ARTESIAN SPAS™

WELLNESS FOR EVERY BODY

PLATINUM ELITE™

OWNER'S MANUAL



ARTESIAN SPAS™
WELLNESS FOR EVERY BODY

CERTIFICATE OF AUTHENTICITY

Thank you for your purchase. This certificate hereby verifies that the spa you have purchased from an Artesian Spas (May Manufacturing, LLC) authorized dealer is authentic, brand new and original. The spa has been crafted and built in the U.S.A in accordance with industry quality standards.

WARRANTY REGISTRATION

Please activate your warranty and register your spa at www.ArtesianSpas.com click SUPPORT then "Click Here to Register Your Spa" or mail the registration card in the back of the Owner's Manual.

Spa Serial #_____

Spa Model:_____

Date Purchased:_____

Installation Date:_____

Dealer Name:_____

Telephone #:_____





TABLE OF CONTENTS

Certificate of Authenticity.....

Important Safety Instructions..... 1

Electrical Requirements and Installation..... 12

Codes and Compliance..... 12

Electrical Wiring..... 12

60 Hz GFCI Wiring Schematic..... 14

50 Hz Residential Wiring Schematic..... 14

50 Hz Platinum Elite Spas Single/Three Phase.... 15

Spa Start Up..... 17

Selecting a Location..... 17

Inspection..... 18

Filling the Spa with Water..... 18

Turning the Power On..... 19

Testing the GFCI Breaker..... 19

Verifying Water Circulation..... 19

Priming the Pump..... 20

Water Preparation..... 20

Topside Controller Instructions..... 21

Main Screen..... 22

Spa Status..... 22

Icon Specifications..... 22

Navigation..... 25

Messages..... 25

Set Temperature 26

Set Temperature..... 26

Press and Hold..... 26

Spa Screen..... 26

All Equipment Access..... 26

Common Buttons..... 27

Values Increment/Decrement..... 27

Invert..... 27
Exiting Screen..... 28
Page Right/Left..... 29
Page Up/Down..... 29
Settings Screen..... 30
Programmming Etc..... 30
Dual Temperature Ranges (High vs. Low)..... 30
Heat Mode Ready vs Rest..... 31

TABLE OF CONTENTS

Circulation Mode..... 31
Ready-In-Rest Mode..... 31
Fill it Up..... 32
Preparation and Filling..... 32
Priming Mode..... 32
Priming the Pumps..... 32
Exiting Priming Mode..... 33
Spa Behavior..... 33
Pumps..... 33
Non-Circ Systems..... 33
Circulation Pump Modes..... 34
Filtration and Ozone..... 34
Freeze Protection..... 35
Clean Up Cycle (Optional)..... 35
Time-Of-Day..... 35
Adjusting Filtration..... 36
Main Filtration..... 36
Filter Cycle 2 Optional Filtration..... 37
Circulation Pump Modes..... 37
Purge Cycles..... 37
The Meaning of Filter Cycles..... 38
Auxiliary Panels..... 38

Specific Buttons for Specific Devices..... 38
Restricting Operation..... 38
Locking and Unlocking..... 39
Additional Settings..... 39
Light Cycle Option..... 39
Hold-MO37..... 40
Drain Mode 40
Units Screen..... 41
Reminders..... 41
Cleanup Cycle..... 42
Language..... 42
Utilities Screen..... 43
Utilities 43
Panels..... 43
Demo Mode..... 44

TABLE OF CONTENTS

Fault Log..... 44
GFCI Test (Feature Not Available on CE Rated Systems)... 44
Information..... 45
System Information..... 45
Utilities-GFCI Test Feature..... 46
Verifying a Proper Installation..... 46
Forcing the GFCI Trip Test (North America)..... 46
CE Product..... 47
Reset Button..... 47
General Messages..... 47
Heater Related Messages..... 48
Sensor Related Messages..... 49
Miscellaneous Messages..... 50
System Related Messages..... 50
Reminder Messages..... 51

Service and Installation..... **54**
Basic Installation and Configuration..... **54**
CSA Compliance..... **55**
Direct Flow Control Panel..... **56**
Maintaining Your Spa..... **57**
Draining Your Spa..... **57**
Pillow Care..... **57**
Jet Care..... **58**
Removing, Installing and Cleaning Filters..... **59**
Winterizing Your Spa..... **60**
Spa Cabinet Care..... **60**
Cleaning Your Spa Interior..... **60**
Cover Care..... **61**
Chemical Treatment of Water..... **61**
Artesian Spas Platinum Elite Warranty..... **63**

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

PLEASE TAKE THE TIME TO READ ALL OF THESE WARNINGS AND CAUTIONS PRIOR TO USING YOUR SPA.

PRIÈRE DE LIRE ATTENTIVEMENT TOUTES CES MISES EN GARDE AVANT D'UTILISER LE SPA.

PLEASE, be a responsible spa owner. When installing and using this spa, always adhere to basic safety precautions. Be sure to list emergency telephone numbers at the telephone nearest the spa, including physician, hospital, ambulance, police, and the fire department. Be certain to explain safety precautions to all new or occasional users of your spa. Remember, they may not be aware of the possible risks associated with the spa water temperature. Have at least one family member learn CPR (cardiopulmonary resuscitation). **IT COULD SAVE A LIFE!**

VEUILLEZ agir de façon responsable en tant que propriétaire de spa. Lorsque vousinstallez et utilisez ce spa, veuillez prendre les précautions de sécurité de base entout temps. Conservez près du spa une liste indiquant les numéros de téléphoned'urgence, notamment le médecin, l'hôpital, l'ambulance, la police et les pompiers. Veillez à expliquer les précautions de sécurité à tous ceux qui utilisent votre spaoccasionnellement ou pour la première fois. Rappelez-vous qu'ils ne sont probablement pas au courant des risques inhérents à la température de l'eau du spa. Demandez à au moins un membre de la famille d'apprendre la réanimation cardiopulmonaire (RCP)**. CELA POURRAIT SAUVER UNE VIE!**

READ AND FOLLOW ALL INSTRUCTIONS

LIRE ET ADHÉRER À TOUTES LES CONSIGNES

1. **WARNING -** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

2. A wire connector is provided on this unit to connect a minimum 8 AWG (8.4 mm) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the unit.

1) MISE EN GARDE – Pour réduire le risque de blessure, ne pas laisser les enfants utiliser ce produit sans supervision constante.

2) Un raccordeur de fils est compris avec cet appareil afin de brancher unconducteur en cuivre massif d'au moins 8 AWG (8,4 mm) entre cet appareil et toute pièce d'équipement en métal, enveloppes métalliques d'équipement électrique, tuyau en métal ou canalisation à 5 pieds (1,5 m) ou moins de l'appareil.

3. For cord connected/convertible units. **DANGER - Risk of Injury -**

a) Replace damaged cord immediately.

b) Do not bury cord.

c) Connect to a grounded, grounding type receptacle only.

4. **DANGER - Risk of Accidental Drowning -** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.

5. **DANGER - Risk of Injury -** The suction fittings in this area are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure the flow rates are compatible.

Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.

3) Appareils convertibles/à cordon. DANGER – Risque de blessure – **a**)

Remplacer sans tarder le cordon endommagé.

b) Ne pas enterrer le cordon.

c) Raccorder à une mise à la terre.

4) DANGER – Risque de noyade accidentelle – Faire preuve d'extrêmeprudence afin d'empêcher l'accès non autorisé aux enfants. Pour éviter tout accident, veiller à ce que les enfants ne puissent utiliser ce spa à moins d'être supervisés en tout temps.

5) DANGER – Risque de blessure – La taille des raccords de succion est déterminée en fonction du débit d'eau spécifique de la pompe. Si les raccords de succion ou la pompe doivent être remplacés, veiller à ce que les débits d'eau soient compatibles.

Ne jamais faire fonctionner un spa si les raccords de succion sont endommagés ou manquants. Ne jamais remplacer un raccord de succion par un autre dont le débit d'eau est inférieur à celui indiqué sur le raccord de succion original.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

6. **DANGER - Risk of Electrical Shock -** Install at least 5 feet (1.5 m) from all metal surfaces. As an alternative, a spa may be within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum 8 AWG (8.4 mm) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.

7. **DANGER - Risk of Electric Shock -** Do not permit any electrical appliance such as a light, telephone, radio, or television, within 5 feet (1.5m) of a spa.

8. **WARNING - To reduce the risk of injury**:

a) The water in a spa should never exceed 40ºC (104ºF). Water tempera-tures between 38ºC (100ºF) and 40ºC are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

b) Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 38ºC (100ºF).

c) Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperatureregulating devices varies.

d) The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.

e) Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

f) Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

SAVE THESE INSTRUCTIONS

6) DANGER – Risque d'électrocution – Installer à au moins 5 pieds (1,5 m) de toutes les surfaces en métal. Le spa peut également se trouver à moins de 5 pieds des surfaces en métal si chaque surface en métal est raccordée en permanence par un conducteur en cuivre massif d'au moins 8 AWG (8,4 mm) au raccordeur de fils du disjoncteur prévu à cette fin. **7) DANGER – Risque d'électrocution** – Interdire tout appareil électrique tel qu'une lampe, un téléphone, une radio ou un téléviseur, à moins de 5 pieds (1,5 m) du spa.

8) MISE EN GARDE – Pour atténuer le risque de blessure :

a) La température de l'eau du spa ne doit jamais dépasser 40°C (104°F). L'eau dont la température varie entre 38°C (100°F) et 40°C (104°F) est jugée sécuritaire pour un adulte en bonne santé. Pour de jeunes enfants ou un usage d'une durée supérieure à 10 minutes, une température plus basse est conseillée.

b) Étant donné que l'eau très chaude peut causer des dommages au foetus durant les premiers mois de la grossesse, les femmes enceintes qui utilisent le spa doivent limiter la température à 38°C (100°F).

c) Avant d'entrer dans le spa, l'utilisateur doit vérifier la température de l'eau.

d) La consommation d'alcool, de drogues ou de médicaments avant ou pendant l'utilisation du spa peut causer une perte de conscience entraînant la noyade.

e) Les personnes obèses ainsi que celles qui ont des problèmes cardi-aques, une tension artérielle faible ou élevée, des problèmes de circulation sanguine, ou qui souffrent de diabète doivent consulter un médecin avant d'utiliser le spa.

f) Les personnes qui consomment des médicaments doivent consulter un médecin avant d'utiliser le spa, car certains médicaments peuvent favoriser la somnolence, et d'autres peuvent affecter le rythme cardiaque, la tension artérielle et la circulation sanguine.

CONSERVER CES CONSIGNES

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

EQUIPMENT ASSEMBLIES

An equipment assembly shall be additionally provided with the following important safety instructions

1. **WARNING** - Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. to avoid accidents, ensure that children cannot use a spa or hot tub unless they are closely supervised at all times.

2. **DANGER** - To reduce the risk of drowning from hair and body entrapment, install a suction fitting(s) with a marked flow rate that equals or exceeds the flow rate marked on the equipment assembly. 3. **DANGER** - To reduce the risk of injury, do not remove the suction fittings. Never operate a spa or hot tub if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the equipment assembly.

4. **DANGER**- Risk of Electric Shock. Do not permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa or hot tub.

5. **WARNING** - Risk of Electric Shock. Install at least 5 feet (1.5 m) from inside wall of hot tub or spa using nonmetallic plumbing.

6. **WARNING -** To reduce the risk of injury:

a) The water in a spa should never exceed 40°C (104°F) Water temperatures between 38°C (100°F) and 40°C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

b) Since excessive water temperatures have a hig potential for causing fetal damage during the early months of pregnancy, pregnant or

possibly pregnant women should limit spa water temperaturs to 38°C (100°F).

c) Before entering a spa or hot tub, the user should measure the water temperature since the tolerance of water temperature regulating devices varies.

d) The use of alcohol, drugs or medication before or during spa or hot tub use may lead to unconsciousness with the possibility of drowning.

MODES D'ASSEMBLAGE

Un mode d'assemblage doit également être fourni et comporter les consignes de sécurité suivantes :

1. **MISE EN GARDE** – Risque de noyade accidentelle. Faire preuve d'extrême prudence afin d'empêcher l'accès non autorisé aux enfants. Pour éviter tout accident, veiller à ce que les enfants ne puissent utiliser ce spa à moins d'être supervisés en tout temps.

2. **DANGER** – Pour atténuer le risque de noyade causée par la succion du corps et des cheveux, installer un ou des raccords de succion dont le débit d'eau indiqué est égal ou supérieur à celui qui est indiqué sur l'équipement.

3. **DANGER** – Pour atténuer le risque de blessure, ne pas retirer les raccords de succion. Ne jamais faire fonctionner un spa si les raccords de succion sont endommagés ou manquants. Ne jamais remplacer un raccord de succion par un autre dont le débit d'eau est inférieur à celui indiqué sur l'équipement.

4. **DANGER** – Risque d'électrocution. Ne pas laisser d'appareil électrique tel qu'une lampe, un téléphone, une radio ou un téléviseur, à moins de 5 pieds (1,5 m) du spa.

5. **MISE EN GARDE** – Risque d'électrocution. Installer au moins 5 pieds (1,5 m) de la paroi intérieure du spa avec de la tuyauterie non métallique.

6. **MISE EN GARDE** – Pour atténuer le risque de blessure :

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

a) La température de l'eau du spa ne doit jamais dépasser 40°C (104°F). L'eau dont la température varie entre 38°C (100°F) et 40°C (104°F) est jugée sécuritaire pour un adulte en bonne santé. Pour de jeunes enfants ou un usage d'une durée supérieure à 10 minutes, une température plus basse est conseillée.

b) Étant donné que l'eau très chaude peut causer des dommages au foetus durant les premiers mois de la grossesse. Les femmes enceintes qui utilisent le spa doivent limiter la température à 38°C (100°F).

c) Avant d'entrer dans le spa, l'utilisateur doit vérifier la température de l'eau.

d) La consommation d'alcool, de drogues ou de médicaments avant ou pendant l'utilisation du spa peut causer une perte de conscience entraînant la noyade.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

e) Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

f) Persons using medication should consult a physician before using a spa or hot tub since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

7. **For equipment assemblies with a gas heater**

WARNING - Risk of suffocation. This equipment assembly uses a gas heater and is intended for outdoor use only unless proper ventilation can be provided for an indoor installation.

8. **For equipment assemblies with a blower**

WARNING - Install blower no less than 1 foot (305 mm) above the maximum water level to prevent water from contacting electrical equipment.

SAVE THESE INSTRUCTIONS

e) Les personnes obèses ainsi que celles qui ont des problèmes cardi-aques, une tension artérielle faible ou élevée, des problèmes de circulation sanguine, ou qui souffrent de diabète doivent consulter un médecin avant d'utiliser le spa.

f) Les personnes qui consomment des médicaments doivent consulter un médecin avant d'utiliser le spa, car certains médicaments peuvent favoriser la somnolence, et d'autres peuvent affecter le rythme cardiaque, la tension artérielle et la circulation sanguine.

7. **Équipement comportant un chauffe-eau à gaz**

IMPORTANTES CONSIGNES DE SÉCURITÉ

MISE EN GARDE – Risque de suffocation. Cet équipement comporte un chauffe-eau à gaz conçu pour un usage à l'extérieur seulement, à moins qu'une ventilation adéquate soit fournie pour une installation à l'intérieur.

8. **Équipement comportant une soufflante**

MISE EN GARDE – Installer une soufflante au moins 1 pied (305 mm) audessus du niveau de l'eau maximum pour empêcher l'eau d'éclabousser l'équipement électrique.

CONSERVER CES CONSIGNES

Marking for equipment assemblies

⚠ WARNING
REDUCE THE RISK OF ELECTROCUTION
1. Install at least 5 feet from water using nonmettalic plumbing.
2. Do not install under spa skirt or within an enclosure that would restrict ventilation.
3. If blower is included, install at least 1 foot above maximum water level.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

REDUCE THE RISK OF CHILD DROWING

1. Supervise children at all times.
2. Attach spa cover after each use.
3. Install a suction guard with marked flow rate no less than _____GPM to avoid hair and body entrapment.

REDUCE THE RISK OF OVERHEATING

1. Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care.
2. Exit immediately if uncomfortabe, dizzy or sleepy. Spa heat can cause hyperthermia and unconsciousness.
3. Spa heat in conjuction with alcohol, drugs, or medication can cause unconsciousness.

WHEN PREGNANT, soaking in hot water for long periods can harm your fetus. Measure water temperature before entering.

1. Do not enter spa if water is hotter than 100ºF (38ºC).
2. Do not stay in spa for longer than 10 minutes.

AUDIO COMPONENT WARNINGS

Spas equipped with the Audio system should follow these guidelines for safety:

1. **CAUTION -** Risk of Electrical Shock - Do not leave compartment door open.

2. **CAUTION -** Risk of Electrical Shock - Replace components only with identical components.

IMPORTANT SAFETY INSTRUCTIONS
IMPORTANTES CONSIGNES DE SÉCURITÉ

Étiquette destinée aux modes d'assemblage

⚠ MISE EN GARDE

RÉDUIRE LE RISQUE D'ÉLECTROCUTION

1. Installer à 5 pieds et plus de l'eau avec de la tuyauterie non métallique.

2. Ne pas installer sous la plinthe du spa ou dans une enceinte qui limite la ventilation.

3. Si un soufflante est comprise, installer celle-ci au moins 1 pied audessus du niveau maximum de l'eau.

RÉDUIRE LA RISQUE DE NOYADE D'UN ENFANT

1. Superviser les enfants en tout temps.

2. Remettre la couverture du spa en place après chaque utilisation.

3. Poser un dispositif de protection contre la succion avec débit d'eau indiqué d'au moins 170 GPM pour éviter la succion du corps et descheveux.

RÉDUIRE LE RISQUE DE SURCHAUFFE

1. Consulter un médecin avant usage si vous êtes enceinte, éprouvez des problèmes de santé ou suivez des traitements médicaux.

2. Quitter immédiatement le spa en cas d'inconfort, d'étourdissements ou de somnolence. La chaleur du spa peut causer de l'hyperthermie et la perte de conscience.

3. La chaleur du spa jumelée à l'alcool, aux drogues ou aux médicaments peut causer la perte de conscience.

DURANT LA GROSSESSE, le trempage prolongé peut nuire au foetus. Vérifier la température de l'eau avant d'y entrer.

1. Ne pas pénétrer dans le spa si la température de l'eau est supérieure à 100oF (38oC).

2. Ne pas rester dans le spa pendant plus de 10 minutes.

MISES EN GARDE SUR LES COMPOSANTES DU SYSTÈME DE SON

Les utilisateurs d'un spa doté d'un système de son doivent suivre ces consignes de sécurité :

1. **ATTENTION** – Risque d'électrocution – Ne pas laisser la porte du compartiment ouverte.

2. **ATTENTION** – Remplacer les composantes du système de son par des composantes identiques.

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3. Do not operate the audio controls while inside the spa.

4. **WARNING - Prevent Electrocution -** Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to the system.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANTES CONSIGNES DE SÉCURITÉ

5. These units are not provided with an outdoor antennae; when provided, it should be installed in accordance with Article 810 of the National Electrical Code, ANSI/NFPA 70.

6. Do not service this product yourself as opening or removing covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.

7. When the power supply connections or power supply cord(s) are damaged: if water is entering the audio/video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer serviceing to qualified service personnel.

8. This unit should be subjected to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly.

KEEP THESE SAFETY INSTRUCTIONS IN A CONVENIENT AND READILY ACCESSIBLE LOCATION!!

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3. Ne pas utiliser les commandes audio lorsqu'on se trouve à l'intérieur du spa.

4. **MISE EN GARDE – Prévention du risque d'électrocution** – Ne pas raccorder les composantes auxiliaires (p. ex., câble, hautparleur supplémentaire, casque d'écoute, autres composantes audio/vidéo, etc.) au système.

5. Ces appareils ne comportent pas d'antenne extérieure; lorsque celle-ci est fournie, elle doit être installée conformément à l'article 810 du Code national de l'électricité, ANSI/NFPA 70.

6. Ne pas tenter de réparer le produit soi-même en ouvrant ou en retirant les couvercles, car cela peut exposer l'utilisateur à une tension dangereuse ou autre risque de blessure. Confier toute réparation à un technicien compétent.

7. Raccords d'alimentation ou les cordons d'alimentation endommagés : si l'eau pénètre dans le compartiment audio/vidéo ou tout compartiment de l'équipement électrique; si les écrans ou barrières de

protection montrent des signes d'usure; ou si l'appareil semble endommagé, fermer l'appareil et appeler un technicien compétent.

8. Cet appareil doit être entretenu périodiquement (p. ex., tous les trois mois) pour s'assurer qu'il fonctionne adéquatement.

PRIÈRE DE CONSERVER CES CONSIGNES DE SÉCURITÉ DANS UN LIEU PRATIQUE ET FACILE D'ACCÈS!!

ELECTRICAL REQUIREMENTS AND INSTALLATION

The following information is provided for hooking up electrical supply to your new spa. A qualified, licensed, electrician must perform this work. Failure to follow these instructions will terminate all warranty coverage and can cause serious injury or death.

Codes and Compliance

North American 60 Hz	
Voltage	240 VAC
Max Current Draw	48 A
Number of Wires	4
GFCI	60 A

Your export 50 Hz Artesian spa is preset out of factory to run 230V 3wires 30 amp max input. This product must always be connected to residual current device (RCD) having a trip current of not more than 30mA.

Electrical Wiring

WARNING: Your spa must be wired by a certified electrician and according to these instructions. Failure to do so will terminate all warranties and all listings from the independent listing facility.

1) The Platinum Elite Spa requires a 240 VAC dedicated system. The spa must be hard wired to the power supply, with no plug-in connections, extension cords, or sharing of service.

2) The spa requires that you run 6 (10 mm²) or 8 (8.4 mm²) AWG copper wire, depending on the GFCI size. Do Not Use Aluminum Wire.

3) The power supply must have a suitable Ground Fault Circuit Interrupter (GFCI), according to Section 422-20 of the National Electrical Code, ANSI/NFPA 70-7987 or other national installation requirement with a residual current device (RCD) having a trip current of not more than 30 mA. This could be used as the shut-off switch, which must be installed in plain view of the spa. This electrical service

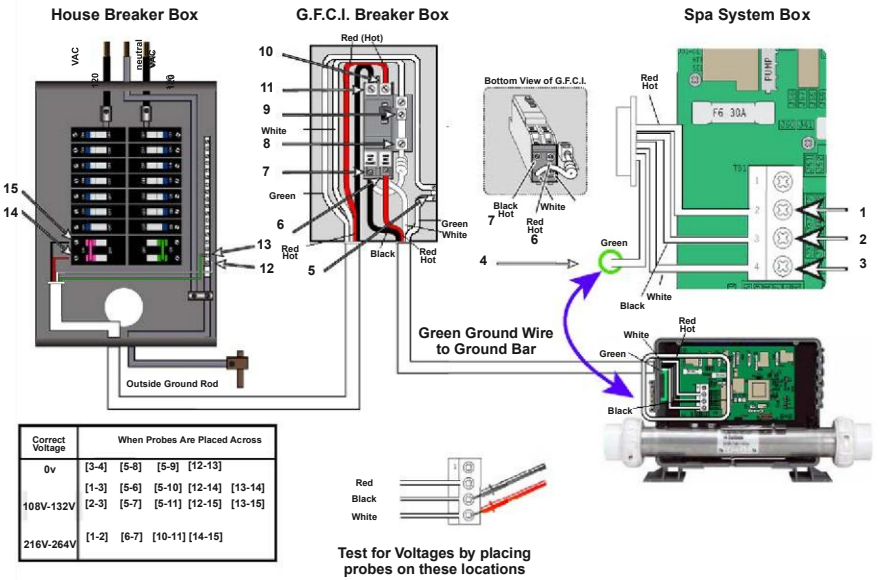
must be readily accessible to the spa occupants, but must not be within 5 feet of the spa.

4) Use only non-metallic conduit and fittings when installing power to the spa.

5) After your spa has been positioned, route lines through the knockout on the left or right front corner of the spa.
6) Connect the power to the spa

Connect each color to its respective terminal block location. The Ground (green) wire must be connected to the grounding terminal which is outside of the System box. The Grounding wire must first enter the system box and then access the grounding terminal via a hole on the side of the box adjacent to the grounding terminal as shown in the picture above.

60 Hz GFCI WIRING SCHEMATIC



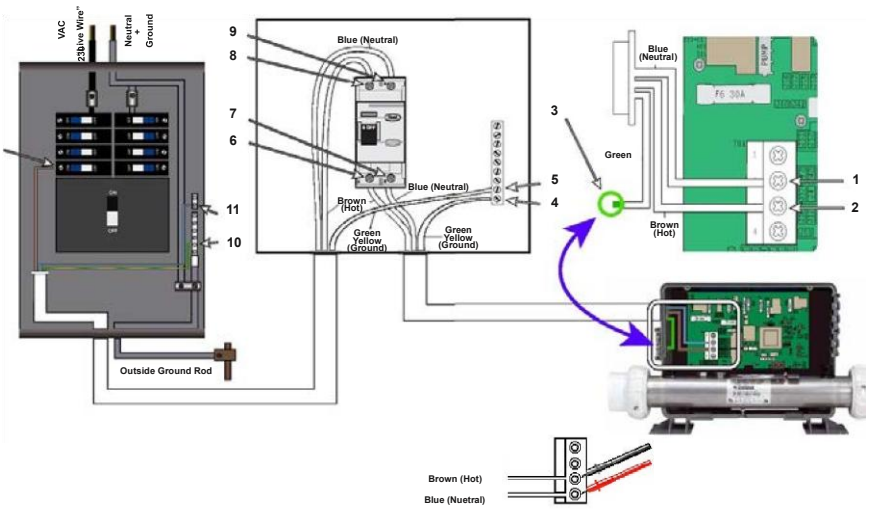
Correct Voltage	When Probes Are Placed Across
0v	[3-4] [5-8] [5-9] [12-13]
108V-132V	[1-3] [5-6] [5-10] [12-14] [13-14] [2-3] [5-7] [5-11] [12-15] [13-15]
216V-264V	[1-2] [6-7] [10-11] [14-15]

240 Volt Residential Wiring Schematic with G.F.C.I.

50 Hz RESIDENTIAL WIRING SCHEMATIC

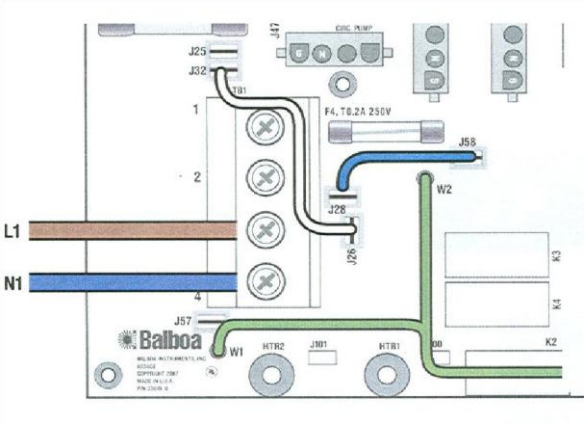
230 Volt/50 Hz Residential Wiring Schematic with 2 Pole RCD Breaker Box

230 VAC House Breaker Box **RCD Breaker Box** **Spa System Box**



Test for Voltages by placing probes on these locations

50 Hz PLATINUM SPAS SINGLE/THREE PHASE

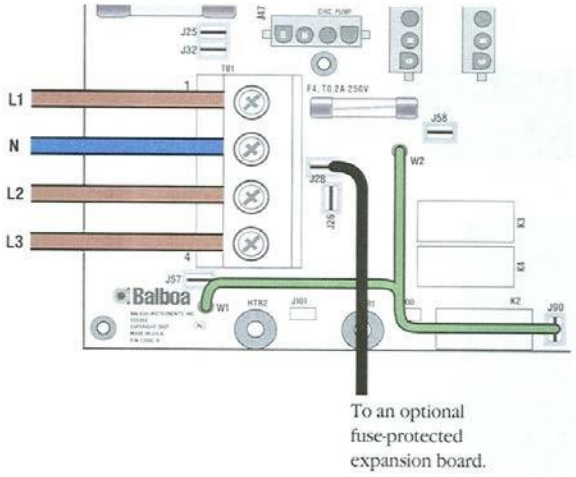


Single Service,
TN and TT
Electrical Systems
(1 X 16 Amp or 1 X 32 Amp)

3 Wires (1 Line + 1 Neutral + 1 Protective Earth)
Protective Earth wire (Green / Yellow) must be connected to system ground terminal as marked.

This option is configured and shipped as the default.
All equipment (pumps, blower and heater) runs on service line L1

50 Hz PLATINUM SPAS SINGLE/THREE PHASE



3-Phase Service, TN and TT Electrical Systems
(3 x 16 Amp)
5 Wires (3 Lines + 1 Neutral + 1 Protective Earth)
Protective Earth wire (Green / Yellow) must be connected to system ground terminal as marked.
IMPORTANT - Service MUST include a neutral wire, with a line neutral voltage of 230 VAC.
The heater runs on service line L1.
All main-board equipment run on service line L3
Additional equipment, such as expansion boards, run on service line L2
Completely remove the white wire from J26 and J32, or J25
Completely remove the blue wire from J28 and J58.
If an expansion board is installed, black wire must connect to J28 (Line L2) only.

SPA START-UP

Please read each step of the Start-up section prior to doing the step.

SELECTING A LOCATION

In preparation for installing your new Artesian spa, you should ensure that your chosen location meets some minimum guidelines:

1) Place your spa on a surface that is large enough for the entire spa to fit. Consider the space needed to easily access equipment compartments and circuit breakers. Remember, all electronics must be kept dry.

2) The spa must be on a solid, level foundation. Recommended: 4 inch cement slab that has cured for at least 72 hours. Your warranty will be voided if the spa is not properly installed. Structural damage due to an improper foundation is not covered under warranty.

3) To avoid potential water damage to the skirt and frame, your spa should be placed on a site where it will not be in the way of water sprinklers.

4) OUTDOOR SPAS: Consider building codes, electrical and plumbing codes, desired proximity to house, wind and sun exposure, location of trees (falling leaves, shade), dressing area, landscaping and lighting when selecting a location.

5) INDOOR SPAS: Floor surface must have traction to prevent slipping when wet. A floor drain is optimum. As room humidity will increase because of the spa, provide ample ventilation to prevent dry rot, mildew and mold. Use materials that will withstand humidity. There may be a need for cross-ventilation fans and/or dehumidifiers. The spa chemicals may corrode some household metals. Provide ample room if servicing should be needed. Strong foundational support is vital, particularly if a second-story site is selected.

6) Ensure the equipment compartment is in a location where it will not be damaged by water drainage. Cover the equipment compartment with a heavy screen if rodents are a problem. Damage due to rodents is not covered under warranty.

7) Have the spa deck installed by a knowledgeable contractor to ensure proper support.

8) If the spa is placed on the ground, even for a short period of time, it must be supported by stones that are at least 2 inches thick and 12 inches square. A solid foundation is recommended as soon as possible.

SPA START-UP

INSPECTION

You will want to inspect your spa, prior to filling it up with water. Look for and remove any debris in the spa tub and in the filter. Verify that pump plugs are installed on the pumps and the pump unions are tight.

FILLING THE SPA WITH WATER

NOTE: DO NOT fill your spa with hot water straight out of your water heater or tap. This water may be as hot as 180 degrees F and will cause damage to the surface and plumbing of the spa. This will void your warranty. Level the spa before filling.

1) Prepare to fill the tub by removing all debris.

2) Remove the filters from your spa (see Removing, Installing and Cleaning Filters, page 53.)

3) Place your garden hose in the center of the filter as shown in the picture below.

4) Fill the tub from the circulation pump line until water level is above the foot-well.

NOTE: This will purge all the air out of the circulation pump. An air lock can cause damage to the circulation pump and is not covered under warranty.

SPA START-UP



FILLING THE SPA WITH WATER

5) Once the water level is filled over the foot-well, you can pull the hose out of the filter line and continue filling the spa from the filter well.

6) Fill the spa to the bottom of the pillows.
NOTE: DO NOT OVER-FILL YOUR TUB!

7) With the front panel off, verify there are no leaks at the pump union.
NOTE: Pump unions can become loose during shipping. Verify that there are no leaks during filling of the spa.

8) Reinstall the filters.

TURNING THE POWER ON

Turn the power to the spa on at the main circuit breaker. Verify that your spa has no messages. Verify that there is good water circulation in the spa. The pumps will come on in cycles, for 1 minute each cycle.

TESTING THE GFCI BREAKER

NOTE: The electrical service panel for your spa should be equipped with a GFCI breaker. To avoid the risk of electrical shock, perform the following safety test before each use of your spa.

SPA START-UP

1) Make sure the power is turned on at the electrical service panel.

2) Turn on the GFCI breaker. If the breaker stays on, it is functioning properly.

NOTE: The spa system will automatically trip the GFCI 24 hours after power up. This is a safety feature and can not be disabled.

VERIFYING WATER CIRCULATION

1) Open all the jets.

2) Press the Pump 1 key to turn the pumps on or off.

3) Make sure each seat has water flow. Note: On certain spas there is a diverter valve. Verify where the diverter valve is located.

NOTE: When power is turned on, your spa is automatically programmed to start circulating water through the circulation pump. Each pump and/or blower will come on consecutively for approximately 1 minute to automatically purge the system. Adjust your temperature by pressing the up button on your touch pad until the desired temperature is displayed. This setting will allow your spa to heat to the set temperature. The spa system will automatically trip the GFCI 24 hours after power up. This is a safety feature and can not be disabled.

DANGER: RISK OF ELECTRICAL SHOCK

If the GFCI breaker fails to operate as described, there is a possibility of an electrical shock if the spa is used. Shut off the power at the main electrical service panel until the source of the problem has been identified and corrected by a licensed electrician or qualified spa technician.

PRIMING THE PUMP

1) Turn off power at electrical service panel.

2) Locate and loosen one of the pump unions on each pump by turning it counterclockwise one half of one turn.

3) Allow air to escape from fittings. When a steady stream of water flows from the pump union, close it by turning it clockwise until tight.

4) Turn on power at electrical service panel.

5) Check once more to make sure that water is flowing from the jets during auto purge. If so, continue. If no water is coming from your spa jets, please call your Artesian dealer for further assistance.

CAUTION: If water is not noticeably coming from your spa jets during the automatic purge, turn on the high speed pump. If water is still not coming from the jets, the pump needs to be manually primed, following the steps below.

WATER PREPARATION

NOTE: Before putting your new spa into operation, understand that preparing your new water is an important part of maintenance. Failure to properly prepare your water can result in substantially decreasing the life of the components and may void your warranty in severe cases. Your Artesian dealer should have a start-up and maintenance kit available for you when you receive your spa.

TOPSIDE CONTROLLER INSTRUCTIONS



TOPSIDE CONTROLLER

AIR VENTURI **PUMP BUTTON** **SPEED CONTROL**



MAIN SCREEN

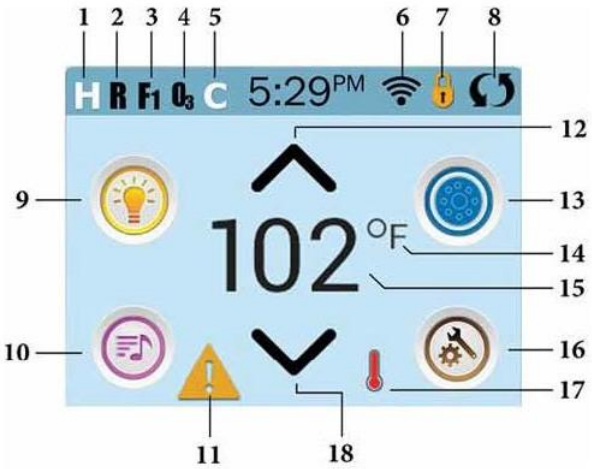
DIRECT FLOW CONTROLLER

SPA STATUS

Important information about spa operation can be seen on the Main Screen. Most features, including Set Temperature adjustment, can be accessed from this screen. The actual water temperature can be seen, and the Set Temperature can be adjusted. Time-of-Day, Ozone and Filter status is available, along with other messages and alerts. The selected Temperature Range is indicated in the upper left corner. The Spa Equipment Control Icon will spin if any pump is running.

A Lock icon is visible if the panel or settings are locked.

ICON SPECIFICATIONS



1. H = High Temperature Range
2. R = Ready Mode
3. F1 = Filter Cycle 1 Running
4. O3 = Ozone Running
5. C = Cleanup Cycle
6. Wi-Fi Signal Indicator
7. Lock Indicator Icon
8. Invert Screen
9. Light Icon = Turns On/Off
10. Music Icon = Press To Enter Music Screen
11. Message Waiting Indicator
12. Set Temperture Up
13. Spa Equipment Control Icon
14. Temperature Scale (F/C)
15. Current Water Temperature
16. Settings Icon

MAIN SCREEN

17. Heat Indicator
18. Set Temperature Down

Note: After 30 minutes* the display will automatically go into sleep mode, which turns the display off. This is normal operation. Touch anywhere on the screen to wake the panel up.

1. H = High Temperature Range. L = Low Temperature Range.

2. R = Ready Mode. RR = Ready And Rest Mode. = Rest Mode.

3. F1 = Filter Cycle 1 is running F2 = Filter Cycle 2 is running. = F+ Filter Cycles 1 and 2 are both running.

4. O_3 = Ozone is Running. If you don't see the icon that means the Ozone is OFF.

5. C = Cleanup Cycle is Running.
Note: Not all systems that can run a Cleanup Cycle display this icon.

6. = Wi-Fi icon just indicates that the Wi-Fi link is connected. It does not indicate signal strength.
NOTE: Not all systems that support Wi-Fi display this icon.

7. Lock Icon:

When displayed, indicates the panel is in a locked mode. To unlock or lock a setting or panel lock, first press the corresponding icon on the Lock Screen, then press and hold the word "Lock" for 5+ seconds until the text and icon change to the opposite state.

There are 2 lock icons that can be shown on the title bar of most screens.

A tall skinny one

representing a settings lock is applied.
It is shown on screens that are affected by the settings lock.

And the standard lock icon Padlock  which represents the Panel being locked. If both settings and panel are locked, only the panel lock will show since the settings lock doesn't do much in that situation.

When the panel is locked, the Settings Screen will only show items not affected by that lock (System Info and Lock Screens).

8. = Invert (or flip) Screen. 



9. Lights is turned ON.  Light is Inactive.  Light is Disabled.

10.  Music is Active.  Music is Inactive.  Music is Disabled.

11. Message Waiting Indicator:

The Message Waiting Indicator will show one of the following icons:

 Fatal error (Spa can't function until it's fixed)

 Normal Error or Warning

 Reminder Message

 Information Message.

Touch the Indicator to go to a Message Screen which shows the message. Some messages will include the "Call for Service" text as it requires a service technician to fix the problem. If the panel is locked and a message alert appears, you will be taken to the Lock Screen (where you will need to Unlock the panel) before you can clear the message.

Touching the Error/Warning/Reminder/Info Icon on the Message Screen will take you to the System Information Screen to allow for troubleshooting over the phone or for a field service tech to better understand what is going on. Exiting the System information Screen will take you back to the Message Screen in that situation.

12.  Adjust set temperature higher.

13.  Spa Equipment Control Icon. Brings up a screen where the spa jets, blower or other equipment can be controlled.

While on the Spa Equipment Screen, you can press a Jets button once for

low speed, and if configured press it again for high speed.

Jet is Inactive. Indicates if a pump is running or not.

14.Indicates if the temperature is in °F Fahrenheit or °C Celsius. 15. Current water temperature if °F or is solid; set temperature if °F or °C is flashing.

16. Setting Icon. Settings is Active. Settings is Inactive (when the panel is locked). Takes you to Settings Screen

17. Different animation sequences, including blinking, may indicate different stages of heating.

18. Adjust set temperature lower

NAVIGATION

Navigating the entire menu structure is done by touching the screen. The three screen selections indicated below can be selected. Touch one of these to enter a different screen with additional controls.
Most menu screens time out and revert to the main screen after 30 seconds of no activity.



MESSAGES

At the bottom of the screen, at certain times an indicator may appear showing that a message is waiting. Touch this indicator to go to the

MAIN SCREEN

Message Display Screen. On that Screen some of the messages can be dismissed.



A Warning Message is waiting

SET TEMPERATURE



SET TEMPERATURE

Press Up or Down once to display the Set Temperature (indicated by a flashing ºF or ºC, plus a change in color of the temperature).

Press Up or Down again to modify the Set Temperature. The Set Temperature changes immediately.

If you need to switch between High Temperature Range and Low Temperature Range you need to go to the Settings Screen.

PRESS AND HOLD

If Up or Down is pressed and held, the temperature will continue to change until you stop pressing, or until the Temperature Range limits are reached.

SPA SCREEN

ALL EQUIPMENT ACCESS

The Spa Screen shows all available equipment* to control. The display shows icons that are related to the equipment installed on a particular spa model, so this screen may change depending on the installation.

The icon buttons are used to select and control individual devices.

* One exception: the Main Spa Light is not shown on the Spa screen; it is only shown (and controlled) on the Main Screen.

SPA SCREEN

If the Spa has a Circ Pump, a Circ Pump Icon will appear to indicate its activity, but outside of Priming Mode, the Circ Pump cannot be controlled directly.



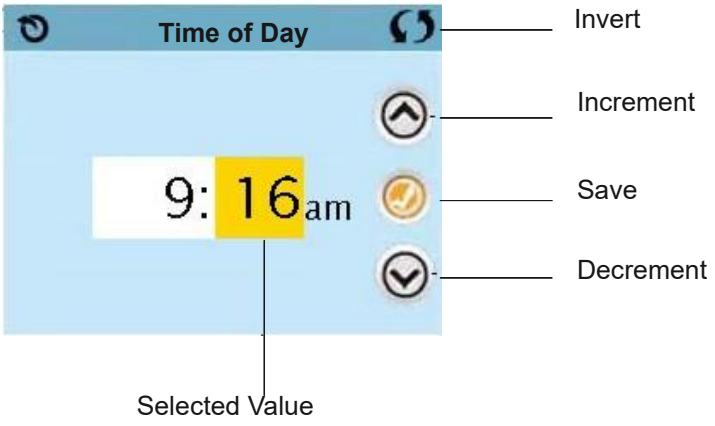
COMMON BUTTONS

VALUES INCREMENT/DECREMENT

If an Up or Down button is shown and pressed when on an editing page, and a value has been selected (highlighted), the value can be incremented by pressing the up arrow or decremented by pressing the down arrow

INVERT

Will appear on upper right on all screens.



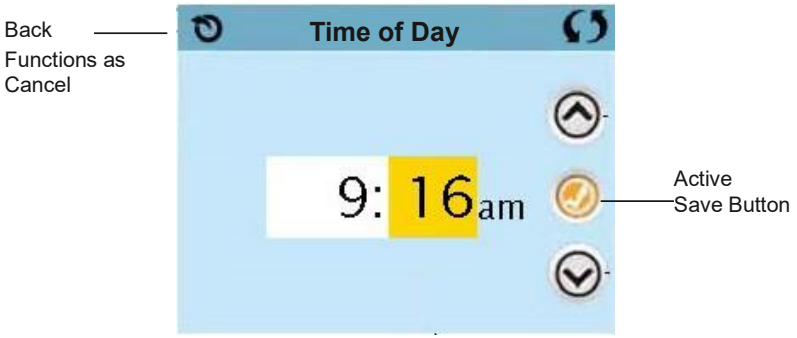
COMMON BUTTONS

EXITING SCREEN

The Back button is on every screen except the Main Screen, the Priming Mode Screen are a Message Display Screen.

When you see only this button, or this button plus an Inactive Save Button, it means Back or Exit. It appears on editing screens before you have changed any value, as well as on all other screens.





When you see both the Back button and an Active Save button, the Save button will Save, while the Back button will Cancel.

If the screen times out due to no activity it will act like Cancel.

COMMON BUTTONS

PAGE RIGHT/LEFT

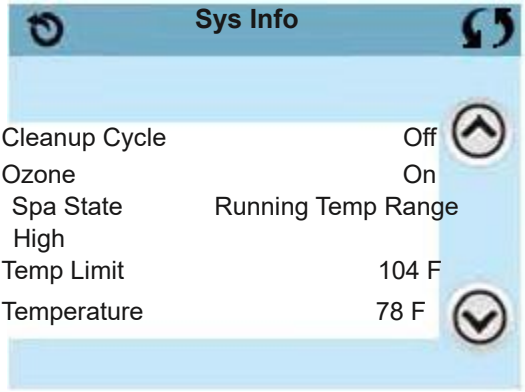
If there is a right arrow at the bottom of the screen, it takes you to the next page.

If there is a left arrow at the bottom of the screen, it takes you to the previous page.



PAGE UP/DOWN

If an Up or Down button is shown and pressed when on a page with a text list, the list can be scrolled a page at a time



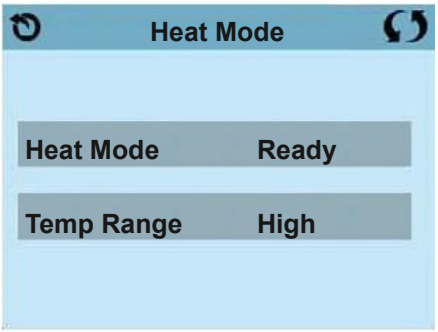
SETTINGS SCREEN

PROGRAMMING, ETC.

The Settings Screen is where all programming and other spa behaviors are controlled. Each icon on the Settings screen takes you to a different screen, where one or more setting may be viewed and/or edited.



The Heat Icon takes you to a screen where you control the Heat Mode and the Temperature Range



DUAL TEMPERATURE RANGES (HIGH VS. LOW)

Settings

This system incorporates two temperature range settings with independent set temperatures. The specific range can be selected on the Settings screen and is visible on the Main Screen in the upper left corner of the display. These ranges can be used for various reasons, with a common use being a “ready to use” setting vs. a “vacation” setting.

Each range maintains its own set temperature as programmed by the user. This way, when a range is chosen, the spa will heat to the set temperature associated with that range.

High Range can be set between 80°F and 104°F. Low Range can be set between 50°F and 99°F. More specific Temp Ranges may be determined by the Manufacturer.
Freeze Protection is active in either range.

SETTINGS SCREEN

HEAT MODE – READY VS. REST

In order for the spa to heat, a pump needs to circulate water through the heater. The pump that performs this function is known as the “heater pump.” The heater pump can be either a 2-speed pump (Pump 1) or a circulation pump.

If the heater pump is a 2-Speed Pump 1, Ready Mode will circulate water every 1/2 hour, using Pump 1 Low, in order to maintain a constant water temperature, heat as needed, and refresh the temperature display. This is known as “polling.”

Rest Mode will only allow heating during programmed filter cycles. Since polling does not occur, the temperature display may not show a current temperature until the heater pump has been running for a minute or two. When the heater pump has come on automatically (for example for heating) you can switch between low speed and high speed but you cannot turn the heater pump off.

CIRCULATION MODE

If the spa is configured for 24HR circulation, the heater pump generally runs continuously. Since the heater pump is always

running, the spa will maintain set temperature and heat as needed in Ready Mode, without polling.

In Rest Mode, the spa will only heat to set temperature during programmed filter times, even though the water is being filtered constantly when in 24HR circulation mode.

READY-IN-REST MODE

Ready in Rest Mode appears in the display if the spa is in Rest Mode and the Jets 1 Button is pressed. When the heater pump has come on automatically (for example for heating) you can switch between low speed and high speed but you cannot turn the heater pump off. After 1 hour, the System will revert to Rest Mode. This mode can also be reset by selecting the Heat Mode line.

FILL IT UP!

PREPARATION AND FILLING

Fill the spa to its correct operating level. Be sure to open all valves and jets in the plumbing system before filling to allow as much air as possible to escape from the plumbing and the control system during the filling process. After turning the power on at the main power panel, the top-side panel will display a splash screen or startup screen.

PRIMING MODE

After the initial start-up sequence, the control will enter Priming Mode and display a Priming Mode screen. Only pump icons appear on the priming mode screen. During the priming mode, the heater is disabled to allow the priming process to be completed without the possibility of energizing the heater under low-flow or no-flow conditions. Nothing comes on automatically, but the pump(s) can be energized by selecting the “Jet” buttons. If the spa has a Circ Pump, it can be turned on and off by pressing the “Circ” button during Priming Mode.

PRIMING THE PUMPS

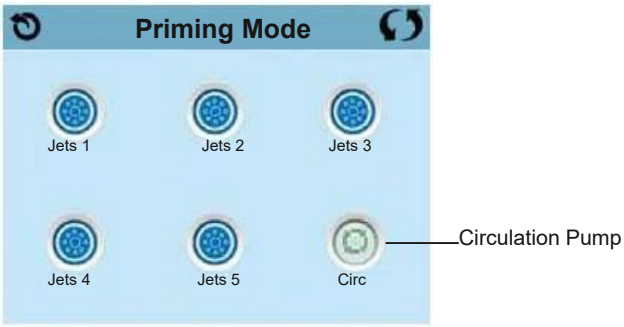
As soon as the Priming Mode screeen appears on the panel, select the “Jets 1” button once to start Pump 1 in low-speed and then again to switch to high-speed. Also, select the other pumps, to turn them on. The pumps should be running in high-speed to facilitate priming. If the pumps have not

primed after 2 minutes, and water is not flowing from the jets in the spa, do not allow the pumps to continue to run. Turn off the pumps and repeat the process.

NOTE: TURNING THE POWER OFF AND BACK ON AGAIN WILL INITIATE A NEW PUMP PRIMING SESSION. SOMETIMES MOMENTARILY TURNING THE PUMP OFF AND ON WILL HELP IT TO PRIME. DO NOT
DO THIS MORE THAN 5 TIMES. IF THE PUMP(S) WILL NOT PRIME, SHUT OFF THE POWER TO THE SPA AND CALL FOR SERVICE.

Important: A pump should not be allowed to run without priming for more than 2 minutes. Under NO circumstances should a pump be allowed to run without priming beyond the end of the 4-5 minute priming mode. Doing so may cause damage to the pump and cause the system to energize the heater and go into an overheat condition.

FILL IT UP!



EXITING PRIMING MODE

The system will automatically enter the normal heating and filtering at the end of the priming mode, which lasts 4-5 minutes.

You can manually exit Priming Mode by pressing the “Back” button on the Priming Mode Screen. Note that if you do not manually exit the priming mode as described above, the priming mode will be automatically

terminated after 4-5 minutes. Be sure that the pump(s) have been primed by this time.

Once the system has exited Priming Mode, the top-side panel will display the Main Screen, but the display will not show the water temperature yet, as shown below. This is because the system requires approximately 1 minute of water flowing through the heater to determine the water temperature and display it.

– – – –°F – – – –°C

SPA BEHAVIOR

PUMPS

On the Spa Screen, select a “Jets” button once to turn the pump on or off, and to shift between low- and high-speeds if equipped. If left running, the pump will turn off after a time-out period.

NON-CIRC SYSTEMS

The low-speed of pump 1 runs when the blower or any other pump is on. If the spa is in Ready Mode, Pump 1 low may also activate for at least 1

SPA BEHAVIOR

minute every 30 minutes to detect the spa temperature (polling) and then to heat to the set temperature if needed. When the low-speed turns on automatically, it cannot be deactivated from the panel, however the high speed may be started.

CIRCULATION PUMP MODES

If the system is equipped with a circ pump, it will be configured to work in one of three different ways:

1, The circ pump operates continuously (24 hours) with the exception of turning off for 30 minutes at a time when the water temperature reaches 3°F (1.5°C) above the set temperature (most likely to happen in very hot climates).

2, The circ pump stays on continuously, regardless of water temperature.

3, A programmable circ pump will come on when the system is checking temperature (polling), during filter cycles, during freeze conditions, or when another pump is on. The specific Circulation Mode that is used has been determined by the Manufacturer and cannot be changed in the field.

Other device options may be available, like Blower, Light, Mister, etc.

FILTRATION AND OZONE

On non-circ systems, Pump 1 low and the ozone generator will run during filtration. On circ systems, the ozone will generally run with the circ pump, but can be limited to filtration cycles. (On some circs systems, Pump 1 low will run along with the circ Pump during filtration.)

The system is factory-programmed with one filter cycle that will run in the evening (assuming the time-of-day is properly set) when energy rates are often lower. The filter time and duration are programmable.

A second filter cycle can be enabled as needed.

At the start of each filter cycle, the water devices like blower, mister device (if these exist) and other pumps will run briefly to purge the plumbing to maintain good water quality.

SPA BEHAVIOR

FREEZE PROTECTION

If the temperature sensors within the heater detect a low enough temperature, then the water devices automatically activate to provide freeze protection. The water devices will run either continuously or periodically depending on conditions.

In colder climates, an optional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Auxiliary freeze sensor protection acts similarly except with the temperature thresholds determined by the switch. See your dealer for details.

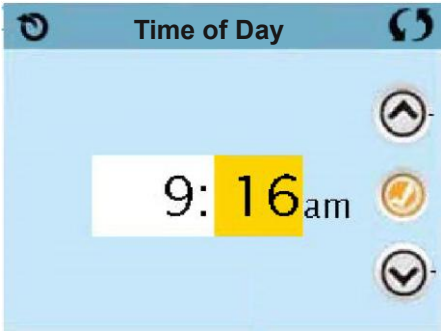
CLEAN-UP CYCLE (OPTIONAL)

When a pump or blower is turned on by a button press, a clean-up cycle begins 30 minutes after the pump or blower is turned off or times out. The pump and the ozone generator will run for 30 minutes or more, depending on the system.

TIME-OF-DAY

Be sure to set the Time-of-Day. Setting the time-of-day is important for determining filtration times and other background features.

The Time Icon  on the Settings Screen takes you to a screen where you control the Time-of-Day. On the Time-of-Day screen, simply select the Hours and Minutes. Use the Up and Down Buttons to make changes, then Save.



If no time-of-day is set in the memory an Information Screen will appear. If you exit it and Information Icon will appear at the bottom of the Main Screen, until the time-of-day has been set.

TIME-OF-DAY

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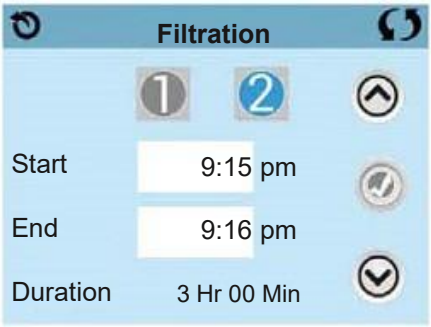
NOTE: THIS ONLY APPLIES TO SOME SYSTEMS: IF POWER IS INTERRUPTED TO THE SYSTEM, TIME-OF-DAY WILL BE MAINTAINED FOR SEVERAL DAYS.

ADJUSTING FILTRATION

MAIN FILTRATION

Using the same adjustment as Setting the Time, Filter Cycles are set using a start time and a duration. Each setting can be adjusted in 15-minute increments. The panel calculates the end time and displays it automatically

The Filter Icon  on the Settings Screen takes you to a screen where you control the Filter Cycles.

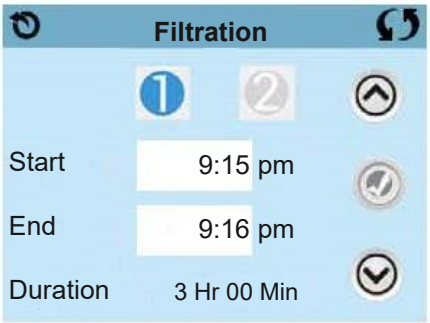


ADJUSTING FILTRATION

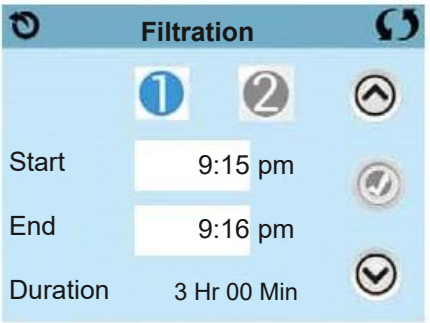
FILTER CYLCE 2 OPTIONAL FILTRATION

Filter Cycle 2 is OFF by default.

Viewing Filter 1 while Filter 2 is OFF:



Viewing Filter 1 while Filter 2 is ON:



Press “1” to view Filter 1. Press “2” once to view Filter 2. Press “2” again to turn Filter 2 ON or OFF.

When Filter Cycle 2 is ON, it can be adjusted in the same manner as Filter Cycle 1.

It is possible to overlap Filter Cycle 1 and Filter Cycle 2, which will shorten overall filtration by the overlap amount.

CIRCULATION PUMP MODES

Some spas may be manufactured with Circ Pump settings that allow programming filtration cycle duration. Some circ Modes are pre-programmed to operate 24 hours a day and are not programmable. Refer to the spa manufacturer’s documentation for any Circ Mode details.

PURGE CYCLES

In order to maintain sanitary conditions, as well as protect against freezing, secondary water devices will purge water from their respective plumbing by running briefly at the beginning of each filter cycle. (Some systems will run a certain number of purge cycles per day, independent of the number of filter cycles per day. In this case, the purge cycles may not coincide with the start of the filter cycle.)

If the Filter Cycle 1 duration is set for 24 hours, enabling Filter Cycle 2 will initiate a purge when Filter Cycle 2 is programmed to begin.

ADJUSTING FILTRATION

THE MEANING OF FILTER CYCLES

1. The heating pump always runs during the filter cycle*
2. In Rest Mode, heating only occurs during the filter cycle
3. Purges happen at the start of each filter cycle

* For example, if your spa is set up for 24/hour circulation except for shutting off when the water temperature is 3˚F/1.3˚C above the set temperature, that shutoff does not occur during filter cycles.

AUXILIARY PANELS

SPECIFIC BUTTONS FOR SPECIFIC DEVICES

If the spa has an Auxiliary Panel(s) installed, pressing buttons on that panel will activate the device indicated for that button.

These dedicated buttons will operate just like the Spa Screen buttons and the equipment will behave in the same manner with each button press.

RESTRICTING OPERATION

The control can be restricted to prevent unwanted use or temperature adjustments. Locking the Panel prevents the controller from being used, but all automatic functions are still active.

Locking the Settings allows Jets and other features to be used, but the Set Temperature and other programmed settings cannot be adjusted. Settings Lock allows access to a reduced selection of menu items. These include Filter Cycles, Invert, Information and Fault Log. They can be seen, but not changed or edited.

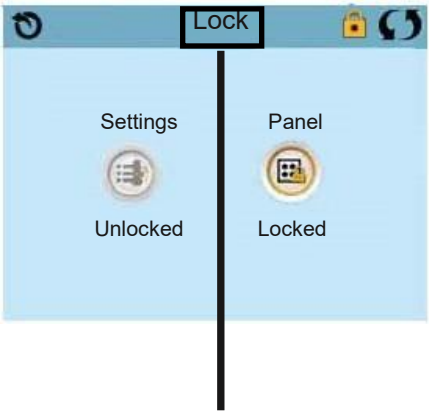


Settings

LOCKING AND UNLOCKING

The same steps are used to Lock and Unlock. To lock either Settings or Panel first select Settings (if it says “Unlocked”) or Panel (if it says “Unlocked”), than press the word “Lock“ for at least 5 seconds.

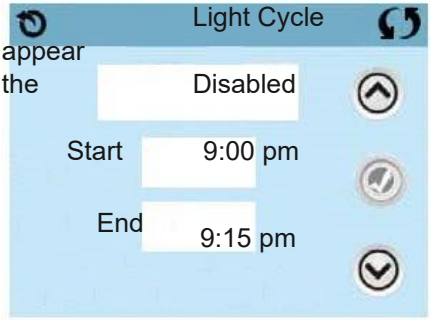
To unlock either Settings or Panel first select Settings (if it says “Locked”) or Panel (if it says “Locked”), than press the word “Lock“ for at least 5 seconds.



Press here for 5 seonds to lock or unlock

ADDITIONAL SETTINGS

LIGHT CYCLE OPTION



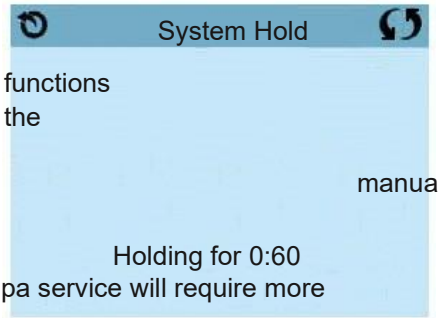
If Light Cycle does not appear on the Settings Screen, the Light Timer feature is not enabled by the manufacturer.

The Light Cycle Icon on the Settings Screen takes you to a screen where you control the Light Cycle.

When available, the Light Timer is (“Disabled“) by default. Press “Disabled“ to change it to “Enabled“ (ON). The settings can be edited the same way that Filter Cycles are edited.

ADDITIONAL SETTINGS

HOLD - M037*



Hold Mode is used to disable the pumps during service functions like cleaning or replacing the filter. Hold Mode will last for 1 hour unless the mode is exited manually.

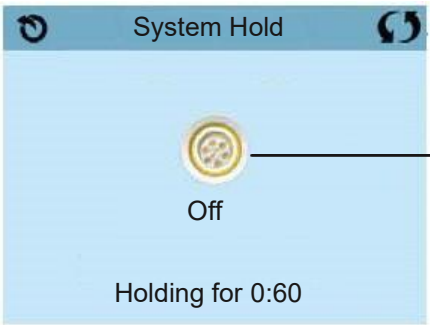
If spa service will require more than an hour,it may be best to

simply shut down power to the spa.

The Hold Icon on the Settings screen places the spa in Hold Mode and displays the System Hold Screen. Touch back to exit Hold Mode on the Settings Screen places the spa in Hold Mode and displays the System Hold screen. Touch Back to exit Hold Mode.

DRAIN MODE

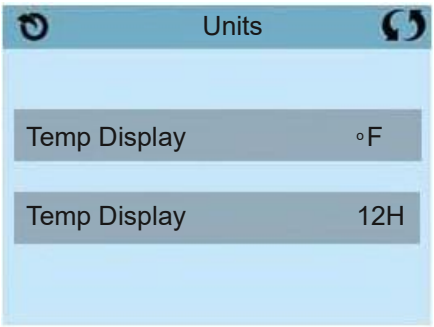
Some spas have a special feature that allows Pump 1 to be employed when draining the water. When available, this feature is a component of Hold Mode.



Touch this icon to turn the Drain Pump On or Off

ADDITIONAL SETTINGS

The Units Icon on the Settings Screen takes you to the Units Screen.



UNITS SCREEN

Press “Temp Display” to change the temperature between Fahrenheit and Celsius.

Press “Time Display“ to change the clock between 12 hr and 24 hr display.

REMINDERS

The Reminder Icon on the Settings Screen takes you to the Reminders screen.



Press “Reminders“ to turn the reminder messages (like “Clean Filter”) ON (Yes) or OFF (No).

ADDITIONAL SETTINGS

CLEANUP CYCLE

Cleanup Cycle Duration is not always enabled, so it may not appear. When it is available, set the length of time Pump 1 will run after each use. 0-4 hours are available. Settings it to 0.0 Hr keeps the Cleanup Cycles from running.

The Cleanup  Icon on the Settings Screen takes you to the Cleanup Cycle screen.



LANGUAGE

The Language Icon  on the Settings Screen takes you to the Language screen.

Change the language displayed on the panel.

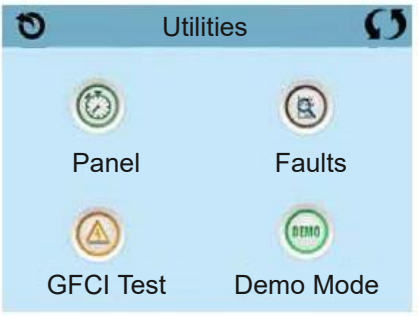




UTILITIES SCREEN

UTILITIES

The Utilities Icon on the Settings Screen takes you to the Utilities Screen. The Utilities Screen contains the following:



PANEL

Touching the Panel Icon  on the Utilities Screen takes you to the Panel



Screen, where you can set how long it takes the panel to go to sleep after the last activity.

The Sleep Timer can be set from 1 minute to 60 minutes.
The default is 30 minutes.

UTILITIES SCREEN

DEMO MODE

Demo Mode is not always enabled, so it may not appear. This is designed to operate several devices in a sequence in order to demonstrate the various features of a particular hot tub.

FAULT LOG

The Fault Log is a record of the last 24 faults that can be reviewed by a service tech. Use the Up and Down buttons to view each of the Faults. When Priming Mode shows in the Fault Log, it is not a fault. Rather, it is used to keep track of spa restarts.

GFCI TEST (FEATURE NOT AVAILABLE ON CE RATED SYSTEMS)

Your systems may have GFCI configured in one of three ways:

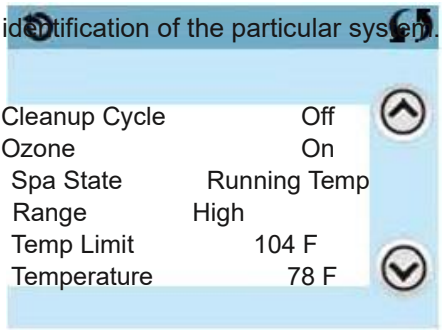
1. GFCI test is not enabled
2. Manual GFCI test is enabled but automatic GFCI test is not enabled3. Both manual and automatic GFCI tests are enabled. The automatic test will happen within 7 days of the spa being installed and if successful will not repeat. (If the automatic test fails it will repeat after the spa is restarted.)

GFCI Test will not appear on the screen if it is not enabled. This screen allows the GFCI to be tested manually from the panel and can be used to reset the automatic test feature.

INFORMATION

SYSTEM INFORMATION

The System Information Screen displays various settings and identification of the particular system. Sys Info



System Model
Displays the Model Number of the System.

Panel Version
Displays a number of the software in the topside control panel.

Software ID (SSID)
Displays the software ID number for the System.

Configuration Signature
Displays the checksum for the system configuration file.

Current Setup
Displays the currently selected Configuration Setup Number.

Dip Switch Settings
Displays a number that represents the DIP switch positions of S1 on the main circuit board.

Heater Voltage (Feature not used on CE rated systems.) Displays the operating voltage configured for the heater.

Heater Wattage as Configured in Software (CE Systems Only.) Displays a heater kilowatt rating as programmed into the control system software (1-3 or 3-6).

Heater Type
Displays a heater type ID number.

UTILITIES - GFCI TEST FEATURE

The Ground Fault Circuit Interrupter (GFCI) or Residual Current Detector (RCD) is an important safety device and is required equipment on a hot tub installation.

(The GFCI Test Feature is not available on CE rated systems.)



VERIFYING A PROPER INSTALLATION

Your spa may be equipped with a GFCI Protection feature. If your spa has this feature enabled by the manufacturer, the GFCI Trip Test must occur to allow proper spa function.

On some systems:
Within 1 to 7 days after startup, the spa will trip the GFCI to test it. (The number of days is factory programmed.) The GFCI must be reset once it has tripped. After passing the GFCI Trip Test, any subsequent GFCI trips will indicate a ground fault or other unsafe condition and the power to the spa must be shut off until a service person can correct the problem.

FORCING THE GFCI TRIP TEST (NORTH AMERICA ONLY)

Touching the GFCI Test Icon on the Utilities Screen takes you to the GFCI Test screen.

The installer can cause the GFCI Trip Test to occur sooner by pressing Test on the GFCI Test screen.

The GFCI should trip within several seconds and the spa should shut down. If it does not, shut down the power and manually verify that a GFCI breaker is installed and that the circuit and spa are wired correctly. Verify the function of the GFCI with its own test button. Restore power to the spa and repeat the GFCI Trip Test.

Once the GFCI is tripped by the test, reset the GFCI and the spa will operate normally from that point. You can verify a successful test by

navigating to the above screen. “Passed” should appear after the Reset line is selected on the GFCI screen.

UTILITIES - GFCI TEST FEATURE

WARNING:
On those systems that automatically test the GFCI within 1 to 7 days after startup: The end-user must be trained to expect this one-time test to occur. The end-user must be trained how to properly reset the GFCI.
If freezing conditions exist, the GFCI or RCD should be reset immediately or spa damage could result.

CE PRODUCT

CE registered systems do not have an RCD Test Feature due to the nature of the electrical service.
Some UL registered systems do not have the GFCI Test Feature activated. The end-user must be trained how to properly test and reset the RCD.

RESET BUTTON:

Only use the Reset Button prior to moving the spa to a new location. Pressing the Reset the button forces a new Test to be performed at the new location.

GENERAL MESSAGES

Most messages and alerts will appear at the bottom of the normally used screens. Several alerts and messages may be displayed in a sequence.

– – – –°F – – – –°C
WATER TEMPERATURE IS UNKNOWN

After the pump has been running for 1 minute, the temperature will be displayed

POSSIBLE FREEZING CONDITION

A potential freeze condition has been detected, or the Aux Freeze Switch has closed. All water devices are activated.



In some cases, pumps may turn on and off and the heater may operate during Freeze Protection.

This is an operational message, not an error indication.

GENERAL MESSAGES

THE WATER IS TOO HOT – M029

The system has detected a spa water temp of 110°F (43.3°C) or more, and spa functions are disabled. System will auto reset when the spa water temp is below 108°F (42.2°C). Check for extended pump operation or high ambient temp.

THE WATER LEVEL IS TOO LOW

This message can only appear on a system that uses a water level sensor. It appears whenever the water level get too low
(or the water level sensor is disconnected), and automatically disappears when the water level is adequate. Pumps and the heater turn OFF when this message appears.

HEATER RELATED MESSAGES

THE WATER FLOW IS LOW – M016

There may not be enough water flow through the heater to carry the heat away from the heating element. Heater start up will begin again after about 1 min.

THE WATER FLOW HAS FAILED – M017

There is not enough water flow through the heater to carry the heat away from the heating element and the heater has been disabled. After the problem has been resolved, reset the message*.

THE HEATER MAY BE DRY – M028

Possible dry heater, or not enough water in the heater to start it. The spa is shut down for 15 min. Reset this message* to reset the heater start-up.

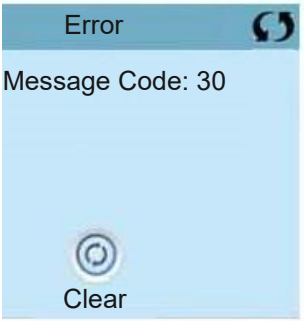
THE HEATER IS DRY* – M027

There is not enough water in the heater to start it. The spa is shut down. After the problem has been resolved, you must reset the message* to restart heater start up.

THE HEATER IS TOO HOT – M030

One of the water temp sensors has detected 118°f (47.8°C) in the heater and the spa is shut down.

You must reset the message* when water is below 108°f (42.2°C).



FLOW-RELATED CHECKS

HEATER RELATED MESSAGES

Check for low water level, suction flow restrictions, closed valves, trapped air, too many closed jets and pump prime.



On some systems, even when spa is shut down by an error condition, some equipment may occasionally turn on to continue monitoring temperature or if freeze protection is needed.

SENSOR RELATED MESSAGES

SENSORS ARE OUT OF SYNC – M015

The temperature sensors MAY be out of sync by 3°F. Call for Service if this message does not disappear within a few minutes.

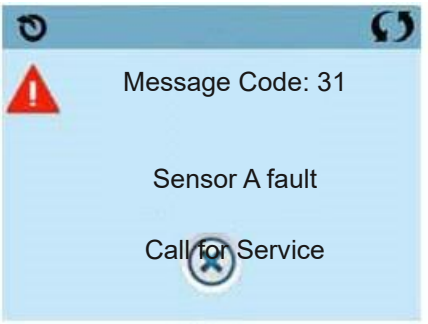
SENSORS ARE OUT OF SYNC -- – M026

The temperature sensors ARE out of sync. The fault above has

Error

been established for at least

1 hour.Call for Service.



SENSOR A FAULT,
SENOR B FAULT –
SENSOR A: M031,
SENSOR B: M032

A temperature sensor or sensor circuit has failed. Call for Service.

MISCELLANEOS MESSAGES

COMMUNICATIONS ERROR

The control panel is not receiving communication from the System. Call for Service.

TEST SOFTWARE INSTALLED

The Control System is operating with test software. Call for Service.

Some messages can be reset from the panel. Messages that can be reset will appear with a Clear Icon at the bottom of the Message Screen. Press the Clear Icon text to reset the message.



SYSTEM RELATED MESSAGES

PROGRAM MEMORY FAILURE – M022

At Power-Up, the system has failed the Program Checksum Test. This indicates a problem with the firmware (operation program) and requires a service call.

PERSISTENT MEMORY ERROR – M021

Contact your dealer or service organization if this message appears on more than one power-up.

THE CLOCK HAS FAILED – M020

Contact your dealer or service organization.

CONFIGURATION ERROR (SPA WILL NOT START UP)

Contact your dealer or service organization

SYSTEM RELATED MESSAGES

GFCI TEST FAILED (SYSTEM COULD NOT TEST THE GFCI) – M036

(North America Only) May indicate an unsafe installation. Contact your dealer or service organization.

A PUMP MAY BE STUCK ON – M034

Water may be overheated. POWER DOWN THE SPA. DO NOT ENTER THE WATER. Contact your dealer or service organization Not all messages may be displayed.

HOT FAULT – M035

A Pump Appears to have been Stuck ON when spa was last powered POWER DOWN THE SPA. DO NOT ENTER THE WATER. Contact your dealer or service organization

Some messages can be reset from the panel. Messages that can be reset will appear with a Clear Icon at the bottom of the Message Screen. Press the Clear Icon text to reset the message.



REMINDER MESSAGES

GENERAL MAINTENANCE HELPS

Reminder Messages can be suppressed by using the Reminders Screen.

Reminder Messages can be chosen individually by the Manufacturer. They may be disabled entirely, or there may be a limited number of reminders on a specific model. The frequency of each reminder (i.e. 7 days) can be specified by the Manufacturer.

CHECK THE PH

May appear on a regular schedule, i.e. every 7 days.
Check pH with a test kit and adjust pH with the appropriate chemicals Check sanitizer level and other water chemistry with a test kit and adjust with the appropriate chemicals.

REMINDER MESSAGES

CHECK THE SANITIZER

May appear on a regular schedule, i.e. every 7 days. Check sanitizer level and other water chemistry with a test kit and adjust with the appropriate chemicals.

CLEAN THE FILTER

May appear on a regular schedule, i.e. every 30 days. Clean the filter media as instructed by the manufacturer.

TEST THE GFCI (OR RCD)

May appear on a regular schedule, i.e. every 30 days.
The GFCI or RCD is an important safety device and must be tested on a regular basis to verify its reliability. Every user should be trained to safely test the GFCI or RCD associated with the hot tub installation.

A GFCI or RCD will have a TEST and RESET button on it that allows a user to verify proper function.

CHANGE THE WATER

May appear on a regular schedule, i.e. every 90 days.
Change the water in the spa on regular basis to maintain proper chemical balance and sanitary conditions

CLEAN THE COVER

May appear on a regular schedule, i.e. every 180 days.
Vinyl covers should be cleaned and conditioned for maximum life.

TREAT THE WOOD

May appear on a regular schedule, i.e. every 180 days.
Wood skirting and furniture should be cleaned and conditioned per the manufacturers instructions for maximum life.

REMINDER MESSAGES

CHANGE THE FILTER

May appear on a regular schedule, i.e. every 365 days.
Filters should be replaced occasionally to maintain proper spa function and sanitary conditions.

CHANGE THE UV

May appear on a regular schedule.
Change the UV as instructed by the manufacturer.

CHECK OZONE

May appear on a regular schedule.

Check the ozone generator as instructed by the manufacturer.

SERVICE CHECK-UP

May appear on a regular schedule.
Do a service check-up as instructed by the manufacturer

Reminder messages can be reset from the panel. Messages that can be reset will appear with a Clear Icon at the bottom of the Message Screen. Press the Clear Icon text to reset the message.



SERVICE AND INSTALLATION

WARNING! QUALIFIDE TECHNICIAN REQUIRED FOR SERVICE AND INSTALLATION

BASIC INSTALLATION AND CONFIGURATION GUIDLINES

Use minimum 6AWG copper conductors only. Torque field connections between 21 and 23 in lbs. Readily accessible disconnecting means to be provided at time of installation.

Permanently connected power supply. Connect only to a circuit protected by a Class A Ground Fault Circuit Interrupter

(GFCI) or Residual Current Device (RCD) mounted at least 5' (1.52M) from the inside walls of the spa/hot tub and in line of sight from the equipment compartment.

CSA enclosure: Type 2

Refer to Wiring Diagram inside the cover of the control enclosure.
Refer to Installation and Safety Instructions provided by the spa manufacturer.

WARNING: People with infectious diseases should not use a spa or hot tub.

WARNING: To avoid injury, exercise care when entering or exiting the spa or hot tub.

WARNING: Do not use a spa or hot tub immediately following strenuous exercise.

WARNING: Prolonged immersion in a spa or hot tub may be injurious to your health.

WARNING: Maintain water chemistry in accordance with the Manufacturers instructions.

WARNING: The equipment and controls shall be located not less than 1.5 meters horizontally from the spa or hot tub.

SERVICE AND INSTALLATION

WARNING! GFCI OR RCD PROTECTION

The Owner should test and reset the GFCI or RCD on a regular basis to verify its function.

WARNING! SHOCK HAZARD!

No User Serviceable Parts

Do not attempt service of this control system. Contact your dealer or service organization for assistance. Follow all owner's manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

CSA COMPLIANCE

CAUTION:

- Test the ground fault circuit interrupter before each use of the spa.
- Read the instruction manual.
- Adequate drainage must be provided if the equipment is to be installedin a pit.
- For use only within an enclosure rated CSA Enclosure 3.
- Connect only to a circuit protected by a Class A ground fault circuitinterrupter or residual current device.
- To ensure continued protection against shock hazard, use only identicalreplacement parts when servicing.
- Install a suitably rated suction guard to match the maximum flow ratemarked.

WARNING:

- Water temperature in excess of 38°C may be injurious to your health.
- Disconnect the electrical power before servicing.

DIRECT FLOW CONTROL PANEL



The Direct Flow individual control panels let you control the spa from the seat.

Speed Control:
The speed control will change the water flow from the jets, from a vigorous massage to a softer massage.

(NOTE: For the speed control to work properly all jets associated with that seat must be in the open position.) Pump Button:

This activates the pump associated with that control. If the pump is not manually turned off after 15 minutes the pump will automatically time out

Air Venturi:
The Air Venturi will add air to the jets and add pressure to the massage.

(NOTE: Pump number 5 (foot dome) speed control is affected by the diverter valve. Speed control will only work if the diverter valve is in the center).

MAINTAINING YOUR SPA

DRAINING YOUR SPA

Your spa needs to be drained, cleaned, waxed, and refilled about every six months. More frequent water changes may be necessary if bather load is heavy. A hose bib has been provided below the left side of your front access panel, to assist you in draining your spa.

1) Turn off the power to your spa.
If you fail to turn the power off, vital components could be damaged. Do not leave an empty spa exposed for long periods of time in hot, sunny weather.



2) Pull and continue turning counter clockwise till cap is removed.



3) Connect the hose



4) Pull nozzle to ensure opening of nozzle.



5) Check the garden hose end to see if water is flowing. If water is not flowing, check the hose for kinks. Also check to see if valve is in the full open position.

CAUTION: The chemical content and temperature of the water will cause damage to certain vegetation. We do not recommend that you drain your spa onto plants or lawns. If you choose to do this, please remove your spa cover and allow spa to cool for a minimum of 24 hours with the spa turned off.

PILLOW CARE

Remove and clean the pillows with soapy water and a soft cloth when needed. Use a vinyl conditioner once a month. Remove pillows when doing chemical shock treatment.

MAINTAINING YOUR SPA

JET CARE

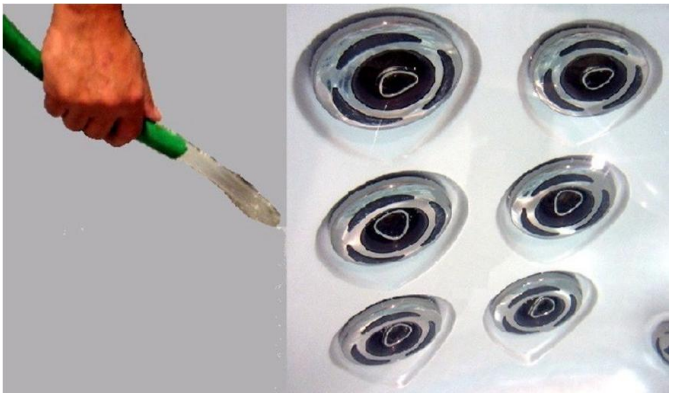
We recommend that you clean your jets when you drain your spa. However, if you do need to clean your jets in between this can be accomplished with a full spa.

Cleaning the jets when draining the spa is recommended

1) Spray jet inserts with a mixture of 1 part vinegar to parts warm water and let soak for 10-15 minutes. Periodically rotate the spinner to break up residue in the jets.



Rinse the jets inserts with a standard garden hose.



Removing, Installing and cleaning Filter

These are the steps needed to properly replace the DROP in filters. Spa filters should be cleaned every month and replaced depending on usage.

NOTE: A jet with stainless steel escutcheons can be slippery. You can use a soft cloth or jar-opening pad to assist in removing and installing the jet.

MAINTAINING YOUR SPA

REMOVING, INSTALLING AND CLEANING FILTERS

These are the steps needed to successfully replace your filters You should replace your disposable spa filters and clean your nondisposable filters every four months.

1) Turn off all power to your spa and remove the filter lid by lifting it out towards you.

2) Turn the filter counterclockwise and remove it from the filter well.

3) Dispose of the used filter.



4) Place the new filter into position and turn clockwise to fasten. DO NOT over-tighten.

5) Follow the directions 1) and 2) for the pleated filter cartridge. You then rinse the filter with a garden hose and soak the filter in a mixture of one pint of filter cleaner with 2.5 gallons of water for at least 12 hours.

The filter must be completely submerged. You then follow the directions 4) and 5) to replace the filter.



WARNING: Power to your spa must be turned off prior to removing your filters. The suction at the filter is extremely strong and can cause injury if there is no filter. NEVER run your spa without the filters properly installed. Injury to person and damage to the

equipment can occur. Any damage to equipment due to this circumstance will not be covered under warranty.

NOTE: You can upgrade your filter to a 75 sqft. filter. Please see your Artesian dealer Part#06-0007-12 (standard) or 06-0008-12 (Nature2) option.

MAINTAINING YOUR SPA

WINTERIZING YOUR SPA

It is not recommended that you drain your spa completely during freezing conditions. We recommend that you leave your spa full of water with the power on to keep the tub from freezing. If you decide to drain your spa during freezing conditions, contact your dealer for help. Contact your Artesian dealer before refilling a drained spa in freezing temperature.

WARNING: Damage to your spa caused by freezing is NOT covered under warranty. Please contact your local Artesian dealer to assist you in winterizing your spa.

SPA CABINET CARE

Your spa comes standard with a KingWood, or faux wood, cabinet. This cabinet requires no maintenance. You may wish to clean the cabinet with mild soap and water from time to time.

1) Gently wash the cabinet with mild soap and water and allow to dry completely.

NOTE: Do not apply any solid type finish such as shellac or varnish. After weathering, these types of finishes will crack and/or turn yellow. To refinish the wood, you will need to completely strip the finish before applying the new one. Use only the stain recommended by your Artesian dealer for refinishing your spa.

CLEANING YOUR SPA INTERIOR

It is important to clean the interior of your spa every time it is drained to help preserve the sheen of your spa's surface. However, it is important that you do not use any abrasive cleaners or strong chemicals. Your Artesian Spas authorized dealer will be able to supply. you with the proper cleaning solution for your spa. After cleaning, make sure all residues are removed prior to filling the spa. This will help prevent sudsing and improper chemical balance.

MAINTAINING YOUR SPA

COVER CARE

Cleaning of your spa cover is an important part of routine maintenance. Dirt acts as an abrasive to the vinyl topcoat, and can also cause wear to folds, seams, and stitching. Mildew growing on damp, dirty vinyl will begin to actually root in the fabric, accelerating failure. Follow this simple routine for cleaning, prior to application of vinyl protectant:

1) Rinse with cool water using a garden hose.

2) Spray with a gentle, non-foaming cleaner and wipe clean. Never use laundry detergent, abrasives, alcohols, dish soaps or harsh cleaners. These can actually remove some of the topcoat and cause premature vinyl failure.

3) For stubborn dirt, use a non-abrasive sponge.

4) Rinse again thoroughly with water and allow to dry.

5) Repeat monthly, or as needed.

Your vinyl cover is affected by the UV in sunlight. Periodic treatment with a liquid protectant will extend the life of your spa. The wrong kind of protectant can be more harmful then no protectant at all. Keep any product away from your spa that is labeled "flammable," that contains any type of oil, or that leaves a waxy coating on your cover.

Never stand or sit on the cover and never drag it over abrasive surfaces. Lift cover only by the handles provided.

CHEMICAL TREATMENT OF WATER

Water from your tap is fine for showers, bathing and drinking. However, in a contained recirculating system such as in a spa, water must be treated with chemicals. The main purpose of chemical treatment is to keep the water sanitary and to maintain a specific balance of the water. Proper balance ensures that the water will not cause irritation to the users or harm the spa's components. Chemical treatment does have its limitations. When water evaporates, chemical residues are left behind. As the levels of the residues combine with other types of residue, such as body oil and detergents, your water becomes increasingly difficult to maintain.

MAINTAINING YOUR SPA

CHEMICAL TREATMENT OF WATER

Because of this residual effect, at some point it becomes easier and more cost-effective to drain, clean and refill your spa with new water. We recommend that the water be changed at least every six months. At this time you should also clean or replace your filters. If your spa has a frequent and/or heavy bather load, it may be necessary to drain and fill your spa more often.

WARNING: Spa damage due to improper chemicals is not covered under warranty.

CAUTION: The chemicals used to maintain the pH balance of the water and to sanitize the water can be dangerous. Always follow these basic guidelines when handling the chemicals:

1. Always read and follow the directions on the label, unless directed otherwise.

2. Never mix different chemicals.

3. Do not exceed the recommended amounts of chemicals—follow the directions on the label.

4. Keep all chemicals out of the reach of children and pets.

5. Keep containers closed tightly when not in use.

6. Never add water to the chemicals—always add the chemicals to the water as directed.

7. Always store chemicals in a cool, dry place.

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.

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.

ARTESIAN SPAS PLATINUM ELITE WARRANTY

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.

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.

ARTESIAN SPAS PLATINUM ELITE 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 orininal 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.

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 32º F to 110º 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

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

Any alteration of the spa that has not been pre-authorized by the manufacturer will void all warranties. If the maunfacturer 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.

SPA & WARRANTY REGISTRATION

Activate Product Warranty & Download Owner's Manuals

Please activate your warranty and register your spa by mailing in this reply card, or go online at www.ArtesianSpas.com and click SUPPORT then "Click Here to Register Your Spa".

Serial # is required below and can be located on the bottom kick plate of the spa, or can be found within the cabinet next to the equipment on a white placard attached to the frame.)

Name_____Email_____

Address_____

City_____ State _____ Zip_____

Phone Number_____

Date of Installation_____ Spa Serial Number (required)_____

Spa Model _____

Your Dealers Name and Location_____

Optional Questions

What other spa brands did you consider buying?_____

How many people are in your household?_____

What is your age bracket? 25-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61-70 ☐ 71+ ☐

What is your reason for purchasing a spa? ☐ Health Benefits ☐ Stress ☐ Relief ☐ Relaxation

Other: _____

Place
Stamp
Here

ARTESIAN SPAS
Attn: Customer Care Department
N. Lamb Blvd.

Las Vegas, NV 89115

4720

_____

_____

_____

Please do not send products or other correspondence to the address below.



ARTESIAN SPAS™

WELLNESS FOR EVERY *BODY*

4720 N. Lamb Blvd.
Las Vegas, Nevada 89115
www.ArtesianSpas.com

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