



Frequently Asked Questions

WHY ARE AQUAREST SPAS UNIQUE?

- A:** The success of AquaRest Spas' acrylic hot tubs is anchored in our commitment to providing state-of-the-art engineering and "best in class" features. Our acrylic hot tubs have been setting industry benchmarks since 1987. Manufactured in Grimsby, Ontario, Canada, AquaRest Spas are built to withstand Canadian winters with Rockwool insulation, encapsulating the interior of the spa to lock in heat and ensure energy efficiency. Expertly crafted, from the structural foundation to the exquisitely detailed final touches, every acrylic AquaRest hot tub we manufacture is the perfect way to improve your health, rejuvenate mind & body and entertain all.

CAN AN AQUAREST ACRYLIC HOT TUB HELP WITH MY STRESS, PAIN, OR OTHER PHYSICAL CONDITIONS?

- A:** You should consult a medical professional for specific advice. Research shows hydrotherapy - the combination of heat, massage, and buoyancy - can help relieve stress, pain and other symptoms. Heat dilates blood vessels, increasing blood flow to carry oxygen and nutrients to sore and damaged tissues.

AquaRest hot tub's strategically placed jets give your body a massage, relaxing tension from muscles, while the natural buoyancy of water relieves pressure on strained joints and muscles.

DO MORE JETS PROVIDE A BETTER HOT TUB EXPERIENCE?

- A:** This is a big misconception. While the number of jets can seem to be the main factor for the best hydrotherapy, it does not always equal the best therapy. Having adjustable jets, to customize your massage, and having them strategically placed to pinpoint the muscle groups needed to relieve stress and pain is what is most important.

AquaRest Spas' acrylic hot tubs are manufactured using a variety of jets, from directional, multi-massage to rotational massage that are adjustable water therapy jets. These jets are strategically placed throughout the hot tub to target specific areas of the body with the majority of jets, having the ability to adjust the massage intensity. Each volume-adjustable jet offers different, soothing flow patterns so you can customize your own individual massage experience.

WHAT DOES 'PLUG & PLAY' MEAN?

- A:** When you purchase our 'Plug and Play' model, you can simply fill your hot tub with water, plug it into your existing, standard 115 volt electrical outlet and enjoy! When connecting to your regular outlet, do not share the circuit with any other appliance and be sure it has an appropriate amperage rating. Our 'Plug & Play' hot tub is capable of being converted to a 230V system.



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WHERE SHOULD I PUT MY HOT TUB?

- A:** Most hot tubs are installed outdoors, although they can be installed indoors. To install your hot tub indoors, you'll need to consider if it will fit through the door and if the structural strength of the floor is adequate to hold the hot tub. When filled with water, a typical 3-person hot tub weighs about 3000 pounds.

If you are wanting to install your hot tub outdoors, consider your view, privacy and structural support. It is also known that people are likely to use their hot tub more often when the hot tub is installed closer to an entrance of their home.

HOW MUCH HORSEPOWER DOES MY SPA PUMP RATE?

- A:** Our acrylic 'Plug and Play' model is operated by a 3.5HPR dual speed pump and a 115 volt spa pack. These models are great for when a 230 volt spa pack isn't necessary.

Our other acrylic models are equipped with one or two 5.5HPR dual speed pumps and are operated by a 230 volt spa pack. Our motors are designed for increased performance while maintaining energy efficient operation.

WHAT COMES WITH THE PURCHASE OF AN AQUAREST HOT TUB? WHAT ELSE IS NEEDED?

- A:** All AquaRest acrylic spas include our premium, tapered thermal cover with locking spa straps. Also standard, our 100 Sq. Ft. filtration system, a factory installed ozone system, an LED Ultrabrite light, a stainless steel LED lit waterfall, cup holders and headrests, delivered all to your curbside.

Other items you'll need or may want to consider are water maintenance products and/or useful hot tub accessories.

WHAT DOES AN OZONE SYSTEM DO?

- A:** Our ozone system helps keep your water cleaner and easier to maintain. An ozone system produces ozone gas that is then injected into the spa water. The ozone gas passes through the water, killing bacteria 50 times faster than any chemical treatment. When the ozone gas hits the surface it reverts back to pure oxygen. Having an ozone system in your hot tub reduces the need of harsh chemicals by up to 50%!



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HOW DO I KEEP THE WATER CLEAN?

- A:** With your hot tub purchase, we recommend our Spa Sure Solution. It is a weekly, environmentally friendly maintenance product that will reduce the amount of harsh chemicals you need for maintaining clear and clean sanitized water. That dry feeling that spa water can sometimes leave behind is gone, replaced by a silky soft feeling with a soothing lavender scent and no harsh side effects on your skin and eyes. It protects your hot tub's equipment from biofilms and scale buildup. Other products you'll need are pH booster, pH reducer, Cal-Rise, and Alka-Rise. Our Spa Sure Solution comes with chloraid crystals, but bromine is also an acceptable chemical to use.

DO NOT USE TRICHLOR as the chemical is too harsh on the spa's acrylic surface and may void the warranty on any acrylic damage. Remember to have your hot tub water tested for accurate water chemistry analysis. It is important to have proper testing performed by a local pool and spa retailer, as unbalanced water is the cause of many component, fittings and cover failure. In some cases, to allow for warranty coverage, water analysis history is required when a claim is submitted.

HOW OFTEN SHOULD I CLEAN MY HOTTUB?

- A:** With regular use and well-maintained water, we recommend you clean your hot tub about once every three months. Essentially, this involves draining the water from your hot tub, brushing the sides and refilling with fresh water from a hose. Consult your owner's manual for specific instructions.

HOW LONG WILL MY HOT TUB LAST? WHAT IS THE WARRANTY?

- A:** When you purchase an AquaRest Spas acrylic hot tub through, we guarantee the spa with a comprehensive warranty. Your hot tub will provide years of enjoyment, worry-free. For more information on our warranty be sure to look at the included warranty sheet for further detail.

Our comprehensive warranty:

- 10 years on structural frame
- 5 years on structure of the shell
- 2 years on components & plumbing
- 2 years on cabinets
- 90 days on accessories and labour

WHO DO I CONTACT WITH QUESTIONS ABOUT MY SPA?

- A:** For questions regarding your spa (warranty repairs, out of warranty service, parts & accessories, manuals or maintenance please contact our Leisure Manufacturing Group customer service department at **1-866-616-7727** or wayfair@sunrisespas.com