



UK Pre-Delivery Guide

- **Plug & Play Spas**
- **Hot Tubs**
- **Swim Spas**

- **SITE SELECTION**
- **PRE-DELIVERY PREPARATION**
- **DELIVERY AND ACCESS**
- **POSITIONING OF YOUR SPA**
- **SETTING UP YOUR HOT TUB/SPA**
- **POWER REQUIREMENTS**
- **SPA/HOT TUB SIZES / COLLECTION / DELIVERY**

www.canadianspacompany.com

General Information

Delivering your Canadian Spa

CHOOSE YOUR LOCATION

When thinking about where to position your hot tub, you should consider:

- The view from the house to the spa, and the view of the spa in the Garden.
- Ensure quick and easy access from your house to the spa.
- Direction of drainage. Water should always drain away from the spa. Do not locate your spa in a low run-off area – rain water could flood the area and cause pump and equipment damage.
- If you are installing the spa within a deck, the entire spa base must be sitting directly on the prepared base. The lip of the shell must not support any weight.
- The minimum clearance for entry to the spa's access panel for servicing is 1 metre.
- The spa should not be located near or under overhead wires and must be kept clear of all electrical appliances.



You will get more enjoyment from your hot tub when it's a short distance from your back door for quick and easy access.

PLANNING PERMISSION

Under normal circumstances planning permission is not required, but we recommend consulting your local planning office prior to purchase.

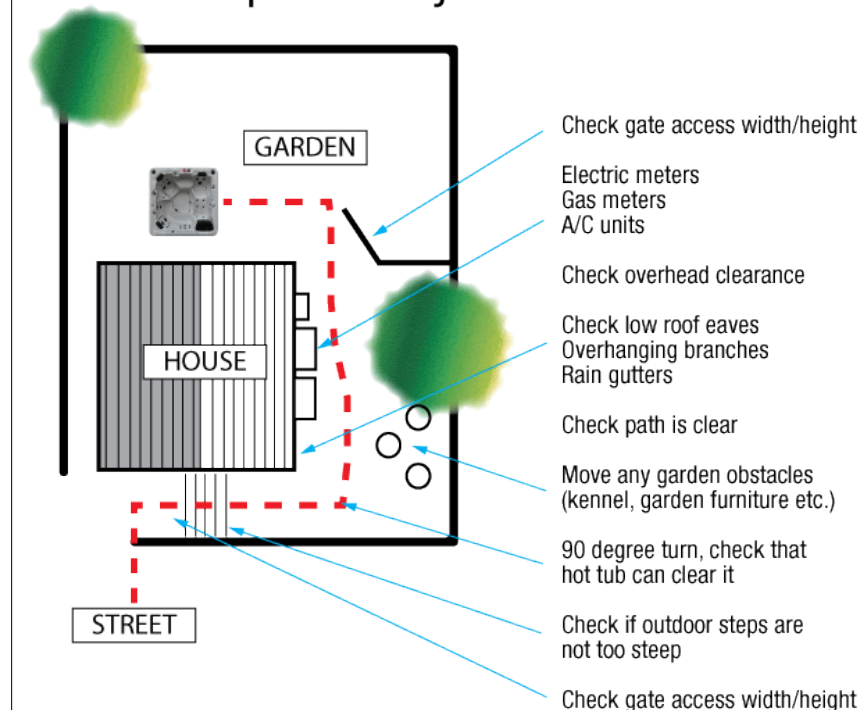
PRE-DELIVERY PREPARATION

- The site you select for your spa must be a flat surface that contacts the bottom of your spa completely.
- Spas weigh between 400kg and 1,400kg when full, therefore a solid support is essential.

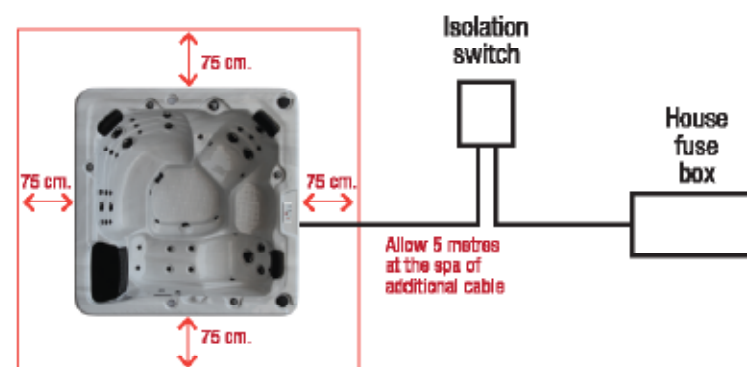
A 10-15cm thick reinforced concrete slab is ideal. In most cases your spa can be placed on a properly fitted existing patio. Your spa can be mounted on a deck, but it must be of solid construction capable of holding the weight of your spa and water. Either way, it is recommended you install your spa at ground level to allow easy internal access.

- The base needs to be at least the same size as the footprint of your spa (for hot tub model sizes see back page of this Guide)
- You will need to get a qualified electrician to undertake this work
- Plug and play models plug directly into a 13Amp socket.

Spa Delivery Access Guide



Hot tub Service & Electrical Access



Service Access*:

IMPORTANT: Allow a minimum of 75 cm. clearance around the spa, in order to access internal components

Amperage requirement:

IMPORTANT: Please contact Canadian Spa to confirm the Amperage required for your particular hot tub. Tel: 01 293 824094

* WARNING: This is important advice when considering installing a hot tub into decking. When you build decking around your spa it is important that an engineer can access ALL SIZES to inspect/repair internal hot tub components (i.e. plumbing, control unit, heater, pump etc.)

General Information

IMPORTANT:

Things to check before we deliver you hot tub:

Step 1: Check your access before delivery:

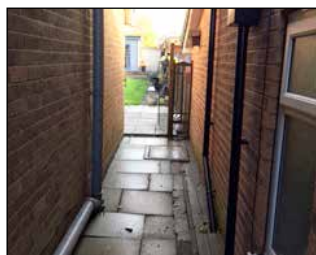


Before delivery check your spa height and width and add 5cm clearance on each side to ensure access.

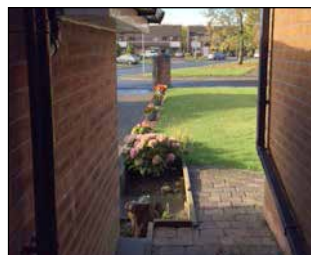


Check that the hot tub can clear a 90° turn

Step 2: Send us your access photos before delivery:

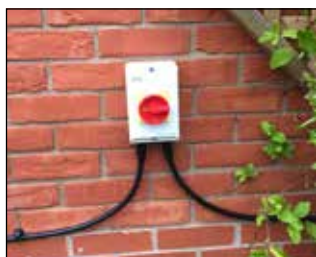


After checking the width and height of your access - send us a photograph.



Send us a photograph of your front approach to your access - so that we can check for any obstacles and restrictions

Step 3: Send us your photos of completed electrics and base before delivery:



Rotary Isolation Switch (pictured). Make sure you have a qualified electrician prepare the electrics. Allow 5 metre slack to connect to Spa.



Ensure you have prepared a level concrete base or a properly fitted existing patio or decking with access to a drain.

Positioning of your spa

When selecting a site for your spa, take into account the following:

A) Local Regulations:

There may be certain restrictions and/or requirements that are particular to your locality. If in doubt, check with your local council.

B) Delivery Passageway:

The spa will arrive as a unit, and cannot be disassembled. Ideally the spa will be placed on a trolley, either on its side or on its base. The unit will then be rolled into place easily crossing grass, gravel, and small terrain anomalies. For safe and non-intrusive installation, we require an opening not less than the width size of your spa plus at least 40cm height for the trolley and a minimum of 5cm clearance on each side. If your access does not meet these conditions, or in the case of other obstacles (steps, fences, walls, steep hills, etc.) contact Canadian Spa Company for advice and conditions.

C) PLAN YOUR PRIVACY

Look at the direction you will be facing, from neighboring windows, doors, trees or fences. Your hot tub location is very important to optimise your soaking and provide a relaxing environment for you and your family. A sheltered environment can result in lower operating and maintenance costs. You must allow 1 metre clearance for access to the spa's access panel for servicing.

Positioning a Gazebo with a spa

When installing a gazebo with a spa ensure that there is at least 1 metre around your spa to allow for the assembly of a gazebo (Fraser gazebo footprint: 300 x 300 x 295cm).

IMPORTANT: If assembling a gazebo over and existing spa make sure the spa is drained and the electrics disconnected to allow the spa to be moved if required.



A 10-15 cm concrete base is ideal preparation for a hot tub.



Examples of a garden locations with Insufficient space to install a gazebo

General Information

Setting up your hot tub/spa

FILLING YOUR HOT TUB

Once you have installed your spa, your next step is to fill it up with water for heating. We recommend that you fill up your spa by placing a garden hose inside the filter housing. Be sure to use cold water to fill up your spa because warm water can cause the temperature sensors to malfunction - never fill with hot water. Ensure you have access to a drain / soak away for draining your spa.



UNDERSTANDING YOUR FILTRATION SYSTEM

Your Canadian Spa hot tub is a self-contained unit that does not require a dedicated water connection and will automatically filtrate the water without any need for user interaction. By default the filtration cycle will run for 4 hours every 12 hours and will cause your pump to run in low speed mode to circulate the water. During this phase the water is drawn in through the filter to catch large debris and then injected with ozone gas to help remove any harmful bacteria. (see diagram opposite).

CHANGE A GRATE FILTER ON A CANADIAN SPA



Step 1. Remove the two screw cap covers



Step 2. Undo the two screws to release filter lid



Step 3. Open the filter lid to access the filter chamber



Step 4. Unscrew the two filters and replace with the new filters and rescrew into position

OTHER FILTER HOUSING TYPES

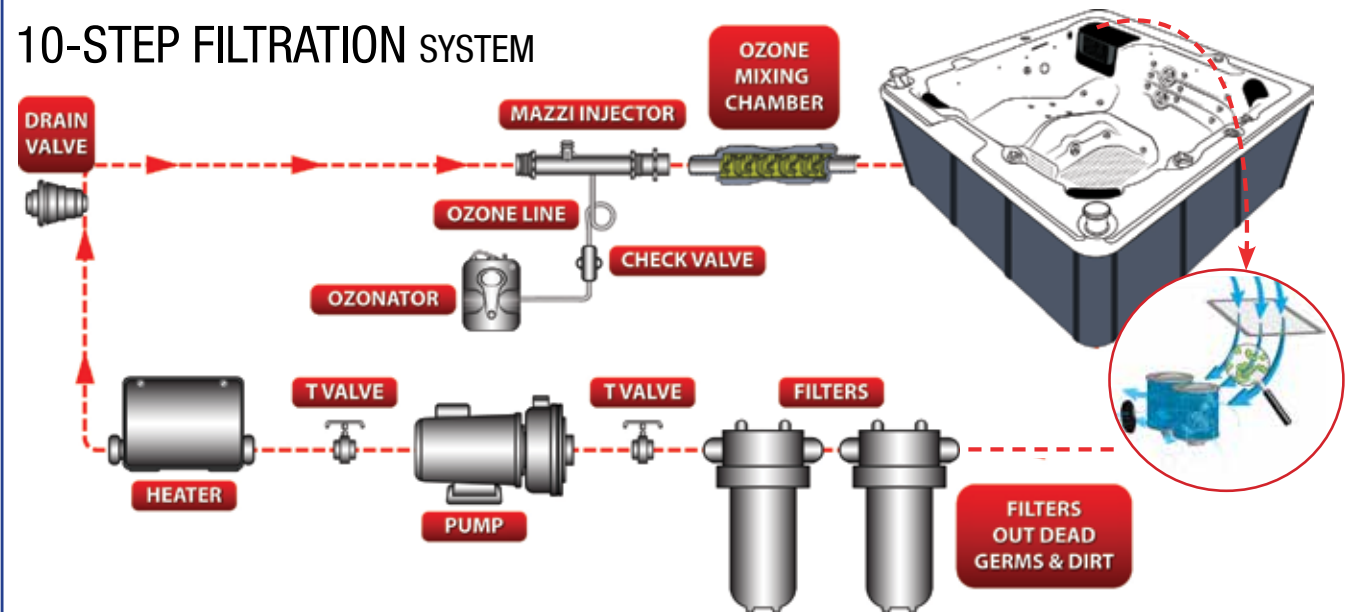


Swim Spa Filter: Wier style skimmer filter



Yukon Filter: Floating Wier style skimmer filter

10-STEP FILTRATION SYSTEM



General Information

Installation and Electrical preparation:

Have a licensed electrician run the required 230-volt power line to the spa installation site. This power line must be permanently connected (hard-wired) to the mains supply. Do not use extension cords or plug-in type connections. At the site where the spa is to be located leave 5 metres of cable and the appropriate cable gland. **PLEASE NOTE:** Failure to supply the recommended power will void the Manufacturer's Warranty! The power supplied for all spas must be a brown (live) wire protected dedicated supply. To connect your spa follow these instructions: Ensure that the power supply is shut off prior to connection. To be done by qualified personnel only, and meet required electrical standards.

WIRING THE CONTROL BOX :

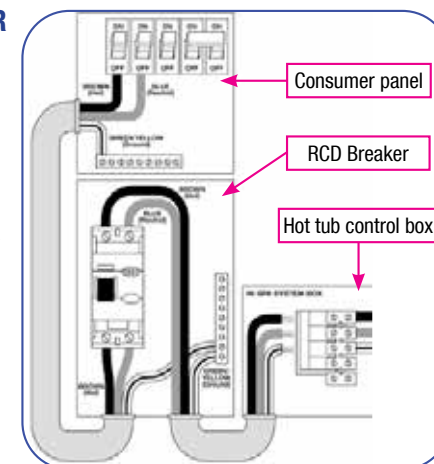
Your electrician should ensure that no jumper wires are removed without consulting the Service Desk. If you are using a single service install, the wire should **NOT** be removed from the pack. If you are using dual service, remove white jumper wire. Note that the "Dual Service Option" isn't twin phase, but 2 x Single service. Connect wires to terminal block. The green/yellow (Earth) wire must be connected to the grounding to reduce the risk of electric shock. To ensure the cable connections remain waterproof and secure please use a cable gland connected into the control box. Refer to diagrams below for wiring set up guide - If unsure consult Service desk.

ACCESSING YOUR CONTROL BOX

1.  Remove the access panel from the front of the spa cabinet.
2.  To access the power terminal connections, remove the cover from the control box.
3.  Feed the mains power supply into the box through one of the removable cable entry points. Fit the cable gland to the box and connect securely to the panel.
4.  Replace the control box cover. Electrical connection is now complete.

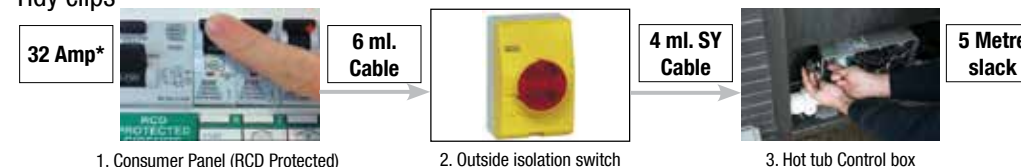
CONNECTING HOT TUB TO RCD AND CONSUMER PANEL:

- All hot tubs must be wired with the appropriate sized wiring. Failure to do so will cause equipment damage and will not be covered by your warranty
- All hot tubs must be protected with a appropriately sized RCD (Residual Current Device) in the consumer panel. Have your electrician verify using the diagram opposite.



ADDITIONAL ITEMS NEEDED TO HELP COMPLETE ELECTRICAL CONNECTION:

1. RCD Breaker, 2. Electrical cable (check length and width for amperage and distance), 3. Cable gland. 4. Tidy clips



* Suggested Amperage. See back page for specific hot tub model Amperage requirements.

HOW TO FEED ELECTRICAL CABLE INTO THE HOT TUB

1. Unscrew side and corner panels
2. Feed cable through corner aperture of hot tub
3. Feed cable towards control box
4. Wire cable into control box (see wiring instructions on page 6)
5. Rescrew corner and side panels. Neatly extend cable along base of hot tub and fix with tidy clips

Spa/Hot tub sizes*, weights, amperages

* Note: 'Pack Size' includes: packaging, pallet, and cover. Add 40 cm. extra to pack size width to ensure access



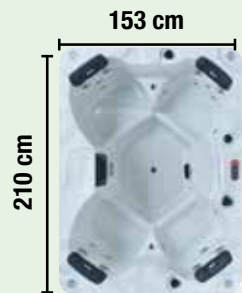
YUKON
PLUG & PLAY!

Pack Size: 102x76x225 cm
Weight: 190kg
Amperage at Spa: 13A



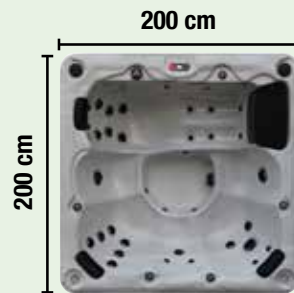
QUEBEC
PLUG & PLAY!

Pack Size: 153x81x212cm
Packaged weight: 270kg
Amperage at Spa: 13A



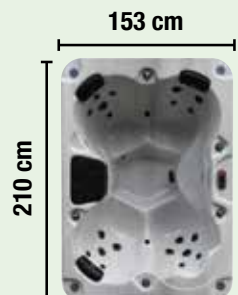
HALIFAX SF
PLUG & PLAY!

Pack Size: 163x87x225cm
Weight: 320kg
Amperage at Spa: 13A



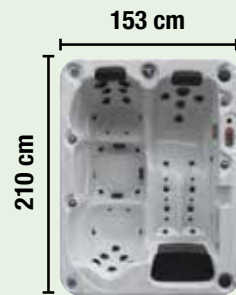
WINNIPEG
PLUG & PLAY!

Pack Size: 200x87x211cm
Weight: 320kg
Amperage at Spa: 13A



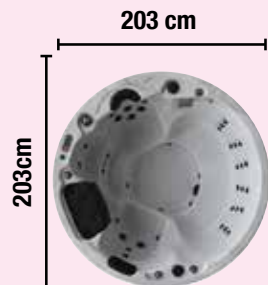
Calgary
PLUG & PLAY!

Pack Size: 163x87x225cm
Weight: 320kg
Amperage at Spa: 13A



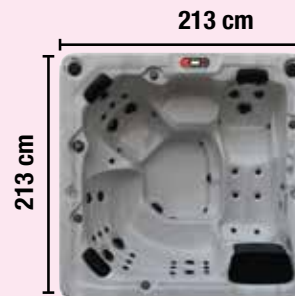
Montreal
PLUG & PLAY!

Pack Size: 163x87x225cm
Weight: 320kg
Amperage at Spa: 13A



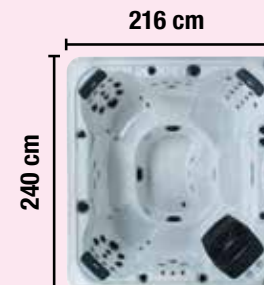
OTTAWA

Pack Size: 205x92x215cm
Weight: 350kg
Amperage at Spa: 32A



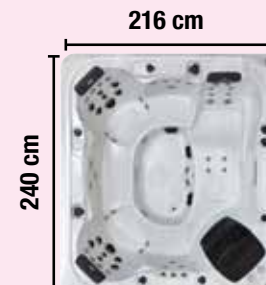
TORONTO SE

Pack Size: 215x84x225cm
Weight: 427kg
Amperage at Spa: 32A



KINGSTON SF

Pack Size: 224x110x242cm
Weight: 346kg
Amperage at Spa: 32A



ALBERTA SF

Pack Size: 224x110x226cm
Weight: 430kg
Amperage at Spa: 32A



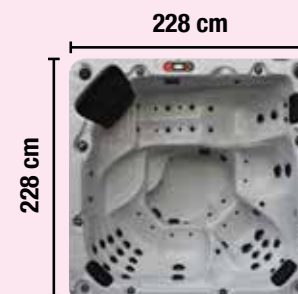
THUNDER BAY

Pack Size: 221x84 x232cm
Weight: 447kg
Amperage at Spa: 32A



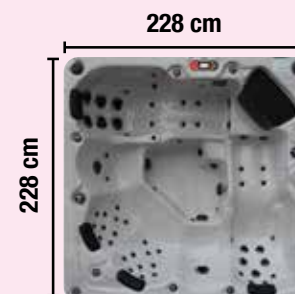
VICTORIA

Pack Size: 221x84x232cm
Weight: 447kg
Amperage at Spa: 32A



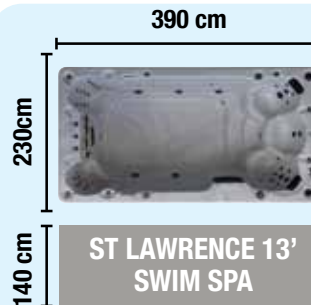
NIAGARA

Pack Size: 232x102x240cm
Weight: 500kg
Amperage at Spa: 32A



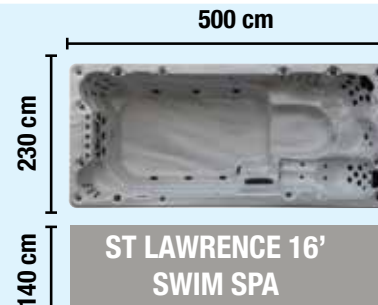
VANCOUVER

Pack Size: 229x92x229cm
Weight: 430kg
Amperage at Spa: 32A



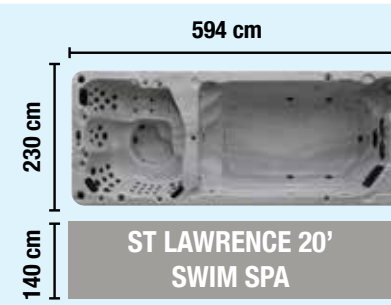
ST LAWRENCE 13' SWIM SPA

Pack Size: 392x230x149cm
Weight: 1062kg Amperage at Spa: 48A



ST LAWRENCE 16' SWIM SPA

Pack Size: 503x230x149cm
Weight: 1405kg Amperage at Spa: 48A



ST LAWRENCE 20' SWIM SPA

Pack Size: 596x230x149cm
Weight: 1695kg Amperage at Spa: 48A x2

Delivery Information

Please also note that crane services are not included in delivery packages. If you suspect that you may need a crane assisted delivery then please contact us. You can also email over some photos of access and speak with our Operations Team in the office.

Delivery Costs UK Mainland

Our Delivery team will call you 1-2 hours on the day of delivery to confirm arrival time subject to traffic circumstances.

Delivery Cancellation

Delivery will need to be cancelled with at least 48 hours notice. If we are notified later than this point then a cancellation charge maybe applied.

If your desired product is out of stock

If your desired product is out of stock you can expect it to be delivered in 6-8 weeks.

Delivery Options

- **Collect, Please arrange 48 hours prior to collection, Monday - Friday 10 am - 4pm**
Buyer collects hot tub using own transport from one of our warehouses.
- **Kerbside**
Delivery to outside the kerbside of house, customer to be present to sign for the delivery. Customer responsible to locate the spa after it is removed from truck.
- **Deliver & Position**
Delivery from warehouse and delivered to customer and moved into hot tub location. Customer to provide access for position see our guide for measurements required for each spa.
- **Delivery, full position, commission, install, accessories installed + maintenance tutorial**
Delivery from warehouse and delivered to customer and moved into hot tub location then fully installed and commissioned (No Electrics). Customer to provide access for position see our guide for measurements required for each spa.

Backyard Delivery with Dolly



Optional Crane Service is available





Back Garden Delivery Form

Full Name: _____

E-mail *: _____

Phone No. *: _____

Best number to reach you daytime: _____

Address *: _____

Street Address: _____

Street Address Line 2: _____

City: _____

County: _____

Postcode: _____

Country: _____

Have you already purchased a spa? *:

Yes m

Spa Model : _____

Order Number * : _____

Retailer *: _____

No m

Sales Rep Spoken To _____

Is there a gate? *: Yes m No m

Is the pathway at least 106cm wide? *:

Yes m

No m

Please provide width of the pathway. *: _____

Are there any slopes or tight turns in the pathway? *:

Yes m

Please specify degree of any slopes and/or turns. *

Are there any steps involved? *:

Yes m

Total Number / Height / Width of Steps *: _____

No m

Are there any obstructions in the pathway? (i.e. boiler vent, gas meter, etc.) *:

Yes m

Please describe obstructions and provide measurements. * _____

No m

Is there at least 305cm of clearance in height? *:

Yes m

No m

Please provide height measurements. * _____

Where is the spa being placed? *:

Flat Pad m

Deck m

Is it being sunk into the deck? *:

Yes m

Dimensions of the Deck Hole, including Depth * _____

No m

Other: _____

Additional Delivery Notes: _____

Earliest Date for Delivery *: dd / mm / yyyy

Choose the earliest date you can accept delivery

Back Garden Delivery Form:

<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>



Hot tub/Spa Pre-Delivery Guide

England & Wales Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

Scotland Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 07766 915144
Fax: (+44) 01293 824750
www.canadianspacompany.com

German Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

North America Office:

Canadian Spa Company
1283 Cornwall Rd, Oakville, ON L6J 7T5
T: 1-877-347-7727
Fax: +1 (905) 825 2513
www.canadianspacompany.com

Back Garden Delivery Form:

<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>

Service Portal : Log a service ticket

<https://support.canadianspacompany.com>



www.canadianspacompany.com





Pre-Delivery Guide

• Plug & Play Spas

- SITE SELECTION
- PRE-DELIVERY PREPARATION
- DELIVERY AND ACCESS
- POSITIONING OF YOUR SPA
- SETTING UP YOUR HOT TUB/SPA
- POWER REQUIREMENTS
- SPA/HOT TUB SIZES / COLLECTION / DELIVERY

www.canadianspacompany.com

Plug & Play Spas

Before delivery of acrylic Plug & Play Spa

Electrical installation: Before your spa is installed it will be necessary to have close access to a weather-proof outdoor plug socket .

Water: The best means of filling your spa is with a garden hosepipe (use cold water not hot water). Please ensure that you have one readily available.

The design of our spas allows for easy drainage, again, using the hosepipe which conveniently fits onto the drain valve situated at the base of your spa.

You may wish to purchase a suitable submersible pump to speed up this process.

Decking around your spa: Ensure that you are aware of the above measurements. Always consider during your planning that any decking boards and supporting beams that you install allow access to the sides of your Spa. It is the customers' responsibility to ensure that any decking is clear of these areas prior to any visit by our technicians (Allow 1 metre clearance around your hot tub).

If you are unsure then please ask before ground construction and the delivery of your spa. Your spa must be sited on a solid, flat, level base which is the same size or larger than the spa. The base can be either a 100mm concrete slab or suitably strengthened timber decking or existing patio area assuming it has suitable foundations of hardcore. Whatever base area is chosen, it must be of suitable load bearing capacity. Please ensure your base has suitable drainage.

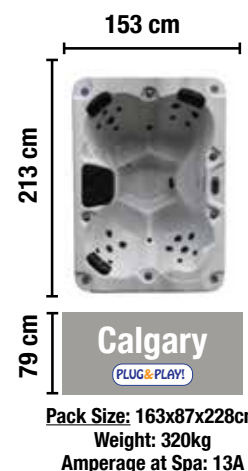
Preparing for the delivery of a hot tub:

- The site you select for your spa must be a flat surface that contacts the bottom of your spa completely.
- Spas weigh between 900kg and 1,400kg when full, therefore a solid support is essential. In most cases your spa can be placed on a properly fitted existing patio. Your spa can be mounted on a deck, but it must be of solid construction. Either way, it is recommended you install your spa at ground level to allow easy internal access.
- The base needs to be at least the same size as the footprint of your spa.



A 10-15 cm concrete base preparation for a an acrylic Plug & Play hot tub.

Plug & Play Spas must sit on a flat level base and plug into a 13 Amp household socket



These hot tubs plug into a normal wall 13 Amp socket to offer a no hassle solution to install them easily and without the need of an electrician.

Be sure that the spa is the only load on the circuit when plugged in.

plugandplay



Hot tub/Spa Pre-Delivery Guide

England & Wales Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

Scotland Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 07766 915144
Fax: (+44) 01293 824750
www.canadianspacompany.com

German Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

North America Office:

Canadian Spa Company
1283 Cornwall Rd, Oakville, ON L6J 7T5
T: 1-877-347-7727
Fax: +1 (905) 825 2513
www.canadianspacompany.com



www.canadianspacompany.com

Back Garden Delivery Form:

<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>



Pre-Delivery Guide

• Hot Tubs

- SITE SELECTION
- PRE-DELIVERY PREPARATION
- DELIVERY AND ACCESS
- POSITIONING OF YOUR SPA
- SETTING UP YOUR HOT TUB/SPA
- POWER REQUIREMENTS
- SPA/HOT TUB SIZES / COLLECTION / DELIVERY

www.canadianspacompany.com

Hot Tubs

Before delivery of your hot tub

Access: Canadian Spa hot tubs are usually delivered on a flat bed trailer, up to 5 metres long, 2.4 metres wide and 3.5 metres high. Please ensure that there is adequate access for such a vehicle to reach your property. When off loading from our vehicle to the spa site, a minimum of 1100mm width is required, (some models vary) this also needs to be flat and a minimum clear vertical height of 9ft should be considered also. Electrical supply: If you are having your spa installed, it will be necessary to have a dedicated electrical circuit supply fitted. You will require a 13, 20, 32 or 40 Amp (type C Breaker) supply, dependent on which spa model you have purchased. Your spa must be protected via a RCD and suitable over current protection. A minimum of 5 metres of cable is required for connection into your spa from the Isolator.

Electrical installation: Arrange for a licensed electrician run the required 230-volt power line to the spa installation site. This power line must be permanently connected (hard-wired) to the mains supply. Do not use extension cords or plug-in type connections. At the site where the spa is to be located leave 5 metres of cable and the appropriate cable gland. All electrical wiring to a spa must be installed by a qualified, licensed electrician, and meet required electrical standards.

Water: The best means of filling your spa is with a garden hosepipe (use cold water not hot water). Please ensure that you have one readily available. If you are aware that your water pressure is poor, we should be advised prior to delivery. The design of our spas allows for easy drainage, again, using the hosepipe which conveniently fits onto the drain valve situated at the base of your spa. Ideally, you should empty the water to a nearby drain. You may wish to purchase a suitable submersible pump to speed up this process.

Decking around your spa: Ensure that you are aware of the above measurements. Always consider during your planning that any decking boards and supporting beams that you install allow access to the sides of your Spa. It is the customers' responsibility to ensure that any decking is clear of these areas prior to any visit by our technicians (Allow 1 metre clearance around your hot tub and if you have decking ensure part of your decking can be removed in order to gain access for future repair or servicing). If you are unsure then please ask before ground construction and the delivery of your spa.



Ensure part of your decking can be removed in order to gain access for future repair or servicing



A 10-15 cm concrete base is ideal preparation for a hot tub.

Your spa must be sited on a solid, flat, level base which is the same size or larger than the spa. The base can be either a 10-15cm concrete slab or suitably strengthened timber decking or existing patio area assuming it has suitable foundations of hardcore. Whatever base area is chosen, it must be of suitable load bearing capacity. Please ensure your base has suitable drainage.

Preparing for the delivery of a hot tub:

- The site you select for your spa must be a flat surface that contacts the bottom of your spa completely.
 - Spas weigh between 900kg and 1,400kg when full, therefore a solid support is essential. A 10-15cm thick reinforced concrete slab is ideal, but not a requirement. In most cases your spa can be placed on a properly fitted existing patio. Your spa can be mounted on a deck, but it must be of solid construction. Either way, it is recommended you install your spa at ground level to allow easy internal access.
 - The base needs to be at least the same size as the footprint of your spa.
 - The power supplied must be a dedicated RCD protected circuit with access to a weatherproof plug socket.
- You will need to get a qualified electrician to undertake this work (Check spa for Amperage requirement - *See Spa sizes & weights section*).



Hot Tubs

Installation and Electrical preparation:

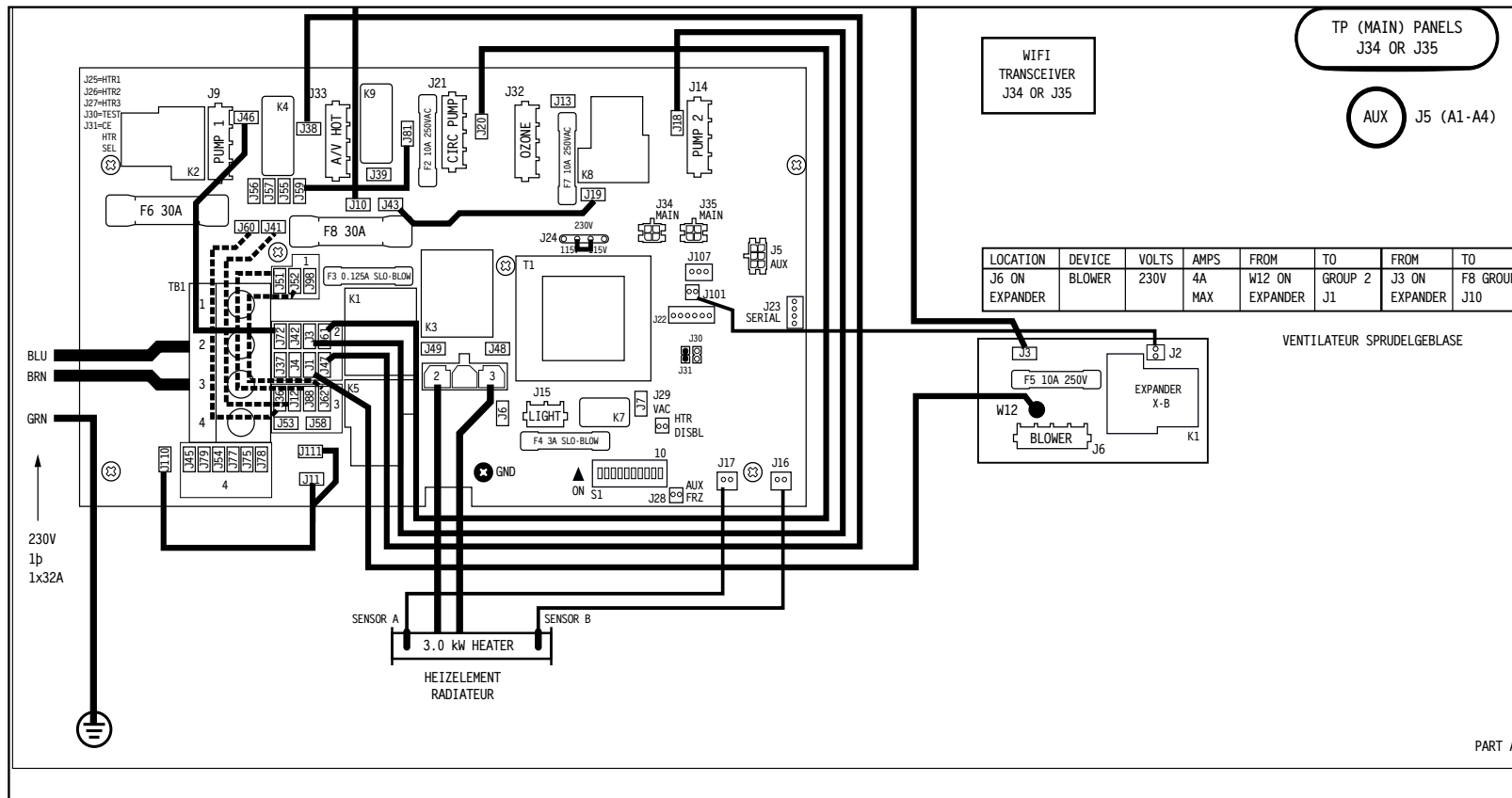
Power connections

Single Phase (A) is the normal wiring configuration for most household electrical installations (3 wires: live, neutral and earth). If however you have insufficient Amps you will need to use other connection(see below). **2 Single Phase connection (B)** is used in circumstances where the power supply is limited and where you need more Amps. **3 Phase (C)** is used in certain areas of

Europe where 3 Phase power is available and the installation warrants it.

NOTE: Canadian Spa Company requires that the electrical installation of your hot tub is carried out by a professionally licensed electrician and that all local electrical and building codes are adhered to.

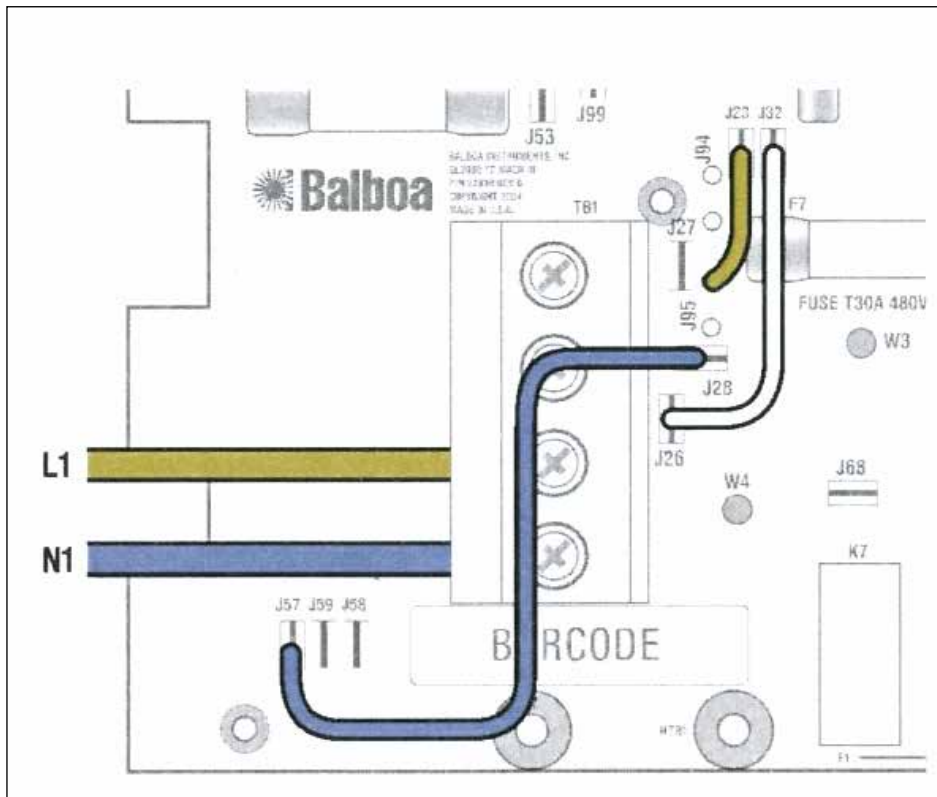
BP Systems



IMPORTANT - Service must include a neutral wire, with a line to neutral voltage of 230VAC. *BP systems automatically detect 50Hz vs 60Hz.

NOTE: Excludes 'Plug & Play' Spa models.

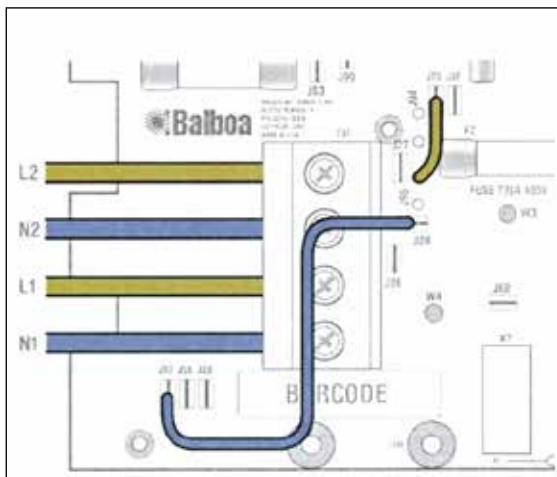
Hot Tubs



16 ft swim spa & legacy models

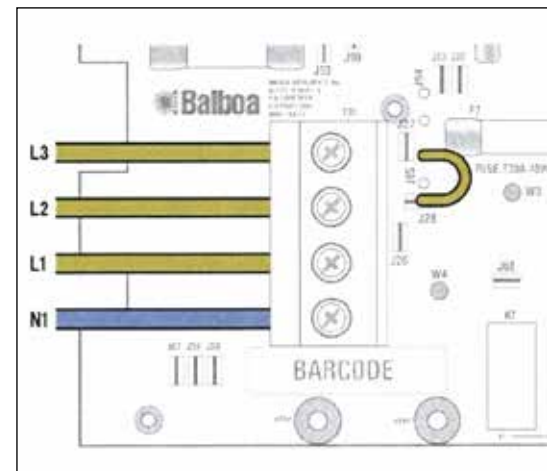
Single Service, (1 x 16 Amp or 1 x 32 Amp)

- For 1 x 32 Amp Service:
 - DIP Switch A2 can be ON
- For 1 x 16 Amp Service:
 - DIP Switch A2 can be OFF



Dual Service Option (2 x 16 Amp)

- Completely remove the white wire from J26 and J32
- DIP Switch A2 must be ON



3 - Phase Service Option

- Important - Service must include a neutral wire with a line to neutral voltage of 230VAC
- Completely remove the white wire from J26 and J32
- Move the brown wire from J23 or J32 to J28
- DIP Switch A2 must be ON



Hot tub/Spa Pre-Delivery Guide

England & Wales Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

Scotland Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 07766 915144
Fax: (+44) 01293 824750
www.canadianspacompany.com

German Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

North America Office:

Canadian Spa Company
1283 Cornwall Rd, Oakville, ON L6J 7T5
T: 1-877-347-7727
Fax: +1 (905) 825 2513
www.canadianspacompany.com



www.canadianspacompany.com

Back Garden Delivery Form:

<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>



Pre-Delivery Guide

• Swim Spas

- SITE SELECTION
- PRE-DELIVERY PREPARATION
- DELIVERY AND ACCESS
- POSITIONING OF YOUR SPA
- SETTING UP YOUR HOT TUB/SPA
- POWER REQUIREMENTS
- SPA/HOT TUB SIZES / COLLECTION / DELIVERY



www.canadianspacompany.com

Swim Spas

Delivery of your swim spa

Crane hire

A Swim Spa is a very large spa that has a few requirements that need to be met before the purchase. Unlike our Canadian Spa hot tubs which can weigh between 249kg to 463 kg without water, a swim spa can weigh more than 1134kg (dry weight)! This means that once it has been delivered, a crane company will be required to properly move the spa to its location. It is the responsibility of the customer or it's agents (be it the crane company or lift operator) to assess the lift and control all aspects of moving the spa. The Canadian Spa Company will not take responsibility for any part of the moving of the spa, and cannot advise on the methods used to move the spa.

When determining a suitable location for the spa, proper support and access must be taken into consideration. The entire base must be a flat level surface that comes in contact with every part of the spa and must support a filled weight of 7712kg. Access to each of the panels should be provided to ensure future servicing.

Installing the swim spa will require a qualified electrician to properly install. Ensure that the electrician follows all local building/electrical codes and that they provide you with a certificate of verification. Failure to properly install the required power will void the Manufacturer's Warranty.

If you are unsure about the correct requirements before installing your hot tub or swim spa, feel free to contact us at 01293 824094.



If you decide to sink your swim spa make sure a spa pit is built together with a removable hatch to allow access all around the spa in order to carry out future maintenance or repairs (recommend 1 metre access around spa). A drain/soak away also needs to be installed to allow water to drain away.



(2)



Swim Spas

Planning & Installation

Important things to consider before installation:

- **Above or below ground:** Do you intend to install above ground, part or full in ground, or indoors and will it fit into the area you desire? If you are planning to install indoors you need to consider heating and dehumidification
- **Site access:** Can you get the delivery vehicle to the site? Will you need a crane and can a crane get access?
- **Suitable base**
- **Suitable power supply**
- **Access to the Swim spa**
- **Spa Cover removal**

Location: Consider the location to your house (and the neighbours), privacy, noise, wind direction, safety, (overhead cables), access, site drainage.

Delivery/Access: The most important thing to consider is the access route that the delivery vehicle will use to get to your home and if the same vehicle is to be used for off loading, can it get adjacent to the prepared base leaving sufficient room (in the case of a Hiab) to extend the support legs. Most Hiab cranes will reach 6M to 9M. This is totally dependent on the weight of your preferred Swim-spa model.

If a Hiab is not suitable or the location is less accessible then a crane will be required. It is important to get the recommendation of a qualified local crane hire company this should be in writing and always check insurance terms in the event of a problem.

Ground preparation: The Swim-spa will require a suitable base. In some instances it is possible to place the unit into an existing patio or hard standing, providing it is again flat and level and very important it must be on a well compacted sub base. Any un-evenness must be corrected. The majority of installations will require a minimum 150mm concrete slab and depending on the ground condition we would recommend a layer of steel mesh. The new slab must be flat and level and have good perimeter drainage.

If you intend to install either full or partial below ground then again the base must be concrete as detailed above with side walls to the desired height. If the side walls are to support any ground/earth then it is essential that the correct construction technique is used this might require the walls and floor to be structurally tied. NEVER BACKFILL AGAINST THE CABINET.

If the surround of the Swim-spa forms an enclosure to the pit then it is a further recommendation to provide good ventilation to the air chamber and model structure. This is for the long term benefit for the equipment, electrics and structure. It is advisable to ensure the vents are rodent or insect proof. Any decking or surround must be fitted with floor access for maintenance. **IMPORTANT** Make sure that a drain/soak-away is installed in the swim spa pit - the new pit must be fully self-draining or be fitted with an automatic sump pump wired to its own power supply and ideally not the same supply as the Swim-spa.

The pit dimensions must be designed to accommodate the preferred model and to accommodate future servicing of the equipment. Remember in the future your Swim-spa might need maintenance so always allow access (we recommend a 1 metre gap around all sides of the spa). If you are in any doubt we recommend you seek qualified help in designing and building your pit to ensure it cannot flood with water and is structurally sound. **IMPORTANT** - Any decking or floor surround finish should not pose a trip or entrapment hazard.

Electrical Supply: Your Swim-spa will require a suitable single, dual or three phase power supply (Please check model specification for correct size). As stated the supply must be installed by a qualified electrician in accordance with current legislation.

It is a recommendation that the supply can be isolated locally for any future service and maintenance. Once the work has been completed your electrician should provide you with a compliance and test certificate.

The electrics must not get wet, if you are in any doubt we recommend you seek qualified help in designing and building your pit to ensure it cannot flood with water and is structurally sound.

Service & Maintenance:

The equipment and control systems of your Swim-spa will require periodic service and maintenance and therefore must be accessible. All of our products are quality controlled and undertake rigorous factory testing. If the unit is being installed into a location where full access to all sides is restricted we recommend the unit is run up and water tested on site before installation, this is to ensure no damage has occurred during transportation, lifting or maneuvering. If in the event any future warranty/service work is required it is the responsibility of the client to ensure access to all components and plumbing. We use LED lights due to their long life expectancy and low cost of running however if one should fail service/replacements can only be fitted with access between the Swim-spa shell and cabinet. **NOTE:** Warranty work can only be completed if full access is available.

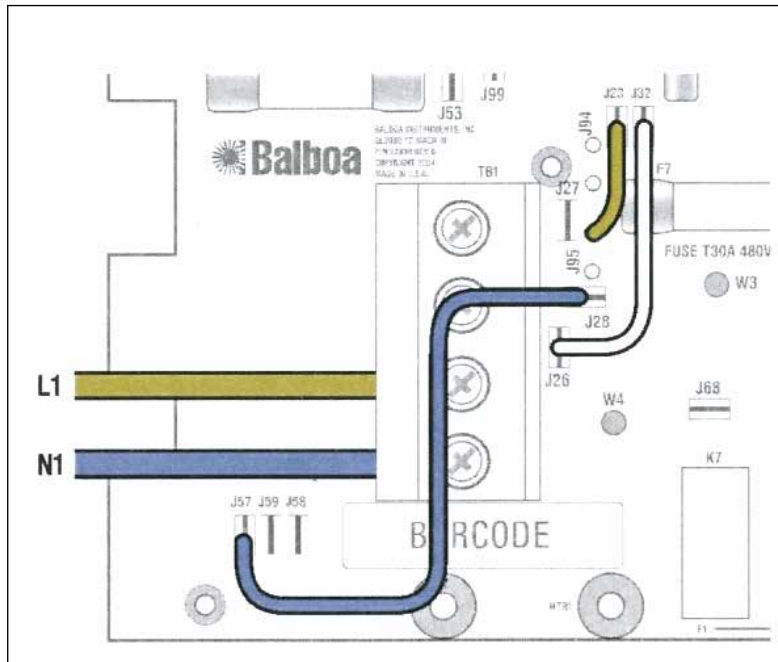
Covers & Cover lifters: For below ground or partial below ground installations and you intend to use a cover lifter please check the recommendations of your preferred cover lifter as some models require 600mm for the arms to operate. We offer a selection of cover lifters please call for more information.

Indoor installation: When installing a spas or Swim-spa indoors you must consider the potential damage moisture can cause to the building fabric caused by surface water evaporation when the spa or Swim-spa is uncovered. Various methods can be used to control this from ventilation (extract), dehumidifiers or heat recovery ventilation.

Other factors to consider: Non slip access and surround, all year access, drainage, steps, lighting, chemical storage and maintenance

Swim Spas

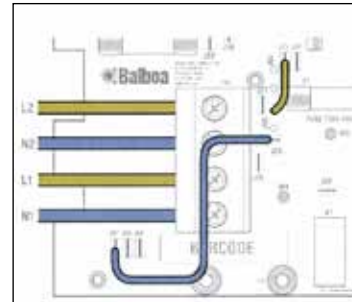
Installation and Electrical preparation:



GL Systems

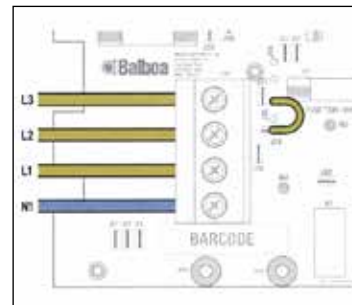
Single Service, (1 x 16 Amp or 1 x 32 Amp)

- For 1 x 32 Amp Service: - DIP Switch A2 can be ON
- For 1 x 16 Amp Service: - DIP Switch A2 can be OFF



Dual Service Option (2 x 16 Amp)

- Completely remove the white wire from J26 and J32
- DIP Switch A2 must be ON



3 - Phase Service Option

- Important - Service must include a neutral wire with a line to neutral voltage of 230VAC
- Completely remove the white wire from J26 and J32
- Move the brown wire from J23 or J32 to J28
- DIP Switch A2 must be ON

Swim Spas

Installation and Electrical preparation:

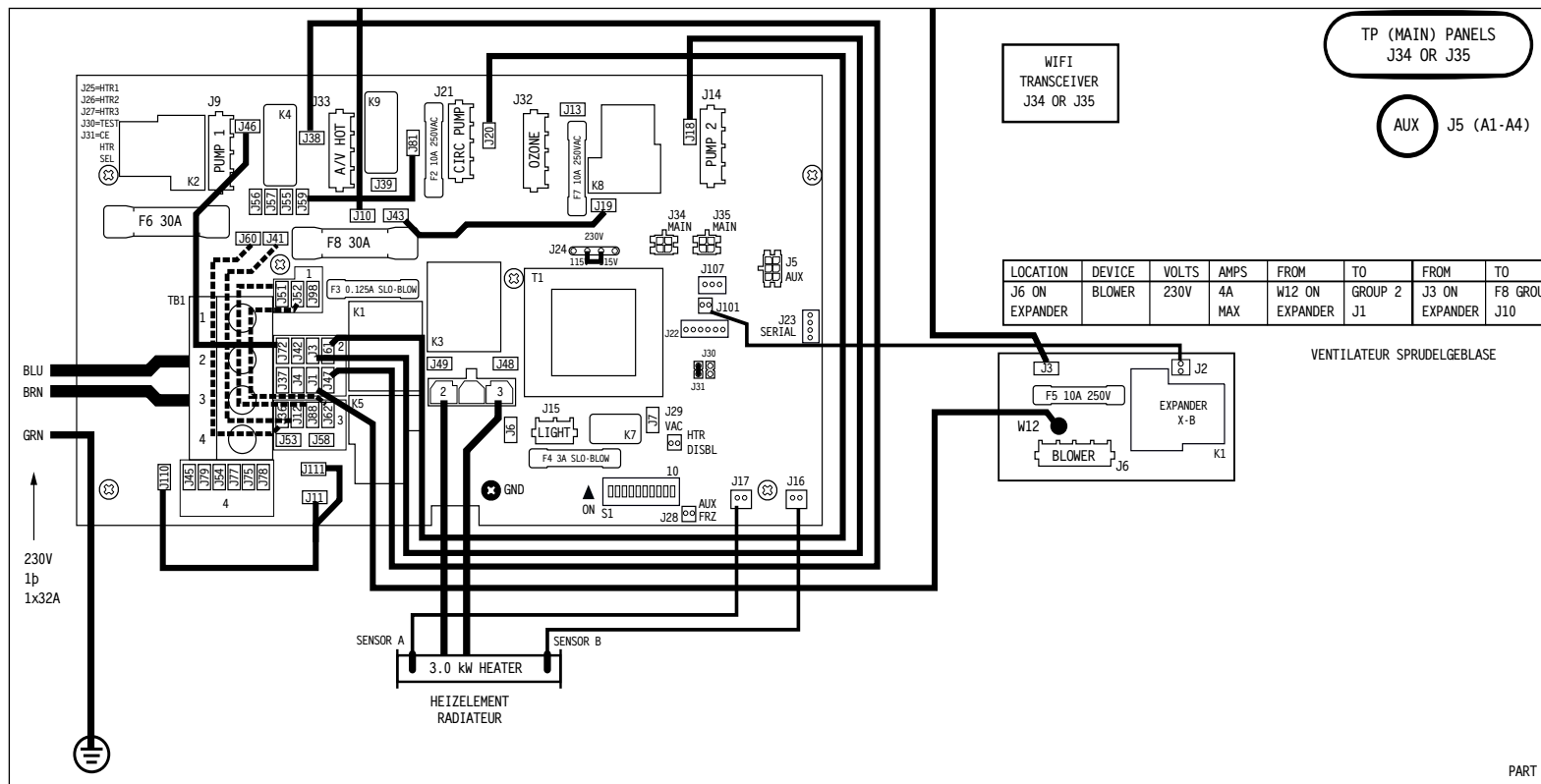
Power connections

Single Phase (A) is the normal wiring configuration for most household electrical installations (3 wires: live, neutral and earth). If however you have insufficient Amps you will need to use other connection(see below). **2 Single Phase connection (B)** is used in circumstances where the power supply is limited and where you need more Amps. **3 Phase (C)** is used in certain areas of

Europe where 3 Phase power is available and the installation warrants it.

NOTE: Canadian Spa Company requires that the electrical installation of your hot tub is carried out by a professionally licensed electrician and that all local electrical and building codes are adhered to.

BP Systems



A.) Single Phase 3 wires (live, neutral, ground)
230VAC, 50/60Hz*, 1p, 32A,
(Circuit Breaker rating = 40A max.)

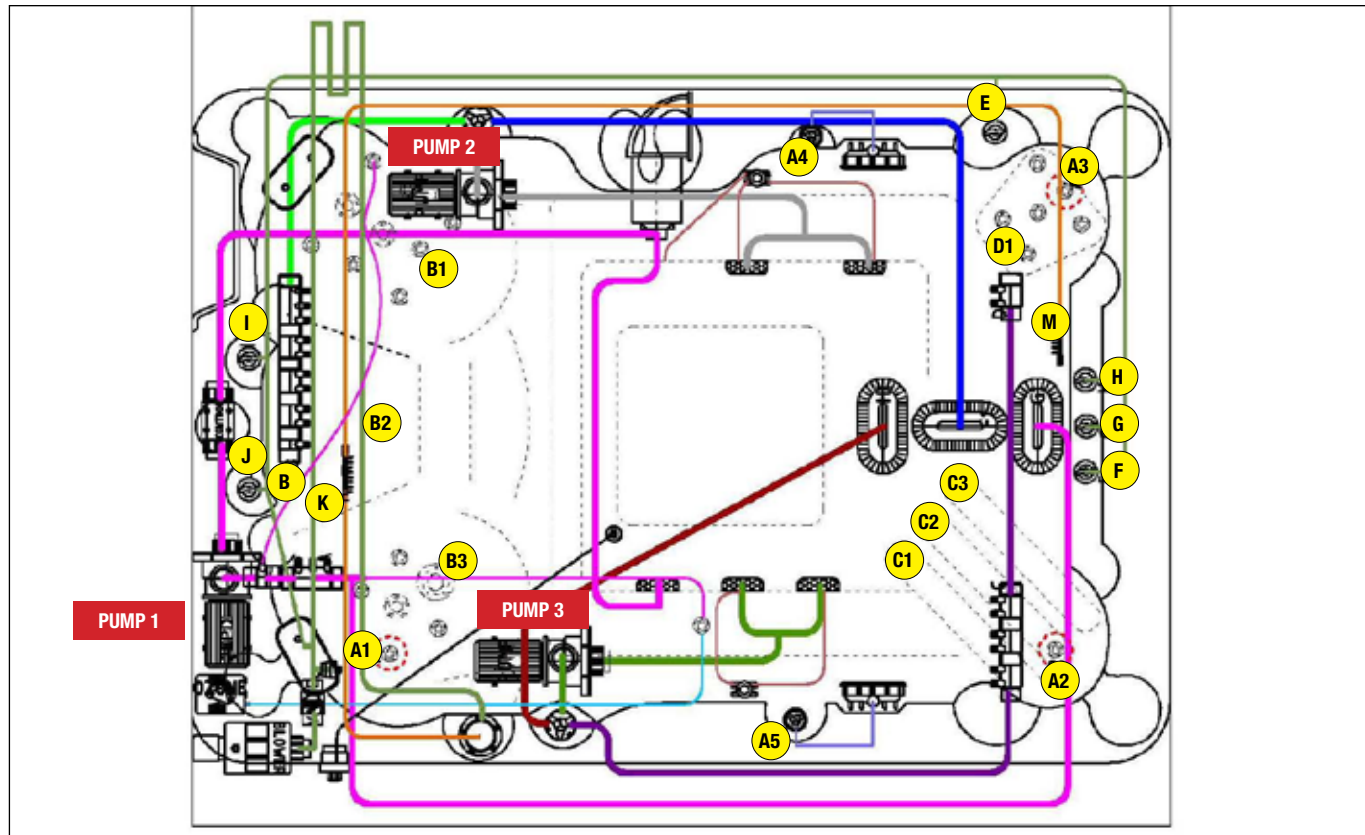
For Single Phase connection (1 x 32A):
1. Put DIP switch A2 on ON and DIP switch A5 on OFF

IMPORTANT - Service must include a neutral wire, with a line to neutral voltage of 230VAC. *BP systems automatically detect 50Hz vs 60Hz.

NOTE: Excludes 'Plug & Play' Spa models.

Swim Spas

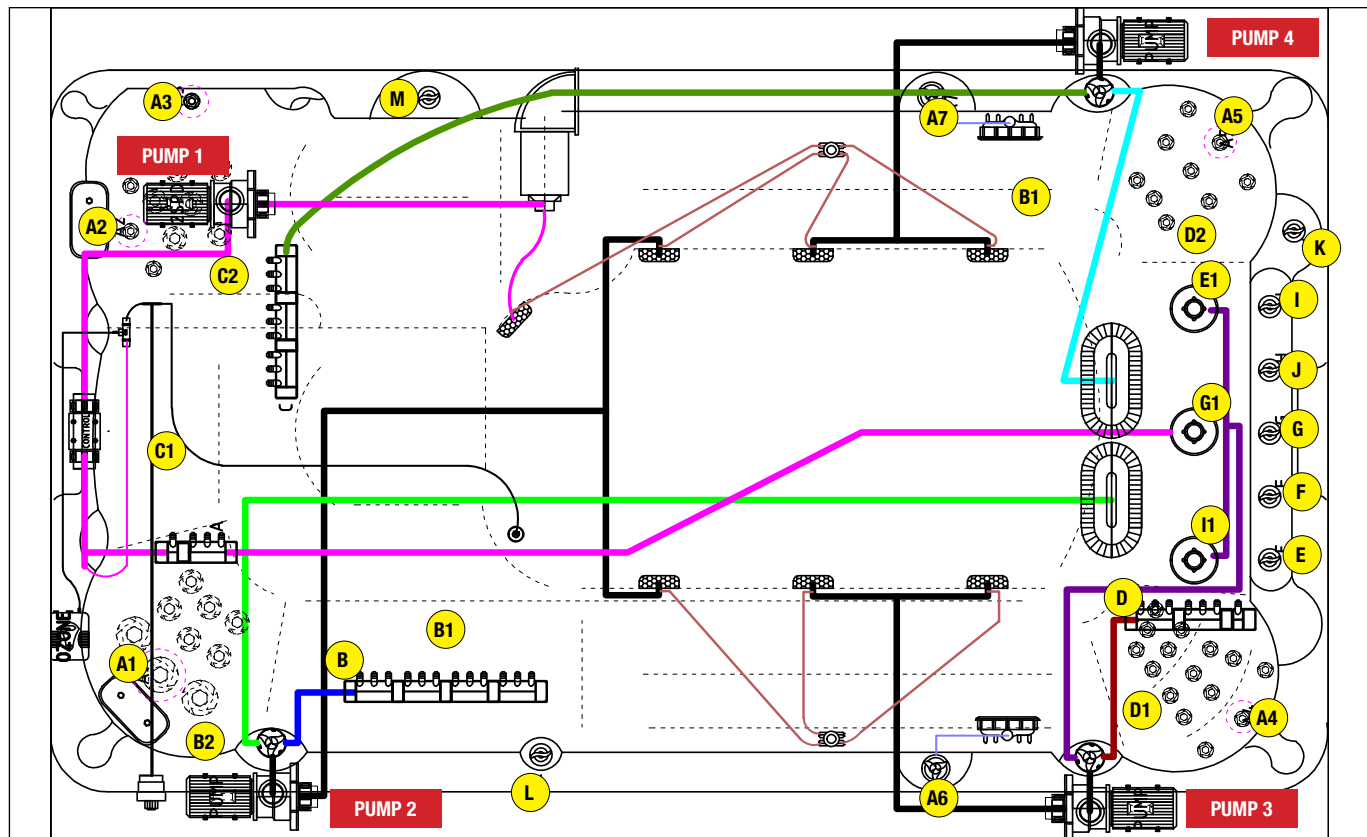
Plumbing, pump and jet connections St Lawrence 13' Swim spa:



- Water manifold **A** connects to jets A1, A2, A3 and waterfall valve A4, A5
- Water manifold **B** connects to jets in seat B1, B2, B3
- Water manifold **C** connects to jets in C1, C2, C3
- Water manifold **D** connects to jets in seat D1
- Air Control **E** connects to jets in C1, C2, C3, D1
- Air Control **F** connects swim jet in F1
- Air Control **G** connects swim jet in G1
- Air Control **H** connects swim jet in H1
- Air Control **I** connects swim jet in B1
- Air Control **J** connects swim jet in B2, B3
- Air Control **K** connects swim jet in B1, B2, B3
- Air Control **M** connects swim jet in C1, C2, C3, D1

Swim Spas

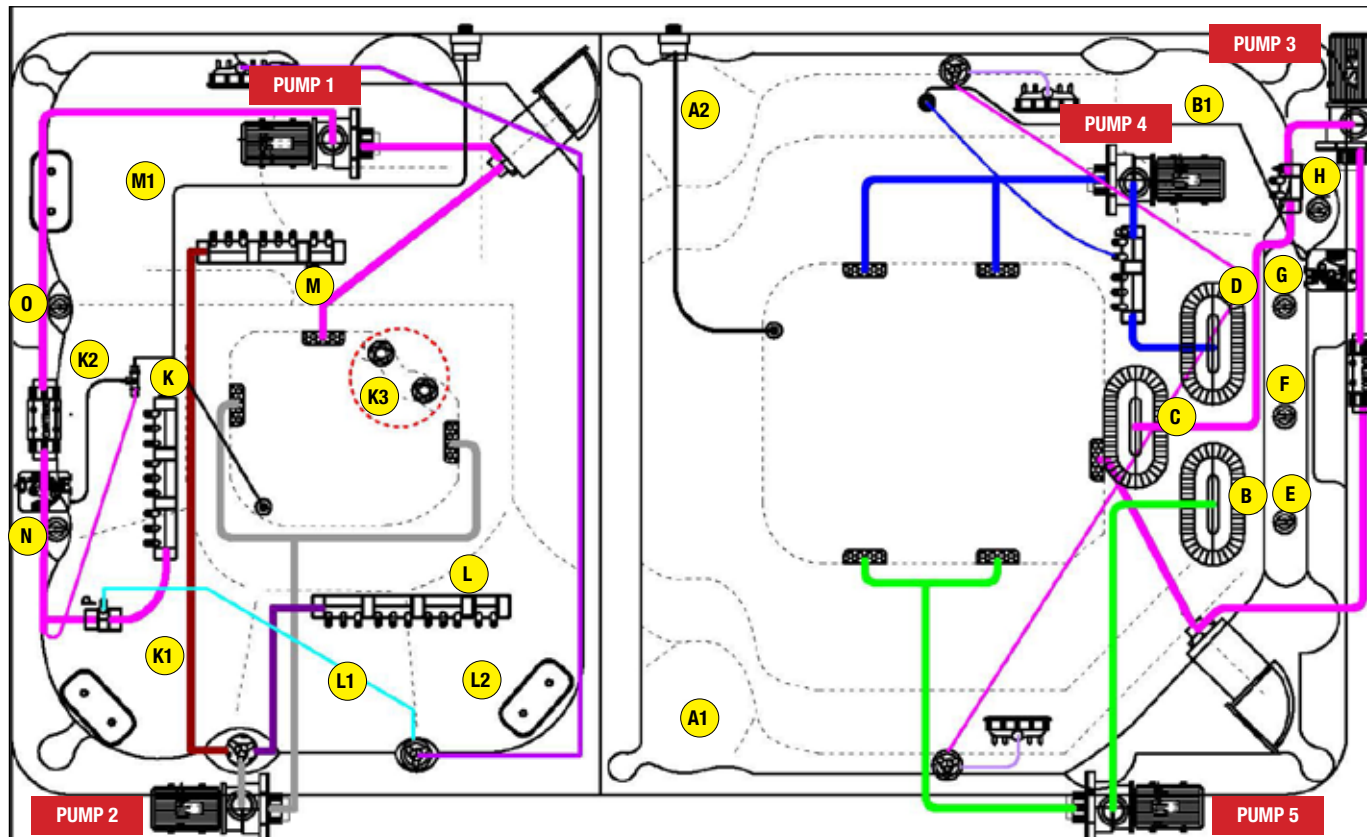
Plumbing, pump and jet connections St Lawrence 16' Swim spa:



- Water manifold **A** connects to jets A1, A2, A3, A5 and waterfall valve A6, A7
- Water manifold **B** connects to jets in seat B1, B2
- Water manifold **C** connects to jets in seat C1 and jets in Lounger C2
- Water manifold **D** connects to jets in seat D1, D2
- Air Control **E** controls strong massage jet E1
- Air Control **F** controls swim jet in F1
- Air Control **G** controls swim jet in G1
- Air Control **H** controls swim jet in H1
- Air Control **I** controls swim jet in I1
- Air Control **J** controls swim jet in D1
- Air Control **K** controls swim jet in D2
- Air Control **L** controls swim jet in B1, B2
- Air Control **M** controls swim jet in C1, C2

Swim Spas

Plumbing, pump and jet connections St Lawrence 20' Swim spa:



- Water manifold **K** connects to jets in seat K1, K2, and K3
- Water manifold **L** connects to jets in seat L1, L2
- Water manifold **M** connects to jets in the lounge M1
- Air Control **N** controls jets K1, L1, L2
- Air Control **O** controls jets M1, K2, K3
- Water manifold **A** connects to jets in seat A1, A2
- Water manifold **B** connects to jets in seat B1
- Air Control **E** controls swim jet D
- Air Control **F** controls swim jet C
- Air Control **G** controls swim jet B
- Air Control **H** controls jets in A1



Hot tub/Spa Pre-Delivery Guide

England & Wales Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

Scotland Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 07766 915144
Fax: (+44) 01293 824750
www.canadianspacompany.com

German Office:

Canadian Spa Company Ltd. Canada House,
Salbrook Road, Salfords, Redhill, Surrey, RH1 5GL
Tel: (+44) 01293 824094
Fax: (+44) 01293 824750
Email: customers@canadianspacompany.com

North America Office:

Canadian Spa Company
1283 Cornwall Rd, Oakville, ON L6J 7T5
T: 1-877-347-7727
Fax: +1 (905) 825 2513
www.canadianspacompany.com



www.canadianspacompany.com

Back Garden Delivery Form:

<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>