

Sun Home Pod One Person Infrared Sauna v1.0



Installation / Instruction Manual



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SAFETY WARNINGS AND DISCLAIMERS

IMPORTANT: READ BEFORE USE



DANGER

- **Health Risks:** Use of the Sun Home Pod Infrared Sauna may cause overheating, dehydration, and cardiovascular distress. Individuals with heart disease, blood pressure problems, or other medical conditions should consult a physician before using the sauna.
- **Temperature Sensitivity:** Prolonged exposure to high heat may cause burns or heat-related injuries. Users must monitor their body's response to heat and cease use if they experience dizziness, lightheadedness, or discomfort.
- **Dehydration and Electrolyte Imbalance:** Sweating caused by sauna use can lead to dehydration or electrolyte imbalance. Drink plenty of fluids before, during, and after use to ensure safe hydration.
- **Mental and Physical Limitations:** Pregnant women, the elderly, children, or individuals with specific health conditions must avoid using the sauna unless approved by a physician.
- **Medical Devices:** Individuals with implanted medical devices, such as pacemakers, insulin pumps, or other electronic implants, should avoid using the sauna without consulting their physician. High heat may interfere with the functioning of such devices.



WARNING

- **Impaired Judgement:** Do not use the sauna under the influence of alcohol, drugs, or any other substance that may impair judgment or physical coordination.

Environmental Requirements and Installation Warnings

- **Indoor Use Only:** The Sun Home Pod Infrared Sauna is designed for **indoor use only**. Do not expose the sauna to extreme weather conditions such as rain, snow, or high humidity levels. Installation in a temperature-controlled room with sufficient ventilation is necessary for proper functioning and user safety.
- **Installation by a Qualified Professional:** The sauna must be installed by a licensed professional to ensure compliance with local codes, safety regulations, and proper operation. Any modifications or improper installation will void the warranty and potentially expose users to risk.

- **Moisture and Humidity Concerns:** Moisture from high humidity environments may damage the sauna's electrical components. It is crucial that the sauna is placed in a dry, non-humid area with appropriate climate control.
 - **Distance from walls:** If the walls in the customer's home are covered with wallpaper, a safety gap of approximately 4 inches (10 cm) should be left between the sauna and the surrounding walls and ceiling. If the walls are not covered with wallpaper or similar materials, no gap is required.
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Liability and Indemnification

- **Assumption of Risk:** By using the Sun Home Pod Infrared Sauna, you acknowledge and assume full responsibility for all risks associated with sauna use. You agree that Sun Home Saunas is not liable for any injuries, damages, or health conditions resulting from improper use, failure to follow guidelines, or pre-existing medical conditions.
 - **Indemnification:** You agree to indemnify and hold harmless Sun Home Saunas, its employees, contractors, and agents from any legal claims, costs, damages, or expenses arising out of your use or misuse of the sauna.
 - **Exclusion of Liability:** Sun Home Saunas is not liable for any indirect, incidental, or consequential damages, including but not limited to property damage, personal injury, loss of income, or damages due to improper installation or failure to maintain the sauna properly.
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Warranty and Warranty Exclusions

- **1-Year Residential Limited Warranty:** Sun Home Saunas offers a **1-year residential limited warranty** for all components of the Sun Home Pod Infrared Sauna. This warranty covers the carbon heaters, the cabin, controller, full-spectrum heater, oxygen bar, color light, and light strip. The warranty is voided if the sauna is improperly installed, used outside of intended conditions, or subjected to unauthorized modifications.
 - **Exclusions:** The warranty does not cover damage caused by improper installation, misuse, or failure to follow maintenance instructions. The sauna must be maintained as described in the owner's manual, and any unauthorized alterations, including tampering with electrical components, will void the warranty.
 - **Extended Warranties:** Extended warranties are available for purchase. Please contact Sun Home Saunas for details on extended coverage options.
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User Acknowledgment and Agreement

By purchasing or using the Sun Home Pod Infrared Sauna, you confirm the following:

1. **Receipt and Understanding of Instructions:** You have received and reviewed all safety, maintenance, and warranty materials provided by Sun Home Saunas. You agree to follow all instructions and use the sauna only as intended.
2. **Health Risk Acknowledgment:** You understand and acknowledge the potential health risks associated with sauna use and agree to consult a physician before use if you have any underlying medical conditions or concerns.

3. **Installation and Use Agreement:** You will ensure the sauna is installed by a qualified professional and used in a manner consistent with the instructions provided. You accept responsibility for ensuring that the sauna is maintained in good working order.
 4. **Indemnification:** You agree to indemnify and hold harmless Sun Home Saunas and its agents from any claims, damages, or expenses resulting from misuse or failure to follow the guidelines and safety instructions.
 5. **Jurisdiction and Legal Disputes:** This agreement is governed by the laws of **San Diego, California**. All legal disputes related to the sauna will be resolved through binding arbitration in San Diego, California, as the exclusive venue for all matters arising under this agreement.
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Additional Legal Disclaimers

- **No Warranty for Weather-Related Damage:** Sun Home Saunas does not warrant the sauna against damage caused by exposure to weather elements (e.g., rain, snow, excessive heat, or humidity). The sauna must be used in a dry, temperature-controlled environment.
 - **Unforeseen Modifications and Unauthorized Use:** The warranty and liability disclaimers are voided in the event of modifications made to the sauna, unauthorized repairs, or use outside the recommended environment, or intended uses.
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Final Acknowledgments

By installing and using the Sun Home Pod Infrared Sauna, you acknowledge that you have read, understood, and agreed to all terms set forth in this document. You understand that failure to comply with the above warnings, instructions, and guidelines may result in injury or damage, and you accept full responsibility for any such risks.



DANGER

ELECTRICITY IS VERY DANGEROUS, TO PREVENT ACCIDENTS OR DEATH PLEASE PAY ATTENTION TO SAFETY AND ENSURE THAT YOU HAVE FULLY READ ALL THE WARNINGS AND THIS MANUAL BEFORE USING THE SAUNA.

- Ensure that the sauna is correctly assembled according to the instructions provided. Improper assembly may lead to malfunction or injury.
- Make sure the sauna is plugged into an AC socket or extension cable that is suitable for use, properly grounded, has a built-in surge protector, and preferably is IP65 rated.
- NEVER touch or use the sauna with wet hands.
- Ensure the sauna is always kept dry - This is an infrared sauna, not a steam sauna. Please DO NOT splash or spray the sauna with water. If the sauna does get wet, unplug it immediately, and DO NOT use it.
- NEVER leave the sauna plugged in and switched on when not in use.
- DO NOT bring mobile phones, MP3 players, or other electronic devices into the sauna while in use - the heat can quickly cause batteries to overheat, posing a fire hazard.
- If the Sauna stops working or doesn't work when switched on, unplug it immediately and DO NOT use it.



WARNING

BEFORE USING THE SAUNA

Always consult your doctor before using this sauna, especially if you have health issues.

Children and vulnerable adults must always be supervised when in the vicinity of the sauna unit and should never enter due to the risk of overheating.

Do not use if you are under the age of 18, pregnant, have a history of heart disease or high blood pressure, have diabetes., have complications such as neuropathy or retinal damage, wear a pacemaker, have an open wound, have had recent surgery, have epilepsy, or any other health concerns or risks.

WHEN USING THE SAUNA

Never cover the sauna with clothes, towels, or other objects.

Never insert fingers or objects into the ventilation grill or other parts of the sauna.

Do not install the sauna in closets, cabinets, or other small unventilated spaces.

Do not turn or store the sauna upside down.

Do not climb or stand on top of the sauna, or place objects on top of it.

Do not place heavy objects on the power cord or run the cord under carpets or rugs.

We recommend there is at least a 50 cm (20 inches) clear space around the sauna for ventilation.

Do not bring mobile phones, MP3 players, or other electronic devices into the sauna while in use. The heat can quickly cause batteries to overheat, causing a fire hazard.

Prolonged exposure to high temperatures may lead to overheating. Stay hydrated and do not exceed recommended session times.



NOTICE

Wellness benefits can only be obtained through careful use of a sauna.

We accept no responsibility for the user's misuse or failure to use this equipment safely as instructed.

FEATURES

TOUCH SCREEN CONTROL

Use the LED touch screen to adjust the temperature, set your session time, and control all functions with ease, personalizing your sauna experience.

BUILD QUALITY

Step inside through the curved glass door into a serene space crafted from oil-treated Hemlock on the outside and natural, raw Hemlock on the inside. The sleek design adds style to any home.



POWER INFRARED TECHNOLOGY

The 11 far-infrared carbon heater panels provide deep-penetrating warmth, promoting relaxation, detoxification, and recovery, without the extreme heat of traditional saunas.

SOUND & LIGHT

Enjoy Bluetooth audio and multi-colored LED lighting, allowing you to create the perfect atmosphere, whether you're unwinding or energizing.

UNPACKING AND ASSEMBLY

CUSTOMER SUPPORT

If you have any questions about setting up or using your Sauna, please visit our website (SunHomeSaunas.com) for further information, FAQs, troubleshooting, and customer support.

BEFORE OPENING THE CRATE

- Take care when handling and opening the crate. We recommend wearing thick safety gloves to help prevent injury from splinters during assembly.
- Due to the size, and for protection during transit, your Sauna will be flat-packed in a large wooden crate and should be delivered upright.
- Two people are needed to unpack and assemble the Sauna.
- Before opening the crate, ensure you have an adequate amount of space for assembly.
- The Sauna should only be assembled on a dry, flat, and stable surface, in an area with adequate ventilation. Assembly takes approximately 30 minutes.

TOOLS REQUIRED



- An electric screwdriver and normal Phillips crosshead tip.
- Step ladder to install the Ceiling Panel.
- Rubber mallet is used to help lock the panels into place.
- Allen Key for removing the Glass Door (if needed).

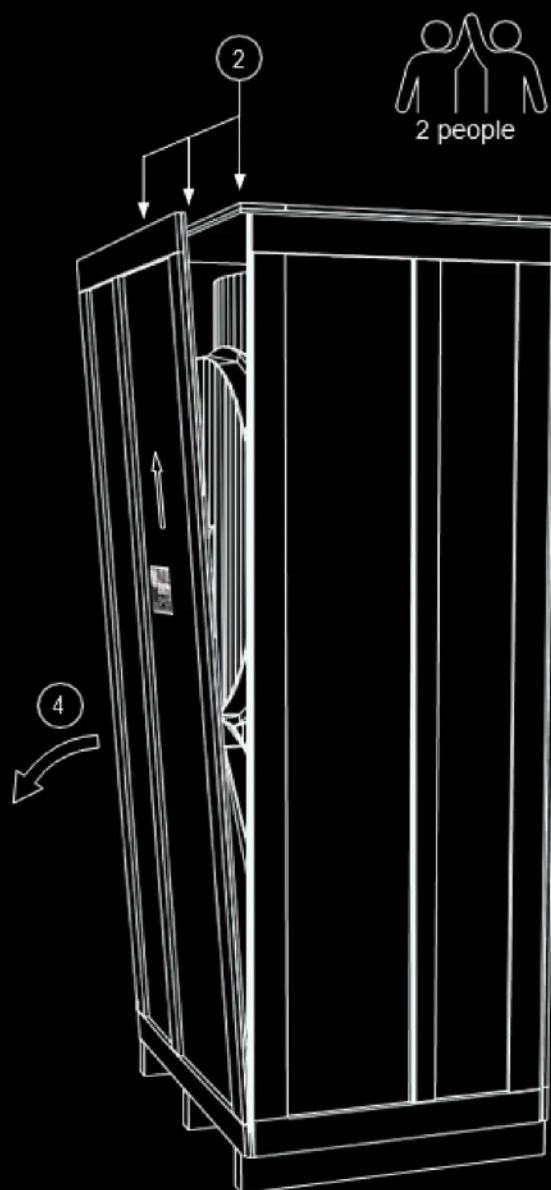
OPENING THE CRATE

1. The front of the crate is indicated by the screws on the front panel and labeling.
2. Using an electric screwdriver or Philips crosshead and a step ladder, begin by unscrewing the 3 screws located on the top of the crate that secures the head of the front panel.
3. With one person holding the front panel in place to prevent it from falling and causing items to spill out, continue unscrewing and removing the remaining screws from the front of the panel.



WARNING: For safety, **two people are required** to open the crate. The way the Sauna is flat-packed, you need to ensure the **Ceiling and Base panels do not fall out** when removing the front panel.

4. With the last screw removed, **one person should carefully and slowly pull the top of the front panel away from the crate**, while the other reaches in to hold the **ceiling and base panels**, preventing them from falling out.
5. When the panels are secure, one person can fully remove the front panel, while the other keeps holding the sauna panels in place.
6. Once the ceiling and base panels are removed, unpack the remaining sauna components to prepare for assembly.



SAUNA ASSEMBLY

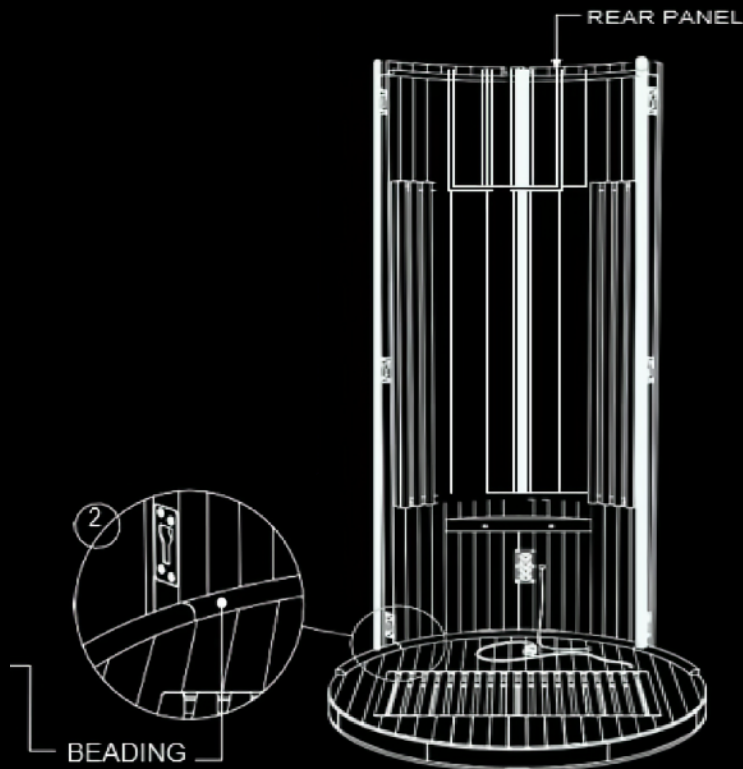
Parts List

The Sun Home Pod Sauna is comprised of several parts:

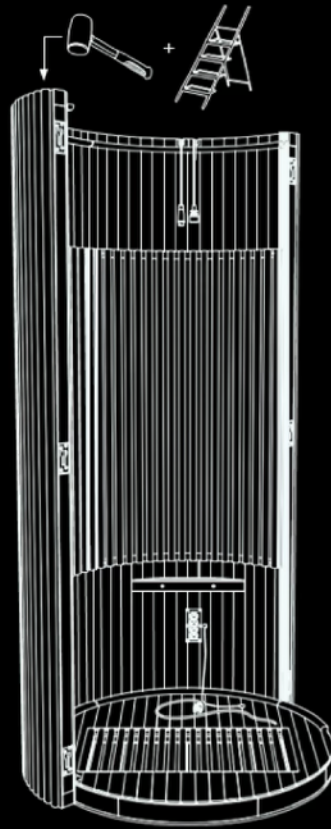
- 1 x Base plate
- 1 x Rear panel (inc. ports for power and foot-well lighting)
- 1 x Left panel (inc. LED control panel)
- 1 x Right panel
- 1 x Front panel (inc. glass door pre-installed)
- 1 x Ceiling plate (inc. vent, light, and power board)
- 1 x Ceiling cover
- 1 x Upright seat panel (inc. foot-well light)
- 1 x Seat panel
- 1 x Door handle pack (includes bolts)
- 1 x Fittings pack (screws)

Base Plate & Walls

1. Place the Base Plate on a dry, flat, and stable surface. The front side is indicated by the illustration.
2. Position the Rear Panel, ensuring the wooden beading aligns and sits flush with the Base Plate.



3. Install the Left Panel (with the LED control panel) by aligning the three concealed key/lock buckles with the Rear Panel. Use a rubber mallet to gently tap it into place until it is fully secured and flush with the beading.

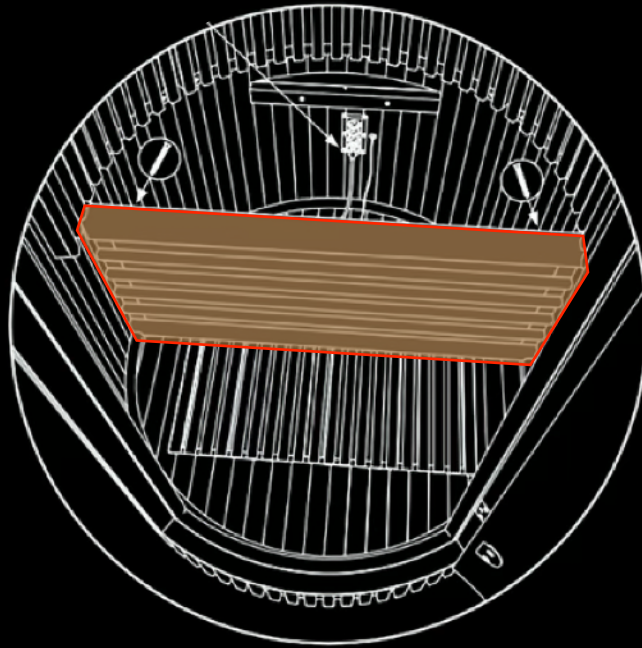


4. Repeat the process for the Right Panel, ensuring it is securely locked in place.

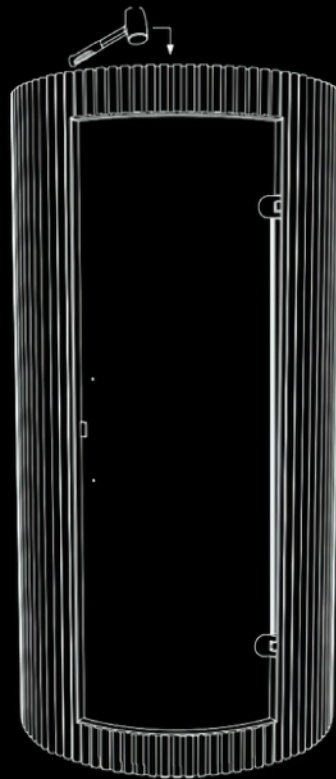


5. Connect the black power cable from the base to the socket in the rear wall.

6. Insert the front leg seat panel, ensuring it fits snugly between the wooden beading along the base and wall panels.



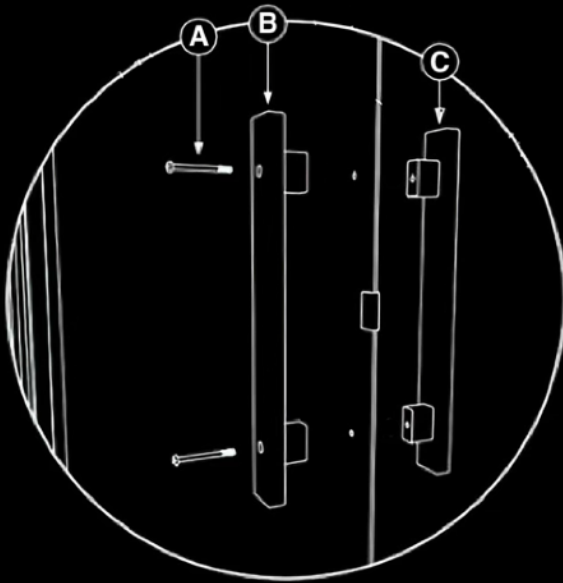
7. Position the Front Panel, taking care with the glass door. Align all key/lock buckles, then use a rubber mallet to tap it down and lock all panels into place.



Install the Door Handle

Note: When assembling the door handle, you may notice that the curved glass door has a thin plastic laminate around the holes where the bolts are inserted. Do not remove this laminate, as it serves as a shatter-resistant safety layer.

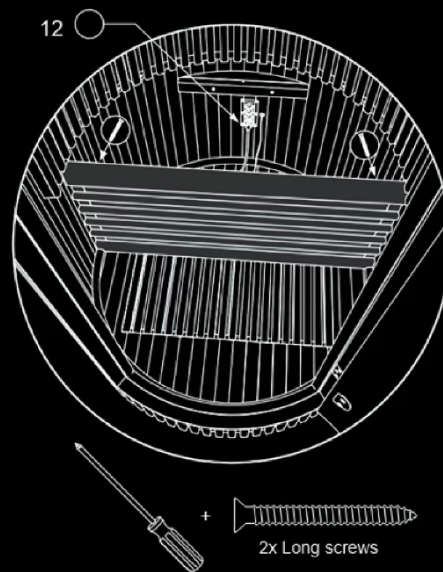
7. Insert the bolts (A) through the first handle (B).
8. Guide both bolts through the holes in the glass door.
9. Use a screwdriver to tighten the bolts to the outer door handle (C). Do not over-tighten.



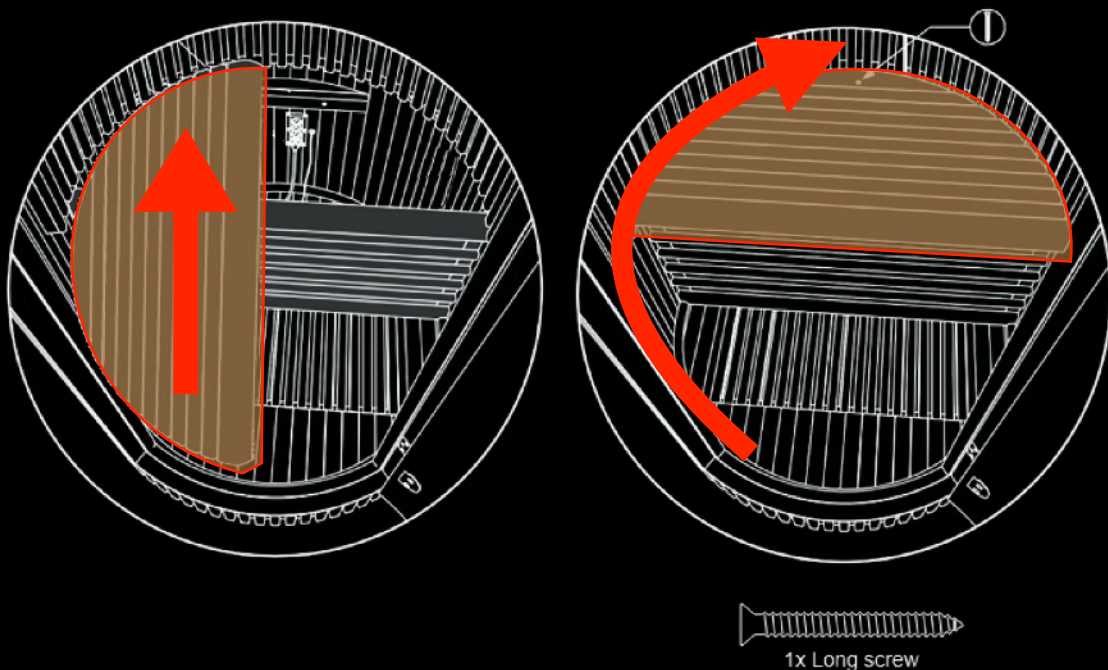
A: Bolt (x2)
B: Interior wooden Door Handle (x1)
C: Outer metal Door Handle (x1)

Seating Assembly

11. Secure the Front Leg Seating Panel using two long screws in the holes at the rear of the panel.



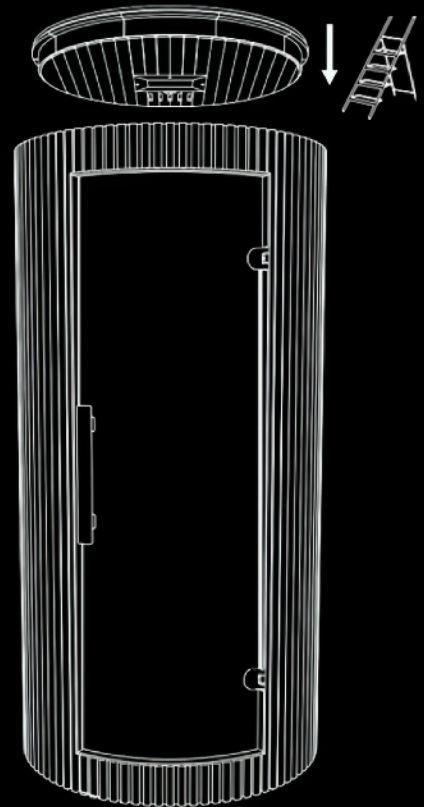
12. Once secured, connect the black power cable from the seat panel to the socket in the rear wall.
13. Position the top seat panel and slide it straight in so that it is halfway to allow access for connecting the thin red and black power cables for the lights.



14. Once connected, slide the top seat panel fully into place by rotating it clockwise and secure it by inserting a long screw into the hole at the rear of the seat panel.

Ceiling Installation

15. Using a step ladder, carefully position the Top Ceiling Panel with the vent facing toward the rear of the sauna.
16. Ensure the Ceiling Panel is properly aligned before connecting all power cables.
17. Connect each power cable to its corresponding plug. The cables are color-coded and labeled for clarity.
18. Once all cables are securely connected, position and install the Ceiling Cover.



Red Light Installation

19. Remove the top and bottom center screws from the Red Light casing.
20. Using the provided screws secure the Mounting Clips to the Red light top and bottom.
21. Plug the Red Light power cord securely into the back of the light. Push the excess cable into the wall.
22. Secure the Mounting Clips to the sauna wall using the (4) provided screws, inserting 2 in each Mounting Clip.

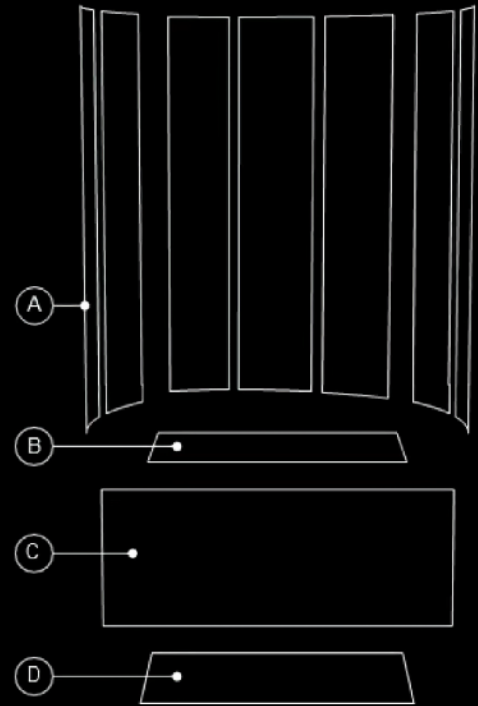


Heating Panels

The Sun Home Pod Sauna has a total of eleven (11) Far-Infrared Carbon Heating Panels located in 4 zones. For your safety, these panels have different power ratings depending on their position within the sauna.

- Zone A: 7 x Side and rear panels (180w)
- Zone B: 1 x Seat panel (80w)
- Zone C: 1 x Front leg seat panel (125w)
- Zone D: 1 x Floor (125w)

The lower power ratings for the Floor and Seat Panels ensure these areas don't overheat and cause burns to your feet, legs, or posterior.



LED CONTROL PANEL

1. Current temperature
2. Current temperature unit (°F or °C)
3. Time remaining (minutes)
4. Infrared enabled (heating indicator)
5. Wi-Fi indicator
6. Bluetooth indicator
7. Increase time (+)
8. Decrease time (-)
9. Increase temperature (+)
10. Decrease temperature (-)
11. Lights (long press to switch color mode)
12. Eave Light
13. Seat Panel Light
14. Far-Infrared Heating ON/OFF
15. Power ON/OFF



POWER ON AND GENERAL OPERATION

- After assembling the Sun Home Pod Sauna, plug the main power cable into a suitable AC power outlet or extension cord. Ensure it is properly grounded and has a GFCI plug. Then, switch it ON.
- If the sauna is assembled correctly and has power, the Power ON/OFF button (15) on the LED control panel will light up red.
- Tap the Power ON/OFF button once to activate the LED control panel.
- The current temperature (1) and remaining time (3) will flash, indicating that both need to be set before the sauna can start.
- Select your preferred temperature unit (°F or °C) with the Temperature unit button (7).
- Use the arrows to set your desired temperature (9 & 10) and session time (7 & 8). Tap the arrows to adjust each setting.
- To adjust the lighting, press and hold the Lights button (11) for 2 seconds to cycle through the different options.
- To play music via Bluetooth, enable Bluetooth on your phone and scan for the device 'SAUNA BT'. Connect to it, and you can stream music through the sauna's built-in speakers. NOTE: The sauna's LED panel does not have a volume control, so you must adjust the volume from your phone.
- Once you're satisfied with the set temperature and time, press the Start/Pause button to begin your sauna session. You can pause or stop the session anytime by pressing the Start/ Pause button again.
- The Infrared Enabled icon (4) will flash while the sauna is in operation.
- To use the Red Light panel, toggle the Red Light and NIR switched to the On position. Recommended red light time is 20 minutes at least 3 times a week to maximize wellness benefits.



WARNING: Prolonged exposure to high temperatures may lead to overheating. Stay hydrated and **DO NOT** exceed recommended session times. Exit the sauna immediately if you feel overheated, dizzy, or unwell.

MAINTENANCE AND CLEANING

The Sun Home Pod has been designed to be low-maintenance.

To clean, simply use a soft damp cloth and wipe down, ensure the sauna is completely dry before use.



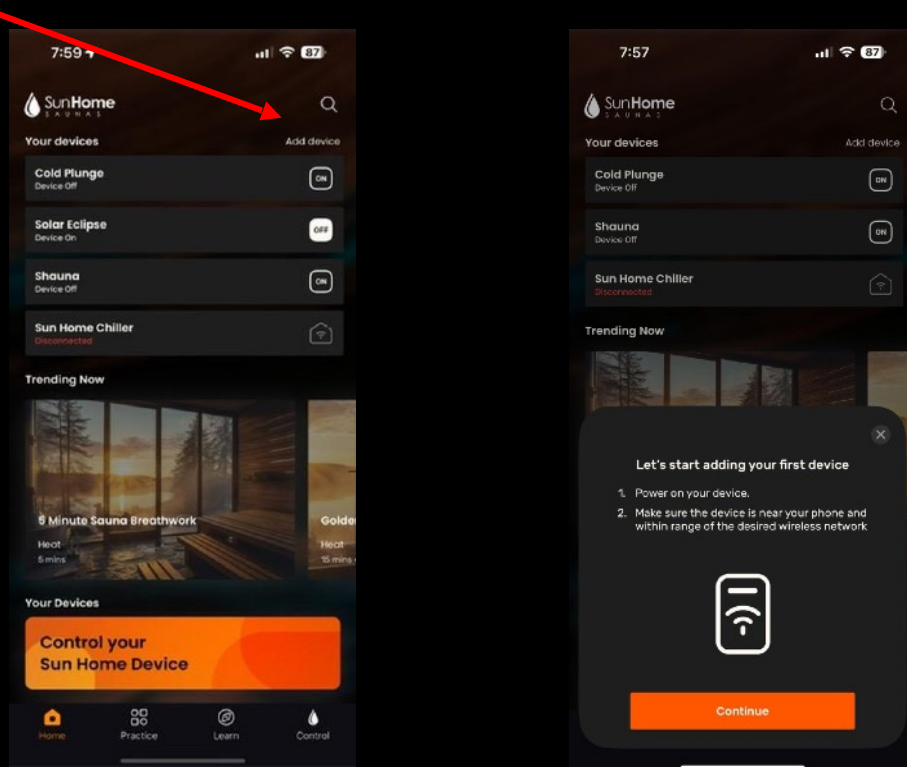
WARNING: Ensure the sauna is always kept dry: This is a Far-Infrared sauna, **NOT** a Steam Sauna. Please **DO NOT** splash or spray the sauna with water. If the sauna does get wet, especially during operation, unplug it immediately and **DO NOT** use it! One panel (C) on the Floor of the Pod.

Pairing with the Sun Home Saunas App

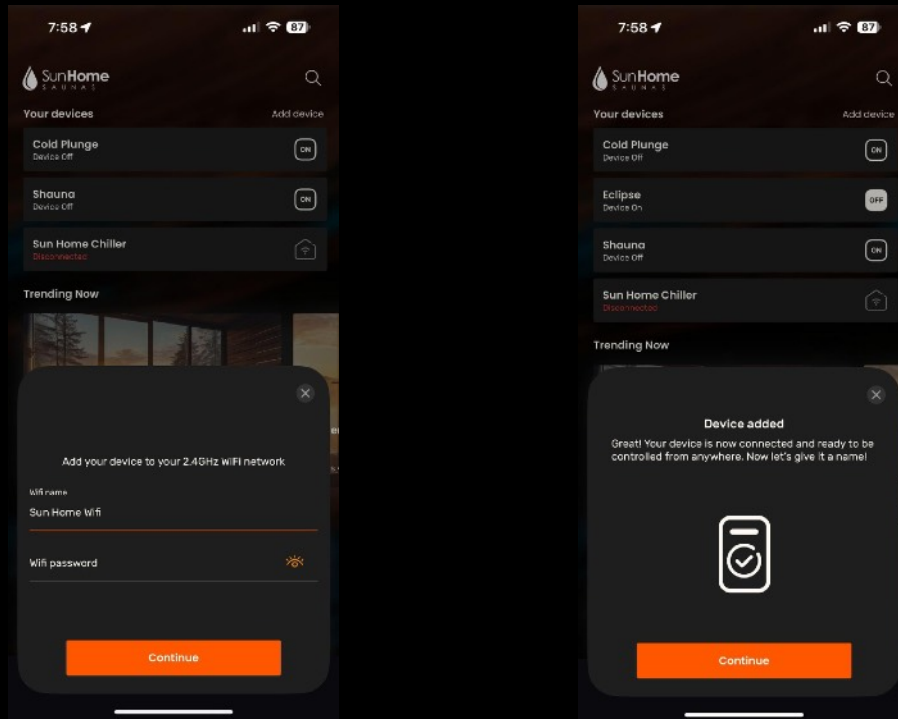
In addition to the LED Control Panel, the Sun Home Saunas app enables you to control your Sauna remotely using the steps below:



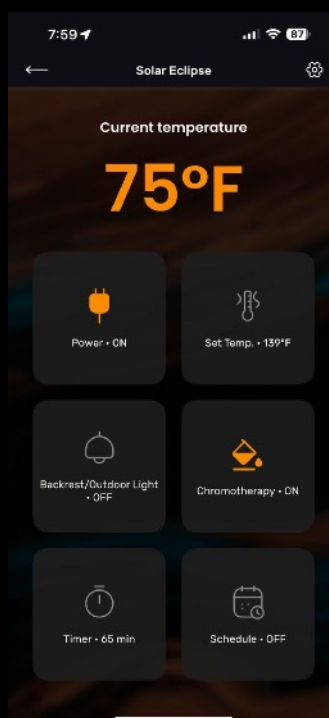
1. Download the Sun Home Saunas app from the App Store / Play Store.
2. Ensure your phone's Bluetooth is turned on, and that you are connected to Wi-Fi.
3. A 2.4 GHz Wi-Fi network is required. 5 GHz networks are not currently supported.
4. Open the app and create your account.
5. On the Home tab, tap Add device



6. Turn on your Pod to put the sauna in pairing mode.
7. Tap Continue and enter your wifi information
8. The app will display that it has found the sauna. Tap the sauna and give it a name!
9. You will now see your sauna in the list of devices on the Home screen. Tap the sauna to pull up the control interface.



10. The sauna interface will display with all of the control panel options for the power, heaters, lights, timer, and session scheduling.



TROUBLESHOOTING

Issue	Possible causes	Solution
The Power ON/OFF button on the LED Control Panel does not light up. LED Control Panel or Sauna is not working.	No power input.	Check if the mains power cord is plugged in and switched on.
	A power cable within the sauna is not connected or loose.	Check all cables within the sauna, and ensure the control panel cable is connected.
	The power light or control panel is broken.	Contact us for further information.
Heat Zone not as hot as expected	This is normal operation.	Each heating zone has different power ratings for safety - See page 20.
Sauna not heating. The Heating Panel is not working. Sauna not reaching set temperature.	The power cable for the heating panel is not connected or loose.	Check to see if the power cable for the heating panel is connected.
	The infrared heating panel is damaged.	Contact us for further information.
	Temperature sensor failure.	Check the temperature sensor cable is connected. Contact us if damaged.
	The circuit board is damaged.	Contact us for further information.
Sauna Lights are not working.	The power cable for the light is not connected or loose.	Check if the power cable for the light is connected.
	Light is broken	Contact us for further information.
No sound from the Speaker	The power cable for the speaker is not connected or loose.	Check if the power cable for the speaker is connected.
	Speaker is broken	Contact us for further information.
LED Control Panel displays error code 'ER'.	The temperature sensor cable is not connected or loose.	Check if the cable for the temperature sensor is connected.
	Temperature sensor damaged.	Contact us for further information.

LIMITED RESIDENTIAL WARRANTY

THIS LIMITED RESIDENTIAL WARRANTY (THE “WARRANTY”) IS APPLICABLE ONLY TO SUN HOME Pod 2-PERSON SAUNAS (THE “PRODUCT”).

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THE WARRANTY CAN ALSO BE FOUND ONLINE AT WWW.SUNHOMESAUNAS.COM/WARRANTY AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT

WHO MAY USE THIS WARRANTY?

FISH & FISCHER, LLC doing business as SUN HOME SAUNAS located at 1804 Garnet Ave, #216, San Diego, CA 92109 (collectively referred to as “**Sun Home**,” “**us**,” “**we**,” or “**our**” as the context may require) extends this limited warranty only to the consumer who originally purchased the product (“**You**” or “**Your**” as the context may require). It does not extend to any subsequent owner or other transferee of the product. This Warranty is limited to customers in the United States and Canada.

WHAT DOES THIS WARRANTY COVER?

With respect to the Product, we warrant during the Warranty Period, as defined below: (a) that the cabinetry will maintain its structural integrity and (b) that factory-installed components (i.e., heater controls, power supply, electrical wiring, and audio system) will be free from defects in material or workmanship. This Warranty covers parts, but does not cover labor and/or service technicians.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance, including failure to maintain the Product on a flat, level, hardtop surface with adequate drainage and to keep the exterior free and clear from plants, trees, grasses, soil, and snow deposits; (e) modifications of any type for any reason (including modification to meet local codes); (f) unauthorized repair; (g) normal wear and tear; (h) cleaning, painting, staining or other use of abrasive or improper chemicals; (i) your or a third party’s negligence; (j) animals, including without limitation, termites and other wood-destroying insects or rodents; (k) connections supplied by the installer of the equipment, an electrician or a third party; (l) improper voltage supply; or (m) external causes such as accidents, abuse, or other actions or events beyond our reasonable control, including, but not limited to, acts of God such as lightning, floods, earthquakes, etc. Surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all woods. This includes minor cracks due to wood expansion and contraction.

This Warranty becomes void if the Product has been subject to commercial use. For the purposes of this Warranty, “commercial use” shall mean any use that involves a fee, rate, charge, or other consideration, any use directly or indirectly in connection with a business, going concern, or undertaking intended for profit or pecuniary gain.

This Warranty becomes void if the Product has been subject to commercial use. For the purposes of this Warranty, “commercial use” shall mean any use that involves a fee, rate, charge, or other consideration, any use directly or indirectly in connection with a business, going concern, or undertaking intended for profit or pecuniary gain.

For Products placed outdoors, failure to utilize the water-resistant cover included with the Product as additional water protection for your Product, the included Roof Tie-Down Security System, or the included door latch apparatus will void your Warranty.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for one year (the "Warranty Period"). The Warranty Period is not extended if we replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Your sales receipt showing the date of purchase of the product is your proof of purchase. Any evidence of alteration, erasing or forgery of proof of purchase documents will be cause to void this Warranty. Products on which the serial number has been defaced or removed are not eligible for warranty service.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. Freight charges to and from you are your responsibility and are not covered under this Warranty. This includes freight charges for parts shipped to enable the services of the Product.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must call 1-844-728-6200 or email our Customer Service Department at info@sunhomesaunas.com during the Warranty Period.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty:

DISPUTE RESOLUTION AND BINDING ARBITRATION.

(a) YOU AND SUN HOME ARE AGREEING TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.

ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT, INJUNCTIVE AND EQUITABLE CLAIMS) BETWEEN YOU AND US ARISING FROM OR RELATING IN ANY WAY TO YOUR PURCHASE OF PRODUCTS THROUGH THE SITE, WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION.

(b) The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Consumer Arbitration Rules (the "AAA Rules") then in effect, except as modified by this Section. (The AAA Rules are available at adr.org or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this section.

The arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or the Agreement is void, voidable or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator(s) will be final and binding on each of the parties and may be entered as a judgment in any court of competent jurisdiction.

If you elect to file the arbitration, and this is a consumer-purpose transaction, you will pay the filing fee to the extent required by AAA's Consumer Arbitration Rules but not to exceed the cost of filing a lawsuit. Any amount above what it would cost you to file a lawsuit, we will pay. All other arbitration fees and expenses shall be allocated to us according to AAA rules. Except for the arbitration fees and expenses, each party shall pay its own costs and fees incurred (including attorneys' fees), unless the arbitrator allocates them differently in accordance with applicable law. This paragraph applies only if this is a consumer-purpose transaction.

The arbitration will be administered by the American Arbitration

(c) You may elect to pursue your claim in small-claims court rather than arbitration if you provide us with written notice of your intention to do so within 30 days of your purchase. The arbitration or small-claims court proceeding will be limited solely to your individual dispute or controversy.

(d) You agree to an arbitration on an individual basis. In any dispute, **NEITHER YOU NOR SUN HOME WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.** The arbitral tribunal may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. The arbitral tribunal has no power to consider the enforceability of this class arbitration waiver and any challenge to the class arbitration waiver may only be raised in a court of competent jurisdiction.

If any provision of this arbitration agreement is found unenforceable, the unenforceable provision will be severed, and the remaining arbitration terms will be enforced.