



Customer Service 800-383-6119
contactus@cloud9spas.com

Frequently Asked Questions

- **What makes Cloud 9 Spas different from other spas?**
Cloud 9 Spas are rotationally molded. This manufacturing technique produces an extremely durable, yet lightweight product which is perfect for outdoor use and easy to maintain.
- **What does Plug-N-Play mean?**
Plug-N-Play simply means that the spa can be plugged into any 110 volt (v), 15 AMP, outlet. No additional wiring or plumbing is needed.
- **How long does the spa take to heat on 110V set up?**
Upon initial fill up, the spa can take anywhere from 6 to 12 hours to heat to the desired temperature. This time is dependent on the temperature of your hose water, and ambient temperature. Once your spa reaches the desired temperature, it will maintain the setting and will always be ready when you are. There is no need to turn the spa off when not in use.
- **What comes with the spa? What else is needed?**
Each spa comes with a locking thermal cover. If you are ordering a plug n play spa, nothing else is required for set up.

Spas requiring 220V electrical configuration will require a GFCI, conduit and wires which should all be supplied and installed by a licensed electrician.

Steps, chemicals and replacement filters are not included with the spa unless otherwise specified.

- **Does the spa come with an Ozonator?**

Some Cloud 9 Spas come with an Ozonator – check individual spa pages for details. All spas are Ozone-Ready, meaning they have an ozone jet that can be hooked up to an Ozone unit. So even if the spa does not have an Ozonator included, it can be purchased and installed.

- **What does an Ozonator do?**

An Ozonator produces ozone that is then injected into the spa water. The ozone, through the process of oxidation, removes contaminants such as lotions, detergents and organic waste out of the spa water – improving water quality. An Ozonator will allow for less chemical usage.

- **How much does the cover weigh?**

The weight of the cover will vary depending on it's size, but on average it weighs about 21 lbs. Cover lifters are available for purchase.

- **On average, how much will it cost to operate the spa?**

Actual operating cost will vary depending on individual usage, ambient temperature and local utility rates. However, on average, Cloud 9 Spas cost between \$15 - \$30 per month to operate. Full foam insulation, a thermal locking cover and programmable filter cycles make this spa extremely energy efficient. It meets all energy consumption guidelines as set for by the California Energy Commission (CEC).

- **Does the shipping price include delivery to my backyard or positioning of the spa?**

No. The spa is only delivered to the curbside in front of the driveway. Generally, two men with a furniture dolly can move the spa to the desired location. Check the local service directory to find a moving service or contractor to assist moving the spa if needed.

- **What type of foundation is required for the spa?**

The spa requires support of at least 80 lbs. per square foot, whether it be a deck or on the ground. If installed on the ground, the foundation can be a concrete slab 4 inches thick, or even pavers. However, if using pavers, ground must be compressed first before laying down pavers.

- **What is a “waterfall feature”?**

This is a top view image of the waterfall feature.



- **How do I set up my new spa?**

Set up is easy. Simply set the spa in the desired place, fill it up with a garden hose, and plug it in to any standard 110V outlet.

If you ordered a 220V spa, you will need to contact a licensed electrician to supply and install a GFCI, conduit and wires.

- **Do I need to clean the spa?**

We recommend changing your spa water every 60 to 90 days depending on usage. When your spa is empty, simply take a wet rag and wipe the inside if desired. Do not use solvents or abrasive cleaners. Typically a mild detergent and water will resolve cleaning issues.

- **How often do I need to drain and refill the hot spa?**

Depending on usage, we recommend draining and refilling the spa every 60 to 90 days.

You can extend the life of the water by showering prior to using the spa and by not washing the bathing suits you wear in the hot spa. Laundry detergent is easily transferred from bathing suits into the spa water.

- **What type of heater comes with the spa?**

Plug and Play wiring configuration utilizes a 1 kW electric heater. If your spa is convertible to 220V, then the same heater will be configured to run at 4 kW.

- How do I fill and drain the spa?**
You can fill the spa with a normal garden hose. The spa is equipped with a bottom drain.
- What is the pump horsepower?**
Plug and Play, 110V models have a 2 HPR, 2-speed performance pump. 220V models have either a 4 HPR, 2-speed performance pump or two (2) performance pumps at 4 HPR total (a 2-speed pump and a 1-speed pump).
- Can the spa be used all winter, outdoors and in freezing temperatures?**
Yes! Winter is one of the best times to use a spa. The full foam insulation and locking thermal cover will ensure maximum heat retention so you can enjoy your spa all year long.
- Can this be installed on a second floor balcony/patio? Or is it too heavy?**
Due to our rotational molding manufacturing process, Cloud 9 Spas are much lighter than traditional acrylic hot tubs. Our spas weigh between 244-478 lbs without water and 2,035 – 3,987 lbs with water. If you are setting it up on an elevated wood deck or other structure, it is advisable to consult with a structural engineer or contractor to ensure the structure will support the weight.
- Do you remove existing spas?**
No.
- Can the spa be set up indoors?**
Yes. It's equipped with an exterior bottom drain, so when you're ready to change the water, simply hook up a hose to the bottom drain, and drain the water into a nearby drain.
- Where do I find an authorized service and repair center?**
Any spa technician should be able to troubleshoot and repair our spas. If you need assistance with troubleshooting, please call us at 800-383-6119.
- How long is the cord?**
Approximately 12'.
- How long does it stay at the set temperature?**
Continuously. The spa's full foam insulation and thermal locking cover, coupled with the programmable thermostat allow the spa to stay at the desired temperature.

- **What electrical source is needed to run this and is it safe and operable in all-weather/temperatures (like snow)?**

Plug and Play in spas come with a GFCI power cord for safe outdoor use. It requires a 110V 115 AMP outlet, and can operate in snow.

A licensed electrician will need to supply a GFCI, conduit and wires for 220V spas.

- **What is the highest temperature the water can reach?**

104 Degrees just like all ETL and UL approved hot spas.

- **Is assembly required?**

No.

- **Is this a portable unit that can stored after use?**

You would not store it after each use. But it is lightweight and portable and can be stored for the season if you so choose.

- **What are the delivery size requirements?**

The hot tub will be delivered on its side and will need 35" of clearance when fitting through doors.

- **How many watts does the plug in spa use?**

The hot spa is 110V, and draws at least 11 AMPS. This converts to 1265 watts.

- **What type of chemicals are needed for this spa?**

Maintaining hot tub water consists of 4 simple steps:

- 1) Balance your water using pH Up or Down
- 2) Establish proper alkalinity levels using Alkalinity Increaser or Decreaser
- 3) Determine calcium hardness
- 4) Sanitize the water using Chlorine (Bromine is acceptable, too).

- **Can the hot tub sit empty during winter in snowy climates?**

Yes, this is called "winterizing" the spa, and can be done by following the instructions supplied in the Owner's Manual that comes with the hot tub. However, winterizing the spa is not necessary. Cloud 9 Spas are designed to run in cold climates.

- **Can you turn off the water fall feature?**
Yes, if your spa comes with a waterfall, it can be adjusted or turned off entirely.
- **Is it noisy when the pump/heater is operating?**
The pump and jets will be audible when they're turned on, but are not loud enough to be distracting.
- **Can the jets be turned off and on?**
Yes, jets can be turned off and on.
- **Does the spa need to be drained or turned off if we go on vacation?**
No, programmable filter cycles allow you to set the spa to run differently depending on your usage.