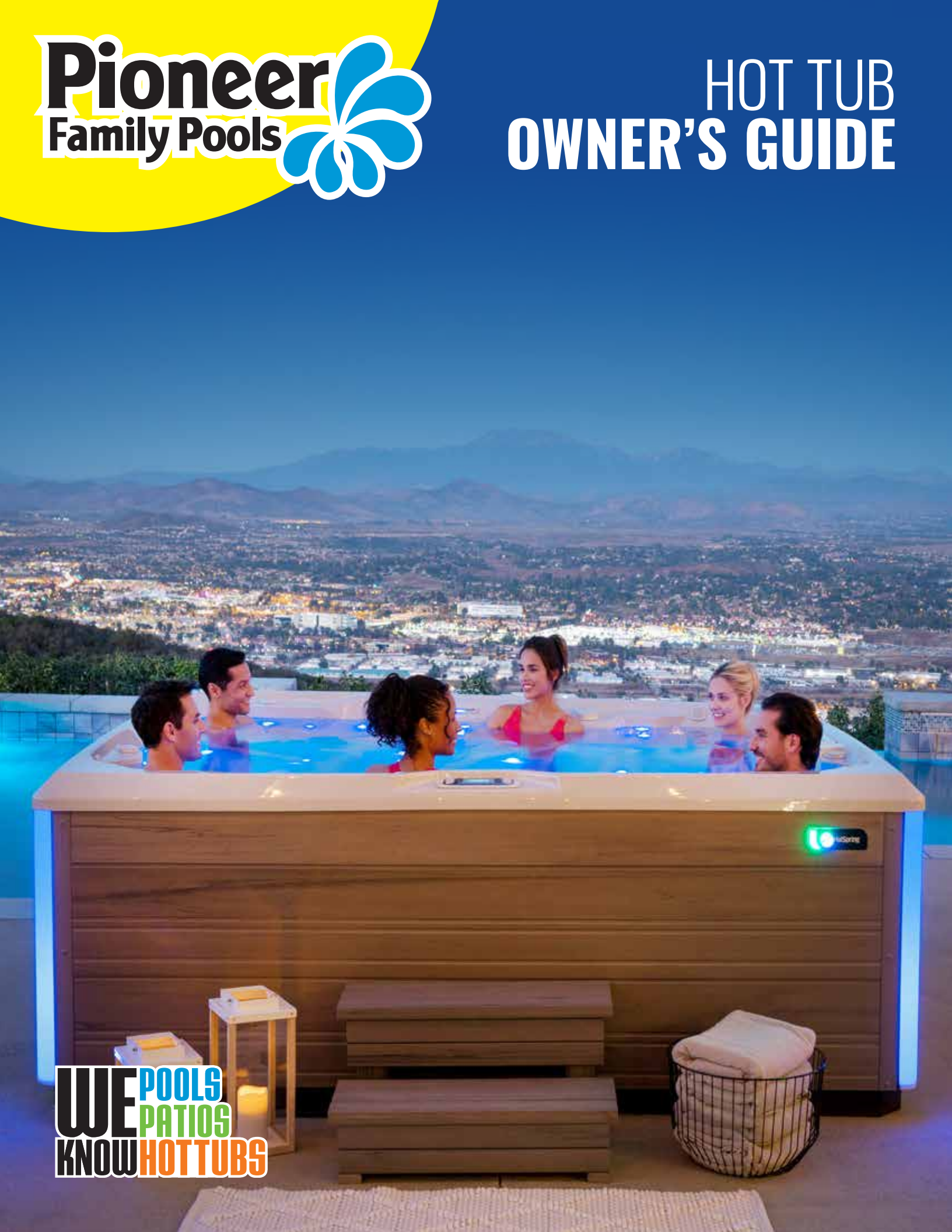




HOT TUB OWNER'S GUIDE



WE POOLS
PATIOS
KNOW HOT TUBS



THANKS FOR CHOOSING PIONEER FAMILY POOLS

Congratulations on the purchase of your new Hot Tub! We wanted to take this opportunity to say **Thank You!** for choosing us. Our goal is to provide our customers with the tools they need to be able to create their dream backyard retreats that can be enjoyed year after year. We work closely with our manufacturers and service our own products to provide the turnkey ownership experience you deserve. Of course this is an exciting purchase, and there are a few things you need to know before you can start Hot Tubbing.

The following Guide will help make sure your delivery, installation and start-up go as smoothly as possible. If we require photos, we ask that you send them as quickly as possible in order to avoid any possible delays in the delivery of your new Hot Tub.

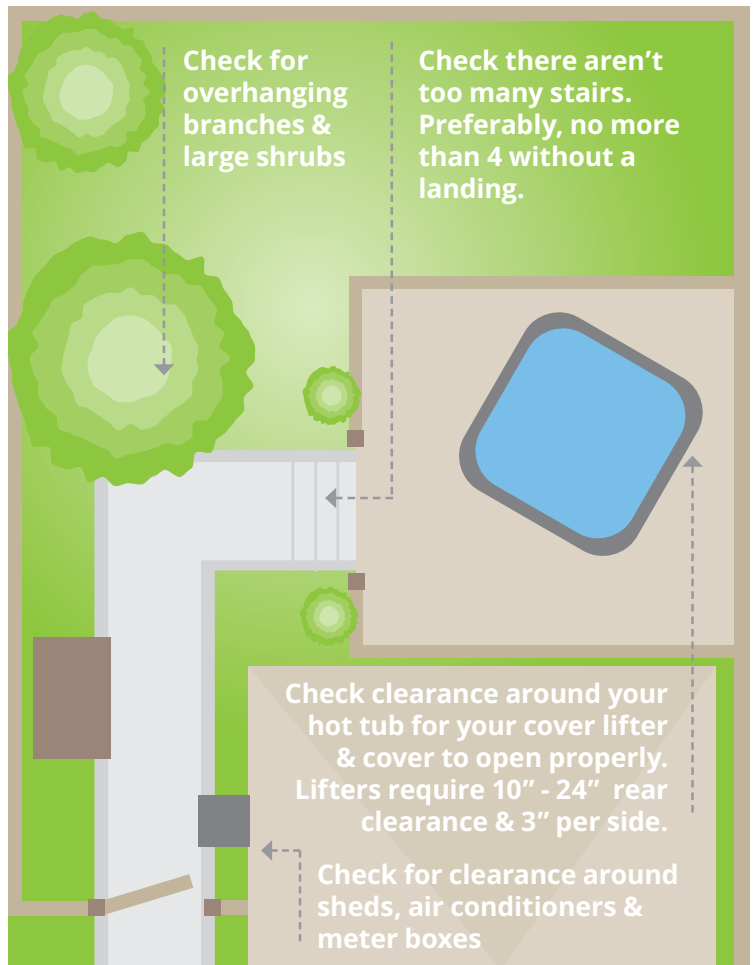


We're Always Here To Help!
Your Pioneer Family Pools Staff

WHAT'S NEXT? OUR PRE-DELIVERY CHECKLIST

After you've selected a preferred week for delivery our Delivery Coordinator will contact you shortly after you complete your purchase to organize your delivery. Due to weather, traffic and other considerations we can't guarantee a specific time but we will do our best to accommodate your needs.

The Coordinator will review information regarding access to your yard, the location where your Hot Tub will be placed, as well as measurements and/or pictures to ensure our Team is well-prepared for your delivery.



REMEMBER!

Schedule your electrician & build your gazebo or pergola for the day after delivery

We need a minimum of 42" W x 9' H access from our Delivery Truck to the final location of your Hot Tub (Cantabria & Pulse models require 9' 6" H for clearance)

Please make us aware of any elevation (steps, hills or walls etc.) that are in the path from the curb to the Hot Tub's final position and ensure the path is clear prior to our arrival

Obstacles such as air conditioners, gates, fence sections, gas meters etc. need to be removed prior to our arrival. We cannot remove these due to liability issues, or lift your Hot Tub over a fence or air conditioner

If we are removing your old hot tub, ensure it's completely disconnected & drained of all water. Our Delivery Crew is not certified to disconnect or re-connect any electrical



BE PREPARED

To get your Pre-Delivery Guide for your specific Hot Tub, please visit:

pioneerfamilypools.ca/service/pre-delivery-guides

NEXT UP PAD INSTALLATION

Contained in the Pre-Delivery Guide are instructions for your new Hot Tub. This includes technical information you require for the installation of your new Hot Tub. Please familiarize yourself with this document. pioneerfamilypools.ca/service/pre-delivery-guides

It is **critical** that your electrician or other contractors review and understand these specifics prior to installation.

Many of our Hot Tubs have unique electrical connections that some electricians may be unfamiliar with.

Before your pad is installed, ensure that you've left enough clearance for your cover lifter and hot tub cover to open properly. Here are a few things to keep in mind when planning your space:

- **The Upright Cover Lifter requires 10" rear clearance and 3" per side**
- **The Cover Cradle I and II Cover Lifters require 24" rear clearance & 3" per side**
- **The Lift 'N Glide Cover Lifter requires 14" rear clearance & 3" per side**
- **Hot Tub Covers on Utopia models can only be installed front to back**
- **Plug 'N Play cords are 15', however, after installation they are only 12', as 3' remain inside the cabinet**

Note: Ask our Hot Tub Experts for side to side cover lifter install options.



REMEMBER!

If you've chosen to have Pioneer Family Pools prepare a concrete pad we'll set up a time to inspect your property to ensure an efficient installation.

If another Contractor is installing the pad, please note that the pad should be left for at least a week to cure before the Hot Tub is placed on it.

If you've chosen our Electrical Installation Package, a representative will contact you within 2 business days to set up a property inspection. This inspection will ensure your installation meets the guidelines of this Electrical Installation Package. Any cost for extra work to meet electrical code requirements or work outside of the Package coverage will be given to you up front at this time for your approval.

If another Electrical Contractor is used, please be aware you may incur diagnostic charges if the Hot Tub is hooked up incorrectly. Any damage caused by incorrect electrical work will not be covered by Warranty.

As your delivery week approaches your Sales Rep will touch base with you to finalize the financing paperwork or final payment. Please remember that final payment is due prior to the day of delivery.

THE BIG DAY

HOT TUB DELIVERY

This is where it gets really exciting! Please ensure that our team has clear access into your yard. You do not have to be present for delivery but your certainly can be if you'd like. If you have chosen the Electrical Package our Delivery Team will coordinate with them to have your Hot Tub connected as soon as possible following placement of the Hot Tub.

Each installation varies but rest assured it will be done in the quickest and most efficient manner possible. If you will not be home at time of delivery please outline the Hot Tub location with chalk. Also mark the direction you would like the front of the Hot Tub (where controls are) to face and which direction the cover lifter will open with an arrow.

Our two-person Delivery Team will bring your new Hot Tub in and place it exactly where you've indicated. They will install any cover lifters, safety rails or accessories. Once complete they will take you through a quick overview of your Hot Tub, showing you how to fill and start it properly.

After your Hot Tub is filled and running it's time to make contact with your Sales Representative to book a time for your orientation! Remember to bring a fresh water sample with you. This takes 15 - 20 minutes and we will walk you through all you need to know to maintain and enjoy your Hot Tub. You will leave with your chemical kit, a Help Sheet with your weekly and monthly maintenance tasks as well as a water analysis telling you exactly what you'll need to do to balance your water when you get home!

We're as excited as you are for your new Hot Tub and always remember that we're always here to help you with any questions you have about your Hot Tub!



TO-DO LIST!

Once our Delivery Team leaves and the electrical has been connected:

- ▶ **Fill your Hot Tub as directed**
- ▶ **Once filled turn on the main breaker (GFCI) & your Hot Tub will begin to heat**
- ▶ **If your Hot Tub is hooked up via 220v power, it should take approx. 12 hrs to heat up to temperature**
- ▶ **If you have a Plug 'N Play it can take up to 24 hrs to reach temperature**
- ▶ **Note: These are guidelines and can vary based on air temperature and the water temperature coming out of your hose**

HOT TUB CHEMISTRY GUIDELINES

WHEN TO DO IT	SPA MAGIC WHAT TO DO	SPA FROG WHAT TO DO	CHLORINE WHAT TO DO
Start-Up	<p>Balance pH and Alkalinity</p> <p>160mL Natural Enzyme (3 Capfuls)</p> <p>15g of EZ Brom (1 Tbsp)</p> <p>90g of Spa Magic (2 Caps)</p> <p>60mL of Metal Guard (6 Caps)</p>	<p>Balance Alkalinity and pH</p> <p>Insert Spa Frog Cartridge set to 2 or 3 to start (lasts 2-4 wks – depending on bather use & variables)</p> <p>Add 50 mL of Scale Free or 25 mL of Stain & Scale per 1,000 L</p> <p>Add 30 g of Oxidizer (1 cap) per 1,000 L</p> <p>Add full bottle of Spa Marvel or Spa Solution for up to 2,000 L once temp. is above 90 F (add every 3 months or at re-fill)</p>	<p>Balance Alkalinity and pH</p> <p>Add 2-3 Chlorine Mini Tabs to floating dispenser or add 1-2 tbsp of Granular Chlorine per 1,000 L</p> <p>Add 50 mL of Scale Free or 25 mL of Stain & Scale per 1,000 L</p> <p>Add 30 g of Oxidizer (1 cap) per 1,000 L</p> <p>Add full bottle of Spa Marvel or Spa Solution for up to 2,000 L once temp. is above 90 F (added every 3 months and/or at refill)</p> <p>Insert Nature2 stick into the main filter standpipe (without restricting flow - follow instructions in box) (lasts up to 4 months)</p>
After Each Use	<p>½ - 1 Tbsp of Ez Brom after each use, depending on bather load</p>	<p>Set Spa Frog to 2 or 3</p> <p>½ - 1 Cap of Non Chlorine Shock</p>	<p>1 Tbsp of Energize after each use</p>
Weekly	<p>Test the water and balance according to your test strips</p> <p>90g of Spa Magic (2 Caps)</p> <p>80mL of Natural Enzyme (1.5 Caps)</p> <p>30mL of Metal Guard (3 Caps)</p>	<p>Test the water and balance according to your test strips</p> <p>Balance Alkalinity and pH</p> <p>Add 50 mL of Scale Free or 25 mL of Stain & Scale per 1,000 L</p> <p>Add 30 g of Oxidizer (1 cap) per 1,000 L twice a week (may be added more frequently depending on use)</p> <p>Adjust Spa Frog levels depending on Bromine levels from test, due to consistent bather frequency or other variables</p> <p>Spray filters (or soak in Cartridge Cleaner)</p>	<p>Test the water and balance according to your test strips</p> <p>Balance Alkalinity and pH</p> <p>Add 50 mL of Scale Free or 25 mL of Stain & Scale per 1,000 L</p> <p>Add 30 g of Oxidizer (1 cap) per 1,000 L (may be added more frequently depending on use)</p> <p>Add 2-3 Chlorine Mini Tabs or 1-2 tbsp of Granular Chlorine per 1,000 L, depending on Chlorine levels from test, due to consistent bather frequency or other variables</p> <p>Spray filters (or soak in Cartridge Cleaner)</p>
Every 2 - 3 Weeks	<p>Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution</p>	<p>Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution</p>	<p>Remove Filter Cartridges and clean with a hose or a Cartridge Cleaner Solution</p>
Every 3 Months	<p>Prepare Hot Tub for draining by removing and soaking Filter Cartridges in a Cartridge Cleaner Solution or purchase new Filters</p> <p>Add 250mL of Whirlpool Rinse and run the jets for 2 hrs. Drain & refill</p> <p>Replace Nature2 Clarifier Spa Stick</p>	<p>Turn off spa, remove filters, and add 250 mL of Whirlpool Rinse for up to 2,000 L to the spa BEFORE draining, let jets run on high for 2 hours, foaming will occur</p> <p>Spray filters and soak in Cartridge Cleaner</p> <p>Rinse and wipe tub shell before refilling THROUGH THE FILTER</p>	<p>Turn off spa, remove filters, and add 250 mL of Whirlpool Rinse for up to 2,000 L to the spa BEFORE draining, let jets run on high for 2 hours, foaming will occur</p> <p>Spray filters and soak in Cartridge Cleaner</p> <p>Rinse and wipe tub shell before refilling THROUGH THE FILTER</p>

Please Note:

All chemicals should be poured near the filters for even distribution, with the jets on high or by activating a clean cycle. All air jets should be turned off. Always wait 30 minutes to use the hot tub after applying chemical treatments. A longer wait may be required if bromine or pH Down have been added.

SPA SOLUTIONS **START UP**



New Hot Tub Start-up Kit Instructions Using Spa Solution® An All-Natural Water Conditioner

TIMING	WHAT TO DO				
Start-Up	<ul style="list-style-type: none"> Fill new tub with source water (we recommend a carbon pre-filter on your garden hose). Test the water with test strips to determine water balance. Adjust Alkalinity and Hardness to ideal levels. <table style="margin-left: 20px; border: none;"> <tr> <td style="padding-right: 20px;">Alkalinity</td> <td>80 – 120 ppm</td> </tr> <tr> <td>Calcium Hardness</td> <td>150 – 250 ppm</td> </tr> </table> Because Source water may vary by region you may want to take a water sample to your local dealer. Bring water temperature to 100 degrees F. (38 C) Add one teaspoon of SANITIZE® granular chlorine and let sit with jets on and cover off for 20 minutes. Firmly shake one 480 ml bottle of SPA SOLUTION® and add to the water. pH levels will automatically lock-in. You are ready for your first hot tub experience. 	Alkalinity	80 – 120 ppm	Calcium Hardness	150 – 250 ppm
Alkalinity	80 – 120 ppm				
Calcium Hardness	150 – 250 ppm				
Before Each Use	<ul style="list-style-type: none"> Add one teaspoon of SANITIZE® granular chlorine and let sit with jets on and cover off for 20 minutes. 				
If Water Becomes Cloudy	<ul style="list-style-type: none"> Test for Alkalinity level and adjust as necessary. <i>Note:</i> pH level may be high but will adjust automatically. Add one teaspoon of non-Chlorine SHOCK® between sessions and allow water to circulate. 				
Every 2-3 Weeks	<ul style="list-style-type: none"> Remove filter cartridge and clean by soaking overnight in a pail of water with 100 ml of FILTER SOAK® (It is suggested that you have a second cartridge to reduce down-time) Rinse the cartridge with a strong water spray from your garden hose. Place the filter cartridge back in its receiver. 				
Every Three Months	<ul style="list-style-type: none"> We recommend draining and refilling your tub and repeat start-up procedure. If draining is not possible (winter months), firmly shake one 480 ml bottle of SPA SOLUTION® and add to the water to regenerate the enzymes. 				



PLEASE NOTE:

The Original Spa Solution® is an all-natural, non-toxic enzyme formula that will give you clean, clear water for up to 90 days with each application. It is an environmentally friendly product that will perform as promised when used as instructed. **Be sure to shake product well before applying.**

The Original Spa Solution® is an ideal product for spa owners that have dermal sensitivity to harsh chemicals and are looking for a simple spa water maintenance programme.

Be sure to allow 20 minutes for the sanitizer to perform its work and dissipate before getting into the spa or closing the cover.



Naturally Balanced and Luxuriously Soft

FRESHWATER START-UP

- 1
TEST FILL WATER
- 2
FILL SPA
- 3
ADD SALT
- 4
BALANCE WATER
- 5
SANITIZE FILL WATER
- 6
SOFTEN WATER
- 7
SET SALT SYSTEM OUTPUT LEVEL & MONITOR



1

TEST FILL WATER

◆ **Power must always be OFF when spa is empty.**

Before filling your spa, take a sample of your fill water to your local dealer for testing to determine if your water contains high levels of metals, phosphates, and/or calcium. If high levels are detected, your dealer can recommend additional products to help bring your fill water into balance. Starting with balanced water is key to the success of clean, long-lasting water with the FreshWater® Salt System.

Metals - Using well water or have high metal content in your water? Iron and manganese should be below 0.5 ppm and copper should be below 0.2 ppm. If metals are present in the water, they must be removed before startup of the FreshWater Salt System. It is strongly recommended to fill your spa using the FreshWater Clean Screen® Pre-Filter.

Phosphates - It is important to test for phosphates in your fill water using the provided phosphate test kit. Phosphates contribute to algae growth and will reduce the effectiveness of your salt system. Reference the table in Step 4 for recommended phosphate ranges.

◆ **If you have used liquid products to remove metals from your spa water, you must clean your filters and wait 24 hours after treatment before turning the salt system on or adding any chlorine.**

FILL SPA

Before adding water, remove plug and insert your salt system cartridge. Using your garden hose, fill your spa through the filter compartment until the water level reaches one inch (2.5 cm) above the highest jet.

◆ **If your fill water contains high levels of metal or calcium, use the FreshWater® Clean Screen® Pre-Filter and/or On The Go® as required.**

If you are using a FreshWater Mineral Spa Sanitizer silver ion cartridge along with the FreshWater Salt System, insert it into the filter compartment now.

Silver ions help to inhibit bacteria growth and will lower the amount of chlorine needed to keep the water clean and maintain the desired chlorine level.

Once the spa is filled with water, turn the power on (see spa Owner's Manual for specific instructions based on the voltage of your hot tub). Set the temperature to your desired level (at least 95 degrees Fahrenheit) and turn off the salt system by setting the output level to zero (recommended). Check your jet systems by pushing the jets icon on the control panel home screen. When you've confirmed that the jets are fully operational, adjust your diverter valves to middle position and leave the jets on for adding salt.

◆ **It's normal for the water care icon on the control panel and diagnostic logo light (if equipped) to flash during this step if you choose not to turn your salt system off.**

ADD SALT

To find the correct water capacity of your spa model, check the chart in your spa Owner's Manual.

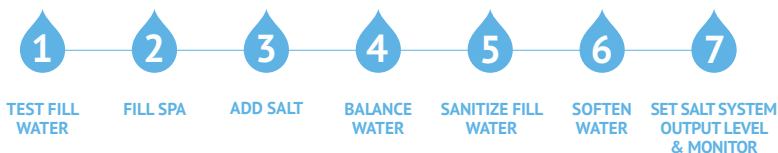
Make sure spa jets are on before adding salt. To avoid over salting the water, start out by adding half the recommended amount of salt noted on the chart to the right, using the scoop provided in your kit. Pour the salt into the filter compartment, one cup at a time, with the jets running. Allow five minutes for the salt to dissolve.

Use FreshWater Salt Test Strips to verify the salt level is around 1,750 ppm. Continue to add salt, one cup at a time, as needed to reach the target level. Be careful to not exceed the recommended target of 1,750 ppm.

Spa Capacity		Salt	Output Setting
Gallons	Liters	Cups	
200	760	4 ½	Level 5
250	950	5 ¾	Level 5
300	1,140	7	Level 6
350	1,330	8	Level 6
400	1,520	9 ¼	Level 6
450	1,710	10 ¾	Level 6
500	1,900	11 ½	Level 7
550	2,090	12 ½	Level 7
600	2,280	13 ¾	Level 7

3

FRESHWATER START-UP



4

BALANCE WATER

Test your water using the appropriate FreshWater® test strip. Using the chart to the right, review pH and alkalinity levels to determine if your water is within the salt system's parameters and adjust as needed. Make note of the calcium hardness level as this will be addressed in Step 6. Refer to your spa Owner's Manual for detailed instructions on how to bring pH and alkalinity levels into balance. Once the water has been balanced, retest the water using the appropriate FreshWater test strip. Repeat the process until the water is balanced. It is important that you follow directions explicitly for each test strip to get accurate readings.

**Chlorine range and target may vary by country. Consult local authority.*

Salt System Parameters	Target	OK Range	
		Minimum	Maximum
Salt	1,750 ppm	1,500 ppm	2,000 ppm
Hardness	50 ppm	25 ppm	75 ppm
Alkalinity	80 ppm	40 ppm	120 ppm
pH	7.4	7.2	7.8
Chlorine*	3 ppm	1 ppm	5 ppm
Phosphates	< 150 ppb	0 ppb	300 ppb

5

SANITIZE FILL WATER

With all jets on and the diverter valves turned to the middle position, add chlorine to the filter compartment (refer to the product label for instructions). Run jets for five minutes and measure the chlorine with a new FreshWater 5-Way Test Strip. Your target chlorine level is 5 ppm. If your level is less than 5 ppm repeat the chlorination process. Wait five minutes then test again. Repeat until the target level of 5 ppm is reached.

- ◆ If using liquid chlorine - DO NOT USE splash-free or scented bleach of any kind.
- ◆ This chlorination step is very important for a successful startup. Skipping this step can prevent the system from establishing a chlorine residual.

6

SOFTEN WATER

- ◆ Include this step if you did not use a calcium remover during the fill process in Step 2.

Hard water can damage your hot tub equipment and may hinder the effectiveness of the salt system, so it's important to make sure your water is soft. Your target calcium level is 50 ppm. Use the following guidelines if your calcium hardness is over 75 ppm:

- ◆ 75-150 ppm - Use the Vanishing Act® pillow provided in your start up kit (refer to Owner's Manual for instructions)
- ◆ 150-300 ppm - Use the Vanishing Act XL or an On The Go® portable water softener (available at your local dealer)
- ◆ Over 300 ppm - Use an On The Go portable water softener during fill process

After 24 hours, test spa water with a FreshWater 5-Way Test Strip. If calcium hardness level still reads above 75 ppm, repeat the process until you get close to 50 ppm. Discard Vanishing Act in your normal trash after recommended amount of time and before continuing to next step.

7

SET SALT SYSTEM OUTPUT LEVEL & MONITOR

- ◆ The following steps are typically performed 24 hours after Steps 1-6 have been addressed.

Access the water care menu on your control panel. Set the salt system output to the recommended level indicated in the chart to the right.

Using a FreshWater® 5-Way Test Strip, check the water to ensure a residual chlorine level of at least 3 ppm has been maintained over the past 24 hours. If the chlorine level has dropped below 3 ppm, repeat the chlorination process to achieve 5 ppm and press the Boost button. Check the chlorine level again in 24 hours, and continue the chlorination and Boost process each day until the salt system can independently maintain the target 3 ppm chlorine residual.

Over the next few days, continue to test your water using a FreshWater 5-Way Test Strip and adjust the salt system output level as needed.

- ◆ The salt system cleans the water before it produces a chlorine residual that is visible on a test strip. If there is not a measurable amount of chlorine in the spa water after 24 hours, this is an indication that the salt system is still cleaning the water. If there are contaminants in the water, or you use the spa often initially, it may take the salt system a few days to clean the spa water and keep up with your chlorine demand. Use Boost to generate additional chlorine during this process. This is perfectly normal and does not mean that your Freshwater Salt System is not working.

Salt System Output Level	
Level 0	System Off
Level 1	Vacation
Level 2-4	Low Output
Level 5-7	Normal Use (Recommended)
Level 8-9	High Use
Level 10	Maximum Output
Boost	Level 10 for 24 Hours

HOT TUB IDEAL RANGE GUIDELINES

IDEAL RANGES - SPA MAGIC & SPA FROG		IDEAL RANGES - CHLORINE	
Bromine	3-5 ppm	Bromine	1-5 ppm
Alkalinity	80-120 ppm	Alkalinity	80-120 ppm
Phosphates	0 ppb	Phosphates	0 ppb
pH	7.2-7.8	pH	7.2-7.6
Hardness	0-150 ppm	Calcium	25-75 ppm

IDEAL RANGES - FRESHWATER	
Chlorine	1-5 ppm
Alkalinity	80-120 ppm
pH	7.2-7.8
Hardness	0-150 ppm
Phosphates	0 ppb
Salt	1500-2000 ppm

TIPS TO GET THE BEST PERFORMANCE FROM YOUR FRESHWATER SALT SYSTEM

The FreshWater Salt System makes spa ownership simple and easy by reducing the amount of time required to care for your spa water. It is important to note that maintaining balanced and sanitized spa water is ultimately the responsibility of the spa owner. Here are some helpful tips:

- ◆ **10-Day checkup:** Every 10 days, the water care icon on the control panel will flash as a reminder to check your spa by testing and balancing your spa water and confirming your output level. The 10-day timer will reset any time you adjust your output level. If you do not perform the 10-day maintenance routine, the system will default to Low Output Mode (Level 3 after 15 days and Level 1 after 20 days).
- ◆ **Test and balance spa water** to keep calcium, pH and alkalinity levels within the recommended ranges.
- ◆ **Test for chlorine regularly and adjust the salt system output level up or down to maintain 3 to 5 ppm.** It is recommended to adjust the output level or use Boost before supplemental chlorine is added.
- ◆ **The system is compatible with chlorine, MPS, and silver.** It is NOT compatible with bromine or BaquaSpa® (biguanide). Never add scented oils to your spa.
- ◆ **Please see your FreshWater Salt System Owner's Manual for detailed instructions and other best practices.**

CUSTOMER DELIVERY INFORMATION

1. Your Salesperson:

Name: _____

Email: _____

Tel. _____

2. Confirmed Delivery Date:

Delivery Coordinator Contact Info

T. 905.937.0481

E. spaorders@pioneerpools.com

3. Delivery Time Frame:

4. Do you have more than one point of entry for delivery?

If so, please ensure all access points are shown when submitting questionnaire and photos.

5. Path Clearance (Min. 42" W x 9' H)

Lowest Height _____

Narrowest Width _____

Is Spa being placed underneath a space with height restrictions?

Is Space Sploped? _____

What Is The Lowest Height? _____

6. Financing: Yes No

Application Approved

ID Verified

Void Cheque Submitted

Financing Agreement Signed

Letter of Completion Signed

7. Electrician:

Company: _____

Email: _____

Tel. _____

Confirmed Hook-Up Date: _____

7. Concrete Pad: Yes No

Company: _____

Email: _____

Tel. _____

Confirmed Pour Date: _____

8. Crane: Yes No

Company: _____

Email: _____

Tel. _____

Confirmed Lift Date: _____

10. Day of Delivery:

Path from Front of Property to Spa Pad is Clear

Pad Prepared and Cleared

Gates, Fence Panels, Arbours or Overhead Obstructions Removed Prior to Delivery Team Arriving

Air Conditioners, Gas Meters, or Other Objects Obstructing the Path are Removed Prior to Delivery



At Pioneer Family Pools we pride ourselves on being the experts that can make your backyard dreams a reality. With numerous locations across Southern Ontario we're able to provide the best sales, installation, and service to the largest geographical region possible.

Visit us in-store or online at pioneerfamilypools.ca | Spa Delivery Office 905.937.0481

WE KNOW POOLS PATIOS HOT TUBS