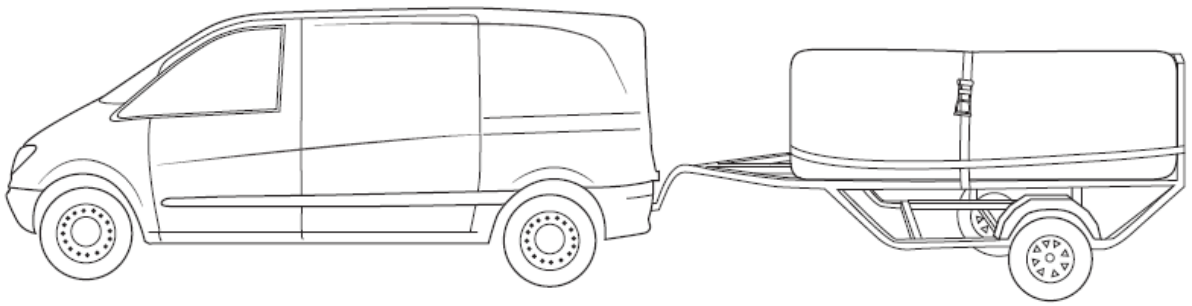
SITE PREPARATION AND DELIVERY INFORMATION

— BlueWhaleSpa —



Blue Whale Spa Ltd. Unit 3c, Shipstones Business Centre NorthGate, New Basford - Nottingham NG7 7FN
TEL: 0800 622 6288

Blue Whale Spa :- Site Preparation and Delivery

Pre-Delivery Instructions
Please take the time to read this information carefully, as it will provide you with the information you will need to ensure the safe, secure, and timely installation of your new spa. The following sections are guidelines on how to prepare for delivery and set-up of your new spa. Specifically covered are site selection, delivery access, ground preparation, and electrical requirements. Remember to carefully read the Owner's Manual that accompanies your spa, and to complete the warranty registration within the time stated after delivery.

IMPORTANT
Before signing for any delivered items, please make sure that you have inspected the packaging for damage and if necessary take photographs. We cannot be held responsible for any claims made for damaged items once the goods delivered have been signed for.

Kerbside Delivery
Blue Whale Spa will send a single delivery driver and ask that at least one fit able bodied person be available to assist with removing the tub from the trailer.

Delivery and Position
Blue Whale Spa will send at least one delivery driver and ask that at least two fit able bodied people be on site to assist with moving the tub into position

Full Installation
Blue Whale Spa will send a two person team and ask that at least one fit able bodied person be on site to assist with positioning the tub if necessary.

Deliveries Requiring Lifting Equipment
If lifting equipment of any kind is required, this is the responsibility of the customer to organise a suitable crane or lifting equipment. When the tub is being lifted the responsibility for safety and any damage which occurs to the tub or property or persons on site is the responsibility of the crane or lift operator.

This also applies to any delivery involving lowering a hot tub into a pit, or into an aperture in decking or walled area. The customer **must** supply additional help on site. The customer **must** also supply any equipment required for performing the operation, straps or ropes etc, and the customer is to take responsibility for any damage caused to the tub or any property , or persons taking part in the operation to lower the tub into the aperture.

Site Selection and Preparation
IMPORTANT: Site selection and preparation are your responsibility. Carefully read these instructions and contact us if you have any questions.

N.B.
Blue Whale Spa must be informed if there is an existing hot tub in the delivery location that will need to be moved to allow access. This will incur an extra charge. Also any cabling from existing hot tubs must be as per Blue Whale Spa specifications. If we are not informed that we will have to move a tub, or that incorrect cable is in place, remedying this will incur extra costs.

Location of hot tub
Whether you've chosen to have your Hot Tub indoors or outdoors, on a patio or on a deck just make sure you check the following:

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• Always put your spa on a structurally sound, level surface. A filled spa can weigh a great deal. Make certain that the location you choose can support the weight of your filled spa.
• Locate your equipment compartment, which houses all of the electrical components, in a place where water will drain away from it. Allowing water into the equipment compartment can damage the electronics, or may result in tripping your house's circuit breaker or RCD.
• Leave yourself easy access to all circuit breakers and RCD's.
• Leave access to at least the entire front of the spa (the removable panels provide access to the spa's equipment) for periodic spa care and maintenance.

Outdoor and Patio Installation
No matter where you install your new spa, it's important that you have a solid foundation to support it. Structural damage to the spa resulting from incorrect installation or placement on an inadequate foundation is not covered under the spa's limited warranty.
If you install the spa outdoors, a reinforced concrete pad at least four inches thick is recommended for your Hot Tub.
Blue Whale Spa will not fully install a Spa on a sub standard temporary surface.

DECKING.

Deck Installation
To be certain your deck can support your spa, you must know the deck's maximum load capacity. Consult a qualified building contractor or structural engineer before you place the spa on an elevated deck or indoors. To find the weight of your spa, its contents and occupants, please contact us. This weight per square foot must not exceed the structure's rated capacity, or serious structural damage could result.

Decking (cont)
If you intend install a tub and surround it with decking, please bear in mind that you will need to install access panels to allow access to the sides of the tub for maintenance and any remedial repairs that may be required in years to come. These access panels should be large enough to allow an engineer access to the side panels of the tub and should allow enough room for the engineer to remove the screws in the side panel. This is also the requirement for tubs that are sunken into a pit or are indoors.

If you have your tub surrounded by decking that needs to be removed before work (either warranty work or otherwise) can be carried out, this must be removed by yourself prior to our engineer arriving at your property as we cannot be held responsible for any damage that may occur to your decking or tub surround when it is removed for repair or maintenance purposes

Bear in mind also that decking will vibrate and can have the effect of amplifying the sound form the pumps with its vibration.

DELIVERY METHODS AND ACCESS . IF YOU HAVE ANY ACCESS QUERIES, CALL US ON 0207 760 89 55

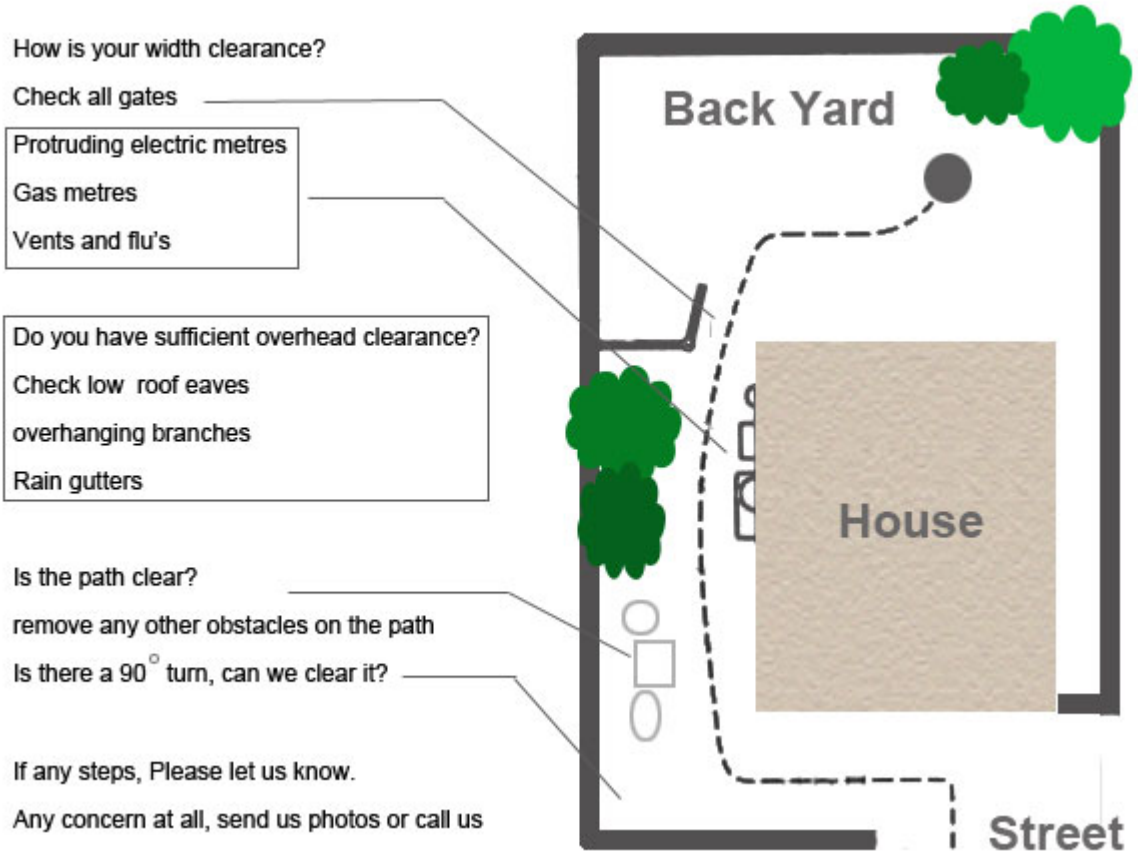
First, obtain the dimensions of the hot tub you have ordered from us. You will need to consider the Spa will be delivered on its side on a special hot tub trolley system.

The minimum width of a pathway that is needed is **1.1Metres** to enable us to deliver a tub on it's side without damage to either the property or to the tub.

For further information please call 0800 622 62 88

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Height can also be an issue, 350mm must be added to the longest dimension. If your hot tub is 2,100mm x 2,100mm, when it is on it's side on the trolley it may stand 2,450mm high. Any obstructions will have to be removed to allow access
Also you must consider that the trolley is not flexible and will need a wide turning area to negotiate any corners.
Steps can also be an issue as hot tubs are heavy bulky items that can be very difficult to transport up steps. **Extra assistance by several fit, able bodied people will be needed** in the event of needing to get a hot tub up several steps



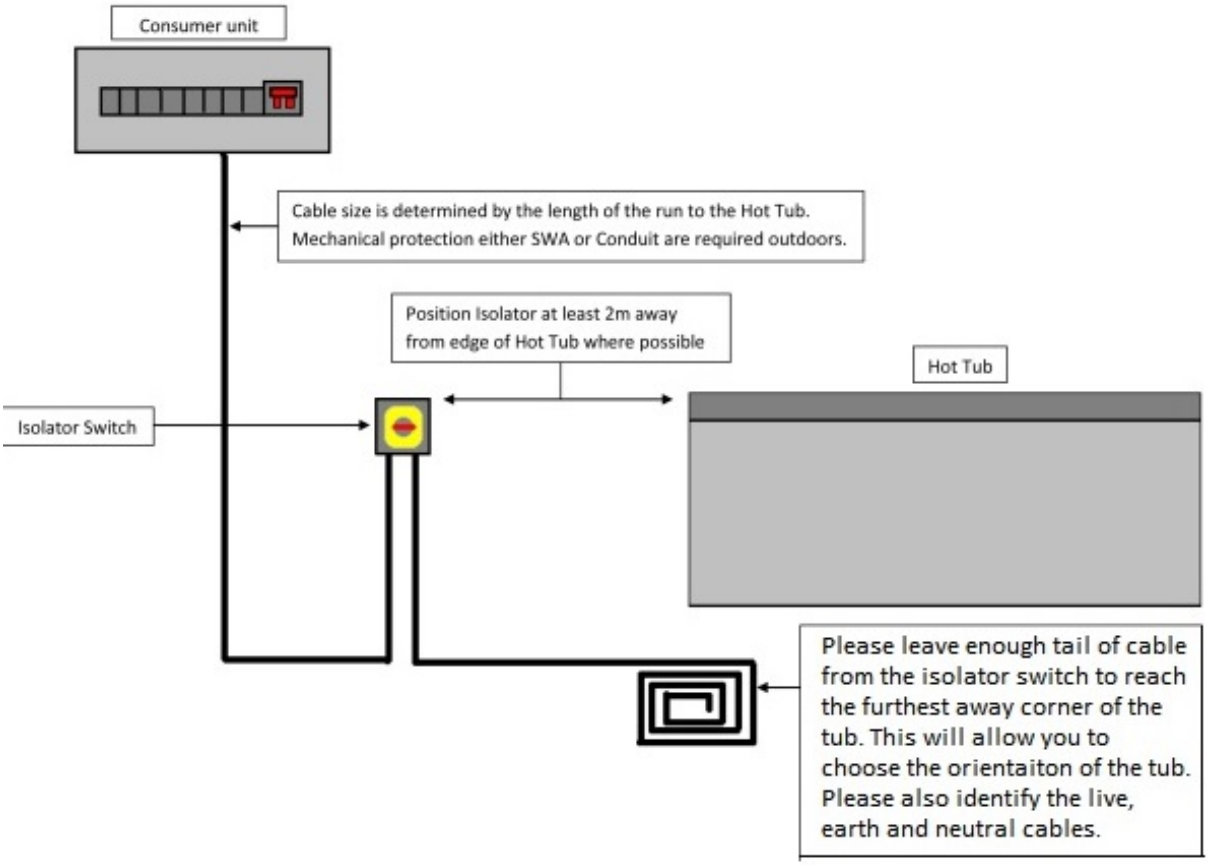
<u>Electrical Information</u>
Any electrical supply for a hot tub outdoors should be installed by a competent, certified electrician. All works must be certificated to part P of the building regs. Electrical installation work should always conform to BS:7671 17th edition of the wiring regulations

Indoor Installation
Be aware of some special requirements if you place your spa indoors. Water will accumulate around the spa, so flooring materials must provide a good grip when wet. Proper drainage is essential to prevent a build-up of water around the spa. When building a new room for the spa, it is recommended that a floor drain be installed. The
humidity will naturally increase with the spa installed. Water may get into woodwork and produce dry-rot, mildew, or other problems. Check for airborne moisture's effects on exposed wood, paper, etc. in the room. To minimise these effects, it is best to provide plenty of ventilation to the spa area. An architect can help to determine if more ventilation must be installed.

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Electrical requirements
Most, if not all domestic Hot Tubs are designed for single phase 230v ac operation
We will tell you the total load the Hot Tub will draw at full operation. Your certified electrician will then be able to work out what size of cabling is required. Even the smallest Hot Tub would usually require at least a 16 amp supply. Bigger Hot Tubs with 3 pumps or more generally require a 32 amp supply but this is a guide only.
ALL outside electrical supplies must have mechanical protection, this is either in the form of steel wire armoured cable (SWA) or suitable conduit.
The Hot Tub MUST have its own dedicated circuit with correct size fuse breaker and RCD protection. See tub specifics for further details.
A rotary isolator switch not closer to the Hot Tub than 2 metres is required so that the Hot Tub can be isolated from the main supply quickly and efficiently
We generally ask for a coil of cable to be left immediately next to the Hot Tub base so that we have enough to wire it in whichever final position the customer chooses.



Blue Whale Spa specific requirements for circuit breakers.

Almost all Blue Whale Spa hot tubs require a 32 Amp RCD protected circuit breaker fitted to your consumer unit. From the consumer unit you should have suitable armoured cable or cable protected by a suitable conduit to a suitable waterproof outdoor isolator switch 2 or 3 metres from the tub. Please consult your electrician for cable thicknesses.

From the isolator switch there needs to be enough cable left to reach the furthest away corner of hot tub so that our engineer can connect the tub to the electrical supply.

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If you have purchased one of our 13Amp rated tubs:

you will need still to supply a cable with a plug attached to provide power from the electrical supply socket. The cable must be long enough to reach around your tub to the position you require the control panel to be. If you are siting one of the 13Amp tubs outside then you will require an ip65 waterproof socket and you will still need to supply some form of armoured cable with plug attached and ideally a protective metal conduit for the cable to be protected from garden tools, animals etc.

IF YOU HAVE ANY QUERIES ABOUT YOUR INSTALLATION, CALL US ON 0207 760 89 55