

Platinum Series Spas

Owner's Manual



IMPORTANT SAFETY INFORMATION

READ AND FOLLOW ALL INSTRUCTIONS

Warning — Risk of injury: Children, the elderly, and the infirm should not use the spa unless they are supervised at all times. Infants should not be permitted in the spa at water temperatures over 100° F (38°C).

Spa water temperature in excess of 104° F is not recommended. High water temperatures in excess of 104° F (40° C) and prolonged periods of use can raise internal human body temperature excessively and impair the body's ability to regulate its internal temperature.

Pregnant women and people with heart circulatory conditions, or diabetes, should consult their physicians before using the spa at water temperatures over 100° F (38° C).

Limit your initial use of the spa to 10-15 minutes. High body temperatures affect people differently; consult your physician about your safety and comfort before using the spa.

If your spa product does not have a thermometer, we recommend that you use a medical (clinical) type thermometer for an accurate measurement of spa water temperatures. Other types of thermometer, generally available, such as those used for swimming pools are not sufficiently accurate to determine spa water temperature.

Extra care should be taken when using the spa and consuming alcoholic beverages. Alcohol, drugs, or certain medications, such as tranquilizers, affect a person's ability to withstand high temperatures and may produce dangerous effects, including drowning. Persons using medication should consult with a physician before using a spa.

Danger — Risk of injury: Do not remove the suction grille! It is a safety device and must always be in place on the suction fitting to minimize the potential hazard of hair entanglement or body entrapment.

Keep body, hair, and clothing a minimum of 12 inches away from suction fitting and skimmers at all times when the spa is operating. Hair longer than shoulder length should be secured close to the head, or a bathing cap should be worn.

Do not operate the spa if the suction cover is broken or missing. Contact your Dealer for replacement cover if broken or missing.

The wet surface of the spa is slippery. Use care when entering and exiting.

DANGER — Risk of child drowning: Do not permit children to use this product unless they are closely supervised. The use of a locked cover is highly recommended to prevent unattended access.

DANGER — RISK OF ELECTRICAL SHOCK: When installing and operating this electrical equipment, basic safety precautions should always be adhered to including the following.

Warning: A wire connector is provided at the electrical cabinet on this spa to connect a minimum No. 8 AWG (8.4 mm²) solid copper conductor between this spa and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the spa.

Do not use electrically connected devices such as television, radio, or stereo speakers, lights, cooking devices, or telephones within 5 feet (1.5 m) of the spa while the spa is being used. Lighting fixtures must not be located directly above or within 5 feet (1.5 m) of the spa. If located within 10 feet (3.0 m) of the spa, they must be on a circuit protected by a GFCI (Ground Fault Circuit Interrupter).

All fixed metal objects located within 5 feet of the spa, such as fence posts, railings, door frames, greenhouse structures, gutters, etc., must be attached to the bonding bar on the outside of the spa electrical cabinet using #8 solid copper wire.

With #8 solid copper wire, bond the spa to the house electrical panel or approved local bond.

The spa must be installed with adequate access and water drainage system (refer to Installation) Instructions, to drain water away from electrical components.

CAUTION: Do not turn power ON to the spa unless it is filled with water to the normal water level, which is to the water level indicator mark on the skimmer frame. Activating the spa when there is an insufficient amount of water can damage the circulation pump and may cause a fire.

Spas installed in a 230VAC circuit:

DANGER — RISK OF ELECTRICAL SHOCK

Your spa must be equipped with a GFCI at the Main Electrical Panel. At initial start-up and before each use thereafter with power ON, push the GFCI test button. The reset button should pop out. Push this button in to reset. If the interrupter fails to operate in this manner, there is a ground current flowing or a device malfunctioning, indicating the possibility of electrical shock. **Turn off power and do not use the spa until the source of the breakdown has been identified and corrected.**

Platinum Whirlpool Spas

OWNER'S MANUAL

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Owner's Record

Date Purchased _____

Purchased From _____

Installed By _____

Spa Serial Number _____ Model # _____

PLATINUM SERIES SPECIFICATIONS

Laser™

DIMENSIONS

84" (2134. mm) L
84" (2134. mm) W
36" (914. mm) H

ELECTRICAL REQUIREMENTS

230 VAC, 4-Wire,
50 AMP, 60 Hz
GFCI Protected
Dedicated Separate Circuit

TOTAL WEIGHT/ FLOOR LOADING

4771lb (2169 kg)
105 lb/sq. ft. (512 kg/m²)

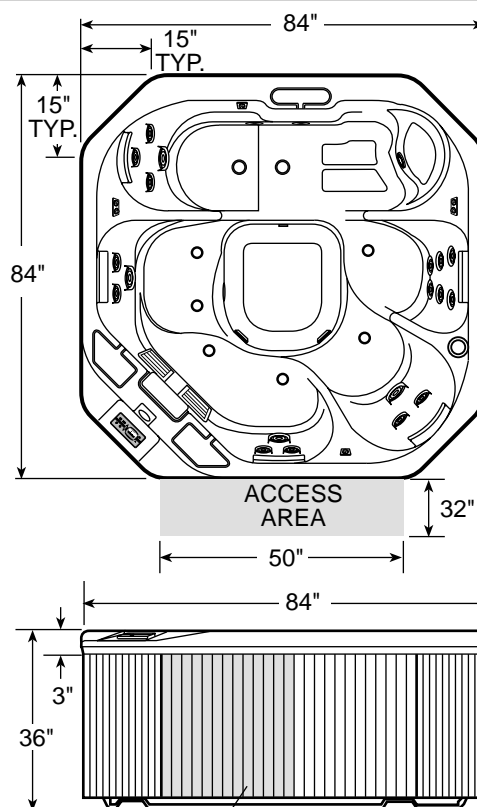
OPERATING GALLONAGE

375 U.S. gal
(1419 liters)

PRODUCT WEIGHT

595 lb
(270 kg)

Product specifications are subject to change without notice.



TO GAIN ACCESS FOR SERVICE OR MAINTENANCE:
REMOVE SCREWS RETAINING DOOR PANEL.
SERIAL NUMBER IS LOCATED BEHIND PANEL.

Pinnacle™

DIMENSIONS

96" (2438 mm) L
96" (2438 mm) W
42" (1067 mm) H

ELECTRICAL REQUIREMENTS

230 VAC, 4-Wire,
50 AMP, 60 Hz
GFCI Protected
Dedicated Separate Circuit

TOTAL WEIGHT/ FLOOR LOADING

6732 lb (3060 kg)
105 lb/sq. ft. (512 kg/m²)

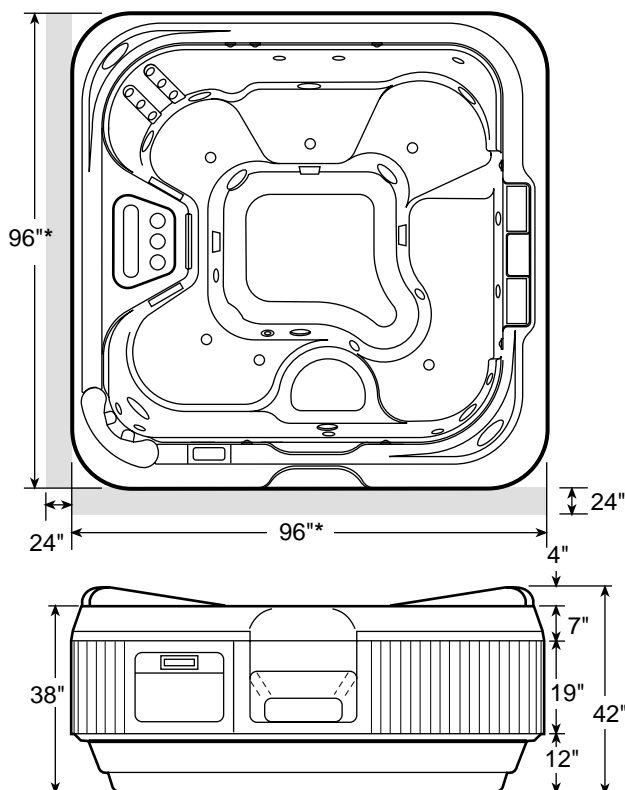
OPERATING GALLONAGE

550 U.S. gal
(2082 liters)

PRODUCT WEIGHT

950 lb
(432 kg)

Product specifications are subject to change without notice.



* Allow 24" minimum on these sides for service access.
Serial number is behind access panel near filter well.

PLATINUM SERIES SPECIFICATIONS

Quantum™

DIMENSIONS

94" (2388 mm) L
87" (2210 mm) W
36.5" (927 mm) H

ELECTRICAL REQUIREMENTS

230 VAC, 4-Wire,
50 AMP, 60 Hz
GFCI Protected
Dedicated Separate Circuit

TOTAL WEIGHT/ FLOOR LOADING

4980 lb (2263 kg)
88 lb/sq. ft. (429 kg/m²)

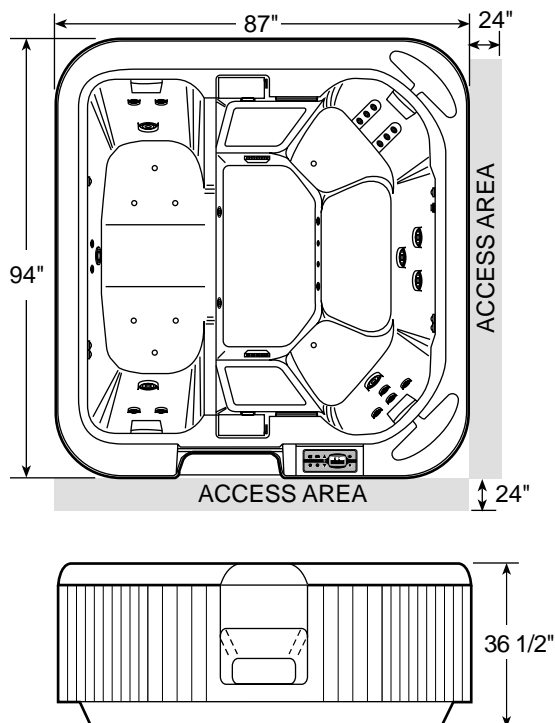
OPERATING GALLONAGE

400 U.S. gal
(1514 liters)

PRODUCT WEIGHT

748 lb
(340 kg)

Product specifications are subject
to change without notice.



TO GAIN ACCESS FOR SERVICE OR MAINTENANCE:
REMOVE SCREWS RETAINING SKIRT PANELS.
SERIAL NUMBER IS LOCATED BEHIND PANEL
ON RIGHT FRONT CORNER .

Santina™

DIMENSIONS

84" (2134. mm) L
84" (2134. mm) W
36" (914. mm) H

ELECTRICAL REQUIREMENTS

230 VAC, 4-Wire,
50 AMP, 60 Hz
GFCI Protected
Dedicated Separate Circuit

TOTAL WEIGHT/ FLOOR LOADING

4771lb (2169 kg)
105 lb/sq. ft. (512 kg/m²)

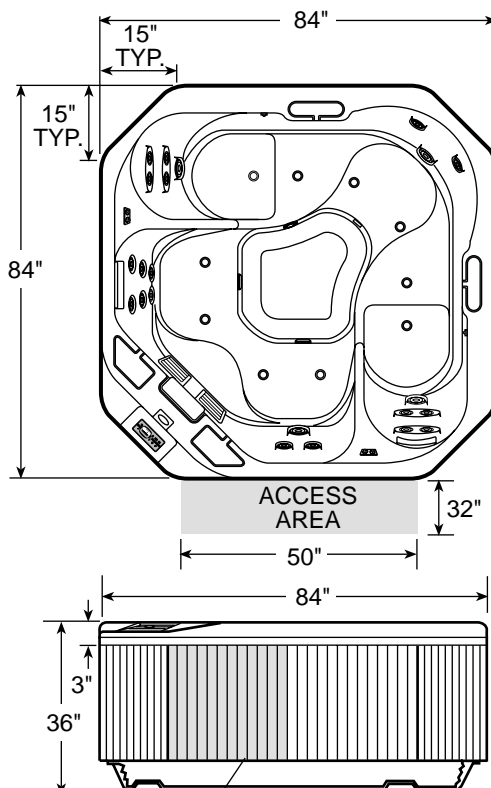
OPERATING GALLONAGE

375 U.S. gal
(1419 liters)

PRODUCT WEIGHT

595 lb
(270 kg)

Product specifications are subject
to change without notice.



TO GAIN ACCESS FOR SERVICE OR MAINTENANCE:
REMOVE SCREWS RETAINING DOOR PANEL.
SERIAL NUMBER IS LOCATED BEHIND PANEL.

PLATINUM SERIES SPECIFICATIONS

TRITON™

DIMENSIONS

91" (2311 mm) L
91" (2311 mm) W
37-1/2" (953 mm) H1
41-1/2" (1054 mm) H2

ELECTRICAL REQUIREMENTS

240 VAC, 3-Wire,
50 AMP, 60 Hz
GFCI Protected
Dedicated Separate Circuit

TOTAL WEIGHT/ FLOOR LOADING

5335 lb (2420 kg)
104 lb/sq. ft. (509 kg/m²)

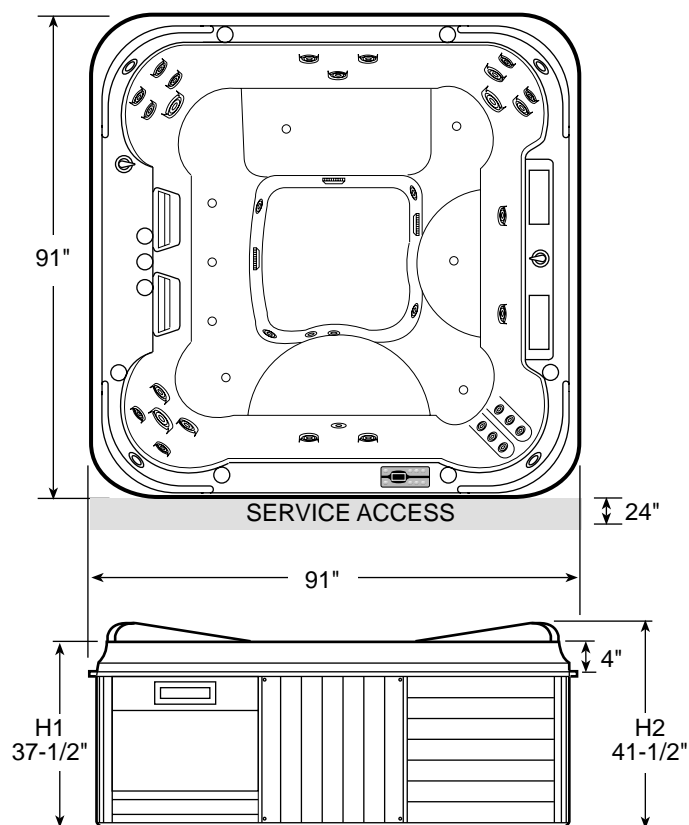
OPERATING GALLONAGE

390 U.S. gal
(1477 liters)

PRODUCT WEIGHT

880 lb
(400 kg)

Product specifications are subject
to change without notice.



TO GAIN ACCESS FOR SERVICE OR MAINTENANCE:
REMOVE SCREWS RETAINING SKIRT PANEL.
SERIAL NUMBER IS LOCATED BEHIND PANEL.

INSTALLATION

Inspection and Shipping Claim

Check for shipping damage upon receipt of the spa. Jacuzzi Whirlpool Bath is not responsible for damage to the spa sustained during shipment. If damage is evident before unpacking, refer to instructions regarding shipping claims on the outside of the carton and immediately file a claim with the carrier.

Once the spa has been removed from the carton and before it is permanently installed, check the spa completely for damage. Fill the shell with water and operate the system (refer to Operating Instructions) to check for leaks which may have resulted from improper shipping or handling. All Jacuzzi Whirlpool Bath spas are factory tested for proper operation and water tight connections prior to shipment. If leaks or other problems are detected, immediately notify your Jacuzzi Whirlpool Bath dealer, Authorized Service Agent, or call Jacuzzi Whirlpool Bath, (800) 288-4002 for Warranty Service.

NOTE: Damage or defects which could have been discovered and repaired prior to installation and which are claimed after final installation of the spa, are excluded from our warranty.

Positioning Your Spa

Because your spa is portable, you can locate it just about anywhere you wish—on a deck, patio, or even indoors. Just be sure to position it above ground in an area with good drainage and on a level, continuous surface which can support the weight of the spa when filled with water and people. You must also provide access to the spa's equipment for service and general maintenance. See specifications sheet for minimum service access requirements.

Electrical Requirements

Your Platinum Series spa (except the Triton) requires a 230 VAC, 50 AMP, 4-wire, grounded type GFCI protected electrical service with copper conductors, and must be in a separate circuit having no other appliance connected in that circuit. If you do not have this kind of circuit, a qualified electrician should install the necessary wiring. A wiring diagram is provided on the inside cover of the electrical control box. Inadequately sized wiring may cause the unit to malfunction and bring about permanent damage to the spa's electrical system. The circuit must also have a ground wire in order to take advantage of the designed-in safety features of the spa. A bond wire must also be used. Bond according to procedure described on the next page.

WARNING: Without proper grounding and bonding, a system malfunction may cause fatal shock.

INSTALLATION

Electrical Precautions

CAUTION: Do NOT apply electrical power to the spa unless it is filled with water to the normal water level, which is approximately 7" below the spa rim (refer to location of water level indicator on face of skimmer). If the spa's motor/pumps are actuated when there is not sufficient water in the unit, the circulation pump could be irreparably damaged. Not heeding this caution will nullify the warranty. In addition to damaging the unit, operating the unit with insufficient water could cause a fire.

Do NOT locate lighting fixtures directly above the spa; lighting and electrical receptacles must be located at least 5 feet from the spa. Lighting located between 5 and 10 feet from the spa must be on a circuit protected by a GFCI. (Refer to National Electrical Code, 680-6.)

Do NOT use electrically connected devices, such as television, radio, telephones, stereo speakers, light or cooking devices within 5 feet of the spa when the spa is being used.

All fixed metal objects located within 5 feet of the spa, such as fence posts, railings, door frames, greenhouse structures, gutters, etc., must be attached to the bonding bar on the outside of the spa electrical cabinet using #8 solid copper wire. **With #8 solid copper wire, bond the spa to the house electrical panel or approved local bond.**

An approved ground may be an 8 foot long ground rod, a plate electrode, or a buried metal water pipe with at least 10 feet of buried pipe. Check your local building code for requirements. Bonding lugs are available at your local electrical supply store. (Bond bar location is shown below.)

Outdoor Installation

If you install the spa outdoors, we recommend that you provide a concrete pad for it to rest on. To do this, construct forms for a 4" thick level pad. Install a #10 gauge wire mesh 6" x 6" steel reinforced grid. Attach a #8 solid copper wire to the grid with a ground clamp. This wire should be long enough to reach the bond bar on the spa electrical cabinet (minimum 36"), but should **NOT** be located under the base of the spa. Then pour the concrete pad.

Indoor Installation

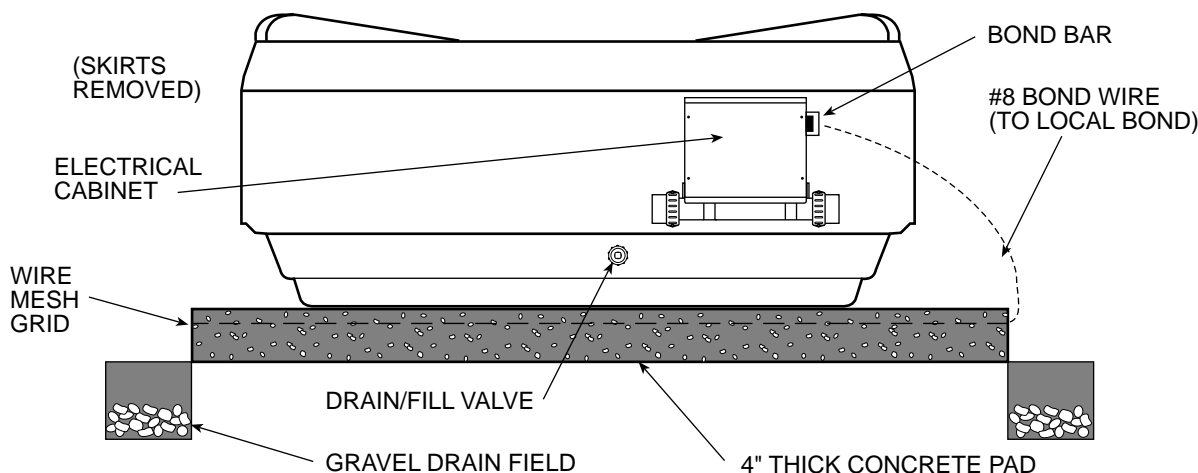
Water that splashes on the floor during spa use may cause a walking hazard and/or structural damage. Good drainage must be provided and proper waterproof building materials must be used in the area surrounding and beneath the spa. Take into consideration that high room humidity will exist due to high spa water temperatures. Providing natural or forced ventilation of the room will help maintain comfort and minimize moisture damage to the building. Jacuzzi Whirlpool Bath is not responsible for damages resulting from excess moisture or water spillage. Consult an architect or engineer for aid in designing your indoor installation.

Drainage

Whether you install your spa indoors or outdoors, you can drain it completely by attaching a garden hose to the fill and drain valve located on the pan of the spa. Simply run the hose to the house sewer line or drain field and open the drain valve.

Make sure the area surrounding the spa has good drainage to keep water from collecting at the base of the spa—especially near the equipment area. If drainage is poor, install a drain line and/or gravel drain field. (Refer to illustration below.)

SUPPORT, DRAINAGE AND BONDING



INSTALLATION

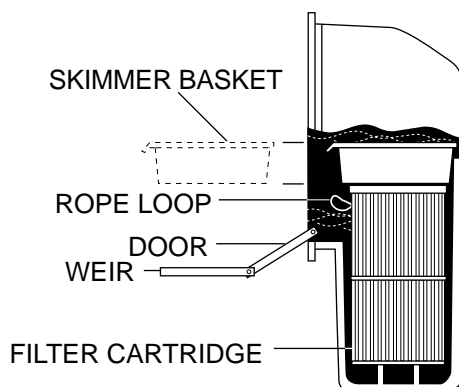
Equipment Set-Up

1. Remove the plastic sheet covering the spa.

NOTE: Stepping into the spa with shoes will scratch the acrylic surface.

2. Remove any packing materials from the spa.
3. The filter cartridges are packaged in a plastic bag which **MUST** be removed before operating the spa. To gain access to filter, pull open the skimmer/filter door by the handle located in the middle of the door and remove the skimmer basket and filter.

FRONT ACCESS SKIMMER/FILTER



4. Clean the interior of the spa of any remaining construction debris. Remove stubborn stains, paint, or tar with turpentine, isopropyl alcohol or paint thinner. A mild liquid dishwashing detergent on a damp cloth is fine for cleaning off other dirt. Plaster can be removed by scraping with a soft plastic or wooden edge. Do not use a metal scraper, wire brush, or other metal tools, as they will damage the spa's surface.

5. On initial start-up, it is necessary to purge and sanitize the system as stated below.

- Remove the spa cover completely.
- Close the drain valve on the suction plumbing.
- Open the adjustable jets.
- Fill the spa with water through the filter housing to its normal operating level, which is to the water level indicator mark on the skimmer frame.
- Turn ON the circuit breakers at the main electrical panel.
- At the control panel on the spa rim, press the JETS button twice for maximum jet action.
- Add 1/2 cup sodium dichlor (a fast dissolving granular type of chlorine) to the water and run for 30 minutes.
- Turn OFF the circuit breakers.
- **Immediately** open the drain valve and drain the spa completely.

CAUTION: Leave the optional cover OFF the spa during this procedure. DO NOT use the spa during this procedure. Drain the spa immediately afterward.

6. Close the drain valve and fill the spa with water (approximately 7 inches below the spa rim) to the water line indicator mark on the skimmer frame.
7. Turn ON circuit breakers at the main panel.
8. Test the spa for proper operation. (Refer to Operating Instructions.)
9. Add 4 tablespoons of chlorine to the water.
10. Refer to Water Quality section of the Operating Instructions. Test for water quality and then add treatment chemicals as necessary to ensure proper water quality levels.

All Jacuzzi Whirlpool Bath spas are factory tested for proper operation and water tight connections prior to shipment. If leaks or other malfunctions are detected, immediately notify your Jacuzzi Whirlpool Bath dealer or Authorized Service Agent, or call Jacuzzi Whirlpool Bath, (800) 288-4002, for Warranty Service.

OPERATION

Operating Instructions

Now that the spa is in place, you are probably eager to take advantage of its unique designed-in features—especially the patented hydromassage performance. Besides being a beautiful addition to your indoor decor or outdoor landscaping, your Jacuzzi Whirlpool Bath spa will provide you with the ultimate in spa pleasure.

Familiarize yourself with the operation of the electronic control panel, as described on pages 12-16 of this manual. Access under the spa (behind the skirts) is not required for normal operation.

WARNING: Do not turn ON power to the spa unless it is filled with water to the normal water level. Refer to water line indicator mark on skimmer frame. Whenever the power is ON, the system will activate even though no controls are operated. When there is not sufficient water in the unit with the spa's motor/pump actuated, the circulation pump and heater could be irreparably damaged. Not heeding this caution will nullify the warranty. In addition to damaging the unit, operating the spa with insufficient water could cause a fire.

Initial Instructions

Using a garden hose, fill the spa with water to the water line indicator mark on the skimmer frame.

At the house service panel, turn ON the circuit breaker or switch that controls the electrical service to your spa. Make sure there is no other appliance on that circuit.

Electrical

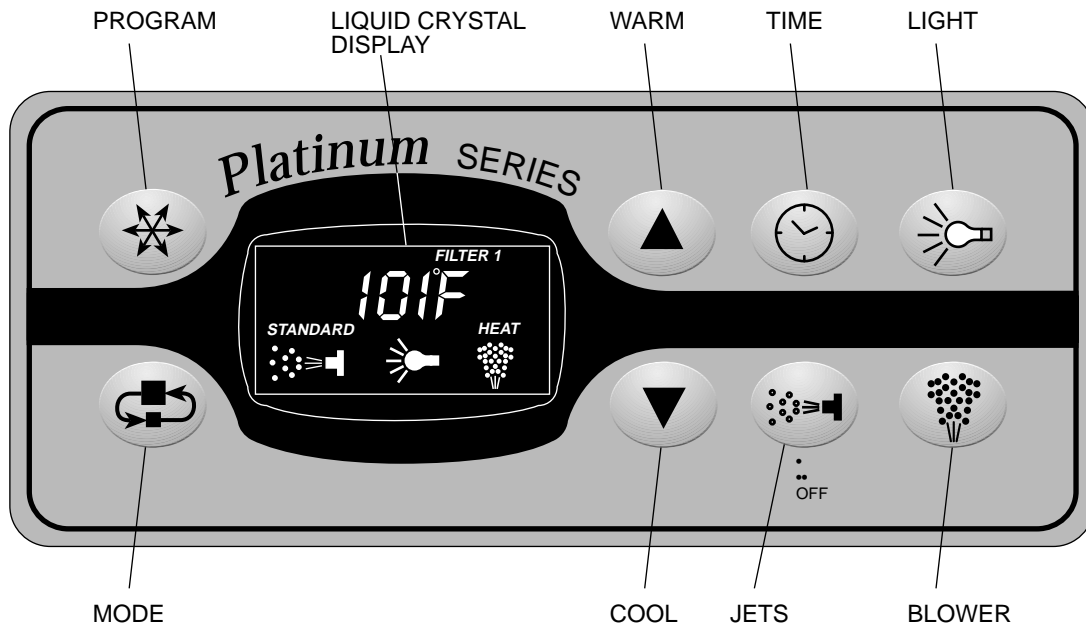
Your spa must be installed in an electrical circuit protected with a Ground Fault Circuit Interrupter (GFCI) (refer to Electrical Requirements). At initial start-up and before each use thereafter, with power ON, push the GFCI test button. The reset button should pop out. Push this button in to reset. If the interrupter fails to operate in this manner, there is a ground current flowing or a device malfunctioning, indicating the possibility of electric shock.

DANGER: Turn OFF power and do not use the spa until the source of the problem has been identified and corrected.

OPERATION

Control Panel

The control panel is easy to use with fingertip control of all the spa's functions.



Temperature Controls: When either of these buttons is pressed once, the display will show the temperature that has been set, in addition to the words SET HEAT. Each time either of these buttons is pressed again, the set temperature will increase or decrease in increments of 1°F depending on which button is pressed. After 3 seconds, the display will automatically show the current spa water temperature.

Jets Control: Press this button once to activate a jet pump on one side of the spa; press it twice for both pumps to operate simultaneously for maximum effect. Press it a third time to turn off the jet pumps. This button does not affect the filter pump operation which is an independent function.

When the jet action mode is started with this button, it will automatically stop after 30 minutes of operation.

Blower: Starts or stops the blower for aeration in the spa. Blower operates in all functions. The blower will also automatically stop after 30 minutes of operation.

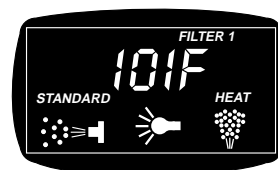
Light: Press the button once to activate the highest setting, again for the medium setting and again for the lowest setting. A fourth press of the button will turn the light OFF. The lights automatically turn OFF after 4 hours of operation.

Time: Press to display time of day, press again to display temperature. Current spa temperature display will automatically resume after five seconds.

Program Function: Initiates time setting, and panel lock routines.

Mode Function: Switches spa operation to either the economy or standard mode. In the economy mode, the spa will heat but only when the water temperature is 20°F below the setpoint. In the standard mode, the spa will heat as needed to maintain the set temperature.

Liquid Crystal Display



Continually shows operating status of the spa, as well as the various monitoring functions and programming information.

OPERATION





Control Panel Operation

Initial Start-Up



The spa will automatically begin to operate when electrical power is applied. There is no ON/OFF switch for the spa system. At power up, jet pump will operate for 1 minute to clear any air trapped in the plumbing.

The control system is designed so that by simply connecting the spa to its properly grounded power source and pressing the mode button, the spa will function properly and safely at 100°F. In this mode, all control panel buttons are completely functional. To use the full capabilities, it is important to set the time of day.

Setting the Time of Day:

Press  then 
then  or .

After either button is pressed once, hours will advance or decrease automatically in one-minute increments.

Press either  or  again to stop the display's time-setting cycle.


Filter System Operation


The spa is continuously filtered for 24 hours a day. The blower will activate for 30 seconds periodically to clean out the air channel and the jet pumps will operate for 5-15 minutes periodically to circulate the water and skim the water surface. The ozone generator also operates continuously. 24 hour circulation may be interrupted if spa water temperature is above 100° and 2° above set temperature until water temperature returns to set temperature or below 100°. During this over temperature condition, a pump will run for 15 minutes every three hours to filter and skim the spa water.

Note: The ozone generator will be disabled for 1 hour whenever the jet pump, blower, or light button is pressed.

Changing Heating Cycles

If you wish to leave the heater OFF during the day, the following procedure can be used to change the automatic heater operation.

Press . Time of day will be shown. Then press

. SET TIME message will be shown. Then



press . SET START FILTER 1 message will

be shown. At this point, each time the program button is pressed, the filter start time, the heater enable status, and the filter stop time will be indicated on the display.

When the filter start or filter stop times are displayed,

press  or  to reset the times.

When the SET HEAT message is displayed, press


 or  to set the center display to ON or


In the ON position, the spa will warm to the set temperature. In the OFF position, the heater, in the economy mode, will not be activated.


Panel Lock

The panel lock is provided to prevent tampering with the control panel. When the panel lock is engaged, all the **automatic** spa functions will operate normally.

Press these buttons within 3 seconds to activate the lock. When locked, the display will show the spa temperature along with the lock symbol. All the panel buttons are now deactivated except the program button, which is used to initiate the unlock sequence.

Press . The center display will read **LOC**.

Then . The center display will read **0**.

Then . The center display will read **🔒**.

OPERATION

Temperature Lock

The temperature lock is provided to prevent unauthorized temperature adjustment of your spa. While setting your spa water temperature, and after you have pressed



or



, follow the instructions below to

lock the set temperature. When the temperature lock is engaged, all automatic spa functions will operate normally.

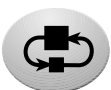
These buttons must be pressed within 3 seconds to activate the lock. When locked, the display will show the spa temperature, the lock symbol, and the words SET HEAT. When the spa is in the temperature locked mode, the temperature buttons are deactivated. When pressed, the set temperature will appear with a double arrow next to it.

Press



. The display will read **LOC°F** .

Then



. The display will read **0** .

Then



. The display will read **SET HEAT** .

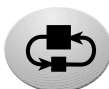
Unlocking the Panel

To unlock the panel, these buttons must be pressed in the correct sequence and within 2 seconds. When the last button is touched, the lock symbol will disappear. All buttons are now active.

Press



then



then



Display Messages

These are some of the messages you will see on the center display.

Message	Meaning
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Bd	Battery Backup: Power has been cut OFF to the spa. It is using its 15 minute rechargeable battery backup to preserve its settings. The control panel will be disabled until power returns to the unit.
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OH	Overheat Protection: Spa is deactivated. If a malfunction occurs and the spa water reaches 112°F, the system will completely shut down.
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⌘	DANGER: DO NOT ENTER THE WATER. Turn off all power to the spa and contact your dealer or service organization. Press any panel button to reset.
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FLO	Flow Switch (Constantly displayed): A flow switch has malfunctioned. Contact your dealer or service organization.
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FLO	Flow Switch (Flashing): 1) The filter may be plugged. Remove the filter and clean. 2) The amount of water may be inadequate. Be sure the spa is properly filled. 3) A flow switch has malfunctioned. The spa will operate, but the heater will not activate. Contact your dealer or service organization.
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Message	Meaning
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COOL	Temperature Set Back: If the spa water is more than 20°F cooler than the temperature set point, the filter pump and heater will automatically activate. This is a normal spa function; no corrective action is necessary.
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ICE	Freeze Protection: If a freeze condition is detected, the pumps are automatically activated. This is also a normal spa function; no corrective action is necessary.
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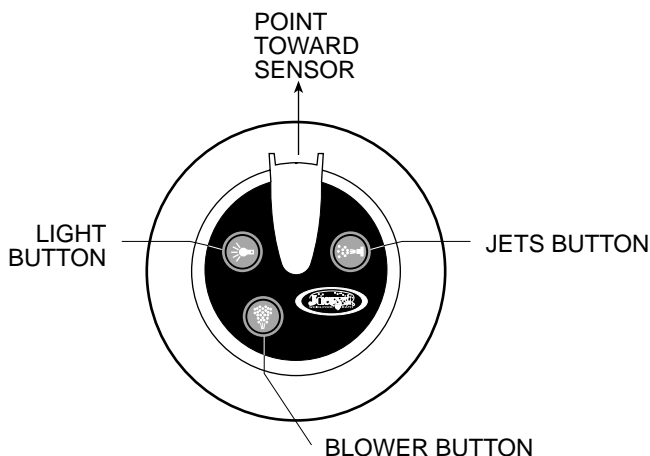
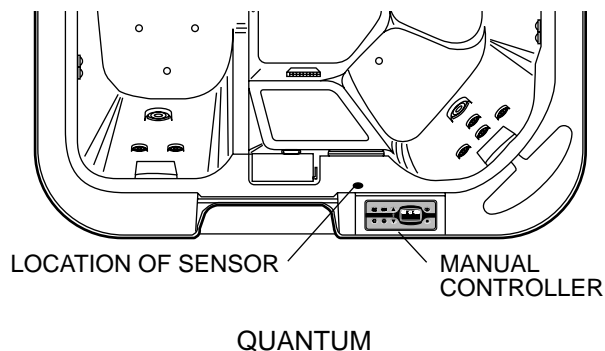
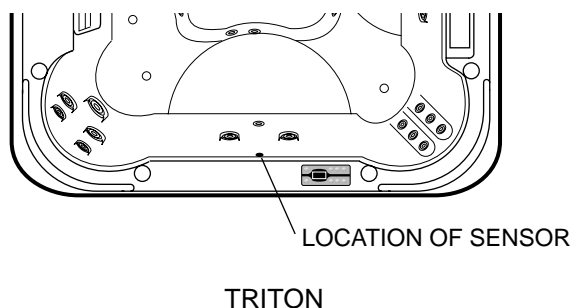
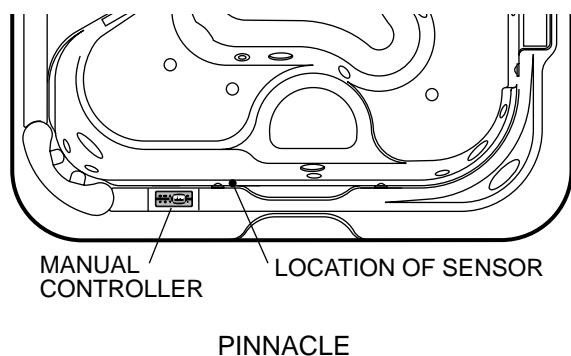
Sn1	Open Sensor: Spa is deactivated. The high limit temperature sensor is nonfunctional. This must be repaired by a dealer or service organization.
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Sn3	Open Sensor: Spa is deactivated. The water sensor is nonfunctional. This also must be repaired by a dealer or service organization.
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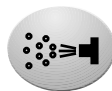
OPERATION

Remote Controller (Pinnacle, Quantum and Triton)

The remote controller works in conjunction with the built in controller. To use the remote controller, point the front of the remote toward the sensor on the spa wall (locations shown below).



OPERATION



Jets Control: Press this button once to activate a jet pump on one side of the spa; press it twice for both pumps to operate simultaneously for maximum effect. Press it a third time to turn off the jet pumps. This button does not affect the filter pump operation which is an independent function.

When the jet action mode is started, it will automatically stop after 30 minutes of operation.



Blower: Starts or stops the blower for aeration in the spa (blower takes a few seconds to activate). When both jet pumps are operating, the blower is disabled.

The blower will also automatically stop after 30 minutes of operation.



Light: Press the button once to activate the highest setting, again for the medium setting and again for the lowest setting. A fourth press of the button will turn the light OFF.

The lights automatically turn OFF after 4 hours of operation.

The remote batteries have an anticipated life of 3 years, depending on usage.

If batteries need to be replaced, please call (714) 438-3280 for return authorization.

Return unit to: Balboa Instruments, Inc.
3598 Cadillac Ave.
Costa Mesa, CA 92626

OPERATION

Normal Operation/Whirlpool System

You can enjoy the spa with or without activating the whirlpool. Either way, bathing in your spa can be pleasurable, as well as therapeutic. After a busy, stressful day, you can look forward to soaking in your spa in still water with no turbulence—only the gentle warmth of the soothing and relaxing water.

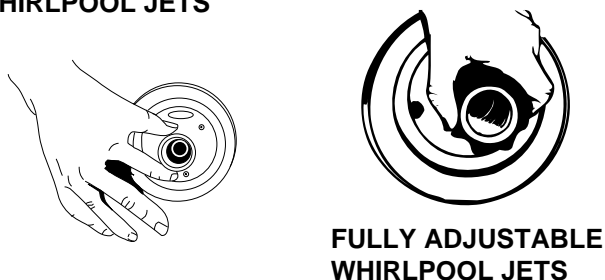
For a more invigorating spa experience, you can take advantage of the built-in whirlpool system. To do this, press the JETS button for one bank or both banks of JETS. Sit or recline in the spa so you are comfortable. Since all the jets are directionally adjustable, you can direct a jet toward an area where muscles feel tense or stiff. The warmth of the water and the stimulating water flow from the jets will pleasantly increase circulation.

For the total whirlpool effect and all over feeling of well being, you can adjust all jets so they point in a clockwise or counterclockwise direction to circulate the air and water mixture in a circular motion all about the spa.

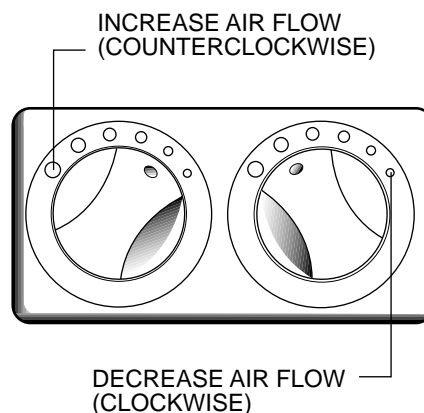
Silent Air Induction

The intensity of the whirlpool action is determined by how much air is induced into the water. You control this by adjusting the air induction control knobs located on spa rim. For maximum air induction, rotate each control knob fully counter clockwise to the largest circle. For fewer air bubbles, decrease the amount of air induction by rotating the control knobs clockwise. When the knobs are turned to the smallest circles, only water is being circulated. (Refer to illustration below.)

DIRECTIONALLY ADJUSTABLE WHIRLPOOL JETS



AIR INDUCTION CONTROLS

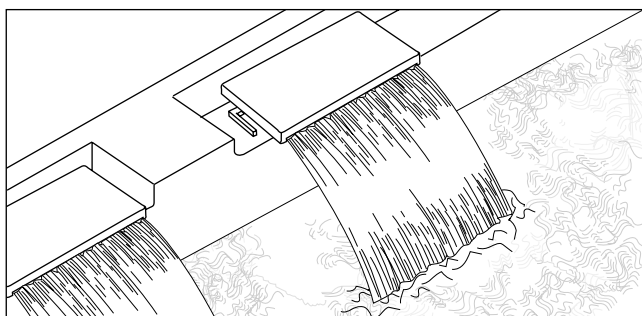


Water Rainbow™

Activate the waterfall feature by rotating downward the flow control lever located on the left side of the spout. Use this lever to adjust the amount of water flowing through the Water Rainbow spout. Turning OFF the flow at the fully adjustable jets will dramatically increase flow through the Water Rainbow and other jets.

CAUTION: The water circulating through the Water Rainbow spout is not fresh water and therefore is NOT suitable for drinking.

WATER RAINBOW



Air Blower

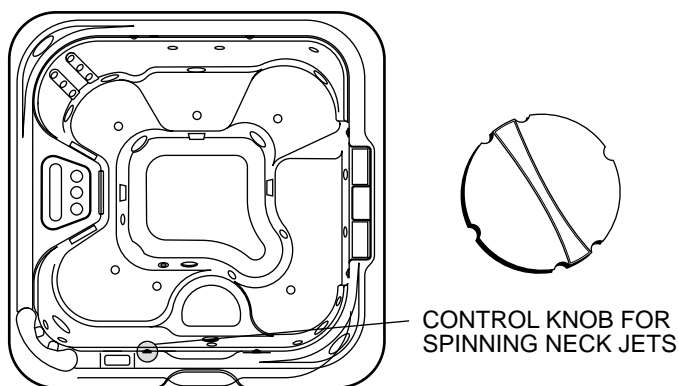
The spa features a built-in air blower and air jets in the seats of the spa to add to your enjoyment.

The blower sends air to air injectors located in the spa's seats and as the pressurized air is released, tiny bubbles are formed. These bubbles travel upward through the water and expand until they reach the surface and burst. The exciting visual effect of the bursting bubbles contributes to the overall hydromassage experience.

OPERATION

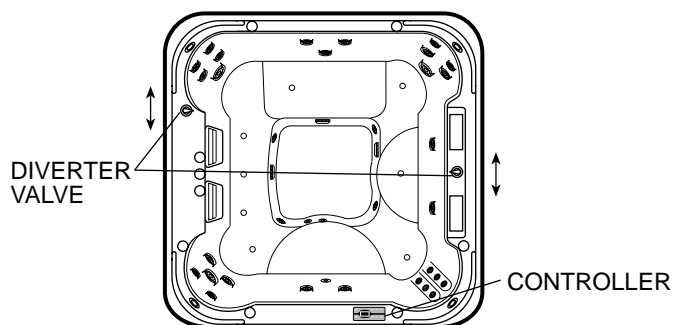
Spinning Neck Jets (Pinnacle only)

A separate knob located on the spa rim controls this function. For spinning neck jets, rotate to increase the flow and rotate in the opposite direction to decrease the flow.



Diverter Valves (Triton only)

Two diverter valves are located as shown in illustration. These valves divert water between jet systems.



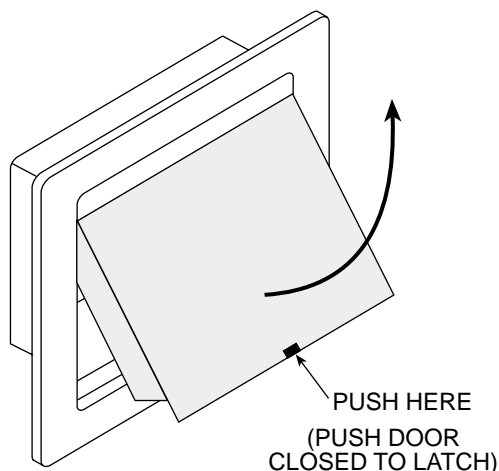
Stereo/CD (Pinnacle and Triton only)

Access to the stereo/CD unit is available by pushing on the magnetic touch latch at the bottom of the safety door. The door is installed to limit user access to the stereo/CD while occupying the spa. The door is a safety feature to limit potential shock. Do not remove the door or attempt to defeat its purpose.

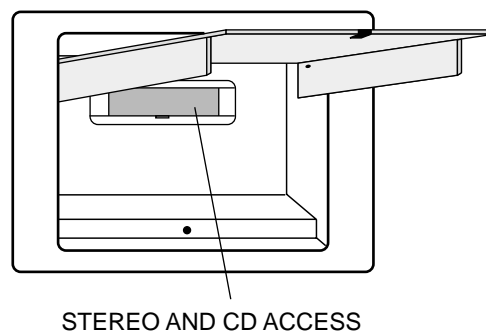
Detailed stereo/CD information is provided in the stereo manufacturer's manual that is packed with the spa installation instructions.

NOTE: the quality of AM reception will vary by locality. Jacuzzi Whirlpool Bath is not responsible for the quality of AM reception.

OPEN OUTER DOOR



OPEN INNER DOOR



MAINTENANCE

Water Quality and Water Chemistry

Maintaining water quality and water chemistry in your spa is extremely important and should be a regular part of your spa maintenance program, as a neglected spa can be a breeding place for dangerous bacteria.

The water quality of your spa is maintained by a combination of filtration and chemistry. The spa's integral filter system helps maintain the water cleanliness and clarity by trapping most solid materials such as hair, and other debris resulting from normal use. However, the most important part of maintaining water chemistry is keeping the proper level of disinfectant in the water at all times. This is accomplished by adding chlorine to the water, which will control particles too small to be trapped by the filter, such as bacteria and algae, and will oxidize any organic materials. Follow instructions provided here and with water quality products for the health and safety of spa users, as well as to make your spa bathing as enjoyable as possible.

Your Platinum Series spa is factory equipped with an ozone generator which operates automatically during the system filter operation. Ozone is fed into the spa footwell where it mixes with the water. Ozone is used in conjunction with chlorine to assist in disinfecting and clarifying the water. Use of the ozone generator will generally reduce the requirement for, and the cost of water quality maintenance chemicals.

Your Pinnacle and Quantum spas also are furnished with a spa water treatment cartridge (see Equipment Setup) to further enhance water quality and aid in reducing the quantity of chlorine required to disinfect the water. The spa water treatment cartridge (K521000) should be replaced after four months of filter pump operation. These are available through your Jacuzzi Whirlpool Bath dealer. **Do not use products containing bromine, sodium bromide or biguanides if the spa water treatment cartridge is used.**

Filtration

The filtration system of your spa will keep your water clear and clean if used properly. The filter cartridge elements will trap most solid materials and debris in the water. However, the presence of materials such as body oils or other particles which are too small to be captured in the filters may bring about various undesirable water quality conditions. These conditions can be corrected with the use of spa treatment chemicals which are available from your Jacuzzi Whirlpool Bath dealer. Such conditions include the following:

Foaming: A defoamer is available to minimize foaming of the water. This condition is usually caused by the addition of soaps or oils, or other fatty substances to the spa water. The interaction of these with hot water, especially at high pH (more alkaline), will cause the water to foam. (Refer to Water Quality Definitions.)

Oil Film or Cloudy Water: Add clarifier to congeal oil film on the water surface into globules sufficiently large to be trapped by the system's filter. Cloudiness is caused by particles that are too small to be trapped in the filter, and is also due to the presence of human body oils, lotions, and cosmetics. During normal use, these materials can accumulate on the filter element and clog its pores. The addition of clarifier will make the water clearer, but clogged filters must be cleaned as prescribed under the section entitled Filter Maintenance in this manual.

Hard Water: Add a demineralizer to break down or deionize mineral particles present in the spa water.

Follow the Filter Maintenance procedure described in this manual to ensure optimum performance of your spa's filtration system.

Water Chemistry

You can ensure better water chemistry by testing your spa water every day and adjusting the chemical balance frequently. Obtain a water quality test kit, designed especially for spas, from your Jacuzzi Whirlpool Bath dealer. The test kit must be of the type which allows you to test for the disinfectant (chlorine) level, pH, and total alkalinity. Ensure that the chemicals used in your spa are especially for spa use, and not for swimming pools, as water quality maintenance of spas and of swimming pools is very different.

Set up a daily program at first to check the disinfectant level, pH, and total alkalinity of the water. Familiarize yourself with the amount of chemicals to add and to determine how often to make chemical adjustments during normal use. Remember that the more heavily the spa is used, the more often you should check the water chemistry.

When adding any chemicals, always run the filter system to ensure complete dilution with the water.

Do not add chemicals directly into the skimmer.

MAINTENANCE

Water Chemistry (Continued)

Disinfecting

When filling the spa for the first time, follow the purge/sanitizing instructions in the Equipment Set-Up procedure of the Installation Instructions.

Add chlorine to the water on a regular basis to help control the amount of bacteria, algae and organic materials. Such bacterial contaminants, if not controlled, could cause skin rashes or other physical problems. To disinfect the spa for normal use, first establish the amount of chlorine to add and determine how often you need to add it.

We recommend that you maintain a free chlorine level of 2.0-5.0 ppm at all times except when you must exceed that during the initial purge/sanitizing procedure or during superchlorination (refer to Water Quality Definitions below). Superchlorinate your spa every two weeks with heavy use. If using sodium dichlor, add one heaping tablespoon for each 150 gallons of spa water. Scrub the spa surfaces with this solution to remove any oily deposits. This will ensure that any bacteria or algae which are resistant to the normal disinfectant level are killed. After adding the disinfectant, run the filter system and allow the free chlorine level to return to the 2.0 to 5.0 ppm range before using the spa again.

Do not install a cover until the disinfectant level is back to normal. High concentrations of chlorine will damage metallic plated finishes if the cover is in place.

Balancing pH

For good hygiene and equipment longevity, maintain the pH of your spa water according to the instructions provided. pH is the measure to determine if the spa water is too acid (low pH, or too alkaline). The ideal range for spa water is 7.4 to 7.6 pH. For excessive acidity (below 7.2 pH) add soda ash or sodium bicarbonate to the spa water. For excessive alkalinity (above 7.6 pH) add dry acid to the spa water.

CAUTION: Refer to the spa chemical manufacturer's instructions for the initial amount of chemicals to add for the gallonage of your spa. Low pH can cause equipment damage, as acid water will dissolve metals, while high pH can cause scale or calcium deposits to build up in the system or on the shell. After adding chemicals, run the filter system for at least 30 minutes before testing water quality again for accurate readings.

Balancing Total Alkalinity

Total alkalinity is the measure of base materials in the water. The recommended range for total alkalinity is between 80 ppm and 150 ppm. If the chemistry of the water is not within this range, you will have difficulty adjusting your pH level, which will affect your adjustments for the proper amount of free available chlorine. If the alkalinity of your spa water is high, it is advisable to drain the water from the spa and begin the balancing process over again. Purge and sanitize your spa (according to instructions in Equipment Set-Up section of the Installation Instructions) and clean the spa surfaces thoroughly before refilling with fresh water. Then reestablish water chemistry. If the spa is used heavily, change the water at least every month.

WATER QUALITY DEFINITIONS

pH: A chemical term used in expressing relative acidity or alkalinity in numeric values with 7.0 usually regarded as neutral, and for purposes of this manual, indicating pure water. From 7 to 0 indicates increasing acidity, and 7 to 14 indicates alkalinity.

PPM: Parts per million.

Ozone: triatomic oxygen (O₃), a gas found commonly in nature, which, when dissolved in spa water helps to destroy impurities and contaminants.

Free Chlorine: Chlorine that has not combined with other chemicals and that is available to destroy bacteria in the spa water.

Trichlor: A form of chlorine used in pool or spa water treatment; usually supplied in tablet form. Not recommended because of its higher acidic nature and slow dissolving action. Prolonged contact with the spa shell may bleach or permanently mark the shell.

Sodium dichlor: The type of chlorine that is recommended for spa use, as it is available in fast dissolving granular form. It is neither excessively acid nor alkaline in character and does not readily dissipate in higher water temperatures.

Calcium Hypochlorite: A granular chlorine product that is inexpensive and effective but not recommended because it often tends to form calcium deposits on heater parts and plumbing fittings and leaves an unattractive film on the spa at the water line.

Sodium Hypochlorite: A liquid chlorine product that is inexpensive and effective but not recommended because the liquid is readily spilled onto the spa or a surrounding area, causing permanent damage.

Total Alkalinity: The measure of the amount of alkaline materials (such as carbonates, bicarbonates and hydroxides) in the water. High alkalinity inhibits the effectiveness of chemicals to change the pH. If the alkalinity of your spa water is high (above 150 ppm), it is advisable to drain the water from the spa and begin the balancing process over again. Low total alkalinity (below 60 ppm) could be corrosive and damage your spa system.

Superchlorination: (Also referred to as shock treatment.) The addition of an above-normal level of disinfectant to kill any bacteria or algae that might have become resistant to normal levels of disinfectant.

Water Level/Drain

The water level in the spa must be maintained at its normal level. Evaporation and splashing will cause the water level to drop.

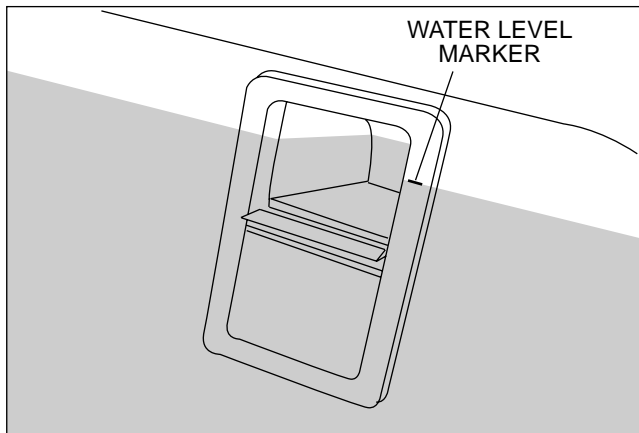
When concentrations of impurities from evaporation, water quality chemicals, body oils, perfumes, dirty feet, and winds, etc., accumulate in the spa and cannot be filtered out, it is necessary to drain your spa and refill it with fresh water. This should be done every 2 months or more often depending on the amount of use.

To drain the spa, turn **OFF** circuit breakers at the main electrical panel. Connect a garden hose to the drain valve. Open valve and drain the spa.

After draining the spa, clean the spa shell, suction cover, skimmer, and filter. Close the drain valve. Then refill the spa with fresh water. Check the pH level and maintain water quality.

The suction cover located in the foot well area

NORMAL WATER LEVEL



should be checked at least once a week for collected debris, such as leaves, hair, etc., and cleaned as necessary. It may not be necessary to remove the suction cover to clean it, but if you need to, remove the center screw with a Phillips screwdriver and clean the cover by flushing with water from a hose.

CAUTION: Ensure replacement of the suction cover immediately after cleaning. It is a safety device and must be in place over the suction fitting to minimize potential hazard of hair and body entrapment.

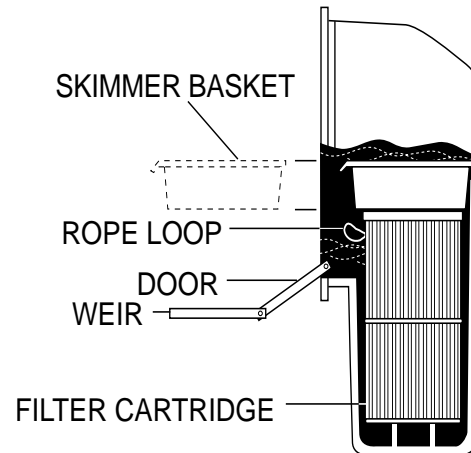
If heavy rains raise the spa water level, drain the spa to its normal level.

A spa cover (available as an option), when in place over the spa, will help reduce evaporation and control the amount of debris entering the spa when the spa is not occupied. In addition, its use will reduce energy consumption.

Skimmer Basket Maintenance

The basket located in the skimmer of the spa should be checked at least once a week for collection of debris, such as leaves, hair, etc., and cleaned as necessary. To clean the basket, remove it from the skimmer by pulling it out, then backflush it with water from a garden hose and reinstall.

FRONT ACCESS SKIMMER/FILTER



Filter Maintenance

The filter cartridges should be checked periodically. In normal use, check them at least once a month. Keep them clean. An obstructed filter cartridge reduces water quality and inhibits proper system performance.

Removable filter cartridges are located inside the filter well. To remove them, lift the well cover, then pull the filter cartridges upward and out of the well by the loop at the top of the filters. Clean the filter by separating the folds of the filter and spraying with fresh water from a garden hose. Then reinstall the cartridges into the well reversing the above procedure. See Equipment Setup. If you are using the spa water treatment cartridge (Pinnacle or Quantum), this is an ideal time for replacement. The spa water treatment cartridge should be replaced every 4 months of operation.

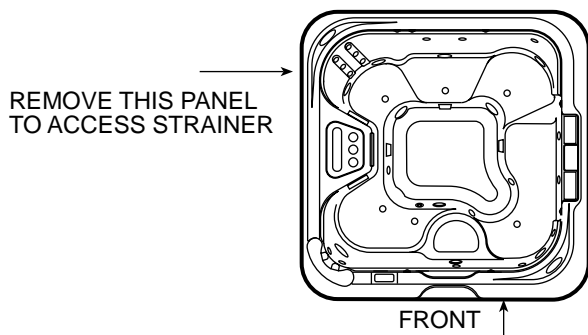
Oils will coat the filter, resulting in a reduced flow. To remove such materials, soak the cartridge in a plastic pail containing a commercial filter cleaning solution (available from your Jacuzzi Whirlpool Bath dealer or most pool supply stores). Follow the manufacturer's instructions for use. Another method is to soak the filter cartridge in a plastic pail containing a mild solution of trisodium phosphate (TSP) and water. An hour of soaking time is usually required to break down oil coatings from the cartridge. Use a stronger solution of TSP and water to remove algae. Most hardware or paint stores stock TSP. Use the same method of cleaning when the cartridge becomes plugged with clay or vegetation. Replacement cartridges are available through your Jacuzzi Whirlpool Bath dealer.

MAINTENANCE

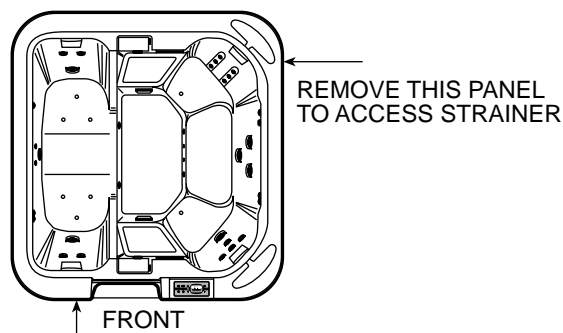
Cycle Valve Strainer (Pinnacle, Quantum and Triton Only)

If there is a decreased water flow from the six-jet wave seat, the cycle valve strainer should be cleaned. The spa **must** be drained before accessing the strainer. To access the strainer, remove all the screws securing the skirt indicated. Locate the knurled union and unscrew it. Separate the union from the cycle valve and remove the strainer. Clean by flushing any debris. After cleaning, replace the strainer by reversing the above procedure. Refill the spa. Before reinstalling the skirt, check for leaks with the jet pumps operating.

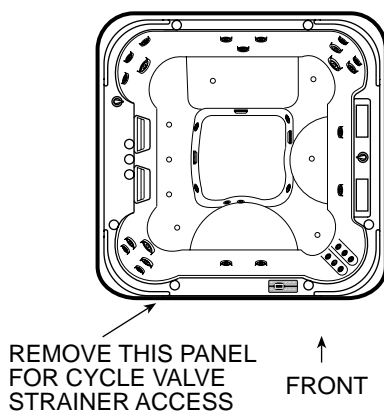
PINNACLE



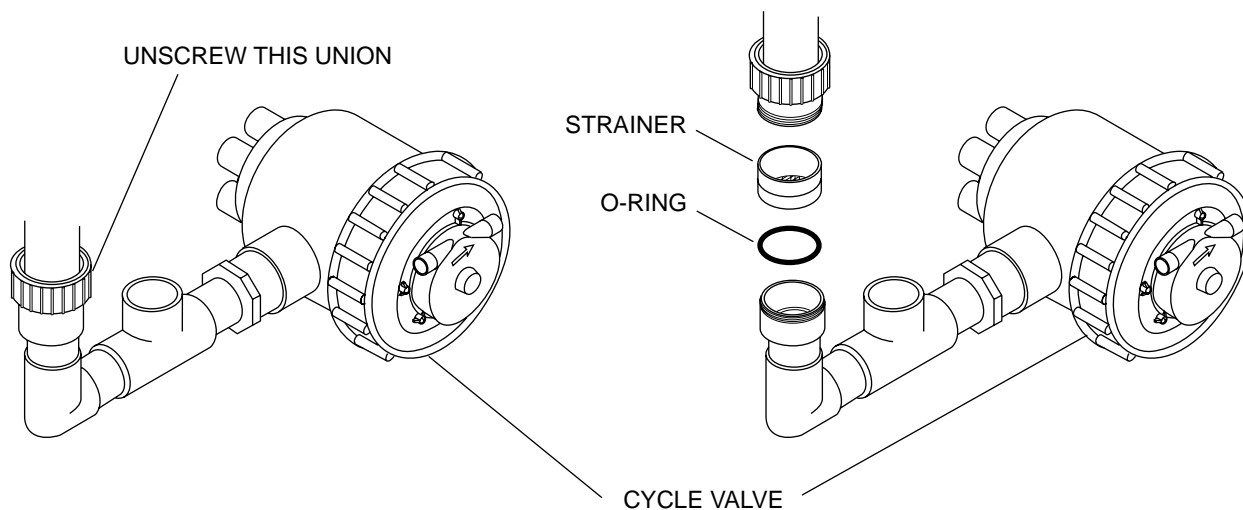
QUANTUM



TRITON



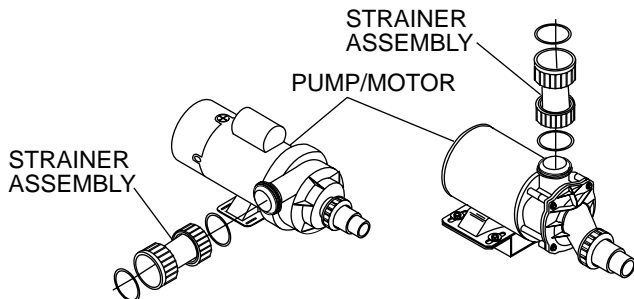
CYCLE VALVE STRAINER



MAINTENANCE

Pump/Motor Strainer

To clean strainer for the pump/motor, turn circuit breaker off. For Laser and Santina remove access panel shown in specifications. For Quantum remove same panel as for cycle valve strainer. For Triton remove left side panel. For Pinnacle remove right front panel. Close the slice valves (one located on the suction side of pump and the other on the side of strainer assembly. Remove clean and reinstall strainer assembly. (On some models the strainer may be on other side of pump from what is shown below.) Open slice valves, run pump and check for leaks. Remove any water before reinstalling panel. This procedure can be performed with the spa drained. If drained check for leaks.



Factory Installed Wood Skirt

Your spa is supplied with a factory-installed wood skirt which completely surrounds the spa. The skirt can be opened for service.

If it becomes necessary to remove one or more of the skirt panels for service access, simply remove the screws with which the section is secured.

To detach any of the panels, first remove all screws from the panel being detached.

The panels can be reattached to the spa by reversing the above procedure.

NOTE: When you remove the skirt, you will notice the plastic covered insulating batts. These batts are designed to be removed when service is required and reinstalled when service has been completed.

Automatic Filtration/Maintenance

If you plan to be away, minimum water quality will be maintained by running the filter system.

If you will be away for an extended period, however, we recommend that you drain the spa (following the procedure described under Winterizing on this page), as long periods without maintenance of water quality could be detrimental to the spa.

Another means of maintaining minimum water quality while away for less than two weeks is to follow the procedure outlined for winterizing your spa in a warm climate. (Refer to Winterizing.)

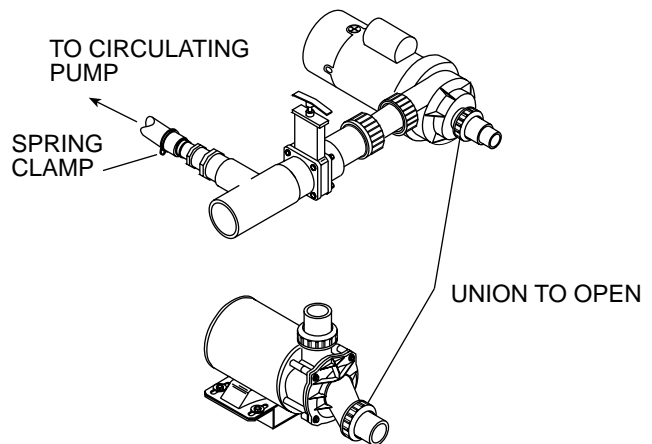
NOTE: We do not recommend using this procedure if you are absent during the summer, when algae buildup is most likely.

Always keep your spa covered when not in use to reduce heat loss and evaporation and to prevent debris from falling in.

Winterizing

In a climate where winter temperatures are below freezing, follow this procedure when the spa will NOT be used:

1. Turn OFF power to the unit at the main electric panel.
2. Drain the spa completely by attaching a garden hose to the drain valve. Then remove the hose and leave the drain valve open to drain the spa of any residual water. After the spa has drained, turn circuit breaker on and turn the blower on briefly. Note: Stand back to avoid any spray. Turn circuit breaker off. This will evacuate any residual water from the air injector lines. Remove any remaining water in the seating areas and footwell.
3. Open all pump/motor unions as shown. Remove spring clamp, disconnect hose from barbed fitting and drain. After draining, close the union hand tight and reinstall circulating pump hose and clamp. Remove any residual water from the pan. When refilling spa, check for leaks.



4. Remove, clean and store the filter cartridges, in a dry location.
5. Keep water and debris out by covering with a spa cover.

Before using the spa again, review the Operating Instructions.

In a warm climate where there are occasional freezing temperatures, your spa is automatically protected against freezing. Whenever the water temperature falls to 40°F, the pumps will activate to circulate water until the temperature reaches 45°F.

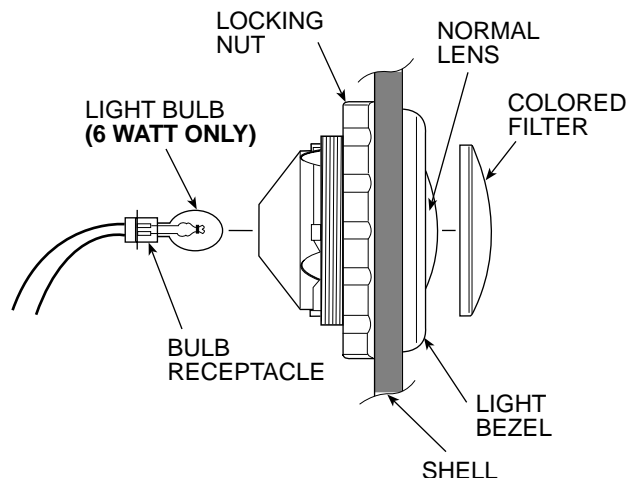
To maintain water quality adjust temperature set-point to the minimum setting (80°F).

MAINTENANCE

Spa Light

Two filters, one blue and one red, are provided with each spa light. To change the filter, simply snap the colored filters in place on top of the normal lens. Two replacement bulbs are also included. Put them in a safe place for future use. When a bulb burns out, replace it from the **back** of the light fitting on the rear surface of the shell by pulling out the bulb receptacle.

LIGHT BULB REPLACEMENT



Cleaning Your Spa

Your spa shell consists of two layers of plastic materials. Its smooth top surface of acrylic is tough and durable and contains concentrated color. This is supported by a substantial thickness of fiberglass-reinforced polyester resin. A catalyst causes a chemical reaction during manufacture that bonds these layers permanently into a hard, strong material. With a minimum amount of care and cleaning, your whirlpool spa will look new for years.

To clean your spa, simply use a mild, nonabrasive liquid detergent, isopropyl alcohol, or commercially prepared spa cleaner. **Do not use abrasive cleaners.** You can protect and restore the gloss to a dulled surface by applying Meguiar's #10 Mirror Glaze, which is a product specifically designed for use on acrylic finishes. If Meguiar's is not available, an acrylic polish of equal quality or automotive paste wax will do.

Use a spa cleaner for residue buildup at the water level of the spa surface. This may be applied to the acrylic surface with a soft cloth and wiped clean. Use sparingly in small amounts to avoid contaminating the spa water. If the water line is heavily soiled, it may be advisable to lower the water level 2-3 inches before cleaning; then refill to normal level.

Covering Your Spa

An optional spa cover for your spa is available from your Jacuzzi Whirlpool Bath dealer. Use of this cover will help to reduce energy costs by minimizing heat loss and evaporation. In addition, the attractive cover is an effective means of preventing debris such as leaves and dirt from entering your spa when not in use. Follow the instructions for use and care provided with the spa cover.

CAUTION: The spa cover is not designed to support any weight. Therefore, as a safety precaution and to preserve the life of your cover, you must not sit, stand, or lie on it; nor should you place objects of any kind on top of it.

NOTE: Jacuzzi Whirlpool Bath does not guarantee or warrant this cover. Refer to spa cover manufacturer's information provided with the cover.

Repairs to the Acrylic

Minor scratches which do not penetrate the color finish (acrylic) can be removed with 600-grit wet/dry sandpaper. Restore the glossy finish with Meguiar's #10 Mirror Glaze or comparable automotive paste wax.

Major scratches or gouges which penetrate the acrylic surface will require refinishing. Ask your Jacuzzi Whirlpool Bath dealer for special instructions.

Headrest Pillows

Clean the pillows regularly with soap and water and a clean cloth. Use a vinyl conditioner once a month to maintain the water resistance and lustrous finish.

Pillows are held in place by snap-in fittings and can easily be removed for cleaning.

For all units, remove the pillows if chlorine shock treatment is used.

TROUBLESHOOTING GUIDE

***NOTE:** See also DISPLAY MESSAGES.

PROBLEM	PROBABLE CAUSE	REMEDY
1. Water not clean.	A. Clogged or blocked suction strainer or skimmer basket. B. Filter clogged (dirty). C. Poor water chemistry. D. Improper maintenance. E. High content of solids in water. F. Filter motor plug not connected to the electrical cabinet.	A. Clean strainer/skimmer. B. Clean or replace filter. C. See Chemistry section. D. See Maintenance section. E. Use clarifier or drain and refill spa. F. Check filter motor connection on the electrical cabinet.
2. Abnormal water usage.	A. Leak in suction line, discharge line, or connections. B. Excessive evaporation and/or splashing.	A. Repair leak. B. Use rigid spa cover; lower thermostat setting.
3. Low water flow from jets.	A. Low water level. B. Clogged or blocked suction strainer or skimmer basket. C. Dirty filter. D. Adjustable jet partially closed. E. Suction or discharge line partially plugged. F. Pump running at subnormal speed. G. Worn or damaged pump seal. H. Subnormal voltage.	A. Fill to water level indicator mark on skimmer/filter frame. B. Clean strainers or skimmer baskets. C. Clean or replace filter. D. Open jet. E. * F. * G. * H. Call an electrician or your power company.
4. No water flow from jets.	A. Power turned OFF. B. Pump OFF. C. Motor(s) not connected. D. House circuit breaker tripped; no power to system. E. GFCI tripped. F. Faulty pump or motor.	A. Turn ON power at service panel. B. Press jets button. C. Check motor plug connections on electrical cabinet. D. Reset circuit breaker. E. Reset GFCI. F. *

***NOTE:** The skills and tools necessary for the safe repair of this spa require the services of qualified service personnel. **Contact** your Jacuzzi Whirlpool Bath dealer.

TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSE	REMEDY
5. Noisy pump and motor.	A. Clogged strainer(s). B. Leakage of air into suction line. C. Vibrating parts attached to motor or support brackets. D. Low water level. E. Damaged or worn motor bearings. F. Impeller rubbing inside case. G. Debris inside pump.	A. Clean strainers B. Locate and repair leaks. C. Tighten fasteners. D. Add water to normal level. E. * F. * G. *
6. Water leakage at pump shaft (rotating connection between pump and motor).	A. Worn or damaged pump seal.	A. *
7. Motor will not start.	A. Power OFF. B. House circuit breaker tripped or in OFF position. C. GFCI tripped. D. Subnormal voltage. E. Improper or defective wiring. F. Locked shaft or impeller. G. Motor windings burned out. H. Defective starting switch inside motor.	A. Turn ON power at service panel. B. Reset circuit breaker. C. Reset GFCI. D. Call an electrician or your power company. E. * F. * G. * H. *
8. Motor stops.	A. Motor overload condition. B. Inadequate supply wiring.	A. Let cool for one hour. Motor overload will reset; if problem persists, see *Note. B. Consult electrician to correct wiring to unit.
9. Air blower does not operate.	A. Power OFF. B. Switch is OFF. C. House circuit breaker tripped, no power to system. D. GFCI tripped. E. Faulty motor.	A. Turn power ON at service panel. B. Press blower button. C. Reset circuit breaker. D. Reset GFCI. E. *
10. Low water flow from six-jet wave seat. (Pinnacle and Quantum only)	A. Cycle valve strainer clogged.	A. Remove and clean strainer, (See page x.)

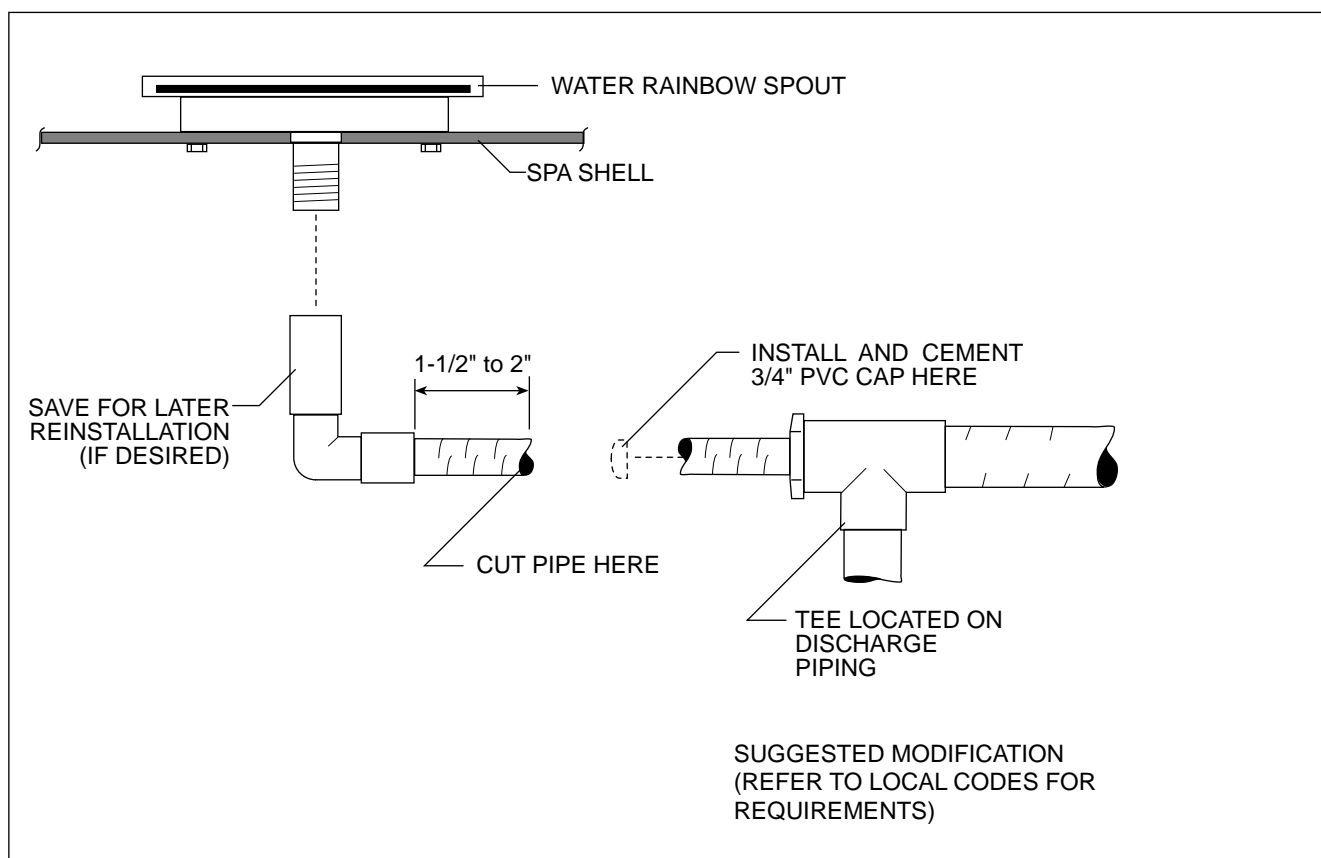
***NOTE:** The skills and tools necessary for the safe repair of this spa require the services of qualified service personnel. **Contact** your Jacuzzi Whirlpool Bath dealer.

Alternate Use of Water Rainbow® as Fill Spout

You can use your Water Rainbow as a fill spout by permanently plumbing it to a fresh water supply if local codes permit. Local plumbing codes may require the use of an anti-siphon valve for such a connection. **Do not interconnect water supply with recirculating system of the spa.**

To make the connections necessary to use the Water Rainbow as a fill spout, follow this procedure:

- Turn **OFF** circuit breakers at the main electrical panel and drain the spa completely.
- Unscrew the spout from the 3/4" pipe.
- Cut the 3/4" piping as shown in the illustration below.
- Cap the piping by cementing a 3/4" PVC cap where cut has been made.
- Connect permanent plumbing line to the spout.



**PRODUCT SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.
USE INSTALLATION INSTRUCTIONS SUPPLIED WITH PRODUCT.**

Jacuzzi Whirlpool Bath has obtained applicable code (standards) listings generally available on a national basis for products of this type. It is the responsibility of the installer/owner to determine specific local code compliance prior to installation of this product. Jacuzzi Whirlpool Bath makes no representation or warranty regarding, and will not be responsible for any code compliance.

JACUZZI WHIRLPOOL BATH

Jacuzzi Whirlpool Bath National Headquarters
P.O. Drawer J, Walnut Creek, CA 94596 (925) 938-7070
Service Support: Call (800) 288-4002



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Jacuzzi Whirlpool Bath Limited Warranty Platinum Spa Products

WARRANTY COVERAGE

Jacuzzi Whirlpool Bath (the "Company") offers the following express limited warranty to the original purchaser of any Jacuzzi Whirlpool Bath Spa Line Product ("unit") who purchases the product for personal or single family use ("user"). The Company will repair or replace, at its option, the unit or its equipment in accordance with the following terms and conditions.

TEN YEAR LIMITED WARRANTY ON SPA SHELL

The Company warrants against water loss due to defects in the spa shell for ten years from the original date of purchase.

SEVEN YEAR LIMITED WARRANTY ON SHELL SURFACE

The Company warrants the interior surface of the spa shell against blistering, cracking, or delaminating for seven years from the original date of purchase.

FIVE YEAR LIMITED WARRANTY ON PLUMBING COMPONENTS

The Company warrants the factory-installed plumbing components—specifically, the jets, air injectors, glued fittings, plumbing pipes and hoses—against water loss due to defects in workmanship and materials for a period of five years from the original date of purchase.

FIVE YEAR LIMITED WARRANTY ON EQUIPMENT & CONTROLS

The Company warrants the spa's electrical equipment components—specifically, the pump(s), heater, air blower and control system—against malfunctions due to defects in material and workmanship for five years from the original date of purchase.

WARRANTIES FOR OTHER COMPONENTS

The light lenses, fuses, headrests, cabinet finish and filter are warranted to be free of defects in workmanship and materials at the time of delivery. All other spa components, including the wood cabinet, factory-installed ozone generator and stereo system including CD player, speakers, grills, etc are warranted against malfunction due to defects in workmanship and materials for one year from the original date of purchase.

PERFORMANCE

To obtain service in the event of a defect covered by this Limited Warranty, notify your Jacuzzi Whirlpool Bath Dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, the Dealer or its designated service representative will correct the defect subject to the terms and conditions contained in this Limited Warranty. There will be no charge for parts or labor to repair the defect, although you may be assessed reasonable repairman travel mileage charges. If the Company determines that repair of the covered defect is not feasible, it reserves the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa. In such an event, reasonable costs for removal of the defective spa, shipping costs for the replacement spa and delivery and installation of the replacement spa will be the responsibility of the spa owner.

COVERAGE LIMITATIONS

The ten year spa shell warranty does not cover water leakage in the plumbing fixtures, connections, water systems or equipment provided with the spa. The surface warranty does not cover scratches and damage caused by normal use.

REPLACEMENT LIMITATIONS/PRO-RATA CHARGE

Units determined by the Company to be non-repairable will be replaced on a prorated basis with the same or similar unit. The User will be charged one percent of the current retail cost for each full month of ownership from the original date of purchase through the date failure is determined to be non-repairable.

Jacuzzi Whirlpool Bath
P.O. Drawer J
Walnut Creek, CA 94596-9885

OTHER IMPORTANT LIMITATIONS

THE COMPANY AND ITS REPRESENTATIVES SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL OR CONSEQUENTIAL, ARISING OUT OF ANY DEFECT COVERED BY THIS LIMITED WARRANTY, INCLUDING, WITHOUT LIMITATION, LOSS OF USE OF THE SPA AND COST FOR REMOVAL OF DEFECTIVE PRODUCT. EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY OF THE COMPANY UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT. COVERAGE UNDER THIS LIMITED WARRANTY SHALL COMMENCE AS OF THE ORIGINAL DATE OF PURCHASE AND THE DURATION OF SUCH COVERAGE SHALL NOT EXTEND FOR ANY REASON WHATSOEVER BEYOND THE STATED TIME PERIODS. THESE DISCLAIMERS SHALL BE EQUALLY APPLICABLE TO ANY SERVICE PROVIDED BY THE COMPANY OR ITS DESIGNATED REPRESENTATIVES.

This warranty does not cover defects, damage or failure caused by: common carrier, installer, user, or other person, or resulting from, without limitation, any of the following: connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; failure to maintain proper water chemistry and chemical balance; improper storage of chemicals; failure to properly winterize against freezing; use of abrasive or improper cleaners. This warranty does not cover damage to, respecting, or resulting from: discoloration, warpage or deterioration of wood skirts due to water displacement or environmental exposure; failure of spa covers; failure of remote control; optional spa equipment not manufactured by the Company, supplied by Dealer, installer or the Company; unit's prior usage as an operational display; or defects that should have been discovered before installation.

RESPONSIBILITIES OF OTHERS

The Company shall not be liable for failure or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation. Damage occurring in transit is responsibility of the carrier. Damage occurring during installation is the responsibility of the installer. Failure of optional equipment is the sole responsibility of the equipment manufacturer. Dealer is responsible for knowing local code requirements and notifying installing contractor and/or user of these requirements at time of purchase. The Company is not responsible for costs to modify any product to obtain any code approval, such as city, county, or state building codes. The Company is not responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with any authorized literature or specifications furnished by the Company. Warranty coverage is in United States only. This warranty does not cover spa units in commercial or medical use.

EXCLUSIONS

This Limited Warranty is void if the Company or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse; if any repairs have been attempted by anyone other than the Company or its designated representative; or if the failure is caused by accident, acts of God or other causes beyond the control of the Company. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the instructions contained in the Owner's Manual provided with the spa. The spa owner accepts liability for repair work performed by anyone other than a designated Company representative. This Limited Warranty does not provide coverage for the insulating cover, any item attached to, or installed on, the spa after the date of manufacture, or for gaining access to any component for repair or replacement.

DISCLAIMERS

THIS LIMITED WARRANTY TAKES THE PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH ARE SPECIFICALLY DISCLAIMED TO THE FULL EXTENT OF THE LAW. ALL WARRANTY SERVICE MUST BE PERFORMED BY THE DEALER OR ITS DESIGNATED REPRESENTATIVE. NO AGENT, DEALER, SERVICE COMPANY OR OTHER PARTY IS AUTHORIZED TO CHANGE, MODIFY OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER.

THE COMPANY'S WARRANTY OBLIGATION SHALL BE DISCHARGED UPON TENDER OF REPLACEMENT OR REPAIR. THE CUSTOMER'S REFUSAL TO ACCEPT THE TENDER TERMINATES THE COMPANY'S WARRANTY OBLIGATION.

LEGAL RIGHTS

This Limited Warranty gives you specific legal rights. You may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties, so these limitations may not apply to you.

If you are unable to contact a Jacuzzi Whirlpool Bath Dealer, call or write:

Jacuzzi Whirlpool Bath
Warranty Service Department
P.O. Drawer J
Walnut Creek, California 94596
Call: (925) 938-7411

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Warranty Registration Card

This card must be filled out and returned to the address printed on the other side within thirty (30) days from date of purchase in order for this warranty to be come effective.

Purchaser's Name _____
Purchaser's Address _____
City _____ State _____ Zip _____

Date of Purchase _____
Model Name _____
Serial Number _____
Dealer's Name _____
Dealers Address _____

- How did you first hear about this Jacuzzi® product?
☐ Advertisement ☐ Article in Magazine/Newspaper
☐ Visited Dealer/Plumbing Supplier ☐ Yellow Pages
☐ Builder/Plumber/Remodeler ☐ Decorator/Architect
☐ Visited Retailer/Home Center Store
☐ Word of Mouth... Friend/Relative/Acquaintance
☐ Other... Please Describe _____
- Who first gave you specific information about this product (specifications, prices, etc.)?
☐ Dealer/Plumbing Supplier ☐ Builder ☐ Remodeler
☐ Plumbing Contractor ☐ Retailer/Home Center Store
☐ Decorator/Architect ☐ Already Installed
What was the main reason for purchase?
☐ Styling ☐ Warranty Service ☐ Product Features
☐ Brand Name ☐ Price ☐ Hydrotherapy
☐ Home Resale
☐ Other _____
- Who finally decided which product you would buy?
☐ Self ☐ Spouse ☐ Self and Spouse Together
☐ Other Family Member ☐ Designer/Architect
☐ Builder/Plumber/Remodeler ☐ Already Installed
- Who installed?
☐ Contractor/Plumber when remodeling
☐ Self/Spouse when remodeling
☐ Other _____
- What is the current market value of this property?
Please estimate \$ _____
- What is the age of the head of the household? _____ years
☐ Cal Spas ☐ Sundance ☐ Catalina ☐ Master
☐ Hot Springs ☐ Dimension One ☐ Marque
☐ Other (Specify) _____
- How long did you shop before purchasing unit?
☐ 1 day ☐ 2 months-6 months
☐ 2-7 days ☐ 6 months-1 year
☐ 1 week-2 weeks ☐ 1 year-2 years
☐ 2 weeks-4 weeks ☐ +2 years
☐ 1 month-2 months
- Approximately how long have you lived in this home?
Please indicate approximately the total annual income of your household.
☐ Up to \$24,999 ☐ \$50,000 to \$74,999
☐ \$25,000 to \$29,999 ☐ \$75,000 to \$99,999
☐ \$30,000 to \$39,999 ☐ \$100,000 to \$149,999
☐ \$40,000 to \$49,999 ☐ \$150,000 and Above
- Was your purchase process?
☐ Very easy ☐ Easy ☐ Difficult ☐ Very difficult
- How technically aware were you of the patented Jacuzzi® jet system prior to your purchase?
☐ Not aware ☐ Somewhat aware ☐ Very aware

Ninety-Day
Parts Only
Limited Warranty
On
Accessory(ies)

Ninety-Day
Parts Only
Limited Warranty
On
Accessory(ies)

JACUZZI WHIRLPOOL BATH

R906000