

CARE 4 LIFE

MEMBERSHIP PLANS



BENEFITS

• SAVING YOU MONEY

With our membership scheme you could be saving money on services, chemicals, filters, accessories and components

Scenario: Pump failure outside of membership

Non-member	Member
Call Out Charge = £100	Call Out Charge = £0
Average cost of pump = £450	Average cost of pump with 20% discount = £360
Labour Fee = £72 per hour	Labour Fee = £0
Total Cost = £622	Total Cost = £360

Total Saving = £262

• DISCOUNTS

You will be entitled to 20% discount on component parts and 20% off our range of chemicals, filters and accessories

• PRIORITY

We will try our very best to have a technician with you in the event of a call out as soon as possible and will endeavour to be with you within 5 working days

• CANCEL ANYTIME

Our care packages are memberships and not contracts so you can cancel at anytime

MEMBERSHIP TERMS

MEMBERSHIP PERIOD

The membership is a rolling membership and is paid monthly by standing order on the 25th of each month. Memberships will run until cancelled by either party.

OUR OBLIGATIONS

A technician will be with you in the event of a call out as soon as possible and we will endeavour to be with you within 5 working days but this may depend on the availability of any components that may be required. This agreement only covers the hot tub and not any electrical faults beyond the hot tub. Faults to the acrylic shell are not covered under this agreement nor are issues with the structural surround and cabinet. We will only attend site during normal working hours.

WARRANTY AND LIABILITIES

Parts replaced during this membership will be warranted for one year. If you cancel this membership any parts that fail whilst under warranty will be replaced under warranty but call out and labour fees will apply. Nothing in this membership effects your legal rights.

CANCELLATION

Our care packages are memberships and not contracts so you can cancel at any time. If you cancel your membership or fail to make payments you will no longer be entitled to any of the membership benefits.

SERVICE VISITS

If your membership includes a service visit this will be carried out as such: Drain and refill will be one visit every three month period. The Annual service will be undertaken after each twelfth month. Weekly visits will be planned in accordance with our calendar schedule and we will endeavour to make this the same day each week.

COVERAGE AREA

The above pricing is inclusive of vat and for customers within a 50 mile radius from our office, additional mileage fees will apply to members outside of this 50 mile radius.

Office Address:
Unit 50, Broadmarsh, Business & Innovation Centre
Harts Farm Way, Havant, Hampshire, PO9 1HS

HOW TO APPLY

- **EMAIL OR TELEPHONE** us after selecting your package
- We will take you through a **SIMPLE APPLICATION** process
- **SECURE PAYMENT** through GoCardless
- You're all set up and **READY TO GO**

TAKING CARE OF YOU & YOUR HOT TUB



UK Hot Tubs Care & Maintenance Plans

Weekly Visits
Fortnightly Visits
Monthly Visits
Drain & Refill (every 3 months)
Additional Drain & Refill (if required)
Full Annual Service
No Call Out Fees (including first hour)
No Additional Labour Fees
Discount on Component Parts
Discount on Chemicals, Filters & Accessories
New Filters Installed at Full Service
Top up Basic, Regular Chemicals on Visits
Cover Orders

A Cost per month: £15	B Cost per month: £25	C Cost per month: £55
		✓
	✓	✓
✓	✓	✓
	✓	✓
20%	20%	20%
20%	20%	20%
10%	10%	10%

1 Cost per month: £95	2 Cost per month: £135	3 Cost per month: £210
		✓
	✓	
✓		
✓	✓	✓
		✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
20%	20%	20%
20%	20%	20%
		✓
	✓	✓
10%	10%	10%

WHAT IS INCLUDED IN YOUR SERVICE?

MAINTENANCE VISITS

A choice of weekly, fortnightly or monthly visits

WHAT IS INCLUDED?

This is an example of what is included in our maintenance visits:

Pre-works chemical test	Tub set to heat
Shock dose water	Sanitiser added if required
Filters rinsed and re-fitted	Anti scale added
All jets set to open	pH and alkalinity balanced
Air diverters open	Chemical dispenser replenished
Diverters set to middle	Review customers chemical stock
Circulate shock	Post works chemical test
Check & clean cover	Checking sanitiser, pH and alkalinity
Acrylic shell cleaned	Notify customer of any issues found
Filter cycle set and found	

OUR MOST POPULAR MEMBERSHIP

Our most popular membership is Plan B.

This membership works out to be the same cost as a one off Full Service, with the added benefits of no call out fees, no labour fees and entitles you to 20% discount.

DRAIN & REFILL

Our drain and refill service is recommended every 3 months

WHAT IS INCLUDED?

This is an example of what is included in our drain and refill service:

Pre-works chemical test	Filters jet washed and re-fitted
Shock dose water	Sanitiser added
Filters removed and treated	Anti scale added
All jets set to open	pH and alkalinity balanced
Air diverters open	UV cover protected
Diverters set to middle	Chemical dispenser replenished
Circulate shock	Review customers chemical stock
Check & clean cover	Post works chemical test
Water drained	Checking sanitiser, pH and alkalinity
Remove residual water	Notify customer of any issues found
Acrylic shell cleaned	
Fill with fresh water	
Prime pumps	
Time reset	
Filter cycle set and found	
Tub set to heat	



FULL ANNUAL SERVICE

A Full Service is recommended once a year

WHAT IS INCLUDED?

This is an example of what is included in our annual full service:

Pre-works chemical test	Acrylic shell cleaned
Shock dose water	Fill with fresh water
Chemical flush added	Prime pumps
Filters removed and treated	Time reset
All jets set to open	Filter cycle set and found
Air diverters open	Tub set to heat
Diverters set to middle	Filters jet washed and re-fitted
Circulate flush and shock	Sanitiser added
Plumbing checked for leaks	Anti scale added
Cabinet cleaned	pH and alkalinity balanced
Check & clean cover	UV cover protected
All pumps checked	Chemical dispenser replenished
Water drained	Review customers chemical stock
Heaters checked	Post works chemical test
Heater gaskets changed	Checking sanitiser, pH and alkalinity
Remove residual water	Notify customer of any issues found