

Swim Spa Maintenance & Service Calls

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

Please note that call out charge for 1 tech only to come and assess an issue is £90.

If you are not within our service area of 25 miles, a mileage and travel time charge will be added to each quote.

Classic Service

£595.00 or £55 per month with our subscription service

- *Test water quality - add scale treatment and high dosage antibacterial product*
- *Drain and vacuum water.*
- *Totally flush through with specialist high dosage sanitiser & de-scaler.*
- *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 housing.*
- *Partial Refill swim spa. The client will finish refill and add chemicals.*
- *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.*

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.

It is normal for some debris from chemical buildup to work their way out into the spa over the next few days after refill. The filter should take these away with its normal cycles over time.



BEST SELLER

Platinum Service

£1,165 or £107 per month with our subscription service (Saving £148! Normal price of this package = £1,313)

2 x Tri-Annual services and 1 x classic service

1 x Classic service (As Seen Above)

2 x Tri-Annual services include 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.*
- *Partial Refill swim spa. The client will finish refill and add chemicals.*
- *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 cover.*



- *Put Vinyl Protector and Restorer on hot tub cover and neck cushions to restore shine.*

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.

It is normal for a some debris from chemical buildup to work their way out into the spa over the next few days after refill. The filter should take these away with its normal cycles over time.

Swim Spa Winterise Service

£685.00

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.*



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.*