



Customer Service
Phone: 1-800-787-6649 #4
Email: support@strong9.com

Frequently Asked Questions

- **What makes Ohana Spas different from other spas?**

Ohana Spas is one of the largest manufacturers in the world, and one of the few hot tub manufacturers with plant operations in the USA. That means each spa is built to order and under our quality control at our Pennsylvania manufacturing facility. Your spa is built by a Global Leader in Spa manufacturing since 1994, shipping to over 40 countries.

Ohana's Roto spas are built to last and highly efficient, meeting all CEC requirements unlike some spas in the industry. They are built with real heaters vs. a "thermal" heating technique. Super strong and maintenance-free, our molded resin cabinets are impact, weather and mold-resistant, as well as UV-protected, producing a spa that is virtually indestructible.

Our Acrylic spas are designed with luxury cabinet exteriors that are stylish, maintenance-free, UV-protected and offer easy accessibility to spa components.

- **What does Plug and Play mean?**

Plug and Play simply means that the spa can be plugged into any 120 volt (v), 15 amp, outlet. No additional wiring or plumbing is needed.

*110/115/120 volts are often used interchangeably for normal residential outlets; likewise, 220/230/240 volts are used interchangeably, as they are 2x a normal residential outlet.

- **How long does the spa take to heat on a 120v vs. 240v?**

Upon initial fill up, the Plug and Play spa can take anywhere from 24 to 48 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.

The 240v spa can reach full temperature in about 6-12 hours, with the same variables identified above.

- **What comes with the spa? What else is needed?**

Each spa comes with a locking thermal cover and initial filter. Plug and Play spas include a 15 ft GFCI cord. Spas requiring 240v 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?**

Most Ohana Spas come with an Ozonator – check individual spa specifications for details. All spas are Ozone-Ready, 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 removes contaminants such as lotions, detergents, and organic waste from the water through the process of oxidation, thus improving the water quality. An Ozonator reduces the amount of chemicals needed versus a spa without an ozonator.

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

The weight of the cover will vary depending on the size, but on average it weighs about 21 lbs.

Cover lifters are available for purchase, which ease the burden of taking the cover on and off (and helps protect the cover by holding it off the ground when not in use).

- **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, Ohana 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 forth 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 your 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,

even pavers. However, if using pavers, the ground must be compressed first before laying down pavers.

- **What is a “waterfall feature”?**

It is a feature that allows water to enter into the spa with an LED lighting feature to provide additional relaxation.



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

Setup is easy. Simply set the spa in the desired place, fill it up with a garden hose, and plug it in to any standard 120v outlet.

If you ordered a 240v 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 cloth 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 spa?**

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

It is recommended to enter your spa after showering and avoid laundry detergents on clothing and shampoo, or other hair products, making contact with your spa water.

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

120v/240v spas use a 1kw/4kw Stainless Steel heater.

- **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?**

This varies per spa. Please refer to the specifications listed on the spa model you are interested in.

- **How are the spas insulated?**

Our units have a few different types of insulation depending on the model. The Acrylic unit has insulation on all 4 sidewalls of the unit, behind the panel, which is removable for easy serviceability. The Roto units Evolve and Embrace LS are foam filled. The interior cavity is filled with foam insulation. The Soothe and Soothe LS models have a similar insulation to the Acrylic models, with an insulation panel recessed behind the black gladding and a perimeter polystyrene insulation around the interior of the base of the unit.

- **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.

- **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?**

Please call us at **1-800-787-6649 #4** to find your local service center.

- **How long is the cord?**

15 feet.

- **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 while the cover is properly sealed and air valves are closed.

- **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?**
Yes it is portable.
- **What are the delivery size requirements?**
The hot tub will be delivered on its side and will need at least 36" of clearance when fitting through doors.
- **How many watts does the Plug and Play spa use?**
The Plug and Play spa is 120 volts, and draws 15 amps. This converts to 1,800 watts.
- **What type of chemicals are needed for this spa?**
Maintaining hot tub water typically consists of 4 simple steps. However, please follow the instructions on the spa maintenance care kit you chose.
 - Balance your water using pH Up or Down
 - Establish proper alkalinity levels using Alkalinity Increaser or Decreaser
 - Determine calcium hardness
 - Sanitize the water using Chlorine or Bromine.
- **Can the hot tub sit empty during winter in snowy climates?**
Yes. You can follow instructions in your owner's manual for "winterizing" the spa. However, winterizing the spa is not necessary; Ohana Spas are designed to run in cold climates and year round.
- **Can you turn off the waterfall 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?**
While they are detectable, spa pumps running do not interfere with your relaxation and enjoyment of your spa experience.
- **Can the jets be turned off and on?**
Yes, jets can be turned off and on at the face of the jet itself.

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