

September 21, 2026

IMPORTANT SAFETY RECALL

Dear Valued Customer:

Sauna360 is conducting a voluntary Fast Track recall in coordination with the U.S. Consumer Product Safety Commission (CPSC) to address a potential fire risk due to a possible short-circuit condition. **Until the recall remedy is installed, you should not use your sauna.**

This recall includes the following Costco item and model numbers shown below that were sold since January 2013:

ITEM NUMBER	ITEM DESCRIPTION	SERIES	MODEL
1874558	SAUNA WATKINS	FINNLEO	S820
1874568	SAUNA WATKINS	FINNLEO	IS440
2029338	TYLO SAUNAS	KIRUNA	KIRUNA 1
2029339	TYLO SAUNAS	KIRUNA	KIRUNA 2
2029340	TYLO SAUNAS	KIRUNA	KIRUNA 3
2029345	TYLO SAUNAS	KIRUNA	KIRUNA 2 HYBRID
2029346	TYLO SAUNAS	KIRUNA	KIRUNA 2 HYBRID
2029347	TYLO SAUNAS	KIRUNA	KIRUNA 3 HYBRID

Sauna360 will send a professional installer to you to install the CPSC approved repair remedy at no cost to you. The installation of the remedy should take about one hour. To schedule a service call to obtain the recall remedy, please contact us toll-free at 866-936-5962 from 8 a.m. to 5 p.m. ET Monday through Friday, email recall@sauna360.com, or visit <https://sauna360.com/product-recall> or www.sauna360.com and click "Recall" at the bottom of the page for more information.

We appreciate your prompt attention to this notice and thank you for your cooperation as we work to complete this program.

Sincerely,

The Sauna360 Team

Steps For Identifying If Your Sauna Is Part of The Recall

Step 1: Find the control panel on your sauna.



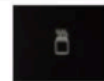
Step 2: If you have a custom-built sauna with infrared panels, check for the following words: "Saunalogic," "Infralogic," "Carbonflex," or "Tylö" on the control panel. If you have a preconfigured infrared sauna room, identify your sauna by the brand badge on the control panel.



Step 3: Look for the infrared sauna symbol on your control panel.



NOTE: If you see the traditional sauna symbol, your sauna is not in the recall.



Step 4: If you see the infrared sauna symbol, contact Sauna360 to schedule a free repair remedy with a professional installer.