

OWNER'S MANUAL OF HETKI OUTDOOR SAUNA

- GENERAL DIRECTIONS FOR INSTALLATION, SAFETY, USE, CARE AND MAINTENANCE

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1. Forewords

Dear customer, congratulations on your purchase of Hetki, an authentic Finnish outdoor sauna by Hetki Finland Oy Ltd (<https://www.hetkisauna.com/>).

Please take time to carefully and thoroughly read and understand the complete content of this Owner's Manual prior to delivery, installation, use, care and maintenance of your sauna for the first time. Furthermore, we recommend keeping the Owner's Manual for regular review and future reference.

This Owner's Manual provides the necessary directions and recommendations for installation, safety, use, care and maintenance for ready-made, free standing Hetki sauna buildings intended for outdoor use.

These directions shall be applied solely to the deliveries for private use. By private use is meant deliveries to household or leisure home intended for a family or similar.

2. Inspection

Please review the delivered sauna building immediately after it has been delivered, by duly and properly inspecting the content and quality of the sauna upon the receipt, to verify that the delivery has been complete. The exact delivery content of the sauna is defined in your specific order and delivery documentation.

In the event of visible transport damage it must be reported directly to the transport carrier upon receipt of the sauna.

If something is missing from the order or there would damage, defects or malfunctions of the sauna, you should notify your local authorized Hetki retailer where the sauna had been purchased or us at Hetki Finland within two weeks after you have discovered the error or should have discovered it. Complaints must be made in writing and they must include photograph and/or video of the damage, defect or malfunction. For your safety, in the event of a defect in the sauna, its use must be stopped immediately.

3. Installation

3.1. General

Although often such a small building as the Hetki saunas may not require a building permission, legal regulations differ in individual countries and municipalities. Thus we advise you to check in advance with your local building authority regarding the construction guidelines and regulations.

Your Hetki sauna is delivered ready-to-use, not as a DIY building kit, and its installation is made as trouble free as possible. Nevertheless, depending on your own skills, you may want to hire a competent builder or handyman to assist you.

3.2. Free access and lifting

Before the delivery, the situation where the sauna will be placed on your outdoor space will be discussed and clarified, and for that you are welcome to send photos of your site to your Hetki retailer or to us.

The sauna will likely be transported to your site by a truck. Your location should be freely accessible by a heavy truck and a crane. Lifting is usually done by a crane integrated to a truck, or for longer distances and more demanding circumstances an external loading crane might be needed. Sometimes in very challenging circumstances saunas may be transported to their final spot even with a helicopter.

If your sauna would be surrounded by a wooden deck or curbstones or similar, we recommend to set them only after the sauna has been installed.

3.3. Ground and foundation

The sauna needs an even, strong and stable ground and foundation that can bear the weight of the sauna which can be up to 2000 kg including bathers. Make sure the ground under your sauna is level so the sauna will stand upright. The type of foundation needed has to do with the properties of the soil and ground, and we recommend you have the plot inspected by a qualified architect or building engineer prior to proceeding. You are also most welcome to turn to your local Hetki retailer or us for advise. The dimensional drawings of the sauna and its floor plan together with exemplary instructions on the foundations will be provided to you with the purchase.

The external dimensions of the ground under the sauna should exceed the external dimensions of your sauna and we recommend constructing the base larger than needed for the sauna alone. A solid and flat base for your sauna could be made, for example, from a concrete pad, crushed gravel, paver blocks, garden slabs, or strong patio. If you choose to install your sauna on a patio or a deck, be sure that it has been designed to support the weight of a full sauna. The ground should be non-freezing, so if your climate requires, we recommend placing at least 5-10 cm of ground frost insulation under the base which effectively cuts of the thermal bridge of the cold ground underneath.

Do not install the sauna directly on loose slabs, rubble, lawn, gravel or dirt. The sauna should be off the ground so that its wooden parts do not come into contact with the moisture coming from the ground and that the sauna dries well after use. For proper ventilation under the sauna, you should leave an air gap of about 15-20 cm between the ground and the sauna. We recommend placing reinforced pillar foundations under each four corners and a fifth pillar under the log wall by the door. Also strong concrete slabs on top of a hard surface are suitable for lifting the sauna from the

ground. Between the logs and the foundations, on top of each foundation, a section of bitumen roofing felt should be placed in order to prevent the wood from absorbing the moist.

The Hetki saunas have a water gutter and a drain in the floor which can be connected to a drain well and a sewage piping under the sauna. The exact position of the drain is marked in the dimensional drawings of the sauna. Please ensure that the water that occurs can seep away from the sauna.

For the best durability of the wooden exterior of the sauna, do not place the sauna too close to plants. We recommend to leave at least some free space between the sauna and trees, bushes or similar.

3.4. Electricity

The electrical drawings of the Hetki sauna are supplied with the purchase. When your sauna has been delivered to its plot, you should arrange for the sauna to be connected to the mains by a qualified licensed electrician. We recommend you to consult with an electrician with complete knowledge of local codes and regulations, or your local Hetki retailer, in advance for determining the requirements for your particular situation.

3.5. Heater and stones

Place the sauna stones in accordance with the instructions of your specific sauna heater which are included in the delivery of the Hetki sauna. If you have purchased other heater from your Hetki retailer or other seller, act in accordance to the instructions of that heater.

Never use the heater without stones. Before carefully placing the stones into the stone space of the heater, wash a possible layer of stone dust off of the stones. Then pile the stones between the heating elements (resistors) so that the stones support one another and their weight is not supported by the resistors. The stones must completely cover the resistors but when piling the stones make sure that the resistors do not get bent. Place the stones so loosely that air can circulate sufficiently through the heater. Do not pile the stones above the top of the heater.

You should "break-in" the sauna before using it for the first time by turning on the heater and operating it for about one hour with the door open. This is recommended to burn off any possible residual coatings or impurities from the manufacturing process before using. After ventilating the sauna, you may heat up the sauna to the desired temperature, pour some water on the stones and enjoy your first bath.

4. Safety

When using your Hetki sauna, basic safety precautions should always be followed. We recommend you to learn about general health and safety instructions for sauna bathing. Although moderate use of a sauna appears to be safe and healthy for most people, a person having any medical condition, including but not limited to a cardiovascular disease, or any doubt using a sauna, should speak to a doctor beforehand. Avoid sauna bathing if you are ill, and wait until you have recovered.

The sauna is not intended for use by persons with reduced capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of sauna by a person responsible for their safety. Children must use the sauna under the supervision of adults.

The rule of thumb of sauna bathing is not to over do it. Observe how you feel. If you feel dizzy, heat-exhausted or unwell during a session, exit the sauna. Particularly if you are not yet used to sauna bathing, in the beginning you should limit the time spent in the sauna. As you get used to the heat, you can slowly increase the time. Drinking plenty of water is highly advisable for replacing the fluids lost from sweating.

You should regularly check the security and safety of your sauna, including but not limited to, making sure that the heater and benches are in good condition and securely fixed.

Do not use chemicals inside your sauna as you would be breathing them in when the sauna heats up. We recommend using substances in accordance with our directions for care and maintenance of the sauna.

Always follow the safety instructions of the specific sauna heater carefully. Never place anything on top of the heater and double check that before turning on the sauna. Do not allow towels or any other flammable material to come into contact with the heater as it could catch fire. To avoid fire, do not dry clothes or leave any towels or other sauna clothing in the sauna. Do not use the heater without stones as that poses a fire hazard. You should be extra careful in the vicinity of the hot heater, because the stones and metal parts of the heater may cause burns. When getting on and off the benches, try to avoid unnecessary movement near the heater.

The sauna floor can become quite wet and slippery, particularly if a lot of water would be poured on the stones, despite the fact that Hetki saunas have an appropriately pitched floor and a floor drain. As with any wet surface, always exercise extra caution. You may also want to have a non-slip matt between the door and benches.

Do not use the sauna if you are under the influence of alcohol or drugs. Do not sleep in the sauna.

Follow the care and maintenance directions in this Owner's Manual. To clean the interior of the sauna, do not use detergents other than those specified. Detergents containing chlorine, benzene or strong cleaning chemicals must not be used because they are harmful to health when they evaporate. Similarly, if the interior surfaces of the sauna are re-treated, follow the directions of use and safety of the manufacturers of the substances, including directions of ventilation after applying a substance and when the sauna may be used again. For re-treatment of the interior, only use substances that are safe and comply with the directions. If you are unsure, contact a professional store, your Hetki retailer or us for advise.

Regularly observe both the exterior and interior of the sauna that there are no damages which could be detrimental to the safety.

5. Directions for use

5.1. General

We Finns have a saying which goes "there are as many ways of using the sauna as there are Finns". That is, there are no strict rules for sauna bathing. The sauna is what you make of it. Just relax and enjoy safely the feeling of wellbeing that the sauna provides in whichever way you desire.

Sauna bathing is a form of a sweat bath, during which the humidity and heat are regulated by pouring water onto heated stones. Stones release hot steam which rolls down onto bathers' skins, causing perspiration and a sensation of intense heat. The temperature while bathing is relatively high, typically 70–100°C. Although most Finns use their saunas usually as a "wet" sauna some bathers prefer a "dry" sauna without the use of water. Again, you are the expert of your own preferences when it comes to sauna bathing.

Having a sauna can mean anything from a quick 10-15-minute session to a social event lasting several hours. Bathers alternate between hot baths and cooling down, by typically spending 5-20 minutes in the sauna, then moving to an indoor or outdoor cooling area and taking a shower or a dip in the pool. This cycle of hot baths and cooling down, the core of the sauna bathing, is repeated for as many times as desired, typically two to four times.

The sauna tips outlined here are intended as guidelines only. You will no doubt find the method that suits you best as you proceed.

5.2. Tips for sauna bathing

Set your sauna heater so that the sauna room achieves the desired temperature which is usually between 70–100°C. For full heater operational instructions, please refer to the instructions that come with your specific heater. Allow about 45-60 minutes for the temperature to rise to the desired level.

Adequate amount of fresh air will flow into and throughout the sauna via the intakes by the heater and in the floor, without you having to adjust anything. You should keep the ventilation hatch, located on the back wall above the benches, closed during heating the sauna and the entire sauna session. That hatch is opened only for drying the sauna after the sauna session.

You might not want to eat a heavy meal right before your sauna session because you are likely to feel uncomfortable sitting in the sauna with a full stomach. It is important that you keep yourself well hydrated by drinking a plenty of water before, during and after sauna bathing. Doing so will replenish lost fluids from the body through perspiration.

Cleaning yourself before taking a bath helps the sauna staying nice and clean. Begin with a warm shower for your own health and safety, and for respect for other bathers.

To absorb perspiration and keep the sauna tidy and for your comfort, we recommend placing a towel or a bench cover on the sauna benches. You may want to keep another towel handy to wipe excessive sweat from your body. It is entirely up to you if you go to sauna naked or if you wish to wrap a towel around or wear a swimsuit. You may also use a sauna hat for protecting your head against the heat and allowing you to spend longer stretches of time in the sauna without discomfort.

Enter your pre-heated sauna, get seated or lay down, relax, and allow your body to perspire in the heat. In your Hetki sauna you have benches on two levels. The temperature is higher on the upper level. Choose the level on your preference, and do not be shy to relocate if it turns out to be too hot. The lower bench serves as a step, provides a footrest when you are seated on the upper bench, and offers a significantly lower temperature zone than the upper bench area.

Sprinkle some water on the stones. The water will turn to steam and you will feel a short lived wave of heat spread throughout the sauna. The steam shock temporarily raises the humidity of the sauna, giving the effect of a feeling that the air temperature has suddenly been raised. First just throw one or two ladles of water and wait for the effect. Never pour buckets of water on the stones. Water should not come from the bottom of the heater, and if it does, you are pouring too fast and much. There are no rules for how often you should pour more water. Whenever you feel like another wave of steam, go for it. However, if you have guests, it is usual courtesy to ask if they mind the steam shock before applying water to the heater.

Use only fresh water, no chlorinated water or salt water. If you like to use essential oils or scents, do not pour pure aroma directly on the stones but dilute it with water according to the instructions of a specific aroma. When using essential oils and scents, sauna honey or conditioners, care should be taken not to stain wooden surfaces.

If you feel a need for more cooling during your bathing, move to a lower bench or simply leave the door open until the air around you feels comfortable enough. The limit of the bathing time is reached when you feel sufficiently hot and in need of cooling down. Leave the sauna room to cool down. Some people like to take an ice cold shower or a dip into a cold water or a snow bank during their sauna session, but you are advised to consult with your physician first, particularly if you have any medical condition.

After cooling down, return to enjoy the warmth of your sauna. Repeat these warm-up and cool-down cycles as long as you have the pleasure.

After your final visit to the sauna, give enough time for your body to return to its normal temperature before taking a final shower and finishing your sauna session. Drink a plenty of water as strong perspiration can easily interfere with the body's fluid balance, and a salty snack may replenish the electrolytes in the body after all the sweating. Take it easy and enjoy the blissful post-sauna feeling of having cleaned both your body and mind.

After using the sauna, dry and ventilate the sauna properly. If there is water on the floor, it is advisable to direct it to the drain with a floor spatula, then drying will be faster. Remove the seat covers and towels, water bucket and non-

slip matt from the sauna. Keep the power of the heater on for about 15 minutes and open the ventilation hatch. We recommend to also leave the door half open for a couple of hours if possible so the sauna can fully dry out.

6. Care and maintenance

6.1. General

Drying and ventilating the sauna after use is essential for the durability, hygiene and comfort of the sauna. This slows down the occurrence of various mold, rot and rust damage and prolongs the life and appearance of the wooden surfaces of the sauna. Keeping the sauna warm long enough after each sauna session and ventilating is important so that the moisture on the wooden surfaces and structures binds to the air and escapes the sauna. For the same reasons, do not dry laundry in the sauna.

Regular sauna maintenance is like maintaining any other room in your house. We recommend cleaning the interior once a month under regular or somewhat frequent use. Depending on its use, we recommend to do a more thorough care and maintenance of the sauna once or twice a year.

As regular maintenance, vacuum or sweep out the inside of your sauna as needed to remove dirt and other debris. Also gently brush the ceiling and the walls. If you need to rinse out the inside of your sauna, you can do so and allow the water to drain out through the drainage located in the floor under the benches. Also clean and wash the floor drain. We recommend you use water moderately, using a bucket of water as opposed to a free-flowing hose. Be careful not to wet the heater, lighting, and other electrical equipment. If you clean the sauna with water, after cleaning heat up the sauna for about 30 minutes or until the wood is completely dry.

You can use a dry or slightly dampened clean cloth to wipe the surfaces of the sauna interior. Use warm water and a mild cleaning solution that is meant for sauna. Most of weakly alkaline (pH 8-10) household products are suitable as detergents. We recommend to use for example Teknos Rensa Sauna (<https://www.teknos.com/products/rensa-sauna/>) or an equivalent product. Never use any strongly alkaline or harsh cleaners with chlorine, ammonia, benzene, solvents or abrasives. Never use a hard brush to clean wood, but opt for a brush with fine soft bristles or a sponge instead. A soft brush does not cause damage to the wood over time and will reach the smallest crevices.

The wooden interior itself smells fresh and attractive when it is kept clean and dried and ventilated properly after use. If you wish to use additional fragrance, instead of chemically-based air fresheners we recommend using natural ingredients such as lemon, mint leaves, lavender leaves and natural essential oils.

6.2. Benches and interior walls

Wash the benches with warm water which opens up the wood grains and makes it easier for dirt to come off. Dirt and sweat also flow under the benches, so wash also the underside and between the bench boards/planks thoroughly. In the same way clean the backrest and especially those parts of the walls that have been leaned against. Use a mild cleaning solution that is meant for sauna interior, such as Teknos Rensa Sauna. Choose a soft brush and scrub the benches, backrest and walls along the wood pattern and grains. Stubborn stains and small scuffs on the benches, backrest and walls can be removed gently with fine sandpaper. Brush off sanding dust. Finally wash with cold water to close the wood grains, and dry the wood with a cloth and by turning on the heat for a period of time.

Some discolouration might take place over time. Dark blue or black discolouration means that the wood has been left wet and not allowed to dry properly, and that may happen for example if the sauna bucket is left standing on the bench. You can try to remove darkening with gentle sanding.

For re-treatment of the benches, backrest and walls we recommend using Teknos Satu Saunavaha (<https://www.teknos.com/en-GB/products/satu-saunavaha/>) or an equivalent product. It protects the wooden interior surfaces by forming a dirt and water repellent but breathable waxy coat. Apply one layer of the sauna wax on cleaned and dry surfaces by brush or sponge. We recommend to test the wax treatment on a small non-visible part of

the surface first so you will see the colour change as absorption properties of the surface and previous treatments may affect the shade.

Over time wood resin may occur on the surfaces, more likely on the walls and ceiling panels, which is normal because wood is a living material. The best way to remove leaking resin or droplets is to allow them to harden and then carefully scrape them off with a sharp knife.

6.3. Floor

As regular care and maintenance, vacuum and sweep out the wooden floor. The varnished floor can be cleaned with a neutral detergent, for example Teknos Rensa Sauna or an equivalent product. Small crumbs of the stones may fall under the heater, so pay attention that the crumbs would not scratch the varnished surface of the floor. Clean the floor drain too.

For re-treatment of the floor, we recommend to use Teknos Helo Aqua 40 (<https://www.teknos.com/products/helo-aqua-40/>) or an equivalent product. It is recommended that the previously treated floor is carefully sanded before varnish will be applied. Spread out the varnish on a dry surface in the direction of the pattern and grain of the wood.

You may apply the same varnish to the door step too.

6.4. Ceiling

The ceiling usually does not require much cleaning or maintenance. You can just use a dry or slightly dampened clean cloth to wipe the wooden panels. Avoid using much water. If needed, use warm water together with a mild cleaning solution that is meant for sauna, for example Teknos Rensa Sauna. For re-treatment of the ceiling panels, if required, we recommend using Teknos Satu Saunavaha or other similar sauna wax.

6.5. Heater and stones

Regularly pay attention to settlement of the stones in the stone space. Make sure that the resistors do not appear and are not bent. The stones squeeze and condense over time and settlement of the stones is fastest during the first few months of use. The air circulation of the heater suffers from it, and at worst resistors can break. Reposition the stones again at least once a year, in the beginning and in heavy use even more often.

Follow the maintenance instructions of your specific heater. We recommend to inspect the heater and the stones at least once a year. The stones are lifted out of the heater and washed with a brush and fresh water. Over time the fluctuations in temperature will cause the stones to crack or split, and you should replace them with new stones that are safe, hold heat well and are resilient. Only use the type and size of stones in accordance with the heater manufacturer's directions. At the same time, clean the stone space from stone debris by gently wiping with a damp cloth. Stack back the stones between the resistors so that the stones support one another and their weight is not supported by the resistors. The stones must completely cover the resistors but make sure that the resistors do not get bent and air can circulate sufficiently through the heater.

6.6. Window

Gentle cleaning tools and neutral window cleaners should be used to clean the window surfaces, both inside and outside. Harsh detergents and solvents should not be used as they can damage the window surfaces. Be careful of sand crumbs and other debris not to scratch the glass. Rinse the surface of the glass with clean water and dry the surface thoroughly with a spatula and a soft cloth.

The wooden interior frame of the window can be cleaned and re-treated, if required, in the same way and with the same substances as the ceiling. Use only a little water, avoid abrasion, and dry well the surface immediately.

6.7. Door

The interior surface of the door frame and the door, if your sauna has a wooden door, can be cleaned and re-treated in the same way and with the same substances as the interior walls. The exterior surface of the door frame and a wooden door can be re-treated in the same way and with the same substances as the exterior log walls.

If your sauna door has a wooden handle, stubborn dirt can be gently sanded off with a fine sandpaper, and the handle can be re-treated with sauna wax.

As needed, clean the door fittings and lubricate them with lock oil or similar.

6.8. Exterior facade

To clean the exterior wooden facade of the sauna, the log walls and the boards on the eaves, window and door, you can use a dampened cloth or a low-pressure washer to remove debris and stains. Use clean water without solvent.

The wood will weather naturally as a result of sun, rain and wind. Untinted wood will typically change into a greyish colour and the colour of tinted wood will fade over time. This visual change is not a technical defect and will not harm the wood or impair the sauna's performance. You can re-stain your sauna exterior if you do not like a weathered look and wish to retain the original colour of your sauna. We recommend to re-treat the outside with a suitable wood-protective stain with UV protection that resists weathering. Never use varnish or film-forming paint but a thinner and more breathable protective treatment. Your local paint professional or Hetki retailer can help you pick the right wood substance. Be sure to follow the directions of the substance manufacturer for application instructions. Before re-treating the exterior, you can remove stubborn stains by gently sanding with sandpaper and possible leaks of wood resin with a sharp knife.

For re-treatment of the exterior log walls and other exterior wooden surfaces, we recommend to use a tinted translucent stain such as Teknos Woodex Aqua Classic (<https://www.teknos.com/products/woodex-aqua-classic/>) or other equivalent wood stain. Remove all loose matter, dirt and dust with wire-brush, scrubbing brush or scraper in the direction of the pattern and grain of the wood. If you change the colour, remove the existing colour completely before processing. Wash the surfaces with Teknos Rensa Facade (<https://www.teknos.com/products/rensa-facade/>) or equivalent facade and mold washing substance. Rinse thoroughly with clean water and allow to dry. Prime bare wood surfaces with Teknos Woodex Aqua Base Plus (<https://www.teknos.com/products/woodex-aqua-base-plus/>) or equivalent wood preservative primer, and allow to dry for one day. Finally, treat with Teknos Woodex Aqua Classic or similar stain. Wipe up any spills immediately, otherwise they will appear in the final result.

6.9. Other exterior

You may need to invest a little effort in occasional manual re-tightening of the threaded rods which run vertically the full height of the wall inside the logs. This special fastening allows logs to move but limits log separation, holds joints together and helps to maintain the integrity of the overall construction. The logs of the Hetki saunas are kiln-dried and thus this natural settlement is quite minimal and usually it occurs mostly during the first year after installation. The bolts are located in the corners of the sauna under the lowest log. Tighten the bolts with a strong wrench or a nutrunner.

From time to time, check the condition of the exterior roof and clean it of debris. Avoid walking on the roof to prevent damaging the roof damper.

Make sure the drainage under the sauna is not blocked and directs the wastewater properly away from the sauna.

Keep an eye on the foundations that they have remained strong and that the sauna stands firm and even.

7. Warranty

Hetki Finland gives a warranty on the Hetki saunas against manufacturing and material defects. The general limited warranty terms and conditions can be found on our website (<https://www.hetkisauna.com/>) and they are included in your purchase and delivery documentation.

The warranty is subject to the conditions that the sauna is placed, installed, used and maintained appropriately according to the directions and recommendations given in this Owner's Manual, and according to the instructions of the manufacturer of the specific sauna heater and other parts/components of the sauna, and that suitable substances and practices are applied for cleaning, care and maintenance according to the manufacturers of those substances.

Hetki Finland is not responsible for errors due to normal wear and tear. Customers should also be aware and accept that wood, as the main material of the Hetki sauna, is a natural living material which does not have the same properties or consistency as synthetic products. Over time wood may mature, move, settle, crack or bend, its colour may weather and alter, and wood resin may occur. These are natural characteristics of wood and do not indicate that the sauna is defective. The warranty does not cover such changes in the product.

Hetki Finland is not responsible for issues arising from incorrect installation of additional parts or equipment to the Hetki sauna which are fitted locally by third-parties and not by Hetki Finland. We suggest that all additional parts or equipment are fitted only by suitably qualified and licensed specialists such as electricians, plumbers, engineers or builders.

8. Afterwords

This Owner's Manual apply from 1.1.2021 until further notice. Hetki Finland reserves the right, at its sole discretion, to update, change or replace any part of this Owner's Manual by posting updates and changes on its website (<https://www.hetkisauna.com/>).

If you have any questions, please contact your local authorized Hetki retailer or us at info@hetkisauna.com or tel. +358 103190190.

Thank you again for your purchase of a Hetki sauna! We wish you many years of enjoyment with your new sauna!