



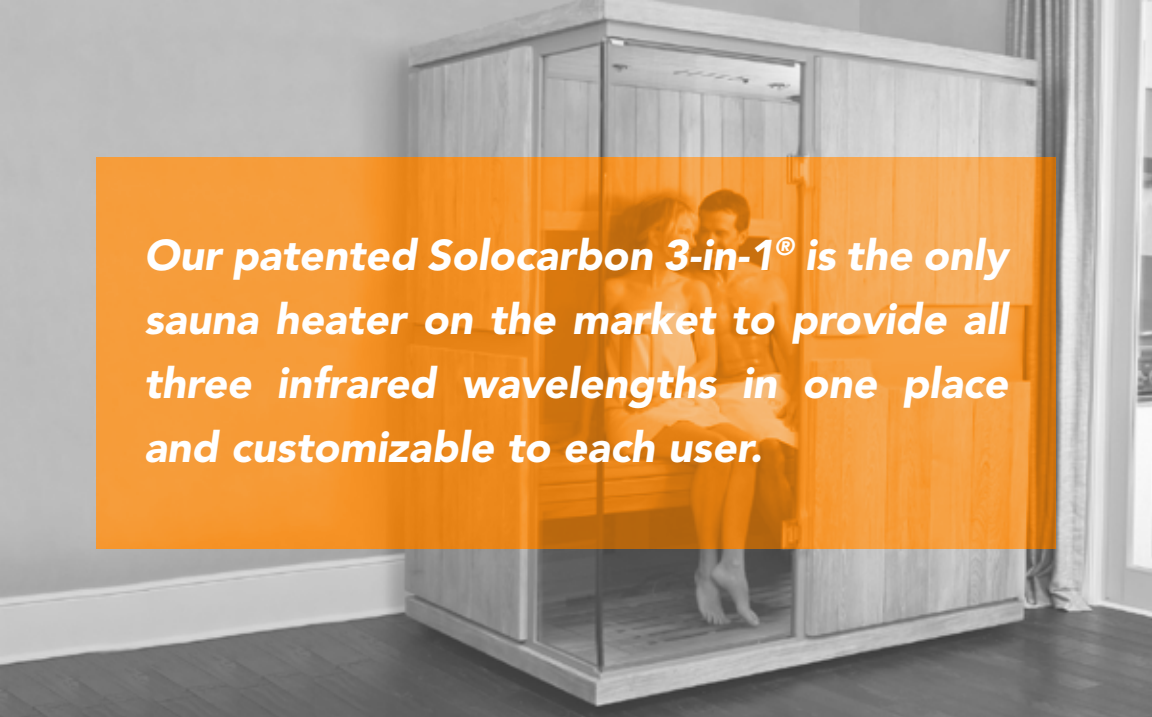
mPulse®

USER  
MANUAL



sunlighten®

empowering wellness®



***Our patented Solocarbon 3-in-1<sup>®</sup> is the only sauna heater on the market to provide all three infrared wavelengths in one place and customizable to each user.***

**Congratulations!**

You are now the owner of an mPulse<sup>®</sup> sauna. With Sunlighten infrared heat, you are empowered to improve your quality of life. Just follow our assembly instructions and sauna protocol to begin your wellness journey with the very best in infrared therapy.

**WARNING:**

*Do not use this sauna to treat any health problems without consulting your physician. Sunlighten, Inc. does not provide medical advice, education or treatment. Our information should not be relied on in making decisions about your health. Always consult your physician for medical advice*

**[www.sunlighten.com/contraindications](http://www.sunlighten.com/contraindications)**

# TABLE OF CONTENTS

## PRE-INSTALLATION

|                                 |   |
|---------------------------------|---|
| Specifications .....            | 4 |
| Pre-Installation/Warnings ..... | 6 |

## OPERATING INSTRUCTIONS

|                                    |    |
|------------------------------------|----|
| Control Screen/Initial Setup ..... | 7  |
| Sauna Settings .....               | 8  |
| Health Programs .....              | 11 |
| Scheduling Sauna Sessions .....    | 13 |
| Media Apps .....                   | 14 |
| Warm Up Time/Usage .....           | 17 |
| Sauna Protocol .....               | 17 |
| Health/Safety .....                | 18 |

|           |    |
|-----------|----|
| FAQ ..... | 19 |
|-----------|----|

|                      |    |
|----------------------|----|
| TROUBLESHOOTING..... | 22 |
|----------------------|----|

|                |    |
|----------------|----|
| WARRANTY ..... | 24 |
|----------------|----|

*A separate packet with assembly instructions is included with your sauna.*

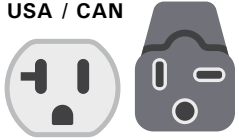
# MPULSE SERIES SPECIFICATIONS

| aSPIRE   |   |
|--|---|
| Dimensions<br>(W x L x H)  | 43.6" x 41.6" x 78.6"<br>110.7 cm x 105.6 cm x 199.6 cm |
| Power  | 120v, 2160 watts, 20a<br>1440 watts continuous          |
| DEDICATED 120V 20A CIRCUIT REQUIRED. SEE 5-20R IMAGE ON RIGHT.   |   |
| bBELIEVE   |   |
| Dimensions<br>(W x L x H)  | 51.7" x 47.6" x 78.6"<br>131.1 cm x 120.9 cm x 199.6 cm |
| Power  | 120v, 2400 watts, 20a<br>1920 watts continuous          |
| DEDICATED 120V 20A CIRCUIT REQUIRED. SEE 5-20R IMAGE ON RIGHT.   |   |
| cONQUER  |   |
| Dimensions<br>(W x L x H)  | 70.6" x 47.6" x 78.6"<br>179.3 cm x 120.9 cm x 199.6 cm |
| Power  | 240v, 3600 watts, 20a<br>3072 watts continuous          |
| DEDICATED 240V 20A CIRCUIT REQUIRED. SEE 6-20R IMAGE ON RIGHT. * |   |
| dISCOVER   |   |
| Dimensions<br>(W x L x H)  | 70.6" x 70.6" x 78.6"<br>179.3 cm x 179.3 cm x 199.6 cm |
| Power  | 240v, 4500 watts, 20a<br>3072 watts continuous          |
| DEDICATED 240V 20A CIRCUIT REQUIRED. SEE 6-20R IMAGE ON RIGHT. * |   |
| eMPOWER  |   |
| Dimensions<br>(W x L x H)  | 85.6" x 70.6" x 78.6"<br>217.4 cm x 179.3 cm x 199.6 cm |
| Power  | 240v, 4800 watts, 20a<br>3072 watts continuous          |
| DEDICATED 240V 20A CIRCUIT REQUIRED. SEE 6-20R IMAGE ON RIGHT. * |   |

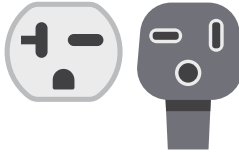
5-20R  
USA / CAN



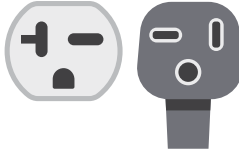
5-20R  
USA / CAN



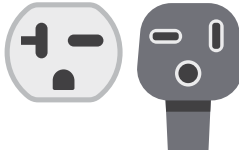
6-20R  
USA / CAN



6-20R  
USA / CAN



6-20R  
USA / CAN



**\*FOR COMMERCIAL FACILITY:** If only 208v is available, a Buck-Boost transformer must be installed to provide the correct electrical specifications for the unit to operate.

# INTERNATIONAL ELECTRICAL SPECIFICATIONS

| REGION    | VOLTAGE/AMPS   | EXTERIOR POWER CORD   |
|-----------|--|---|
| Europe    | Aspire: 230V-7.5A<br>Believe: 230V-10A<br>Conquer: 230V-15A<br>Discover: 230V-18A<br>Empower: 230V-20A | Aspire: H07RN-F,250V-16A,Plug type: MT-32 or NS-13<br>Believe: H07RN-F,250V-16A,Plug type: MT-32 or NS-13<br>Conquer: H07RN-F,250V-16A,Plug type: MT-32 or NS-13<br>Discover: H07RN-F,250V-20A,No Plug<br>Empower: H07RN-F,250V-20A,No Plug |
| Singapore | Aspire: 230V-7.5A<br>Believe: 230V-10A<br>Conquer: 230V-15A<br>Discover: 230V-18A<br>Empower: 230V-20A | Aspire: H07RN-F,250V-16A,Plug type: NS-17<br>Believe: H07RN-F,250V-16A,Plug type: NS-17<br>Conquer: H07RN-F,250V-16A,Plug type: NS-17<br>Discover: H07RN-F,250V-20A,Don't have Plug<br>Empower: H07RN-F,250V-20A,Don't have Plug            |
| Australia | Aspire: 240V-7.5A<br>Believe: 240V-10A<br>Conquer: 240V-15A<br>Discover: 240V-18A<br>Empower: 240V-20A | Aspire: H07RN-F,250V-16A,Plug type: XR-351<br>Believe: H07RN-F,250V-16A,Plug type: XR-351<br>Conquer: H07RN-F,250V-16A,Plug type: XR-351<br>Discover: H07RN-F,250V-20A,Don't have Plug<br>Empower: H07RN-F,250V-20A,Don't have Plug         |

## PRE-INSTALLATION

1. Have a certified electrician install a dedicated outlet for sauna.  
**Failure to do so will void all warranty.**
2. Remember your sauna should be assembled by 2 or more people.
3. Do not place plumbing or plumbing fixtures in the sauna.
4. Keep all liquids away from the heating panels and electronics.
5. Install sauna on a level surface.
6. Install sauna in an area that is dry and protected from the weather.
7. Keep flammable objects and corrosive chemical substances away from the sauna.
8. Installation of the sauna in an area below standard room temperature can increase warm up time

## WARNING: READ BEFORE OPERATING

To reduce risk associated with hazardous voltage & fire:

- Unplug the sauna from electrical outlet before storage or when not in use for expanded periods of time
- Do not operate the sauna if its not on a dedicated electrical circuit, or has a damaged power cord/plug
- If the sauna is not working properly or an odor persists, immediately unplug the sauna
- Do not leave the sauna unattended while heating for longer than the sauna's pre-set time periods
- Never cover holes or floor grate with towels, mats, garments, etc.

# OPERATING INSTRUCTIONS

## ANDROID CONTROL TABLET

### 1. Power ON/OFF

To turn On: Press and hold the power button in the lower right corner for 5 seconds, until the screen turns on. The screen will be blank for a few seconds before the Sunlighten logo appears.

If left on, the tablet will go into sleep mode and can be woken by touching anywhere on the screen.

To turn Off: Press and hold the power button for 2 seconds and select “shutdown” on the screen to turn off.

### 2. Initial Set Up

Upon first startup or a factory reset you will be prompted to configure initial settings:

- Temperature Unit Select: Fahrenheit or Celsius
- Language preference
- Usage Select: Residential or Commercial mode
- Serial Number: Located on the back of the floor panel of sauna. It is listed in the following format: (P)(Model Size)(First Letter of Wood Type) – (Four Digit Identifier)



### 3. Settings/Setup

In the SETTINGS tab, you will be able to adjust initial setup options.

- Change initial set-up options
- Set up a wireless internet connection
- Download latest software update
- Watch basic usage tutorial
- Adjust screen brightness
- Select display mode (standard or simplified)
- Select residential/commercial mode
- Adjust Notification ring

### 4. Residential/Commercial Mode

In the Settings tab, you can change between Residential & Commercial modes.

Residential: Standard setting

Commercial: Allows for a preheat time of up to 8 hours and will lock the screen 10 seconds after selecting. To lock/unlock the screen, tap the screen 10 times and look for the pop-up confirmation above the toolbar.

### 5. Display Mode

The control panel is equipped with two display modes that can be changed in the settings tab.





## 6. Duration/Temperature Settings

Standard: Rotate the time or temperature dials to your desired temperature.

Simplified: Use the arrow buttons to adjust to your desired time or temperature.

## 7. Adjust Lights

- Select Adjust Lights tab
- For exterior lights, select on/off
- For interior lights, use the slider to adjust the light intensity.

## 8. Wifi Connection

- Select the Settings/Set-Up tab
- Select "Set-up your wireless connection"
- In the list of Wifi Networks, select your network and enter your password if required.
- When successfully connected it should show "Connected" under the network name.

## 9. Adjust Date/Time

- Select Settings/Setup tab.
- Select "Set-up your wireless connection"
- In the list of Wifi Networks, select your network and enter your password if required.
- When successfully connected it should show "Connected" under the network name.



## 10. Update Software

There are two update methods. The easiest way to update your software is with Wifi enabled, go to Settings/Set-Up and select "Download the latest software update". If an update is available, a download prompt will appear. After successful download follow the prompts to install the new version.

If Wifi is not available, you can update using a USB storage device. You can purchase USB drive at:

<http://www.sunlighten.com/shop/mpulse-anywhere-access/>

## 11. System Reset

The System Reset option will allow you to completely reset and erase all data on your sauna (Full Reset,) or reset all software but keep your information (System Reset.) The System Reboot option will restart the sauna and maintain all information and software.

## 12. Create New User (Optional)

If you are tracking your progress with a biofeedback device, you should set up a User profile. Your personal data can be used with a Bluetooth heart rate monitor to accurately calculate calories burned. If you do not intend to track biofeedback, you may continue as a Guest User.

- To create a New User:
- Select the Health Tracking tab
- Enter a user name, gender, date of birth, weight and height
- Select "next" to return to home screen. User name will appear in the top left corner.



### 13. Health Programs

The wellness programs are designed to emit the optimal blend of infrared wavelengths - based on 56 clinical studies - to achieve the desired result.

To begin a program:

- Select Health Program tab
- Select the desired program from left side menu
- Press start to begin preheating
- When it reaches the desired temperature, press start to begin program



NOTE: Once you begin a program, the duration and temperature are not adjustable as they are pre-programmed to deliver the best result. Preset programs range between 115 - 130°F.

The pre-heat function allows you to begin the program at your desired temperature. To stop a program, return to home screen. Adjust the temperature for a prompt that allows you to cancel or continue.

If you prefer an extremely hot experience, you can create a custom program, see page 13, or use the quick mode function.

## Preset Health Program Guide

| PROGRAM  | DURATION                       | INFRARED USED           |
|--|--------------------------------|-------------------------|
| <b>Detoxification</b>  | <b>37 Minutes</b>              | <b>Far / Mid</b>        |
| Starts at a high intensity to increase the body's core temperature then reduces to a low, comfortable intensity level. IR combination improves vascular access flow to reach toxins at the cellular level.                   |                                |                         |
| <b>Relaxation</b>  | <b>40 Minutes</b>              | <b>Far / Mid / Near</b> |
| Far, mid and near infrared rays induce deep relaxation as they relieve muscle tension at a low, comfortable intensity promoting overall stress reduction with regular use.   |                                |                         |
| <b>Anti-Aging</b>  | <b>30 Minutes</b>              | <b>Far / Near</b>       |
| A low, constant intensity level penetrates tissue to help with various skin concerns. Near IR LEDs improve overall skin tone, elasticity and firmness promoting anti-aging benefits.   |                                |                         |
| <b>Cardiovascular</b>  | <b>45 Minutes</b>              | <b>Far / Mid / Near</b> |
| Starts at a high intensity to increase heart rate and cardiac output then lowers to sustain heart rate level. Circulation increases to promote healthy blood pressure.   |                                |                         |
| <b>Weight Loss</b>   | <b>30 Minutes</b>              | <b>Mid / Far</b>        |
| Starts at a high intensity to stimulate the cardiovascular system then reduces to a medium level. As the body works to cool itself, there is an increase in heart rate, cardiac output & metabolic rate similar to exercise. |                                |                         |
| <b>Pain Relief</b>   | <b>Pain Relief</b>             | <b>Far / Mid / Near</b> |
| An IR blend provides natural pain relief by reducing inflammation and swelling while near IR LEDs penetrate the tissue to promote cellular repair at a medium, constant intensity level.                                     |                                |                         |
| <b>Create Program</b>  | <b>Your Choice (1 Hr. Max)</b> | <b>Your Choice</b>      |
| Gives you full control of each heater, allowing you to maximize the IR power, output and intensity of each sauna session.  |                                |                         |

## 14. Create A Program

- Select Create Program
  - Enter a name, duration and set heaters to desired output.
  - Heaters can be set individually in segments adding up to 60 minutes
  - The length of a segment indicates how long a heater setting will run
- Edit or Delete a Custom Program: If you have one or more custom programs, the Delete and Edit options will be available. Select Delete or Edit, and a list of created programs will appear with corresponding delete or edit buttons next to them.

### Quick Infrared Guide for Customization:

| <i>Near Infrared</i>   | <i>Mid Infrared</i>  | <i>Far Infrared</i>   |
|--|--|---|
| <ul style="list-style-type: none"><li>• Cell Health/Immunity</li><li>• Skin Purification</li><li>• Pain Relief</li></ul> | <ul style="list-style-type: none"><li>• Pain Relief</li><li>• Improved Circulation</li><li>• Weight Loss</li></ul> | <ul style="list-style-type: none"><li>• Weight Loss</li><li>• Detoxification</li><li>• Blood Pressure Reduction</li></ul> |

## 15. Adjust Heater Output

- Select Adjust Heaters tab
- Select the heater panel you wish to adjust (the panel being adjusted will be pink to show which one is being adjusted)
- Press the +/- on the slider bars to adjust the level of Mid and Far infrared emitted (floor heater is Far only)
- Press on/off to adjust Near infrared (not available on every heater panel)
- You can rotate the perspective in the sauna by swiping right or left
- When adjustments are complete, press "Finished" to save the settings



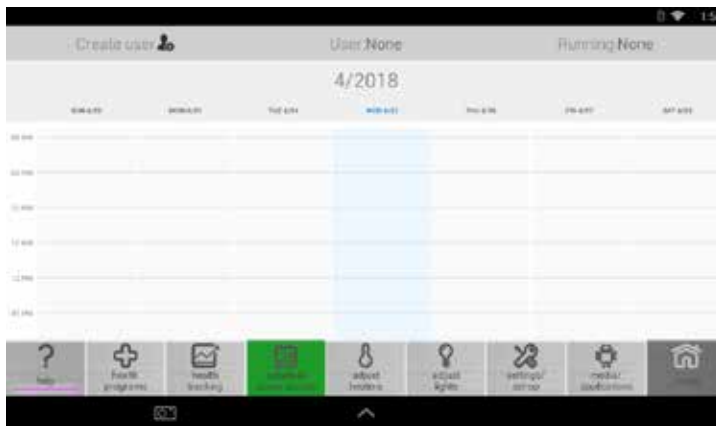
### NOTE:

Adjusting the heaters during a health program will stop the program and switch to a Custom Program with the applied heater settings. You will see the custom program name in the top right corner.

## 16. Schedule a Session

Use the Schedule feature to set a program to run automatically at a future time. The Android panel can not be 'Shutdown' as the scheduler will not power on the tablet to run a future program. Allow the screen to go in to low power mode, i.e., the screen is blacked out but still has power to allow a future schedule to power on the tablet. Select Health Program tab

- Select Schedule Sauna Session tab
- Select the time block on calendar screen
- On the next screen, select additional days for session to run
- Select program and duration



To edit a Sauna Schedule, select the scheduled session. Press and hold for 3 seconds for a prompt to modify schedule.

**NOTE: Custom programs cannot be added in a sauna schedule.**

## 17. Media/Applications

Go to the Media/Applications tab to access Android apps.



1. The control panel must be set to Standard Mode to access this section.
2. The radio must be in "AUX" mode to have sound output from the running application.
3. With the latest Sunlighten App version on the 'Settings and Setup Screen' you will have the ability to download and install additional applications as they are released for installation.
4. To keep the Sunlighten App running optimally, third-party apps not included with software updates are not available at this time.

## 18. How to Play a Movie from USB Flash Drive

Using the front USB port, plug in your USB flash drive and navigate to Media/Applications button. Select MXPlayer from the list.

## 19. Help Menu

Visit this section for common FAQs for sauna use.





# WARM UP TIME & USAGE GUIDELINES

Our saunas are based on the infrared wavelength and not cabin temperature. Set to the desired temperature and allow the sauna to warm up for 45-60 minutes. The sauna heats up at an average of 1 degree per minute . Follow these steps for proper warm up:

Step 1: Make sure your sauna is plugged into a dedicated circuit installed by your electrician.

Step 2: Set to the desired temperature and set time to 60 minutes.

Step 3: When turning sauna on for the first time, ensure each heater is active after a couple of minutes. If they are not, make sure connections are securely paired from their initial wire feed coming from the power box under the bench.

Step 4: Never fully cover the floor grate and heater with any obstruction that will not allow the heater to dissipate its heat.

NOTE: If your sauna is outside in an unheated garage, sun room, basement or patio, you may require additional time to warm the sauna up depending upon the temperature of the surrounding surface & room. REMEMBER, you are required to have an authorized Sunlighten cover over your sauna if it is outside or exposed to the weather in order to maintain your warranty.

## TIPS FOR OPTIMAL USE

- Sauna requires a dedicated circuit and outlet for optimal performance. This should be installed by a certified electrician before assembling.
- Use Sunlighten All Natural Cleaning Kit for periodic cleaning.
- If you have a floor heater, clean every 6 months for residential use, and every month for commercial use. To clean, remove floor grate and vacuum out heater area.

# SAUNA PROTOCOL

Follow this quick guide for the optimal sauna experience.

## PRE SAUNA SESSION

- Hydrate with at least 8 oz. of water to prepare your body for an increase in core temperature.
- Pre-heat for approx. 45 minutes. Depending on room temperature, your sauna will heat up a degree per minute.
- Use Bamboo Carbon Towels to absorb sweat during sessions.

## SAUNA SESSIONS

- Begin your session when your sauna reaches 100°F.
- The optimal sauna experience occurs between 100° and 130°F.
- To get your body accustomed to infrared therapy, start with 10-15 minute sessions at 100°F every other day.
- If comfortable with current settings, gradually increase towards 40 minute daily sessions in the optimal temperature range.\*
- Don't be surprised if you don't sweat during the first few sessions.
- Sweating will increase with regular use, removing toxins and leaving you feeling refreshed and rejuvenated.
- For added intensity, use Pure Sweat amplifying cream to increase sweating, circulation and to boost results.

## POST SAUNA SESSION

- Drink at least 24 oz. of water or electrolyte to rehydrate.
- Dry off with Bamboo Carbon Towel. Cool down naturally or with a refreshing shower.
- Every six months, clean wood and glass with our Natural Sauna Cleaning Kit. Available at [www.sunlighten.com/shop/](http://www.sunlighten.com/shop/)

# FREQUENTLY ASKED QUESTIONS

## ASSEMBLY

### ***Can I assemble my sauna outdoors?***

Yes, if you protect it with a Sunlighten canvas, sauna cover. **If you place your sauna outdoors without a Sunlighten cover, your warranty will be void.** The sauna covers are custom made and may not arrive until after you receive your sauna. Do not install your sauna outdoors prior to receiving your cover. Doing so will void the warranty! Check the sauna cover annually for normal wear and replace as needed. Sauna cover manufacturer warranty is one year.

### ***How much room is required around my sauna for setup & maintenance?***

We recommend 4-12 inches of clearance around the back, sides and top of the sauna to access plugs and for general maintenance. Leave at least 4 inches behind the unit to allow the electronics to cool.

### ***What surfaces can I set my sauna on?***

You can set your sauna on tile, concrete, carpet, laminate or wood. **Always have your sauna feet installed.** Remember to make sure that your sauna is level regardless of its location for optimal use. If your sauna is placed outdoors, make sure there is adequate drainage so that water cannot pool around the base of the sauna. If placed near or on cool surfaces (like concrete and basement walls), warm-up can be impacted.

### ***How do I install Chromotherapy and Acoustic Resonance Therapy?***

Sauna accessories have separate user manuals. Refer to the appropriate manual:  
<http://www.sunlighten.com/customer-care/>

### ***How do I disassemble if I need to move the sauna?***

Refer to assembly sheet and follow the steps in reverse.

## USAGE

### ***How long does it take for my sauna to warm up?***

The controls are preset to 60 minutes at 158°F. However, the inside cabin temperature is not intended to reach this. Our saunas are based on the infrared wavelength and not cabin temperature. Allow the sauna to warm up for 45-60 minutes. The sauna heats up at an average of 1 degree per minute. If located outside or in unheated garage, additional warm-up time may be required. If you prefer the sauna hotter, let it warm up longer.

(cont. on pg. 20)

***Can I use my sauna every day?***

For most people, daily sauna use is okay after your body has become accustomed to infrared therapy. Drink increased amounts of water to stay hydrated. Listen to your body and stop your session if you feel any discomfort.

***How long can I use it each day?***

40 minutes is the recommended session length. See the sauna protocol on pg. 27.

***What is the best temperature to use my sauna?***

First, it is important to understand that health benefits are a result of efficient infrared emissivity, not air temperature. Sunlighten saunas are 95-99% emissive to deliver the highest concentration of infrared. With that, the optimal sauna experience occurs between 100-130°F. During your first few sessions, start at a lower temperature of 100°F and gradually increase in later sessions. Everyone has different preferences and tolerances for heat. The most important thing is to listen to your body. Keep in mind, if you're sweating at 115°F you're getting the same benefits as if sweating at 150°F.

***What is the micron range of the heaters?***

The design of a Solocarbon heater allows for most of the far infrared wavelength to be near 9.4 microns, which is the level at which the human body absorbs infrared energy.

***Can I touch the heaters?***

No. The heaters will be hot, especially the mid-infrared section in the middle, so it is not safe to touch heaters while on or recently on.

***How much will the sauna cost to run a month?***

The sauna runs on the same wattage as a blow dryer and will cost little to run monthly: typically 15 to 35 cents per hour. This varies with the model and local utility cost. Your utility company can help you understand a more exact per hour cost if needed.

***Are the EMF levels safe?***

Yes. Patented Solocarbon® panels are 100% quality controlled by Sunlighten to ensure the safety and effectiveness of each individual heater.

***What is the wattage, voltage, and amps of my sauna?***

See electrical specifications on page 4.

***Why do you recommend using Bamboo Carbon towels?***

Bamboo Carbon towels will make your sauna experience more comfortable and will keep the sauna clean. Bamboo Carbon is anti-fungal and deodorizing, emits infrared rays and is highly absorbent. Use on the bench, floor and backrests for optimum comfort and cleanliness.

Bamboo Carbon towels can be purchased at [www.sunlighten.com/shop](http://www.sunlighten.com/shop).

## MAINTENANCE

### ***How do I clean my sauna?***

Sunlighten's Natural Sauna Cleaner is made specifically for use with your sauna. At least every six months, dampen a cloth with Sunlighten All Natural Wood Cleaner. Clean glass door and windows with Sunlighten All Natural Glass Cleaner. You may dust the outside of the sauna with a dry dust cloth. Do not use chemical cleaners on your sauna. Light sandpaper can be used to treat stains on the inside of the sauna. Sunlighten Natural Sauna Cleaning Kit can be purchased at [store.sunlighten.com](http://store.sunlighten.com).

### ***How do I care for the heater fabric?***

The heater fabric remains as a covering over the heater panels. This is to protect the heater surfaces from any scratches, etc. It is also there to prevent physical contact between the skin and the heaters as the sauna is being used. To clean, wipe fabric with slightly damp cloth. We recommend doing so at least once every six months. Only do so when sauna is turned off.

### ***Is it normal to see cracks in the wood?***

Yes, wood is a living material that continues to respond to climate conditions, even after being manufactured into a sauna. During normal operation, wood may crack slightly due to changes in moisture level. These cracks may appear or disappear with the changing seasons, but will not affect the structural integrity of the sauna. Our saunas are shipped around the globe, and can experience slight blemishes, scratches, or scuffs from the transit of this sauna. In most cases these blemishes on the exterior of the room can be concealed by using a small amount of furniture polish, oil, or other furniture treatment. The interior blemishes, scratches, or scuffs can be either left alone, sanded, or combination of gluing and sanding. Please avoid any treatment containing, benzene, or a high concentration of alcohol. However, if you detect major cracking or damage that jeopardizes the functionality of your sauna, please submit pictures to [www.sunlighten.com/customer-care](http://www.sunlighten.com/customer-care).

# TROUBLESHOOTING GUIDE

| ISSUE  | SOLUTION   |
|--|--|
| <b>An electrical component is not working after assembling</b>                     | Check all connections - see pg. 11. A newly assembled unit with a non-functioning electrical component (control panel, heater panels, lights, speakers) will most likely have a missed or loose connection.  |
| <b>Sauna does not power ON</b>   | <p>First, be sure to hold the Power button for 10 seconds to turn on. Confirm that the voltage &amp; amperage coming from the outlet is correct for your model (see pg. 4). Check that the outlet is on a dedicated circuit. Once voltage is verified at the outlet, check the voltage at these three points:</p> <ol style="list-style-type: none"><li>1. Exterior power cord before the receptacle in the base. If there is no voltage the exterior power cord needs to be replaced.</li><li>2. If the exterior power cord is getting voltage check the voltage going to the receptacle (to check, unscrew the 2 screws holding the receptacle to the base. If there is no voltage reading at the receptacle, then the receptacle needs to be replaced.</li><li>3. If voltage is going to the receptacle, check the voltage at the interior power cord going to the power control box (PCB). If voltage is still reading there the issue is most likely a faulty PCB. If there is no voltage reading at the interior power cord, the interior power cord needs to be replaced.</li></ol> |
| <b>Slow warmup time</b>  | <p>Ensure each wall panel is heating and that you have the CORRECT electrical specs on a DEDICATED CIRCUIT - see pg 4. Check that the temperature and time is turned all the way up. If those are correct:</p> <ol style="list-style-type: none"><li>1. Check if the breaker switch is tripped on the back right corner of the (PCB). If the breaker is tripped, simply press the breaker switch button back in to fix this issue. If the breaker switch keeps tripping, then replace the breaker switch for the PCB.</li><li>2. Check for heat output from all heaters in the unit.</li><li>3. Verify wall &amp; heater connections.</li></ol>  |
| <b>Heat is not coming from all walls</b>   | Check that all connections are made at the base and corresponding panel - see pg. 11.  |
| <b>Feedback from speakers (high-pitched buzz) when using sound from media apps</b> | <p>The control panel is connected to the speakers through the stereo. If the stereo volume is turned up past 25, it will cause a high-pitched interference through the speakers. Turn stereo volume down to 25 or lower. Adjust volume through the media app on the control panel.</p> <p>Check wiring and separate within walls - make sure there is space between wires to avoid feedback.</p>   |
| <b>A.R.T. doesn't work</b>   | The Fader setting (front/back balance) must be adjusted in the stereo.   |

*For other troubleshooting questions, please contact customer care at 913.754.0831 x7.*

# ERROR CODES & DIAGNOSTICS

## DIAGNOSTIC RESULT CODES

| Error No. | Cause/Solution   |
|-----------|--|
| E1        | The Control Panel cannot communicate with the Power Control Box. After unplugging your sauna, remake the connection of the computer cable (RS232) at the bottom of your front wall and the left side of the power box. If the issue persists you can check the connection at the back of the control panel.  |
| E2        | <p>The serial number you entered during sauna setup does not match the power control box that came with your sauna. Please go to Settings to re-enter your serial number.</p> <p>The first two characters will start with:<br/>P1 (Aspire), P2 (Believe), P3 (Conquer), P4 (Discover), P6 (Empower)</p> <p>The third character will start with:<br/>B (Basswood), C (Cedar), E (Eucalyptus)</p> <p>If you do not remember the last four numbers, type in 1234.</p> |
| E3        | The sauna you purchased is designed to use 120 or 240 volts of electricity. The voltage you have supplied is too low or too high. Double check your circuit to ensure that all parts installed are correct. This error encourages optimal performance and protects the sauna from damage.  |
| E6        | One of the heater control units that provide your dynamic function is not responding. These are located in the power box, which will need to be replaced.  |
| E7        | Your lighting control unit is not responding. The primary cause of this issue is a loose connection to your lighting control box. Check the flat 4 wire connector that is between your main power control box and the lighting control box.  |

# WARRANTY

## US / CANADA

### **Residential:**

Limited lifetime (7 years) on cabinetry and heaters; 3 years on controls; 1 year on stereo.\*

### **Commercial:**

5 years on cabinetry and heaters; 1 year on controls, bench, floor, backrest and stereo.\*

\*Limited Lifetime Warranty covers normal use for the lifetime of the product which is defined as 7 years. Warranty is limited to replacement parts only and does not include costs for crating of glass door or freight for parts shipped past 90 days from the date of receipt of goods. The cost of labor and/or service technicians is not included.

Sunlighten warrants the sauna to be free of defects in material and workmanship.

This warranty extends only to the original retail or wholesale purchaser of the sauna and terminated upon transfer of ownership. The sauna must be purchased and used within one year of the manufactured date. Freight charges to and from the customer are the responsibility of the customer. This includes freight charges for parts shipped to enable the services of the sauna.

This warranty is void if the sauna has been altered, misused, abused or exposed to water. Such instances shall include operation or maintenance of the sauna in deviation to the published instructions, including operating on a non-dedicated circuit. The warranty extends only to the manufacturing defects and does not cover the damages resulting from mishandling of the product by the owner.

Sunlighten Corp. shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall Sunlighten Corp. or any of its representatives be held liable for injury to any persons or damages to any properties. Specifications are subject to change without notice.

### **ATTENTION:**

Shipping damage must be notated on the Bill of Lading (BOL). Sunlighten must be notified of any damage to your sauna within three (3) business days of signing the BOL. Failure to notify Sunlighten within the established time frame will result in the owner taking full responsibility for cost of ALL REPLACEMENT PARTS including shipping and handling fees.



## ETL SAFETY CERTIFIED

The ETL Listed Mark is proof of product compliance (electrical, gas and other safety standards) to North American safety standards. Authorities Having Jurisdiction (AHJ's) in 50 states and Canada and retailers accept the ETL Listed Mark as proof of product safety.



**RoHS**



---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





**sunlighten**<sup>™</sup>  
empowering wellness<sup>™</sup>

**version 09042018**

---

US / CAN 7373 W. 107th St. | Overland Park, KS 66212  
913.754.0831 | [sunlighten.com](http://sunlighten.com)

---

international [support@sunlighten.com](mailto:support@sunlighten.com) or contact your  
local Sunlighten representative