



Delivery Requirements & Requests

Our goal is the complete satisfaction of each and every customer we serve. Taking a few minutes to review this document and answer a few questions, we can ensure a smooth delivery and set-up of the hot tub. Completing the second page questionnaire will assist our customer service staff in preparing for any unusual circumstances.

Delivery Information & Requirements

- Pathway leading to the final placement position of the spa must be at least 40" wide for most spas and at least 103" tall. TREES, PLANTER BOXES, ROOF OVERHANGS, AIR CONDITIONERS, GAS METERS, CHIMNEYS, GARDEN HOSE CONNECTIONS, DOWNSPOUTS, GUTTERS, ETC, must not interfere with the intended path of delivery. (The following models require a 46" wide path; Maxxus, Aspen, J-585, J-575, J-495, J-485, J-475, J-445, J-435, J-425). Path to delivery area should have no more than 2 steps up or down. Deliveries with more than 2 steps may require additional equipment and labor.

*****Note: Hot tubs can weigh upwards of 1000 lbs or more, and cannot be lifted over fences or walls. In some cases, a crane may be required to lift the spa into the backyard. If a crane is required, our customer service department will call to discuss all the particulars regarding this service. All crane charges are the responsibility of the spa purchaser.***

- Spas must be placed on a continuous solid flat surface. Examples of approved surfaces are: Concrete slab, Stone or Decking and Brick. Surfaces MUST be capable of supporting the weight of the spa when full of water.
 - Permits, if required, are the sole responsibility of the purchaser.
 - Final electrical connection is the responsibility of the purchaser and should be completed by a qualified electrician.
 - All spas must be wired according to the manufacturer's specifications and guidelines. Minimum circuit breaker requirements apply for all spas.
 - Breaker requirements for 220V units require a minimum 40amp GFCI and must be hardwired directly to spa termination block. Please advise customer service of the intended size of the breaker to be used (40, 50 or 60 amp)
 - 115/120V units may be hardwired; otherwise they require a 15 or 20 amp GFCI cord (not provided with most models).
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Please answer the following questions.

Will it be necessary to go through a gate to deliver the spa?	Yes	No
If yes, is the gate at least 40" wide? (46" wide for Maxxus, Aspen, J-585, J-575, J-495, J-485, J-475, J-445, J-435, J-425)	Yes	No
Is there a clear 40" wide pathway to the spa's final destination?	Yes	No
Are there obstructions along the path: gas meters, planters, benches, chimneys, garden hose faucets, eaves, gutters, arbors, downspouts, trees or other items in the pathway to the spa's final destination?	Yes	No
Will it be necessary to go up or down stairs in order to deliver the spa? If yes, how many steps up? _____ If yes, how many steps down? _____	Yes	No
Is the intended delivery pathway beneath the eave of a roof?	Yes	No
If yes, is the clearance at least 103" in height from the lowest point of the over hang to the ground.	Yes	No
Are there tight corners or turns along the pathway?	Yes	No
Are there obstructions of any type near the turns in the path?	Yes	No
Is the spa being recessed into a deck or other depression?	Yes	No
** If so, please ask us about service requirements and equipment access		
Are there any other special circumstances that we should be made aware of prior to delivering the spa?	Yes	No

If yes, please explain:

Our delivery crew will position the spa on the deck or approved surface. A licensed electrician may need to move the spa in order to make the electrical connection. DO NOT fill the spa until final electrical connection has been made, and the spa is in its permanent resting place. The chemical start-up kit provided at the time of delivery contains an instructional card. Please speak with your sales associate should you have any further questions about spa maintenance.