

WHAT YOU MUST CONSIDER BEFORE YOUR SPA ARRIVES

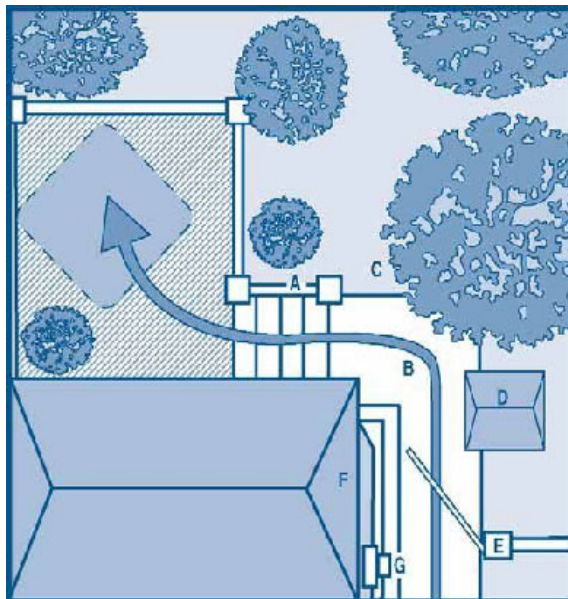
Sometimes a lack of planning prior to delivery can create problems when we position the spa in your chosen location. You must compare the dimensions of the spa (and the trolley) to any restrictive points along the delivery route used to bring the spa into your garden.

Sometimes a fence panel can be removed and the spa can be delivered via a neighbours' garden (with their permission). Alternatively, your local crane company will often be able to lift it into position. We will gladly work with the crane company of your choice to do this, (unless specifically stated otherwise, the cost of a crane is not included in the delivery).

For normal deliveries: (also see [Cranes](#) section if this is not possible)

1. The spa is delivered on-end using a purpose-made trolley, adding 20cm to the height clearance.
2. You must add the width of your spa to the height of the trolley to work out the total height needed.
3. The spa will generally be around 95cm wide when on the trolley.
4. The total length of the trolley (2.3metres) must be considered for tight corners - it will not bend!
5. If steps are involved please talk to one of our consultants.

The spa is moved on-end rather than flat, so you need to use the height dimension as the width and the width as the height.



You must check for:

A Lots of steps? Call us.

B Corner clearance

C Over head branches

D Protruding buildings

E Gates: height & width

F Overhanging gutters

G Boxes, steps or vents

Remember to add 20cm to the height of the spa when on-end to allow for the trolley's height.

We supply 2 strong men: If any form of lifting is required to go up/down steps or over obstacles, extra helpers must be provided by you to assist.



Difficult Delivery

A Crane is by far the safest way of placing your new spa or swim spa in any hard-to-reach location.

Because the cost of driving a crane makes up the majority of the cost of hire, we recommend that you choose a local crane hire firm with experience of lifting spas or swim spas. We will work closely with them to ensure all goes to plan. We have had many years of experience with Crane lifts. We arrange the crane company to visit your property to assess any potential access problems, and to ensure that the intended site is within safe reach.

It is the sole responsibility of the crane company to ensure that the product is moved without damage.

If all else fails, there are still other options! Removing fence panels, constructing scaffolding towers, even helicopters have been used in the past, which proves you really can put a spa anywhere.

Due to the nature of today's (all in one) self contained spas, there is no 'installation' or 'set-up' in the conventional sense. We deliver to the Sydney area and the delivery fee is usually paid directly to the delivery company. Spa's that require a crane, extra people, or heroic measures may be subject to an additional charge.

Please have someone at home to receive the spa at the scheduled delivery time.

Our delivery crew will place the spa, face it in the direction you request and square it up to your specifications.

Payment should be arranged during the week PRIOR to delivery with your sales representative. THE SPA WILL NOT BE DELIVERED UNTIL FULL PAYMENT IS RECEIVED.

