



HOW SOON WILL A TECHNICIAN CONTACT ME?

Hot Tub Service & Repair Process

For Non-Warranty Service:

To help us get your service request to a technician as quickly as possible, please follow the steps below.

1. CONTACT THE STORE FIRST

All new service and repair inquiries must go through the store.

Technicians can no longer accept new service inquiries directly. If you contact a technician first, you will be referred back to the store, which may delay your service request.

When contacting the store, please provide:

- Customer name and **service address**
- **Cell phone number** for technician texts
- **Email address** for your service agreement
- Hot tub **brand and approximate age**
- A description of the **problem or repair needed**

2. WATCH FOR YOUR DOCUSIGN AGREEMENT

A **Hot Tub Service & Repair Agreement** will usually be emailed to you through DocuSign **the same business day or within 1–2 business days.**

No non-warranty service or repair can be scheduled or performed until this agreement is completed and signed.

Please check your spam or junk folder if you do not see it. If you do not get the email, contact us!

3. COMPLETE & SIGN YOUR AGREEMENT

Review and sign the agreement and provide the requested **payment information.**

IMPORTANT

The technician is NOT notified of your service request until your agreement is fully completed and signed.

The sooner you complete the agreement, the sooner we can send your request to the technician.

4. THE TECHNICIAN WILL CONTACT YOU

After we receive your completed agreement, your service request is generally sent to the technician **by the next business day**.

Once notified, the technician will generally contact you within **1–2 business days** to discuss scheduling.

This is the timeframe for the technician to CONTACT you, not necessarily the timeframe for your service visit.

Depending on technician workload and availability, your actual service appointment could be **a week or longer** from your initial inquiry.

COLD WEATHER? PROTECT YOUR HOT TUB!

Until service can be performed, **the customer is responsible for protecting the hot tub from freezing conditions.**

If your hot tub is not operating properly and there is a risk of freezing, **contact the store for guidance** on steps you can take to help prevent freeze damage.

REMEMBER

CONTACT THE STORE FIRST

Technicians cannot accept new service inquiries directly.

SIGN YOUR AGREEMENT PROMPTLY

Your technician is not notified until the agreement is completed.

THE SOONER THE AGREEMENT IS SIGNED, THE SOONER WE CAN GET YOUR SERVICE REQUEST MOVING.

Thank you for your understanding & patience!
Our goal is to get your hot tub back to optimal health ASAP!