



As a courtesy to our customers, Galaxy Home Recreation provides this guide to assist and explain the process that our installers and network of independent installers follow. Please note, this agreement addresses most of the issues and questions our customers encounter, however it is not an exhaustive list. Please let us know if there is any doubt or concern regarding installation.

INCLUDED WITH INSTALLATION

Standard Delivery includes:

1. Delivery of hot tub to ground level (up to 30") or through one ground level doorway.
2. Delivery of swim-spa with 10' continuous clearance and without major elevation or obstruction to site. Otherwise, a crane will be needed at buyer's expense.
3. Electrical hook-up and fill if electrician has run wiring properly.
4. Attachment of any accessories purchased from Galaxy.

NOT INCLUDED WITH INSTALLATION

Electrical Material / Wiring, Hot Tub Haul Off, Permits, Water

CUSTOMER RESPONSIBILITY

1. Your hot tub/swim spa dimensions are: _____" H x _____" W x _____" L
2. Buyer must provide continuous clearance to the install site: height of the hot tub + 6" or 10' for swim spas.
3. Our Customer Care will text you asking for photos from the driveway entry to the final destination. We cannot confirm delivery until we receive photos.
4. It is the buyer's responsibility to provide a level, unobstructed pathway from the unloading site to the destination. Obstructions include, but are not limited to: **Debris, Gates, Fences, Doors, Landscaping, Windows, Retaining Walls.** Galaxy is not responsible for damages due to not meeting these guidelines. Some wear to the ground due to the equipment used to deliver the products may occur.
5. All hot tubs should be placed on a firm, level surface, preferably a 4" cement slab. Swim-spas will need to be reinforced with re-bar and need 6" of concrete. Refer to the owner's manual for proper surface installations or further details. Hot tubs or swim-spas cannot be leveled. It is common to have a 1 – 2" run slope over 10 ft of decking.
6. **Sliding the hot tub or swim-spa can cause scuffs on decks.** To avoid that, the customer can provide plywood to lay over the deck.
7. The hot tub or swim-spa must be completely accessible on all 4 sides with a minimum of 3' clearance, no restrictions or obstructions, for routine maintenance or service. If adequate access is not provided, service may be declined, and a crane may be needed at buyer's expense or additional service fees may be charged.
8. If we are unable to install your spa on your scheduled date because of such obstructions, there will be a \$250 rescheduling fee.
9. Electrical: A licensed electrician must follow all applicable codes and must wire according to manufacturer's specifications. All 220V / 240V spas and swim-spas must have an accessible GFCI breaker installed on the outside of the house in accordance with local codes or at a minimum 5' from the hot tub. If your chosen licensed electrician does not follow proper manufacturer's instructions, the warranty will be void and service cannot be performed until all wiring and connection issues are resolved. **We strongly discourage the use of Eaton GFCI breakers.**
 - a. Six feet of wire plus enough wire to reach the front corner of your spa is required.
 - b. Depending on the spa brand and model, wiring and conduit may run through the inside of the hot tub. On swim spas, 2 electrical connections may be required and/or a junction box.
 - c. Do not use extension cords on 110V models.
 - d. Please check manufacturer's spa manual for wire gauge requirements. 6-gauge or 8-gauge wire minimum is recommended. On 110V models, the cord will not extend beyond 4 ft. from the nearest corner of the hot tub.
 - e. Please see chart below to determine what volts, amps, and wires are required for install.
 - f. Improper electrical setup (i.e., insufficient whip or incorrect wiring/GFCI amperage) will prevent Galaxy from hooking up and filling the spa. Galaxy can return after electrical setup issues have been addressed to fill and hook up the spa. A trip charge of \$149 will be required.

| Product | Voltage | Amps | Wires |
|---|----------|---------|----------|
| CalSpas Avalon, Bel Air, Costa-X and Pacifica | 220V | 50A | 4 |
| Jacuzzi 215, 225, 315 & 325 | 110/220V | 15/40A | 4 (220V) |
| Jacuzzi 235, 245, 275, 280, 335, 345, 355, 365, 375 & 385 | 220V | 50/60A* | 3 |
| Jacuzzi 400 Series | 220V | 50/60A* | 3 |
| Nordic Stella MS, Retreat MS | 110/220V | 20/40A | 4 (220V) |
| Nordic Impulse DP | 110/220V | 15/40A | 4 (220V) |
| Nordic Encore LS | 220V | 50A | 4 |
| Stealth 7L, 7B and 8L | 220V | 50A | 4 |
| Sundance Montclair, Chelsea, Optima & Cameo | 220V | 50/60A* | 3 |
| CalSpas Swim Pro | 220V | 50A | 4 |
| CalSpas Commander | 220V | 60A | 4 |
| Hydropool AquaPlay 12FFP | 220V | 50A | 4 |
| Hydropool AquaTrainer 14AX | 220V | 60A | 8* |
| Jacuzzi PowerPlay J13 | 220V | 60A | 4 |
| Jacuzzi PowerActive J16 | 220V | 60A | 4 |

**Hydropool Trainer models require a separate junction box.*

**60A will allow heater and pumps to run simultaneously.*



ADDITIONAL CHARGES

1. If your hot tub is to be delivered onto an elevated deck or partition above 30", you will need to provide extra manual labor or Galaxy will provide extra manual labor at \$50 per person per hour, cost to the customer.
2. If the elevation is deemed too high, as decided by Galaxy, a crane will be needed at the buyer's expense.
3. Galaxy can remove your existing hot tub at a flat fee of \$250. If additional labor is required to haul off the hot tub, Galaxy will bring additional labor if needed at \$50 per person per hour, cost to the customer. Galaxy must be notified at time of scheduling.
4. A \$200 per month storage fee will be applied if not picked up or delivered within 6 months of order.

DISCLAIMERS

1. Due to the weight and size of the product, scuffs and damages to the side panels are common. For new hot tubs, Galaxy will order and replace those panels. It may take up to 12 weeks.

WARRANTY & SERVICE

1. Please see manufacturer's warranty for terms and details.
2. Commercial use of the spa will void manufacturer's warranty.
3. **Galaxy does assess a diagnostic fee (currently \$129) for any warranty work over 180 days of ownership. Trips outside of 30 miles will assess an extra mileage fee of \$3/mile one way.**
4. **Galaxy will assess a trip fee for any warranty work after 180 days of ownership. An extra mileage fee will also apply for work done outside of 30 miles from nearest showroom. See website for current rates.**

PAYMENT/FINANCING & DELIVERY TIMEFRAME

1. All sales are final. Any cancellation is subject to a 20% service fee.
2. Scheduling will occur after order is paid in full or after funding from the bank has cleared. Funding must be received within 10 days of sale.
3. Contingent deposits will reserve pricing for 10 days. A deposit of 30% of the order total will reserve in-stock inventory and pricing for up to 4 months.
4. Orders on PO will require 30% down to reserve pricing and inventory. Remaining balance must be paid 10 days prior to installation.
5. In the event of unforeseen production delays and other issues, it may be necessary for you to begin making payments to the bank prior to installation.

By your signature below, you acknowledge that Galaxy Home Recreation has debriefed you regarding the installation of your spa. You have read and agree to the above terms and conditions. You also acknowledge that you have read and reviewed the Hot Tub Guide which illustrates customer responsibilities, installation preparation, and spa maintenance and care.

Customer's Signature

Date

Invoice



GALAXY
HOME RECREATION

HOT TUB & SWIM SPA AGREEMENT

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