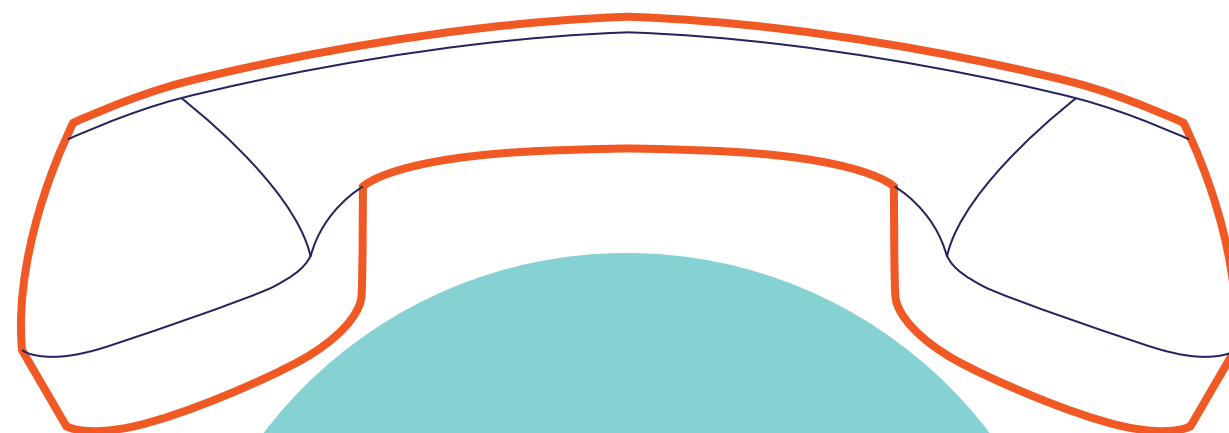




# SPA WORLD

## Pre- delivery Guide



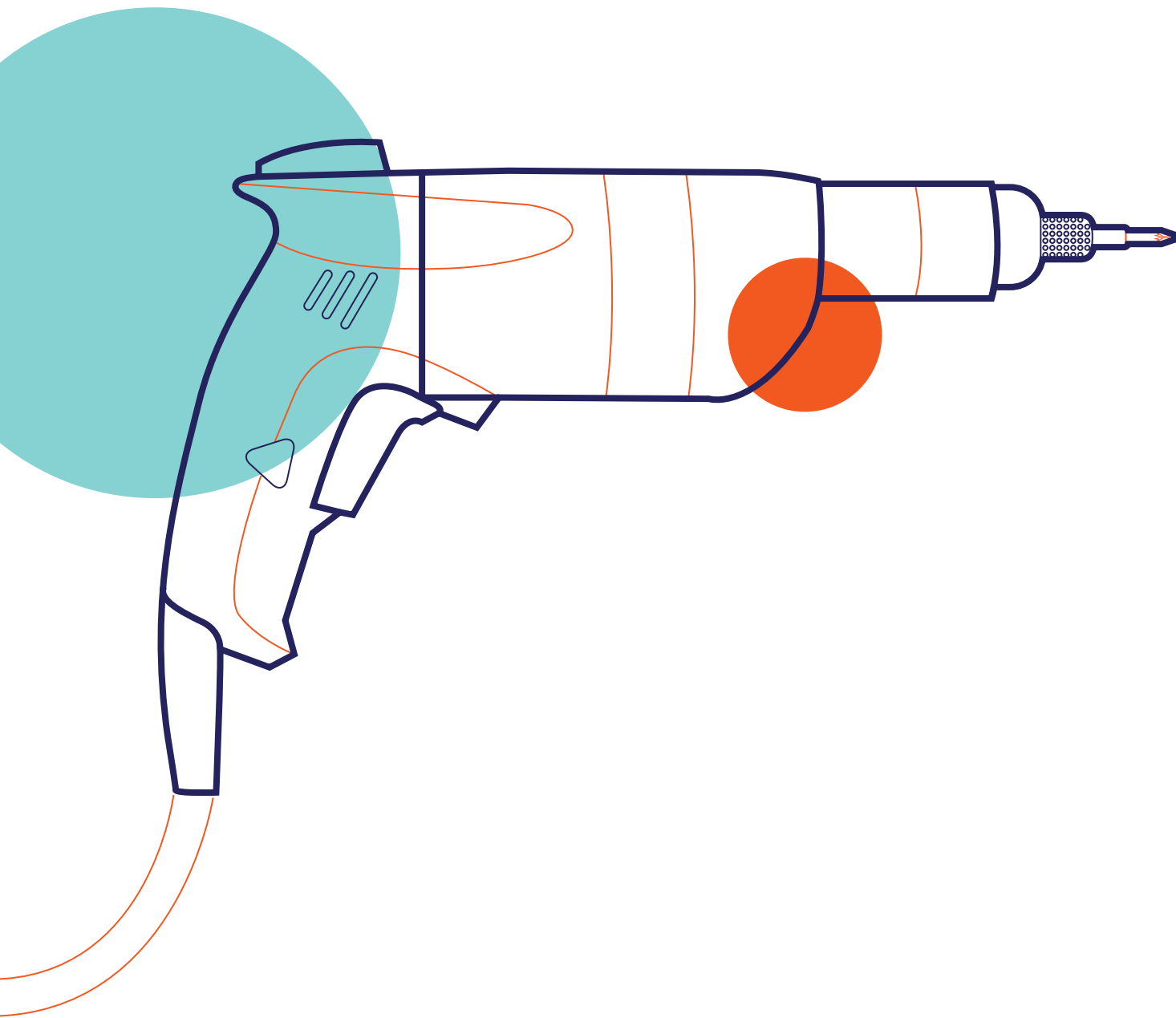


# HELLO!

This document is designed to provide all the information you need to ensure the smooth delivery and installation of your spa or swim spa.

Please read it carefully and talk to your sales person immediately if you require any further clarification.

Contact your salesperson for information.



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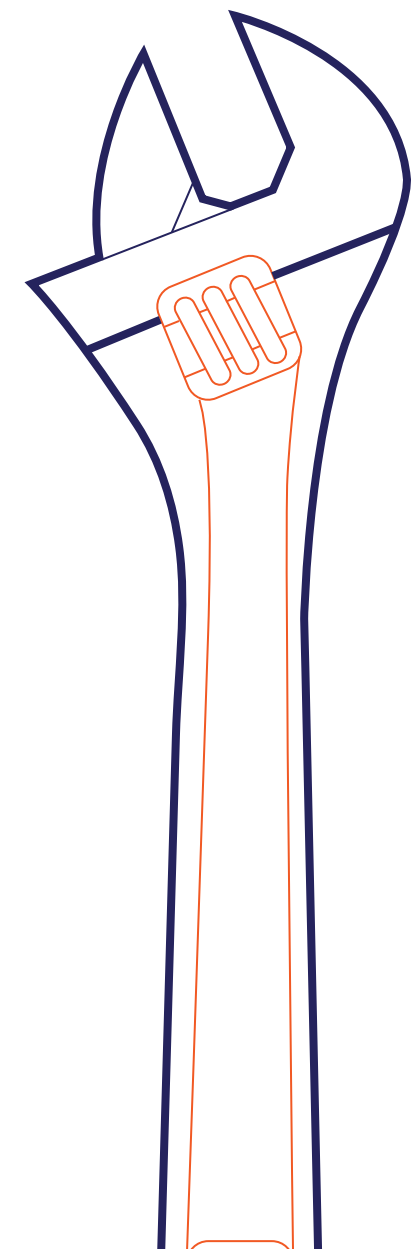
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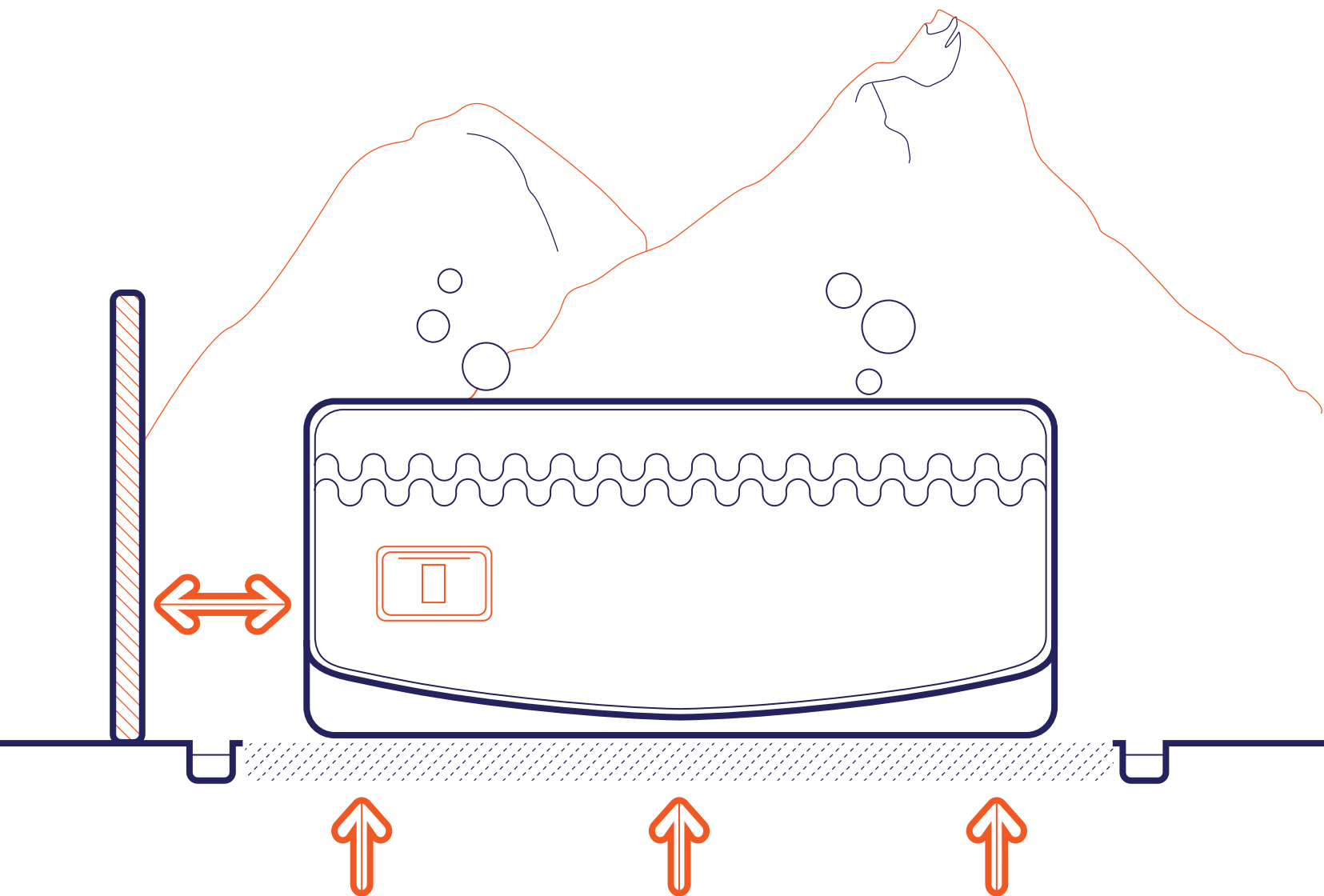
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# THINGS TO CONSIDER BEFORE YOUR SPA IS DELIVERED.

Your spa needs a solid, flat, level foundation, with adequate drainage.

It must be positioned to allow for adequate service access on all sides and of course, to take in the best view.



## Recommended foundation or base.

If the foundation is inadequate, it may shift or settle after the spa is in place, causing stress to the shell and cabinet, and voiding the warranty.

Your spa will weigh anything between 1200kg and 2500kg (that's between 1.2 and 2.5 tonnes, about the same weight as an average family car or 4x4). Swim spas can weigh up to 9 tonnes. We therefore recommend the following surfaces:

- 1) 100mm thick reinforced concrete pad
- 2) A deck built to Australian building standards and certified by a qualified engineer that it can carry the full weight. Please consult your products spec sheet for weights which can be found at [www.spaworld.com.au](http://www.spaworld.com.au)

## Drainage.

Make sure that if the spa or swim spa is to be positioned near a slope, dip, trough or below ground level, there is adequate drainage for any ground water to run off. In this instance we recommend a land drain around the four sides of the spa. Damage caused by flooding is not covered under warranty.

## Service access.

If you are building a deck around the tub, sinking it slightly, or placing it against a wall, ensure easy access is provided to the service panel. This is almost always located on the same side of the spa as the touch pad.

You must ensure that it is possible to drain the spa and move it to gain access to the other three sides if next to a wall or other object. (Access for spa repair is the customers responsibility)

## Positioning your spa.

Proper planning will enhance the enjoyment of your spa experience and protect your privacy.

Do you need quick and easy access? If so, placing spas close to the house or changing room is ideal. Perhaps you want extra privacy by adding a gazebo?

Do you have a view to admire from the spa? If so, consider how the spa can be best rotated so the seating faces the view without obstructing the service panel.

# SINKING YOUR SPA INTO THE GROUND OR DECKING AROUND IT.

Decking can create a stunning visual effect, and by stepping down into your spa or swim spa, you benefit from added privacy and easier access.

However, you need to allow for service access to your spa on all sides.



## Allowing for service access to your spa or swim spa.

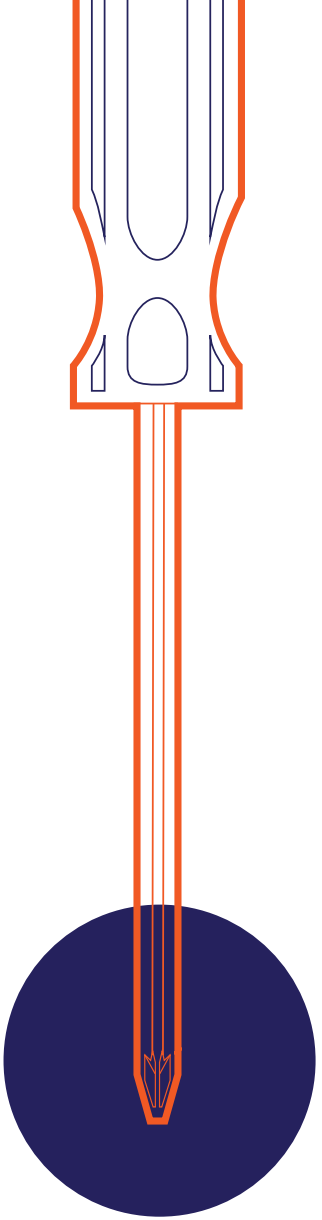
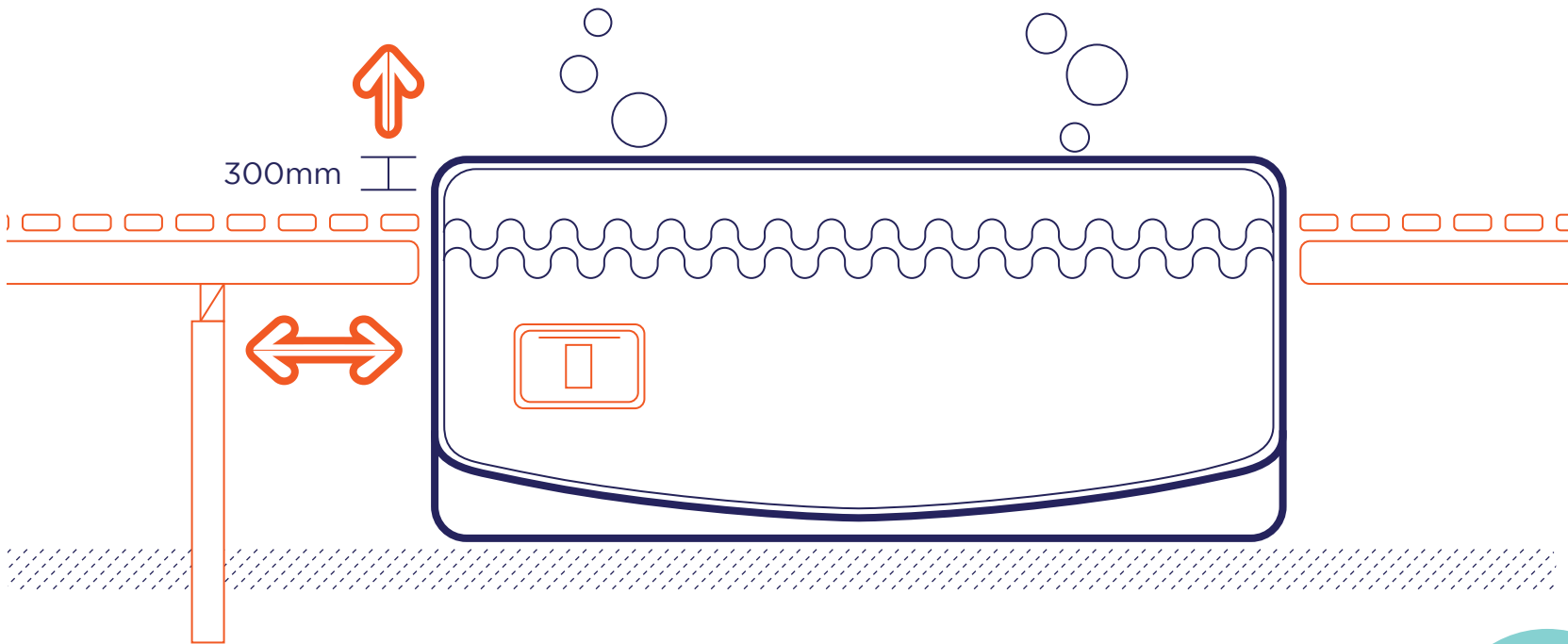
All spas and swim spas require access to the service panel. If the spa cannot be moved freely (i.e. it is sunk in a pit or surrounded by decking) sufficient access is needed for our technicians to service your spa.

We recommend you allow at least 600mm clearance on all four sides for spas and 900mm for swim spas.

If you are decking around the spa or swim spa, we strongly advise that you do this after the item has been delivered. Swim spas cannot be moved without a crane, so it is important that they are spaced at least 900mm from any buildings, fences or retaining walls to ensure sufficient access to all panels.

When decking around your new pool, we advise that you place upright supports at regular intervals around the spa, set back 600mm, then cantilever the joists so that the deck is self-supporting around the spa. This way our engineers can access any service panels if required.

It is a recommendation of Spa Worlds that you position your spa to sit 300mm above the deck height, this allows for safe entry and exit into the spa and most importantly allows for the hardcover safety clips to be attached to the spas cabinet. If your spa shell is level with the deck, you will need install these clips onto the deck and they become a toe and trip hazard, typically ending with either a broken toe or broken clip.





# SPA DELIVERY.

## Standard deliveries.

Any local delivery charges that have been included in the sale are for Spa World's standard delivery with two people and a trolley. If the spa can be put into place with that two people using only a trolley then there will be no extra charges.

If the delivery team arrives, and the spa cannot be put into place as described above, the delivery team will discuss options with that may incur extra charges.

*To avoid disappointment at the time of delivery, please read the following carefully:*

## Access requirements.

Your sales person should have discussed access requirements with you when you purchased your spa. In addition to the dimensions of the spa, you need to allow 300mm for the height of a trolley.

For example, if your spa is 2350 x 2350 x 930mm and is to go on its side to the position, you must allow 2650mm in height and at least 1 metre in width when measuring. If it needs to turn corners they have to allow for the width and also the length.

## Deliveries requiring a crane.

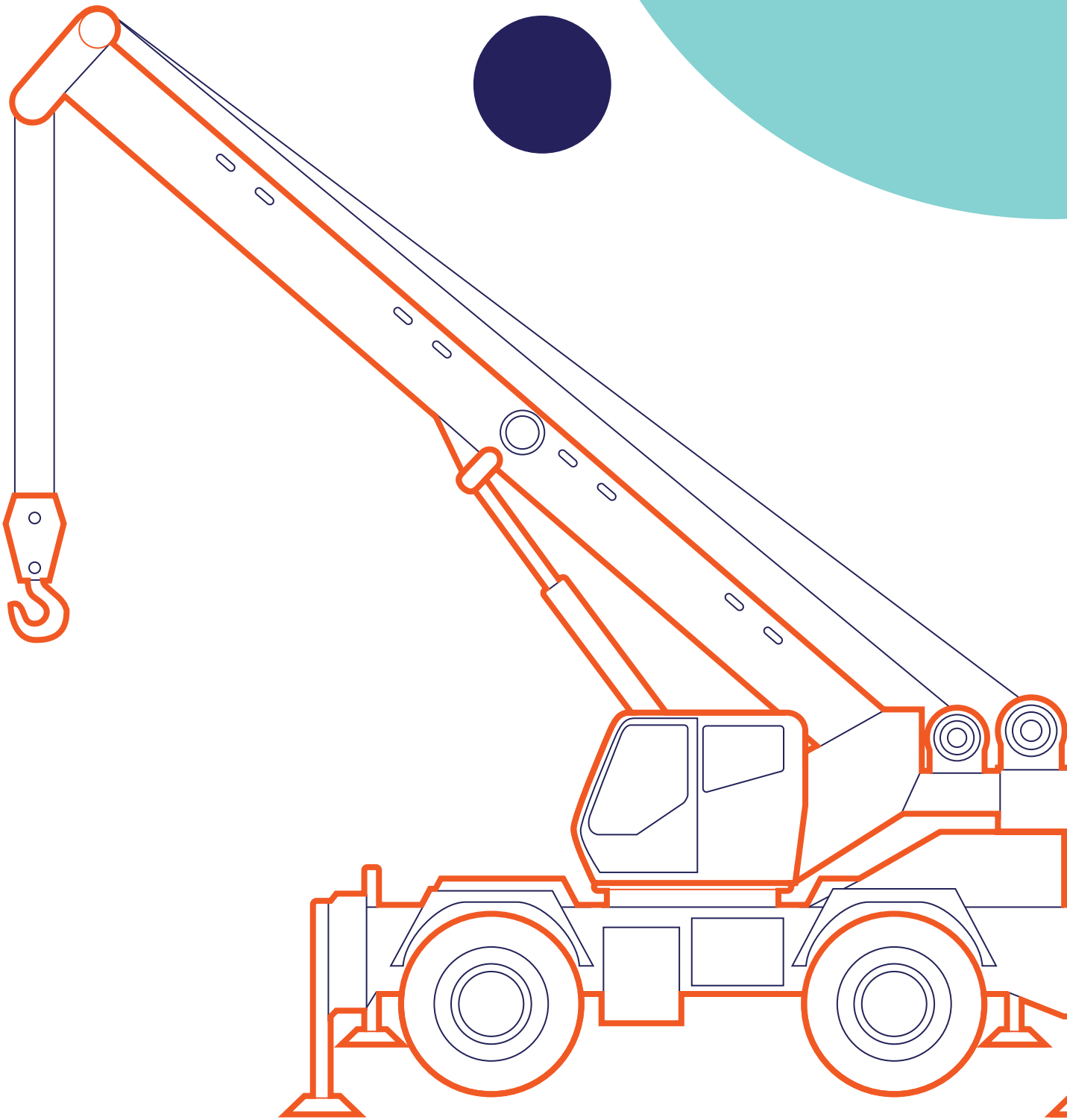
If access is difficult, a crane may be required. Cranes are not as expensive as you might think and provide an easy solution for getting spas and swim spas into tight spots.

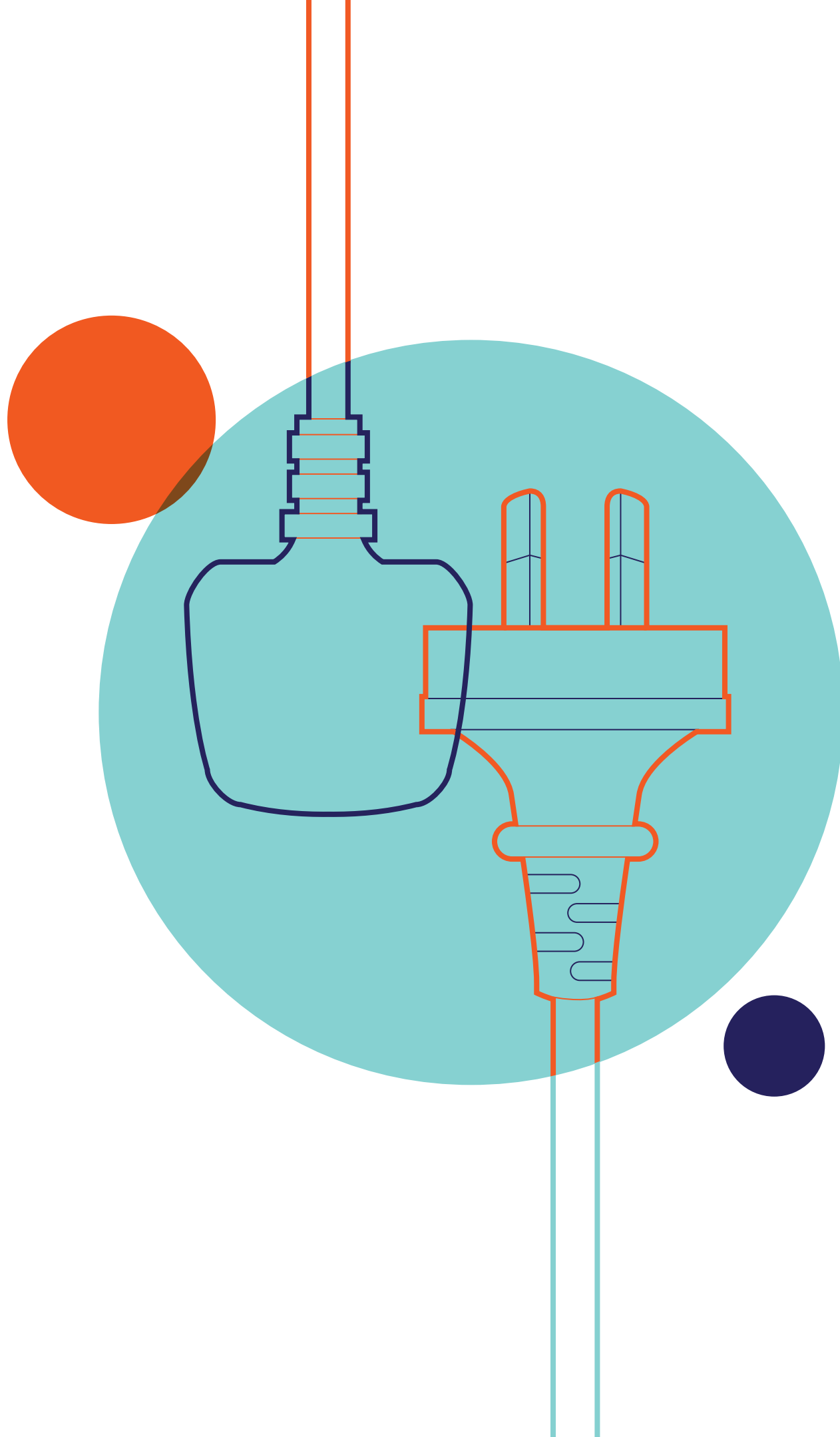
A swim spa will almost always require a crane. In some situations, if the delivery truck has a hiab crane, this can be used for a small additional cost, preventing the need to hire a crane.

Request that your chosen crane company visit your property to assess any potential access problems and to ensure that the intended site is within safe reach.

While spas can often be lifted without spreader bars, this is at the discretion of the crane company and we insist that they are used for lifting swim spas.

It is the sole responsibility of the crane company to ensure that the spa is moved without damage, and it is your responsibility to ensure that they are suitably insured for damage occurring to either your spa or your property. We can not and will not be held responsible for any damage to persons or property while the product is in the air, or while the crane is operating.





# ELECTRICAL INSTALLATION.

## You must use a qualified electrician.

In the comments section of your invoice, the salesperson should have noted the amount of amps that your spa requires to operate. If you cannot see this note, please call your salesperson as soon as possible. This information is what you need to provide to your electrician for them to quote correctly.

Please only use a qualified electrician who will be able to recommend the safest and most efficient installation method.

## 10 and 15 amp spas.

Spas that are listed as 10 or 15 amps will require an outdoor waterproof power point with an earth leakage protection device (unless there is one already fitted to your switch board). There is a power lead on these spas that is approximately 3 metres long and located under the touch pad. This means for the cord to reach the power point you need to position the touch pad side of the spa to within 2m of the power point.

(Please check with your electrician but in most cases you cannot have the power point closer than 1m to the spa for safety reasons).

## Spas requiring 32 amps or more.

If your spa is 32 amps or more, it will need to be hard wired by your electrician. This typically means that your electrician is required to make two trips: the first to do initial connection work and the second to connect the wires after delivery and before handover.

We recommend that you arrange for an electrician to come out after the spa delivery date in case of delays with delivery.

## Wire placement.

Electrical connections for your spa are typically found under the touch pad of your spa.

## 10 and 15 amp systems.

To provide maximum flexibility, the spa cabinet is not pre-drilled to allow the power cord to be run out of the cabinet. Therefore, a 60mm hole should be drilled in the appropriate position. A special transition cap is provided to tidy the hole and this will be found with the spa's instruction manual.

## Spas requiring 32 amps or more.

When hard wiring the spa, the electrician will typically drill a hole in the cabinet and run conduit to connect the spa electrics. Please discuss where you would like this hole drilled with your electrician.

Alternatively, if you are preparing a new base for your spa or installing onto a deck and would like to conceal the power, please follow these instructions:

Mark out where your spa will sit on the base with the correct dimensions. Then measure in 300mm from the corner where you want the power to come from. You can have your electrician run conduit before the base is prepared so that when the spa is delivered the power will come from underneath the spa and be concealed.

When the delivery driver arrives you will need to advise them of the power location and that they will need to prepare a hole in the base to accommodate the cable.

(As every spa is different we cannot guarantee that every spa will accept this method of installation.)

# HEAT PUMP CONNECTION INSTRUCTIONS.

1. Turn off spa and close shut off valves to the circulation pump and controller. (Marked 1 on the diagram)
2. Consult the Spa Net installation guide to connect power and control wire.
3. Remove existing plumbing between circulation pump and SV controller. (Marked 2 on the diagram)
4. Fit the new 40mm circulation pump union supplied and point it in the direction where the heat pump will be located.
5. Cut holes into the cabinet where the pipe will run into the heat pump, be sure cut the holes at a height that allows the pipes to remain even and supported on the cabinet.
6. Run 40mm pipe from the circulation pump to the inlet of the heat pump.
7. From the outlet of the heat pump, run 40mm pipe to the inlet of the SV controller using the supplied union to make new the connection.

**NOTE:** You must use PVC hard pipe on the outside of the spa, flexible pipe may only be used internally.

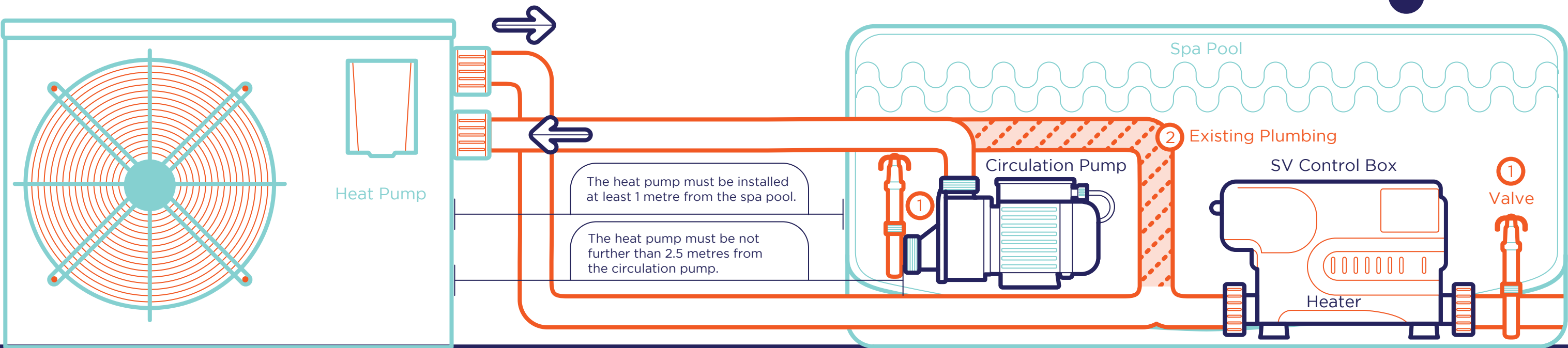
8. Open the shut off valves. (Marked 1 on the diagram)
9. Undo the top outlet on the heat pump to bleed air out of the system.
10. Close it once water comes out and then switch on the spa.
11. Make sure the circulation pump is flowing and is free of any air locks.
12. Depending on the installation, purezone filters may create a flow error, we suggest replacing this filter with a standard paper version.

## Parts supplied:

- 1x circulation pump barrel union.
- 1x 40mm 90 Degree Street elbow.
- 1x SV barrel union.

## Tools and parts required:

- 40mm or larger hole saw
  - PVC Pipe Glue
  - Hacksaw
  - 40mm hard pipe
- (The amount of pipe or fittings required will depend on your installation)



**NOTE:** The heat pump must be installed at the same approximate level as the circulation pump.



# DELIVERY NOTIFICATION AND SPA HANDOVER. (IF REQUIRED)

Please follow the instructions below to allow your spa delivery and handover to be as smooth as possible.

## Taking delivery of your spa.

When your spa arrives, our delivery team will be notified and they will contact you to arrange a suitable delivery date and time.

The delivery teams duty is to deliver the spa as outlined previously in this guide, be sure to give clear instructions of where the spa is to be located. our delivery team will make one drop off. If they are required to come back to reposition the spa for any reason other than through fault of their own, an additional delivery fee will be charged.

Once the spa is in position, please sign to verify that you have received your spa.

## Balance of payment.

Balance of payment must be made by direct deposit before delivery can take place.

If you are not ready for delivery, we will hold the spa for up to one month upon notification of arrival. After that, 80% of the Contract Price must be paid and a storage fee of \$10 per week will apply.

**ALL PAYMENTS MUST BE CLEARED BEFORE THE SPA IS PLACED ONTO YOUR PROPERTY.**

## Depot pick ups.

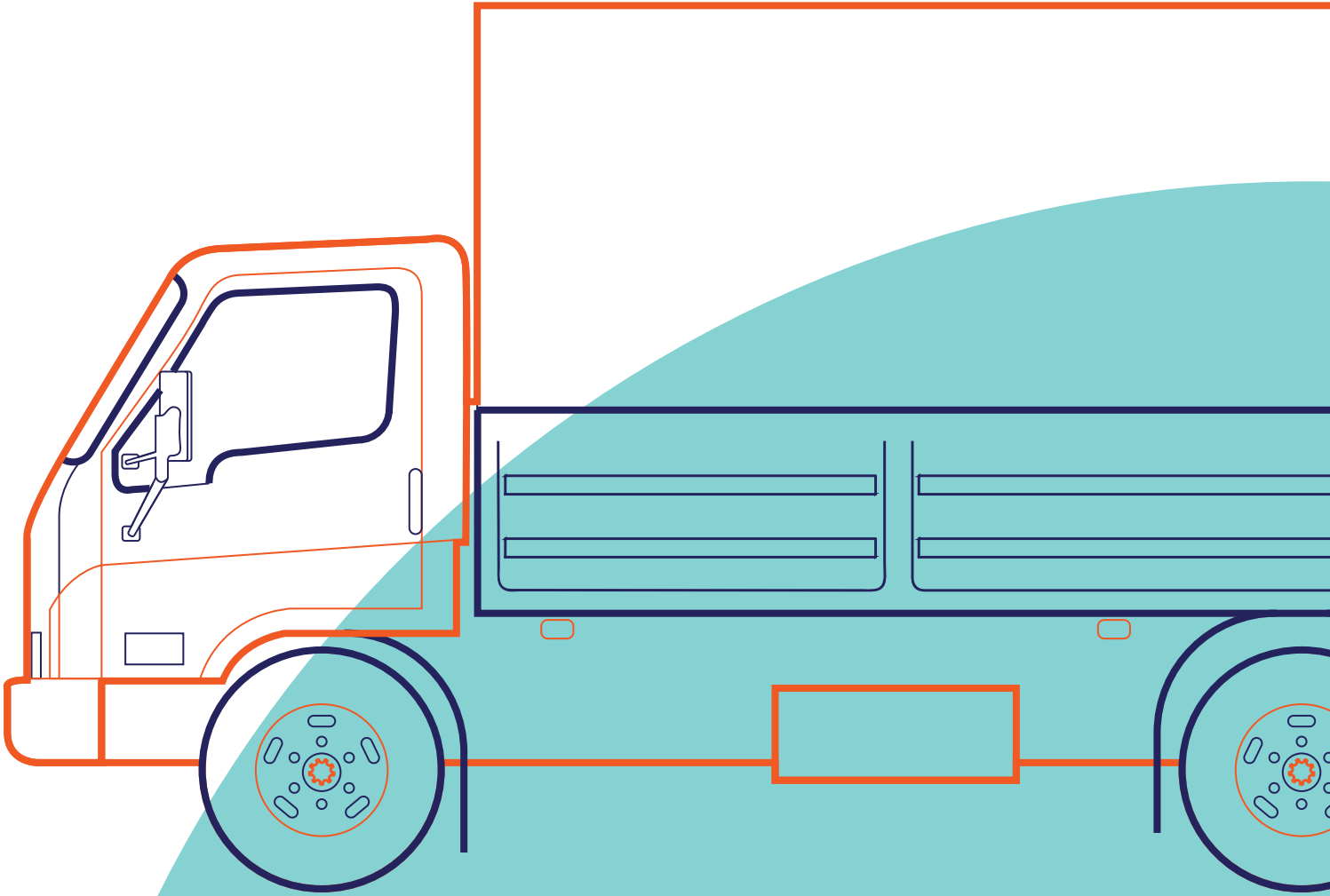
If you have chosen to collect your spa from our nearest depot, please ensure that you thoroughly check for damage before signing for the spa. If damage is noticed after collection, we cannot guarantee that the freight company will take responsibility for this damage.

## What's next?

**IMPORTANT:** Before filling your spa, please read the instructions carefully. Most importantly, please ensure that all barrel unions on either side of the pumps and heater are securely tightened.

Once your electrician has hooked up the power for your spa, you are ready to fill it. Fill the spa to a level that referred to in your user manual. In the unlikely event you notice any water coming from the spa, please stop filling it and contact us immediately.

For a complete set of operating instructions, please refer to the information pack that will arrive with the spa. An online copy of our instructional video can be found at [www.spaworld.com.au/support](http://www.spaworld.com.au/support).





**NOTES.**

