

## **Hot Tub Maintenance & Service Calls 2021**

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***We are one of the Only UK Award Winning After Sales Service Companies in the UK!***

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*Please note that call out to come and assess any issues are charged between £75.00 - £145.00 if you are within our service area*

*If you are not within our service area a mileage charge will be added to each visit.*

### **Classic Service**

**£339 or £31.07 per month with our subscription service (One visit per year)**

- *Test water quality - add scale treatment and high dosage anti-bacterial product.*
- *Drain and vacuum water.*
- *Totally flush through with specialist high dosage sanitiser & descaler.*
- *Clean hot tub shell using dedicated surface cleaner or scale treatment.*
- *Clean existing spa filter cartridge.*
- *Add one brand new filter to filtration system of the value up to £80 retail. (may incur a small surcharge, depending on tub's brand).*
- *Remove and clean removable hydrotherapy jets (if the spa is old and the jets are heavily scaled up, this may not be possible).*
- *Clean and de-scale jet housings.*



# HYDROPOOL

DEVON & BRISTOL

- *Refill hot tub and rebalance the water using water treatment products.*
- *Purge system.*
- *Test pumps and heater.*
- *MOT health check of pumps, filtration system, lighting system and jet function.*
- *Polish top of hot tub cover using specialist cleaner.*
- *Use Vinyl Restorer and Protector on hot tub cover to extend life and reduce chemical damage.*
- *Use Vinyl Restorer and Protector on hot tub pillows to restore condition and to extend life and reduce chemical damage.*
- *Clean and polish Everlast cabinet.*

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*Please note if you proceed with the subscription service all payments must have been made before your visit. All visits will be booked at a convenient time for you and notice will be given in writing by our Service Team. Failure to pay will result in the cancellation of the service contract.*

*Wherever possible we will endeavour to confirm your appointment 48 hours prior. Please remember that our engineer will require access to a hose and electricity to be able to carry out the service.*



**HYDROPOOL**  
DEVON & BRISTOL

## **BEST SELLER**

### **Platinum Service**

**£894.00 or £81.95 per month with our subscription service (Saving £222! Normal price of this package = £1116)**

*3 x Quarterly services and 1 x Classic service £980\**

*1 x Classic service (As seen above)*

*3 x Quarterly service involves the following:*

- *Test water quality - add scale treatment and high dosage antibacterial product.*
- *Drain and vacuum water.*
- *Clean hot tub shell using dedicated surface cleaner and scale treatment.*
- *Check and adjust operation of heating systems and filtration systems.*
- *Clean spa filter and filter cartridge.*
- *Refill hot tub and rebalance the water using water treatment products.*
- *Purge system.*
- *MOT health check of pumps, filtration system, lighting systems and jet function.*
- *Polish Everlast spa cabinet.*



## HYDROPOOL DEVON & BRISTOL

- *Wipe pillows, filter lids and strainer baskets.*
- *Wipe underside and top of hot tub cover.*
- *Put Vinyl Protector and Restorer on hot tub cover and neck cushions to restore shine.*

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*A copy of engineer's maintenance sheet with timings of visit & specifications is added to your file after each visit.*

*Please note if you proceed with the subscription service the first 3 payments must have been made before your first visit. All visits will be booked at a convenient time for you and notice will be given in writing by our Service Team. Failure to pay will result in the cancellation of the service contract.*

*Wherever possible we will endeavour to confirm your appointment 48 hours prior. Please remember that our engineer will require access to a hose and electricity to be able to carry out the service.*

### **Hot Tub Winterise Service**

**£429**

*In Autumn:*

- *Full system flush.*
- *Full drain down.*
- *All pumps and spa pack disconnected.*
- *The shell is dried and the spa is shrink wrapped.*

*In the Spring:*

- *The shrink wrap is removed.*
- *All pumps and spa pack re-connected.*
- *Spa is left filling.*
- *Water rebalanced and shocked.*

## **Annual Service Contract Benefits ~ Extending Your Warranty**

*If you are a new HydroPool Self Cleaning or Serenity hot tub customer (installation within the last 3 months), by taking out our Annual Service Contract you are automatically entitled to upgrading your Guarantees by an additional 1 year for a one-off payment of £340.00\*, or two years for £580.00\*.*

*Please note, if you have 2 hydrotherapy pumps on your spa, there will be a surcharge of £100.00 on top of these amounts. If you have the HydroPool stereo system, you must add £175.00 on top of these amounts.*

*Extending your Warranties covers you for all electrical components. It does not prolong the life on your hot tub cover. It does not include the labour charge.*

*\*Payment must be made in full at the same time as booking Annual Service Contract.*

