



**DELIVERY  
OF YOUR HOT TUB**



**VISIT OUR WEBSITE**

**[WWW.H2OHOTTUBS.CO.UK](http://WWW.H2OHOTTUBS.CO.UK)**

**OR CALL US ON**

**0333 990 0320**





# CONGRATULATIONS

**Thankyou so much for choosing us.**

Exciting! You have just ordered your brand-new H2O Spa hot tub. We know you can't wait for it to arrive so you can sink into those bubbles!

Now that you have placed your order, the next step is to consider delivery.

As part of your hot tub ownership, it is important that you read this document fully to understand what we require to be able to deliver your hot tub safely and efficiently.

So make yourself a cup of tea, and read on...





# THE JOURNEY



## STEP 1

The shiny new hot tub arrives into the UK and is then brought into stock at our Nottinghamshire warehouse where it's checked and logged.



## STEP 2

Our friendly team will contact you by telephone to arrange a suitable and convenient delivery date, usually within 7-10 days.





# THE DELIVERY

**What happens next depends on the delivery package you've booked.**

## **KERBSIDE DELIVERY**

A single driver will bring the hot tub to your home. He'll remove it from the truck and leave it on its side, fully wrapped, on a pallet on your driveway. He will not bring it into the garden.

## **DELIVERY & POSITION**

A two-man team will bring the hot tub to your home and, using our specialist equipment, move it into your garden and put it in its final place, provided suitable groundwork has been prepared beforehand.

It's then ready for you (or an electrician) to connect. You set up the hot tub yourself.

## **DELIVERY & INSTALLATION**

As above, we'll position the spa, then connect it to your electricity supply (provided it has been prepared in advance by your electrician). We'll install any accessories, such as a cover lifter and steps.

We'll then fill the hot tub using your hosepipe, test it is fully operational, and add chemicals. We'll give you a brief overview of its operation, making sure you're comfortable with the features and controls.

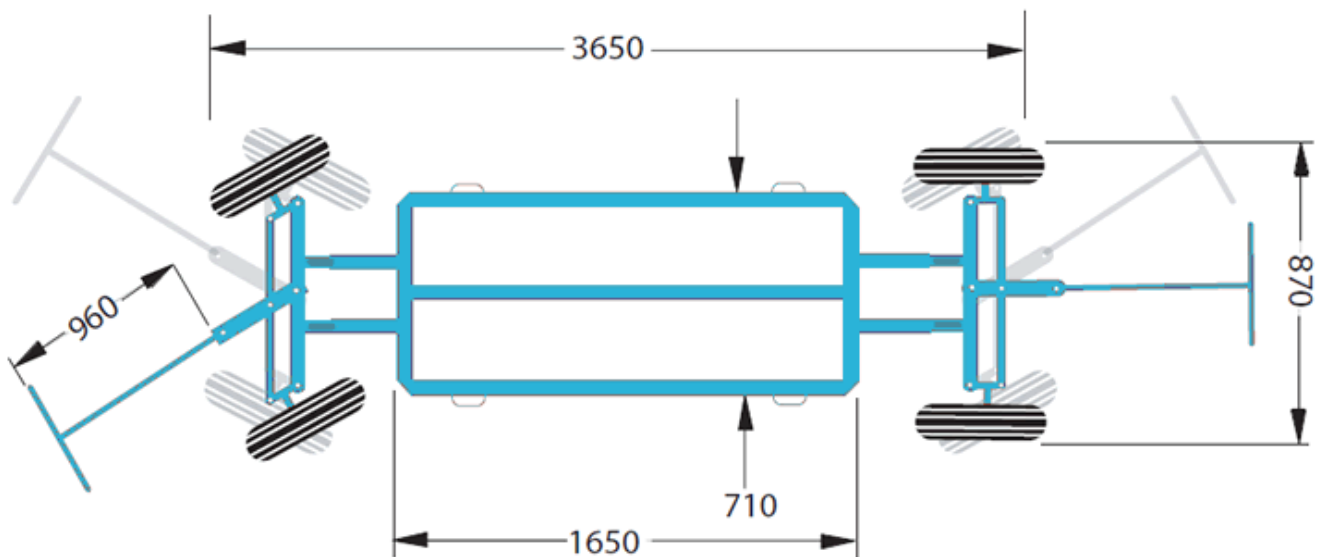


# DELIVERY PROCESS

We have a range of specialist equipment that is designed and built for moving hot tubs safely, including our SpaKart and SpaSledge.

Primarily, we will use the SpaKart as this is the easiest method due to it having wheels and a double axle.

The dimensions (in mm) of the SpaKart are below:



Note the length of the kart and its wheel axles – tight 90-degree turns are often not possible, so please ensure you consider the route to your garden.

Our hot tubs are delivered on their sides, on the kart. Many are over 90cm in depth, meaning they will be almost 100cm wide when on the kart.

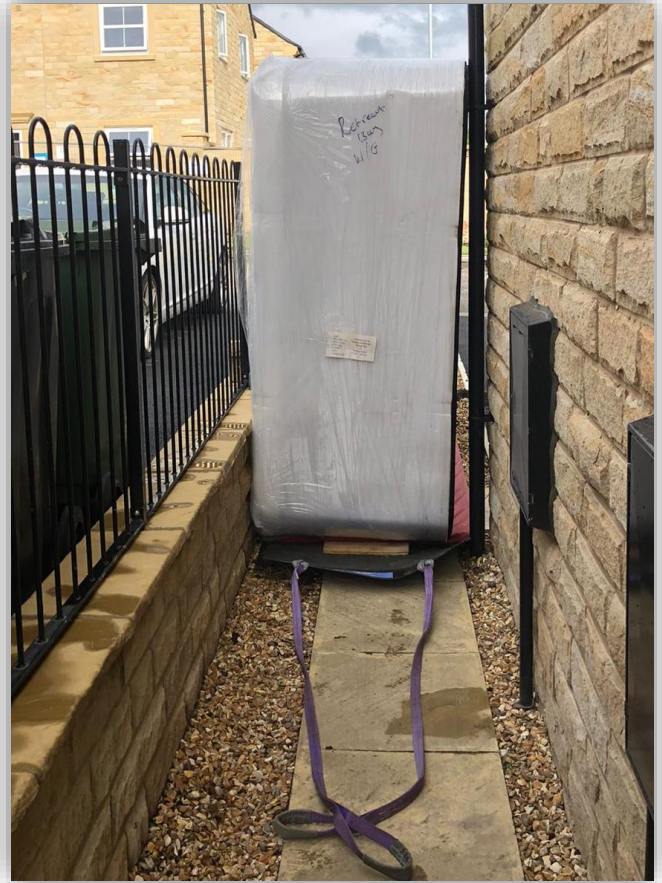
We require a minimum of 100cm of clear width, including drainpipes, taps etc.

Bear in mind the hot tubs length will become its height when it's on its side, so any drainpipes, vents and windowsills will need to be considered.

If you do not have sufficient access, you may need to consider an alternative route.

Can fence panels be removed, for example? Or gates?

Bear in mind this will need to be ready upon our arrival as we do not make any modifications to your property.



**If you are in any doubt, email us photos or a video of the route from road to final position so we can assess it beforehand.**





If the hot tub needs to be lifted over a garage, wall, fence, or the entire property, this can be done with either a HIAB or a full crane. The cost for this can vary from £250 for a HIAB to £500-700 for a crane.

You will need to research local companies to find the best solution to meet us on site ready for the delivery, then book and pay them directly.







# WHAT YOU NEED TO DO

For a successful installation, you'll need to have a few things ready.



**Firstly, a hosepipe...** for filling your hot tub with water.

## **POWER**

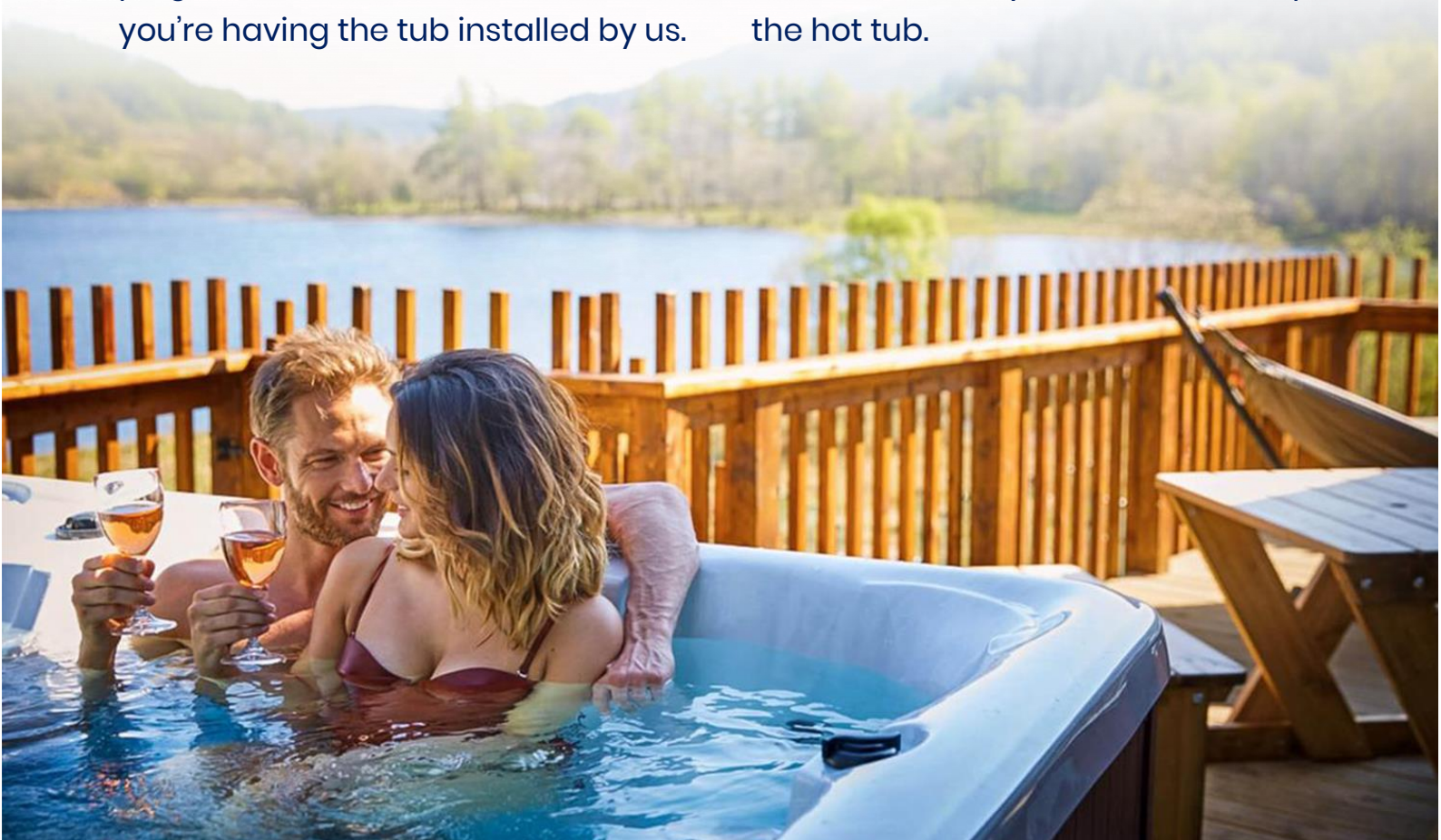
You need a qualified electrician for this. We recommend all power points are at least 2m from the hot tub and any splashing.

### **13A Plug & Play**

A standard outdoor 3-pin UK socket which is roughly 2m from the hot tub, which will come with a 2m cable and plug. This can be extended to 5m if you're having the tub installed by us.

### **32A**

An outside socket with a rotary isolation switch and 6mm 3-core SWA cable with 6m of tail wire connected to the switch, ready for us to hook up to the hot tub.







When it comes to your base, your hot tub should be installed on flat, level surface such as patio slabs, reinforced decking or a poured concrete base. Hot tubs are **very heavy** when full of water and people.

**A hot tub cannot be installed on grass or mud**, as it will likely sink and become uneven over time. Additionally, a non-level base (such as uneven patio slabs) can void your structural warranty as it could cause the base and internal frame of the hot tub to warp over time.

If you don't have a solid base, check out the Smart Deck from Leisure Concepts – a series of connected pads that form a solid base.

When planning your base, think about what else you want around the hot tub, such as steps, place for the cover, plants, a gazebo or seating.







# **TIME TO ENJOY YOUR HOT TUB**

