



Hot Tub Delivery

Everything you need to know



Roundham Industrial Estate, East Harling, Norwich, Norfolk, NR16 2QN

Premier Hot Tub Delivery

If you choose a model we have in stock we aim to deliver your hot tub (spa) within 2 weeks, but delivery may take longer during peak season (April to September).

If you order a custom built model the delivery time will be shown on the listing and at checkout.

UK Delivery

Our **standard delivery** fee for **UK mainland postcodes** (shown on the map in blue) is **£399.00**.

If your postcode is shown in **orange** there will be a surcharge and the delivery cost will be calculated when adding your postcode at checkout.

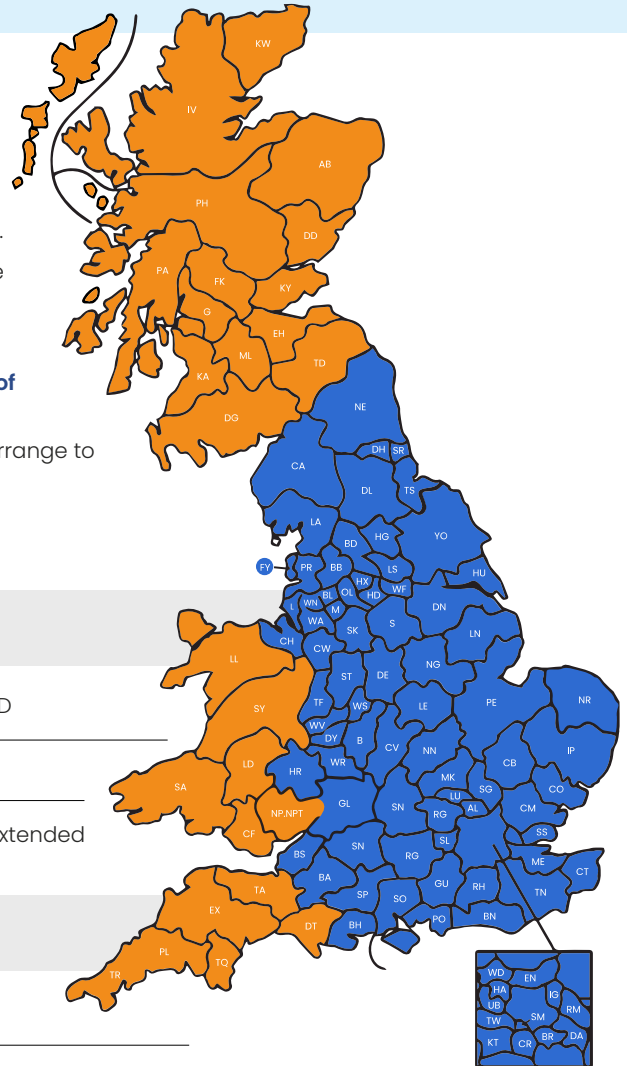
All hot tubs are delivered by our own skilled staff right to the place where you want it (access pending) with a specialist vehicle and equipment.

Sorry – we cannot deliver to the:

Channel Islands, Republic of Ireland, Northern Ireland, Isle of Man, Isle of Wight, Orkney, Shetland or other Scottish islands.

However we can deliver to a U.K mainland logistics company that can arrange to bring the tub over to you.

If you are unsure whether we are able to deliver to your area, please [contact our friendly support team](#).



Scotland Delivery

Subcharge	KW, IV, PA, PH, AB, DD, KY, FK, G, KA, ML, EH, DG, TD
Delivery Unavailable	Weekend or to any offshore Isles.
Additional Information	Delivery times to postcodes above may be extended

UK Mainland Delivery

Subcharge	LL, SY, SA, LD, NP, CF, TA, DT, EX, TQ, PL, TR
Delivery Unavailable	Weekends - (Mon-Fri) only.
Additional Information	Delivery times to postcodes above may be extended

What do we consider a 'standard' delivery?

- Normal access where the delivery can take place with 1-2 men using a Spa kart (trolley)
- Hot tub can be wheeled to the position on the Spa kart on a flat even surface with no restrictions of any kind
- The customer has a flat, firm base for the hot tub (spa) already prepared before we arrive

Failure to consider these important factors may result in special circumstances not covered in our standard delivery.



Prepare the Electrics

Prepare the Electrics

You need a qualified registered electrician for this.

You will require a **13amp or 32amp** supply depending on which model you have purchased.

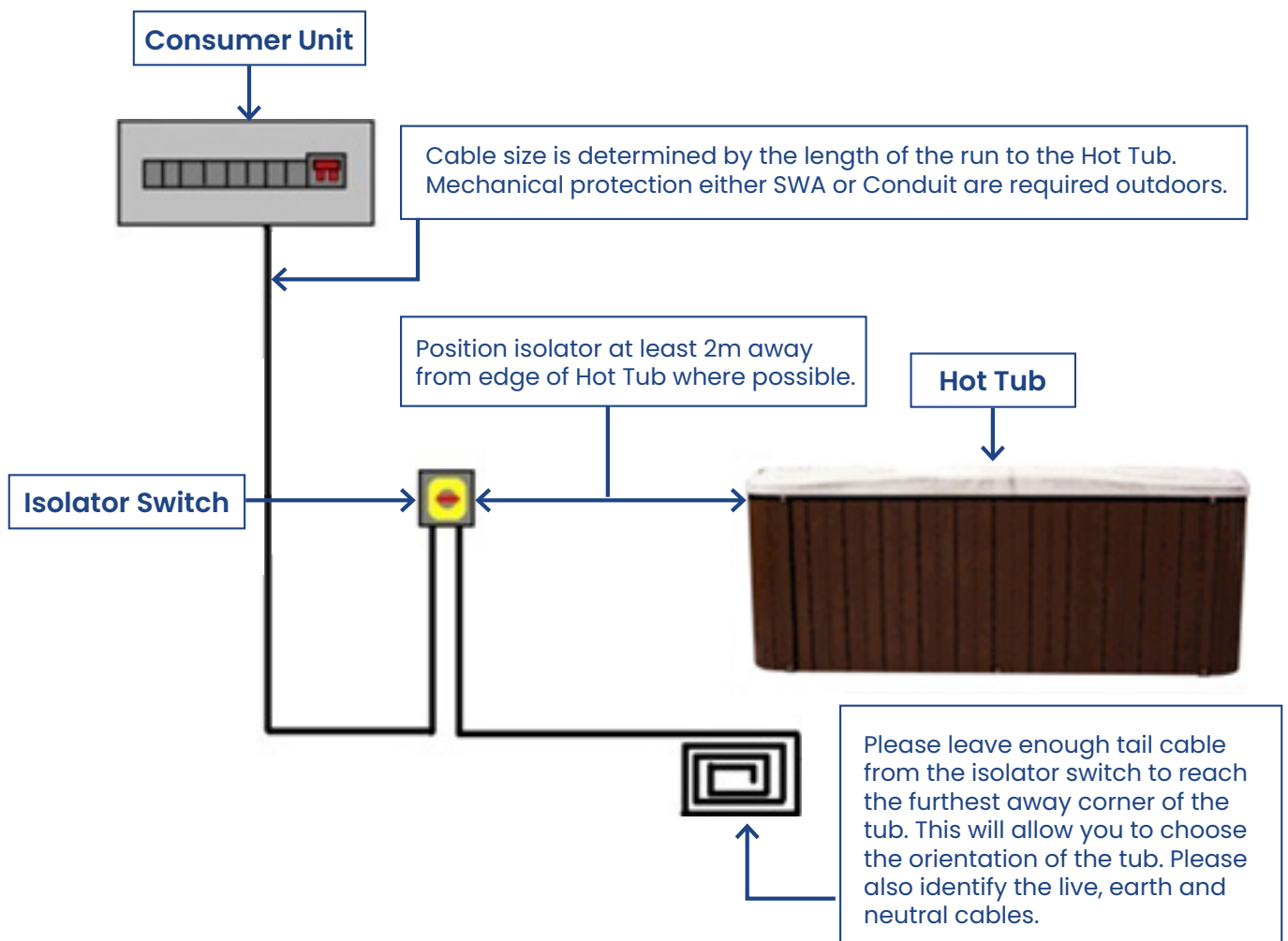
If you have purchased a **13amp** standard Plug & Play hot tub all you will need is an ip65 outdoor 3pin UK socket roughly 2m away from the hot tub.

If you have purchased a **32amp** hot tub you must ensure an appropriate 240v electrical supply is fitted by a qualified electrician and to install it on its own fused spur on a 6mm - 16mm 3 core armoured SWA cable or conduit on a 32 amp supply wired through an R.C.D or circuit breaker and a waterproof outdoor rotary isolation switch fitted approx 2m away from the hot tub (spa). Cable size is determined by the length of the run from the circuit breaker to the hot tub; your electrician can advise and work this out for you.

THIS IS ONLY A GUIDE - Customers should be advised to seek advice from a qualified electrician, so that any modifications, alterations and installation work carried out can be done safely and in accordance with the current industry standards - BS7671IEE wiring regulations and Part P of the building regulations.

Part P Certificate - The law requires an electrician registered with a government - approved scheme, such as the NICEIC, to carry out most electrical work in the home.

After completion of any work your electrician will issue you with an electrical safety Part P certificate to confirm it meets the requirements of the government regulations.



Prepare the Base

Prepare the Base

You must have a suitable firm and level base on which to site your hot tub (spa).

This could be reinforced decking, flagging stones, or concrete base which must be at least the same size as the tub or you can go larger and have an overhang on all four sides or just one side, for example the side you would have the steps on.

Please note: Hot tubs (spas) cannot be sited directly on grass or uneven ground as they may sink, which will cause damage to the shell.



Concrete Slab

For a permanent installation, we recommend a reinforced concrete pad – approx 4" thick is the preferred choice, ensure the slab has plenty of time to harden before arranging delivery.



Decking

We recommend using metal hangers pressure treated decking fitted to a base frame made from 125mm x 50mm timber which must be supported at regular intervals.



Patio Slabs

Another good choice of foundation is pre-cast patio slabs, make sure they are level and seated well on a firm compacted surface or cemented in place.

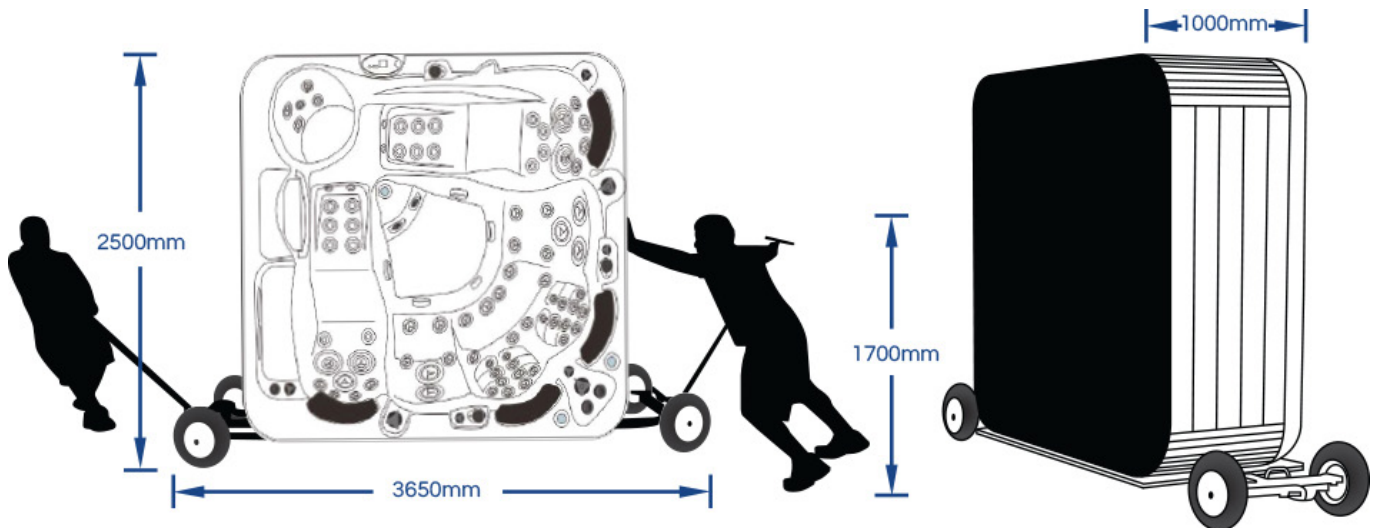
Hot Tub Delivery

Hot Tub Delivery

Once the base and electrical supply have been prepared, the hot tub (spa) will arrive safely on the day agreed. Prior to the delivery of the hot tub, the customer must ensure there is adequate access from the un-loading area to where the hot tub will be located. Please ensure the access route has been cleared of all garden ornaments and furniture that might be an obstruction, and take into consideration gateways, sideways, pathways, fence panels, un-even surface, steps and carparks. You will need to inform us in advance of any of these obstacles so we can discuss the best options.

On the day of delivery we will bring your hot tub on our large 6m length 3.5ton flatbed vehicle, this is a special vehicle tailored to transport three hot tubs at a time fitted with a range of specialist equipment that is designed and built for moving hot tubs safely, the hot tub will be positioned using a special Spa kart or Spa sledge. Most times we will use the Spa kart as this is the easiest method to carry our large hot tubs.

The dimensions (in mm) of the Spa kart are below:



Delivery Dimensions

Height	2500mm
Width	1000mm
Length	3650mm

Actual Weight

Hot Tub	450kg
Trolley	75kg
Total	525kg

The hot tub will be mounted sideways onto the Spa kart, requiring a minimum clearance of **2500mm high x 1000mm wide** allowing for any obstacles, including drainpipes, guttering, taps etc.

Note the length of the kart – **tight 90-degree turns** are not possible, so please ensure you consider the access to your garden.

To avoid disappointment and ensure that our delivery team can access your property, please be sure to inform us of any possible obstacles in advance.



Access to Site – Things to Consider

Have you taken into account obstructions that will restrict the clearance needed, such as drainpipes, gas vents, window sills, guttering, taps, tree branches, steps, un-even surfaces, soffits, overhangs etc? Make sure these are removed prior to delivery if necessary and inform us before of anything we need to be aware of.

Does the hot tub (spa) need to be taken across grass or gravel? If so please make sure boards are put down and ramps if necessary as the Spa kart will not travel over a soft lawn or any soft uneven surface.

We will supply one or two men to deliver the hot tub depending on the type of access you have; should more labour be required this shall be supplied by the customer at the customer's cost. So be aware of any steep slopes or walls, large steps, inclines etc that may cause problems. If the hot tub needs to be taken off the Spa kart to negotiate a difficult area like steps, extra assistance will need to be arranged prior to delivery.

Will there be enough room to access the hot tub (spa) once it is in position? We recommend that there is access to the main control side; it is particularly important that there is one access point to the side containing the control panel to assist in the installation and general maintenance.



Electrical Supply

When the hot tub (spa) is in position, your qualified electrician will need to connect to the electrical supply provided. Once safely connected and sited securely in place, the spa can be filled with water; you will then just add sanitizer to the water and balance the PH levels.



Water Supply

You must of course have a suitable water supply to fill the hot tub (spa) within the site area; usually an outdoor hosepipe with good pressure is all you need, hot tubs are not plumbed in to any mains water supply.



Problems with Access

If you have restricted access, the use of a crane may be required to lift into position.

Please [contact us](#) in advance to discuss your individual requirements.



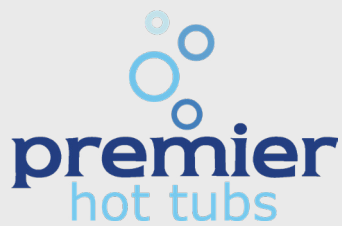
Time to relax!

Once the hot tub (spa) is filled with water, refer to the details sent prior to you on the great features and correct procedure on how to use the hot tub and aftercare maintenance.

Once up to your desired temperature, the hot tub is ready for use.

Nothing compares to the experience of stepping into your own, personal hot tub to help you unwind after a long day.





Quality Hot Tubs At Affordable Prices

Premier Hot Tubs

Roundham Industrial Estate
East Harling, Norwich, Norfolk
NR16 2QN

Talk to us

Call us on:

01603 45 45 45

Not a big talker?

Email us at:

sales@premierhottubs.co.uk

