



The Backyard Outlet

Customer Service

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Frequently Asked Questions

● **What does Plug and Play mean?**

Plug and Play simply means that the spa can be plugged into any 120 volts (v), 15 amp, dedicated outlet. No additional wiring or plumbing is needed.

*110/115/120 volts are often used interchangeably for normal residential outlets; likewise, 220/230/240 volts are used interchangeably, as they are 2x a normal residential outlet.

● **How long does the spa take to heat on a 120v vs. 240v?**

Upon initial fill up, the Plug and Play spa can take anywhere from 24 to 48 hours to heat to the desired temperature. This time is dependent on the temperature of your hose water and ambient temperature. Once your spa reaches the desired temperature, it will maintain the setting and will always be ready when you are. There is no need to turn the spa off when not in use.

The 240v spa can reach full temperature in about 6-12 hours, with the same variables identified above.

● **What comes with the spa? What else is needed?**

Each spa comes with a locking thermal cover and initial filter. Plug and Play spas include a 15 ft GFCI cord. Spas requiring 240v electrical configuration will require a GFCI, conduit, and wires - which should all be supplied and installed by a licensed electrician.

Steps, chemicals, and replacement filters are not included with the spa unless otherwise specified.

● **Does the spa come with an Ozonator?**

Many of our spas come with an Ozonator – check individual spa specifications for details.



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- **What does an Ozonator do?**

An Ozonator produces ozone that is then injected into the spa water. The ozone removes contaminants such as lotions, detergents, and organic waste from the water through the process of oxidation, thus improving the water quality. An Ozonator reduces the amount of chemicals needed versus a spa without an Ozonator.

- **How much does the cover weigh?**

The weight of the cover will vary depending on the size, but on average it weighs about 25 lbs.

Cover lifters are available for purchase, which ease the burden of taking the cover on and off (and helps protect the cover by holding it off the ground when not in use).

- **On average, how much will it cost to operate the spa?**

Actual operating cost will vary depending on individual usage, ambient temperature, and local utility rates. However, on average, expect your spa to cost between \$15 - \$30 per month to operate. Full foam insulation, a thermal locking cover, and programmable filter cycles make these spas extremely energy efficient. They meet all energy consumption guidelines as set forth by the California Energy Commission (CEC).

- **Does the shipping price include delivery to my backyard or positioning of the spa?**

No. The spa is only delivered to the curbside in front of the driveway. Generally, two men with a furniture dolly can move the spa to the desired location. Check your local service directory to find a moving service or contractor to assist moving the spa, if needed.

- **What type of foundation is required for the spa?**

The spa requires support of at least 80 lbs. per square foot, whether it be a deck or on the ground. If installed on the ground, the foundation can be a concrete slab 4 inches thick, or even pavers. However, if using pavers, the ground must be compressed first before laying down pavers.

- **What is a “waterfall feature”?**

It is a feature that allows water to enter the spa with an LED lighting feature to provide additional relaxation. A fountain would be similar to a waterfall.



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- **How do I set up my new spa?**

Setup is easy. Simply set the spa in the desired place, fill it up with a garden hose, and plug it in to any standard, dedicated 120v outlet.

If you have a 240v spa, you will need to contact a licensed electrician to supply and install a GFCI, conduit, and wires.

- **Do I need to clean the spa?**

We recommend changing your spa water every 60 to 90 days depending on usage. When your spa is empty, simply take a cloth and wipe the inside if desired. Do not use solvents or abrasive cleaners. Typically, a mild detergent and water will resolve cleaning issues.

- **How often do I need to drain and refill the spa?**

Depending on usage, we recommend draining and refilling the spa every 60 to 90 days.

It is recommended to enter your spa after showering and avoid laundry detergents on clothing and shampoo or other hair products mixing with your spa water.

- **What type of heater comes with the spa?**

1. 120v spas use one of two options:

- a. Thermal Friction – uses the heat from the pump to heat the spa water (about $\frac{3}{4}$ degree per hour)
- b. 1kwStainless Steel heater – true electric heater (about 1.5 degrees per hour)

2. 240v spas use a 4kw Stainless Steel heater (as much as 6 degrees per hour)

- a. Convertible spas will be 1kW heater on plug and play and 4kW heater on 240v hard wiring

- **How do I fill and drain the spa?**

You can fill the spa with a normal garden hose. The spa is equipped with a bottom drain. You should fill the spa directly through the filter hole to avoid air locks in your jet lines.

- **What is the pump horsepower?**

This varies per spa. Please refer to the specifications listed on the spa model you are interested in. The spas are optimized for the correct pump size relative to the number of jets in the spa.

- **How are the spas insulated?**

Our spas have a variety of insulation layers. Most of the rotomolded spas are filled with foam insulation spray. Many have insulating panels to help retain as much heat as possible. Each manufacturer will have minor differences in how they insulate; however, the spas will maintain their heat when the cover is properly sealed and the air valves are closed, even in sub-freezing temperatures.



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- **Can the spa be used all winter, outdoors and in freezing temperatures?**
Yes! Winter is one of the best times to use a spa. The full foam insulation and locking thermal cover will ensure maximum heat retention so you can enjoy your spa all year long.
- **Do you remove existing spas?**
No, we do not have services for removing any items. We recommend talking with a local moving company (they could likely help place and set up your spa, while removing your old spa and debris) or a local junk hauler.
- **Can the spa be set up indoors?**
Yes. It's equipped with an exterior bottom drain, so when you're ready to change the water, simply hook up a hose to the bottom drain, and drain the water into a nearby drain. Any indoor setup needs to consider the humidity and the ability of the room to handle such humidity.
- **How long is the cord?**
15 feet, though it is best to plan on having about 12' of usable length when you plan.
- **How long does it stay at the set temperature?**
Continuously. The spa's full foam insulation and thermal locking cover, coupled with the programmable thermostat, allow the spa to stay at the desired temperature while the cover is properly sealed and air valves closed.
- **What is the highest temperature the water can reach?**
104 Degrees, just like all ETL and UL approved hot spas.
- **Is assembly required?**
No.
- **Is this a portable unit?**
Yes, it is portable in such that you can drain it and move it, as desired. It is not like an inflatable spa that can be broken down and packed away.
- **What are the delivery size requirements?**
The hot tub will be delivered on its side and will need at least 36" of clearance when fitting through doors.
- **How many watts does the Plug and Play spa use?**
The Plug and Play spa draws 120 volts and draws 15 amps. This converts to 1,800 watts.



- **What type of chemicals are needed for this spa?**

Maintaining hot tub water typically consists of 4 simple steps. However, please follow the instructions on the spa maintenance care kit you chose.

- Balance your water using pH Up or Down
- Establish proper alkalinity levels using Alkalinity Increaser or Decreaser
- Determine calcium hardness
- Sanitize the water using Chlorine or Bromine
- These spas are not compatible with saltwater sanitizing systems!

- **Can the hot tub sit empty during winter in snowy climates?**

Yes. You can follow instructions in your owner's manual for "winterizing" the spa. However, winterizing the spa is not necessary; our spas are designed to run in cold climates, year-round.

- **Can you turn off the waterfall feature?**

Yes, if your spa comes with a waterfall, it can be adjusted or turned off entirely.

- **Is it noisy when the pump/heater is operating?**

While they are detectable, spa pumps running do not interfere with your relaxation and enjoyment of your spa experience.

- **Can the jets be turned off and on?**

Some spas have adjustable jets that can be opened and closed. All spas have control panel functions to turn the jets on and off. Thermal friction spas will always run the jets if the water is heating, as the pump motor is the source of heat.

- **Where do I find an authorized service and repair center?**

Please call us at **1-800-207-5410** or email us at sales@thebackyardoutlet.com to find support for your spa, or to get manufacturer contact information for any warranty needs.

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