



Customer Service 1-888-768-6772  
**Frequently Asked Questions**

***The “Why”***

**Why are Aqua Rest Spas unique?**

AquaRest Spas are the world’s most recognized brand of rotational-molded, polyethylene spas and hot tubs. AquaRest was one of the first companies to introduce the benefits of rotationally molded products to the spa industry in 1997. Since then, AquaRest has revolutionized the hot tub industry by manufacturing the best hot tub at the best price. They are virtually indestructible.

***The “Jets”***

**What material is used on the jets?**

Aqua Rest offers Stainless Steel Jets as standard on all of our spas.

**Do more jets provide a better hot tub experience?**

This is a big misconception. While the number of jets can seem to be the main factor for the best hydrotherapy, it does not always equal the best therapy. Having adjustable jets, to customize your massage, and having them strategically placed to pinpoint the muscle groups needed to relieve stress and pain is what is most important. Some spa’s claim higher jet counts but look to see if their jets are air injectors and not actual water therapy jets. All AquaRest Spa’s jets are water therapy jets and are fully adjustable

# ***The “Cost & Value”***

## **What is the average cost of hot tub maintenance?**

This cost varies per user, frequency and your environment. An Aqua Rest Spa is full foam insulated and typically averages between \$ 20.00 and \$ 30.00 per month. In comparison to what it delivers, our customers all agree, a low cost to pay to live the “spa life”!

## **Is buying a hot tub worth the money?**

An Aqua Rest Spa is like taking a vacation everyday and right in your backyard. A vacation that gives relaxation day after day and year after year! This backyard addition actually improves your quality of life, relationships and gives you and yours numerous health benefits. Aqua Rest delivers all this with ease of ownership from our affordable and virtually indestructible design, ease of maintenance, low operating cost and pure relaxation and rejuvenation.

## **Will I use my hot tub enough to justify purchasing it?**

Based on experience, we find that several factors influence usage: the quality of the tub and the ease of use, your personal preferences, and even the amount of distance from your home to your hot tub. Industry-wide Research shows that over 76% of hot tub owners use them at least two times or more per week. When you consider that hot tubs can be used year-round, regardless of where you live, it becomes pretty clear why most hot tub owners view their purchase as more than justified.

## ***The “Power”***

### **What does Plug-N-Play Mean?**

All Aqua Rest Spas use 110V, 15 amp service, which means that all you have to do is fill it with water, plug it into a standard outlet and enjoy. It doesn't get easier than that. (Optional 230V upgrade package available.)

### **Can I convert my Hot Tub to 220V?**

At the time of purchase you can select either the 220V or the 120v. The 220V can be converted back to 120V, but the 120V cannot be converted to the 220V. You would need to connect a GFCI cord and change the dip switch setting in order to do this.

## ***The “Options”***

### **What comes with the spa? What else is needed?**

All Aqua Rest spas include our premium, high density insulated cover with locking spa straps. Also, standard, our innovative 100% filtration system, waterfall light, armrests and cup holders, delivered all to your curbside.

### **Does Aqua Rest offer any upgrades?**

Optional Upgrades offered with all spas include:

1. Factory Installed: 110/220 V, 1 kw/4kw heater, 2 spd. pump
2. Ozone
3. Additional accessories such as our deluxe storage steps and replacement filters can be purchased through the retailer's website.

### **What do you offer as color options?**

Three color options: Cobblestone, Greystone and Brownstone

### **What does an Ozonator do?**

It helps keep your water cleaner and easier to maintain. An Ozonator produces ozone gas that is then injected into the spa water. The ozone gas passes through the water, killing bacteria 50 times faster than any chemical treatment. When the ozone gas hits the surface it reverts back to pure oxygen, ozonators reduce the need of harsh chemicals by up to 50% NOTE: Ozonators are optional, on all models, when purchased with the Optional Upgrade package offered.

# ***The “Care”***

## ***How much time will I spend cleaning my hot tub?***

With every Aqua Rest Spa comes a revolutionary patented 100% filtration system. 100% of your water is filtered 100% of the time. This design allows the elimination of the return valve most spas have protruding in the footwell (floor) area of your spa taking up valuable space. You won't find that in an AquaRest Spa. Footwells (floors) are barrier free and water is cleaner and easier to maintain. Need an extra boost in the ease of cleaning/maintaining? All our spas can be upgraded to include ozone. Also, our locking spa cover keeps heat in and debris out. Your owner's manual and our customer service team will help you with any additional questions, please call 888-768-6772.

## ***How often should I change the filter and where do I get replacement filters?:***

It depends on how often you use your spa and how well you maintain it, On average, a spa filter should last a year. Most owners purchase a second filter to rotate while one is being cleaned. You can purchase replacement filters from Home Depot. It is item number **#461273**.

## ***What kind of chemicals do I need to maintain the spa?***

You need to purchase standard chemicals you would find in any Spa starter kit. This includes: Bromine Tabs, Bromide Booster, Metal Free, Increase pH, Reduce pH, Defense, Increase Calcium, Foam Free, Re-Energize, Bromine Test Strips, Bromine floating dispenser, Spa Choices Spa Care Guide

## ***The “Preparation”***

### **What type of foundation is required for the spa?**

The site must provide a solid foundation with a minimum load bearing capacity of 34 kg per 929 sq. cm (75 pounds per square foot).

### **How long is the cord? 12 Feet**

Please carefully read the AquaRest Pre-Delivery Guide located on the retailer's spa page of the model you are purchasing. This will provide you with all the information needed to prepare, set up, care for and enjoy your spa for many years to come. If you are unable to locate this document on your retailers website, you can go to [www.aquarestspas.com](http://www.aquarestspas.com) to review or contact us at 1-888-768-6772.

Please read and sign the AquaRest Curbside Delivery Instructions and Agreement. Please fax to 407-936-9696 or email to [Sales@AquaRestSpas.com](mailto:Sales@AquaRestSpas.com) as instructed so we can ensure a smooth delivery and you are on your way to enjoying your spa as soon as possible. If you are unable to locate this document on your retailers website, you can go to [www.aquarestspas.com](http://www.aquarestspas.com) to review or contact us at 1-888-768-6772.

## ***The “Warranty”***

### **What is the warranty?**

Aqua Rest offers a very competitive warranty:

- 5 years on the structure of the shell
- 1 year Parts/90 Days On-Site Labor
- 1 year spa cover

## *The “Support”*

### *Who do I contact with questions about my spa?*

For questions regarding your spa (warranty repairs, out of warranty service, parts, manuals, or maintenance please contact our customer service department at:

**1-888-768-6772**