

Haljas Houses

User Manual / Hele Nano



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Foreword

At Haljas Houses, we are striving to offer and deliver excellence through our products and services. Therefore we'd like to congratulate and thank you for favoring the lifestyle of Haljas!

Please take time to carefully and thoroughly read and understand the content of this User Manual prior to delivery of your sauna. Furthermore, we recommend keeping the User Manual for regular review and future reference.

This User Manual provides the necessary directions and recommendations for Haljas saunas.

Sauna parameters

Metrical

HELE	Weight, no heater, kg	Area, m ²		Height, mm		Length, mm		Width, mm		Heating time °C/hour	Volume, m ³
		Ext.	Int.	Ext.	Int.	Ext.	Int.	Ext.	Int.		
NANO	520 net	1.82	1.4	2287	2000	1588	1400	1143	1000	40	2.8
MINI	760 net	2.35	2	2550	2200	1600	1485	1600	1485	80	5.2
SINGLE	1090 net	4.08	3.8	2550	2200	2250	2150	2250	2150	40	8.4
DOUBLE	2200 net	8.82	8.6	2550	2200	4380	4280	2250	2150	40	2 x 9.5

Imperial

HELE	Shipping Weight, lbs	Weight, no heater, lbs	Area, sq. ft		Height, ft		Length, ft		Width, ft		Heating time °F/hour	Volume, ft ³
			Ext.	Int.	Ext.	Int.	Ext.	Int.	Ext.	Int.		
NANO	1322	1146	19.6	15	7.5	6.56	5.21	4.6	3.75	3.28	72	99
MINI	1580	1676	25.3	21	8.37	7.22	5.25	4.87	5.25	4.87	144	184
SINGLE	3042	2404	44	41	8.37	7.22	7.38	7.05	8.37	7.22	72	279
DOUBLE	5746	4851	95	93	8.37	7.22	14.4	14.04	8.37	7.22	72	2 x 335

Before delivery

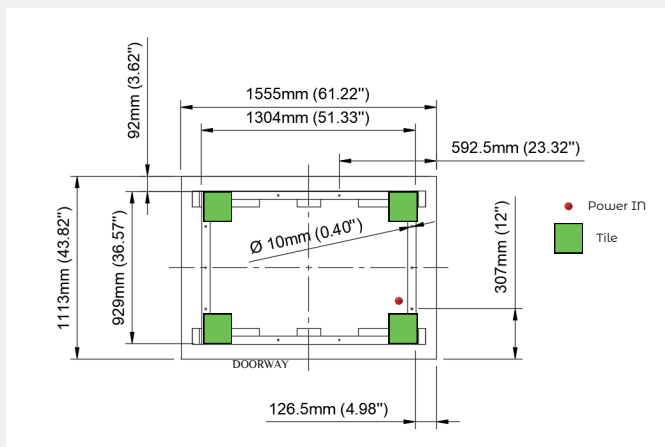
Site access

Before placing the order for your sauna, please make sure there is access to your desired place for the product. We recommend discussing this with your local authorized Haljas Houses retailer.

Permits & ground preparations

Always make sure that the planned space does not go against any building laws or local fire department's requirements.

The soil underneath the sauna should be removed and replaced with a well-drained and load bearing material (splinters, gravel, sand). We recommend you have the plot inspected by a qualified architect or building engineer prior to proceeding. You are also most welcome to turn to your local authorized Haljas retailer for advice. A drawing for the dimensional layout of the foundation would have been sent to you after confirmation of purchase, alternatively available here:



Place and level 4 concrete tiles horizontally on the ground to be able to support all four corners of the skid. Bring the power cable to the location marked with a red dot “Power In”.

Hele Nano has a solid 6cm/2.36” thick timber floor. When installing the sauna, locate the power cable and drill a hole through the bottom of the sauna.

Depending on the circumstances, it is also possible to install the sauna on a pre-existing surface (terrace, roof, stone pavement) or use other foundations (concrete posts, screw pegs). It is important to ensure that the surface is load-bearing and there is enough space for ventilation underneath the sauna. Existing skid is the minimum distance underneath the sauna which is required for optimal airflow and should always remain as is. In addition, it is important to limit the growth of flora underneath and around the sauna in order to minimize any defects from moisture.

If you choose to install your sauna on a patio or a deck, please make sure that it is capable of supporting the weight of a full sauna, including the weight of the number of people your sauna has been designed for. Weights and dimensions can be seen under the section “Sauna parameters”.

Delivery day

Inspection

Please inspect your delivered sauna in two phases:

1. When the sauna arrives, check for any possible transportation

damage on the package and in case of visible dents or hard scratches, take a photo. In the event of transport damage it must be reported directly to the transport carrier upon receipt of the sauna.

2. When you have removed all packaging, inspect the product thoroughly. If any defects are evident, take photos. Also check whether anything on the delivery documents is missing. If something is missing from the order, the product is damaged or there appears to be malfunctions, notify your local authorized Haljas retailer within two weeks of the delivery. Complaints must be in a written form and include photographs and/or videos of the damage, defect or malfunction. For your safety, in the event of a malfunction regarding the use of sauna, the sauna must be unplugged immediately.

Lifting & unloading

Whether your sauna is transported in a closed truck or an open trailer, there are two options for unloading:

1. Hele Nano is built on a permanent skid. The sauna can be lifted with a forklift or pallet jack from all sides before and after unpacking.

2. The sauna can only be hoisted while in the package. Lifting the sauna with straps after unpacking will damage the product! When choosing to hoist the sauna, make sure to run the straps from designated places marked on the packaging. Minimum length for both straps is 8m (27ft).



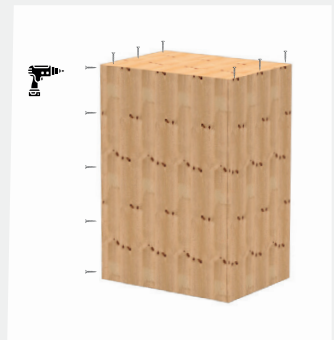
Unboxing

Removing wooden crate

You will need a ladder, a cordless drill and a Torx 20 bit.

Please carefully follow the instructions to make sure the package removal is safe:

1. Remove the top veneer by unscrewing all screws.
2. Remove all veneer sides.
3. Unscrew all temporary battens and lifting blocks.



4. Open the door. Inside the sauna you will find:
 - Exterior step
 - Door handle
 - Long vertical metal trims
 - A black haljas box.



5. Take the door handle out of the box and install it.
6. Unpack the metal trims. Screws can be found inside the black haljas box.
7. Use the pre-drilled holes to fix trims on all sauna vertical corners.
8. Bend the roof drainage back straight.
9. We recommend bolting the sauna to the foundation/terrace

through the pre-drilled holes in the skid metal.

Installation

1. After placing the sauna in the desired place, make sure it is level.
2. Due to extreme weather conditions in some locations, it might be necessary to fasten the skid metal to the foundation. In case your area is known for high winds or storms, please get in touch with an engineer for location specific calculations.
3. Install a door-stopper if you have strong winds in your area.

Electrics & Heater

Only a certified electrician may connect the sauna and the heater to the power supply.

The power cable of the heater must meet the requirements of UL 62 in the US and CSA 49 in Canada.

It is forbidden to use a PVC-insulated non-heat-resistant cable as the power cable of the heater.

All heater related queries and information will be provided by the local retailer.

As a client, make sure your electrician carries out the following:

1. Before any electrical work can be carried out, make sure that

the incoming main cable is switched off and it is safe to work.

2. Seal the opening of the temperature sensor cavity with silicone on both ends before attaching the sensor to the wall.

3. Heater must be fixed on the wall according to the manufacturer's manual.

4. Install the Sauna controller on the skirting between two platforms.

First heating

We recommend the first heating be done without people inside the sauna. Whether your sauna has an electrical or a wood burning heater, the first heating is meant to burn off any possible residual coatings or impurities from the manufacturing process. Heat up the sauna for at least 2 hours before thoroughly ventilating the sauna.

In case you have ordered the juniper ceiling panel as an optional extra, keep in mind that it can have quite an intensive odor for the few first sessions.

After ventilating the room(s), you may heat up the sauna to the desired temperature, pour some water on the stones and enjoy your first bathing session.

Usage

Safety

Although moderate sauna bathing is safe and healthy for most people, a person with a medical condition might need to speak to a doctor beforehand. When in doubt, please also contact your general practitioner.

Avoid sauna bathing if you are feeling unwell. The sauna is not intended for use by people with reduced capabilities, or lack of experience and knowledge of sauna bathing, unless they have been given supervision or instruction concerning use of sauna by a person responsible for their safety.

If you are a regular contact lens wearer, for your own safety please remove the lenses before entering a heated sauna.

Children must use the sauna under the supervision of adults. The rule of thumb when it comes to sauna bathing is to not overdo it. Pay attention to how you feel. If you feel dizzy, exhausted by the heat or unwell during a session, exit the sauna and lay down. Especially, if you are not yet used to sauna bathing, you should limit your first sessions. As you get used to the heat, you can slowly increase the time spent in the sauna. Drinking plenty of water is highly recommended for replacing the fluids lost from sweating. You should regularly check the security and safety of your sauna, including but not limited to, making sure that the heater and benches are in good condition and securely in place.

Do not use chemicals inside your sauna as you would be breathing them in when the sauna heats up. Always carefully follow the safety instructions of the specific sauna heater.

Never place anything on top of the heater and double check that before turning the sauna on. Do not allow towels or any other flammable material to come into contact with the heater as it could catch fire. To avoid fire, do not dry clothes or leave any towels or other textiles in the sauna.

Do not use the heater without stones as that poses a fire hazard. You should be extra careful in the vicinity of the hot heater, because the stones and metal parts of the heater may cause burns. Always exercise extra caution when moving around the heater. Do not sleep in the sauna.

To clean the interior of the sauna, do not use detergents other than those specified. Detergents containing chlorine, benzene or strong cleaning chemicals must not be used, because they are harmful to health when they evaporate. Similarly, if the interior surfaces of the sauna are retreated, follow the directions of use and safety of the manufacturers of the substances, including directions of ventilation after applying a substance and when the sauna may be used again. For the interior retreatment, only use substances that are safe and comply with the directions. If you are unsure, contact your authorized Haljas retailer for advice. Regularly observe both the exterior and interior of the sauna that there are no damages which could be detrimental to safety.

Ventilation

Hele Nano has natural ventilation. The airflow can be adjusted by turning (opening or closing) the ventilation cover located under the top bench.

General tips

1. Try using the sauna at different temperatures to find what is most suitable for you.
2. Most health benefits are associated with rising body temperature which is easier to achieve by staying longer in moderate temperatures rather than shorter periods in extreme heat.
3. Regulate the humidity in the sauna by throwing water on the stones.
4. In between, before and after the sessions, drink plenty of water.
5. Use towels for sitting. This is a good practice for making sure your sauna interior stays beautiful and hygienic.

Care & maintenance

When using the heater and the control unit, refer to the user manual provided by the heaters' manufacturer.

Throw water only on the heater and not on the walls or the platforms.

To keep the platforms looking fresh, we advise using seating pads or towels on the bench.

Avoid sitting on the platform in wet swimwear.

Keep an eye on the stones as they might break down in time.

Replace old stones with new ones or add new stones.

Avoid using non-compliant cleaning agents. For example, disinfectants bleach the wood surface and may ruin it.

After using the sauna, open the ventilation hatch to ventilate the room and allow the surfaces to dry.

Wipe off the platform with a clean, damp cloth. Keep excess water from pooling on wood surfaces. Do not use a stream of water to wash the platforms.

Remove seating pads or towels from the benches after each sauna session

The door must be closed to prevent wind from breaking it when not using the sauna. The safest way is to lock it.

At least once a year

Your sauna bench has been finished twice with a clear water-based sauna wax.

The wood in the sauna should be refinished with a sauna specific compound (recommended to use water-based wax) every once a year when it comes to commercial or heavy private use.

Remove all platforms and clean the bottom of the sauna with a product meant for wooden surfaces. Do the same with all platforms and wooden details.

For tough stains and soiling, the platform surface can be cleaned gently by using fine-grade sandpaper. The platform or sanded surface should then be refinished.

What to avoid

Drying textiles such as carpets and clothing etc as this may pose a fire hazard. Excessive moisture may also damage the surface of the wood.

Heating the sauna to a temperature beyond the specifications of the sauna and heater manufacturer. Excessive heat may cause the wood to warp or pose a fire hazard.

Pressure washing or using a stream of water to clean the sauna, as excess moisture may permanently damage the wood surface and structures.

Properties of the wood

Wood is a natural material and temperature changes may cause its surface to crack or bend. This risk varies according to material and intensity of use (it is minimal in the case of heat-treated material and home use).

Avoid leaving the door open for longer periods. All glass panels in Your sauna block 95% of the UV-rays. Exposing the interior to sun may cause discolouration of wood.

Heat-treated material may give off a particular smell when a new sauna is heated, but it will fade over time.

Glass maintenance

Cleaning frequency depends on the surrounding environment and your own needs.

To begin with the cleaning process, soak the glass with clean water and neutral cleaning compound solution by using a soft sponge or cloth. Clean a small area at a time. Apply the solution evenly in circular motion and then rinse the glass with clean water. Ensure that the cleaning solution is washed off completely.

For drying, use a clean and dry cloth or sponge. To avoid scratches, make sure that the cloth does not have any debris or metal on it.

Water drops from lawn sprinklers often reach the glass as well. The minerals in the water might attach onto the glass and when not cleaned it might result in permanent damage. The only solution then would be replacing the glass.

Door closing adjustment

The two roller locks on the door can be adjusted back and forth. If you want the door closing to be softer, adjust the roller inwards and if you feel the roller is not holding the door well then adjust it outwards.

Platform removal & maintenance

Wash the sauna bench with warm water to open up the wood grain so the dirt comes off more easily. In the same way clean the walls and especially those parts of the walls that have been leaned against. Choose a soft brush and scrub the benches, backrests and walls along the wood grain. Stubborn stains and small scuffs on the benches and backrests can be removed gently with fine sandpaper. Clean the dust. Finally wash with cold water to close the wood grains, and dry the wood with a cloth and by turning on the heat for a period of time.

Some discoloration might take place over time. Dark blue or black discoloration means that the wood has been left wet and not allowed to dry properly. That may happen, for example, if the sauna bucket is left on the bench. You can try to remove the darkened spot with gentle sanding and refinishing.

When deciding to refinish the interior details, we recommend that you apply all the sanding and finishing to all the same type of details. That ensures you that the details will remain the same shade of color. We also recommend that the sanding and refinishing take place outside of the sauna.

Both platforms can be taken out of the sauna by lifting them up.

Remove them by starting with the top bench. Then lift up and remove the skirting between the platforms and finally you are able to lift up the bottom platform.

FAQ

My sauna roof rubber has air bubbles.

This is not a defect of the sauna. The EPDM membrane is glued down to the roof panel and the air bubbles may appear when the membrane gets hot with sun exposure. Air bubbles underneath the membrane will clear themselves with time.

The wind broke the door of my sauna/ I cracked the door of my sauna.

Contact your local authorised Haljas retailer and place an order to buy a new door with an installation service (if necessary).

Mirror glass is broken.

Contact your local authorised Haljas retailer and place an order to buy a new glass with an installation.

A wooden detail has cracked inside my sauna.

We cannot control the behavior of the wood. It might happen over time as a result of unstable humidity & temperature, the grain of the wooden details. You should always try to prevent the case and take care of your interior details (especially the platforms). We highly recommend that you sand and wax the platforms once every two years. In case you would like to get a replacement then all platforms can be ordered as new - just contact your local retailer.

How often do I need to clean the glass? What type of substance to use?

We recommend cleaning the glass at least twice a year. Maintaining the crystal clear visual appearance can be harder outside due to various reasons: rain and sun combination (UV), air pollution - acid rain, springtime pollen etc. At Haljas we use and recommend you to use *Würth Active Glass Cleaner*.

How often do I need to clean the sauna floor?

We recommend that you take out the bench platforms & floor rests and clean the floor at least once a year. Do not use any chemical as the floor is finished with a strong varnish. Clean up the floor using clean water.

The heater of my sauna has broken down / I don't know if my controller is broken.

Contact your local authorised Haljas retailer and explain the situation as clearly as possible. Further management depends on the exact situation.

The stones of my sauna heater are becoming fragile / I need to replace the stones of the heater.

There are many variations for the stones on the market. We recommend you contact your retailer to order new ones.

The birds are attacking the sauna / flying against the glass.

Try using the bird collision prevention stickers on the glass. There are many various bird stickers available online. Haljas is not responsible for such actions and consequences of any kind.

The door lock is broken / I lost my door keys of the sauna / I broke the door handle.

Contact your local authorised Haljas retailer and place an order to buy a new one. The warranty will be void in case of an independent fixing of the product or applying unauthorised modifications to the sauna.

Can I bring my phone to the sauna?

Do not bring any electronic devices into the sauna when it's heated. We are not responsible for any of such kinds of actions and consequences.

What kinds of sauna oils and substances can I use?

Using any type of sauna oils is your own responsibility. Using sauna oils can cause allergic reactions. We are not responsible for any consequences. We recommend researching first and trying out different products and brands that suit you best.

How long should the sauna session be?

The time spent in a sauna is very subjective. Some people might enjoy taking longer sessions, some prefer quick ones. You should

always be careful and pay attention to how you feel during a session. We are not responsible for any physical reactions that might occur taking a sauna bath. For further information look up the instruction guide provided in the Usage chapter, in the Safety subsection.

Warranty

The warranty for Haljas Houses products' material and manufacturing defects applies for 24 months (commercially 6 months). Heaters have their own warranties and requirements. If you have any trouble with your heater, look up the heater manual provided along with the sauna.

The warranty applies on the prerequisite that the product is being used and cared for according to the manufacturers' manuals.

To receive the warranty, the claim sheet must be filled out completely and sent via email.

Attention! In case of a commercial use, the warranty applies for 6 months.

Conditions

The warranty does not cover naturally occurring and expected characteristics of wood materials (differences in wood grain, knots, slight variations in tone) and phenomenons that occur naturally during use of the product (shrinkage and expansion due to temperature and humidity, moderate deformation).

The warranty does not cover natural wear and tear that occurs during the intended use of the product.

The warranty does not cover man-made injuries to the product. Surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all wood.

The warranty does not cover injuries or defects caused by the use of wrong cleaning compounds or methods.

The warranty does not cover indirect costs such as a reconstruction or a removal of a terrace beneath the sauna.

The warranty will be void in case of an independent fixing of the product or applying unauthorized modifications to the sauna.

In case of any issues concerning the warranty, please contact the manufacturer or distributor immediately.

Warranty claim sheet

Please find the online warranty claim at **haljas.com/warranty**

**We welcome You to our community of
bathers!**

