

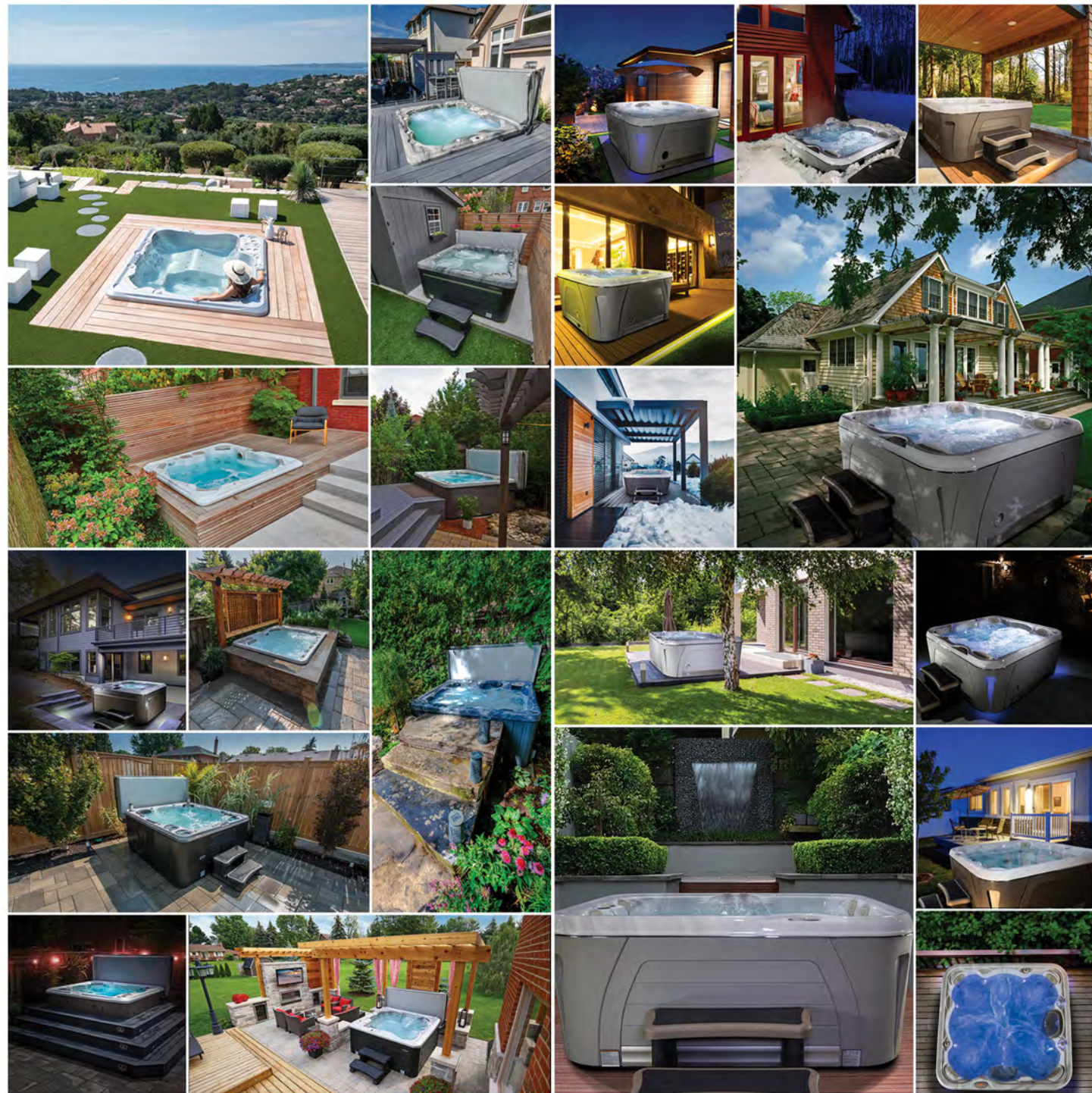


HYDROPOOL
hot tubs • swim spas

THE WATER IS CALLING.

CONSUMER'S GUIDE TO BUYING A HOT TUB.





THE POWER OF WATER

It feels like life is more hectic than it's ever been. Families are always trying to balance their goals and dreams with the responsibilities of everyday life. It's all part of the journey to a life well-lived.

MAYBE THAT'S WHY WE'RE SO DRAWN TO WATER.

70% of the world's population lives within 100 km (62 miles) of water. We seek it out for our vacations and our summer getaways. Water is life's game-changer. There's something magical, even magnetic, about it. It can be playful and lively when life gets a bit heavy, but it can also soothe even the weariest bones. We feel a sense of freedom when we're around it, but it also has the power to bring a whole family together. On our worst days, we hear the water calling.

At Hydropool, we understand the power of water and the role it can play in living our best life. That's why we've made it our mission to harness the magical, magnetic power of water with innovation, creativity & imagination built into all of our hot tubs and swim spas. The perfect ingredient for training or just staying fit, for reconnecting, having some fun or a relaxing moment at the end of the day.



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OUR HISTORY WITH WATER

Over 40 years ago, a father and son had a vision of how the power of water could play an instrumental part in a family's everyday life. With their extensive pool background, they decided to expand to include both Hot Tubs and Swim Spas.

They first started as retailers with a company called California Spa, Sauna and Fitness in 1978. This was the first retailer of hot tubs in Eastern Canada. It was there Dale and Fred developed their love for the retail side of the business. Realizing the potential of Hot Tubs, they then formed Hydropool in 1980. Hydropool quickly became one of the largest manufacturers of hot tubs in North America.

In 1995, Hydropool saw the potential of swim spas and started to manufacture the AquaTrainer. Hydropool's growth worldwide has reached over 400 independent retailers in 60 countries. Hydropool recently added a new 66,000 sq. ft. swim spa manufacturing facility and a new 101,000 sq. ft. parts distribution warehouse, which allows Hydropool to continue to expand to meet all our consumer's needs. Our retailers are professionally trained to assist you in selecting the ideal hot tub or swim spa to match your needs based on your budget and stated lifestyle.

Hydropool Hot Tubs and Swim Spas are manufactured in Mississauga, Ontario, Canada, by experienced designers and engineers, ensuring that we continue to exceed our customer's expectations. At Hydropool, our success depends on the customer.



IF YOU DO YOUR HOMEWORK, YOU CAN ENSURE YOU'LL BUY THE HOT TUB THAT BEST SUITS YOUR NEEDS.

The first rule of hot tub shopping is not to get fooled by the bells and whistles designed to distract you. As a consumer, there are five essential things you should look for when buying a hot tub:

- 1 COMFORT AND DESIGN
- 2 REPUTATION
- 3 INSULATION
- 4 MASSAGE CAPABILITIES
- 5 EASE OF MAINTENANCE





1

Even minor features should be considered. For instance, if the hot tub comes with pillows, ensure they are comfortable and easy to remove and clean. Check to see if there is a place to put an ice bucket for drinks. No detail is too insignificant. Take the time before your purchase to review all of your questions and considerations to ensure your model of choice will provide years of enjoyment for everyone.

COMFORT AND DESIGN

Above all else, you want your hot tub to be comfortable; otherwise, you might not use it at all. Many contributing design factors can make a hot tub more or less comfortable for bathers.

First, see if the hot tub seats are comfortable and ergonomically designed to fit your body's natural curves. Consider how tall is everyone in the family. Are you all similar in height, or is there a dramatic difference, for example, from 5'2 tall to 6'2? The size of the hot tub is an important consideration. Ensure that at least one seat will provide a full-body immersion for everyone to achieve an excellent upper shoulder and neck massage and keep you warm in the cooler temperatures. The variety of seat depths also works well to ensure everyone in the family has a comfortable seating position and enjoys their time together.

You need to make sure you fit comfortably into the seats to get the best possible soaking and massage experience. If the hot tub has lounge seats that place you in a reclined position while your feet remain on the floor, check to see if they are non-float. If the lounge isn't deep enough or you can't correctly position your body in the seat, you may float out of it. Don't be afraid to climb in and test out the tub and sit in every position. Even better, ask to do a *wet test*, in which you sit in a fully operational version of the hot tub.

If a seat is not comfortable when it's dry, odds are it won't be any more comfortable when it is wet. You should also take a close look at other design features of the hot tub. For example, does the hot tub have multi-level seating so that all body types can sit in it comfortably? Does the hot tub have a large enough foot well to accommodate multiple bathers?

Are there safety steps to enter the hot tub, or are you forced to step on a seat when climbing in the hot tub?



REPUTATION

Check out the company's website and do a quick search for independent reviews of their products. You can also ask friends or family members with hot tubs about their experiences with particular models. It would be best to consider where the manufacturer is located (e.g. in or outside of your province/state, in or outside of Country). This makes getting parts and services a lot easier if, for whatever reason, the retailer stops carrying the hot tub brand that you purchased and ensures a reputable retailer and distributor will be there to support you.

2

Investigate whether the products they offer are covered by a good warranty. Look for companies that don't charge extra for Trip fees when doing a warranty call. Also, be sure to read the fine print. A lot of warranties are prorated in the industry. A good warranty would consist of a 10-year structural warranty, 5-year acrylic surface and 3-year parts and labour warranty. When it comes to hot tub retailers, many of the same criteria apply. Investigate how long the store has been in business and whether it is a member of any professional associations. Research the company online to determine its reputation, including a search for customer reviews, referrals or complaints.

Of course, visiting the store on a fact-finding mission can also be helpful. Speak with a salesperson to see if they take the time to determine what hot tubs would best suit your particular needs or do they push products on you without asking questions. Check to see if the store has an onsite water testing lab and either an in-house or outsourced service department for ongoing maintenance support. Also, inquire about the store's warranty policies—always look for a written warranty and be sure to ask whether the retailer charges an extra fee on every warranty service call. If you decide to buy from a sales representative at a home show, parking lot sale or another type of one-off event, be sure to ask whether the seller has a bricks-and-mortar retailer that can support you with a warranty and service department.

Look for hot tub manufacturers that have been in business for a while and have a proven record of reliability. The internet is a great place to start.



INSULATION

Look for a well-insulated spa and, more importantly, insulated for the climate where you live. Warmer climates like Florida, Arizona, Texas and California endure much warmer temperatures. A well-insulated and well-ventilated hot tub is essential so that it doesn't overheat in 100°F / 38°C weather. If you live in a colder climate, an excellent insulation system will help ensure your water is hot when you need it and won't cost a fortune to run.

First and foremost, look for a hot tub approved by the Commission for Environmental Co-operation (CEC), a North American body that addresses regional environmental concerns, helps prevent potential trade and environmental conflicts and promotes the effective enforcement of environmental law. Investigate how long it takes for the hot tub to pump out and filter 100 percent of its water. The less time this takes, the more energy-efficient the hot tub will be. Also, look for models that use low-amperage filtration pumps. A good hardcover can also provide added insulation and energy efficiency. The industry standard is a 50 to 76-mm (2 to 3-in.) tapered cover; however, a tapered cover (76 to 101 mm / 3 to 4 in.) will more effectively retain heat. Also, look for a hardcover with an insulated bumper around the folded area, as that is where you will lose most of your heat. Adjustable venting is another factor to consider. Any hot tubs that use a heat lock technology (which uses the motor's waste heat to warm up the hot tub water during the winter) needs to release some excess heat, especially in summer. Hot tubs that offer adjustable venting will allow you to vent heat in the summer and trap it in the winter.

In addition to energy concerns, proper insulation will also help guard against rodents who love a warm place to live in the winter. Make sure your hot tub has a sealed cabinet and a plastic floor to ensure these unwelcome visitors cannot take up residence.

This factor is significant because of its link to energy efficiency, an essential consideration for many homeowners looking to protect the planet or save money on ever-rising energy costs.

3



4

Likely the most appealing element of a hot tub is its massage capabilities. When added to the soothing feel of hot water, it can truly make or break your hot tub experience.

MASSAGE CAPABILITIES

As such, it is important to learn as much as you can about this aspect before buying. The jets are the most vital variable of the massage equation. Look for jets that do not have any bearings in them, as these can corrode quickly. Also, though it may be tempting to go for the model with the most jets, more is not always better. Instead, look for jets that are strategically placed in the most optimal spots. A few properly arranged jets can be far more effective than dozens of random ones. For example, foot jets are often overlooked, even though they can provide one of the best possible massages. Customization is also a much sought-after feature when it comes to jets. Ask your retailer about the customization options the manufacturer offers. For example, can you add or remove jets? Can you swap out one type of jet for another, even after you've made your purchase? There is nothing worse than sitting in front of a jet that irritates your back. Also, look for a model with optimized hydraulics to ensure an even flow of water is provided to each jet for a smooth, comfortable massage.

Everyone is different and responds in different ways to hydrotherapy, so Hydromax has created an easy-to-understand summary of the four key elements that make-up each zone so you can get the most out of your time in your hot tub.

THE FOUR ELEMENTS OF EACH ZONE ARE...

- | | | | |
|---|---|---|---|
| 1. Type of jets
The type of jet is crucial to a proper massage. | 2. Jet placement
Different jet patterns are designed to work different muscle groups. | 3. Seating designed around you
Specially designed seating is built to work with your body's natural structure to provide maximum comfort and functionality. | 4. Duration in seat
The time spent in each seat combined with the sequence of seats utilized can optimize your treatment. |
|---|---|---|---|

HYDROMAX'S ZONE THERAPY

Created and designed with our solid understanding of Zone Therapy and ergonomics of the human body, Hydromax has taken the science of immersion to the next level. This constant innovation has created a line of hot tubs that allows Zone Therapy to interact with the human body in the most natural and effective way possible. **The Hydrotherapy Zones include...**

- | | | | |
|---|---|--|--|
| ZONE 1: Core Zone
Activation of paravertebral muscles
Vertebral (meaning your spine) Designed to release tension in your dorsal muscles which helps to relax your vertebrae. | ZONE 2: Overall Body Zone
Activation of leg and lumbar muscles
Helps to promote improved circulation in lower part of the body which allows for venous return (or blood flow) and lightens legs. | ZONE 3: Upper Body Zone
Activation of upper back, neck and shoulder muscles
Eliminates tension in trapezoid muscles and neck, specifically releasing tensions in solar plex area. | ZONE 4: Reflexology Zone
Activation of foot arch muscles
Our feet play such a critical role in our overall physical health. This zone is designed to deeply massage the venous areas in your foot arch. |
|---|---|--|--|

EASE OF MAINTENANCE

No matter what hot tub you choose, you need to make sure it is easy to service. The last thing you want to do is pull the hot tub out of a deck and flip it on its side every time service is required. Ask the salesperson to show you where technicians can access vital systems (and keep these details in mind when considering where to place the hot tub in your backyard). When it comes to hot tub maintenance, there are two primary factors you need to address - filtration and disinfection.

FILTRATION

In a hot tub, dirt can only do two things. It is either light enough to float on the surface or heavy enough to drop to the bottom. When assessing a hot tub's filtration capabilities, but sure to ask how long it takes to filter 100 percent of the water.

Also, check to ensure the skimmer is sufficient. Does it provide enough filtration to remove debris, and does it have a floating door to skim the surface of the water? Also, does it come equipped with a floor vacuum to clean the dirt off the bottom of the hot tub? If not, you will have to purchase a separate vacuum. Also, ask the salesperson whether the hot tub has a suction side filter or pressure side filter. The suction side filter offers less expensive filtration but is not as effective; it will only filter 50 percent of the hot tub water. Conversely, pressure side filters are more expensive, but since 100 percent of the water passes through the filter, all of it can be cleaned.

DISINFECTION

To keep your hot tub safe and pleasant to use, you will also need to disinfect the water regularly. Ideally, look for a hot tub that has an in-line chemical feeder as opposed to a floating dispenser. While floating dispensers work well, they also need to be removed every time someone enters the hot tub. If you choose to use an ozone system designed to reduce your overall chemical requirements, look for a model that uses an injection system. This technology reduces off-gassing and increases the ozone's saturation and oxidization power. A more effective and efficient option would be the addition of a UVC Ozone System, which treats 99.9% of all water-borne pathogens using natural, safe, effective UVC Light.

We at Hydropool do not take the power of water lightly, it's a precious commodity so we've gone out of our way to create the most efficient water purification system in the world; our PureWater System. When combined with our Self-Cleaning technology it provides you with a system that maintains and manages your water that's practically automatic.

The Hydropool PureWater System combines the Self-Cleaning technology with UV and Ozone Water treatments, eliminating 99% of all contaminants. This combination of advanced purification using UV and Ozone, creates active oxygen in the PureWater System which removes any Calcium and Biofilm inside pipes. All of this reduces the need to shock your hot tub water as the PureWater System eliminates 99% of all contaminants. Our PureWater system is on when your hot tub is circulating and our Quick Diagnostics shows everything is in working order, that means it's time to sit back and let the HydroClear PureWater System do its work.

5



GO FORTH AND SHOP

Although looking for a hot tub can be confusing at times, you can make the process less complicated by narrowing down your search criteria to the above five areas. By finding a retailer you trust and walking in armed with this knowledge, you can surely find the hot tub of your dreams.

THE HIDDEN COSTS OF HOT TUBS

There are two hidden costs to buying a hot tub that most retailers won't discuss—installation and the electrical connection. You'll want to understand the costs of these two expenses before making a purchase.

INSTALLATION

In general, you should budget between \$500 and \$2,500 depending on where you will place your hot tub and whether you will be using a concrete pad, deck or patio stones to support it. When deciding where to install the hot tub, consider the following questions:

1. Will the location provide you and your guests with enough privacy?
2. Does the location provide the proper support for the hot tub?
3. Will it be easy for the retailer to deliver the hot tub?
4. Can the hot tub be easily serviced if something goes wrong?
5. Is there a place nearby to put a hardcover when it is removed?
6. What view will bathers have when sitting in this location?
7. Does the location make it easy to get in and out of the hot tub?
8. Is the hot tub close enough to an electrical source to ensure an easy connection?



OTHER THINGS TO CONSIDER ARE...

ELECTRICAL CONNECTION

On average, this second hidden expense will cost you roughly \$1,200-\$1,800. However, this can vary quite drastically, especially if you require any upgrade to the electrical panel. Keep this in mind when figuring out your budget. To get a better idea of the overall amount, ask the salesperson about the hot tub's electrical requirements and a recommendation to a certified, licensed electrical contractor to provide you with an accurate cost.

AN ABUNDANCE OF OPTIONS

While there are certain basics by which to guide your hot tub search, there are also some unique add-ons to consider when comparing models. These are just a few of the more popular upgrades on the market today. **Fragrance Dispenser:** This allows you to use specially designed spa fragrances in your hot tub to add an element of aromatherapy to your soak. This can take your hot tub from a mere luxury to a multi-faceted wellness centre.



WATER FEATURES: These add-ons (e.g. waterfalls, streams, etc.) can add both esthetic and therapeutic benefits to your hot tub.

AIR THERAPY: These systems inject numerous tiny air bubbles into the water to provide a full-body massage. If you choose this type of feature, make sure it uses heated air; there is nothing worse than having cool air ruin your hot tub experience.

LIGHTING: Colour therapy can be a beneficial addition to the massage and wellness experience. All hot tubs have a standard number of lights; it is up to you whether you add more lights to add to the experience. A couple of different options for lighting could be cabinet lighting or even some top lip lighting.

TIPS FOR CHOOSING A HOT TUB LOCATION

As stated previously in the article, choosing the right location is integral in the hot tub experience. There are a number of options and accessories that can be purchased to help add to this.

1. **GAZEBOS** are an excellent addition to any backyard that requires some privacy, protection from the elements or entertainment.
2. **BAR AND SERVING LEDGES** are great for entertainment. Not everyone wants to get into the hot tub at a party; bar ledges allow customers to enjoy the hot tub experience without having to get into a bathing suit.
3. **A COVANA** is a mix between a cover and a gazebo. This accessory is a great option for anyone looking to add a premium ownership experience.



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Your Authorized Hydropool Retailer is: