

FTER-SALES GUIDE | CSAUNA

After-Sales, Warranty Evidence and Service Claim Guide

Sauna after-sales guide for distributors and importers documenting warranty evidence, service tickets, replacement parts, arrival damage, missing parts, and claim approval.

Public Guide

for planning, RFQ, handover, and service communication

Company

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This document supports buyer education. It does not replace the final model-specific manual, licensed installer/electrician advice, local building/electrical/fire code, or the formal Sauna quotation.



How to use this document: Share it with distributors, installers, builders, resort project teams, and after-sales staff before confirming product configuration, heater scope, delivery, installation, and warranty evidence.

Why Evidence Matters

Fast after-sales support depends on clear evidence. A good claim packet helps the factory distinguish freight damage, installation issue, missing accessory, normal wood movement, and possible manufacturing defect.

Minimum Claim Packet

- Order number, model code, buyer SKU, delivery date, installation date, and destination country.
- Photos of crate labels, full product view, close-up issue, affected part, and installation context.
- Short video when the issue involves control panel, heater, light, door movement, or water entry.
- Clear note showing whether the issue was found at arrival, during installation, after first use, or after seasonal use.
- Installer notes, electrician notes, and cleaning/maintenance logs where relevant.

Common Claim Categories

- Freight impact or wet crate.
- Missing hardware or accessory.
- Glass scratch, chip, or breakage.
- Door alignment or latch issue.
- Heater/control issue requiring electrician confirmation.
- Wood movement, minor checking, resin, stain, or exterior coating question.
- Commercial maintenance or misuse issue.

CSauna Response Flow

- Review evidence and identify whether replacement part, installation guidance, credit note, or further inspection is needed.
- Confirm part name, drawing reference, and shipment method.
- Record recurring issues for next production or packaging revision.
- For active support, send the evidence packet to bennett@csauna.com.

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Website: <https://csauna.com> | Contact: bennett@csauna.com | Public page: <https://csauna.com/sauna-after-sales-warranty-evidence-service-claim-guide/>