



# Wooden Hot Tubs

Pre-Delivery Guide







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# Delivery

## Overview

We deliver thousands of Spa Pools and Hot Tubs all around the country, the most per year out of any retailer in New Zealand! While similar shapes and sizes, without all the internal pumps and plumbing, Hot Tubs are a lot lighter and much easier to move around compared with our acrylic Spa Pools.

The Alta Hot Tub (100kg) can be lifted by two physically active people and the Narvik Hot Tub (150kg) can be lifted by 3-4 people. If collecting, the tubs can easily be lifted on and off your trailer, then carried to position. *See page 7 for more detail regarding measurements.*

## Delivery Options

At Alpine Spas we provide you a range of delivery options to suit your needs. The following pricing is a guide and based on delivery to main centres. Please discuss and confirm all delivery options with your sales consultant.

SERVICE	TYPE	NATIONWIDE METRO	AKL & CHCH METRO	General Installation
Bronze	Collection from a Mainfreight Depot	\$199	FREE	Not Included
Silver	Curbside Drop-Off	\$399	\$299	Not Included
Gold	Delivery into Position	\$799 <sup>1</sup>	\$399 <sup>1</sup>	Not Included

<sup>1</sup>Complex deliveries and multiple teams needed incur an additional \$200 fee (subject to confirmation).

### Bronze - Collection

Your Hot Tub can be collected from our warehouses located in Christchurch, Auckland or from one of our Mainfreight direct depots located throughout New Zealand. All that is required is a trailer and strops to secure it. The Hot Tub and Burner can be manhandled onto your trailer fairly easily. Non Mainfreight direct depots are excluded from the \$199 offer, speak with one of our friendly sales consultants for more information.

*Note: For nationwide depots, allow 3-5 working days from date of dispatch (this is the day the Hot Tub leaves our warehouse). The depot will get in touch with you when stock arrives.*

### Silver - Curbside Drop-Off

This method has your Hot Tub delivered directly to your property via a transport truck which is contracted to curbside. If access allows and is safe to do so, the driver will attempt to get as far up the driveway as possible. The Hot Tub is removed off the truck with the use of a tailgate and pallet jack and left vertical on a pallet. You will then need to be prepared to move it into final position with manpower or tools of your own. Setup/installation is not included - see 'SETUP' section on the following page.

*Note: Allow 3-5 working days from date of dispatch (this is the day the Hot Tub leaves the warehouse). The transport company will call you before delivery. Please note: packaging is not taken away.*

### Gold - Delivery into Position

Your Hot Tub will be delivered into the desired final position by use of a either a specialised manpower team or HIAB crane-truck (not both). We ask for some clear instructions and sometimes photos to ensure a smooth delivery. or Hiab/Crane deliveries you will need to ensure the access-way is able to withstand the weight of the truck and load. Setup/installation not included - see 'SETUP' section below.

*Note: If extra manpower or crane reach required is over 14 meters (Auckland/Christchurch) or 7 meters (Nationwide), this will incur an additional cost, please ask for pricing. Please note: packaging is not taken away.*

## Packaging

Our hot tubs themselves are pre-assembled and are packaged in protective wrapping, sitting upright on their side, on a pallet. The external burner is a separate item and is packaged on a smaller pallet - weighing a total of around 50kg. Internal burner models have their burner already installed.

The Hot Tubs are not overly heavy due to the construction consisting mostly of the polypropylene liner. They can easily slide around on the base if required. The wooden cover is pre-attached in place and the steps and flue kit will be found packaged neatly inside the Hot Tub under the cover.

The stainless-bands that hold the wooden decorative staves in place are left loose by the manufacturer on purpose. This is because the wood will shrink and expand as it cools and heats during shipping. Upon arrival, the bands and staves will need re-tightening (see "expectations" on pages 4-5).

There's potential for a small amount of surface rust to have formed on the stainless-steel during transit. This can be removed with a mix of baking soda & water and a rag.

## Setup

The Hot Tub requires minimal installation and can be setup and ready to be filled with water in no time. You'll want to have someone handy with tools to do the oiling and optional drain valve installation (not included - however you can also just drain the tub through the burner itself).

Here's a simple checklist for what's involved with setup:

- ☐ Remove Packaging
- ☐ Remove Packaged Accessories From Within Hot Tub
- ☐ Tighten Bands & Re-adjust Staves
- ☐ Attach Burner (Internal Burners are already installed)
- ☐ Assemble Flue Kit (Be wary of sharp edges!)
- ☐ Install drain valve (Baltic only)
- ☐ Place Steps
- ☐ Oil Wood
- ☐ Install Extra Drain Valve (Optional and not included)



# Placement

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## Foundation & Base

A Hot Tub can weigh between 1-3 tonne when filled with water and therefore requires a sturdy foundation. This needs to be a flat, level surface that supports the entire weight and can handle water spillage. The ideal surface is a concrete pad with a minimum depth of 100mm and is sized to the width and length of your desired Hot Tub. Pavers or wooden decking are also fine.

While not recommended for long term placement, a Hot Tub can be placed on shingle or a compacted foundation so long as it is leveled out and flat without protruding objects. The polypropylene liner forms the base of the hot tub, so any objects underneath have the potential to damage the base.

You will also want your burner and steps to sit on the same level as your hot tub, so keep that in mind when preparing your foundation. *See page 8 for measurements of these items.*

## Location & Access

You'll essentially be operating a portable outdoor fireplace with a small chimney. Keep this in mind when choosing a location for your Hot Tub, as it should be situated a safe distance away from housing, fences, trees and shrubs etc. The fire is contained inside the burner, but smoke will emit from the top of the chimney which sits approx 286cm high off the ground. Children should not be near the hot tub unsupervised.

It is the owner's responsibility to have the Hot Tub in a position where a service person could work on it in the unlikely event of an issue.

## Drainage

Overflow of water from the Hot Tub is likely, especially when overloaded with people or if kids are splashing about. Drainage in/near your foundation may need to be considered to prevent water from pooling around your tub.

Your Hot Tub will also need to be manually drained after each use, so its location has the potential to be a frequent wet area. For models with an external burner, you can attach a hose to the burner's drain valve to run the water away from the area or use it to water your garden. For internal burners, a drain valve can be found on the back of the hot tub. The drain valve can be found attached to your steps, thread it onto the pre-attached fitting before use.

## Cold Water

You will want to have a hose handy to add cold water to cool the Hot Tub down, if it heats up too hot. Once you've got the hang of the fire management, you will not need to worry about adding cold water too often, however, it is mighty refreshing and adds to the traditional soaking experience. Water nearby is also a must, when lighting fires outdoors.

# Expectations

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## Wood

The decorative wooden staves are "Thermowood" - heat treated pine, sourced from a selection of European countries abundant in pine, such as Finland. This type of pine is used to build houses and saunas, so it is structurally sound and an excellent choice for this type of application.

Pine is a softwood and is susceptible to scratches and dents, so please take care when shifting the product. Some light scratching to the wood should be expected upon delivery but should be able to be touched up using a medium to fine grit sandpaper (400). Knots, colour variations, grain variations and mineral streaks are natural characteristics of wood and in no way should be considered defects.

The wooden parts of the tub will suffer the effects of the harsh Australasian sun (discolouration, cracking and splitting) unless maintained properly - please refer to oiling section below. The hot tub's lid is intended to prevent debris from entering the water, but it is not designed to create an airtight seal for retaining heat.

## Oiling

Wood being used in an outdoor application requires regular maintenance to protect it and keep it looking good. The Thermowood is treated in Europe (through a heat treatment process) but it is supplied unoiled. Any wood that is exposed to the Australasian sun needs regular surface treatment with a timber protection oil.

Leaving the Thermowood unoiled will see discolouration of the wood and will cause it to dry out, increasing the chances of cracking or splitting which is not covered by warranty.

As part of the ownership of a natural wood product, please be prepared to:

- Oil the Thermowood upon receivership and installation.
- Re-oil the Thermowood every 6-12 months.

Only the external facing wooden surfaces (the wood not submerged in water) need to be oiled. We recommend a 'clear coat timber protection oil' such as 'CD-50'. Such products are available from hardware stores such as Mitre 10 or Bunnings. Simply oil using a paintbrush to brush on an even coat. Follow product application and preparation directions.

To oil all of the external wooden faces you will need a fair amount of timber protection oil. It is worth getting up to 10litres of oil to save yourself money, as your Hot Tub will need a re-coat in 6-12 months' time.

## Cleaning the Flue

Cleaning a fireplace flue is essential for safety and efficiency. The flue can get clogged with soot and debris, leading to restricted airflow and possible chimney fires. Regular cleaning prevents these hazards and ensures smoke exits properly.



## Condensation

As strange as it sounds, condensation can occur inside the burner. As the hot gases from the fire interact with the cooled inner surface of the outer wall, condensation may form on these cooler surfaces. This is a natural consequence of the cooling effect created by the flowing cold water. When the water is cold, you may experience water dripping from the ash tray door, this is completely normal and will slow down as the water in the hot tub reaches temperatures over 35°C.

We advice using a shallow drip tray to protect the surface your burner sits on, as the condensation can mix with the ash/smoke to form a thick tar-like substance.

## 'Polystone' Polypropylene Liner

The tubs core construction consists of a thick plastic (polypropylene) liner, which is then decorated with wooden staves that are held on by stainless-steel bands. This type of plastic is used in many different water based applications such as water tanks, so it is the perfect choice, being light and strong.

Polypropylene is also chosen due to its toughness and elasticity, meaning the plastic is designed to be able to bend and deform without breaking. In the purpose of use as a Hot Tub liner, there is considerable pressure placed on the liner walls from the weight of the water and users. Over time this can result in slight deformation of the plastic and therefore a small amount of warping, bowing, or stretching of the liner should be expected. The Hot Tub will not leak however.

The liner relies on the wooden staves and stainless bands for structural assistance in holding the water weight. Never fill the hot tub without checking the bands are tight and installed correctly.

Being plastic, it is also susceptible to scratching. Please note that due to the manufacturing process there will be scratching to the unseen, underside of the base of the Hot Tub. This is normal.

It is difficult to guarantee that upon delivery the inner of the tub will be completely scratch free but if any, it should be minimal and light. Over time as the tub is used, it will become lightly marked and scratched and this is the nature of the product. Like a stainless-steel bench top, the markings will become somewhat of a pattern and when the tub is filled, will not be noticable.

## Stainless Steel Bands

Two stainless steel bands wrap around the outside of your Hot Tub, holding the wooden decorative staves in place and providing support for the liner when filled. These bands will loosen over time, so readjustment will be needed every so often, which is simply done with two wrenches.

Upon delivery you may find that some of the wooden staves are misaligned. When leaving the manufacture, the bands are left slightly loose on purpose as there is significant heating and cooling (leading to expansion of the wood) during the long journey from Europe to your backyard.

You may need to assist a few staves back in place when re-tightening the bands.



# Measurements

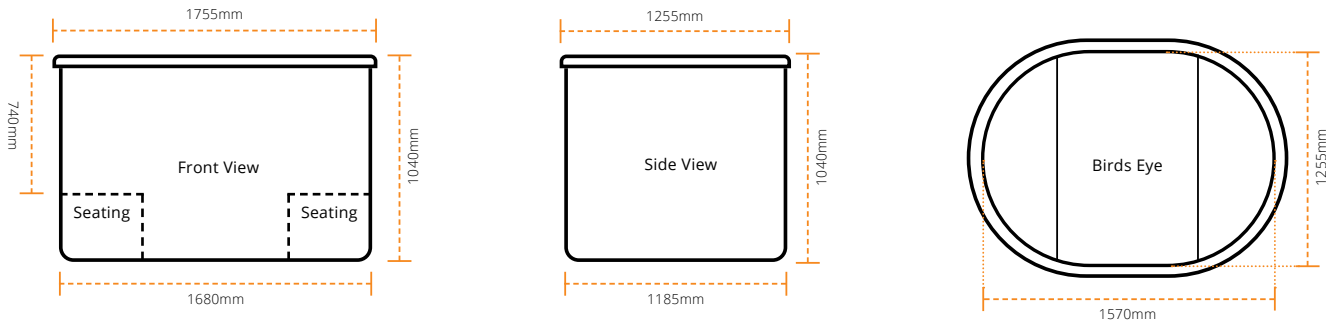
Item	Width <sup>1</sup> (mm)	Length <sup>1</sup> (mm)	Height <sup>1</sup> (mm)	Dry (kg)	Filled (kg)
Alta Hot Tub*	1755	1255	1040	100	1000
Narvik Hot Tub*	1755	1755	1040	150	1950
Baltic Hot Tub*	1755	1755	1040	280	1850
Burner	550	700	660	50	N/A
Flue (Incl Burner)	N/A	N/A	2860	N/A	N/A
Steps	720	570	530	N/A	N/A

\*For packaged dimensions, add 20mm to width & length, plus 100mm to the height to account for wooden pallet.

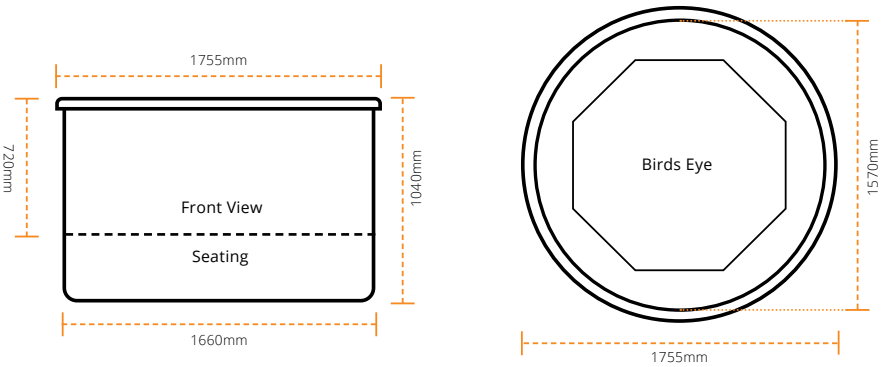
All weights are approx. Measurements are taken at max edge to edge distances.

<sup>1</sup> Dimensions supplied are based off the maximum measurements.

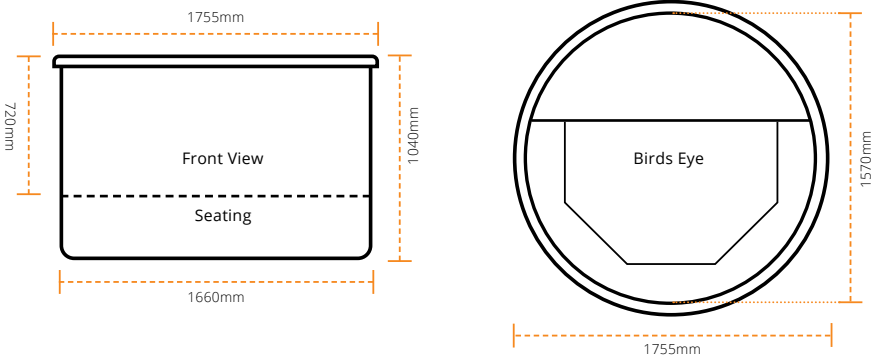
## Alta Hot Tub



## Narvik Hot Tub



## Baltic Hot Tub



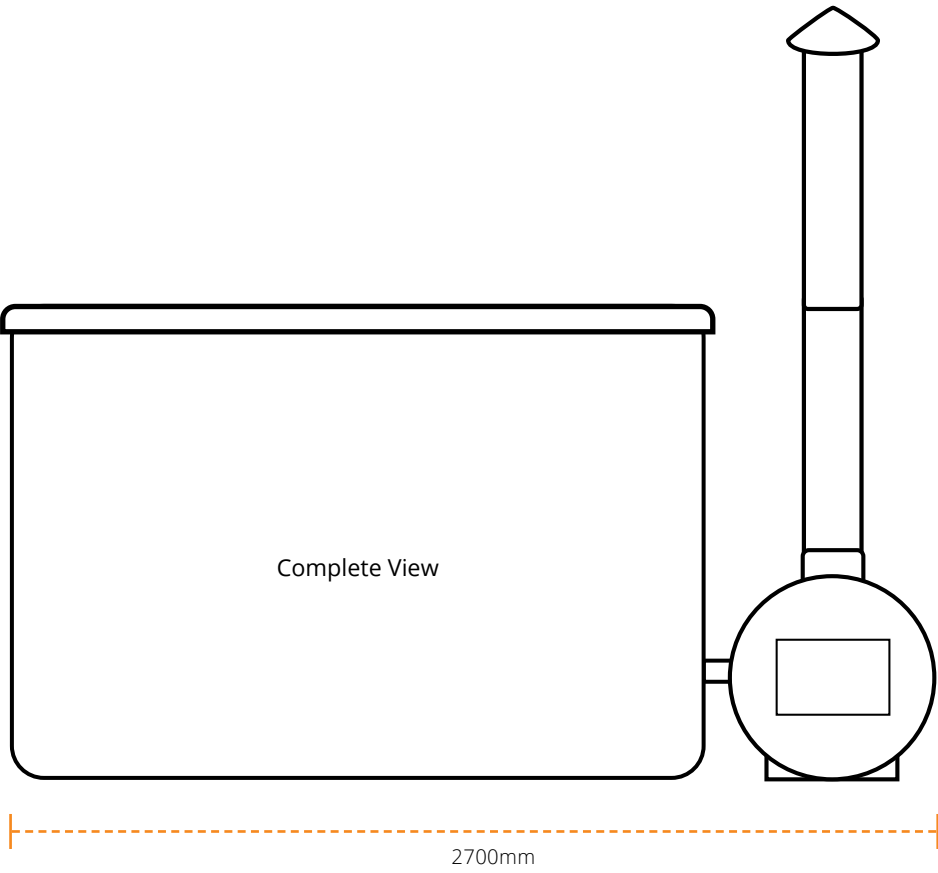
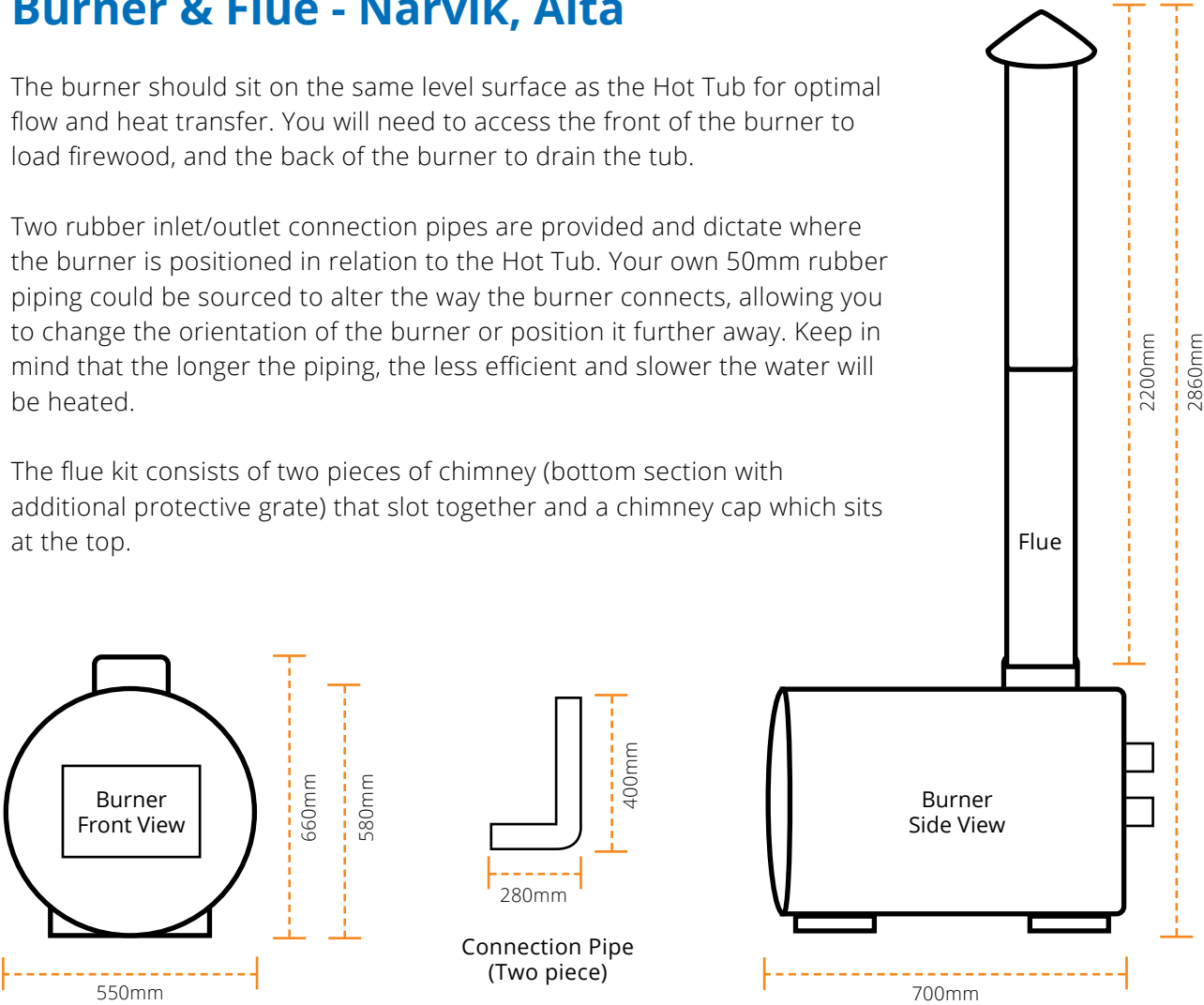
Drawings are not to scale

## Burner & Flue - Narvik, Alta

The burner should sit on the same level surface as the Hot Tub for optimal flow and heat transfer. You will need to access the front of the burner to load firewood, and the back of the burner to drain the tub.

Two rubber inlet/outlet connection pipes are provided and dictate where the burner is positioned in relation to the Hot Tub. Your own 50mm rubber piping could be sourced to alter the way the burner connects, allowing you to change the orientation of the burner or position it further away. Keep in mind that the longer the piping, the less efficient and slower the water will be heated.

The flue kit consists of two pieces of chimney (bottom section with additional protective grate) that slot together and a chimney cap which sits at the top.



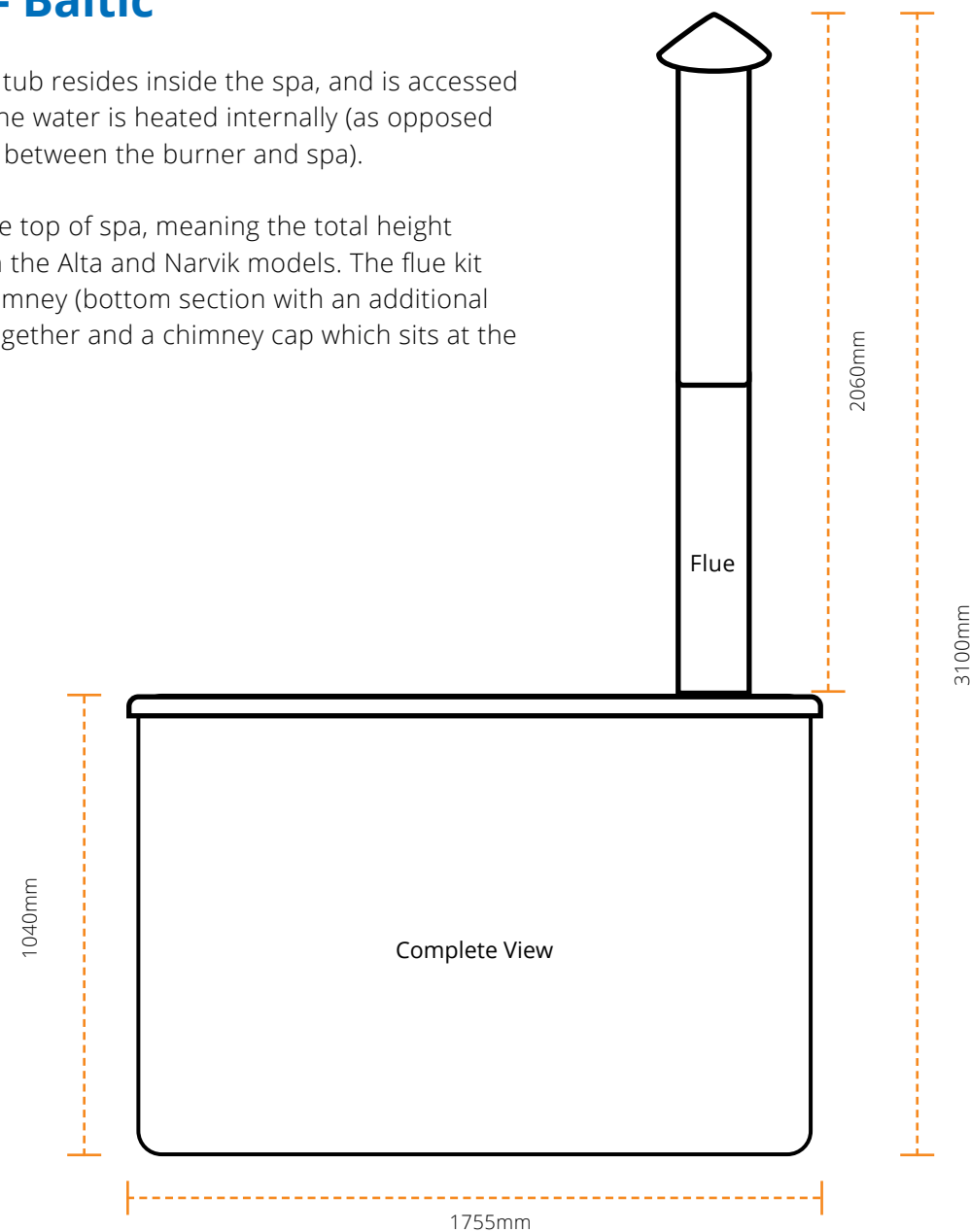
Drawings are not to scale



## Burner & Flue - Baltic

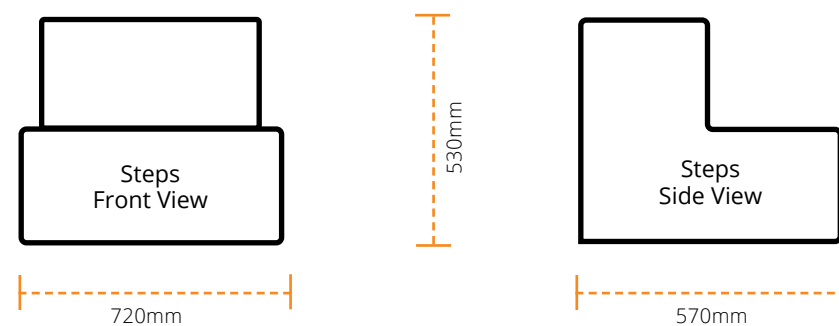
The burner in the Baltic hot tub resides inside the spa, and is accessed via a lid on top of the tub. The water is heated internally (as opposed to external connection pipe between the burner and spa).

The flue kit is attached at the top of spa, meaning the total height of the hot tub is higher than the Alta and Narvik models. The flue kit consists of two pieces of chimney (bottom section with an additional protective grate) that slot together and a chimney cap which sits at the top.



## Steps

The steps should sit on the same level surface as the Hot Tub for safe access. Consider extra foundation to suit.



## Using the Burner

### What wood to use

For the best performance and safety of your burner, use seasoned hardwoods. Avoid softwoods, treated, or painted wood, as they can cause issues and potentially release harmful substances. Opt for dry and well-seasoned wood to minimize smoke and create a pleasant and relaxing hot tub experience.

### External Burner Drain Valve

The external burners have a red handled ball valve on the back of the burner. The Baltic has a drain valve on the back of the hot tub. These can be used to drain the hot tub and the burner, but can be quite slow. It can also leave your area flooded if there isn't sufficient drainage. A male hose adapter can be fitted to the ball valve, to allow your garden hose to be connected.



### Pressure Release Valve

The pressure release valve on an external hot tub burner works by providing a safety mechanism to control and regulate the pressure inside the burner. If the water flow is blocked or restricted, the water inside the burner can create steam and pressure, resulting in potential harm to the burner and/or the user. The pressure release valve will automatically open to release the pressure before any damage can occur.



### Ventilation

For a successful fire, it needs plenty of oxygen. When starting your fire, slide open the ash tray to allow sufficient air flow through to the fire. You can continue to use the ash tray as an air control, to regulate the amount of oxygen feeding the fire.



## Notes

## Order Checklist

Below is a checklist with some important steps to guide you through your new Hot Tub purchase:

## Order Details

Ensure your order details are correct. Please check the delivery address, contact phone numbers & email address are correct as well as the model & colour of the Hot Tub.

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## Payments

Balance payments need to be settled a minimum of one week prior to dispatch date to provide opportunity to book in preferred freight/delivery method.

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### Delivery Method

Are you fully aware of what is included in your chosen delivery option?

Manpower or Hiab Delivery - Has Alpine Spas received a clear description/photos of your full delivery path?

1

**Freight Provider Delivery (Curbside / Depot)** - Delivery can take 3-5 business days from the dispatch date on your order. Deliveries to your property are only contracted to the curbside - The delivery team will take it down the driveway if the driver deems it accessible.  
*\*Failing to disclose all relevant delivery information may result in addition charges.*

## Hot Tub Placement

If your delivery is within two weeks:

- Is the foundation prepared?
- Have you determined the final placement and orientation?

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## Installation

Installation is not included so upon delivery you will need to be prepared to:

- Remove and dispose of the packaging and pallet the Hot Tub is delivered on
- Unpackage the accessories from within the Hot Tub
- Tighten the stainless bands and readjust the staves
- Attach the burner to the Hot Tub (Internal Burners are already installed)
- Assemble the flue kit
- Place the steps

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**Expectations (see pages 4-5)**

As explained in this guide, you are aware that:

- The wood may arrive with light scratching and require touch ups with sandpaper
- The stainless bands (and staves) may be loose upon arrival and will require tightening
- The wood is provided unoiled and requires oiling upon arrival and then every 6-12 months
- The liner is susceptible to scratching and the underside of base will arrive scratched
- Minor deformation of the liner is possible over time, but will not leak
- Chemicals cannot be used in the hot tub

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