



# Hot tub

## Pre delivery guide



# GREAT NEWS ON YOUR NEW SPA PURCHASE.

**Your Hot tub is designed and manufactured with the finest components available and is engineered for comfort, low maintenance, and durability in mind.**

This manual will help you to determine the best way to ensure your spa is installed correctly in your homes specific type of environment.

It is very important that you take time to read the entire pre delivery guide before scheduling delivery your spa. Within in this delivery guide there are important start-up guidelines and maintenance procedures as well as safety precautions that must be followed to ensure the prolonged life of your spa and the safety of the people using the hot tub.

**Please note** – We require images of the access to your property before booking in and confirming a delivery date.

Failure to follow start-up procedures may also result in damage to your Hot tub and void your warranty that come with your spa.

Please feel free to call Superior Spas Ltd if you have any further questions after reading this pre delivery guide .

We hope you enjoy many years of fun and relaxation in your new Hot tub.

# PRE DELIVERY REQUIREMENTS

Please use this guide to help you prepare for your new Hot tub. There is also a frequently asked questions section at the end to hopefully clear up any final questions you may have.

**IMPOTRANT** – No deliveries shall be booked unless photos/videos of the property access has been sent. Provisional dates may be given but will not be confirmed until access photos/videos are sent.

Access photo's to be sent to – [info@superiorspas.co.uk](mailto:info@superiorspas.co.uk)

## YOU WILL REQUIRE 12 BAGS OF ICE FOR DELIVERY DAY.

These will be used when lowering the Hot tub down onto its base. The ice bags will be used as blocks to position the spa and in turn will allow the crane/HIAB straps to be safely removed.

# WHERE TO POSITION YOUR HOT TUB

**Choose an area in your garden that will be suitable for you, remembering that you will be wearing bathing costumes, some privacy may be required, falling leaves may be a concern.**

When finding the best location for your hot tub, think safety first: Never position a spa, hot tub, or any other type of pool near overhead cables or power lines.

Make sure that if the hot tub is to be positioned near a slope, dip, and trough or below ground level, there is adequate drainage for any ground water to run off.

Damage caused by flooding is not covered under warranty.

An area in front of your hot tub should be clear so that grass and debris are not transferred to the water.

Allow room for steps to be positioned on a flat base!!

# THE PERFECT BASE...

**An un-level base will certainly cause your spa to run inefficiently and cause major faults.**

When creating your base remember it must be, flat, firm and very strong. Please take into consideration a weight of 1500kg plus will be placed here for a long period of time.



The most common and certainly the easiest method of installing a hot tub is to position the spa above ground.

You simply lay a concrete pad as described above and crane the hot tub onto it. You then have a choice of either using the removable steps for access, thereby potentially eliminating the need for fencing, or building decking up to the hot tub as seen to the right.

**Please note** – If you decide to position your spa in the ground/pit or with decking built around it, you will need a design plan to allow access to all side for maintenance and repairs. Access is required to ALL sides of the spa, any obstacle's blocking the access may result in rescheduling. Revisits may be chargeable.

Should the spa need to be removed using a crane/HIAB to obtain access, this will be chargeable to yourself.

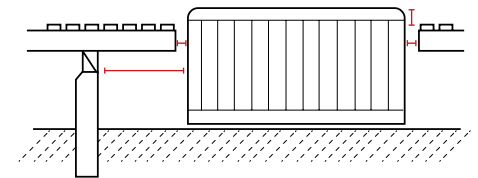
Positioning the tub onto Wooden decking isn't always advisable.

If you are building a deck around the hot tub, sinking it slightly, or placing it against a wall, ensure easy access is provided to the service panel.

This is almost always on the same side of the hot tub as the touch pad. You must ensure that it is possible to access all sides of the hot tub for maintenance if required. At least 500mm is required on all sides.

Proper planning will enhance the enjoyment of your spa experience and protect your privacy. Do you need quick and easy access? If so, placing hot tubs close to the house or changing room is ideal.

**TIP** - Do you have a view to admire from the hot tub? If so; consider how the hot tub can be best rotated so the seating faces the view without obstructing the service panel.



Hot tubs should also be 200mm proud of the top of any deck to allow for the cover to be clipped to the side of the spa

Wherever you decide to position your hot tub, it is fundamental that a solid foundation be provided. Grass will not suitable. Please note: It is the responsibility of the customer to provide a suitable base that is flat, level and solid to prevent distortion from occurring. Any structural damage caused by improper base or base failure may invalidate manufacturer's warranty.

An ideal base would be concrete, a contracted builder would be able to tell you the thickness required by giving them the filled weights of the spas. However, existing patio slabs and block paving may be used but must be flat, level and on a satisfactory sub base i.e concrete base.

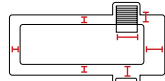
**Please Note:** Bases must be prepared in plenty of time prior to delivery, thus allowing time for the concrete, etc to fully cure.

## SERVICE ACCESS

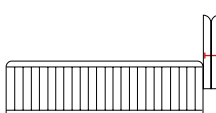
**Access is required around the hot tub for any future maintenance, ideally 600mm. If this is not practical then the hot tub must be emptied of water and moved to allow access prior to any visits from Superior Spas. This would need to be done prior to any visits and chargeable to yourself and not Superior Spas. Should the spa need to be removed using a crane/HIAB to obtain access, this will be chargeable to yourself.**

When deciding on the final location of your hot tub, please take into consideration what accessories you have ordered for your spa. For example ...

- Have you allowed enough space to let your cover fall behind your spa when using your cover lifter?? The average cover lifter requires 50cm to drop the cover down the back
- Will other accessories for your spa fit down the side?
- Have you prepared the base to allow room for the steps to sit on?



Typical concrete pad layout



### Access to the Desired Final Hot tub Position...

**IMPOTRANT** – No deliveries shall be booked unless photos/videos of the property access has been sent. Provisional dates may be given but will not be confirmed until access photos/videos are sent.

Please send documents to [info@superiorspas.co.uk](mailto:info@superiorspas.co.uk) – using your order name and post code as the subject title.

You would need to send photos and or a video of your property from the front, driveway and rear of the garden, including the final position destination of the spa to ensure we can advise if the HIAB is suitable for your needs. 2

### ACCESS PHOTOS

- Photo of Drive and house, showing side passage of access
- Photo of Side Passage
- Photo of Garden
- Photo of Final Position of Spa
- Video from Road to End position

## ACCESS TO THE DESIRED FINAL HOT TUB POSITION...

**IMPOTRANT** – No deliveries shall be booked unless photos/videos of the property access has been sent. Provisional dates may be given but will not be confirmed until access photos/videos are sent.

Firstly, you must ensure you have adequate access for the size of the spa you have chosen.

Check the widths & heights of doorways, passages and gates to make sure the hot tub can pass through.

Gates, fences and doors may need to be removed prior to delivery.

Make sure that there is nothing protruding such as drainage pipes, steps or sills that could obstruct the way.

Check to see if there are any low roofs or branches that would hinder vertical clearance. If there are any corners on the path to your designated installation site, check to see the hot tub will pass.

The route to where the hot tub is to be sited should be flat and level and not soft ground. Check and inform us if there are any slopes, retaining walls, steps or level differences that may cause problems. Any extra resources required such as cranes or HIABS would be an additional charge and would need arranging by yourselves through a third party company.

### (WE DO NOT LIFT HOT TUBS OVER WALLS).

Under special circumstances, where there is no clear or easy route, a crane can be used to position your hot tub. Please contact a local crane company to arrange this service if you think it may be necessary. Please note that the cost of the crane would be charged to you and not included in our price.

You will probably need a crane so please factor this when pricing your spa.

Most hot tubs are delivered on their sides on a spa sledge. You must therefore make sure the access is big enough for the hot tub and the equipment. Please bear in mind the height of the hot tub will increase slightly when on the equipment by approximately (150 – 200mm).

Access photo's to be sent to –  
**[info@superiorspas.co.uk](mailto:info@superiorspas.co.uk)**

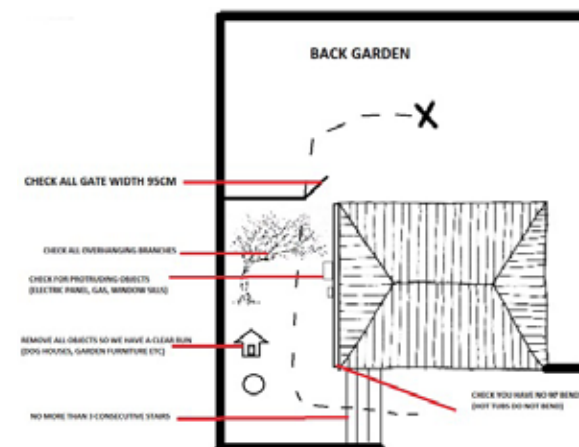
For any further information please contact our office on **01246 559071**.

Office opening hours are ...

Mon-Fri 9am-5pm

Saturday 9am-2pm

Alternatively please email us at  
**[info@superiorspas.co.uk](mailto:info@superiorspas.co.uk)**



Please use the below table to ascertain whether or not you have adequate measurements to make the spa delivery.

	Min Width	Min Height	Weight Filled	Water Capacity	Power Supply	Max Power	Topside Control
SR809C	100 cm	220 cm	1160 KG	950 Liters	13 AMP	3400 Watt 14.8 in 230V 50Hz	Balboa VL260
Happy	100 cm	220 cm	1595 KG	1190 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP600
Refresh	100 cm	220 cm	1595 KG	1190 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP600
Palma	100 cm	220 cm	1595 KG	1190 Liters	32 AMP	9025 Watt 40.1 in 220V 50Hz	Balboa TP600
Trident	100 cm	220 cm	1169 KG	1100 Liters	13 AMP	9025 Watt 40.1 in 220V 50Hz	Balboa VL260
Roma	110 cm	240 cm	1635 KG	1250 Liters	32 AMP	6500 Watt 29.5 in 220V 50Hz	Balboa TP600
Supreme	110 cm	240 cm	1635 KG	1250 Liters	32 AMP	6440 Watt 28 in 230V 50Hz	Balboa TP600
Tahiti	100 cm	240 cm	1012 KG	950 Liters	13 AMP	3400 Watt 14.8 in 230V 50Hz	Balboa VL260
Trident	100 cm	220 cm	1169 KG	950 Liters	13 AMP	3000 Watt 13.6 in 230V 50Hz	Balboa VL260
Vienna	100 cm	240 cm	1600 KG	1250 Liters	13 AMP	5350 Watt 23.4 in 220V 50Hz	Balboa VL260
Santorini	110 cm	240 cm	1595 KG	1200 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Kenya	110 cm	240 cm	1595 KG	1200 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Arizona	100 cm	240 cm	1090 KG	900 Liter	32 AMP	6500 Watt 29.5 in 220V 50Hz	Balboa TP800
Infinity	115 cm	240 cm	1595 KG	1200 Liter	32 AMP	7950 Watt 34.6 in 230V 50Hz	Balboa Spa Touch
Maximus	115 cm	240 cm	2100 KG	1600 Liters	32 AMP	7950 Watt 34.6A in 230V 50Hz	Balboa TP800
Barcelona	115 cm	240 cm	1645 KG	1250 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Tokyo	100 cm	240 cm	1645 KG	1250 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Luna	110 cm	240 cm	1595 KG	1190 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Eclipse	110 cm	240 cm	1595 KG	1190 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Onyx	110 cm	250 cm	1665 KG	1250 Liters	32 AMP	7000 Watt 32 in 220V 50Hz	Balboa TP800
Topaz	100 cm	240 cm	985 KG	950 Liters	32 AMP	6500 Watt 29.5 in 220V 50Hz	Balboa TP800

## ACCESS CHECK LIST

When checking your access why not use this check list...

### ACCESS PHOTOS

- ☐ Photo of Drive, showing side passage of access
- ☐ Photo of Side Passage
- ☐ Photo of Garden
- ☐ Photo of Final Position of Spa
- ☐ Video from Road to End position

### Road Access...

- ☐ Have the cars been cleared off the drive?
- ☐ Is your drive flat?

### Getting to desired location...

- ☐ I have used the sizing guide and I have the minimum required measurements for both width and height
- ☐ I have none of the below protruding that reduces the minimum measurements
  - ☐ Window Ledges
  - ☐ Door Handles
  - ☐ Gas Pipes
  - ☐ Electric Boxes
  - ☐ Drain Pipes
  - ☐ Porches
  - ☐ Outdoor Taps
  - ☐ Gate Posts
  - ☐ Pagoda
  - ☐ Gazebo
  - ☐ Arch Ways

ALL THE ABOVE MUST BE REMOVED PRIOR TO OUR ARRIVAL.

### Positioning in Garden...

- ☐ Do I Have Less Than 3 Steps?
- ☐ The team has need to go over and walls/rockeries with a higher step than 30cm?
- ☐ Is the Spa going onto a flat concrete base?
- ☐ Have all obstacles been removed? i.e plant pots, toys
- ☐ There are no fences, hedge rows or bushes blocking access?

ALL THE ABOVE MUST BE REMOVED PRIOR TO OUR ARRIVAL.

### Decking...

- ❑ The step up to the decking is lower than 30cm
- ❑ Can the decking support the spa weight when filled? And when occupied?

### Other Factors...

- ❑ Children and Pets are safely out of the way
- ❑ Hose pipe is connected and ready for spa to be filled

### Electrical Supply Checklist

- ❑ 13Amp outdoor socket has been located 2 meters away from the spa
- ❑ 32AMP supply has its own specific consumer unit
- ❑ 32 AMP supply isolation switch has been positioned 2 meters away from where spa needs to be positioned
- ❑ 32 AMP supply cable has been placed from isolation switch and ready to wire into the spa
- ❑ Part P Certificate has been supplied by electrician

If you have crossed or answered no to any of the above checklist you will need to contact the superior spas logistics department on 01246 541203 to discuss access.

Important - Never use an extension cord for your hot tub. The cord provided with your spa is the proper length and gauge for current to travel safely from the electrical outlet to your spa. An extension cord forces the current to travel a longer distance and may result in a voltage drop or the cord overheating. Choosing to use an extension cable will void your warranty.

If access is through/across a neighbouring property/land you must seek permission. Our installers will not proceed without your assurance that permission has been gained by you.

If you are worried about access at your property then please send images to [info@superiorspas.co.uk](mailto:info@superiorspas.co.uk) referencing your Costco Order Number and Name.

### IMPORTANT NOTE:

Please be advised that return visits due to non-preparation of base, poor access, unsuitable ground or obstacles, unsuitable electrical/water supply, etc are chargeable at Superior Spas hourly rate.

### Manpower...

We supply a two man team to deliver the hot tub on a spa sled and position in place, should any further man power be required then this would be down to yourselves to arrange for your delivery date.

They will NOT be able to remove the hot tub from the hot Spa Sled until it reaches the base.

If you are in any doubts with your access, we will be happy to arrange a site visit or look at photos emailed to us. Site visits may incur an additional charge.

For any further information please contact our office on **01246 559071**.

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## DELIVERY - CRANES AND HIAB'S

### YOU WILL REQUIRE 12 BAGS OF ICE FOR DELIVERY DAY.

These will be used when lowering the Hot tub down onto its base. The ice bags will be used as blocks to position the spa and in turn will allow the crane/HIAB straps to be safely removed.

Due to the weight of your hot tub, it will be delivered using a 'Hiab' crane, mounted on the delivery truck, or a larger separate crane.

The maximum reach of our truck mounted 'Hiab' crane is no more than 7 metres but this will depend on where the hot tub is positioned in relation to the orientation of the truck. I.e. a Hiab crane may be able to place the hot tub 7m from the rear of the truck, but not necessarily off the side.

Bare in mind that trucks with Hiab cranes are usually quite large and so consideration needs to be made as to whether they will fit up a normal driveway.

Stand alone, truck mounted cranes will have a much larger reach – up to 44m. However these cranes are often very wide and very heavy with many not being able to drive on a domestic driveway. If they need to be positioned at the street, then often a traffic control plan will be required. It is very unlikely that a crane of this type will be able to operate from grass or 'off road', but some all-terrain cranes are available. You would need to contact a local crane company and they will come out and do a site survey.

Whilst Spas can often be lifted without spreader bars, this is at the discretion of the crane company. We insist that these are used for lifting hot tubs.

It is the sole responsibility of the crane company to ensure that the spa is moved without damage, and it is your responsibility to ensure that they are suitably insured for any damage occurring to either your spa or property. Superior Spas Ltd or its employees are not responsible for any damage to persons or owners while the spa is in the air or while the crane is operating.

Please note that it is virtually impossible to move a hot tub by hand. Once in position, it is there to stay and so it is vital that it is placed in its final position whilst the crane or Hiab truck is on site.

In the instance where delivery cannot be made for any reason you will have the option to either;

1. Leave the spa positioned on your property until you can be rebooked in for delivery, or until a later date whereby you position the spa yourself
2. The spa can be returned to Superior Spas Ltd warehouse and rebooked in for delivery.

Please note that re-deliveries and revisits are billable to the end customer unless agreed by Costco that the charges will be covered by themselves.

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START YOUR JOURNEY

TO **ULTIMATE RELAXATION**

# ELECTRICAL SUPPLY INSTALLATIONS, INSPECTIONS AND CONFIRMATIONS

**Before installing a hot tub, the appropriate electrical supply must be installed, inspected and confirmed as in line with government regulations. Below is a simple guide to make sure your electrical supply is in line with the appropriate regulations.**

**Hot tubs must have a suitable electrical supply in order to run, as they have a specific section in the 16th edition IEE (Institute of Electrical Engineers) Regulations. Do not attempt to install the electrics yourself unless you are a fully qualified electrician as the government introduced a law in January 2005 which states that most electrical work in UK households must be carried out by a 'competent person'. This means that Electrical safety requirements have been included in a new Part P of the Building Regulations.**

## 13 AMP Electrical Requirements

Important - Never use an extension cord for your hot tub. The cord provided with your spa is the proper length and gauge for current to travel safely from the electrical outlet to your spa. An extension cord forces the current to travel a longer distance and may result in a voltage drop or the cord overheating.

## 32 AMP and 40AMP Electrical Requirements

32 AMP spas don't come with a length of cable. This will need to be provided by yourself. A minimum of 3 meter tail will be required.

## What is Part P?

The law introduced by the Government in 2005 states that anyone carrying out fixed electrical installations in English and Welsh households must ensure they are:

- Designed and installed to afford appropriate protection against damage, whether that is mechanical or thermal, so that they do not present any danger in the form of electric shocks or fire hazards

- Suitably inspected and tested in order to verify that they meet the relevant equipment and installation requirements

- If you have a new circuit installed in your home, it is a legal obligation to have it inspected and tested to ensure that it is compliant with Part P. This can be achieved in one of two ways:

1. Appoint an electrical contractor who is registered with a competent person scheme. Visit the websites of the following organisations if you are unsure of who is Part P qualified:

▷ NICEIC – [www.niceic.org.uk](http://www.niceic.org.uk)

▷ NAPIT – [www.napit.org.uk](http://www.napit.org.uk)

▷ ELECSA – [www.elecsa.co.uk](http://www.elecsa.co.uk)

▷ BSI – [www.bsi-global.com/kitemark](http://www.bsi-global.com/kitemark)

▷ BRE – [www.partp.co.uk](http://www.partp.co.uk)

## OR

2. Appoint a contractor who is not Part P registered, but contact your local authority's Building Control Department first as the work will have to be inspected and tested by your local authority before it can be confirmed and signed off. There is a charge for this service.

Whichever route you choose to take, you will receive a Part P certificate to confirm that the electrical work is in line with government regulations. From post 2007 this paperwork must be kept on file and presented, even if you sell your house as part of the Home Seller's Packs.

**Single zone** Spas require 1 connection

**Dual Zone** Spas require 2 separate connections as each zone is operated by individual controllers. Eg. 15amps to the spa zone + 32amps to the Swim zone. Each zone must be on a separate circuit. It is not legal to split the power cable from 1 circuit to the 2 zones.

We, as your hot tub retailer, can liaise with your electrical contractor regarding the exact specification for your chosen hot tub model. However, you must meet the following specification:

- The hot tub must be hard wired on its own fused spur back to your household consumer unit (i.e. the hot tub should not share a supply with any other appliances.)
- The hot tub should be appropriately protected by a sufficiently rated MCB (mains circuit breaker) and should cover the maximum amperage pull of the hot tub plus 25% to allow for brake torque (i.e. the rush of current when pumps are first turned on.) So, for example, a hot tub that has a maximum current draw of 20 amps should be fitted with a 25amp MCB.
- Your hot tub should be protected against earth faults also, by an RCD (residual current device). This is a trip switch which works to prevent the danger of electric shocks from damaged or waterlogged cables and connections. A suitable rated 30Ma RCD is what is recommended.
- Any outdoor cabling should be suitably protected from damage by either laying protective ducting (pc pipe) below ground or by using SWA (steel wired armoured) cable. Your electrician will calculate the size of cable required dependent upon loading and the distance from the mains supply.

## Emergency/Service Work

An IP65 Rotary Isolator Switch is recommended in order for the hot tub to be isolated outdoors in an emergency or for service work. This is simply a rotary on/off switch, but, should be sited more than 2 meters away from the hot tub so that individuals cannot be in the hot tub whilst touching the switch.

## Weatherproof

A suitable weather proof block connector should be fitted to the end of the tail from the isolator in order for the hot tub to then be directly hard wired into the weatherproof block connector inside the hot tub. Waterproof gland packs should be used to prevent ingress of water on all electrical connections (2 at the isolation

switch). It must be ensured that all earth cables are clearly colour coded with green/yellow insulating tape, or an earth sleeve.

## Final Stage

Finally, if you have chosen the full installation option and once the hot tub is filled and the electrical supply is installed, our installation team will commission the Hot Tub and check everything is fully operational before the hot tub is 'handed over' to you with our 'simple guide to chemicals', the appropriate chemicals and any extras that have been supplied.

If you are in any doubt at all about the required electrical guidelines you should seek professional advice from a fully qualified electrician.

**Please note:** Your electrician should leave enough spare cable attached to the isolator to go to the farthest side of the Hot Tub. Our technicians are not qualified to connect this cable to the inside of the Hot Tub.

Our delivery team will **NOT** hardwire your hot tub to the mains supply. We advise you seek a professional electrician to be present on the delivery day.

## Electrical Supply Checklist

- 32AMP supply has its own specific port on the mains board
- 32 AMP supply isolation switch has been positioned 2 meters away from where spa needs to be positioned
- 32 AMP supply cable has been placed from isolation switch and ready to wire into the spa
- Part P Certificate has been supplied by electrician





**Superior Spas Ltd**

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