



In this newsletter:

- 2010 MAAX Colour Options
- New Colour Configurator
- New California Cooperage brochure
- Spa Covers
- Pump Power of Spas
- Warranty Registration Cards
- Ice mode when filling the spa

2010 MAAX Colour Options

Denim and Velour will be phased out as colour options for 2010. There is limited inventory for both colours, so be sure to check with our sales department prior to ordering a model in either colour.

New colour Configurator

Because of the changes in the colour options, we have also adapted the colour configurator. If you want the new version of this configurator to put on your website, please contact Françoise van Santen.

New California Cooperage Brochure

The new California Cooperage Brochure is ready! We have printed versions in English, Dutch and German and you can find the digital version in the dealer login part of the MAAX Spas site, under Marketing Support. Please contact Françoise when you need the new California Cooperage brochures.

Spa Covers

In response to multiple dealer requests, there has been a slight change to the safety cover strap on all spa covers. Previously, the strap was located on the outside of the cover and had a tendency to get caught under the cover, causing additional wear and tear. Moving forward the safe cover strap will be located on the inside of the cover lip to prevent any excess damage.

Pump power of spas

There are spa manufacturers who indicate in their specifications that their pumps have up to 5 or 6 break horse power. They use this as a selling point opposed to other manufacturers who indicate their pump to be up to 2 or 3 horse power pump. The difference can be seen in the HP and the BHP. For example: a 2 HP pump could also be rated as a 3.8 BHP pump.



The difference is, when the BHP is measured, the power output is measured at the maximum output of the pump, and that is also the breaking point of the pump. When HP is measured, they take the normal working output of the pump, the same as it will output in the spa.

Here is a way to get a good comparison of the power output of a spa pump. Because all modern pumps have relatively the same efficiency, the power consumption (amperage) is a good way to compare the actual power output of the pump. A thing to remember is that, when a comparison is made, make sure that the input voltage has to be the same.

Warranty Registration Cards

We would like to inform you on the procedure of the warranty registration of the spas. If repair on the spas is needed, and you want to apply for warranty, the spa has to be registered in our warranty system in order for us to process the warranty request. We frequently find that spas are not registered and this could lead to a denied warranty request. It is the consumer's responsibility to fill out the card and send it, but our advise is to fill out the Warranty Card for the consumer when installing the spa. This provides an extra service for your customer and prevents discussion on warranty repairs in the future. When the Warranty Card is completed please send it to our facility, so that we can register it in the Warranty system.

Ice mode when filling the spa

When filling up the spa with water under 7 degrees Celsius the display will give a ICE or IC reading in the display. The spa senses that the water is too cold and wants to prevent the spa from freezing. The spa will automatically start the pump(s) and blower (if fitted) to circulate the water and will also heat the water from the friction of the pump(s). It will stop doing this when the spa reaches 7 degrees Celsius. This can take a while when the water is really cold and the ambient temperature is cold as well. To speed this up, it is wise to connect the spa to at least 2 services (2 Phases), because it will start the heater as well in ICE mode. It does not start the heater when it is connected on 1 service (1 Phase), because the amperage level will be too high to run pump(s) and heater at once. If this is a common issue you run into, our advice is when selling a spa that can be connected on a 1 service, to advise the customer to provide 2 services connections to make refilling the spa a lot easier instead of going back and forth with buckets of warm water.

Ozone Generators

Due to some trouble with the supply of the Balboa CD ozonators, MAAX will temporarily use Dell Corona Discharge Ozonators. They have been tested by MAAX for over 15 months with great results. MAAX informed us that the Dell ozonator uses exactly the same CD chamber technology and is no different from the Balboa ozonators.