

CONGRATULATIONS!!!

You're the Newest Member of Our Pools & Cues & Spas, Too Family!!!



Again, we would like to thank you for the purchase of your new DreamMaker Spa!

The contents of this packet gives you ALL the information you'll need to make your planning stage easier, make your delivery day go smoothly, help your new DreamMaker Spa stay looking and running new for years to come, AND make owning a hot tub as stress-free as possible! There is A LOT of useful information contained in this packet, but we highly recommend reviewing it all! If you have any questions, please do not hesitate to contact your Hot Tub Assistant!! Thank you once more, and I'll see you around the store!

-Chris Melanson, GM

CONTENTS OF THIS PACKET:

This Congratulations & Contents List: Lists all the sheets included in this packet.

Tub Delivery Timeframe & Scheduling: Explains how long to get your tub and how to schedule delivery.

Your Balance Due: Explains when your balance is due & how to pay.

Pre-Delivery Information: Very important information to know and learn BEFORE your delivery.

Hot Tub Self-Pick-Up at Our Store: Information for you if you are picking up your new tub to transport.

Everything Electrical: Very important information about the tub's electrical requirements.

Tub Specifications: How to download the full specifications of your new DreamMaker Spa.

Accessing Your Owner's Manual: How to download your Owner's Manual if you want it prior to delivery.

Dirt in Your Hot Tub: How to clean any dirt inside your tub's shell after delivery.

Filling Your Hot Tub: Explains the way to PROPERLY fill your hot tub.

Once Your Hot Tub is Filled: Explains your first water test you will need to do once the tub is filled.

Pools & Cues Has It All: A sheet that explains the products you will need to replace every so often.

Protecting Your Hot Tub: A very helpful sheet on what to do to protect your hot tub.

Service Repairs & Warranty: Explains how to request a service or repair call. Also attached is your DreamMaker Spas warranty document.

We'd Love to Hear from You: A message from our General Manager, Chris, and an easy link to send us a review on Google if you'd like. We appreciate your time!!

If you seem to be missing a sheet or ever need a new copy, simply reach out to us!!

TUB DELIVERY TIMEFRAME & SCHEDULING

For Your New DreamMaker Spa



TUB STATUS / ESTIMATED SHIPPING TIMEFRAME:

You will see on your *DreamMaker Spas Sale Agreement*, at the top right, you will see either *IN-STOCK* or *ON-ORDER* circled.

-If your Sale Agreement has *IN-STOCK* circled, Newton Hot Tubs, our expert hot tub delivery company, will be reaching out to you soon to check and see if you are ready for delivery, and to schedule your delivery if you are. They can also be reached at NewtonHotTubs@yahoo.com. This company is, averagely, 2 weeks out on their delivery schedule from the date you purchased your hot tub/paid the remainder of your hot tub balance. If you have any other questions on delivery, please contact Newton Hot Tubs VIA email or contact any of us at our store! (Please note: your tub needs to be paid in full before your hot tub can be sent over to Newton Hot Tubs to be scheduled for delivery.)

-If your Sale Agreement has *ON-ORDER* circled, you will then see below that the tub's "Estimated Shipping Timeframe" or "EST." This EST is the estimated time when the Manufacturer, DreamMaker Spas, expects TO SHIP your tub to our store from their Florida Facility (Please Note: This EST is NOT the estimated date when you will get your tub delivered! We'll explain that in more detail below.) It is important to know that this timeframe is only an estimate. There are many factors that can affect this timeframe. Your new tub may ship to us a little sooner than your EST, but it also may ship to us a little longer after your EST. Please be assured we do our absolute best to give you as accurate information as possible. We know you need to plan for things to make the delivery happen, but we strongly advise not to make any

appointments with electricians, contractors, etc, before first speaking with us to schedule your actual confirmed delivery date.

Please note, we usually are not able to get exact information from the factory on when your tub is shipping until the tub actually ships from Florida. This is because of many factors, mainly to do with the shipping industry.

ONCE YOUR TUB SHIPS TO US from Florida, it takes about a week to receive it. Once we receive it, it is thoroughly inspected for damage, and once it passes inspection, Newton Hot Tubs, our expert hot tub delivery company, will contact you to schedule your delivery. This will usually be by text message (look at your contract to be sure you gave us your cell phone number as your primary contact number.) The text or call will happen! We assure you! But please feel free to contact us at any time just to check-in if you feel the need! (Please note: your tub needs to be paid in full before your hot tub can be sent over to Newton Hot Tubs to be scheduled for delivery.)

SCHEDULING YOUR TUB DELIVERY

For Your New DreamMaker Spa

-SCHEDULING YOUR HOT TUB FOR DELIVERY:

When it comes time for your New DreamMaker Hot Tub to be delivered, Newton Hot Tubs, our expert hot tub delivery company will be performing your tub's delivery. If your tub is In-Stock at the time of purchase, or when we receive your tub, Newton Hot Tubs will be reaching out to you to check to see if you are ready for delivery, and to schedule your delivery if you are. They can also be reached at NewtonHotTubs@yahoo.com. This company is, averagely, 2 weeks out on their delivery schedule from the date you purchased your hot tub/paid the remainder of your hot tub balance/tub arrives at our store. Feel free to reach out to them if you do not hear from them right away to schedule! You and your tub will be in good hands with Newton Hot Tubs! If you have any other questions on delivery, please contact them by email or contact any of us at our store! (Please note: If your tub is On-Order, Newton Hot Tubs will not receive your information until we receive your tub at our store.)

(Please note: your tub needs to be paid in full before your hot tub can be sent over to Newton Hot Tubs to be scheduled for delivery.)

YOUR BALANCE DUE

For Your New DreamMaker Spa



(CREDIT CARD, CHECK, & CASH PAYMENTS)

-If your **Sale Agreement** has **ON-ORDER** circled at the top right, once we contact you that we have received your tub at our store, this is the time we will need to collect the remaining balance in full by a credit card over the phone. If you are not ready to schedule delivery at that time, we will still need to collect your remaining balance in full at that time. The hot tub will then be stored in a very safe place either at our store or our warehouse until your scheduled delivery. You will have a \$0.00 balance at delivery.

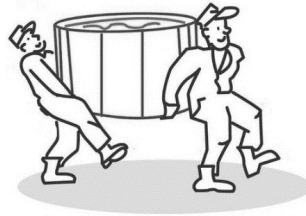
-If you prefer to pay-off your balance with a check, cash, or in person by credit card, feel free to stop-by our store during business hours once you receive this call to make your payment (You can also mail a check to us if you prefer. Please write "Hot Tub Balance" in the memo. You will receive a payment confirmation by us once we receive your payment.)

-SYNCHRONY or WELLS FARGO BANK FINANCING: If any portion of your tub was financed through us, you will receive an email from Synchrony or Wells Fargo (whichever company you financed through) on the day you purchased your tub. This email **MUST** be replied to as soon as possible. This email is for Synchrony or Wells Fargo to confirm your purchase and the terms of your financing. A day or two **AFTER DELIVERY**, you will receive another email from Synchrony or Wells Fargo to confirm you have received the tub. Your Synchrony or Wells Fargo payments will start 30 to 45 days after the tub has been delivered. If you have any additional questions on your financing, please contact your Hot Tub Assistant!)

-CREDIT CARD PAYMENTS: We **DO NOT** and **NEVER WILL** store your credit card information on file for **ANY** period of time. This is to protect your security. Also, when you give your Hot Tub Assistant or any member of our staff your credit card number over the phone, it is immediately put into our credit card processing machine to be charged and not stored.)

PRE-DELIVERY INFORMATION

For Your New DreamMaker Spa



IMPORTANT TIPS TO KNOW BEFORE DELIVERY

DELIVERY LOCATION:

Prior to delivery day, please be sure there is a clear path from your driveway to the location of where the tub is going. Please remove anything that would be in the path and if it is winter, snow must be shoveled/removed throughout the entire path and completely removed from the location that the tub will be placed.

When our hot tub delivery company reaches out to you to schedule delivery, they will be going over how the delivery is going to go.

Please Note: if a crane is needed you are responsible for the cost of the crane (usually \$650 - \$750) and this is paid directly to the crane company.

YOUR NEW HOT TUB NEEDS TO BE PLACED ON A COMPLETELY FLAT, LEVEL & SOLID SURFACE THAT WILL NOT BE SUSCEPTIBLE TO SETTLING OR FROST HEAVING:

It is required that the area where your new hot tub will finally be placed needs to be on a COMPLETELY FLAT, LEVEL & SOLID SURFACE that will not be susceptible to settling or frost heaving. The reason this is required is because hot tubs, all brands, are VERY heavy once the water is filled to its proper level. Serious damage can occur if a hot tub is placed on an incorrectly constructed surface, such as using gravel or crushed stone.

If you or your contractor have any questions or concerns, PLEASE do not hesitate to reach out to us! Feel free to consult with our General Manager, Chris Melanson!

Chris has over 30 years of hot tub delivery experience! And has seen it all!

Chris@PoolsandCues.com

508-832-6566

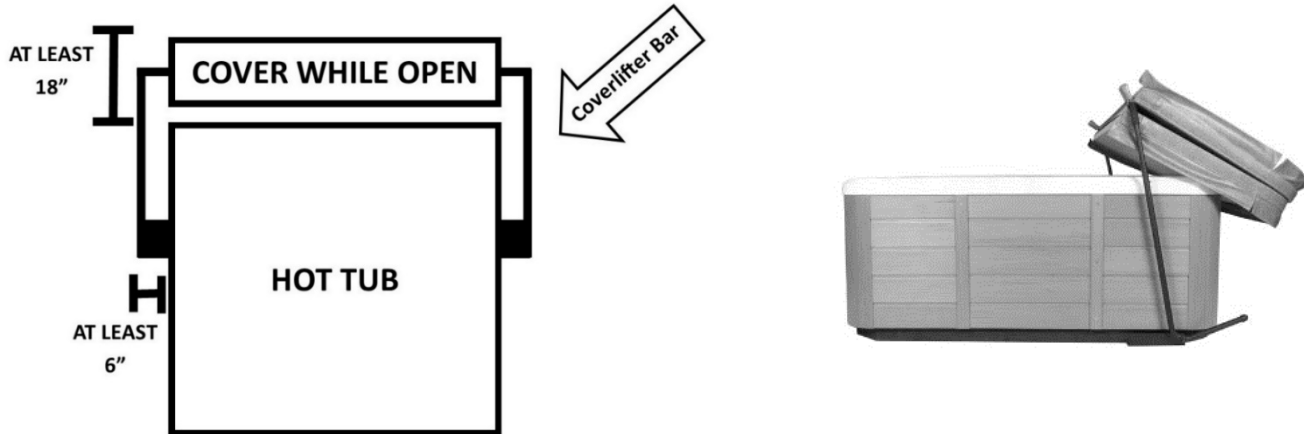
If you are looking for a contractor to build your pad, patio or deck, contact your Hot Tub Assistant! They can get you our recommended contractors list!

MAINTAINING AT LEAST THREE FEET OF FULL ACCESS COMPLETELY AROUND YOUR HOT TUB:

At least 3' (Three Feet) of access is needed around the entire sides of the hot tub in order to allow your electrician to properly wire the tub and in order to be able to repair or replace components on or inside the tub. If you are planning on having any or all sides of your tub placed against a structure of any kind or if you are planning on having the hot tub surrounded by a deck in any way, please be aware that Pools & Cues & Spas, Too is not responsible for the moving of the tub or any other structure in order for the tub to be serviced, repaired or replaced. If you have more questions on this, please contact Chris Melanson at 508-832-6566 or chris@PoolsandCues.com prior to any construction planning.

STEPS & COVERLIFTER CLEARANCE:

Your coverlifter, if included with your purchase, requires AT LEAST 18" of clearance on the side of the spa the coverlifter opens. The coverlifter also requires AT LEAST 6" on each side where the opening bars are located. If you have any questions on this, please contact your Hot Tub Assistant!



And then your step measurements are typically 3' wide and 3' deep. You will need to account for these step measurements when planning your pad, patio or deck so that the steps lay flat.

IF WE HAVE TO GO ON YOUR NEIGHBORS PROPERTY DURING DELIVERY:

At times, certain deliveries may require that our personnel, vehicles, or equipment need to go on your neighbor's property. If this is the case and is known before delivery, we kindly ask you to speak with your neighbor beforehand, just to confirm they are cool with this! And if your neighbor will not be home during delivery, we would also kindly ask for a letter stating that it is OK for us to go on the property and signed by your neighbor. You can just give this letter to the delivery personnel on the day of your delivery or email it to Chris Melanson at Chris@PoolsandCues.com

IF WE ARE REMOVING AN OLD HOT TUB FROM YOUR LOCATION: -The old hot tub is to be removed at the date and time of the new hot tub's delivery. (If you need the old hot tub removed on a date before your delivery, there will be an additional charge - please contact your Hot Tub Assistant for that amount.) See this further info...

- The water is to be completely drained from the old hot tub PRIOR to when our delivery personnel arrive at your location. (There will be a \$45 per 15 minute fee while crew waits for tub to drain completely.)
- The Electrical must be disconnected and wires/conduit removed from the old hot tub PRIOR to when our delivery personnel arrive at your location.
- The old hot tub cannot be surrounded by a deck or other structure. The old hot tub needs to be removed from its location without the need to dismantle the hot tub or any other structure. (There will be an additional charge for removal from deck or structure or any removal that requires dismantling of the hot tub or a structure - please contact your Hot Tub Assistant for that amount.)
- The old hot tub needs to be on a ground-level surface when our delivery personnel arrive at your location. If the old hot tub is on top of a deck or other raised structure, there may be an additional charge for removal (This additional charge, if needed, will not be able to be determined until a Delivery Site Inspection is performed by one of our staff.)
- Any hot tub that requires a crane for removal from your yard, you are responsible for the cost of the crane (usually \$650 - \$750.)

DELIVERY DAY:

(FWI...normal delivery time at your home is between 45 and 60 minutes.)

- At delivery, the delivery company will confirm the correct location for your tub, coverlifter, and electrical conduit opening location.
- Unlike other companies, the delivery company will also be setting up your cover, cover lifter, and your steps for you!
- They will be giving you a Black Box enclosed with a Sediment & Metals Pre-Filter, a bottle of *MetalGon*, and a complimentary Water Test Sample Bottle (please see the "*Filling Your Hot Tub*" and the "*Once Your Hot Tub is Filled*" sheets on how to use these.) We have also added a few other fun items for you as well (IF YOU DO NOT RECEIVE THIS BLACK BOX AT DELIVERY, PLEASE ASK THE DELIVERY PERSONNEL FOR IT! They may have just forgot it in the truck.)

If you have ANY Questions at all, do not hesitate to call us at 508-832-6566! We are only a phone call away!

AFTER DELIVERY:

As explained on the "*Once Your Hot Tub is Filled*" sheet, which is included in this packet, you will learn about the procedure of our In-Store Water Test & Chemical Orientation Class. Soon after delivery you will want to return to the store for this class. Take a look at that sheet. During this class is where we will be going over the results of your tub's first water test, and we will be giving you a chemical orientation class. You will be a chemical pro in no time! Also during this class, we will be showing you the proper operations of your hot tub, and the general operations of your cover and coverlifter.

We will have as much time as you need to answer any of your questions about the tub. We go over other helpful tips as well!

Please do not use your hot tub until it has been properly chemically balanced!

FOR ELECTRICAL REQUIREMENTS:

Please see the *"Everything Electrical"* Sheet included with this packet! (Please note, by law, the delivery company is unable to open-up the cabinet of your hot tub or perform ANY electrical work, even for 110V tubs. Any electrical work must be performed by you or your electrician. Also, your hot tub's owner's manual is located inside the cabinet access area of the hot tub. It is usually in a clear plastic bag, zip tied to a pipe. AGAIN, BY LAW, THIS BAG CAN ONLY BE REMOVED BY THE CONSUMER (you) OR YOUR ELECTRICIAN. **ASK YOUR ELECTRICIAN TO REMOVE THIS FROM THE HOT TUB ON THE DAY HE IS WIRING IT** (it is not harmful if the owner's manual does not get removed from the tub. Sometimes electricians leave it in the tub and if this happens to you there is no cause for concern!)

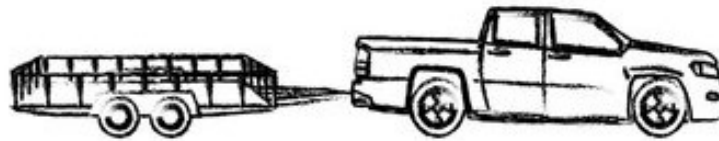
REMOVAL OF SHIPPING BOLTS:

When you receive your tub, if you see anything that asks you to "Remove Shipping Bolts," disregard this! The removal of these bolts has already been performed at our store!

If you or your contractor have ANY questions that will help make your planning easier, please do not hesitate to contact your Hot Tub Assistant!

PICKING UP YOUR TUB AT OUR STORE

For Your New DreamMaker Spa



-Are you picking up your new tub at our store? Many customers choose to pick-up their new tub at our store with a utility or snowmobile trailer. If this is your case, we'd like to go over some of the important info so when you arrive, everything will go smoothly!

NUMBER 1: If you are picking-up your new hot tub from our store, it is recommended that you call us at 508-832-6566 and ask to speak with Chris Melanson about picking up your tub. Please do this PRIOR to coming to our store to pick-up your tub. A short conversation may help answer any of the questions you have so that there will be no issues! Please call us or stop by at anytime for this "Self-Pick-Up Consultation." We've been doing this for a long time, and we're not saying you don't know what you're doing, but we ALL have the same goal...to get your tub to you home safely! Please don't hesitate to call Chris if you have any questions or concerns!

NUMBER 2: If we have informed you that your tub is ready to be picked-up, we can schedule the date and time you want to come to our store with your trailer. Just call us at 508-832-6566 and ask to speak with Chris Melanson on scheduling your tub pick-up.

-Things to consider:

- It is recommended to use a large utility trailer or snowmobile trailer as the trailer you will use to transport your new hot tub.

- We will load the hot tub onto your trailer with the use of our forklift.

- The hot tub is packaged on an 8' x 8' pallet. It is recommended to keep the hot tub on this pallet during transportation. The pallet is strong enough to rest on the side rails of a trailer.

- It is your responsibility to strap the hot tub and pallet down securely to your trailer. We will assist you with the proper way to strap the hot tub down while you are here to pick it up, but ultimately, you are responsible to be sure all is secure.

- We recommend bringing, at least, 2 straps that are, at least, 20' long, though longer straps are even better, depending on your type of trailer.

-The tub is built strong enough to absorb bumps on the road while being transported.

-The hot tub comes with a insulating cover. This cover is usually in a cardboard box that measures around 1' thick x 5' wide x 8' long. This cover cannot be strapped down too tight, as the straps could crush and cause damage to the cover. Most people put the cover box in the back of the pick-up truck's tailgate.

-If your tub includes a step and/or coverlifter, you will need to think about having room for these items, too. In most cases, these can go in the back of the cab.

-Taking the tub off the trailer / Moving the tub in your yard:

-Your hot tub weighs anywhere from 300lbs to 1,200lbs, depending on which hot tub you purchased. Because this is such a wide range of weight differences, we recommend to consult with us on the best way to get the tub off your trailer and to your desired spot at your home.

-Installation of Cover, Coverlifter, Steps:

-Setting-up your cover, coverlifter and steps are pretty easy. Directions on how to set-up and install these items are included in the box of the item, but please contact us if you have any questions on how to put anything together! We will assist you and make it all as easy on you as we can!

-Getting your tub running:

-Please see the other sheets in this packet for full information on all else that is involved in getting your tub ready to go!

EVERYTHING ELECTRICAL

For Your New DreamMaker Spa



-YOUR TUB'S ELECTRICAL WIRING AND REQUIREMENTS:

Your delivery personnel are not able to disconnect or connect ANY electrical connections. You or a licensed electrician will need to make these connections to the hot tub.

OWNER'S MANUAL ACCESS:

Your tub's electrical requirements such as Voltage and Amperage are stated on the front of your Sale Agreement, but you or your electrician may need additional information...which is in your hot tub's owner's manual. The manual contains ALL the electrical requirements data for your hot tub.

(IMPORTANT INFORMATION)

By law, the delivery company is unable to open-up the cabinet of your hot tub or perform ANY electrical work, even for 110V tubs. Any electrical work must be performed by you or your electrician! Your hot tub's owner's manual is located inside the cabinet access area of the hot tub. It is usually in a clear plastic bag, zip tied to a pipe. AGAIN, BY LAW, THIS BAG CAN ONLY BE REMOVED BY THE CONSUMER (you) OR YOUR ELECTRICIAN. **ASK YOUR ELECTRICIAN TO REMOVE THIS FROM THE HOT TUB ON THE DAY HE IS WIRING IT** (it is not harmful if the owner's manual does not get removed from the tub. Sometimes electricians leave it in the tub and if this happens to you there is no cause for concern!)

WANT TO GET YOUR OWNER'S MANUAL SOONER?

If you would like to get it sooner, please contact us on how to open your cabinet if you cannot figure it out OR... this Owner's Manual is available for download online at any time at www.DreamMakerSpas.com (OR USE THE HANDY "ACCESSING YOUR OWNER'S MANUAL" SHEET INCLUDED WITH THIS PACKET.)

PICKING THE RIGHT ELECTRICIAN:

Feel free to use ANY electrician you want, but we HIGHLY recommend contacting any of our house electricians! They are fully licensed and insured, VERY reasonably priced, and are VERY

familiar with YOUR hot tub! By the way... we DO NOT make a commission off our electricians! We just highly recommend using one of them because they are familiar with our products, which limits problems for us all!

-Steve MacGregor (MA Only) - 508-612-3810

-Chris Baker (MA Only) - 508-667-9906

-Matt Field (MA Only) – 508-769-9081

-Paul Archambault (CT, RI Only) - 860-935-5177

IMPORTANT ELECTRICAL NOTES

- 1) Your electrician does not have to be present when we deliver your tub. Usually, the electricians wire-up the tubs after the tubs have been delivered.
- 2) DO NOT FILL YOUR TUB until after the electrician has wired it.
- 3) IF your new hot tub is being hooked-up to 115V (Plug & Play,) the GFCI cord that is included with the tub typically extends out from the tub about 8' (8 feet.) By law, this cord must be properly installed by you or a licensed electrician. It is located inside the cabinet of the hot tub. If more cord is needed, an electrician will need to replace the included GFCI plug onto a longer cord or replace the entire cord. Any electrician will be able to perform this!
- 4) When the tub does get wired and turned on, in the rare situation where you experience any problems, we recommend contacting us first! We'll get you straightened out if anything goes wrong!
- 5) The tub can sit empty (with no water in it) for many days if your electrician can't get out to you right away, but please **keep the cover on the hot tub at all times when empty!**
- 6) Contact Chris Melanson at our store at 508-832-6566 PRIOR to any construction planning if you are planning on NOT having the electrical wires go through the factory "Electrical Inlet" as detailed on your model's "Tub Specifications Sheet" available for download online at any time at www.DreamMakerSpas.com (OR USE THE HANDY "TUB SPECIFICATIONS" SHEET INCLUDED WITH THIS PACKET) prior to any construction!
- 7) Please note, our delivery personnel are not able to drill any additional holes into the hot tub for electrical access. These holes are to be made by you or your licensed electrician. Holes can be drilled in any part of the hot tub the electrician feels fit to wire the tub. But

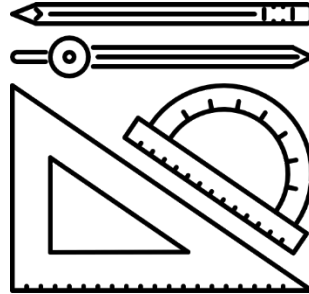
please have them contact Chris Melanson at our store at 508-832-6566 if there are any questions!

- 8) Again, our delivery personnel are not able to disconnect wires from an old tub or connect wires to a new tub. These connections MUST be made by you or a licensed electrician. This is by law.
- 9) If we are removing an old tub at the time of delivery of your new tub, PLEASE have the old hot tub completely disconnected and wire removed PRIOR to our delivery personnel arriving at your home.
- 10) And lastly, once your hot tub is filled and running, please do not use (enter) your hot tub until after it has been chemically treated!

**IF YOU OR YOUR ELECTRICIAN HAVE
ANY QUESTIONS AT ALL,
DO NOT HESITATE TO CONTACT US!!!**

TUB SPECIFICATIONS

For Your New DreamMaker Spa



Each DreamMaker Spa Model has its own specific specifications. These specification information sheets contain full measurements of the tub, location for electrical entry, and many other useful pieces of information you, your contractor or electrician may want to view. These sheets are available for download at www.DreamMakerSpas.com, under the “Spa Owners” section, but to make it even easier for you, we’re going to walk you through where to exactly find it.

FIRST, go to www.DreamMakerSpas.com by scanning this QR Code:

Next, at the top of the page to the right, you will see the link “Spa Owners.” Click on that and then you will see a link “Install Diagrams.” Scroll through this section to find your specific model (the exact model of your tub is noted on your Sales Agreement.) This is where you’ll find the PDF that has all the useful information. Feel free to download it and pass it along to your contractor or electrician!



If for some reason you do not see your model, contact us or DreamMaker Spas at 888-329-4847 and one of us will get you exactly what you need!

ACCESSING YOUR OWNER'S MANUAL

For Your DreamMaker Spa



Your owner's manual is located inside the equipment area of your hot tub, in a bag, attached to a hose or the electrical pak (it is in the bag with your tub's drain cap.) When your electrician opens the cabinet to wire your tub, he will be able to give you this. However, we know that you or your electrician may want to access your owner's manual before your tub is delivered. Below, scan the QR Code to access your owner's manual!

FIRST, go to www.DreamMakerSpas.com by scanning this QR Code: Next, at the top of the page to the right, you will see the link "Spa Owners." Click on that and then you will see a link "Owner Manuals." Scroll through this section to find your specific tub's Owners Manual which should be labeled as:

Owners Manual (Domestic) PU1 Pu2 – One & Two Pump Models



Also, please use this guide to better help you get the correct information:

Your Spa Model (Suite does not matter, just go by number)	Number of Pumps	Voltage Amperage
Core 1800L, 1800C, 1800R	1	Convertible, 120V-15amp OR 240V-40amp
Crossover 740S, 740L	2	240V-50amp
Crossover 730S, 730L	1	Convertible, 120V-15amp OR 240V-40amp
Cabana 3500S, 3500L	2	240V-50amp
Cabana 2500S, 2500L	1	Convertible, 120V-15amp OR 240V-40amp
Comfort 2000S, 2300S, 2300L	1	Convertible, 120V-15amp OR 240V-40amp

This is where you'll find the PDF that has all the useful information you may desire. Feel free to download it and pass it along to your contractor or electrician! If for some reason you do not see your correct owners manual or are having trouble figuring out which one is yours, contact us or DreamMaker Spas at 888-329-4847 and one of us will get you exactly what you need!

DIRT IN YOUR HOT TUB

For Your New DreamMaker Spa



Your new hot tub is wrapped in a protective packaging to limit damage from bumps and grinds, and from direct sunlight while the tub is in transportation or while in-stock at our store. At times, rain and elements can get through the packaging and cause the shell of the hot tub to look very dirty when it is unpackaged at your home. This is not a cause of concern and will not affect the water once it is filled-up! Your delivery personnel will clean the tub out the best they can at delivery, but there still may be a little quick clean-up you will have to do before the tub is first filled. If this is the case, we apologize in advance for this inconvenience!

If your shell has a dirt on it, shows water stains, or just looks dirty after your tub has been delivered, here is the easy way to clean it out before you fill it up.

- 1) With your drain plug open (your drain plug is on one of the corners of your hot tub) spray the shell off with your garden hose from the top of the shell working your way to the bottom. Spray any dirt down to the floor. Wipe off any dirt with a wet rag. At times, you may see a few wet pieces of cardboard that came from the protective packaging. Just remove that by hand.
- 2) Fill-up the bottom of your tub with water as it is draining. Let the water drain a little. Spray so the dirt goes into any jets or drain screens. The dirt will find its way out through the drain.
- 3) Wipe any water stains with a wet rag. All the stains may not come off, but we assure you, once the tub is filled-up and once it first gets its sanitizer added to it, those stains will disappear for good! (There is no need to use a cleaner to clean the tub, but if you wish to use something, vinegar & water is the best thing to clean a hot tub shell with.
- 4) Once the tub looks pretty good, close your drain valve and fill the tub up USING THE DIRECTIONS on the **Filling Your Hot Tub** sheet in this packet. Once the tub is filled, your hot tub's filter cartridge(s) will collect any left-over dirt in the tub. That's what those filters are for!
- 5) Thank you, again, for your patience if you had to take a little extra time doing this.

If you have ANY questions or concerns, please do not hesitate to CONTACT US AT
508-832-6566 or email Chris at Chris@PoolsandCues.com

FILLING YOUR HOT TUB

For Your New Dreammaker Spa



DON'T JUST PUT THE HOSE IN!!! FILL YOUR TUB CORRECTLY!!! If you have ever had a hot tub before, you may know how most tubs can experience an 'Air Lock' when they are filled for the first time. Dreammaker Spas has a specific way to fill them so that an Air Lock will be less likely to happen! Follow these instructions when Filling Your Spa...

- 1) Please remove Filter Cartridge. Keep this removed until spa is completely filled.
- 2) Attach the sediment and metals Pre-Filter to your garden hose that your received with your hot tub at delivery.



- 3) Put the garden hose Pre-Filter into the area where your Cartridge Filter goes and fill the tub completely this way (fill the tub to the bottom of the headrests.) The Pre-Filter only needs to rest in this area! No need to force it down! (see the next 2 pictures)





- 4) Again, fill your spa to just below the headrests. Feel free to adjust your water level once you start using your spa. You'll see what level works best for you when you start using it. Please, do not use your hot tub until after it is properly chemically balanced by us!
- 5) Once tub is completely filled:
 - Remove the garden hose from the tub. Store your Pre-Filter somewhere it won't freeze!
 - Remove any items from the tub, like rubber ducks, cleaning rags or sponges, etc.
 - Turn on the tub's power breaker.
 - Once the tub is running, re-Insert the Filter Cartridge.
 - Add your Leisure Time or D1 Vision Mineral Cartridge where it goes (if you just received your tub and have not received your "Orientation Class" at our store after your first water test, you don't have this Mineral Cartridge yet. You will receive this when you come in for this Class and we will show you where it goes.)
 - Replace your Pre-Filter and Filter Cartridge(s) every 1 to 2 Years. Replace your Mineral Cartridge every 4-6 Months. We always have these items in-stock!

Scan this QR Code to watch a video on how to fill your Dreammaker Hot Tub



If you happen to experience an Air Lock, CONTACT US AT 508-832-6566

ONCE YOUR TUB IS FILLED & HOT

For Your New DreamMaker Spa



ADD THE BOTTLE OF METALGON TO THE TUB ONCE THE TUB IS FILLED:

At delivery, the delivery personnel handed you a bottle of MetalGon. Once your tub is filled, add this entire bottle of MetalGon directly to the hot tub water (we suggest you wait until the hot tub is powered and able to run before adding this chemical.)

DO NOT USE YOUR TUB RIGHT AWAY:

Please do not use (enter) the hot tub until it has been properly chemically balanced! You will be bringing in your water sample to us to get it chemically balanced. Most customers are able to use their tub the night of their first water test, but we'll explain more when you come in for your Water Test & Chemical Orientation Class!

YOUR FIRST WATER TEST AND CHEMICAL ORIENTATION CLASS AT OUR STORE:

After your hot tub is filled, get the water up to your desired temperature (most people set it to 102 degrees in winter and to 100 degrees in the summer.) Next, within the next couple of days after filling the tub, you will want to plan to bring in a sample of the hot tub water to our store. Bring this sample to us during business hours (our store hours are always online at www.PoolsandCues.com.) Also, PLEASE get this sample of water to us WITHIN 1 HOUR from taking the sample from your tub!! To collect the water, you can use any plastic bottle or Tupperware container of any kind that is rinsed out real good with the hot tub water. Once you get to our store, we will test your water, we will give you your chemical package, and then explain the extremely easy chemical instructions. You will receive an easy-to-follow instructions sheet as well! There is no need to make an appointment for this visit and class and it usually takes only 15 – 20 minutes. If you have any questions on this now, please contact your Hot Tub Assistant!

Again...

- Do not use the hot tub until it has been properly chemically balanced (after your class!)
- Get the water in the tub to your desired temperature **before** bringing in your water sample!
- Bring the water in any plastic bottle that is rinsed out really good first!
- Get the water to us within 1 hour after taking it from the tub!

See you at the store! When you get here, just tell us who you are and that you just received your new hot tub!



760 Southbridge Street, Auburn, MA 01501

508-832-6566

www.PoolsandCues.com

POOLS & CUES & SPAS, TOO HAS IT ALL

For Your New DreamMaker Spa



Pools & Cues & Spas, Too has been PROUD to carry EVERYTHING our family of customers need to keep their DreamMaker hot tubs clean, clear & comfortable...all at discount prices! We always have available your tub's Cartridge Filters, Vision Cartridges, Proper Chemicals, and Hot Tub Headrests and Covers. PLUS, we have the knowledge! Water testing is ALWAYS free at Pools & Cues & Spas, Too! Bring in a sample of water at any time and you won't pay a thing for the test unlike many of our competitors (most people will bring in a sample of water after they re-fill their hot tub.) We will ALWAYS be here for YOU! We can't stress enough how much we appreciate your support of our family business!

REPLACE YOUR HOT TUB CARTRIDGE FILTER EVERY 12 MONTHS:

When you need a new cartridge filter, just stop by and let us know your last name and that you have one of our DreamMaker Hot Tubs. We have a new Cartridge Filter here waiting for you when you need it!

REPLACE YOUR VISION CARTRIDGE EVERY 6 MONTHS:

When you need a Vision Cartridge, just stop by and let us know your last name and that you have one of our DreamMaker Hot Tubs. We have a new Vision Cartridge here waiting for you when you need it!

RE-FILL YOUR HOT TUB & GET A WATER TEST EVERY 6 MONTHS:

Most DreamMaker Hot Tub owners drain and re-fill their spa every 6 months. Draining & re-filling is easy, but if you have any questions about the procedure, just contact us and we'll get you through it! Then once the water is filled and hot, bring us a water sample and we'll get the tub perfectly balanced!!

We've Got Everything You'll Need!!

Stop by Our Store at Any time To Pick-Up Your Supplies!

What You'll Need:

Your DreamMaker Spa Filter(s)



Always in-stock when you need them! Our filters are Original OEM Filters direct from the manufacturer (not generic) and are always priced at a low cost! Replace these filters every 12 months. We also have your filter chemical cleaner in-stock for when you drain and re-fill your tub.

Your DreamMaker Spa Vision Cartridge



Vision Cartridges are also always in-stock when you need them! These cartridges help keep your water crystal clear and will need to be replaced every 6 months. And we've got them at a low, low price for our Customers!
THE LOWEST Than ANYWHERE Else!



All Your Leisure Time Chemicals

Leisure Time Chemicals are THE BEST and purest on the market today for Hot Tubs! We carry them all and we'll have them when you need them. And don't forget, we test water for free, so stop-by at any time if you want to be sure your water is 100% correct!

Please Contact Us With Any Questions You Have!!

Doc number #: 00DMPRODUCT01

PROTECTING YOUR HOT TUB

For Your New DreamMaker Spa



IMPORTANT TIPS TO KEEP YOUR TUB IN TOP SHAPE!

OPENING YOUR COVER:

When opening your cover, PLEASE BE SURE TO UNCLIP ALL COVER LOCKS! Once the tub is in your yard, you will be opening and closing the cover a lot, but if you open ANY hot tub cover and accidentally forgot to unclip your cover locks first, the plastic clip may break off and is not covered under warranty. It is very easy to fix a lock if this ever happens to you, but we just don't want that to happen to you! If it does ever happen, just stop-by our store and we can show you how easy it is to fix!

PROTECTING YOUR INSIDE SHELL FROM THE SUN:

Please be sure to NEVER keep your cover opened for long periods of time when it is sunny out **while your hot tub is empty!** Hot tubs, when empty of water and left in direct/indirect sunlight without the hot tub cover in place, are vulnerable to ultraviolet or solar damage. Temperatures generated by sunlight can become concentrated in the shell surface causing the shell material to delaminate. So PLEASE do not leave the cover off or open long when the tub is emptied! It may result in surface blisters, bubbles, or large layer delamination and this is not covered under warranty. If this was ever to happen, it is mainly only a cosmetic issue, but we just don't want to hear of this happening with your new tub!

KEEPING YOUR COVER IN GOOD SHAPE:

It is recommended to open your cover periodically, when the tub is filled, to let it all "air-out." If you ever go long periods of time where you don't use the tub and don't open your cover here and there, you can hurt the cover! The cover is designed to keep in all the heat, but it also keeps in all the moisture as well, and that moisture will start to get into the cover over time, which will cause the cover to get heavy! By opening the cover every week or two (again, while the tub is filled) and keeping it open for 20 to 30 minutes, you will prolong the life of your cover!

We sell a great cover cleaner & protectant chemical that should be used on EVERY hot tub cover. We highly recommend using this chemical! If you are interested in purchasing this chemical, just ask us! We always have it in-stock!

KEEPING YOUR HEADREST PILLOWS IN GOOD SHAPE:

Overtime, your headrest pillows will lighten from the moisture and chemicals in the hot tub. No matter what brand or model hot tub a person owns, no matter what chemicals a person uses, the headrest pillows will eventually fade and even start to break down. By airing out your tub once in a while (like spoken about under “Keeping Your Cover in Good Shape”) you will prolong this from happening. We even recommend to remove the pillows completely from the tub if you know you will not be using the hot tub for a long period of time (they just pull right off.) The pillows are replaceable, and we always have them in-stock for you to purchase, but we want them to last as long as possible for you!

PROTECTING YOUR TUB FROM CRITTERS AND INSECTS:

Dreammaker Hot Tubs are designed and built to be protected from mice, ants, and other critters and insects entering it, but this DOES NOT mean they CAN NOT enter it! No matter how protected any hot tub is, it is still incredibly wise to protect the hot tub even more, especially if your tub is in or close to a highly wooded area! Spraying around your tub for critters & insects is a MUST in New England! We personally use a product called Tomcat Rodent Repellent and a product called Ortho Home Defense, both sold at your local hardware stores. Read the directions on the bottles and spray it all around your spa just as you would around your house! This can save you big headaches down the line and prolong the life of your hot tub! If you have any questions on this, please reach out to us!

INSURE YOUR HOT TUB!

Lastly, we highly recommend you do this next part! Now that you have this awesome new hot tub, you want it FULLY protected! We recommend you contact your Homeowner's Insurance Company and let them know you have the new tub in your yard, but we also highly recommend that you also inquire with them on how much more your policy would be to add a rider to your policy that covers your hot tub for ALL DAMAGES. Your hot tub is covered by one of the hot tub industry's best and longest warranties, but there are still things that can happen that are not covered under your warranty. We have seen it all! Trees falling onto a tub, house fires that affect a tub, lightning hitting a tub, power outage freeze-ups, severe insect, critter or animal damage that makes a tub inoperable, motor vehicles crashing into tubs...one of our customers' hot tubs was even stolen right out of their yard! We don't inform you of this all to scare you, but just to make you aware that a few extra dollars a month to your insurance policy could save you a lot of disappointment in the future! If you have any questions on this, please reach out to us.

CONTACT US RIGHT AWAY IF THERE IS A PROBLEM!

If you are experiencing an issue with your DreamMaker Spa, don't wait! Contact us ASAP so the problem doesn't become worse!



760 Southbridge Street, Auburn, MA 01501

508-832-6566

www.PoolsandCues.com

SERVICE REPAIRS & WARRANTY

For Your New DreamMaker Spa



Great Warranty. Local Service. We've Got You Covered.

Dreammaker Brand Spas carry one of the hot tub industry's most comprehensive warranties for a tub in its price range! And when you purchase your Dreammaker Brand Spa from **Pools & Cues & Spas, Too**, you also have the peace of mind of knowing that your warranty service is handled locally by a team you already know and trust.

We have **two full-time service technicians on staff, plus a backup technician**, and we stock the parts needed to service and repair the Dreammaker Brand Spas we sell.

We all know that unexpected issues can happen with any product. **If they do, we've got you covered!**

NO NEED TO REGISTER YOUR NEW SPA!

There's nothing you need to do to register your new Dreammaker Brand Spa for warranty coverage.

We take care of the online warranty registration for you!

That's one less thing for you to worry about after your new spa is delivered.

WATCH FOR YOUR DOCUSIGN EMAIL

After your hot tub has been delivered, you will receive an email from **Pools & Cues & Spas, Too via DocuSign** containing your:

Dreammaker Hot Tub Warranty Service & Repair Agreement

Please review and electronically sign this agreement when you receive it.

The agreement explains how warranty service and repairs are handled, including scheduling, warranty coverage, customer responsibilities, and other important information should your Dreammaker ever require service. The agreement does **not** replace or change your Dreammaker Limited Warranty; your applicable Dreammaker Limited Warranty determines the actual coverage for your spa.

WARRANTY SERVICE MEANS NO SURPRISE REPAIR BILL

If you experience a problem during the applicable warranty period and the issue and required repair are determined to be covered by your Dreammaker Limited Warranty:

THERE IS NO CHARGE TO YOU FOR COVERED PARTS OR COVERED LABOR.

You also **do not need to provide or keep a credit card on file** solely for covered Dreammaker warranty service or repairs.

Warranty coverage varies depending upon your Dreammaker collection, model, model year, component, and applicable warranty period, so each reported issue must first be diagnosed and verified as a covered warranty condition.

HOW TO REQUEST SERVICE OR REPAIR

If something doesn't seem to be working correctly—or if you experience **ANY issue with your Dreammaker Brand Spa**—we're only an email, phone call, or text away!

Please contact our **Service Department Manager, Marlaine St. Cyr**, and she will gather the necessary information and get your service request into our system for one of our technicians.

We recommend contacting Marlaine first rather than contacting a technician directly. Contacting a technician directly will not result in faster service and may delay getting your request properly entered into our service system.

Marlaine St. Cyr — Service Department Manager

Email: Marlaine@PoolsCuesSpas.com

Calls Only: 508-832-6566

Texts Only: 774-289-6058

Once the Warranty Service & Repair Agreement has been signed and the necessary warranty information has been received, your warranty service request can be placed into our scheduling system.

ACCESSING YOUR WARRANTY DOCUMENT:

To look up your warranty document, scan the QR Code. This will take you to the warranty.

Your warranty coverage and coverage periods depend upon your specific collection, model, model year, and component.



For information regarding your hot tub cover warranty, please refer to the “COVER WARRANTY” sheet included with your packet.

WE'RE HERE WHEN YOU NEED US!

Your Dreammaker hot tub is something you purchased to **relax and enjoy—not worry about.**

From registering your new spa for you, to keeping parts on hand, to having our own local service technicians, our goal is to make owning your Dreammaker Brand Spa as easy and worry-free as possible.

If you ever have a question about your spa, your warranty, or how to request service, **just give us a call. We're happy to help!**

Pools & Cues & Spas, Too

760 Southbridge Street • Auburn, MA 01501

508-832-6566

Enjoy your new Dreammaker® Hot Tub — and remember, if you ever need us, we've got you covered!



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508-832-6566

www.PoolsandCues.com

WE'D LOVE TO HEAR FROM YOU!

Pools & Cues & Spas, Too has been in business since 1993, and during those years, we've learned a thing or two on how to take care of our customers. I truly believe you will find your new DreamMaker Spa to be a great spa that you and your circle of family & friends will enjoy for a long time. I also believe you will find myself and my staff very knowledgeable, professional, and courteous. However, I have been doing this long enough to know that in any business, things will not go perfectly 100% of the time. I wish it did, but it is just not possible. So I would like to assure you that if you ever experience an issue with your DreamMaker Spa, or if a member of my team ever makes a mistake, you will be taken care of in the quickest way possible! I am quite proud that our reviews are very impressive, but this does not mean that we do not make a mistake occasionally. If this ever happens, I ask you to reach out to me directly so I can get the opportunity to correct this mistake. I have been with this company since I was 14 years old and I'm just as passionate about how our company treats our customers as I was when I was a young man! If a mistake happens, please let me know directly. I am a very understanding and down-to-earth person, and I know if it wasn't for customers like you, there would be no Pools & Cues & Spas, Too!



My email is: Chris@PoolsandCues.com

My phone is: 508-832-6566

Thank you, again! And I'll see you around the store!

-Chris Melanson, Co-Owner, General Manager

I'd also LOVE to show other people what you feel about us online! Would you consider giving us a review on Google? If you are, scan the QR Code to bring you directly to our Google Business Page! Or feel free to Google search us to leave the review!

