



*Serving Western Colorado Since 1985*

## **Our Mission:**

*We Welcome you here!*

- ❖ We promise to deliver you the highest quality relaxation products
- ❖ We promise you our team's most friendly and professional manner.
- ❖ We promise you uncompromising ethical and honest business practices.

## **Our Common Purpose:**

*To service you well!*

*To have you leave here saying  
"WOW!"*

## **Our Guiding Principles**

- ❖ We remember that *Customers* are the focus of everything we do.
- ❖ We will always strive to be *Better* tomorrow.
- ❖ We will always ensure *Quality and Care* through our products, services, and actions.
- ❖ We rely on each other to maintain the *Uncompromised Integrity* of our Company.
- ❖ We maintain *Profitability* to ensure that we are "Ready and Able" for the future.
- ❖ We *Appreciate* our fellow team members and share our success with each other.
- ❖ We have some *Fun* along the way and pass it along to others through Enthusiasm and Positive Attitudes.
- ❖ We take *Pride* in reaching the Common Goal by doing the "Right Thing" for our customers.

**Thank You**  
**for doing business with us!!**



# HOT WATER PRODUCTIONS

*Serving Western Colorado Since 1985*

**2511 S. Townsend Ave., Montrose, CO 81401  
(970) 249-2566 or (800) 832-2627 Fax (970) 249-1299**

## ENERGY COST GUARANTEE WATKINS / HOT SPRING

At HOT WATER PRODUCTIONS we sell the most efficient spa in the world, bar none. We are so confident in the energy efficiency of our Hot Spring and Tiger River spas that we are willing TO GUARANTEE, in writing, the average monthly operating costs. If, after several months of ownership you feel that your spa is consistently costing you more than our stated amounts, WE WILL PAY to attach an electric meter directly to your spa for several weeks. If the spa draws more electricity than expected, we will pay the difference between our stated amount and the actual amount for TWO YEARS. We hope you ask every other dealer with whom you might do business for the same written, money back guarantee. We think that accuracy in stating operating costs is only as honest as the guarantee behind it.

SPA MODEL	AVERAGE MONTHLY ENERGY COST**		MAXIMUM YEARLY ENERGY COST**	
	Winter	Summer	Yearly	Monthly Average
<b>110V MODELS</b>				
Solana TX	24	11	206	17
Solana RX	27	12	231	20
Solana SX	29	14	256	22
Jetsetter	22	10	189	16
Prodigy	28	14	252	21
Sovereign (white)	30	15	273	23
Sumatran	27	13	239	20
Bengal	29	15	260	22
<b>220V MODELS</b>				
Jetsetter	24	11	206	17
Prodigy	29	15	266	22
Sovereign	33	18	302	25
Accolade	33	18	302	25
Vanguard	36	19	332	28
Sumatran	29	14	256	22
Bengal	31	16	281	24
Caspian	35	18	319	27
Envoy (HP)	46	24	416	35
Grandee	39	20	357	30
Vista (HP)	48	25	437	36

**Indoors, these numbers will be about 30% less**

Jan. '05

\*\*This calculation is based on .08 cents per kilowatt hour in Montrose. Your cost may vary according to cost per kilowatt hour for electricity. We assume you keep the spa water at 102 degrees F and use the jet pump no more than 30 min. each day during any month. All other times the spa cover is closed and latched and the thermostat is set continuously at 102. The startup month will vary by a modest amount with 50 degree F water used. We have a very detailed schedule of each month's electric usage for review.

**Most customers tell us their bills run about 75% of these numbers.**

**Hot Water Productions ♦ Serving Western Colorado Since 1985**

We are dedicated to supporting our customers' uninterrupted enjoyment of the highest quality relaxation products.

# SPA SHOPPERS GUIDE

## Key Questions To Ask

### 1) What is the spa manufacturer's track record and reputation?

How long have they been in business? How many dealers do they have? Do they publicize their financial records for the public to scrutinize? Are there any sources of consumer information in which the manufacturer is rated by an independent group? It's important to get a good feel for the company and its history, and how long they'll be around in the future.

### 2) How long has the dealer been in business and carried this line?

How many different lines has the dealer carried during the last five or ten years? The longer a dealer has been in business and carried that particular brand of spa, the higher your comfort level will be. Seek out a low pressure, reputable dealer who is willing and prepared to answer all of your buying questions.

### 3) What is the warranty on this spa?

Ask for a copy of the warranty to take home with you (some dealers are reluctant to give you a copy to take home, and this should be a red flag to you as to what the fine print might say). A reputable dealer will cover not only the spa shell, but also, most importantly, the plumbing jets and all major components for an extended period of time (the longer the better), including all labor, (with no proration, and no shipping or delivery charges unless applicable). Who performs warranty service on the spa? A dealer's own staff is typically much more responsive than a service bureau. Successful companies often have a large, factory-trained staff.

### 4) Do I feel comfortable with this brand of spa?

What good is it to save a few dollars or fall in love with the "look" of a certain model if it's not comfortable to sit in? We advise smart shoppers to take a "test soak" in the dealers store. Spas feel very different wet than dry.

### 5) What are the features of this spa and what do they do for me?

Sometimes the "bells and whistles" that spa manufacturers promote mean headaches for you. In most cases simplicity should be the rule. Strive to eliminate unnecessary features that are just for show. Ask yourself how many jets you really need in your spa because every additional hole in the shell can weaken its overall strength. Check the jets and make sure they are fully adjustable, are logically placed in relation to where you sit, and provide relaxation rather than punishment.

### 6) Can I have customer references?

A reputable dealer can put you in touch with a number of customers in your area to ask questions and get referrals about that dealer. A dealer who offers references without being asked is likely to be unafraid of the results of a "customer check-up". Issues like willingness to answer everyday operating questions and the pace and competence of repair work are other good indicators. Remember, quality dealers have many satisfied customers.

### 7) How was this spa constructed?

The quality of the construction and the materials used will determine not only how long your portable spa will last, but the actual long term cost to you as well. Make sure the shell is made from durable material that has been tested over time and is resistant to sunlight, chemical damage and cracking. The components that run your spa should be field tested and backed strongly by the manufacturer's warranty.

### 8) What will this model cost me to operate monthly?

Dealers should be able to provide you with documented information on the estimated cost of operation. Often, spas with low initial purchase prices can cost two or three times a month more to heat than higher priced models, which in the long run makes them more expensive to own. Because some dealer's don't clearly describe or accurately portray operating costs, ask the dealer for the design reasons that make its spa economical to operate. And ask for a written guarantee of the cost of operation backed by a "pay if they're wrong" policy.



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*Your Relaxation is Our Business!*



*Serving Western Colorado Since 1985*

### **Total Satisfaction Plan**

It's what separates us from our competitors.

#### ***Money Back Guarantee***

If for any reason, within 30 days from the date of installation you are not satisfied with your new spa or our service, we will refund the price of your spa. (This does not include delivery, installation and related costs - for example electrical contracting and/or cost of crane. Deliveries to destinations of 50 miles or more are charged at \$1.00 per mile. A restocking fee may be applied.)

#### ***Price Guarantee***

If you bring us a written quote from another spa dealer for a comparable spa in our inventory, we will match that spa price if you purchase from us within 10 days; and we will give you an accessory coupon for your trouble. If within 30 days you find the spa you purchased advertised for less, we will refund the difference immediately (remember you must bring us a copy of the printed advertisement).

#### ***Spa Exchange Policy***

For 30 days from the date of installation, Hot Water Productions will give you the privilege of exchanging your spa for any other spa, for the difference in the purchase price with no restocking charge! (This does not include, installation and related costs - for example electrical contracting, cost of crane or cost of deliveries.)

#### ***Residual Value Guarantee***

For up to 3 years, Hot Water Productions will guarantee the original purchaser a minimum of 50% of the spa purchase price as trade-in value on the purchase of a new spa of greater value, providing the used spa is operable and in good condition!

#### ***Happy Where it is Guarantee***

Within 12 months of original installation, Hot Water Productions will be happy to relocate your spa once to any other location on your property where the spa was originally delivered or to a new location for a minimal fee. Our original delivery requirements apply. (This does not include special delivery, installation and related costs - for example electrical contracting, cost of crane, etc.)

#### ***Referred Rebate Guarantee***

When you refer a friend, neighbor, relative or co-worker who purchases a spa, sauna, or steambath from Hot Water Productions, you will receive the gift of your choice from our nice selection. The buyer must present your referral card at the time of purchase. There is no limit to the number of gifts you can earn!

#### ***Just Call Us Warranty***

Hot Water Productions will perform all warranty work on any spa you purchase from us, and supply at no charge all parts and labor under the conditions set forth in our warranties for the applicable period from the date of installation.

This Total Satisfaction Plan is presented by Hot Water Productions because satisfied customers are the foundation of our business.

*Joseph Derence*  
*Owner*

***Your Relaxation Is Our Business!***

*CUSTOMERS HAVE CHOSEN  
HOT WATER PRODUCTIONS  
TIME AND TIME AGAIN  
BECAUSE...*

1. Hot Spring Spas are the most recommended spa in the industry, bar none. We represent the only manufacturer rated "Best Buy" by Consumers Digest every time spas have been rated.
2. We have the lowest operating cost in the entire industry. We stand behind that statement with our written *"Money Where Our Mouth Is Guarantee"*.
3. Our factory trained service department allows us to follow-through on our belief that service after the sale is our number one priority. We are the only spa company whose owner's home phone number is on our store answering machine for emergency service or customer accountability!
4. We have dedicated ourselves to one brand of spas purposefully. We have chosen not to sell swimming pools or multiple brands of spas. This allows us to focus our resources on providing first class support for our large hot tub customer base twelve months a year.