



the hot tub
and swim spa
company
everyday happiness

Swim Spa Servicing and Maintenance calls 2020

- ✓ We are one of the Only **UK Award Winning** After Sales Service Companies in the UK!
- ✓ Consistently over each of the last 4 years, we have **invested more time in training** staff than any other Hydropool retailer in the UK!
- ✓ Our **expert engineers** have won multiple UK Hot Tub & Swim Spa Engineer of awards!

Please note that call out to come and asses any issues are charged between £96.00 - £145.00 if you are within our servicing area.

Silver Service £1,090 or £95 per month with our subscription service

(One visit per year over 2 days)

Test water quality - add scale treatment and high dosage antibacterial 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

UK Award Winning Customer Service

www.hottub-swimspa.com

0208 300 4003



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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

Wood cabinet treatment is available (£150 surcharge), to include bar and stools (£35 extra)

(This will include a light rub down of cabinet and 1 coat of stain. If the engineer thinks more intensive treatment is required, then a quote for this can be given)

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.

Where ever possible we will endeavor 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.



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Gold Service Contract £1,650 or £145 per month with our subscription service

(Saving £380!! Normal Price of this Package £2,030)

2 x Tri-Annual services and 1 x Silver service £1,650*

1 x Silver service as seen above

2 x Tri-Annual services involves the following;

Test water quality - add scale treatment and high dosage antibacterial product.

Drain and empty water below the skimmer.

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.

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.

Leave copy of engineer's maintenance sheet with timings of visit & specifications with customer.



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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.

Where ever possible we will endeavor 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.

BEST SELLER

Platinum Service Contract £1,850 or £165 per month with our subscription service

(Saving £400!! Normal Price of this Package £2,250)

2 x Tri-Annual services and 1 x Silver service £1,650*

Servicing as seen in the gold service contract. With the platinum service you will be provided a year's supply of chemistry of Chemistry plus an additional 10 % off of chemicals and accessories.

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.

Where ever possible we will endeavor 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.



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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.