

The following manufacturer's warranty is provided by Master Spas. Grizzly Bear Hot Tubs execute and fulfil warranty claims in line with manufacturer guidelines

- 5 Year Structure Warranty**
Master Spas Inc warrants to the original retailer purchaser the structural integrity of the spa against water loss from the spa due to defects in material or workmanship, in the structure of the spa for a period of five years from the date of installation. (repair or replace the spa shell or any part of structure)
- 5 Year Shell/Surface Warranty**
Master Spas Inc warrants to the original retail purchaser that the acrylic finish will not blister, crack or delaminate for a period of five years from the date of installation as a result of defects in material or workmanship. Master Spas will either repair or replace the defective shell including labour.
- 2 Year No Leak Warranty**
Master Spas Inc warrants to the original retail purchaser for a period of two years from the date of installation that the plumbing will not leak due to defects in material or workmanship. Master Spas will provide parts and labour to replace the defective component. Jet internals are warranted to be free from defects in materials or workmanship for two years from the installation date. Master Spas will provide replacement jet internals during this period. The cost of shipping and installation of any jet internals is the sole responsibility of the purchaser
- 2 Year Component Warranty**
Master Spas Inc warrants to the original purchaser the spa side equipment pack (pumps, heater, control system and keypad) should a component of the spa side equipment fail or malfunction due to defects in material or workmanship for a period of 2 years from the date of installation. Master Spas will either repair or replace the defective component including labour
- 5 Skirting (Cabinet)**
Master Spas Inc warrants the maintenance free cabinet for a period of five years from the date of installation. Bowing that can occur under some conditions is considered normal and is not covered by this limited warranty. Master Spas will either repair or replace the defective skirting however the cost of any shipping and installation is the sole responsibility of the purchaser.
- 1 Audio Equipment**
Master Spas Inc warrants the audio system against malfunctions due to defects in workmanship or materials for a period of one year from the date of installation. Master Spas Inc will either repair or replace the defective component including labour. Master Spas and Grizzly Bear Hot Tubs 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.
- 2 LED Lighting System**
Master Spas Inc warrants the factory installed LED lighting system will not malfunction due to defects in material or workmanship for a period of one year from the date of installation. Master Spas will either repair or replace the defective component including labour. After one year the purchaser is solely responsible for any audio system parts and labour to repair or replace.
- 2 Ozonator**
Master Spas Inc warrants that the factory installed ozonator will not malfunction due to defects in material or workmanship for a period of two years from the date of installation. If the Ozonator malfunctions during this period Master Spas Inc will either repair or replace the Ozonator including parts and labour.
- 1 MasterPur Water Management System**
Master Spas Inc warrants that the factory installed Masterpur system will not malfunction due to defects in the unit for a period of one year from the date of installation. If the Masterpur system malfunctions due a defect in materials or workmanship Master Spas Inc will repair or replace the defective component.

I have read and both fully understand and adhere to the warranty conditions above

Signed..... Print..... Date.....



MASTER SPAS®

Annual Servicing

Master Spas recommends that the hot tub is serviced annually by an approved Master Spas partner to ensure the hot tub is performing to its maximum potential and efficiency. Annual servicing can also help to identify and solve any issues that may have arisen in the short term therefore helping to increase the longevity of your Master Spa. Please contact Grizzly Bear Hot Tubs service dept on 01382 530220 to arrange an annual service.

Limitations

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Master Spas prior written consent, accident, acts of god, misuse or abuse, commercial or industrial use, use of an accessory not approved by Master Spas, failure to follow Master Spas owners manual or repairs made by anyone other than Grizzly Bear Hot Tubs.

Master Spas Inc nor Grizzly Bear Hot Tubs will be responsible for any costs incurred for the hire of cranes, lifting devices or any works provided to allow with the creating of adequate access for the removal, repair or replacement of any hot tub during and after the warranty period.

The warranty will not cover any part of the spa unless spa chemicals and filters are purchased from Grizzly Bear Hot Tubs or any imitation parts are approved in writing by Grizzly Bear Hot Tubs. Damage caused by improper water chemistry and failure to keep the spa clean could potentially invalidate the warranty coverage. This warranty does not cover component failure through misuse or neglect, such cases are decided upon at Grizzly Bear Hot Tubs discretion. Such misuse and abuse shall include but not be limited to the following:

- Damage of the spa surface and components caused by leaving the spa uncovered or due to covering the spa with plastic film of any kind
- Damage to the spa surface and components caused by contact with unapproved cleaners or solvents
- Damage caused by operation of the spa at temperatures outside the range of 34 degrees F – 104 degrees F
- Freeze damage
- Damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hydroxide, Tri-Chlor chlorine’s or any sanitizing chemical that may remain un-dissolved on the spa surface
- Damages or malfunction caused by dirty, clogged, calcified filters or use of an unapproved filter cartridge
- Damages or malfunction caused by failure to provide even, proper support for the spa
- Damages or malfunction caused by the use of filter cartridges other than those approved by Master Spas Inc.

Master Spas Inc will in its sole discretion shall determine if any damage to the equipment is the result of the use of an unapproved filter.

Warranty Performance

To make a claim under this warranty contact Grizzly Bear Hot Tubs technical department on 01382 530220 as soon as possible. A 2 year onsite labour coverage is included with no travel fee’s being charged in the first 12 months. A £50.00 + vat call out charge will applied after the 12 month period has expired. Grizzly Bear Hot Tubs will repair any defects covered by this warranty and you will not be charged for parts or on site labour for any defects covered by this warranty.

If it is determined that the malfunction is not covered by this limited warranty, the cost of the service call is the sole responsibility of the purchaser. In addition access charges will be assessed if the spa is not reasonably assessable for inspection, repair or replacement.

Disclaimers

Master Spas Inc neither assumes nor do we authorise any other person to assume for us, any other liability in connection with the sale of spas 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 or caused by any defect, failure or malfunction of the spa, whether a claim is based upon warranty, contract, negligence or otherwise. 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 implied warranties are all limited in duration to two 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.

I have read and both fully understand and adhere to the warranty conditions above

Signed..... Print..... Date.....