

PRE-INSTALLATION GUIDE



HOT TUB PRE-DELIVERY REQUIREMENTS

Please use this guide to help you prepare for your new hot tub. There is also an FAQ section at the end which will hopefully clear up any final questions you may have.



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?



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.

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 2 -3 tons.



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 sides 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 your 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 Concept Spa.



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. 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.

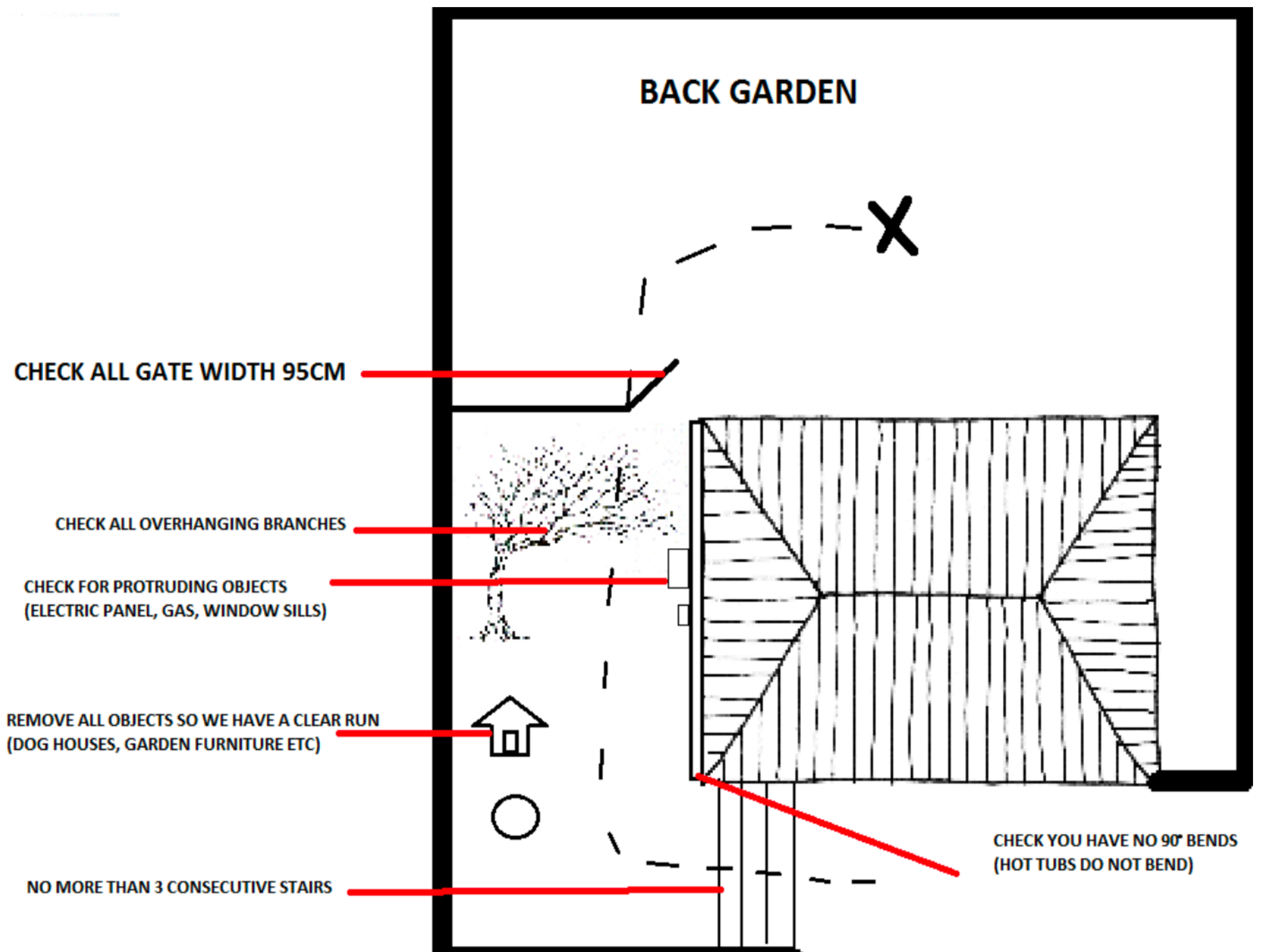
The route to where the hot tub is to be sited should be flat and level and not soft ground. Check and inform us if there are any slopes, retaining walls, steps or level differences that may cause problems.

Any extra resources required such as cranes would be an additional charge to the customer and may need arranging by the customer 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. If you think this may be necessary, please get in touch with us so we can let you know whether or not this is something we can arrange for you. 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 ski (see picture). You must therefore make sure the access is big enough for the hot tub and the ski. Please bear in mind that with the ski underneath the hot tub, we will need an extra 500mm width on top of the depth of the hot tub (as the hot tub will be on its side).

Although we will carry out a site visit if requested, it is important to note that it is the responsibility of the customer to ensure that there is sufficient access for us to deliver the hot tub to the desired location. However, if you at any point need help with this please don't hesitate to give us a call on 01248 723207.



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.



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 Concept Spa's hourly rate.

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
- NAPIT - www.napit.org.uk
- ELECSA - www.elecsa.co.uk
- BSI - www.bsi-global.com/kitemark
- BRE - www.partp.co.uk

(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

If your hot tub is a 13 amp plug and play hot tub then all you'll need to have is an outdoor, IP rated 3 pin socket. You will have to ensure that this is positioned close enough for the cable to reach from the hot tub to the socket as the hot tub will come as standard with a 2-metre cable (from the front of the hot tub). We do however, recommend that you have a 16amp isolator switch installed instead, as this is a safer option. The cable needed coming from the 16-amp isolator switch to the hot tub will need to be 4mm. Again, this will need to be long enough to reach the furthest point of where the hot tub is going, plus 1.5 metres.

Note: whilst we are happy to advise how the power supply for the hot tub is installed, it is not the responsibility of 'Concept Spa' to ensure that the electrics are adequate for the installation of the hot tub. This is the responsibility of the customer and the electrician who installed the supply.

32 AMP Electrical Requirements

For this you'll need to ensure that there has been a 32-amp isolator switch (rotor switch/ commando switch) installed prior to us arriving. This will need to have been ran directly from your mains consumer unit, using 6mm armoured cable. We would advise that this is installed approximately 5ft from where the hot tub is going.

Please have your electrician connect a tail of 4mm Arctic Blue Flex to the isolator and leave enough to reach from the isolator switch to the furthest point of where the hot tub is going plus 1.5 metres.

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, 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.

Limitations

- We are not able to feed the cable for the hot tub through the base of the hot tub in either our 13 amp or 32-amp hot tubs.
- Hot tubs cannot be 'carried' by manpower, they must be pushed/ pulled on a specialised ski into position. In cases where the hot tub will need to go up steps, it is possible to run the hot tub over boards.
- If you require a cover lifter, please allow 18 inches space at the back of the hot tub (or where the cover will sit when open).
- If you are covering the hot tub, please allow enough height for the cover to fold over.

Recommendations

- The hot tub is serviced once per year
- People shower before using the hot tub
- Bathing costumes are hand washed using only warm water
- The hot tub is filled and turned on all year. We do not recommend leaving the hot tub empty, especially in the winter months due to possible frost damage
- You should change the hot tub water every 1-3 months
- We recommend that the filters are cleaned every 2 weeks
- If the Chlorine levels/ Bromine and/ or PH levels are consistently too high, this can damage the hot tubs headrests, speakers, control panel, lighting and metals. So, it is important to keep on-top of this.

FAQs

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.

Once installed, are Hot Tubs costly to run?

It is very difficult to give an exact running cost to a tub as it depends on the amount usage and the location, but also what brand and what model the spa is. 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. So, if you'd like to know the estimated running costs for your hot tub, please just ask.

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 (once 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 long will it take to install my Hot Tub?

Once the preparation work is completed, we normally deliver and commission a hot tub within three hours, but we will also take some time 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.

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, 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 around 10-15 minutes.

Do you offer a repair service?

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

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.



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