MAKE YOUR BUSINESS
A SUCCESS

CRYSTAL ISLAND

WELLNESS SOLUTIONS


MAKE
YOUR
LIFE A
HOLIDAY



MAKE YOUR BUSINESS A SUCCESS

crystalisland.com

Mission Statement

LEADING-EDGE TECHNOLOGY

We are one of the world's largest super manufactory for spa equipment with the state-of-the-art technology that operates at the highest ecological standards.
We deliver the best quality products resulting from choosing the highest quality materials engineered in optimal conditions with full automation and artificial intelligence control.

CORPORATE PHILOSOPHY

Best service & support
Our exceptional customer care is ensuring that every interaction is seamless and beneficial. We offer expert guidance, with a focus on personalized assistance and prompt resolution.

Global business development
Global business development focuses on expanding market reach, forging international partnerships, and driving growth strategies to increase global presence and competitiveness, ultimately enhancing the company's market position and profitability.

Company Culture
We value integrity, innovation, and collaboration, fostering an environment where every team member is dedicated to excellence and passionate about contributing to our shared goals. Our commitment to continuous improvement and mutual support drives us to achieve outstanding results, ensuring we consistently deliver exceptional value to our clients and stakeholders.



Vision Statement

NO.1 RETAIL PROVIDER

We envision a future as global leadership provider in wellness retail. A future where wellness is no longer a luxury, but a tool of necessity for everyone helping to sustain and thrive in their mental, physical and social health life, regardless of social class. We take in the world the role of high-tech green innovator that raises the bar of what is possible in the wellness industry.

MAKE YOUR BUSINESS A SUCCESS

We believe that the best results can come only from cooperation and joint efforts. One can not succeed in working alone, but working along side other experts passionate and driven as ourselves.

Setting New Standards in Sustainable Production and Energy Efficiency

HIGHEST QUALITY STANDARDS.

Our fully automated production process, with over 200 FANUC robots and AI vision robots we achieved outstanding automation capabilities and efficiency with a 85% decrease in defect rates. This results in long-lasting functionality, perfect working conditions that endure the test of time.

THE FUTURE IS GREEN.

We design with the wellbeing of our planet in mind. Our Green Factory sets the benchmark of sustainability in production and renewable energy, and with the same philosophy we implement in the creation of our products. We are world renowned and worldwide certified for our energy efficiency and conservation. This means fewer operating costs for energy and more savings.



BEST PRE-AFTER SALES

We stand behind our products and we handle any unforeseen problems that might occur. From technical issues to extensive knowledge and advice our highly acclaimed support is there to accompany you along the journey from decision-making purchase to many years of constant enjoyment.

Conclusion.

We believe in a green future and highest efficiency in creating spa products that people really love. By putting front and centre the people's needs and aspirations we have the guiding compass that moves us forward.

KPI.

- **85% Decrease in defect rates**
- **97% Customer Satisfaction**
- **93% Endurance Functionality**
- **71% Health Improvements**
- **75% reduced daily operation energy costs**

Success comes together

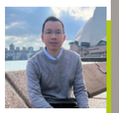
WHAT WE GIVE, WE GET IN TRUST

CEO Mr. Ken He



"Success is a result of a common effort and a union between great minds that work together towards one goal. By partnering with other innovative leaders, we will set new benchmarks for excellence and bring wellness to every corner of the world."

Sales Director Mr. Ivan Lai

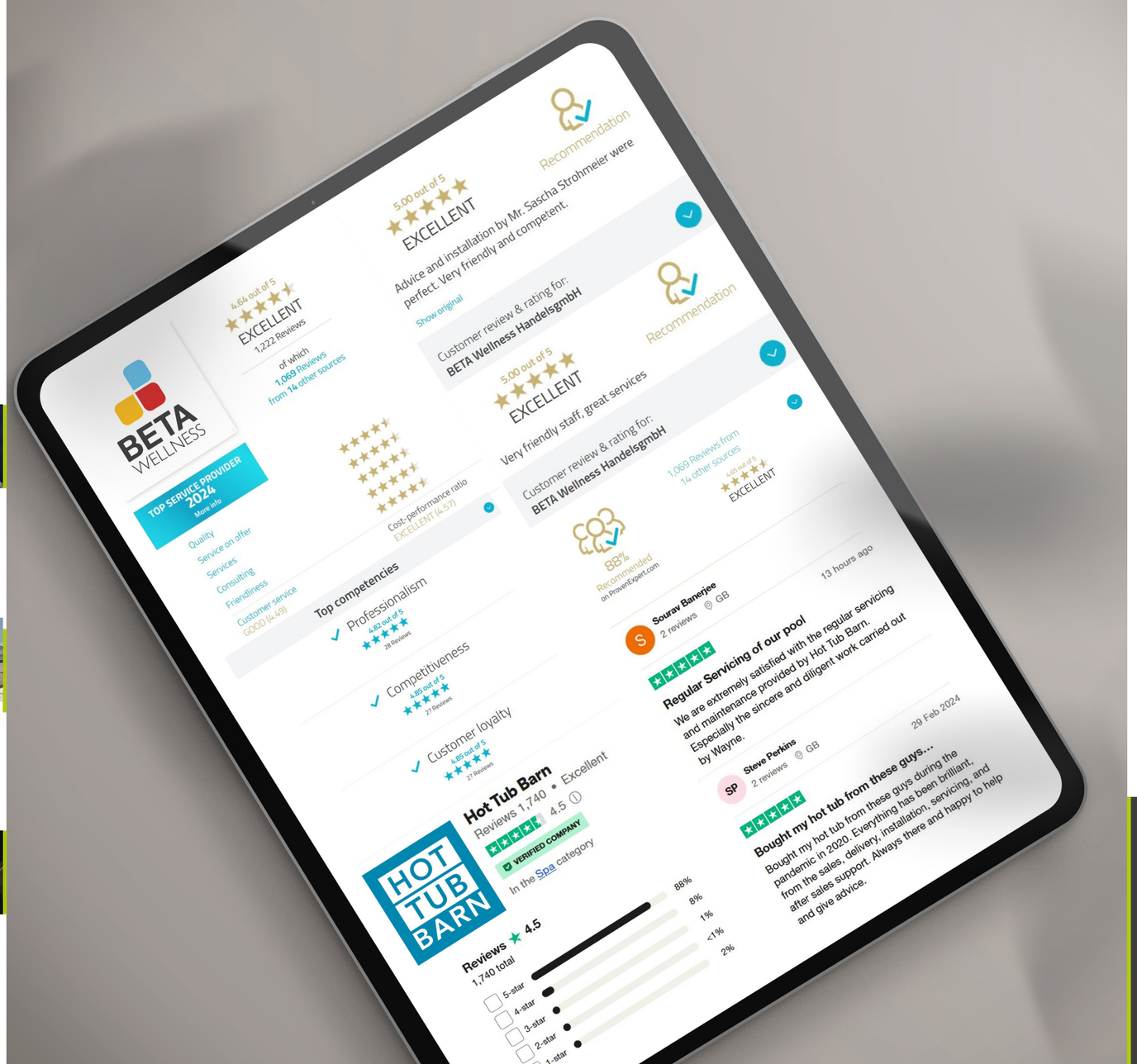


As the Sales Director of one of the world's premier spa and swim spa manufacturer, dedicated to unparalleled technology & sustainability standards, I see our greatest achievements arising from strategic collaborations. By joining forces with other forward-thinking companies, we can collectively elevate the global wellness industry, ensuring that wellness and eco-consciousness go hand in hand, reaching and benefiting everyone worldwide."

Key Account Director Mr. Terry Ng



Through strong collaboration with other visionary companies, we can drive innovation, expand market reach, and deliver exceptional unmatched solutions. Together, we will achieve significant growth and profitability while enhancing the quality of life for people around the globe."



BY BRINGING WELLNESS INTO HOMES, WE TRANSFORMED LIVES

"This spa is a game-changer for my wellness routine. It operates flawlessly. I couldn't be happier with my purchase. The installation team was professional and efficient. Five stars all the way!"

"Very pleased with my new spa. It's high quality and environmentally friendly, just as advertised. The only reason I'm giving it 4 stars instead of 5 is that the delivery was a bit delayed. Overall, a great purchase!"

"Best investment ever! The spa is sturdy, beautifully designed, and the perfect addition to our home. Me and my wife are so thrilled about it. I used to have joint pain all my life but not anymore. I cannot recommend this enough!"

Worldwide Averarge Numbers

KPI.

>350.000 Customers

> 500 Worldwide Dealers



IMMERSE YOURSELF IN TRUE RELAXATION



Riptide® SPA

Elite level spas with full foam insulation and ultra-thin massage jets.

BEST PERFORMANCE WITH LONG-LASTING DURABILITY



ELEGANT DESIGN

At Riptide Spa, design transcends mere functionality, seamlessly blending form with intent. This harmony is reflected in the thoughtful selection of materials, the intuitive flow of spaces, and the meticulous attention to detail that creates a transformative experience for each user.



EASY CONTROL AT YOUR FINGERTIPS

The new fully-featured spa control systems from SPATECH are designed to be user-friendly, include all the premium features you'd expect, and offer the perfect balance between style and functionality. All spas include WiFi as standard and the optional Bluetooth stereo system, and are fully controllable from the intuitive touchscreen.



ULTRA-THIN HYDROTHERAPY JETS

One of the key advantages of Ultra-thin hydrotherapy jets is their smooth touch and absence of raised edges. This design feature ensures you can fully enjoy your spa experience without any discomfort or irritation, enhancing your comfort. With Strenthin jets, immerse yourself in a truly relaxing and soothing hydrotherapy experience, knowing every detail has been carefully crafted for your well-being.



SUSTAINABLE COMFORT WITH ENERGY-EFFICIENT FEATURES

Riptide SPA is committed to sustainability through its Platinum Lock Full Foam insulation system. This system maintains the water temperature with minimal energy usage. By reducing both environmental impact and operational costs, these features make Riptide SPA an intelligent choice for the eco-conscious user who values both comfort and environmental responsibility.



oasis spas

Enjoy spacious, comfortable sessions with our innovative space utilization.

EFFICIENTLY ENGINEERED SOOTHING HYDROTHERAPY



ERGONOMIC AND S PACIOUS DESIGN

Traditional hot tubs waste space, limiting relaxation. At Oasis Spas, „More Room, More Comfort“ means you can stretch out and find your perfect seating position. Our engineered design maximizes interior space for full hydrotherapy enjoyment, despite small floor space. Enjoy spacious, comfortable sessions with our innovative space utilization.



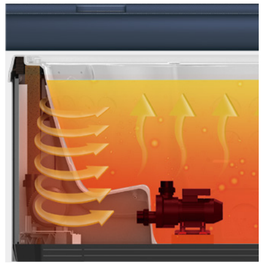
PREHEATED AIR JET MASSAGE SYSTEM

Preheating air before adding it to the spa reduces energy consumption by minimizing the temperature difference between the water and the incoming air, enhancing comfort and easing the heater‘s load. Advanced technology ensures it runs quieter than traditional jets and air blowers, preserving the peace for conversation or music.



ACCU-PRESSURE MASSAGE JET LAYOUT

The Accu-pressure Massage Jet Layout is a signature feature of the Oasis Spa, designed to target precise areas of the body. This arrangement of ultra-thin massage jets is carefully calibrated to focus on key muscle groups, delivering targeted streams to alleviate soreness and release tension.



EXCEEDING THE STRICTEST CEC STANDARDS

Oasis Spas are constructed to the highest standards and feature the Platinum Lock plus full foaming insulation system. Platinum Lock insulation comprises 5 steps that effectively lock heat into the tub and prevent it from escaping to the atmosphere. This system minimizes heat loss, reduces noise, is durable, and provides excellent thermal insulation.



Fun Spas

Enjoy the luxury of a daily SPA with Fun Spas without the luxury price tag.

COST-EFFECTIVE SPA INNOVATION



BUDGET-FRIENDLY WELLNESS FOR EVERYONE

Designed with efficiency and affordability in mind the Fun Spa delivers wellness to the market targets that aspire higher but have financial restrictions. Because wellness should be made for everyone, we created a spa that operates efficiently and integrates most of the premium features.



FUN & SIMPLE CONTROL

Our exclusive, advanced control system elevates your spa experience, intelligently catering to your family's hydrotherapy needs like never before. The system includes rapid fault diagnosis, reduces maintenance costs, and features stronger integrated control.



PLUG AND PLAY

Designed with efficiency and affordability in mind the Fun Spa delivers wellness to the market targets that aspire higher but have financial restrictions. Because wellness should be made for everyone, we created a spa that operates efficiently and integrates most of the premium features.



SUPERIOR SHELL QUALITY

Our spa shells are crafted in a dust-free, digitally monitored environment to ensure premium quality. We use high-grade resin in a 4-layer fiber spray (3 to 5 times more expensive than talcum powder) and an 8-hour stable-temperature curing process, which reduces defects by 85%. This creates durable shells that are resistant to corrosion, temperature shifts, and aging.

LEVERAGING WATER'S THERAPEUTIC BENEFITS





Riptide® SWIM SPAS

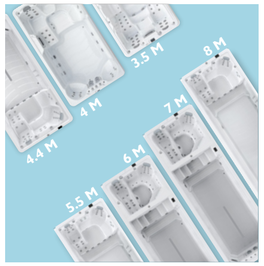
Our 5-Stage Platinum Insulation technology cuts the energy consumption up to 26% monthly.

LEADING SWIM INNOVATION & EXCLUSIVE SIZE RANGE



LEADING SWIM MACHINE

Our swim machine creates a dynamic swimming environment with a continuous flow, allowing you to swim for as long as you like without turning. Compared with the common depth of 18-20cm water outlet, our swim machine's 50cm water outlet design provides a larger and more even water flow.



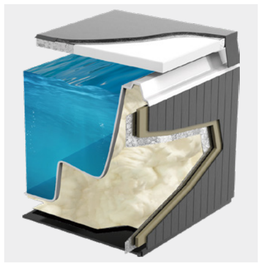
LARGEST RANGE OF SWIM SPAS

We offer the largest selection of swim spas, including sizes from 3.5m to 8m in single zone and from 6m to 8m in dual zone. The spacious Single Zone Swim Spa is ideal for beginners or intense training, while the Dual Zone Swim Spa allows separate temperature control for both swimming and relaxation, making it perfect for athletes and families alike.



EXTRA DEPTH & EXTRA WIDTH

Riptide Spas is proud to offer both Standard and Extra Depth swim spas to meet diverse preferences. The 1.20m Standard Depth swim spa is designed for easier access, with lower heating and maintenance costs, enhanced user-friendliness, and assured safety. For a more realistic and challenging swimming experience, the 1.45m Extra Depth option provides increased depth, perfect for those seeking a more immersive workout.



STATE OF THE ART FULL FOAMING INSULATION

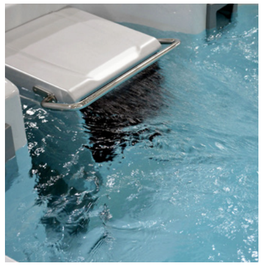
Energy efficiency is central to our Green Philosophy. Our products are CEC certified meeting the highest energy efficiency standards. Our 5-Stage Platinum Lock plus full foaming Insulation technology cuts energy consumption up to 26% monthly. This system minimizes heat loss, reduces noise, is durable, and provides excellent thermal insulation.



Riptide® POOLS

Adjustable speed control panel with 10 grades of adjustable swimming current strength, everyone can find their own speed for swimming!

SWIMMING LIKE AN OLYMPIC CHAMPION



CUTTING-EDGE SWIM MACHINE

Our swim machine creates a dynamic swimming environment with a continuous flow, allowing you to swim for as long as you like without turning. Compared with the common depth of 18-20cm water outlet, our swim machine's 50cm water outlet design provides a larger and more even water flow. Enjoy your swim in a smooth, even, river-like current.



EASY & COMPATIBLE SPATECH CONTROL

Every pool comes standard with WIFI and a touchscreen interface, replacing traditional knobs for a more modern look. Pool owners can manage settings, monitor performance, and make adjustments remotely via smartphone. Whether you need to change the temperature, adjust the lighting, or fine-tune other settings, the system offers unmatched convenience, ensuring you're always in control, no matter where you are.



FASTEST WATER SPEED VARIABLE CONTROL

With precise 10-level variable speed control, the water flow is up to 15,000 L/min and can reach speeds up to 2m/s, ensuring a comfortable and uninterrupted swimming experience with uniform water distribution, everyone can find their comfortable swimming speed. Additionally, the system boasts a 65% increase in energy efficiency compared to traditional swimming systems.



VARIOUS INSTALLATION TYPE

Our pools are available in versatile installation types, including fully inground, semi-inground, and fully above-ground options to suit any backyard design. Whether you're looking for a streamlined, integrated appearance or a distinctive look, we have an installation style that will seamlessly enhance your outdoor space.

WELLNESS FOR PEOPLE, WELL FOR THE PLANET



Green Philosophy

THE LEADING EXAMPLE IN THE INDUSTRY

Vertical Industrial Development
We are redefining traditional manufacturing through vertical high-altitude production of oversized products. By leveraging full automation, complete digitization, and three-dimensional warehousing in conjunction with patented technologies, we enhance production efficiency significantly while conserving 90% of land resources.

Intelligent RTO Exhaust Gas Treatment System
Efficiently treats exhaust gases, converting them into CO_2 and H_2O, with real-time control of emission indicators, achieving total VOCs emissions of 30mg/m^3.

Workshop Temperature Control System
Uses heat recovery and low-temperature water to maintain a constant 25 degrees in the fibre spraying area and 35 degrees in the curing area, improving fibre spraying quality.

Product CEC Certification
Among the few companies in the industry with U.S. energy efficiency certification, demonstrating emissions reduction and energy conservation.

Intelligent Cycle Waste Heat Recovery
Recovers heat from air compressors and RTO equipment, reducing CO_2 emissions by 220 tonnes annually and saving 1 million kWh of electricity per year.
Rainwater Recovery: Addresses water needs for production, landscaping, cleaning, restrooms, and firefighting, saving 400,000 cubic meters of tap water annually.

Solar Photovoltaic System: Achieves zero-emission, zero-pollution static power generation, saving 3 million kWh of electricity per year.

Intelligent Automated Waste Recovery
Automatically collects, crushes, and grinds waste for central recycling, reducing harmful waste emissions by 4,500 tons annually.



Yearly Measurements Conclusions

KPI.

conserving 90% of land resources
reduces CO_2 emissions by 220 tonnes
saves 1 million kWh of electricity
saving 400,000 cubic meters of tap water
save 3 million kWh of electricity
reducing the emission of harmful waste by 4500 tons

LEADING EXAMPLE IN WELLNESS INDUSTRY



One of The World's Largest Spa Factory

KEY DATA:

Total Investment: $113million
Land Area: 66,667 m^2
Building Area: 130,000 m^2
Theoretical Capacity: 300,000 units

Summary Conclusion

Introducing the world's largest and fully sustainable spa factory, a pioneering project with a total investment of $113 million. Spanning a land area of 66,667m^2 and featuring a state-of-the-art building area of 130,000 m^2, this facility is set to revolutionize the spa industry with a theoretical capacity of 300,000 units annually. Designed with sustainability at its core, this factory not only aims to meet the highest environmental standards but also anticipates generating a remarkable planned sales value, solidifying its position as a global leader in spa manufacturing.

Digital Factory

INNOVATIVE KEY FEATURES

Intelligent Warehouse
Six fully automated intelligent warehouses connect the front and back ends of logistics, saving 95% of land.

Remote Digital Management
The self-developed SPATECH control system enables remote digital management for products.

End-to-End Paperless Operation
Full connectivity with ERP + PLM + MES + APS + WMS + IoT + CRM systems, realizing paperless and unmanned operations.

Intelligent Error Prevention
Utilizes four codes in one for identification and analysis, achieving automatic error prevention and mistake-proofing throughout the entire process.

IoT Connectivity
Over 95% of the 600 devices are connected to the IoT, allowing for automatic execution and optimization of processes.

RFID Information Collection
Wireless RFID system with 70 readers along the line and embedded RFID chips in each product for efficient information collection and identification.

Patented Digital Gas Detection:
Special gas detection method with fast, accurate, and traceable results, saving 98% of land.

Offline Programming for Robots:
Ensures accurate control of trajectories, speeds, and consumption, guaranteeing quality and efficiency.



THE AI ROBOTS SET NEW STANDARDS FOR QUALITY AND PERFORMANCE

SMART PRODUCTION AS AN EFFICIENT PROCESS

We are manufacturing Excellence.



STEP 1: FORMING:
AUTOMATION & ACCURACY

Automatic Forming:
Robot automation to reduce human error.

Aluminium Mould:
Control for precise moulding, which ensure better quality and surface appearance. Durable and better quality.

Zone Heating:
Independent accurate temperature control on each area of the entire acrylic board to ensure precise forming. Significantly reduces the likelihood of cracking or bubbling.



STEP 2: FIBERING:
PRECISE & ECO

Offline programming and robot vision for automated and precise fiber spraying
Higher precision and more stable quality than traditional robots.
The thickness of fiber layer can be adjusted as needed to reduce bubbles and delamination issues.

Eco production
20% reduction in toxic waste pollution compared to traditional processes.

Waste gas recovery
The waste gas is collected and burned through the heat exchanger, converted into hot air, and dried in the drying furnace.



STEP 3: DRILLING & TRIMMING
ACCURACY & EFFICIENCY

Offline programming & Robot Vision
V.S. traditional process achieved a high accuracy of over 60%
Center point error less than 1mm
Ensuring accurate and efficient operations

Faster, Greener, Safer
50% of time saved
95% of after-sales leaks reduced, eco-friendly & worker-safe.
Recycling of leftover materials

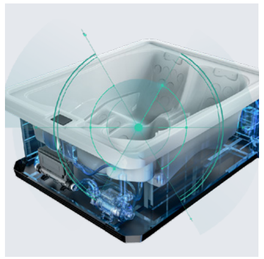


STEP 4: GENERAL ASSEMBLING:
TRACEABILITY & HUMANITY

RFID four codes in one
Employee code, equipment code, material code and cylinder body code (i.e. order number) form a complete and accurate information chain. Only when the four codes are matched through equipment detection, can the detection be passed.

Modular Assembling
Floorless modular line for 80% higher yield

Humanism Factory
Robot arms replacing manual work boost accuracy and efficiency

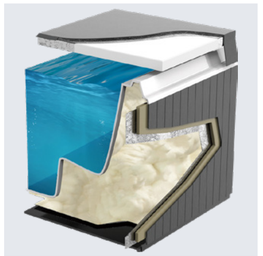


STEP 5: INSPECTION:
ALL ABOUT BEST QUALITY

Waterless detection
PIM leak detection using gas is more effective than water-based methods. The gas density is smaller, and the pressure can be increased or decreased, ensuring the safety and reliability of each connection and greatly improving the water leakage problem.

30 to 80 probes for gas tightness testing,free of water detection,it is more effective than water,and the efficiency is increased by 60 times; it eliminates the phenomenon of water residue and accumulation,and avoids the generation of bacteria.

AI Visual Recognition System
Offline programming, fully automatic, reducing human intervention and errors.



STEP 6: FOAMING
INSULATION EFFICIENCY

Foaming
Foaming involves mixing high-quality insulating foam, uniformly applying it to the spa's body and frame, and allowing it to harden, forming a solid, insulating layer to improve thermal retention by 20%.



STEP 7: PACKAGING &WAREHOUSING:
TURNOVER&SALESEMPOWERMENT

Semi-fnished warehouse
Storage: 467 units
It can significantly save 75% space and shorten the production cycle by 3 days.

Finished warehouse
21 sets of RGV transportation lines replace manual handling; automated warehousing reduces warehouse space requirements by 90%.
Shipping upon receipt of orders from loyal customers via CRM high-standard production and automated 3D warehousing.

Sales Empowerment

TRADITIONAL FACTORY WAREHOUSE

Placing Order & Negotiation:
0.5 Month

PMC & Production & Warehousing:
1 Month

Shipping: 1 Month

Local Clearance: 0.5 Month

Duration of Each Capital Turnover:
3 months

Annual Capital Turnover: 4 times
Annual Sales Made with $1 Million

Capital: $5,000,000
Annual ROI Calculation
(based on 40% gross margin): 260%

Financial Expense:
4.17% of annual sales

2 Years After-sales Quality Problems:
50% or higher

SEMI-FINISHED & FINISHED WAREHOUSE
(Standard products only)

Placing Order & Negotiation:
0 Month

PMC & Production & Warehousing:
0 Month

Shipping: 1 Month

Local Clearance: 0.5 Month

Duration of Each Capital Turnover:
1.5 months

Annual Capital Turnover: 8 times
Annual Sales Made with $1 Million

Capital: $10,000,000
Annual ROI Calculation
(based on 40% gross margin): 520%

Financial Expense:
2.08% of annual sales

2 Years After-sales Quality Problems:
Down to 1%

LOCAL WAREHOUSE

Placing Order & Negotiation: 0 Month

PMC & Production & Warehousing:
0 Month

Shipping: 0 Month

Local Clearance: 0 Month

Duration of Each Capital Turnover:
0 month

Annual Capital Turnover: ∞
Annual Sales Made with $1 Million Capital: ∞
Annual ROI Calculation (based on 40% gross margin): ∞

Financial Expense: <0.5% of annual sales

2 Years After-sales Quality Problems:
Down to 1%

PRE-SALES AS A SERVICE

A well-crafted strategy distinguishes between successful sales and those who miss the mark.



ORDER MANAGEMENT

Efficient tracking and processing of customer orders using an advanced order management system.
Regular customer updates and order verification to ensure accuracy and satisfaction.



WAREHOUSE CENTRALISATION

Centralized warehousing for improved stock control and reduced lead times.
Strategic inventory management to ensure product availability and efficient logistics.



FAST DELIVERY OF GOODS

Partnership with reliable logistics companies for expedited shipping.
Clear delivery timelines and tracking information provided to customers.



AUTOMATIZATION INFO SYSTEM

Automation of order processing, inventory updates, and customer communication.
Integration with other systems for seamless data flow and enhanced efficiency.



SALES SERVICE UNIT

Dedicated team for customer support, handling inquiries, and providing after-sales service.
Focus on ensuring a positive customer experience and addressing any issues promptly.



Summary Conclusion

The enhanced pre-sales process chain offers significant benefits to the company by streamlining operations and improving customer satisfaction. Effective order management ensures accurate and timely processing, while centralized warehousing enhances stock control and reduces lead times. Fast delivery, enabled by reliable logistics partnerships, boosts customer satisfaction. The automated information system increases efficiency and accuracy, and the dedicated sales service unit provides exceptional support and after-sales service. This comprehensive process enhances operational efficiency, reduces costs, and drives sales growth, strengthening the company's market position.

AFTER-SALES AS A SERVICE

Success comes to those who do the common things exceptionally well.



CLAIM MANAGEMENT

Detailed process for handling claims, including receipt, documentation, customer communication, and resolution.



TICKET SYSTEM

Comprehensive ticketing process for creating, tracking, prioritizing, and resolving customer issues, integrated with CRM and support systems.



AUTOMATIZATION INFO SYSTEM

Automation of claim tracking, ticket updates, and other processes to improve efficiency and accuracy.



AFTER SALES SERVICE UNIT

Dedicated team providing customer support, technical assistance, and handling complex issues, with specialized training and expertise.



SPARE PARTS

Efficient management of spare parts inventory, including ordering, storage, and distribution, ensuring timely availability for repairs.



Summary Conclusion

The refined after-sales service process chain significantly enhances customer satisfaction and operational efficiency. Detailed claim management ensures prompt and effective resolution of issues, while a comprehensive ticket system facilitates smooth tracking and prioritization. Automation of key processes increases accuracy and reduces manual workload. A dedicated after-sales service unit provides expert support and technical assistance. Efficient spare parts management guarantees timely availability for repairs. Overall, this structured approach strengthens customer trust and loyalty, driving long-term success for the company.

HIGH AIMS, HIGH ACHIEVEMENTS



WORLDWIDE WELLNESS GIANT

Retail Excellence knows no limits

Global New Retail

1. NEW RETAIL MODEL
2. MEMBER MANAGEMENT
3. GLOBAL MARKETING
4. GLOBAL AFTERSALES NETWORK

2008

Founded the company
Industry-first heat pump technology for SPA

2010

The industry's first patented 3-inch jet technology; The industry's first 10-inch tube technology; Industry's first SPA variable frequency control system

2013

The industry's first mobile insulation cover technology

2014

Chinese Appearance Design Excellence Award for the industry's first yacht appearance design swim spa

2018

EU Invention Patent for the world's first Inground Pool;
The first High/Low Temperature Laboratory and SPA Product Manufacturing Standard System in China

2021

China's First Autonomous Touch Screen Electric Control To Be Upgraded; The Industry's First Automatic Flipping Technology Applied To Digital Production Lines With Chinese Invention Patent

2022

The first swimming machine technology in China; industry's first water-free detection technology with Chinese Invention patent

2023

The national intelligent manufacturing digital factory is completed and put into operation

Crystalisland
not just a story

PRIMARY FACTS

1. Established in 2008
2. Founded by Mr. He and Mr. Tan
3. 100-acre digital manufacturing factory in China
4. Over ten subsidiaries, R&D centres, international marketing centrer
5. Operations in more than seventy countries and regions
6. Dedication for health benefits and sustainability
7. Focused on research, development, manufacturing and distribution
8. Product Portfolio includes intelligent spa and swimming equipment
9. Portfolio brands: Crystal Island, Riptide, Oasis, Beta-wellness, and others
10. Ongoing operations in more than 46 countries and regions

AWARDS AND RECOGNITIONS

Brand loyalty and persistent effort
always leads to success







best of
beta.

reddot winner 2021
best of the best

reddot winner 2023
best of the best

BIG SEE
Design Award

UK POOL & SPA AWARDS – ECO PRODUCT OF THE YEAR 2024 WINNER
UK POOL & SPA AWARDS – HOT TUB TRADE SUPPLIER OF THE YEAR 2024 GOLD STANDARD
UK POOL & SPA AWARDS – MARKETING INITIATIVE OF THE YEAR 2024 GOLD STANDARD
UK POOL & SPA AWARDS – SWIM SPA PROJECT OF THE YEAR 2024 BRONZE STANDARD
UK POOL & SPA AWARDS – POOL & SPA SHOWROOM OF THE YEAR 2024 SILVER STANDARD
UK POOL & SPA AWARDS – ENERGY EFFICIENT 2021 GOLD STANDARD OASIS SPAS R18
UK POOL & SPA AWARDS – ENERGY EFFICIENT 2020 GOLD STANDARD
UK POOL & SPA AWARDS – 2019 WINNER
UK POOL & SPA AWARDS – ENERGY EFFICIENT 2019 WINNER
UK POOL & SPA AWARDS – 2019 WINNER
UK POOL & SPA AWARDS – ECO PRODUCT OF THE YEAR 2023 WINNER
UK POOL & SPA AWARDS – Marketing Initiative 2023 GOLD STANDARD
UK POOL & SPA AWARDS – Hot Tub and Swim Spa Trade Supplier 2023 GOLD STANDARD
UK POOL & SPA AWARDS – ECO AWARD OF THE YEAR 2022 WINNER
UK POOL & SPA AWARDS – SPA SUPPLIER OF THE YEAR 2022 WINNER
What Spa? APPROVED 2024 MANUFACTURER Oasis Spas UK
What Swim Spa? APPROVED 2024 MANUFACTURER Oasis Spas UK
What Spa? APPROVED 2023 BRAND Oasis Spas UK
What Swim Spa? APPROVED 2023 BRAND Oasis Spas UK
What Spa? APPROVED 2022 MANUFACTURER Oasis Spas UK
What Swim Spa? APPROVED 2022 MANUFACTURER Oasis Spas UK
What Swim Spa? Best Buy 2023 Oasis Spas UK OD-39 Standard
What Spa? Best Buy 2023 Oasis Spas UK RX-562
What Spa? Best Buy 2022 Oasis Spas UK RX562
TÜV SÜD

top **awards.**



Global dealer network

CONNECTIONS CREATE SALES

It guarantees the best possible product is purchased because it is one of the largest spa production facilities in the world and is backed by Crystal Island's local support network.

partner ships

Crystal Island Sales Network Program

STRATEGIC LONG-TERM PLANS FOR MAXIMIZING PROFIT

1. Subsidiary Beta Wellness B2C
2. Subsidiary Oasis & Riptide B2B and Dealers
3. New Retail Showroom Program:
   - Flagship store
   - Partner store
   - Territory protection by postcodes

AUSTRALIA



- Sunshine Coast
- Flagship Store
- Partner Store
- Comming soon

Subsidiary Oasis & Riptide
Our subsidiary supports flagship stores as the network's central hubs, providing product and price policy, essential resources, training, and operational assistance. This approach empowers dealers to focus on customer engagement and community expansion, backed by a reliable support system that enhances efficiency and ensures consistent, high-quality service across their networks.

Flagship store
Flagship stores serve as the network's central brand hubs, focusing on product display, customer experience, and dealer support. As brand centers, flagship stores play a key role in cultivating other dealers and reinforcing our brand presence.

Partner store
Franchise stores operate closer to flagship locations and serve community-based retail needs, focusing on customer experience and expanding product accessibility. These stores are acting as vital touchpoints to reach local customers with a strong emphasis on customer service and community engagement.

Crystal Island
New Retail Showroom Program (NRSP)

NRSP programs focus on various initiatives aimed at increasing sales. These programs may include marketing campaigns, technology enhancements, customer engagement strategies, and sales training programs. By continuously refining and expanding these projects, NRSP aims to drive higher sales volumes and improve overall business performance.

EXCLUSIVE BENEFITS AND FINANCIAL SUPPORT

To further enhance the success of our partners, NRSP offers the following exclusive support:

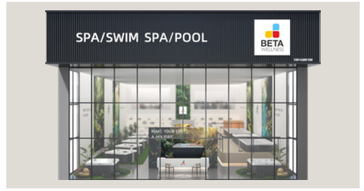
1. Financial Support: Give partners the flexibility to optimize their cash flow and manage inventory more effectively.

2. Showroom support: Elevate your showroom with elegant VI standards. We offer support for a seamless setup, helping you create a modern, cohesive space that elevates sales.

3. POSM: High-quality POS materials, including displays, signage, and branding assets to elevate the in-store customer experience.

4. Crystal Coin Support: Performance-based rewards to drive sales growth and build customer service excellence, trust, and satisfaction.

5. Exhibition Support: The NRSP program encourages partners to participate in key industry events and showcase products in high-traffic venues.











MAKE YOUR BUSINESS A SUCCESS

crystalisland.com

Distributors and Dealers

UNIQUE BUSINESS OPPORTUNITY:

1. Business development for increased market share and sales opportunities.

2. Experts with more than 10 years of industry experience to support you.

3. Access to world's leading web shop system fully customizable for the needs of our industry.

4. Access to world's leading CRM systems set up for efficient lead nurturing and marketing sales and automation

5. Exclusive territory protection by assigned postcodes



6. Automatic distribution of leads based on postcode to the responsible stores and salespeople.

7. Automatic performance reporting using one of the world's best business intelligence systems.

8. International B2B Trade Shows

9. Payment term support.

10. Fund support.

Elevate your business with Crystal Coins

BUSINESS ADVANTAGES

Improved Cash Flow Management:
By utilizing Crystal Coins for your product settlement amount, you can better manage your cash flow, reducing immediate financial pressures and allowing for more strategic financial planning.

Support for Marketing Efforts:
Second-tier distributors can apply for Crystal Coins to subsidize their marketing expenses related to Crystal Island products. This support helps to enhance your marketing initiatives without bearing the full financial burden.

Performance-Based Incentives:
Distributors earn Crystal Coins based on actual sales and performance metrics. This system creates a direct incentive to boost sales and achieve business targets.

Streamlined Transactions:
Crystal Coins simplify the payment process for sales orders. When an order is placed, the corresponding amount in Crystal Coins is automatically deducted, ensuring a smooth and efficient transaction.



Integrated Business Ecosystem:
Crystal Coins foster a cohesive business environment between Crystal Island and its distributors. This integrated approach ensures that transactions remain within our trusted network, promoting stronger business relationships.

Transparency and Accountability:
The centralized management of Crystal Coins by Crystal Island ensures complete transparency and accountability. Detailed records of issuance and usage provide a clear overview of all transactions.

Flexible Marketing Solutions:
With Crystal Coins, distributors can receive financial support for their promotional activities, allowing for an expanded market reach and more effective marketing strategies.

Security Assurance:
Crystal Island is committed to the security of Crystal Coins throughout their lifecycle, including issuance, circulation, and usage. This commitment ensures that transactions are safe and reliable.

Marketing Supports

DECADES OF EXPERIENCE IN THE WELLNESS INDUSTRY



MORDEN & ELEGANT SHOWROOM

We offer an elegant and modern showroom experience with an integrated, sophisticated VI system. Our modern showroom design not only enhances customer experience but also streamlines operations for our customers. With seamless supply chain integration, we provide ready-to-use renovation materials and in-store display essentials, saving valuable time and resources. This efficient solution not only enhances customer engagement but also boosts sales, making it easier than ever to succeed.



CUTTING-EDGE WEBSITE SUPPORT

We provide professional website support, empowering dealers to generate quality leads and win more business online. From intuitive UX design that enhances navigation, and strategic calls-to-action that guide potential customers, to comprehensive performance metrics, we cover every detail to drive results. Our services include advanced SEO optimization for increased visibility, AR technology for interactive experiences, and high-quality content that captures and converts interest. With these tools, dealers can confidently grow their online presence, attract new clients, and secure a stronger market share.



PROFESSIONAL SOCIAL MEDIA SUPPORT

We provide dealers with mature social media expertise, rich assets, and a robust content marketing strategy. Our support includes curated content calendars featuring product highlights, wellness tips, and client stories, high-quality visuals, targeted ads, and performance analysis. This approach maximizes engagement, expands reach, and strengthens overall brand impact.



COMPREHENSIVE MARKETING ASSETS

We offer a full suite of online and offline marketing materials designed to help dealers attract and nurture leads, boost in-store conversions, and maximize sales. Our assets include engaging video demos that showcase key product features, high-quality brochures and catalogs for a polished, professional presentation, and ready-to-use email templates for every stage of the sales funnel. With these resources, dealers can effectively engage customers, simplify their sales process, and focus on growing their business



Marketing Supports

CRM SYSTEMS FOR LEAD NURTURING AND SALES AUTOMATION

Customer Relationship Management (CRM) systems are essential for managing interactions with potential and existing customers. Everything will be automated for your bussieness :

1. Lead Tracking and Management: A CRM helps you track leads from various sources and manage them through the sales funnel.
2. Sales Automation: Automate repetitive tasks such as follow-up emails, appointment scheduling, and lead scoring to enhance efficiency.
3. Personalized Communication: Use CRM data to send personalized messages and offers based on the client's preferences and behavior.
4. Analytics and Reporting: Gain insights into sales performance and customer interactions to make data-driven decisions.
5. Integration: Ensure your CRM integrates seamlessly with other tools like email marketing software, social media platforms, and e-commerce systems.



LEAD STATUS EMAILS

Pre-Designed Email Templates:
1. Professionally crafted email templates for every stage of the sales funnel.
2. Personalized content options to address the specific needs and interests of each lead.
3. Automated follow-up sequences to nurture leads and keep them engaged.

Templates Include:
1. Initial outreach emails to introduce our products and spark interest.
2. Follow-up emails to address questions, provide additional information, and schedule meetings.
3. Closing emails designed to reinforce the value proposition and encourage final decisions.
4. New lead generation emails to attract potential clients and encourage sales.
5. Cross-selling email marketing for existing customers.

Benefits:
1. Streamline your communication process with ready-to-use templates.
2. Maintain a consistent tone and message across all customer interactions.
3. Save time while ensuring each lead receives timely and relevant information.

HubSpot shopify Kingdee Midea Cloud

MAKE YOUR LIFE A HOLIDAY



MAKE YOUR BUSINESS A SUCCESS