



# Soothing Notes

Winter 2007



*You and your family can relax knowing you're backed by the #1 hot tub company in the world!*



**Product of the month:**  
**HotSpring Spa Vac**  
Regularly \$59.95  
On Sale for \$49.95  
*"Git the grit out of your spa!"*

Mainely Tubs  
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## \$ Mainely Tubs Increases \$ Customer Referral Credits

Mainely Tubs issued over \$22,000 in referral credits to our customers in 2006 alone! While we know our customers only refer us to others based on their positive experiences, we think it is important to adjust our "thank you incentive" for the first time in 10

years. We are increasing our customer referral credits from \$100 to \$150 in 2007!

Now every time you refer a friend to us that purchases a hot tub, sauna or whirlpool bath, Mainely Tubs will issue you a **\$150 store credit** to use for any future in store purchases as soon as their product is delivered.

### Partner Program a Win Win!

In addition to the \$22,000 in customer referral credits that we issued last year we have also

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issued a total of \$16,000 in cash rebates and \$40,000 in store credit to our 62 partners in our Contractor & Realtor Partner Program since we launched the program two years ago. If you or someone you know is a Contractor or Realtor that would be interested in a unique partnership that encourages friends and customers to bring fun and relaxation in to their busy lives, please contact Jim Van Fleet, either in the store at 800-479-7935 or on his cell at 207-838-3163, for detailed information on how we make this successful program a win/win!

### Dedicated to Our Customers

Mainely Tubs has been dedicated to providing you with uninterrupted support of HotSpring Spas since 1978. We recently received HotSprings' *Largest Volume Store Award* for the 5th consecutive year. We compete with 980 other stores in 55 countries worldwide. We extend our thanks to you, our loyal customers, for helping to continue as the #1 HotSpring store in the world.

### Trade-In Program - \$\$\$ For Your Spa

Have your spa needs changed? Have you outgrown your spa, or has your spa outgrown you? Did you know that there's an actual "blue book" value for your spa? Did you know that Mainely Tubs guarantees that you will receive at least 50% of your original purchase price as a Trade-In value for the first 3 years of ownership? You can trade-in today and relax knowing that you have the latest features and innovations available from HotSpring, including a brand new factory warranty, fully backed by Mainely Tubs factory trained service and support staff. Stop by Mainely Tubs today to see the latest from HotSpring, Tiger River, Hot Spot and Solana and let us quote you a trade-in value for your spa.

### Customer Support & Satisfaction

At Mainely Tubs, we strive everyday to provide you with customer service and support which is second to none! We are currently supporting over 8,000 customers in the field. Please don't hesitate to call us on our toll free number, 800-479-7935, should any issues arise.

We hold ourselves accountable to our customers and operate our business with the goal that "We will be better tomorrow!" So we appreciate any feedback you might offer. Please take the time to fill out our Customer Satisfaction form in the Customer Corner section of our web site [www.MainelyTubs.com](http://www.MainelyTubs.com).



# Mainely Tubs Celebrates HotSpring Spas 30th Anniversary



Experience the expansive Barrier-Free design of the HotSpring Grandee providing plenty of room for a party of 7.



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Since 1977, HotSpring has led the industry in quality, technology, and innovation. In 2007, HotSpring Spas celebrates 30 years of providing Ultimate Relaxation.

HotSpring has come a long way in 30 years and remains the industry leader with over 700,000 proud owners.

This year HotSpring Spas was

recognized for their excellence by Consumers Digest as they received their 6th Best Buy award. The makers of HotSpring Spas is the only manufacturer to have one of it's spas named a Best Buy each of the six times Consumers Digest has rated spas. This award was for their latest edition to the HotSpring line, the 30th Anniversary edition Aria spa, now on display at our Payne Rd. showroom. This high performance model features the Moto-Massage<sup>(R)</sup> DX jet in the

lounge chair, the advanced technology of the TRI-X<sup>(R)</sup> filters and a factory installed music system.

To add to the excitement, last year HotSpring Spas received the NSF P181 certification, meaning they've met comprehensive standards for overall safety and performance of the entire spa - not just certain parts. HotSpring spas are the only spas to have received this certification and with it the NSF raised the bar in spa safety. Relax with confidence that your hot tub was built with your family's health and safety in mind as certified by the NSF, a not-for-profit organization whose purpose is to help consumers *Live Safer*<sup>™</sup> everyday.

## Clear Water Spa Care by Mainely Tubs

The Clear Water Spa Care program is used by

many spa owners. Some are only home on weekends and would rather spend their precious time using their spa. Some owners have physical challenges that make even routine tasks difficult. Some spa owners just enjoy the security of having a trained professional check and maintain their spa. If you're interested in learning

more about this service give us a call or download the brochure from [www.MainelyTubs.com](http://www.MainelyTubs.com) under the heading Hot Tub Service.

*"HotSpring Spas celebrates 30 years of providing Ultimate Relaxation"*

## Tips of the Season:

### Out With The Old, In With The New

Remember to drain your spa water and refill according to the instructions outlined in your Owner's Manual to eliminate excess particulates, detergent residue, from bathing suits and soap film which may have accumulated in the spa water.

### Easy Ways To Keep Your Spa Sparkling

To clean the spa shell, use a mild non-abrasive, non-sudsing cleaner and a soft rag or nylon scrubber to remove dirt build-up. Common baking soda can also be used for minor surface cleaning. After cleaning and drying your spa shell, apply FreshWater Spa Shine to keep your spa looking new. Also, the spa pillows can be removed and

cleaned by following the instructions in your Owner's Manual. The hot tub vinyl cover is best cleaned and conditioned by following this step-by-step method: first, remove the cover and spray it lightly with a garden hose to loosen any dirt or debris that might have accumulated. Using a mild soap solution (1 teaspoon dishwashing liquid with 2 gallons water) or baking soda, scrub the vinyl in a circular motion with a large sponge. Promptly rinse with a garden hose. Rinse the bottom of the cover (do not use soap), and wipe it clean with a dry rag. To condition the cover after cleaning, apply a thin film of Hot Spring Cover Shield<sup>™</sup>. These maintenance tips and more can all be found under the Customer Corner section of [www.HotSpring.com](http://www.HotSpring.com).