

THE COVANA

STERLING LEISURE PRODUCTS



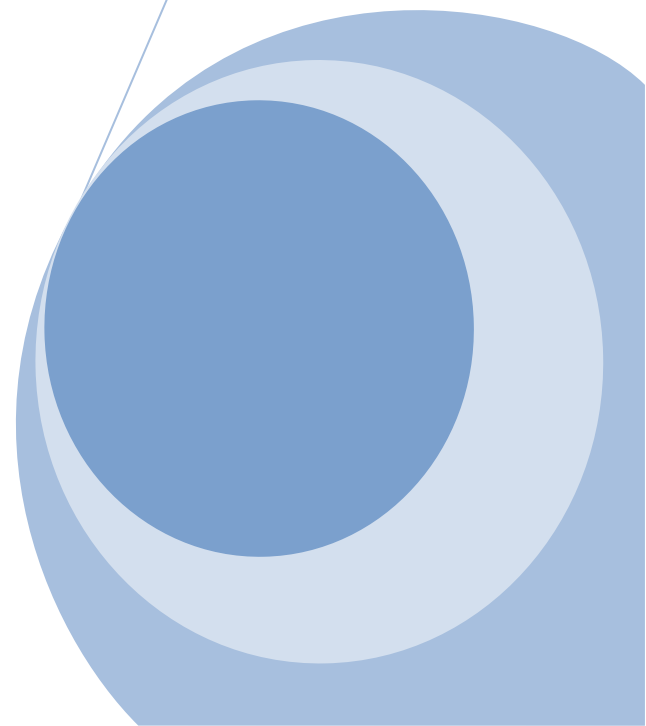
The World's First and Only Fully Automated Spa Cover / Gazebo

Sterling Leisure Products- The COVANA

Frequently asked questions

A compilation of the most frequently asked questions and the answers and information required to achieve successful Covana sales.

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THE COVANA II

FREQUENTLY ASKED QUESTIONS

How will the Covana be shipped? The Covana is shipped in a crate 103.5" X 105.5" X 24 inches and weighs 450 pounds- the system is tested and then partially disassembled from factory.

What are the electrical requirements for the Covana? The Covana requires:

Voltage: 110 Volt 15 AMP

GFCI Breaker: 15A single-pole GFCI breaker (purchased separately)

Max COVANA current draw: 12 Amps- Power cord not included

What size hot tubs does the Covana cover? The COVANA is designed to cover most spas between the diameters of 5'8" and 8'4" (2.5 m). The minimum height the COVANA will seal properly is 34 inches high (86 cm). Spas lower than 34 inches (86 cm) will be required to be elevated.

How long does installation take? Installation will take about one hour and requires two people to carry the cover to the spa.

What tools will be needed for installation? For installation you will need:

-Crescent wrench

-Hammer

-Drill

-#8 and #10 Robertson + Philips screwdriver

-Flat head screwdriver

-Pliers

Keep in mind that all hardware is metric

Is the Covana certified? Yes, the Covana is UL certified in Canada and in the United States and it is also ASTM certified.

Can I install the Covana anywhere? The Covana needs to be installed on a flat surface. The surface can be a deck or patio but it must be flat. It can also be secured to the surface but because it weighs 450 pounds securing it is not necessary.

What if the cover does not open when I turn the key? You likely do not have power to the system. Check your electrical service. If the motor is turning and nothing is happening, you might need mechanical service. Please contact Sterling Leisure Products for possible repairs. If the motor just hums and does not turn, ensure jack locks are removed or call for service.

What if the cover stops half way? The lift system could be out of alignment or there could be a power outage or power problem. Call for service.

What if it is very cold and I turn the key switch and nothing happens? This means the gas springs in the lift system are very cold and operating slower than the drive system is geared for. Be patient, the system will operate once friction is built by turning the system up and down a few times. Operation in very cold weather (below -30) is not recommended; it could affect future performance and void warranty coverage. If freezing becomes a frequent problem please purchase a winter kit that will reduce/eliminate the problem.

Can the cover be opened and closed manually? Yes, it can. Please see "Manual cover opening/closing procedure" in the user manual (emergency only).

Should I remove snow/debris before opening? Yes, the COVANA has a strong load capacity of over 250 pounds, but removing snow and debris will ensure proper operation.

What if the cover is not sealing properly? The system either needs to be adjusted or a new seal is required.

The cover is opening/closing crooked? The cover needs to be adjusted; this can be accomplished by a trained technician. Please contact your service representative.

Can I leave the motor cover off? The cover should be left on at all times. The only exception is during servicing.

What is the noise (metal on metal) when I open? Sometimes the chains and lift system can make a noise if it is out of adjustment. Call Sterling for assistance.

Will the Covana stop if something is blocking its path? No, the Covana will not automatically stop. The Covana has a similar set up to that of a car window; all control is in the hands of the key holder- it is the key holders' responsibility to ensure nobody is in the spa before operating the Covana.

Can the Covana be lifted by a child or intruder?

It is impossible to lift the Covana off the spa once it is fully down and the key is removed.

How is the Covana "green"? The Covana is an environmentally friendly product for several reasons, the first is that it lasts years longer than any other spa cover, typical spa covers are thrown in the landfill to rot for years affecting our environment. Secondly, the Covana seals spas tightly to eliminate any water or chemical evaporation. Lastly, the tight seal locks in heat and locks out cold to reduce costs related to heating the spa by up to 30%.

What happens if I lose both keys? In the case that both keys are lost you can contact your dealer and purchase a new key switch.

Can I order replacement parts in the future if necessary? Yes, the majority of our pieces can be ordered after the initial purchase.

Will the Covana ever collapse? Because of the "positive up" design and the fact our lift system is compressed 250 lbs per jack the legs of the Covana are designed to always want to go up- the motor is there to force them down- therefore there is no chance of the Covana coming down unexpectedly.

What is the R Value of the Covana? The Covana has the highest R Value in the industry with an R-21 insulation value.

Warranty: The Covana has a five year warranty on the cover and a one year warranty on the mechanical system.

Product Features

- Seamless weather durable capped ABS HARD COVER
- Balanced load design
- Remote actuated and automated lifting system
- Positive up lift design
- Low operation sound level
- 600+ lbs capacity (snow load)
- Simple no fail construction
- Polyurethane foam, insulation value of R21 - three times industry standard of R-7
- Significant increase in cover life, as long as hot tub
- Many options available: rolling screens, privacy, wind protection, etc.

Customer Benefits

- Increased safety and peace of mind
- 3 times energy efficiency
- Privacy
- Ease of Use
- Increased Usage
- Protection from sun, wind, and other elements
- Increased pride of ownership

The Dimensions

