



Frequently Asked Questions

What does Plug and Play mean?

Plug and Play simply means that the spa can be plugged into any 120 Volt (V), 15 Amp, outlet. No additional wiring or plumbing is needed. (110/115/120 volts are often used interchangeably for normal residential outlets; likewise, 220/230/240 volts are used interchangeably, as they are 2x a normal residential outlet.)

How long does the spa take to heat on a 120v vs. 240v?

Upon initial fill up, the Plug and Play spa can take anywhere from 24 to 48 hours to heat to the desired temperature. This time is dependent on the temperature of your hose water and ambient temperature. Once your spa reaches the desired temperature, it will maintain the setting and will always be ready when you are. There is no need to turn the spa off when not in use. The 240v spa can reach full temperature in about 6-12 hours, with the same variables identified above.

What comes with the spa? What else is needed?

Each spa comes with a locking thermal cover and initial filter. Plug and Play spas include a 15 ft GFCI cord. Spas requiring 240v electrical configuration will require a GFCI, conduit, and wires - which should all be supplied and installed by a licensed electrician. Steps are not included with the spa unless otherwise specified.

Does the spa come with an Ozonator?

Most come with an Ozonator – check individual spa specifications for details. All spas are Ozone-Ready, so even if the spa does not have an Ozonator included, it can be purchased and installed.

What does an Ozonator do?

An Ozonator produces ozone that is then injected into the spa water. The ozone removes contaminants such as lotions, detergents, and organic waste from the water through the process of oxidation, thus improving the water quality. An Ozonator reduces the amount of chemicals needed versus a spa without an ozonator.

On average, how much will it cost to operate the spa?

Actual operating cost will vary depending on individual usage, ambient temperature and local utility rates. However, on average, the cost is between \$15 - \$30 per month to operate. Insulation, a thermal locking cover and programmable filter cycles make these spas extremely energy efficient. It meets all energy consumption guidelines as set forth by the California Energy Commission (CEC).

Does the shipping price include delivery to my backyard or positioning of the spa?

No. The spa is only delivered to the curbside in front of the driveway. Check your local service directory to find a moving service or contractor to assist moving the spa, if needed.

What type of foundation is required for the spa?

The spa requires support of at least 80 lbs. per square foot, whether it be a deck or on the ground. If installed on the ground, the foundation can be a concrete slab 4 inches thick, even pavers. If using pavers, the ground must be compressed first before laying down pavers.

How do I set up my new spa?

Setup is easy. Simply set the spa in the desired place, fill it up with a garden hose, and plug it in to any standard 120v outlet. If you ordered a 240v spa, you will need to contact a licensed electrician to supply and install a GFCI, conduit, and wires.

Do I need to clean the spa?

We recommend changing your spa water every 60 to 90 days depending on usage. When your spa is empty, simply take a cloth and wipe the inside if desired. Do not use solvents or abrasive cleaners. Typically, a mild detergent and water will resolve cleaning issues.

How often do I need to drain and refill the spa?

Depending on usage, we recommend draining and refilling the spa every 60 to 90 days. It is recommended to enter your spa after showering and avoid laundry detergents

on clothing and shampoo, or other hair products, making contact with your spa water.

How do I fill and drain the spa?

You can fill the spa with a normal garden hose. The spa is equipped with a bottom drain.

Can the spa be used all winter, outdoors and in freezing temperatures?

Yes! Winter is one of the best times to use a spa. The insulation and locking thermal cover will ensure maximum heat retention so you can enjoy your spa all year long.

Do you remove existing spas?

No.

Can the spa be set up indoors?

Yes. It's equipped with an exterior bottom drain, so when you're ready to change the water, simply hook up a hose to the bottom drain, and drain the water into a nearby drain.

Where do I find an authorized service and repair center?

Please call us at 1-800-787-6649 to find your local service center.

How long is the cord on a 120V spa?

15 feet.

What is the highest temperature the water can reach?

104 Degrees, just like all ETL and UL approved hot spas.

Is assembly required?

No.

How many watts does a Plug and Play spa use?

The Plug and Play spa is 120 volts, and draws 15 amps. This converts to 1,800 watts.

What type of chemicals are needed for this spa?

Maintaining hot tub water typically consists of 4 simple steps. However, please follow the instructions on the spa maintenance care kit you chose.

- Balance your water using pH Up or Down
- Establish proper alkalinity levels using Alkalinity Increaser or Decreaser
- Determine calcium hardness
- Sanitize the water using Chlorine or Bromine.

Can the hot tub sit empty during winter in snowy climates?

If you will not be using your spa during cold weather, you must "winterize" it. Follow instructions in your owner's manual for winterizing the spa.



Customer Service

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