

Buyer's Guide to Hot Tubs

Our relaxation specialists are here to help you make an educated spa purchase. Like shopping for anything else, knowledge is everything. Before you take the plunge into buying a spa, here are some questions to be answered. Also you might want to take a private "test soak" so you can feel the jets and the overall comfort of the spa, we offer them for FREE. Here is a checklist of things to consider, feel free to print it out and take it with you when you comparison shop.

1. Learn about the spa's specific features, ease to use and maintenance.

- When the spa is not in use, does the water always remain hot and clean?
- Do the jets and jet systems allow you to customize your hydro-massage experience?
- Are the jets and pump loud?
- Is the water continuously filtered 24 hours a day to ensure clean, clear water?
- Are the filters easy to access?
- Is the heating and filtration system fully automatic with no programming required?
- Is there an automatic clean-up cycle after you exit the spa?
- Inquire about the heater—typically the most vulnerable component of any spa. Make sure corrosion will not occur.
- Are the controls user-friendly, easy to operate and adjust?
- Are there optional features to make spa ownership easier? Ozone, cover lift system, steps and railing?
- What are the electrical specifications of the spa? Are both 115v and 230v available?
- How is the seating configured? Are you able to move about easily? Is there lumbar support for your back?
- Is there underwater lighting for safety and to set the mood?

2. Learn how the spa was constructed and its energy efficiency.

- The components should be fully tested at the factory and backed by the manufacturer's warranty.
- Make sure the spa and cover are fully insulated.
- What are the estimated monthly operation costs?

3. Obtain a copy of the warranty.

- Ask for a copy of the warranty and read it thoroughly. Beware of the dealer who is reluctant to provide a copy.
- What spa parts are covered under warranty and for how long?

- How does the manufacturer's warranty compare with other brands? Make sure there are no undesirable limitations, exclusions or pro-rating.

4. Information on the manufacturer and the dealer

- How long has the manufacturer been in business?
- Is the manufacturer ISO9001 & 9002 certified?
- How long has the dealer been in business?
- Call the Better Business Bureau for more information or visit www.bbb.org
- Ask for customer references.
- Is the dealer an exclusive hot tub dealer? Some places carry MANY different products such as billiards, pools, grills and patio furniture.
- What is their referral reward program?
- Do they offer financing and layaway plans?

Ensure you will receive quality service both during and after your spa purchase

- Are the technicians factory trained?
- What is the service area that they cover?
- Do they offer a FREE site survey of the area for the hot tub?
- Is the spa delivered by a professional crane delivery service? What is the charge?
- Do they offer water chemistry and tub operation lessons?
- Do they offer FREE water analysis?

Showroom

- Is there a convenient location near your home
- Are they open 7 days a week, year round
- Do they have evening hours and hours by appointment?
- Do they have a large and comprehensive showroom display?
- Is the showroom clean and inviting?
- Is the staff friendly and knowledgeable?
- Make sure that they carry your water maintenance chemicals and spa accessories? Do they offer FREE UPS shipping?
- Can you take a FREE "test soak" to try out the different models?