



# HOT TUB & SWIM SPA PRE-DELIVERY GUIDE

  
The Hot Tub Superstore™

A man and a woman are sitting in a hot tub, looking at each other and smiling. The scene is outdoors at night, with trees and foliage in the background. The hot tub has several jets visible. The overall image has a dark, blue-tinted overlay.

# DEALERS NATIONWIDE

Relax. Our network of authorised dealers ensures convenience and exceptional service.

# Thank you for choosing **THE HOT TUB SUPERSTORE**

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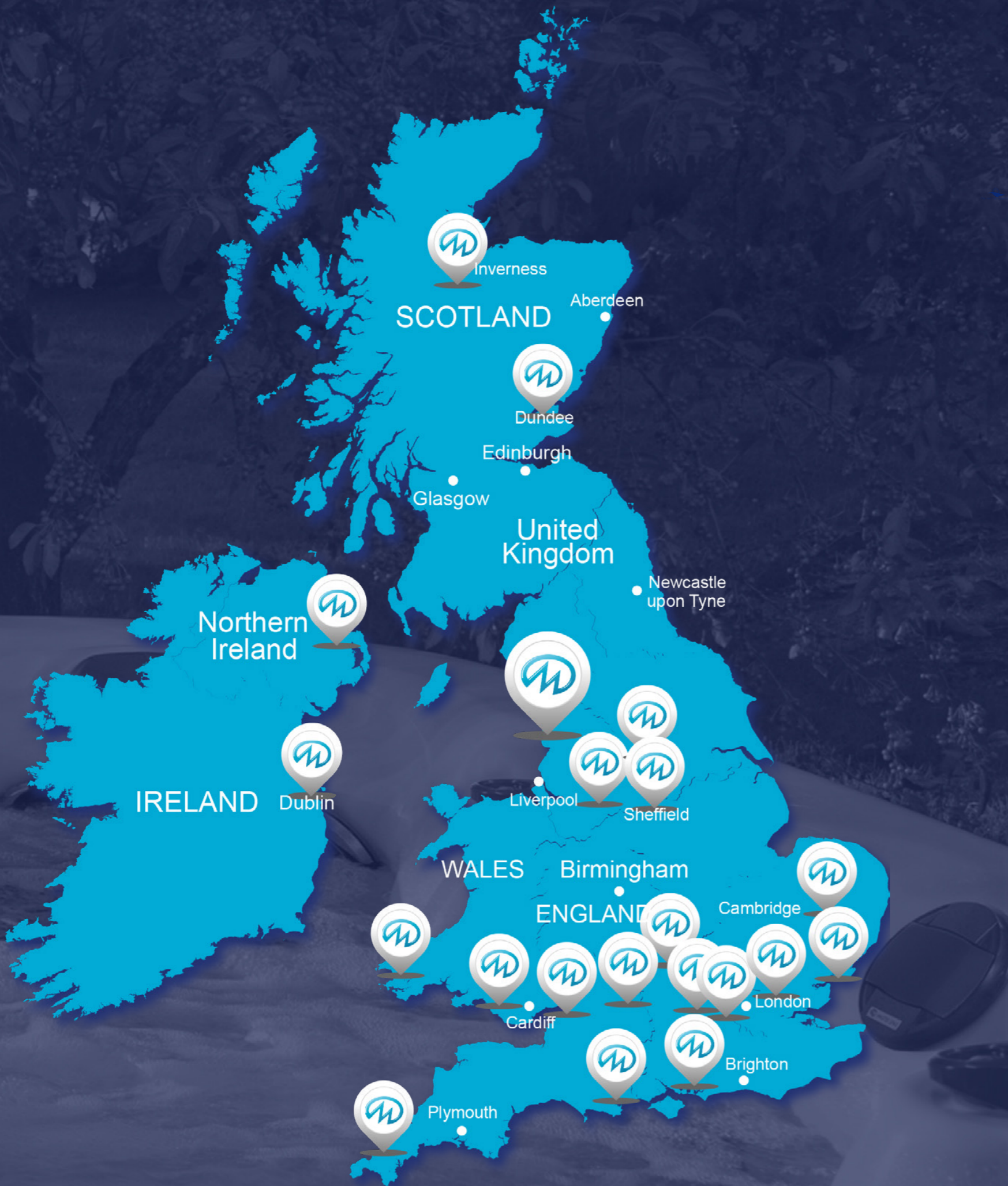
We're dedicated to ensuring your hot tub delivery and setup go smoothly.

This comprehensive guide covers everything you need to know, from selecting the perfect spot to meeting delivery access requirements, preparing the ground, and adhering to electrical regulations.

Taking the time to read through this guide before scheduling delivery is crucial. Failure to follow these procedures could lead to damage to your hot tub and may void your warranty.

Our team is here to assist you every step of the way, and we're excited for your hot tub or swim spa to become a cherished addition to your home.

Welcome to the Hot Tub Superstore family, where Relaxation and enjoyment await!







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# Getting ready for **YOUR DELIVERY**

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Excitement mounts as your hot tub or swim spa delivery draws near. Ensuring a smooth process from delivery to long-term enjoyment is our priority.

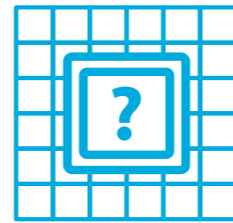
Here's what you need to know before your delivery is scheduled:

We advise you to call our team prior to order to allow us to answer any questions or concerns you may have and to ensure you're fully prepared for your delivery.

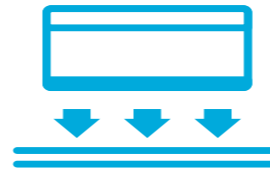
**You can contact the Hot Tub Superstore team on 01253 599330.**

It's vital that you've fulfilled all requirements before we finalise the delivery date. When we call to book your delivery, you'll need to confirm that each requirement has been met.

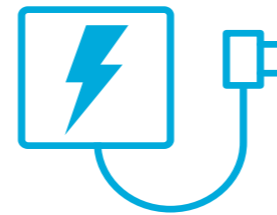




Confirm the secure placement of your hot tub on your property, ensuring unrestricted access once installation is complete.



Coordinate the creation of a flat, level, and sturdy base for your hot tub's placement.



Ensure that your electrical supply is installed before your installation appointment.



Make sure you've measured your desired hot tub location to accommodate your selected hot tub with ample space.



Send a video by WhatsApp or email of your property's access points to our logistics team at 01253 587238 (*WhatsApp Business Number: please add your name & postcode*).



## Constructing your base

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To ensure the longevity and optimal performance of your hot tub, it's crucial to prepare a solid, flat, and robust base.

An uneven base could lead to inefficiencies and potentially significant issues with your hot tub.

Solid concrete is the preferred material for the base, as soft surfaces like grass, sand, or pebbles are unsuitable.

While existing patio slabs and block paving can be utilised, they must meet criteria of being flat, level, and situated on a satisfactory sub-base, such as concrete.

New bases should be constructed well in advance of delivery to allow ample time for the concrete to fully set.

It's the customer's responsibility to ensure the base is suitable, flat, level, and solid to prevent any distortion.

Structural damage resulting from an improper base may void the manufacturer's warranty.

We recommend that all customers consider a weight capacity of at least 2,000kg.

# Positioning

Selecting an appropriate location and foundation is crucial for both safety and optimal performance of your hot tub.

## Positioning your hot tub

To prioritise safety and upkeep, it's imperative to avoid situating your hot tub near overhead cables or power lines. If opting for placement near slopes, dips, or below-ground areas, ensure proper drainage is in place to manage excess groundwater effectively. Additionally, maintain clear space in front of your hot tub to prevent grass and debris from entering the water.

Allow ample room behind your hot tub to accommodate a cover lifter, typically requiring a 500mm clearance for proper operation.

### Important

Full access to all sides of the hot tub is necessary for our installation team, both on initial installation and any future service visits. Any obstacles hindering access may necessitate rescheduling.



# Electrical requirements

## 13 amp supply

Prepare for your luxurious hot tub or swim spa experience with the right electrical setup. Depending on your model, you'll need a 13, 32, or 40 amp supply, so it's crucial to confirm with your supplier, especially for swim spas.

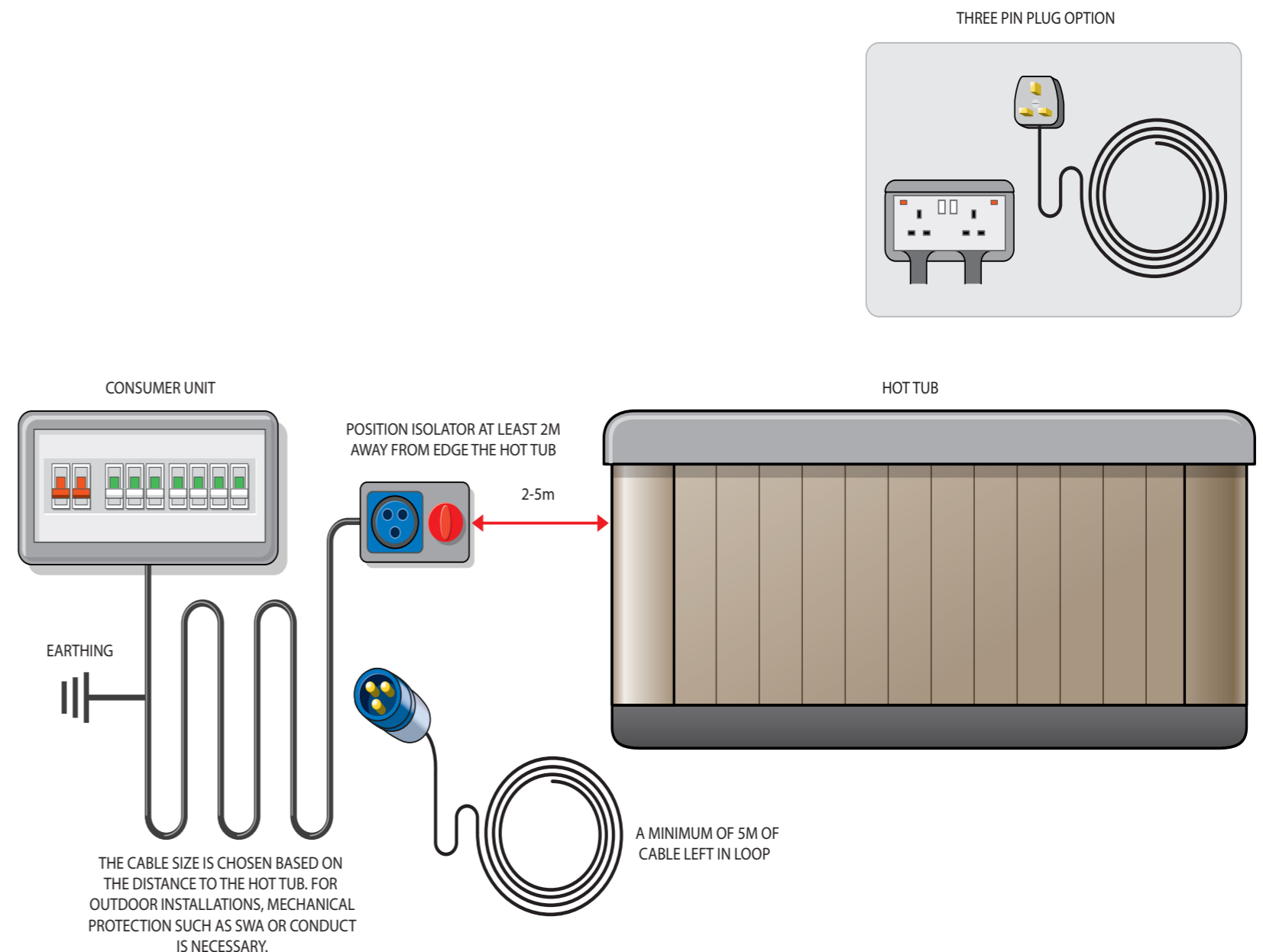
For a seamless installation, each hot tub or swim spa requires its own circuit from the main distribution board. Sharing isn't caring in this case!

Let's focus on the 13 amp setup. Before your hot tub arrives, arrange for a certified electrician to take care of the following:

- Set up a 16 amp outdoor waterproof commando socket with RCD protection. If necessary, install an earth rod.
- Provide a 2.5mm 3 Core Flexible Cable along with a 16 amp commando plug or a three-pin plug, leaving at least 4 meters of cable in a loop.
- Our delivery team can connect this cable to the hot tub, but they won't handle hardwiring it to the mains supply.
- Ensure the outdoor socket is within 4 meters of the hot tub, as the flexible cable shouldn't exceed 4 meters.

While our 13 amp hot tubs can potentially run on a standard socket with a 13 amp plug, we recommend a dedicated 16 amp commando socket directly from your main distribution board for optimal performance and to avoid future issues.

By following these steps, you'll be well-prepared for your hot tub enjoyment, with safety and convenience in mind.





# 32 or 40 amp Electrical Requirements

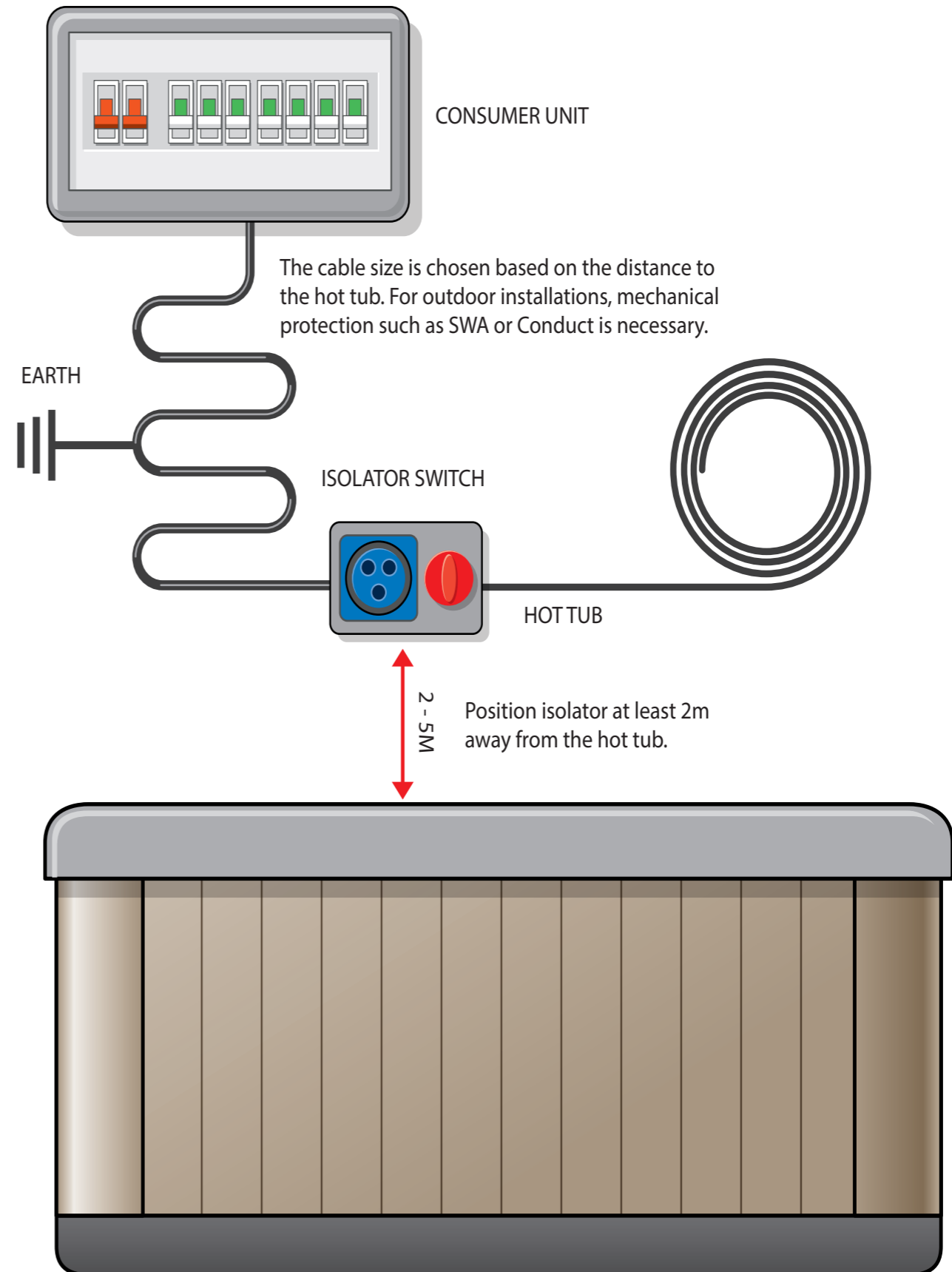
These models require a 32/40-amp supply on HO7 6mm 3core cable with RCD protection (cable sizes may be different depending on the length of cable run between the consumer unit and commando socket).

A commando socket with local isolation is required between 2 – 3 metres of the spa, complete with 'male' plug and 8 metres of 'tail end' (also HO7 6mm 3core cable.)

The tail-end is hard-wired to the spa by our engineers, then simply plugged in to complete.

\* The commando socket supply DOES NOT require your electrician present on installation.

However, a 40 amp 'hard-wired' supply WILL REQUIRE YOUR ELECTRICIAN PRESENT ON INSTALLATION to complete the wiring connection.







# Height and width requirements

Hot tubs are typically delivered on their side on either a specialist sled or dolly. Exact width dimensions for all models can be found below. Note: 2.4m height is required for most installations – if your access height is less than 2.4m, please contact us to discuss on 01253 599330. We approve all hot tub installations prior to installation by video: please send your access video by WhatsApp to **01253 587238** (*WhatsApp Business Number: please add your name & postcode*)

MODEL	REQUIRED WIDTH (CM)
Getaway 2	79
Getaway 4	87
Getaway 6	87
Legend 4	93
Legend 6	93
Legend 7/SE	97
Twilight 6.2	88
Twilight 67.25	89
Twilight 7.2	100
Twilight 7.25	101
Twilight 8.2	101
Twilight 8.25	98
Twilight 87.3	98
Twilight 240	88
LSX (All Models)	100
R-19	82
G2	84
G2B (Harcover)	96



# HIABS & Cranes

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Swim spas, due to their weight, will be delivered utilising a 'HIAB' crane mounted on the delivery truck or a larger separate crane.

The maximum reach of our truck-mounted 'HIAB' crane is typically up to 7 meters, but this may vary depending on the positioning of the swim spa in relation to the truck's orientation.

Stand-alone, truck-mounted cranes offer a much larger reach, reaching approximately up to 44 meters.

However, these cranes tend to be wider and heavier, and many may not be suitable for driving on domestic driveways.

Please get in touch with our team on 01253 599330 for further information and a custom quote.



# For Hot Tubs

## Access

If you anticipate any challenges during the installation of your hot tub, such as slopes, retaining walls, steps, or level differences, please reach out to us for assistance. Additional resources like cranes or HIABs may be required, we can advise following a telephone consultation.

In unique situations, especially where there's no clear or easy route, a crane may be necessary to position your hot tub.

If you believe this might be the case, please contact us to discuss.

It's important to note that we do not lift hot tubs over walls under any circumstances.

### Important

Once positioned, the hot tub remains in place permanently. Therefore, it's crucial to ensure that the product is placed in its final position while the crane or HIAB truck is still on site.



# Maintenance access

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A clearance of 600mm on all four sides of the hot tub is necessary to facilitate future servicing or maintenance. If this clearance is not feasible, the hot tub must be drained and moved to grant access before any visits from The Hot Tub Superstore.

## Have you taken into account the following considerations?

- Will the surrounding furniture potentially obstruct your hot tub?
- If you opt for decking around your hot tub, have you ensured there's ample access for future maintenance?
- Is the base prepared to accommodate the placement of steps?

### Important

If repositioning or moving the hot tub for maintenance requires the use of a crane/HIAB, the customer must arrange this. It's the customer's responsibility to coordinate with and directly compensate the third party for this service.





# Your pre-delivery checklist

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To ensure you're ready for delivery and installation, kindly complete the following checklist. Should you have any questions or concerns, feel free to reach out to our Logistics team at 01253 599 330 or via email at [sales@thehottubsuperstore.co.uk](mailto:sales@thehottubsuperstore.co.uk), and we'll gladly assist you.

## Access

- Have you sent your access video by WhatsApp and received your approval confirmation?

## Electrical Requirements

- Is your electrical supply ready – does it meet the specific requirements of your chosen spa, whether 13, 32 or 40amp?

## Water Supply

- Although potentially obvious, we will need a working hosepipe from an outside tap in order to fill your new hot tub!





DELIVERY

# Approaching your delivery day

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The day before your scheduled delivery, we'll contact you to confirm the details for the day and process any outstanding payment. You will also receive a text message confirming our arrival time.

Upon arrival, the hot tub installation process will commence. Initially, the team will unload your hot tub from their vehicle and place it securely onto a device known as a "spa dolly" or a spa sledge.

Once safely positioned on the spa dolly/sledge, the team will smoothly wheel/glide the hot tub into the designated area of your choice. Once the hot tub is securely in place, we will proceed to fill it while providing detailed explanations regarding the required chemicals for its usage. Subsequently, we will offer comprehensive guidance on when it is safe to commence using the hot tub.

Additionally, our team will be available to address any questions or concerns you may have.

**Note:**

You will receive a chemical starter kit along with a hot tub manual for future reference.







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Telephone: 01253 599 330

Lets get social:

