

LEAK REPAIR INFORMATION

Leak repairs generally fall into one of the following Three Types:

A) The first type is a leak that is easily identified and accessible. For example, leaking tubing or a component in the equipment compartment; these can often be repaired in one visit.

B) In the next type of leak, the water seems to be coming from the side of the tub; there is wet wood or water dripping from the bottom edge. The technician will need to remove siding and sometimes foam (depending on model of spa) from the tub to access the leak, to identify the plumbing repair and parts needed. The tub will then need to be drained and repaired by the technician. Once repaired the tub will need to be refilled by the customer to test (unless the customer wants to pay the technicians time to refill the tub and test it) it will need to be run at full power to pressure test the areas to ensure no more leaks. Once the customer verifies that there are no more leaks the technician will return to proceed. The final steps are to re-foam and re-skirt the tub. (Please keep in mind this can potentially take several visits due to the possibility of once one leak is repaired, a new one may potentially manifest once pressure tested and the process then repeats for the next leak).

C) The most involved type of leak repair will be when the water is seen coming from under the tub, called a bottom leak, or no water can be seen around the tub, but the water level in the tub goes down. Ultimately this type of repair requires the spa to be lifted onto blocks for the technician to gain access from underneath-- There is no obvious source for the leak. The tub should first be evaluated while full and able to be operated by the technician. Once he has determined that the source is not obvious, he will likely declare that it is an in-foam plumbing leak that will require the tub to be lifted and dye dropped to help locate the leak in a timely manner. This type of leak repair may also take several visits as well to find, fix and close. ***Each of the steps listed above apply for this type as well***

Before repairs commence, the customer is then required to sign a LEAK REPAIR AGREEMENT.

There is a waiting list for in-depth leak repairs. This varies according to season and scheduling availability. It can be weeks, or even months before repairs commence. Customers are placed in the leak queue according to the initial date of request for service. We do all that we can to expedite the process, but it must be understood that because few companies are willing to undertake these time consuming, unpredictable, and laborious leak repairs when there are easier and more profitable jobs available to them, we have a lot of customers requesting our services. This is not to say that leak repairs on hot tubs are not worthwhile and cost effective for customers it is simply a process and we ask for patience and understanding. We give a one-year part and labor warranty on all leaks repaired by our technicians, which we are rarely called upon to honor.

Leak Evaluation /Initial Estimate Fees

A standard non-warranty service call of 30 minutes or less is \$139, plus parts and tax. This is due at the time of the evaluation.

Leak Location/Foam Dig: A flat rate of \$300 is charged for the first leak location

Leak Repair Labor Fees

Labor rate after first 30 minutes is \$120 per hour and is billed in 15-minute increments. The rate is \$30.00 for each additional 15 minutes or portion thereof. When needed for repair access, there is a flat rate charge of \$200 to cover the cost of lifting the tub, setting it on blocks, and then replacing it in the original position at the completion of the leak repair.

Leak Repair Parts Fees

If your hot tub requires foam the foam in your tub is both structural and insulating and encases the plumbing parts. We make every effort to remove only the foam necessary to work on the leaking plumbing. Once the suspected plumbing is found, it will be fully exposed for sealing or replacement repairs. Foam replacement cost is \$100 per cubic foot (one Unit). Most spas will require 2-3 Foam Units. Multiple or unusually positioned leaks may require more Foam Units. The siding on the spa will need to be removed to access the plumbing for repair. We make every effort to remove only the wood necessary to locate and access the leak area. We make every effort to retain the original siding when possible, however, wood will sometimes be warped, or crack and break when removed.

Replacement slats may be needed, and the cost of these varies according to the shape and type of material. These may need to be ordered, and usually there will be a delay of 7-10 business days to receive them. Plumbing parts are typically not expensive. Most parts are standard stock items. Special parts may need to be ordered and usually there will be a delay of 7-10 business days to receive them.

Warranty

We provide a one-year part and labor warranty on our work. Should the tub leak within that one-year period, we will re-open the spa and expose the original repair. If the leak is related to the repair we have done, it will be covered under our warranty. If however, it turns out that this is a different leak, all of the above fees are applicable and there is a fee for opening the tub to investigate.

I understand the above leak repair information and agree to the fees as described above. I have decided to have a technician evaluate my hot tub for leak repair.

Name _____

Date _____