



PLATINUM ELITE™



ARTESIAN SPAS™

PRODUCT WARRANTY

Platinum Elite™

This section is a description of your warranty. Here you will find descriptions of what is covered under your Platinum Elite Class Spa warranty and what can void your warranty. **PLEASE READ THE WARRANTY THOROUGHLY.** Please take a moment to register your warranty. You can register on line at <http://www.artesianspas.com>, click on owner login or you mail in the warranty registration card attached to this manual. For warranty outside USA and Canada, please refer to your countries Artesian Distributor.

ARTESIAN SPAS PLATINUM ELITE WARRANTY

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LIFETIME STRUCTURE WARRANTY

Platinum Elite Class Spas carry a lifetime structure warranty. The structure is defined as the fiberglass vessel below the exposed material finish. The manufacturer warrants the spa against loss of water due to a defect in the spa structure, for the lifetime of the spa. In the event of a defect in the material and/or workmanship, the spa structure will be repaired or replaced at the discretion of the manufacturer. **THIS WARRANTY IS GIVEN ONLY TO THE ORIGINAL OWNER, AND TERMINATES UPON TRANSFER OF OWNERSHIP. COMMERCIAL APPLICATIONS ARE EXCLUDED FROM THIS AND ALL WARRANTIES.**

If the spa structure is defective and must be replaced, it will be returned to the factory. The original, installed equipment (this includes the frame, skirt, and all equipment) will be reinstalled. If new equipment is desired, there will be additional charges to the customer. If the frame and/or skirt of the spa has been badly damaged, there will be additional charges to the spa owner for repairs or replacement. When a spa needs to be returned to the factory for repair, the cost of one way freight to the company will be at the spa owner's expense. The manufacturer will not pay for removal, installation, cranes, construction, de-construction, or any other cost associated with access, egress, or ingress, of the spa at the customer's home. The manufacturer reserves the right to an on-site inspection by its authorized representative. In the unlikely event a shell or spa must be replaced, all warranties (shell, surface, electrical and plumbing) date back to the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) months from the date of manufacturing, whichever date comes first.

SEVEN-YEAR SURFACE WARRANTY

The spa surface is described as the exposed material finish. The manufacturer warrants the spa surface to be free from defects in the material and workmanship, such as blistering, cracking, or delaminating, this does not cover micro-crazing, under normal use and maintenance

for a period of seven years from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) months from the date of manufacturing, whichever date comes first. ***THIS WARRANTY IS GIVEN ONLY TO THE ORIGINAL OWNER, AND TERMINATES UPON TRANSFER OF OWNERSHIP. COMMERCIAL APPLICATIONS ARE EXCLUDED FROM THIS AND ALL WARRANTIES.***

The spa must be set on a level solid surface that is sufficient to support the entire length and width of the spa. Standard building practices must be followed. Damage caused by failure to have a leveled and supported foundation under the spa is not covered under warranty. The manufacturer does not warrant problems associated with prolonged exposure to the sun and/or use of any sanitization or ozone system not approved by the manufacturer. Damage to the spa surface caused by leaving the spa uncovered and empty of water with direct sunlight exposure will terminate this warranty. Any alteration to any system, either electrical, plumbing, or mechanical, or over use of chemicals, or any other problems caused by external source are not covered under warranty. Other exclusions may apply.

Normally problems associated with material and workmanship can and will be repaired. If the spa surface is repaired, the repair is limited to the affected area only, and there is no guarantee against discoloration or fading. The decision to repair will be made by the manufacturer and its field representative after a review of the facts, pictures, or any other data presented by the dealer or customer. In all cases, pictures of the affected area and foundation of the spa must be provided before any decisions to repair or replace can be made. In the unlikely event a shell or spa must be replaced, all warranties (shell, surface, electrical and plumbing) date back to the original date of installation. If it is determined that the surface is to be replaced, the same conditions and terms as outlined in the shell warranty will apply.

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FIVE-YEAR ELECTRICAL WARRANTY

(i.e. pumps, equipment packs, heater, topside control, etc). The manufacturer warrants all electrical equipment to be free from defect and workmanship for five years from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) months from the date of manufacturing, whichever date comes first. ***THIS WARRANTY IS GIVEN ONLY TO THE ORIGINAL OWNER, AND TERMINATES UPON TRANSFER OF OWNERSHIP. COMMERCIAL APPLICATIONS ARE EXCLUDED FROM THIS AND ALL WARRANTIES.***

The stereo, speakers, stereo power supply, L.E.D. lighting, light bulbs, fuses, and Ozone are not included in the warranty, but are covered under a separate warranty. Damage caused by weather, poor water chemistry, and/or improper maintenance will not be covered under this warranty. Alterations or replacements of components installed in the spa that are not purchased and/or approved by the manufacturer including incorrect wiring, will terminate the spa warranty.

FIVE YEAR PLUMBING WARRANTY

The plumbing is described as all piping, jet bodies, valve bodies and air controls. The manufacturer warrants all plumbing for a period of five years from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) months from the date of manufacturing, whichever date comes first. ***THIS WARRANTY IS GIVEN ONLY TO THE ORIGINAL OWNER, AND TERMINATES UPON TRANSFER OF OWNERSHIP. COMMERCIAL APPLICATIONS ARE EXCLUDED FROM THIS AND ALL WARRANTIES.***

Jet internals, valve handles, and other such items are regular maintenance items. They are covered for the item only, labor is not covered for these items. Damage caused by weather, poor water chemistry, and/or improper maintenance will not be covered under this warranty.

TWO YEAR CABINET WARRANTY

The spa cabinet is described as the outer material encasing the spa structure. The manufacturer warrants it to be free from defects in material and/or workmanship from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) months from the date of manufacturing, whichever date comes first.

THIS WARRANTY IS GIVEN ONLY TO THE ORIGINAL OWNER, AND TERMINATES UPON TRANSFER OF OWNERSHIP. COMMERCIAL APPLICATIONS ARE EXCLUDED FROM THIS AND ALL WARRANTIES.

This warranty does not cover normal darkening, staining, or aging. The spa cabinet requires care and maintenance by the consumer. Damage caused by weather, poor water chemistry, and/or improper maintenance will not be covered under this warranty.

OTHER ITEMS NOT COVERED IN THIS WARRANTY

Some items are not covered in this warranty. These items either have a different warranty, or are warranted through the manufacturer of that item.

STEREO AND STEREO COMPONENTS

The stereo and stereo components, including speakers, sub woofer, power supply, wire harness, and remote control are covered for 30 days from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) month from the date of manufacturing, whichever date comes first. This warranty does not cover damage to a stereo or stereo component from abuse, poor reception, or damage caused by putting a wet CD into the stereo. If a stereo is replaced under this warranty, the manufacturer reserves the right to replace the unit with another like unit, but not necessarily the same stereo manufacturer. No spa will be replaced for a failed stereo. The stereo does not affect the performance of the spa.

NOTE: For all operating instructions see the stereo manufacturer's owner's manual included with the spa.

OZONATOR

The ozonator is covered for one year from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) month from the date of manufacturing, whichever date comes first.

SPA COVER

The spa cover manufacturer warrants the spa cover skin for one year from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or eighteen (18) month from the date of manufacturing, whichever date comes first.

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Do not return the spa cover to the manufacturer. This will delay the replacement or repair of the cover. The spa manufacturer is not responsible for lost covers.

LIGHTING

The LED lighting is guaranteed to work upon delivery. There is no warranty covering the LED lighting.

PERFORMANCE

In the event of any defect covered by this LIMITED warranty, a May Manufacturing LLC, authorized agent will correct such defect within the terms and conditions contained herein. There will be no charge for parts or labor within the above terms. However, travel charges that occur will not be covered under terms and conditions by the warranty. If it is determined by May Manufacturing LLC that the repair of the product is not feasible, a replacement spa equal to the value of the original purchase price will be provided. Cost for removal of the defective spa and delivery and installation of the replacement spa is the responsibility of the homeowner and will not under any circumstances be covered by May Manufacturing LLC.

LIMITATIONS

This warranty is void if this Artesian Spa has been subjected to alteration, misuse, or repairs have been performed by anyone other than an authorized agent of May Manufacturing LLC. Misuse or abuse is defined as: use of the spa in a nonresidential application, water temperature outside the range of 32° F to 110° F, damage caused by clogged or dirty filter cartridges, damage to the spa from an absence of a hard cover, damage to components from improper pH, use of any type of acid, or from chemical imbalance. ACTS OF NATURE are not covered under this warranty.

Note: Warranty on 50Hz spas excludes labor.
(Outside US and Canada)

DISCLAIMER

May Manufacturing LLC, or its agent shall not be liable for any injury, cost or other damage, whether incidental or consequential, arising out of any defect covered by the LIMITED WARRANTY. The liability of May Manufacturing LLC under this LIMITED WARRANTY shall not exceed the original amount paid for the spa.

LEGAL REMEDIES

This LIMITED WARRANTY gives specific rights, and other rights that may apply and will vary from state to state.

WHAT IS NOT COVERED UNDER YOUR WARRANTY

The following is a general overview of non-warranty items and work. This is not an all-inclusive list.

Diagnosis of Spa Problems
Fuses
Light Bulbs of Any Kind
Removing a Spa from a Structure
Pillows
Filters
Chemical Misuse / Damage
Filter Lids
Any Part not Purchased from Artesian Spas
Jet Inserts
Valve Handles
Pump Seals
Draining and filling the Spa
Acts of Nature
Travel Charges
Cabinet Screws
Incorrect Wiring
Shipping Charges

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Any alteration of the spa that has not been pre-authorized by the manufacturer will void all warranties. If the manufacturer approves an alteration, verify that this alteration is covered under warranty. Damage caused by moving a spa that is blocked in or that has been recessed, along with additional charges for labor, is not covered by this warranty.