



## Pre-delivery Guide




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## Introduction

Your choice of a Pinnacle Spas hot tub indicates that you are devoted to excellence. The management and staff appreciate your patronage and take pride in the tradition of quality spas that our company represents.

Unpacking and inspecting your spa upon delivery is essential to ensure that it arrives in an acceptable manner. This guide helps you understand what to do all along the way until your spa arrives.

If you need any more information than this guide provides, feel free to visit our Web site at [www.pinnaclespas.com](http://www.pinnaclespas.com) or call our technical support line at (800) 304-9684.

 **WARNING:** This guide was written to ensure the proper preparation for the installation of your spa. Any modifications to the procedures outlined in this guide may result in voiding your warranty.

This guide and its contents are subject to change without notice. Although Pinnacle Spas has prepared this guide as accurately and precisely as possible, we will not be liable for loss, injury or damages caused by improper installation or use of spa (improper or otherwise).

## Checklist

After ordering your spa, there are many time-critical things that must be done in order to ensure a successful installation. Below is a summary list of these items in the order they should be performed.

- Choose a location
- Prepare the site
- Contact an electrician
- Plan the delivery route – standard curbside or upgraded white glove?
- Unpack your spa<sup>1</sup>
- Inspect all surfaces for signs of damage
- What to do in the rare event that damage is found
- File a claim
- Move your spa into place
- Call the electrician to hook up the wires and GFCI breaker



With advance delivery planning addressed, all you will have to look forward to is leaning back and enjoying the peak Pinnacle Spas experience.

## Choose a Location

Once you purchase your spa, it is important to choose the correct location for its installation. Many other issues may arise depending upon where you choose to install it. Service access to front, back, and side panels must be designed into your layout. Typically, three feet (one meter) of space is recommended on all sides.

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<sup>1</sup> Be present during delivery and inspect the shipment before the driver leaves.

## Indoor Installations



For these installations, consider the amount of ventilation in the room since spas produce considerable amounts of moisture. Your spa area should contain moisture resistant wall/floor coverings and building materials to avoid damage from moisture over time. Also, your spa will require draining as part of the normal maintenance of the unit. Provide an avenue for this spa waste drainage.

Load bearing capabilities of this room must also be verified. A spa filled with water is very heavy; a spa filled with people is even heavier. Make certain that your floor can easily support all of this weight.

## Outdoor Installations

If you live in a climate with cold, snowy winters, consider locating your spa close to the house for easy access. You also may want to consider some type of windbreak or barrier to surround the unit. Southern exposure is usually preferable. Make note of any eaves; you would not want to position your spa under a gutter or eave that could allow melting snow to slide onto your spa. Eaves also could allow rain or snow melt to drip or splash on your spa.

If you live in a warmer climate, you may want to provide shade around your spa for relief from the sun. Deck awnings, gazebos and porch coverings are some of the most common solutions.

Regardless of climate, provide a walkway or access to your spa that will prevent dirt and foliage from being introduced to your spa. Think about the location of trees and shrubs. While landscaping can provide additional privacy, take care when making your landscaping selections to avoid deciduous varieties that may shed their leaves seasonally and no longer provide privacy. Or worse, shed their leaves in and around your spa area thereby increasing your maintenance.

## Engineering Services

Your spa is designed to be installed on a flat, easily accessed surface that can hold its weight, such as your back yard or on a strong deck.

Some installations may require the assistance of a professional consultant or contractor. Whenever there is a question about structural integrity, load requirements, or safety, an architect or engineer can provide answers to these and similar questions.



Other installations may require the use of special equipment to lift the spa from the delivery point to the installation location. Cranes and special equipment needs must be identified and pre-planned and scheduled long before the arrival of your spa.

## Prepare the Site

Once you have chosen the location, your spa needs a foundation capable of supporting well over 1,000 pounds. In most cities and counties, permits are required for the installation of electrical circuits or the construction of exterior surfaces (decks and gazebos).

In addition, some communities have adopted residential barrier codes, which may require fencing and/or self-closing gates on the property to prevent unsupervised access to a pool (or spa) by young children (typically under 5 years of age). Your new Pinnacle hot tub is equipped with a locking cover that meets the ASTM F1346-91 Standard for Safety Covers and as a result, is usually exempt from most barrier requirements. As a general practice, ask your local Building Department about any applicable barrier requirements when you obtain the permit for the installation of an electrical circuit.

## Building Permits



Some jurisdictions require that building permits be obtained depending upon the nature and extent of the improvement. Contact your local city/county government offices and inquire about building permit requirements for installing your spa and how to obtain them prior to delivery of your spa.

## Preferred Foundation

We highly recommend having a special foundation prepared for your spa. A four-inch thick bed of concrete is advisable in most situations. If you choose a concrete foundation, allow at least 30 days for this foundation to properly cure before filling your spa to obtain maximum strength.

Note that your Warranty does not cover damage due to improper placement or an improper foundation.

## Contact an Electrician

Like any major appliance, a spa has special electrical needs. Adequate wiring and safety protection features are essential in making your spa as safe and efficient as possible. Once you have decided where to put your spa, contact a certified electrician to work with you on issues pertaining to safety and aesthetics.

## Electrical Capacity

Your new spa requires a 240VAC, single-phase, 50A (or a 60A for the LX 11000, LX 9000 and LX 8000) GFCI breaker. Make sure that the main circuit panel in your home can accommodate this extra load. If additional electrical capacity is needed, more time will be needed for your electrician to install these wires, panels, and breakers.



## Grounding and Safety

Proper grounding is essential for safe operation. All equipment and accessories must be wired in accordance with the National Electric Code, section 422-20, ANSI/NFPA 70, and also comply with any local electrical codes. We recommend using a Siemens GFCI breaker installed in a weatherproof box.

### Plan the Route

Once you have settled on a location for your spa, your spa will be difficult to move from the delivery truck to this location. Your spa weighs approximately 1,000 pounds, is more than 3 feet wide, and can be more than 8 feet tall and long. Moving such a large, heavy object on a small cart around corners, up hills, and through gates can be quite precarious. Now is the right time to plan how you will navigate these twists and turns.



Some routes may go under trees, through arches, or over air conditioners. Other routes may twist through alleys, snake through the neighbor's yard, or even be lifted with heavy machinery into place when no land route is possible.

Whatever route you decide, walk the route several times and make sure there is enough room for the spa and its movers to safely do what must be done. Always look up to see if something would prohibit passage.

And finally, develop an alternate route plan in the event that the primary route does not work.

### Delivery Options

When you schedule your Pinnacle Spas delivery, consider your two main options:

## Curbside Delivery

Curbside delivery means that a truck pulls up to your home and drops your spa off on your driveway or up to your garage, as long as the driveway is paved and fairly level.



Curbside delivery also requires that your street be accessible to a Full size tractor trailer (18-wheeler). If this is not possible:

- 1) You can make arrangements to meet the driver with a pick-up truck or trailer. Here, the driver will "off-load" your spa onto your vehicle.
- 2) You can have the shipper arrange for a shuttle in a "Straight Truck" with a lift-gate (at additional expense) to drop off your spa at your driveway.

From there it is your responsibility to position your spa into its final resting place. We have found that the spa can be moved in to place with the help of some friends and a few 5-inches in diameter PVC pipes to roll the unit along. Or try a spa dolly.

## White Glove Delivery

White Glove delivery provides extra service not available with curbside delivery that involved placing the spa where you want it. This is something you will need to discuss with your delivery driver and is a separate contract not involving Pinnacle Spas.



A crew will move your spa from your driveway to your desired location if certain conditions are met:

- Your street must be accessible to a Full size tractor trailer (18-wheeler) or long flatbed trailer.
- No lifting is involved
- The distance from the curb to where you want your spa placed is less than 300 feet
- The route to the location is fairly level and can accommodate a small wheeled moving cart

If a grade is encountered anywhere along this route, backyard delivery is not an option. Certain other conditions also apply involving surfaces, gates, clearances, and corners so be sure to discuss any concerns you may have about your planned delivery route with your agent.

## Unpack Your Spa

### **You must be present when your spa is delivered.**

Once your spa arrives, inspect your spa and all of its accessories immediately.

At the time of delivery, the mover expects you to sign a receipt (Bill of Lading) acknowledging that you received your delivery in good condition.

Once you sign this document, all claims against the mover are released so it is important to inspect the spa before you sign anything.



### **If no damage is noted**

If no damage is noted, make sure that all accessories and options from your original order are included. Note any outages on the Bill of Lading.

### **If damage is noted**

If damage is noted, **DO NOT SIGN THE BILL OF LADING**. Contact Pinnacle Spas at (800) 304-9684 immediately. Describe to the technician the extent of the damage to determine if you should accept or refuse the shipment.

If damage is found, describe the damage in detail on the Bill of Lading prior to signing any documents and retain copies of all documents. If possible, photograph damages and attach copies to the Bill of Lading.

Remember that the Bill of Lading is a legal contract between you and the shipper. The shipper is required by law to prepare a Bill of Lading for every shipment it transports. The information on the Bill of Lading is required to be the same information shown on the order for service.

**IT IS YOUR RESPONSIBILITY TO READ THE BILL OF LADING BEFORE YOU ACCEPT IT.**

The Bill of Lading requires the shipper to provide the service you have requested, and you must pay the charges for the service.

THE BILL OF LADING IS AN IMPORTANT DOCUMENT. DO NOT LOSE OR MISPLACE YOUR COPY. Have it available until your shipment is delivered, all charges are paid, and all claims – if any – are settled.

## File a Claim

If you are instructed to accept the damaged shipment by the Pinnacle Spas technical support representative, you must file a damage claim with the shipping company. Your Bill of Lading is required to make such a claim.

You have nine months following either the date of delivery, or the date on which the shipment should have been delivered, to file a claim. However, you should file a claim as soon as possible. If you fail to file a claim within 120 days following delivery and later bring a legal action against the shipper to recover the damages, you may not be able to recover your attorney fees even though you win the court action.

While the Federal Government maintains regulations governing the processing of loss and damage claims, it cannot resolve those claims. If you cannot settle a claim with the shipper, you may file a civil action to recover in court. In this connection, you may obtain the name and address of the mover's agent for service of legal process in your State by contacting the Federal Highway Administration.

## Move Your Spa into Place

Once the Bill of Lading is signed and the spa is accepted, you should move your new spa to its location as soon as possible. We highly recommend that you hire a professional to move the spa for you or inquire about the White Glove Delivery service with the mover.

If you decide to move the spa yourself, you will need a lot of help to do this and a special moving cart capable of supporting its weight. A spa typically weighs about 1,000 pounds empty and must be moved with care through the twists and turns of your planned delivery route.

While weight is already an issue, the size is even more so. Your spa may be more than 8 feet long and wide and also more than 3 feet high. Moving an object of this size while balanced on a small moving cart takes great skill and expertise to prevent inadvertent damage during the move.



## Call the Electrician

Your spa should now be in its location positioned so that your electrician can connect the wires. Before you add water contact your electrician and have the wiring and GFCI breaker properly installed and tested. From here, refer to your spa owner's manual for further instructions.

## Conclusion

Interstate moving is monitored and regulated by the Federal Government. Much of the information in this guide is derived from this resource.

Should you have any questions about your move that are not answered in this guide, do not hesitate to ask the mover's representative who handled the arrangements for your move, the driver who transports your shipment, or the mover's main office for additional information.

For further advice or assistance, contact the Federal Highway Administration:

Licensing & Insurance Division (Hia-30)  
Office of Motor Carrier and Highway Safety Information Analysis  
Federal Highway Administration  
400 Virginia Avenue, SW  
Washington, DC 20024  
(202) 358-7027