

# WARRANTY

## *The Master Advantage Platinum*

**10**  
*years*

### **TEN YEARS - SPA STRUCTURE**

Master Spas warrants 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)

**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 Audio/Video Equipment (TV, DVD, Stereo, Speakers, Dolphin Remote, Subwoofer, Lift System and Enclosure) against malfunction due to defects in material and workmanship for a period of one (1) year from the date of original purchase. The Sony hand held stereo remote is excluded and not warranted by Master Spas.

### ***Skirting***

Master Spas warrants the original retail purchaser, that the polymer skirting and the Master Wood 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.

### ***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.

### ***Ozonators***

Master Spas warrants to the original retail purchaser that the factory installed Ozonators will not malfunction due to defects in the transformer of the Ozonator for a period of five (5) years and the original corona chip is warranted for a period of two (2) years, from the date of original retail purchase.

### ***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.

(Cont. on back)

### **Limitations** (cont.)

- ✓ Damage caused by operation of the spa at water temperature outside the range of 34° F - 104° F.
- ✓ 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.

### **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 [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 the retail dealer who sold the spa, or Master Spas 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 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 to collect from the retail purchaser reasonable travel expenses and access charges if the spa is not reasonably assessable for inspection, repair or replacement. Master Spas allows the plumbing and equipment warranty to be transferred once, at the original installation site, during the normal warranty period. A warranty transfer form must be completed. This form is available through Master Spas.

### **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 DAMAGES 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, 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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