

F.A.Qs

How Easy Is The Hot Tub To Set Up?

The hot tub only takes around 10 minutes to set up and up to 1-2 hours to fill with water depending on your water pressure. We will place a ground protector in the position where you want the tub and then inflate it.

How Much Does It Cost To Run?

The manufacturer estimates that it will cost around £7 - £10 a week to run. This estimate does not take into consideration specifics such as electricity supplier and frequency of use.

Does The Hot Tub Use A Normal Socket?

Yes, it is designed to plug into a standard UK 13amp/240v electrical supply. We advise that you use an RCD protected socket. The tub comes with a 7 metre power cable. We also supply a 20 metre waterproof extension lead but preferably, it's best to plug directly to a wall socket.

How Long Does It Take For The Water To Heat Up?

This all depends on the temperature of the fresh water that we use to fill the tub and the ambient air temperature. In the summer, it can take up to 12 hours to heat up to its maximum temperature of 40°C. Once the water has reached the desired temperature, the pump can be left on, efficiently heating the water.

Do You Need To Put Chemicals In The Water?

Yes, it is essential to use chemicals in the hot tub. This keeps the water healthy and clean. We will supply chlorine tablets that will dissolve slowly over the time of the hire. We will also add PH+ to balance the water PH level.

Can You Use The Hot Tub Indoors?

Yes, the hot tub is suitable for use both outdoor and indoor use. Most of our customers set up the hot tub in their gardens on real or artificial grass or on a patio. If you're planning on using it indoors, you should take into consideration factors such as drainage and ventilation.

Can You Set Up The Hot Tub On Decking?

We strongly recommend the hot tub is set up on a solid base. Ground level decking with a strong subframe should be ok. We do not recommend setting up on elevated decking.

How Big Is The Hot Tub?

The tub can comfortably sit 5–7 adults. The inflated size is 216cm x 71cm (85" x 28"). It holds 1190 litres of fresh water and weighs approximately 1235kg when full.

Can We Have Drinks In The Hot Tub?

Yes you can. We have supplied you with plastic cups for your drinks. Glass is strictly prohibited from use in and around the hot tub as this can cause injury and damage to the hot tub. No food is to be eaten in the hot tub.

Can We Smoke In The Hot Tub?

No. Any naked flames such as cigarettes and candles can cause a puncture or melt any plastics of the hot tub, so they are strictly prohibited.

What Happens If There Is A Puncture Or A Fault With The Hot Tub?

TURN OFF THE HOT TUB and call us immediately! We can either tell you over the phone how to fix an issue or we will come out and make a repair to small holes. If there is serious damage such as a tear, we will have to collect the hot tub. You will be charged for any parts that need replacing to due misuse.

Can We Hire The Hot Tub All Year Round?

Technically, yes. Whilst the pump is fully waterproof, it shouldn't sit in standing water if it has rained heavily. The hot tub is designed to work in temperatures above 4°C only. So if the weather falls below that, we cannot allow use of the tub.

Do We Have To Shower Before We Get In?

The cleaner, the better! We recommend showering before use and removing makeup, fake tan, deodorants and other cosmetics as it can cause the water to go cloudy and surface foam to appear.

Can Our "Furry Friends" Join Us In The Hot Tub?

No. We don't allow any animals in the hot tub as their hairs can block the filter and pipework and damage the hot tub. It is also unhygienic for the water. Their claws can also cause punctures, so please do not allow animals to sit on the hot tub when the cover is on.

Can We Add Bubble Bath To The Hot Tub?

No. Adding bubble bath to create foam will damage the hot tub. The water should be clear at all times. You can however, buy hot tub aromatherapy crystals, which are safe to use in hot tubs.