Guarantee & important information

Please keep safe!

service@karibu.de

Please check your product before assembly using the parts list and complete the checklist below:

1	Are all components present and complete?	☐	Yes	☐	No
2 a	Are all components free from visible damage?	☐	Yes	☐	No
2 b	If no: is the defect likely to be invisible after assembly?	☐	Yes	☐	No
3 a	Are all components free from visible warping?	☐	Yes	☐	No
3 b	If no: is the defect likely to be invisible after assembly?	☐	Yes	☐	No
4	Are all components the correct size?	☐	Yes	☐	No
5	For coloured products: is the paint free from chips?	☐	Yes	☐	No

If you have ticked no at any point (except 2a and 3a), please complete the enclosed **Complaints form** and return it to Karibu.


Garantieschein zur Seriennummer
Complaint regarding serial number
Réclamation numéro de série

S / N
P / N

Kontakt / contact / contact

E-Mail service@karibu.de

Empfänger / address / adresse
Karibu Holztechnik GmbH
Eduard-Suling-Straße 17
26217 Bremen
Germany

Absender / sender / expéditeur
Telefon
Telefax
E-Mail

Bitte vollständig ausfüllen, sonst kann Ihre Reklamation nicht bearbeitet werden! Verwenden Sie das Dokument per Post oder E-Mail. Die Seriennummer wird zur korrekten Bearbeitenden zwingend benötigt. Zum Beispiel können die richtigen Teile bei Nachlieferungen nur in Verbindung mit der Seriennummer ermittelt werden.

Please use this form, since otherwise it is not possible to process your complaint! Send the completed form by post or email. The serial number is necessary for correct complaints. For example, the correct parts for subsequent deliveries can only be determined in conjunction with the serial number.

Pour toute réclamation, il est obligatoire d'utiliser ce formulaire et de le renvoyer par post ou courrier électronique. Merci. Le numéro de série est nécessaire pour corriger incessablement plaintes. Par exemple, les bonnes pièces peuvent être déterminées dans les livraisons ultérieures uniquement en liaison avec le numéro de série.

Artikelname / Article name / Nom de l'article
Artikelnummer / Article number / Numéro de l'article
Farbe / Color / Couleur
Lieferdatum / Date of delivery / Date de livraison
Kaufdatum / Date of purchase / Date d'achat

Kaufort / Point of purchase / Point de vente
Marktname / Brand name / Nom du revendeur
Straße / Street / Rue
Ort / City / Ville
Land / Country / Pays

Wurde das gelieferte Paket äußerlich beschädigt? ja / YES / OUI ☐ nein / NO / NON ☐
Was the outside of the product package damaged? yes / NO / NON ☐
Le colis était-il abîmé à l'extérieur ?

Bitte fügen Sie Fotos der reklamierten Bauteile bei!
Please attach photos of claimed components!
Svi vous prié joindre des photos des composants revendiqués!

Wenn die reklamierten Bauteile nach dem Auspacken beschädigt? ja / YES / OUI ☐ nein / NO / NON ☐
Were the product components damaged on the outside following unpacking? yes / NO / NON ☐
Les pièces du produit étaient-elles abîmées au déballage?

Artikelnummer Article number Numéro d'article	Bezeichnung und Maße Description and dimensions Description et mensurations	Anzahl Quantity Nombre	Reklamationsgrund Reason for complaint Objet de la réclamation
00000	XXX 90 x 90 x 40 mm	0 St.	nähere Beschreibung der Beanstandung

Datum / Date / Date

Unterschrift / Signature / Signature

In the event of damage, please include photographs if possible.

You are welcome to use our online portal, which will help us process your request more quickly.

https://www.karibu.de/service/reklamation/

There you will find a contact form along with helpful videos about your product

Once we have all of the information required regarding your complaint, we will verify it, usually within 24 - 48 hours, depending on the scope of the problem, and will supply you with replacement parts where necessary.
Since we are generally only able to acknowledge complaints in an unassembled state, we ask you to wait for the arrival of the replacement components before continuing the assembly process.

We grant you, based on the following conditions - however only for our timber products if they are made from wood, not for components or associated elements of our product made from any material other than wood - a **5-year warranty** of function from our delivery date. Within the warranty period, defective parts will be replaced and supplied free of charge. Costs arising as a result of the exchange are not included in the warranty claim. Warranty claims may only be made in conjunction with the original complaints form and original purchase receipt, therefore we request that you keep these documents safe.

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Attention! Colour changes, loose knots, resin pockets, warping, non-penetrating cracks up to 30 cm or similar changes that are caused by the wood's natural properties, are no grounds for complaint.

Tongue and groove (flooring, roof planks) allows removed knots, cracks and discolouration even with its level of quality. Tears on the underside and in some cases broken-off tongues can also occur, however, these will not cause you any problem when sealing the timber surface. Warping of windows and doors is acceptable provided their function is still guaranteed. The roofing felt is not covered by the warranty. If you have purchased a product with adjustable hinges, you must align the door by screwing the hinges in and out according to the weather conditions in order to preserve your door's ability to close.

Complaints that are caused by e.g.

- Inappropriate foundations and footings
- Assemblies carried out not in accordance with our assembly instructions
- Wind speeds over force 7 bft, natural disasters or other impacts of force majeure
- Roof loads greater than 75 kg/m² (e.g. snow, roof vegetation)
- Construction site-related modifications to the construction kit
- Failure to observe the care instructions and resulting defects
- Inadequate care of the wood
- Defective or missing wood coating (for products used outdoors)
- Wood damage / discolouration caused by inadequate ventilation
- Failure to maintain the minimum distance in the sauna / infra-red cabin of 10 cm from the ceiling and the walls

will not be accepted.

We have put together a few tips below on how to set up and maintain your new product, as well as an explanation of the terms used:

Before assembly

Follow the exact sequence on the individual pages! The drawings in these assembly instructions are not always true to the original. They are used merely for illustration. Changes of a visual and technical nature are possible at any time.
The sauna must be built on a level, horizontal base!

Important! It is important for the long service life of your sauna or IR cabin that you maintain a distance from the walls and ceiling of 10 cm. During assembly, ensure that the sauna is screwed into place from the outside.

Sauna	Ceiling height
38 mm Sauna	at least 2.10 m
40 mm Sauna	at least 2.22 m
68 mm Sauna	at least 2.10 m
Infra-red cabin	at least 2.12 m

Note regarding the 38 mm sauna: the characteristics of this sauna, namely the overlaying of individual boards, mean that height differences can occur in the walls. These are not important since the top crown will ensure that the sauna has a uniform height throughout.

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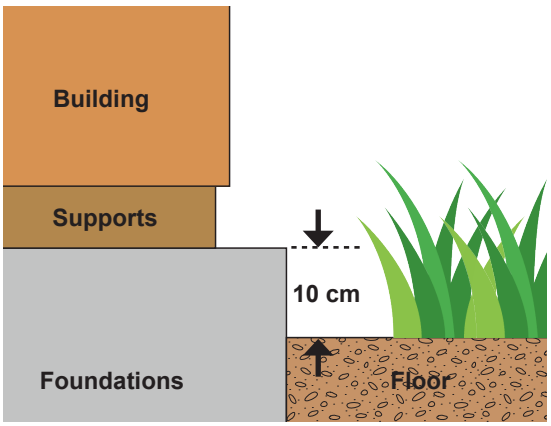
Preparation of the plot or foundations

Good foundations are essential for the stability, function and durability of your building. Only completely horizontal and supportive foundations will ensure a problem-free fit of the walls and good stability.

We recommend a foundation plate for this. It should be slightly larger than the support tarpaulin. The plate must also be at least **10 cm higher** than the surrounding soil. This serves as splash protection. The supports must be laid to form a rectangular quadrilateral.

Important: The supports will in some cases be used as a pallet for the complete package. In this case, the supports must be unscrewed from the crossbars first. The supports are always rough-sawn, by virtue of their production. This does not represent any defect and therefore is not grounds for complaint.



Every support must be bonded securely to the foundations. This provides protection from the wind. Cut the packaging film on your building in around 65-mm-wide strips and place these under the supports as protection against rising moisture.

Roof cladding

If you have a house with an arched roof, you should always carry out pre-cladding with roofing felt if you are using shingle. On all other houses, do not lay roofing felt under the shingle. In the case of a summer house with a flat or lean-to roof, please **do not use shingle**, but rather self-adhesive roofing film. You must also check your roof cladding at regular intervals and following extreme weather (e.g. storms).

Maintenance and cleaning

- Always ensure that the sauna is able to be ventilated well after use.
- Resin marks can be easily wiped away with a cloth soaked in acetone.
- When using the sauna, place a towel underneath you.
- Once or twice a year, depending on the wall construction and how often the sauna is used, vacuum the dust out of the grooves and niches.

  Otherwise, the walls, benches and ceiling only need to be wiped with a damp (not wet!) cloth.
- Coarse dirt on the benches can be removed with fine emery paper. Otherwise, the seating and reclining surfaces can be cleaned with disinfectant.
- Cleaning should only be carried out when the sauna is cold, however - especially if using agents containing chlorine. The wearing of gloves is recommended (note the safety instructions). While the upper benches are "disinfected" by the rising heat, the wooden components close to the floor will require special attention, since the heat in this area is often insufficient. Before the cleaned sauna is next used, everything must be well ventilated and dried again.
- Use of the sauna stove without an adequate filling of stones is not permitted.

Single-pane safety glass (ESG) - spontaneous breakage

When ESG is used, possible unavoidable and undetectable nickel sulphide inclusions in the glass can result in the risk of spontaneous breakage occurring. Spontaneous breakage should be regarded as a general, acceptable risk. Spontaneous breaks of single-pane safety glass (ESG) do not constitute any grounds for complaint.

Installation of the infra-red lamp

Infra-red lamps must not be exposed to any moisture. Never cover the lamp! Risk of fire! You should heat up and ventilate your infra-red cabin before using it for the first time. **Note - the lamps must never be operated at the same time as the sauna stove. Only use the lamp once the cabin has dried out!**

Guarantee & important information

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Safety instructions

A warranty is only provided if the **General instructions**, the **Assembly instructions**, the **Technical instructions** and the **Warranty provisions** are complied with.

When assembling the sauna, be aware of any electrical cables you have already routed to the heating elements. Please ensure sufficient distance from screws in cable conduits. The cables of the temperature sensors must not be kinked. The cables supplied by Karibu must also not be sharply kinked. Ensure a minimum bending radius of at least 60 mm. The cable must also not be laid over sharp edges. Always round off any edges that come into contact with the cables using emery paper. Electrical cables that run on the inside of the sauna cabin must be covered with the cable strip included. The strip should be secured in place using the pre-drilled screw holes. Cables should be shortened if necessary so that they do not lie around loosely.

Please note the warning and hazard information in the operating and assembly instructions accompanying the electrical equipment.

Never cover up the ventilation slits.
This appliance is not designed to be used by persons (including children) with limited physical, sensory or mental capacities or those with limited experience and/or a lack of knowledge of the appliance - unless they are supervised by someone who will be responsible for their safety or have received instruction from that person on how to use the appliance. Children should be supervised to ensure that they do not play with the appliance.

Connecting the stove and control unit

The control cables outside the control unit and stove must be protected, routed to avoid short circuits and secured against tensile loads.
A final electrical check in accordance with BGV A3 or VDE 0701 - 702 with a record must be carried out by an approved electrician before the appliance is used for the first time.
If any appliance or electrical cable is damaged while still under warranty, please contact us. Repair work on electrical appliances must only be carried out by an approved electrician.
The relevant features must also be marked on the enclosed type plate by an approved electrician. The plate must be attached in a clearly visible position above the stove.

Heating bars are not covered by the warranty!

Connection of the sensor cables

The sensor and mains cables should not be routed together or guided through a shared conduit. Shared routing can result in electronic faults, e.g. "flickering" of the switching relay. If shared routing is required, a shielded sensor cable, e.g. LIYLY-O (4 x 0.5 mm^2) must be used. In this case, the shielding must be connected to the earth connection in the sauna stove.

Connect the sensor cables on the stove to the appropriately labelled terminal.

During installation of sauna stoves, DIN VDE 0100 Part 703 must be complied with! In its latest version, valid since February 2006, under Changes Paragraph 703.412.05, this standard makes the following statement (quote):
The additional protection must be provided for all of the sauna's power circuits by one or more circuit breakers (RCDs) with a rated differential current no greater than 30 mA. Sauna stoves are exempted from this requirement.

Sauna stoves from Karibu and associated control elements may only be connected by an authorised specialist taking account of all requisite standards and guidelines. A heavy current connection (3 NAC 400 Volt) is required for these stoves.

Guarantee & important information

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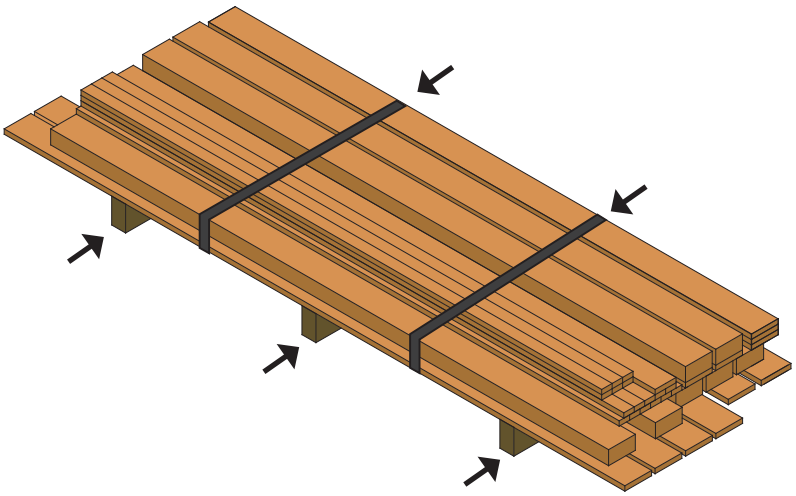
The sauna's ventilation mechanisms must not be adjusted or sealed off. The sauna stove stones must only be removed when the stove is switched off and has completely cooled. Do not touch them while hot or place them on wood! Do not place any objects or things on the sauna roof.

Cable connection to the decorative crown

After assembly, secure the cables in the cable duct. Do not place any sharp objects on the sauna roof near the cables. Be aware that the lamps on the decorative crown are not connected to the control unit.

Goods returns

For reasons of liability, goods must always be deposited at the edge of the plot. Assemble a stable package, which you have bundled together ideally with two or three (depending on the length of the goods involved) ropes or straps at equal distances.
The original lateral supports should also be placed at equal intervals in a lateral direction underneath the goods.
No carriage forward shipments will be accepted for goods returns.



Important information about your product

Please read carefully & keep safe!

Table of contents

1. Nordic timber

You have purchased a product made from a sustainable, natural raw material. The timber most commonly used is spruce wood from forests in northern Europe. Because of the climate, the northern spruce grows slowly and therefore creates fine, narrow annual rings. This timber is durable, resilient and stable. In order to achieve a product that warps as little as possible, the timber is dried using technology to around 16 % wood humidity.

2. Opto-electrical sorting (scanner)

At Karibu, the majority of planks are optimised by a 50-metre-long cross-cut system with upstream colour scanner. This system detects unacceptable wood defects, such as mechanical flaws, deep or continuous cracks and planing faults, and automatically cuts them out of the planks. This produces a consistent, superb timber quality and protects the environment, since maximum use is made of the material.

3. Expansion and shrinkage of timber

Wood is a living material and during the first season, in particular, reacts to the various influences of weather, despite drying with technology and correct wood protection.
When moisture levels are high, it expands (the walls may "grow" by a few centimetres), and shrinks again when dry. This means that warping of planks and boards, the discharge of resin and crack formation can never be completely ruled out. A different grain pattern and widening grain are typical, especially of solid wood.

3.1 Expansion and shrinkage of timber

Especially with log cabins

The planks must not be connected firmly to each other across several block planks (e.g. by shelves) in order to ensure even expansion and shrinkage. Failure to remember this rule can result in cracks, etc. developing. This also needs to be borne in mind when installing windows and doors. The door and window sills must only be connected to the windows or doors - never with the block planks!

As a result of their design, the outer corners of the gable may break off during transport or construction. This does not constitute grounds for complaint, since they do not fulfil any static function. Simply secure these corners to your building using wire nails, wood glue or similar during assembly.

4. Typical characteristics of timber

Timber, as a natural product, has characteristic wood properties that vary from tree to tree and therefore from plank to plank.

Important information about your product

Please read carefully & keep safe!

Timber with the following characteristics may, in certain circumstances, have been integrated into your product:

These characteristics are typical of timber and therefore cannot be used as grounds for complaint:

5. Mould on pressure-impregnated timber

During the timber impregnation process, a solution of impregnating salts is pressed into the timber, giving the wood a high moisture

Superficial, non-gaping cracks

Dry cracks occur due to different swelling and shrinking behaviour in any direction on the wood. They do not affect its function. Depending on the influences of weather,
these cracks may
enlarge or close.

Solidly ingrown bark

This characteristic appears on the tree, e.g. on branch forks. On the sawn-out plank, this leads to small, dark-highlighted areas.

Resin pockets

Resin pockets are resin-filled cavities found in tree trunks of timber with a high resin content (e.g. spruce and pine). If these cavities are opened as a result of sawing or planing while the timber is being processed, the sticky resin can escape. It can easily be wiped away with a cloth soaked in acetone.

Pith

The tree is supplied with nutrients via the pith. Sometimes, these brown stripes are mistakenly believed to be decay.

Distorted but processed planks

In their uninstalled state, these planks have a crooked or twisted appearance. In combination with the entire wall, however, these planks are 'straightened out' and therefore
can also be processed.

Tongue and groove

Tongue and groove are unplaned, rough, but tongued and grooved planks. Tongue and groove is ideal for roofs and floors. Today, tongue and groove is usually planed on one side - the visible side.

The tongue and groove we use always has a good thick side and a poorer thin side. A high number of knots in the planks highlights the natural characteristics of the wood and does not represent any reduction in quality. These planks may also have rough edges or in some cases a missing tongue or groove on the underside.

Easily broken edge knots

During planing (profiling of the planks), knots that are located directly on the plank edge can break out. When the planks are put together, coverage must be ensured. You should not be able to "look through" them.

content and causing it to dry out only slowly. If stored in enclosed spaces or if there is poor ventilation, mould can quickly form.
The health and stability of the timber will not be impaired, since the mould only affects the surface of the wood. Often, brushing is all that is needed to remove it. For more heavily affected areas, a chlorine-containing household cleaner will do the job!

6. Colour-treated timber (factory-side)
On colour-treated products, only the outer surfaces are treated. The insides must be painted (with the exception of sauna houses without an ante-room), otherwise the warranty will be invalidated. Please note that tongues and grooves must be treated before assembly. Once your product is fully assembled, the final treatment can be applied to its surfaces.
As a result of the manufacturing process, some of the leading edges of the battens may not have been given a final treatment. These must be treated after construction.
White cover strips (e.g. on the roof) have 3 painted sides and one side that is primed only. During assembly, care must be taken to ensure that the primed side is no longer visible later. The shade for white components is RAL 1015 ivory white.

The structure of the timber and characteristics typical of wood may be accentuated by the painting process:

• Encapsulated tree resin may penetrate through the paint layer at the surface. The resin can be easily wiped off using a cloth soaked in acetone.

• The timber's varying uptake of the colour as a result of its fibre structure means that different thicknesses of the paint layer and gloss levels may occur on the painted surface.

Our paints have the following colour numbers:

	Colour	Number
	Ivory white	RAL 1015
	Terra grey	RAL 060.40.05
	Silk grey	RAL 7042
	Sand beige	RAL 1019

7. Untreated products

(treatment of the timber)

The insides must also be painted (with the exception of sauna houses without an ante-room), otherwise the warranty will be invalidated.

Ask your paint consultant regarding suitable varnishes. Use an open-pored wood-preserving varnish with protection against blue staining. Coatings that are too thick will prevent the wood from drying out after heavy rainfall, which will cause damage.

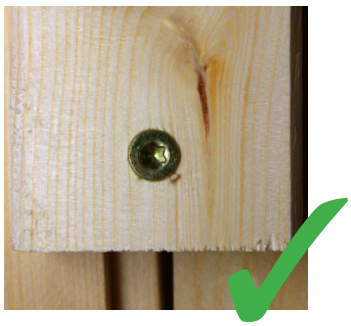
All components, i.e. walls, doors, floors and roof beams, roof panels, battens and laths, etc., with the exception of pressure-impregnated elements, must always be treated on both sides. Parts of the wood that will no longer be accessible later on due to the assembly process (such as the tongue and groove) must be treated before assembly. After assembly, give your building a double protective coat of open-pored wood-preserving varnish (no thick-layered varnish!). Protective coatings should be re-applied every two years at the latest. These maintenance instructions apply only to timber products used outdoors.

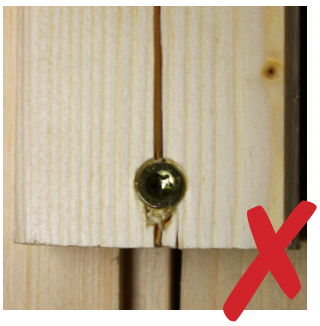
Rule of thumb for the amount of glaze required: 80 ml will be used per m^2 when applied to one side once.

8. Pre-drilling of screw connections

Wood is sometimes a particularly stubborn material, which is why every screw connection should be pre-drilled in the first section. Otherwise, the wood can easily tear and splinter lengthways! The stability of a pre-drilled connection is much greater than one that has not been pre-drilled.

If, however, any breakage or splitting does occur, a few drops of wood glue are all that's needed, and the "damage" is quickly and easily remedied.





9. Pressure-impregnated timber

Our range incorporates a number of different products, including car ports, patio canopies or children's play equipment made from pressure-impregnated timber.

We use the modern method of pressure impregnation to treat our timber. It is an effective and ecologically sound process for protecting wood. Liquid impregnating salts are pressed into the timber under pressure, bonding with the wood.

These timbers may exhibit certain properties, for example:

Pressure-impregnated timber - cracks

The pressure-impregnated timber is protected by the above process against weather and environmental influences, and against pest infestations. Cracks in pressure-impregnated wood are caused by the wood's propensity to expand and shrink. Unfortunately, even drying of the wood cannot always rule out crack formation. If there is large-scale and rapid shrinkage, the resulting shrinking forces can exceed the timber's intrinsic stability, tearing the wooden structure and forming cracks. However, this property does not affect the wood's stability or its resilience. Depending on the influences of the weather, these cracks can close up again almost completely.

Pressure-impregnated timber - mould attacks

If mould grows on the timber, this will be Ascomycetes (sac fungus) or Fungi imperfecti (fungi that is not fully identifiable).

The Penicillium and Aspergillus strains of the Ascomycetes species are the most common forms seen. Mould feeds on the contents of cut cells and organic contamination ...

The mould only grows on the surface of the wood and does not penetrate deeper into the inside. The stability of the wood is not impaired, however slight discolouration may occur.

Once the wood is dried, the mould dies off and can be removed mechanically using an industrial vacuum with fine particulate filter or, alternatively, a household cleaning agent containing 5% acetic acid solution has been proven to be effective at combating mould.

Greenish-white spots on the surface

Small greenish-white spots are frequently seen on the surface of the timber. This often looks at first glance as though it is a type of fungus. However, these are actually just harmless salt crystals that have bonded with resin components from the wood on the surface of the timber. These spots will disappear with time.

These salt crystals on the surface are classed as a quality hallmark of careful pressurised impregnation.

Pressure-impregnated timber battens (end sections left untreated)

The natural-looking cut surfaces cannot, unfortunately, be avoided as a result of the techniques used. Short pieces, for example, cannot be pressure-impregnated, and timber, due to its different cell sizes, takes up the impregnating agent in different amounts. The closer the cells are to the core, the less they are able to absorb the fluid. These cut surfaces can subsequently be re-coated by hand using an impregnating solution.

10. Single-pane safety glass (ESG) - spontaneous breakage

When ESG is used, possible unavoidable and undetectable nickel sulphide inclusions in the glass can result in the risk of spontaneous breakage occurring.

Spontaneous breakage should be regarded as a general, acceptable risk.

Spontaneous breakages of single-pane safety glass (ESG) do not constitute grounds for complaint.

11. Pressure-impregnated supports

The supports of the building must not be missing from any of our deliveries.

Our supports are made from pressure-impregnated wood (green/brown/unplaned) and are required for packaging purposes in every package.

The white packaging film is also attached with tacks to the supports. Also attached to each package is a note stating that these components must not be used exclusively for packaging materials and are part of the supplied package for the building.