



PRE-DELIVERY GUIDE

INDOOR & OUTDOOR SAUNA





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Delivery

Overview

Congratulations on your upcoming sauna delivery! We understand that receiving a sauna is an exciting moment, and we're here to help you make the most of it. This guide has been carefully crafted to provide you with all the information you need to prepare for the arrival of your sauna. From ensuring the right space is ready to understanding the delivery process, we've got you covered. By following the steps outlined in this guide, you'll be well-equipped to ensure a smooth and successful delivery of your new sauna.

This guide covers both indoor and outdoor saunas. Some information might not apply to your specific product. Please double-check and ensure that what you're reading relates to your sauna model.

Delivery Options

At Alpine Spas we provide you a range of delivery options to suit your needs. The following pricing is a guide and based on delivery to main centres. Please discuss and confirm all delivery options with your sales consultant.

| SERVICE | TYPE | NATIONWIDE METRO | AKL & CHCH METRO | General Installation |
|---------|-------------------------------------|------------------|------------------|----------------------|
| Bronze | Collection from a Mainfreight Depot | \$199 | FREE | Not Included |
| Silver | Curbside Drop-Off | \$399* | \$299* | Not Included |

**Zone dependent - Please discuss and confirm all delivery options with your sales consultant.*

Bronze - Collection

Your Sauna can be collected from our warehouses located in Christchurch, Auckland or from one of our Mainfreight direct depots located throughout New Zealand. All that is required is a trailer and strops to secure it. The sauna crate requires a forklift to load onto your trailer. Non Mainfreight direct depots are excluded from the \$199 offer, speak with one of our friendly sales consultants for more information.

Note: For nationwide depots, allow 5 - 10 working days from date of dispatch (this is the day the Sauna leaves our warehouse). The depot will get in touch with you when stock arrives.

Silver - Curbside Drop-Off

This method has your Sauna delivered directly to your property via a transport truck which is contracted to curbside. If access allows and is safe to do so, the driver will attempt to get as far up the driveway as possible. The Sauna is removed off the truck with the use of a tailgate and pallet jack. Once the crate has been delivered, it is very difficult to move again without a pallet jack (See crate measurements on page 2). You will then need to be prepared to move it into final position with manpower or tools of your own.

Note: Allow 5 - 10 working days from date of dispatch (this is the day the Sauna leaves the warehouse). The transport company will call you before delivery. Please note: packaging is not taken away.

Packaging

Our indoor and outdoor saunas are delivered flat-packed, in a strong but heavy, large wooden crate for maximum protection of the wood and glass of your sauna.

Once the crate is positioned, moving it becomes challenging. Additionally, there's a possibility that the delivery location might differ from your intended construction site. While the parts can certainly be unpacked from the crate and manually transported to the build location, this could potentially lead to extended assembly time or even damage.

If you're planning on leaving your crate outside until it's time to assemble your sauna, it's important to note that the crates are not waterproof and any water damage can potentially void warranties. We recommend using a large tarpaulin to cover the crate or alternatively, unpack the crate's contents into a dry area.

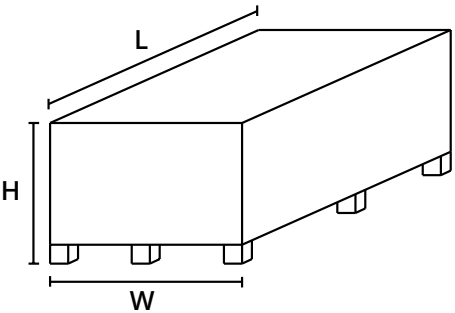
After completing the assembly of your sauna or unpacking the crate's contents, you'll need to address the disposal of the wooden crate. These crates can be dismantled into smaller pieces or taken to your local refuse station. It's important to note that unless arrangements were made before installation, the builder or installer is not responsible for removing the crate or any associated waste.

Outdoor Sauna Crate Measurements

| Item | Width (cm) | Length (cm) | Height (cm) | Gross Weight (kg) |
|------------|------------|-------------|-------------|-------------------|
| Barrel | 106 | 230 | 79 | 521 |
| Vista Mini | 102 | 225 | 70 | 500 |
| Vista | 106 | 230 | 79 | 530 |
| Cabin | 112 | 204 | 81 | 525 |
| Hut | 112 | 292 | 80 | 650 |

Indoor Sauna Crate Measurements

| Item | Width (cm) | Length (cm) | Height (cm) | Gross Weight (kg) |
|------------|------------|-------------|-------------|-------------------|
| Oslo | 112 | 197 | 50 | 182 |
| Copenhagen | 138 | 224 | 59 | 295 |
| Helsinki | 168 | 224 | 62 | 336 |



Indoor Sauna Setup

Electrical Setup:

Your indoor sauna will require a 10A or 15A power socket with an appropriately rated RCD to get it powered safely. All indoor models come with a 3.5m cable. Please discuss your electrical requirements with your sales consultant.

General Installation:

Assembling an indoor sauna can be completed within a several hour period with advanced experience in kit set assembly. An electric drill and drill bits are recommended, but it can be completed with a screw driver. We strongly recommend a builder to assemble the sauna if you struggle or lack experience in kit set builds. You will need to build your sauna in location, as moving it while constructed can potentially cause damage or alter its performance.

While we do our best to have the most up to date manual packed with the sauna, we always recommend referencing the latest version which can be downloaded from our support page. You can also find sauna build videos on our support page - [Alpinespas.co.nz/support](https://alpinespas.co.nz/support)

We offer assembly options for Christchurch and the Auckland Metro area. Get in touch with one of our friendly sales consultants for assembly costs in these areas, alternatively get in touch for a recommended installer in your area.

Outdoor Sauna Setup

Electrical Setup:

Your outdoor sauna will not come with a cable or plug and requires an electrician to install the appropriate required components to get it powered safely. All outdoor models require cable, hardwiring and an appropriately rated RCD. We cannot provide this service as we are not licensed electricians but we may have recommendations in your area. Please discuss your electrical requirements with your sales consultant.

General Installation:

Assembling an outdoor sauna should be left in the hands of a qualified builder, as it can be extremely difficult to assemble without the knowledge and tools required for woodworking. If you are confident in your skills and ability to assemble the sauna, you will require a basic tool kit consisting of a power drill, drill bits, tape measure, level, rubber mallet (supplied), oiling equipment, socket set and a staple gun. Expect the assembly process to take you and a buddy a good chunk of your weekend if you intend to take on the challenge. Once the sauna has been assembled, it is near impossible to move it without a HIAB or forklift.

While we do our best to have the most up to date manual packed with the sauna, we always recommend referencing the latest version which can be downloaded from our support page. You can also find sauna build videos on our support page - [Alpinespas.co.nz/support](https://alpinespas.co.nz/support)

We offer assembly options for Christchurch and the Auckland Metro area. Get in touch with one of our friendly Sales Consultants for assembly costs in these areas, alternatively get in touch for a recommended installer in your area.

Choosing an Area

Outdoor Saunas

Factors to Consider for Outdoor Saunas

- Are there potential privacy issues with neighbouring properties?
- Is the area sheltered from strong winds?
- What is the distance from the changing area to your sauna for getting in and out on those colder nights?
- Are you able to run an adequate power supply to the location?
- Will you be using your sauna in combination with an ice bath or plunge pool?



Outdoor Sauna Foundation & Base

An outdoor sauna can weigh up to 600kg once assembled, therefore requires a sturdy foundation. This needs to be a flat, level surface that supports the entire weight of the sauna and users. We recommend using either a concrete slab or a pile foundation. The base of the sauna must not rest upon anything that will degrade the quality of the timber (soil, grass etc.)

Your foundation should have some form of drainage or contour, allowing storm water to drain away from the base of the sauna. If you find after creating the foundation that your sauna base does not sit level, use packing shims or similar to correct to level positioning.



Once your outdoor sauna has been assembled, it becomes near impossible to move great distances. Therefore assembling the sauna in its desired location, or very close to, is strongly advised. Moving your assembled sauna can potentially cause damage or alter its performance, which may void the warranty.

Access for Outdoor Saunas

Electrical Access

The electrical requirements of your outdoor sauna may have an impact as to where you choose to position it. Our outdoor saunas come with a 6kW (32A) or 9kW (45A) heater which can be wired single-phase or 3-phase. These require hardwiring to the switch board accompanied by a RCD and an isolation switch (Cable, RCD and isolation switch are not included). Speak with your electrician to confirm your supply has enough power to reach your desired location.

Service Access

Your sauna also needs to be positioned so that all of the components are easily accessible. It is the owners responsibility to have the sauna in a position where a service person could work on it in the unlikely event of an issue.

Choosing an Area

Indoor Saunas

Factors to Consider for Indoor Saunas

- Do you have enough space in your desired location?
- Will you need a new power socket, or is there an existing socket available?
- Are you able to run an adequate power supply to the location?

Indoor Sauna Foundation & Base

An indoor sauna can weigh up to 260kg once assembled and therefore requires a sturdy foundation. This needs to be a flat, dry and level surface that supports the entire weight of the sauna and users. The sauna must be located inside, areas such as under a veranda, even or anywhere exposed to the elements is not acceptable. The base of the sauna must not rest upon anything that will degrade the quality of the timber (wet areas, soil, grass etc.) The heating capability of the sauna will be impacted by the ambient air temperature of the room it's placed in. While the sauna can be set to a temperature of 70 degrees, the expected max temperature it should reach shall be roughly ambient air temperature + 40 degrees.

The nature of indoor saunas allow them to be placed on most dry, level surfaces such as garages, spare bedrooms and home gyms. You need to make sure the roof of the sauna has ample breathing room to prevent overheating components and to allow working room for yourself and/or technicians.

It's highly recommended to assemble the sauna where you intend to keep it, or at least very close by, as moving it while constructed can potentially cause damage or alter its performance, which may void the warranty. If you need to slide the sauna into place, do so gently and push from the base. Be careful sliding the sauna as it can cause damage to your foundation.

Access for Indoor Saunas

Electrical Access

The electrical requirements of your indoor sauna are a walk in the park compared to an outdoor sauna. Most of our models draw less than 2200W which allow them to be equipped with a standard 10A plug, similar to the plugs on most of your household appliances. Our larger indoor saunas use more power, requiring a 15A plug. This may look like it'll work with a 10A socket, but it requires an electrician to install or upgrade a 15A socket. It's best to speak with your electrician to confirm your supply has enough power for your sauna, as it is considered a high drawing appliance.

Service Access

Your sauna also needs to be positioned so that all of the components are easily accessible. It is the owner's responsibility to have the sauna in a position where a service person could work on it in the unlikely event of an issue.

Expectations

Outdoor Saunas

Wood

Outdoor Saunas are designed for outdoor use. The timber is naturally resistant to the elements. Rain and sun will not damage the wood, although natural weathering and coloring of the wood will occur over time.

The cedar is rustic cedar, so expect there to be slight imperfections and knots, this gives our outdoor saunas their beautiful rustic look and feel. Because of the knots and being softwood, the staves will tend to bend out of line on their own. This is completely normal and will be self-corrected as the Sauna is built.

Properly assembled, you should not experience water dripping into the sauna. However, you will experience water seepage, especially on the top and sides of the sauna. This is because of the porous characteristics of the wood and due to the ball-and-socket profile design of the staves. Water seepage WILL NOT hurt the sauna and in most cases will dry quickly in the hot, dry environment when the sauna is in use. If you wish to keep your sauna completely dry at all times, then you should place it under a covering or structure with a roof. Light sanding will help to alleviate water stains.

Oiling

Wood being a natural product, requires regular maintenance to protect it and keep it looking good. Any wood product that is exposed to the Australasian sun needs regular surface treatment with a U.V. protectant timber oil.

The cedar is supplied unoiled. As part of the ownership of a natural wood product, you must also be prepared to re-oil the external surfaces of cedar up to every 6 months (frequency will be determined by location and exposure to sunlight). Leaving the sauna unoiled will see discolouration of the wood and will cause it to dry out, increasing the chances of cracking or splitting.

Only the external facing wooden surfaces need to be oiled. Never oil internal surfaces.

We recommend a 'clear coat timber protectant oil' such as 'CD-50'. Available from hardware stores such as Mitre 10 or Bunnings. Simply oil using a paintbrush and brush on an even coat. Follow the product application and preparation directions. To oil all external surfaces you will need a fair amount of product. It is worth just getting up to 10 litres of product as you will need it again to repeat in 6 months' time.



Sauna Stone Break-in

A break-in procedure for the heater must be done when turning it on for the first time to cure the woodwork and burn off any impurities. When heating up the sauna stones for the first time, they may crackle loudly and even chip / explode slightly - this is normal. Be sure to exit the sauna with the door shut when doing so.

Expectations

Indoor Saunas

Wood

Our range of indoor saunas are crafted out of durable Hemlock wood. It is known for its sturdy nature and appealing finish. Our indoor saunas are designed to live in the comforts of your garage, spare bedroom or home gym. Exposure to any form of environmental elements will cause damage to the sauna and may not be covered under its warranty.

The nature of Hemlock wood is classified as softwood, making it susceptible to dents or scratches. Be careful in handling and unpacking the parts when it comes time to assemble the sauna. When it comes time to use your sauna, we strongly advise the use of towels on the bench seat and on the floor to prevent sweat damaging the timber. Prevention is always a better than treatment.

Oiling

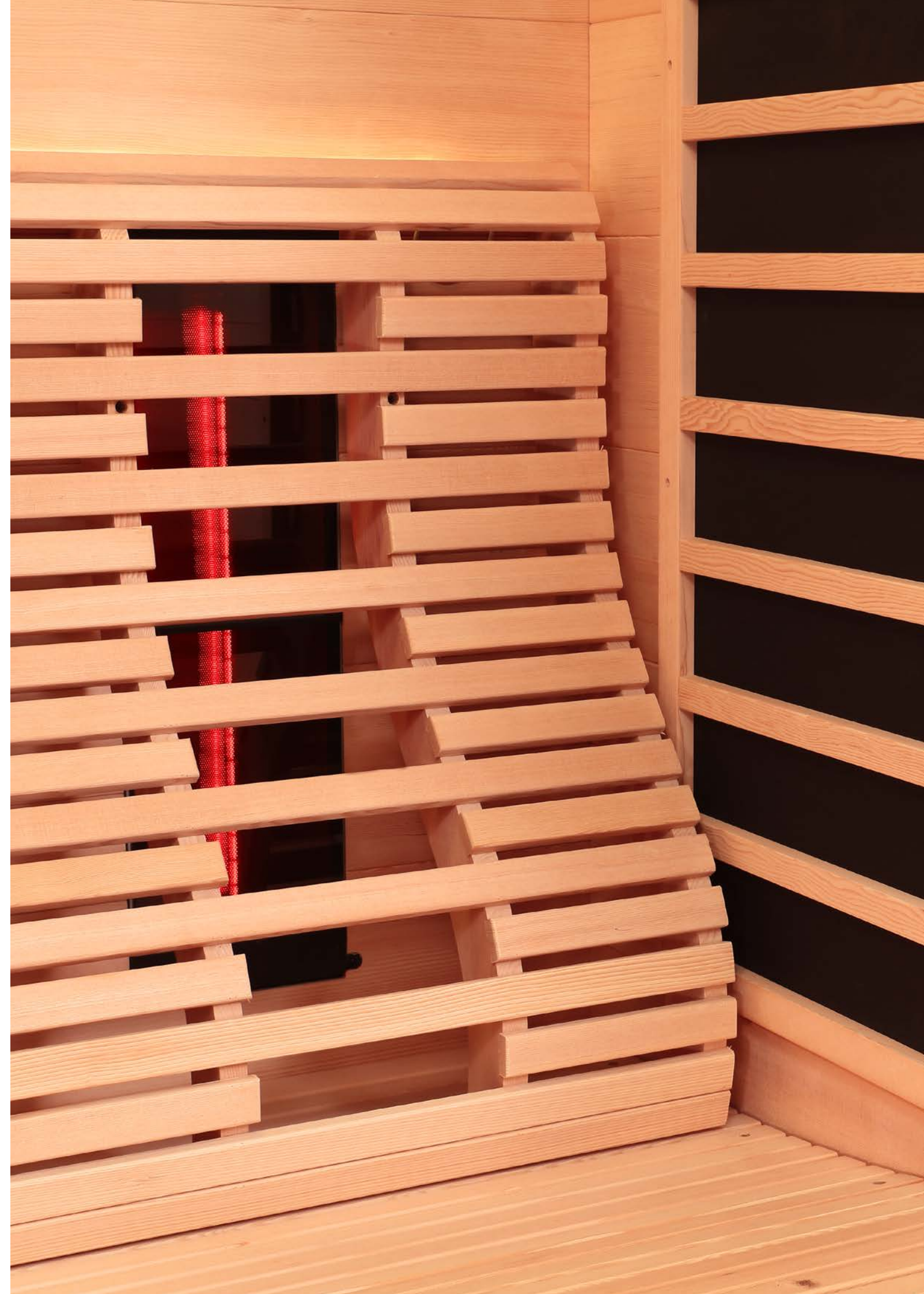
Opting to oil an internal infrared sauna might seem like a way to enhance its appearance, but there are several reasons to carefully reconsider this decision. Infrared saunas operate at elevated temperatures, and applying traditional stains or finishes could lead to off-gassing of potentially harmful chemicals when heated. These fumes can compromise the purity of the sauna environment, which is crucial for health and relaxation.

To ensure your safety and the optimal functioning of the sauna, it's recommended to avoid oiling and retain the natural aesthetic appeal of the untreated hemlock.

Heating

The heating capability of the sauna will be impacted by the ambient air temperature of the room it's placed in. While the sauna can be set to and reach a temperature of 70 degrees, the expected max temperature it should reach shall be roughly ambient air temperature + 40 degrees.

Heat-up time can also vary depending on the saunas environment. The cooler the ambient room temperature is, the harder the sauna has to work to get up to temperature. It's also best to minimise the amount of times you open the door when trying to heat-up your sauna.

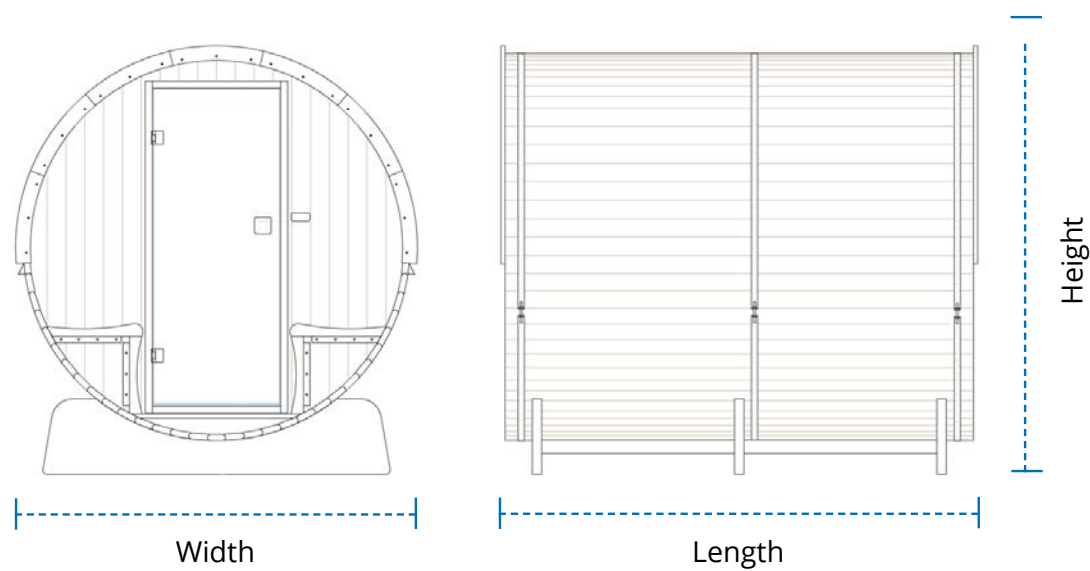


Measurements

Outdoor Saunas

Refer to the below table for the assembled measurements of your outdoor sauna. Use these as a reference when planning your foundation.

| Item | Width (cm) | Length (cm) | Height (cm) | Weight (kg) |
|------------|------------|-------------|-------------|-------------|
| Barrel | 190 | 228 | 204 | 440 |
| Vista Mini | 190 | 169 | 204 | 420 |
| Vista | 190 | 228 | 204 | 440 |
| Cabin | 196 | 196 | 216 | 450 |
| Hut | 248 | 290 | 250 | 530 |



Foundation Requirements

Below is a table which covers the minimum dimensions required for an outdoor sauna foundation.

| Item | Width (cm) | Length (cm) | Thickness (cm) |
|------------|------------|-------------|-----------------|
| Barrel | 210 | 248 | 10 (Reinforced) |
| Vista Mini | 210 | 189 | 10 (Reinforced) |
| Vista | 210 | 248 | 10 (Reinforced) |
| Cabin | 216 | 216 | 10 (Reinforced) |
| Hut | 268 | 310 | 10 (Reinforced) |

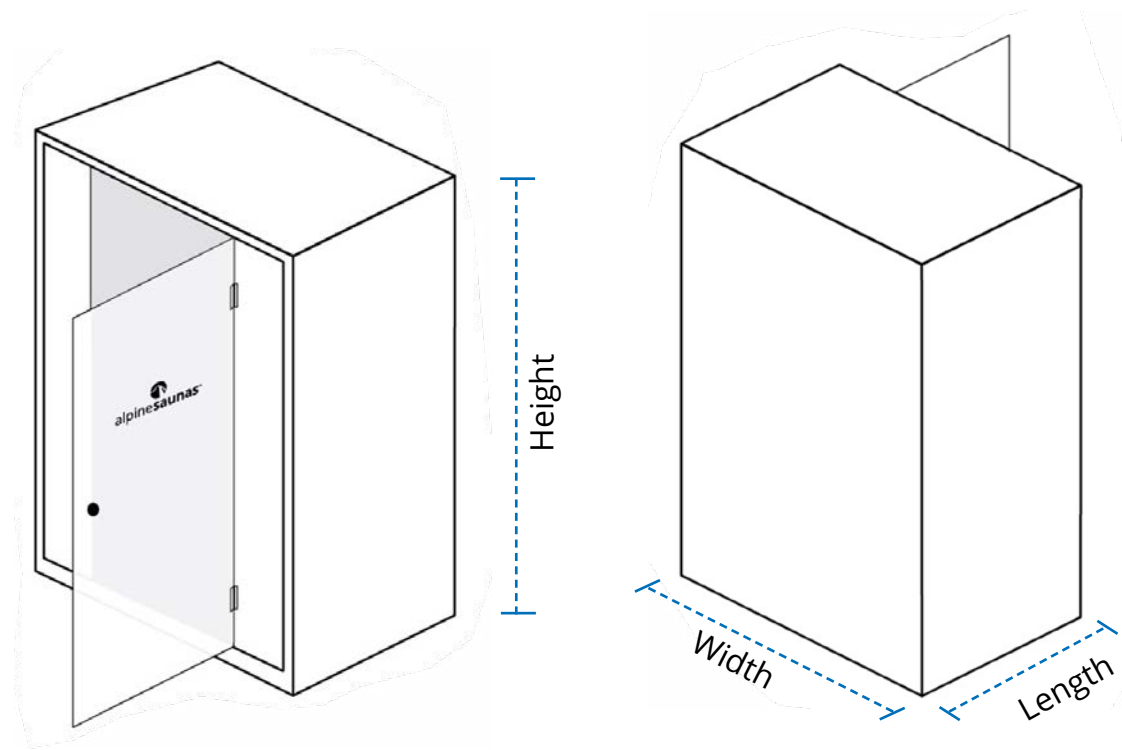


Measurements

Indoor Saunas

Refer to the below table for the assembled measurements of your indoor sauna. Use these as a reference when planning your foundation.

| Item | Width (cm) | Length (cm) | Height (cm) | Weight (kg) |
|------------|------------|-------------|-------------|-------------|
| Oslo | 100 | 90 | 190 | 175 |
| Copenhagen | 130 | 130 | 190 | 230 |
| Helsinki | 160 | 130 | 190 | 265 |



Electrical Requirements

Outdoor Saunas

Refer to the below table for the electrical requirements of your outdoor sauna. Use these as a reference when planning your electrical supply.

| Model Name | Recommended Supply (A) | Wattage (kW) | Cable & Plug | 3 Phase Available |
|------------|------------------------|--------------|--------------------------|-------------------|
| Barrel | 32A | 6kW | No - Requires Hardwiring | Yes |
| Vista Mini | 32A | 6kW | No - Requires Hardwiring | Yes |
| Vista | 32A | 6kW | No - Requires Hardwiring | Yes |
| Cabin | 32A | 6kW | No - Requires Hardwiring | Yes |
| Hut | 45A | 9kW | No - Requires Hardwiring | Yes |

A sauna heater is supplied with the outdoor saunas and require installation and wiring equipment to be supplied by a registered electrician.

These require hardwiring to the switch board accompanied by a RCD and an isolation switch (Cable, RCD and isolation switch are not included). The heater is installed against the back wall. A cable entry hole will need to be drilled into the back wall for a cable supplied by the electrician to be fed through and then installed into the heater.

Single-phase vs Three-phase

The difference between single-phase and three-phase power supply is about how electricity is delivered. Single-phase has one electrical wave and is used for homes and smaller devices. Three-phase has three waves and is best for high drawing appliances. Three-phase is more efficient and reliable for large operations, while single-phase is for everyday use in homes and small devices.

Our outdoor sauna range use Harvia heaters which can be hardwired to a single-phase or three-phase power supply. Speak with your electrician to discuss what option may best suit your power supply.

Lighting

Our range of outdoor saunas do not include any form of lighting. If you're considering installing a sauna light, it's important to follow the right steps to ensure safety and proper functionality. Consulting with a registered electrician is crucial in this process. They can provide expert advice tailored to your specific situation, guiding you on the best practices for installing any lighting. It's recommended to inform the electrician about your plans before any work begins.



Electrical Requirements

Indoor Saunas

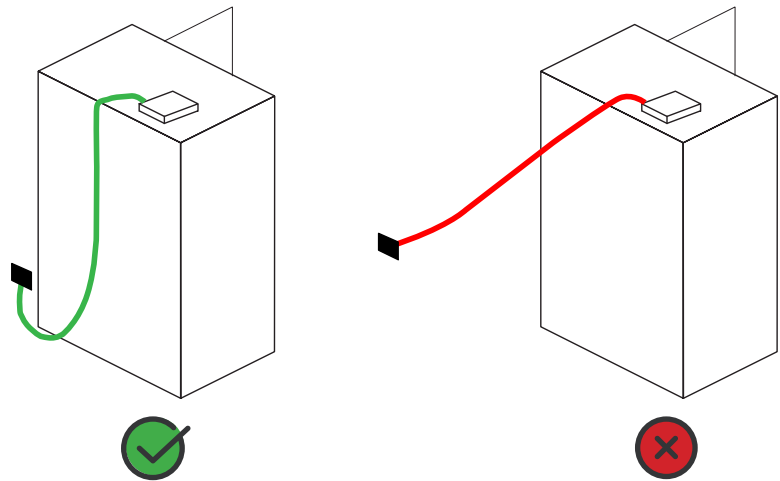
Refer to the below table for the electrical requirements of your indoor sauna. Use these as a reference when planning your electrical supply.

| Model Name | Max AMP (A) | Wattage (W) | Cable & Plug | 3 Phase Available |
|------------|-------------|-------------|--------------|-------------------|
| Oslo | 10A | 1530W | Yes (3.5m*) | No |
| Copenhagen | 10A | 2230W | Yes (3.5m*) | No |
| Helsinki | 15A | 2630W | Yes (3.5m*) | No |

**Length of cable is from the Sauna controller which sits on top of the Sauna*

Our larger indoor saunas use more power, requiring a 15A plug. This may look like it'll work with a 10A socket, but it requires an electrician to install or upgrade a 15A socket. It's best to speak with your electrician to confirm your supply has enough power for your sauna, as it is considered a high drawing appliance.

An indoor sauna comes with a 3.5m cable with a 10 or 15A plug attached to the controller, which resides on the roof of the sauna. Like any cable, it should not be under any tension. Allow ample cable length to your power socket to prevent this from occurring. See the illustrations below.



Notes

Sketch

This image shows a full page of blank graph paper. The background is a very light gray, and it is covered by a precise grid of thin, medium-gray lines. The grid consists of small, equal-sized squares that extend across the entire area of the page, providing a template for drawing or writing. There are no margins, text, or other markings present.

Order Checklist

Below is a checklist with some important steps to guide you through your new Ice Bath purchase:

Order Details

Ensure your order details are correct. Please check the delivery address, contact phone numbers & email address are correct as well as the model of the Ice Bath.

1

Payments

Balance payments need to be settled a minimum of one week prior to dispatch date to provide opportunity to book in preferred freight/delivery method.

1

Delivery Method

Are you fully aware of what is included in your chosen delivery option?

Manpower or Hiab Delivery - Has Alpine Spas received a clear description/photos of your full delivery path?

1

Freight Provider Delivery (Curbside / Depot) - Delivery can take 5-10 business days from the dispatch date on your order. Deliveries to your property are only contracted to the curbside - The delivery team will take it down the driveway if the driver deems it accessible.
**Failing to disclose all relevant delivery information may result in addition charges.*

Sauna Placement

If your delivery is within two weeks:

- Is the foundation prepared?
- Have you determined the final placement and orientation?

10

Installation

Installation is not included so upon delivery you will need to be prepared to:

- Remove and dispose of the packaging and crate the sauna is delivered in
- Assemble your sauna, or have organised a builder to do so
- Have arranged an electrician or confirmed existing power is acceptable

1

Expectations (see pages 6-7)

As explained in this guide, you are aware that:

- The wood may arrive with light scratching and require touch ups with sandpaper
- For Outdoor saunas, the wood is provided unoiled and requires oiling upon arrival and then every 6-12 months
- Overall heating capabilities of the indoor and outdoor sauna range is impacted by the ambient temperature of its environment
- Outdoor sauna heaters require a stone break-in period

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0800 99 33 88 (NZ)



www.alpinespas.co.nz



service@alpinespas.co.nz

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