



SERVICE AGREEMENT

Commercial Sauna Service Agreement

Scheduled maintenance for saunas in
commercial operation

A sauna running twelve hours a day carries four to six times
the load of a residential installation. This document sets out
what RonYen services, how often, and what it costs.

Commercial duty is not residential duty

A home sauna runs for two hours and then dries out for twenty. A commercial room cycles from ambient to ninety degrees and back, every day, and rarely gets a proper drying window.

Everything in the room ages on that multiplier. Heater stones break down, fasteners work loose, bench timber takes on sweat and salt, and the external face weathers.

None of it is a fault. It is the normal consequence of running a sauna as a business. Scheduled servicing is what keeps a commercial room performing at year eight the way it did at year one.

Well-maintained commercial rooms typically reach 12 to 15 years in Red Cedar and 8 to 10 years in Thermo Pine. Without servicing, expect materially less.

What fails first

1 **Heater stones**

Under commercial load stones crack and collapse within a year. Collapsed stones restrict airflow, which overheats the elements. This is the single cheapest thing to stay ahead of.

2 **Fasteners**

Constant thermal movement plus coastal air. Fixings work loose and corrode. We specify 316 stainless throughout and check it every visit.

3 **Bench surfaces**

Sweat, salt and body oil, plus constant loading. Bench tops are a consumable. We build them as removable sections so they can be replaced in an afternoon.

4 **Heater elements**

Commercial elements are a four to six year item, not a ten year item. We log run hours so replacement is planned, not an emergency.

Service packages

PACKAGE	MOST COMMERCIAL VENUES		
	COMMERCIAL	COMMERCIAL PLUS	ISLAND Phuket, Samui, Phangan
Annual service	Yes	Yes	Yes
Quarterly services	3	3	1
Written report	Each visit	Each visit	Each visit
Priority callout	—	Within 48 hours	Remote support
Parts discount	—	15%	—
Heater element	—	One per year included	—
Travel, Zones 1 & 2	Included	Included	n/a
Travel, Zone 5	—	—	Included
ANNUAL FEE	฿48,000	฿72,000	PHUKET ฿95,000 SAMUI ฿105,000 PHANGAN ฿125,000

All fees are per sauna room, per year, excluding VAT. Consumables are invoiced separately as they are used. See page 5.

Commercial suits venues operating daily. Commercial Plus suits multi-room venues where downtime carries a real cost. Island covers venues on Phuket, Samui and Phangan, where the schedule is two visits a year rather than four — see page 6.

Year one is included at no charge on the Commercial package with every RonYen commercial equipment installation. Renewal at the standard rate, or upgrade to Commercial Plus at any point.

Scope of work

BLOCK A

Quarterly service

Approximately two hours, one technician

Heater and stones

- Lift and inspect the full stone set
- Remove cracked and crumbled stones
- Re-stack for correct airflow around the elements
- Visual check of elements for scaling and deformation
- Record heater run hours

Structure

- Spot-check fixings for movement and corrosion
- Check bench slat fixings, sand any raised grain or splinters
- Inspect wall and ceiling lining for cupping or discolouration

Ventilation and controls

- Clear air inlet and extract, verify extract flow
- Verify sensor calibration against a reference thermometer

Door and glass

- Hinge alignment and seal contact
- Handle and patch fitting torque

Reporting

- Written condition note with photographs

BLOCK B

Annual service

Half to full day, two technicians. Includes everything in the quarterly service, plus:

Timber

- Full heater stone replacement
- Bench tops removed, cleaned back and treated with sauna-grade paraffin oil
- External face cleaned and re-oiled
- Any bench slat past economic repair replaced

Electrical

- Contactor boxes opened, terminals checked for heat discolouration and re-torqued
- Element resistance tested against specification, wear trend logged
- Over-temperature cut-out tested and reset verified
- Insulation resistance test on heater circuits
- Light fittings checked, drivers confirmed clear of the hot room

Structure and moisture

- Ventilated gap behind the cabin checked for blockage and standing water
- Underside and base inspected, particularly on rooftop installations
- Walls adjacent to air-conditioned spaces checked for condensation

Reporting

- Full written condition report with photographs
- Consumables used and parts replaced
- Items flagged for the next visit
- Remaining service life estimate on heaters and bench timber

Consumables

Consumables are not included in the annual fee. They are invoiced as they are used, so you only pay for what the room actually consumes.

ITEM	UNIT	PRICE
Sauna stones	25 kg box	฿2,000
Paraffin bench oil	Per litre	Quoted
Bench slats	Per section	Quoted
316 stainless fixings	As required	Quoted
Heater elements	Per element	Quoted

Stone quantity depends on heater selection. As a guide, a room with two 15 kW heaters typically consumes 60 to 100 kg per year, or ฿4,800 to ฿8,000. Bench slat replacement usually begins around year three or four. Heater elements are typically replaced between years four and six.

Travel

Zones 1 and 2 are included in the Commercial and Commercial Plus fees. Zone 5 travel is included in the Island fee.

ZONE	COVERAGE	SUPPLEMENT
1	Chonburi, Pattaya, Sriracha, Rayong	Included
2	Bangkok, Samut Prakan, Nonthaburi	Included
3	Within 300 km — Hua Hin, Khao Yai, Kanchanaburi	฿4,500 per visit
4	Beyond 300 km — Chiang Mai, Isaan	฿4,500 per technician per day, plus travel and accommodation at cost
5	Phuket, Samui, Phangan	Included in the Island package. Additional visits on page 6.

Island servicing

Island covers venues on Phuket, Samui and Phangan, where every visit is a two to three day trip. The schedule is two visits a year rather than four, with all travel included and heavier stone sets specified to suit.

Island rates are inclusive of flights, ferries, accommodation and local transfers.

Additional Zone 5 visits

Beyond the two visits included in the Island package.

ISLAND	QUARTERLY	ANNUAL
	1 technician	2 technicians
Phuket	฿15,000	฿42,000
Samui	฿18,500	฿50,000
Phangan	฿25,000	฿65,000

Where a venue runs more than one room on the same island, visits are combined into a single trip and quoted on application.

Non-contract callout

฿6,500

Covers attendance and the first hour of diagnostic work only. Parts and any further labour are billed separately. Travel supplements apply outside Zones 1 and 2.

Warranty

RonYen equipment carries:

- Two years on structure
- One year on electrical components, by replacement
- One year on glass and hardware

Warranty cover on commercial installations applies where the service schedule in this document has been maintained and the daily and weekly care routine has been followed.

This is not a technicality. A commercial room running twelve hours a day without stone replacement, without drying overnight, and without fastener checks will fail earlier than a serviced room, and the cause will be maintenance rather than manufacture.

Keeping the schedule protects the room and keeps the cover intact. We provide a written report after every visit so the record is yours, not ours.

Booking a service

RonYen Wellness Co., Ltd

Ban Suan, Chonburi

ronyen.com

Service agreements are quoted per sauna room. Multi-room venues and multi-site operators are quoted on application.