



## Site Preparation, Delivery, and Operation Information Sheet

(800) 258-5300 • [www.nespas.com](http://www.nespas.com) • [relax@nespas.com](mailto:relax@nespas.com)



Spa is Ordered  
Spa is In Stock



Site Prep & Site Pics



Spa Arrives (if ordered)  
Delivery is scheduled



Start Up Lesson



Schedule Electrician  
to wire spa after  
Scheduled Delivery Date



Delivery & Wiring



New Happy Hot  
Tub Customer!

### Site Preparation

A solid **level** surface is required. The typical weight load is 80-100 lbs per square foot. This may be supported by a recessed gravel bed embedded with pressure treated wood, 4"x4" or larger beams, a reinforced concrete slab at least 4" thick, patio stones or pavers, wooden deck, or SmartDeck available.

### Recommended Access

It is recommended to provide access to all sides of your spa for future service needs. We recommend 36 inches. Please allow clearance for cover lifting devices. If full access is not provided, the customer will be responsible for moving to provide access and subject to additional fees. See the pre-delivery guide for visuals and details.

### Power Source

Electrical connection to the spa is the responsibility of the purchaser. We recommend using [Brian Bradley Electrical](#) (978-212-8014) for your electrical installation. His services include filling and adding in the initial start up water care supplies to your hot tub so it is ready within one day! Check with your local electrical inspector for any other requirements.

### Delivery

We require pictures, or videos, of the optimal path from your driveway to the final location of the hot tub. If there are gates, fences, or other permanent fixtures then measurements and detailed imagery must be provided so NES can determine the appropriate equipment to use for delivery. For deck deliveries higher than 3 feet, or when clear access cannot be provided, a crane must be used. The customer must note any over head wires, tree limbs, or any other obstructions that may interfere with use of a potential crane. Pricing will vary depending on the difficulty of the delivery route. Email any delivery content to us at [Delivery@NESpas.com](mailto:Delivery@NESpas.com) or call us at (508) 655-8266 EXT 4

### Start Up, Maintenance, and Operation

Prior to your delivery, please contact your sales associate for your FREE water care lesson and \$105 in free supplies. We can also do a virtual lesson if you prefer to stay home. While at your water care lesson we can show you how to start up, maintain, and use your hot tub, their jets, and its features. If you have used our recommended electrician Brian Bradley then his team will start some of the start up process for you after filling the hot tub.

### ***Thank you for your hot tub purchase!***

*We are excited to have you join our hot tub community.  
Here are a few other services you may not be aware of that we offer:*

Site Evaluation - We're happy to come out to your home to review the hot tub location, size, or delivery route.

Referral Program - Do you know someone that has already purchased a hot tub from New England Spas? If you mention who referred you, and purchase a hot tub, once it's delivered you and your friend or family member will get \$100 in store credit.

Valet Program - Not enough time in the day to worry about your spa maintenance? Let NES take care of your spa for you! We have three different customized programs for every level of care .

Home Delivery Program - Let us save you time and money. When you sign up for our Home Delivery Program you save 15% on your annual supplies and we'll take care of shipping them out on a biannual schedule.