

Next steps after purchase:

1. **Contact the Trades people** and let them know you purchased a tub from us. Give them the dimensions of the tub and electrical requirements. See spec's of your tub on the web site or contact our service department for help.
2. **Lead times vary.**
3. **Shipping to US.** Once tub has finished production, the factory reaches out to us and then we reach out to you to see if you are ready or getting close to having your tub delivered. If you say yes you are ready, we coordinate with the delivery company and get you a delivery date.
4. **Delivery to YOU:** Our Service department will reach out to you with some dates with two hour windows.
5. **Coordinate delivery and electrician:** Once you have the date and time frame window set, reach out to your electrician and give them a heads up.
6. **Date of Delivery:** The delivery team will show up with your tub, cover, chemicals and any other options you may have purchased. They will set and orient the tub right where you want it. Then they will install any options for you that need to be assembled (steps, cover lifters, handrails). They will not fill the tub. You do this once the electrician has powered up the tub. See Setup video.
7. **Orientation:** Due to Covid 19, we have changed our process to video only. See Orientation video.

TIPS

1. Make concrete pads a minimum 4" thick, rebar reinforced. Pad dimension: can be the same size as the tub at a minimum + an extra 26" for the steps. Steps are typically located in the front where the topside controls are.
2. Allow enough room on the back or the side of the tub for the cover to swing back if you are using a cover lifter system. 18" is a typical clearance requirement. Discuss with us if you have less room than that.
3. Delivery clearance: All tubs are turned on their sides and either placed on a flat dolly or a plastic sled. Whatever the height of your tub is when it's flat, is what we will need for clearance left and right when the tub is placed on it's side. Typical clearance needed is 36+ inches. Contact us BEFORE delivery if you think there will be a possible issue. Email or text us pictures *if* you think there might be a clearance issue.
4. DO NOT use an old garden hose to fill your tub. Go buy a new hose. Preferably an RV rated one. Mold builds up in old hoses and may cause issues in your new hot tub plumbing.