

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. Expanded CSauna v2 public document with buyer evidence, RFQ, installation, maintenance, and cooperation details.

Public Guide

for planning, RFQ, handover, and service communication

Company

Ganzhou Jixiao Home Technology Co., Ltd.

Contact

hnett@csauna.com

Version

2026-06-06-v3

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 CSauna 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.

Claim Evidence Package

A good after-sales process starts with evidence, not debate. CSauna buyers should collect standardized photos and short descriptions so the factory can separate freight damage, installation issues, missing parts, normal wood movement, heater questions, and manufacturing defects.

- Order number, model code, delivery date, installation date, destination country, and contact person.
- Crate labels, packing list, affected part label, wide photo, close-up photo, and installation context photo.
- For heater/control issues: heater model, voltage/phase, control type, breaker details, sensor location, stone loading photo, vent location, and error behavior.
- For wood/glass issues: location, size, whether visible before installation, whether the room was exposed to rain, and whether the base is level.

Service Triage

- Freight damage: preserve packaging and report quickly with carrier notes and crate photos.
 - Missing or wrong part: compare packing list, hardware bag labels, and model drawing before installation continues.
 - Installation adjustment: check base level, square, door swing, band tension, fastener sequence, and roof closure.
 - Wear or maintenance: review cleaning, drying, exterior coating, stone replacement, and user behavior.
 - Factory review: CSauna confirms next action, replacement part, credit path, or technical escalation after evidence review.
-

How CSauna Uses This Public Guide

Use this guide before quotation to align the buyer, installer, distributor, builder, and CSauna sales/support team on the same project assumptions.

For production and shipment, CSauna still confirms the final model drawing, heater specification, package list, carton marks, spare-parts plan, and after-sales path in the project file.

- For distributors: convert this guide into dealer training, showroom handover, and post-sale support notes.
 - For hotels, spas, gyms, and builders: attach this guide to the project submittal so site teams understand what must be ready before installation.
 - For private-label buyers: use the structure as a public customer education file while CSauna prepares private-label manuals or carton inserts separately.
-

Public Reference Boundary

This CSauna document was rewritten from CSauna internal sauna reference files and checked against public sauna resource patterns from brands that publish assembly manuals, installation manuals, diagrams, heater manuals, care guides, and warranty support resources. It is original CSauna buyer guidance, not a copied third-party manual.

- Electrical, heater, chimney, fire-clearance, and building-code decisions must follow the shipped product manual and local licensed professionals.
- CSauna can prepare project-specific documentation after the buyer confirms model code, quantity, destination market, heater type, control preference, packaging needs, and timeline.

CSauna | Ganzhou Jixiao Home Technology Co., Ltd.

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