



Customer Service (888) 961-7727, [ahsservice@watkinsmfg.com](mailto:ahsservice@watkinsmfg.com)

## **Frequently Asked Questions**

- **What makes Aquaterra Spas different from other spas?**  
Aquaterra spas are rotationally molded. This manufacturing technique is the latest breakthrough in spa production to date. Our spas are extremely durable, light weight and easy to maintain
- **What does Plug-N-Play mean?**  
Plug-N-Play simply means that the spa can be plugged into any 110 volt (v), 15 amp, dedicated receptacle. No additional wiring or plumbing is needed.
- **What is the benefit of converting the spa to 230v? What is required?**  
Although most spa owners find 110v adequate for heating, 230v spas are slightly more efficient, and heat faster. A licensed electrician can perform the conversion from 110v to 230v. NOTE: An optional GFCI sub-panel is required for conversion.
- **What comes with the spa? What else is needed?**  
All models come with a locking safety cover. Select models come with steps. Because of all the varied options, Aquaterra Spas do not come with chemicals. There are several chemical and step options available to purchase on line.
- **What does an Ozonator do?**  
An Ozonator produces ozone that is then injected into the spa water. The ozone, through the process of oxidation, removes contaminants such as lotions, detergents and organic waste out of the spa water – improving water quality. NOTE: Ozonators are standard on select models, and optional on others.
- **How much will it cost to operate the spa?**  
Actual operating cost will vary depending on the model chosen and usage. However, on average, Aquaterra spas cost about \$14.00 per month to operate.

- **Can the spa be delivered to the backyard or deck?**

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

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

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

- **Who do I contact for assistance?**

Please call our *Customer Service* department at (888) 961-7727, or email us at [ahsservice@watkinsmfg.com](mailto:ahsservice@watkinsmfg.com).