



# Product Safety Recall



## Do you own these products?

### Found-Space — Far Infrared Saunas

Pre-fabricated, free standing far infrared saunas.

Includes a range of iHealth Saunas, Found-Space, Vortex branded 1–4 person saunas in Standard, Deluxe, Premium and Lite models.

See Product Safety Australia website for full list of brands and models.

Dates sold: 1 January 2011 – 30 May 2023



**Why the product is recalled:** There are two parts within the heating system of the sauna that may catch fire.

1. Faulty heater elements, and/or
2. Ceramic electrical connectors that do not have sufficient ventilation

**Hazard:** There is a risk of serious injury, death and/or property damage if the sauna catches fire.

Fires with associated property damage have occurred.

Consumers should stop using these products immediately.



### Important message from the ACCC to consumers:

Electrical safety regulators are working with Found-Space on the proposed remedy.

Consumers can access their rights under the Consumer Guarantees which may entitle them to a full refund or a replacement product that is free of defects.



For more information, please visit the Found-Space Recall webpage:

<https://foundspace.com.au/product-safety-recall/>

Contact by email [recall@foundspace.com.au](mailto:recall@foundspace.com.au) or phone 1800 861 356 from 9:00 am to 5:00 pm Monday to Friday



Purchased from: iHealth Saunas, Found-Space, Spa World



Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone

PRA 2023/19918

See [productsafety.gov.au](https://productsafety.gov.au) for  
Australian product recall information