

Please read through the information below. We require this form signed and returned in the stamped envelope provided before your installation can be confirmed. If you prefer, you can photograph or scan and email this completed document to service@a5spas.co.uk

Listed herein is a checklist of customer requirements and responsibilities necessary for successful delivery and set-up of your new portable spa.

Electrical Requirements

1. Electrical hook ups are the responsibility of the customer. Spas do not come with cable.
2. All portable spas require an isolated, dedicated circuit. No appliances or lights can be on this circuit at any time.
3. No extension cords are to be used in conjunction with the operation of the spa. Damage could result which is not covered under warranty.
4. Any electrical supply must be national code and any other pertaining electrical codes.

Base

Owner must supply a level, solid, flat foundation for spa and gazebo to ensure all warranties. A concrete pad is recommended. Equipment location on in-ground spas must be approved by an A5 Spas representative to ensure all warranties.

Access & Base Requirements

1. PLEASE CHECK YOUR ACCESS IS RELATIVE TO THE SIZE (width and height) OF YOUR SPA. All spas require up to 48" (122cm) clearance through gates, between houses, and side fences and 10' of overhead clearance. **PLEASE REFER TO THE BROCHURE FOR THE NECESSARY WIDTH & HEIGHT REQUIRED FOR THE SPA YOU HAVE PURCHASED.**
2. If we attempt to deliver and discover a crane is necessary, or the area is not fully prepared, there will be a charge for a second delivery, or waiting time. Customer pays for crane service required.
3. The path to the site must be clear of any debris that would limit or block the access.
4. Delivery crews do not trim trees or bushes or perform other general maintenance in order to place spa.
5. **All spas must be on a solid, flat foundation. We recommend a 3" concrete slab.** All other foundations should be approved by a qualified engineer or contractor to ensure all warranties.
6. Delivery crews do not move spas up or down steps or stairways (unless agreed in writing). Exemptions can be accommodated if a disclaimer is signed by the customer.
7. Install no decking around spa until the spa has operated for a minimum of 30 days. Customer must supply access to spa for any repair work that could arise at any time.

Delivery & Set-Up

1. The time required to set up your spa varies due to the complexity of each placement and the pressure of the water supply.
2. It is not possible for us to guarantee an exact arrival time. All deliveries are set up Monday-Saturday, morning or afternoon.
3. **All spas must be paid for in full in the form of cleared funds prior to delivery. Either by BACS, Cash, Debit/Credit card. For credit card transactions there will be a 3% handling charge.**
4. If you have any questions, prior to delivery of your spa, please feel free to contact our Customer Service department directly. Call 0808 169 6555 Option 2.

I have read, understand and received a copy of this delivery form.

Customer's signature:

Date:

ORDER NUMBER: