

HOT TUB

Pre Delivery Guide



ukhotubs


CONTENTS

PAGE 4

Section 1 Pre delivery requirements

PAGE 4

Section 2 Where to position your hot tub

PAGE 5

Section 3 Service access

PAGE 6

Hot tub measurements

PAGE 7

Section 4 Pre-installation & set up

PAGE 8

Section 5 Delivery of your hot tub

PAGE 10

Section 6 Access check list

PAGE 12

Required amperage feed

PAGE 13

Section 7 Electrical requirements

PAGE 15

Electrical guide

START YOUR
JOURNEY WITH
UK HOT TUBS...



Section 1

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@ukhottubs.co.uk

Section 2

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, 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!!

Section 3

SERVICE ACCESS

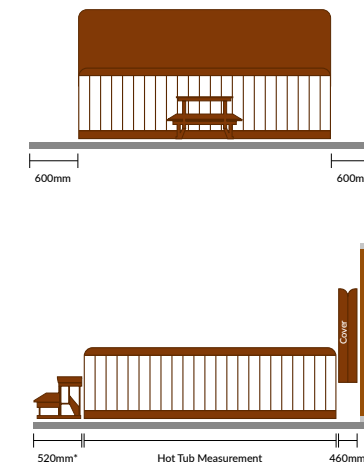
Access is required around the hot tub for any future maintenance, ideally 600mm. If this is not practical then the hot tub must be emptied of water and moved to allow access prior to any visits from UK Hot Tubs Ltd. This would need to be done prior to any visits and chargeable to yourself and not UK Hot Tubs Ltd. Should the hot tub 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 hot tub. For example ...

- Have you allowed enough space to let your cover fall behind your hot tub when using your cover lifter?? The average cover lifter requires 18in/46cm to drop the cover down the back
- Will other accessories for your hot tub fit down the side?
- Have you prepared the base to allow room for the steps to sit on?




TYPICAL CONCRETE PAD LAYOUT

**Step measurements may vary.*



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

PW: Packing Weight

Hot Tub	Min Width	Min Height	Min Depth	Dry / Full Volume	Power/ Heating	Topside Control
 Trinity OEM 3	2100mm PW: 2200mm	2100mm PW: 2200mm	930mm PW: 1030mm	Dry - 360kg Filled - 1810kg Volume - 1450ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K300
 Delaware OEM 5	2100mm PW: 2200mm	1600mm PW: 1700mm	780mm PW: 880mm	Dry - 270kg Filled - 1220kg Volume - 950ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K300
 Rapid OEM 6	2000mm PW: 2100mm	2000mm PW: 2100mm	930mm PW: 1030mm	Dry - 330kg Filled - 1580kg Volume - 1250ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K300
Bay OEM 1	2100mm PW: 2200mm	2100mm PW: 2200mm	930mm PW: 1030mm	Dry - 410kg Filled - 1910kg Volume - 1500ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
Lagoon OEM 2	2100mm PW: 2200mm	2100mm PW: 2200mm	930mm PW: 1030mm	Dry - 410kg Filled - 1960kg Volume - 1550ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
Brook OEM 3	2100mm PW: 2200mm	2100mm PW: 2200mm	930mm PW: 1030mm	Dry - 410kg Filled - 1860kg Volume - 1450ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
Stream OEM 4	2000mm PW: 2100mm	2000mm PW: 2100mm	930mm PW: 1030mm	Dry - 390kg Filled - 1640kg Volume - 1250ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
River OEM 5	2100mm PW: 2200mm	1600mm PW: 1700mm	780mm PW: 880mm	Dry - 320kg Filled - 1270kg Volume - 950ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
Spring OEM 10	2100mm PW: 2200mm	1750mm PW: 1850mm	930mm PW: 1030mm	Dry - 350kg Filled - 1500kg Volume - 1150ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500
Pacific OEM 7	2300mm PW: 2400mm	2300mm PW: 2400mm	940mm PW: 1040mm	Dry - 480kg Filled - 2160kg Volume - 1680ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K1000
Atlantic OEM 8	2300mm PW: 2400mm	2200mm PW: 2400mm	940mm PW: 1040mm	Dry - 470kg Filled - 2120kg Volume - 1650ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K1000
Arctic OEM 9	2100mm PW: 2200mm	2100mm PW: 2200mm	940mm PW: 1040mm	Dry - 410kg Filled - 1860kg Volume - 1450ltrs	220V / 50HZ 220 - 240VAC	Gecko In.K500



Plug & Play

Section 4

PRE-INSTALLATION & SET UP

Selecting a site for your hot tub

Choose an area in your garden that will be suitable for your hot tub, you may wish to consult your electrician to ensure the correct electrical supply can be provided before preparing the base for the hot tub to sit on. An area in front of your hot tub should be clear so that grass and debris are not transferred to the water. Allow access for steps.

Preparing your base

An unlevelled base may cause your hot tub to run inefficiently and cause major ongoing faults. When creating your base remember it must be: flat, firm and reinforced if you plan to place your hot tub on a raised platform, such as decking. Please take into consideration the average weight of filled hot tub is 1500kg, you will then need to account for the weight of 4-6 people, plus it will be placed here for a long period of time.



PLEASE NOTE – If you decide to position your hot tub 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, 600mm around each side is required to ALL sides of the hot tub, any obstacle's blocking the access may result in rescheduling. Revisits may be chargeable.

When you have decided on the positioning of your hot tub, it is fundamental that a solid foundation is in place, grass will not be 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 also be used. 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. Please refer to page 6 for the weight details of your hot tub. Using “packers” to level the hot tub 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. Any revisits will be chargeable

Service access

Access is required around the hot tub for any future maintenance, ideally 600mm.

Think about

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

- Have you allowed enough space (18in/46cm is needed) to let your cover fall behind your hot tub when using your cover lifter?
- Have you prepared the base to allow room for the steps? 600mm is what we recommend



Section 5

DELIVERY OF YOUR HOT TUB

Access + Delivery

Prior to delivery you must check that you have the relevant access for your hot tub. Please consider the following when checking your access:

- Vehicle access for 3.5 tonne van
- The route the spa will need to take
- Any obstructions, such as electricity boxes, overhanging trees, gates, steps up or down
- Drain pipes
- Window ledge
- Door steps
- Electric/gas boards
- Tree stumps
- Fence posts
- Garden furniture
- Any Height restrictions
- Sheds

If access is not possible than a crane will be required, this may require redelivery. Redelivery and crane will incur additional costs.

Hiab Cranes organised by us will include 1 hour labour for the crane company. Any additional time required will be chargeable to the customer.

If you are unsure and have any queries regarding your access, we will be happy to assist by reviewing photo's/videos sent by you. Site visits may incur an additional charge.

For any support on this matter please contact our office on **02392 471073**

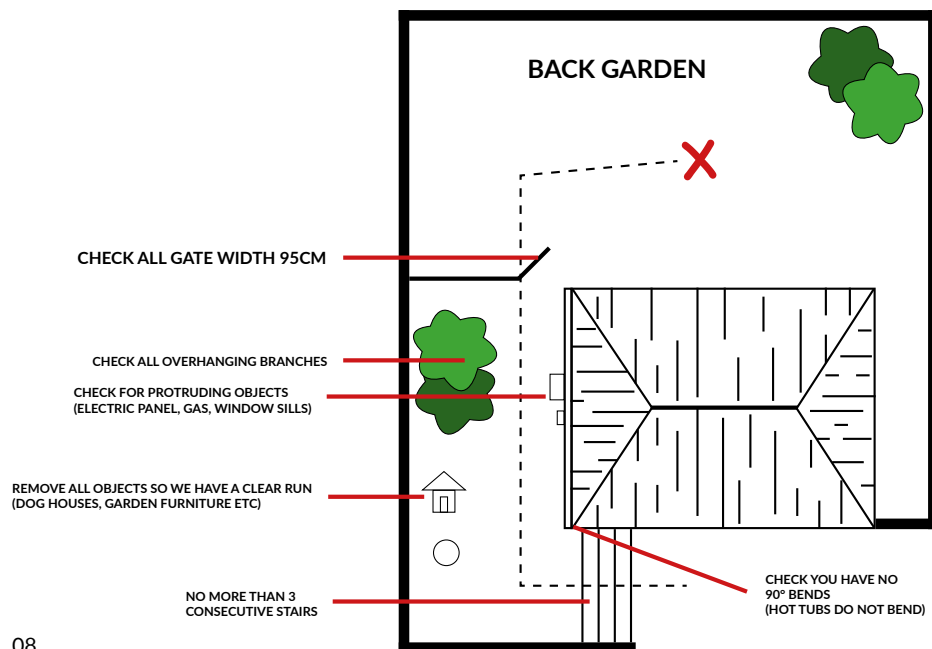
Office opening hours are...

Mon-Fri 9am-5pm

Saturday 10am-2pm

Alternatively please email us on

info@ukhottubs.co.uk



Access to the desired final hot tub position

It is very important that you have adequate access for the size of the hot tub you have chosen. Obtain the dimensions of your chosen hot tub and check the route of access for the hot tub. 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, the delivery team will not do this for you.

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 hiab vehicles would be an additional charge and would need arranging by yourselves through a third party company.

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.

Personnel

We supply a suitable amount of personnel to deliver the hot tub on our hot tub cart or hot tub sled and position in place, should any further personnel be required then this would be down to yourselves to arrange for your delivery date.

IMPORTANT – 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@ukhottubs.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 hot tub to ensure we can advise if the HIAB is suitable for your needs.

ACCESS PHOTOS

- Photo of drive and house, showing side passage of access
- Photo of side passage
- Photo of garden
- Photo of final position of hot tub
- Video from road to end position

Our colleagues will NOT be able to remove the hot tub from the hot tub cart/sledge until it reaches the base where it will be permanently situated.

Section 6

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
or
- 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 needs 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
- 25/32/48Amp supply has its own specific consumer unit
- 25/32/48Amp supply isolation switch has been positioned 2 meters away from where spa needs to be positioned
- 25/32/48Amp 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 UK Hot Tubs Ltd on 02392 471073 to discuss access.

Important - Never use an extension cord for your hot tub. The cord provided with your hot tub is the proper length and gauge for current to travel safely from the electrical outlet to your hot tub. 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@ukhottubs.co.uk referencing your 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 UK Hot Tubs 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 tub 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 02392 471073.

REQUIRED AMPERAGE FEED

If you are using a **LOW** amperage feed, the pumps will not work with the heater.

If you turn on the pumps, the heater will switch off. This will cause a little decrease in temperature (especially in the colder seasons) but only by approx. 1 degree.

If you are using a **HIGH** amperage feed, all pumps will work with the heater. The benefit of this is it will keep your water temperature topped up, especially in the colder seasons.

Using a 1 Pump System – Plug & Play

13A Low – 25A High

Whitewater Series: Trinity, Delaware & Rapid

Using a 2 Pump System

25A Low – 32 High

Freshwater Series: Bay, Lagoon, Brook, Stream, Spring & River

Deepwater: Arctic

Using a 3 Pump System

32A Low – 48A High

Deepwater Series: Pacific & Atlantic



Section 7

ELECTRICAL REQUIREMENTS

Electrical Requirements and Connections

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 latest 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

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 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 armored) cable. Your electrician will calculate the size of cable required dependent upon loading and the distance from the mains supply.

'Plug & Play' Hot Tubs (13 AMP) Electrical Requirements

13AMP (plug & play) hot tubs come fitted with a 3 pin plug which is equipped with an RDC protector, this RCD protector means the plug is much larger than a standard plug so adequate water protection will be needed. We recommend waterproof casings such as:



The plug will simply plug into a standard domestic power supply.

32 AMP and 40AMP Electrical Requirements

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 a rotary on/off switch must be sited at least 2 meters away from the hot tub so that users cannot be in the hot tub whilst touching the switch.



Figure 1: IP65 Rotary Isolator Switch

A suitable weather proof block connector can 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.

If you have booked our full installation package, our installation team will commission the hot tub and check everything is fully operational before the hot tub is 'handed over' to you, give you instruction on the control operation and provide chemical training.

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 attach enough spare cable leading from the isolator to the furthest point of the hot tub PLUS an additional 1 metre. Our technicians are qualified to connect this cable to the inside of the hot tub only.

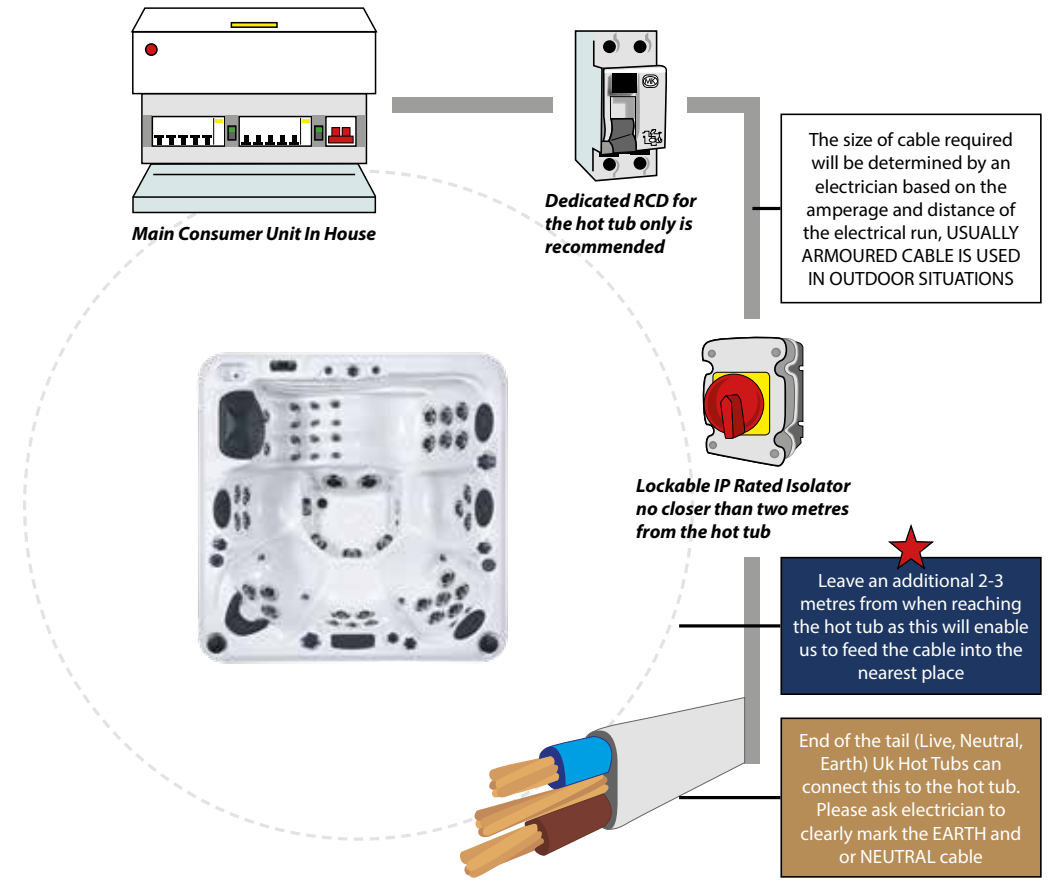
Our delivery team will NOT hardwire your hot tub to the mains supply.

Installation certificates must be provided prior to the connection of the hot tub to the electrical supply.

EXAMPLE OF THE ELECTRICAL INSTALLATION GUIDE TO INSTALL YOUR NEW HOT TUB



THIS IS A GUIDE DIAGRAM ONLY; AND IS SOLELY INTENDED AS AN EXAMPLE OF A COMMON ELECTRICAL FEED REQUIRED FOR A HOT TUB INSTALL. NEW ELECTRICAL INSTALLATIONS MUST COMPLY WITH ALL CURRENT REGULATIONS.



THIS IS A GUIDE DIAGRAM ONLY!
THIS IS SOLELY INTENDED AS AN EXAMPLE OF A COMMON ELECTRICAL FEED REQUIRED FOR A HOT TUB INSTALL. NEW ELECTRICAL INSTALLATIONS MUST COMPLY WITH ALL CURRENT REGULATIONS.

The installation of electrical supplies is heavily regulated within the UK.
Installation of the electrical supply must be undertaken by a certified electrician. Installation certificates must be provided prior to the connection of the hot tub to the electrical supply.
Always ensure that all electrical installations are in accordance with local regulations.

UK Hot Tubs Ltd

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Centre, Harts Farm Way, Havant
Hampshire, PO9 1HS
t. 02392 471 073
e. info@ukhottubs.co.uk
w. ukhottubs.co.uk



Prior to the delivery and installation of your hot tub, please ensure ALL aspects of our purchase journey have been checked.

Please make sure you have plenty of access space, a solid, sturdy base and electrics fitted by a qualified electrician. Please keep an additional 2-3 metre length of cable so that we can make the final connection to the hot tub.

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 UK Hot Tubs hourly rate.