



GALAXY

home recreation

Hot Tub/Swim Spa Quick Reference Guide



Welcome

Welcome to the Galaxy Home Recreation family! The following guide is to help you understand your new hot tub or swim spa and the maintenance needed for it to perform at its optimal level so that you can get the most enjoyable use out of it.

Your spa installation will require the following from you:

1. To decide where you want your new spa situated and the foundation it will sit on
2. To determine the access for us to best deliver your spa
3. Adequate power as well as proper cord length for us to hook up your new spa
4. Accessible garden hose and water to fill the spa

Different spas have different power requirements. Be sure to check with your salesperson and/or your installation agreement before having an electrician install power to your desired location. Having improper power may result in an additional trip fee by Galaxy to come back and finish your install and potentially an additional cost assessed by your electrician to come back and correct the power.

Our service department will reach out to you and schedule a day that is convenient for your installation within 2 business days of your finalized purchase.

For questions on service or scheduling, please call/text our service and scheduling department at 918.794.7221.

You may submit a service request directly from our website by clicking on the “Service Request” button at www.GalaxyHomeRecreation.com.

Additionally, help videos can be seen online at www.GalaxyHomeRecreation.com. You may also place chemical orders online and have them shipped directly to your home! Free shipping with any \$99 chemical and/or accessory order.

For questions about your purchase, please contact your local salesperson:

Oklahoma City: 405.947.6565

Edmond: 405.546.4050

Broken Arrow 918.770.7134

Tulsa 918.835.1166

Before Installation Checklist

☐ **Pad For Your Spa:** A concrete pad is the best place to set your hot tub and the only recommended place to put a swim spa. Hot tub concrete pads should be a minimum of 4" thick and a minimum of 6", rebar reinforced concrete for a swim spa. However, if you choose not to use concrete as your hot tub pad, Galaxy does offer a Spa Pad for up to 8'x8' hot tubs that can be placed on a level surface in place of a concrete pad.

☐ **Electric Requirements:** Galaxy sells both 110v hot tubs as well as 220v hot tubs and swim spas. For those wanting the ease of "plug-and-play" 110v hot tubs, you will need to ensure that you have 110v, 20amp service at the spot you choose to have your hot tub. There is typically no more than 5' of cord available in most 110v hot tubs so you must be near your 110v GFCI outlet to plug in your hot tub.

• For 220v hot tubs your power requirement could be 40, 50 or 60 amp service. **See the chart below as well as the 3-wire and 4-wire diagrams at the bottom of this page for proper installation.** You must have a "whip" cord run from your GFCI electrical box to the location of your hot tub **plus an additional 6 feet.** Typically this needs to be run to where the front-corner of your spa will be situated, however, certain spas may vary from this. You will want to consult your salesperson with any questions on the exact location where the installers will hook up your spa.

Please note that Galaxy charges \$99 if a return trip is required to connect the electric to your spa. Please have that done prior to delivery.

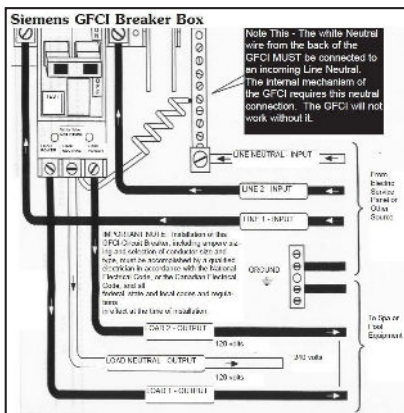
SPA 220V ELECTRICAL REQUIREMENT CHART				
BRAND	40 AMP	50 AMP	60 AMP	100 amp 60/40
Bahama			X	
Jacuzzi	X	X	X*	
Sundance	X	X	X*	
Nordic	X	X		
Bahama Swim Spas			X	
Hydropool Swim Spas			X**	
Dual Temp Swim Spas				X

* 60 amp for Jacuzzi/Sundance to allow to pumps and heater to operate at same time
 ** Hydropool Trainer models require a separate Junction box to run 2 sperate 4 wire lines to unit

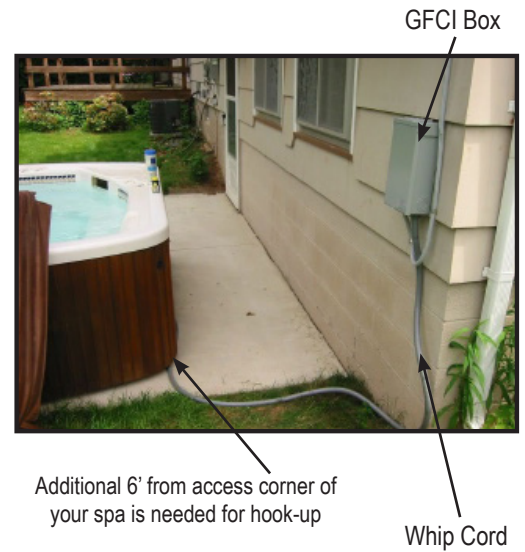
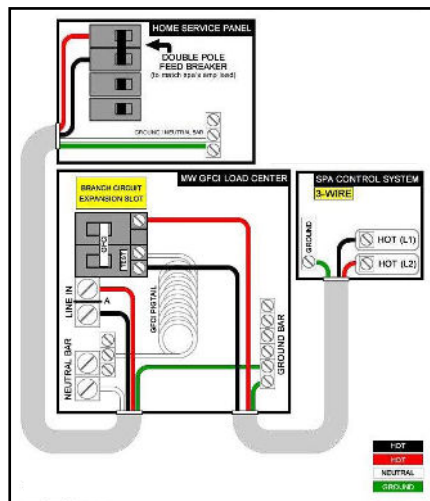
☐ **Access to Deliver Your Spa:** Hot tubs and swim spas vary in height and width. Most hot tubs can be turned on their sides for delivery requiring 3' - 5' access needed. Swim spas cannot be delivered on their sides, therefore, there must be 10' of clearance. Both swim spas and hot tubs have minimum clearance necessary for delivery so please check with your salesperson on the access needed for the delivery of your particular spa. On more restricted access situations the home owner can often remove a fence panel for delivery of their spa. If necessary, Galaxy can make arrangements with a crane service to assist in the delivery of your hot tub or swim spa. Any costs associated with crane delivery are the responsibility of the purchaser, not Galaxy. Please note that installing on a deck or surface higher than 30" off the ground may require extra manpower or the assistance of a crane. Additional costs for such delivery are the responsibility of the purchaser in accordance with your installation agreement.

It is crucial to ensure that your electrician wires your GFCI to the diagram specs below depending on your spa. If not hooked up correctly this could void your spa's warranty.

SPA 4-WIRE DIAGRAM



SPA 3-WIRE DIAGRAM



Cover Lifters

Cover lifters are available for your spa from Galaxy. They make removing your hot tub cover simple and easy! Two of our most popular cover-lifts are:

- Basic Easy Lifter (G-Lyft)
- Hydraulic Cover Lifter (With hydraulic action this is the easiest cover lifter. Especially helpful for those that may have a more difficult time lifting the cover on their own or with Swim Spas.)

Note: Other cover lifter options are available for those with a deck or pergola where these options may not work. Ask your salesperson for details!

G-Lyft



Hydraulic Lifter

If you purchased a cover lifter with your spa, Galaxy will install it when we deliver your spa provided the required clearance is available.

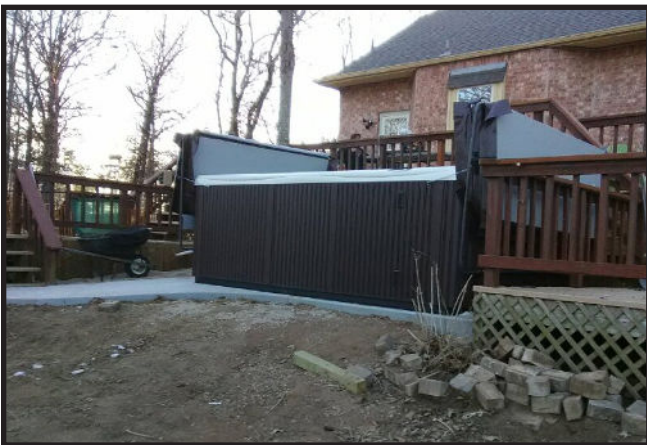
Cover lifters require 18" of clearance to open your spa. You will need to account for this space when deciding where to have your spa installed. Hydraulic lifts only require 6" of space. For swim spas, you will need 18" on both ends as a lifter is attached to both, or 6" of both ends with hydraulic lifts. Also keep in mind the height requirements if you are putting your spa under a pergola or other covered area as you will need a minimum of half the cover size of clearance to open your cover. There is also cover overhang off the back of the spa that will need room available to operate. Keep this in mind if you are dropping your spa into a deck or similar.

While cover lifters are typically installed on the back of a hot tub (opposite the control panel), on many square-shaped spas the option is available to install on the back or on either side if you prefer the cover and the natural privacy the cover creates facing a different direction. This option is not available on rectangle shaped spas. If you have a rectangle-shaped spa and need your cover somewhere other than the back there are other options available. Contact your sales person for information.

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Installation Photos

Most homeowners would like to know what their project will look like after installation. Below are some great photos of our installation and what to expect after the install is completed.



Starting Up Your Spa

The following are the steps needed to get your spa started. This applies to the initial fill-up upon delivery of your spa as well as each time you drain and re-fill your spa.

1. Fill your spa with clean water through the filter compartment. Never do a fresh fill by putting the hose directly into your spa. This can cause a dry lock of your jets. It is fine to top off your water level directly into the spa, however, on initial and future fresh fills, always place the garden hose into the filter area.
2. Turn on the power to spa at the circuit breaker.
3. Insert Leisure Mineral Stick into skimmer compartment, or skimmer basket.
4. Test and if necessary adjust your water's balance. pH 7.2 - 7.6; Total alkalinity 80 - 120; and Calcium Hardness 100 - 400. You can also bring a sample of your water to any Galaxy Home Recreation location and we will digitally test your water and help explain any necessary adjustments.
5. Add 2 tbsp. Spa56 or Shock Xtra (4 tbsp. for swim spas) with jet pump running for 30 minutes and cover open.
6. Before entering your spa be sure to rinse, **not wash** your bathing suits and remove all lotions and make-up to ensure your water stays fresh and clear without foaming.
7. Maintain your water using the **Galaxy Water Care Systems** Instructions in this guide.

**For videos on maintaining your spa, testing your water and more, visit our online help!
<https://www.galaxyhomerecreation.com/pages/easy-maintenance-tips-for-your-hot-tub>**

Initial Water Care Voucher

Bring this Hot Tub Guide to any Galaxy Home Recreation showroom as well as a sample of your water for testing. We will provide you with \$79 in free water care products tailored specifically to your water's balance. This coupon is good for one-time use only and must still be attached to this guide to be valid.

Thank you for your spa purchase from
Galaxy Home Recreation!

This voucher is good for your initial water care products. We recommend bringing a sample of your tap water to any Galaxy location before or just after your spa is installed for testing so that we can recommend to you the products you need specifically for your water.

\$79

Salesperson Signature

Date Used



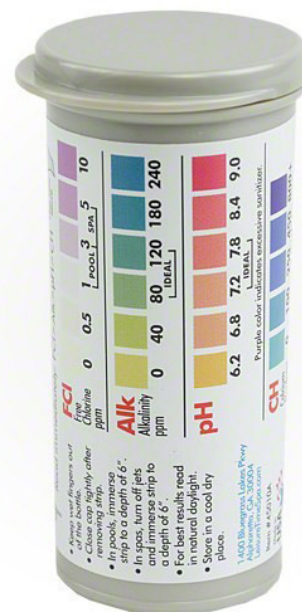
Reading Your Test Strips

Maintaining proper water balance is critical to having nice, fresh, clean and odor-free water for your enjoyment in the spa. Keeping your spa's water balanced is easy and quick taking only a few minutes per week if done on a regular basis. If you let the water become unbalanced however, it can be a much more tedious process to bring it back into balance.

If you're new at reading test strips it can seem a little overwhelming at first, but rest assured, after a few times you'll feel like a pro! And remember, you can always bring a sample of your water to any Galaxy Home Recreation location and we will gladly test your water for you.

On most hot tub test strip bottles you'll see four readings that you can test for:

- FCI or the Free Chlorine in your water
- Alkalinity
- pH
- CH or the Total Hardness of your water



For spas purchased at Galaxy the levels you will be most interested in are the Alkalinity and the pH. **You will ignore the FCI** or Free Chlorine reading as the mineral sanitizer in your filter area replaces Chlorine as your main sanitizer. It should read white at all times provided you replace the mineral sanitizer every 4 months **or when you drain and refill your spa.**

The CH or Total Hardness will be in an acceptable range out of the tap for most spa owners. If you are on well or rural water and your CH is extremely high or low you will need to bring it to an acceptable level.

The minimal amount of **Spa56** and **Renew (or Shock Extra)** that you add after you get out of your spa (see "Galaxy Water Care Systems") requires that your Alkalinity and pH be in balance for them to properly work.

Dip your test strip into the water for a few seconds. After you remove it from the water match the Alkalinity color that most closely resembles the color on your bottle. If your Alkalinity is too high or too low add 2 tbps. of Alkalinity Up or Alkalinity Down respectively and allow the jets to run their cycle. After 30 minutes, re-test and continue to adjust if necessary at 2 tbps. each time until the test strip color is in the proper range.

Next, check the pH level. If the color reads too high or too low adjust the same way you did the Alkalinity at 2 tbps. every 30 minutes until the water is balanced. If the water out of your tap tends to maintain a high or low pH level, as you top off the water in your spa you can preemptively add a couple of tablespoons of pH up or down at that time to help keep your water in balance.

Need products for your spa but can't make it in to see us? Order from our website and receive *free shipping* to your home with any \$99 chemical and/or accessory purchase!

www.GalaxyHomeRecreation.com

Galaxy Water Care Systems

Spa Mineral with Non-Chlorine Shock System (Recommended)

- Start Up:
1. Fill your spa with clean water **through filter compartment**, not directly into the seating area of the spa.
 2. Turn on the power to spa at the home's circuit breaker.
 3. Insert the Mineral Stick into skimmer compartment, or skimmer basket.
 4. Adjust pH if necessary to 7.2 - 7.6; Total alkalinity 80 - 120; and Calcium Hardness 100 - 400.
 5. Add 2 tbsp. Leisure Time Spa 56 per 250 gallons, add this with jet pump running for 30 minutes and cover open.
 6. Wait 48 hours, add stain and scale control per labeled instructions. (Recommended for hard or rural water.)

- After Each Use:
1. Add 1 tbsp. Leisure Time Renew per person with the jet pump running.

- Weekly:
1. Test pH and Total Alkalinity levels of the spa weekly.
 2. Add stain and scale inhibitor per labeled instructions. (Optional for hard or rural water.)
 3. If pH is does not fall within the range of 7.2 - 7.6, adjust as needed with pH Up or pH Down.
 4. Add 2 tbsp. Leisure Time Spa56 per 250 Gallons.

Spa Mineral with Shock Extra

- Start Up:
1. Fill your spa with clean water **through filter compartment**, not directly into the seating area of the spa.
 2. Turn on the power to the spa at the home's circuit breaker.
 3. Insert the Mineral Stick into skimmer compartment, or skimmer basket.
 4. Adjust pH if necessary to 7.2 - 7.6; Total alkalinity 80 - 120; and Calcium Hardness 100 - 400.
 5. Add 2 tbsp. Shock Extra per 250 gallons. Add this with jet pump running for 30 minutes and cover open.
 6. Wait 48 hours, then add Protect Plus per labeled instructions. (Recommended for hard or rural water.)

- After Each Use:
1. Add 1 oz Shock Extra with jet pump running per 500 gallons

- Weekly:
1. Test the pH and Total Alkalinity levels of the spa weekly.
 2. Add Protect Plus or Hot Tub Serum per labeled instructions. (Especially important for hard or rural water.)
 3. If pH is does not fall within the range of 7.2 - 7.6, adjust as needed with pH Up or pH Down.
 4. Add 2 tbsp. Shock Extra per 500 Gallons **only if you have not shocked it during the week after use.**

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Extended Maintenance

For Use With All Water Care Systems

Monthly: 1. Rinse filters with water.

Every 3-4 Mos: 1. Spray Jacuzzi Filter Cleaner on your filters and let sit for 30 minutes before hosing off with water and reinserting into spa.
2. Drain, clean and refill your spa.
3. Clean cover & pillows with cover conditioner. If in direct sunlight 8 or more hours per day, repeat this step monthly.
4. Replace Leisure Time Spa Minerals.

Annually: 1. Replace Cleararray Bulb and clean the quartz tube in Jacuzzi and Sundance spas each year. Replace Aquanova or Ozone/UV every 2-3 years. See website for instructions.
2. Inspect filters and replace if necessary.
3. Diverter valves and some jets can be removed and placed in a 5 gallon bucket with Protect Plus or Hot Tub Serum for extended life.
4. Purge spa with Hot Tub Serum Total Cleanse to rid the jets and lines of buildup and to extend the life of your spa.

Other Tips: If water becomes hazy, test and adjust pH and Total Alkalinity, then add 1 oz shock (Shock Extra or Renew) per 250 gallons. Leave cover open with jet pump running for 30 minutes.

Filtration: The continuous filtration pump on 780, 880 and 980 series Sundance and 300, 400, and 500 series Jacuzzi spas are preprogrammed to operate 8 hours per day. If you encounter water clarity issues, increase filter pump to 24 hours per day. Reference owner's manual for instructions on how to make this change.

**For videos on maintaining your spa,
testing your water and more, visit us online!**

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Troubleshooting Your Spa's Water

From time to time your spa water may not look clear or may have a foul smell. This section will help you understand and diagnose the issues with your water so that you can get it back to its optimal condition.

Most of the issues surrounding the water in your hot tub or swim spa stem from water that is out of balance. When your spa's water is not balanced, the Renew and the Spa56 or Shock Extra are not able to operate keeping your minerals and water care products from killing unwanted bacteria. This will often result in a foul odor coming from the water as well as cloudiness and foaming.

Most water issues can be fixed simply by testing the water with your test strips or bringing a sample of your water to any Galaxy Home Recreation showroom where we can digitally test your water. Then, adjusting the pH and Alkalinity to their proper levels allowing the shock and chlorine in your water to begin to work as they are designed.

Another common question is about water foaming that is not due to water being out of balance. There are a few things that can cause your hot tub or swim spa water to foam:

- **Bathing suits that are washed instead of simply rinsed.** Soap from washing remains in your clothes and is transferred into your water causing the spa to foam.
- **Using the same bathing suits you use at the lake or beach.** It's always best to have bathing suits that you use exclusively in your spa. Swimwear that has been used at lakes and beaches will contain bacteria, algae and other foreign particles that will end up in your spa causing issues with your water.
- **Lotions and make-up.** Foreign substances in water, such as lotions and make-up will also cause water to foam.
- **Non-spa fragrances.** There are many wonderful scents that you can add to your spa that are made specifically for spas and don't cause foaming. However, use of non-spa fragrances will cause your water to foam.

What to do if your water has foam

Galaxy Home Recreation offers spa defoamer that will provide immediate but temporary relief from a foaming spa. Apply it directly to the foaming water and you will see the foam dissipate. However, this is not a permanent solution as the cause of the water foaming is still inside your spa. For slight foaming, taking the filters out and rinsing them with a filter cleaner before putting them back in can solve minor issues. If this doesn't take care of the foaming, you may have to drain your spa, clean it thoroughly, clean the filters again and then refill. **If you must drain and refill your spa you will need to also replace the mineral sanitizer that's in your filter area.** Be sure to remove lotions and make-up, as well as thoroughly rinse all bathing suits prior to re-entering your spa.

Remember, we offer free water testing at all of our locations and we will gladly test your water and help you to correct any issues you may have with your spa.

Need products for your spa but can't make it in to see us? Order from our website and receive *free shipping* to your home with any \$99 chemical and/or accessory purchase!

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Hot Tub School

YOU'RE INVITED!

As a Galaxy customer you are invited to our FREE Hot Tub School! A one hour instructional class that goes over how to use your hot tub, maintain and balance your water and answer any questions you may have about your new spa. This class is for Hot Tub and Swim Spa customers.

As a bonus, all Hot Tub School attendees receive a 15% discount on all chemical and water care purchases made during the school. Join us every 3rd Saturday of the month on Facebook LIVE.

You're a VIP to Galaxy!

We are excited to have you as the newest member of the Galaxy Home Recreation family! Not only will you find that we continually work to offer the best products available to keep your spa working great but we also work diligently in our buying process to be able to offer you the most competitive accessory and water care product pricing around, both locally and online.

But it doesn't stop there. As a member of the Galaxy family you are now also our VIP! The coupon below gives you 10% off all chemical purchases at any Galaxy location for life. Simply cut it out, keep it with you and present it at the time of purchase every time you stock up on your supplies for your spa.

VIP DISCOUNT CARD

This card is good for **10% off** on all chemical and water care product purchases at any Galaxy Home Recreation location.

Show this card at checkout or order by phone and mention this card and we will ship directly to your home. Free shipping any \$99 minimum chemical/accessory order!

Not to be combined with other in-store or online promotions or offers.

