

# WHAT YOU NEED TO KNOW BEFORE

BUYING A HOT TUB OR SPA

## YOUR SPA ARRIVES

BY BLUE HAVEN LIFESTYLE

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### ELECTRICAL REQUIREMENTS

It is important to have the correct power ready for your spa. Check your contract for power needed on the spa model you have chosen. You will require either a 10 or 15amp waterproof plug in outlet with an earth leakage device fitted to the board. The cord coming from the spa is approx 3mtrs long.

On some models a 32amp hardwire is required. Your electrician will wire the spa usually from underneath where the touch pad is back to an isolation switch and then to the mains.

### GETTING THE SPA INTO POSITION

Our friendly delivery team are happy to get the spa into position for you.

Please note the following information: The spa in most cases will be delivered on a trolley. A good flat service is required. Please make sure there is enough room to maneuver the spa into position. The spa can be put on its side for easier access therefore the height of the spa becomes the width you will require. If you have steps or grass or an uneven surface please speak with a team member at Blue Haven Lifestyle so this can be relayed to the delivery team so special equipment can be used. This will not be a standard delivery and additional costs may be charged.

### Crane & Hiab Deliveries

Some instances require a crane and are easy and inexpensive options. Swim spas & some large spas cannot be delivered on their side or on a trolley. In some cases rollers can be used to get a swim spa in, or even a hiab lift straight over a fence is feasible (not part of a standard delivery). However in most cases a crane will be needed for swim spas. A crane delivery is sometimes needed to get even the smallest spa into position. In the case of no access at all we will have the solution for you. Speak with a team member on recommendations on crane companies in your area.

**BASE REQUIREMENTS Spa Base** Your spa will need a level flat foundation for it to sit on. We do not recommend you sit it on grass or dirt because when the spa is filled with water it could weigh anywhere from 1,000kg to 8,000kg depending on the model you chose. Without the proper foundation the spa could shift and cause stress to the cabinet or shell voiding the warranty. At Blue Haven Lifestyle we recommend a reinforced concrete pad, in some cases depending on the model paving or decking is suitable.

### Swim Spa Base

Most swim spas will weigh anywhere from 6,000kg onwards so a 150mm steel reinforced pad is recommended. Please take into account where your steps will be placed and have them sitting on the concrete area for stability.

### Recessing or Decking

If you are recessing your spa into the ground, please allow adequate drainage. Flood damage is not covered by warranty. For those of you wanting to build a deck around the spa, it is best to have the spa in position first and to build the deck around it. Please do not forget about access to the equipment underneath the spa. In most cases the pump etc can be found inside the door under the touch pad. If you are unsure please speak with a team member on where the equipment is placed on your spa model.

## ONCE YOUR SPA HAS ARRIVED

Filling the spa When filling the spa, please fill it with a hose through the FILTER AREA ONLY. This helps eliminate air locks in the system. Fill the spa to just under the bottom of the head rests or in models with a skimmer box level about half way up the skimmer. If you have purchased one of our Infinity Edge spas, please fill the tank area first. Speak with the person whom you purchased the spa from or refer to your manual for instructions if you are unsure. The spa will be preset to standard modes. For all other modes see manuals.

### Dosage

Once this is done begin adding the correct dosage needed for start up. At Blue Haven Lifestyle we use Lo Chlor chemicals so no chlorine is needed. If you purchased a start up kit please follow the steps on the instruction manual in the bucket provided. We are open 7 days a week and are here to help you with any questions you have regarding your chemical use. If any problem solving issues regarding your chemical use is needed please call your nearest store and a team member will help you with your inquiry.

*Please note we are not responsible for incorrect chemical use. Keep your spa balanced at all times as per the chemical maintenance instructions to avoid warranty issues.*

## HAND OVER AND OPERATING

In some instances clients may desire a handover. We do supply all manuals and operating instructions for both the spa and its chemical use. However if a hand over is required a fee of \$150 will be applicable and will consist of checking the spa thoroughly, adding the first lot of chemicals for you and showing you the functions and settings on your spa.

## SERVICE & WARRANTY

Please contact us at Blue Haven on (02) 9728 0444 for all service and warranty issues. In some instances we may require access to underneath the spa through the side panels and may also need the spa emptied. Please speak with the service consultant.

## ACCESSORIES

We carry a large selection of accessories for your spa. Please see in store or email us at SPAS@bluehaven.com.au for any information you may require.

Blue Haven also carry a fantastic range of lifestyle products from outdoor furniture to outdoor statues and much more.

LIKE us on Facebook and keep up to date with our giveaways.

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CONGRATULATIONS ON PURCHASING  
YOUR BLUE HAVEN SPA

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