

ARE YOU READY?

Pre-delivery preparation guide

FOLLOW THE STEPS!



CLUB | SPA

STEP 1:

CHECK THE MUNICIPAL REGULATIONS

***** If you have a swim spa, you do not have the correct document *****

Familiarize yourself with the laws and regulations before installing your spa. Being well-informed ensures a compliant and safe installation.

In addition to provincial water feature laws, check your municipality's requirements, as they vary from one locality to another. Some municipalities require a permit or a fence, but if your spa has a rigid cover with locks, this requirement may not apply. Be sure to check!

Respecting safety distances

Make sure you respect the minimum distances from property lines and electrical installations. Consult Hydro-Québec's online tool to verify the compliance of your installation.

<https://www.hydroquebec.com/securite/lignes-electriques/normes-installation-piscine-spa.html>

Inform your insurer

For added protection, notify your insurance company about the addition of your spa.



STEP 2:

CHOOSE THE LOCATION

Before your spa is delivered, determine its exact location and orientation.

You can view your spa plans online at www.clubspas.com/delivery/plan. Here are a few points to consider:

- o The distance to travel for winter use
- o The view you will have once seated
- o The side where the cover will be installed
- o The side from which you will enter the spa
- o The accessibility of the 8 doors around the spa (for mechanical maintenance)
- o Seat orientation
- o Access to cartridges
- o Access to the control keyboard
- o Wind direction and level of sunlight



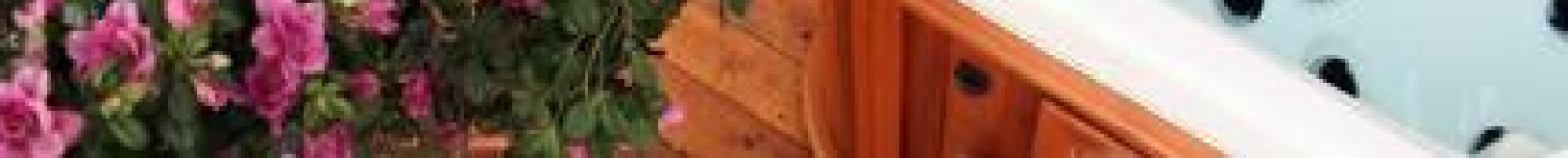
The space required for accessing the equipment

It is essential to allow a free space of 20" to 24" (minimum) around the spa, on all 4 sides, to allow access for future services, such as closing, opening, maintenance or repairs.

You can find out the location of the equipment under your spa to ensure easier access to those areas. The location of your spa equipment is available at www.clubspas.com/delivery/location

Access to all 8 doors (2 doors on each side)





Built-in or semi-built-in spa

If your spa is built-in, it is crucial to ensure easy access to the equipment located underneath. If access proves difficult for our technicians or if the spa needs to be moved, you will be responsible for moving the spa at your own expense or removing obstacles such as patios, fences, steps, etc.

Please also ensure that the screws on the access doors remain accessible at all times.

Door screws that need to be accessible
16 screws in total (2 screws per door) (12 screws for Fox, Timberwolf and Whistler spas)



Example of a semi-recessed spa with good access to the equipment

Removable patio boards for access to equipment



Removable steps for access



Low wall under the door screws – low wall located 4 inches from the spa



Are you not sure?

Watch this video for more information:
<https://www.youtube.com/watch?v=LE4KfLPwvTQ>



Space required for installing the cover support

The cover support can be installed on any side of the spa, except for Summit XL, Fox, Timberwolf models and swim spas. Ensure sufficient clearance is provided to allow the cover to open.

Free Cover Rest / Club Spa lift

#PRT114965

CLUBLIFT

A minimum of 20 inches must be clear behind, 6 inches on each side



Mount Assist Lift

#PRT114985

A minimum of 10 inches must be clear behind, 6 inches on each side



Roller

#ROLLER X 1.5

A minimum of 43 inches of clearance must be provided behind. Models that can be installed only on spas with cedar cabinets



Mount Assist Lift

#PRT114985

A minimum of 10" must be clear behind. Models that can only be installed on cedar spas



Installation under a gazebo, pavilion or patio

To install the spa under a gazebo, make sure it can fit between the gazebo posts. *Also check that, once the spa is in place, there is enough height to allow the cover to open.

You can consult your spa's plans to determine its height, add half the length of the cover, and then the cover's thickness.

(For example, for a 94 x 94 spa: $94 \div 2 = 47$. Calculate $47 + \text{spa height} + 5$ inches for cover thickness.)



| Type de spa | Hauteur minimum pour l'ouverture du couvert à partir du sol |
|-----------------------------|---|
| Arctic 8' | 92½ po |
| Arctic 7' | 90½ po |
| Arctic 14' | 100 po |
| Summit XL | 104 po |
| Fox, Timberwolf et Whistler | 88½ po |
| Core 7' | 90½ po |
| Core8' | 92½ po |

STEP 3 SITE PREPARATION

Leveling the ground where the spa will be installed is essential and must be properly prepared before the arrival of our delivery drivers.

****If our delivery team notices a problem or inadequate site preparation, we will ask you to correct the situation. The delivery team will not make any adjustments to the site or surface preparation.** The spa will not be installed and will instead be temporarily left near its location. The delivery team cannot take the spa away for later reinstallation. You will need to schedule a new appointment to complete the installation (additional charges will apply).

In the event that the delivery personnel determine on site that a crane is required to complete the delivery, the crane fees and extra charges will apply.

Please note that if you have chosen an Arctic Spas spa with the "Forever Floor", simply place it on a flat, level surface.

Size of the surface to be prepared

When planning the layout, allow for a base that is **at least 3 inches larger than the dimensions of your spa.**

If you have steps, make sure to prepare a larger area accordingly.




Surface type for all spa models

Here are the types of surfaces on which you can install your spa. Please note that the entire surface of the spa floor must be in contact with the ground. ***It is not possible to level the spa floor using shims ("shimmers") on one side or in a corner.

- o Stone or brick pavers
- o Stone dust
- o Patio slabs
- o Concrete base (Required for swim spas and the Covana gazebo)
- o Wooden patio
- o Synthetic patio
- o Fiberglass patio
- o Ceramics

****If you are doing the electrical installation before the spa arrives, make sure **not to run** the cable through the concrete slab under the spa.**

(See "step 9": Electrical connection of your spa.)



Surface type for all spa models

➤ Installation on a concrete base

The thickness of the concrete base will depend on your soil type. You can consult a specialist in the field of construction, foundations, landscaping, etc. If you have very solid and stable soil, here are the generally recommended steps*:

- Remove the topsoil and excavate the ground to a depth of 6 inches.
- Add 6 inches of compacted stone dust using a mechanical compactor
- Pour a reinforced concrete base of at least 5 1/2 inches (make a 2 x 6 inch form)
- Make sure your surface is level

**The base must not have a slope

If you are doing the electrical installation before the spa arrives, make sure not to run the cable through the concrete slab under the spa.

(See "step 9": Electrical connection of your spa.)

➤ Installation on stone dust

The thickness of the stone dust will depend on your soil type. You can consult a specialist in the field of construction, foundations, landscaping, etc. If you have very solid soil and stable, here is what is generally recommended*:

Remove the topsoil and excavate the ground to a depth of 4" to 6"

- Add 4" to 6" of compacted stone dust using a mechanical compactor (compaction manual is insufficient)
- Make sure your surface is level

**The base must not have a slope.

*If you are doing the electrical installation before the spa arrives, make sure not to run the cable out into the concrete slab under the spa.

(See "step 9": Electrical connection of your spa.)

➤ Installation on a patio or terrace

Ensure your patio structure is level and strong enough to support the spa, the water, and the people using it. (Water weighs 1 kg per liter.) For information on the spa's weight, consult the technical specifications at www.clubspas.com/delivery/technical

➤ existing installation

- Make sure the ground is still level, without any slope
- Make sure your space is the right size (see the plan)
- Make sure your wire and circuit breaker are compatible.

Please note that electrical installation must be performed by a certified electrician after delivery.
Please inform us if you have an old spa to dispose of. Fees will apply.

*If you are doing the electrical installation before the spa arrives, make sure not to run the cable through the concrete slab under the spa.

(See "step 9": Electrical connection of your spa.)

➤ Indoor installation

- Make sure the ground is level and sufficiently solid, without any slope.
- Make sure the flooring is water and moisture resistant.
- Make sure you have a floor drain for water removal.
- Make sure the ceiling height is sufficient for the cover to open

** Consult a ventilation and building specialist before installation to ensure everything is compliant

*If you are doing the electrical installation before the spa arrives, make sure you do not run the cable through the concrete slab under the spa.

(See "step 9": Electrical connection of your spa.)

STEP 4: SPA

PROVIDE ACCESS FOR THE DELIVERY OF YOUR SPA

Delivery and installation included with your purchase require easy and safe access.

Access must be as direct as possible; **otherwise, additional charges may apply.** Obstacles that could impede access must be removed **before** the delivery team arrives. Examples include fences, ramps, railings, trees, BBQs, plants, swings, etc. Our delivery drivers are not authorized to handle these items at customers' homes and therefore cannot be held responsible. Furthermore, they are not authorized or equipped to drill into decks, walls, patios, etc. In winter, access must be cleared of snow, as snow is considered an obstacle. Our delivery team (2 to 3 men) will arrive on site with your spa on a platform. If access is not direct, they will use a trolley to transport it to its location.

No spa is carried manually.

If a crane is required for delivery, Club Spa can coordinate the services.

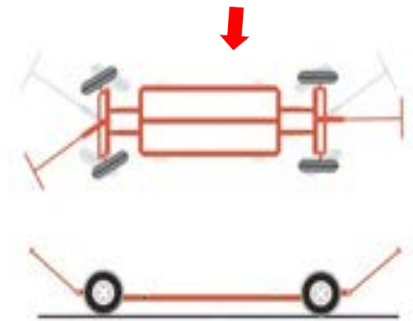
However, the costs associated with this service are not included in the standard delivery of the contract of purchase and you will be billed.

*** Please inform us if you need to remove a hot tub from your backyard.**

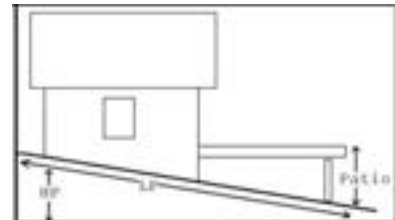
Additional charges will apply if our Delivery drivers must handle and remove a spa.

Here is the space required for delivery:

Example of a delivery trolley



48" (Width) x 114" (Height)



If your land is not flat, please inform us.

Terrain with a slope:

- Straight line distance
- Slope length
- Slope height

Patio :

- Patio height
- **The maximum height for a standard delivery is 48 inches high.*
- Access to the patio

**** Guardrails/handrails must be removed * No deliveries possible via steps**

Please inform us if your spa will be built-in, in a gazebo, indoors, or any other specific installation.

Please note that the truck and trailer have a total length of approximately 50 feet. If you live on a narrow street, alley, main boulevard, one-way street, or a street with limited parking, our truck needs sufficient space to safely maneuver and unload.

Check with your municipality to see if a permit is required to block the street, reserve parking spaces, or control traffic. Club Spas and the delivery company are not responsible for permits or traffic.



STEP 5

APPOINTMENT FOR THE DELIVERY OF YOUR SPA

You are now ready to receive your spa! * Keep an eye on your emails. You will receive an email containing a questionnaire; it is essential that you complete this questionnaire so we can schedule your delivery. This questionnaire helps us prepare your delivery and avoid any unforeseen issues.

We don't keep all spa models in stock. Since Arctic Spas are manufactured in Alberta, if you've ordered a spa, it will be manufactured within weeks or months of your purchase. As soon as we have your spa's arrival date at our warehouse, the delivery manager will contact you by email to schedule the delivery date. You will receive a confirmation email approximately 5 to 10 days before delivery.

If your spa is already in stock at the time of purchase, contact us 10 to 15 days before the approximate date at which one you would like to receive your spa from.

*Please note that we do not make any deliveries on weekends.**

STEP 6

PAYMENT FOR YOUR SPA BEFORE DELIVERY

After scheduling your spa delivery, you will receive an email with your balance due and instructions on how to pay before delivery. * **Please check your emails.**

We offer several payment methods:

- Online payment: with most financial institutions
- In store: by debit card or cash
- Bank financing: apply online or in store.

*** Important: Credit cards are not accepted as a form of payment, without exception.

Billing Manager
 1-888-667-5468 ext. 222
nathalie@clubspas.com

STEP 7

TRAINING FOR THE WATER TREATMENT OF YOUR SPA

BEFORE YOUR SPA IS DELIVERED

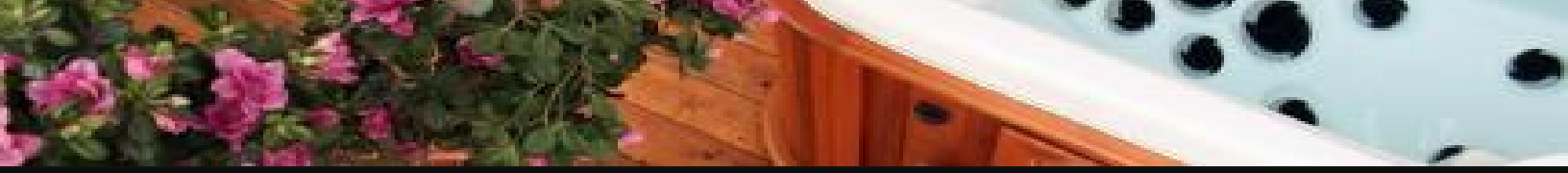
It is essential that you visit a branch in order to:

- Have the water that will be used to fill your spa analyzed.
- Get your personalized treatment prescription
- Receive operational advice

A reservation is required for this training.

Please reserve your time slot via the following link:





(continued) TRAINING FOR THE WATER TREATMENT OF YOUR SPA

Please bring the following to your appointment:

- A clean container with 500 ml of water (from your home or well)

When ?

- In the week before your delivery

Or ?

- At the Club Spa laboratory of your choice

Training video

You will also receive a link to the video "Training: Start-up and Maintenance"

This video serves as support for the training offered in store.

IMPORTANT :

- The cleaning product kit will be given to you at the branch during this training.
- It will not be delivered with the spa.

***Old spa to be removed (if applicable to you)

If you already have a spa at home and we need to handle it, please mention this when scheduling your delivery appointment. A fee applies for any handling other than of a new spa.

It will be very important to make sure **BEFORE** the delivery drivers arrive:

- The spa must be completely empty
- The power cord must be unplugged.
- The lid support must be removed or uninstalled.
- Accessories directly attached to the spa must be removed
- The spa must be freely accessible.





STEP 8

DELIVERY OF YOUR SPA

Be prepared!

During delivery, it is important that you (or a responsible person) be present and ready to indicate the placement of your spa and its covered stand.

The delivery process (may vary depending on the installation):

- The arrival of our team at your home
- Transporting the spa to its location
- Unpacking the spa
- Installation of the cover and cover support
- Signatures on delivery documents

Delivery time:

Unfortunately, we are unable to provide a precise delivery time (neither AM nor PM). However, the delivery company will contact you by phone on the day of delivery, approximately 30 minutes before their arrival.

Please note that Club Spa has no control over the schedules of transport companies throughout the day. Therefore, we will not be able to provide you with any further details regarding delivery times.

*Standard delivery included with your spa will take on average 30 to 45 minutes.

*Additional charges may apply if delivery takes longer on site, if access is difficult, or if obstacles blocking the way have not been removed **BEFORE** our arrival.

STEP 9

ELECTRICAL CONNECTION OF YOUR SPA

The electrical connection for your spa must be carried out by a certified electrician. Delivery personnel are not certified to perform this connection, nor to disconnect your old spa, if applicable. They are also not equipped to drill into the spa or any other surface; these tasks are the responsibility of a qualified electrician.

Book an electrician in the days following the delivery of your spa. It is important not to schedule your electrician for the same day as the delivery, as we do not know the exact time of delivery.

Required equipment:

- 50A or 60A circuit breaker depending on your spa model, both must be 120/240V GFCI (GFCI)
- #6/3 copper wire (Gage #6/3 strands)

The #4/3 aluminum wire is not suitable for installation and will void part of your warranty.*

If you have a Custom Series spa equipped with the OnSpa system, an internet connection is essential. You should plan to use **an externally sheathed network cable** to connect the spa to your router. domestic, in order to ensure the proper functioning of the system.

Electrician's tasks:

- Complete the electrical installation of your spa.
- Install the network cable for your spa's internet connection (if needed, for spas with the internet connectivity)
- Drill through the side of the black fiberglass floor to insert the wire(s).
- Connect the power cord and network cable directly to the spa equipment

Where to plug in the electrical wire

Drilling and cable routing:

The electrician must drill through the **black floor** of the spa at the desired location to insert the cable inside the spa. Thanks to the **full access system** under the spa, once the cable is inserted, it can easily be routed to **the control box** (Ecopac or IN.YE, depending on the model).

Important :

- The cable must **always** be inserted **from the side of the spa and never from underneath**.
- It is strongly recommended to allow for an **additional 8 to 10 feet of cable** to facilitate a possible relocation of the spa in the future.

Control box location:

To identify the location of the SpaPak on your model, consult the detailed diagram at:

www.clubspas.com/livraison/localisation



Drill a hole in the
side



STEP 10

FILL THE SPA

This step is explained in detail in the training video sent by email. It's now time to fill the spa. If you're using water from a well, lake, or river, we suggest using a pre-filter. Check with your local supplier for details.

Insert the garden hose into the skimmer

- Fill the spa up to just below the headrests.
- Once the spa is filled with water, install the filter cartridges*
- Turn the circuit breaker to "On"
- Adjust to the desired temperature

Once the temperature has reached 80 degrees Fahrenheit, you can begin adding cleaning products as recommended.

*When you receive your spa, the filter cartridges are usually located inside the spa in a bag.



Filter cartridge



Internet connection



If your spa has an internet connectivity or Wi-Fi system, you can consult the manual at

www.clubspas.com/delivery/internet

Please note that our technicians are not networking specialists.

If you experience connection problems, installing a Wi-Fi repeater ("Wi-Fi extender") may be a solution. For further assistance, we recommend contacting your internet service provider or a network specialist.





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