

# 1. General information and sauna installation preparation

Mira can be installed on terraces, balconies, and smaller gardens, with its small, lightweight construction enabling easy assembly and installation, whether standing alone or recessed into a tight space. The Mira sauna model is manufactured in elements to make sauna installation easy. The installation of the sauna requires 2-4 people. The most challenging part is lifting and installing the ceiling elements. A crucial part is the preparation of the sauna's location. It is important that the base is level. One should plan the location of the sauna's electrical supply and consider the location of the sauna drainage.

## 2. Package checklist

When opening the package, ensure that the package is intact. Handle the components with care during transportation and handling. It is important to observe and prevent any damage or scratches. The Mira model is packaged in two packages, whose checklist is as follows:

### Package 1

List from top to bottom:

1. EPDM rubber
2. Frames + box with accessories
3. F1
4. F2
5. C1
6. B1
7. A1
8. C2
9. B2
10. A2
11. Ceiling 2
12. Ceiling 1

### Package 2

List from top to bottom:

1. Sauna manual
2. Electrical box
3. Floor grates
4. Bench 2
5. Window 1
6. Bench 1
7. Door glass
8. A1 shield + D lower shield
9. A2 shield
10. A3 shield
11. B1 shield
12. B2 shield
13. B3 shield
14. C1 shield + D upper shield
15. C2 shield
16. C3 shield + D left shield + D right shield

## 3. The tools and accessories needed for installation:

The sauna package includes:

1. Firestone EPDM Adhesive
2. Firestone EPDM QuickPrime
3. Repair paint
4. EPDM Tape
5. Tape for wind barrier fabric

The necessary tools for sauna installation:

1. Cordless drill
2. TORX Driver Bit Set
3. Drill bit set
4. Ladder
5. Claw lever
6. Spirit level
7. Tape Measure
8. Hammer
9. Hex key
10. Screwdriver set
11. Indicator screwdriver

The necessary tools for installing EPDM rubber:

1. Penny roller + rubber roller
2. Roller for gluing
3. Sweeping brush

## Nail/screw set for Outdoor sauna Mira S black

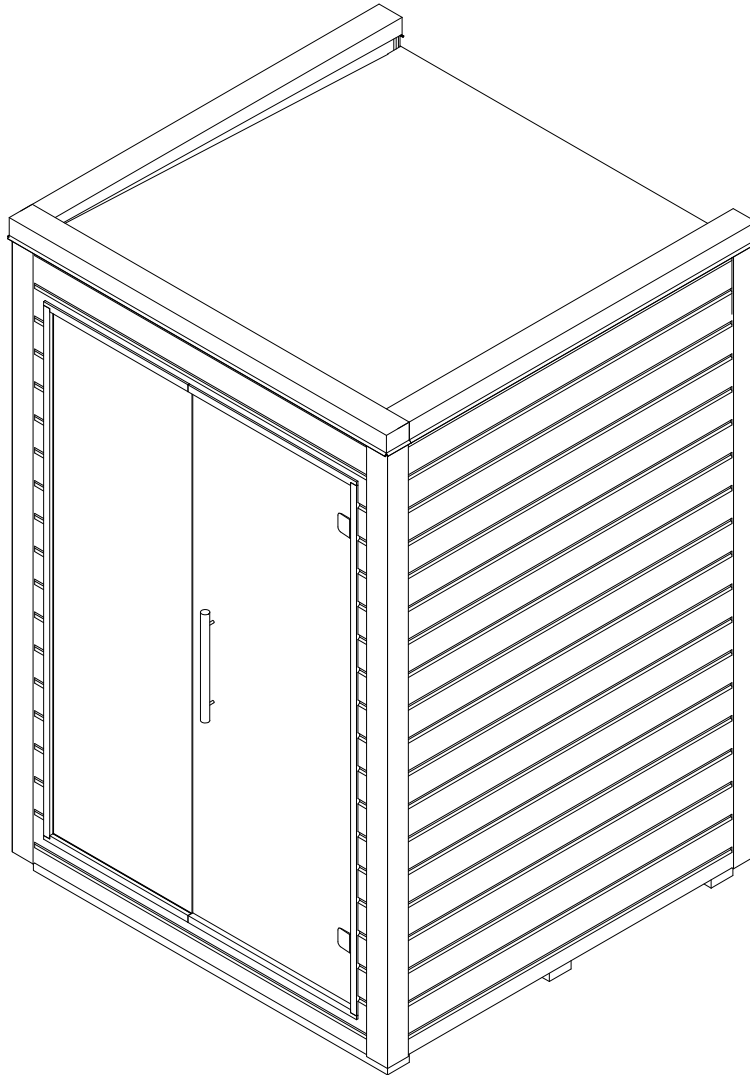
Stainless steel torx  
screws:

Amount:      Comment:

<b>6x120 mm:</b>	80 <i>pcs.</i>	Floor elements	20 <i>pcs.</i>
		Walls	30 <i>pcs.</i>
		Ceiling elements	20 <i>pcs.</i>
<b>5x80 mm:</b>	30 <i>pcs.</i>	Bench frames	18 <i>pcs.</i>
<b>5x70 mm:</b>	30 <i>pcs.</i>	Bench supports	12 <i>pcs.</i>
<b>5x60 mm:</b>	60 <i>pcs.</i>	Exterior cladding	30 <i>pcs.</i>
		Glasswall	20 <i>pcs.</i>
<b>4x45 mm:</b>	30 <i>pcs.</i>	Backrest	10 <i>pcs.</i>
		Bench skirt	4 <i>pcs.</i>
		Heater guard	4 <i>pcs.</i>
<b>4x30 mm:</b>	60 <i>pcs.</i>	OSB boards	50 <i>pcs.</i>
<b>Black screws:</b>	40 <i>pcs.</i>	Loose cladding	30 <i>pcs.</i>
<b>Black stain screws:</b>	40 <i>pcs.</i>	Roof stains	25 <i>pcs.</i>
<b>Wooden covers (thermo):</b>	5 <i>pcs.</i>	Backrest	3 <i>pcs.</i>
<b>Wdn covers flat (black):</b>	20 <i>pcs.</i>	Glasswall	16 <i>pcs.</i>
<b>Flat stain screws:</b>	15 <i>pcs.</i>	Raindrop stain	10 <i>pcs.</i>

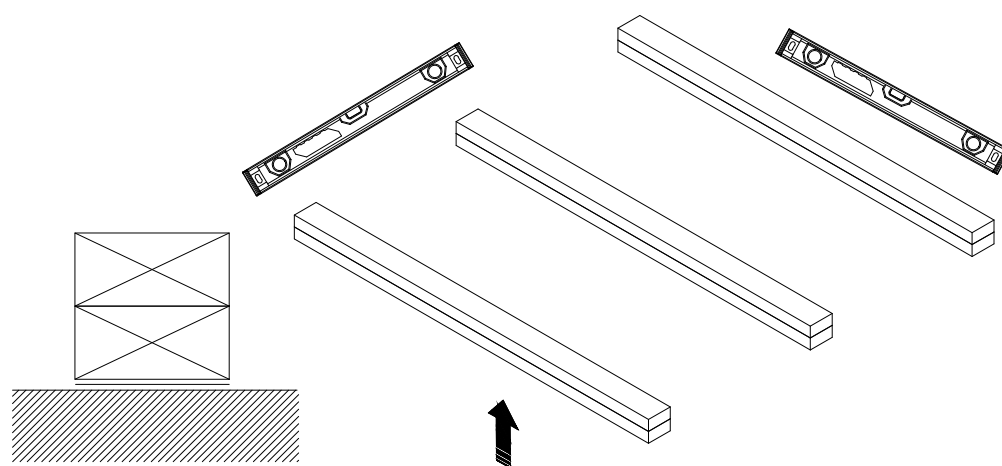
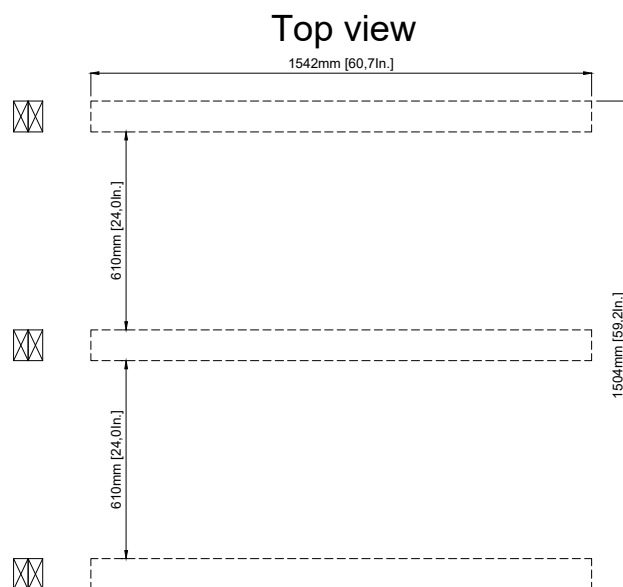
# MIRA S

The material that is included as an extra is also marked accordingly



## 2. Base beams

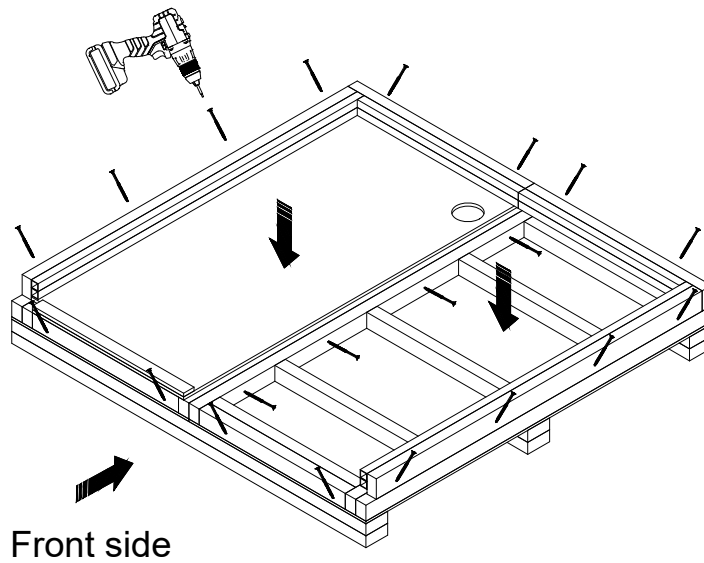
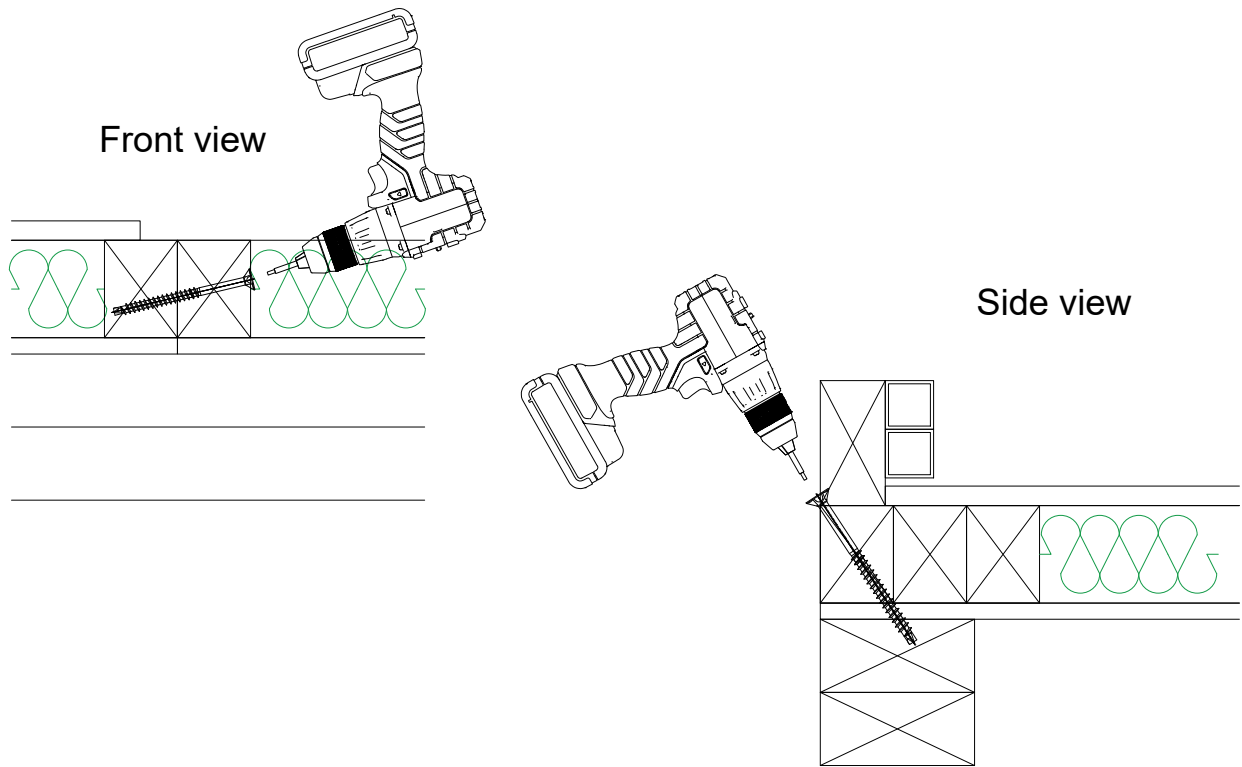
1. Check substructure level. Sauna must be installed on a level surface.



Tar paper facing the ground

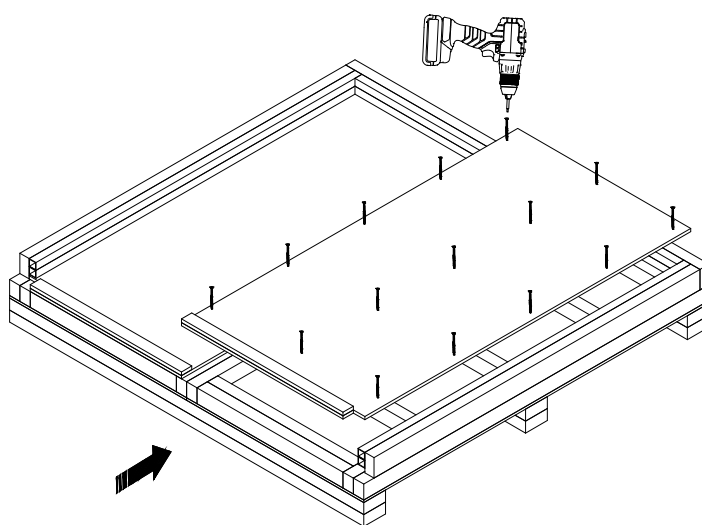
### 3. Floor elements

1. Fix floor elements on previously installed base beams. Use screws.



## 4. Floor OSB board

1. Fix loose floor board with screws.

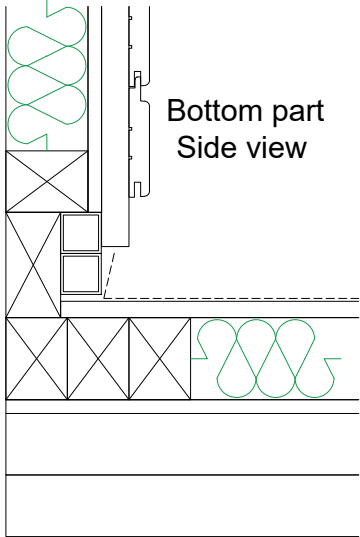


# The installation of EPDM rubber on the floor.

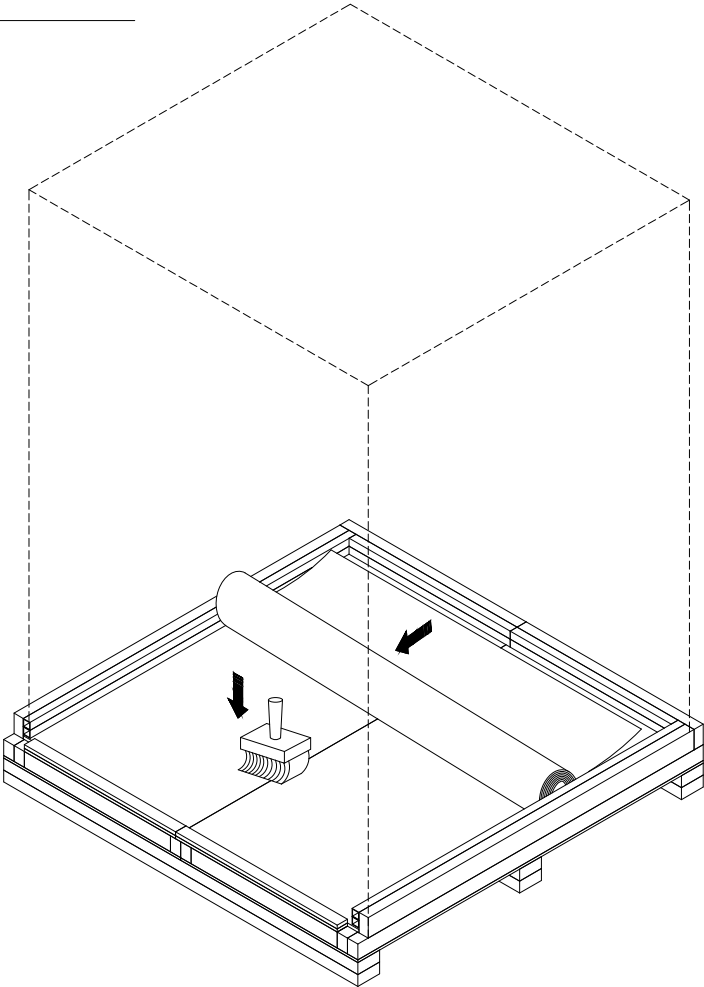
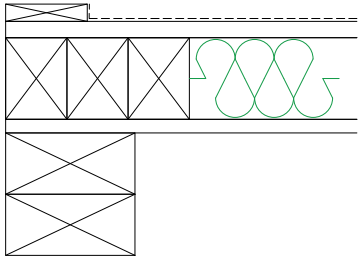
Install the EPDM rubber on the floor before installing the walls. The EPDM rubber is glued to the floor panel. The edges of the EPDM are placed over the electrical boxes (Figure 1). The edges of the EPDM do not need to be glued. Do not install EPDM rubber under the glass wall trim (Figure 2). Detailed installation steps are provided on the next page. For general information about EPDM installation, refer to the following page:

<https://www.permarroofstore.co.uk/installation-guides-data-sheets>

Drawing 1



Drawing 2  
Front part



## The installation of EPDM rubber on the floor.

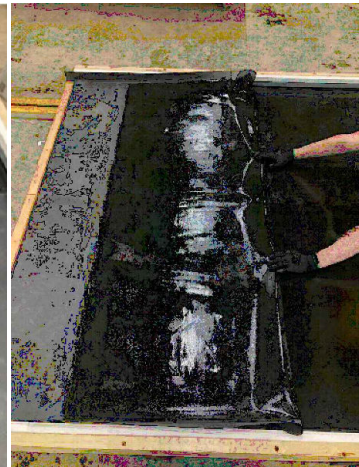
The EPDM rubber is installed on the floor in two stages (first half of the floor and second half of the floor).

1. Before gluing, clean the surfaces from dust (EPDM rubber and floor).
2. Apply adhesive to both the EPDM rubber and the floor in a thin layer.  
Do not apply adhesive to the edges of the EPDM that overlap with the raised edge of the electrical boxes.
3. Once the adhesive no longer feels tacky, roll and smooth the EPDM rubber onto the floor.
4. Repeat the same process for the other half of the floor.
5. After gluing, trim the edges of the EPDM rubber if necessary.

1.



2.



3.



4.

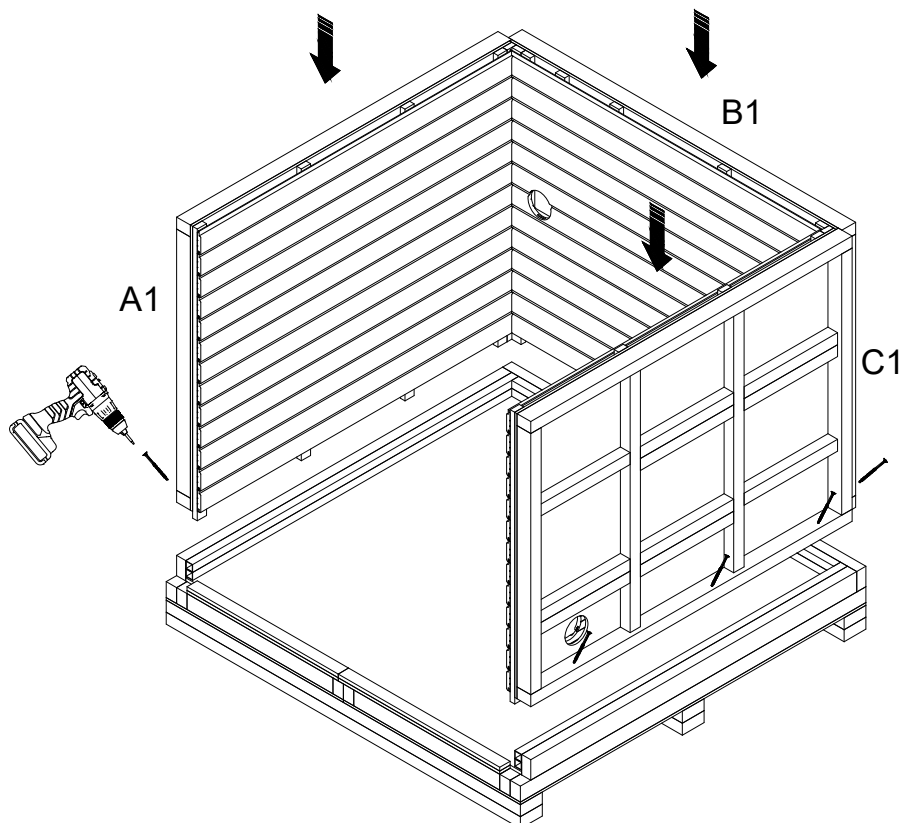
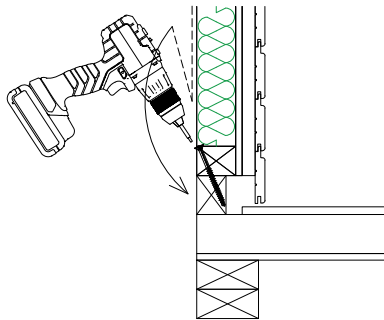




## 5. Wall elements

1. Start assembly from corner A WALL and B WALL. Place the elements on previously assembled and stable floor element and fix with screws.
2. Use tape to seal windbarrier textile.

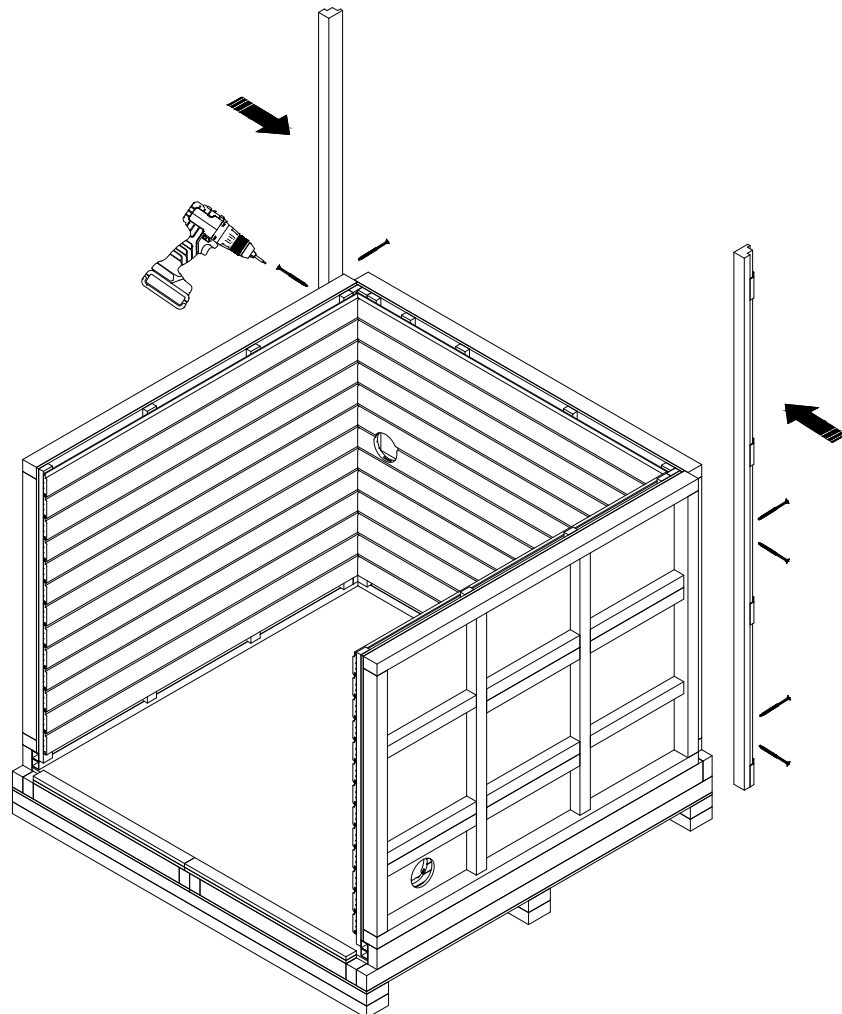
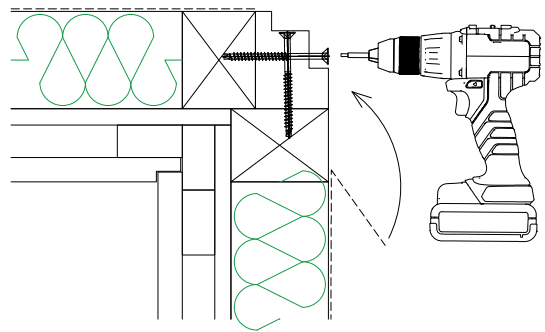
Bottom part  
Side view



## 6. Back corner laths

1. Place laths in corner of A-B WALL and B-C WALL. Fix with screws.
2. Use tape to seal windbarrier textile.

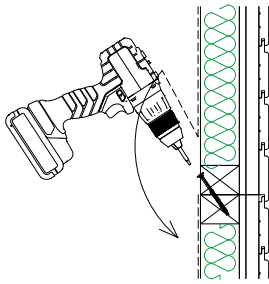
Top view



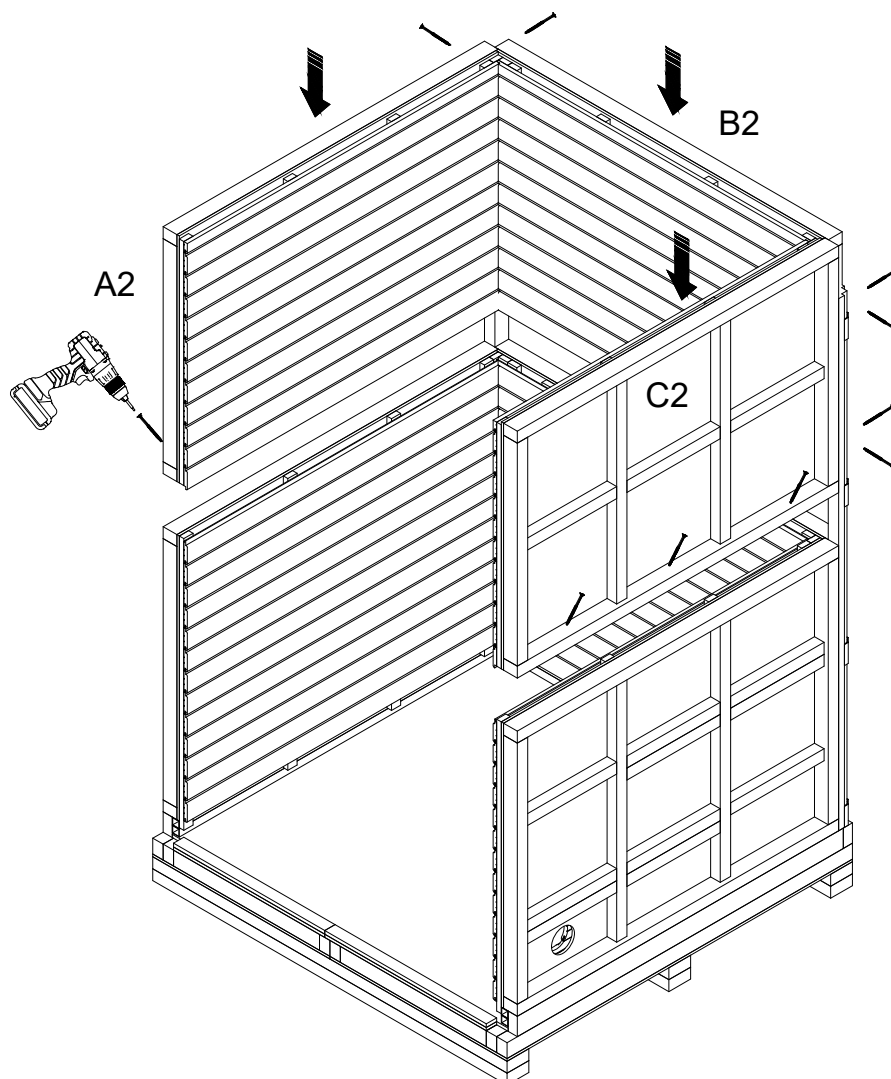
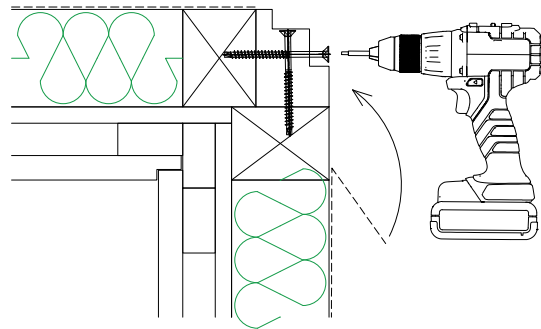
## 7. Wall elements

1. Start assembly from corner A2 WALL and B2 WALL. Place the elements on previously assembled and stable floor element and fix with screws.
2. Use tape to seal windbarrier textile.

Middle part  
Side view



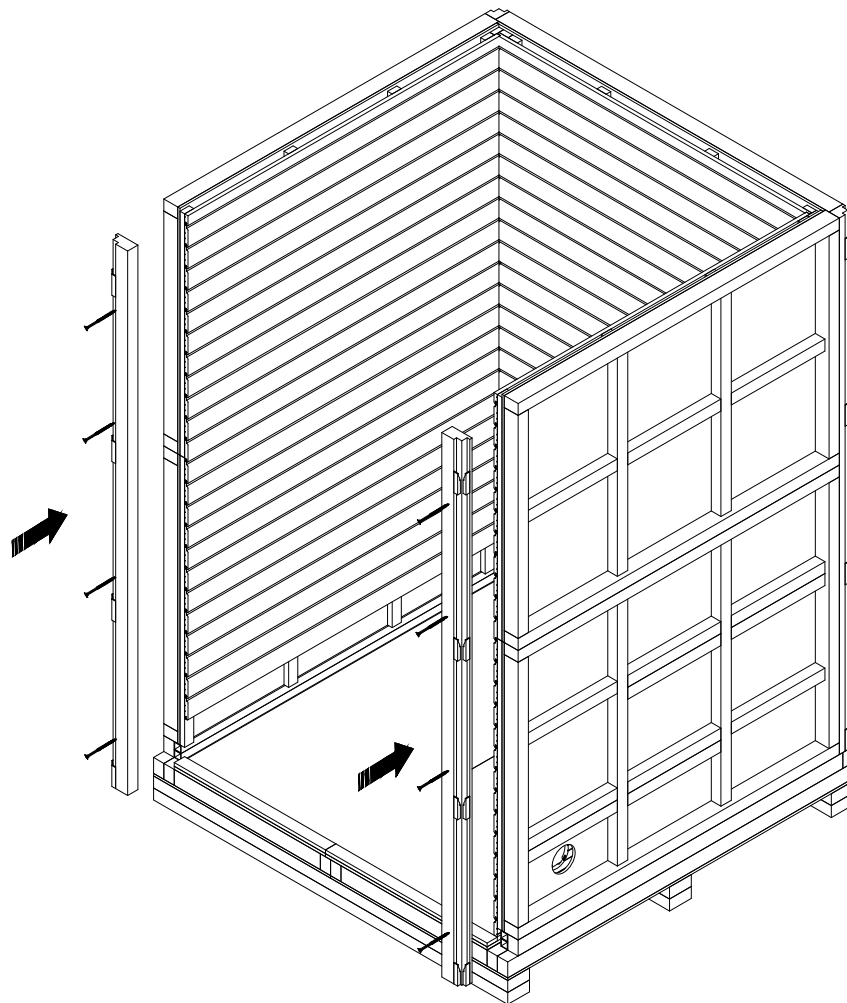
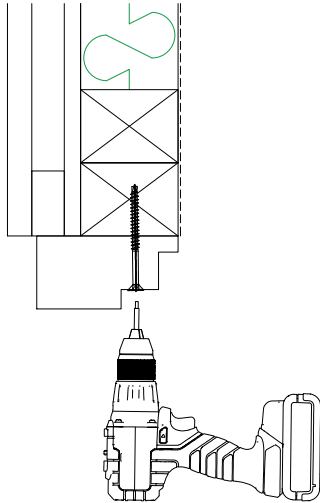
Top view



## 8. Front corner laths

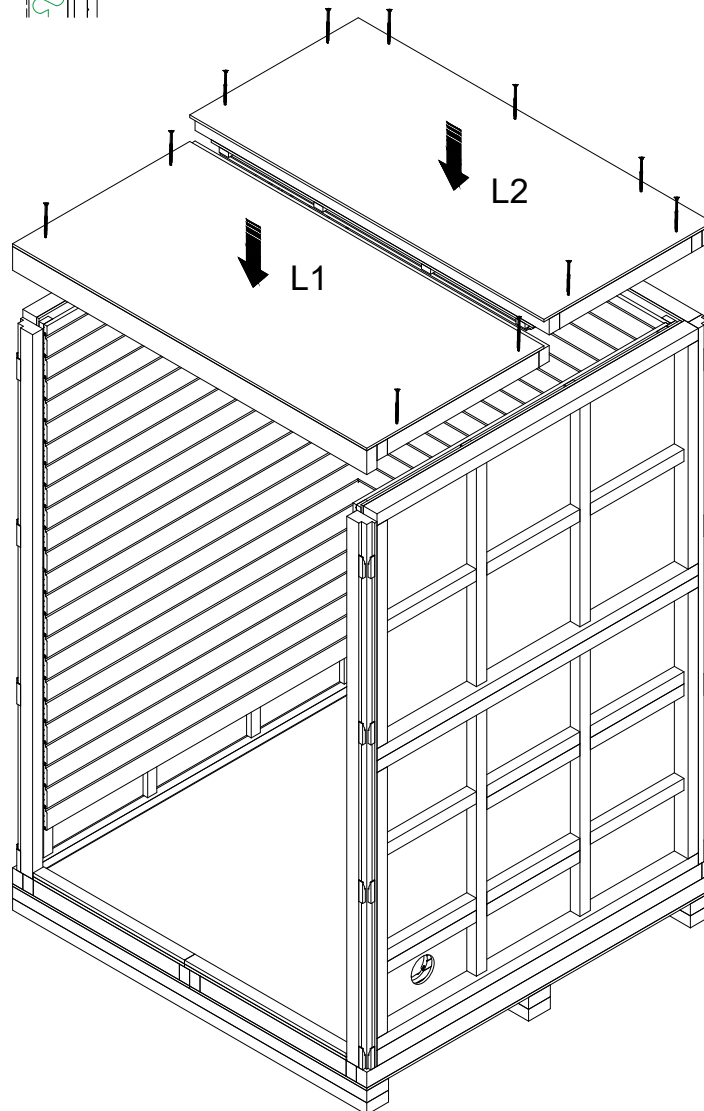
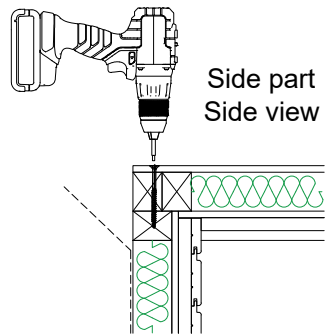
1. Place laths on the edge of A walls and C walls. Fix with screws.
2. Use tape to seal windbarrier textile.

Top view



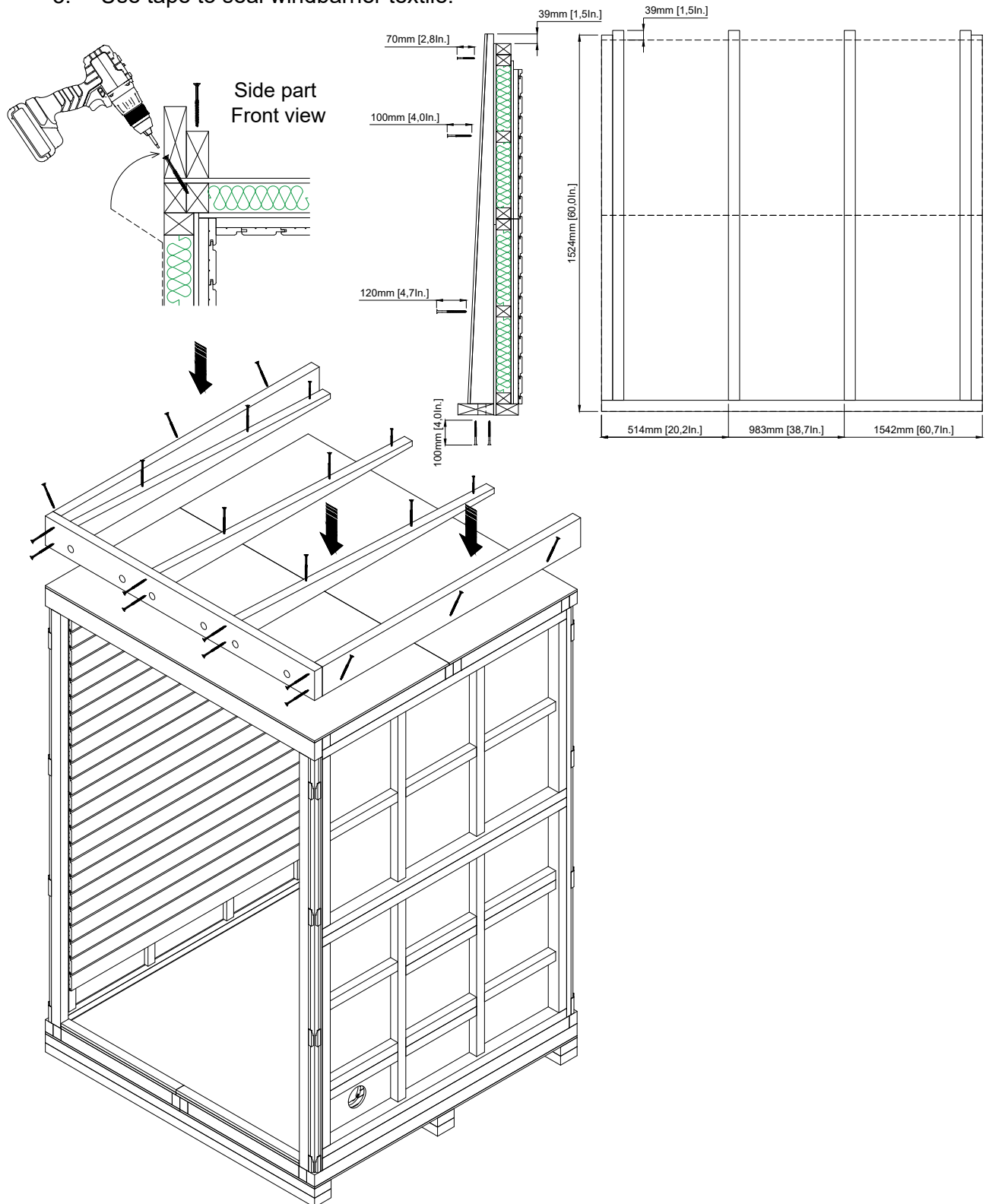
## 9. Ceiling elements

1. Place the ceiling elements on top of previously installed and fixed wall elements. Check walls for vertical level. Ceiling element must sit flush with walls external layer and with no excessive gaps between internal panels. Fix with screws.
2. Install the ceiling as the previous. Check the front edge between ceiling and wall - they must fit flush.
3. Use tape to seal windbarrier textile.



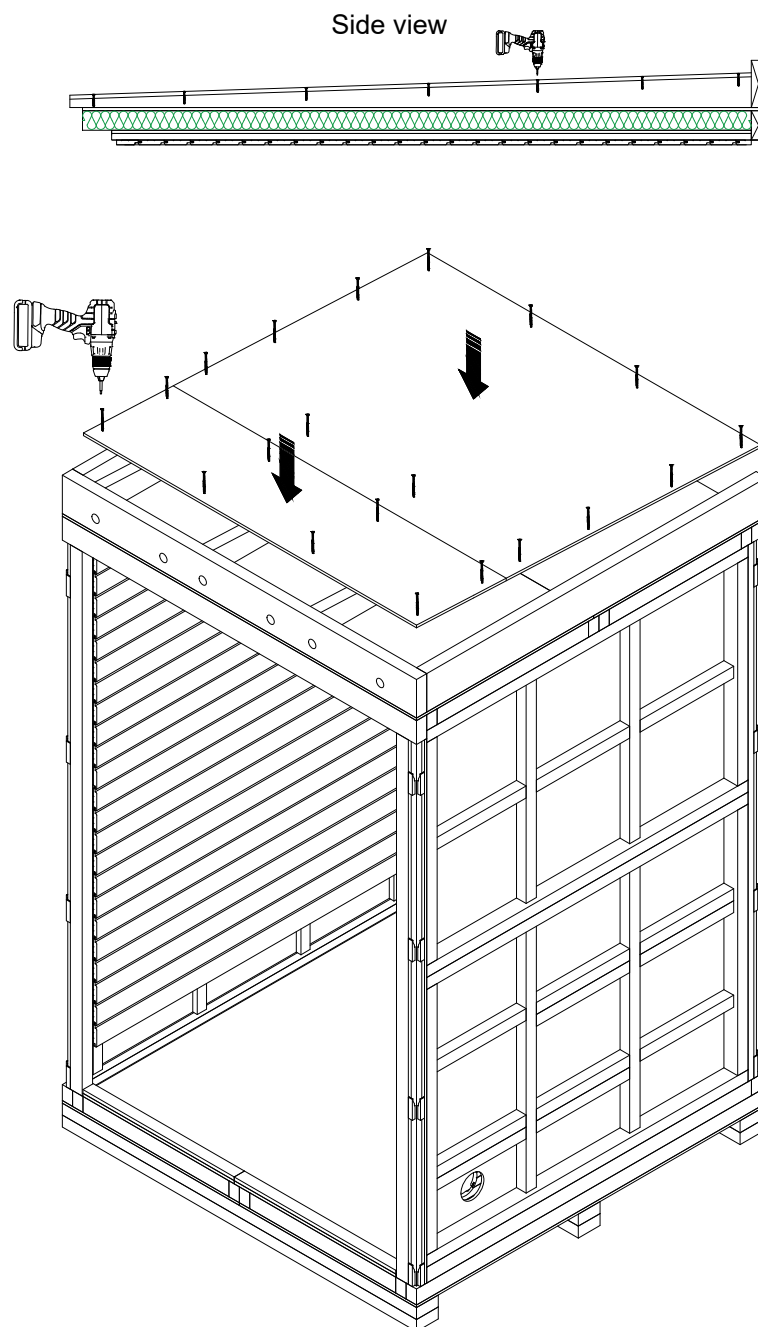
# 10. Roof parts

1. Place the ceiling elements on top of previously installed and fixed wall elements. Check walls for vertical level. Ceiling element must sit flush with walls external layer and with no excessive gaps between internal panels. Fix with screws.
2. Install the ceiling as the previous. Check the front edge between ceiling and wall - they must fit flush.
3. Use tape to seal windbarrier textile.



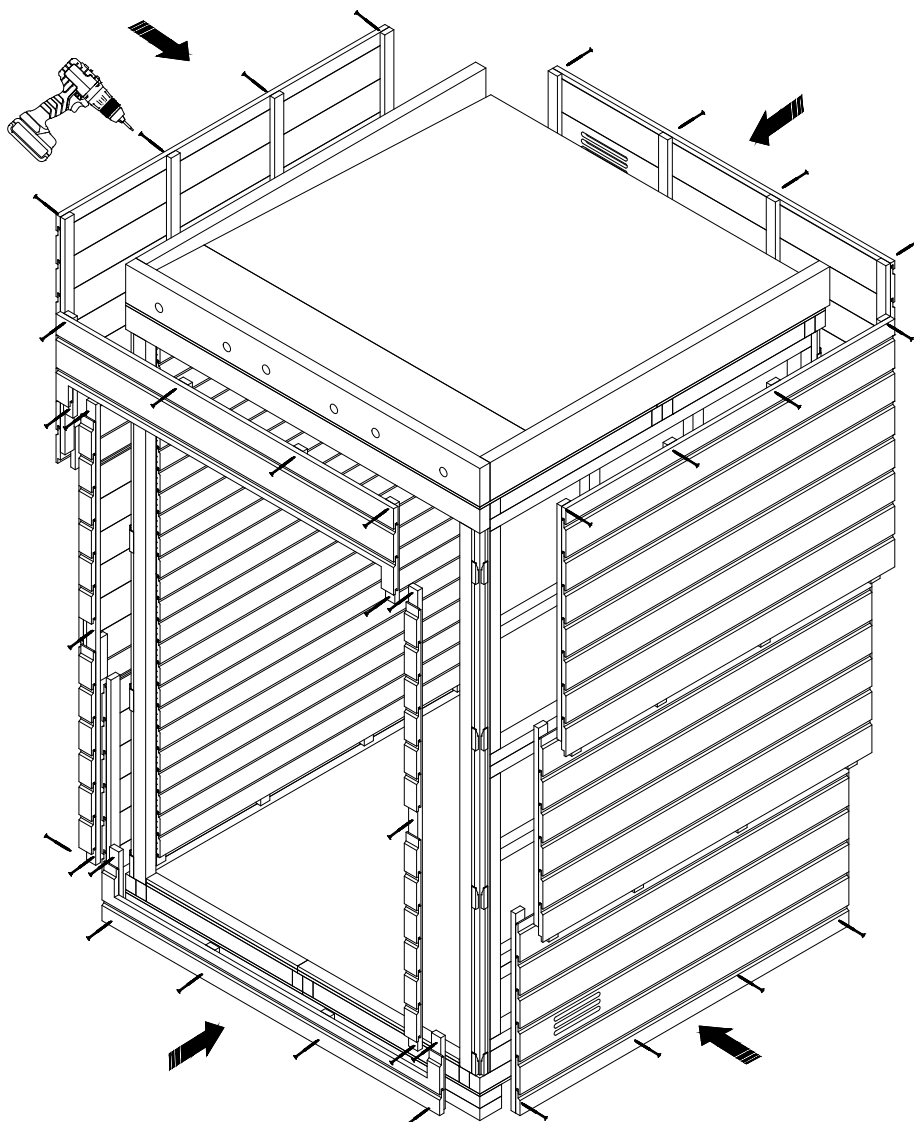
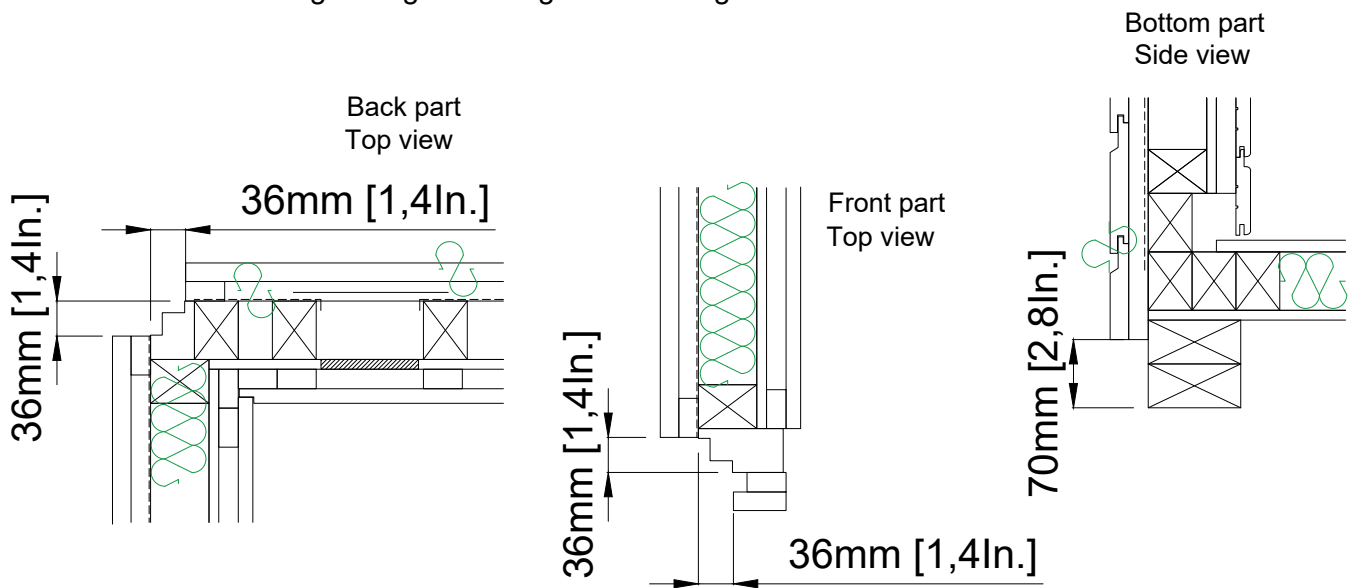
# 11. Roof OSB boards

1. Place the ceiling OSB boards on top of previously installed and fixed ceiling elements. Fix with screws.



## 12. Exterior cladding

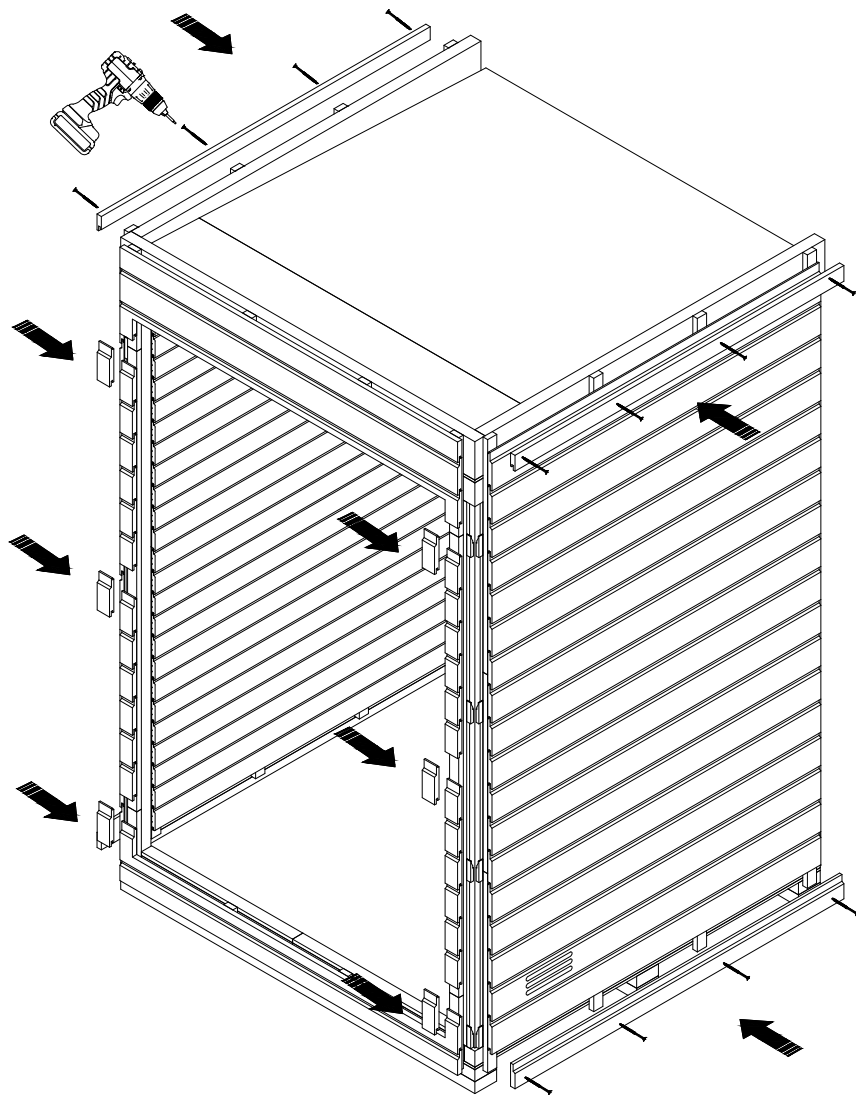
1. Start assembly from A walls. Place the panels on previously assembled and stable wall elements and fix with screws.
2. When fixing through cladding use cladding colored screws.





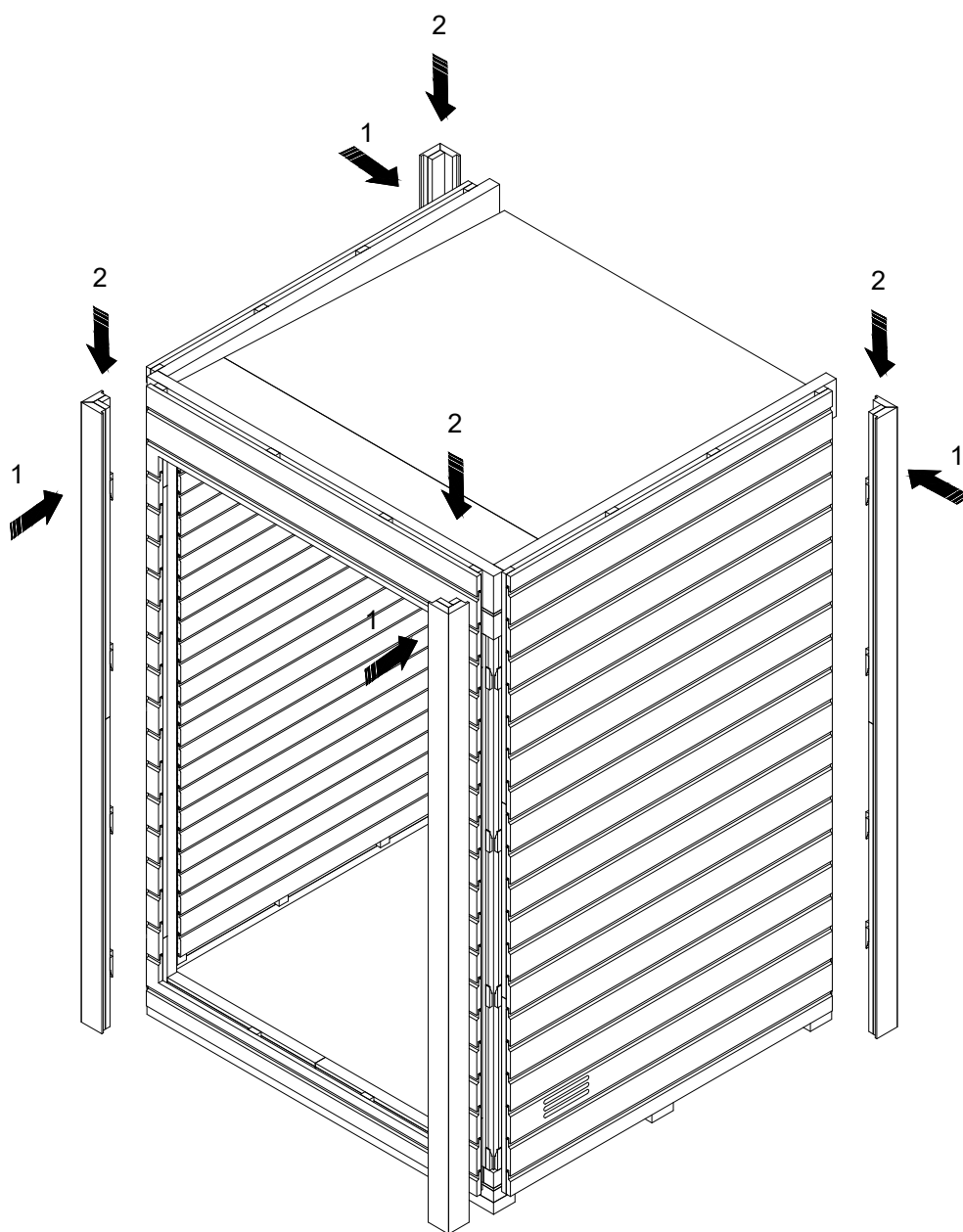
## 13. Loose cladding

1. Slide loose front wall cladding into place. If needed use screws to fix.
2. Fix loose board on the bottom and on top with cladding colored screws.



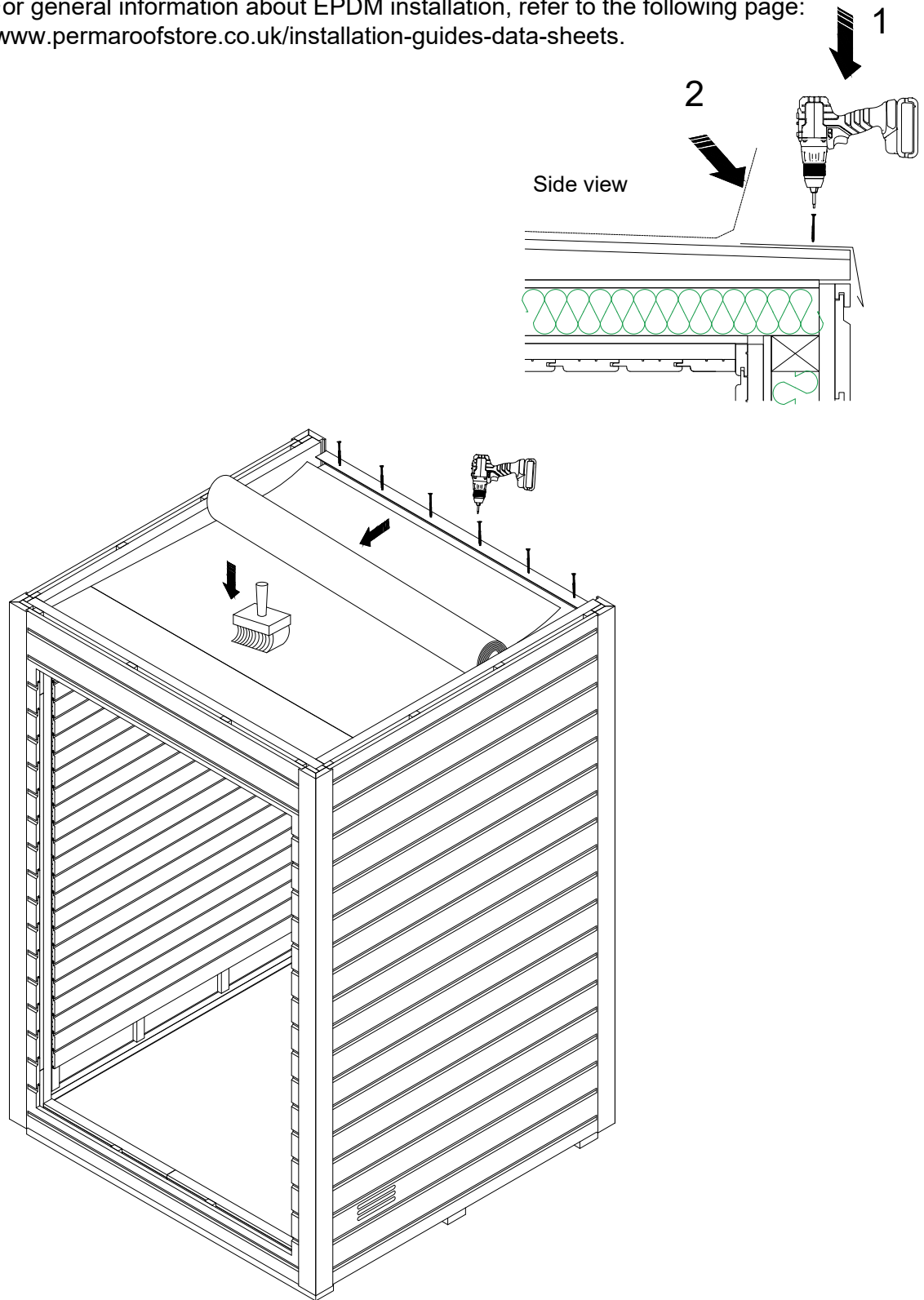
# 14. Corner mouldings

1. Fix corner mouldings with multiclips.



# 15. EPDM layer and raindrop stain

Before installing the EPDM rubber on the roof, ensure that all top OSB boards are fixed. Before gluing, fix the raindrop stain with flat screws to the end of the roof slope. (Figure 2) The edges of the EPDM extend onto the wall section, where the roof flashing will later be attached. Detailed installation steps are provided on the next page. For general information about EPDM installation, refer to the following page: <https://www.permarroofstore.co.uk/installation-guides-data-sheets>.

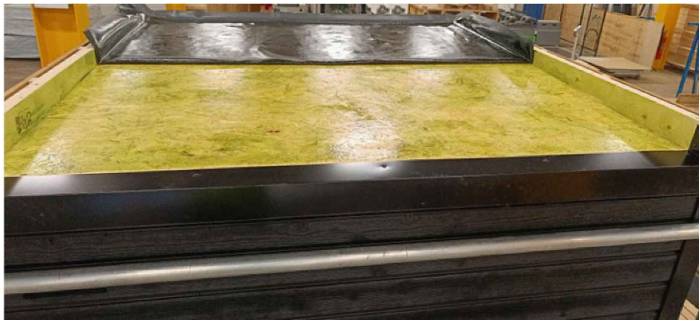


# The installation of EPDM rubber on the roof.

The EPDM rubber is installed on the roof in two stages (first half of the floor and second half of the floor).

1. Before gluing, clean the surfaces from dust (EPDM rubber and roof osb).
2. Apply adhesive to both the EPDM rubber and the roof in a thin layer. Initially, glue the center of the EPDM, leaving the edges unglued. Later, glue the edges of the EPDM where the roof flashing will be attached.
3. Once the adhesive no longer feels tacky, roll and smooth the EPDM rubber onto the roof.
4. Repeat the same process for the other half of the roof.
5. After gluing, trim the edges of the EPDM rubber if necessary.
6. For the raindrop stain and the edge of the EPDM, use Firestone QuickPrime
7. After installing the EPDM tape, fix the rear edge of the EPDM.
8. After installing the EPDM rubber, attach the front and side flashings of the roof.

1.



2.



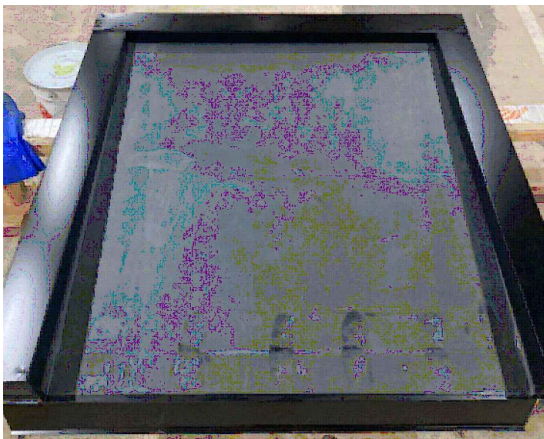
3.



4.

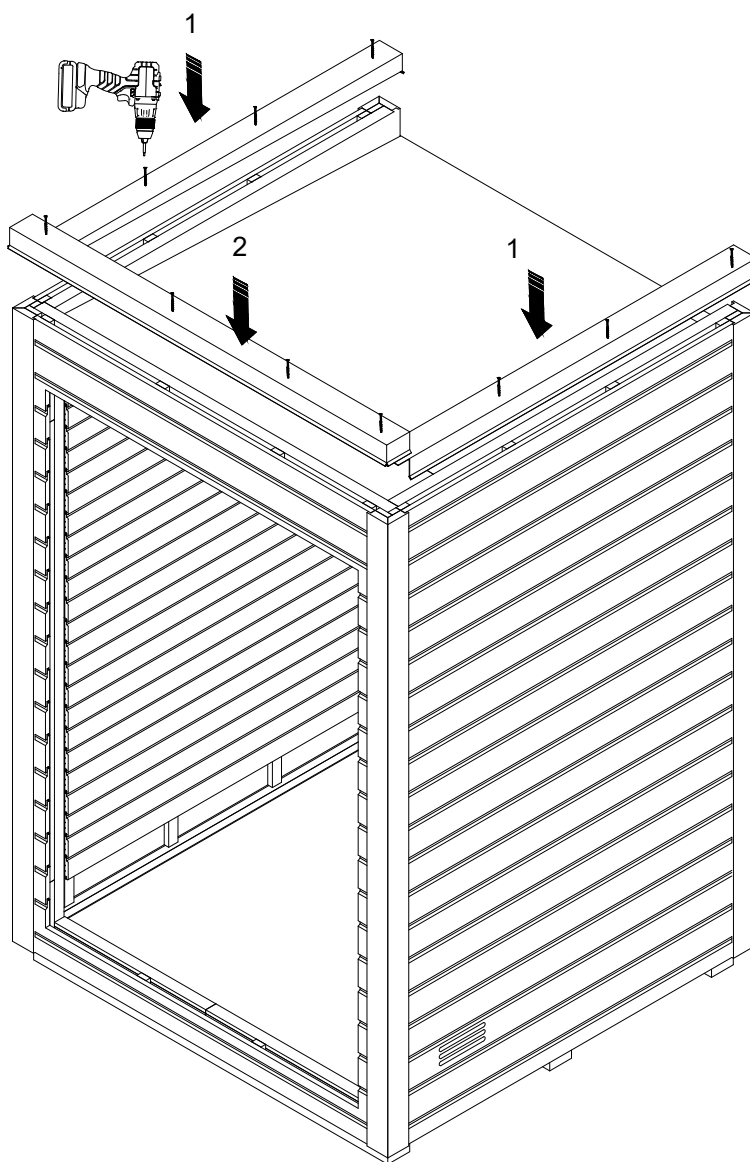


5.



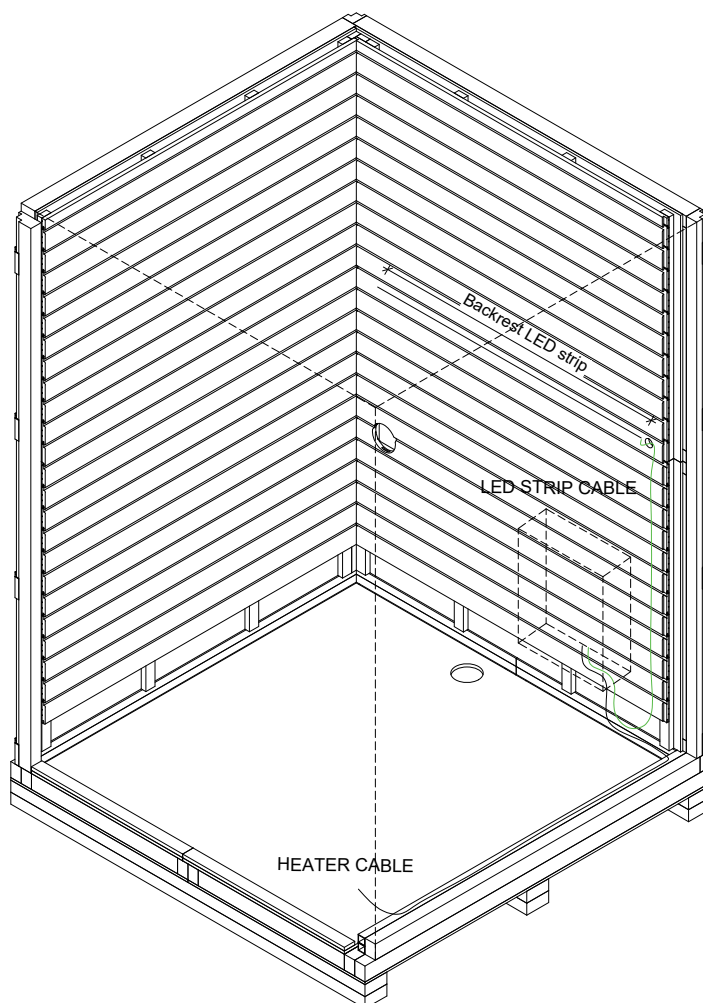
## 16. Roof stains

1. Stains are fixed with special black screws.
2. Make sure that screws are fixed in wood not in air gap.

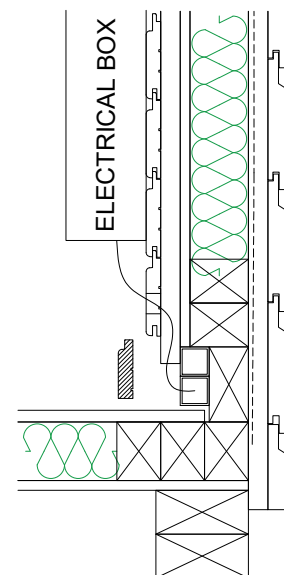


# Electrical cables (EU version)

1. Inside the sauna, there is a pre-assembled electrical box with IP55 protection.
2. During the sauna installation, it is necessary to route the pre-produced electrical cables from the factory according to specifications and technical requirements.
3. Openings for the cables, control panel, and sensor have been pre-made based on the specifications of the sauna heater and control panel.
4. At the bottom of the wall, there are two cable channels (see Figure 1). The metal channel is intended for higher voltage cables (heater cable and main power cable), while the plastic channel is meant for lower voltage cables (lighting, sensor cables, control panel cable).
5. Note: ALL ELECTRICAL CONNECTIONS MUST BE MADE BY A CERTIFIED ELECTRICIAN!



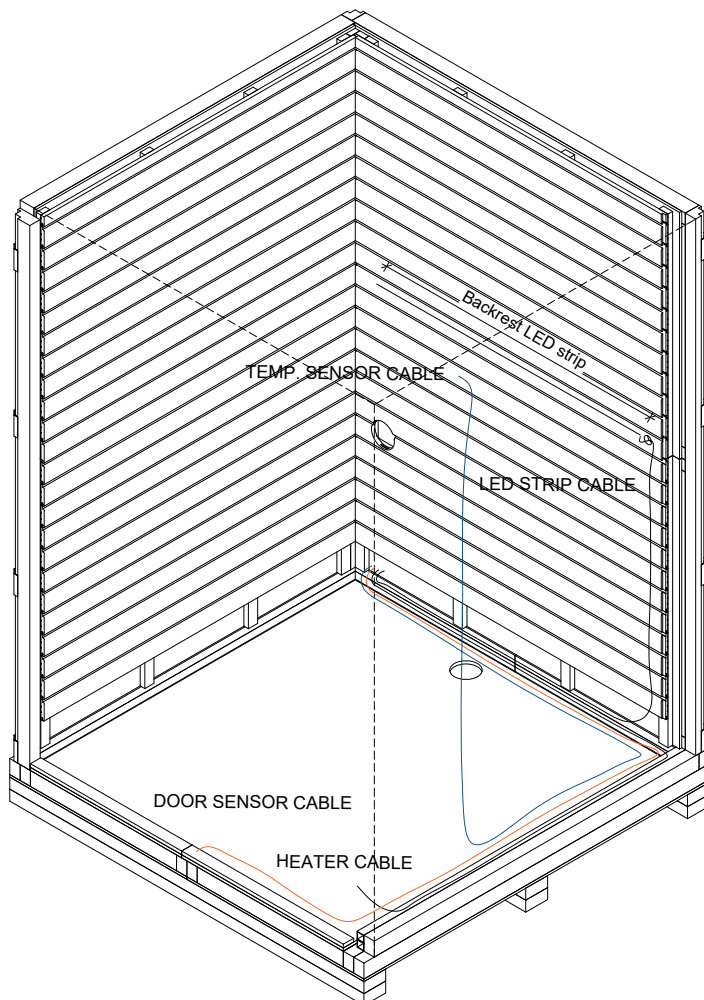
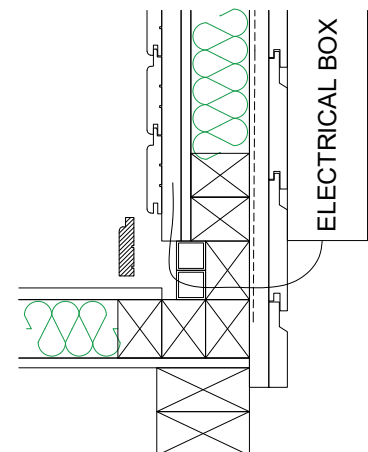
Bottom part  
Side view



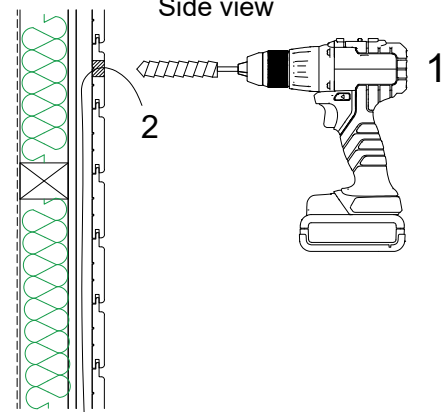
# Electrical cables (US version)

1. The sauna is equipped with an electrical box (IP55). This electrical box is designed to be installed outside the sauna, and the customer can choose its placement. Depending on where the electrical box is located, it is necessary to create an opening through the wall from the metal channels to the electrical panel.
2. When installing the sauna, it is essential to route and select electrical cables according to the technical requirements of the sauna heater and control panel.
3. The customer needs to make openings for the cables, control panel, and sensor during installation. The locations of these openings should be chosen based on the selected equipment manual.
4. At the bottom of the wall, there are two cable channels (see Figure 1). The metal channel is intended for higher voltage cables (heater cable and main power cable), while the plastic box is meant for lower voltage cables (lighting, sensor cables, control panel cable).
5. Note: ALL ELECTRICAL CONNECTIONS MUST BE MADE BY A CERTIFIED ELECTRICIAN!

(Figure 1)  
Bottom part  
Side view

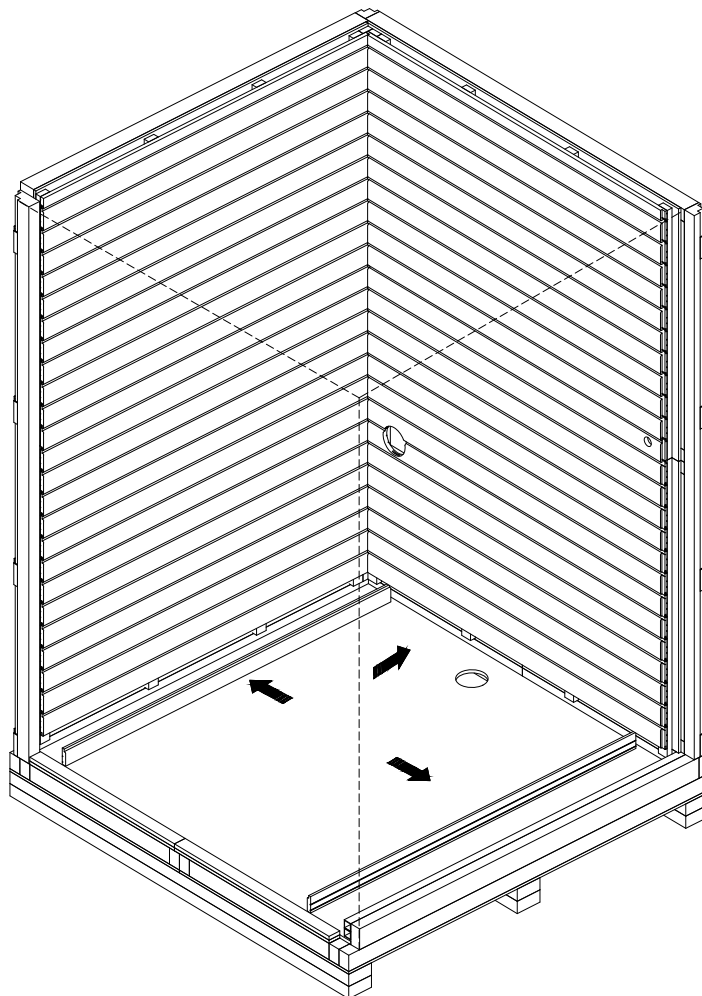


(Figure 2)  
Middle part  
Side view



# 17. Loose interior cladding

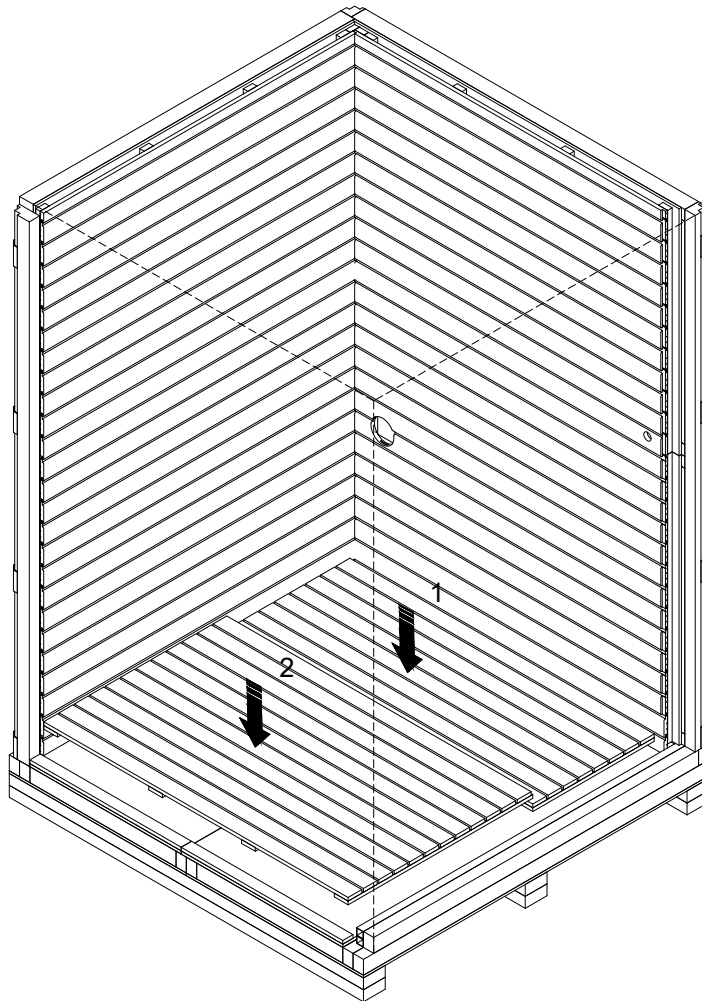
1. Fix loose cladding with small nails on pins.





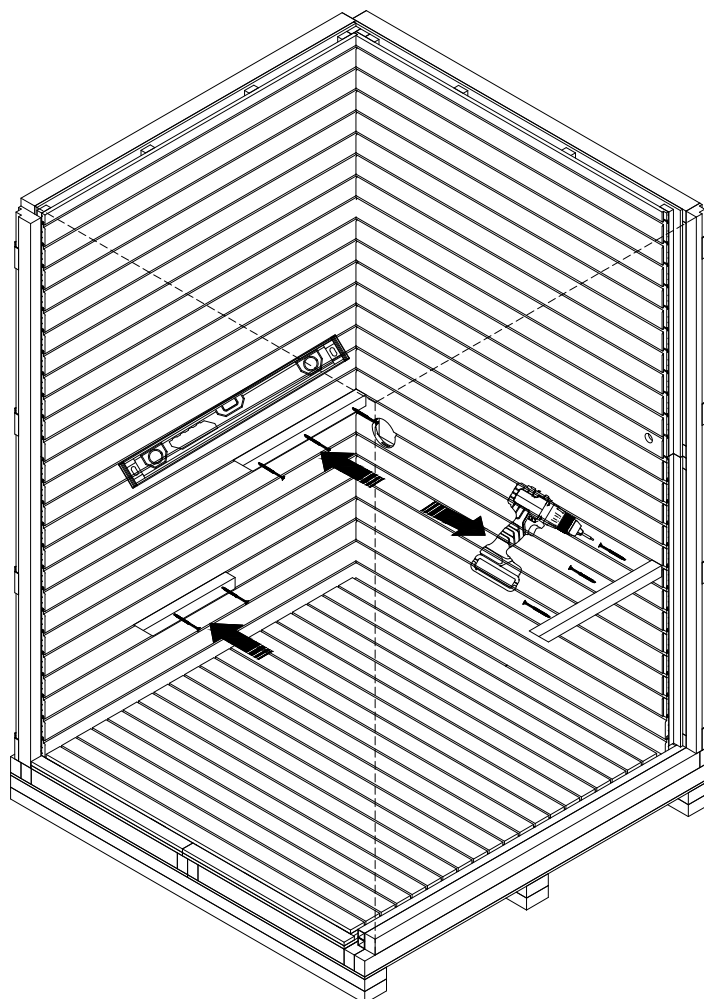
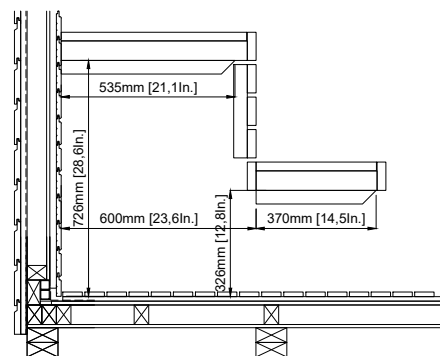
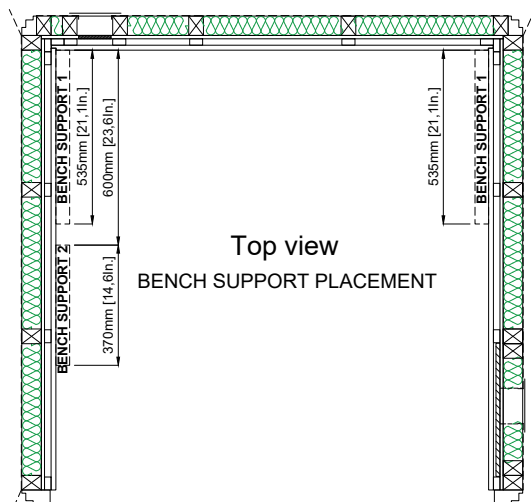
# 18. Floor grids

1. Start placing floor grids from back to front.



# 19. Bench supports

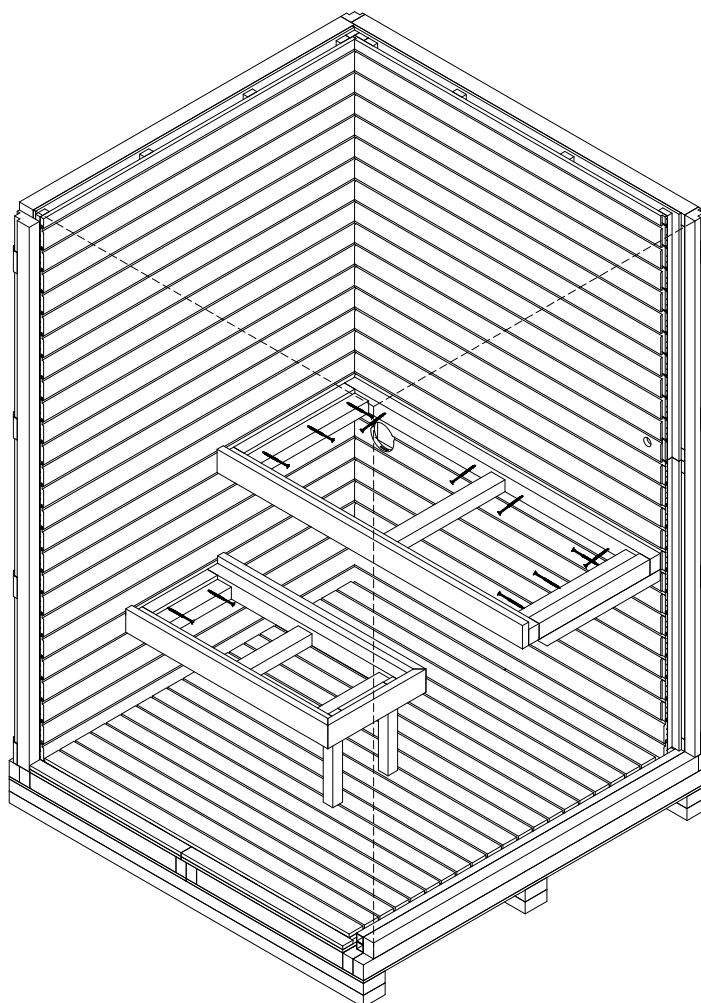
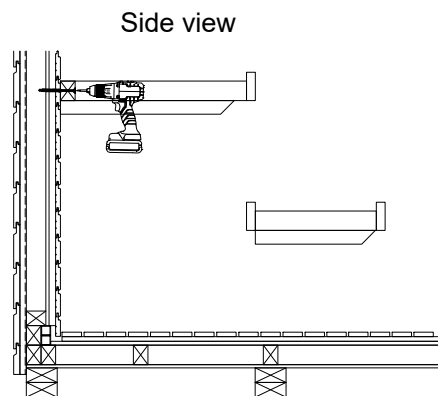
1. Place bench supports in sauna, check for level.
2. Fix bench supports with screws.



## 20. Horizontal bench frames

1. Place upper bench frame and fix with screws.
2. Place lower bench frame and fix with screws.

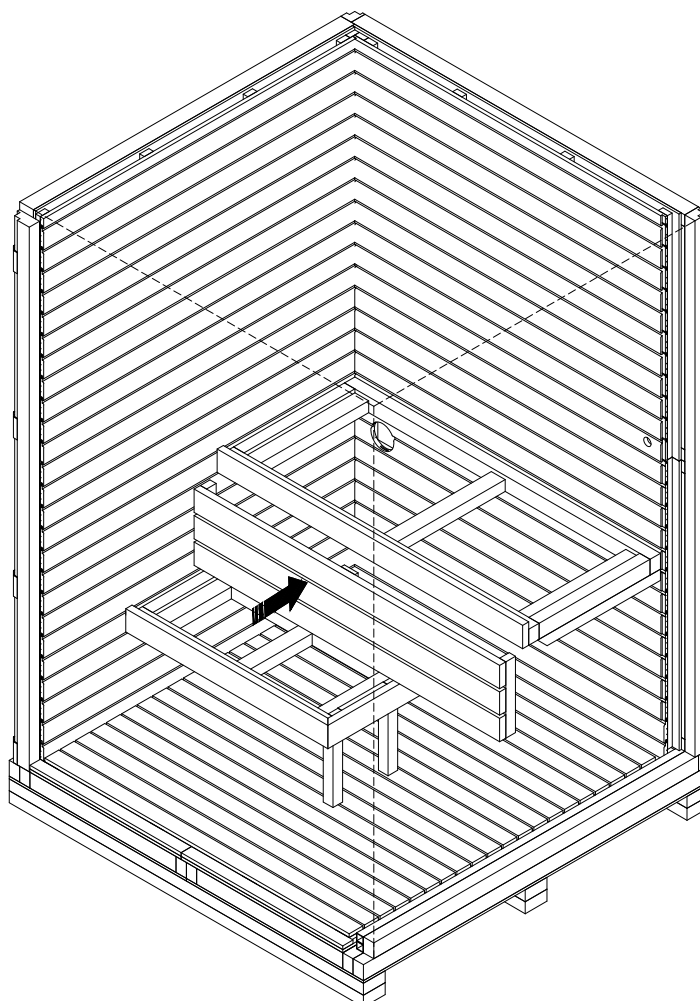
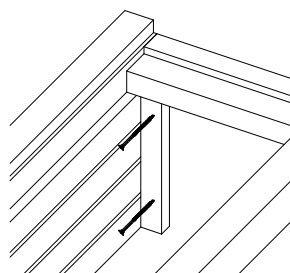
NOTE! First fasten the screws on side walls, then back wall.



# 21. Bench skirt

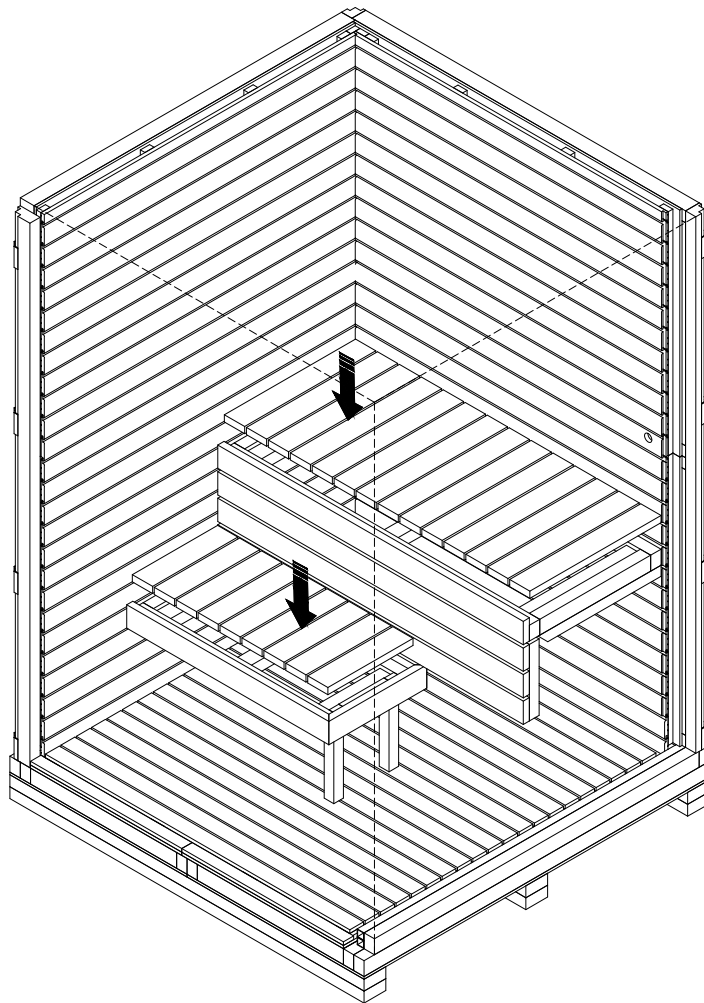
1. Lift bench skirt in place and fix with screws.

View from the back of bench skirt



## 22. Bench grids

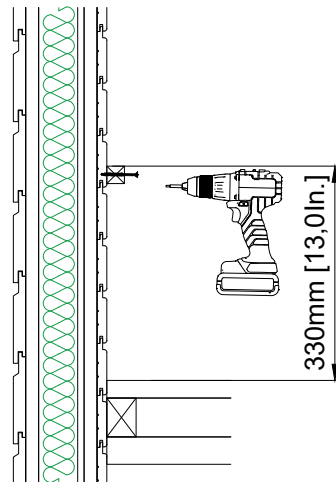
1. Place bench grids on bench frames.



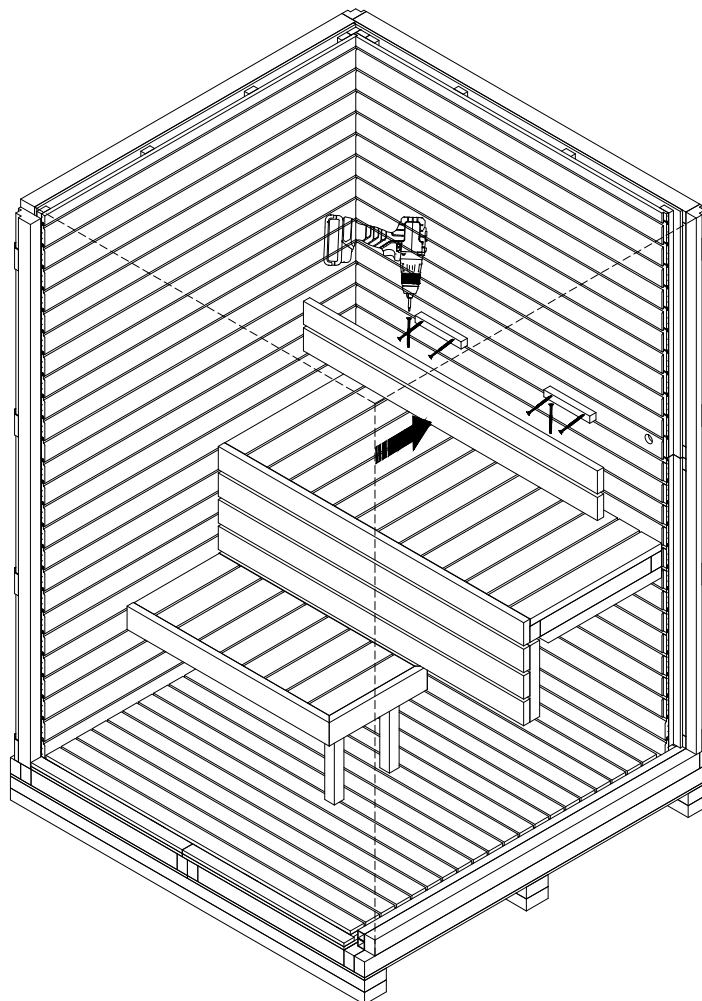
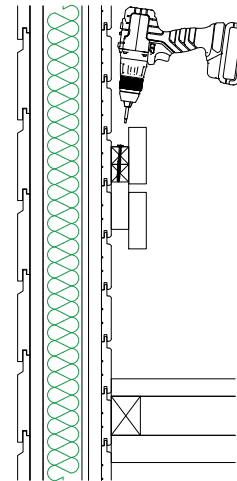
# 23. Backrest

1. Fix backrest with screws.

Backrest support  
Side view



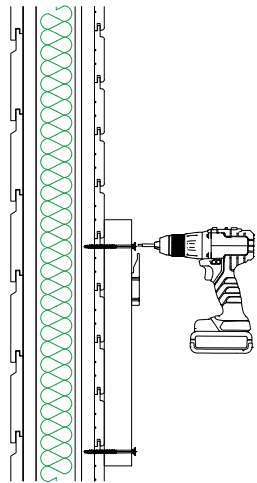
Backrest  
Side view



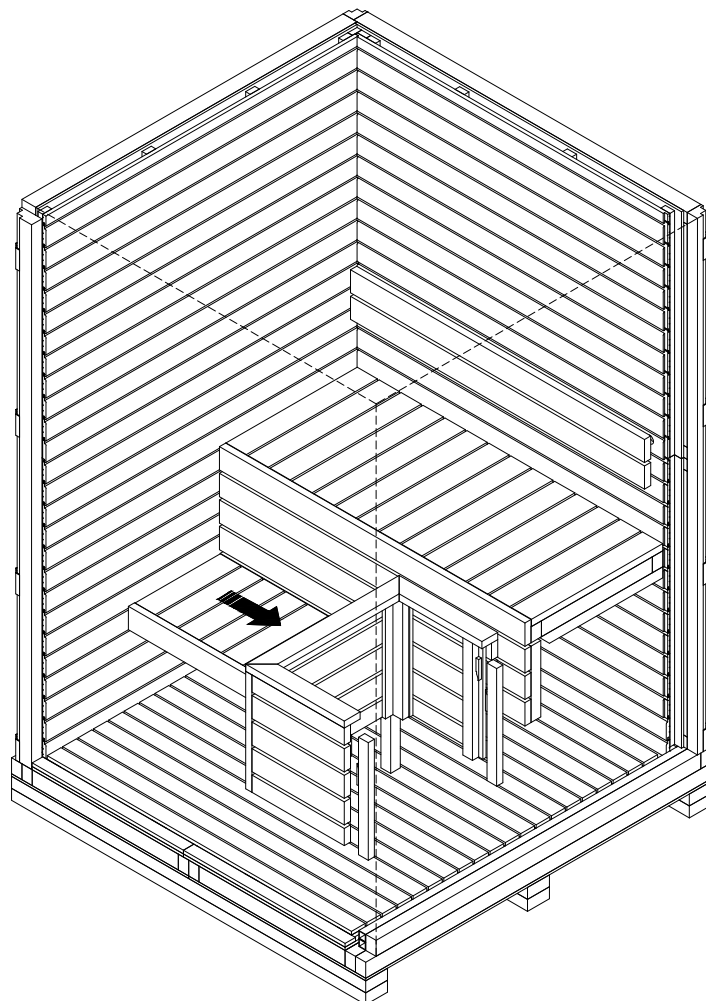
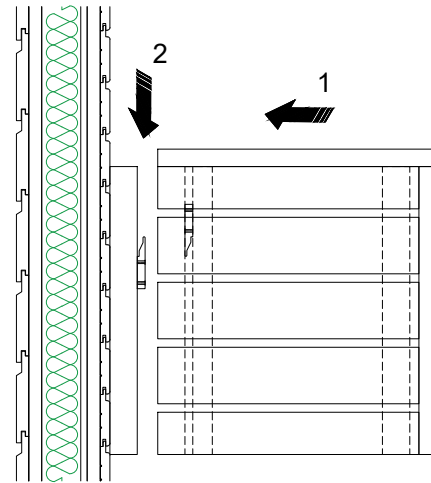
# 24. Heater guard

1. Fix heater guard multiclips on the wall at suitable height with screws.
2. Fix heater guard with multiclips.

Heater guard wall multiclip  
Side view



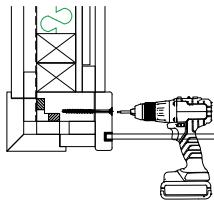
Heater guard  
Side view



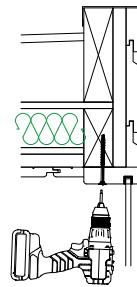
# 25. Glasswall

1. Fix glasswall elements with screws and cover drilled holes with wooden caps.

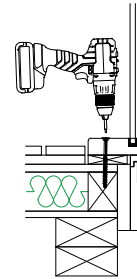
Glasswall  
Top view



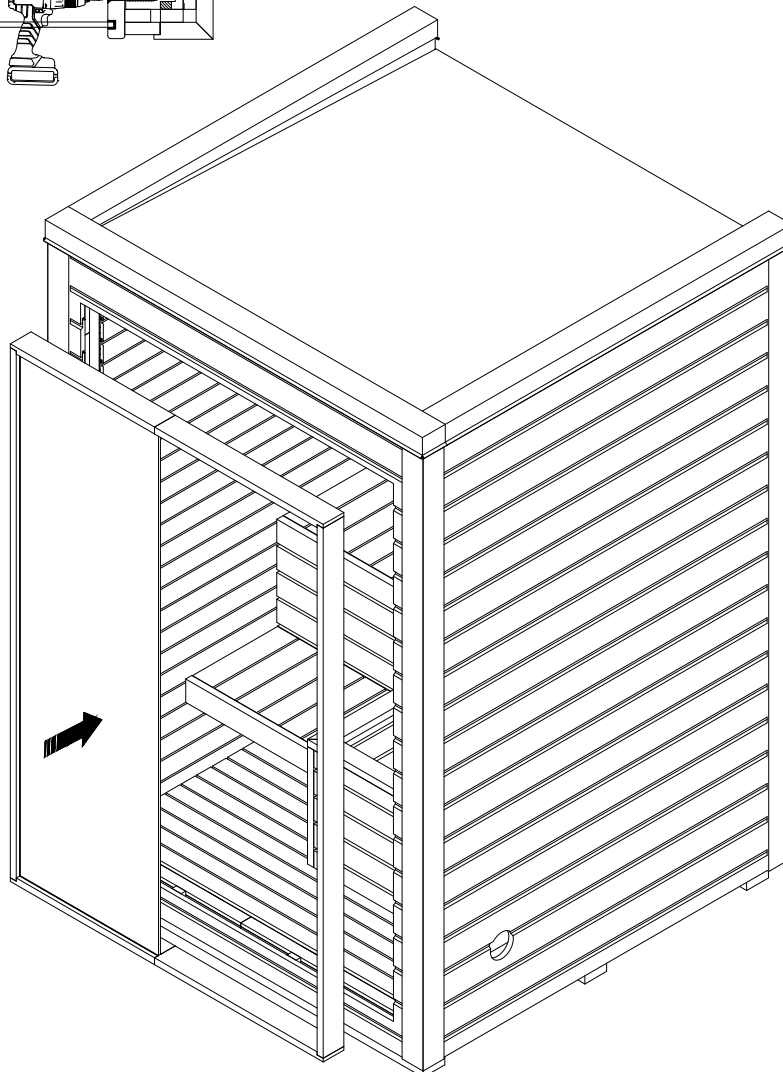
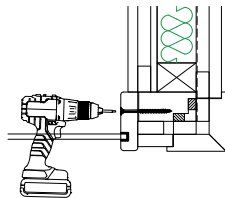
Glasswall top part  
Side view



Glasswall bottom part  
Side view



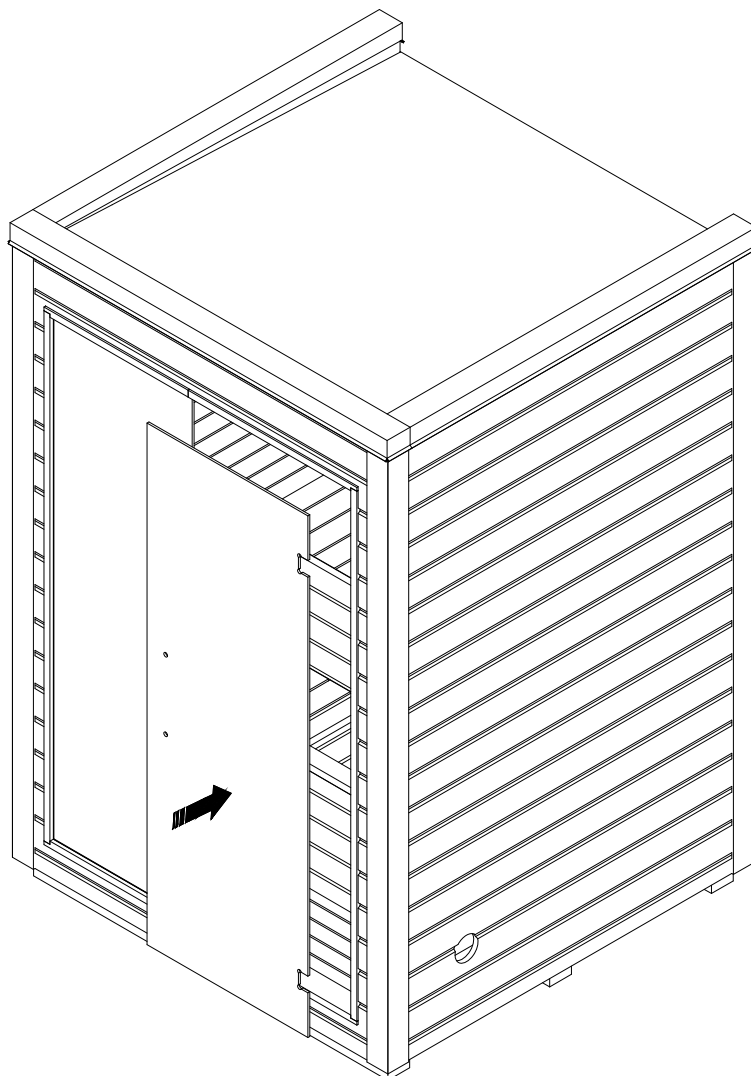
Glasswall  
Top view





## 26. Glasswall door

1. Install glasswall door as shown on next page.



# 27. Door glass and handle

## DOOR GLASS

1. Fit the hinges on door according to Figure C.
2. Fit the door to glass wall according to Figure C.
3. Fit the handle to the door according to Figure B.

NOTE! Door must not be supported directly to a hard (tiled, concrete or other) floor due to risk of shattering. Always when not installed rest the door on a protected floor. Do not remove protection material from door until it is finally and properly fitted.

Figure A.

You can install small rubber gasket strips for top and bottom if needed.

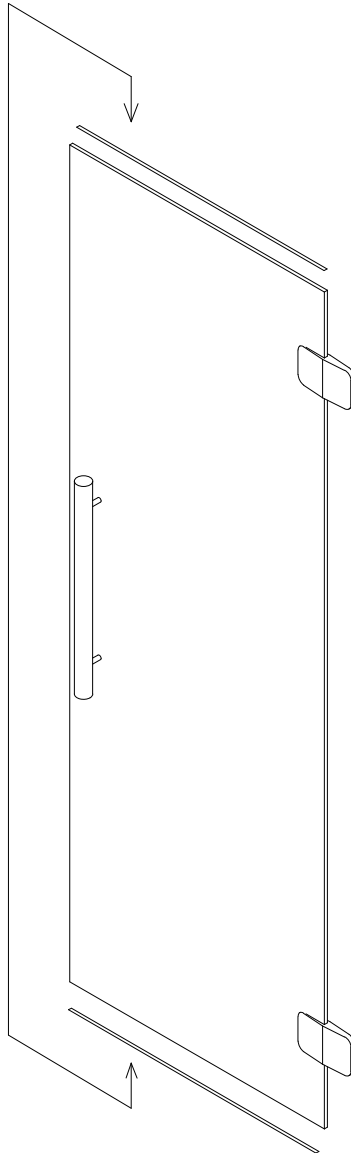


Figure B.  
Premium handle

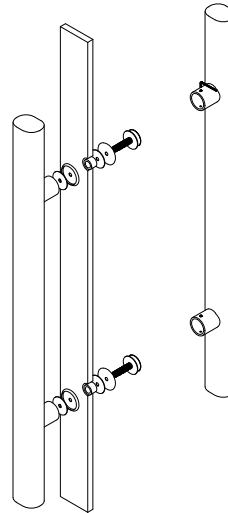
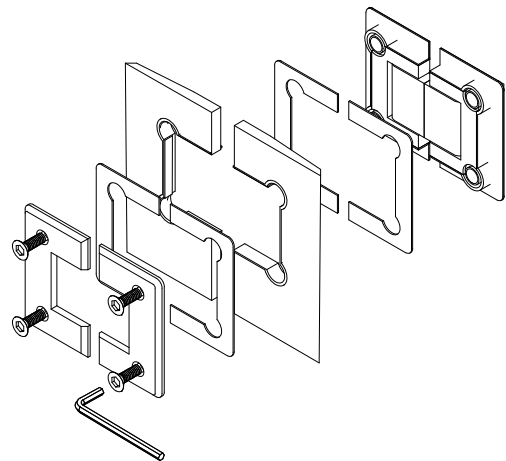
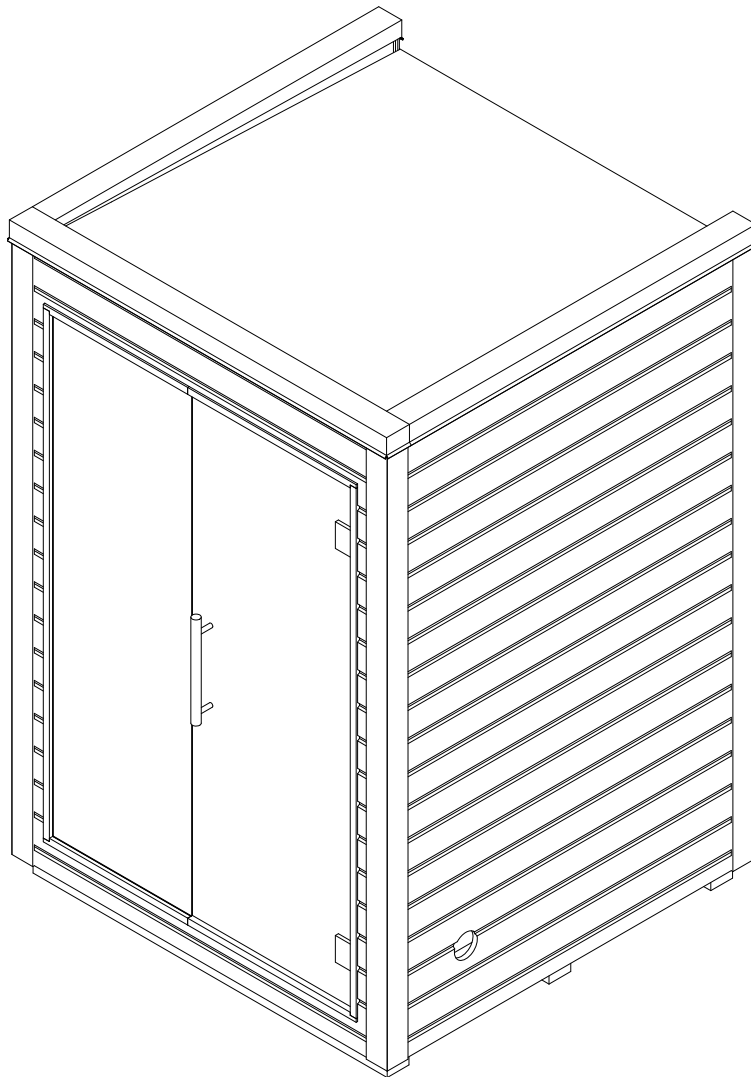


Figure C.  
Glass-glass hinges



## 28. Complete sauna



# Instructions for use and maintenance of pre-built and pre-assembled indoor and outdoor saunas

## 1. General installation requirements

- 1.1. Your sauna should be installed by a professional installer.
- 1.2. The installer of the sauna must have familiarised themselves thoroughly with the manufacturer's warranty terms and the installation instructions of the purchased sauna.
- 1.3. The electrical components of the sauna may be installed and connected only by a person with the respective certified competence.
- 1.4. The wooden parts of the sauna must not be in permanent contact with water or the structures of the room.
- 1.5. The exterior surfaces of the sauna must not be directly exposed to excessive humidity.
- 1.6. The installation site must have proper grid connection readiness for supplying power to the electrical components of the sauna. Requirements applicable at the installation location (country).

## 2. On-site requirements - indoor sauna

- 2.1. Make sure adequate ventilation is ensured in the room to be used for installing the sauna to ventilate the humidity and warm air created by the sauna.
- 2.2. Fresh air supply for the sauna room and heater must also be ensured. Be sure to leave an air gap between the sauna structures and the boundary structures of the room. This is necessary to avoid formation of excessive condensation between the structures of both the building and the sauna that could damage them and shorten their lifetime. The manufacturer recommends ensuring a minimum distance of 50 mm.
- 2.3. The installation surface must be level and stable.

## 3. On-site requirements - outdoor sauna

- 3.1. The outdoor sauna is designed to be installed on a pre-prepared level and stable surface capable of bearing the load.
- 3.2. Safety distances - you must leave at least a two-metre clearance around the sauna, unless specified otherwise or provided otherwise by the local requirements for similar buildings.
- 3.3. If your sauna is delivered pre-assembled, the installation site must be accessible for heavy machinery.

## 4. Sauna heater and heating stones

- 4.1. Install the sauna heater according to the heater manufacturer's installation instructions.
- 4.2. Install the heating stones according to the heater manufacturer's instructions. Installation requirements for the heating stones may vary depending on the sauna heater selected. As a general rule, the heating elements of the heater must be covered with stones. Pouring water directly on the heating elements will shorten the life of the heater and pose a health risk (hot water splashes).
- 4.3. It is recommended to wash the heating stones with water before installation. This cleans the stones of any possible processing and production residues.
- 4.4. Using the heater without the stones is not allowed.

## Instructions for use and maintenance of pre-built and pre-assembled indoor and outdoor saunas

5. Finishing/treating the wooden parts of the sauna with a protective agent
  - 5.1. Before using the sauna, all wooden surfaces must be treated with a suitable protective agent. The manufacturer recommends using sauna wax or sauna oil (paraffin oil).
  - 5.2. Depending on the installation method used for your sauna and the free space left in and around the sauna, the wooden surfaces can be treated before or after installing the parts but certainly before using the sauna.
  - 5.3. Treating the wood will extend the lifetime of the wood and your sauna, preserving its properties and appearance. Treated surfaces repel water and dirt and are easier to clean.
  
6. Taking the sauna into use
  - 6.1. Make sure all parts of your sauna are intact and functional after installation and before the first heating.
  - 6.2. First heating: slowly heat your sauna to a temperature of 100 °C under supervision, keep this temperature for two hours and let the sauna cool down slowly. The sauna must be well ventilated during the first heating - it is recommended to leave the door half-open. This is necessary to allow the wood protecting agent to be absorbed into the wood and any residues from production and processing to evaporate from the surfaces.
  - 6.3. Staying in the sauna during the first heating is not allowed - substances evaporating from surfaces may cause an unpleasant smell.
  
7. Using your sauna
  - 7.1. Use the sauna only for the purpose for which it was manufactured.
  - 7.2. Pour water only on the heating stones.
  - 7.3. Use the sauna in moderation - it stimulates circulation, relaxes muscles and cleanses.
  - 7.4. Rinse yourself with water between sauna sessions.
  - 7.5. It is recommended to drink mineral water after the sauna to replenish fluids.
  
8. General sauna maintenance
  - 8.1. After each use:
    - Wipe the bench with a damp cloth after.
    - Always remove pools of water from wooden surfaces.
    - If the design of the bench allows it, raise the platforms to an upright position to dry.
    - Let the heater run under supervision for approximately 20 minutes - wooden parts dry more efficiently this way.

## Instructions for use and maintenance of pre-built and pre-assembled indoor and outdoor saunas

### 8.2. Once a year or as needed:

- Wash the horizontal (and, if necessary, vertical) surfaces of your sauna with a special sauna detergent. Use a soft brush or damp cloth and observe the instructions of the detergent.
- Stronger stains can be removed with fine-grained sandpaper. All treated surfaces must be treated with a protective agent.
- Repeat treatment of the wooden parts with a protective agent.
- Check the structures of the sauna (bench fastenings, wall connections) and, if necessary, tighten the fastenings.
- Have a competent person check the condition of the electrical connections and components.
- Check the functioning of the door and adjust it, if necessary and possible.
- Check the condition of the heating stones: when used intensively and especially as they age, they could emit stone dust that will accumulate on the wooden surface above and behind the heater. Replace the stones, if necessary.
- Do not use substances or working procedures not suited for washing the sauna.
- Washing wooden parts with running water is not allowed.

### 9. Maintenance of an outdoor sauna

- 9.1. Trees and bushes growing near the sauna and a shady location may cause mossing on the surfaces. Clean the surfaces with a soft brush and damp cloth, as necessary.
- 9.2. In areas with thick snow-cover, remove snow from the roof of the sauna. Do not allow more than 50 cm of snow on the roof.

### 10. Wooden materials in the sauna

- 10.1. Wood is a natural material and subject to natural phenomena (differences in grain pattern, variations in tone, expansion and contraction due to heat and moisture).
- 10.2. Wood may develop cracks or deformations over time. This is natural and does not affect the use of the sauna. If in doubt, contact the vendor.
- 10.3. Thermally modified wood emits some scent during the first three heating periods.

### 11. Repair works

- 11.1. Damage to wood - scratches and dents up to 1 mm deep:
  - Clean and dry the surface thoroughly.
  - Sand down with 500 grit sandpaper or until dispersed.
  - Clean off dust and treat with a protective agent. The protective agent will even out the colour difference caused by sanding.

### 12. The following are not allowed in the sauna:

- 12.1. Drying clothes or other textiles. Evaporating humidity may damage the wood; and textiles placed near the sauna heater may pose a fire hazard.
- 12.2. Heating to a temperature higher than 115 °C - fire hazard.
- 12.3. Placing combustible materials on the sauna heater.
- 12.4.

# Warranty terms for saunas and sauna products

Effective from 1.04.2022

## 1. definitions

- 1.1 **"Manufacturer"** is Auroom OÜ (registration code 14867010).
- 1.2 **"Product"** means a sauna or sauna product (including a sauna bath, sauna door or sauna accessory) manufactured by the Manufacturer for indoor or outdoor use, whether prefabricated or assembled.
- 1.3 **"Seller"** means an authorised reseller of the Manufacturer.
- 1.4 **"Customer"** is the person who has purchased the Product from the Seller for its intended use.
- 1.5 **"Defect"** means a failure or defect in the Product (including a manufacturing or material defect) that prevents the Product from being used as intended.

## 2. content and scope of the warranty

- 2.1 **"Warranty"** means the obligation of the Manufacturer to remedy Defects notified to it by the Customer or the Seller during the Warranty Period and caused by the acts or omissions of the Manufacturer, or to reimburse the Customer or the Seller for the costs incurred by the Customer or the Seller, with the prior agreement of the Manufacturer, in remedying such Defects. The method of remedying the Defect shall be at the discretion of the Manufacturer.
- 2.2 The warranty does not apply to third parties to whom the Customer has transferred the Product. A Customer who is not a consumer is not covered by the Warranty unless the Manufacturer has previously confirmed this to the individual Customer in a form that can be reproduced in writing. A Consumer Customer who has purchased the Product directly from the Manufacturer shall be subject to the warranty terms contained in the sales contract instead of the Warranty.
- 2.3 **The "Warranty Period"** is 2 years from the date of delivery of the Product to the Customer who is a consumer, but not more than 3 years from the date of manufacture of the Product. Unless the Customer or the Seller proves to the Manufacturer the date of delivery of the Product to the Customer, the Warranty Period shall be 2 years from the date of the conclusion of the sales contract for the Product with the Customer. If neither the Customer nor the Seller proves to the Manufacturer the date of conclusion of the sales contract for the Product with the Customer, the Warranty Period shall be 2 years from the date of manufacture of the Product. If the Manufacturer replaces a Product with a Defective Product, the Warranty Period shall be 2 years from the date of delivery of the replaced Product to the Customer. If the defective Product is repaired by the Manufacturer, the Warranty Period shall be 2 years from the date of repair in respect of the repaired Defect.
- 2.4 The Warranty does not cover:
- (a) Defects that are not caused by the acts or omissions of the Manufacturer, including where (i) the Product has not been installed in accordance with its installation instructions; (ii) the Product has not been used in accordance with its instructions for use and maintenance; (iii) the Product has been stored in an unsuitable manner (including being exposed to the elements, high temperature fluctuations, or excessive humidity, being stacked, etc.); (iv) the Product has been damaged during installation or use; (v) the Defect has been caused by the use with the Product of equipment or components other than those supplied by the Manufacturer, or by a failure of such equipment or components; or (vi) the Defect has been caused by force majeure, unforeseeable events or extraordinary weather conditions (e.g. vandalism, fire, flood);
  - (b) natural wear and tear that occurs during the intended use of the Product;
  - (c) naturally occurring and expected characteristics of wood materials (differences in wood grain, knots, slight variations in tone) and phenomena that occur naturally during use of the Product (shrinkage and expansion due to temperature and humidity, moderate deformation) and the visual disturbances they may cause; nor
  - (d) Defects (including transport damage) that would have been detectable by visual inspection prior to installation of the Product.

# Warranty terms for saunas and sauna products

Effective from 1.04.2022

2.5 The Warranty does not apply if:

- (a) the Customer has not notified the Seller or the Manufacturer within 2 months of becoming aware of the Defect;
- (b) the Seller has failed to notify the Manufacturer within 2 weeks of the time at which it became aware or should have become aware of the Defect;
- (c) the Customer or the Seller has knowingly provided false information about the alleged Defect;
- (d) the Seller has not paid in full the invoice submitted to it by the Manufacturer for the defective Product;
- (e) the Customer has continued to use the Product after the discovery of the Defect without the prior consent of the Manufacturer in a form that can be reproduced in writing; or
- (f) the Product has been in public use or in similar conditions of heavy use without the prior written consent of the Manufacturer.

2.6 Equipment installed in or accompanying the Product and supplied by the Manufacturer is covered by the warranties provided by the manufacturers of such equipment and brokered by the Manufacturer.

## 1. submission and handling of a warranty claim

3.1 Upon discovery of a defect, the Customer must immediately cease using the Product and submit a warranty claim to the Seller. If it is not possible to submit a warranty claim to the Seller or if the Seller does not respond, the Customer may submit a warranty claim directly to the Manufacturer.

3.2 The warranty claim must contain at least the following information: the name of the Customer; the address where the Product is located; the name and contact details of the person making the warranty claim; the Product's product code or name and, if available, serial number; the date of delivery of the Product to the Customer or, if unknown, the date of sale of the Product to the Customer; a description of the Defect; and the Customer's preferred remedy.

3.3 The warranty claim must be accompanied by: a copy of the document certifying the date of delivery or sale of the Product; photographs in general plan and close-up showing the Defect in good quality.

3.4 The manufacturer will reply to the warranty claim as soon as possible, but no later than two weeks from the receipt thereof. If the Manufacturer is unable to establish on the basis of the information contained in the warranty claim that the Defect is covered by the Warranty, the Manufacturer may require the person making the warranty claim or the Seller to provide further evidence and explanations. In the case of a Defect covered by the Warranty, the Manufacturer shall inform the person making the claim of the manner and time for remedying the Defect.

## 2. final provisions

4.1 The granting of the warranty is without prejudice to the Customer's statutory rights, including the right to exercise against the Seller all remedies available to it under the law.

4.2 Without limiting the Manufacturer's liability under the law for defective Product, the Manufacturer shall not be liable for any consequential damages that the Customer, the Seller or any third party may incur in connection with the use of or inability to use the Product.

4.3 The Seller may provide additional warranties to the Customer in its name and for its account. The Manufacturer shall not be liable to the Customer for the performance of such warranties.



# GLASS HANDLING, STORAGE AND THE ABC'S OF CLEANING

## HANDLING AND STORAGE

1. Taking precautions is generally always cheaper than correcting mistakes later.
2. It is recommended to remove stickers and spacers from the glasses as soon as possible.
3. It is recommended to use suction cups to lift large glasses.
4. When storing both tempered and non-tempered glass for a long time, the supporting edge of the glass must rest on a dry and softened surface (e.g., plastic, cardboard, rubber) - the edges of the glass must not be supported directly on the floor or the ground.
5. When storing several glasses at the same time, there must be spacers between the tempered glasses. Non-tempered glasses of the same size can be supported against each other, in the case of non-tempered glasses of different sizes, pieces of cardboard must be placed in between.
6. Glasses must be stored in a dry and well-ventilated room away from direct sunlight.
7. The storage conditions are important, because if water gets between the glasses (for example, as precipitation from above or evaporating from the bottom), soda starts to separate from the inside of the glasses, as a result of which they form on the surface of the glass white spots that cannot be removed. Such glasses belong to disposal.
8. The corners are the weakest point of the glass, so they must be protected with special attention. The glass must also be protected from the dangerous effects of the external factors listed below.

## DANGEROUS EXTERNAL FACTORS FOR GLASS

Construction	First, any glass must be protected on the construction site, where chemical and mechanical factors can permanently damage the glass surface. In the case of glasses in the vicinity, constant air exchange is maintained, the glasses can be covered with a polyethylene film. If there is no air exchange, and the glasses are covered with polyethylene film break due to thermal stress.
Stickers and spacers	The adhesive on stickers and caps hardens under the influence of solar radiation. If the adhesive contains basic (pH=7.1-14) particles, the result may be a matting of the glass. If the adhesive contains acidic (pH=0-6.9) particles that are not visible on the glass damage, but the damage has been caused by the normal aging process of the glass.
Silicones	Chemically and sandblasted frosted glasses must not contact silicones with containing substances, because this way the surface of the glass becomes transparent and needs replacement.
Wall mixes	During of normal hardening, masonry mixtures often release alkaline (pH=7.1-14) particles that can damage and dull the surface of the glass. Petrified mixture removing it from the glass results in scratching the glass surface.
Concrete splashes	Washing off fresh concrete with plenty of clean water can damage the glass save. On the other hand, removing the dried concrete will scratch the surface of the glass and means replacing the glass.
Acid wash	Hydrochloric acid is used to clean brick and concrete surfaces, which can damage reflective surface coatings and glass missile silicones. Acid washing must be carried out before glazing.
Welding and cutting sparks	If these sparks fall on the surface of the glass, the surface of the glass is permanently damaged and needs to be replaced. Therefore, welding and cutting work is important avoid near glass.
Storage of other materials opposite the glass	Different materials against the glass can scratch the surface of the glass – especially glasses with a reflective coating are sensitive in this regard.
Metal constructions	Aging details of constructions secrete oxides (tin, copper, iron, zinc), which can get on the glass surface with both rain and washing water. Oxides can permanently damage the surface of the glass and the glass must be replaced.
Large temperature fluctuations	As a result of excessively large temperature differences, a large internal stress occurs on the glass, as a result of which the glass cracks, i.e. a thermal break occurs. Thermal

	breakage occurs when the temperature difference on the surface of untempered glass is approx. 40-50°C. To prevent thermal breakage, it is recommended to temper the glass, because tempered glass can withstand temperature differences of approx. 150-200°C.
Organic mastics	They can secrete emollients, oils and solvents, which stick very strongly with a glass surface. Organic mastics do not have to be harmful to the glass in direct contact with the glass - it is enough if water with residues flows over one glass on the surface of other glasses.
Running water	If water flows over cement, concrete, plaster before reaching the surface of the glass, organic coatings or mastics, residues remain on the surface of the glass. Scraps and glass a chemical reaction can occur between the surfaces, damaging the glass surface.
Hard water	The minerals in the water settle on the surface of the glass and stick to it strongly. Leaving the dried residues of minerals untreated, their later removal turned out to be impossible and the glass must be replaced.
Air pollution	Air pollution can contain various chemicals, especially in the case of (acid) rain adhere strongly to the glass surface. Leaving air pollution unremoved can create a chemical reaction on the surface of the glass to produce matte spots.

## GLASS CLEANING

1. Glass should not be cleaned in direct sunlight.
2. The glass cleaning intervals directly depend on the environment surrounding the glass and the degree of soiling of the glass.
3. Glass cleaning includes washing, rinsing and drying.
  - 3.1 Glass cleaning starts with removing abrasive particles such as dust with clean water.
  - 3.2 Then use a soft cloth, towel or sponge to apply the cleaning agent to the glass using circular motions and applying medium pressure.
    - 3.2.1 When cleaning satin glasses (i.e., frosted glasses), it must be remembered that even if only one spot on the glass is dirty, the entire surface of the glass must be cleaned (to avoid halo formation). Do not use when cleaning frosted glasses excess pressure.
  - 3.3. Rinse with plenty of clean water.
  - 3.4. Use a clean, soft cloth, towel or sponge to dry the glass.
  - 3.5. After cleaning the glass, it is also important to remove the residues of water and cleaning agents from the slats, seals and frames in order to prevent damage to these parts.

## REMOVAL OF DIFFERENT STAINS FROM GLASSES

1. Grease stains, oils, fats and various sealants - stains can be removed with a cleaning agent that contains a small amount of alcohol. After using the cleaning agent, be sure to rinse the glass clean with plenty of water.
2. Paints, cement, concrete mix - stains must be removed from the glass as soon as possible, i.e., before they dry, with plenty of clean water.
3. For small and difficult-to-remove dirt residues, a razor blade can be used with extreme caution, keeping it at a right angle to the glass.
4. The stains cannot be removed by sandblasting from frosted and satin glasses, because the surface of the glasses is permanently damaged and needs to be replaced.