

# ISLAND SPAS



## OWNER'S MANUAL



Congratulations on the purchase of your new spa. We hope you find years of enjoyment relaxation. Please carefully read the full manual to ensure proper use in using, maintaining, and caring for your spa. Your spa is manufactured with care to ensure safe operation and to meet all regulatory requirements. Owners should ensure that this care is continued when selecting a location for installation and that all manufacturer, local, and/or national recommendations, rules, and codes are followed. Be sure to register your spa to ensure the activation of warranty and notification of any issue requiring attention. May Manufacturing reserves the right to change features, specifications & design without notice and without incurring any obligation.





**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](http://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: \_\_\_\_\_

Dealer Telephone #: \_\_\_\_\_



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# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

**May Manufacturing, LLC dba Artesian Spas™ or any affiliates** are not responsible for any defects, failure or damage resulting from improper installation or use, abnormal environmental conditions, cellular signal reception or transmission, and/or viruses or other software problems introduced into this product or other products that are used or purchased products by the user.

### PLEASE TAKE THE TIME TO READ ALL OF THESE WARNINGS AND CAUTIONS PRIOR TO USING THE 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 the 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!

## READ AND FOLLOW ALL INSTRUCTIONS

1. **WARNING** – To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times. The appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
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.
3. **DANGER – Risk of Electrical Shock – Warning: Before obtaining access to terminals, all supply circuits must be disconnected.** 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.

4. **DANGER – Risk of Electric Shock** - Do not permit any electrical appliance such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa. Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12 V, must be inaccessible to a person in the bath. Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the bath. This product DOES NOT INCLUDE an integrated ground fault circuit interruption device. The use of an integrated ground fault circuit interruption device is required for use. Installation of this device must be done by a qualified electrician and must meet all applicable electrical codes.

5. **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.
6. **Warning:** On spas equipped with a cord-connected ground fault circuit interrupter, the GFCI must be tested prior to each use of the product. If the GFCI is not functioning properly, immediately disconnect the power and contact a qualified electrician to identify and correct the problem.
  7. **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.
  8. **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.
  9. **WARNING – To reduce the risk of injury:**
    - a) The water in a spa should never exceed 104°F (40°C). Water temperatures between 100°F (38°C) and 104°F (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 high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 100°F (38°C).
- c) Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating 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.

10. **WARNING: Risk of Fatal Hypothermia.** Prolonged immersion in cold water may induce hypothermia. Hypothermia occurs when the internal temperature of the body reaches a level several degrees below the normal body temperature of 98.6°F (37°C). The symptoms of Hypothermia include an increase in dizziness, lethargy, drowsiness, and fainting. The effects of Hypothermia include:

- a) Confusion, disorientation, and impaired judgment
- b) Slurred speech, drowsiness, and lethargy
- c) Loss of coordination and muscle weakness
- d) Seizures, coma, and death

The use of alcohol, drugs, and/or medication can greatly increase the risk of fatal Hypothermia.

11. **WARNING: Risk of Fatal Hyperthermia.** Prolonged immersion in hot water may induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F. The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include:

- a) Failure to perceive heat
- b) Failure to recognize the need to exit spa or hot tub
- c) Unawareness of impending hazard
- d) Fetal damage in pregnant women
- e) Physical inability to exit the spa or hot tub
- f) Unconsciousness, resulting in the danger of drowning.

The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

**12. WARNING: Avoid injury and exercise Care in and around the spa.**

- a) Never Jump or Dive into the spa.
- b) Keep long hair up and out of the water to avoid entanglement with spinning jets or other components of the spa.
- c) Always maintain balance and a clear environment when entering or exiting the spa.
- d) Always supervise children in the spa and avoid horseplay.
- e) Keep glassware and other breakable items out of the spa area.

**13. CAUTION: Avoid unauthorized access.**

- a) Ensure spa is installed in a secure area. Fences or enclosures should meet all national and local codes.
- b) Keep spa cover on the spa and locked when not in use.
- c) Immediately replace cover if damaged.

**14. CAUTION: Only use and maintain spa in accordance with manufactures' recommendations.**

- a) Maintain water chemistry only using manufacturers' recommended chemicals.
- b) Ensure all components of the spa are installed properly when spa is in use including; filters, filter lids, weir covers, etc.
- c) Immediately replace and damaged or worn components including cords, covers, pillows, filters, etc. using OEM parts.
- d) Use of unauthorized parts or chemicals may void the warranty.
- e) To ensure proper functionality and component longevity, individual Jet Pumps must not be cycled on and off more than once every minute.


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

1. **CAUTION** – Risk of Electrical Shock - Replace components only with identical components.
2. **WARNING – Prevent Electrocutation** - Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to the system.
3. These units are not provided with an outdoor antenna; when provided, it should be installed in accordance with Article 810 of the National Electrical Code, ANSI/NFPA 70.

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

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

A warning sign is included with the spa to inform users and guests of the risks involved with using a spa. The sign is suitable for indoor and outdoor use. It should be permanently installed in a noticeable place adjacent to the spa. If additional copies of this sign are needed, please contact your dealer.

 <b>WARNING</b>
<b>REDUCE THE RISK OF ELECTROCUTION</b> 1. Install at least 5 feet from water using non-metallic 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.
<b>REDUCE THE RISK OF CHILD DROWNING</b> 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 170 GPM to avoid hair and body entrapment.
<b>REDUCE THE RISK OF OVERHEATING</b> 1. Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care. 2. Exit immediately if uncomfortable, dizzy or sleepy. Spa heat can cause hyperthermia and unconsciousness. 3. Spa heat in conjunction with alcohol, drugs, or medication can cause unconsciousness.
<b>WHEN PREGNANT</b> , 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 100°F (38°C). 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:

5. **CAUTION** – Risk of Electrical Shock - Replace components only with identical components.
6. **WARNING – Prevent Electrocutation** - Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to the system.
7. These units are not provided with an outdoor antenna; when provided, it should be installed in accordance with Article 810 of the National Electrical Code, ANSI/NFPA 70.
8. Do not service this product yourself as opening or removing covers may cause exposure to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.

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

## VGB 2008 - Important Safety Instructions

### WARNING!



**Read and follow all instructions in this owner's manual and on the equipment. Failure to follow instructions can cause severe injury and/or death.**

### WARNING □ SUCTION ENTRAPMENT HAZARD



Suction in suction outlets and/or suction outlet covers which are damaged, broken, cracked, missing, or unsecured can cause severe injury and/or death due to the following entrapment hazards:

**Hair Entrapment:** Hair can become entangled in suction outlet cover.

**Limb Entrapment:** A limb inserted into an opening of a suction outlet sump or suction outlet cover that is damaged, broken, cracked, missing, or not securely attached can result in a mechanical bind or swelling of the limb.

**Body Suction Entrapment:** A negative pressure applied to a large portion of the body or limbs can result in an entrapment.

**Evisceration / Disembowelment Entrapment:** A negative pressure applied directly to the intestines through an unprotected suction outlet sump or suction outlet cover which is damaged, broken, cracked, missing, or unsecured can result in evisceration / disembowelment entrapment.

**Mechanical Entrapment:** There is potential for jewelry, swimsuit, hair decorations, finger, toe, or knuckle to be caught in an opening of a suction outlet cover resulting in mechanical entrapment.



Failure to remove pressure test plugs and/or plugs used in winterization of the pool/spa from the suction outlets can result in an increased potential for suction entrapment as described on the previous page.



Failure to keep suction outlet components clear of debris, such as leaves, dirt, hair, paper and other material, can result in an increased potential for suction entrapment as described above.



Suction outlet components have a finite life. The cover/grate should be inspected frequently and replaced at least every seven years, or if found to be damaged, broken, cracked, missing, or not securely attached.



If the fitting is missing or broken, replace with a fitting of equivalent rating or higher. Use of a lower rated suction fitting could result in entrapment of the body which could result in serious injury including drowning.



Do not use or operate pool, spa, or hot tub if suction fittings are missing, broken or not secured per instructions. The suction fitting is intended to prevent entrapment of the body. Use of the spa hot tub with a missing, broken or improperly secured suction grate may result in serious personal injury including drowning.



When the pool, spa or hot tub is in operation, suction is created at this fitting. Users of the spa or hot tub must be instructed not to come in contact with this fitting in such a way as to block its orifice. If a user of the spa or hot tub blocks this fitting with his/her body, serious personal injury or drowning may occur.



In order to remove the suction cover (for service or winterization), using a Phillips-head screw driver remove the screws. Inspect both the suction cover and suction fitting for any cracks or damages.



It is imperative to securely attach the suction cover to the wall fittings (use only the original supplied screws or obtain original replacements). Do not over tighten the screws. Inspection of fasteners and observation for damaged/tampered with suction fittings is required.



Any and all broken or missing parts must be replaced prior to starting spa or pool pump. Never operate spa or pool without drain cover in place and properly affixed, death or serious injury can result.



Do not exceed the safe flow rate. Do not increase flow through system by increasing pump size or horsepower.



Do not allow children to sit, play or interact with main drains or suction outlet.

## ELECTRICAL REQUIREMENTS

The following information is provided for guidance alone in connecting the electrical power supply to the new spa. ***A qualified, licensed, electrician must perform this work. Failure to follow these instructions will terminate all warranty coverage and could result in serious injury or death.***

### Codes and Compliance

North America – 60 Hz		
	3X Jets, 2 Pumps	4X, 5X, 6X Jets, 2, 3 or 4 Pump
Voltage	240 VAC	240 VAC
Maximum Current	37 A	48 A
Number of Wires	4 (#8 AWG Min.)	4 (#6 AWG Min.)
GFCI Rating	50 A	60 A

*\*X is between 0-9*

Export 50 Hz Island Spas™ are factory preset to operate at 240 V with 3 wires and 30 A maximum input. This product must always be connected to a residual current device (RCD) having a trip current of not more than 30 mA.

## SPA START-UP

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

### Selecting a Location

#### General Guidelines

In preparation for installing the new Island Spas™ spa, ensure that the following general guidelines are considered:

**Artesian Spas™ (May Manufacturing, LLC) highly recommends consulting a qualified licensed contractor, engineer and/or architect prior to the installation of any spa to ensure safety, compliance with national, state and local building, electrical and plumbing codes and to account for local geotechnical and environmental conditions. For further assistance, please contact your authorized Artesian Spas™ Dealer.**

1. Place the spa on a structurally sound and level surface that is large enough for the entire spa. Allow additional space for easy access to equipment compartments and circuit breakers. The location must allow for electrical connections and components to remain dry and away from external sources of water. An adequate drainage system containing proper drainage away from the spa to deal with



overflow water and prevent water from entering the electrical equipment areas is necessary in both semi-inground and above ground installations in order to prevent damage to electronics and tripping circuit breakers. The foundation and/or floor must be able to bear the weight of the expected load consisting of both the filled spa and occupants. Please contact your local authorized dealer and/or contractor to get the maximum weight value for the corresponding spa model.

2. 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 (5.1 cm) thick and 12 inches (30.5 cm) square. Placing the spa on a solid foundation as soon as possible is recommended.
3. The spa must be on a solid, level foundation which may include a concrete pad, concrete pavers, compacted gravel, or reinforced deck.
  - a Any spa pad material selected may be prepared with a slope to allow for drainage away from house or other structures/areas. This slope should not exceed more than 1/2" over an 8ft span. More than this will potentially affect the spa function including water care and jet performance.
  - b Concrete foundations must be a minimum 4 inch (10 cm) cement slab that has properly cured for at least 72 hours (this duration may vary due to local conditions and cement properties) and should be reinforced with rebar or mesh. Rebar or mesh reinforcement in the pad should be attached to a #10 AWG bonding wire per national electrical codes. Contact your local building department and/or electrical code compliance inspector for more information to determine whether an inspection for proper foundation and grounding is required before pouring the concrete slab.
  - c Concrete pavers and compacted gravel must meet the same load requirements to properly support the filled spa, its occupants, and any accessories.
  - d Gravel or Rock base must not exceed 1.5" in rock size for proper support and foundation compaction.
  - e Reinforced deck should be approved and inspected to meet load requirements and local and national codes. Periodic inspection is recommended to ensure a safe structure and use.
  - f The spa must be fully supported when filled with water and while in use. The use of shims or other type leveling materials to level the spa or spa pads will void the warranty.
  - g **The spa warranty will be voided if an improper installation is performed. Structural damage due to an inadequate or improper foundation is not covered under warranty.**
4. Ensure ample space is provided for any required service, that equipment access panels are not blocked and easy access to electrical panels or Ground Fault Circuit Interrupters (GFCI) is available. Installation of all spas must be in accordance with

national, state and local electrical codes and rules. **A licensed Electrician must perform the electrical installation of models without a preinstalled cord and conduct a GFCI test procedure in accordance with applicable codes and approved building plans if required. Fixed wiring requires a disconnect device to be incorporated into the wiring in accordance with national, state and local electrical codes and rules. When permitted by applicable codes and rules, a GFCI or Residual-Current Device (RCD) sub-panel may be used in place of a disconnect device.** All Artesian Spas™ spas are manufactured and tested to all required codes and standards providing maximum protection against electrical shock. **Spa safety features may not operate properly due to improper wiring and could result in risk of fire, electrical shock, injury, or death. In accordance with all pertinent national, state and local codes and rules, all metal components within the maximum specified distance must be bonded and connected to the ground lug on the exterior of the spa control pack.**

5. Ensure the equipment compartment is in a location where it will not be damaged by water infiltration due to drainage or constant exposure. Cover the equipment compartment with a heavy screen if rodents are a problem. **Damage due to rodents is not covered under warranty.**
6. In some instances, it may be necessary to remove the spa from the yard for repair/service. The dealer and service team must have adequate access to service the spa up to and including removal from the property under the terms of the warranty. Artesian Spas or authorized dealer is not responsible for damage or repair of surrounding areas, landscaping, or fences when removal is necessary.

## **Outdoor Spa Installation Guidelines**

**WARNING:** To prevent serious damage to the spa, support surfaces, support structures and/or injury, it is important that the spa foundation be supported by a stable and consistent subsurface.

**Spa placement must take into consideration national, state and local building, electrical, plumbing and safety codes, as well as local environmental and geotechnical conditions. Proof of code compliance for the proposed design plans by a qualified licensed contractor, engineer and/or architect prior to installation may be required for issuance of construction permits. The spa must be positioned at the minimum horizontal and vertical distances from all overhead power lines as required by national, state and local codes.** Further factors to consider are the desired proximity to the home, environmental exposures such as wind and sun (ultraviolet radiation), location of trees and other vegetation (falling leaves, grass and dirt tracked into

spa, roots, shade, etc.), dressing area, landscaping design, lighting, etc. when selecting a location

Since ambient humidity will rise around the spa, materials and components in the surrounding area must be able to withstand elevated humidity levels. Some chemicals for use in sanitation of the spa may corrode metals or degrade other materials in the surrounding area. To avoid potential water damage to the cabinet and frame, the spa must be located on a site away from automatic sprinklers, drains, gutters, etc. and/or sources of frequent external water exposure.

**For installations on a deck or elevated surface, the maximum filled weight of the spa and occupants must be determined. The adequacy of the structural support for a spa placed on a deck or an elevated structure must be determined by a licensed structural engineer, architect or contractor depending on local and state requirements. Inadequate structural support may result in structural damage to the spa and/or serious injury or death to occupants. Have the spa deck installed by a knowledgeable contractor to ensure proper support.**

### **Indoor Spa Installation Guidelines**

Spa placement must take into consideration national, state and local building, electrical and plumbing codes, local geotechnical conditions affecting the structure of the building, indoor environmental conditions, etc. The surrounding floor surface must have sufficient traction to prevent slips and falls when wet. It is recommended that a floor drain and/or catch basin is present to remove water that accumulates in the area with a capacity up to the total volume of the spa model. Since ambient humidity will rise due to the spa, ample ventilation is required to prevent mold, mildew, rot, fungus, bacteria and other conditions related to high humidity. Materials and components in the surrounding area must be able to withstand elevated humidity levels. Some chemicals for use in sanitation of the spa may corrode metals or degrade other materials in the surrounding area. A ventilation design incorporating suction, fresh air intake, cross ventilation and/or dehumidifiers may be required and should be determined by an appropriately licensed professional. Ensure ample room is provided for any required service and that equipment access panels are not blocked. **Strong foundational support is vital, particularly if a second story site is selected. The adequacy of structural support for a spa placed on a floor above ground level or an elevated surface must be determined by a licensed structural engineer, architect or contractor depending on local and state requirements. Have the spa deck installed by a knowledgeable contractor to ensure proper support.**

## Electrical Wiring

**WARNING: The spa must be wired by a certified electrician in accordance with local codes and regulations, as well as with these instructions. Failure to do so will terminate all warranties and invalidate the independent certification company's mark.**

1. The Island 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. For stationary appliances not fitted with means for disconnection from the electrical supply mains having a contact separation in all poles that provide full disconnection under Overvoltage Category III, the disconnection must be incorporated in the fixed wiring of all supply circuits in accordance with the applicable wiring rules.
2. Depending the specific unit, the spa requires 6AWG (10 mm<sup>2</sup>) or 8AWG (8.4 mm<sup>2</sup>) copper wire be used, 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 the 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. Connect the Ground (green) wire to the appropriate grounding terminal.

## 60 Hz, 240 V Residential GFCI Wiring Schematic

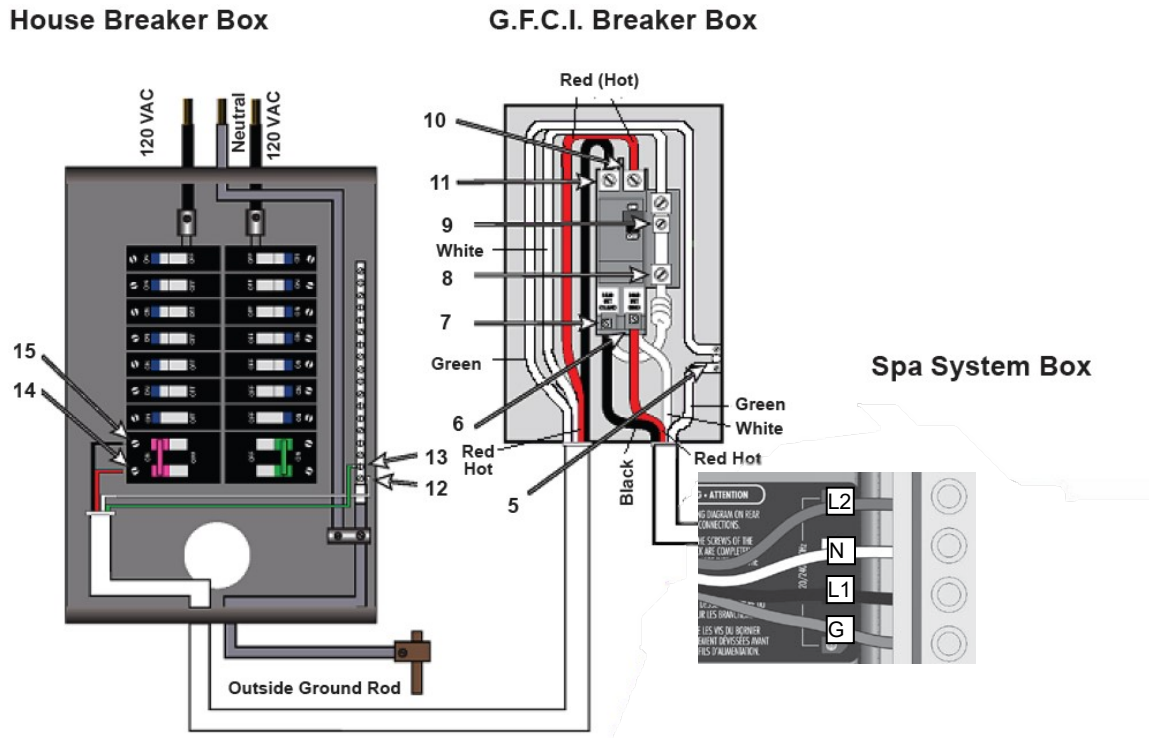


Figure 1. GFCI Wiring Schematic for 60 Hz Systems

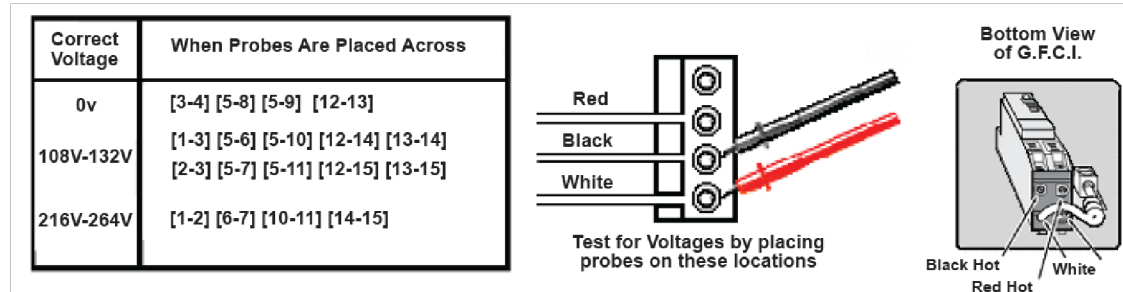
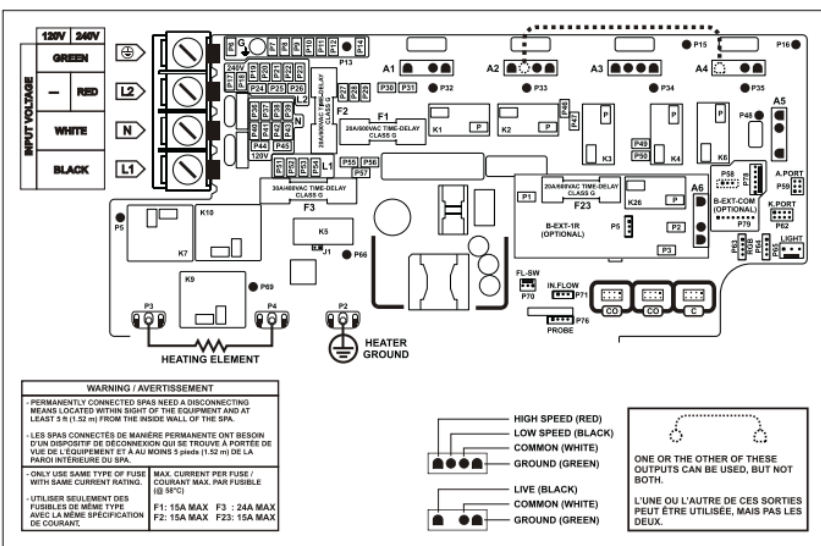
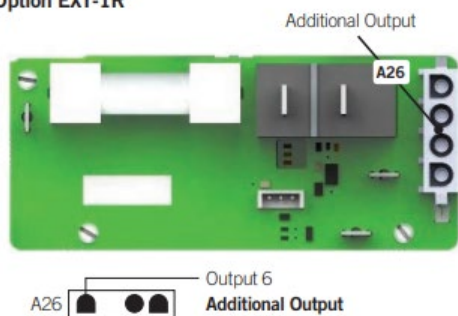


Figure 2. Proper Voltage Readings Across Terminals on House Breaker Box, Spa System Box and GFCI

## Option EXT-1R



Connection for model without AMP connectors:

Direct output 1 (A5)		Pump 1 (A3)		Pump 2 (A2) (in. ye-5 only)		Pump 3 (A4) (in. ye-5 only)	
Voltage	120 V 240 V	Voltage	120 V 240 V	Voltage	120 V 240 V	Voltage	120 V 240 V
Green / ground	P11 P11	Green / ground	P8 P8	Green / ground	P8 P8	Green / ground	P10 P10
Black / line	P49 P49	Black / low speed	K2-P K2-P	Black / low speed	K6-P K6-P	Black / line	K6-P K6-P
White / common	P44 P24	Red / high speed	K4-P K4-P	Red / high speed	K3-P K3-P	White / common	P39 P22
		White / common	P38 P21	White / common	P37 P20		

Optional output (A26) (in. ye-4 or -6 only)		Circulation pump* (A1)		Pump 2 (A2) (in. ye-3 only)		Light (12 V dc, 1.3 A Max.)**	
Voltage	120 V 240 V	Voltage	120 V 240 V	Voltage	120 V 240 V		
Green / ground	P12 P12	Green / ground	P7 P7	Green / ground	P8 P8	P65	
Black / line	K26-P K26-P	Black / line	K1-P K1-P	Black / low speed	K2-P K2-P	LEDs RGB (in. Ju. me only)	
White / common	P45 P26	White / common	P36 P19	White / common	P37 P20		

\* Ozonator and circulation pump can be combined on the same output via the optional splitter PP1.

\*\* Max. available current for Light and LEDs RGB together.

This table shows typical connections. OEMs may have a different connection scheme.

## 50 Hz, 240 V Residential 2 Pole RCD Wiring Schematic

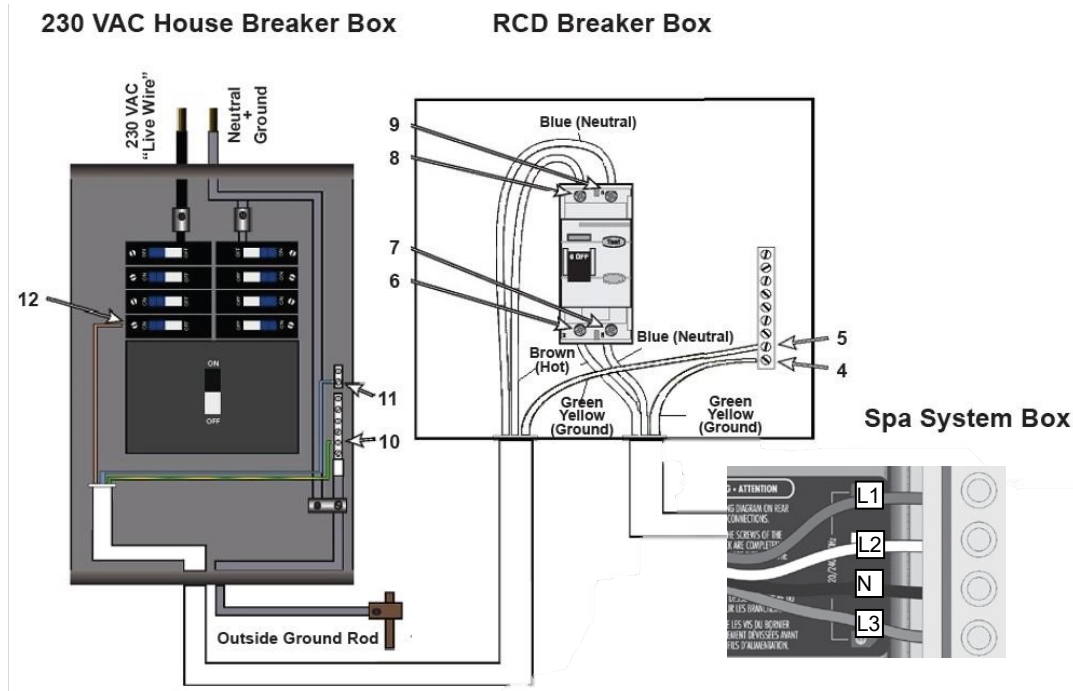
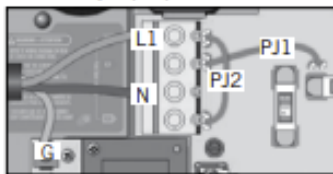


Figure 3. Wiring Schematic for 50 Hz Systems

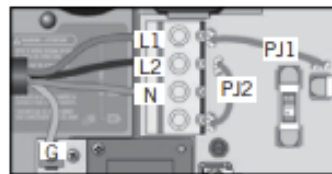
## 50 Hz Single, Two and Three Phase Power Wiring

Determine jumper positions for number of phases



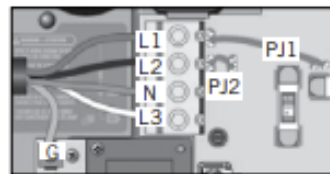
### 1 phase connection

Phase jumpers	Position
PJ1	P7-P13
PJ2	P10-P74



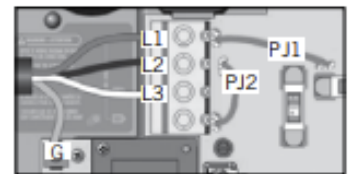
### 2 phase connection

Phase jumpers	Position
PJ1	P7-P10
PJ2	P13-P74



### 3 phase connection

Phase jumpers	Position
PJ1	P7-P10
PJ2	P11-P13



### 3 phase Delta connection

Phase jumpers	Position
PJ1	P7-P10
PJ2	P13-P74

input voltage: 230 V, 50 Hz (line-to-Neutral)

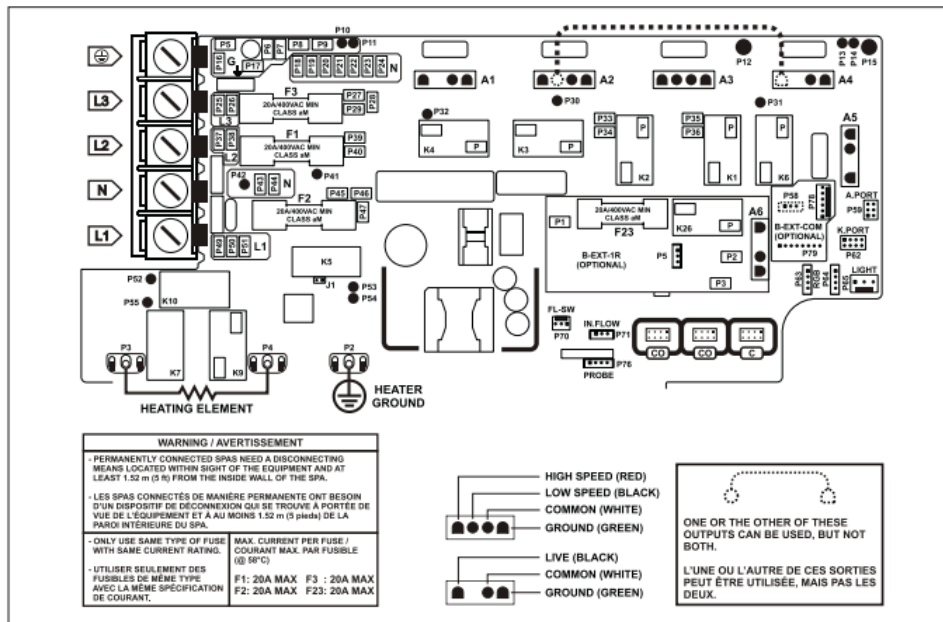
input voltage: 230 V, 50 Hz (line-to-line)

Correct wiring of the electrical service box, RCD, and pack terminal block is essential. Power must be off during this step.

**WARNING!** All connections must be made by a qualified electrician in accordance with the national electrical code and any state, provincial or local electrical code in effect at the time of the installation. This product must always be connected to circuit protected by a residual-current device (RCD).



## Option EXT-1R



### Connection for model without AMP connectors:

Direct output 1 (A5)		Pump 1 (A3)		Pump 1 (A2) (in.ye-5-CE)		Pump 3 (A4) (in.ye-5-CE only)	
Voltage	230 V	Voltage	230 V	Voltage	230 V	Voltage	230 V
Green / ground	P16	Green / ground	P8	Green / ground	P7	Green / ground	P9
Black / line	P45	Black / low speed	K2-P	Black / low speed	K6-P	Black / line	K6-P
White / common	P22	Red / high speed	K1-P	Red / high speed	K3-P	White / common	P21
		White / common	P20	White / common	P19		

Pump 2 (A2) (in.ye-3-CE)		Circulation pump* (A1)		Light (12 V dc, 1.3 A Max.)**		Optional output (A26) (in.ye-4-CE or -5-CE only)	
Voltage	230 V	Voltage	230 V			Voltage	230 V
Green / ground	P7	Green / ground	P6		P65	Green / ground	P17
Black / low speed	K2-P	Black / line	K4-P			Black / line	K26-P
White / common	P19	White / common	P18			White / common	P44

LEDs RGB (in.lu.me only)	
	P63; P64

\* Ozonator and circulation pump can be combined on the same output via the optional splitter PP1.

\*\* Max. available current for Light and LEDs RGB together.

This table shows typical connections. OEMs may have a different connection scheme.

## Filling the Spa with Water

Perform an inspection of the entire spa prior to filling it with water. Look for and remove any debris in the spa tub and/or in the filter area. Verify that pump plugs are installed on the pumps and all pump unions are tight.

**DO NOT** fill the spa with hot water straight out of a water heater or tap. This water may be in excess of 140°F (60°C) and will cause damage to the surface and plumbing of the spa and may cause severe burns to individuals. Filling the spa with hot water will void the warranty. Ensure the spa is level before filling.

1. Prepare to fill the tub by removing all debris.
2. Remove the filters from the spa (see Removing, Installing and Cleaning Filters, page 55).
3. Insert the hose in the area where the filter was located as shown in the picture below.



Figure 7. Filling Location in Filter Housing

4. Fill the spa to the bottom of the pillows to cover jets. **DO NOT overfill the spa.** The water level will rise when occupants are inside.
5. With the front panel off, verify there are no leaks at the pump unions. **Pump unions can become loose during shipping. Verify that there are no leaks during filling of the spa.**
6. Replace filter.

## Powering the Spa On

Turn the power to the spa on at the main circuit breaker. Verify that the spa has no warnings or error messages on the panel display. To verify the circulation system is in good working order, perform the following steps:

1. Open all jets to maximum flow position.

2. Depending on the specific model, press the Jet 1, 2, 3 and 4 buttons to turn the individual pumps on or off.
3. Observe and verify good water flow exists in the jets of each seat.

Upon initial start, one pump will initially come on for 5 minutes and then cycle through each pump sequentially for a one-minute duration.

## **Testing the GFCI for a 60 Hz System**

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

1. Check that the power is turned on at the electrical service panel.
2. Turn on the GFCI. If the GFCI stays on, it is functioning properly.

## **DANGER RISK OF ELECTRICAL SHOCK**

If the GFCI fails to operate as described, there is a possibility of electric 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 Pumps**

1. Turn off power at electrical service panel.
2. Locate and loosen the pump union by turning it counterclockwise one half of one turn.
3. Allow air to escape from the fitting. 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. Perform one additional check to ensure water is flowing from the jets during the auto purge cycle. If so, continue to Water Preparation. If no water flow is coming from the spa jets, please call your Island Spas™ dealer for further assistance.

## **Water Preparation**

Proper understanding of the treatment of fresh water prior to use is an important part of maintenance and is one of the key aspects enabling worry free usage. Proper water care will require regular maintenance to ensure healthy water, good water quality, and to

ensure a long life for your spa. Failure to properly prepare and maintain the water can result in substantially decreased life of the components and may void the warranty in severe cases. Please consult your local Island Spas™ dealer with any water care questions and to ensure an appropriate start-up. Your Island Spas™ dealer will be able to answer specific questions and guide you in the proper chemical types and their use.

When adding chemicals, do so with the cover off the spa. A

## Become familiar with your new Island Spa



- |                             |   |
|-----------------------------|---|
| A. Main Controller          | M. Hip Therapy Jets                           |
| B. Weir/Filter Compartment  | N. Drain                                      |
| C. Waterfall                | O. Ozone Jet (if equipped)                    |
| D. Pillow Fall              | P. Head Rest                                  |
| E. Entry Step/Cooldown Seat | Q. DirectFlow® personal control (if equipped) |
| F. Therapy Jets             |   |
| G. Air Diverter Valve       |   |
| H. Water Diverter Valve     |   |
| I. Suctions                 |   |
| J. Foot Therapy Jets        |   |
| K. Leg Therapy Jets         |   |
| L. Back therapy Jets        |   |

# Topside Controller Instructions

## Keypad layout



Figure 8. Island Spas™ Topside Controller Face

## Power

Rotate the dial ring of the flx.go to turn on the keypad. After 2 minutes of inactivity, the keypad will revert to the sleep mode screen and after 4 minutes of inactivity, the screen will shut off.

## Sleep mode screen



The sleep mode will activate after 2 minutes of inactivity. It can however also be accessed by pressing the flx.go for 2 seconds when in any other menu, or by pressing the “back” icon on the main screen.

The sleep mode screen shows the current water temperature, error indicator, economy indicator and time of day.

When the water temperature set point is higher than the current water temperature, an orange arc will appear. The orange arc indicates that the water is being heated to the temperature set point. The length of the arc represents the temperature difference between the current water temperature and the set point. The total length of the arc will be fully orange when the temperature reaches set point. There is normally a short delay before the heating starts.

## Keypad Functions



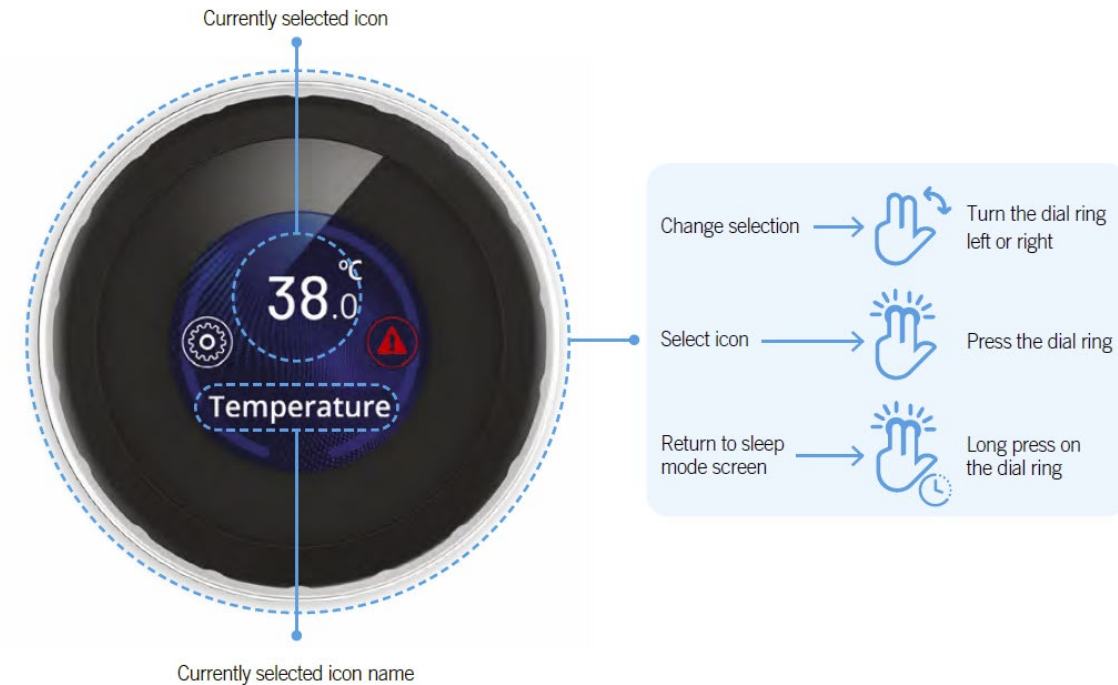
When the water temperature set point is lower than the current water temperature, a blue arc will appear. The blue arc indicates that the water is cooling to the temperature set point. The length of the arc represents the temperature difference between the current water temperature and the set point. It will decrease in size until the temperature reaches set point.

Figure 8. Keypad Functions

**To ensure proper functionality and component longevity, individual Jet Pumps must not be cycled on and off more than one time every minute.**



## Navigation



The main screen gives you access to your features (pumps, lights and more), temperature (set point), errors and settings.

To scroll through the carousel or list menus, simply turn the fix.go dial ring left or right.

### Start and stop accessories



To start or stop an accessory, turn the knob to the associated icon/menu and press the fix.go. Icons will become animated and turn blue (yellow for light icon) when their accessory is turned on. Animation will stop when turned off.

Icons on the screen will reflect the speed or state of the devices running on your hot tub. When an accessory has more than one speed, press the fix.go one more time to reach the second speed.



## Water temperature



When the main screen carousel is turned to the Temperature menu, the central circle will show the current water temperature.

To enter the Temperature menu, press the flx.go.

Then turn the knob left or right to set the desired temperature. Press the flx.go again to validate. The flx.go will then return to the main screen.

## Flip screen



To invert the display orientation, go to the main screen and press on the flip icon.

## High-temperature error



If an over-temp error is active, a red fire triangle with an exclamation point will be displayed on the main screen. This error appears when the water temperature is 42°C (108°F) or higher. Do not enter the hot tub.



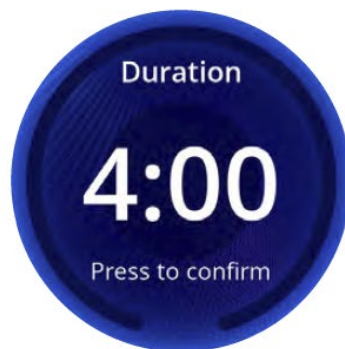
If a red triangle with an exclamation point is displayed in the sleep mode screen, an error is active. Consult the error menu on the main screen for further instructions. There is no icon on the main screen when no error is detected.



To program the filter cycle, you must enter these settings: Start time, Duration and Frequency. Once you have confirmed, you will be brought back to the Settings



**Start:**  
start time of first filtration



**Duration:**  
duration of the filter cycle



**Frequency:**  
number of times the filter cycle is  
executed during a day

menu.

For example, if you set the start time at 8:00, duration at 1:00 and frequency at 4,

the hot tub will filter the water for one hour at 8 AM, 2 PM, 8 PM and 2 AM for a total filtration time per day of 4 hours.

During a filter cycle, pumps run for one minute to purge the plumbing. Then the main filtration pump, most likely

Pump 1, runs for the programmed number of hours.

*\*This section only applies if the in.touch app option was not purchased*

## Purge\*



If your hot tub uses a circulation pump configured to run 24 hours, the screen will show you the purge setting instead of filtration. The purges are pre-programmed

for a fixed number of minutes; therefore, only the start time and frequency can be modified.

To program the purge, you must enter these settings: Start time and Frequency. Once you have confirmed, you will be brought back to the Settings menu..



**Start:**  
start time of first purge



**Frequency:**  
number of times the purge is  
executed during a day

*\*This section only applies if the in.touch app option was not purchased*

### **Economy\***

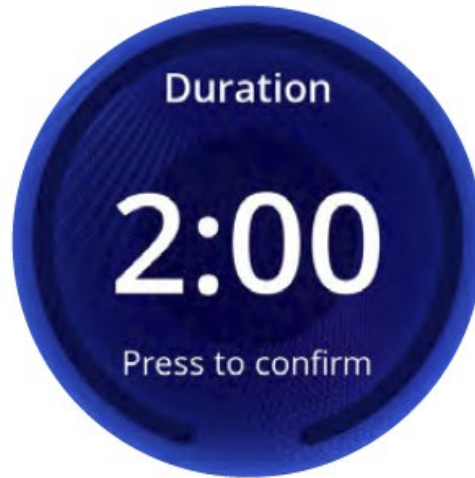


To select an item, turn the knob left or right until the desired menu is highlighted in the middle and press on the flx.go.



This mode allows you to lower the temperature set point of the hot tub by 20°F (11°C) during a specified period of the day to save energy. This means that the heating system will not be enabled unless the temperature falls to 20°F below the hot tub's set temperature. For example, if your set point is at 100°F and you scheduled the hot tub to be in economy mode from 10 PM to 8 AM, the hot tub will let the water temperature drop to 80°F and keep it at this temperature until it exits the economy mode at 8 AM. The water will heat back to 100°F. Note that the displayed set point remains the same (100°F) while in economy mode, but a green leaf is displayed on the sleep mode screen.

Turn the knob to the desired status: **Enabled** or **Disabled**. Press the flx.go to validate the choice.



To program the economy mode, you must enter the following settings: Start time and Duration.

Once confirmed, you will be brought back to the Settings menu.

*\*This section only applies if the in.touch app option was not purchased*



## Watercare



The Watercare menu is only available if in conjunction with a purchased in.touch app option

The Watercare menu will help you set up your ideal filtration and heating settings. Choose between Away from Home,

Standard, Energy Savings, Super Energy and Weekender, depending on your need.

In Economy mode, the set point will be reduced by 20°F\* which means that the heating system will not be engaged

unless the temperature falls to 20°F below the hot tub's set temperature.

The filtration schedule will apply to the main filtration pump, most likely Pump 1.

**Away from Home:** In this mode, the hot tub will always be in economy mode; the set point will be reduced by 20°F.

**Standard:** The hot tub will never be in economy mode and will be filtering according to the pack's low-level configuration.

**Energy Savings:** The hot tub will be in economy mode during the peak hours of the day and resume normal mode on the weekend.

**Super Energy Savings:** The hot tub will always be in economy mode during peak hours, every day of the week.

**Weekender:** The hot tub will be in economy mode from Monday to Friday, and will run normally on the weekend.

## Maintenance



From the Maintenance menu, you can access the following:

- Reminders
- Standby

Turn the wheel and press to select the desired setting.

## Reminders

The flx.go keypad will provide reminders about maintenance required on your hot tub, like rinsing or cleaning the filter.

Every task has its own duration based on normal use. The Reminders menu allows you to check the time left before maintenance is required, as well as to reset the time once a task has been completed. To reset a task, press the icon of the desired reminder. Once you have confirmed, the task will be reset. You can also use the Reset option to reset all the reminders.

## Standby

The Standby mode allows you to service your hot tub. Pumps will stop for 30 minutes and will automatically restart after. The main menu will return at the end once the pumps have restarted.

## In.touch 3+

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 (see page 30) and the equipment will behave in the same manner with each button press.



When an in.touch is detected, a green logo will appear.

## Date



To change the date in the flx.go, press on Date & Time in the settings menu. Press on Date. Use the dial ring to select the Year, Month and Day.

## Time



To change time in the flx.go, press on Date & Time in the Settings menu. Press on Time. Use the dial ring to select the Format (AM/PM or 24H). Select the Hours and Minutes.

## Keypad

In the keypad menu you can access the following:

- Temperature units
- Contrast
- Language
- Lock spa (optional)
- Keypad color (optional)

To select an item, turn the wheel until the desired sub-menu is in the middle of the screen and press.

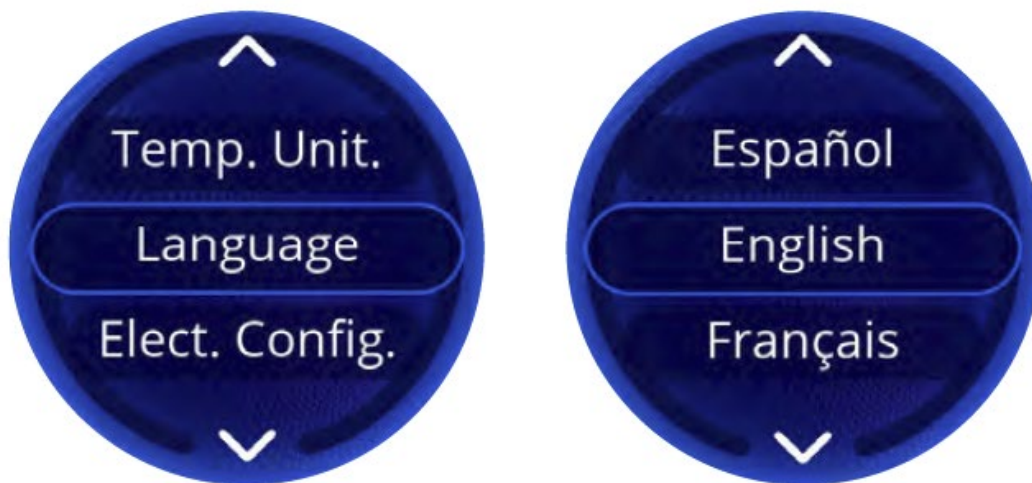
## Temperature units

Water temperature can be displayed in either Fahrenheit (°F) or Celsius (°C).

Use the dial ring to choose the appropriate units to display temperatures.

Once you have confirmed, you will be brought back to the Settings menu.

## Language



Language can be displayed in either English, French, Spanish, Polish, Dutch, German, Norwegian, Swedish, Portuguese, Italian, Hungarian or Czech. Once you have confirmed, you will be brought back to the Settings menu.

## Contrast



To select or change the screen contrast, turn and press the contrast setting you want to use.

## Locking and Unlocking



When this option is enabled, you can partially or completely lock the keypad. When you want to lock the keypad, you are asked to select a 4-digit code. The same code will be needed to unlock the keypad.

The next time you want to lock the keypad, you will be prompted again to select a 4-digit code (same functionality as a safe in a hotel room). The keypad can be unlocked with a universal unlock code (3732) or by a reset of the keypad.

When Full lock is selected, all functions are locked. In Partial lock, you may only activate accessories. Settings may not be changed in this mode.

## Keypad color



If this option is available (depending on the hot tub configuration), the keypad rim color can be changed. Eight (8)



## Electrical Configurations



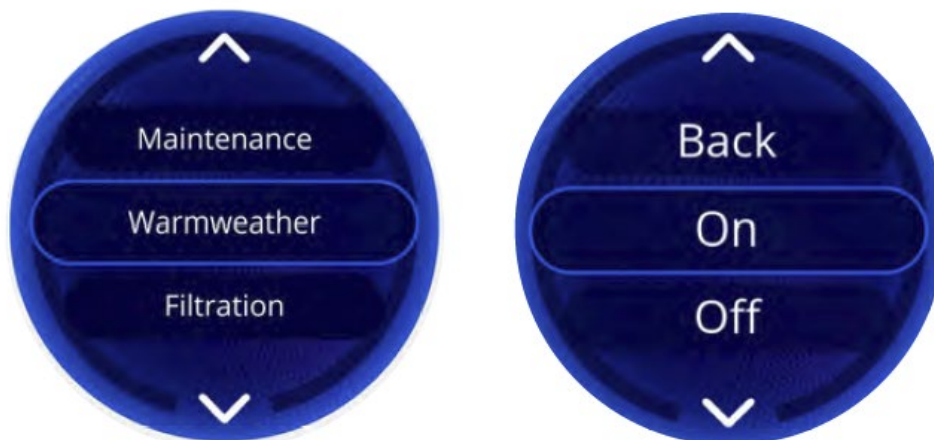
Please do not make changes in this section unless you are a qualified hot tub technician or electrician.

Turn the ring to move to the selection you want to modify and press on the flx.go.

Please see the techbook for your hot tub control system for details on low-level settings.

*If you want to change any electrical configurations (input current, low level and number of phases), you need to enter this code: 5555*

## Warmweather



When pumps are running, they produce heat that may increase your water temperature. Warmweather gives you the option to bypass the pack filtration over-temperature feature. When Warmweather is turned off, the filtration overtemperature is disabled and your hot tub filtering will continue even if the water temperature is high.

## About



This section provides information about the flx.go software number and the revision numbers of the various components of your system.

## Audio



The flx.go can be used with the in.stream 2 audio system. The Audio section in the Settings menu gives you the option to disconnect your Bluetooth-enabled device when using the in.stream 2.



## in.stream 2 Functions



**Only available if the system detects a connected in. stream 2 audio station.**

The audio section lets you control active audio sources. Note that only functions applicable to the selected source will be available. From this section, you can access the following options:

- Sound signal control
- Volume control
- Audio source selection

To select one of the functions, rotate the wheel until the icon of the desired function is surrounded by a blue ring. For more information on the in. stream 2 audio station, please refer to the in. stream 2 techbook.



### Sound signal control

In the in. stream's main menu, the center indicates if a source is playing and which source is selected. You can change song or frequency, as well as pause or start the music.



### Volume adjustment

Turn the wheel to adjust the volume. When the sound is at its lowest, it will be muted.



### Audio sources

To change the audio source, turn the wheel to scroll through the different sources and press the desired one. Note that all sources installed on the in. stream 2 audio station will appear on the screen.

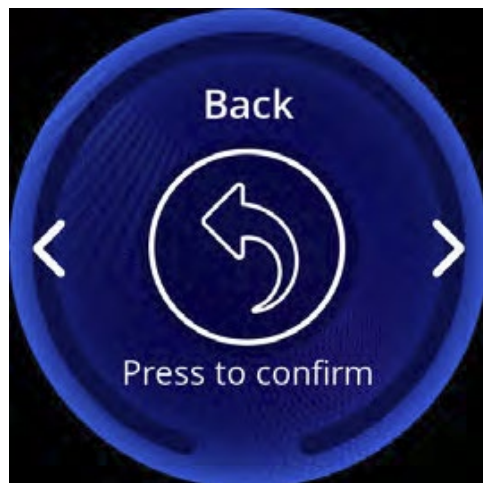


## Factory Reset



When you select Factory Reset, you will be asked to confirm your choice. Doing so will reset all keypad settings to factory default. This should only be done at installation or when replacing a part.

## Back



To return to the Settings menu, scroll to the end of the list to select the “Back” icon.

## in.mix functions



This menu is only available if an in.mix is detected in the hot tub accessories. It allows you to select the color of each zone separately or simultaneously.



### Selection of a zone

To select a zone, turn the wheel until the desired icon is surrounded by a blue ring and press. This selection takes you to the desired zone menu.



### Start/Stop

There are two ways to switch the in.mix on or off. The first is to use the power icon in the All sub-menu. The other is to use the power for each zone separately.



### Color change

Once an area has been selected, use the color wheel to select the color, or the rainbow icon for the color-changing effects.



### Zone synchronization

If you wish to have all 3 zones in the same color, select the desired color from the All sub-menu.

# Errors



The list below shows the various error messages that can appear on the main screen.  
Refer to the troubleshooting and error codes section of the techbook of your hot tub control for more details.

Code	Message
HL	Warning! Do not enter hot tub. High-limit circuit has tripped.
OH	Error. Elevated internal temperature.
FLO	Persistent No Flo, all off. Check filter, pump, blockage, air lock and water level.
FLO	Flo condition. Check filter, pump, blockage, air lock and water level.
Prr	Warning! Do not enter hot tub. Temp probes/detect.circuit defect.
AOH	Error. Elevated internal temperature.
UPL	Upload. The hot tub pack does not have valid software. Please insert valid in.stick to reprogram control system.
CoE	There's a problem communicating with the pack. Please check keypad connections or update pack software.
Hr	Error. Hardware error detected (thermistor).

## Installation error

Upon connecting the flx.go to the control system, you may see one of two error messages:



Please follow the instructions in the message or contact your dealer for more information.



Island Spas Elite™ DIRECTFLOW Personal Control

# MAINTAINING THE SPA

## Draining the Spa

The spa needs to be drained, cleaned, waxed, and refilled about every six months. More frequent water changes may be necessary if the bather load is heavy. A hose bib has been provided to assist in draining the spa.



Figure 9. Hose Bib Opening Instructions

- 1) Turn off the power to the spa. Failing to turn the power off, could cause vital components to be damaged. Do not leave an empty spa exposed for long periods of time in hot, sunny weather.
- 2) Pull tab and then turn counter clockwise till cap is removed.
- 3) Connect the hose to hose bib.
- 4) Ensure outlet end of hose is set to drain water to a location that will handle the volume and flow of water. Direct water away from window wells, basement areas, and plants/vegetation.
- 5) Pull hose bib out to ensure opening of nozzle/drain plug.
- 6) 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 the valve is in the full open position.
- 7) While the spa is drained, take the time to clean the spa fully including inside the filter compartment area and behind pillows. A solution of equal parts water and distilled vinegar is recommended to clean and protect the spa shell. **DO NOT USE HARSH CHEMICALS OR CHEMICALS CONTAINING ACETONE, AMMONIA, OR OTHER SOLVENTS.**

**CAUTION:** The chemical content and temperature of the water will cause damage to certain vegetation. Draining the spa onto plants or lawns is not recommended.

When choosing to do this, please remove the spa cover and allow the spa to cool for a minimum of 24 hours with the spa turned off.

**WARNING:** Your spa must not be left empty and exposed to sunlight. Doing so will cause damage to the shell and other components. If the spa is left empty for any period without water, it should be shaded from direct sunlight. Always keep the cover on the spa as the first defense from exposure. Damage from sun exposure is not covered under the warranty.

## **Freeze Protection**

Your spa is equipped with Smart Winter Mode. SWM is a safety feature that prevents water from freezing in the pipes of the spa. SWM is activated when the temperature under the skirt measures a temperature that may put the spa in danger from freezing.

- **Pump operation**

The pumps are started at high speed for one minute at regular intervals to circulate water and prevent freezing. The interval between cycles depends on the risk of freezing, which is based on the temperature readings.

- **Indicator lights**

The "SWM" indicator light turns on when freeze protection is active, and it flashes when the system is purging the plumbing.

- **Duration**

Smart Winter Mode remains on for a minimum of 24 hours. If it needs to remain on after that, it will stay on, otherwise it will turn off automatically.

## **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.

## **Jet Care**

Cleaning the jets when draining the spa is recommended.

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

Rinse the jet inserts with a standard garden hose.

## Removing, Installing and Cleaning Filters

These are the steps needed to properly replace the filter. Disposable spa filter should be replaced or non-disposable filter should be cleaned every four months.



- 1) Turn off all power to the 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) To replace, set screen back into its place and turn clockwise to fasten. DO NOT over-tighten.
- 5) Place the new filter into position and turn clockwise to fasten. DO NOT overtighten.
- 6) Use of a quality filter soak product is recommended. Please contact your dealer to purchase spa care products.

**NOTE: Only use Artesian Spas™ approved filters. Using a Non Artesian Spa approved filter can cause issues with the circulation system and heater and can void warranty coverage. Please see your Island Spas™ dealer for replacement filters.**

**WARNING: Power to the spa must be turned off prior to removing the filters. The suction at the filter is extremely strong and can cause injury if there is no filter. NEVER run the 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.**

## **Storing or Winterizing the Spa**

An emptied spa (without water) must not be exposed to direct sunlight as acrylic shell damage may occur to UV radiation. It is not recommended that the spa be drained completely during freezing conditions. Leaving the spa full of water with the power on is recommended to keep the tub from freezing. If you decide to drain the spa during freezing conditions, contact your local authorized dealer for assistance.

Contact your Island Spas™ dealer before refilling a drained spa in freezing temperatures.

**WARNING: Damage to the spa caused by freezing is NOT covered under warranty. Please contact your local Island Spas™ dealer to assist you in winterizing the spa.**

## **Spa Cabinet Care**

The spa comes standard with a Grandwood, 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.

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

**Do not apply any solid type finish such as shellac or varnish. After weathering, these types of finishes will crack and/or turn yellow.**

## **Cleaning the Spa Interior**

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

## **Spa Cover Use, Installation and Care**

The spa cover has tie down straps and locking hardware at each corner to securely fasten the cover to the spa cabinet. Proper cover lock installation instructions are included with the cover to ensure compliance with the ASTM F1346-91 safety standard for spa covers.

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

Dirt acts as an abrasive to the fabric and can also cause wear to folds, seams and stitching. Mildew growing on damp, dirty fabric will begin to rot the fabric, accelerating failure.

Follow this simple routine for cleaning, prior to application of fabric.

- 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, alcohol, dish soaps or harsh cleaners. These can remove some of the topcoats and cause premature material 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.

The cover is affected by the UV in sunlight. Periodically clean the spa with water to keep dust and dirt out of the fabric material. Keep any product away from the spa that is labeled “flammable,” that contains any type of oil, or that leaves a coating on the cover.

## **Chemical Treatment of Water**

Water from the 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 pH balance of the water. Proper pH balance ensures that the water will not cause irritation to the users or harm the spa's components. Approved sanitization chemicals for use in your Artesian spa are granular forms of chlorine and bromine products. No other sanitizer chemicals should be used as it may damage your spa and components. Tablet chemical forms or products containing trichloro-chlorine or ammonia will void the warranty and will cause irreversible damage to your spa.

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, the water becomes increasingly difficult to maintain. Because of this residual effect, at some point it becomes easier and more cost effective to drain, clean and refill the 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 the filters. If the spa has a frequent and/or heavy bather load, it may be necessary to drain and fill the spa more often. Refer to the section titled “Draining the Spa” for instructions on page 25.

- Test Water regularly for Sanitizer level, pH level, and alkalinity level.
- Use the appropriate test strip to measure the recommended chemical.
- When adding chemicals, spread the chemical evenly throughout the spa with the pumps running on high.

- Keep cover open and filter pump running for 20 minutes after applying chemicals to ensure proper disbursement through the water and to avoid potential damage to cover, equipment, and spa components.
- Do not mix sanitizer types. It is always best to fully drain the spa if switching from one sanitizer type to another.

During low or no use periods the water should still be maintained to ensure the safety of the spa and components and enable an easy restart when use resumes. If the spa is not to be used for a longer period, consider these options:

- Lower the temperature to 80°F (26°C) or place the spa in LOW range heating mode.
- Avoid component issues or staining in the spa and check the spa weekly for proper treatment.
- Set the spa in Away from Home mode.
- Winterize or drain the spa completely.
- For a spa that has been drained during winter months, use RV antifreeze to help protect against freezing for areas that water is not removed. It is non-toxic and does not require removal prior to refilling the spa.

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

## **ISLAND SPAS™ WARRANTY**

Please take a moment to register your warranty. You can register online at <http://www.artesianspas.com>, click on owner login or mail in the warranty registration card attached to this manual. For warranty information outside of the USA and Canada, please refer to your country's Artesian Spas'™ Distributor.

*Your first resource for warranty work, questions or claims is through the factory authorized Artesian Spas dealer you purchased the product from. Your dealer will support you for the life of your product and will have the best recommendation for service, water care, maintenance and repairs.*

**General provisions applicable to all parts covered by this warranty.**

**1. The spa must be set on a solid level 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.**

**2. Any alteration to any system, either electrical, plumbing, or mechanical, or overuse of chemicals, or any other problems caused by external sources are not covered under warranty. Other exclusions may apply, see limitations for details.**

**3. Damage caused by acts of nature, 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 complete spa warranty.**

**4. The warranty period starts either the day of delivery to the customer or twelve (12) months from the date of manufacturing, whichever date comes first.**

## **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 dba Artesian Spas™.

## **LIMITATIONS**

This warranty is void if this Island Spas Elite™ spa has been subjected to alteration, misuse, or repairs have been performed by anyone other than an authorized agent of May Manufacturing LLC. Misuse or abuse is defined as: use of the spa in a nonresidential application, water temperature outside the range of 32 °F to 110 °F, damage caused by clogged or dirty filter cartridges, damage to the spa from an absence of a hard cover, damage to components from improper pH, use of any type of acid, or from chemical imbalance. ACTS OF NATURE are not covered under this warranty. NOTE: Warranty on 50 Hz spas excludes labor. (Outside US and Canada)

## **LIFETIME STRUCTURE WARRANTY**

Island Spas carry a lifetime structure warranty. The structure is defined as the fiberglass backing of the acrylic surface. 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.

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, deconstruction, 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.

## **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, Bluetooth®, subwoofer, stereo 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 twelve (12) months from the date of manufacturing, whichever date comes first. Please note: Warranty coverage for both parts and labor is covered for 30 days only. Parts, not labor, will be covered for one year from date of installation. 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 as 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.**

## **OZONE/AOP**

The ozone or AOP unit 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 twelve (12) months from the date of manufacturing, whichever date comes first.

## **SPA COVER**

The spa cover manufacturer warrants the spa cover skin for one year from the original start date of the warranty. The warranty period starts either the day of delivery to the customer or twelve (12) months 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 lighting is guaranteed to work upon delivery only. There is no warranty covering the lighting.

## **WHAT IS NOT COVERED UNDER THE 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

- 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.

## **DISCLAIMER**

May Manufacturing LLC dba Artesian Spas, or its agents 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 dba Artesian Spas™ 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.

## **Non-transferability of Warranties**

**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 manufacturer approves an alteration, verify that this alteration is covered under warranty. Damage caused by moving a spa that is blocked in or that has been recessed, along with additional charges for labor, is not covered by this warranty

## **SURFACE WARRANTY**

**Standard 5yr, (Applies to Essential and Luxury models)**

**Elite™ 7yr, (applies to Elite models or those purchased with the “Elite Warranty Option”)**

The spa surface is described as the exposed acrylic 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 date of the warranty.

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 structure warranty will apply.

## **ELECTRICAL WARRANTY**

**Standard 3yr, (Applies to Essential and Luxury models)**

**Elite™ 5yr, (applies to Elite models or those purchased with the “Elite Warranty Option”)**

Electrical components are described as the pumps, control pack including the heater and topside user controls.

The MANUFACTURER warrants the stated electrical equipment to be free from defect in material 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 twelve (12) months from the date of manufacturing, whichever date comes first.

The stereo, speakers, L.E.D. lighting, and AOP or other Watercare components are not included in this warranty but are covered under a separate warranty. Damage caused by acts of nature, 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 complete spa warranty.

## **PLUMBING WARRANTY**

**Standard 3yr, (Applies to Essential and Luxury models)**

**Elite™ 5yr, (applies to Elite models or those purchased with the “Elite Warranty Option”)**

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. Should a repair become necessary, 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.

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.

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

Place  
Stamp  
Here

**ARTESIAN SPAS**

Attn: Customer Care Department  
4720 N. Lamb Blvd.  
Las Vegas, NV 89115

### 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](http://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: \_\_\_\_\_



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WELLNESS FOR EVERY *BODY*

4720 N Lamb Blvd  
Las Vegas, NV 89115  
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