



Keep your Spa clean all year-round

Providing expert hot tub services and repairs throughout the Northwest of England. With over 25 years of experience.

Covering all types of spa maintenance, from one-off servicing, “winterising” and recommissioning, up to our Premium Plus Services Packages where we visit every month to look after your hot tub/spa.

The Services we provide

After a long period of heavy use, your hot tub will build up a layer of dirt and fats that will sit in the pipework unnoticed (the parts you do not see). Biofilms, bacteria and other bugs and contaminants also start to take over if the chemical levels go unchecked. This could cause damage to your spa if the Ph is too low, leading to corrosion or too high causing calcium build up in your pipework. Therefore, it is recommended that your spa water should be changed every three to six months with at least one annual service to keep you and your spa safe and healthy.

If you take out a servicing contract with us, in the event of your hot tub/spa breaking down, we will not charge you a call out fee, only parts and labour will be charged. This does not apply to a one-off service.

- ✔ Please note that full access to the hot tub/spa is needed to take off the side panels to allow servicing and repair. If the hot tub is sunk into the decking and you want us to remove the decking to access your spa, we are happy to do so, but we will charge you the labour to do this.



Detox

Over time, a biofilm can naturally build up in your spa. This occurs just from normal use and can be exacerbated by oils from suntan lotions, body lotions and fake tans, shampoos, etc. Bacteria can grow on this and without regular detoxing, there is the potential risk of bacterial infections such as Legionnaire's Disease occurring.

What do we do?

- ✔ Test current sanitiser and Ph levels in the water. Based on the analysis and condition of the water products required to keep your hot tub in good condition will be added. A Biofilm Eliminator is added to the water, along with shock dose and if necessary, a flushing agent. These products help clean inside the pipework and remove bacteria and any other bugs and contaminates.
- ✔ Filters are soaked in a cleaning solution rinsed out with a hose; older filters may need to be replaced. These will be available at an additional cost.
- ✔ After running the hot tub for one hour it will then be drained, and the inner shell and all the jets will be thoroughly cleaned. Any mould or other surface contaminates will be treated and eradicated.
- ✔ The underside of the cover is treated and cleaned.
- ✔ The hot tub is then refilled, and the chemical balance checked and set.



How often should this be done?

To always enjoy the health benefits of your spa a regular detox is required to keep bacteria from developing. We recommend a Detox at least once a year depending on your use of your spa. We can tailor the regimen to what your spa needs.

If you have a "Self-Cleaning" hot tub/spa you still need to add chemicals such as chlorine, bromine, and PH balancers to the water and clean the spa filters.

Service Packages

When you book a service package with us you will be safe in the knowledge that your spa has been professionally cleaned and sanitised and every working aspect and function checked for performance.

<p>☆</p> <p>Standard</p> <p>2 spa-tech-us services a year.</p> <p>You look after your spa in between visits. Regular weekly testing, chemical balancing, monthly filter cleaning & at least one full water change between services</p>	<p>☆☆</p> <p>Standard Plus</p> <p>2 Spa-tech-us services a year + Spa-tech-us will visit every month between services to health check your hot tub/spa</p> <p>Ideal for those who would prefer not to maintain their spa themselves</p>	<p>☆☆☆</p> <p>Premium</p> <p>4 Spa-tech-us services a year</p> <p>You look after your hot tub/spa between visits every month between services to health check your hot tub/spa</p> <p>Weekly chemical testing and balancing & Monthly filter cleaning & Maintenance.</p> <p>Ideal for those who prefer more frequent servicing because of higher usage.</p>	<p>☆☆☆☆</p> <p>Premium Plus</p> <p>Our most comprehensive package.</p> <p>Spa-tech-us will look after your hot tub/spa each month to keep it in prime condition.</p> <p>4 services a year + We will visit every month to health check your hot tub/spa.</p> <p>We take complete care of your spa so you don't have to.</p>
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What do we do?

At least once a year on your regular service plan, or on every one-off service we will perform a Detox (see above). On a service contract, other maintenance services will include a Detox, shock dose and/or a flush as required depending on what your hot tub/spa needs. These products help clean inside the pipework and remove bacteria and any other bugs and contaminate.

- ✓ Filters are soaked in a cleaning solution; older filters may need to be replaced. These will be available at an additional cost.
- ✓ Each jet is checked and cleaned to regain optimum performance level. Every effort is made to clear each individual water jet of grit and dirt to ensure that they can be moved freely and are as close to original performance level as possible.
- ✓ A full maintenance and performance check is carried out on all pumps, blowers, lights and any other major components. Each component is inspected for wear and tear, leaks, and any abnormal noise. All electrical units are electronically measured for performance.
- ✓ We will empty, clean, rinse down and vacuum out the spa, including cabinet inspection area. The cover is cleaned along with the outer panels of the spa and sealed with a protector.
- ✓ Notes will be made of suggested repairs, and repairs to be carried out by agreement from the customer. Components, plumbing, fittings, and so on are added to the service cost.
- ✓ Water is sanitised and balanced. Destroying microorganisms and bacteria. The cover is cleaned along with the outer panels of the spa and sealed with a protector.

***If repair work is likely to exceed one hour, then additional labour cost may be applicable. If major work is required, then we may need to return at a later date. Check and tighten all unions and gaskets.**

One-off Service Package

We offer a one off service if you want to try us out before committing to a full service contract, or just want to have an extra service done before a special occasion, or after heavy use.....or if someone has got into your tub wearing fake tan! This included the normal service above.

Winterising

This is not something we recommend unless absolutely necessary, as damage can be caused to the spa depending on how long it is left empty, weather conditions, and how old your spa is. There will still be water left in the pipes and motors. If this is left in there, then in the summer this could result in the build-up of harmful bacteria and in the winter the pipe could freeze and cause them to crack or the motors to be damaged.

However, if you are going away for a long period of time and will not be using your hot tub/spa (summer or winter) we can then get your spa professionally emptied. This follows a process of treating and removing as much of the water as we can, Biofilm eliminator is added to the water along with a shock dose. This will kill any bacteria and clean the pipework.



Filters, if they are in a condition where they can be cleaned, will be put into soak in a solution of filter cleaner washed out and put into storage.



The spa will be emptied, washed down, and as much of the water removed from the spa and the pipework with a wet and dry vacuum



Panels will be removed to gain access to drain all water from pumps and heater by loosening unions.



The cover and the panels are washed and sealed. The headrests are cleaned and sealed before removing them from the spa and storing them. The cover is placed on the top of the spa and shrink wrapped to prevent rainwater from getting in.



The isolator switch is left off and the spa is left to hibernate until you are ready to use.

***Please note, full access to the hot tub is needed to take the side panels off. If the hot tub is decked in and you want us to remove the decking to access your spa, we will charge you for labour.**

Recommission

When you want to get your spa back into use after winterising, we can professionally recommission it.

It is important to check that damage has not occurred during winterising and ensure that there has not been a build-up of harmful bacteria. Giving your hot tub/spa a full service will ensure that it is working properly.

What do we do?

We check and reconnect any pipes that have been disconnected, fully check the spa and give it a full service. There will not be any biofilm build up, so a detox will not be needed at this stage.

Fees & Payments

Contract payment can either be paid fully in advance for the year or monthly payments. If monthly payments are the chosen method, then the first service will be paid at the full price and then the first monthly instalment to be paid on the 26th of each calendar month, with the minimum of 12 payments per service contract.

If you decide to terminate the contract before the full twelve months, a charge could be incurred.

Please feel free to discuss any aspect of this agreement if you have any questions.