

TimeOut Spas

the best choice...

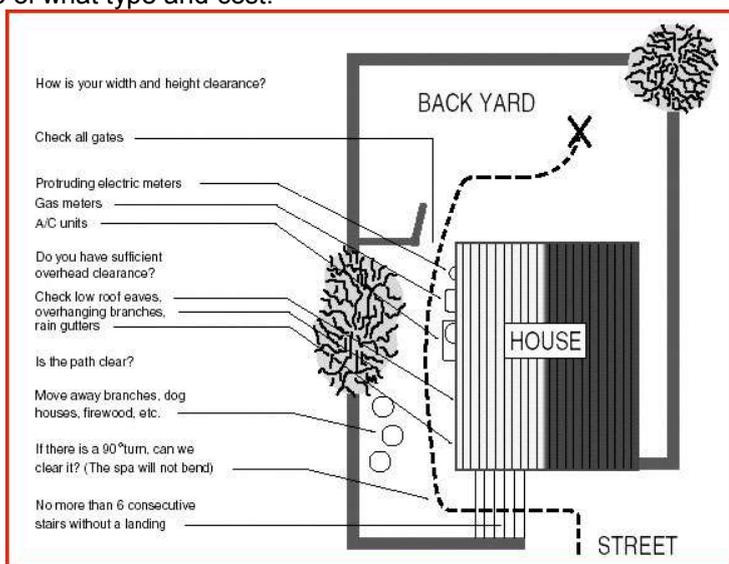
SPA DELIVERY & INSTALLATION GUIDE

The following guide is intended to inform the customer of the procedure to expect during the installation of their spa.

Pre-Delivery (Site Survey)

A pre-delivery visit should be performed by your dealer to check the site. Inspecting the site before the spa is delivered will insure that the installation is carried out professionally and quickly. Accurate and detailed notes should be made so that the customers' home can be found easily. When inspecting the site:

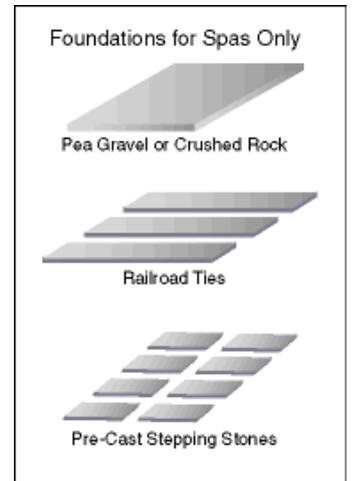
- Establish where the spa is to be placed. Draw a plan of the customers' home/garden, and the exact location where the spa will be installed.
- Identify and note any obstructions/difficulties that might create delivery problems (i.e. trees, gates, steps, embankments, overhangs, heating/cooling systems etc.). Establish if a crane is required and if so of what type and cost.
- Check the site and establish what, if any, levelling needs to be done to level the spa.
- Check the electrical set-up at the site. Ensure that the circuit at the site is wired in accordance with all applicable local electrical codes or standards. If a dedicated circuit or sub-panel needs to be fitted arrange an appointment for a qualified electrician to install the circuit/sub-panel before the installation date. (A dedicated circuit is a circuit that has only one receptacle, which is solely for the use of the spa.)



Ground Preparation

Your Spa has been engineered to perform on all kinds of common yard surfaces. While a concrete slab is best for long-term use, other foundations are acceptable so long as a level base is prepared prior to delivery. Three foundation bases, shown in the diagram to the right, represent examples of alternatives to a concrete slab for spas installed without gazebos or other wood accessories.

- If stepping stones or railroad ties are selected for the spa foundation, they should be placed at the designated levelling areas of your spa to maintain even distribution of the spa weight.
- It is important to note that soft surfaces, even when stepping stones are used to evenly distribute the weight of the spa, will have a tendency to settle, thus resulting in an unlevel spa
- Remember, placing a spa on grass or dirt may increase the amount of debris in the spa water as it is brought in on bathers feet.



If you are purchasing a gazebo or deck package, then a concrete pad is a must.

Delivery and Installation



There are 12 steps involved in the delivery and installation of a spa. Completing these steps takes approximately 1½ hours.

Step 1 – Place the spa in position desired by customer

Check the Site Survey and Installation Report Sheet and verify the location where the spa is to be placed. 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.

Unload and unwrap the spa. When unloading the spa from the delivery vehicle, ensure it is not dragged or knocked against any objects. Do not place heavy objects on or inside the spa. Each spa is packed in special wrapping materials. Use the delivery trolley (or crane) to move the spa from the delivery vehicle to the installation site.

CAUTION – Be careful not to damage the spa skirting when unwrapping the spa.

Step 2 – Visually inspect the spa

Carefully check the spa surface and skirting for any defects. Ensure the spa cover is not damaged.



Step 3 – Open the equipment panel

Remove the equipment door panel, check all components and water connections to make sure they are tight and wire the spa internally passing the cable trough the base of the spa.

Step 4 – Level the spa

Ensure the spa is levelled; otherwise it will not function correctly. Level using strips of 10 cm wide marine plywood. Ensure that the center well of the spa is also supported and is not up in the air as this can cause deformation of the shell and structure not covered by the warranty.



Step 5 – Fill the spa with water

Ensure that the drain cap is tightly secured. Use a garden hose to fill the spa to the “water level” marked on the skimmer.

Step 6 – Plug the spa into its power source

Plug the spa into its power source or close the sub-panel breaker to connect power to the spa.

Step 7 – Test/adjust the spa’s functions

- **Adjust the Thermostat:** Ensure the temperature controls are functioning correctly by raising and lowering the set temperature of the thermostat leaving it set at the temperature desired by the customer.
- **Test Spas Light(s):** Ensure the spa light is functioning by switching it on. If LED lights are installed test their functions and insure that they all work and that they change properly from one colour to another. Leave them set on the colour desired by the customer.
- **Check the Jets:** Ensure that all the jets are functioning and that they all turn on and off. Test the air injectors to ensure that air is being drawn into the water flow from the jets correctly.
- **Check the Pumps and Blowers:** Turn each pump onto low and then high speed then the blower system. Check aromatherapy canister and place aroma sachet in the canister.
- **Control Panel:** Check all functions of the control panel and set the clock if it has one and set up the filtration cycles.
- **Filter and Skimmer:** Check that the filter is properly installed and that the skimmer and basket are in place and functioning properly.



Step 8 – Sanitize the Spa Water

Prepare the water for use by checking and adjusting the following:

- **Calcium hardness:** This level should be 200 parts per million. Add soft water or calcium reducer to lower the calcium content or calcium hardness increaser to increase the calcium level.
- **pH:** The pH should be between 7.2 – 7.6. Use a pH increaser or decreaser to adjust the pH.
- **Sanitize the water:** Use a Dichlorine treatment (10 parts per million or above) to kill any bacteria that may be present in the spa and/or plumbing. Turn on the pump, sprinkle the chemicals slowly into the filter compartment or scatter them over the water (being careful not to leave any on cushions or the surface of the shell) and leave the jet pump on for approximately 10 minutes. The water can be tested for chlorine within a few minutes however to completely shock the water the chlorine level has to be maintained at 10 ppm for a period of 3 hours or more, if the level drops below 10 ppm before the three hours is up start again.



Advise the customer to wait until the sanitizer is below 5 parts per million before using the spa. Ensure the customer is aware about Water Chemistry by reviewing the instructions in the *Owner's Manual*.

WARNING – Never use Tri-chlor to sanitize or super-chlorinate the spa. Only use Dichlorine or a Floater with Bromine or Oxygen Tablets.

Step 9 – Familiarize the spa owner with the spa

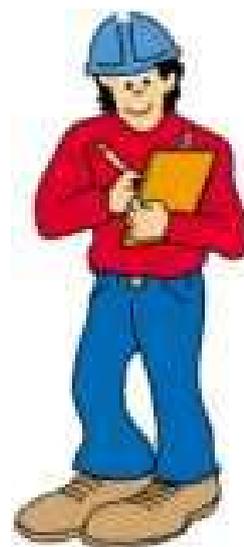
Ensure that the customer is aware of the importance of spa maintenance. Show the customer how to activate each of the spa's components and point out relevant sections of the *Owner's Manual* to the customer for future reference.

Thermostat: Show the customer how to adjust the spa's water temperature.

Spa Components: Explain the general purposes of the jet pump, heater etc. and show the customer where the light bulb is located and how to replace it.

Jet Adjustment: Show the customer how to adjust the jets and the air injectors. Encourage the customer to place a hand into the spa water so they can feel the difference in jet pressure and direction.

Water Chemistry: Ensure the customer is aware of the daily and weekly chemical maintenance programme. Show the customer the section on chemical usage and safety in the *Owner's Manual*, and advise them on how to use the chemical test kits. Explain that damage can be done when the water is not maintained properly.



Filter Maintenance: Inform the customer that the filter needs to be cleaned at least once a week and that failure to maintain the filter will result in reduced water flow which can cause loss of heat and result in dirty water. Show the customer how to remove and install the filter. Explain that the filter should be cleaned periodically with a filter degreaser to remove mineral and oil build-up and thoroughly spray the filter with a garden hose until it is clean.

Draining the Spa: Explain that the water in the spa should be changed at least once every four months. Show the customer where the drain is located on the outside of the spa, near to the base, and how to connect a garden hose to it.



1. Disconnect the spa from the power supply.
2. Attach the inlet from the garden hose to the drain valve.
3. Remove the drain valve cover and screw in the drain valve by turning it clockwise.
4. The spa will drain by gravitational flow.
5. When the spa is empty, remove the drain valve and replace the drain cover.
6. Remove any remaining water, clean and dry the spa.

Cover Care: Explain that the cover should be cleaned every month and show the customer how to clean it using a mop. Never lift the cover by the flaps or the cover lock straps.

NOTE - No-one should sit or stand on the cover and snow must not be allowed to build up on the spa cover.

Shell Maintenance: Show the customer the section in the *Owner's Manual* on Shell maintenance. Explain that a non-abrasive, non-foaming cleaner should be used to clean the spa surface. Spa Cleaner can be for minor surface cleaning.

Spa Safety Features: Explain the safety features to the customer. The entire spa will shut down if the high-limit trips or if a fuse blows. The heater will be inoperative if a pressure switch or other sensor interrupts the heater circuit. This can happen because of low water flow due to a clogged filter, for example.

- Pump timeout: The pumps and blower will stop automatically after running at high speed for 15 minutes.
- Lights will turn off, if left on, after 3 or 4 hours depending on the spa model.
- Flow Monitoring Devices – Explain to the customer that the flow monitoring devices interrupt the heater circuit when flow is restricted but that the rest of the spa will remain operational.

Step 10 – Replace the Equipment Door

Replace the Equipment Door on the spa ensuring that it is tightly screwed down.

Step 11 – Place the Cover on the Spa

Place the cover on the spa and install the cover locks if they are not already installed. Show the customer how to use the cover locks. Install any cover lifting device.

Step 12 – Area Restored to Original Condition



Ensure that everything that was moved when the spa was delivered is put back into its original place. Put the spa wrapper and all other rubbish into a suitable container or take it with you to be disposed of. Clean up the entire area.

And Now?

Now that you are alone with your spa you have to wait for it to warm up! This can take some time although if it is summertime you can jump right in!

Even starting from a very cold start your spa should be nice and warm by morning so close the cover and buckle it down and get ready for the morning.....