



SOUTHERN
POOLS AND SPAS

Spa Delivery

Quick Reference Guide

Welcome!

Congratulations on your new hot tub purchase! This guide is designed to help you navigate the delivery and setup process. Please take the time to read through this entire guide to ensure a smooth and successful delivery experience.

Your general spa installation requirements:

1. Site Preparation:

- Ensure the spa site is level and ready with a paver pad, concrete pad, reinforced wooden deck, or an approved spa pad.
- Clear the delivery path by removing any obstacles like gates, fences, or railings.

2. Electrical: Electrician:

- Hire a licensed electrician to install the disconnect box and wiring according to state and local codes.
- Electrical work must be complete before delivery.

*For trusted and professional electrical services, we recommend using **Slipstream Electric** to ensure a smooth and compliant installation process.*

3. Photo Submission:

- Send photos of your driveway, spa location, electrical box with whip and any obstacles to **276-530-3628** to schedule your delivery.

4. Plan for Water:

- Be prepared to provide a water source to fill the spa during delivery. If your delivery is scheduled during colder months, please ensure that your water hose is not frozen and is in working condition to avoid delays.

Unforeseen circumstances, such as weather delays, ground conditions, or scheduling conflicts, may impact your delivery. Our Spa Service team will reach out to coordinate a convenient delivery date once the final balance is paid in full, or financing is approved. For your convenience, we also accept payment at the time of delivery via cash or check. Delivery times may vary depending on location and season.

Our service technicians are available **Monday-Thursday** from **7:00 AM to 5:00 PM**.

Phone: 276-623-0377

(Be sure to select the spa service option 3)

Email: service@spsbristol.com



Homeowner's Pre-Delivery Checklist

- The installation site is level and your pad is one of these approved materials: pavers, concrete, reinforced deck (wood), or an approved spa pad.**
- Photos of the installation site and access points are sent via text to 276-530-3628.**
- Any obstructions like gates, fences, or railings have been removed to provide a clear path.**
- The area is accessible for a standard two-person crew, or arrangements for special equipment (e.g., crane) have been made with SPS.**
- Electrical Preparation: Have a licensed electrician complete the wiring per the specifications provided at purchase. We recommend using Slipstream Electric for reliable service. You can reach them at (276) 791-5722.**

Scheduling Your Delivery

To schedule your hot tub delivery, please follow these steps:

- **Contact Our Spa Service Manager:** Call 276-623-0377 (Option 3) to arrange a delivery date that works for you. We typically reach out to schedule delivery, but if you're ready before we contact you, feel free to give us a call.
- **Send Photos for Delivery Preparation:** To ensure a smooth delivery process, we need to assess the access path and delivery site.

Please send the following photos via text to 276-530-3628:

- Your driveway
- The exact location where the spa will be placed
- Any obstacles (gates, steps, landscaping, fences) along the delivery path
- Electrical

As a reminder, the customer is responsible for site prep, installation of the disconnect box, and the wire coming out of the disconnect box for us to make the final connection to the tub.

Day of Delivery

The delivery team will ensure your spa is set up efficiently and professionally. Please review the options below for your delivery experience:

Standard Delivery (Included)

- Spa Placement: Position the spa in the designated spot (or as close as possible if access is restricted).
- Electrical Connection: We'll make the final connection from the spa to your pre-installed disconnect box.
- Accessories: Install any purchased accessories (e.g., cover lifters).
- Function Check: Power on the spa to confirm it works properly.
- Packaging: Leave packaging neatly bagged for your disposal.



White Glove Delivery Service – \$499

Our White Glove Delivery Service offers a seamless and hassle-free spa installation experience.

- Spa Placement: We'll position the spa in your designated spot.
- Electrical Connection: We'll make the final connection from the spa to your pre-installed disconnect box.
- Filling the Spa: We'll fill the spa using your water source.
- Operations Tutorial: A complete walkthrough of spa operations to get you familiar with your new spa.
- Startup Chemicals: We'll add the necessary startup chemicals. For IQ systems, chemicals will be added once the water has warmed (to be completed by the customer).
- Trash Removal: We'll take all packaging and delivery waste with us, leaving your space clean and clear.

Note:

- Deliveries requiring cranes, skid steers or telehandlers will incur additional fees.
- Please ensure the site is prepared, and electrical work is completed before delivery.



Electrical

It is strongly recommended to have a licensed electrician prepare the site for the necessary wiring prior to delivery. Most spas we sell come with a subpanel; please consult your sales associate for details specific to your spa model.

Additionally, 110v spas cannot be operated with an extension cord, as doing so will void the warranty. Southern Pools and Spas (SPS) cannot run any electrical wiring to the spa or provide any wiring materials. At the time of purchase, customers will receive a wiring diagram and a Pre-Delivery Guide outlining the electrical specifications for their spa. If the wiring is incomplete or incorrect upon delivery, SPS will leave the spa empty for its safety. Customers may not cancel the sale due to wiring issues. SPS will gladly return to complete the final connection once the wiring is corrected; however, there will be a \$50 trip fee for this service within our normal service and delivery area.

- It is your responsibility to arrange for wiring to be completed before delivery.
- If the wiring is incomplete or incorrect, the spa will remain empty for safety until resolved.
- For electrical installation, SPS recommends Slipstream Electric at 276-791-5722.

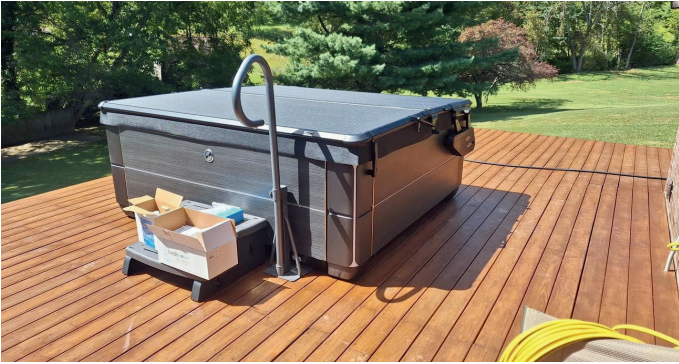


Pre-Delivery Instructions
<https://spsbristol.com/pre-delivery-instructions/>

Spa Location

Your new spa should be placed on a uniformly firm and level surface, such as a reinforced concrete pad at least 4" thick or a structurally sound deck capable of supporting the spa's weight. Southern Pools and Spas does not level, shim, or prepare spa sites. Shimming a spa can cause damage and will void the warranty. The seller and manufacturer are not responsible for any damage resulting from shimming or improper base preparation by the buyer.

Acceptable bases:



Wooden Deck



Paver



Spa Pad



Concrete Pad

Access

Your spa requires a minimum 6' clearance. Greater than the spa, to travel through gates, between the house, and side fences, and a minimum of 12' overhead clearance, greater than the spa. The spa could travel flat or on its side. Southern Pools and Spas is not responsible for any damage to products, or the side, resulting from clearances of less than the above requirements.

Decks over 5 steps, or 6' high, may require additional equipment and charges may apply.

The distance required to turn a corner should be equal to the length of the spa plus the required clearances.

All debris limiting or blocking access to the job site must be removed prior to delivery. Any trimming of trees or bushes, removal of debris, leveling of ground or other general maintenance must be done prior to delivery.



All recessed spa applications must give 36" of clearance around the spa for installation purposes. In most recessed cases, a crane is required for recessed installations. If clearances are not given to all sides of the spa, and service cannot be performed without the removal of decking and/or floors, furniture, fixtures, appurtenances caused by persons delivering materials, products and/or equipment.

The manufacturer's warranty does not cover the cost of removal of any decking, walls, flooring, woodwork, or any other removals and/or replacements necessary for the repair or replacement of any defective product. A minimum of 24" clearance is required on all sides, if not, the buyer is responsible for providing access and may be subject to additional charges. Work may not be performed by Southern Pools and Spas until the buyer has provided full accessibility.

Access

How is your width clearance?

Check all gates

Protruding electric meters

Gas meters
A/C units

Do you have sufficient overhead clearance?

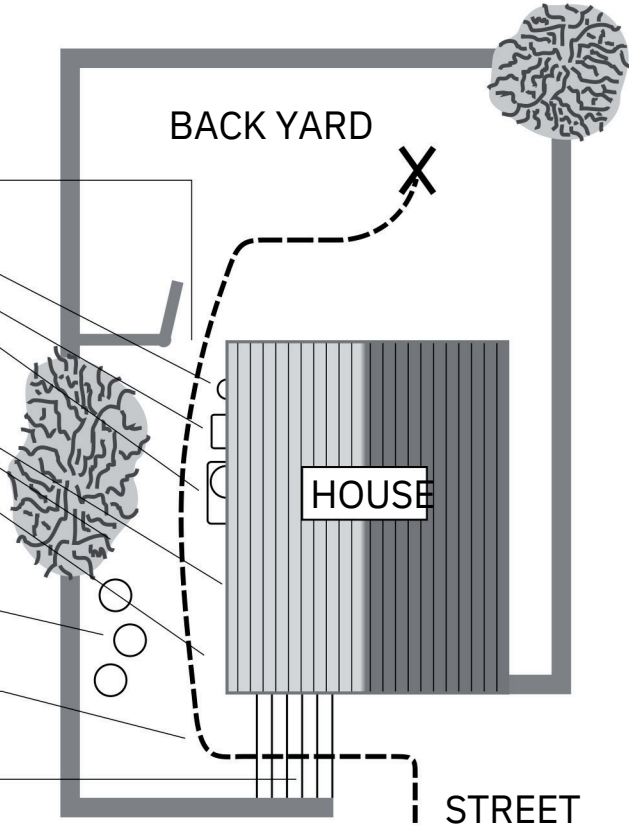
Check low roof eaves,
overhanging branches,
rain gutters

Is the path clear?

Move away branches, dog houses, firewood, etc.

If there is a 90 turn, can we clear it? (The spa will not bend)

No more than 6 consecutive stairs without a landing



Types of equipment used for deliveries



Payments

All remaining balances must be paid in full at or before the time of delivery.

Payment options include:

- Paying in advance via cash, check, or credit card (a 3% processing fee applies to credit card payments).
- Paying with cash or check at the time of delivery if the homeowner is present.
- An approved person on the financing agreement must be present to sign in person (electronic signatures are not accepted by Wells Fargo).



All sales are final once the spa has left our warehouse and been delivered.

Accessories

To make the most of your spa, be sure to take advantage of your accessories! Cover lifters simplify the process of removing your spa cover, while SmartTops and Covanas provide convenient, durable protection. These accessories help streamline maintenance and enhance your overall spa experience. If you need any guidance on using or maintaining your accessories, our team is here to help!



ProLift II Cover Lifter (Cover Cradle): Hydraulic-assisted system that requires minimal effort and needs 24-30 inches of clearance behind the spa and 3 inches on the sides.



ProLift III Cover Lifter (Cover Cradle II): Improved cradle design with a dual shock system, requiring 24-30 inches of clearance behind the spa and 3 inches on the sides.



ProLift IV Cover Lifter (Upright): Vertical design for tighter spaces, requiring only 7-10 inches of clearance behind the spa.



Accessories

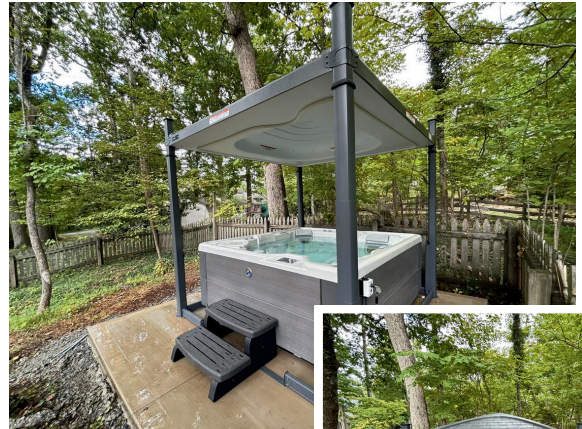


FreeFlow Cover Lifter / Rock-It Cover Lifter:

Simple and durable lifter, designed for ease of use and compatible with FreeFlow spas and other models. Ideal for smaller spaces with minimal clearance requirements.

Covana Automated Cover:

The Covana is the ultimate in convenience and luxury, combining a hot tub cover and gazebo into one. With the turn of a key, it effortlessly lifts to provide shade, privacy, and protection from the elements. Built for durability and ease of use, the Covana enhances your spa experience while reducing maintenance. Perfect for larger spaces, it transforms your spa area into a private retreat.



Spa Chemicals

Proper water care is essential to ensure a clean, clear, and enjoyable spa experience. To help you get started, every spa purchase includes a Sirona Spa Care Chlorine Startup Kit, and for those opting for saltwater systems, a FreshWater® Salt System Startup Kit is also provided.

Sirona Spa Care Chlorine Startup Kit

Included with every spa, this kit contains:

- Chlorinating Granules for sanitation.
- Active Granules for maintaining water balance.
- Foam Out to control unwanted foam buildup.

Features:

- Easy-to-use pre-measured packets and clear instructions.
- Effective water sanitization and clarity.
- Hassle-free maintenance for all spa owners.



FreshWater® Salt System Startup Kit

For customers opting for a saltwater system, this kit provides everything needed to get started. The FreshWater® Salt System:

- Generates chlorine automatically to keep water clean and clear for up to a year.*
- Requires less manual chemical maintenance.
- Allows you to spend more time enjoying your spa and less time on upkeep.

FreshWater® IQ System

For customers opting for smart water care, the FreshWater® IQ System offers an innovative solution. This system:

- Regularly tests your spa water and displays clear on-screen instructions for easy maintenance.
- Provides real-time updates via the spa's control panel, helping you keep water fresh, balanced, and ready to enjoy.
- Does not require shock treatments, simplifying water care.

Note: Saltwater spas will receive both the Sirona Spa Care Chlorine Startup Kit and the FreshWater® Salt System Startup Kit.

Note: SOUTHERN POOLS AND SPAS IS NOT RESPONSIBLE FOR WATER REPLACEMENT FOR ANY REASON.

Spa Chemicals

For spas that don't use saltwater systems, we offer Spa Frog® sanitizing systems to simplify water care and reduce chlorine usage:

Spa Frog® Floating @ease® System

- Ideal for endless swim spas and standard spas.
- Uses a combination of SmartChlor® Technology and minerals to maintain clean water with 75% less chlorine than traditional methods.
- Self-regulating system that releases sanitizer as needed, reducing the need for frequent adjustments.
- Easy Replacement Indicator: The ball will flip over when it's time to replace the SmartChlor® cartridge.



FROG® @ease® In-Line System

- Designed for Freeflow®, Hot Spot® and Vacanza® series spas.
- Built into the spa for a seamless experience.
- Combines minerals and SmartChlor® for consistently clean and clear water.
- Reduces chlorine use and minimizes odors while keeping water soft and easy on the skin.

Water Testing Services

We offer free computerized water testing at all Southern Pools and Spas locations. To keep your spa water balanced and maintain warranty coverage:

- Bring in a water sample at least every two weeks.
- Use your Water Test Punch Card to enjoy discounts on products.

Note: Improper water care can void your warranty. Most water chemistry issues can be resolved by bringing in a sample for analysis.



THANK YOU!

Thank you for choosing Southern Pools and Spas for your hot tub purchase! We are thrilled to be a part of your journey to relaxation and enjoyment. Our goal is to support you through every step of your spa life – from delivery and setup to maintenance and beyond.



If you have any questions or need assistance, don't hesitate to reach out. We're here to help ensure your spa experience is nothing short of amazing.

Phone : 276-623-0377



Thank you for choosing Southern Pools and Spas!



**5136 Lee Hwy
Bristol, VA 24202**

(276) 623-0377



**155 E. Mountcastle Drive
Johnson City, TN 37660**

(423) 430-9869



**1880 N. Eastman Road
Kingsport, TN 37664**

(423) 765-0363



**2415 N. Davy Crockett
Morristown, TN 37814**

(423) 560-2600

Retail Hours of Operation:

Monday- Friday 9:00am-6:00pm

Saturday: 9:00am-5:00pm

Spa Service Hours of Operation:

Monday- Friday 8:30am-4:30pm

Be sure to bring us a fresh water sample from your pool and we'll test it for FREE!