



www.cornishhottubs.co.uk

info@cornishhottubs.co.uk

01872 573350

Customer Name:

Address:

Post Code:

Contact Number:

Hot Tub:



HOTTUB GUIDE & WATER MANAGEMENT



HOT TUB SAFETY GUIDELINES

Please Enjoy Your Hot Tub Safely



Do not enter if temperature is over 40 C



Children must be supervised at all times



Children under 5 cannot regulate their body temperature. Prolonged immersion in hot water and hot tub use is not recommended



Pregnant women must consult a doctor before use



Anyone with heart disease, diabetes, high or low blood pressure or serious illness must consult a doctor



Do not use the hot tub while under the influence of alcohol, tranquillisers or any drugs that may cause drowsiness



Limit your soak time to 15 minutes & cool off before re-entering



No glassware in or near the hot tub



No jumping or diving



Replace cover after use and lock catches

Using Your Hot Tub Safely

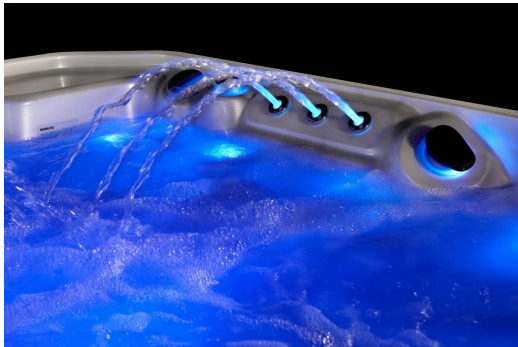
Hot tubs are an oasis of enjoyment and relaxation with many therapeutic benefits which will give owners many years of good service when looked after properly. As with many products potential risks can arise, particularly if a product is misused or neglected, but there are a number of simple steps that can be taken to ensure your hot tub or swim spa is kept safe, both when in use and when it is empty.

Always use a cover when the hot tub is not in use to prevent unauthorised access to the water. Our covers are all supplied with locking straps which can be locked using supplied keys, which should be kept away from children. Without the keys, it is not possible to gain access to the hot tub.

Always use the hot tub with the cover removed. Never try to bathe with the cover in place over the heads of bathers.



If the hot tub is to be used at night, always use the underwater light so that bathers can clearly see their safe entry point into and out of the water, and ensure that the access route(s) between the house and the hot tub are clearly lit as well.



Unless a hot tub is sunk or partially sunk into the paving or decking, always use a set of approved spa steps to gain access to the hot tub. For extra security a hot tub grab-rail can be installed at the access point and attached under the hot tub or attached to the cabinet.

If your hot tub is partially or completely sunk into paving or decking, always ensure it is clearly visible day and night and everyone in its vicinity are aware of it to avoid accidental trips and dunkings!

When getting in, or out of a hot tub, do so with care and do not run, to avoid slips, trips and falls.



It is recommended to bathe with at least one other person in a hot tub, in the event that if one person gets into any difficulty, the other can assist or raise the alarm. The elderly or infirm should not be left alone in a hot tub.

Children should never be allowed to use a hot tub without constant adult supervision.

Children under the age of 5 cannot regulate their body temperature like adults. Infants and toddlers have thinner skin which makes them more susceptible to overheating.

It is recommended that children below the age of 5 do not use a hot tub.



If your child is old enough to be in a hot tub, you still need to keep an eye on them to prevent any overheating. High temperatures can cause drowsiness, unconsciousness, heat stroke or death.

A temperature of 36 degrees Celsius or below is more suitable for children and short periods of 5 minute sessions. It is also recommended that children avoid full body immersion.

Never put your head underwater in a hot tub, or allow another bather to do so. The high water temperature can potentially lead to loss of consciousness.

Never use a hot tub with a water temperature higher than 40°C. Our spas will be factory configured in such a way as to make this impossible for the hot tub to heat above this temperature but on hot summer's day there is a chance the water temperature could increase without being heated by the hot tub. We recommend that you keep on hand a good quality thermometer to double check the water temperature against that showing on the hot tub's display.



Always ensure your water is tested and sanitised correctly and the water balanced and ensure the filter(s) is/are clean and the spa drained down at regular intervals.

Always treat with chemical products designed specifically for use in hot tubs. Never use general household cleaning products or detergents.

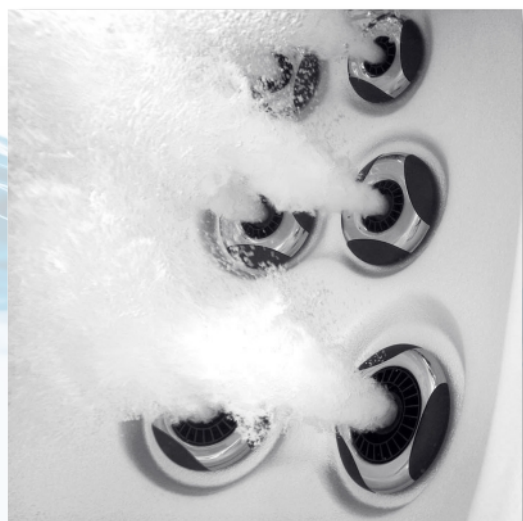
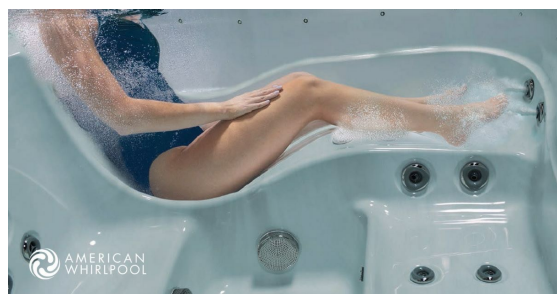


The hot tub should not be used when under the influence of alcohol or drugs.

Always use and maintain the hot tub according to the manufacturer's instructions. Failure to do so could not only pose a safety risk, but could also void your hot tub's warranty. Never block suction fittings or skimmers in the hot tub. Never tamper with or modify the hot tub or any of its workings. Only use approved accessories and after-market products designed specifically for use in hot tubs, as recommended by your manufacturer or retailer.



Whilst regular hot tub bathing has been known to afford many tangible and therapeutic benefits, if you have any concerns or any pre-existing medical conditions, always discuss these in advance with your GP.



These safety guidelines are not meant to alarm you but to give you information on the potential safety aspects related to hot tub use.

Relax and enjoy your hot tub.



HOT TUB MAINTENANCE

DAILY - TEST WATER WITH TEST STRIPS

- Check sanitiser level (Chlorine/Bromine)
- Check PH level
- Check Alkalinity
- Check Hardness level



WEEKLY - CLEAN

- Shock with Non-Chlorine Shock to oxidise the water
- Take out the filters and clean with a hose pipe or aqua wand
- Clean the water line with a soft cloth

QUARTERLY - a water change is recommended every 90 days

- Turn off the hot tub
- Drain the water using the drain valve or a submersible pump
- Wipe over the acrylic shell and rinse with water
- Remove filters, soak in filter cleaner, rinse and leave to dry
- Refill with clean water. Place hose pipe into filter housing to fill to prevent air locks.



ANNUAL SERVICE

We recommend an Annual Service by our certified experts.

This includes a full flush of the pipe work, thorough clean inside and out and a maintenance check of all components. Drain and refill and water balanced.

We offer a pre-paid scheme to spread the cost of the service for £16.67 per month over 12 months.

Water Treatment

A hot tub is one of the most wonderful, therapeutic and lifestyle-enhancing home improvements that consumers can invest in. However, it is important to ensure the water in your hot tub is clear, clean and hygienically safe, as some potentially harmful micro-organisms could otherwise cause problems if left unchecked.

We supply all our hot tubs with a chemical starter kit with everything you require to balance your water.

- **TEST STRIPS** - use for daily testing to check chemical levels. In order to know whether you are treating water correctly and, therefore, whether it is safe and hygienic to use, it is vitally important to test the water in your hot tub daily before use to find out what the pH and sanitiser levels in your water are. You will then need to make any adjustments required, as highlighted by your test results. we recommend Insta 4 in 1 Test Strips
- **CHLORINE OR BROMINE (sanitiser)** - supplied in granular form, use to maintain a safe sanitisation level. **Chlorine** is a fast and effective sanitiser, and its biocidal properties are well-established and proven. It kills potentially harmful micro-organisms rapidly. We supply stabilised chlorine granules - sodium dichloroisocyanurate dehydrate (AKA Troclosene sodium, dehydrate or "dichlor"). This stabilised chlorine helps keep chlorine in the water on warm sunny days. **Bromine** is also available. It is popular among hot tub owners as it does not give off the 'swimming pool odour' some associate with Chlorine, and it's also very effective at higher temperatures. Bromine is not so harsh as chlorine so more suitable for people with skin allergies.
- **PH INCREASER** - PH + (increaser) is used to raise a low pH. For your sanitiser to work most effectively, and for the comfort of bathers and protection of the hot tub's equipment, the water's pH must be controlled. pH is, in the most basic terms, the balance between acid and alkaline substances in the water. If water is too acidic, then the water will be corrosive, and if it's too alkaline, then there is more likelihood for damaging scale to form. pH balancers are water treatment products which allow you to easily and safely control. They need to be added gradually to achieve the correct levels. The water in our area tends to only require PH Increaser rather than decreaser which is why this is supplied in our starter kit.
- **ALKALINITY INCREASER** - Used to increase the Total Alkalinity. Total Alkalinity is a measure of the total amount of alkaline substances in the water. If it's too high, it will make an incorrect pH difficult to adjust, and if it's too low, then small additions of either pH reducers or pH increasers will cause the pH to swing one way, then the other, rapidly. So the correct TA acts as a 'buffer' against this and allows you to control the pH easily, quickly and effectively. Correct the Alkalinity level before adjusting the PH level.
- **HARDNESS INCREASER** - Used to increase calcium hardness. In our region the water is typically soft and contains little or no calcium. Calcium Hardness helps protect the Hot Tub from acid erosion and can help prevent excessive foaming while the Hot Tub is in use. The Hardness level usually only needs to be adjusted when refilling the hot tub with fresh water not on a daily basis.
- **SPA CLARIFIER** - Your spa water should always look clear, bright and inviting. If, for any reason, it doesn't, it can usually be brought back to life with Spa Clarifier. This assists the efficient removal of small suspended particles, which in sufficient quantity will cloud the water.
- **ANTI-FOAM** - The water in your spa is circulated very quickly; air is also introduced regularly and, together with the build up of body oils, foam can be created on the waters surface. While this will cause little harm it's not attractive and needs to be removed. Anti- Foam is specially designed to remove this unsightly foam
- **ENERGISER SACHETS** - An oxygen based shock treatment designed to revitalise spas. Use this to help bring your water back to life!

Additional Water Treatment Products

Whilst we supply everything you require to get you started with your hot tub water chemistry there are additional products which you may find useful.

- **PH DECREASER (PH -)** - Used to lower the PH level. If the Alkalinity level is too high PH decrease is used to reduce this.
- **NON-CHLORINE SHOCK** - It oxidises and removes organic contamination from the water without increasing the chlorine levels. Non Chlorine shock is ideal treatment for Chlorinated or Brominated water, but should not be used as an alternative to your day to day sanitiser. By oxidising the water it allows the sanitiser to work better. This product can be used if the water in your Hot Tub takes on a green tinge.
- **SCALE & METAL MAGNET** - Scale & Metal Magnet tablets are highly concentrated and formulated to prevent pool surface discolouration. The product works by sequestering minerals, thus preventing calcium & metal deposits from precipitating on your pool walls & floor. The product prevents unsightly calcium/metal deposits on spa surfaces. Scale & Metal Magnet is a scale and stain PREVENTATIVE only. This product is useful if using water from a borehole.
- **FILTER CLEANER** - Periodically if you have a Cartridge type filter it will require cleaning. This is essential to remove precipitated minerals and greasy deposits that have been trapped in the filter which if left, will impair the filters performance and cause the water to become cloudy. We supply this in either a liquid solution or tablet form which dissolves in water.
- **CHLORINE/BROMINE TABLETS** - Chlorine/Bromine tablets are slow dissolving and therefore need to be placed in either a floating dispenser, in-line chlorine feeder or a skimmer basket. This ensures good flow to allow the tablets to dissolve and also ensures that the tablets are never in direct contact with the hot tub surface and out of reach for hot tub users. It is common for chlorine tablets to create a high chlorine level if the spa is left for a long time without being used as the concentration level of chlorine builds up. This can be damaging to hot tub components.
- **O-CARE** - Weekly spa care which prevents bio film build-up in your hot tub pipes, this will make your sanitiser more efficient and make your hot tub water better in general. Using O-Care can reduce the amount of chlorine or bromine used by 78%. O-care softens your spa water, making your spa experience better, your skin feel softer after use and gives a more natural feel to your spa water.
- **SPAZAZZ** - Spazazz products are specially formulated for both bath and spa use, and are completely oil-free. The all natural blends of sensual aromas and moisturising botanicals are designed so they will not affect a hot tub's pH balance or leave any oily residue behind. The therapeutic benefits of Spazazz products are numerous, and include being a natural remedy for aches and pains, an anti-inflammatory, a muscle relaxant for tension and stress, and a skin moisturiser.



Water Change

A water change is recommended every 3 months or when your water becomes unmanageable prior to this. As the water gets older the amount of total dissolved solids (TDS) (e.g. “used up” sanitiser) builds up which can cause increase in chemical consumption and cause sanitisers to become less efficient, so even though the water might still look clear it’s still best to change it.

1. Run a Hot Tub Flush (available from Cornish Hot Tubs) through the tub before emptying the water, this helps to maintain internal plumbing and helps to keep the hot tub in tip top condition. Make sure your diverter valves are in the middle. Also remove head rests and clean properly.
2. Turn the Hot Tub off at the isolation switch and remove the filters.
3. Drain water using the drain valve or a submersible pump if you want to quicken the process. The drain valve can be found on the lower outside of the hot tub. Please refer to your hot tub manual on how to use your drain valve, every brand is slightly different.
4. Whilst draining water, clean filter thoroughly. Use a hose pipe to rinse off then place in a solution of filter cleaner which will break down fats and oils. A spa wand may assist you in cleaning your filter. Leave to soak following instructions on the product. Following the soak rinse the filters and leave to dry outside before putting the filters back in the hot tub. Allowing the filters to dry outside to kill any remaining microbes.
5. Clean down shell with a soft cloth, spa glove or tub scrubber. Spa Glo can be used to clean and protect the acrylic shell. Thoroughly rinse down the acrylic and remove all the water. A wet and dry vac can be a good investment to suck out the last bits of dirty water.
6. Fill the spa with a hose pipe through the filter area. Filling through the filter area can help to prevent air locks. Fill water to the fill line which should be above the top of the jets so that no air is being sucked in through the jets.
7. Put filters back into the hot tub and turn the hot tub back on.
8. Test the water to see how the chemical levels are and add required chemicals accordingly. Add extra sanitiser on initial fill to kill off any contaminants from the hose etc, bringing chlorine/bromine level between 5-10ppm
9. Make sure all diverter valves are in the middle to ensure proper chemical mixing and make sure all pumps are on (except air as this is not needed)
10. Leave cover off for 20 minutes after adding all chemicals to stop gas buildup under the cover.

RECOMMENDED RANGES FOR BALANCED WATER	
pH	7.2 - 7.6
Total Alkalinity	80 - 150 ppm
Chlorine	2 - 4 ppm
Bromine	3 - 5 ppm
Calcium Hardness	150 - 250 ppm

This table shows the ideal balanced measurements that you are looking for in your testing results. Parts per million (ppm) is a form of measurement used in pool and spa chemical readings. This is equivalent to one milligram of concentration per litre of water.

Chemicals and accessories available from the Cornish Hot Tubs webshop www.cornishhottubs.co.uk/store/



General Rules - The Do's & Don'ts



- Shower before use. **Remove any suntan lotions, cosmetics, perfumes and soap residue** from skin as this can cause a build-up of oils in the spa which can cause excess foam, harder to manage chemicals and unclear/cloudy water.
- **Use dedicated swim wear** – this is because soap used in washing machines can stay on the swim wear and cause excess foam in hot tubs. Sanitiser's used in hot tubs such as chlorine/ bromine will keep swim wear clean.
- You must test the water before each use. (dip test using test strips) **Chlorine / bromine** can burn off quickly (especially with frequent use) so regular checking of chemicals with test strips is a must.
- The water treatment products that you will need to add to your Hot Tub are highly concentrated. **NEVER MIX CHEMICALS TOGETHER.** Some chemicals when mixed can cause poisonous gases or even explosions.
- **WAIT HALF AN HOUR** after dosing your Hot Tub with Chemicals before using.
- Always store, handle and add hot tub chemicals according to the directions on the manufacturers packaging and ensure you use and operate your hot tub according to the owners manual.
- Run the Hot Tubs pumps with diverters in the middle position whilst adding the chemicals to the water.
- Wait 20 minutes. after adding chemicals to the water before closing the lid. This will prolong the life of the cover and any pillows installed. As this allows the gases generated by adding the chemicals to dissipate rather than get trapped between the water and the cover.
- Change/replace filter to a brand new one once a year.
- Switch off the power to the pumps before removing the filters.
- Do not use your hot tub in a thunder storm!
- Don't forget to re hydrate after using the hot tub.



Problem Solving

WATER CHEMISTRY PROBLEMS

Please use the FREE APP **O-Care Aqua Tool**

The O-Care App helps you to solve water problems step by step.

You can download this Free App from the App Store or Google Play and add Cornish Hot Tubs as your dedicated chemical shop.



PLEASE CALL 01872 573350 FOR ANY SERVICE & MAINTENANCE ISSUES

Chemicals & Accessories

Visit our online shop or showroom for additional chemicals and accessories.

We have some great products designed to make looking after your hot tub easier and many items to enhance your hot tubbing experience.



ONLINE STORE

www.cornishhottubs.co.uk/store/



Keep an eye on our Facebook page for
Chemical & Accessory offers



PRE-PAID ANNUAL SERVICE

Spread the cost of an Annual Service and SAVE with our Pre-paid service

ONLY £16.67 per month

£200 over 12 months (usual price £250)

Receive a Full Annual Service following 12 monthly payments.

Hassle free, small manageable monthly payments and peace of mind that your spa will be looked after by our experts.

*Servicing from our award winning,
trained engineers*



BISHTA
PROMOTING SAFE HOT TUB STANDARDS

Interested?

Contact our Service
Manager

Matt Newman

mattnewman@cornishhottubs.co.uk

01872 573350

07436 533615



UNIT 4, INDIAN QUEENS TRADING ESTATE, WARREN ROAD, INDIAN QUEENS, TR9 6TL

01872 573350





Customer Referral Scheme



REFER A FRIEND & RECEIVE A FREE ANNUAL SERVICE WORTH £250

We hope you have received the best care from Cornish Hot Tubs and you are enjoying your spa.

Over the past 20 years Cornish Hot Tubs have built their business on strong customer service and chosen quality products to ensure we please our customers.

Many of our clients come through recommendations from other happy Cornish Hot Tubs customers.

If you have enjoyed your Cornish Hot Tubs experience and recommend friends and family who purchase from us, as a thank you we will give you a FREE ANNUAL SERVICE WORTH £250.

Simply point them in our direction and get them to hand this form in when they purchase and we will be in touch to arrange your service.

CUSTOMER RECOMMENDING

CUSTOMER RECOMMENDED



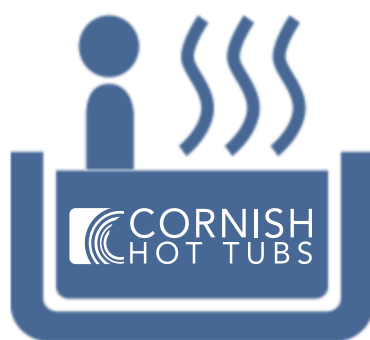
UNIT 4, INDIAN QUEENS TRADING ESTATE, WARREN ROAD, INDIAN QUEENS, TR9 6TL

01872 573350





MY HOT TUB INFORMATION



HOT TUB MAKE:

DELIVERY DATE:

MODEL:

INSTALLED BY:

COLOUR:

SERIAL NUMBER:

A decorative graphic of a blue water splash with ripples and a single drop falling, located at the bottom of the page.

HELP LINE
01872 573350

Test Period ____/____/____ to ____/____/____

Water Treatment Log

Spa _____

Date / Test No	Date	Chl / Bro	pH Level	TA Level	Harndess	Added	Water Change	Filter Clean	Tested By
Monday									
Tuesday									
Wednesday									
Thursday									
Friday									
Saturday									
Sunday									
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Friday									
Saturday									
Sunday									

We recommend you use this test results sheet until you have a good understanding how to maintain a healthy water balance in your spa.

ENGINEER CHECK LIST

CUSTOMER _____ SPA MAKE & MODEL _____
 ENGINEER _____ SERIAL NUMBER _____
 DATE _____ COLOUR _____

INSTALLATION	
SPA IS ON A FLAT LEVEL BASE	
UNIONS HAVE BEEN CHECKED AND TIGHTENED IF NECESSARY	
PUMPS ALL WORKING	
HEATER WORKING	
OZONE WORKING	
HANDLES TURNING ON DIVERTERS, AIR VALVES AND WATER FEATURES	
UV SYSTEM WORKING IF APPLICABLE	
MUSIC SYSTEM CONNECTED AND TESTED. PASSWORD IF APPLICABLE	
WIFI CONNECTED AND TESTED IF APPLICABLE	
ALL JETS OPEN AND WORKING	
CONTROL PANEL WORKING	
LIGHTING SYSTEM WORKING	
FILTRATION CYCLE SET CORRECTLY	
TEMPERATURE SET TO CUSTOMERS PREFERENCE - RECOMMENDED 38 DEGREES	
COVER LIFTER FITTED CORRECTLY AND WORKING	
COVER CLIPS FITTED AND KEY GIVEN TO CUSTOMER	
FILTER(S) FITTED	
CABINET INSPECTED FOR DAMAGE	
ACRYLIC INSPECTED FOR DAMAGE	
COVER INSPECTED FOR DAMAGE	
ADD REQUIRED CHEMICALS	
CUSTOMER HANDOVER	
EXPLAIN WATER CHEMISTRY AND TESTING	
DEMONSTRATE FUNCTIONALITY OF CONTROL PANEL	
SHOW HOW TO REMOVE AND CLEAN FILTERS	
OPERATION OF MUSIC SYSTEM	
RECOMMENDED WATER LEVEL	
EXPLAIN PROCEDURE OF DRAIN AND REFILL	
RECOMMENDED WATER LEVEL	
FUNCTIONALITY OF SPA – DIVERTERS, WATER FEATURES, AIR VALVES	
EXPLAIN WIFI OPERATION & POSSIBLE RECONFIGURATION IF NEW ROUTER EVER INSTALLED	
OPERATION OF COVER LIFTER & COVER CLIPS	
GO THROUGH SPA MANUAL - COMMON ERROR CODES	
RECOMMEND A FRIEND OR FAMILY	
PRE-PAID SERVICE PLAN	
REGISTERING SPA FOR WARRANTY	

By signing this document, you have agreed that you have received your product in full working order which has been paid for in full and you are happy with the installation and handover as detailed above.

You hereby take full responsibility for your spa, it's upkeep and the people who use it.

I give permission to Cornish Hot Tubs to hold photos taken on file securely and use them for future marketing and on the company's social media. ☐

This document will be held as a digital file for future reference by Cornish Hot Tubs.

CUSTOMER NAME _____ SIGNATURE _____