

LIMITED

# WARRANTY

## *The Master Advantage Platinum*

**10**  
*years*

### TEN YEARS - SPA STRUCTURE

Master Spas warrants to the original retail purchaser the structural integrity of the spa against water loss due to defects in material or workmanship for a period of ten (10) years from the date of the original retail purchase. (Repair or replacement)

**7**  
*years*

### SEVEN YEARS - SHELL SURFACE

Master Spas warrants to the original retail purchaser that the acrylic finish will not blister, crack or delaminate for a period of seven (7) years from the date of original retail purchase as a result of defects in material or workmanship. (Repair or replacement)

**5**  
*years*

### FIVE YEARS - PLUMBING

Master Spas warrants to the original retail purchaser (and proper transferee) for a period of five (5) years from the date of original purchase that the plumbing of the spa will remain free from leaks due to defects in material and workmanship (Parts and labor). Jet internals are warranted to be free of defects in material and workmanship for a period of (5) years from the date of original retail purchase (parts only).

**5**  
*years*

### FIVE YEARS - EQUIPMENT

Master Spas warrants to the original retail Purchaser (and proper transferee) that the Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship for a period of five (5) years from the date of the original retail purchase. (Parts and labor)

### *Audio/Video Equipment*

Master Spas warrants to the original retail purchaser, the optional Audio/Video Equipment (TV, DVD, Speakers, Dolphin Remote, Subwoofer and Lift System) against malfunction due to defects in material and workmanship for a period of one (1) year from the date of original purchase. The stereo and enclosure components of the audio system is warranted to be free from defects in material and workmanship for a period of (3) years. This limited warranty on all optional Audio/Video Equipment covers labor for a period of one (1) year from the date of original retail purchase. The hand held stereo remote is excluded and not warranted by Master Spas. Master Spas shall not be responsible for any damages or losses to any accessories, including but not limited to iPods or similar systems, caused by a defect or malfunction of any component (parts and labor).

### *Skirting*

Master Spas warrants to the original retail purchaser, that the DuraMaster polymer™, MasterSelect™, and Dreamstone™ skirting will not crack or rip for a period of five (5) years from the date of the original retail purchase. Cedar skirting is warranted to be free from

defects in material and workmanship at the time of delivery. The labor cost to repair or replace any defective skirting is the sole responsibility of purchaser (parts and labor).

### *LED Light System*

LED Light System Master Spas warrants to the original retail purchaser, for a period of one (1) year from the date of original retail purchase that the optional, factory installed LED light system will be free from defects in workmanship and materials. (Parts and Labor.)

### *Ozonators*

Master Spas warrants to the original retail purchaser that the factory installed Ozonators will not malfunction due to defects in the ozonator for a period of two (2) years from the date of original retail purchase (parts and labor).

### *Exclusions*

This limited warranty is enforceable only by the original retail purchaser. Light bulbs, light lenses, fuses, covers, spa pillows or any dealer installed accessories are specifically excluded from this

limited warranty. All warranties are void if the spa is placed in commercial service. In the event it is necessary to remove the spa from the residential premises to repair or replace any warrantable item, any and all cost of spa removal and replacement including but not limited to removal and transportation, damages to landscaping, decking, fencing or other structural alteration; or any cost related to obtaining access to the spa are the sole responsibility of the purchaser.

### *Limitations*

This limited warranty does not apply to malfunctions if the spa has been subject to misuse, alteration or attempted alteration, repairs or attempted repairs by a non authorized representative of Master Spas; or if a failure or malfunction is due to improper installation, improper water chemistry, improper maintenance, an act of God, weather conditions or other damage from causes beyond the control of Master Spas. Misuse or abuse shall mean operation of the spa other than in conformity with the Master Spas Owners Manual. Such misuse and abuse shall include but not be limited to the following:

- ✓ Damage of the spa surface caused by leaving the spa uncovered or due to covering the spa with plastic film of any kind.
- ✓ Damage to the spa surface caused by contact with unapproved cleaners or solvents.
- ✓ Damage caused by operation of the spa at water temperature outside the range of 34° F - 104° F.
- ✓ Freeze damage
- ✓ Damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hypochlorite, "tri-chlor" type chlorines or any sanitizing chemical that may remain undissolved on the spa surface.
- ✓ Damage due to a dirty, clogged or calcified filter cartridge.
- ✓ Damage caused by failure to provide an even, sufficient support for the spa.

Master Spas, Inc. reserves the rights to void the equipment warranty should any damages occur to the system from the use of filter cartridges other than those approved by Master Spas, Inc. Master Spas, Inc. in its sole discretion shall determine if any damage to equipment is the result of the use of an unapproved filter.

### *Warranty Registration*

The original retail purchaser must send in a completed warranty registration card to Master Spas within ten (10) days from the date of the original retail purchase, or register on line at HYPERLINK "[www.masterspas.com](http://www.masterspas.com)" [www.masterspas.com](http://www.masterspas.com). In the event of a warranty claim of a defect or malfunction covered under the provisions of this limited warranty, the original retail purchaser must notify in writing the retail dealer who sold the spa within ten (10) days of the initial malfunction or discovery or defect. Upon notice of warranty claim, the Master Spas dealer or an authorized representative of Master Spas will inspect the spa in a reasonable time after the initial notification to determine if the malfunction or failure is a covered malfunction or defect under this limited warranty. If a service call is fielded and determined by the dealer to be a non-warranty service call, the cost of

the service call is the sole responsibility of purchaser. If it is determined that the malfunction or defect is covered under this limited warranty, Master Spas, through its dealer, or authorized representative will repair or replace the covered item. Master Spas reserves the right for its dealers to collect from the retail purchaser reasonable travel expenses. In addition, access charges will be assessed if the spa is not reasonably assessable for inspection, repair or replacement. Master Spas allows the plumbing and equipment warranty to be transferred to a successor owner of the premises where the spa was originally installed during the normal warranty period. An Ownership Warranty Transfer form must be completed. This form is available through Master Spas. This limited warranty shall become void if the spa is moved to a subsequent premises. Any failure due to movement of the spa is excluded from this Limited Warranty.

### *Disclaimers*

Master Spas neither assumes nor do we authorize any other person to assume for us, any other liability in connection with the sale of spas manufactured by Master Spas. THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO A PURCHASER AND MASTER SPAS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE RESULTING FROM MISUSE OF THE SPA OR CAUSED BY ANY DEFECT, FAILURE OR MALFUNCTION OF THE SPA, WHETHER A CLAIM IS BASED UPON WARRANTY, CONTRACT, NEGLIGENCE OR OTHERWISE. Some jurisdictions do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you.

To the extent permitted by applicable law, THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE, OTHERWISE all implied warranties are limited in duration to two (2) years from the original date of retail

purchase. THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, OF ANY KIND OR NATURE WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.



**MASTER SPAS®**

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