



## 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.



## 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. An area in front of your hot tub should be clear so that grass and debris are not transferred to the water. You know your garden. Allow access for steps.

## 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.



**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.

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 100 – 150mm thick. However, existing patio slabs and block paving may be used but must be flat, level and on a satisfactory sub base. Wooden decking is also a popular base. However, please ensure your base can hold the weight of the hot tub, water and people in it. Using "packers" as a leveller is not acceptable

**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 to be moved to allow access prior to any visits from Superior Spas.

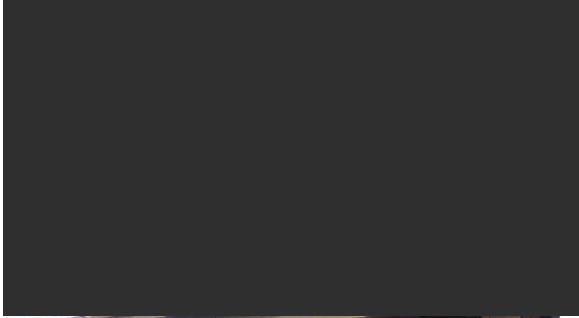
When deciding on the final location of your hot tub, please take into consideration what accessories you have ordered for your spa. For example ...

Have you allowed enough space to let your cover fall behind your spa when using your cover lifter??

Will your spa tray fit down the side?

Have you prepared the base to allow room for the steps?





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

Firstly, you must ensure you have adequate access for the size of the spa you have chosen. (Average Hot Tub is 2 x 2 meter).

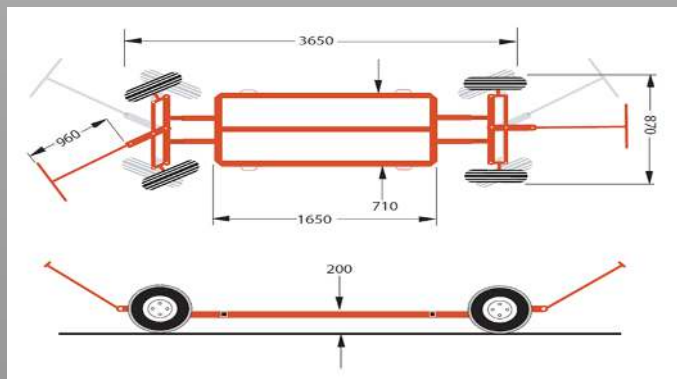
Check the widths & heights of doorways, passages and gates to make sure the hot tub can pass through. Gates, fences and doors may need to be removed (prior to delivery).

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 would be an additional charge and would need arranging by yourselves through a third party company. (WE DO NOT LIFT HOT TUBS OVER WALLS). Should you require a HIAB, Our swim spa delivery includes a HIAB delivery on a flatbed with a 7 meter reach. Please speak to our logistics team to ensure this option is available to you. 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.

Most hot tubs are delivered on their sides on a specially made hot tub cart, (see picture). You must therefore make sure the access is big enough for the hot tub and the cart. Please bear in mind the height of the hot tub will increase slightly when on the cart by approximately (150 - 200mm).



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.

HEIGHT - DEPENDING ON MODEL:

RELAX 1.9M  
PALMA 2.3M  
HAPPY 2.3M  
REFRESH 2.3M  
MAJESTIC 2.5M  
PACIFIC 2.5M



95cm Width Required



## BACK GARDEN

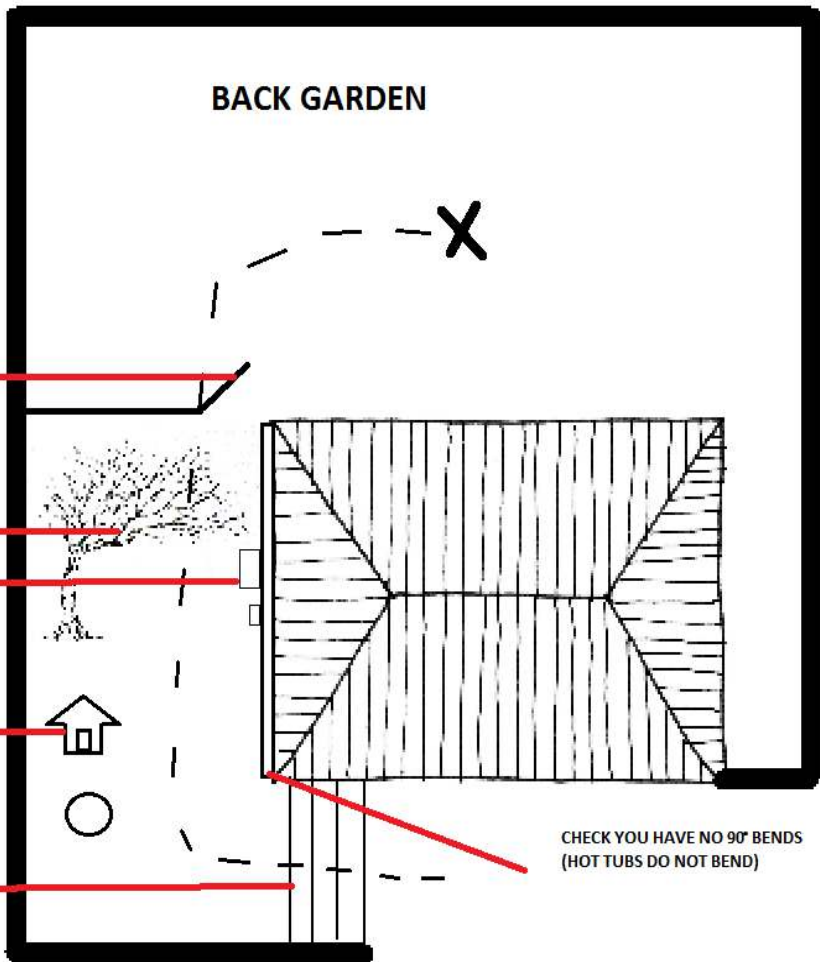
CHECK ALL GATE WIDTH 95CM

CHECK ALL OVERHANGING BRANCHES

CHECK FOR PROTRUDING OBJECTS  
(ELECTRIC PANEL, GAS, WINDOW SILLS)

REMOVE ALL OBJECTS SO WE HAVE A CLEAR RUN  
(DOG HOUSES, GARDEN FURNITURE ETC)

NO MORE THAN 3 CONSECUTIVE STAIRS



CHECK YOU HAVE NO 90° BENDS  
(HOT TUBS DO NOT BEND)

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

### 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.

## TOP TIP

When checking your access think about ...

Steps , Rockeries ... Surfaces leading up to the site, is there grass? Or a gravel path? Do you have any gas pipework, or door handles that protrude? Do you have gate posts that need to be removed?



## Manpower...

We supply a two man team to deliver the hot tub on our hot tub cart or spa sled and position in place, should any further manpower 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 tub cart 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.  
Office opening hours are Mon-Fri 9am-5pm and Saturday 9am-2pm  
Alternatively please email us—[info@supriorspas.co.uk](mailto:info@supriorspas.co.uk)



# 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.

## 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)

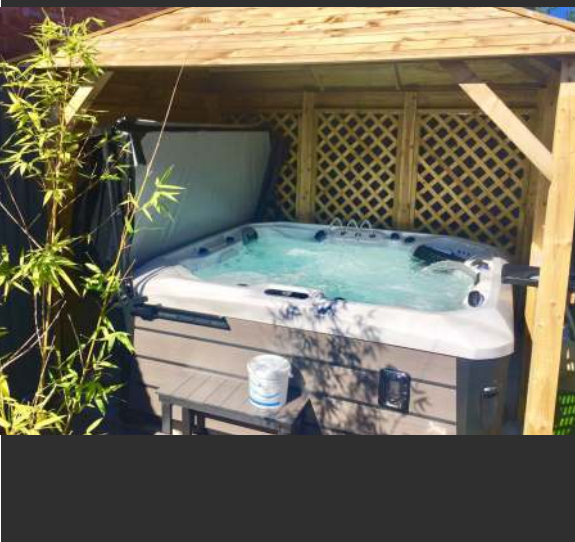
⇒ [BSI - www.bsi-global.com/kitemark](http://www.bsi-global.com/kitemark)

⇒ [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.





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.

### **13 AMP Electrical Requirements**

13AMP plug-and-play hot tubs simply plug into a standard domestic power supply so all you would need for a 13AMP hot tub is an outdoor waterproof plug socket with RCD protection.

### **32 AMP and 40AMP Electrical Requirements**

A 6mm<sup>2</sup> 3-core SWA cable is needed for a 32AMP hot tub and a 10mm<sup>2</sup> 3-core SWA cable is perfectly suitable for a 40AMP hot tub.

### **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 metres 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 weather-proof 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 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 qualified to connect this cable to the inside of the Hot Tub.**

## FAQ's

*Buying a hot tub is an important decision so you will want to be informed about all the options available to you before you take the plunge. To help you, we have put together a list of frequently asked questions to aid you through the buying and installation process. This list is not extensive, so if you have a question not listed below we would be happy to answer it for you.*

### **What is the installation cost for my Hot Tub likely to be?**

All of our quoted prices include standard delivery and installation of your new hot tub, however some consideration needs to be given to the preparation of the site prior to delivery. In some cases, you may need a purpose built hard standing for the tub and you may need to arrange electricity to be installed to run the hot tub.

### **Once installed, are Hot Tubs costly to run?**

They should not be, however poorly made hot tubs can cost considerably more to run than the ones we offer. It is very difficult to give an exact running cost to a tub as it depends on the amount usage and the location. In general, most hot tub dealers will tell you a tub will cost £1.00 per day to run, however that has been the stock answer for years now. We all run our own personal hot tubs throughout the year and see an average running cost between us of around £30-£35 per month. So we would feel as a general answer nowadays the figure is more likely to be closer to £1.30 per day. That's not due to changes in the hot tub but as we all know the electricity companies have enjoyed creeping up the cost of electricity over the years.

### **What is the water consumption of my Hot Tub?**

Your hot tub is not plumbed in to the mains water. General practice will require the water to be changed four times per year (one every three months). On average the water volume of a hot tub is 1500 litres so 4 changes per year would equate to a water consumption of 6000 litres. Plus a little extra for top ups now and again due to splashing and evaporation.

### **How much space do I require in my garden to fit my Hot Tub?**

The average size of a standard hot tub is approximately 2m square, allowing some space around the hot tub is advisable. We often recommend that you use a patio table and chairs to position where you think the hot tub would go to get a feel for the volume of space required.

### **How long will it take to install my Hot Tub?**

Once the preparation work is completed we normally deliver and commission a hot tub within a three hours and we take, as much time is needed to train you on the operation controls, usage and water care.

### **How soon after installation can I use my Hot Tub?**

You can use your hot tub straight away if you are brave enough to jump into cold water, however we would recommend leaving it until it heats up to a usable temperature. Usually we would suggest waiting approximately six to seven hours for the initial heating to make it a comfortable temperature.

### **Is an electrician required to complete the installation of my Hot Tub?**

Yes, our hot tubs require a dedicated power supply to be installed in order to run them. Higher specification hot tubs will require a higher power supply. We offer a comprehensive range of Plug and Play hot tubs that can be run directly from a 13amp plug socket.



**Once installed will my Hot Tub be easy to maintain?**

Like anything new you will need to learn a little of the basics to ensure your hot tub is kept in an appealing state. We will train you and support you as much as needed whilst you find your feet. In general after you have the basics then fifteen minutes of your time a week should be enough to keep your hot tub clean and fresh.

**How regularly do I need to service my Hot Tub?**

Nothing in the warranty states that you have to have your hot tub serviced, however we would recommend a service at least once a year to chemically flush the pipework and check over the operational components and seals. We offer a selection of service and valet services.

**How do I drain my Hot Tub?**

All hot tubs that are built to the correct regulatory standards should be equipped with a drain, these drains come in several forms and can be slow to use. We would suggest that by far the simplest way to drain your hot tub would be to purchase a submersible pump. This pump is placed in the body of the hot tub and will drain an average spa in approximately 8 minutes. These pump kits are available from our store.

**When I'm away, do I need to turn off my Hot Tub?**

Depending on the length of time you are away for! A two-week holiday would be acceptable to leave it on but any longer periods we would suggest draining the spa.

**Are UK Hot Hubs insulated?**

All of the hot tubs we supply are well insulated. Please check your individual spas product description as insulation varies throughout the ranges of spas on offer.

**How do I regulate the temperature in my Hot Tub to avoid it getting too hot?**

All of our hot tubs offer state of the art digital control system that allow you to easily set a temperature that is right for you. The control pack will then ensure that your desired temperature is maintained.

**Do you offer a variety of sizes of Hot Tubs?**

Yes we offer several sizes and layouts, from seating count to overall size.

**Can I move my Hot Tub if I relocate to a new house?**

Yes, we term the standard hot tub as a portable tub, when you move we can collect and relocate if required.

**Do you offer a repair service?**

Yes – We have an in house fully trained team that can service and repair your spa.

**What is the warranty on Hot Tubs purchased from Superior Spas Ltd?**


We offer a few different series of hot tub and the warranty can vary depending on the specific range, we also offer extended service packages for your new purchase.

**Does more jets mean it's a better Hot Tub?**

Yes and No – Jet count to Pump count and power is the key, 100 jets from one pump will be quite poor performance but add another pump or two and 100 jets would be a different story.

**Can anyone use my Hot Tub?**

Who you allow in your hot tub is up to you! However, consideration needs to be given for the very young and very old and pregnant women. We would not recommend very young children be subjected to high temperatures. If in any doubt we would suggest consulting your doctor.



Our friendly and reliable team are on hand to help, with any issue big or small so please do not hesitate to contact us.

Our office opening hours are ...

Monday to Friday 9am—5pm

Saturday 9am—2pm



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