SAUNA360

July 31, 2026

IMPORTANT SAFETY RECALL
UPDATED

Dear Valued Customer:

At Sauna360, the safety and satisfaction of our customers is our top priority. We're reaching out regarding an important safety update about a Sauna360 product our records indicate you have previously purchased. Please review the information below carefully.

Infrared Sauna Products: Shipment Pause and Planned Voluntary Recall of Installed/Delivered Saunas

Sauna360 is pausing shipments of certain infrared saunas, hybrid infrared/traditional saunas and infrared kits. This includes the following product lines sold since January 2013:

- B Series (Finnleo and Helo)
- G Series (Finnleo, Helo and TylöHelo)
- IG Series (Finnleo, Helo and Tylö)
- Tylö Kiruna
- Finnleo S Series
- Finnleo IS Series
- Tylö Kiruna Hybrid IS

To identify whether your product is affected, if you have a custom room built with our infrared panels check for the words "Saunalogic," "Infralogic," "Carbonflex," or "Tylö" on the control panel or locate your product manual. If you have a pre-configured infrared sauna room, you can identify your product by the brand badge on the front frame panel, the control panel, the manual, or the logo handle. If you have a traditional sauna with no infrared functionality, your sauna is not affected.

Sauna360 has applied for Fast Track status with the U.S. Consumer Product Safety Commission (CPSC) for a voluntary recall of these products to address a potential fire risk due to a possible short-circuit condition.

Next steps:

- **For customers with sauna rooms that have already been built**: Once the recall and proposed remedy are approved, Sauna360 will promptly send a service provider to you to install an additional safety mechanism designed to shut off power when an electrical fault is detected. **Do not use your sauna IR Panel** until the enhanced remedy is approved and installed. We expect the remedy to be approved in August 2026 and installation to follow as soon as possible.

- **For customers who have placed orders but not yet built their sauna**: Once approved, the enhanced safety mechanism will be made available to retrofit existing inventory in accordance with these new safety protocols.

If you have any questions, please contact us at 888-780-4427 from 8 a.m. to 5 p.m. CT Monday through Friday or email at us_techsupport@sauna360.com.

We apologize for this inconvenience and are working as expeditiously as possible on this matter. Thank you for your support.

Sincerely,

The Sauna360 Team