

User Guide & Hire Agreement

Please review and follow the information below to ensure you get the best experience using the hot tub.

What should I do before, or during use of, the hot tub for the first time?

1. **Ensure the temperature is around 37 - 38 degrees Celsius** - this is the optimum temperature for many hours of enjoyment. Cooler is OK if you prefer, hotter is OK for short periods of time. It's best not to interfere with the control unit. One button is for setting the temperature and the other is to turn the blower on and off (this is what creates the bubbles).
2. **Take the cover off the hot tub** - you need to squeeze the clips on the cover's strapping in order to release. Place the cover somewhere safe; you'll need to put it back in place after use.
3. When using the hot tub **always ensure the filter is able to receive water**. This water is pumped into the system, cleaned and heated before being returned into the pool.

What should I do after using the hot tub?

1. It is very important to **ensure the filter unit is receiving water into it before placing the cover back on**. If the water level is low after use, top up with clean water or turn the filter to one side to ensure water enters.
2. **Place the cover back on securely**. This is required for the water to heat up to, and maintain, optimum temperature again. It is also a safety requirement.

What should I do before using the hot tub again?

1. **IMPORTANT - You should check the chemical composition of the water several hours before use**. Test strips will be supplied for you to dip into the water and compare against the colours on the container. Ensure the container is closed tightly after use, as moisture entering it will damage other unused test strips. If there is an indication that you may need to use a chlorine tablet then you should place one in the water (again ensuring the container is tightly closed so moisture does not damage other unused tablets). It can take up to 12 hours for the tablet to dissolve into the water completely.
2. **IMPORTANT - Several hours before you intend to use the hot tub again, you should check the temperature on the display** (the morning after an evening's use is a good time to check). If the hot tub has been unused with the cover on for many hours e.g. overnight and the temperature is much less than the optimum temperature of 37 to 38 degrees Celsius then this usually indicates that not enough water is being fed into the filter unit, pump and heater. A classic indication of not enough water entering the heater is if the display reads around 32 degrees and does not increase after an hour or two. If this is the case, top up (with hot or warm water if you wish to warm the pool quicker) and rotate the filter slightly until it is under the water level. You may also need to remove the filter tray and filter to check water is entering the inlet pipe (then replace). You may also need to check there is no material restricting water from entering through the steel gauze at the entrance of the inlet pipe. Be careful when checking the gauze, as it could be sharp, and could cut you.

It can take roughly sixty to ninety minutes to increase the temperature of the water by 1 degree and roughly an hour to decrease the temperature by 1 degree when the hot tub is in normal use (**turning the blowers on for extended periods of time can cool down the water much more quickly**). The key point to remember is that you should **check the water quality and temperature several hours before you wish to use the hot tub** - you should then have plenty of time to top up the water and adjust the filter if necessary to ensure it will be ready to enjoy.

If you experience any difficulty after following the above, please get in touch with us for advice.

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ALL PERSONS HIRING OR USING THE HOT TUB SHOULD READ THIS INFORMATION AND AGREE WITH THE REQUIREMENTS BEFORE USE

The terms and conditions listed below apply to the hire of equipment between you as "the Hirer" as hereinafter defined, and us "Topaz" as hereinafter defined. These terms and conditions do not affect your statutory rights as a consumer.

1. Anyone with any health concerns or problems must consult a doctor prior to using the hot tub and ensure it is safe for them to do so. Persons with obesity, history of heart disease, any cardiovascular conditions, low or high blood pressure, circulatory system problems, diabetes etc. should take advice from their GP before using the hot tub. Any persons using medication, and in particular, anything that is likely to induce drowsiness, affect the heart rate, blood pressure or circulation must consult a doctor before use of the hot tub.
2. Women are advised not to use the hot tub whilst pregnant or if there is any likelihood of being pregnant.
3. Anyone using the hot tub does so at his or her risk. Topaz does not accept any liability for any incident, damage or accident caused by any user or person within the vicinity of the hot tub and its associated equipment including power leads and hose pipes.
4. Children or animals are not permitted to use, or be anywhere near, the hot tub on their own. An adult must supervise any use of the hot tub by persons under the age of 18.
5. It is advised to locate the hot tub on a clean, flat area. Please take care when you use, or are near to, the hot tub as the floor nearby can become wet and slippery. Also be sure to be aware of any power cable or hose connected or near to the hot tub.
6. If using the hot tub on a grass covered area hot please be aware that Topaz will not be responsible for the grass quality under the hot tub or surrounding area when the hot tub is removed.
7. Using the hot tub in any enclosed area such as a conservatory or summerhouse is at the Hirer's own risk. Although unlikely, a significant amount of water could be released into the area during installation, dismantling or during use due to a mechanical failure or leak. Water and steam could cause damage to the structure, walls, floor, furniture and electrical equipment or cabling nearby. The electrical supply to the hot tub from your property must be adequately protected with residual-current device (RCD) and overcurrent protection.
8. Smoking, eating and the consumption of alcohol or any other beverage in or around the hot tub is at the Hirer's own discretion and risk. The use of glass in or around the hot tub is strictly prohibited as this could lead to serious injury or damage.
9. Do not jump on, over or into the hot tub. Care must be taken when stepping into, residing in, or leaving the hot tub. The hot tub is not to be dismantled or moved without express permission of Topaz.
10. Before using the hot tub the cover must be removed and stored safely. The hot tub, cover and all other associated equipment are required to be stored and secured against damage, loss or theft. The Hirer is responsible for the replacement or repair of any items damaged or not returned to Topaz. The bond given against damages or theft is only part-payment against greater value loss and the Hirer is responsible for the full cost or repair or replacement and any subsequent losses as a result of such damage or failure to return all items in the condition they were received in.

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11. Do not use any electrical items in or within 2 metres / 6 feet of the hot tub. This includes mobile devices of any description including mobile phones.
12. It is essential that anyone using the hot tub showers or bathes prior to using it. This will prevent any foreign particles such as deodorants, moisturisers, sun cream, etc. from entering the hot tub and affecting the water chemistry. It is also essential that no foreign material such as grass, soil, dust or mud of any kind be introduced in the hot tub.
13. The hot tub, control unit and filter must not be interfered with unless advised otherwise. The hot tub is preset at the correct temperature (approx 37 degrees centigrade). This is the temperature we recommend you keep the hot tub set to. Please be aware that if the hot tub or spa is used for long periods, the blower is set for continual or extended use, or during very cold conditions you may find the temperature of the water drops to an uncomfortable level. You should not use the hot tub if this is the case. Additionally, a higher than expected temperature could be present when initially taking off the lid. The temperature will fall during use but you should not use the hot tub for any length of time if the temperature is above 37 degrees. Additionally, you should not use the hot tub at all if the temperature is 40 degrees or higher.
14. Always test the water before entering the hot tub. This is particularly important where children are concerned. All sharp items should be removed before entering the hot tub. Expensive or precious items such as jewellery cannot be retrieved from the hot tub or heater pump unit if lost.
15. Never allow the water level in the hot tub to get too low (lower than the filter pipe intake and return level) or within three inches of the top (the grey padded head area) as this could cause damage to the pump, heater and jets.
16. When the hot tub is not in use please ensure the cover is placed back on and securely tightened. This will ensure the temperature is maintained and will also keep foreign contaminants (e.g. leaves) out of the system potentially damaging the heater and pump unit. The Hirer should not rely on the integrity of the cover to protect any persons from falling into the hot tub. All children, pets or persons with mental health issues should be supervised when in the area even if the hot tub is not in use and is covered.
17. Do not overload the hot tub with persons, as this will cause structural damage. The Hirer is responsible for the cost of any replacement or repair work in addition to any losses incurred by Topaz as a result of a non-functioning hot tub.
18. The hot tub and all associated equipment remains the property Topaz whilst on hire and at all other times. All equipment is to be returned at the end of the hire period without condition and criminal charges will be sought in addition to civil damages should the Hirer fail to comply.
19. Always store any chemicals supplied in a cool dry environment away from direct sunlight, food or sources of heat or ignition. The chemicals should always be stored in their containers, tightly sealed, and out of reach of children and pets.
20. Any instructions provided with chemicals must be read and followed. Never mix chemicals, as this could be very dangerous. Always handle chemicals with care, taking extra care of eyes. Hands should be thoroughly washed after handling any chemicals.
21. Do not add any other chemicals or substances to the water including washing up liquid, bubble bath etc. This could cause harm to users of the hot tub and damage the hot tub in the process.

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22. The Hirer agrees to indemnify Topaz from all liabilities incurred with delivery, possession, collection and use of the hot tub and its associated equipment.

23. Any damage or subsequent losses incurred as a result of neglect, misuse or non-compliance with these requirements will be met in full (paid for) by the Hirer. The bond may be retained as part-payment against the full cost claimed as a result of this. The Hirer agrees to pay Topaz in full, new replacement costs for any equipment that is lost or damaged in any way and is beyond economic repair. The Hirer will be subject to extra and continuing hire charges for any period that the equipment is retained beyond the agreed hire period if any hire equipment is returned incomplete.

24. The Hirer shall be responsible for replacement and losses in the event of the theft of the hot tub or associated equipment. All equipment is accepted as working at the time of delivery and installation. The Hirer shall not sell or part with possession or control of the equipment at any time during the period of hire. Under no circumstances will the Hirer add to, alter, modify, adapt or interfere with in any way any item of equipment hired, nor will they allow any other party to do so. The Hirer will notify Topaz immediately should the equipment be stolen, lost or damaged in any way.

25. The Hirer agrees with these requirements and is in agreement that they understand and are competent to be able to take care of the hot tub, and the use of appropriate chemicals, as advised during installation. The Hirer understands the importance of performing daily checks on the condition of the water, including the water level and the need to maintain this level after use to ensure the filter, heater and pump operate correctly and provide the correct sanitation and heating required. The Hirer agrees to comply with all such requirements.

Hire Details & Invoice

Hire Duration	Hire Cost	Bond

Comments:

I have received all equipment in good condition and working order and have read, understood and agree to abide by the information, requirements, terms and conditions set out in this hire agreement:

Hirer Full Name _____

Date _____

Hirer Signature _____

Topaz Signature _____

Thank you for hiring from Topaz Hot Tub Hire South Wales. We hope you have an enjoyable experience.