



Service Options Menu

Quarterly Service	£175
Annual Service:	£250
Spring Recommissioning From:	£250
Swim Spa Servicing Bronze/Silver/Gold	Add: £P.O.A.
Replacement filters available with a 20% discount when ordered with any of the above service plans. Please ask for a quotation before booking your service making sure you have the make and model of your hot tub to hand.	
ClearRay Service: Annual	£185
ClearRay Service When Added to Any Other Service:	£99
Weekly Water Maintenance From:	£60
Water Chemistry and Instruction incl. Chemicals:	£125
Hot Tub Relocations From:	£350
Engineer Callout incl. 1 st hr on site:	£90 + £60/hr following
Scratch Removal as Part of Other Service From:	£15 /20 mins
End of Warranty Check	£90

All above prices include travel up to a 25 mile radius of our showroom. Please enquire further if you are outside of this catchment area.



QUARTERLY SERVICE **£175.00**

Upon arrival, hot tub should be full of water and up to temp. We will require access to electricity for some of our equipment and a water supply.

1. Carry out inspection of exterior of tub and outside of cover
2. Test water and record findings
3. Isolate spa from electric supply, remove filter/s, rinse through then submerge in bucket of filter cleaner and leave to soak
4. Commence draining of hot tub
5. Remove and clean pillows
6. Clean down exterior of hot tub
7. Clean both sides of cover treating outside with UV protectant
8. Now spa is drained, water vac out any remaining debris
9. Clean acrylic spa shell with appropriate cleaner and buff to shine.
10. Re-fill spa with fresh water
11. Once full, take filters from cleaning solution, replace back in housings, re-fit pillows and turn on power to begin priming the pumps.
12. Test water and record findings (advise customer accordingly), adjust TA then PH as necessary before shocking water with sanitiser
13. Report any defects not covered by any remaining warranty. Defects eligible for warranty replacement will be changed free of charge



ANNUAL SERVICE **£250.00**

Upon arrival, hot tub should be full of water and up to temp. We will require access to electricity for some of our equipment and a water supply.

1. Carry out inspection of exterior of tub and outside of cover
2. Test water and record findings
3. Add tub and pipework flush to water and leave to agitate with jets on for 1 hour
4. Check full operation of hot tub and record findings
5. Isolate spa from electric supply, remove filter/s, rinse through then submerge in bucket of filter cleaner and leave to soak
6. Commence draining of hot tub
7. Remove and clean pillows
8. Clean down exterior of hot tub
9. Remove front panel and check electrical connections and for leaks
10. Clean both sides of cover treating outside with UV protectant
11. Now spa is drained, water vac out residual water from low laying areas, filter housing and jets, removing jets if possible. Check operation and condition of jets and shell and record findings
12. Clean acrylic spa shell with appropriate cleaner and buff to shine.
13. Check operation and condition of jets and shell and record findings
14. Re-fill spa with fresh water
15. Once full, take filters from cleaning solution, rinse then replace back in housings, re-fit pillows and turn on power to begin priming the pumps.
16. Test water and record findings (advise customer accordingly), adjust TA then PH as necessary before shocking water with sanitiser
17. Report any defects not covered by any remaining warranty. Defects eligible for warranty replacement will be changed free of charge



ANNUAL CLEARRAY SERVICE **£185.00**

When the service indicator for the ClearRay system is triggered it is time to replace your ClearRay bulb. This is an essential part of the water treatment process in your Jacuzzi hot tub, working to eliminate bacteria and waterborne pathogens it also helps reduce the amount of sanitiser you need to use.

1. Isolate Spa
2. Part drain hot tub level to below that of the ClearRay system
3. Remove used bulb and thoroughly clean outer quartz lens
4. Install new bulb and re-assemble ClearRay unit
5. Refill hot tub to correct level
6. Turn on power to hot tub and prime pumps. Test all pumps are fully operational
7. Reset service indicator and test water. Adjust water balance as necessary (advising customer accordingly) and add sanitiser

When included as part of any Bronze/Silver/Gold service **£99.00**



WEEKLY WATER MAINTENANCE £60.00

Upon arrival, hot tub should be full of water and up to temp. We will require access to electricity for some of our equipment and a water supply.

1. Test water and record findings
2. Balance water as necessary to correct TA then PH levels
3. Oxidise water and use a clarifier if necessary
4. Remove filters and rinse with spray on filter cleaner
5. Rinse through skimmer baskets
6. Replace filters and skimmers
7. Clean round visible spa shell (scum line) with spa surface cleaner
8. Top up water as necessary to correct fill level
9. Test water and record findings, ensure sanitiser dosed to correct levels
10. Add water hardness treatment if required
11. Report any other findings



WATER CHEMISTRY DEMONSTRATION **£125.00**

Upon arrival, hot tub should be full of water and up to temp. We may require access to electricity for some of our equipment and a water supply.

We will bring out one of our chemical starter kits (chlorine or bromine) to leave with you that includes many of the essential chemicals to get you started with hot tub use (worth £45.00).

Using your own hot tub for demonstration purposes our BISHTA accredited technician will show you how to test and treat the water so you can competently maintain it using this starter kit.

We explain proper filter maintenance and care required for the hot tub itself as well as a list of do's and don'ts.

We will explain a range of scenarios that you will likely encounter whilst owning the hot tub and how to overcome these and what products to use.

Questions are welcomed during this process and we will leave you with our written guides to hot tub and water maintenance that will act as a handy reference guide going forward.

The demonstration should last for 45-60 mins and will guide you through daily, weekly, 2 monthly and yearly maintenance tasks giving you a clear understanding of how best to look after your hot tub. You will be able to keep your water not only looking great, but also safe to use by you and your family as well as preserve the life of your filters, cover and most importantly the hot tub itself!



SPRING RECOMMISSIONING From: £250.00

Called a Spring recommissioning as some owners prefer not to use their hot tub during the winter months but we can offer this service at any time of the year if your spa has sat idle for a long period or you have just acquired a used hot tub and would like added piece of mind that you are starting off in the right direction!

We would expect to find your hot tub in position and correctly connected to its electrical supply.

If the tub is filled with water, then we can carry out our Silver level Service to recommission £250.00

If the tub is empty it will likely have ingress of debris and other unwanted guests – we will firstly remove this using suitable methods (cloths/cleaners/vacuum) then fill to level so we can carry out our Silver level Service £295.00

If additional filters or a chemical starter kit is required they qualify for a 20% discount when ordered in conjunction with this service. Please have make and mode of hot tub available at time of booking.



HOT TUB RELOCATIONS **From £350.00**

Here at Malibu Hot Tubs we have been installing and relocating customers hot tubs for over 15 years. With all the best equipment at our disposal our experienced installers will make light work of your relocation (or maybe you want a used hot tub collecting and installing)

With our industry contacts we can make the impossible possible – Really want a hot tub, but no access to the back garden? Maybe a crane assisted installation will make that a reality. We have secured highly competitive rates with our longstanding partners for both crane and Hi-Ab lifts. Also with our vast experience in the field we can assist you with planning your hot tub move and if required, make suggestions and tips for locating and siting the hot tub – we may give you fresh perspective here that could save you money or add to your enjoyment of the spa. Where necessary we can arrange site surveys (there maybe a small charge for this depending on distance from our depot but will be agreed up front) so we can accurately confirm access suitability or seek out another viable option.

From:	<u>£350.00</u>
Extra man required:	<u>£100.00</u>
Mileage charge after 25 miles	Per loaded mile: <u>£P.O.A.</u>

Our starting price for relocations involve a 2 man team collecting a disconnected and empty spa from point A and delivering to point B with no obstructions at either end and include up to 25 miles of loaded travel (also within a 25 mile radius of our depot) Photos/video and measurements of access at both ends would be a huge advantage when enquiring so please call to get a tailored quote.



ENGINEER CALLOUT **From £90.00**

Hot tub not heating up? Error codes on your control panel? Or maybe there's a mystery leak that is spoiling your enjoyment of the hot tub?

Not to worry, here at Malibu Hot Tubs if we can't diagnose or fix the problem over the phone or by email (advice is always free!) then we can send out a BISHTA accredited and Jacuzzi trained engineer to diagnose and repair your faulty tub.

Initial callout fee (includes 1st hour on site) **£90.00**

Additional time on site **Per hr £60.00**

Callout fees cover travel up to a 25 mile radius of our showroom although we will happily travel outside this radius – please call for a quote before booking.

Although our engineers aim to fix your tub on the first visit this isn't always possible as specific parts may need to be ordered to carry out a successful and lasting repair. If a return visit is needed there is no callout fee and we will only charge our hourly rate plus the cost of required parts.



SCRATCH REMOVAL From £15.00/20 Mins

There's nothing more frustrating than a big scratch ruining the shell of your beloved hot tub. At Malibu we may well be able to help make that annoying defect virtually disappear. We can ask one of our technicians to lovingly restore the gelcoat of your hot tub to vastly reduce the visibility of unsightly scrapes and scratches bringing it back to an almost new finish. This service can also be useful if you are considering selling your hot tub to help you achieve a higher sales price.

When added to any of our other services this gives you up to 20 mins of time from our technician with our scratch removal kit (typically enough time to work out a 10 inch abrasion) If you have a few areas that require attention then book a longer session at time of ordering.

Scratch Removal

Per 20 mins £15.00



End of Warranty Check **£90.00**

Upon arrival, hot tub should be full of water and up to temp. We will require access to electricity for some of our equipment and a water supply.

Have one of our engineers come out and give your tub a thorough check over making sure all components are working correctly before the warranty expires. We will check all items covered by the remaining warranty and report any defects requiring rectification. If any defects are found that cannot be rectified during the inspection, then a further appointment will be made for our engineer (Malibu brand hot tubs or Catalina swim spas) or for a Jacuzzi engineer to attend.

This service is recommended to be carried out at least 1 month before the warranty expires.

We also recommend that you book this service at least 3 months in advance of the warranty expiration due to high demand.