



Pre-delivery manual



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Pre-Delivery Instructions

Please take the time to read this information carefully, as it will provide you with the information you will need to ensure the safe, secure, and timely delivery of your new spa. The following sections are guidelines on how to prepare for delivery and set-up of your new spa. Specifically covered are site selection, delivery access, ground preparation, and electrical requirements. Remember to carefully read the Owner's Manual that accompanies your spa, and to complete the warranty registration within the time stated after delivery.



IMPORTANT

Before signing for any delivered items, please make sure that you have inspected the packaging for damage and if necessary, take photographs. We cannot be held responsible for any claims made for damaged items once the goods delivered have been signed for.

Delivery Options

1. Standard Kerbside

Where considered an option, we will deliver your product by a national pallet courier network. Normally, this service will run from Monday-Friday, excluding bank holidays. The company will offer you a window of delivery, which will normally be a specific day. It is extremely important to ensure that there are considerations met when receiving your delivery in this manner, as you will be responsible for accepting the delivery, and positioning the product yourself. It is normal practice for a pallet courier service to locate the product to your desire in as far as reasonably achievable by pallet truck.



It is the responsibility of the customer to reasonably inspect the product prior to signing acceptance of delivery. By signing the delivery note, you will be accepting that the product was delivered in a satisfactory state. This could significantly hinder any insurance claims made for transit damage.

2. Delivery & positioning service

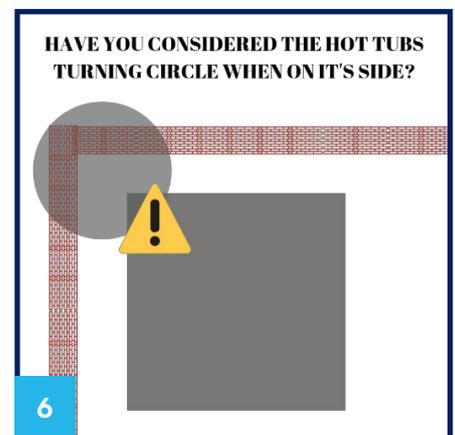
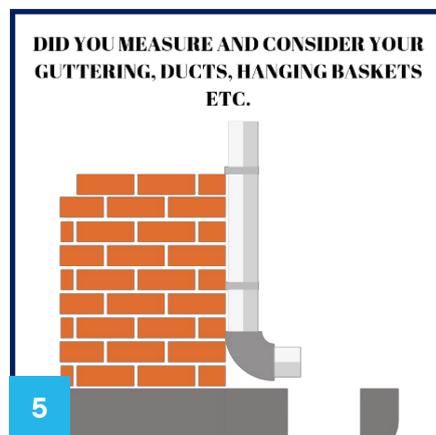
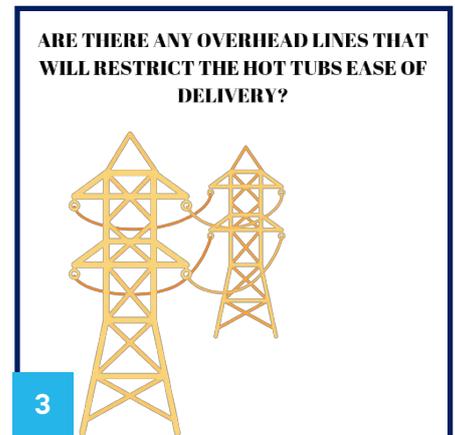
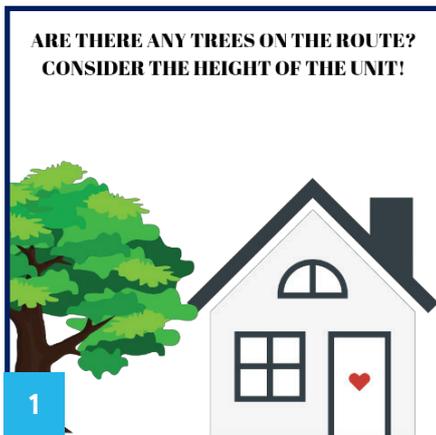
Where a delivery & positioning service is booked, it is important to consider that BuildASpa generally will send one driver to assist this. Therefore, it is mandatory for the customer to arrange one fit and able-bodied person to assist with the positioning. If there are any gradients to overcome, awkward constraints etc more than one person may be required to assist, please contact Build A Spa directly for any further information.

Constraints are considered but not exhaustive of:

- Unlevel terrain in any capacity
- Any fence panels to be removed
- Stretches of grass over 2m
- Astroturf
- Pebbles
- Raised ground
- Curbs
- Steps

When we deliver, it is important that you have considered a suitable stopping point and unloading point for our driver. This will speed things up and ensure the safety of our staff.

When it comes to positioning your spa, there are a few prior considerations that must be adopted.



* We politely request you send over photos along with a walk through video of exterior access to your property.

3. 'We Build' Option Including Full Delivery, Testing, Installation

Where you simply cannot have the product delivered pre-assembled and you have opted for us to build the spa in your garden, we take each case for their own. The product will arrive with a single builder, and you should be prepared for the engineer to spend the whole day on site with you. Due to the significantly dynamic way in which this is delivered, it is advised that you submit photographic sequences of how you wish for the main shell to be delivered into your garden. Our team will then be able to offer you advise on how many fit and able people should be in attendance to help with the positioning of the shell. During this service, the engineer will assemble the unit in front of you. He will position, test, fill, temporarily electrically commission & conduct a full handover for you.

Electrical Information

1. Overview on the difference

All our products feature the gecko control system, an industry leader in control technology. With this, you have the option to decide whether you would like to have the product in either a 13amp or 32amp setting. This can be changed as many times as you like, and we have detailed below how it works. When we configure your spa, we tell the motherboard just how many AMPS it can draw. This is known as the current. For example, if you select 16amps, then the spa will continue adding as many components until that current has been reached. Once it has been reached, it will turn off the least used component at that time.

2. 13amp Domestic Supplies & Products

Many customers opt these days for a 13amp configuration. This is largely due to the significant expense or inconvenience in preparing electrical works for a 32amp product. All of our spas are hard wired into the main PCB.

It's important to note that the spa will NOT come with any plug or cable attached to it. On the day of delivery (except for the we build option), it is imperative that you have a length of cable (capable of withstanding the suggested current, and rated for suitable use) and an outdoor plug to attach to. It is recommended that you use an RCD protected plug, like right.

NOTE: Our drivers will not conduct any electrical works on delivery

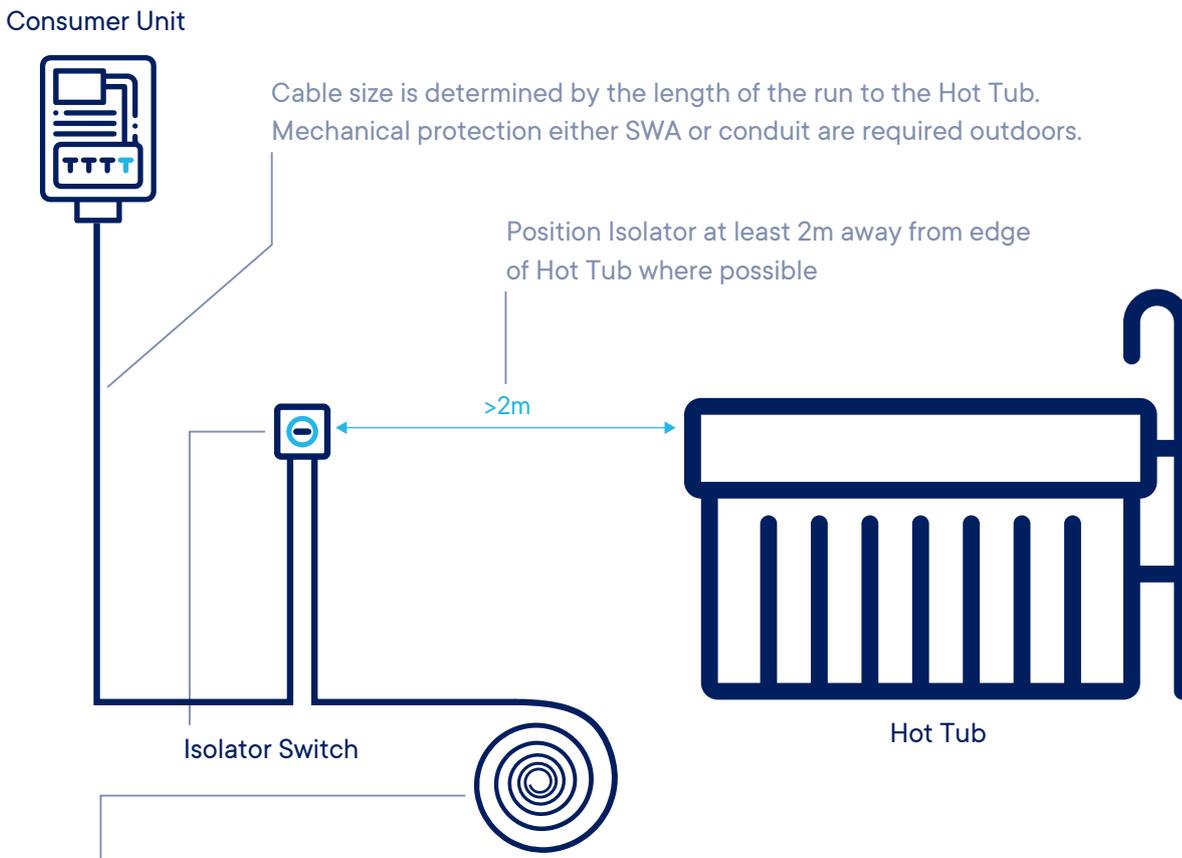


3. 32amp circuit

You will need a Part P Qualified electrician to conduct the below circuit prior to our delivery team's arrival. Once the spa has been positioned, your electrician should return to complete the circuit into the spa. It is advisory that lockout equipment is used in order to mitigate the opportunity for the circuit becoming live.

Where you have opted for the product to be built in your garden, this normally is not physically possible nor practical for your electrician to be in attendance on the day. Instead, the below circuit will be deemed necessary prior to our arrival. Our engineer will temporarily install the cable end into the products PCB. The engineer will be deemed competent by the company only to do this. Once the product has been fully tested, your electrician should attend site to permanently install the electrical supply, furnishing you with a minor works certificate of an electrical sign off certificate.

Electrical Wiring Diagram



Please leave 4m of coiled wire by the side (nearest to the Isolator) of where the Spa will be positioned.
This will allow you to choose the final position of the Spa on the day and not be restricted by the length of cable.
Please also identify Live Neutral and Earth on harmonised colours. Please also leave a suitable gland kit with cable.

After Your Delivery

Once your product has been delivered, the product will enter what is known internally as a 'settlement stage'. During this stage, this may be when a leak may occur. For this reason, it's imperative that the product is accessible from all 4 sides in order to conduct vital maintenance or repairs. This isn't a reflection of the products workmanship, but rather a reflection of the product settling into its forever position, expanding under hot water etc. After this period, we always advise that you can then relocate the spa to wherever you deem necessary.



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