



2023 PRICE LIST





Service Price List 2023

Standard Charges:

- **Call out/Admin Charge £36 inc. VAT**—This applies to all service and labour work. It is charged in addition to onsite labour and travelling.
- **Travel mileage 45p per mile inc. VAT** -mileage is charged at this rate per mile from when the engineer leaves Catalina offices or the last job (whatever is the nearest to the client) and charged both ways.
- **Travelling Time £75 per hour inc. VAT** -is charged from when the engineer leaves Catalina offices or the last job (whatever is the nearest to the client) and charged both ways.
- **Hourly rate £75 per hour inc. VAT**—All jobs will be charged for a minimum of one hour. Thereafter charged by the hour. Partial hours will be charged as a minimum of half hour (£37.50).
- **Overnight Charges £180 inc. VAT**—this includes accommodation and sustenance.
- **Expenses**—where additional travelling expenses are incurred such as ferries, toll bridges, flights or congestion charges these will be passed to the client at cost.

DEPOSITS:

Any guaranteed payments must be paid for in advance (as a deposit.) This includes a call out charge, one hour labour minimum, estimated minimum travel time and estimated mileage. Any additional labour, travel time and parts will be charged separately. Any balance remaining will be expected to be fulfilled whilst the engineer is still onsite. By making payment you are agreeing to our full terms and conditions.



Service Price List 2023

Fixed Price Spa and Swimspa Servicing:

The cost includes 3 hours labour on site and up to 5 hours travelling. Any extra work requested by the client that falls outside of the scheduled service work or additional travelling will be charged at **£75** per hour. Please see Service Schedule for scope of works.

- All Dream Maker Spa models- **£505.20 inc. VAT**
- All Catalina spa/Clearwater models-**£572.40 inc. VAT**
- All single temp Swimspa models-**£625.20 inc. VAT**
- All dual temp Swimspa models- **£652.80 inc. VAT**

DEPOSITS:

We ask that the amount is paid upfront before the visit, this can be paid over the phone or by bank transfer.

Any additional charges outstanding **must** be paid whilst the engineer is still onsite.

By making payment you are agreeing to our full terms and conditions.



Service Price List 2023

Fixed Price Spa and Swimspa Servicing

What's Included:

- Travel to and from site (up to 5 hours total)
- All Labour associated with servicing the spa (up to 3 hours)
- Checking electrical connections on motors, heaters & all ancillary equipment
- Check PC board and all electrical connections
- Check mounting for motors, control heater and all ancillary equipment
- Check unions, valves and gaskets
- Lubricate all parts as necessary
- Add Catalina spa system flush
- Drain down spa and clean spa surface
- Check operation of all spa jets and replace as necessary
- Check on the condition of headrests
- Check operation of spa light and LED or fibre optics where fitted
- Check ozone generator, non-return valve and venturi action and fitting of new ozone chip
- Check on condition of anti-vortex valves and replace where necessary
- Supply and fit NEW filters
- Re-fill spa
- Re-stain cabinet (where applicable)
- Re-commission spa equipment
- Re-set time clock and controls
- Balance water chemicals
- Check and report on condition of spa cover
- Clean cover and treat with Catalina spa cover cleaner
- Advise on chemicals and spa operations

Please note the Service procedure on all Swimspas is a partial drain down. If you require your Swimspa to be fully drained and the shell cleaned there will be an additional charge due to the extra time on site.



All-Inclusive Service Warranty Plan:

If your spa has had no prior servicing, we could offer you our **All- Inclusive Warranty Service Plan.**

This would be available after the first service providing any recommended work is completed.

This warranty then provides 100% coverage of the original warranty issued with your spa from the first day you purchased it.

Schedule of rates 2023:

- Catalina or Clearwater Spas - **£54.50 per month (£654)**
- Catalina Single Temp Swimspas - **£60.50 per month (£726)**
- Catalina Dual Temp Swimspas - **£66.00 per month (£792)**

The above prices are inclusive of VAT

All-Inclusive Warranty Service Customer Benefits:

- Full annual Spa / Swimspa service
- Cabinet stain (where applicable)
- 20% Discount off all chemicals, parts and accessories
- Priority breakdown call out service
- Regular newsletters and updates
- Free chemical advice and testing
- 100% replacement warranty parts -No charge
- 100% labour on warranty –No charge

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All-Inclusive Service Warranty Plan:

What's Included:

- Travel to customer site
- Replacement Filters
- Check electrical connections on motors, heaters and all ancillary equipment.
- Check PC board and all electrical connections.
- Check motor mounting, control heater and all ancillary equipment.
- Check unions, valves, and gaskets.
- Lubricate all parts as necessary.
- When required, add Catalina system flush and drain down. Or partial drain down and clean waterline and refill.
- Check operation of all Hydrotherapy jets and controls, replace as necessary (charged at discounted rates.)
- Check condition of headrests, replace if worn or damaged (charged at discounted rates.)
- Check operation of Swimspa light and fibre optics where fitted.
- Check ozone generator, non return valve and venturi controls.
- Check on condition of anti-vortex drain fittings and replace where necessary (charged at discounted rates.)
- Re-stain cabinet.
- Pre-commission Swimspa equipment and commence refilling.
- Re-set time clock and controls.
- Balance Water Chemicals.
- Check and report of condition of cover.

Please note the All-Inclusive Warranty Service procedure on all Swim Spas is a partial drain down. If you require your Swimspa to be fully drained and the shell cleaned there will be an additional charge due to the extra time on site.



All-Inclusive Service Warranty Plan:

What's **NOT** Included:

- Ozone units
- Consumables, i.e. underwater light or fibre optic bulbs & chemicals.
- Refilling swim spas - We will leave the Swimspa filling and give instructions to turn the unit back on.
- Bleaching, fading, staining and wear and tear to the shell surface and/or the cabinet.
- Damage caused by leaving the spa empty, partially drained or switched off.
- Insulation cover or fixing straps. Repair of accessories, such as stereos, steps, cover lifters and handrails.
- Repair/replacement of associated equipment such as heat pumps, submersible pumps, dehumidifiers or alternative air handling systems (these can be covered with a separate agreement).
- Any failure in the electrical supply, such as plugs, sockets, isolators, cabling and fuses.
- Repair due to failure caused, either directly or indirectly, by poor maintenance and/or misuse.
- Repair, damage or loss caused, either directly or indirectly, by a repair, service or maintenance carried out by anyone other than Catalina engineers.
- Repair or loss caused by any kind of accident.
- Consequential loss of any kind.
- Loss of use while the spa is unusable and awaiting repair.
- Costs associated with clearing restrictions from the work area or removing the spa from restricted areas, such as decking, enclosure or building.
- Any failure or damage caused by natural events or disasters, such as flooding, hurricane, blizzard, riot and lightening.
- Any failure or damage

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