be serviced to Sonterra Electronics prepaid. Proper packaging is important to avoid any damage.

**Please include following items:**

- **Touchpad Control Panel** and the wires connecting the panel to the power distribution box.  
To protect the touchpad surface from damage place it in a padded envelope (Jiffy bag) or cover it with a piece of clean cardboard. Please do not use adhesive tape to hold the protective cover in place.
- **Power Distribution Box** (mounted on top of the sauna).
- **The telephone** (or computer-keyboard) **style cable** between the Control Panel and the Power Distribution Box.
- **Do not include the power cord** unless it is visually damaged (discolored, deformed, charred or melted) on either end.
- A **cheque** or **money order**, payable to Sonterra Electronics, for the applicable amount shown below, or transfer the funds via **PayPal** to [saunarepair@yahoo.ca](mailto:saunarepair@yahoo.ca). Standard return shipment is by parcel post ground, prepaid.
- **Detailed description of the problem** experienced.
- **Your complete address, telephone numbers and e-mail address.**
- **Please obtain** a receipt from the shipper (or postal service) with a **tracking number** to avoid delays in locating your shipment should it be lost in transit.
- **The completed printable PDF repair request form**, provided for your convenience.

<b>Services:</b> Please select your location and required service from the list below. Please ship the product to Sonterra Electronics prepaid. Prices quoted include return shipping.	<b>Repair Cost</b>
<b>Local</b> , if delivered to and picked-up from our facility	C\$ 275.00
<b>Canada, BC only</b> , parcel post ground	C\$ 300.00
<b>Canada, outside BC</b> , parcel post express	C\$ 310.00
<b>Continental USA</b> , parcel post express	US\$ 290.00
<b>International</b> , parcel post ground	US\$ 330.00
<b>International</b> , parcel post express (by air)	US\$ 360.00

Sonterra Electronics will repair the defective product and return it, prepaid, within ten business days of receipt.

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**Important note:**

Some parts for the electronic assemblies are no longer available. If Sonterra Electronics is unable to complete repairs we offer a replacement kit for an additional charge. The replacement electronic assemblies are fully compatible but some minor woodwork may be required. Pricing and woodwork information will be provided to the customer. Prepayment of additional charges is required before shipment.

**Important note to non-Canadian customers:**

Please note on the customs documents that the product is being returned to the international service depot for repairs and, after repairs are performed, will be returned to the shipper/owner. For customs classification label the shipment as an "Electrical Heater Controller", made in Canada. **Do not value the shipment at over US\$ 10.00**, otherwise duties, taxes and brokerage fees will be charged to Sonterra Electronics. These will need to be reimbursed before repairs are made.

If desired a separate and higher value can be applied for the insurance of the goods shipped.

Please ship the product via UPS or another courier of your choice. A cross-border shipment into Canada can take several weeks to process, even when sent by air. A courier will also supply you with a tracking number in case the shipment is lost in transit.

Any duties and taxes on the return shipment are the responsibility of the receiver.

**Please note:**

Damaged touch-pad panels or any metalwork are not covered by this service charge. An estimate will be provided before repairs are performed.

If the product is not in original condition, i.e. repairs attempted by anyone other than Sonterra Electronics, a service charge of CAN \$85.00/hour, materials and shipping charges will be applied to complete the necessary repairs. A written estimate will be issued before repairs are performed. Pre-payment of all repair charges is required.

**Warranty:**

Warranty for residential use saunas is 90 (ninety) days on parts and labour performed from the date of the return shipment by Sonterra Electronics.

Warranty for commercial use saunas is 45 (forty-five) days on parts and labour performed from the date of the return shipment by Sonterra Electronics.

If, for any reason as determined by Sonterra Electronics, a repair can not be completed, we will return the parts and refund moneys deposited for the repair, less the return shipping and handling costs.

**Please note:**

Some control panels do not have visible mounting screws. To remove the panel, unscrew the warning plate on the inside of the sauna. A single screw holds the control panel in place. Carefully remove the control panel as it is often held in place with double-sided tape.

Please check all heater connectors and the AC power cord for discoloration, deformity or any other abnormality and note the details on your repair order to avoid delays in the repair.

**Additional Supplies:**

Sonterra Electronics carries replacement infrared heater elements and heater enclosures for system expansion. Please inform us of your needs.