

To help us figure out what is causing your problem, please answer the following questions
Please send pictures that "show" the answer.

1. What is exact sauna size and height?
2. Where in sauna is heater located? (i.e. front corner or elsewhere)
3. Where is inlet vent located in relation to heater?
4. Where is outlet vent located in relation to inlet vent?
5. What is the size of the vent opening?
6. There should be no rocks in at least one of the heater rock tray side chambers.
7. Where is control sensor located within sauna room?
 - How far from sauna heater (measured horizontally-straight line, not diagonally)
 - How far from ceiling.
 - Is the thermostat sensor bulb "fully" inside room
 - Is there any kind of cover or clip on sensor.

