

## Hot Tub Gold Service

### What is included:

With our Hot Tub Gold Service contract we will attend 4 visits to your property within 12 months of your purchasing the contract. You will receive 3 quarterly services on your hot tub and 1 Silver Service (equivalent to annual service).

### Quarterly Service:

1. Test water quality & add scale treatment with antibacterial treatment products as appropriate
2. Drain and vacuum water
3. Clean hot tub shell using dedicated surface cleaner and scale treatment
4. Check & adjust (as and if appropriate) operation of heating systems and filtration systems
5. Clean spa filter and filter cartridge
6. Refill hot tub and rebalance the water using water treatment products
7. Purge system
8. MOT health check of pumps, filtration system, lighting systems & jet function
9. Polish Everlast spa cabinet
10. Wipe pillows, filter lids and strainer baskets
11. Wipe underside of hot tub cover
12. Put Vinyl Protector and Restorer on hot tub cover and neck cushions to restore shine
13. Engineer will leave copy of maintenance sheet with timings/ date of visit and details of works completed & recommended follow up works if appropriate.

### Silver Service:

1. Test water quality & add scale treatment with antibacterial treatment products as appropriate
2. Drain & Vacuum water
3. Totally flush through with specialist high dosage sanitiser & de-scaler
4. Clean hot tub shell using dedicated surface cleaner or scale treatment
5. Clean and rinse existing spa filter cartridge
6. Add one new filter cartridge to hot tub filtration system
7. Remove and clean hydrotherapy jets with scale reducer
8. Clean and de-scale jet housing
9. Refill hot tub and rebalance water using treatment products
10. Purge system
11. Test pumps and heaters
12. MOT health check of pumps, filtration system, lighting system and jet function
13. Polish top of hot tub cover & hot tub pillows using specialist cleaner with vinyl restorer & protector products to help extend life and reduce chemical damage
14. Clean and polish Everlast cabinet
15. Wood cabinet treatment on hot tub cabinet available for £150.00 inc. VAT surcharge, to include bar & stools additional £35.00 inc. VAT
16. Engineer will leave copy of maintenance sheet with timings/ date of visit and details of works completed & recommended follow up works if appropriate

The Hot Tub & Swim Spa Company will conduct 4 visits per annum when you purchase a Hot Tub Gold Service contract, to conduct x3 quarterly services & x1 Silver Service. We will contact you within 3 working days of you completing the purchase process to book the date of the first visit. The visit will be attended by The Hot Tub and Swim Spa Company's engineers upon your completion of the first 3 monthly payments of £87.50 including VAT if you have chosen the buy monthly option, or upon your completion of £980.00 including VAT payment if you have selected the one off payment option. During the 1st first visit (attended upon completion of payment specification previously mentioned), we will conduct a quarterly service, the next 2 visits (every 3 months) will also be for a quarterly service. Upon attending the 4<sup>th</sup> visit, we will complete a Silver Service.