

Scan here to see
our installation
teams at work



HOT TUB AND AUTOMATIC COVER
PRE-DELIVERY GUIDE

MySpa 
Hot Tubs. Swim Spas.



Congratulations!

You are about to join the many tens of thousands of happy families in the UK that have invested in a hot tub for their home in recent years.

Whether just for family fun and entertainment or general health and relaxation, a hot tub has become the at home escape from the pressures of everyday life and a place to bring family and friends together to unwind.

Not only are modern hot tubs a lot of fun, but there has been lots of research into the endless health benefits associated with bathing in their warm relaxing waters. From helping to relieve stress induced tension and improving the quality of sleep, to recovering from aches and pains and even reducing blood sugar levels.

No matter how simple or complicated you think your installation may be, our team of experts are here to help! This pre-delivery guide is designed to cover all the different aspects of installing a hot tub at home.

Don't hesitate to call us on 01164 645 870 and chat to a member of our team with any questions.

Also, please feel free to call in to see us, we would be more than happy to guide you through the individual requirements of our award winning products or visit our website www.myspashop.co.uk.

We look forward to meeting you very soon.

Kind regards,

**Andy Wroot – Managing Director
MySpa UK**

Andy Wroot

Escape from the pressures of everyday life...

IMPORTANT PRE-DELIVERY INFORMATION

Please read this booklet before your scheduled delivery day.

Record your spa information below and then store this booklet in a place you can easily find it. If service is required, your dealer will ask for these details.

Spa Make _____

Spa Model _____

Spa Dimensions _____

Date Purchased _____

Covana Model _____

Date Purchased _____

NOTE: Always measure your spa before making critical design or delivery decisions.

THANK YOU FOR CHOOSING MySpa

What happens now? Here's an idea of what to expect between now and installation day:

1.



We will now order your hot tub from the manufacturer. Depending on your chosen model and/or specification, your hot tub will arrive on site with us in due course. Your in-store advisor will give you an idea based upon current UK stock levels. Our hot tubs are manufactured in the USA or China and lead times vary but we will always keep you informed of any changes.

2.



After a video call with one of our installation team to assess the delivery access availability, we may arrange to visit your home to conduct a site survey and plan for any equipment which may be required. It is company policy to video the access route in order to provide you with an efficient installation service. On rare occasions where customers live outside of our normal delivery area, we may ask you to provide a video of the route from roadside to your chosen area. If physical access isn't possible, a crane may be required to lift the hot tub into place. Our crane partners will quote you directly and competitively for this and MySpa will coordinate on your behalf.

3.



Upon completion of your site visit, our installation team will book in your delivery date! Installations normally take half a day to complete. Therefore you will be given either a morning or an afternoon slot. If we anticipate an installation to be tricky then we may plan to be with you for the majority of the day. We aim to be flexible however our diaries are often booked up months in advance so please ensure you're able to accept delivery before booking a date. It may be difficult to rearrange an installation at short notice. In cases where you're undergoing significant groundworks, it may be wise to allow for a few weeks between completion and delivery as volatile weather can often lead to unexpected delays.



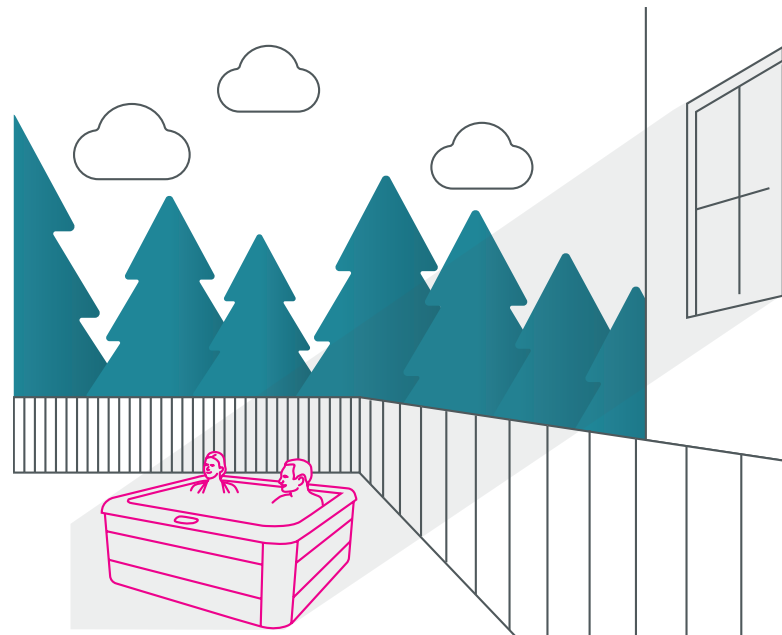
PLANNING THE IDEAL LOCATION

Now that you have purchased your hot tub, you need to decide where to install it. Do you want to install it outside or inside? There are many factors to take into consideration when making these location decisions. Answering the questions in this section can help you make the right choices.

Where should I install the spa?

When deciding where to place your spa, it should be:

- Placed to face a view you enjoy. Do you have a special landscaped area in your garden that you find pleasant?
- Located in an area that gives you the best privacy options. Think of the spa's surroundings during all seasons when making your choice. During cold, winter weather, bare trees won't provide much privacy.
- Situated in a sheltered location to protect yourself from the wind and harsh weather while bathing in your spa. This reduces the cost of spa operation and maintenance.
- Positioned away from any reflective surface or glass. The heat deflected from such a surface may cause damage to the synthetic cabinet panels.



PLAN FOR PRIVACY BEFORE YOUR SPA IS DELIVERED...

It should be:

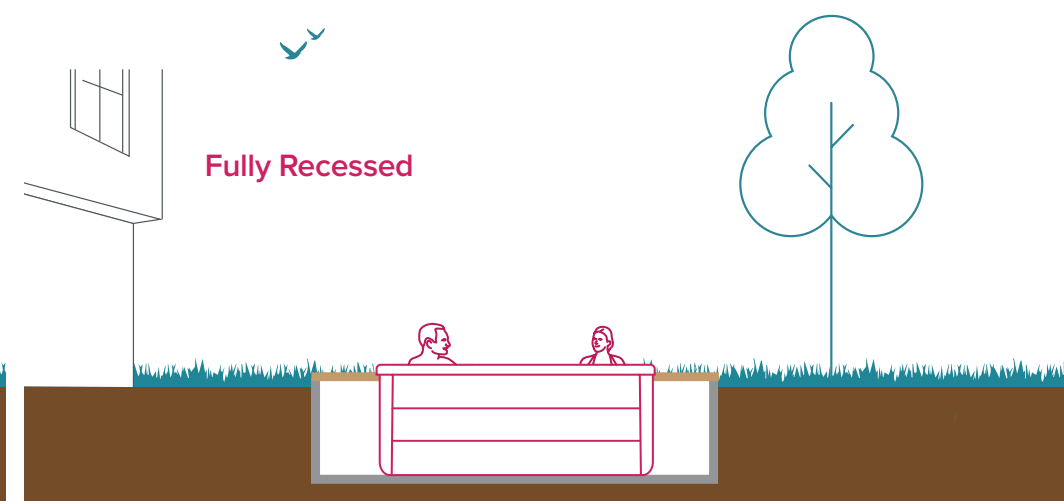
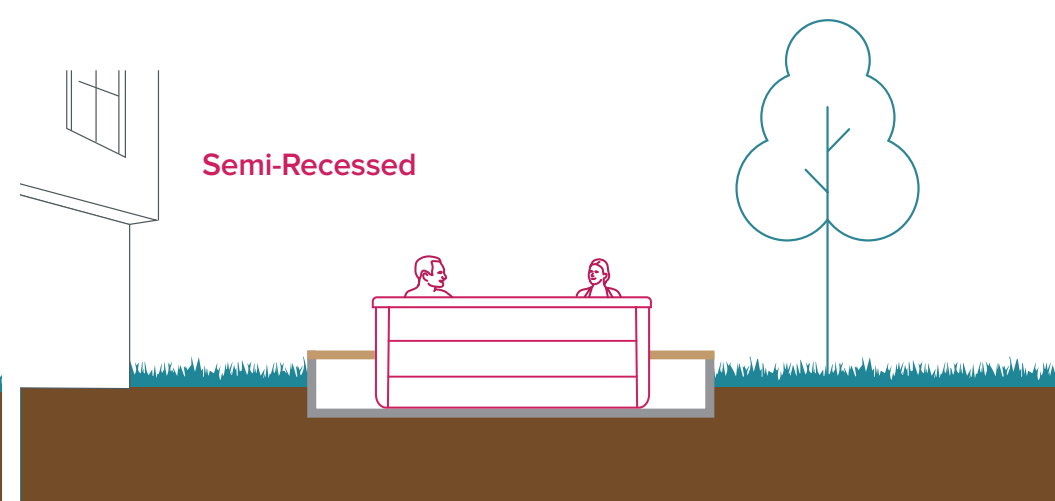
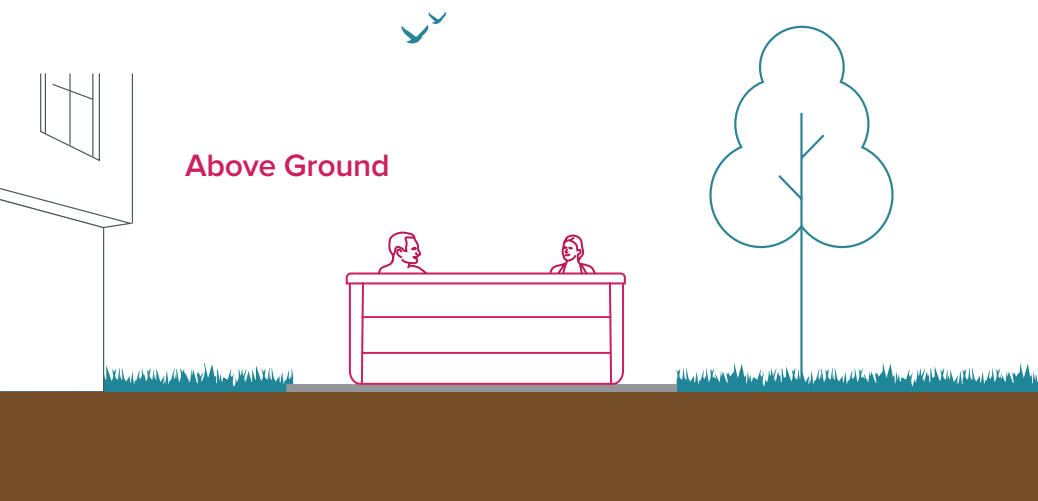
- Positioned in an area that any mobile device can connect to your home WiFi network. Test the location out by playing a video online; if it plays clearly, the connection is strong.
- Considered how easy it will be to both use and maintain. It's often tempting to position the spa away from the house, however, during the winter months, you may be more likely to use it if it's positioned closer to a warm changing area.
- Considered how you intend to use your spa. If you will mainly be using it for family recreation, leave plenty of room for activities and garden furniture. If your primary use is for relaxation and therapy then create a quiet and relaxing environment to enjoy.



TO SINK OR NOT TO SINK

Many fear that a Hot Tub may look imposing in their garden, yet there are a number of ways to get around this. **Recessing or semi-recessing your Hot Tub into the ground requires more planning and groundworks** but can also create the perfect 'built-in' look and finish, whilst softening the appearance in your garden.

Consider non-slip flooring to enhance your Hot Tub. Adding a decking surround is another way to make a feature of your Hot Tub relaxation area and provide a stable footing when getting in and out.



PLANNING FOR ACCESS

Check your spa's dimensions

Check the physical access into your chosen space. **The width required is normally around the depth of your spa plus an additional 8cm for packaging.**

Check the width of gates, doors, and paths to make sure your spa will pass through unobstructed. Access is normally achieved via a removed gate/gate post or fence panel if a neighbour has better access.

Note: To prevent damage to the panels and acrylic, if possible, leave the packaging on until the spa is in place.

Plan the delivery route

Plan your spa's delivery route into your garden and check off each item using the tips in the diagram opposite.

- If the delivery route requires a 90° turn, check the measurements at the turn to ensure the spa will fit.
- Are there protruding gas or water meters, or A/C units obstructing the delivery path to your garden? You must make sure that the spa has a clear unobstructed route and will not strike any objects on the path.



Check for obstacles in the delivery route **BEFORE** receiving your new spa

Check the number of stairs, there should be no more than 6 in a row without a landing.

Check overhanging branches.

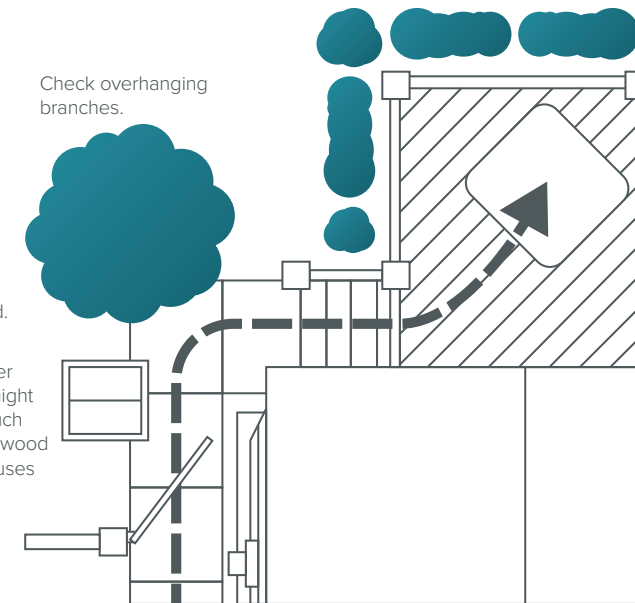
Check corner clearance. The spa cannot bend.

Be aware of other structures that might be in the way, such as dog kennels, wood stores, greenhouses or sheds.

Check all gates and entries for width clearance.

Check protruding meters, fixtures, and rain gutters.

Check overhang clearances.



- Are there low roof eaves, overhanging branches, or rain gutters that could be an obstruction to overhead clearance?
- Are there more than 6 consecutive stairs without a landing in your delivery route? If so, you must consult the MySpa team prior to delivery to make adequate preparations.

Use a crane

The use of a crane for delivery and installation is sometimes necessary. It is used primarily to avoid damage to your spa, your property, or injury to delivery personnel. MySpa will be able to assist you with the arrangements. If your spa delivery requires the use of a crane, the cost is not included in standard delivery service.

Position spa

Remember crucial components are housed at the front of the hot tub and pipework runs round the entire vessel, therefore you must allow sufficient space for MySpa engineers to gain access for servicing at 12 month intervals or in the event of a breakdown. If you're planning on sinking or semi-recessing your tub into the ground then you must prepare a pit that allows for at least 75 cm gap on all 4 sides. Removable decking, constructed in tables, may be used to disguise the pit.



HOT TUB DELIVERY & POSITIONING

STANDARD TRAILER DELIVERY

Due to the sheer size and weight of a hot tub, the logistics of delivering and installing at your property will require careful consideration and planning.

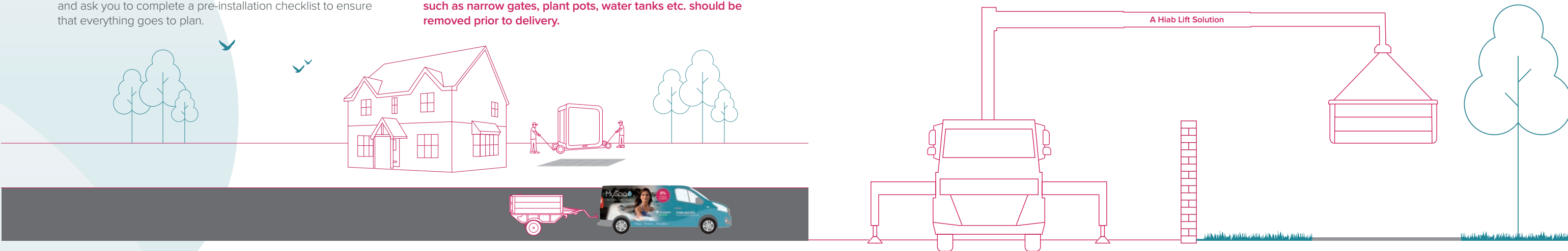
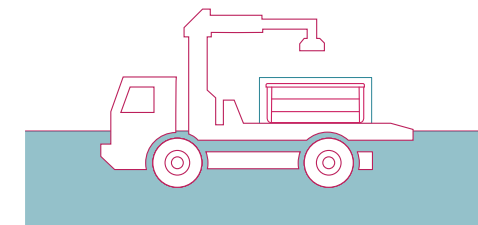
The MySpa installation team will carry out a site survey in advance of the big day to advise on all aspects of the delivery and ask you to complete a pre-installation checklist to ensure that everything goes to plan.

Your hot tub will be delivered to site using a specialist spa dolly trailer or flatbed delivery truck.

The spa will then be unloaded and transferred onto a dolly cart or slider in order to be manoeuvred around your property and placed into your desired location. **Any obstructions to access, such as narrow gates, plant pots, water tanks etc. should be removed prior to delivery.**

HIAB DELIVERY

Typically, a Hiab crane will have a reach of up to 12m. Very occasionally, where the truck can position alongside a hedge, fence or wall and the centre of the hot tub base is less than 12m, the Hiab will be able to lift the hot tub in to position without the need for any other equipment. Where this is not possible, the Hiab delivery truck will position the spa in a convenient space in your garden and the MySpa team will manoeuvre it to its final location using our standard installation equipment. Use of a Hiab crane where necessary will incur an additional charge.

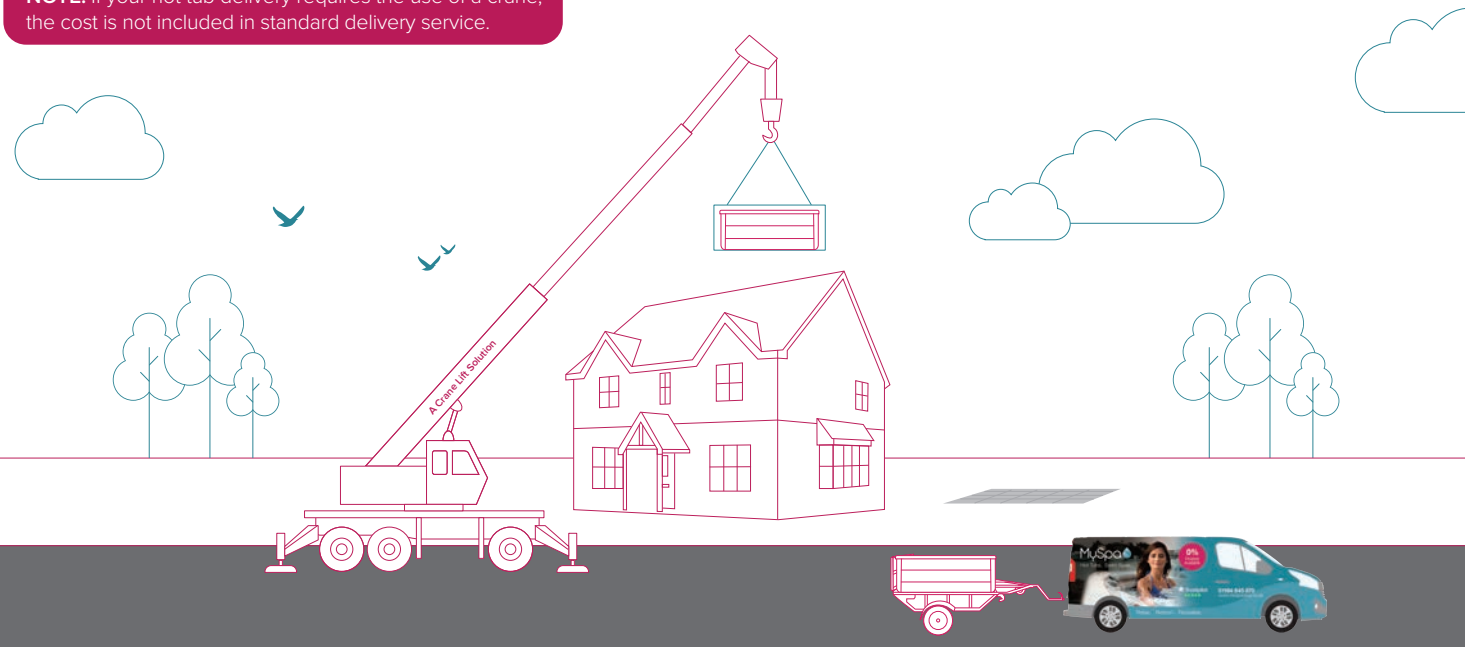


CRANE INSTALLATION

Where there is no physical access for a standard delivery to the side and a Hiab installation is not possible, you will require a crane lift from the front to the rear of your property and into the final position.

NOTE: If your hot tub delivery requires the use of a crane, the cost is not included in standard delivery service.

MySpa work closely with many specialist crane partners and can arrange for them to carry out a full site survey and risk assessment and provide you with a direct costing for your crane lift service.



Scan here to see
our installation
teams at work



ESSENTIAL GROUNDWORKS

What kind of foundation should we be using?

Because of the combined weight of the spa, water, and bathers, it is extremely important that the base upon which the spa rests can uniformly support this weight without shifting or settling for the entire time the spa is in place.

The base should be smooth, flat, and level and contact the bottom of the vessel fully. We recommend either a 4 inch concrete base or concrete slabs/patio.

You may place your hot tub on decking, however you must ensure the decking has adequate joist structure in place in order to support its filled weight. We would recommend cemented uprights and a minimum of 300mm of centres in between the joists.

CAUTION: When you install the foundation, be sure that water drains away from it. Placing the spa in a depression without provisions for proper drainage could cause rain or any water overflow to flood the equipment and create a wet condition in which the spa would sit.



ADDITIONAL GROUNDWORKS FOR RECESSED & SEMI RECESSED

To install a hot tub either partially or fully in ground requires further planning, drainage and groundworks consideration.

A pit must be created with a **level concrete base on which to site the hot tub, with adequate drainage supplied.**

A full length drain should be used that either gravity drains to the outside of the pit, or drains into a sump with an automatic submersible pump with electronic float switch fitted.

If you do not have the option of gravity draining the pit, a sump pump should be installed. These are a very reliable and relatively inexpensive solution.

The internal dimensions of any pit must be adequately larger than the dimensions of the hot tub for an engineer to access equipment for repairs and servicing. A minimum of 75cm clearance on all four sides of the spa is recommended.

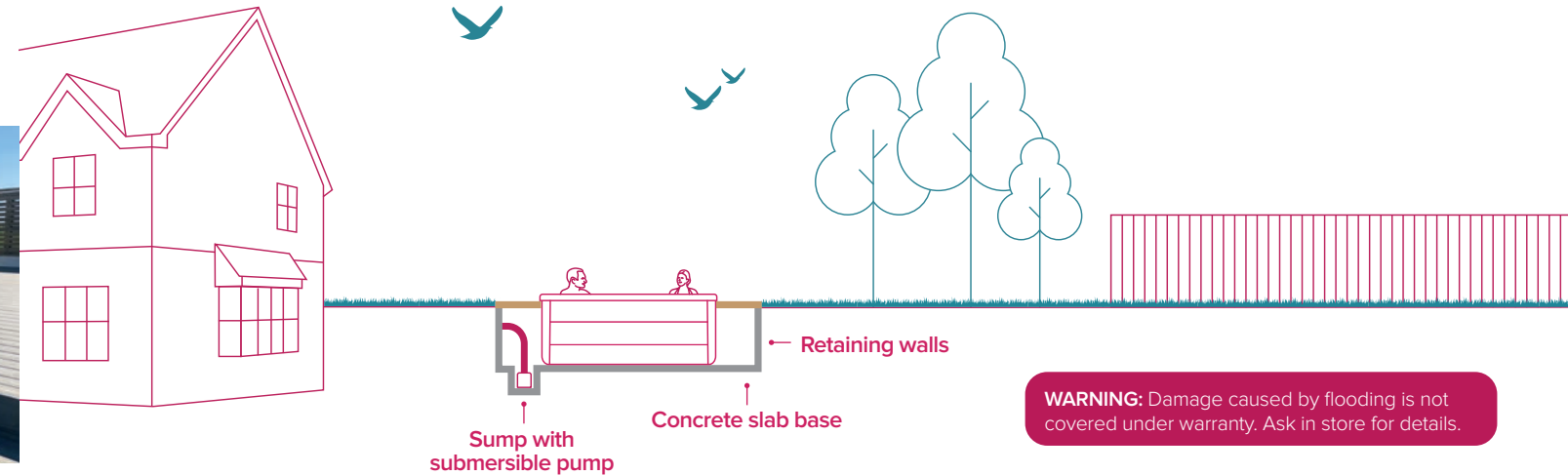
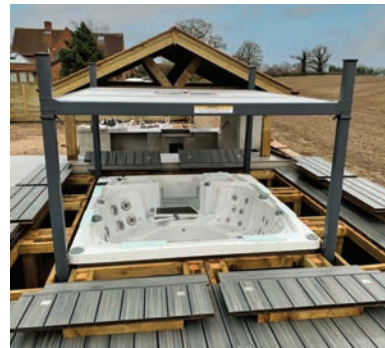
Any flooring materials used around the hot tub must be constructed in a way that facilitates quick and easy removal for one person. Composite decking is the most popular choice with the ability to create removable sections and provide the necessary access. These sections can be made as tables, as per figure 1 below, or using joist hangers.



NOTE: Pit size must be at least 75cm bigger than the hot tubs dimensions on all sides



figure 1



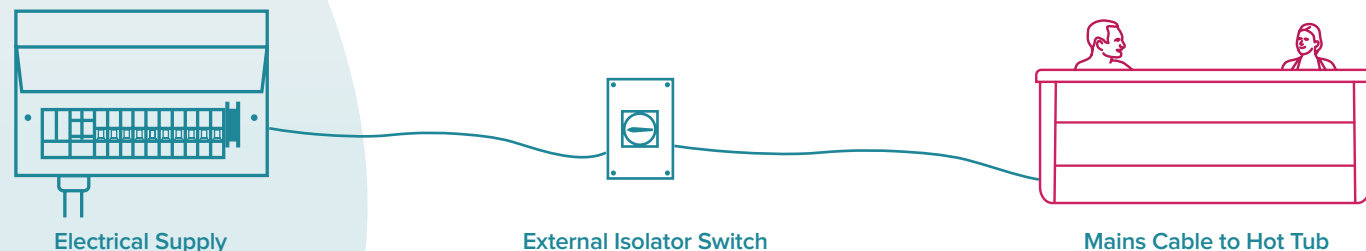
WARNING: Damage caused by flooding is not covered under warranty. Ask in store for details.



ELECTRICAL SUPPLY

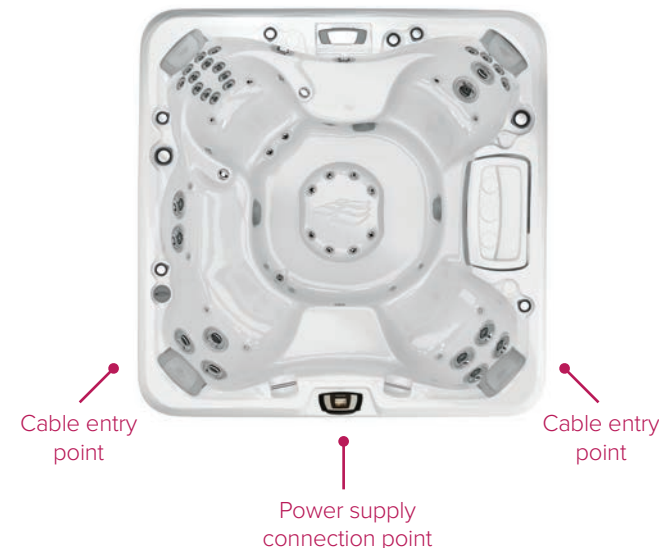
Most hot tubs require a 32amp electrical supply. Please check your order form to **be sure of the exact supply required**. This will be hard wired into your load box via an external isolator switch. Electrical installations **must be carried out by a Part-P qualified electrician** who must be present on the day of installation to make the final connection, test the supply and provide certification for the works carried out. Please note the spa comes

without a mains cable, this is to be supplied and installed by the electrician. **We can recommend an electrical partner who is highly experienced with MySpa products** and will quote for your installation directly. If you choose to source your own Part-P qualified electrician, please ensure they are aware of the full installation requirements. Your electrician should place the external isolator switch at least 3m away from the spa.



NOTE: Your Part-P qualified electrician must install the required dedicated electrical supply including all cabling and isolator switch from the mains supply to the hot tub. MySpa do not install any part of the electrical supply, including final collection.

Cable entry points on a Sundance Spa



The above images show the cable entry points and power supply connection points on Sundance Spas and Wellness Collection Hot Tubs. On almost all of our hot tubs, the power supply connection point is located directly beneath the spa's top side control panel.

The cable entry point can be moved by your electrician drilling an additional entry hole in the desired location. It is also possible to create a cable entry point underneath the spa,

Cable entry points on a Wellness Collection Hot Tub



although careful consideration and planning must be given to ensure that the cable does not become kinked beneath the spa and doesn't interfere with equipment (such as pumps, heaters etc.) located in the equipment bay.

NOTE: If you or your chosen electrician have any questions please don't hesitate to contact a member of the MySpa team.



INSTALLATION TIPS

What about spa servicing?

At some time, a service technician may need to access the spa's equipment bay or plumbing components by removing one or all of the side cabinet panels.

To make access easy, create an installation plan that includes the details for removing the side cabinet panels to easily reach the spa's equipment bay and control panel. Depending upon your type of installation, keep in mind that the spa might sometimes need to be moved or lifted from the ground. Make sure you provide access to the Water Purification System behind the front cabinet panel for yearly bulb or pipe and valve replacement.

Consult your MySpa team on how to do this. Charges may apply for the removal of decking for access.

What other issues should I consider?

When selecting the ideal outdoor location for your spa, consider these suggestions:

- Keep the pathway free of debris to prevent dirt and leaves from being tracked into the spa.
- Prevent leaves and bits of plants from dropping in the spa by keeping trees and shrubbery trimmed back.
- Make for easy removal of components and plumbing.



TO MAKE ACCESS
EASY CREATE AN
INSTALLATION PLAN...

HOT TUBS UNDER COVERS OR INSIDE

If you choose to position your hot tub underneath any kind of structure with a roof, such as a gazebo, pergola, conservatory or log cabin, there are several factors to consider.

Firstly, you must **ensure that the access into the building is adequate enough for the full dimensions of the hot tub plus packaging** to pass through unhindered. You should also consider the potential need to remove the hot tub from the building in the future should you move house or to facilitate a replacement or more complicated repair. This would not be covered under the hot tubs warranty.

NOTE: Please check your exact requirement before purchasing or erecting any structure over the spa location. Ask a member of the MySpa team for advice.

It is important to **understand the overall height that the hot tub cover requires** as it pivots to fold in half. There must be sufficient clearance to **ensure that the cover does not foul any part of the roof structure** and is able to open fully. Typically, most common spas require at least 2.3m clearance. However, the overall height requirement will depend on the dimensions of your hot tub.

The dimensions of any structure placed over or around the hot tub must also be sufficient to **provide ample room on all sides for access to components** for repair or servicing.

You should also consider leaving **enough space for spa entry steps and accessories** as well as a cover lifter to operate unhindered and space for the cover to be stored when using the spa.

What are the issues I need to think about when installing a spa indoors?

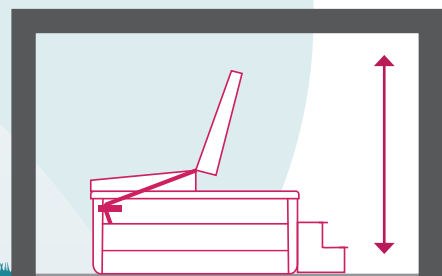
When installing a spa indoors, it is extremely important to build into your plan a method of handling any excess water.

Consider:

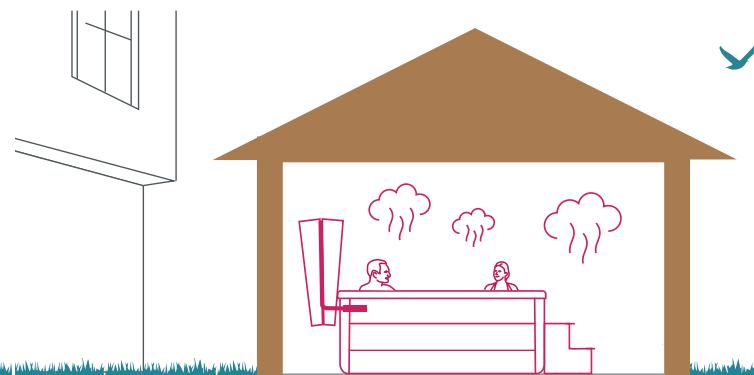
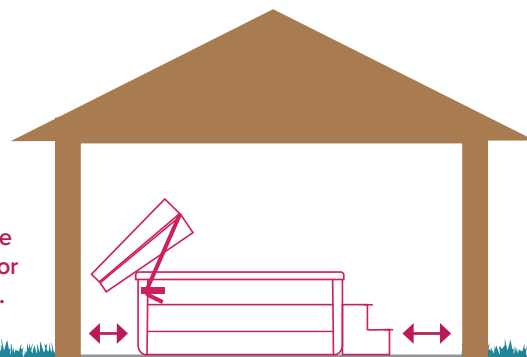
- How should water spills be handled?
- How many drains should be installed?
- What is the best flooring to install near the spa?
- If a leak occurs, can the floor handle the entire contents of the spa?
- Will the furniture and walls around my spa withstand and resist water and moisture?
- What provisions should I make for the ceiling and structures that may be below the spa?

How can I ventilate the spa area?

When the spa is in use, considerable amounts of moisture/water are present. Over time, this moisture may cause mould and mildew and damage to certain surfaces and/or surroundings. Proper ventilation should be discussed with an engineer who understands the necessity of venting moist and heated air that is associated with chemical emissions.



Check the measurements to ensure enough clearance for the cover to open and for easy use of the entry steps.

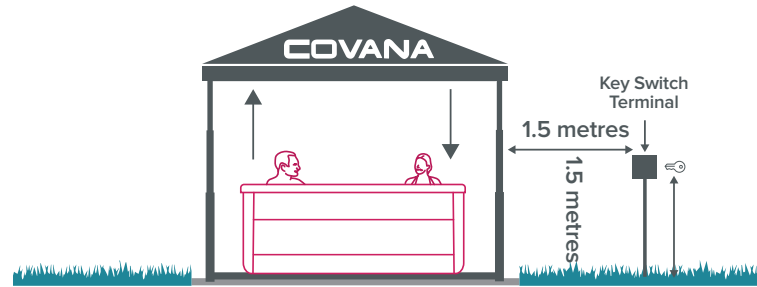


AUTOMATIC COVERS

To ensure safe use of the COVANA cover, it must be installed on a properly prepared surface. It is important to adequately prepare the foundation and carefully read the following recommendations.

Location considerations

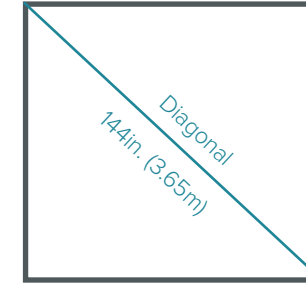
- Ensure the future COVANA cover location is not subjected to water downpour or debris falling from another roof or covering.
- Ensure that the base of the COVANA cover is not in a flood zone. Any damage caused by flooding or water accumulation will not be covered under the warranty.
- Ensure there are no obstacles, such as branches or electrical power lines, in the operating range of the COVANA cover.
- All the base components of the COVANA cover must be supported by the foundation.
- The key switch must be permanently mounted and located 5 ft (1.5 m) away from the hot tub and 5 ft (1.5 m) above the deck or ground level. This ensures the user has a clear view of the COVANA cover when operating it. Furthermore, the key switch terminal should be located in a place where no water downpour or debris could fall on it.



Foundation preparation

- The Oasis cover requires a clean, flat and level surface, such as an engineered wood deck or a concrete slab.
- Each of the four jacks of the COVANA cover must be properly anchored to the foundation. If you cannot meet these requirements we recommend purchasing and installing a set of non-permanent COVANA mounting plates.

NOTE: Refer to the Technical specifications of the specific Covana cover you have chosen for dimensions.



WARNING:

Just like the hot tub, the COVANA cover requires a solid foundation. The foundation for the COVANA cover must be able to support at least 600 lb. (272 kg).

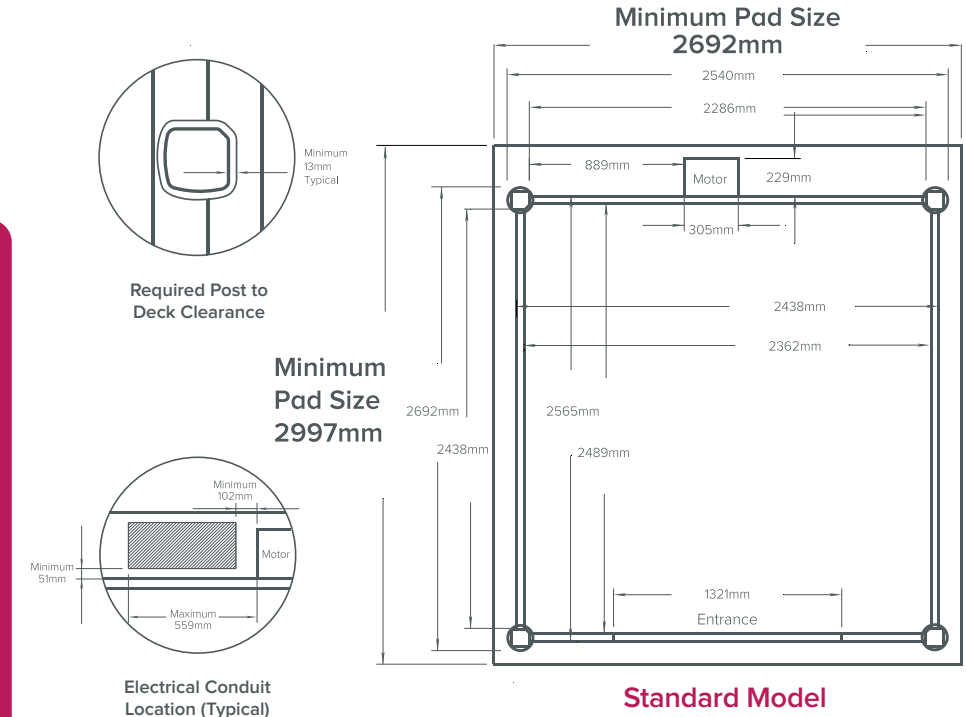
The foundation must be leveled with a maximum tolerance of 1 in (2.54 cm) over a 144 in (3.65 m) diagonal section. Refer to frame and foot print section for information on the minimum base size.

The annual variation in levelness for the same diagonal section cannot exceed 1/4 in (6 mm).

CAUTION:

Damage caused by inadequate foundation construction is not covered by the COVANA warranty. It is the responsibility of the owner to provide a proper foundation.

COVANA OASIS Frame Dimensions / Foot Print



Base dimensions requirements may vary with different models. Ask in store for details.





INSTALLATION DAY

The big day is here and our expert team will have you up and running in no time. Here's an idea of what to expect.

1. We load up your new hot tub onto our trailer, prepare paperwork and pack our vans before setting off.
2. In order to speed the process up, we will normally put out a 'water bag' and begin filling from your hose pipe.
3. We deliver and position your tub in your desired location. Depending on your home and ease of access this can take anywhere from 30 minutes to 2 hours and above to complete!
4. We will now fill your hot tub, either directly from your hose or via the water bag we filled earlier. Whilst this is filling we will fit your cover lifter and cover clips.
5. Your Part-P qualified electrician arrives on site in order to wire your hot tub directly into your external isolator. Prior to installation we will provide you with a time frame for your electrician to be on site depending on ease of installation.
6. Once the hot tub is connected and signed off with the electrician, we commission your hot tub, add any final touches and balance your water.
7. Our BISHTA-trained engineers will talk you through a simple chemical routine in order to maintain your hot tub water easily and also provide a detailed orientation of all controls.



8. Once training is complete and initial chemicals applied, our friendly team of installers will be more than happy to answer any questions you may have. Once you are completely satisfied we will leave you to enjoy your new tub. Once the water is at your desired temperature feel free to jump in!

POST INSTALLATION

Now you're part of the MySpa family here are a few tips to get the most out of your tub:

1. Join our **MySpa Hot Tub Owners Group** on Facebook! There you can connect with other owners, share tips and photos or seek advice from one of our team.
2. We offer a wide variety of aftercare packages. MySpa Club members **enjoy many benefits from reduced servicing costs to discounted chemicals and accessories**. Ask a member of our team either on site or in store for more details.
3. One of our in-store advisors will give you a call in the weeks following installation to check in and offer any guidance. **Please don't hesitate to reach out if you need help.**
4. We **pre-book your annual service with automated reminders** at 12 month intervals. Please check your order confirmation for details of warranty length and don't hesitate to give us a call should you need assistance.

All of your chemicals, filters, parts and accessories are available to purchase online 24/7 at www.myspashop.co.uk



CHECK LIST

Use this handy checklist to ensure that you're fully prepared.

- ☐ Site survey carried out by MySpa team
- ☐ Access route agreed
- ☐ Crane site survey carried out and costing approved if required
- ☐ Firm, level hot tub base installed
- ☐ Electrical installation costed and approved
- ☐ Final pre-installation survey returned to the MySpa team

YOU ARE NOW
READY TO TAKE
DELIVERY OF
YOUR HOT TUB!



CUSTOMER REVIEWS



Superb service from start to finish. Wet testing was superb, ordering was easy, installation team were brilliant.

David & Rebecca

Excellent service and information from Andy. Fantastic experience. Seamless interaction between the spa company and top quality contractors to complete the installation. Lots of guidance too on how to keep the spa clean daily.

Steph

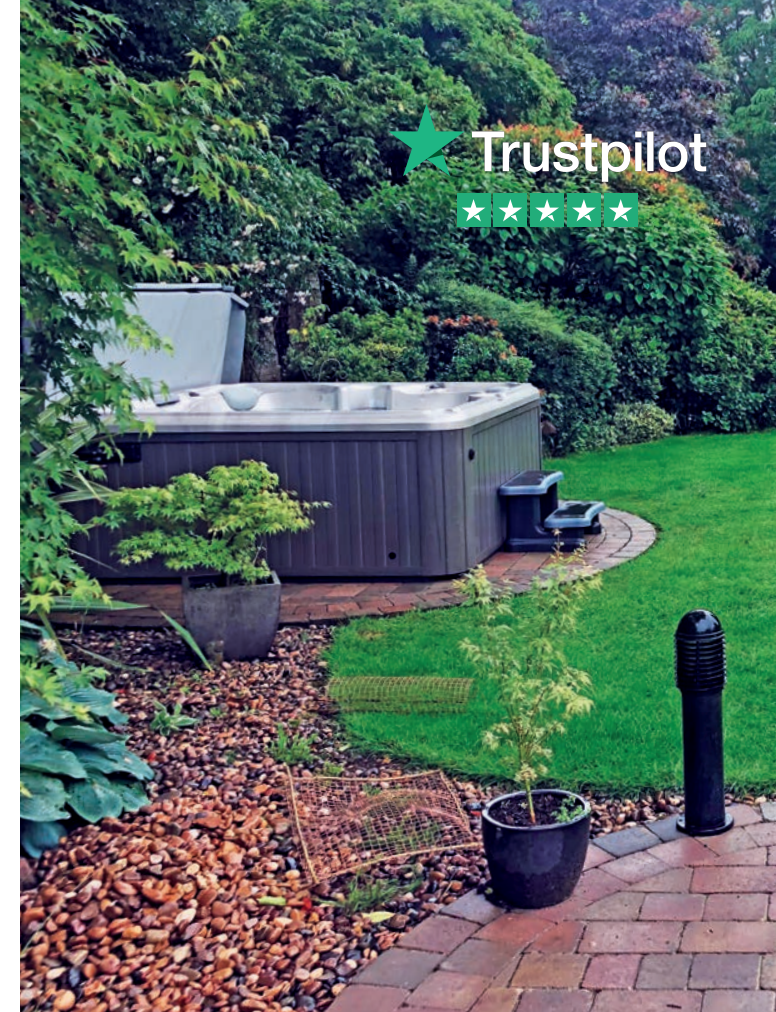
Everything about my dealings with MySpa has been exemplary. Every little detail was covered and they went above and beyond to help me decide what spa would best suit me.

Sue

From start to finish the team at My Spa UK were fantastic! Nothing was a problem.

They were very helpful and the knowledge they had helped us make our informed decision.

Paul & Jane





MySpa
Hot Tubs. Swim Spas.



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