

Buying & Maintaining Your First Spa

A first owner's guide: from deciding, to choosing, to delivery day, to living with your spa.

WELCOME

What you need to know before you buy



You're thinking about a spa. Maybe you've dreamed about it for years, or maybe the idea landed last week. Either way, the questions start to pile up. How much work is it? What will it cost once it's home? Where will it go? What happens on delivery day? And the one underneath all the others: are we the sort of people who can look after one of these?

This guide answers those questions before you spend another cent.

It's written the way a spa owner of many years would talk you through it: the good parts and the demanding parts, with nothing held back for after you've signed. A spa is a pleasure. It's also a real purchase and a real responsibility, and you deserve the full picture while the decision is still yours.

We've laid it out the way the journey unfolds. First, whether a spa suits your life. Then how to tell a well-built spa from a flashy one, and what it really costs. Then the practical run-up: where it goes, getting the power right, and the day it arrives. And last, living with it: the first fill, the everyday rhythm, keeping the water right, staying safe, and what to do on the rare day something seems off.

Read it front to back, or open the chapter you need. By the end, nothing about owning a spa will feel like an unknown.

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CHAPTER 1 OF 11

Is a spa actually for you?

An honest look at what a spa asks of you each day, week and month, so if you say yes, you say yes with your eyes open.

You're thinking about a spa. Somewhere between that first daydream and this page, a quieter question has probably surfaced: **is this for us?**

It's the right question, and it deserves a straight answer. So before we talk about choosing a model or filling it for the first time, let's be clear about what owning a spa involves, the good parts and the demanding parts, so you can decide with your eyes open. A company worth buying from will talk you out of a spa that won't suit your life.

> **"Give the spa its small routine, keep your simple records, and it will look after you for a very long time."**



The after use habit: a small measured dose of sanitiser, then run the jets to mix it through.

The rhythm of owning a spa

Looking after a spa is not complicated. It's a rhythm: a few small habits that become second nature.

After each use, the water needs a small measured dose of sanitiser (we use a product called Liquid Lithium). Add it straight into the water, away from the filter, and run the jets for about five minutes to mix it through. That's the whole job. The exact dose depends on your spa's water volume, so your Aqua Pulse team will give you the precise amount for your model.

Once a week there are two small jobs. The first is the filter. Take it out, rinse it thoroughly with the garden hose, then stand it in a bucket of cold water with a measure of filter cleaner and leave it to soak for 24 hours before drying it in the sun or breeze. The soak is passive. The filter sits in the bucket while you get on with your week. That's why we suggest owning two filters and rotating them: you're never caught without one, and the cleaning never holds you up. (A filter lasts about twelve months, or up to two years if you alternate between two.)

The second weekly job is the water balance. Check your water at home with test strips for a quick, reliable read on where things sit. Then use those readings with Aqua Pulse's own balancing instructions to make any adjustments. The strips measure, and your Aqua Pulse guide tells you what to do with the numbers.

Once a month, one light errand: take a small sample to a professional pool or spa store for an accurate test, and note down that month's results as a dated record. Keep the cover on whenever you're not using the spa.

After each use, weekly, monthly. Once you can see the whole rhythm at a glance, it stops feeling like an unknown and starts feeling manageable.

Everything a spa asks of you fits into a dose after each use, a short weekly routine, a monthly record, and, twice a year, a full water change.

The rhythm of ownership

AFTER USE

- A small measured dose of sanitiser
- Run the jets to mix it through

EVERY WEEK

- Rinse and soak the filter
- Balance the water
- Test at home with strips

EVERY MONTH

- Note your water-test result

TWICE A YEAR

- Drain, flush and refill
- A full fresh-water start

The one thing that surprises everyone

There's one rule worth knowing before you buy, because it overturns a common instinct. Many people assume that if they won't be using the spa for a while (over winter, say, or a long trip away) they'll empty it and refill it later. You can't. A spa needs to stay completely full of water at all times during daylight hours, with its cover on.

The reason is physical. An empty or part-empty spa can be damaged by heat in any setting, even in covered or shaded areas, so the rule is to keep it full and covered. Follow that one habit and it never comes up. That damage isn't covered by warranty, because it's avoidable. A spa isn't a summer toy you pack away between seasons. It lives full, year-round.

That reframes the decision. A spa is a standing feature of your backyard, not a seasonal one. And keeping it full is far less work than draining and refilling ever would be.

Why we put all of this in writing

We could have left the demanding parts unsaid until after you'd bought. We'd rather be straight with you. A spa is a beautifully made, solidly built product, and like anything premium, it rewards regular care. Give it its simple routine and it looks after you. That care is also what keeps your cover valid.

That's why the monthly water record matters. A dated, once-a-month water-test history from a professional store is a formal part of your warranty. If you ever need to make a claim, that record is what protects you; without it, the warranty can be voided. It's the thing that keeps us on the hook for you. A few minutes of record-keeping a month keeps your warranty valid.

That's the deal: give the spa its small routine, keep your simple records, and it will look after you for a very long time.

Is a spa right for your body?

A spa suits most people, but not everyone, and not on every day. If you're pregnant, on medication, or have any adverse medical history, check with your doctor before using one. People with infectious diseases shouldn't use a spa, and you should never get in under the influence of alcohol or drugs. These are the real health boundaries of sitting in warm water.

Heat is worth being realistic about too. A spa can be set as high as 40°C, but our own safety guidance recommends the water not exceed 38°C, to avoid overheating, and suggests lower temperatures and shorter sessions for anyone who's sensitive to heat. The machine has some headroom above the temperature we'd recommend you sit in. Knowing where the comfortable, safe setting is means you'll enjoy it more.

Is a spa right for your space?

A spa's real footprint is bigger than the spa itself. You'll want about 900mm of clear, uninterrupted space on every side, so a technician can reach every panel if it ever needs a service. It's tempting to build a spa into decking, but if the deck can't be easily removed, it can make the spa unserviceable, so plan any surround with access in mind. It's also worth a quick call to your local council, as your site may need a building and fencing permit, and a spa should be properly fenced for safety.

If you've got the room and can clear those hurdles, you're set. If you can't give up that space, it's better to know now than after delivery day.

Therapy, relaxing, or a bit of both?

One last question shapes everything else: what do you mainly want the spa for? Every spa offers the soothing benefits of warm water and jets, but some models are built specifically for hydrotherapy, with jets you can adjust for flow and pressure. If you're buying to ease aches and recover, look at that part of the range closely. If you mostly picture yourself unwinding at the end of the day, a wider choice opens up. Neither answer is wrong. It points you to the right model.

Tight on space? That needn't rule you out. Our spas come in all shapes and sizes, and even the smallest seats two. So a couple, or a solo user after genuine hydrotherapy, is well catered for, with larger models scaling up from there.

One small tip makes a real difference to how much you'll use it: where you can, put the spa within easy reach of a door to the house. Being close by is what gets you in on a cold winter evening. Site it somewhere private, and close to home.

So, is it for you?

A spa asks a little of you each day, a bit more each week, and a small job each month. It lives full of water year-round. It needs its space, its records, and a body and household that suit it. If that rhythm sounds like something you can fold into your life, a spa will reward you for years.

If it doesn't, you've lost nothing by asking early. Either way, you now have the whole picture. Everything that follows in this guide is about making each of these steps easy, clear, and enjoyable.

The short version

- Owning a spa is a rhythm: a small dose of sanitiser after each use, two light weekly jobs, a monthly record, and a full water change twice a year.
- A spa must stay completely full of water year-round. Draining it in daylight can damage the shell within minutes, and that damage isn't covered by warranty.
- A dated, once-a-month professional water-test record is a formal warranty condition, and neglect-caused faults are billed at full cost.
- A spa needs about 900mm of clear space on every side to stay serviceable, may need a council building and fencing permit, and should be fenced for safety.
- Check with your doctor first if you're pregnant, on medication, or have a medical history. The water is best kept at or below 38°C even though it can reach 40°C.

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How to judge a spa

You don't need to be an engineer to tell a well-built spa from a flashy one. You need a short checklist and one good question.

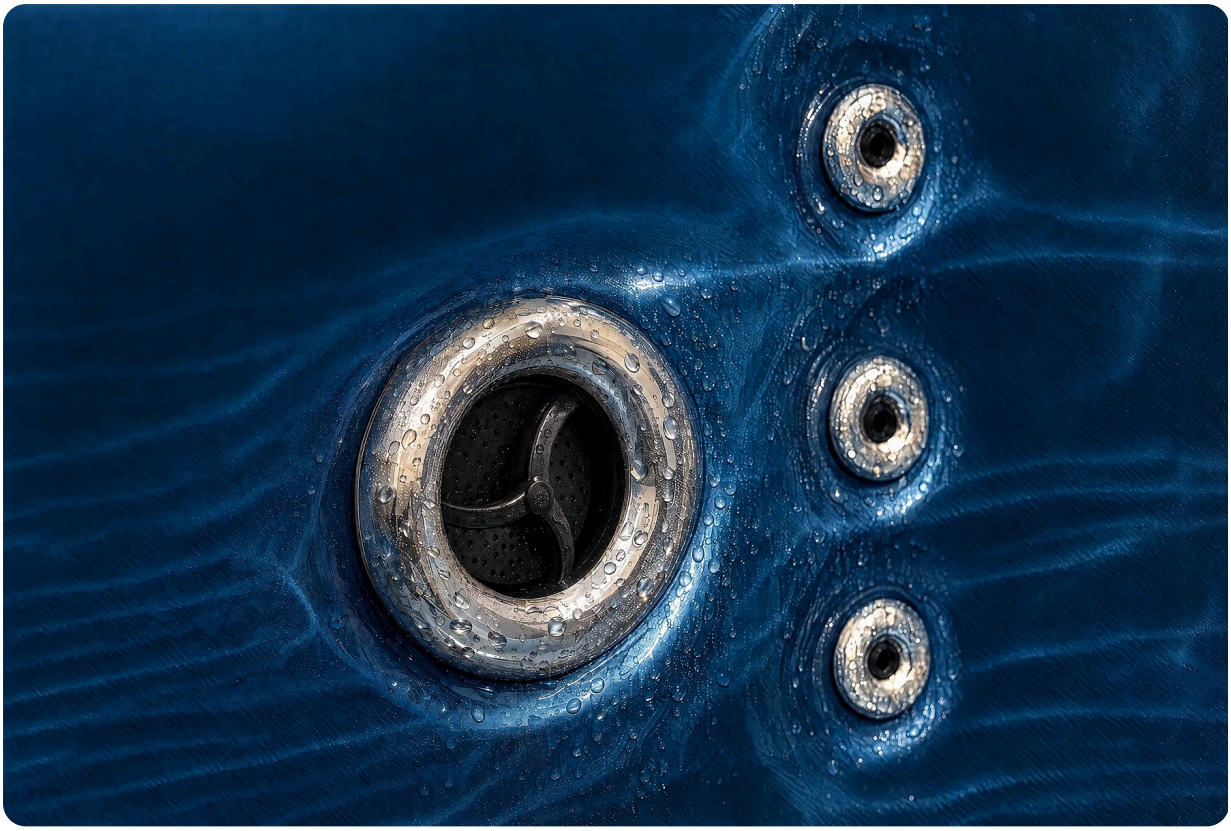
You don't need to become an engineer

The difference between a spa you'll love and one that gives you grief comes down to a handful of parts. You can ask about every one of them in plain English, or see them with your own eyes.

This chapter is that checklist. Use it when you're comparing spas, ours or anyone else's, and by the end you'll know what to look for and what to ask. No jargon required.

A good dealer will welcome these questions. Aqua Pulse writes this down because we'd rather you buy on facts than on a glossy photo.

> **“One question ("Can you open the cabinet on this one for me?") tells you more than any brochure ever will.”**



Jet quality is about type and placement, not just count.

Start with the two parts that do the work

The pump. Two spas can quote "the same" pump and be built differently inside. The difference is in the seal and impeller materials. Standard pumps use a carbon primary ring, ceramic seat seals and plastic impellers. Premium pumps use silicon carbide seals, viton elastomers, stainless-steel hardware and PPO impellers, which stand up far better to abrasion and corrosion over the years.

A standard pump puts more of the risk on you. If your water balance slips, the mechanical seal can start to leak and the pump can fail early. A premium pump is far more forgiving of unbalanced water. (Not a licence to neglect the water, but a bigger safety margin.)

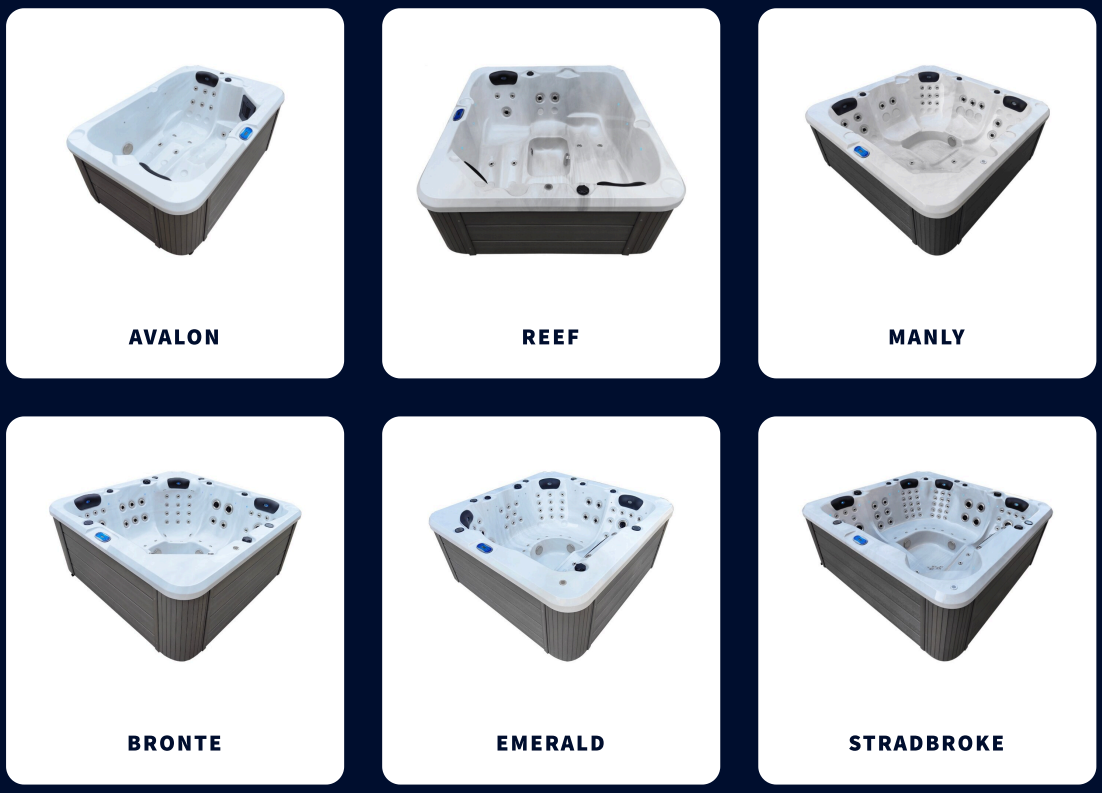
So don't ask "how powerful is the pump?" Ask "is it a standard or premium pump, and what are the seals made of?"

The heater. Same idea, one layer down. Standard heaters use an incoloy 800 element, usually protected by a single pressure or flow switch, and if flow ever gets restricted by debris or a dirty filter, that single switch can let the element fail early. Premium

heaters use an incoloy 825 element (a titanium-stabilised nickel-iron-chromium alloy), and most pair it with dual temperature sensors that step in to prevent the element failing if flow is restricted.

You don't need to memorise the alloy names. You need one question: "Is it a single-sensor or a dual-sensor heater?"

A range built to the same standard

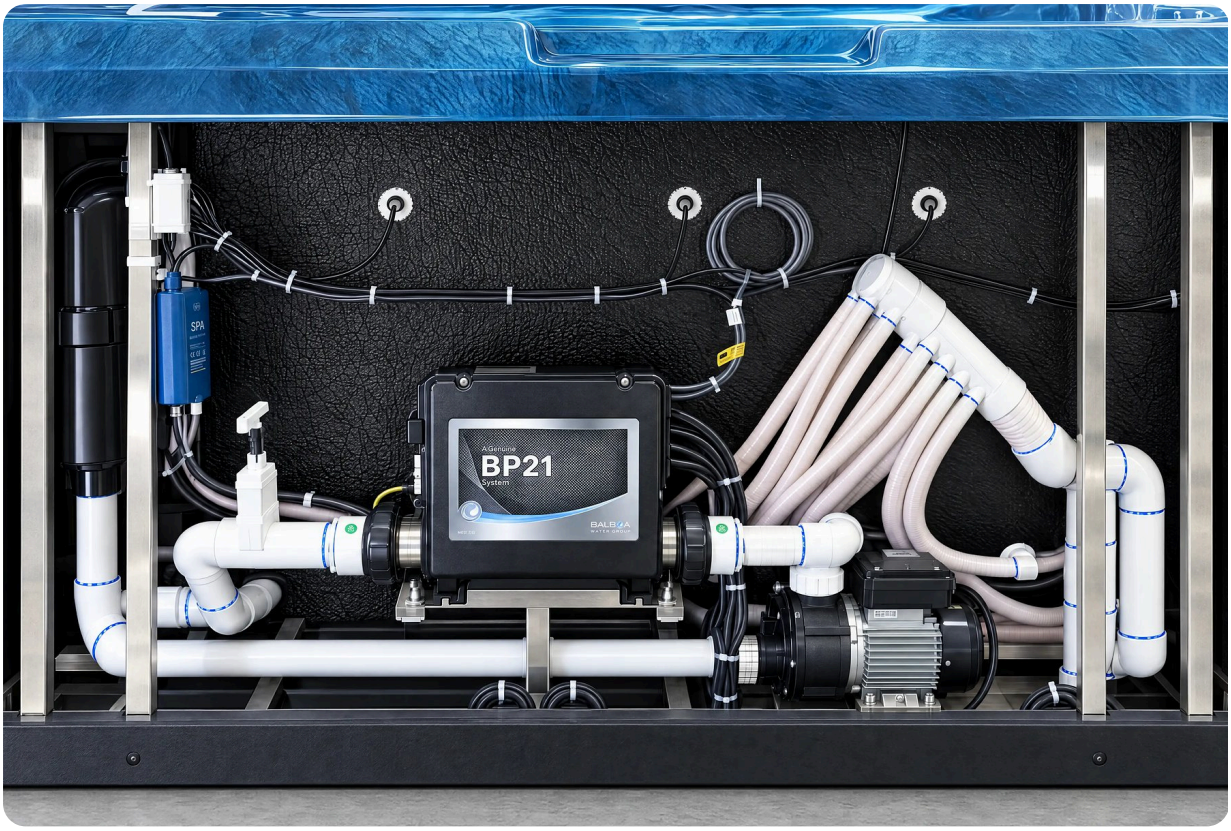


From two-seat models to the largest family spas, with the same stainless frame and quality pumps across the range.

Jets: it comes down to the type

With jets, look at how they're built. The best jets are screw-in, self-cleaning jets with no ball bearings. Steer clear of jets that rely on clips to hold them into the housing, or that have ball bearings inside to make them spin. These are unreliable, prone to failure, and can be expensive to replace.

One question does it: "What type of jets does this spa use?"



Ask to see inside the cabinet: tidy, accessible plumbing and a quality pump and heater, not buried in foam.

The body of the spa: shell, frame and base

The shell. A thicker-looking shell can be a weaker shell. The best shells are acrylic reinforced with 100% fibreglass. Some makers add fillers to the fibreglass so the shell looks thick and solid, but those fillers leave air pockets that make it weaker, not stronger. A thinner shell reinforced with 100% fibreglass is the stronger choice.

One shell thing worth knowing now, so it never alarms you later. At some point you might notice fine cracks like a spider's web, usually near the rim. That's crazing. It's caused by the ordinary stresses in the acrylic and the chemicals used to sanitise the water. It's common and expected on acrylic spas, and for that reason it isn't a warranty item. It's cosmetic, not a sign something has gone wrong.

Knowing crazing is normal saves a lot of needless worry later.

The frame and base. The frame holds everything true over the long haul. Stainless steel is the best material for longevity. The base the whole spa sits on matters too: an insulated ABS fibreglass base which includes a stainless steel sub floor for added

strength is best. Avoid the thinner plastic bases, which don't give the long-term protection a spa needs.

More insulation isn't automatically better

It's tempting to assume a spa packed solid with foam must be the warmest and best-made. But full cabinet foam-spray insulation (the kind that covers all the plumbing inside the cabinet) has a real downside: if you ever get a leak, that foam makes it nearly impossible to find. The better approach insulates the hardcover, the base, the cabinet and the shell, and leaves the plumbing reachable.

The cabinet: a look-versus-upkeep choice

The cabinet is the part you see every day, so weigh the trade-off. Real cedar looks beautiful but needs oiling every month, and even oiled monthly, it will eventually warp, split and crack. A synthetic composite cabinet is the low-maintenance option if you'd rather not think about it at all. Whichever you prefer, make sure the cabinet, including the corners, is completely removable, because that's what makes servicing straightforward later.

Can you look after it easily?

"Easy to service" comes down to a short list you can tick off:

- Are spare parts available and easy to find in Australia?
- Is the cabinet, including the corners, fully removable?
- Are there shut-off valves on all the pumps?
- Are there shut-off valves on all the heaters?

The shut-off valves sound like a small detail, but they're on Aqua Pulse's own list of what makes a spa easy to service. Worth asking about.

The one test that beats all the others

If you remember nothing else from this chapter: **ask the dealer to open the cabinet on the actual spa you're considering.**

Not a display model that might be built differently. The one you'd take home. Looking inside tells you more about quality than any brochure can. Some dealers keep a spa open for inspection, but it may not be built the same way as the one you're buying, so ask about yours specifically. And if a dealer won't open the cabinet, that reluctance tells you something.

One sentence ("Can you open the cabinet on this one for me?") tells you more than an afternoon of reading.

The brains: who decides when your spa runs

Behind the touchpad sits the control system, and it matters too. The best control systems are time-programmable, so you decide when the spa runs its purge, filter and heat cycles. That also lets you line those cycles up with a home solar system to keep running costs down. A non-programmable system chooses its own time and fires up every pump when it feels like it, maybe two o'clock in the morning, enough to wake you or the neighbours.

Where Aqua Pulse sits, and how to check for yourself

We've handed you the standard to hold every spa against. Here's what we can tell you about ours, and how you can verify it.

On the structure, Aqua Pulse's current-model spas are built on a stainless-steel structural frame with a fibreglass-acrylic shell, the frame material the checklist above calls for. How the shell is reinforced: don't take our word for it, ask your Aqua Pulse team about the specific model you're weighing up. On the controls, every Aqua Pulse tier is fitted with a Balboa control system, and it's the time-programmable kind: a Balboa TP500S on the Deluxe and Platinum models, a TP600 on the Luxury models, all with filter cycles you set yourself.

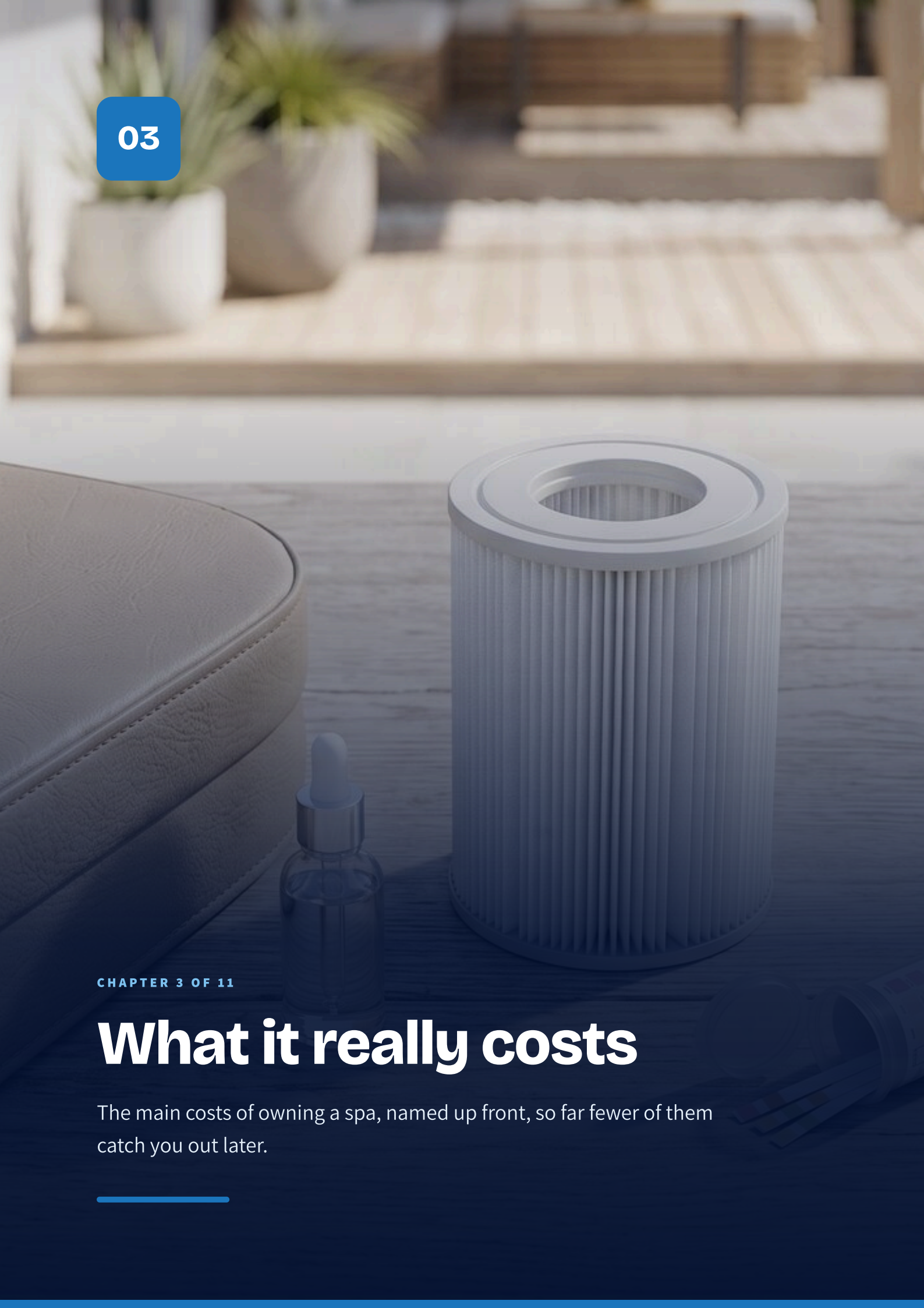
On insulation, Aqua Pulse uses the targeted approach described above rather than filling the cabinet: the shell is foam-sprayed and the plumbing is left reachable, so a leak can still be found. That treatment is fitted to the Platinum and Luxury models. It's being introduced on the Deluxe models too, so if you're weighing up a Deluxe, ask whether the one you're looking at has it yet.

The range is a simple ladder. Where a model comes in more than one tier, each step up moves the price by exactly $1,000, so there's no mystery about what a tier costs. Not every model spans every tier: Avalon, Reef and Manly run Deluxe to Platinum; Bronte and Emerald run through to Luxury; and Hamilton and Stradbroke are offered in Luxury only. One thing to budget for: the Deluxe and Platinum spas run on a standard 10amp connection, while the Luxury tier needs a hardwired 32amp connection installed by a licensed electrician. That's a real added cost, but a known line item, not a surprise, so factor it in and there are no shocks later.

What changes as you move up a given model's ladder is a fair question, and the best answer isn't to take our word for it. Ask your Aqua Pulse team to walk you through the specific model you're weighing up, and ask us to open the cabinet. It's the same test we just told you to use on everyone else. We'd rather you used it on us too.

The short version

- A spa's quality lives in a few parts you can check: the pump, heater, jets, shell, frame, base, insulation, cabinet and controls.
- Ask two questions about the working parts ('standard or premium pump?' and 'single- or dual-sensor heater?'). Each answer tells you how forgiving the spa will be over time.
- Ask to see inside the cabinet of the exact spa you're buying. A dealer who won't is telling you something.
- Thicker and more foam aren't automatically better: a 100% fibreglass shell beats a filled one, and full foam-spray insulation hides leaks.
- Aqua Pulse's current spas use a stainless-steel frame, a fibreglass-acrylic shell and programmable Balboa controls across every tier, with a clear $1,000 step between tiers and a 10amp-to-32amp electrical step at the Luxury level.



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What it really costs

The main costs of owning a spa, named up front, so far fewer of them catch you out later.

The fear isn't the cost. It's the unknown.

What keeps most first-time buyers up at night isn't the price on the tag. It's the worry that the tag isn't the whole story, and that somewhere down the track there'll be a bill nobody mentioned.

So here's every line that goes into owning a spa: the ones printed on the sticker and the ones that aren't. Once a cost has a name, it stops being a mystery and becomes a checklist. And you can plan around a checklist.

A spa's real cost is the sticker price plus a small handful of "getting it home and running it" lines. Some depend on your model and your block. One of them, delivery, is worth real attention. We'll walk through each in order.

> **"A spa's costs aren't hidden. They're just lines nobody usually bothers to name, and now you've seen the big ones."**

Line 1: The spa itself, the number you already know

Aqua Pulse spas retail between **$4,999 and $9,999**. Price tracks size and tier: it climbs from the Deluxe models at the entry end, up through Platinum, to the top-tier Luxury spas, in roughly thousand-dollar steps.

The Avalon and Reef Deluxe start at **$4,999**, and that price already includes two things people expect to pay extra for: the hard cover, and plug-and-play power on the 10-amp models (no electrician). So a realistic starting picture: **$4,999 spa + $0 cover + $0 power + no plumbing**, with delivery and your base the two lines that depend on you. Choose your model and you know your number. Then your delivery is quoted to your address, so that line is a real number rather than a guess.

The full landed cost, line by line

The spa	**$4,999 to $9,999**	Depends on model and size
Hard cover	**Included**	Comes with the spa
Power: Deluxe & Platinum	**$0**	10-amp plug & play, just plug in
Power: Luxury	**Electrician**	32-amp models need a licensed electrician
Plumbing	**None**	Filled by a garden hose, no plumber
Freight	**Varies**	By your location, we'll quote it
The base	**Varies**	A slab, or a deck signed off by an engineer
Water care	**Ongoing**	Chemicals, filters, testing

The sticker is the start, not the finish. Ask us for a single all-in number for your model and address.

Line 2: The cover, already handled, at $0

The cover comes with the spa, at no extra charge. Every Aqua Pulse spa is listed with a hardcover included.

That's a line of your budget already at zero: one less thing to price, buy, or worry about.

Line 3: Getting the power right (often nothing to pay)

For most of the range, this line is zero. **The 10-amp models (every Deluxe and Platinum spa) are plug & play**, so provided your home is wired to Australian Standards, they plug straight into a normal power point with the supplied lead. No electrician, nothing to install.

The exception is the **Luxury spas, which are 32-amp** and need a licensed electrician for the hardwired connection. If you're buying at that tier, factor in an electrician's quote before you commit. For every other model, there's no power cost to plan for.

And whichever model you choose, **there's no plumbing to pay for.** A spa needs no permanent water connection: you fill it with a garden hose. No pipework, no plumber.

Line 4: The base it sits on

A spa full of water and people is heavy, so it needs a proper foundation under its whole base. Ideally that's a **concrete slab at least four inches thick, with reinforcing steel set inside the concrete.**

This matters for more than steadiness. If the foundation is inadequate and the shell cracks under the strain, that damage isn't covered by the warranty. Getting the base right protects the spa you've just paid for.

One firm rule: if you're placing your spa on decking or any other raised structure, you must have a structural engineer confirm the structure can carry the weight. That's **not** a call to make on your own. On solid ground the base is straightforward, but don't skip it.

Line 5: Delivery, the line to watch, and the one you control

Delivery is worth the most attention of anything in this chapter, for two reasons. It's the line most likely to move, and it's the line you have the **most control over.** Care up front keeps it predictable.

Your spa is delivered by a third-party freight company. Aqua Pulse may take the payment for freight, but the delivery contract is between you and the freight company, not with Aqua Pulse. Once you've confirmed a delivery slot (by signing your invoice or confirming by email or SMS), that booking is **non-refundable.** So the rule is simple: only lock in your delivery date when you're ready for the spa to arrive.

The costs that catch people out nearly all come from one root: a truck that arrives and can't finish the job. Give accurate access details up front and delivery stays a single, predictable line.

Two specifics explain most of the surprises. The freight trucks travel only on **sealed roads** (bitumen or concrete), and the crew **will not manually lift the spa** under any circumstances. If they can't get it to your chosen spot, the spa is left in the next best location, and moving it from there is at your own cost.

Every one of these scenarios is avoidable with accurate access details: the real state of your driveway and the road in, tight corners, gates, slopes, low branches. **Give the freight company a clear, honest picture of what they're driving into, and the cost stays predictable.**

The ongoing costs

Once your spa is in and running, the ongoing costs settle into a simple, repeating pattern you can know in advance.

Filters. Your filter is replaced every twelve months. To stretch that, Aqua Pulse recommends buying a spare and rotating between the two each week. It makes the weekly clean easier and extends each filter's life: rotating a pair means replacing them every two years rather than every twelve months.

Chemicals. This is one area where you can't shop around. Aqua Pulse's dosing instructions are matched to specific, named brands. Another product might claim on the label that it's suitable, but if its active ingredient is different, the correct dose is different too, and the wrong chemicals can cause damage that voids your warranty. The upside: it removes the guesswork. You use the products you're told to, in the amounts you're given, and that's the whole decision.

Keeping the warranty alive. Your warranty asks one ongoing thing of you: a dated, once-a-month water test from a professional pool or spa store, kept as a record. That monthly test history is a warranty condition, not a friendly suggestion, and it's exactly what you'd produce if you ever needed to make a claim. (Aqua Pulse also recommends a weekly water test at home with test strips to stay on top of the balance week to week.)

And electricity. Your spa draws power to heat and run, so that's an ongoing line too. The figure depends on your model, how often you use it, and your energy tariff, so we won't put a number on it here that we can't stand behind. **The figure depends on your model, how often you use it, and your energy tariff, so it's best estimated against your own energy plan.**

Putting it together

You'll have noticed we didn't print one big all-in number at the top. That's deliberate: an honest total doesn't exist in the abstract. A few of these lines depend on you: which model you choose, whether it's a Luxury spa that needs an electrician, what your base calls for, and how straightforward your delivery access is.

What we've given you instead is more useful: the list. Every line that matters, named, plus a few smaller ones to keep on your radar: any accessories you choose (steps, a cover lifter), optional shipping insurance if you'd like the freight covered, and, depending on your council, a building or fencing permit. Your Aqua Pulse team can help you tick these off.

Your Aqua Pulse team can price your spa and quote delivery to your address. The base, any electrician for a Luxury model, and any council permit you'll arrange and cost separately.

A spa's costs aren't hidden. They're lines nobody usually bothers to name, and now you've seen the big ones.

The short version

- The real cost of a spa is the sticker price plus a small handful of "getting it home and running it" lines. None are hidden once you know to look.
- Aqua Pulse spas retail between $4,999 and $9,999, climbing from Deluxe to Platinum to Luxury, and the cover is already included at no extra charge.
- Only the top-tier Luxury (32-amp) spas need a licensed electrician; ask your Aqua Pulse team exactly what your chosen model needs before you commit.
- Delivery is the line most likely to move, and the one you control most. Accurate access details keep it a single, predictable cost.
- Ongoing costs are knowable: filters, brand-matched chemicals, a monthly water test to keep the warranty valid, and electricity, which varies with your model, usage and energy tariff.



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Where it goes

The one decision worth slowing down for, and a checkable way to get the spot right the first time.

Start with the spot

Of all the decisions you'll make as a new spa owner, where the spa goes is the one worth slowing down for. Not because it's hard (it isn't) but because it's awkward to undo. Get the spot right and everything else falls into place.

Let's walk through it the way we would in person. By the end you'll have a checklist and a spot in mind.

> **"Every question about where your spa goes has a clear, checkable answer."**



A solid, level base (a slab, or a deck signed off by an engineer) sets the spa neatly into your yard.

Start with the ground it sits on

Your spa needs a solid foundation under its whole base. That foundation carries three things at once: the spa, the water in it, and the people in it. Get it right and the spa sits happily for years. Get it wrong and the spa can shift, which puts stress on the shell and can crack it.

The foundation is the owner's responsibility, not ours, and damage caused by an inadequate or improper foundation isn't covered under the warranty. It's the one job on this list that's yours, so do it once and never think about it again.

The recommendation is straightforward. Ideally your spa sits on a concrete slab at least 4 inches (4") thick, with reinforcing steel inside the concrete. Poured level, a slab like that is set-and-forget.

Never pack or shim anything under the base to level the spa. It feels like a harmless fix, but it concentrates stress on one spot of the shell and can crack it. Like a poor foundation, damage from packing under the base isn't covered. The slab does the levelling; nothing goes underneath.

The rule of thumb: a level concrete slab, at least 4" thick, steel inside, nothing packed under it.

Thinking about a deck instead?

A deck can work well. It needs a professional's eye first. A spa full of water and people is heavy, so if you're putting it on decking or any other elevated structure, you must have a structural engineer confirm the structure will take the weight before it goes up. That's one appointment.

We don't recommend building the spa into decking. The reason is practical: if the deck isn't entirely and easily removable, the spa becomes impossible to service, and our technicians won't pull a deck apart to reach it. If you love the built-in look, design the surround so it lifts away cleanly. Keep it removable and you get the finish **and** the serviceability.



Measure your tightest pinch-point early. A downpipe or gatepost can decide the route.

The 900mm rule

This number decides whether a spot works, so measure before you fall in love with a location.

You need 900mm of clear space on every side of the spa. That's the room a technician needs to open the cabinet panels and make repairs. Box the spa in (hard up against a wall, a fence or a garden bed) and you block a cabinet panel, which makes the spa unserviceable. Technicians won't move the spa to reach a panel that's been closed off, so get this right up front.

The 900mm is a clear border around the spa's footprint. If your spot holds the spa **and** that border, it fits.

Measure the spot

Aqua Pulse's current models range from the Avalon Deluxe at 1.9m x 1.3m up to the Hamilton and Stradbroke at 2.3m x 2.2m, with heights from 0.76m to 0.9m. Your Aqua Pulse team can give you exact dimensions for the model you're considering.

Take those dimensions, add the 900mm border on each side, and you've got the space your spot needs. Five minutes with a tape measure.

The models hold between 700 litres (Avalon Deluxe) and 1,600 litres (Hamilton and Stradbroke Luxury), with the Reef at 800, the Manly at 1,000, and the Bronte and Emerald at 1,200. That's the load your foundation carries, and another reason the slab earns its keep.

Getting it from the truck to the spot

The last thing to check is the path the spa travels from the street to its spot.

The spa is moved on a slide board, or on trolleys where needed. Along the whole route (every gate, side passage and doorway) allow the width of your spa plus at least 100mm for clearance. If trolleys are needed, allow an extra 330mm of height. Your model's footprint tells you the gate width you're checking against.

The route also needs to be solid and clear: free of steps, raised garden beds, retaining walls, and overhanging things like gutters, tree branches and air-conditioning units. Walk it from the front of the property to the spot with a tape measure and you'll know.

Flag one thing early rather than on the day: the freight company won't manually lift the spa under any circumstances. If your spot needs the spa lifted or lowered to reach it, that's not a standard home delivery. Let Aqua Pulse know in advance so alternative solutions can be arranged. If there's a level change anywhere on the route, mention it when you order.

The quick paperwork

Two small jobs and you're clear.

First, call your local council to check whether a building permit is required, and ask about any bylaws: how far the spa must sit from property lines and buildings, and any fencing requirements. Rules vary from council to council, so a short call settles it for your address. If fencing applies to you, the council will tell you what's required.

Second, if any part of the job involves excavating, call Dial Before You Dig on 1100 first, so you know there are no underground lines where you're digging. Do it before a shovel goes in.

If it's going indoors

Indoors works fine. Two things to get right: choose a flooring that's impermeable to water, and grade the area so water drains away from the spa, keeping the cabinet and electrical components dry.

It's one afternoon

Read all at once, this can look like a lot. In practice it's a single afternoon: pick a spot, check the 900mm border fits your model, look over the delivery route, make two phone calls. Do that and the biggest decision of your ownership is behind you, with your Aqua Pulse team alongside you the whole way.

The short version

- The foundation carries the spa, its water and its bathers. Use a level concrete slab at least 4" thick with reinforcing steel. Getting it right is the owner's job (a poor foundation isn't covered by warranty). Never shim or pack anything underneath to level it.
- Leave 900mm of clear space on every side so the spa can be serviced. Box a cabinet panel in and the spa can't be worked on, and technicians won't move it to reach one.
- On a deck or any elevated structure, a structural engineer must sign off first. If you build a surround, keep it entirely and easily removable so the spa stays serviceable.
- Check your delivery route before ordering: the spa's width plus at least 100mm (plus 330mm of height if trolleys are used), solid and clear of steps, retaining walls and overhangs like gutters and air-con units. And tell Aqua Pulse in advance if the spa needs lifting or lowering, as the freight company won't lift it.
- Two quick calls settle the paperwork: your local council (permit, bylaws, fencing) and Dial Before You Dig on 1100 if you're excavating. Indoors, use water-impermeable flooring graded to drain away from the spa.

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CHAPTER 5 OF 11

Power and your electrician

Most of the range plugs straight in. Here's what your model needs.

Most of the range plugs straight in

Of everything involved in getting a spa home, the electrical connection is the part first-time buyers worry about most. For most of our range, it's barely a step.

The 10-amp models (every Deluxe and Platinum spa) are plug and play. If your home is wired to Australian Standards, you plug the spa into a normal power point using the supplied power lead. No electrician to book, no hardwiring, no waiting. Settle it into place, fill it, then plug it in. A spa is only switched on once it's completely full, so the order matters.

That covers most of the range. If you're choosing a Deluxe or Platinum model, the power side of ownership is that simple.

> **“The 10-amp models (every Deluxe and Platinum spa) are plug and play: if your home meets Australian Standards, you plug them straight in.”**



Only the 32-amp Luxury models need an electrician. The 10-amp Deluxe and Platinum models simply plug in.

The Luxury models: a job for a licensed electrician

There's one exception, and the name gives it away. **The Luxury spas are 32-amp models and need a licensed electrician to connect the power.** These aren't plug-in units. They're wired in by a qualified professional.

So if you're looking at a Bronte, Emerald, Hamilton or Stradbroke Luxury spa, add one line to your plan: a licensed electrician to make the connection. It's a known, one-off job, and it's worth getting their quote before you buy rather than after. When you engage one, make sure they're appropriately licensed for the work.

One rule for the plug-in models: no extension leads

This one is short and applies to the plug-in Deluxe and Platinum spas: **never connect your spa to power through an extension lead.** Doing so voids your warranty.

It's an easy trap. The plug is right there, and a lead feels like a harmless shortcut on day one. It isn't. If your power point doesn't reach, have the point moved or the circuit brought to the spa. Get it right once and it's never a concern again.

If you're unsure, get a compliance check

Plug and play assumes one thing: the power point you're using, and the wiring behind it, already meet Australian Standards. If you have any doubt about the spa or the wiring in your home, have a licensed electrician check that both the spa and the connection comply with the two relevant standards, **AS3000 and AS60335.2.60.**

You don't need to memorise those codes. Mention them and any licensed electrician will know what you mean. A quick check buys complete peace of mind before you switch on.

And no plumbing to worry about

People often assume a spa is a plumbing job like a bathroom. It isn't. **A spa needs no permanent water connection.** You fill it with a garden hose, and from then on the same water circulates and is topped up as needed, with a full drain and fresh refill every six months. All you need is a tap and a hose within reach. No pipework to run, no plumber to book.

Between plug-and-play power and no plumbing, settling most of our spas into your backyard asks far less of you than you'd expect.

The short version

- The 10-amp models (every Deluxe and Platinum spa) are plug and play: plug straight into a normal power point with the supplied lead, if your home is wired to Australian Standards.
- The Luxury spas are the exception. They are 32-amp and need a licensed electrician to connect the power.
- Never run a plug-in spa off an extension lead. It voids your warranty.
- If you're unsure about your power point or home wiring, have a licensed electrician confirm it complies with AS3000 and AS60335.2.60.
- A spa needs no permanent plumbing: fill it with a garden hose, so you need a tap and hose within reach, but no pipework and no plumber.

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CHAPTER 6 OF 11

Delivery day

Your spa's arrival has a reputation for stress. It's the most predictable day in the whole journey, and every step is laid out here in advance.

The day it all becomes real

The spa you chose is on its way, and the day it arrives has a reputation as the stressful part. It's the most predictable day in the whole process. Nothing about it is a surprise. It's all steps, and you're about to know every one. Read this once, do some preparation, and delivery day becomes a smooth, satisfying morning.

Aqua Pulse Spas doesn't drive the truck. Delivery is carried out by third-party freight companies, and your delivery contract is formed directly with the freight provider. Aqua Pulse Spas may take the payment for freight to keep it simple, but the freight company is responsible for transporting and handling your spa on the day. That fact shapes the most important job you'll do: the inspection, which we'll come to.

> **“Delivery day rewards preparation far more than nerve.”**



The crew places the spa in its final position, so the base must be ready first.

First, know which delivery you booked

There isn't one "delivery." Aqua Pulse Spas publishes seven distinct service levels, each with its own terms: from a fully placed home delivery, to a kerbside drop-off, to collecting the spa yourself. Before the day, confirm with your Aqua Pulse team exactly which one is on your order, so what happens matches what you expect.

The two you're most likely choosing between:

- A **standard home delivery is a placed delivery.** The crew brings the spa all the way to its final spot, gliding it on a 10mm nylon slide board or, where needed, trolleys.
- A **curbside delivery is a lighter service.** The spa comes to the kerb only, between 8:00am and 6:00pm on weekdays, and your order may arrive across more than one delivery.

Neither is better or worse. They're different jobs. Knowing which one you booked is most of what makes the day feel effortless.

Delivery day, step by step

1. Have your base finished and your access clear before the truck arrives.
2. The crew moves the spa to its final position. They don't lift it by hand.
3. Inspect the spa carefully before you sign for it.
4. Fill it straight away and get the cover on, because an empty spa can be damaged from heat exposure.

Clearing the path (the part you control)

For a placed delivery, the crew needs a clear, solid route from the truck to the spot. Two numbers make this easy to get right: allow a **minimum of 100mm of extra width** for safe clearance, and if trolleys are needed, an **extra 330mm of height clearance.** Walk the route yourself the day before with those in mind, and make sure it's solid and free of debris.

The obstacles that stop a placed delivery are easy to spot once you know to look: steps, raised garden beds, retaining walls, and overhanging items such as gutters, tree branches or the air-conditioning unit. Clear what you can. If the crew judges a route unsafe, they won't force it. They'll leave the spa in the next best location rather than risk damaging it or your home. Moving it from there becomes your cost and responsibility, so walking the path in advance is worth a lot.

Two more things, so nothing catches you out on the morning:

- **The crew will never manually lift the spa.** That's a firm safety rule. If your spot needs the spa lifted or lowered to reach it, that isn't a standard delivery. Tell Aqua Pulse Spas in advance so an alternative can be arranged, rather than discovering it on the day.
- **Freight vehicles only travel on sealed roads** (bitumen or concrete). If your property is reachable only by a dirt or unsealed road, whether they attempt it is at the freight company's discretion, and a turned-back delivery can leave you paying

the original fee, a return fee and re-delivery costs. If that's you, flag it early.

For a non-standard delivery (steps, or routing the spa through the inside of your house), Aqua Pulse will ask you to sign a release for damage to property before it goes ahead.



Inspect the spa carefully before you sign. It is your protection.

Help, timing and access

If you've booked a one-man or depot home delivery, it's quoted as a one-person delivery, so you'll need a few able-bodied people on site to help unload and position the spa. Line them up in advance and it becomes a quick job with friends rather than a scramble.

Timing is simple if you watch for one message. Your delivery window is confirmed by **text the evening before, and you must reply to confirm.** If you don't, the delivery can be cancelled with the fee still owing. On the day the window is wide (**6:00am to 8:00pm**), so plan to have someone home and available across it. Giving inaccurate access details, or changing the agreed time without notice, can trigger a redelivery fee

and waiting-time charges, so get your access information right the first time. And once you've confirmed a delivery in writing, the booking is non-refundable, so confirm when you're ready.

The single best thing you can do the night before is reply to that text. Everything else follows from it.

The moment that matters most: inspect before you sign

Before you sign for the spa, inspect it. You're entitled to ask the crew to remove the packaging so you can look properly. Do it. If you see any visible damage, note it on the delivery slip then and there.

Once you've signed for the goods as received in good order, no damage claim will be accepted, for the spa or for any damage to your property. That quick look is your protection.

Only sign for what you've looked at. Unwrap it, walk around it, and sign with confidence.

The rubbish stays

Plan for this one. The crew won't take the packaging or the pallet away. It stays on site, and disposing of it is yours to handle. Decide in advance where it's going (a trailer run, the green-waste bin, whatever suits) instead of standing in the driveway wondering.

Have everything ready before it arrives

The smoothest deliveries are the ones where the spot is finished before the truck turns up. A few things to have sorted:

The foundation must be done and ready. Your spa needs a solid base supporting its whole underside, strong enough to carry the spa, the water and the people in it: ideally a concrete base at least 4 inches thick with reinforcing steel inside. It's the

owner's responsibility, and damage caused by an inadequate foundation isn't covered by warranty. If you're putting the spa on decking or any other elevated structure, have a structural engineer confirm it will take the weight.

Think about servicing before you place it. Where the spa lands is permanent. You need **900mm of clear, uninterrupted space on all sides** so a technician can reach every cabinet panel. Block a panel and the spa becomes unserviceable. Technicians won't move the spa or pull up decking to get to it. Give it room now, and every future service call stays easy.

Have a hose within reach. You don't need permanent plumbing: a water supply and a hose close enough to fill the spa on the day is enough.

Fill it the same day it lands

Treat this as non-negotiable: **fill the spa completely with water and fit the cover as soon as it's delivered**, even if your electrician isn't coming for a week or two.

An empty spa is vulnerable to heat. Left sitting exposed to heat, the acrylic, the jets and the plastic components can melt, warp or crack. The packaging won't protect it, even in shade. Water is what keeps the shell safe. So the moment the spa is in place, run the hose. It's the final step of delivery day, not a later job.

Spa in place, water in, cover on. That's delivery day done.

If you're collecting it yourself

Some buyers collect rather than have the spa delivered, and the same care applies.

Customer collections run **Monday to Friday, 9:00am to 3:00pm, with a minimum of 48 hours' notice**, and your spa will be prepared upright on a pallet. Inspect it before it leaves. Once it's out of the warehouse, Aqua Pulse Spas accepts no responsibility, so give it the same careful look-over you'd give a home delivery.

If your order comes via a depot, collect it **within 24 hours** of the depot notifying you it's arrived, and be ready for their site rules. Depots may require hi-vis clothing and steel-capped boots, so check before you go.

One thing to check on your invoice if you're collecting or on a curbside service: whether shipping insurance was purchased. Unless it's explicitly bought and noted on your invoice, these shipments travel uninsured, which means no claim for damage or loss. If you want that cover, ask before the day.

In short

Delivery day rewards preparation far more than nerve. Confirm which service you booked, clear and measure your route, line up a couple of helpers, reply to the text, and have your foundation and hose ready. Then do the two things that protect your investment: inspect before you sign, and fill the spa the moment it's in place. Do that, and the day you've been waiting for is exactly as good as it should be.

The short version

- Confirm which of Aqua Pulse's seven delivery services is on your order before the day, so what happens matches what you expect.
- For a placed delivery, clear and measure your route: allow a minimum 100mm extra width, plus 330mm extra height if trolleys are needed.
- Reply to the confirmation text the evening before. No reply can mean the delivery is cancelled with the fee still owing.
- Inspect the spa before you sign. Once you sign for it as received in good order, no damage claim will be accepted, for the spa or for any damage to your property.
- Fill the spa with water and fit the cover the moment it lands (even before the electrician comes) to protect the shell from heat.



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CHAPTER 7 OF 11

First fill and startup

Everything between the day your spa lands and your first soak, laid out as a short, ordered checklist.

The day your spa arrives is the day most new owners worry they'll get something wrong. Startup is a short, ordered sequence. Each step has a clear reason, and once you've done it once you'll barely think about it again. Here's what happens, in order.

> **"Fill it the day it lands, cover it, and add no chemicals until it has power."**



The Aqua Pulse Balboa control system. Switch it on once it is completely full.

Fill it and cover it: the day it lands

The first job is the simplest. As soon as your spa arrives, fill it completely with water and fit the hardcover, **even if your electrician isn't coming straight away.**

You can't run a spa without power, so why fill it now? Because filling has nothing to do with electricity, and there's no reason to leave the spa empty and exposed.

If there's a gap before your electrician arrives, the water can sit unbalanced for a week or two. That's fine. You must not add any chemicals until the spa has power. So the sequence is: fill, cover, wait for power, then balance.

Your water, in balance

PH	SANITISER	ALKALINITY	CALCIUM HARDNESS
7.2 to 7.8	1 to 3 ppm	80 to 120 ppm	250 to 400 ppm

The four readings to keep. Check them at home with test strips; calcium hardness needs a pool or spa store test.

The one filling rule worth remembering

One thing to get right when you fill: run the hose into the filter box, not the seating area. Take the filter out first, and take the fitting off the end of your hose so it can't drop into the plumbing.

Why the filter box? Filling through the seats can push a pocket of air into the pipework and create an air lock, which can stop the pumps and heater from working. You'd know straight away, because no water circulates when you run the pumps. The fix: turn the pump off, loosen the union at the suction side of the pump until water flows through, then tighten it and switch the pump back on. Filling through the filter box avoids it altogether.

One more check before the water goes in: make sure the drain fitting is closed.

How much water

You're aiming for a range, not a single mark. The water needs to sit **above the highest jets** (the shoulder jets don't count). If the level drops below them, the spa starts to drain itself empty. But it must not rise **higher than the headrests**, or water can get into the cabinet and damage the spa. Anywhere between those two is right.

Once the highest jets are completely under water, put the filter back in. Filter out to fill, filter back in once the jets are covered.

Power on, and a first-jets check

Never run a spa on an extension lead. Using one voids the warranty.

How the spa switches on depends on your model. **The 10-amp Deluxe and Platinum models are plug & play**: once the spa is full, plug it into your power point. **The 32-amp Luxury models** are connected and powered on by your licensed electrician while they're on site. Either way, one rule holds: only switch the spa on once it's **completely full**. Never turn it on with the water still low.

The first time it runs, press the jet button and check that water is moving through the spa. If nothing moves, contact the store straight away, and if yours is a Luxury spa, have your electrician call while they're still in your yard. Catching a no-flow issue early turns a possible callout into a phone call.

Your first dose of Liquid Lithium

With power on and water moving, you're ready for the first sanitiser dose. Aqua Pulse uses Liquid Lithium. The first amount is matched to your spa's water volume (a bigger spa takes a larger dose), so there's no single number to memorise. The exact millilitres are on your model's start-up sheet.

Add it straight into the water, **away from the filter box** (the opposite side to where the hose went in), then run the jets for five minutes to mix it through. That's day one of the water done.

Four hours later: balancing the water

Four hours after the first dose, you balance the water. You're aiming for four target ranges:

- **pH:** between 7.2 and 7.8
- **Total Alkalinity:** 80 to 120 ppm
- **Calcium Hardness:** 250 to 400 ppm
- **Free Chlorine:** 1 to 3 ppm

Work through them one at a time, leaving four hours between each chemical and running the jets for five minutes after each one. It feels precise the first time. By your second or third fill it's second nature.

Then one last step, easy to skip and worth doing: take a water sample in to Aqua Pulse or a local pool store for a proper test, to confirm your balances are right. Home test strips are handy for a quick look, but they can't read Calcium Hardness accurately. That one has to be tested at a pool or spa store, not read off a strip. If you use a pool store, be aware they often balance to pool numbers rather than spa numbers, so check their reading against your spa's targets above.

Setting the temperature

Your touchpad has two ranges. Low Range holds the spa between 10 and 37°C. High Range holds it between 37 and 40°C, the highest the touchpad can be set to. Set it wherever suits you within those ranges, and the touchpad holds it there.

That's startup. Written as a list it looks like a lot. Lived once, it's an afternoon of filling and a short checklist: fill it, cover it, power it safely, dose it, balance it, test it. Then the everyday rhythm begins, and it's far gentler than the first day suggests.

The short version

- Fill your spa completely and fit the cover the day it's delivered, even if the electrician isn't coming yet, and add no chemicals until it has power.
- Fill through the filter box with the filter removed and the hose fitting off, and check the drain fitting is closed first. This avoids an air lock that can stop the pumps and heater.
- The water must sit above the highest jets (shoulder jets don't count) but no higher than the headrests.
- Never use an extension lead, only switch the spa on once it's completely full, and test the jets the first time it runs so any no-flow fault is caught early.
- Your first Liquid Lithium dose and your electrical connection are both model-specific (read them off your start-up sheet), and take a water sample in for an accurate test after you balance.



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CHAPTER 8 OF 11

Living with it

The real rhythm of spa ownership, in full. It starts with the one after-use habit most people expect to be weekly.

The one habit to unlearn before you start

Most people picture spa ownership the same way: chuck some chemicals in once a week, rinse the filter, done. Reset that picture now. The most important part of the routine happens after the spa has been used, not weekly. Knowing that up front is the difference between feeling on top of your spa and being caught out three weeks in.

The after-use part is small. It's the rest of the rhythm (weekly, monthly, and twice a year) that this chapter lays out, so you can see the whole shape of it before you own one. None of it is hard. It's a sequence, and by your second month it runs quietly in the background.

> **“By your second month you won't be reading a checklist. You'll just know your spa.”**



The weekly check: a quick read at home with a 3-in-1 test strip.

Your dose after the spa has been used

When you finish using the spa for the day, you add a measured dose of Liquid Lithium sanitiser straight into the water, away from the filter box, and run the jets for five minutes to mix it through. That's the whole after-use job. It takes moments.

The dose is sized to your spa's water volume, so there's no universal number. As a rough guide, it's about 40ml for every 1,000 litres. A smaller 700-litre spa takes around 28ml, an 800-litre around 32ml, a 1,000-litre around 40ml, a 1,200-litre around 48ml, and a large 1,600-litre spa around 64ml. Your Aqua Pulse team will give you the exact figure for your model.

The after-use dose is the heartbeat of the routine. Get that habit in place and the rest slots in around it.

The rhythm of ownership

AFTER USE	EVERY WEEK	EVERY MONTH	TWICE A YEAR
A small measured dose of sanitiser	Rinse and soak the filter	Note your water-test result	Drain, flush and refill
Run the jets to mix it through	Balance the water		A full fresh-water start
	Test at home with strips		

The numbers that keep your water right

Alongside the dose after the spa has been used, you keep an eye on a handful of readings. This is what people mean by "the water balance," and it sounds more technical than it is. You're holding four things in range:

- **pH** between 7.2 and 7.8
- **Total alkalinity** between 80 and 120ppm
- **Calcium hardness** between 250 and 400ppm
- **Free chlorine** between 1 and 3ppm

Most of these you can check at home with test strips. Two things catch new owners out, so they're worth knowing up front.

Why a zero chlorine reading is nothing to panic about

It's normal for your chlorine to read zero on a test strip, and at a pool or spa store too. That does **not** mean something is wrong. As long as you're applying the Liquid Lithium as instructed and the water isn't milky when the pumps are off, it's safe to bathe in. New owners often see that zero, assume the worst, and tip in far more sanitiser than they need. You don't have to. Trust the routine you've been given.

The one number you can't test at home

Calcium hardness is the exception. You can't measure it accurately with any brand of test strip. Instead you take a small sample of your spa water into a pool or spa store and they test it for you. It's a quick errand, and once you know it's part of the picture, it stops being a surprise.

Balancing is a slow, patient job

If a reading is out and you need to adjust, go slowly. Wait **four hours between adding each chemical**, and run the jets for five minutes after each one. Bringing the water fully back into balance isn't a single trip out to the spa. It's spread across a day, in stages. That's deliberate: it gives each chemical time to work before you judge the next reading. Nothing about it needs rushing.

A word about pool-shop advice

When you take your water in for testing, the store may hand you a dosing plan. Be careful here: pool parameters aren't spa parameters. Follow pool-shop dosing to the letter and you'll most likely over- or under-dose your spa. Use the store for accurate **readings**, and lean on your Aqua Pulse instructions for how much to add.



The Oxford fabric cover: wipe the top and the underside with a cloth dampened in fresh tap water.

The weekly routine

Once a week, three things happen, and they slot into a weekend.

First, the filter. This is a fixed weekly task, and it isn't a ten-minute rinse. You remove the filter, wash it thoroughly with a garden hose, then soak it in a bucket of cold water with filter cleaner for a full 24 hours before washing it again and letting it dry completely. Because of that soak-and-dry time, Aqua Pulse recommends buying a spare filter and alternating between the two each week, so there's always a clean, dry one ready to drop in.

This one matters: a filter that isn't cleaned weekly can cause your spa to stop cleaning and heating. The weekly filter habit is what keeps the spa working. (Filters are a consumable: plan to replace yours every twelve months, or every two years if you're rotating a pair.)

Second, a quick wipe of the acrylic shell (in and above the water line) with a chemical-free microfibre cloth.

Third, a quick test. Check your water at home with test strips each week, for a read on where your chemistry sits.

Once a month: paperwork and the cover

Two monthly jobs, both easy to forget and both worth a calendar reminder.

The paperwork one surprises people. Keep a **dated, once-a-month digital record** of your store test results: free chlorine, total chlorine, pH, alkalinity, calcium hardness, cyanuric acid and salt. This is a condition of your warranty. If you ever need to make a warranty claim, you'll be asked for that history, and without it the warranty can be voided. A photo of the store printout, saved to a folder on your phone once a month, is all it takes.

The cover job is care, not admin. The cover is made from hard-wearing Oxford fabric, and it needs no protectant. To clean it, wipe the top and the underside with a cloth dampened in fresh tap water. Never use the spa's own water, because it leaves chemical stains on the fabric. And never sit, stand, or put any weight on the cover.

Twice a year: the big one

Every six months, the water gets a full change with a **pipe flush**, a clean-through of the pumps and heater that helps prevent premature wear on those parts. One firm rule surprises everyone, so commit it to memory: **never drain your spa in daylight hours.** Always drain at night, and fully refill the same night. Put those two dates in your calendar the week your spa arrives.

Your spa will tell you when something's off

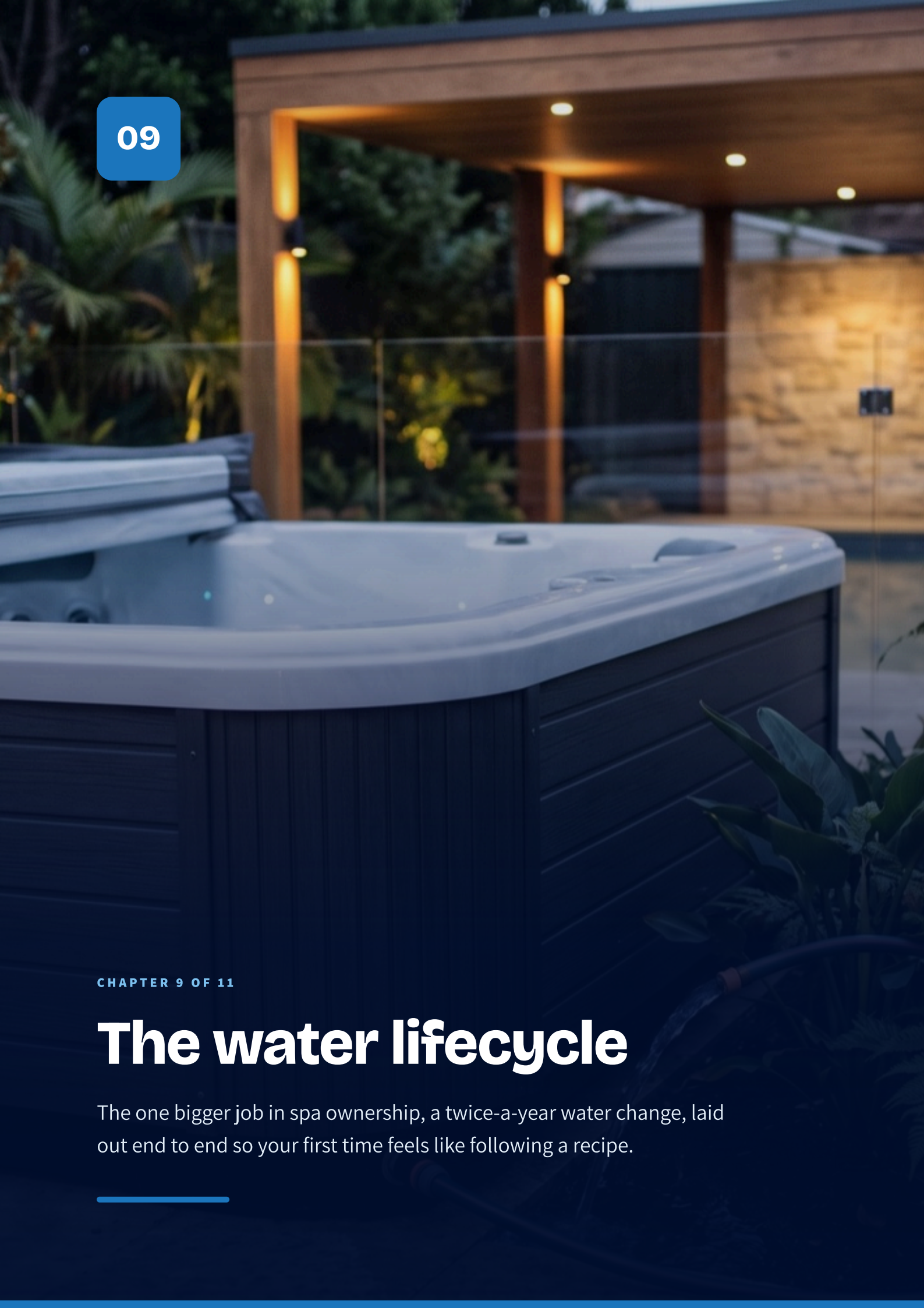
The equipment gives you feedback. Keep an eye on the underside of your cover. **Poorly balanced water can damage the fabric, break down the stitching and leave algae stains**, so the cover doubles as an early read on whether your water balance is where it should be.

The rest of the upkeep is light. The cabinet needs no chemicals at all, just a regular wipe with a microfibre cloth and fresh tap water. The headrests and the face of the filter box get the same treatment: fresh tap water only, never the spa's own water.

That's the whole rhythm. A small dose after the spa has been used, a short weekly routine, a couple of monthly reminders, and two dates a year. Written out in full it can look like a lot, but so does anything before it becomes second nature. By your second month you won't be reading a checklist; you'll just know your spa. For any exact figure (your dose, your volumes, the specifics for your model) your Aqua Pulse team is a phone call away.

The short version

- The single most important task is after use, not weekly: add your measured Liquid Lithium dose and run the jets for five minutes to mix it in.
- The after-use dose is sized to your spa's water volume (roughly 40ml per 1,000 litres), so your Aqua Pulse team gives you the exact figure for your model. There's no universal number.
- A zero chlorine reading is normal and safe as long as you're dosing as instructed and the water isn't milky. Don't panic and overdose. Calcium hardness is the one reading you can't test at home; take a sample to a pool or spa store.
- Clean the filter every week (it soaks 24 hours, so a spare filter pays off), and keep a dated monthly digital record of your store water tests. It's a warranty condition, and missing it can void the warranty.
- Every six months, do a full pipe flush and water change, always drained at night with a same-night refill, never in daylight.



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The water lifecycle

The one bigger job in spa ownership, a twice-a-year water change, laid out end to end so your first time feels like following a recipe.

Most spa care is small and after use: a quick check, a small dose, a habit that takes less time than making a coffee. Twice a year there's one larger job, a full water change. First-time owners tend to picture it as daunting, and it's the part nobody knows to ask about before they own a spa. So here's the whole thing, start to finish. It's a single evening, done in a set order, and once you've walked through it once it becomes one of the easy rhythms of ownership.

> **“Drain at night, refill the same night, and it's a non-issue.”**



Twice a year, a full refresh: drain, flush, refill with clean water.

Twice a year, and never on its own

Aqua Pulse changes the water every six months. Instead of a plain drain-and-refill, we pair it with a pipe flush and run the two as one job. That way you only set time aside twice a year, and each time the water and the plumbing come out fresh together.

The pipe flush protects your investment, and it has nothing to do with how the water looks. It cleans the inside of the pumps and heater, which helps prevent those parts failing before their time. You can see clear water. You can't see clean plumbing, which is why we build the flush into the schedule rather than leave it to chance.

Twice a year, one evening, both jobs at once. That's the whole shape of it.

The one rule that never bends: after dark

Before any of the steps, one rule governs every drain you'll ever do. Never drain your spa (not fully, not partway, not for any reason) during daylight hours. Always drain at night, and fully refill the same night. The job is never left sitting empty overnight, and never split across two days.

An empty or part-empty shell sitting exposed to heat can be damaged by that heat. That damage can happen within **minutes** of the water going down, not hours. Heat damage to an empty shell isn't covered by warranty, which is one more reason the night-time habit matters. Drain at night, refill the same night, and it's a non-issue.

If you take one thing from this chapter, take this: **draining is a night-time job, every single time.**

Step by step

Start by adding water, not letting it out. It feels backwards, but the first move is to top the spa up a little higher than its normal water line. That lifts and loosens the chemical residue along the waterline so it rinses away with the change instead of staying behind. Every instinct says to begin by emptying. This is the one step a first-timer skips, so do it first and do it on purpose.

Flush the plumbing. Add one litre of Spa Pipe Flusha #12 to the water and run all the pumps for at least twenty minutes. Then turn the power off at the supply **before** you drain a drop. (If you're not sure where to top up your Pipe Flusha, your Aqua Pulse team will point you to it.)

Open the drain. The fitting sits on the touchpad side of the spa, in the left-hand corner of the black fibreglass base. Unscrew the small black cap by turning it to the left; that exposes a thread. Screw the garden-hose fitting onto it by turning to the right. That fitting comes packed in with your filter, so set it aside somewhere safe on day one for exactly this moment months later. Now turn the larger black collar fully to the left until it won't turn further, connect your hose, and gently pull the hose away from the spa to open the valve and let the water go. Your own manual walks through the drain for your model, so keep it open beside you the first time and follow its steps.

Clean while it's empty. With the spa drained, put the garden hose into each jet in turn and flush out any residue left in the pipes. Sponge out the last of the water, then wipe the whole shell down with a soft cloth. Use no chemicals on the dry shell. Every instinct says reach for a spray cleaner. Don't. A soft cloth is all it wants.

Get ready to refill. Two checks before water goes back in. First, close the drain properly: push the larger black collar in towards the spa's base, then turn it as far to the right as it will go. Left even slightly open, it will leak when you refill. Second, wash your filter clean so it goes back in fresh.

Refill the right way. Don't hose water into the seating area. Take the filter out and put the hose down inside the filter box, and take the fitting off the end of the hose first so it can't fall into the plumbing. Filling through the main body of the spa can trap air in the pipes and create an air lock, and an air lock can stop the pumps and heater from working. Through the filter box, the water fills cleanly.

Fill to the right level. Bring the water up higher than the highest jets (not counting the shoulder jets) but not above the headrests. Too low, and the spa can drain itself empty. Too high, and water can get into the cabinet and cause damage. Anywhere between those two marks is your window.

A refilled spa is a brand-new spa

Once it's refilled, your spa is chemically starting from scratch. You don't pick the after-use routine back up. You give it the full fresh start-up dose of Liquid Lithium, then balance the pH, alkalinity and calcium about four hours later, exactly as you did on day one.

The dose is matched to your model's water volume, so follow the start-up sheet that came with your spa rather than a number from memory. Your Aqua Pulse team can confirm the exact figure for your model any time you ask. One timing note: don't add any chemicals while the power is off. They go in once the spa is refilled and running again.

Where the old water goes

Where you can send the drained water, and any local rules around it, depends on where you live and can be affected by water restrictions in your area. That's a question for your local water authority. A quick call or search tells you what's allowed where you are, and settles it for every water change after this one.

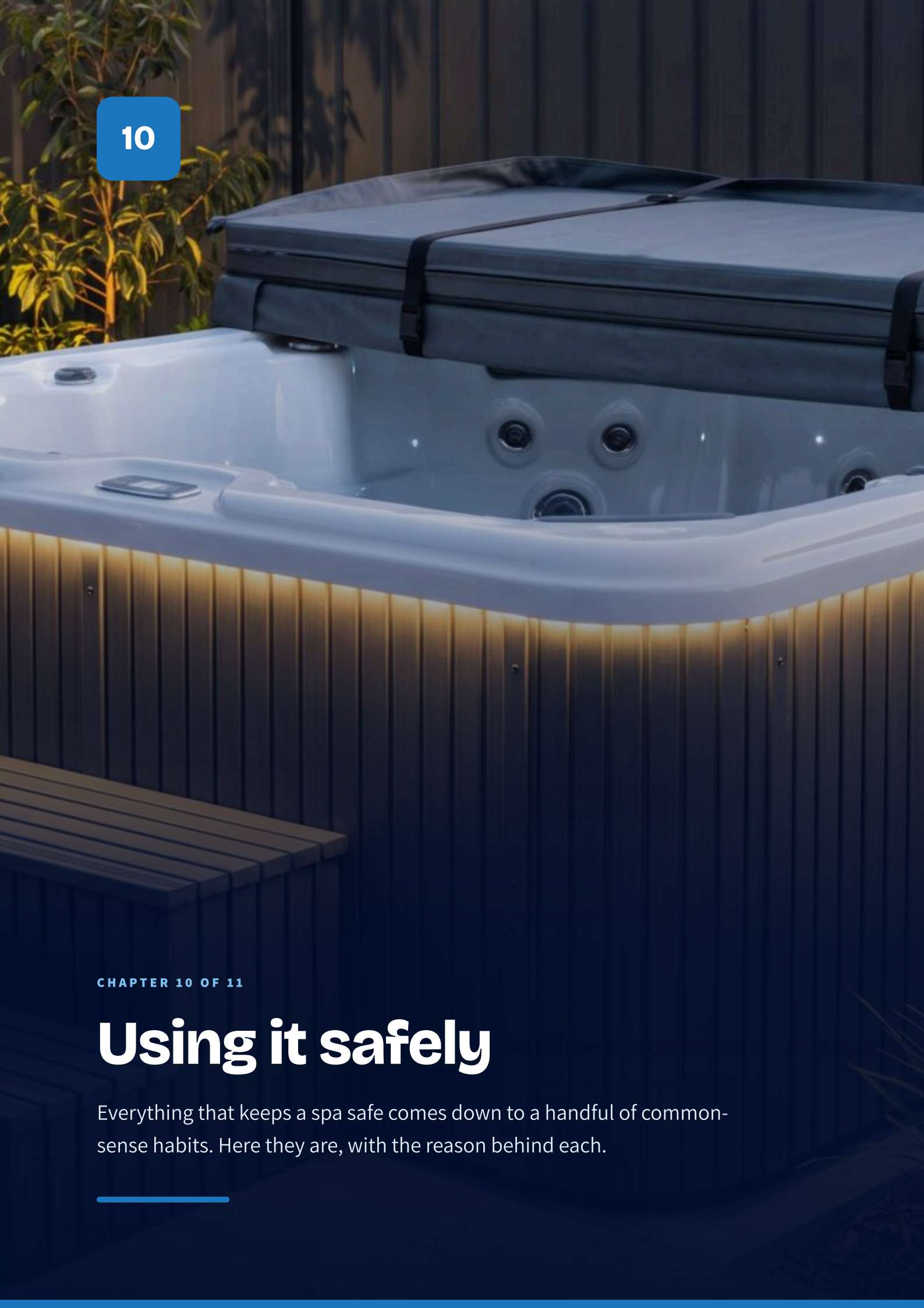
One simple check makes reuse easy: test the drained water with a test strip and wait until the chlorine reads zero. Once it does, the water can safely go onto the garden or into grey-water use.

The takeaway

That's the whole job. Twice a year, after dark, in one clear order: overfill, flush, drain, clean, close the drain, refill through the filter box, and start the water fresh. The first time, you'll have this page open beside you. By the second time, you'll barely glance at it. And for any step you'd rather walk through with a real person, your Aqua Pulse team is only ever a phone call away.

The short version

- A full water change happens every six months, and Aqua Pulse pairs it with a pipe flush so both jobs are done together in one evening.
- Never drain the spa in daylight, not even partway. Always drain at night and refill the same night, because a heat-exposed empty shell can be damaged within minutes and that damage isn't covered by warranty.
- The order matters: overfill first, add 1 litre of Pipe Flusha and run the pumps 20 minutes, power off, drain, hose out each jet, close the drain, and wash the filter, using no chemicals on the dry shell.
- Refill through the filter box rather than the seating area to avoid an air lock, and fill above the highest jets but below the headrests.
- A refilled spa starts chemically from scratch: give it the full start-up dose of Liquid Lithium for your model, then balance pH, alkalinity and calcium about four hours later. Your Aqua Pulse team can confirm the exact dose for your model.



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CHAPTER 10 OF 11

Using it safely

Everything that keeps a spa safe comes down to a handful of common-sense habits. Here they are, with the reason behind each.

If safety is the part of spa ownership you have been quietly worried about, there is no long rulebook to memorise. What keeps a spa safe is a handful of common-sense habits, the kind you already use around a hot kettle, a swimming pool, or a slippery bathroom floor. Read them once, understand the **why** behind each, and they stop being rules to remember and become things you do without thinking.

> **"Safety here is not a burden. It is a rhythm, and an easy one to learn."**



A lockable cover, always on when the spa is not in use.

Listen to your body, not a number

The most useful figure to know is one: Aqua Pulse's manuals say spa water **should not exceed 38°C**. The touchpad can be set higher (the range runs up to 40°C), but treat 38°C as your ceiling. How you respond to warm water is personal too. It depends on your age, your health and your medical history, so ease the temperature down if you are at all sensitive to heat. That is the guidance, not a gap in it. Instead of chasing a number, **let your own body be the gauge.**

The signals to watch for are easy to feel: dizziness, a headache, or nausea. If you notice any of them, or if you do not yet know how your body handles hot water, get out of the spa straight away and cool down. That is it. An early exit, nothing more dramatic.

It helps to know what these signals are protecting you from. A long time in water warmer than your body can lead to hyperthermia: your core temperature climbing several degrees above its normal 37°C. Its early symptoms are drowsiness and lethargy. The real danger of overheating is that it quietly disables the judgement you would need to get yourself out. So if you feel drowsy or light-headed, step out early, without waiting to see if it passes.

That is serious, and it is also avoidable, for the same reason. Because overheating clouds your judgement gradually, the safe move is to respond to the first faint signal. Step out, cool down, and you have removed the risk before it became one. Keep your soaks comfortable and leave at the first "I've had enough" feeling and you are following the habit that keeps overheating from taking hold.

Keep a clear head

One rule sits alongside the last and makes it work: do not use the spa under the influence of alcohol or drugs, and do not consume alcohol or drugs while you are in it.

Alcohol, drugs and medication all raise the risk of overheating and dull the signals you would normally notice. A clear head is what lets your body's early-warning system do its job.

If there is a health reason, have one quick conversation first

Plenty of people are drawn to a spa for how good it feels to sink into warm water after a long day. If part of your reason for buying is tied to a health condition, have one short conversation with your doctor before you start. Aqua Pulse can answer your questions about the spa itself. Your physician is the right person to tell you whether it suits your circumstances.

Specifically:

- If you are **pregnant**, consult a physician before using the spa.
- If you are on **medication**, or have any **adverse medical history**, consult a physician before using the spa.
- If you have an **infectious disease**, the spa is not for you to use.

It is a single check-in that clears the way to enjoy your spa, and a sign of a company being straight with you rather than promising things it is not qualified to promise.

Children and the water

The rule for children is repeated most consistently across every manual: children in and around the spa must be supervised at all times by a responsible adult. And no one, child or adult, should submerge their head under the water.

A couple of small habits make entering and exiting safer. Wet surfaces are slippery, so where it is practical, a grab bar or handrail and a set of steps make a real difference. And turning the jets off before you get in or out clears the water so you can see your footing.

The parts that quietly keep you safe

Every Aqua Pulse Spa is fitted with VGBA 2017-compliant safety suction fittings. Although not required for portable spas sold in Australia, Aqua Pulse voluntarily uses these internationally recognised suction fittings to provide an additional level of protection against body, hair and limb entrapment. Two habits keep them working.

Never use the spa unless all the guards are installed, and keep them free of debris. And do not sit in front of or on top of them, or on top of the filter box: that blocks the water from circulating properly and can cause injury.

Entrapment protection in Australia is governed by a specific standard, **AS1926.3-2010**, which exists to protect users from body, limb, and hair entrapment. Aqua Pulse Spas comply with all the required Australian Standards, including this one. It is the sort of thing you should never have to think about while you enjoy your spa, which is why it is built in.

When you are not in it

Two final habits cover the spa between soaks.

First, the cover. Keep it installed and locked whenever the spa is not in use, and never let anyone sit or stand on it. A locked cover keeps the water covered when no one is around to supervise it. The locks and keys are supplied with the cover, so everything you need arrives in the box.

Second, fencing. Make sure your spa is fenced, and check with your local council whether you need a building and fencing permit. The rules vary from place to place, so a quick call to the council is the way to be sure of what applies to you.

The short version

Read all together, it can look like a lot. Lived day to day, it is not. Get out the moment you feel off, stay clear-headed, check with your doctor if there is a health reason, watch the kids, keep the guards in and the cover locked, and fence the spa. Six habits, and before long you will do every one of them without a second thought. **Safety here is not a burden. It is a rhythm, and an easy one to learn.**

The short version

- Aqua Pulse's manuals say spa water should not exceed 38°C. Treat that as your ceiling, and step out straight away if you feel dizzy, headachy or nauseous.
- Keep a clear head: alcohol, drugs and medication all raise the risk of overheating and mute the early-warning signals you would otherwise feel.
- If a health condition is part of why you are buying (or if you are pregnant, on medication, or have an adverse medical history), have one short conversation with your doctor first.
- Supervise children in and around the spa at all times, keep the suction guards installed and free of debris, and never submerge your head.
- Between soaks, keep the cover installed and locked and make sure the spa is fenced. Check with your local council about permit requirements.



11

CHAPTER 11 OF 11

When something goes wrong

The late-night "is this a five-dollar setting or a five-hundred-dollar problem?" fear, taken apart: the quirks that aren't faults, the fixes you can do yourself, and the one call that always comes first.

The 9pm worry, answered

Almost every first-time owner knows this one. It's late, the spa is doing something you don't understand, and you can't tell whether it's a five-dollar setting or a five-hundred-dollar problem. The not-knowing is the hard part.

Most of what you'll see sorts into three buckets: it's normal, it's something you can fix in a few minutes, or it's a job for a professional. For that last one there's one phone number to call. Once you can tell which bucket you're in, ownership stops feeling like a gamble.

Some of the most alarming things a new spa does are the spa working exactly as it should. The skill is knowing which is which.

> **“Know the normal quirks, check the mode before you call, and the late-night worry never gets a foothold.”**



The Aqua Pulse Balboa control panel. Most of what looks like a fault is the spa working exactly as designed.

Before you touch anything, one phone call

If troubleshooting doesn't fix it, your first call is to the store you bought the spa from, before you engage your own technician or electrician. Aqua Pulse will arrange for one of their own technicians to get on the phone and guide your tradesperson through it. That phone support matters: without it, a technician who doesn't know these spas can struggle to find the fault, which turns into repeat call-outs and a bigger bill for you.

Never open the spa's computer box yourself. It requires an electrical licence. If it needs opening, the store will refer you to a licensed contractor. There's no version of this where you get in there with a screwdriver.

The three things that look like faults but aren't

Keep these three in your back pocket. Each one sends new owners into a panic, and each one is normal.

My spa turns its pumps on by itself. It is normal for your spa to start its pumps automatically, even when no one is using it. This is not a fault. It's part of the spa's automatic maintenance system: your spa periodically runs the pumps to filter water, distribute heat and protect the equipment.

Warmer than you set it, in summer. On hot days the water can drift above your set temperature. That's not a fault, it's the warm air around the spa. Want it cooler? Place one or two sealed plastic milk bottles filled with frozen water into the spa. As the ice melts, it will gradually lower the water temperature without diluting the spa water or affecting its chemical balance.

The ozonator's changing bubbles and noise. When the ozonator runs, the bubbles and the noise will vary: sometimes fewer and quieter, sometimes more and louder. That's normal operation, not a sign anything's wrong.

"It won't hold temperature": check the mode, not the mechanic

When someone calls to say their spa "won't hold temperature," the cause is often a setting rather than a fault.

Your spa uses a Balboa touchpad (a TP500S on Deluxe and Platinum models, and a TP600 on Luxury models) with different heating modes that affect how the spa maintains temperature.

Ready Mode. In Ready Mode, the spa checks the water temperature regularly and turns the heater on whenever heat is needed to maintain your chosen temperature. This is the recommended setting for everyday use, because your spa stays ready whenever you want to use it.

Rest Mode. In Rest Mode, the spa only heats during programmed filter cycles. Between these cycles, the spa does not actively maintain the set temperature, so the water temperature may drop. To an owner, this can appear as though the spa "won't heat" or "won't hold temperature," but the spa is operating correctly.

Ready-in-Rest. If your spa is in Rest Mode and you press the Jets button to use the spa, the system automatically enters Ready-in-Rest mode. During this time, the spa heats the water while the pumps are running and brings the temperature back toward

your selected setting. After the heating cycle is complete, the spa returns automatically to Rest Mode.

Two other settings can also affect heating:

Temperature Lock. When the spa is in Lock Mode, the set temperature cannot be adjusted. If the buttons appear not to work or the temperature cannot be changed, check whether the controls are locked.

Temperature Range. Your spa has two temperature ranges:

- **Low Range:** 10°C to 37°C
- **High Range:** 37°C to 40°C

If your spa is set to Low Range and you are expecting a hotter soak, the spa is operating correctly. It's simply maintaining a lower maximum temperature than expected.

Before booking a technician for a heating issue, check the heating mode, lock setting and temperature range. In many cases, the spa is working correctly and only needs a simple setting adjustment.

The air lock: the one you can usually clear yourself

This one you can do with your own two hands. An air lock is a common reason the pumps and heater seem dead. To check: turn the pumps on, and if no water seems to circulate, an air lock is likely.

To clear it, turn the pump off and loosen the unions at the side of the suction end of the pump until water begins to flow through. Re-tighten the union and try the pump again. To avoid it in the first place, always fill the spa through the filter box.

A leak: stop, and switch off at the RCD

If you ever see water leaking from the spa, stop using it, turn it off at the residual current device (the RCD in your meter box), and leave it off until a qualified technician has resolved the problem. Kill the power, make the call, don't second-guess it.

Keeping your warranty on your side

A short list of ways owners accidentally lose their cover. Every one is easy to avoid once you know it.

It comes down to this: a spa needs regular maintenance. If Aqua Pulse ever visits and finds the fault was caused by poor maintenance or negligence, you'll be charged the full cost of the repair. So the goal is to stay on the right side of a few clear rules.

Chemicals. There's a list of banned ingredients that will void your warranty, and using one even once is enough. Some are exactly what a pool shop might hand you: bromine, magnesium and Epsom salt are all on it. Your manual has the full list, and your Aqua Pulse team can confirm what's safe. When in doubt, ask before you pour.

The monthly test record. The one nobody expects. Your warranty requires you to keep dated, once-a-month water-chemistry results from a professional pool or spa store, held as a digital record. If you make a claim and can't produce that history, the warranty is void. It's a small monthly habit that protects everything else.

Power. If your spa is a plug-in model, never run it from an extension lead. Doing so voids the warranty. It needs its own proper connection.

Access. Where the spa sits matters as much as how you run it. You need 900mm of clear, uninterrupted space on all sides so a technician has room to work. Block a cabinet panel and the spa can be rendered unserviceable. Technicians won't move the spa or pull up decking to reach a panel that's been built in. Plan the space now and you'll never hit this.

And a few things aren't covered. Fine scratches and crazing on the acrylic (those spider-web lines on the surface) are normal wear that can show up early, not a manufacturing fault. Discoloured headrests and filter-box faces, chemical damage to the hardcover, and damage from an improper foundation or from packing under the base all sit outside the warranty too. One to watch: never leave the spa sitting empty in daylight. An empty or part-full shell left in daylight can be damaged within minutes, and that's on you, not the warranty.

What it looks like day to day

Read as a list, that's a lot of rules. Lived day to day, it's almost nothing: keep your monthly test slip, use the right chemicals, give the spa room and its own power, and make one phone call when something's wrong.

None of this is here to catch you out. It's here so nothing catches you out. Know the three normal quirks, check the mode before you call, clear an air lock yourself, kill the power on a leak, and keep your records. Do that and the late-night worry never gets a foothold. You've got a team on the other end of the phone.

The short version

- Your first call is always the store you bought from (before any technician or electrician), and Aqua Pulse will get one of their own techs on the phone to guide your tradesperson.
- Never open the spa's computer box yourself: it requires an electrical licence, and the store will refer you to a licensed contractor.
- Three things that look like faults but aren't: the pumps turning on by themselves, water above your set temperature in summer, and the ozonator's changing bubbles and noise.
- A spa that 'won't hold temperature' is most often a mode setting (Rest Mode), a lock, or the wrong temperature range. Check those before booking a technician. An air lock you can usually clear yourself; a leak means kill the power at the RCD and call.
- Protect your warranty: keep a dated monthly water-test record, avoid the banned chemicals (bromine, magnesium, Epsom salt), never run a plug-in spa off an extension lead, and leave 900mm clear on all sides.

COME AND SEE FOR YOURSELF

Everything a first-time buyer needs to know, told straight, so you buy with your eyes open and own with confidence.

Where to from here?

Owning a spa should no longer feel like a leap. It's a series of clear steps, and the best next one is a conversation.

Come and see us at our Yatala showroom. Stand beside a spa, sit in the shell, and ask the questions this book has put in your hands. Bring all of them: the practical ones about your block and your budget, and the ones you're not sure how to phrase. We'd rather talk you through it in full than sell you the wrong spa in a hurry.

And if a question comes up after you've closed these pages, about your model, your space, your delivery, or a figure we could only estimate here, ask us.

We'd love to help you get this one right.

SHOWROOM

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CALL

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ONLINE

aquapulsespas.com.au

AQUA PULSE SPAS

A NOTE ON THIS GUIDE

This guide is general information to help first-time buyers understand spa ownership. Every figure, procedure, chemical dose and safety instruction in it is drawn from Aqua Pulse Spas' own product manuals, chemical instructions and website. Photography is illustrative. Exact quantities, temperatures and settings vary by model, so always follow the specific user manual supplied with your spa, and speak to the Aqua Pulse Spas team for advice on your model.

Where health is concerned, this guide reflects the general safety guidance in our manuals and is not medical advice. If you are pregnant, taking medication, or have any medical condition, consult your doctor before using a spa.

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