



What to Expect With Your New Spa

Congratulations on your decision to purchase your spa from Paradise Valley Spas!

I'd like to go over a few things to help get you started. You should have received an owner's packet that contains your owner's manual, warranty card and a new owner registration card. We have already registered your spa with the manufacturer so you don't have to send in the registration card. You should have also received a start up chemical kit with instruction and a DVD. Please review the chemical instructions before putting chemicals in the spa.

FILLING YOUR SPA - Please use a garden hose to fill your spa to a point above the top jets and just below the headrests. Once the water reaches that point it is time to turn off the water and turn on the power. Check to be sure your control panel is set to standard mode (*not economy*) your spa should start heating as soon as the system powers up.

MAINTAINING YOUR SPA WATER is an important part of spa ownership. Proper pH balance and sanitizing of the water are important for safe enjoyment of your spa. It might be a little confusing at first but you will catch on quickly; everyone does. If you have any questions about chemical maintenance your sales associate will be happy to explain it to you. You may also stop by any of our showrooms if you would like a step-by-step demonstration.

SPA SERVICE - You should expect to get many years of enjoyment out of your spa. Please refer to your owner's packet for warranty information. The warranty on your spa is the best in the industry and our Paradise Valley Spas in-house service department is here to help if your spa ever needs repair.

SPA COVER - There is a warranty card that comes with your new cover. This card is very important because if there is a claim issue you will need that unique ID number to process the claim. Do not lose this card. Keep it in a safe place.

If you need service please call directly to our service center. There is no need to call the showroom.

North Bay & Peninsula – 800-664-5693

South & East Bay – 800 -939-9772

You can also request spa service on-line through our web site at <http://sfspas.com/service/repair/>

When you contact our service center they will probably ask you some basic trouble shooting questions. New spas have a very low failure rate. In most cases, we can tell you how to remedy the problems over the phone.

There will be no charge for Labor or parts for problems that are covered by the manufacturer warranty during the time period specified on the warranty card. Please refer to the troubleshooting guide for your spa before calling. Most issues are covered in the trouble shooting guide in your owner's manual; most problems are simple things like jets that are turned off, or a diverter valves that is turned the wrong way, or temperature set too low. A dirty filter is the most common reason for a flow error on a spa that is 3-4 months old.

We hope you will get many years of enjoyment out of your spa. If you have any questions please don't hesitate to call us.

RESOURCES, LINKS, MANUALS, AND GUIDES AVAILABLE AT WWW.SFSPAS.COM UNDER THE CUSTOMER CARE CENTER LINK ON THE HOMEPAGE.