

# MASTER SPAS COVERS

## LIMITED WARRANTY

**2**  
YEARS

**VINYL SKIN:** Master Spas, Inc. ("Master Spas") warrants the skin of the Cover manufactured by Master Spas against defects in workmanship and/or material to the original retail purchaser from the date of original retail purchase. The vinyl skin on the Cover is warranted (if properly maintained in accordance with the owner's manual) not to deteriorate beyond use for a period of two (2) years from the original retail purchase date (Parts Only).

**1**  
YEAR

**FOAM INSERTS:** Master Spas, Inc. ("Master Spas") warrants the foam inserts of the Cover manufactured by Master Spas against defects in workmanship and/or material to the original retail purchaser from the date of original retail purchase. The foam inserts are warranted (if properly maintained in accordance with the owner's manual) only that water saturation of the foam insert core will not occur for a period of one (1) year from the original retail purchase date (Parts Only).

### EXCLUSIONS

This Limited Warranty is enforceable only by the original retail purchaser and covers the materials of the Cover only. Any and all other expenses associated with a warranty claim including onsite inspection by dealer or service center, removal, freight or replacement are the sole responsibility of the original retail purchaser. Damage caused to the Cover or the failure of the Cover due to the following are specifically excluded from this Limited Warranty.

- Defects or damage relating to any other components or parts that are not specifically part of the Cover.
- Failure to maintain spa water chemistry and proper Cover maintenance (See maintenance requirements in spa owner's manual).
- Negligence, abuse, misuse, vandalism, accidents, natural disasters, high winds, extreme weather conditions, acts of war or acts of God.
- Scrapes, rips, tears, punctures or similar damage caused by the cover being dragged across abrasive objects or coming in contact with sharp objects.
- Ripped, torn or damaged stitching, vinyl, handles or locking straps due to failure to disconnect locking straps before opening, failure to remove snow, ice or other items from top of cover before opening or excessive force when opening, closing, moving or lifting the cover.
- Ripped or torn stitching or vinyl along skirting and bottom of cover due to improper use of skirt to lift or move the cover.
- Repairs or alterations to the Cover by parties other than Master Spas Inc.
- Fading or other minor deterioration.
- Damage caused by cover lifts including but not limited to, chafing, pulled or torn seams, and torn vinyl. (Note: On some models of cover lifts the cushion grips must be moved from the radius of the lift to the sides of the lift.
- Bowing inserts, broken inserts and depressions in inserts caused from the accumulation of snow or ice on top of the cover or people, animals or objects being on top of the cover.

### WARRANTY REGISTRATION AND WARRANTY CLAIM PROCEDURE

In the event of a warranty claim of a defect in the materials or workmanship of the Cover covered under the provisions of this limited warranty; the original retail purchaser must first notify, in writing, the retail dealer who sold the Cover within ten (10) days of the initial discovery of defect. Detailed photos of the Cover should be provided for inspection and determination of the alleged warranty claim. If the retail dealer does not provide support, then the purchaser should contact Master Spas' customer service department, at [customerservice@masterspas.com](mailto:customerservice@masterspas.com) or provide written notice of the defect at the address below. Within a reasonable time of receipt of the notice of the warranty claim, valid proof of purchase and detailed photos of the alleged claim; Master Spas will inspect detailed photos of the Cover provided by the retail purchaser or, if necessary, arrange inspection of the Cover through the retail dealer or service center to determine if the alleged defect is covered under this limited warranty. If it is determined that claim is not covered by this limited warranty, the cost

of replacement is the sole responsibility of the purchaser. If it is determined that the defect is covered under this limited warranty; Master Spas, through the retail dealer or an approved independent service center, will authorize and provide replacement component(s) for the Cover or replace the Cover. Replacement items would be picked up at the retail dealer or service center location once received or shipped directly to the retail customer. Any labor costs provided by a retail dealer or service center to inspect, repair or replace the cover for the retail purchaser along with any freight and shipping costs of the replacement component(s) or Cover are the responsibility of the retail purchaser.

### DISCLAIMERS

MASTER SPAS, INC. NEITHER ASSUMES NOR DO WE AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US, ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF COVERS MANUFACTURED BY MASTER SPAS, INC. THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO A PURCHASER AND MASTER SPAS, INC. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM MISUSE OF THE SPA COVER OR CAUSED BY ANY DEFECT, FAILURE OR MALFUNCTION OF THE SPA COVER, WHETHER A CLAIM IS BASED UPON WARRANTY, CONTRACT, NEGLIGENCE OR OTHERWISE. SOME STATES 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. SOME STATES DO NOT ALLOW THE LIMITATION OF THE DURATION OF IMPLIED WARRANTIES, SO THIS LIMITATION MAY NOT APPLY TO YOU. THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, OF ANY KIND OR NATURE WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. SOME STATES DO NOT ALLOW THE LIMITATIONS OF REMEDIES SO THESE LIMITATIONS MAY NOT APPLY TO YOU.

**WARNING** AVOID DROWNING RISK  
NON-SECURED OR IMPROPERLY SECURED COVERS ARE A HAZARD  
FAILURE TO FOLLOW ALL INSTRUCTIONS MAY RESULT IN INJURY OR DROWNING



MANUAL SAFETY COVER  
IN ACCORDANCE WITH  
ASTM F 1346-2010  
4YE4

E358534



UNSAFE FOR  
SITTING OR STANDING



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