

Thank you very much for your order.

On purchasing your spa you gave us an estimated month of delivery, our installation department will contact you regarding your delivery date. If you want to discuss your delivery please call our installation department on 01245 265036 and choose option 2.

To enable us to complete your delivery as smoothly as possible, please ensure the following arrangements are made:

Electrical Supply

You will need to provide a 32amp dedicated supply. The correctly rated dedicated power supply should be provided by the way of a waterproof commando socket near the spa and a Type C breaker fitted into the consumer unit. Alternatively you could fit a rotary isolator and have your own electrician hard wire directly into the hot tub control box.

To comply with BS7671 legislation as of the 1st January 2005 a competent electrician registered with one of the following must carry out all electrical work: BRE Certification Ltd (ECA & IEE); British Standards Institution; ELECSA Ltd; NICEIC Certification Services Ltd or Zurich Certification Limited. Your electrician should give you a certificate once the work has been completed and this should be available for our technicians to see.

Base:

Ideally the spa should be sited on a base of 100mm thick reinforced concrete, although this is an ideal it is not *strictly* necessary. Riptide spas are structurally very solid and could be put on any flat level surface; even grass if that is what you want to do. The worst that can happen is over time the spa will sink a little and the water may appear to be higher on one side of the spa than the other, it may also mean that removal of the drain plugs may be more difficult, this could be rectified if it happens by removing a section lawn and earth.

The base should be a minimum of 3300mm by 2330mm plus an allowance for the steps. If you intend to bury your cable please ensure it is buried at least 450mm deep, encased in high impact duct of preferably 32mm or 25mm diameter (available from B&Q). Bring the supply up at the centre front edge of the door side and pulling a length of string through the pipe so we can pull our cable through. The instructions for bases may change if you are having a spa mounted/free standing building installed. Please consult building installation instructions if this is the case.

If, temporarily, you want to site the spa on an existing patio or concrete base please ensure it is completely flat and that it will happily hold the weight of the spa once filled with water (weight of spa when filled with water is 3080kg). If there is a drop of 15mm or more across the area it is advisable to have a concrete skim laid to ensure the base is level. We are unable to jack the spa to make it flat as this could weaken the under-structure and will invalidate your guarantee.

If you have decided to site your spa indoors please remember that the spa will produce steam from the sanitised water and we would therefore suggest that you or your designated third party (builder, architect etc), consider any ventilation, extraction and/or drainage that may be required. Our staff are happy to assist wherever possible but they cannot provide professional build advice.

Draining Your Spa (Above Ground)

Each spa has a drainage outlet with a tap situated on the outside or via a small door. To drain your spa attach a hose with the correct fitting and turn the tap to open. Once the majority of the water has been drained, turn off the tap, remove the hose and fitting and refill.

Engine Compartment

In the event that a technician needs to work on your spa or for you to be able to drain it there must be at least 600mm clear working space on the control side of the spa.

Cover Valet®

If you are having a Cover Valet® fitted to your spa please allow a 230mm gap for this to operate. On the Acclaim the Cover Valet® operates side to side only.

Cover EX®

If you are having a Cover EX fitted to your spa please allow a 460mm gap for this to operate. On the Acclaim the Cover EX® operates side to side only.

Clearance for Cover Lifter

If you are installing your spa inside a building or shelter, please be aware that a minimum of 2630mm of height will be required for adequate clearance for operating a cover lifting device. Please check exact height requirements with your sales person or the installation department before delivery, as exact required may vary depending on spa, cover lifter and location.

Sinking Of Spas:

If you intend to sink your spa at all please ensure adequate drainage and access, please refer to sinking instructions or call our installation department, inattention to this could invalidate your warranty.

Spa Building or Gazebo

If you are having a lip mounted or free standing building with your spa please refer to the separate installation instructions as the addition of a building may change the required size of your base and could influence where you site your spa. If you have not been given these instructions please call our installation department or your sales person and they will send a copy to you.

Access/Delivery:

Access should be clear for our technicians to push your spa on a wheeled dolly (trolley) from the delivery vehicle to the site for the spa, please measure any alleyways or tight spots bearing in mind obstructions such as steps, low roof overhangs, drainpipes, window seals, tight turns or anything that could obstruct the delivery route. Your Acclaim Spa, when in the trolley, will need a minimum access width of 1080mm and a minimum access height of 2480mm. Spas are very heavy and even an 200mm step requires thought.

As the Acclaim spa is very heavy it is unsafe for our team of two technicians to lower the spa to the ground unaided. We have three choices of delivery method. Method 1: We will for 5 minutes during your delivery need 2 healthy, strong people to help lower the spa on to it's base. Method 2: If the site for the spa is within five metres of a wide drive or road we have a vehicle-mounted hiab* we can use to lower the spa to the correct position. Method 3: We have a pneumatic lowering device to lower the spa from vertical to the ground. Please call us to agree on which delivery method would be most suitable.

If your delivery does require the use of a commercial crane (other than our vehicle mounted Hiab) we must point out that this will be at your cost and your responsibility to arrange unless written agreement is given to the contrary. We recommend that you investigate the addition of insurance when booking the crane.

*During installation, when using a delivery vehicle fitted with a vehicle mounted hiab crane, we will endeavour to protect ground surface areas as necessary. However, we will be unable to accept responsibility in the unlikely event of damage that may occur to surfaces or underground services.

Payment of Balance

If your spa is being paid for by Finance no further action is required.

Payment of balance is due prior to or on the day of delivery, payment can be made by :

- **bankers draft or building society cheque - made payable to 'Riptied Pools Ltd.'**
- **bank transfer (4 days before delivery) – please call 01245 265036 and choose option 3 for details**
- **debit card - please call 01245 265036 (choose option 3) to pay by debit card**

Unfortunately we are no longer able to accept personal or company cheques unless full payment is made prior to delivery and is fully cleared (to ensure cleared funds please post your cheque to Head Office 10 days before delivery).

We only accept credit card payments of the balance by prior agreement and there is a 2.5% commission charged for this service.

If payment is not been made on or before the day of delivery we reserve the right to remove the goods until payment is received. All goods remain the property of Riptide Pools Limited until full payment is received.

If you have any queries or require further information regarding the delivery of your spa please contact your Sales Person or our Installation Department.

We look forward to having you in "Hot Water" very soon.

Heritage Acclaim

Please Note: All dimensions are approximate; measure your spa before making critical design or pathway decisions.



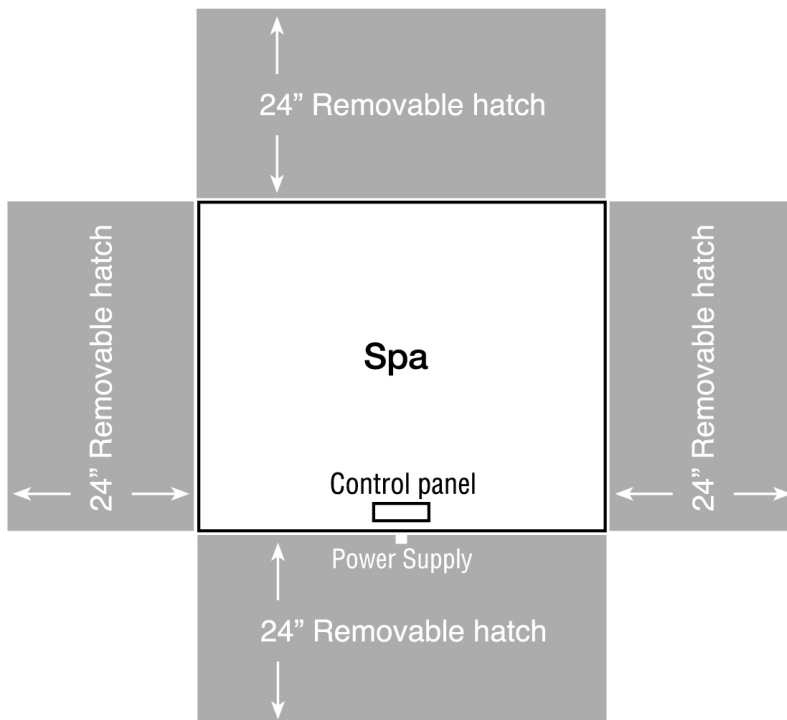
Instructions and Advice for Sinking Spas

If you intend to sink your spa please read the following carefully.

Because of the need to access the spa should a fault occur we need you to design your deck with removable hatches.

When digging your pit please allow a 600mm gap on all four sides of your hot tub and ensure retaining walls are sufficient to allow clean access and no backfilling should occur as this could invalidate warranties.

Dig the hole and lay a 130mm reinforced concrete base with a soak away underneath. Please position your soak away so it can be accessed to ensure it cannot become blocked with debris. Please make sure the soak away is sufficient to ensure your pit cannot become full of water because your warranty will not cover flooded electrical components.



If you are in a low-lying or possible flood area the fitting of a submersible sump pump is recommended.

If using decking around the spa, all four sides, may require access, must have removable panels to allow access to the sides of the spa.

Please ensure the electrical requirements meet those shown in the Installation Instructions you were given at the time of purchase. All electrical fittings must be accessible at the control panel end of the pit and are fitted to current legislation.

Always consult a builder or contractor for professional advice.

If you have any questions or queries regarding sinking your spa please contact your sales person or our installation department.