

LOOK BEYOND THE SURFACE.

This checklist is designed to help you choose the best possible spa for your needs and budget. Use it in any showroom to look beyond appearances, inspect the construction and equipment, understand the warranty and check who will support you after delivery.

HERE ARE FIVE KEY THINGS TO LOOK FOR WHEN BUYING A SPA.

01 THE FRAME

Stainless steel, not timber or plastic.

ASK THE RETAILER:

- [ ] Is the structural frame made from stainless steel?
- [ ] Does it contain timber or load-bearing plastic?
- [ ] Can the retailer show you the actual framework?



WHY IT MATTERS

A filled spa carries tonnes of combined water and occupant load.

Timber frames can absorb moisture, swell and eventually rot if water reaches them. Plastic frames may flex, deform or become brittle depending on their material and design.

Structural movement can compromise support and place stress on the spa shell and components.

THE LONG-TERM RISK

If the structural frame fails, repairs can require extensive dismantling and may cost more than the spa is worth. In severe cases, the entire spa can effectively be written off.

Look for a well-constructed, corrosion-resistant stainless steel frame.

02

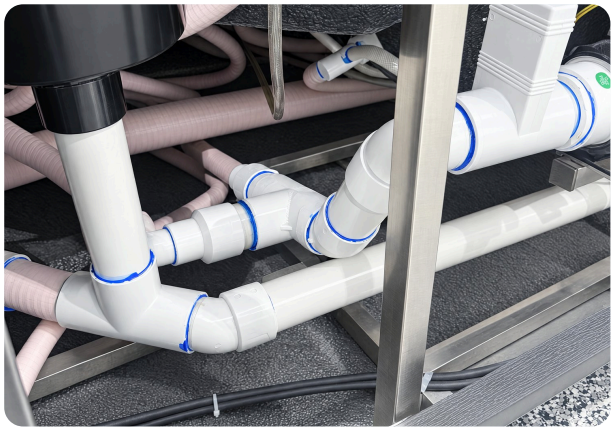
THE INSULATION

Keep heat in without making repairs impossible.

ASK THE RETAILER:

- [ ] Is the base, shell and cabinet insulated?
- [ ] Is the lockable hardcover insulated?
- [ ] Can a technician reach the plumbing for repairs?





WHY IT MATTERS

Poor insulation allows heat to escape, making the heater work harder and potentially increasing electricity costs. Look for insulation across the base, shell, cabinet panels and lockable hardcover, not just one area.

Some manufacturers spray expanding foam directly over plumbing and fittings. Although this provides insulation, it can make internal components extremely difficult or practically impossible to access without extensive foam removal.

THE LONG-TERM RISK

Even a small leak could become an expensive, time-consuming repair.

Good insulation should reduce running costs, not turn a minor fault into a major expense.

03 THE EQUIPMENT

Know what is powering your spa before you buy.

ASK THE RETAILER:

- [ ] Does it have a Balboa computer?
- [ ] Is the heating element titanium?
- [ ] Are the pump seals silicon carbide?
- [ ] Are the impellers reinforced PPO?
- [ ] Can you obtain replacement parts?





WHY IT MATTERS

Think of the control system as your spa's brain. It runs the heater, filtration and jets.

Cheaper controls are more likely to cause heating faults, pump failures and costly call-outs.

THE LONG-TERM RISK

Cheap or lesser-known parts often don't last, and replacements can be hard or impossible to find. Your spa could be out of action for weeks, or need a whole new system.

Don't judge a spa by jet count or horsepower. The equipment inside is what counts.

03 EQUIPMENT: WHY IT MATTERS

Understand the components behind the cabinet.

THE COMPUTER | BALBOA

The computer is the control centre of your spa. Everything electrical, from the heater to the pumps and filtration, runs through it. Look for a Balboa control system. Balboa is an American company that has been making spa equipment for over 45 years, and its parts are proven over time and built to last.

Why does this matter? Unknown systems can be unreliable and parts hard to source. A computer failure may stop heating or the whole spa, potentially leaving you waiting weeks for repairs.

THE HEATER | TITANIUM

Your heater operates in hot, chemically treated water. Look for a titanium heating element for corrosion resistance and durability.

Why does this matter? Lower-quality elements may corrode or fail early. A failed heater can leave your spa cold until an expensive repair is completed.

THE PUMPS | SILICON CARBIDE + PPO

Two pumps can advertise the same horsepower but have very different components inside. Look for silicon carbide mechanical seals that resist wear and help prevent water leaks, and reinforced PPO impellers designed for durable water flow.

Why does this matter? Worn seals can leak, and water reaching the motor may turn a small problem into a full pump replacement. Poor-quality impellers can crack or fail, reducing water flow and jet performance.

BEFORE YOU BUY: Ask to see the equipment behind the cabinet and confirm the specifications in writing.

04 THE JETS

Look for stainless steel, screw-in jets with available replacements.

ASK THE RETAILER:

- [ ] Are the jets stainless steel and screw-in?
- [ ] Can each jet be easily removed?
- [ ] Do you stock replacement jets in Australia?
- [ ] Can you identify the replacement jet model?



WHY IT MATTERS

Not all spa jets are built the same. Some spas use **plastic clip-in jets** that can become brittle, wear out or break over time. Look for **stainless steel, screw-in jets** that can be easily removed and replaced when required.

Plastic clips can fail. Clip-in jets rely on small plastic locking tabs. Over time, these can weaken, become brittle and snap. When the clips fail, a jet can pop out of its housing while the spa is running.

THE LONG-TERM RISK

The problem can multiply. If the spa uses the same clip-in fitting for every jet, multiple jets may become vulnerable to similar wear as the spa ages.

Can you actually get a replacement? Some spas use uncommon or proprietary jets. If a retailer cannot source them later, broken or missing jets may be difficult or impossible to replace with matching parts.

Choose repairable jets. Stainless steel-faced, screw-in jets are designed for straightforward removal and replacement. Confirm the retailer carries compatible parts before buying.

REMEMBER: A spa with 100 jets is not much good if the jets break and you cannot replace them.

05

PARTS & AFTER-SALES SUPPORT

A spa is a long-term purchase, not a one-day sale.

ASK THE RETAILER:

- [ ] Does the retailer physically stock spare parts?
- [ ] Who manages warranty claims and repairs?
- [ ] Is there a local contact who can help you?
- [ ] Have you checked the retailer's Google reviews?



WHY IT MATTERS

Even a well-built spa may eventually need servicing. If a retailer does not stock spare parts or offer clear after-sales help, a simple fault could leave your spa out of action for weeks.

Before paying a deposit, ask who handles repairs and what parts are available locally. Also check the retailer's recent Google reviews, particularly reviews about warranty claims, delivery and support after purchase. Look for patterns in how problems are resolved, not just the star rating. A long warranty means little if you cannot get help when needed.

BEFORE YOU COMMIT, ASK THE RETAILER:

Can you show me the frame, insulation and equipment? Which replacement parts do you keep in stock, and who will help if something goes wrong?

THE BEST SPA IS NOT JUST THE ONE THAT LOOKS GOOD TODAY.