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## **Life Smart Spas**

### **Frequently Asked Questions**

#### **LS450**

- **What makes Lifesmart Spas different from other spas?**  
Lifesmart spas are rotationally molded. This manufacturing technique is the latest breakthrough in spa production to date. Our spas are extremely durable, light weight and easy to maintain.
- **What does Plug-N-Play mean?**  
Plug-N-Play simply means that the spa can be plugged into any 110 volt (v), 15 amp, dedicated outlet. No additional wiring or plumbing is required.
- **How long does the spa take to heat on 110volt set up?**  
Upon initial fill up, the spa can take anywhere from 12 to 24 hours to heat to the desired temperature. This time is dependent on the temperature of your hose water, and ambient temperature. Once your spa reaches the desired temperature, it will maintain the setting and will always be ready when you are.
- **What comes with the spa? What else is needed?**  
The spa comes with a locking safety cover. Because of all the varied options, Lifesmart Spas do not come with chemicals. There are several chemical options available to purchase on line.
- **Does the spa come with an Ozonator?**  
Yes.
- **How much does the cover weigh?**  
The spa cover weighs 30 lbs.

- **What does an Ozonator do?**

An Ozonator produces ozone that is then injected into the spa water. The ozone, through the process of oxidation, removes contaminants such as lotions, detergents and organic waste out of the spa water – improving water quality.

- **Does the spa come with steps?**

Yes.

- **On average, how much will it cost to operate the spa?**

Actual operating cost will vary depending on individual usage, ambient temperature and local utility rates. However, on average, Lifesmart spas cost about \$14.00 per month to operate. Full foam insulation, a thermal locking cover and programmable filter cycles make this tub extremely energy efficient. It meets all energy consumption guidelines as set for by the California Energy Commission (CEC).

- **Does the shipping price include delivery to my backyard or positioning of the spa?**

No. The spa will be delivered to the curb in front of the driveway. Generally, two men with a furniture dolly can move the spa to the desired location. Check the local service directory to find a moving service or contractor to assist moving the spa if needed.

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

The spa requires support of at least 80 lbs. per square foot, whether it be a deck or on the ground. If installed on the ground, the foundation can be a concrete slab 4 inches thick, or even pavers. However, if using pavers, ground must be compressed first before laying down pavers.

- **What is a “waterfall feature”?**

This is a top view image of the waterfall feature.



- **How do I set up my new tub?**

Set up is easy. Simply set the tub in the desired place, fill it up with a garden hose, and plug it in to any standard 110volt outlet.

- **Do I need to clean the spa?**  
We recommend changing your spa water every 60 to 90 days depending on usage. When your spa is empty, simply take a wet rag and wipe the inside if desired. Do not use solvents or abrasive cleaners. Typically a mild detergent and water will resolve cleaning issues.
- **How often do I need to drain and refill the hot tub?**  
Depending on usage, we recommend draining and refilling the tub every 60 to 90 days.
- **Where are Lifesmart Spas manufactured?**  
Our spas are manufactured in Vista, California.
- **What type of heater comes with the tub?**  
This hot tub uses a thermal friction jet pump, which generates heat. A separate heater is not necessary.
- **What is the warranty?**  
5 years for the shell, 1 year for the equipment, and 90 days for nationwide labor service.
- **How do I fill and drain the tub?**  
You can fill the hot tub with a normal garden hose. We recommend placing the hose in the filter compartment when filling so the water is filtered prior to entering the hot tub. The hot tub is equipped with a bottom drain which can be connected to a garden hose to drain the water away from the hot tub into the nearest drain.
- **What is the pump horsepower?**  
The pump is 1.5 Breaker Horse Power.
- **Can the spa be used all winter, outdoors and in freezing temperatures?**  
Yes! Winter is one of the best times to use a spa. The full foam insulation and locking thermal cover will ensure maximum heat retention.
- **Does the two-speed pump allow for constant heating and filtering while on high speed?**  
Filtering occurs when the jets are on high or low and heating occurs only when jets (pump) are on the low speed.

- **Can this be installed on a second floor balcony/patio? Or is it too heavy?**

Lifesmart Spas are much lighter than traditional acrylic hot tubs. The LS-450DX 7 Person Spa weighs 440 lbs. when empty, and 2860 lbs. when filled with water (that does not include the weight of the bathers). If you are setting it up on an elevated wood deck, second story balcony, patio or other structure, it is advisable to consult with a structural engineer or contractor to ensure the structure will support the weight.

- **Do you remove existing spas?**

No.

- **Does this include the FREE upgraded Super Energy Saving Value Package that I see advertised at other stores? The package includes the Ozone water treatment system. That is the only thing that looks like it isn't advertised here on Groupon.com.**

Although we are not calling it the "FREE upgraded Super Energy Saving Value Package", this tub DOES come with Ozone water treatment system, jets with stainless steel trim, full foam insulation, thermal locking cover and LED underwater light.

- **Can the spa be delivered up steps to a deck or patio?**

Delivery is to the curb only. However the spa weighs 440 lbs. and can be carried up the stairs by a few people.

- **Can the spa be set up indoors?**

Yes. It's equipped with an exterior bottom drain, so when you're ready to change the water, simply hook up a hose to the bottom drain, and drain the water into a nearby sink.

- **How long does it take to get hot water? I know there is a thermostat but if it's full of cold water because it doesn't run constantly, how long after you adjust the thermostat does it take to get to temp?**

The water is only cold when you first fill it up. Once it reaches the desired temperature, the full foam insulation and locking thermal cover help to retain heat. You should **not** be lowering the temperature when you are not using the spa. The thermostat will tell the heater to kick on if the temperature drops below your set level. So once you set the spa to the desired temperature, you don't have to change it again (unless you want to). The spa will always be the desired temperature and ready whenever you are.

- **How long is the cord?**

12 feet.

- **How long does it stay at the set temperature?**

Continuously. The tub's full foam insulation and thermal locking cover, coupled with the programmable thermostat allow the tub to stay at the desired temperature.

- **What electrical source is needed to run this and is it safe and operable in all-weather/temperatures (like snow)?**

The tub comes with a GFCI power cord for safe outdoor use. It requires a 110 Volt 15 AMP outlet, and can operate in snow.

- **What is the highest temperature the water can reach?**

104 Degrees just like all ETL and UL approved hot tubs.

- **Is assembly required?**

No

- **Is this a portable unit that can stored after use?**

You would not store it after each use. But it is lightweight and portable and can be drained and stored for the season if you so choose.

- **What are the delivery size requirements?**

The LS450DX is 34" tall. You will want to check the width of any pathways or gates between the curb and the hot tubs final destination to make sure you have adequate clearance.

- **Are the jets made of stainless steel?**

The jets have a stainless steel trim, which is what is meant by any hot tub stating that it has stainless steel jets. The jets themselves are not made of steel.

- **How many watts does the tub use?**

The hot tub is 110 volts, and draws 11 amps. This converts to 1265 watts.

- **What type of chemicals are needed for this spa?**

Maintaining hot tub water consists of 4 simple steps that can be learned in this simple video:

<http://www.youtube.com/watch?v=9s1EvVPUDRk>

- 1) Balance your water using pH Up or Down
- 2) Establish proper alkalinity levels using Alkalinity Increaser or Decreaser
- 3) Determine calcium hardness
- 4) Sanitize the water using Chlorine.

- **Can the hot tub sit empty during winter in snowy climates?**

Yes, this is called "winterizing" the spa, and can be done by following the instructions supplied in the Owner's Manual that comes with the hot tub.

- **How is the bacteria controlled, is it all chemicals or lights (or just the Ozonator)?**

The Ozonator will help keep spa water clean and will reduce the amount of chemicals needed. However Chlorine is still needed to sanitize the water.

- **Can you turn off the water fall feature?**

Yes, the waterfall can be turned on and off.

- **Is it noisy when the pump is operating?**

The pump and jets will be audible when they're turned on, but are not loud enough to be distracting and are quieter than other tubs on the market.

- **Can the jets be turned off and on?**

Yes, jets can be turned off and on. They can also be turned on high or low speed.

- **Does the tub need to be drained or turned off if we go on vacation?**

No, programmable filter cycles allow you to set the tub to run differently depending on your usage. Here is a link to a quick video for more information.

[http://www.youtube.com/watch?v=KZz\\_Wrevbqs](http://www.youtube.com/watch?v=KZz_Wrevbqs)

- **Where do I find an authorized service repair center?**

Please call us at **(888) 961-7727** to find your local service center.