

Dear hot tub owner,

This is information about what you can expect from an attempted leak repair on your hot tub.

There are many types of leaks on hot tubs. There are Hot, Cold, High Pressure, Low Pressure, No Pressure and not related to any of these things Leaks.

Some are very simple and easy to solve. These are usually found in the motor compartment around a heater or pump union and can simply be stopped by tightening the union or replacing the gasket and tightening the union.

Some are more difficult like a Pump seal which can usually be seen from the motor compartment and solved by removing the pump replacing the seal and related parts and reinstalling the pump.

As a Hot Tub Service Company we hope for these two styles of leaks because they are usually easy to solve and can usually be solved in one trip. Then there are the more difficult leaks that can take many trips and many hours to find.

This style leak is sometimes hard to find but we can usually find them quickly and save you money because of experience. These would be broken plastic leaks. Examples of these would be Cal Spa Bottom drain flanges, La Spa Jet Flanges, Red Cap Leaks, Sundance Foot jet body cracks and the list goes on and on. In these cases we use our experience to determine where the leak would likely be and in some cases we do these repairs like a Cal Spa bottom drain flange when we are doing other repairs as a preventative measure.

The next leak would be a soft pipe leak. These leaks are found where soft pipe was glued into a manifold ,coupling, jet body or other fitting. In these cases there can be one leak or 20 leaks. Some tubs require digging into the foam and removing foam to access the leak and digging into the foam can actually cause more leaks because the other plumbing is disturbed and moved around. The foam is not able to be resprayed because of the cost of doing so. A Small 12" X 12" section refill in the field would be 500.00 so it is not practical. In these cases when we are digging in we can only dig to the affected area repair what we can see fill the tub back up run it and visually inspect the area we are in then let the tub run to see if it solved the leak. We can test for high, low and no pressure and can only test for cold temperature since the tub is not hot after we do this repair. If there are 5 leaks and we dig in and find one then there are still 4 leaks that have to be dealt with and they can be in the same area or in other areas of the tub. Because it is usually so wet when we dig into a tub there is no way to insure we find all leaks the first time so this type repair can take many times to solve and many hours sometimes even requiring us to stand the tub up or move the tub for access.

What causes this type of leak is many things first the soft pipe glued inside a fitting will shrink up over time also the pipe glued into a fitting has water pushing on the face of it for it's entire life so it is more likely to leak over time. A poor job gluing it at the factory can cause it to leak as well as foam applied to the plumbing especially full foam tubs. These tubs have more leaks than open compartment tubs because the foam cooks the plumbing parts like the soft pipe to 750° when the foam is applied. Most newer hot tubs don't use the soft pipe inside glue style parts except on larger soft pipe items so this eliminates the leak potential at manifold outlets because they are using barbs style fittings with clamps. This style can leak but it is very very rare.

What we are saying here is on these types of leaks there is no magic wand we can wave over your tub and make the tub not leak. We go in with a lot of experience and we also do things no one else does like we set up in some cases a small pool to catch the water we will shoot your water into the pool quickly and after the repair shoot the water back into the tub so we can check the leak quickly and not stand there for 2 hours watching it fill up or not leave the tub for you to fill up which is what everyone else does and by letting you fill it and run it they cannot solve the simple things they would have found if they filled it up and made it run. We want to complete your repair and move on to the next tub but there are some cases where that is not possible because of multiple leaks.

Lastly there are some tubs that have cracks in the Shell or Acrylic / Fiberglass that are unrepairable. These are very rare and are usually related to the tub not being supported properly. These leaks are sometimes difficult to find and unrepairable when found.

I have read and understand the above Leak Repair Risk Information and Authorize The Spa Guy, Inc to attempt leak repairs on my behalf.

Signed _____ Print Name _____
Date _____ Brand of Tub _____