



Hello!

We appreciate the investment you made when purchasing your hot tub or swim spa. Rest assured we are here to help you care for your spa to ensure its long, happy life. Whether it's routine maintenance, warranty work or a repair, our factory-trained technicians are only a call away.

We currently service the following brands:

- American Whirlpool
- Vita Spas
- Nordic Spas
- Wellis Spas
- Softub
- Tuff Spas
- Baja
- Gatsby
- Coleman
- Caldera
- Marquis
- Master Spas
- Dimension One
- 5 O'Clock Spas

If your brand is not listed above, please call us and we will do our best to assist you.

Take the work out of relaxing



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PREMIUM PACKAGE

Low as \$ 150 per month

Service Includes:

- Chemicals for the year Brilliance only
- New filters for the year
- Clean Hot Tub lines 3 times per year with Serum Total Cleanse
- Drain and refill 3 times per year
- Clean surface 3 times per year
- Clean filters monthly
- · Clean and treat spa cover monthly
- · Test and record water chemistry monthly
- · Balance chemicals monthly
- · Adjust water level monthly as needed
- Spa surface skimmed monthly
- Clean pump and skimmer baskets monthly
- · Equipment test checklist monthly
- Make recommendations as needed
- · Equipment area cleaned and kept neat
- 10% Discount on parts and service for the Hot Tub

A \$2900 Value

Sale Price \$2299

with annual contract

BONUS: SAVE \$199 at time of hot tub purchase

DELUXE PACKAGE

Low as \$75 per month

Service Includes:

- 10% Discount on chemicals for the year
- 10% Discount on filters for the year
- 10% Discount on parts and service for the Hot Tub
- Clean Hot Tub lines 3 times per year with **Serum Total Cleanse**
- Drain and refill 3 times per year
- Clean surface 3 times per year
- Clean and treat spa cover 3 times per year
- Clean and check filters 3 times per year
- Adjust water chemistry 3 times per year
- Equipment inspection checklist 3 times per year
- Make recommendations as needed
- · Equipment area cleaned and kept neat

A \$1300 Value

Sale Price \$999

with annual contract

BONUS: SAVE \$100 at time of hot tub purchase

^{**} Prices subject to change without notice.

KEEP YOUR HOT TUB BEAUTIFUL & PROTECTED



Install a gorgeous Covana Automated Swim Spa or Hot Tub Cover. You'll love it!

The Covana
Hot Tub Cover
is Your Key to
Happiness!



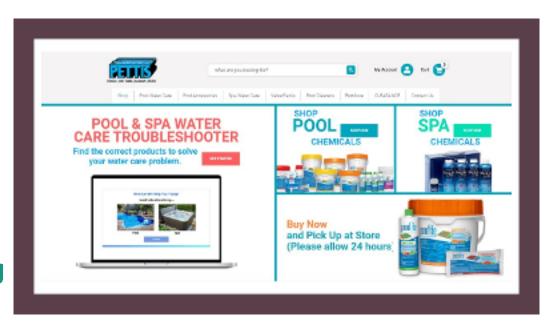
Spa Side Umbrella™

The Spa Side Umbrella™ is the leading alternative to traditional gazebos. Its versatility allows for 360 degrees of travel as well as a crank and tilt mechanism that affords trouble free operation. This stylish product will compliment any spa environment all the while protecting the spa owner from the elements. The Spa Side Umbrella is available in 7 stylish colors and requires no hardware or assembly.



Visit shop.pettispools.com

Hot Tub Care
Simplified
with
Convenient
On-Line
Ordering
and Interactive
Troubleshooting
guide





Heater Changes





Circuit Boards



Control Panels



Cover Replacement & Lifter Installation



DRAIN & CLEAN SERVICE

Our popular Drain & Clean service gives you peace of mind that your spa, and your spa's internal plumbing lines, are kept in optimal condition. Using our recommended Hot Tub Serum, we will first clean the plumbing lines, drain your tub, clean out any remaining water & debris, chemically clean your cartridge filter(s)**, physically inspect all equipment, and clean your cover.

Price - \$350 + tax within 30 miles of either store location

**f your cartridge filter(s) are more than 12 months old, we recommend replacement instead of cleaning. Additional charges will apply. We're happy to bring them with us when we perform your service. Just let us know when you book your appointment.

HOT TUB WINTERIZATION

We recommend year-round enjoyment of your hot tub, but if you're going to winterize it, we highly suggest you let our professionals do it for you. Improper winterization is the number one reason for cracked plumbing lines-leading to a very costly repair not covered under warranty. We guarantee your hot tub against freeze damage for a period of 6 months.

Price - \$300 [†] **tax** for a 1 pump system, \$50 for each additional pump within 30 miles of either store location

OTHER SERVICES OFFERED

- ▶ **FREE** home delivery of any chemicals or accessories you may need at time of service call. Let us know what you need, and we'll save you a trip to the store.
- ► In-home instruction. Want more personalized instruction on your new hot tub? Moved into a home with a hot tub and don't have a clue what to do? Schedule a home instruction and we'll walk you through everything.

Price - \$99 + tax within 30 miles of either store location



Our highly trained technicians service Softub power packs from all over the country. If you do not live close enough to bring your pack to one of our Rochester, NY locations, please call our dedicated Softub office at 1.800.996.8827 for assistance. We have an easy program designed to get your pack to us in the most cost-effective manner for diagnosis and repair.

We offer:

- Leak Repair
- Seal Replacements
- Bearing Replacements
- Control Board Replacements
- Control Board Upgrades
- PC Board Replacements
- Motor Replacements
- Rodent Proofing
- ► GFCI Replacement
- Ozonator Replacement or Removal
- New Pack Vinyl
- Complete Pack Replacements*

(only current plumbing configuration is available)



When your current Softub is ready for a make-over, we can help! Subject to your Softub passing our re-skinning prerequisites, we offer the following re-conditioning packages:

HEAD-TO-TOE MAKEOVER

Your tub will look brand new again! This complete package includes a Softub replacement liner in your choice of available colors, a brand new folding lid with locking safety straps, new Hydromate pack vinyl, new foam insulating cuff with matching vinyl piece, new jet faces and suction grates, new gaskets, new equipment pack overlay, new light lens (where applicable).

In addition, your Hydomate will be thoroughly checked with our 12 point inspection, your lines will be pressure tested, and your tub will be water tested for a minimum of 24 hours prior to return. All services are performed by our qualified technicians.

Call for Quote

*Pick-up & Re-Delivery Service available for additional charge. Call 800.996.8827 for quote.

BODY MAKEOVER

Just need your Softub body re-skinned? This package includes a Softub replacement liner in your choice of available colors, all new gaskets, our 12 point Hydromate inspection, your lines pressure tested, and water testing prior to return.

Call for Quote

*Pick-up & Re-Delivery Service available for additional charge. Call 800.996.8827 for quote.

12 Point hydromate inspection

For this service, we will water test your pack, check all hoses for wear and residue, check bearings, check impeller seal, check upper control board, check PC board sensors, check water temperature probes, check GFCI, check light wire and test, check heating coils, clean heating coils with Swirl Away, clean inner pack and remove any debris, and rodent proof upon request.

Call for Quote

Prefer to buy your Softub chemicals and supplies on-line?



Visit our dedicated Softub site at softubexpress.com and choose the Shop Online option.

Contact Information



Our traditional hot tub and swim spa service is managed by Dale Lowery. You may reach him by calling 585.392.7711 ext. 113 or emailing him at **spaservice@pettispools.com**.



Our Softub service is managed by Mannie Perkins.

You may reach him by calling 585.392.7711 ext. 214 or emailing him at **mannie@softubexpress.com**. You may also call our dedicated Softub office at 800.996.8827 where Dianna, John or Lisa will assist you.

