

Answers to Hot Tub Buyers Frequently Asked Questions

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If you've decided to invest in a new hot tub, congratulations! An in-home spa is sure to bring years of fun and improved health to you and your family. Now that you've officially entered buying mode, and you're starting to think seriously about the details, you may have some questions.

Where should you go to buy your new hot tub? Are all dealerships the same? And, with so many fantastic models, how do you find the one perfect tub to fit your needs? Is water maintenance complicated, and what types of accessories should you know about that can make using your spa even more enjoyable?



New buyers often have questions that cover all aspects of the hot tub experience, from purchase to delivery and beyond. That's why we created this guide - to help people like you make informed decisions. After all, the more you know before you buy, the more satisfied you will be after your purchase.

Buying a new hot tub doesn't need to be complicated. Take a few minutes to read through a few questions and answers and walk into any dealership with confidence and peace of mind that you are well informed and ready to purchase a spectacular hot tub.

What Size Hot Tub Do I Need?

One of the first questions hot tub enthusiasts ask when deciding to buy is, “What size hot tub do I need?” While the answer is different for everyone, the formula for choosing the perfect size spa is simple.

First, think about how many people will use the spa. If you have a large extended family that you know will use the tub on a regular basis, take that into consideration when you shop.

When having enough room for multiple people at the same time is important, it may be worthwhile to investigate a few oversized models. On the other hand, if you live alone, and don’t plan to entertain from the tub, a compact model may be more appropriate.



Second, consider how often you plan to use the hot tub. If you’re buying a spa for a second home that you’re only in a few months out of the year, a small model may be just right.

If the hot tub is for your *only* home, and you plan to use it daily, take that into consideration too. Regardless of which model you ultimately choose, remember this: the size of the spa has nothing to do with how it performs. Smaller models are just as powerful as large, party size tubs.

What Do I Have to Do to Prepare My Backyard for Installation?

Delivery day comes quickly after purchase, and it's a good idea to have a plan for any preparation that needs to take place before your hot tub arrives. Obviously, you should know exactly where you will place the tub to make delivery day stress free for you and the movers. However, the winning spot needs to satisfy a few different criteria.

First, you need a flat surface, preferably a cement patio or existing deck to ensure your hot tub is level and secure. If you plan on using your spa on the deck, great! But if you want it in the backyard, you will need to prepare the space before the tub arrives.



A Level, Secure Foundation is Key - A level, secure surface is the key to a successful hot tub installation. Any spot you choose off the patio will need to be prepared prior to delivery. Hot tubs need an appropriate foundation, typically reinforced concrete, crushed gravel or stone pad.

Synthetic padding is also available and may be easier to handle should you decide to take on this part of the process alone. Many homeowners employ a contractor to prepare the space.

Landscaping and Privacy Matter - Too many first-time buyers neglect to think about neighbors or landscaping when choosing a final spot for a new hot tub. Without meaning to, it's easy to miss the impact of privacy - or lack of - when designing your backyard oasis.

In addition to thinking about the view from your neighbor's window, be sure to choose a location that offers plenty of room to get in and out of the tub, and space to conduct service or repair. Easy access to the house with room to walk back and forth is important too—particularly in areas where foliage or landscaping grows.

Clean Water is Everything, Get the Best Water System You Can

Crystal clear, clean water is critical for an award-winning spa experience, and successful water maintenance is how it happens. But, if you don't have experience caring for a hot tub, you may not know what to expect.

The good news is: water care is not nearly as complicated or expensive as most people think. And, with a variety of automated options, modern filtration systems and innovative systems, you will spend far more time enjoying your water, rather than caring for it.



There are a few different types of water care systems available - each with their own benefits. Either one of the options below will allow you to enjoy a better quality of water.

Salt Water Systems - Salt water management systems automatically generate chlorine and other cleaner, saving you time and money while eliminating hassles.

Spa owners say it actually ‘softens’ the water for less dry skin and scratchy eyes - common complaints with traditional water care. Salt water systems are more natural, use fewer chemicals and can even keep your water cleaner longer.



Ozone Systems - Another option that’s effective and easy to use is the ozone water care system. Ozone works by neutralizing contaminants on contact, enhancing water quality without the need for excess chemicals. When paired with silver ion purifiers, Ozone systems are extremely powerful, offering hands-free water care.

Continuous, No By-Pass Filtration - A great filtration system is a must for clean spa water—and can even save you time in maintenance. Continuous, silent filtration allows your circulation pump to automatically filter your water 24 hours a day without the headache of noisy jet pumps. 100 percent no bypass filtration ensures all water passes through the filter before re-entering your spa.

Bypassing occurs when unfiltered spa water is forced directly back into the spa when the jets are on - 100 percent no by pass filtration does the exact opposite, for water that’s squeaky clean and debris free.



How Easy is the Spa to Maintain?

Now that we've talked about how to master water care, you may be wondering how much time is involved in properly caring for your hot tub. Of course, there is no one best answer to this question, and it really depends on how often you use the spa, and the type of weather and elements your hot tub is exposed to. However, here is a quick look at overall spa maintenance, and what the average user can expect in terms of what needs to be done and when.

Each Time You Use Your Spa (5 minutes) - After a rejuvenating dip in your spa, you should expect to spend no more than 5 minutes on a couple of simple activities to keep your water healthy and clean. After getting out of the spa, add a capful of shock and a teaspoon of chlorine sanitizer. Close your cover and let the jets run for about 5 minutes to ensure proper delivery of the sanitizer.

Once a Week (5 to 10 minutes) - Even if you haven't used your spa during the week, it's good practice to check the pH level of your water using test strips. Instructions on the package are easy to follow, telling you exactly what to do if adjusting is necessary. If you use a water-softening product, this is the time to add it.



Once a Month (10 to 15 minutes) - Plan to rinse your filters monthly to remove buildup and debris that may decrease effectiveness. Cleaning the filters is an easy, uncomplicated activity that can extend the life of your filtration system.

Are There Any Recommended Accessories?

From safety to entertainment, there are plenty of exciting things to consider bringing home with your new hot tub. Here are a few of the best.

Steps and Surrounds - Aside from making it easier - and safer - to get in and out of the tub, a great set of spa steps is a smart, practical addition. With many different styles and colors to choose from, it's simple to find steps that fit your needs and budget.

Upgraded Water Maintenance Systems - If you plan to use your spa often, it makes sense to consider upgrading the water management system to something more efficient and easier to handle. Hands free water maintenance is smart, and the perfect way to showcase your spa's best asset - crystal clear, healthy water.

Cover Lifter - Why struggle with a heavy hot tub cover when you can take it on and off effortlessly with a cover lifter powered by hydraulic pumps? While lifting the cover manually isn't the end of the world, a cover lifter makes it a cinch.

Music or TV Systems - Yes, you absolutely want to watch the big game or listen to your favorite blues album in surround sound while enjoying a dip in the spa! Modern hot tubs can be equipped with a wide range of exciting entertainment features, from waterproof LCD televisions to amazing sound systems to dazzle your friends and family.



What Do I Need to Know About the Dealer Before I Buy?

Choosing the right hot tub dealership is an important part of ensuring your purchase experience goes smoothly. It's also the key to ensuring after sale service is top notch.

Look for an In-House Service Team - Dealers with a solid reputation in the community typically have an in-house service crew that's available should you need repair work. Without service technicians on hand, you could be out of luck for months.

Well Established in the Community - Name recognition is key, and a quick way to assess a local dealer. Don't be afraid to research online to see what others say about a past experience and look for awards or special write-ups on the website. Look for their listing at the Better Business Bureau www.BBB.org/ and always look for an [A+ listing](#).

Brand Name Products - A large showroom filled with hot tubs from manufacturers no one has heard of is a red flag. Stay with dealers who have experienced with and understand the best hot tub brands available.



In Summary

We've covered a great deal in this guide, in hopes that your hot tub buying experience is as smooth and stress free as possible. Armed with some solid information, you should have confidence in your ability to know not only what you need in a fantastic hot tub, but also what you want.

With tips on how to choose the right size hot tub to knowing what to expect in terms of maintenance and water care, we've provided a foundation for you to build on as you navigate the world of spa ownership.

Refer to this guide often as you think about the type of hot tub accessories you need to complement your purchase and be sure to share it with a friend who may also be in the market for an exciting new spa.



Find Us

Pacific Spas & Sauna

Since 1977

2247 S. Sepulveda Blvd.

Los Angeles, CA 90064

Between Pico & Olympic

310-445-SPAS (7727)

<http://www.PacificSpasAndSauna.com>

