

# HeatWave Saunas™ FAQs

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*The instructions included here are intended to help trouble shoot any potential problems you may experience with your sauna. We recommend consulting a licensed electrician to perform any of these tasks you're not comfortable with, or proficient enough, to performing yourself. Please contact Customer Service at **1.800.759.0977** for assistance with additional questions.*

## Q: What do I do if there is no power to my sauna?

1. If you are not getting any power to your sauna, start by making sure there is power going to your outlet. You can check the outlet by unplugging the sauna and trying to plug in a different appliance (ex: hair dryer, curling iron, etc.). If you do not have power to the appliance the problem is with your outlet. Try to reset the breaker on the outlet if it is a GFCI receptacle, or at the electrical box directly if needed, or both. If it still does not work, contact a licensed electrician.
2. If the outlet is working but the sauna has no power you will need to inspect the power supply box located on the roof of the sauna. **NOTE: MAKE SURE THE SAUNA POWER CORD IS UNPLUGGED WHEN YOU DO THIS STEP.** To access the power supply box, you will need to remove the roof panel access. It is a thin piece of wood that covers the top part of the roof panel. Remove the outer screws that secure it in place. Once removed, the roofs electrical components will be exposed.
3. Locate the gray power box mounted on the roof. The power supply box will be located inside this gray box. Remove the 4 screws that secure the lid to the gray box. Remove the lid and identify the large metallic box. Plug the sauna back into the outlet. When plugged in the power supply box should have a green LED light lit.
4. If the LED light is not lit the problem will be the over current protector. Please contact your dealer to replace this part, and follow the instructions below on how to change the over current protector.
5. If the LED light is lit the problem could be the power supply box itself or the control panel located on the front of your sauna. Try to power on the inner components of the sauna that do not operate from the control panel (ex: CD player, color light, reading lights). If these components work the problem is the control panel. Contact your dealer to replace the control panel and follow the steps below to change the control panel. If the inner components do not work the problem is the power supply box itself. Contact your dealer to replace the power supply box and follow the steps below on how to change the power supply box.

## **How to Change the Over Current Protector**

1. To access the over current protector, you will need to remove the roof panel access. It is a thin piece of wood that covers the top part of the roof panel. Remove the outer screws that secure it in place. Once removed, the roof's electrical components will be exposed.
2. Locate the gray box mounted to the roof panel. This is the power box. Remove the lid on the power box by undoing the screws on the corners of the lid. Once removed you can identify the over current protector as the part that is mounted to the side of the power box, and is next to the receptacle that the power cord plugs into.
3. There will be two wires that plug into the over current protector, unplug the red and white wires to disconnect the over current protector. Remove the collar on the outside of the power box. This collar is what secures the part in place. Once the collar is removed, you can take out the over current protector and install the replacement. Reattach the collar and the red and white wires to the over current protector. The process is complete.

## **How to Change the Power Supply Box**

1. To access the power supply box, you will need to remove the roof panel access. It is a thin piece of wood that covers the top part of the roof panel. Remove the outer screws that secure it in place. Once removed, the roof's electrical components will be exposed.
2. Locate the gray box mounted to the roof panel. This is the power box. Remove the lid on the power box by undoing the screws on the corners of the lid. Once removed you can identify the power supply box as the metallic box with vent holes over the entire box.
3. To remove the power supply box you will need to unscrew the gray power box from the roof panel. There are 4 screws located on the corners of the power box that attach the box to the roof panel. Remove these screws and pull the box off of the roof panel. The power supply box will be mounted to the power box with 4 nuts and bolts located on the 4 corners of the power supply box. From the bottom of the power box you can undo the bolts to allow the power supply box to come out.

4. Once the power supply box is separated from the power box, begin to switch out the wires from the power supply box to the new replacement box. It is important to do one wire at a time to make sure no wires are crossed during this step. Once all of the wires are transferred to the new box, the power supply box can be reattached to the power box using the nuts and bolts.
5. The power box should be reattached to the roof panel using the 4 screws that screw into the 4 corners of the power box. Once the lid for the power box is attached, and the roof access panel is also attached, the process is complete.

### **How to Change the Control Panel**

1. To access the control panel enter the sauna and locate the inner control panel mounted on the front wall.
2. Remove the screws around the control panel and pull the inner panel down.
3. There are two white connectors that connect to the inner and outer control panels. Remove both connectors.
4. There are 4 screws located on the corners of the inner and outer control panels. Remove the screws and take out the control panels.
5. Replace the control panels with the new panels and reattach the screws on the corners to hold the panels in place.
6. Reattach the white wire connectors to the control panels, one will come down from the roof and connects to the control panel that has the other white plug permanently attached. Once the roof connector is attached. Take the connector that is permanently attached to the control panel and attach it to the remaining control panel.
7. Place the control panels back in place and attach the frame using the screws that were removed. Once the frame is in place the process is complete.

### **Q: What do I do if my sauna doesn't seem to be heating properly?**

1. First operate the sauna like you normally do, by setting the time and desired temperature.
2. Next you will locate the thermostat wire. This is located on inside of the sauna on the control panel. It is a black tip that sticks out from the panel.
3. To test the thermostat, wrap your hand around the black tip and notice the control panel to see if there is an immediate change in the temperature reading. If there is a change in the temperature the thermostat is ok. If there is no change in temperature, contact your dealer to replace the control panel with thermostat and follow the instructions above on how to change your control panel.
4. If the thermostat is working, the heaters will need to be inspected. Simply place your hand within an inch of each heater and notice if any heater is giving off low heat compared to the others, or no heat at all. Please note that the floor heater and bench heater will always operate at a lower wattage than the back heater and side heaters. If there is a heater that is not working properly, the heater will need to be unplugged and re-plugged. Follow the steps in the instructions below on how to change a heater. If the heaters are working properly then the issue is the circuit board for the power box on the roof. Contact your dealer to replace the circuit board for power box, and follow the steps below on how to change the circuit board.
5. If after changing the circuit board the problem persists it may be the power supply box itself. Contact your dealer to replace the power box, and follow the steps above on how to change your power supply box.

### **How to Change the Heater**

1. First remove the screws around the wood frame that goes over the heaters.
2. Pull out the wood frame and the heater will be attached to it. Unplug the heaters connector. If the heater is only being inspected re-plug the connector to see if the heater now works. If the heater is being replaced pull out the heater from the wood frame by sliding it out of the bottom.

3. Slide the replacement heater into the wood frame and plug the two connectors.
4. Place the wood frame and its heater back into place and fasten using the screws that were removed in step 1.

### **How to Change the Circuit Board for Power Box**

1. To access the circuit board for power box, you will need to remove the roof panel access. It is a thin piece of wood that covers the top part of the roof panel. Remove the outer screws that secure it in place. Once removed, the roofs electrical components will be exposed.
2. Locate the gray box mounted to the roof panel. This is the power box. Remove the lid on the power box by undoing the screws on the corners of the lid. Once removed you can identify the circuit board as the green board with the red and white wires that connect to it.
3. To remove the circuit board for the power box you will need to unscrew the 4 nuts and bolts located on the 4 corners of the circuit board.
4. Once the circuit board separated from the power box, begin to switch out the wires from the circuit board to the new replacement board. It is important to do one wire at a time to make sure no wires are crossed during this step. Once all of the wires are transferred to the new board, the circuit board can be reattached to the power box using the nuts and bolts.
5. Once the lid for the power box is attached and the roof access panel is also attached, the process is complete.

### **Q: What do I do if my sauna's color light doesn't come on?**

1. First, you need to identify whether the light is bad, or if the control panel is not functioning properly.
2. Turn on the light.
  - a. If the control panel does not light, check the connection of the wires on the panel itself.

- b. After inspecting the wires, if the control panel does not respond, contact your dealer to have the control panel replaced. Steps for changing the control panel are provided below.
    - c. If the control panel allows you to set the time and other settings, the control panel is fine.
    - d. If the light is not responding, unplug and re-plug the wire connections going into the light, as well as the connections going into the control panel (by following the next steps).
3. To access the color light, you will need to remove the roof panel access. This is a thin piece of wood that covers the top portion of the roof panel.
  - a. Remove the outer screws that secure it into place.
  - b. Once removed, the roof's electrical components will be exposed.
4. Locate the green circuit board at the center of the roof panel. This is the color light circuit board. Unplug and re-plug the wire connector that plugs directly into the circuit board.
5. Once this is done, you will need to unplug and re-plug the connections to the color light control panel.
  - a. To access the connections to the color light control panel, locate the control panel mounted on either the rear wall panel, or one of the side panels (depending on the type of unit you have).
  - b. Once you have identified the color light control panel you can access the wiring by removing the screws from the wooden frame around the panel.
  - c. Pull the wooden frame off and unplug and re-plug both of the wire connectors from the back of the color light control panel.
  - d. Re-secure the control panel to the wall or side panel.
6. Once these steps have been completed, switch on the light. If the light works, it can be assumed that a loose wire was the issue. If the light still does not work the bulb or Circuit Board needs to be replaced. Contact your dealer for the warranty, and follow the steps below on changing the Circuit Board or to access the bulb.

### **How to Change the Color Light's Circuit Board**

1. To access the color light, you will need to remove the roof panel access. This is a thin piece of wood that covers the top portion of the roof panel.
  - a. Remove the outer screws that secure it into place.
  - b. Once removed, the roof's electrical components will be exposed.
2. Locate the green circuit board at the center of the roof panel. This is the color light.
3. Unplug the wire connector that plugs directly into the circuit board.
4. Remove the four (4) screws that hold the circuit board into place.
5. Place the new color light circuit board into place and re-secure the screws.
6. Re-plug the connection to the color light.
7. Switch the light on and the light should light.
8. If not, proceed to the next step.

### **How to Change the Color Light's Internal Circuit Board on the Control Panel**

1. Locate the control panel mounted on either the rear wall, or one of the side walls (depending on the type of unit you have).
2. Once you have identified the color light control panel you can access the wiring by removing the screws from the wooden frame around the panel.
3. Pull the wooden frame off and unplug both of the wire connectors from the back of the color light control panel.
4. Remove the four (4) screws that hold the internal circuit board into place.
5. Place the new internal circuit board into place and re-secure the screws.
6. Re-secure the control panel to the rear or side wall.

7. Switch the light on and the light should light.

**Q: What if the CD player is not working?**

1. First, unscrew the wooden box that the CD player is mounted in. The screws are located on the front and at the bottom of the back of the box.
2. Once the screws are loosened/undone the wooden box will be able to be removed.
  - a. There will be two plugs on the back of the CD player: One supplying the power and one to connect to the antenna.
3. Unplug and re-plug both of these connections.
4. Once the connections have been re-established the CD player can be placed back into position.
  - a. Place the wooden box for the CD player back into the corner. Use the screws that were removed during Step 1 to refasten the box to the wooden trim.
5. Power on the CD player and choose the desired setting. If the CD player is still not working, contact your dealer to have the CD player replaced.

**Q: How do I change the temperature reading from C° to F°?**

1. Press the temperature + and – buttons at the same time. This should allow you to switch between the two settings.

**Q: What if I'm getting an EP or -- Error message on the control panel?**

1. You need to replace the thermostat. Contact your dealer to replace the control panel (this is where the thermostat is located), and follow the steps above on how to change the control panel.

**Q: Can my sauna be set-up outdoors?**

1. No, the sauna is designed to be used in an indoor environment. The sauna should only be used in a dry location as moisture will damage the wood and electrical components.

*Please contact Customer Service at **1.800.759.0977** for assistance with additional questions and part orders.*