Site Preparation
And
Delivery Information
Pre-Delivery Instructions

Please take the time to read this information carefully, as it will provide you with the information you will need to ensure the safe, secure, and timely installation of your new spa. The following sections are guidelines on how to prepare for delivery and set-up of your new spa. Specifically covered are site selection, delivery access, ground preparation, and electrical requirements. Remember to carefully read the Owner’s Manual that accompanies your spa.

IMPORTANT

On the day of delivery, you will be asked to sign a satisfaction form once the spa has been set up and you are fully satisfied.

Full Standard Installation

Hot Tub Superstore will send a two-person team on the installation and position your new spa in a suitable position of your choice.

Deliveries Requiring Lifting Equipment

If lifting equipment of any kind is required, this is the responsibility of the customer to organise a suitable crane or lifting equipment. When the tub is being lifted the responsibility for safety and any damage which occurs to the tub or property or persons on site is the responsibility of the crane or lift operator. We strongly recommend a Contract Lift (with Insurance) for any mechanical lifting.

This also applies to any delivery involving lowering a hot tub into a sunken area, or into an aperture in decking or walled area. The customer must also supply any equipment required for performing the operation, straps or ropes etc., and the customer is to take responsibility for any damage caused to the tub or any property.

Site Selection and Preparation

IMPORTANT: Site selection and preparation are your responsibility. Carefully read these instructions and contact us if you have any questions on 01253 599316.

N.B.

Hot Tub Superstore must be informed if there is an existing hot tub in the delivery location that will need to be moved to allow access. This will incur additional costs. Also any cabling from existing hot tubs must be as per Hot Tub Superstore specifications. If we are not informed that we will have to move a tub this will incur extra costs and any existing electrical cables and sockets must be in accordance with Hot Tub Superstore specifications, if incorrect a qualified electrician must install the required electrical specification.

Location of Hot Tub

Whether you’ve chosen to have your Hot Tub indoors or outdoors, on a patio or on a deck just make sure you check the following:

• Always put your spa on a structurally sound, level surface. A filled spa can weigh a great deal. Make certain that the location you choose can support the weight of your filled spa.

• Locate your equipment compartment, which houses all of the electrical components, in a place where water will drain away from it. Allowing water into the equipment compartment can damage the electronics, or may result in tripping your house’s circuit breaker or RCD.
The Hot Tub Superstore - Site Preparation and Delivery

• Leave yourself easy access to all circuit breakers and RCD’s.
• Leave access to at least the entire front of the spa (the removable panels provide access to the spa’s equipment) for periodic spa care and maintenance.

Outdoor and Patio Installation

No matter where you install your new spa, it’s important that you have a solid foundation to support it. Structural damage to the spa resulting from incorrect installation or placement on an inadequate foundation is not covered under the spa’s limited warranty. If you install the spa outdoors, a solid level foundation is required. Hot Tub Superstore will not fully install a Spa on a substandard temporary surface.

DECKING

If planning on installation on decking you will need to be certain your deck can support your spa, you must know the deck’s maximum load capacity. Consult a qualified building contractor or structural engineer before you place the spa on an elevated deck or indoors. To find the weight of your spa, its contents and occupants, please contact us. This weight per square foot must not exceed the structure’s rated capacity, or serious structural damage could result.

If you are planning to install a tub and surround it with decking, please bear in mind that you will need to install access panels to allow access to the sides of the tub for maintenance and any remedial repairs that may be required in years to come. These access panels should be large enough to allow an engineer access to the side panels of the tub and should allow enough room for the engineer to remove the screws in the side panel. This is also the requirement for tubs that are sunken into a pit or are indoors.

If you have your tub surrounded by decking that needs to be removed before work (either warranty work or otherwise) can be carried out, this must be removed by yourself prior to our engineer arriving at your property as we cannot be held responsible for any damage that may occur to your decking or tub surround when it is removed for repair or maintenance purposes.

Bear in mind also that decking will vibrate and can have the effect of amplifying the sound from the pumps with its vibration.

DELIVERY METHODS AND ACCESS. IF YOU HAVE ANY ACCESS QUERIES, CALL US ON 01253 599316

You will need to consider the Spa will be delivered on its side on a special hot tub trolley system.

Once ordered we will call you with the exact minimum requirements and discuss any concerns you may have.

For further information, please call 01253 599316.

Height can also be an issue, 350mm must be added to the longest dimension. If your hot tub is 2,210mm x 2,000mm, when it is on its side on the spa trolley it may stand 2,350mm high. Any obstructions will have to be removed to allow access. Also you must consider that the trolley is not flexible and will need a wide turning area to negotiate any corners. Steps can also be an issue as hot tubs are heavy bulky items that can be very difficult to transport up steps.
Electrical Information

Any electrical supply for a hot tub outdoors should be installed by a competent, certified electrician. All works must be certificated to part P of the building regs. Electrical installation work should always conform to BS:7671 17th edition of the wiring regulations.

Indoor Installation

Be aware of some special requirements if you place your spa indoors. Water will accumulate around the spa, so flooring materials must provide a good grip when wet. Proper drainage is essential to prevent a build-up of water.
around the spa. When building a new room for the spa, it is recommended that a floor drain be installed. The humidity will naturally increase with the spa installed. Water may get into woodwork and produce dry-rot, mildew, or other problems. Check for airborne moisture's effects on exposed wood, paper, etc. in the room. To minimise these effects, it is best to provide plenty of ventilation to the spa area. An architect can help to determine if more ventilation must be installed.

**Electrical requirements**

The Electrical requirements for our 13Amp spas are the simplest to complete. 13Amp Spas simply plug into a standard domestic power supply so all you need for the hot tub is an outdoor waterproof socket with RC protection within 4 meters of the hot tub.

The spa will come fitted with a 4-meter cable and a standard 13Amp plug.

An extension lead will not be sufficient for an electrical socket.

IF YOU HAVE ANY QUERIES ABOUT YOUR INSTALLATION, CALL US ON 01253 599316