



PRE-PLANNING & DELIVERY GUIDE



Need Assistance? Call 1-888-329-4847

PRE-DELIVERY

Spa Delivery Preparation

Your spa delivery will arrive CURBSIDE at the specified delivery address you provided at the time of your purchase. You will need to make prior arrangements for assistance in moving your spa into your desired spa location.

If your spa location will be more than 10 feet from an existing electrical outlet that is ready and dedicated for spa use, you may also need to hire a professional electrician to establish those electrical connections. Most cities and counties require permits for exterior construction and electrical circuits. Be aware of your local codes and laws.

Some areas have codes requiring barriers such as fencing and/or self-closing gates on property to prevent unsupervised access to the property by children. Your local code enforcement department can provide information on which permits may be required and how to obtain them before delivery of your spa.



CURBSIDE DELIVERY
INSTRUCTIONS
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Please read instructions carefully to experience a smooth spa delivery.
Please read Dream Maker Spas Pre-Delivery Guide for details on site preparation for your new spa. All listed requirements must be met prior to delivery of your spa.

- o If you purchased the 240V version electrical hookup, electrical work must be done by a licensed, certified electrician.
- o Your street must be clear from all debris and must be able to accommodate a truck (up to 65' long). If this is an issue, please contact us at least 48 hours before delivery.
- o Delivery will be made CURBSIDE at the end of your driveway. NO EXCEPTIONS.
- o Extraordinary curbside delivery requirements may prevent delivery or may require extra fees, payable by buyer to the retailer's carrier. Any extraordinary delivery requirements need to be pre-arranged prior to delivery.
- o Delivery will be Monday - Friday, 8 a.m. - 5 p.m. and cannot be delivered without a signature.
- o All required city/subdivision permits are the responsibility of the spa owner.
- o Spa unpacking is the responsibility of the BUYER. Spa must be inspected before delivery agent departs.
- o If damage is noticed, note the damage on the freight bill and call Dream Maker Spas at **1-888-329-4847**.

NOTE: Spa delivery will be attempted based on the information you provide. If delivery is not possible on the first attempt due to poor accessibility or missed appointments, your spa order may be canceled.

RETURNS: All product returns must be sent back in original manufacturer's packaging and crating materials including the original invoice, placed on a pallet and put curbside for pickup. Electrical disconnect charges are the responsibility of the buyer. Refunds are not processed until hot tub is successfully picked up by carrier. If original schedule pickup is not possible due to buyer's failure to meet outlined return requirements, additional fees may be assessed to the buyer.

PRE-DELIVERY

Spa Location Checklist (more details on following pages):

- Is permitting required for construction, electrical or barriers?
- Is the support surface adequate to support the weight of the spa?
- Is the support surface adequate to handle water overflow?
- Are there considerations for limiting access by children?
- Are there overhead electrical lines?
- Will the electrical cord reach an outlet?
- Is the electrical outlet dedicated for the spa use only?
- Is there adequate room to access the service door, drain and filter?
- Are there any privacy considerations?
- Do you have adequate space for the cover when the spa is in use?

SITE SELECTION

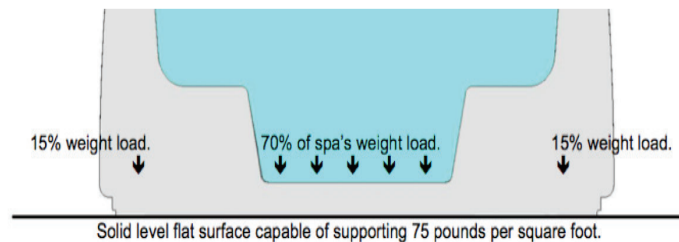
Before proceeding, please read the 'Important Safety Instructions' at the beginning of the owner's manual, available on our website, DreamMakerSpas.com/Owners.

- 1. Electrical Connection.** For 120V models, plug into a 15 amp dedicated outlet, and you are ready to enjoy. The electrical cord is 12' long so it needs to be close enough to plug directly into a three-prong grounded outlet. Do not use an extension cord. For 240V models, electrical installation must be completed by a qualified certified licensed electrician in compliance with all codes.
- 2. No Overhead Power Lines.** Do not locate your spa under overhead power lines or in proximity to existing buried or exposed electrical circuits. See your electrician.
- 3. Childproof Your Spa.** Plan for limiting access of children. Precautions such as self-closing and locking gates or access doors, fencing and other child barriers, as dictated by the site.
- 4. UL Safety Cover Required.** In addition to its insulating factors, a good cover also provides a measure of additional protection from unwanted access. Your Dream Maker Spa cover is classified by the Underwriters Laboratories meeting ASTM F1346-91 requirements.

SITE SELECTION

Provide a solid load-bearing site:

CAUTION: Your spa must be installed on a level, flat, solid load-bearing surface. Do not locate the spa on a surface that can be damaged or altered by water.

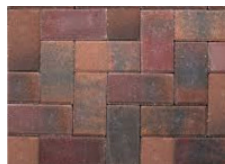


- The site must provide a solid foundation with a minimum load bearing capacity of 34 kg per 929 sq. cm (75 pounds per square foot).
- Concrete slabs and decks must be designed to support this weight. Do not select a site composed of individual unsupported bricks, blocks, grass or other materials which will shift unevenly and cause damage to your spa's internal frame.
- Provide a level, flat site: A level site is critical to both the performance and enjoyment of your spa. A flat and level site provides the surface necessary to properly dispense weight between the footwell (which bears most of the spa's weight) and the structural frame (which primarily provides stabilization and secondary support).

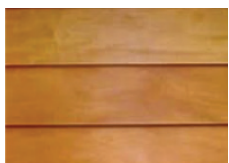
Surface Suggestions:



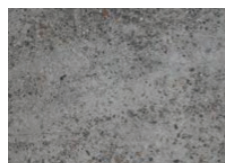
Travertine



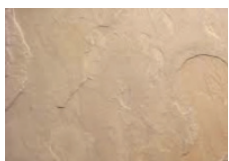
Brick Pavers



Synthetic Wood



Cement



Stone/Slate



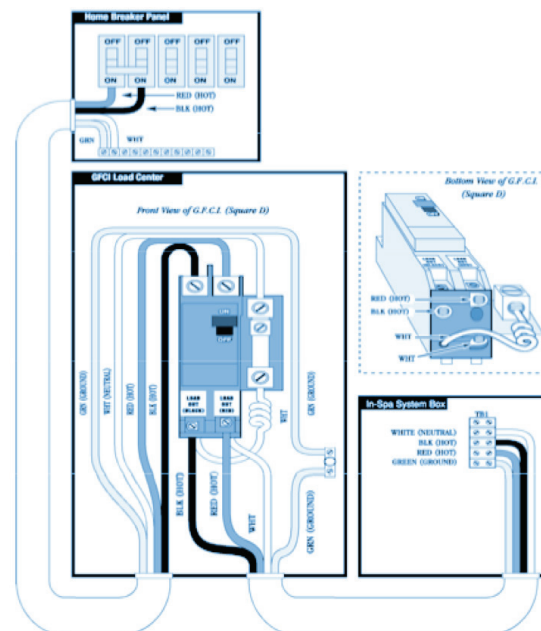
Stained Cement

ELECTRICAL REQUIREMENTS FOR 120V 15AMP

- **Locate your spa so that the GFCI plug and cord will reach a dedicated 120V outlet, but not closer than 5 feet (1.5 meters).** A dedicated outlet is one that does not have other electrical devices operating on the same circuit. This can be checked by turning off the circuit breaker that supplies the intended outlet and verifying that no other electrical devices no longer work, such as a refrigerator, dishwasher, washing machine, coffee maker, hair dryer, etc.
- **Do not use an extension cord.** See owners manual for directions on extending cord.
- **Do not connect to the outlet until the spa is filled with water.**
- **Pull out GFCI cord before using.**

ELECTRICAL REQUIREMENTS FOR 240V*

- ***240V electrical connections must be completed by a Certified Licensed Electrician. A GFCI AND A DISCONNECT SWITCH ARE REQUIRED:** The National Electrical Code requires that spas connected to 240V circuits be equipped with a GFCI and Disconnect Switch. See National Electrical Code Articles 680-12 and 680-42.
- **ISOLATED, DEDICATED 240V, 30 OR 50 AMP CIRCUITS ARE REQUIRED.**
- All 240V operations wiring must be permanently hardwired, installed in grounded conduit and installed in compliance with the National Electrical Code and all local codes.
- **WARNING: USE COPPER CONDUCTORS ONLY!**



CONGRATULATIONS!

You are now ready to start Living the Spa Life.

Welcome to the Dream Maker Spas Family!

Customer Service is here to serve you and ensure the best possible experience.
If you have any questions about preparing for your new Dream Maker Spa, please call us!

1-888-329-4847

