Horsepower vs. GPM

Saratoga Spa is dedicated to giving you the best information possible in regards to spa performance. There are several ways to discuss certain hot topics such as HP, PSI or Jet counts in a professional manner. The most important is to get on the customer's side, being empathetic to their concern, using the **feel, felt, found** technique. When you agree with the customer before pointing out the latest information, you can stop them from trying to put you on the defensive, so you can focus on the relevant topics.

Contrasting Horsepower and GPM is a fundamental part of describing hydrotherapy performance. It is your job as the professional to show the benefit of hydrotherapy, and how Saratoga Spas have specific therapy features that target whatever relief is desired. In reality, you should be doing this regardless of whether you were using HP or GPM, so this shouldn't be a new experience for you, just a different slant on the presentation. Horsepower is defined as the ability to move 33,000 pounds one foot, in one minute. Does that seem relevant to therapy relief? It is more relevant in moving a wagon full of hay than operating our two therapy systems.

Let's look at a possible scenario regarding this question:

C) What is the horsepower of your pumps?

S) That is a great question, you probably really want to know what type of performance you can expect from our Saratoga Spas…

C) Well, yes, but the XYZ spa we looked at had 2–5 HP pumps. Does your spa have something like that?

S) I know how you feel, I used to feel the same way regarding HP, because for years, the industry used HP as its measurement of performance. That usually meant that the larger the HP numbers the better the performance. Unfortunately these numbers have been overblown, and this has lead to legal issues. The industry then went to a BHP rating and CD rating to try to draw clarity, but this created more confusion when salespeople still used the higher numbers to impress a customer. What we and other brands have recently found is that GPM is a more accurate, though somewhat lesser known way to rate performance in the spa industry. If Saratoga still used HP ratings, we would have some of the highest ratings, but we want to be more accurate in our performance descriptions, using a combination of GPM and PSI, as well as the most important measurement of performance - the customer. Put your hand in front of this jet. I will first start with low speed, then go to high speed. How does that feel? This is really the true test of any spa. The amount of variables involved with plumbing spas can really change the performance of any pump, whether you are describing HP or GPM. There is though, no hiding or over promoting when you have your hand in front of a jet, wouldn't you agree Mr. Customer?

C) Well, yes, that makes sense.

S) Did the intensity feel like it was enough for you and your family, based on what I have shown you so far?

C) Sure, it definitely feels strong enough to me

S) Great, then let me show you some of the other ways Saratoga has designed in therapy options that will give you the relief you are looking for. Let me show you our Direct Impact Therapy System, and how the Versa-Flo Jetting can provide the intensity you are looking for…

HP vs. GPM

Amps:
Another opportunity for you as the professional is to point out what the amperage would be for a particular horsepower pump. Say for instance the customer claims the competitor is using (2) 7 HP pumps. *Well Mr. Customer, if they are truly 7 HP pumps, what amp service are they requiring for their spa?* They may say 50 amps, giving you an opportunity to educate.
The electrical formula to convert HP to Amps is as follows:

HP x 746/Volts = Pump Amps
Example 7 HP x 746 = 5222/220 = 23.74

Now double that and you are pulling about 48 Amps just for the pumps.
A 4KW element can pull about 18 Amps, which puts you at about 66 Amps without even turning your light or stereo on! Now of course it really isn't a 7 HP pump, that is probably a BHP at best, which is why they can operate the spa from a 50-amp sub-panel. So what really is the HP? Well that is the question, is it 2, 3, or 4 HP when operating in continuous duty?
Once again this shows the irrelevance of just applying some HP number to determine whether you have the appropriate performance in spa. It really is about presenting the spa, completely, showing the customer why the spa was specifically designed for them, from the **Unique Performance, Maintenance, Operation and Ownership**. Don't miss the opportunity to make this a strong selling point in your presentation, as the Professional.

Performance Tune Rating

As an added note, you will be able to build another value point regarding the Performance Tune Rating listed on the brochures. The goal with the PTR on the spa is to show the customer the balance between GPM and PSI. The importance is a Therapy System that is designed to use a balance of pressure regarding water and air. The closer the balance of air and water, the longer you can stay in front of the systems jetting, allowing the benefit of relief the customer is looking to achieve. If one or the other is too high, the ratio will effect whether you create too much air, or more of a piercing type feel, or too much water volume, which causes a heavy, forceful massage that can push you off the seat with its intensity.