



GALAXY

home recreation

Hot Tub/Swim Spa Quick Reference Guide



Welcome

Welcome to the Galaxy Home Recreation family! The following guide is to help you understand your new hot tub or swim spa and the maintenance needed for it to perform at its optimal level so that you can get the most enjoyable use out of it.

Your spa installation will require the following from you:

1. To decide where you want your new spa situated and the foundation it will sit on
2. To determine the access for us to best deliver your spa
3. Adequate power as well as proper cord length for us to hook up your new spa
4. Accessible garden hose and water to fill the spa

Different spas have different power requirements. Be sure to check with your salesperson and/or your installation agreement before having an electrician install power to your desired location. Having improper power may result in an additional trip fee by Galaxy to come back and finish your install and potentially an additional cost assessed by your electrician to come back and correct the power.

Our Customer Care Team will reach out to you and schedule a day that is convenient for your installation within 2 business days of your finalized purchase.

For questions on scheduling, please call/text our the Customer Care Team at 918.794.7221.

You may submit a service request directly from our website by clicking on the “Service Request” button at www.GalaxyHomeRecreation.com.

Additionally, help videos can be seen online at www.GalaxyHomeRecreation.com. You may also place chemical orders on-line and have them shipped directly to your home! Free shipping with any \$99 chemical and/or accessory order.

For questions about your purchase, please contact your local salesperson:

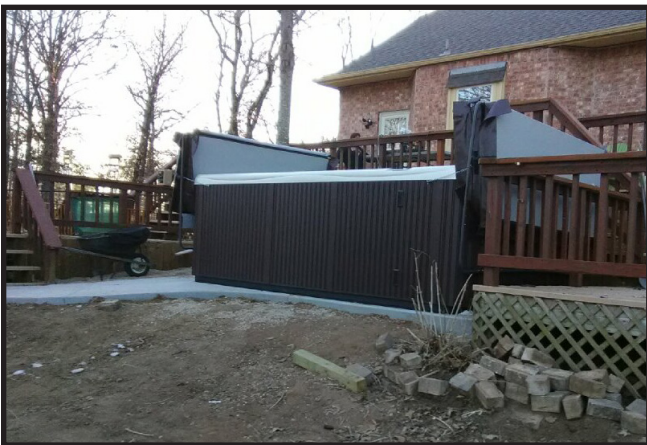
**South Oklahoma City: 405.947.6565
North Oklahoma City: 405.546.4050**

**Broken Arrow: 918.770.7134
Tulsa Clearance Center 918.835.1166**

Rogers: 479.250.1320

Installation Photos

Most homeowners would like to know what their project will look like after installation. Below are some great photos of our installation and what to expect after the install is completed.

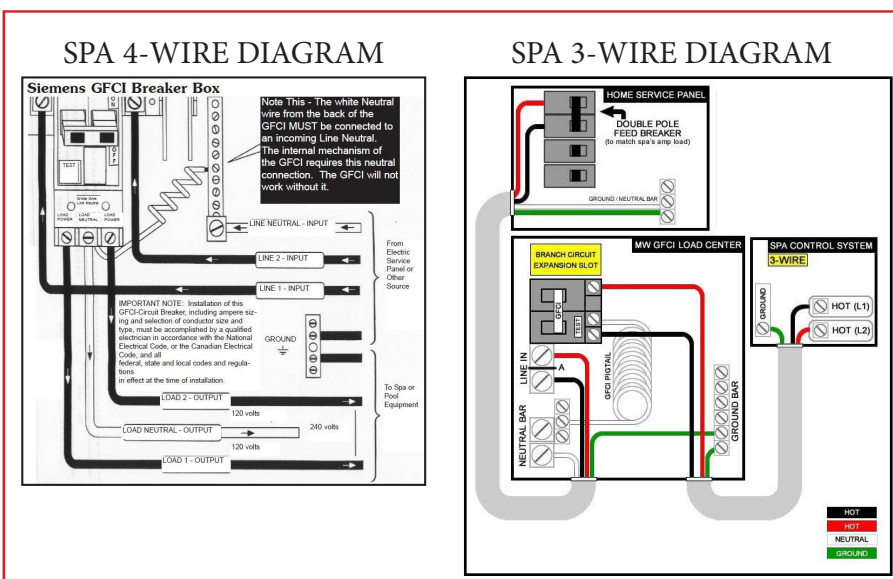


Before Installation Checklist

- ☐ **Pad For Your Spa:** A concrete pad is the best place to set your hot tub and the only recommended place to put a swim spa.
 - Hot tub concrete pads should be a minimum of 4" thick. However, if you choose not to use concrete as your hot tub pad, Galaxy does offer a Spa Pad for up to 8'x8' hot tubs that can be placed on a level surface in place of a concrete pad.
 - Swim spas need a 6" concrete pad reinforced with rebar.
 - We do not level hot tubs so make sure your spa pad is as level as possible.
- ☐ **Electrical Requirements:** Galaxy sells both 110v hot tubs as well as 220v hot tubs and swim spas. Always refer to the owners manual for electrical requirements.
 - 110 volt "plug-and-play" models typically have no more than 5' of cord available. Plan for the tub to be close to the outlet. For more exact cord lengths and to determine if it is a 15 or 20 amp plug please contact your salesperson.
 - 220 volt spa can require 40, 50 or 60 amp service. Please see chart below to determine the amps and wires needed for your spa.

BRAND	40 AMP	50 AMP	60 AMP	100 AMP 60/40
Cal Spa - 4 wire		X		
Jacuzzi - 220v tubs need 3 wires - 110v converted to 220v need 4 wires	X	X	X*	
Sundance - 220v tubs need 3 wires - 110v converted to 220v need 4 wires	X	X	X*	
Nordic - 4 wire	X	X		
Bahama Swim Spa - 4 wire			X	
Hydro Pool Swim Spa - 4 wire			X**	
Dual Temp Swim Spa - 4 wire				X
*60 amp for Jacuzzi/Sundance to allow heater and pumps to operate simultaneously				
**Hydro Pool Trainer models require a separate junction box installed by your electrician. This junction box allows the whip cord to be split into 2 separate 4 wire lines into the swim spa.				

It is crucial to ensure that your electrician wires your GFCI according to the diagrams to the right. If not hooked up correctly this could void your spa's warranty.



Before Installation Checklist

☐ **Whip Cord Requirements:** Have your whip cord ready with plenty of length so we can wire your spa at install

- The whip cord contains the wires needed for us to hook up your spa.
- Refer to the diagrams below for guidance on whip cord location and length.
- Please note that Galaxy charges \$99 if a return trip is required to connect the electric to your spa.
- Please have your box and whip cord ready at time of install.
- The whip cord needs to be long enough to go from your GFCI electrical box to inside the hot tub where the spa pack is located. To figure out the length measure from the GFCI box to either front corner of the tub then add an extra 6 feet to ensure the whip cord is long enough. If you have any questions please consult your salesperson or customer care team.



The whip cord can enter the spa on either corner of the tub on the control panel side. The whip cord needs to be long enough to go from the GFCI Box to the corner of the spa then add an additional 6' so the cord can reach the spa pack inside the cabinet of the spa.



Access to Deliver Your Spa:

- Hot tubs and swim spas vary in height and width. Most hot tubs can be turned on their sides for delivery requiring 4' -5' access needed.
- Swim spas can not be delivered on their sides, therefore, there must be 10' of clearance. Both swim spas and hot tubs have minimum clearance necessary for delivery so please check with your salesperson on the access needed for the delivery of your particular spa.
- On more restricted access situations the home owner can often remove a fence panel for delivery of their spa.
- If a crane is necessary it is the customer's responsibility to pay for the crane service
- Please note that installing on a deck or surface higher than 30" off the ground may require extra manpower or the assistance of a crane.
- Additional costs for such delivery are the responsibility of the purchaser in accordance with your installation agreement.

Location of Your Spa- Please consider the following when planning the location of your spa:

- Location of steps
- Location of GFCI box
- Location of the control panel
- Which way your cover will open
- Size and shape of spa
- Type of Cover Lift you are using and clearance needed

Cover Lifters

Cover lifters are available for your spa from Galaxy. They make removing your hot tub cover simple and easy! Here are some examples of cover lifts available.

- Basic Easy Lifter (G-Lyft)
- Hydraulic Cover Lifter
- Spa Shelf
- Cover RX



G-Lyft



Hydraulic Lifter

If you purchased a cover lifter with your spa, Galaxy will install it when we deliver your spa provided the required clearance is available.

G-Lyft: Requires 15- 18" of clearance behind the spa and 6-8" on the sides.

Hydraulic Lift: Requires 6" clearance behind the spa and 6-8" on the sides.

Spa Shelf: Requires 32"

Cover Rx: Requires 18" behind and no clearance on sides

Also keep in mind the height requirements if you are putting your spa under a pergola or other covered area as you will need a minimum of half the cover size of clearance to open your cover. There is also cover overhang off the back of the spa that will need room available to operate. Keep this in mind if you are dropping your spa into a deck or similar.

While cover lifters are typically installed on the back of a hot tub (opposite the control panel), on many square-shaped spas the option is available to install on the back or on either side if you prefer the cover and the natural privacy the cover creates facing a different direction. This option is not available on rectangle shaped spas. If you have a rectangle-shaped spa and need your cover somewhere other than the back there are other options available. Contact your salesperson for information.

Starting Up Your Spa

The following are the steps needed to get your spa started. This applies to the initial fill-up upon delivery of your spa as well as each time you drain and refill your spa.

1. Fill your spa with clean water through the filter compartment. Never do a fresh fill by putting the hose directly into your spa. This can cause an air lock in your jets. It is fine to top off your water level directly into the spa, however, on initial and future fresh fills, always place the garden hose into the filter area.
2. Turn on the power to spa at the circuit breaker.
3. Insert Mineral Stick into skimmer compartment, or skimmer basket. (See mineral stick placement photo on page 7.7)
4. Test and if necessary adjust your water's balance. pH 7.2 - 7.6; Total alkalinity 80 - 120; and Calcium Hardness 100 - 400. You can also bring a sample of your water to any Galaxy Home Recreation location and we will digitally test your water and help explain any necessary adjustments. (See page 8 for test strip and balancing instructions.
5. Add Spa 56 following dosage on bottle. Be sure your cover is open and jets are running. Wait 30 minutes to cover spa or to get in.
6. Before entering your spa be sure to rinse, **not wash** your bathing suits and remove all lotions and make-up to ensure your water stays fresh and clear without foaming.
7. Maintain your water using the **Galaxy Water Care Systems** Instructions in this guide. (See page 9)

For videos on maintaining your spa, testing your water and more, visit our Resources section on Galaxyhomerecreation.com

Initial Water Care Voucher

Bring this Hot Tub Guide to any Galaxy Home Recreation showroom as well as a sample of your water for testing. We will provide you with \$79 in free water care products tailored specifically to your water's balance. This coupon is good for one-time use only and must still be attached to this guide to be valid.

Thank you for your spa purchase from Galaxy Home Recreation!

This voucher can be used towards your first purchase of water care products for your spa.

We recommend bringing a sample of your tap water to any Galaxy location for a free water test so our Chemical Specialist can recommend products specifically suited to you water.

\$79

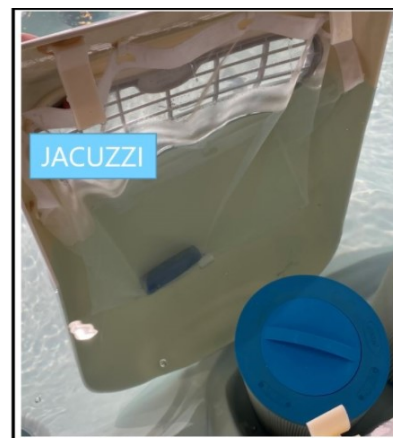
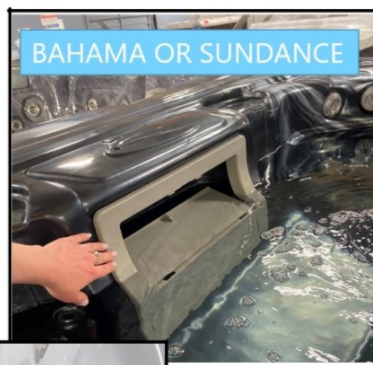
Salesperson Signature

Date Used

"Where do I put the mineral stick?"

Mineral Purifier placement depends on the type of hot tub or swim spa you have. See the photos below for guidance on proper placement.

DO NOT place the mineral purifier directly inside your filter because it could impede the flow of water.



What is a mineral stick?

Mineral sticks contain silver and copper to help sanitize water and prevent algae. This allows you to use much less chlorine or bromine sanitizer. Remember when you use a mineral stick to change it every 4 months when you drain and refill your spa.

Chlorine requirements:

Chlorine 1.5 to 3 ppm (no mineral stick or UV sanitization)

Chlorine 1 to 1.5 ppm with mineral stick and/or UV sanitization

Bromine requirements:

Bromine 3 to 5 ppm (no mineral stick or UV sanitization)

No less than 22ppm Bromine with mineral stick and/or UV sanitization.

Need products for your spa but can't make it in to see us? Order from our website and receive *free shipping* to your home with any \$99 chemical and/or accessory purchase!

www.GalaxyHomeRecreation.com

Reading Your Test Strips

Maintaining proper water balance is critical to having nice, fresh, clean and odor-free water for your enjoyment in the spa. Keeping your spa's water balanced is easy and quick taking only a few minutes per week if done on a regular basis. If you let the water become unbalanced however, it can be a much more tedious process to bring it back into balance.

If you're new at reading test strips it can seem a little overwhelming at first, but rest assured, after a few times you'll feel like a pro! And remember, you can always bring a sample of your water to any Galaxy Home Recreation location and we will gladly test your water for you.

On most hot tub test strip bottles you'll see four readings that you can test for:

- FCI or the Free Chlorine in your water
- Alkalinity
- pH
- CH or the Total Hardness of your water

Testing your water with test strips

- With a dry hand pull one test strip out of container (don't touch pads)
- Close the lid
- Make sure the jets are off in your spa
- Dip the test strip into the water at least 6"
- Immediately pull the test strip out and compare it to colors on the bottle
- It's easiest to read the colors in daylight
- Store in a dry cool place

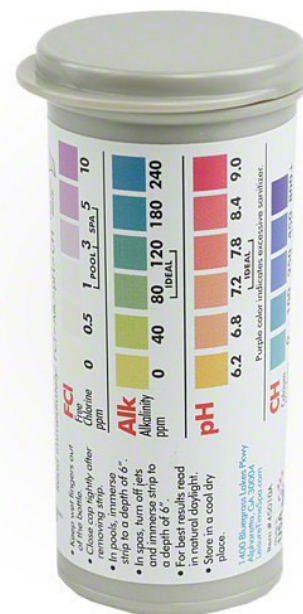
Products used to balance water:

- pH/Alkalinity decreaser (Spa Down)
- pH/Alkalinity increaser (Spa Up)
- Hardness increaser (Calcium Booster or Calcium Hardness Increaser)

How to balance your water:

- Follow instructions and dosages on the bottles of any balancing chemicals you purchase.
- Always adjust alkalinity first before adjusting pH.

If you get a free water test at one of our locations your dosages will be calculated for you.



Need products for your spa but can't make it in to see us? Order from our website and receive *free shipping* to your home with any \$99 chemical and/or accessory purchase!

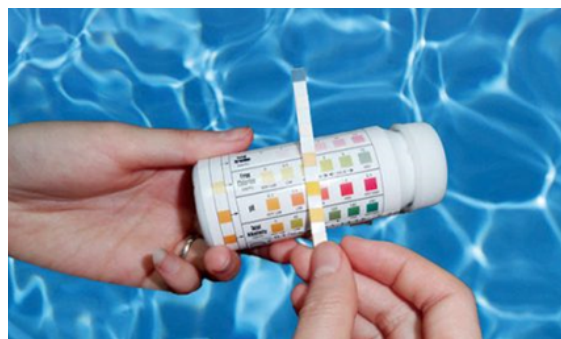
www.GalaxyHomeRecreation.com

Weekly Maintenance

- Test your spa water weekly with test strips or bring it into one of our locations for a free test
- Weekly add of stain and scale inhibitor like Protect Plus or Defender to your spa (2 Tbsp for every 400 gallons)
- Add sanitizer to your tub weekly (Spa 56 Chlorinating Granules- 1 Tbsp per 500 gallons)
 - FCL or free chlorine reading can be as low as 1ppm when you use a mineral stick
 - With cover off and jets on put in the chlorine shock
 - Wait 30 minutes before you close the cover
- Add non-chlorine shock after each use
 - With cover off and jets on put in the non-chlorine shock
 - Wait 15 minutes before you close the cover

Extended Maintenance

- Drain and refill spa every 4 months to coincide with the mineral purifier replacement.
 - Turn off your spa at the breaker
 - Many spas have built in drain hoses in the cabinet. You can also use a sump pump.
 - Make sure to refill your tub by putting your hose in the filter housing to prevent air in the lines.
- Before draining your tub you may want to add in Hot Tub Serum Total Cleanse purge gel for a complete cleaning of all plumbing, jets, and shell. This product removes all bio-film and sanitizes.
- You can clean your spa shell, spa cabinet, and inside your cover with a hot tub cleaner.
 - A microfiber cloth or a magic eraser can also be used to wipe down your spa shell or cabinet.
- Once you have refilled your spa (through the filter compartment) follow instructions on previous pages to balance your water and add start up chemicals.
- Condition vinyl spa covers every 3-6 weeks with Spa Cover Conditioner.



Extended Maintenance cont.

For Use With All Water Care Systems

- Monthly: 1. Rinse filters at minimum once a month. Use a spa comb attachment to get between pleats.
- Every 3-4 Mos: 1. Spray filter cleaner on your filters and let sit for 3 minutes before hosing off with water and re-inserting into spa.
2. Drain, clean and refill your spa.
3. Clean and protect vinyl covers with cover conditioner. If in direct sunlight 8 or more hours per day, repeat this step monthly.
4. Replace your Mineral Stick.
- Annually: 1. Replace CLEARARRAY Bulb and clean the quartz tube in Jacuzzi and Sundance spas each year. Replace Nordic or CalSpas every 2-3 years. See website for instructions.
2. Inspect filters and replace if necessary.
3. Diverter valves and some jets can be removed and placed in a 5 gallon bucket with Protect Plus or Hot Tub Serum for extended life.
4. Purge spa with Hot Tub Serum Total Cleanse to rid the jets and lines of buildup and to extend the life of your spa.
- Other Tips: If water becomes hazy, test and adjust pH and Total Alkalinity, then add 1 oz shock Renew per 25 gallons. Leave cover open with jet pump running for 30 minutes.
- Filtration: The continuous filtration pump on 780, 880 and 980 series Sundance and 3, 4, and 5 series Jacuzzi spas are preprogrammed to operate 12 hours per day. If you encounter water clarity issues, increase filter pump to 24 hours per day. Reference owner's manual for instructions on how to make this change.

Helpful Hints

- Lotions, makeup, hair products, and detergents can cause foaming. To prevent this you can rinse off before getting in your spa. Also, it is recommended you have a specific bathing suit that is for spa use only that you rinse instead of putting through the wash to cut down on detergent. (Foam Down is also available to get rid of foaming)
- If your water is ever cloudy make sure it is balanced and add shock. If that doesn't fix it then you can add Water Clarifier to help the filter catch the small particles.
- Run your hot tub all year. There is no need to winterize your hot tub or to shut it down for the summer. Keeping your spa running all year will keep the water and lines clean as well as keep all the parts in working order.
- Keep your spa at the same temperature. Spas are well insulated, so keeping it at a set temperature for that season will make less work on the heaters and lower energy costs.
- Check your water level periodically. You can top off the water by putting a hose directly into your spa. The water needs to always be higher than the filter so that it doesn't pull air into the filter and lines.

Troubleshooting Your Spa's Water

From time to time your spa water may not look clear or may have a foul smell. This section will help you understand and diagnose the issues with your water so that you can get it back to its optimal condition.

Most of the issues surrounding the water in your hot tub or swim spa stem from water that is out of balance. When your spa's water is not balanced, the Renew and the Spa56 or Shock Extra are not able to operate keeping your minerals and water care products from killing unwanted bacteria. This will often result in a foul odor coming from the water as well as cloudiness and foaming.

Most water issues can be fixed simply by testing the water with your test strips or bringing a sample of your water to any Galaxy Home Recreation showroom where we can digitally test your water. Then, adjusting the pH and Alkalinity to their proper levels allowing the shock and chlorine in your water to begin to work as they are designed.

Another common question is about water foaming that is not due to water being out of balance. There are a few things that can cause your hot tub or swim spa water to foam:

- **Bathing suits that are washed instead of simply rinsed.** Soap from washing remains in your clothes and is transferred into your water causing the spa to foam.
- **Using the same bathing suits you use at the lake or beach.** It's always best to have bathing suits that you use exclusively in your spa. Swim wear that has been used at lakes and beaches will contain bacteria, algae and other foreign particles that will end up in your spa causing issues with your water.
- **Lotions and make-up.** Foreign substances in water, such as lotions and make-up will also cause water to foam.
- **Non-spa fragrances.** There are many wonderful scents that you can add to your spa that are made specifically for spas and don't cause foaming. However, use of non-spa fragrances will cause your water to foam.

What to do if your water has foam

Galaxy Home Recreation offers spa defoamer that will provide immediate but temporary relief from a foaming spa. Apply it directly to the foaming water and you will see the foam dissipate. However, this is not a permanent solution as the cause of the water foaming is still inside your spa. For slight foaming, taking the filters out and rinsing them with a filter cleaner before putting them back in can solve minor issues. If this doesn't take care of the foaming, you may have to drain your spa, clean it thoroughly, clean the filters again and then refill. **If you must drain and refill your spa you will need to also replace the mineral sanitizer that's in your filter area.** Be sure to remove lotions and make-up, as well as thoroughly rinse all bathing suits prior to re-entering your spa.

Remember, we offer free water testing at all of our locations and we will gladly test your water and help you to correct any issues you may have with your spa.

Need products for your spa but can't make it in to see us? Order from our website and receive *free shipping* to your home with any \$99 chemical and/or accessory purchase!

www.GalaxyHomeRecreation.com

Hot Tub School

YOU'RE INVITED!

As a Galaxy customer you are invited to our FREE Hot Tub School! A one hour instructional class that goes over how to use your hot tub, maintain and balance your water and answer any questions you may have about your new spa. This class is for Hot Tub and Swim Spa customers.

As a bonus, all Hot Tub School attendees receive a 15% discount on all chemical and water care purchases made during the school. Join us every 3rd Saturday of the month on Facebook LIVE.

You're a VIP to Galaxy!

We are excited to have you as the newest member of the Galaxy Home Recreation family! Not only will you find that we continually work to offer the best products available to keep your spa working great but we also work diligently in our buying process to be able to offer you the most competitive accessory and water care product pricing around, both locally and online.

But it doesn't stop there! As a member of the Galaxy family you are now our VIP! The coupon below gives you 10% off all chemical purchases at any Galaxy location (or online) for **LIFE**. Simply cut out your VIP Discount Card below, keep it with you, and present it at the time of purchase every time you stock up on supplies for your spa.

