



**BEACHCOMBER**  
HOT TUBS

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# 15 QUESTIONS

To ask before purchasing a hot tub





# Beachcomber's Hot Tub Buyer's Guide

When you're starting to shop for a hot tub, there are a number of important questions that come up.

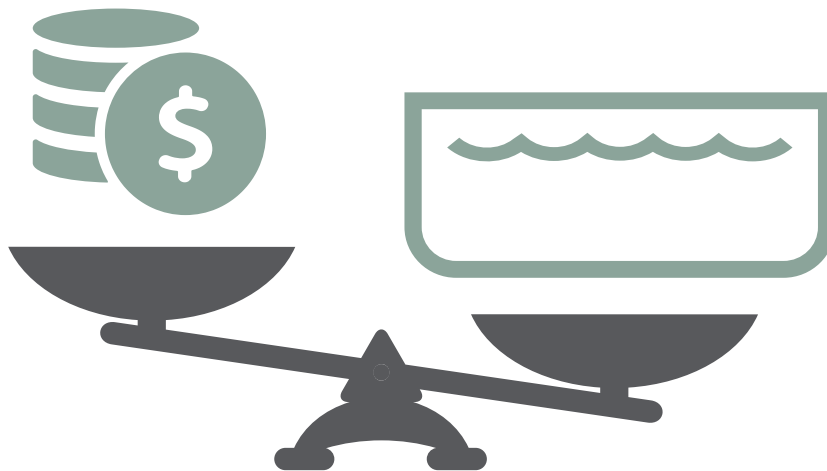
It's a big, lifetime investment. And the options can seem overwhelming. To get you started, we've created a hot tub buyer's guide: 15 Questions To Ask Before Buying A Hot Tub. Get informed, and shop with confidence!

Did you know that you can create customized massage experiences within interchangeable jetting options inside our models?

Discover the Beachcomber difference.

# 15 Questions To Ask Before Buying a Hot Tub

- 1) What is my budget? ..... 4
- 2) Do I really have the space for it? ..... 5
- 3) How many seats do I need? ..... 6
- 4) What is the primary way I'll be using it? ..... 7
- 5) Do I have any therapy needs? ..... 8
- 6) Where is the hot tub made? ..... 9
- 7) What materials is the hot tub made of? ..... 10
- 8) What can I expect in on-going operating costs? ..... 11
- 9) What type of cover do I need? ..... 12
- 10) How often will I really use it? ..... 13
- 11) What type of water care system does it use? ..... 14
- 12) Can I still go on vacation if I own a hot tub? ..... 15
- 13) What warranties does it have? ..... 16
- 14) How much will delivery and installation be? ..... 17
- 15) Where can I find reviews from current owners? ..... 18
- Summary ..... 19
- About Us ..... 20



# 1 What is my budget?

Hot tub pricing can vary from less than \$2,000 to up to \$35,000 depending on the retailer. Different price points can reflect different features, jetting, and size, but most often come down to the quality in the construction.

Look not only at up-front cost, but consider the expected lifespan and operational costs as you weigh your investment. When you go for a low-budget hot tub, you're looking at a very short-term no-frills experience. Hot tubs at the price point of \$6,000 or below are most often so poorly insulated you'll end up paying far more in the long run to operate them. **At Beachcomber, we use the same construction standards and materials across every hot tub series**, so whether you purchase an entry level model or one of our premium signature tubs, you can expect the same durability and quality.

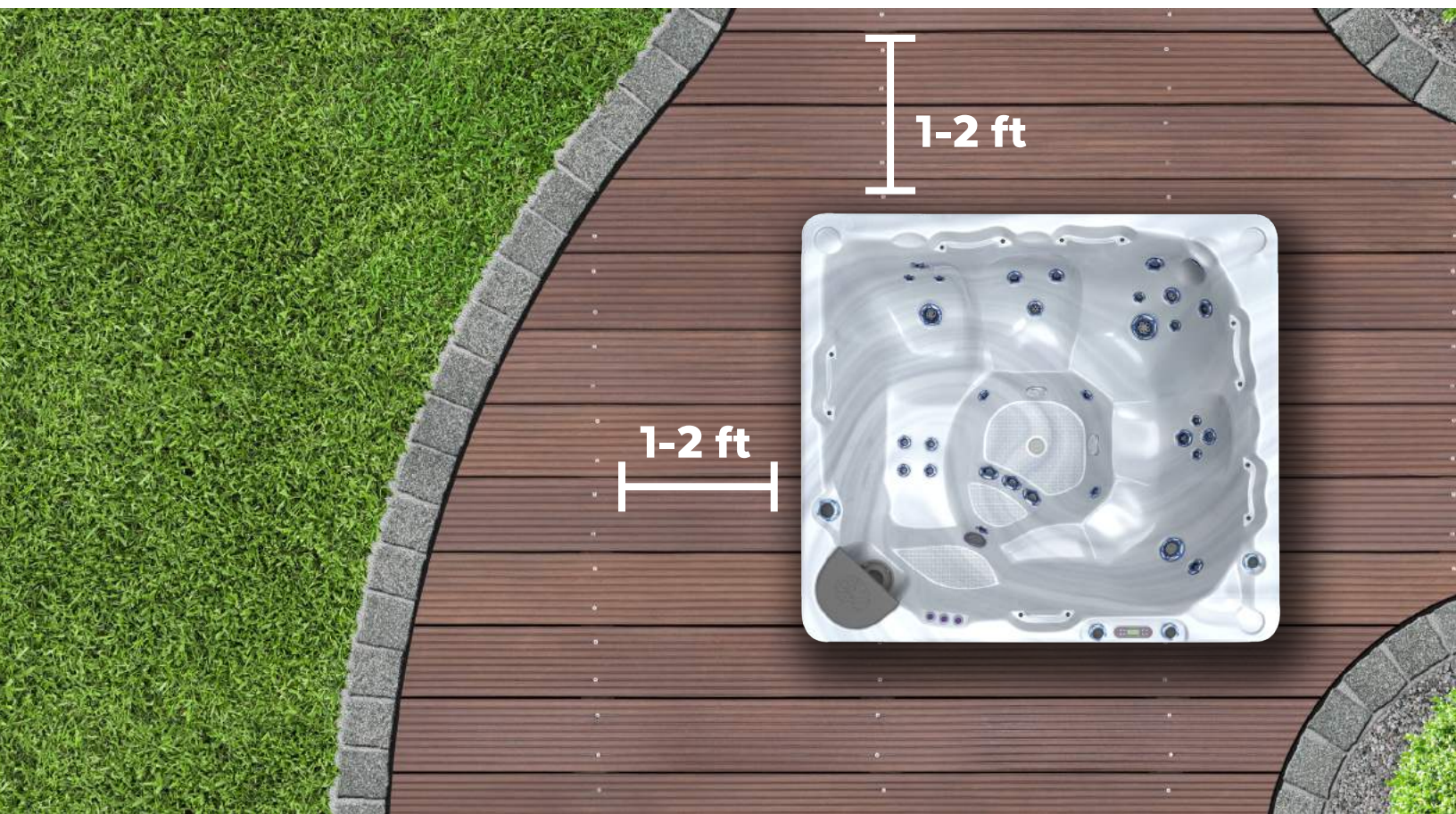
***First time buyer's tip: When you're comparing your budget to the models available, we recommend that you make a list of "must-haves" vs. "nice-to-haves". These lists will help you understand the available options in the price range with your "must" amenities.***

# 2

## Do I really have the space for it?

As you comparatively shop, you'll start to find that most hot tubs are square or rectangular (the 320 is the only model we offer in a circular shape) and have a footprint between 6 and 8 feet. Before you enter into a Showroom or start looking at models online, measure out the space where you intend to place your tub. Keep in mind, you will need an added space of 1 to 2 feet around at least two-sides of the hot tub to allow for maintenance and accommodate accessories.

Then it comes down to placement. Do you have a spot at the far end of your backyard with an idyllic view you think would be the perfect spot for your hot tub? Think again. How often you will really use it is directly related to how close your hot tub is to your home. On a dark morning, or when it's freezing outside, are you really going to trek across the yard to get in the hot tub every day? Position your hot tub in close proximity to a door. If you are worried about noise, then be sure to choose a model with a dedicated HUSH PUMP™ that quietly circulates the water 24 hours a day, eliminating the need for loud filtration cycles.





### 3 How many seats do I need?

When you're looking at hot tubs, remember that **price doesn't necessarily equal number of seats**. We have large and small hot tubs across our 700, 500, and 300 Series, so a smaller budget doesn't mean you won't be able to afford a larger tub. Our hot tubs come in sizes that accommodate anywhere from 2 to 8 people, with the average size accommodating between 5 and 6 adults.

If you are planning on using your hot tub for yourself or you and your spouse, a smaller 2-4 person capacity will be perfect. If you are a family of 5 and are looking for something you and your kids can enjoy together socially, look for a hot tub that fits more. **If you have children, finding a model with a cooling bench is important as it allows smaller bodies to safely perch higher above the water.**

## 4 What is the primary way I'll be using it?

Are you looking for a place for friends? For you and your spouse? Or is it deep-tissue hydrotherapy you're after? There's plenty of models that offer all of these benefits, but when you're looking at how to maximize your investment, it's smart to weigh your expectations and prioritize which benefits are the most important to you.

If you are looking for a place for entertaining large groups, go for size and seating. If you are looking for more advanced jetting and massage seating, then look at options that have more horsepower and ergonomic moulding. This will also help you determine whether features like a lounger seat or a built-in sound system are really something you will get use of.





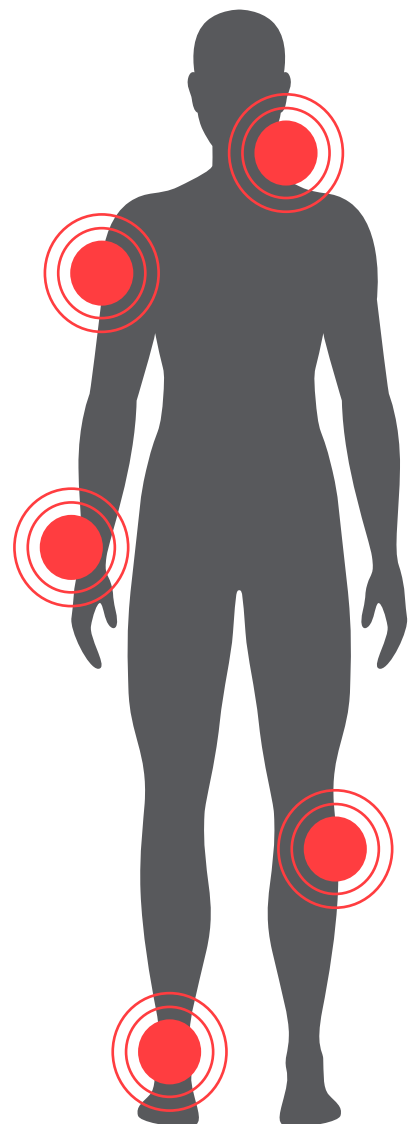


## 5 Do I have any therapy needs?

If hydrotherapy is your number one priority don't just look at quantity of jets, really research placement, quality, and the ability to customize. Ensuring the jets inside the model you are selecting offer adequate horsepower to balance propulsion and airflow and provide deep tissue results is critical before you make your purchase.

A number of models today also offer jetting targeted towards legs, feet, wrists, and neck, with restorative loungers available for full-body, immersive hydrotherapeutic results.

Customization is also key in order to ensure you are able to target different pain points. Beachcomber's FlexJet™ technology allows you to interchange jets within available water sockets, to deliver totally personalized massage experiences.







100%



MADE

## 6 Where is the hot tub made?

Some hot tubs are made in countries known for cheap labour and few environmental regulations in order to decrease the production costs. Hot tubs produced in countries with lower labour costs and regulations tend to have more quality (not to mention ethical) control issues, and will most likely result in a smaller up-front cost but higher maintenance and shorter product lifetime.

**Every Beachcomber Hot Tub is 100% manufactured in our Surrey, BC factory,** with the same materials, and construction standards applied across every model price point. Each stage of the production is checked by hand for absolute quality to ensure we uphold our zero-defects approach to manufacturing.



## 7 What materials is the hot tub made from?

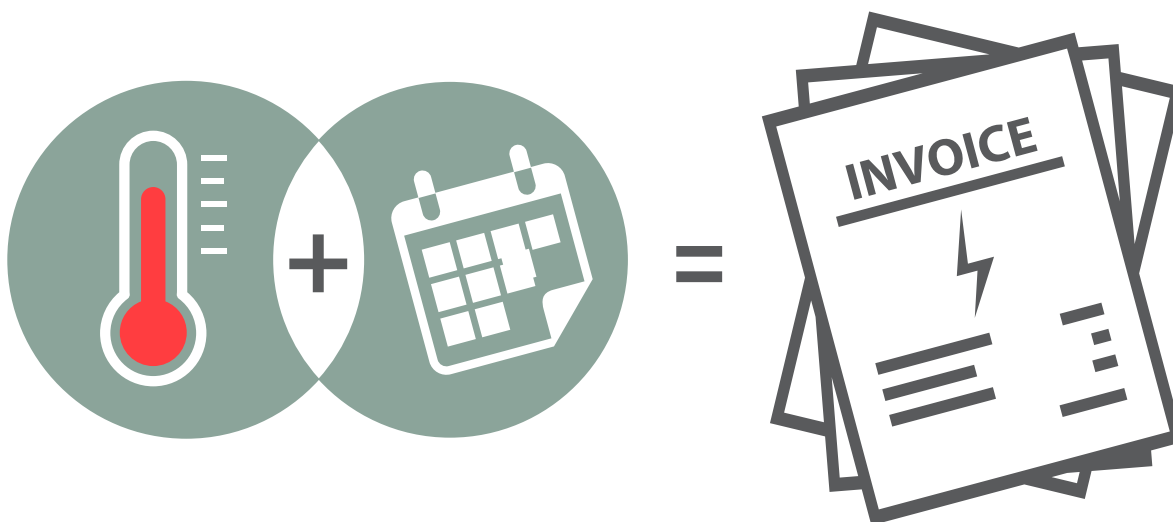
Most high-quality hot tubs are made with acrylic. Acrylic is a hard, durable plastic that is resistant to chemical and UV damage. When you look at hot tubs at a lower price point from unreliable manufacturers, you are likely seeing moulding that is made from rotary plastics. This is the same kind of material you will find in a kayak or a portable table. This is why it is so important to pay particular attention and educate yourself on the materials that are used. **Ensure you find a durable, acrylic shell that is stain and scratch resistant**, long-lasting cabinetry, and look for an intuitive control system that is accessible and easy-to-use at nighttime.

## 8 What can I expect in on-going operating costs?

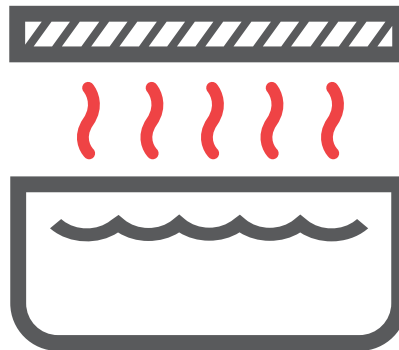
It should come as no surprise that hot tubs require electricity to heat and circulate water, and power the jets and lights. New hot tub owners should therefore expect a rise in their electricity bill following installation. So how much? That really depends on the type of hot tub you end up buying (many tubs list out their estimated energy usage online, so be sure to check up and compare), the temperature you set the water, and the frequency of use.

Outside of the hot tub itself, fluctuations will also occur due to the climate you live in and the cost of electricity in your specific location. It's important to budget ahead, as well as fully understand how the hot tub you choose is designed to keep operating costs down. **Look closely at the insulation, the density of the cover you choose, the pump, and the heaters.**

We offer two energy saving systems that make Beachcomber's among the most energy efficient hot tubs in the world. Choose between our high-output standard LEEP™ heating system, and patented Hybrid 4™ technology, which moves the mechanics of the hot tub outside of the shell to allow for 4-wall insulation.







## 9 What type of cover do I need?

Choosing the right cover can make all the difference in the enjoyment you get out of your hot tub, and the quality of the covers available vary significantly. What's the best way to narrow down the options? First, make sure you buy a cover that specifically fits your model as it needs to fit perfectly in order to effectively shield your hot tub from the natural elements.

Second, look for insulation density that suits your local climate. If you live in a colder climate, also consider that you want a cover that is thick and dense enough to withstand snow loads. And don't forget to check the warranty! Most covers should last between 3 to 6 years so be sure to find one that is going to hold up throughout any seasonal weather fluctuations at your home.

A Beachcomber HEATSHIELD™ is designed with 45% more insulating power than standard hot tub covers, to lock in heat and energy and save you up to \$500 per year in heating costs.\*

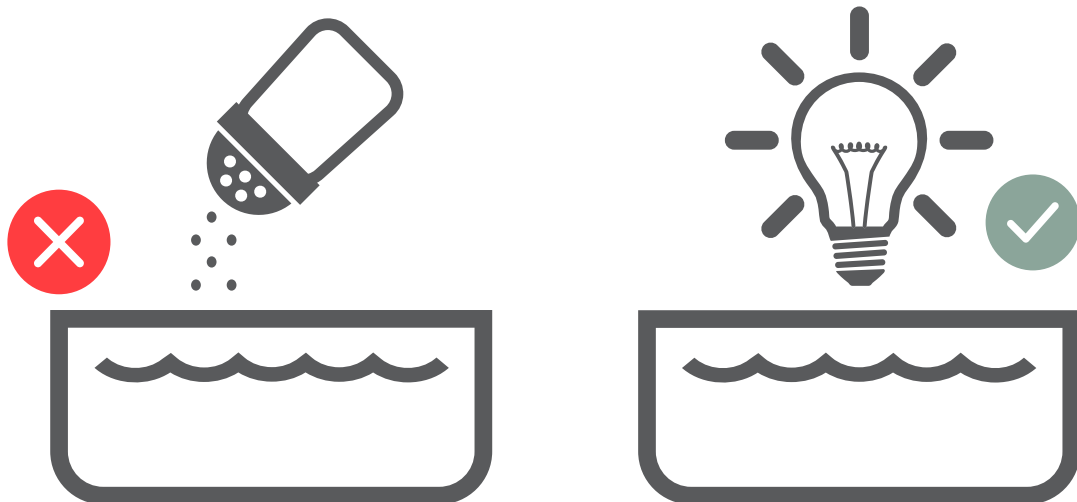
\*Compared to tapered 3" nominal 1 lb EPS foam cover. Based on typical annual heating costs in the Pacific Northwest



## 10 How often will I really use it?

One of the most common questions people have when considering buying a hot tub is “how often will I really use it?” You may have known someone who once owned a hot tub that sat, non-operational for years in the backyard. Or someone who purchased a hot tub, used it regularly for the first 3 months, then stopped taking care of it until it eventually fell into disrepair.

There’s a few ways then to look at this question, the first being something you have to consider for yourself. Hot tubs are designed for daily use, so it’s up to you to make this a part of your wellness routine. By adding even a 15-minute soak first thing in the morning or before bed, you’ll start wondering how you ever lived without one. The second consideration is once again the model you choose. By choosing a reliable, quality brand, you’ll be able to focus on the benefits of the purchase, instead of becoming frustrated by continuously high maintenance and operational costs.



## 11 What type of water care system does it use?

As you're debating the hot tub investment, one thing that undoubtedly keeps coming up is the maintenance and safety requirements. Choosing the right water care system is something that can impact the enjoyment you and your family get out of the purchase, so be sure to look at all of the available options and weigh the pros and cons to ensure your selection is the one that makes the most sense.

There are two types of chemical water care systems; chlorine-based systems or bromine-based systems. There are also supplemental mechanical treatment systems, such as ultraviolet sterilizers, which we recommend, and ozone generators, which we do not recommend. Some companies sell expensive, high-maintenance salt water generators to create bromine or chlorine through electrolysis. This electrolysis can be corrosive to the heater and seals and is not a recommended long-term solution. Be sure to research the water care programs offered by Beachcomber, and see which is the most effective and best for the usage you expect from your hot tub.

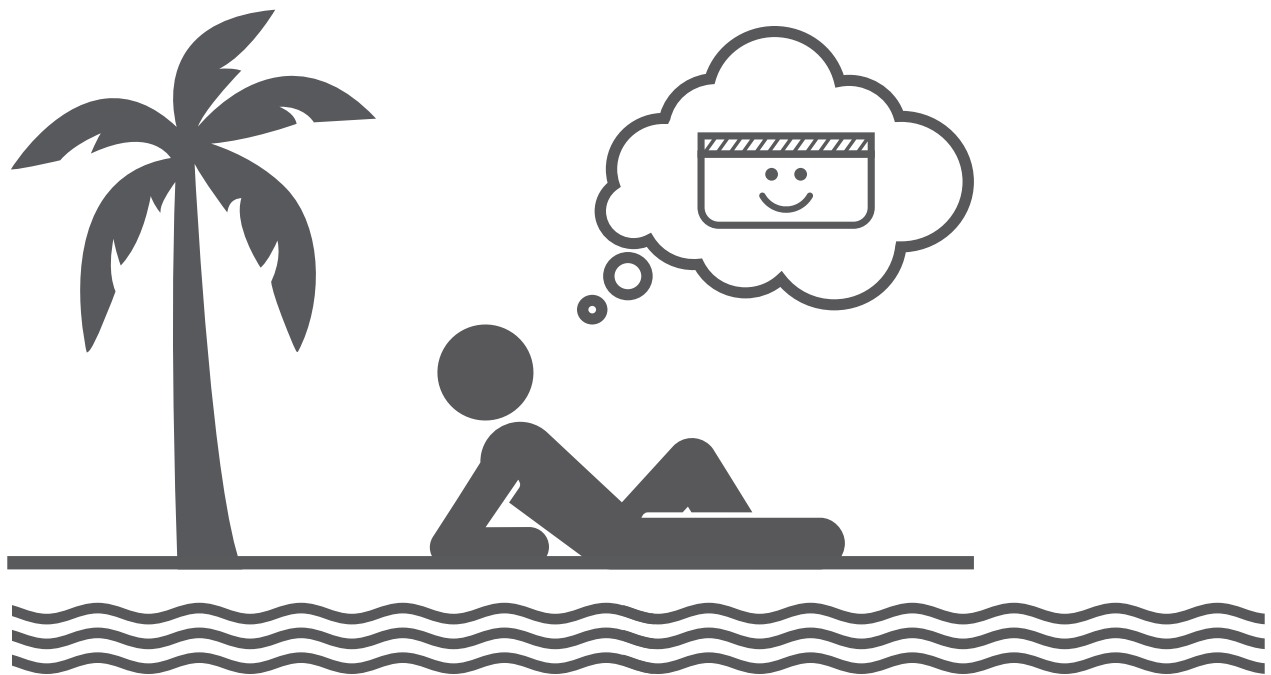
At Beachcomber, we offer a unique line of water care solutions including natural and eco-friendly products designed for your family's health and safety using the least amount of chemicals as possible. Our product line includes CARE FREE, the gold standard in water care. This 4-in-1 solution replaces traditional water care conditioners and makes maintaining fresh, clear water as simple as possible!



## 12 Can I still go on vacation if I own a hot tub?

Yes. **Hot tubs shouldn't prevent you from getting away from home**, and just because you own a property that isn't your full-time residence doesn't mean that installing a hot tub is a poor choice if you think it would add to the value of you and your family's experience there. Hot tubs need to be drained and refilled 3 to 4 times per year, so before you head out on a long vacation, draining and cleaning might be the best option.

For shorter stays away from the house, asking a neighbour to come by for the quick maintenance 1 or 2 times a week might be the best option. There are also a number of water treatment options and accessories available for longer absences from the home that will ensure that your hot tub water and equipment stays healthy and balanced, and ready for when you return.





## 13 What warranties does it have?

Major components of a hot tub often come with different warranties, so it can sometimes be difficult to get an accurate comparison across different models. As well, many companies will make guarantee promises that sound valuable, but once you've weeded through the fine print you'll find they don't equate to much. The electrical equipment, for instance, will carry a very different warranty than the acrylic shell, with protection against water loss likely more significant than other structural damage or cosmetic signs of aging.

At Beachcomber, we offer both a Standard Protection Guarantee and 5 Year Extended Protection Guarantee on major components of your hot tub, along with a lifetime guarantee on the fibreglass structure.

Again, be sure to ask questions, and have a representative sit down with you and go over what all the protections really mean, and help you decide which option and brand is the best way to ensure you are able to enjoy your hot tub for the long haul. Also, look for testimonials from existing customers and see what their experiences have been like to get a better sense of the brand's approach to continued customer satisfaction. **Beachcomber, for instance, is proud to carry a 98.4% customer referral rating** (the industry's highest).



## 14 How much will delivery and installation be?

Many first-time hot tub buyers are unaware of the potential additional costs relating to installation of a hot tub. Depending on the model and location you choose, additional services, from electrical wiring to landscaping, may be required to ensure a smooth installation. The Pre-Delivery Guide offered by Beachcomber helps by highlighting important considerations in this process. Be sure to ask your dealer about any items that you are still unclear on and ensure you are not going to be caught off guard by any additional fees.







## 15 Where can I find reviews from current owners?

Looking for local business reviews online and for existing customer references allows you to get an unbiased understanding of the strengths and weaknesses of each product, as well as the customer experience you can expect.

Digging deeper, when it comes to a local dealership, and looking at testimonials directly related to the given location, is also a best practice when it comes to making the most informed decision for your purchase. **Look for reviews that can give you a sense of the full picture, from initial purchase to response rate, to on-going maintenance and repair calls.**

## In Summary

### **Budget according to the overall investment**

Look at the cost of operation and estimated lifespan of the hot tub, not just the upfront cost.

### **Find an easily accessible spot outside**

How often you will use your hot tub is directly related to how close it is to your home.

### **Pick a size that makes sense**

Look at the size of your household as you decide how many seats you really need.

### **Think about how you want to use it most**

Social occasions or deep-tissue hydrotherapy? Maximize your investment by prioritizing needs.

### **There's more than numbers to jetting options**

Don't just look at quantity, look at placement, horsepower and jetting customization.

### **Paying less might mean paying more**

By buying cheap, you will only end up paying more in operation and maintenance costs.

### **It is more than just how it looks**

Pay attention to the materials used in the construction, particularly the quality of the acrylic.

### **There is not a fixed cost for operation**

Insulation, density of the cover, pumps, and heaters are just some of the impacting factors.

### **Not all covers are the same**

Look at finding the right density for the climate you live in.

### **Use as part of a healthy lifestyle**

Make a hot tub a part of your daily wellness routine with a 15-minute soak.

### **There's more than one way to care for water**

Choosing the best water care system makes a big impact on how much you use your hot tub.

### **Hot tubs don't tie you to your home**

You can still go on vacation, with a number of solutions for maintaining your hot tub.

### **Read the Fine Print**

Warranties sometimes don't amount to much at all, so be sure to ask the right questions.

### **Budget for installation**

Delivery and installation often come with additional costs. Ask your dealer, and don't be caught off-guard.

### **Get insight from people just like you**

Look at online reviews from current owners to get a better picture of the product & brand.



## About Us

### Beachcomber Hot Tubs

When Keith & Judy Scott founded Beachcomber Hot Tubs in 1978, they had only one thing in mind: family. For generations, we've made it our mission to build the finest quality hot tubs connecting families across the world, right in their own backyards.

Inside a Beachcomber Hot Tub you won't find unnecessary glitz and gimmicks or unreliable technology. Instead, you'll find exactly what we are known for: the best quality construction, ergonomic comfort, and enhanced hydrotherapy on the market.

We're not in the business of selling fluff. We're in the hot tub business.

It's not just what we do. It's *all* we do.

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