

SAUNA CUSTOMER DOCUMENTATION PACK

Sauna Buyer Documentation and Cooperation Handbook

A public CSauna guide for sauna importers, distributors, dealers, builders, hotel and spa projects, wellness operators, and private-label buyers who need to understand what to prepare before RFQ, what documents CSauna can provide, and how installation, maintenance, handover, and after-sales communication should be coordinated.

Sauna

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Public Use

RFQ, project review, handover, support training 2026-06-05

Version

This handbook is buyer education. It does not replace final model-specific drawings, heater manuals, licensed installer/electrician advice, local code review, or the formal CSauna quotation.



Purpose: Use this handbook before quoting, before production confirmation, before shipment, and during customer handover. It converts common sauna manuals and care documents into a CSauna cooperation workflow.

1. What Buyers Should Prepare Before RFQ

<p>Project and Market</p> <p>Country, target buyer type, residential or commercial use, showroom or container order, private-label needs, preferred sauna style, budget range, and expected launch date.</p>	<p>Room and Site</p> <p>Indoor/outdoor placement, available footprint, ceiling/height limits, base/floor condition, drainage, ventilation expectation, roof exposure, unloading access, and installation responsibility.</p>
<p>Heater and Controls</p> <p>Power supply, target temperature style, electric or wood-burning heater, built-in or external control, commercial-duty requirement, certification needs, control placement, and whether a named heater brand is required.</p>	<p>Materials and Finish</p> <p>Wood species preference, bench-touch material expectations, glass style, exterior finish, roof material, lighting, accessories, carton marks, instruction language, and branding package.</p>

2. What CSauna Can Provide During Cooperation

Stage	CSauna Documentation Support	Buyer Action
RFQ	Model recommendation, product family options, preliminary dimensions, material options, heater/control discussion, container mix suggestions, and quote input templates.	Send project data, destination market, quantity, certification needs, and target use case.
Order Confirmation	Commercial invoice/proforma invoice, specification confirmation, packing plan, finish/options confirmation, and private-label details when applicable.	Confirm drawing/spec assumptions, payment terms, packaging, label language, and shipment schedule.
Production and Shipment	Production status, packing list, product photos when available, shipment coordination information, and document set for importer/dealer handover.	Prepare unloading, storage, installer calendar, customs/import requirements, and customer communication.
Installation and Handover	Public installation preparation guides, care guide, heater/control planning reference, handover checklist, and service evidence workflow.	Use licensed electrician/installer where required and keep photo/video evidence for support.

3. Installation, Heater, and Control Responsibility Boundary

- CSauna can provide sauna-room planning, model information, assembly preparation guidance, and buyer-facing public checklists.
- Final electrical wiring, heater clearances, control/sensor locations, breaker sizing, grounding, and code compliance must follow the actual heater/control manual and local licensed electrician requirements.
- For Harvia-style or named heater options, the final shipped heater model manual controls the exact installation rules. CSauna public guides are not a wiring diagram.
- For commercial projects, builders should confirm local fire, electrical, ventilation, accessibility, insurance, and maintenance rules before approving final installation.

4. Maintenance and Customer Education Points

- Keep the sauna clean and dry after use; leave the door open long enough for the room and benches to dry.
- Do not paint, varnish, or seal interior sauna wall/bench surfaces unless the final product manual specifically allows it. Sauna wood needs to breathe.
- Use mild cleaning methods, avoid aggressive chemicals, keep vents unobstructed, inspect stones/heater area, and document commercial cleaning routines.
- For exterior wood, roof, trim, and outdoor exposure, follow the final finish/coating recommendation for the selected material and climate.

5. After-Sales Evidence and Service Claim Workflow

Situation	Evidence Needed	Recommended Buyer Action
Arrival damage	Container/carton photos, freight receipt note, packing list, damaged part close-ups, and short video if useful.	Report before discarding packaging or installing damaged parts.
Missing or wrong part	Packing list, part label, model reference, carton number, installation step, and clear photos of available parts.	Do not modify parts before CSauna confirms the service path.
Heater or control issue	Model plate, wiring/control setup photos, electrician notes, error code, power supply information, and final heater manual reference.	Have a licensed electrician verify wiring and local compliance before claiming product defect.
Wood movement or appearance	Photos, climate/use frequency, ventilation condition, cleaning method, and installation date.	Separate normal wood expansion/contraction from transport damage or production defects.

6. Source Material Review Converted Into CSauna Public Guidance

Source Theme	Useful Information	CSauna Rewrite Direction
71-0156 Euro Series Sauna Room Installation Manual	Outdoor sauna receiving, base, wall panels, roof, heater coordination, ventilation, and owner handover.	Converted into CSauna installation readiness, delivery, site preparation, and handover checkpoints.
Barrel / Glass Sauna Installation Manual	Barrel and glass-front sauna assembly sequence and installer coordination. Source is scanned, so exact diagram extraction is blocked.	Converted into a public barrel/glass sauna installation checklist with diagram-specific claims removed.
HARVIA BC / HL / PC Heater Manuals and Control Panel Manuals	Heater sizing, heater stones, controls, sensor planning, electrical safety, ventilation, and model-specific installation responsibility.	Converted into a CSauna heater and control planning reference that defers wiring and clearances to the final heater manual and licensed electrician.
How To Maintain Your Sauna	Interior wood should breathe; routine brush cleaning; ventilation after use; mild cleaning; annual light sanding where appropriate.	Converted into CSauna maintenance cadence and public customer care instructions.
Why Nordic White Spruce	Light color, slow-grown spruce, clean interior look, bench-touch material questions, resin/knot concerns, and buyer material comparison.	Converted into CSauna wood/material RFQ questions and material selection guide.
After-Sales Q&A / Warranty Reference	Proof of purchase, authorization before repair, returned-part authorization, commercial/residential distinction, misuse exclusions, and evidence requirements.	Converted into a CSauna warranty evidence and service claim workflow for distributors and project buyers.

Public benchmark resources were reviewed only to understand the documentation coverage that serious sauna buyers expect. CSauna pages and PDFs are original buyer-facing guidance.

Public Benchmark	Coverage Learned
Harvia official manuals / support resources	Heater-specific installation and use manuals, safety responsibility, and model-level documentation expectations.
Leisurecraft assembly manuals	Public assembly manual library by sauna type, useful as a benchmark for an accessible documentation center.
Almost Heaven sauna support and manuals	Buyer support pattern, assembly guidance, customer service, and care expectations.
SaunaLife technical information	Technical-resource organization for project buyers, model documents, and pre-installation research.

7. CSauna Public Resource Library

#	Guide	Public URL
1	Outdoor Sauna Site Preparation and Installation Guide	https://csauna.com/outdoor-sauna-site-preparation-installation-guide/
2	Barrel and Glass Sauna Installation Checklist	https://csauna.com/barrel-glass-sauna-installation-checklist/
3	Electric Sauna Heater and Control Planning Guide	https://csauna.com/electric-sauna-heater-control-planning-guide/
4	Wood-Burning Sauna Stove Safety and Maintenance Guide	https://csauna.com/wood-burning-sauna-stove-safety-maintenance-guide/
5	Sauna Maintenance and Wood Care Guide	https://csauna.com/sauna-maintenance-wood-care-guide/
6	Sauna Wood Materials Guide	https://csauna.com/sauna-wood-selection-guide-spruce-cedar-hemlock/
7	After-Sales, Warranty Evidence and Service Claim Guide	https://csauna.com/sauna-after-sales-warranty-evidence-service-claim-guide/
8	Sauna Installation Handover Checklist	https://csauna.com/sauna-installation-handover-checklist/

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