

Smart Sauna Owner's Guide

Everything you need to set up and use your Health Mate sauna app: download it, connect your sauna to Wi-Fi, and run a session from anywhere. About two minutes of setup, once.

Before you start

You'll need three things:

- **Your sauna** — plugged in and powered on.
- **2.4 GHz Wi-Fi** — the sauna cannot join a 5 GHz network. If your router uses one name for both bands, see Step 6.
- **Your phone** — with Bluetooth switched on. Bluetooth is used **once**, to hand the sauna its Wi-Fi details. After that everything works over the internet, so you can control the sauna from anywhere.

Part 1 — Download and create your account

Step 1. Install the app



App Store

Scan the code, or search the App Store for **Health Mate Sauna**.

<https://apps.apple.com/app/id1511109665>

Step 2. Create your account

Open the app and choose **Create one** under the sign-in button. You can use an email address and password, Sign in with Apple, or Google.

Your account is what links the sauna to you, keeps your session history, and lets you share the sauna with your household.

One email address is one account. Whether you use a password, Google, or Sign in with Apple, signing in with the same address gets you the same account and the same saunas — you don't

need to remember which button you used first, and you can use different ones on different phones.

If you sign up with a password, we'll email you a verification link. You can use the app right away, but you'll need to verify before you can accept an invitation to someone else's sauna.

Part 2 — Connect your sauna

Five steps, about two minutes. You only do this once.

Step 3. Get your sauna ready

Two things to confirm — and the app won't let you continue until you've ticked both, because these are the two most common reasons setup fails:

1. **The sauna is connected to power.**
2. **The control panel is off.** If any button is lit, press **Power** once so

the panel goes dark. No buttons should be lit.

Tap **Continue**.

Step 4. Put it in pairing mode

Press and hold the Power button on the sauna for about 10 seconds, until you hear two beeps.

The app has a 10-second timer you can start and hold along with.

The **two beeps are the confirmation**. If you don't hear them, tap **I Didn't Hear Beeps** and the app will help you.

Tap **I Heard Two Beeps**.

Why hold the Power button if my sauna already works? Holding Power puts the sauna into a temporary setup mode where it can talk to your phone over Bluetooth. A sauna that's happily on Wi-Fi isn't broadcasting over Bluetooth at all, so this is the only way for the app to find it and confirm which account it belongs to.

Step 5. Find your sauna

The app scans over Bluetooth. When your sauna appears, a green tick and **"Good news — we found your sauna"** confirm it. Tap the sauna in the list.

If nothing appears after 30 seconds, tap **Scan Again**, or **Not Showing Up?** for help. See *My sauna doesn't appear during setup* in Troubleshooting.

Step 6. Choose your Wi-Fi network

If your sauna was already connected before — anyone updating from the older app — the screen shows the network your sauna is already using, with a green tick. Tap **Keep This Network**. No password needed, and nothing about your existing connection changes. You're done; skip to Part 3.

If this is a new setup, choose your network from the list, or type its name, then enter the Wi-Fi password and tap **Configure WiFi**.

The 5 GHz trap. Many routers give both bands the same name ("band steering"). The app may suggest the network *your phone* is on — which can be the 5 GHz half, and the sauna cannot join it. This is the single most common cause of failed setup.

If your network name covers both bands, try these in order:

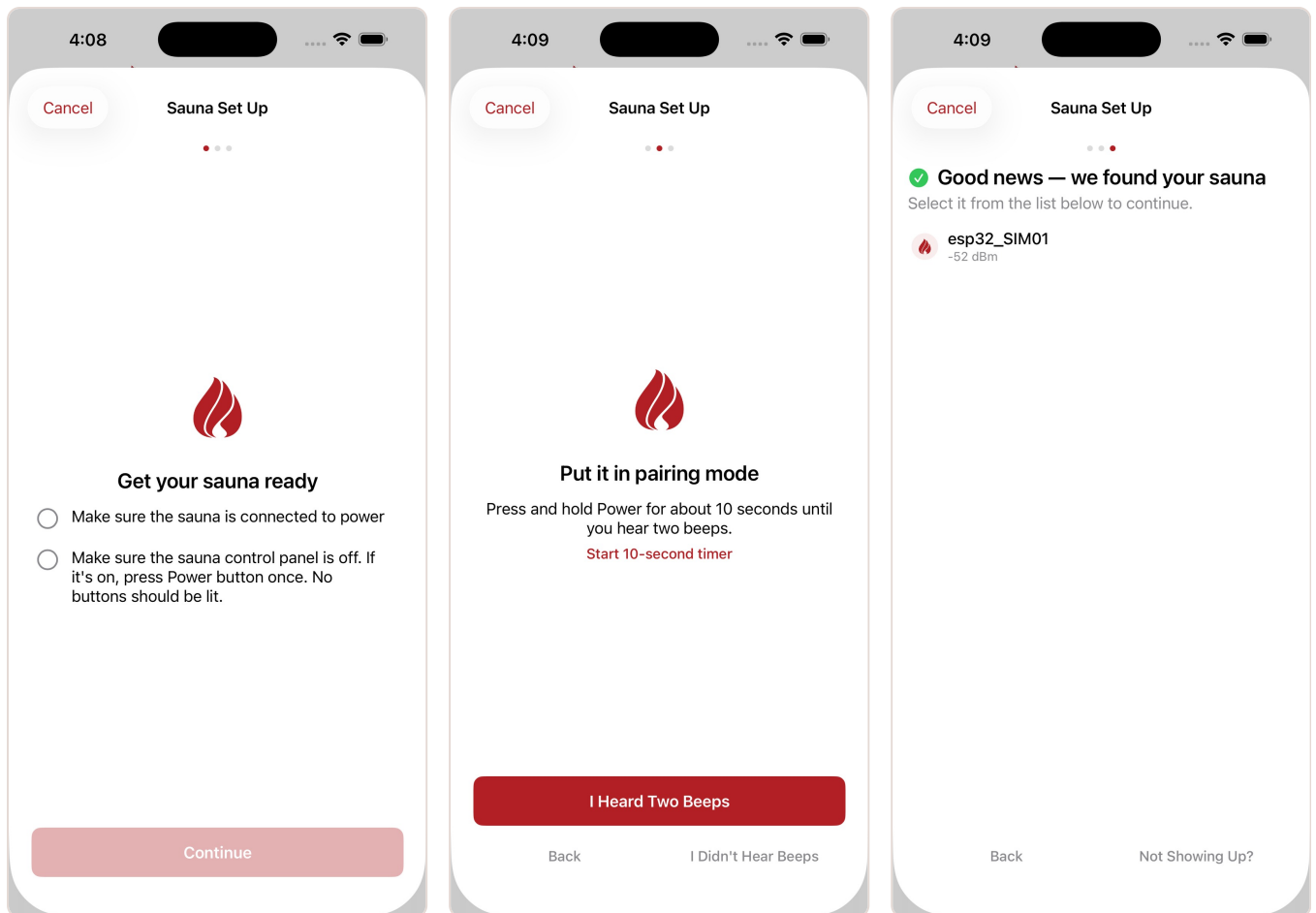
1. Look in the app's list for a name ending in `-2.4`, `_2.4G` or similar.
2. In your router settings, give the 2.4 GHz band its own network name.
3. Temporarily disable the 5 GHz band, run setup, then re-enable it.

Setup supports **WPA/WPA2** secured networks. Open (password-free) and enterprise networks are not supported.

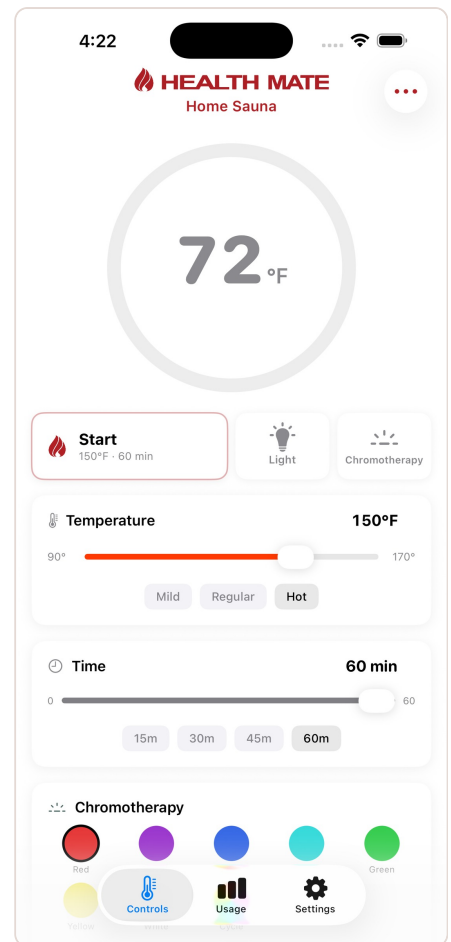
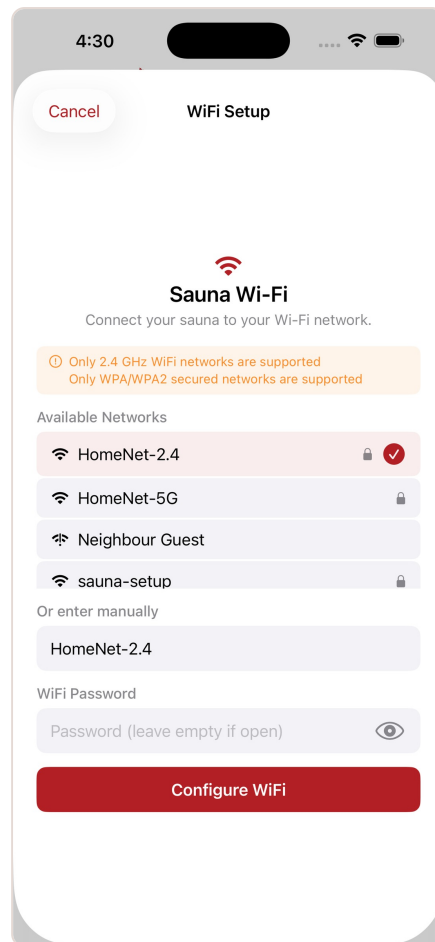
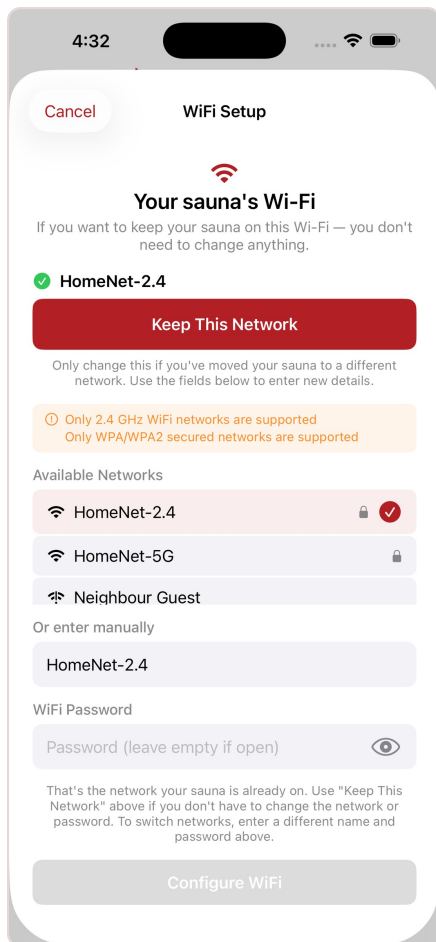
The sauna saves the details, restarts, and joins your network. This takes 20–30 seconds.

Step 7. Name your sauna

When setup finishes you'll be asked to name it — "Home Sauna", "Basement Sauna". The name appears in the app and in notifications ("Home Sauna is ready!"), so it's worth setting if you have more than one. You can skip and name it later from the **...** menu.



Steps 3-5: confirm the sauna is ready, hold Power for two beeps, then tap your sauna in the list



Step 6: keep the network you are already on (left), or choose a new one (centre). Then you are on the main screen

Part 3 — Using your sauna

The main screen

The big number is the **temperature inside the cabin right now**.

CONTROL	WHAT IT DOES
The circle itself	Tap to turn the whole sauna on or off. On restores your last session — heat, timer, light and color.
Start / Stop	Heat only . Leaves your light and color exactly as they are.
Light	The ordinary cabin light.
Chromotherapy	The colored lighting.
Temperature	Drag, or tap Mild / Regular / Hot .
Time	Drag, or tap 15m / 30m / 45m / 60m . Up to 60 minutes.

Slider changes are sent to the sauna when you let go.

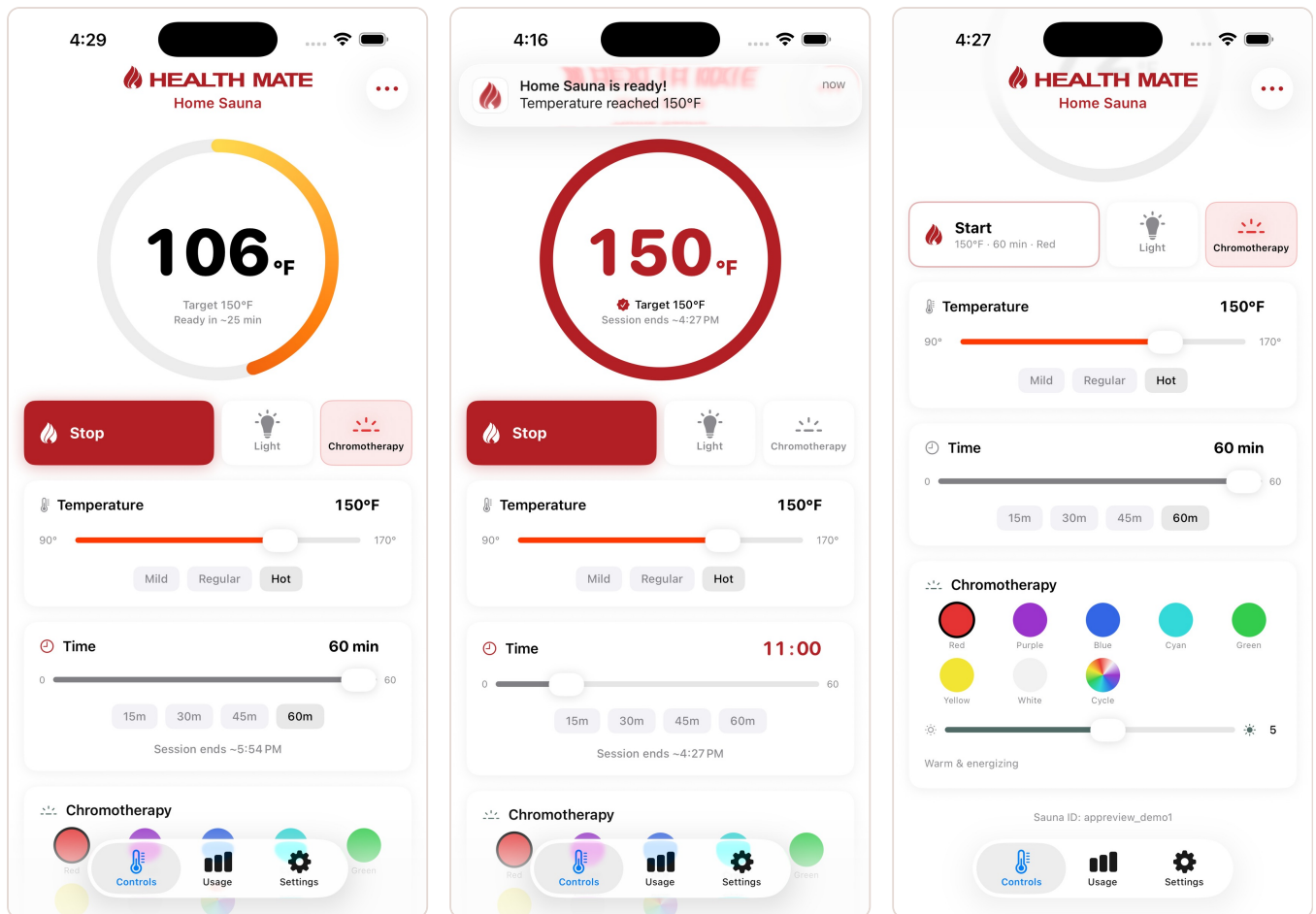
Heating up

The ring fills as the cabin warms, and shows your target with an estimate — **"Ready in ~40 min"**. You can close the app; it keeps heating.

When it's ready

The ring completes, the temperature turns red, a tick appears beside your target, and **your phone notifies you** — so you don't have to keep checking.

Sessions run up to 60 minutes. The sauna counts down and switches itself off at the end.



Warming up, ready (your phone tells you), and color therapy

Color therapy

Colored lighting inside the cabin. Pick a color from the grid, set the brightness, or choose **Cycle** to drift slowly through all of them. The **Light** button is the separate, ordinary cabin light.

Your history

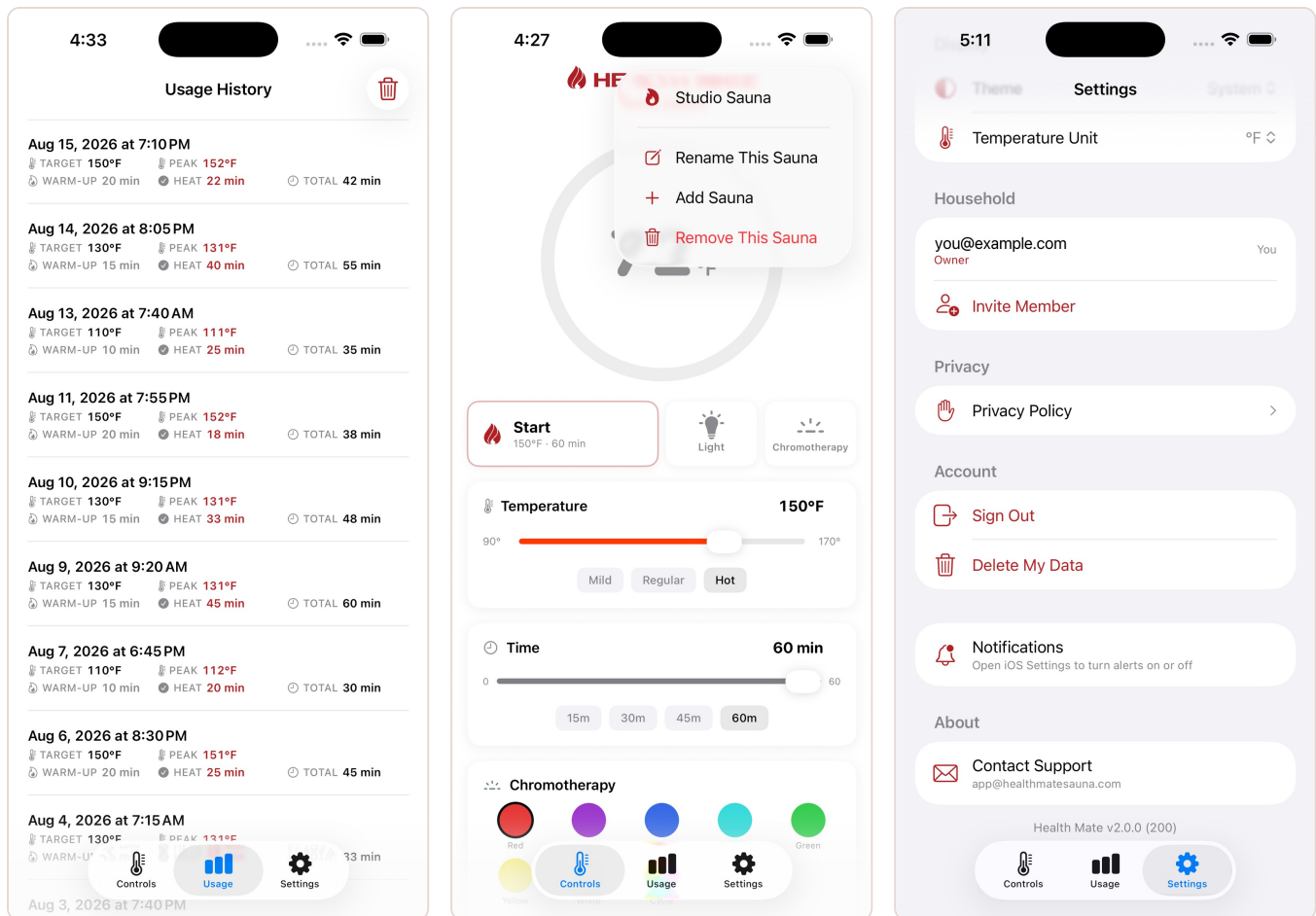
Open the **Usage** tab. Every session is recorded: target and peak temperature, how long it took to warm up, and how long you were at temperature.

More than one sauna

Tap the **...** menu in the top right to switch between saunas, add another, rename the current one, or remove it. There's no limit.

Switching between °F and °C

Settings → Temperature Unit. This changes the unit on the sauna's own control panel too, so the app and the physical panel always agree.



Your session history, the sauna switcher, and Settings

Part 4 — Sharing with your household

Go to **Settings → Invite Member** and enter their email address. They'll need to sign in to the app with that same address to accept.

Members can do everything with the sauna itself — heat, light, timer, history. Only the **owner** can invite people, remove people, transfer ownership, or unlink the sauna.

If your invitation doesn't arrive, check that:

- You used the address they actually sign in with.
- They've created an account. The invitation appears **inside the app**, on their Settings screen, once they sign in with that address.
- They've **verified their email address**, if they signed up with a password. Verification is required before an invitation can be accepted.

The owner can also hand the sauna over to any existing member — useful when selling the sauna or moving house.

Part 5 — Notifications

The app will tell you about:

- **Your sauna is ready** — the cabin has reached your target temperature.
- **Session complete** — the timer ran out and the sauna switched itself off.
- **Still on** — the sauna has been heating for over two hours.
- **Sauna disconnected** — it lost connection while heating.
- **Problem reports** — if the sauna reports a fault.
- **Household invitations** — someone invited you to their sauna.

To turn notifications off, use your phone's own Settings app under Health Mate. The app's Settings screen has a shortcut to it.

Part 6 — Settings worth knowing

- **Theme** — Light, Dark, or follow your phone.
 - **Temperature Unit** — °F or °C, applied to the sauna's panel too.
 - **Notifications** — managed in your phone's own Settings app.
 - **Privacy Policy** — the full policy, in the app.
 - **Contact Support** — opens an email to our team with your app version attached.
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Troubleshooting

What the messages mean

WHAT YOU SEE	WHAT IT MEANS
Sauna not responding	The sauna isn't answering. Check power, Wi-Fi, and that your router hasn't changed. Controls stay visible but disabled until it reconnects.
Server unavailable	Your phone can't reach us — usually the phone's own connection. It clears itself when the connection returns.
Command not confirmed	The sauna didn't acknowledge in time, so the app put the control back. Check it's online, then try again.
Setup failed	Nearly always a mistyped password or a 5 GHz network. Try Again takes you straight back to the sauna list — no need to redo the 10-second hold.
Already linked to another account	Someone else has claimed this sauna. They can remove it from their account, or invite you to share it.

My sauna doesn't appear during setup

In order of likelihood:

1. **The panel isn't off.** If any button is lit, press Power once.
2. **You didn't get the two beeps.** Hold Power the full 10 seconds and listen.
3. **You're too far away.** Bluetooth needs a few metres; stand next to the sauna.
4. **Bluetooth is off** on your phone, or the app wasn't given Bluetooth permission.
5. **The sauna is already on Wi-Fi** and therefore not broadcasting. Hold Power

for 10 seconds to put it back into setup mode.

The screen and the panel disagree

The app shows what the sauna reports. Give it a few seconds. If they still disagree, switch the panel off and on, or restart the app.

I removed my sauna by mistake

Nothing is lost. Open setup again and it will be offered back to you under **previously connected**, with its name, settings and history intact.

Your data and privacy

What we store: your email address, the saunas linked to you, their settings and status, your session history, and diagnostic information (app version, phone model, OS version). The full policy is in **Settings → Privacy Policy**.

Your Wi-Fi password is sent directly from your phone to your sauna over Bluetooth during setup, and stored on the sauna. It is not stored in your account.

To delete everything: Settings → Delete My Data. This removes your account, your saunas' links to it, your session history and your notification settings. It cannot be undone. If you're the owner, the saunas are unlinked and can be claimed again — by you, or by a new owner if you're selling the sauna.

Still stuck?

Settings → Contact Support opens an email to our team with your app version attached. Telling us your sauna's name and roughly when the problem happened lets us look up exactly what it reported.