



HOT TUB OWNER'S GUIDE



WE POOLS
PATIOS
KNOW HOT TUBS



THANKS FOR CHOOSING PIONEER FAMILY POOLS

Congratulations on the purchase of your new Hot Tub! We wanted to take this opportunity to say **Thank You!** for choosing us. Our goal is to provide our customers with the tools they need to be able to create their dream backyard retreats that can be enjoyed year after year. We work closely with our manufacturers and service our own products to provide the turnkey ownership experience you deserve. Of course this is an exciting purchase, and there are a few things you need to know before you can start Hot Tubbing.

The following Guide will help make sure your delivery, installation and start-up go as smoothly as possible. If we require photos, we ask that you send them as quickly as possible in order to avoid any possible delays in the delivery of your new Hot Tub.

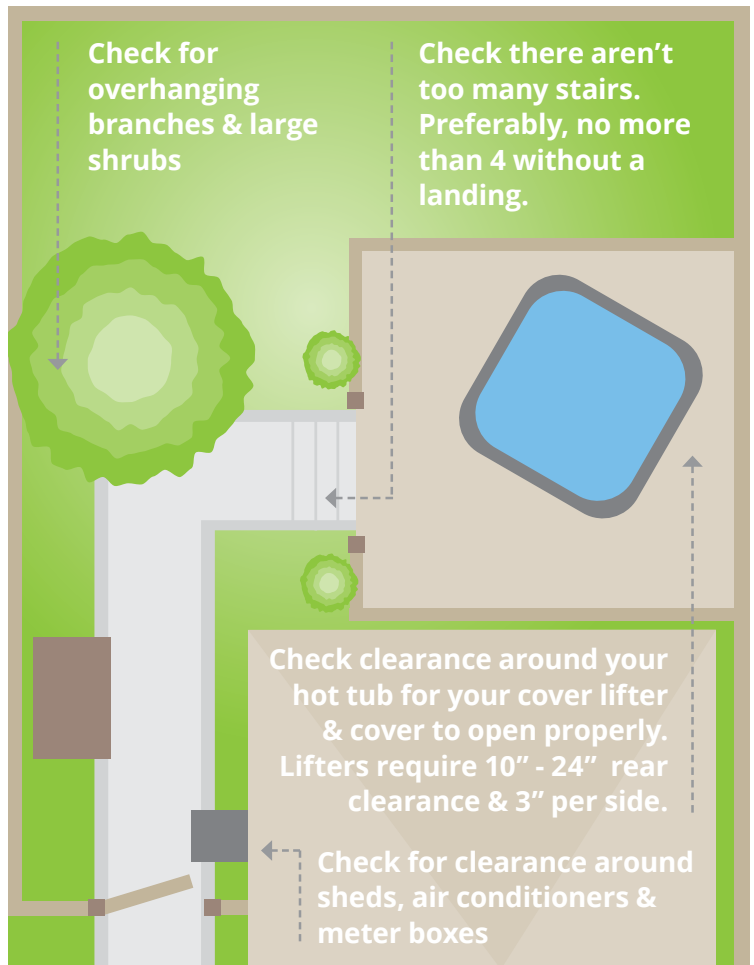


We're Always Here To Help!
Your Pioneer Family Pools Staff

WHAT'S NEXT? OUR PRE-DELIVERY CHECKLIST

After you've selected a preferred week for delivery our Delivery Coordinator will contact you one week prior to your requested delivery to set a specific date. Due to weather, traffic and other considerations we can't guarantee a specific time but we will do our best to accommodate your needs. The Delivery Team will call approximately an hour before arrival.

The Coordinator will review information regarding access to your yard, the location where your Hot Tub will be placed, as well as measurements and/or pictures to ensure our Team is well-prepared for your delivery.



REMEMBER!

- We need a minimum of 42" W x 9' H access from our Delivery Truck to the final location of your Hot Tub
- Please make us aware of any elevation (steps, hills or walls etc.) that are in the path from the curb to the Hot Tub's final position and ensure the path is clear prior to our arrival
- Obstacles such as air conditioners, gates, fence sections, gas meters etc. need to be removed prior to our arrival. We cannot remove these due to liability issues, or lift your Hot Tub over a fence or air conditioner



BE PREPARED

To get your Pre-Delivery Guide for your specific Hot Tub, please visit:
pioneerfamilypools.ca/service/pre-delivery-guides

NEXT UP PAD INSTALLATION

Contained in the Pre-Delivery Guide are instructions for your new Hot Tub. This includes technical information you require for the installation of your new Hot Tub. Please familiarize yourself with this document. pioneerfamilypools.ca/service/pre-delivery-guides

It is **critical** that your electrician or other contractors review and understand these specifics prior to installation.

Many of our Hot Tubs have unique electrical connections that some electricians may be unfamiliar with.

Before your pad is installed, ensure that you've left enough clearance for your cover lifter and hot tub cover to open properly. Here are a few things to keep in mind when planning your space:

- **The Upright Cover Lifter requires 10" rear clearance and 3" per side**
- **The Cover Cradle I and II Cover Lifters require 24" rear clearance & 3" per side**
- **The Lift 'N Glide Cover Lifter requires 14" rear clearance & 3" per side**
- **Hot Tub Covers on Utopia models can only be installed front to back**
- **Plug 'N Play cords are 15', however, after installation they are only 12', as 3' remain inside the cabinet**

Note: Ask our Hot Tub Experts for side to side cover lifter install options.



REMEMBER!

If you've chosen to have Pioneer Family Pools prepare a concrete pad we'll set up a time to inspect your property to ensure an efficient installation.

If another Contractor is installing the pad, please note that the pad should be left for at least a week to cure before the Hot Tub is placed on it.

If you've chosen our Electrical Installation Package, a representative will contact you within 2 business days to set up a property inspection. This inspection will ensure your installation meets the guidelines of this Electrical Installation Package. Any cost for extra work to meet electrical code requirements or work outside of the Package coverage will be given to you up front at this time for your approval.

If another Electrical Contractor is used, please be aware you may incur diagnostic charges if the Hot Tub is hooked up incorrectly. Any damage caused by incorrect electrical work will not be covered by Warranty.

As your delivery week approaches your Sales Rep will touch base with you to finalize the financing paperwork or final payment. Please remember that final payment is due prior to the day of delivery.



THE BIG DAY

HOT TUB DELIVERY

This is where it gets really exciting! Please ensure that our team has clear access into your yard. You do not have to be present for delivery but your certainly can be if you'd like. If you have chosen the Electrical Package our Delivery Team will coordinate with them to have your Hot Tub connected as soon as possible following placement of the Hot Tub.

Each installation varies but rest assured it will be done in the quickest and most efficient manner possible. If you will not be home at time of delivery please outline the Hot Tub location with chalk. Also mark the direction you would like the front of the Hot Tub (where controls are) to face and which direction the cover lifter will open with an arrow.

Our two-person Delivery Team will bring your new Hot Tub in and place it exactly where you've indicated. They will install any cover lifters, safety rails or accessories. Once complete they will take you through a quick overview of your Hot Tub, showing you how to fill and start it properly.

After your Hot Tub is filled and running it's time to make contact with your Sales Representative to book a time for your orientation! Remember to bring a fresh water sample with you. This takes 15 - 20 minutes and we will walk you through all you need to know to maintain and enjoy your Hot Tub. You will leave with your chemical kit, a Help Sheet with your weekly and monthly maintenance tasks as well as a water analysis telling you exactly what you'll need to do to balance your water when you get home!

We're as excited as you are for your new Hot Tub and always remember that we're always here to help you with any questions you have about your Hot Tub!



TO-DO LIST!

Once our Delivery Team leaves and the electrical has been connected:

- ▶ **Fill your Hot Tub as directed**
- ▶ **Once filled turn on the main breaker (GFCI) & your Hot Tub will begin to heat**
- ▶ **If your Hot Tub is hooked up via 220v power, it should take approx. 12 hrs to heat up to temperature**
- ▶ **If you have a Plug 'N Play it can take up to 24 hrs to reach temperature**
- ▶ **Note: These are guidelines and can vary based on air temperature and the water temperature coming out of your hose**

HOT TUB CHEMISTRY GUIDELINES

WHEN TO DO IT	SPA MAGIC WHAT TO DO	SPA FROG WHAT TO DO	ACE SYSTEM WHAT TO DO
Start-Up	Balance pH and Alkalinity 160mL Natural Enzyme (3 Capfuls) 15g of EZ Brom (1 Tbsp) 90g of Spa Magic (2 Caps) 60mL of Metal Guard (6 Caps)	Balance pH and Alkalinity Set Spa Frog to 4 or 5 100g of Non-Chlorine Shock (4 Caps) 60mL of Metal Guard (6 Caps)	Balance pH and Alkalinity Add Vanishing Act Hardness Pillow for 24 hrs. Flip it after 12 hrs Add Salt as per Ace Owner's Manual Add 5 Tbsp of Energize every day until Chlorine level is maintained Set use Level to 8 Set to Level 6 when you maintain a Chlorine level
After Each Use	½ - 1 Tbsp of Ez Brom after each use, depending on bather load	Set Spa Frog to 2 or 3 ½ - 1 Cap of Non Chlorine Shock	1 Tbsp of Energize after each use
Weekly	Test the water and balance according to your test strips 90g of Spa Magic (2 Caps) 80mL of Natural Enzyme (1.5 Caps) 30mL of Metal Guard (3 Caps)	Test the water and balance according to your test strips 100g of Non-Chlorine Shock (4 Caps) 30mL of Metal Guard (3 Caps)	Test the water and balance according to your test strips Adjust Use Level based on bather load
Every 2 - 3 Weeks	Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution	Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution	Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution
Every 3 Months	Prepare Hot Tub for draining by removing and soaking Filter Cartridges in a Cartridge Cleaner Solution or purchase new Filters Add 250mL of Whirlpool Rinse and run the jets for 2 hrs. Drain & refill Replace Nature2 Clarifier Spa Stick	Prepare Hot Tub for draining by removing and soaking Filter Cartridges in a Cartridge Cleaner Solution or purchase new Filters Add 250mL of Whirlpool Rinse and run the jets for 2 hrs. Drain & refill Replace Nature2 Clarifier Spa Stick	Drain & refill the Hot Tub (every 6 months)

IDEAL RANGES - SPA MAGIC & SPA FROG		IDEAL RANGES - ACE SYSTEM	
Bromine	3-5ppm	Bromine	1-5ppm
Alkalinity	80-120ppm	Alkalinity	80-120ppm
Phosphates	0-500 ppb	Phosphates	0 ppb
pH	7.2-7.8	pH	7.2-7.6
Calcium	100-300 ppm	Calcium	25-75 ppm
		Salt	1500-1800ppm

Please Note:

All chemicals should be poured near the filters for even distribution, with the jets on high or by activating a clean cycle. All air jets should be turned off. Always wait 30 minutes to use the hot tub after applying chemical treatments. A longer wait may be required if bromine or pH Down have been added.

CUSTOMER DELIVERY INFORMATION

1. Your Salesperson:

Name: _____

Email: _____

Tel. _____

2. Confirmed Delivery Date:

Delivery Coordinator Contact Info

T. 905.937.0481

E. spaorders@pioneerpools.com

3. Delivery Time Frame:

4. Path Clearance (Min. 42" W x 9' H)

Lowest Height _____

Narrowest Width _____

5. Financing: Yes No

Application Approved

ID Verified

Void Cheque Submitted

Financing Agreement Signed

Letter of Completion Signed

6. Electrician:

Company: _____

Email: _____

Tel. _____

Confirmed Hook-Up Date: _____

7. Concrete Pad: Yes No

Company: _____

Email: _____

Tel. _____

Confirmed Pour Date: _____

8. Crane: Yes No

Company: _____

Email: _____

Tel. _____

Confirmed Lift Date: _____

10. Day of Delivery:

Path from Front of Property to Spa Pad is Clear

Pad Prepared and Cleared

Gates, Fence Panels, Arbours or Overhead Obstructions Removed Prior to Delivery Team Arriving

Air Conditioners, Gas Meters, or Other Objects Obstructing the Path are Removed Prior to Delivery

Pioneer Family Pools



At Pioneer Family Pools we pride ourselves on being the experts that can make your backyard dreams a reality. With numerous locations across Southern Ontario we're able to provide the best sales, installation, and service to the largest geographical region possible.

Visit us in-store or online at pioneerfamilypools.ca | Spa Delivery Office 905.937.0481

WE KNOW POOLSPATIOSHOTTUBS