



# Hot Tub Buying Guide

## The Most Common Hot Tub Buying Questions Explained

**“ I would love to own a hot tub.”**

Many dream of having their own private oasis in their backyard, but the path from dream to reality can be confusing when it comes to the hot tub purchase experience.

A hot tub is an investment. Like all product investment, research needs to be done to ensure you partner with both a reputable manufacturer and dealer.

The team at Creative Energy has been keeping the Bay Area in hot water since 1976. In that time, we've fielded almost every question imaginable

-although we can still be surprised by some!

The following are some of our most common hot tub buying questions.



# 1. Are All Hot Tubs Created Equally?



Absolutely not.

**Creative Energy exclusively sells the world's #1 selling brand:**



Hot Spring Spas are trade-certified manufacturer and their constant spa innovations are lauded by independent organizations like Consumer's Digest. Every year Consumer Digest rates hot tubs, Hot Spring Spas are the only manufacturer to win the award each time.

Hot Spring Spas have been in business for over 40 years- Many brands have been around for less than a fraction of that time. It's very important to know your manufacturer and partner with a successful company that you can trust to be with you for the long haul.

With over a million spas created since the 70's, we truly believe in their unrelenting dedication to designing wellness products with exceptional features, beautiful designs and outstanding value will keep them the leader for decades to come.



## 2. Are Hot Tubs Expensive to Maintain & Run?



### Typical hot tub maintenance costs include:

#### 1. Chemicals & Filters

Depending on your tub and filtration system, you will need some chemicals to keep your spa's water clean. We average costs for chemicals to be about \$300 a year. You will also need to replace the filter in your tub periodically- some spa manufacturers advise replacing the filters about once every 3-4 months. A filter typically costs between \$35 - \$70.

#### 2. Electricity

Energy costs are dependent on your location and how much you pay per kilowatt hour. Most of our hot tubs use about 6 to 10 kWh per day. Do not be fooled by dealers or manufacturers that give you a dollar amount - This does not apply to the Bay Area.

Grab your last electricity bill and the team at Creative Energy can gladly help you estimate your spa's monthly electricity cost. We are energy experts with background in solar systems.

#### 3. Repairs

We understand many of our customers are initially concerned about potential repair costs. This is where Creative Energy sets ourselves apart from the competition.

Every new Hot Spring Spa purchased comes with up to a 7 year warranty. If you have any issues with your spa within the first year of purchase, we will provide you with our on-site repair team **for free**.

After the first year, if you have any issues our on-site repair will only cost a flat rate of \$55. We only charge this flat rate for one repair a year, so if you have an issue past that we will fix it for free.

**This means your out-of-pocket expenses for warranty repairs within the first 5 years can only cost you \$220 MAX.**

However, these spas are well built and made to last, so you should not fear needing repairs within this timeframe!

# 3. Are Hot Tubs Energy Efficient?



When shopping for a hot tub, it is important to not only consider the upfront purchase price, but also the ongoing energy costs to use the spa.

Oftentimes, you can find a hot tub that has a lower purchase price, but does not have as many energy-efficient features as you may want. The goal is to strike the optimum balance between features and cost. Lower priced spas often will cost more in the long run- if they last.

## The fundamentals of hot tub energy efficiency:

### *Insulation:*

Insulation is the most important factor in energy consumption. Your hot tub can lose heat through its walls. The more heat it loses, the harder it has to work to keep the water warm. Insulation options include:

**Convection (no foam):** This is a lining around the perimeter of the spa that transfers the heat generated by the motor and pump back into the hot tub water.

**Full-foam:** Urethane foam that fills and fully insulates the space between the hot tub shell and its cabinet.

**FiberCor™:** An innovative new material that is four times denser than the full-foam urethane insulation material used on most hot tubs.

**Total insulation:** This insulation style employs multiple layers of foam in varying densities. The high-density foam expands and compresses the light-density foam to fill or minimize voids and gaps where heat can escape.

### *Circulating the Water:*

**Jet pump:** Some hot tubs rely on the jet pumps to circulate the water. Jet pumps draw more power than circulation pumps and are usually noisier.

**Circulation pump.** A dedicated circulation pump continuously circulates the hot tub water using a small amount of energy. The Highlife® and Limelight® Collections of Hot Spring® spas feature a circulation pump that uses as little energy as a 40-watt light bulb.

### *Spa Cover:*

A well-insulated hot tub cover helps a hot tub retain its heat. A great cover fits tightly, has a dense, high R-value (its resistance to heat) foam core, and features additional material to lock in heat at the edges and seams. A deteriorating cover allows heat to leak. A waterlogged cover has almost no R-value.

In addition to a high-quality cover, a floating thermal blanket can provide an additional layer of insulation and even extend the cover's life by reducing waterlog.

## Tips to help you maximize your spa's energy efficiency:

### Typical hot tub maintenance costs include:

Pay close attention to the quality of your spa water. When you take good care of your spa water, it will last longer. When you drain and refill your spa, you have to heat a large volume of water from cold to hot – and your energy bill will show it. The ACE® salt water system can help you extend the life of your spa water – and allow you to drain and refill as little as once a year.

Take good care of your spa cover. Having a good-quality spa cover is key to locking in heat that can escape from your spa water. Be sure to choose a cover that is designed specifically for your spa model, and replace it when it starts to show its age.

### Hot! Hot! Hot!

**“Many people do not realize that, unlike an in-ground spa, a portable spa is always hot and ready.”**

A hot tub typically uses more energy heating the water than it does maintaining the water at a set temperature. So, while it might seem logical to adjust the temperature down when you are not using the spa, it's not necessary and can actually cost you more.

Select your preferred water temperature and leave it – it is more energy-efficient and you'll never have to wait for your hot tub to heat up. It will always be hot and ready for regular or daily use.



## 4. What Kind of Service Will I Get After My Purchase?



### **Our service is what sets us apart from the competition.**

We've been proudly servicing your Bay Area neighbors since 1976. All of our technicians are factory-trained and bonafide hot tub experts.

Purchasing a new hot tub from Creative Energy means peace of mind in your investment. Every hot tub comes with up to 7 years of warranty coverage, giving you peace of mind about your purchase.

Not able to quite figure out an issue or how to work your product? We have you covered. Our team is happy to answer any product or feature-related questions, saving you time and a whole lot of headache (meaning you can spend more time soaking in your brand new hot tub).

Got a problem? Creative Energy offers full-service on-site hot tub repair. If your hot tub is not working properly, you can simply give us a call and we'll make sure a technician is dispatched to diagnose and fix the problem.

As we mentioned previously, the peace of mind you're afforded with your hot tub warranty and our post-service repair commitment is invaluable.

- 1st year after purchase: Any repairs under warranty are fixed on-site for free
- 2-5 years after purchase: Any repairs under warranty are fixed at a flat rate of \$55 for the first repair. Should you have a second repair within that same year, it is taken care of for free.

### **This means your out-of-pocket expenses for repairs under warranty within the first 5 years can only cost you \$220 MAX.**

Need a good cleaning or tune-up? We also offer complete hot tub cleaning and tune-up services.



# 5. Which Hot Tub Should I Buy?



When choosing which hot tub model is right for you, a number of questions need to be answered. How big should my hot tub be? How can I find an energy efficient hot tub? How many jets -or better yet, how well positioned are the jets? What's the best water care system?

There is simply no one size-fits-all answer to these questions. At Creative Energy, we take helping you choose the right hot tub for you very seriously.

## The best way to answer these questions is to:

### 1. Schedule a complimentary backyard consultation

We'll schedule a convenient time to visit you in order to:

- Help you select the perfect spot for your hot tub and recommend the best sizes for your backyard.
- Recommend placement based on ideal access, your view, and landscape
- Assess accessibility to electrical requirements
- Plan for a safe delivery from our truck to your yard
- And answer any specific questions you may have

### 2. Take a trip to one of our award-winning showrooms

will allow you partner with our staff to determine which features, amenities, jets, and sizes are right for your needs.

Not only does this give us an opportunity to learn about the spa considerations important to you, but we can then help you weigh those needs with things like budget, backyard space and more.

### 3. Schedule a Private Test Soak

Finally, we're happy to offer our prospective customers a real try-before-you-buy. We're happy to set up a complimentary and private test soak in the spa of your choice. Our showrooms are home to private mood rooms which will allow you to privately test out features and get the feel for your spa of choice.

## 6. What About Full-Service Delivery?



At Creative Energy, we don't just drop the hot tub at your front door. Our professional technicians will bring your brand new hot tub to your home and provide a full-service delivery. That means getting the spa from our truck, to the perfect spot in your backyard, to installing the entire spa.

When we complete our complimentary backyard consultation, we carefully plan the spa's safe trip from your driveway to your yard. We're true masters of handling challenges like slopes, tight turns, and ensuring your backyard remains unscathed throughout the process.

We'll also gladly install and get you set up with any additional accessories, covers, steps, and features.

## 7. Why Choose a Local Dealer Over a Big Box or Online Store?

Partnering with a reputable local hot tub dealer versus going to Costco or purchasing a hot tub online is important for many reasons:

### **1. Big Box & online won't give you post-purchase service for your spa:**

Need a repair or assistance with an issue you can't quite figure out? If you don't partner with a local dealer, you may be out of luck. Most big box stores do not offer service on their products. Meaning you'll have to contact a professional and pay for everything out of pocket.

### **2. Cheaper doesn't always mean better:**

Just because you can find a cheaper deal online doesn't mean you're getting a better deal. You could save money upon the initial purchase, but in the long run it will cost you when you eventually need maintenance, replacement parts, and additional expenses you didn't anticipate because you didn't have trusted professionals guiding your purchasing decision. Shop smart with your local dealer and it WILL pay off.

### **3. No Chance to Test the Hot Tub Before Purchase**

If you buy online, you can't truly evaluate the product before buying. Creative Energy believes it is truly important to be able to see, touch, feel, and soak in a hot tub before you make your purchase. Oftentimes the online retailer will ship it to your driveway and let you figure it out from there.



# 8. Why Creative Energy?



We've been serving the Bay Area since 1976. We've watched the industry shift from custom, in-ground installations of years past to the modern self contained, portable spa. Through all the changes in both the hot tub industry and the world, we've never wavered in our commitment to our customers and our mission to exceeding expectations in every aspect of spa ownership.

Our knowledgeable and dedicated staff operates in a strictly no high-pressure sales environment. A quick look at our reviews will prove that our goal is not to be "always selling" but "always helping." A hot tub is an investment in your overall well-being, and we would never want to rush someone into a spa that isn't right for them.

We also take care of our customers- once your spa is installed, we're still here to help. As a local dealer, we're never too far away to service our customers when they need us.

Our award-winning Bay Area showrooms allow you to touch, experience, and soak before you commit to the spa of your choice.

Our 40+ years of experience means we're not going anywhere.

See for yourself: **Read what our customers are saying about us**

## Visit One of our Bay Area Showrooms

### San Mateo

(650) 574-7600

1917 S. El Camino Real,  
San Mateo, CA 94403

### Concord

(925) 551-7100

1460 Concord Ave.  
Ste C, Concord, CA  
94520

### San Rafael

(415) 472-7727

4100 Redwood Hwy,  
San Rafael, CA 94903  
[Next to Mary's Futons](#)

[www.creativeenergy.com](http://www.creativeenergy.com)