

Top 5 Hot Tub Buying Mistakes and How to Avoid Them

Mainely Tubs
relax with us



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INTRODUCTION

Whether you're buying a hot tub for relaxation, health, romance or family fun, before you purchase you'll need to learn enough about hot tubs to make a smart long-term buying decision. Spending a little time now to fully understand the quality of the hot tub you're buying and the varying operating and maintenance costs can save you hundreds of dollars a year in electricity and potentially thousands in repairs. A good hot tub can last over 20 years!

FYI – These '5 Mistakes' were not manufactured by our marketing department. They are assembled using years of feedback from real Maine and New Hampshire consumers – many of whom ended up coming to us after bad experiences with another local company/brand.

MISTAKE #1: A CHEAPER PRICE DOES NOT MEAN A BETTER DEAL



There are vast differences in the way all hot tubs are designed and constructed that will greatly affect the upfront price. Many hot tubs are marketed with the number of jets and the horsepower of their pumps and may look like great deals, but do make sure you are factoring these things in along with comfort, ease of use, performance, safety, water quality, reliability, and most importantly, the energy efficiency and lifetime cost of ownership. You do get what you pay for in hot tubs.

There are various types of hot tubs and spas on the market today and they come in a wide variety of shapes, styles and sizes. The wellness and relaxation benefits of hot water therapy are the same regardless of the hot tub you select, but selecting

the right hot tub brand from the right dealer can save you lots of time and money in terms of energy costs, longevity and maintenance. Some tubs are built more like disposable plastic cups than reliable indoor/outdoor spas with little insulation and low quality pumps and heaters. This stuff matters. Keep in mind as you read this report that you must never compromise on the quality you expect from your hot tub or hot tub dealer, because safety and reliability is a prime concern – you want a hot tub that is always ready for a relaxing soak at a minutes' notice, no matter the weather.

Just like a car or anything else mechanical, your spa will need occasional maintenance so don't let any sales person tell you different. Make sure your purchase price includes a great warranty and that the dealer will stand behind their sale and honor that warranty professionally.



MISTAKE #2 – YOU'LL GET CLEAN WATER WITHOUT MAINTENANCE REGARDLESS OF MAKE/MODEL

Your hot tub should be designed with superior filtration equipped to sanitize and clean the water you immerse your body in. Big filters, multiple filter cartridges, and integrated sanitizing should be a standard feature of your new tub.

Look for spas where the water is continuously being filtered. Depending on the size of the spa you select, the spa's entire contents should be completely filtered 0 to 5 times each day. You might think running a filter 24/7 would cost a lot, but it shouldn't. Look for spas that continuously filter water quietly and efficiently heating only when necessary. If done right, it should cost less to operate than a 75 watt light bulb. Ask your dealer about this.

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Another way to cut down on the amount of time you have to spend maintaining your spa is to look for one where the circulation filtration pump is totally automatic, so there's no need to program long cleaning and heating cycles.

There are many choices when it comes to cleaning your spa water with traditional sanitization. You are probably most familiar with chlorine and bromine since they have been around for years, and while they are effective in killing germs and bacteria, there are some “un-pleasantries” that go along with using them. Look for hot tubs that have ozone, or better yet, a natural salt system that allow you to soak in the most organic environment possible.

Salt water sanitizing systems as the name implies, use salt to generate active oxygen, a mixture of natural chlorine, MPS non-chlorine oxidizer, ozone and hydrogen peroxide. The salt water systems use these four powerful (natural) sanitizing oxidants and make your hot tub clean and safe to use.



MISTAKE #3 – NOT FACTORING IN ENERGY EFFICIENCY WHEN BUYING A HOT TUB IN OUR COLD CLIMATE

Spas are wonderful. Big electric bills are not. Before deciding on a brand, size or model of spa, ask your dealer how much it will actually cost to run the spa. The best and most honest dealers will be able to guarantee your electric bill with local rates, and will pay if they are wrong

There are several factors that go into manufacturing an energy efficient hot tub. One of the other factors that contribute to energy efficiency is how the spa is insulated. Just like your home, the better the insulation, the more money you'll save. You should look for spas that are “totally insulated” and “fully foamed” with high-density foam. Ask your dealer to explain how and why this is important.



It's one thing for a manufacturer and dealer to claim to have energy efficient spas, it's quite another thing to have CERTIFIED 3RD PARTY energy documentation that shows it. The California Energy Commission (CEC) has set energy standards for spas and hot tubs compliance. In order to be certified, California Energy Commission (CEC) spas and hot tubs must be energy efficient and have the least environmental impact. Ask your dealer if the spas they sell are CEC compliant.

Operational costs depend on the make and/or model you own, the temperature you set, your frequency of use, the mean ambient temperature, and the cost of electricity where you live. To get an estimate, use the energy cost table on the next page pulled from our owner's famous guarantee. Remember, your actual cost will vary based upon the make and model you select and your usage pattern.

MISTAKE #4 – BUYING FROM A MANUFACTURER THAT GOES BANKRUPT, OR A DEALER THAT GOES OUT OF BUSINESS

Choosing the right dealer is as important as choosing the right hot tub. You are beginning a long-term relationship. You want to purchase your hot tub from a dealer that is honest, sells only high quality hot tubs and has been in the business for many years, and has many positive reviews on its web site.

A great dealer will have a lot of happy customers and many testimonials to back up their claims. As with many other companies that sell products and services, a hot tub dealer should get a lot of their business from referrals – ask them about this. In addition, see how involved they are in the community. Dealers involved in community or charitable events are normally there for the long term.

When it comes to service, be sure that the spa technicians are factory-trained employees (not independent contractors) who are licensed, bonded and insured. The company you do business with should be known as the hot tub professionals with expertise to support you many years after your purchase.

Although this will always come down to personal preference, most successful spa dealers got that way by offering a combination of their own great customer service along with what they consider to be the best spa brands. After all, a local spa dealer does not want to invest all their time, money and resources building a company only to sell an inferior line of spas and that just wouldn't be prudent.



Here are a few questions you might ask:

- How long have they been in business?
- How financially secure are they and will they be around a year or 20 years from now?
- Is their spa technology cutting edge?
- Are they environmentally conscious?
- Are they an industry leader and how did they get that way?
- What type of warranty do they offer?
- Do they have a service department with certified technicians?

MISTAKE #5 – CHOOSING A DEALER THAT DOES NOT SUPPORT YOU AFTER THE SALE: FROM SIMPLE WATER CARE QUESTIONS TO TECHNICAL SERVICE

Ask any dealer you're considering what they offer for free services after the sale. Many offer free delivery, (be sure to ask) but are they likely to be around to answer questions and perform warranty service in the coming year? In 5 years? Will they help you fill the hot tub and give you an introductory lesson on how to operate it? Will they call you proactively to see if there are any questions they might answer? All these things will make your hot tub experience as relaxing and enjoyable as owning a hot tub should be.

A vast majority of hot tub dealers offer services for their customers only, or their brand only. Check for dealers that offer services to owners of all brands and models of hot tubs and saunas. If you already own a spa that is in need of repair, they may be able to fix your current spa so you don't immediately have to buy a new one. If you own a spa and just want to trade it in, a hot tub dealer that services other brands may be able to take your current spa as a trade-in.

Other services to look for:

- Free in-home estimates (before deposit)
- Free in-store test soaks
- Free water care consultations
- Water care lessons & setup
- Free in-store water testing
- Trade-in program
- Spa moving service

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A WORD FROM THE OWNER, JIM

By now you should have a good overview of the important aspects of finding a good spa from a good dealer. Once you start your shopping you'll realize just how valuable this information is and how it could possibly save you a lot of money, not to mention disappointment.



Want to learn even more? I'd like to personally invite you to stop by our Payne Rd. Scarborough location and talk to one of our factory trained spa consultants so that we can show you some of the recommendations included in this free special report. You can consider this free special report your —book training. When you visit us we'll

do some hands-on training on how hot tubs actually work. This will include how to maintain your hot tub to keep it looking and running like new (no matter what hot tub you buy).

Rest assured, when you visit us you don't have to come with the intent to buy. In fact, we always encourage you to shop around and investigate all your options. What we will promise you is that we will give you as much good information as we possibly can to help you make your decision. We want you to buy the hot tub that is best for you, whether it's from us or somebody else.

This year Mainely Tubs is celebrating our 35th year in business. I am very proud of our reputation we have earned in both Maine and New Hampshire. My personal and our company's commitment to supporting our customers enthusiastically and professionally is why we have survived and thrived in Maine. Our commitment to high quality products and to our customers' satisfaction has never wavered, and as a result, most of our business comes to us as referrals from happy customers (see yelp, google, yahoo for reviews!)

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Now, more than ever, it is important for you to know that the business and manufacturer from whom you buy will be around for the long haul, so you can be taken care of in the way you deserve. I would enjoy the opportunity to speak with you anytime you wish. Call me on my cell at 207-838-3163, or email me at sjvf2003@yahoo.com; I'm available and accountable to you whenever you need me.

Appreciatively,

A handwritten signature in black ink that reads "Jim VF". The signature is written in a cursive, slightly slanted style.

Jim Van Fleet
Owner, Mainely Tubs

WHAT NEXT?

100% of hot tub buyers (including us) recommend ‘kicking the tires’ of any hot tub you’re interested in. Touching and feeling the actual models in your price range will give you a far better feel for quality, insulation, filtration, and comfort.

To make this easier, we are open 7 days a week and have over 20 new and used hot tubs on display to help find the perfect price, size and color for you. We invite you to come in with your bathing suit we’ll provide the bathrobes and the ‘tireless masseuse’

To contact one of our friendly non-commissioned sales team:

207-883-6357 or relax@mainelytubs.com

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