



2331 E. Lohman Ave.  
 Las Cruces, NM 88001  
 Phone: (575) 524-4633  
 Fax: (575) 647-3373  
 www.pooltechplus.com

**SALES ORDER FORM**  
 No. 001429

3-14-22 Delivery

CUSTOMER NAME [REDACTED]	HOME PHONE [REDACTED]	CELL PHONE [REDACTED]	DATE 3/3/22
ADDRESS [REDACTED]	EMAIL [REDACTED]	SALES PERSON COLTON	
CITY, STATE AND ZIP CODE LAS CRUCES, NM [REDACTED]	DELIVERY LOCATION IF DIFFERENT		DELIVERY DATE

ITEM DESCRIPTION	AMOUNT
Master Spa Get Away series sea salt/graphite 110V San Miguel	\$8000
DLX cover, cover lifter	Ø
steps, start up chemicals	Ø
Delivery and start up	Ø

\* CRANE FEES AND ELECTRIC WORK NOT IN PRICE - TO BE PAID BY CUSTOMER X MM (INITIAL)

**CUSTOMER NOTICE:**

\* All items to be received must be marked on contract. If items are not marked, customer will not receive them later. All sales/deposits final and non-refundable. Customer always responsible for crane fees. All electric work to be done by licensed electrician and paid by customer

Customer agrees X [REDACTED] (PRINT) X [REDACTED] (SIGN)

Deliver Date: \_\_\_/\_\_\_/\_\_\_

Delivery:  2-man  4-man  See Area  Map  Crane (Customer Pays) X [REDACTED] (INITIAL)

Special Instructions: RV Access to Back

SUBTOTAL	\$8000
FREIGHT OR INSTALL/DELIVERY	Ø
TAX NM <input checked="" type="checkbox"/> TX <input type="checkbox"/>	\$665
TOTAL *CRANE / ELECTRIC* NOT INCLUDED	\$8665
MINIMUM DEPOSIT 50%	\$1000
BALANCE DUE PRIOR TO DELIVERY (SEE TERMS)	\$7665
TERMS:	Paid in full on 3-4-22 RT AFCA check # 179 *3665 CITI Advantage 40001 Thank You

**THE AGREEMENT**

**PLEASE NOTE, ALL SALE PRICED ITEMS AND SPECIAL ORDERS ARE CONSIDERED FINAL SALES.** No deposits will be refunded if the order is cancelled, not picked-up or delivered within 30 days of receipt to our company. If your items are not in stock, please allow 4-5 weeks delivery time. More time may be required based on availability of your order. We will attempt to contact you upon receipt of your order and establish a pick-up or deliver time. However, we cannot be responsible for the sale completion if you cannot be reached. If you have questions pertaining to your order please contact our office by calling (575) 524-4633. **Special Note on Deliveries:** If your product is to be delivered to your home, under this agreement, we must have clear access to the final resting place of your product in order to avoid any additional costs to you at the time of deliver. All warranties are provided by the manufacturer and passed on to the customer. **Our Terms:** Upon placement of your order, the customer agrees to pay a minimum of 50% down toward the purchase and the balance is due upon receipt of your item to our store location. No refunds on special orders, 40% restocking fee on in stock items. No refunds on credit card purchases.

All agreements both oral and implied must be outlined on this form to be valid!  
 Pool Tech Plus does not warrant any product's fitness for any expressed purpose or use.  
**THIS WRITTEN SALES FORM CONSTITUTES OUR ENTIRE AGREEMENT.**

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**ACCEPTANCE OF SALES ORDER:** The above prices, specifications and ordering information contained in this sales order are satisfactory and are hereby accepted. You are authorized to execute this order as requested and specified.

Signature: [REDACTED]

Date of Acceptance: 3/3/22

Note: This sales order may be withdrawn by us if not accepted within \_\_\_ days.

**PAYMENT METHOD**

We Accept:

- Cash
- Check
- Money Order
- American Express
- Visa Card
- Master Card
- Discover Card

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Security Code \_\_\_\_\_

for Shopping at  
**Pool Tech Plus, INC**



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## INSTALLATION REQUIREMENTS & RECOMMENDATIONS

(Necessary for delivery, setup & service of your new spa)

### DELIVERY ACCESS AND FOUNDATION REQUIREMENTS:

1. All portable spas require 45 inches of clearance through gates, doors, between houses, side fences and around corners,
2. Your spa will require proper overhead clearance based on the size of your spa. In most cases add 12" to the outside dimensions of the spa.
3. All debris, limiting or blocking access to or on set-up location should be removed prior to delivery. If we attempt to deliver your spa and the yard is not fully prepared, Pool Tech Plus may be forced to charge for a second delivery or waiting time.
4. Pool Tech Plus DOES NOT PROVIDE CRANE OR FORKLIFT SERVICE, IF NECESSARY.
5. All portable spas and gazebos must be set on a SOLID FLAT FOUNDATION; we recommend a 4" thick concrete slab; however, properly supported decks and "EZ Pads" are also acceptable. Please consult a qualified contractor for the structural requirements of these alternative foundations.
6. If a "Cover Lift" is to be installed, allow at least 24" of clearance behind the spa for it to fold out of the way.
7. WE DO NOT RECOMMEND IN-GROUND, SUNKEN, OR ENCLOSED SPA INSTALLATIONS. This makes it impossible for service technicians to access the spas equipment area. Installations of this nature could create ground water situations, which could cause damage to the spas internal equipment and void the warranty.

### DELIVERY AND SET-UP REQUIREMENTS

1. The time required to set-up your portable spa and/or gazebo varies due to the complexity of each set-up; however, most spa deliveries typically require approximately one hour.
2. Please allow a two-hour time window for our delivery crew to arrive to your site. It is impossible to guarantee an exact delivery time, due to certain complications that sometimes occur with previous job sites, during traffic tie-ups, or when bad weather strikes. We will work very hard to keep our appointments as promised. It is never our intention to inconvenience any of our customers.
3. It is the responsibility of the spa owner to fill and add chemicals to the spa.

### ELECTRICAL REQUIREMENTS:

1. FOR LIABILITY REASONS, POOL TECH PLUS, INC DOES NOT DO ANY ELECTRICAL WIRING.
2. OUR DELIVERY CREW IS NOT LICENSED TO CONNECT OR DISCONNECT ANY ELECTRICAL.
3. A LICENSED ELECTRICIAN MUST WIRE ALL PORTABLE SPAS.
4. All portable spas REQUIRE AN ISOLATED, DEDICATED CIRCUIT. No other appliances or lights can be on this circuit at any time. NO EXTENSION CORDS are to be used in conjunction with the operation of the spa. Low voltage damage could result, which is not covered by the warranty.
5. ALL ELECTRICAL HOOKUPS MUST MEET N.E.C. (National Electrical Code) AND PERTINENT LOCAL CODES.
6. The electrical wiring to the spa must be 240-volt, 3 wire plus ground (#6 AWG copper).
7. All 240-volt equipment packs require a double pole GFCI breaker hard wired to the spa as shown in the owner's manual.
8. The Spa must be hooked up to a "dedicated" 240-volt, 50-am breaker with GFCI protection. Your licensed electrician will know the N.E.C. "Codes" for the proper location of the GFCI Breaker Box.
9. We recommend the GFCI Breaker Box be located somewhere NEAR THE SPA (per N.E.C. Electrical Codes), and be EASILY ACCESSIBLE. This is important when the spa owner is not home and our service technicians are there for service.
10. In most cases, it is best for the licensed electrician to perform their work AFTER THE SPA HAS BEEN DELIVERED.
11. THE SPA MUST BE FILLED WITH WATER BEFORE ANY ELECTRIC POWER IS TURNED ON.
12. Any damage resulting from a failure to follow these requirements, or due to improper electrical installation, will not be covered under warranty.
13. PLEASE, if you have ANY questions, call our CUSTOMER SERVICE DEPARTMENT. We are here to service you, and would like you to call anytime no matter what your question may be. Our goal is to help insure that your experience is a most pleasant one.

I HAVE READ AND UNDERSTAND THE ABOVE REQUIREMENTS AND CONDITIONS, AND HAVE RECEIVED A WIRING DIAGRAM:

Buyer: \_\_\_\_\_

Date: \_\_\_\_\_

3/3/22

 **Getaway**  
HOT TUBS®

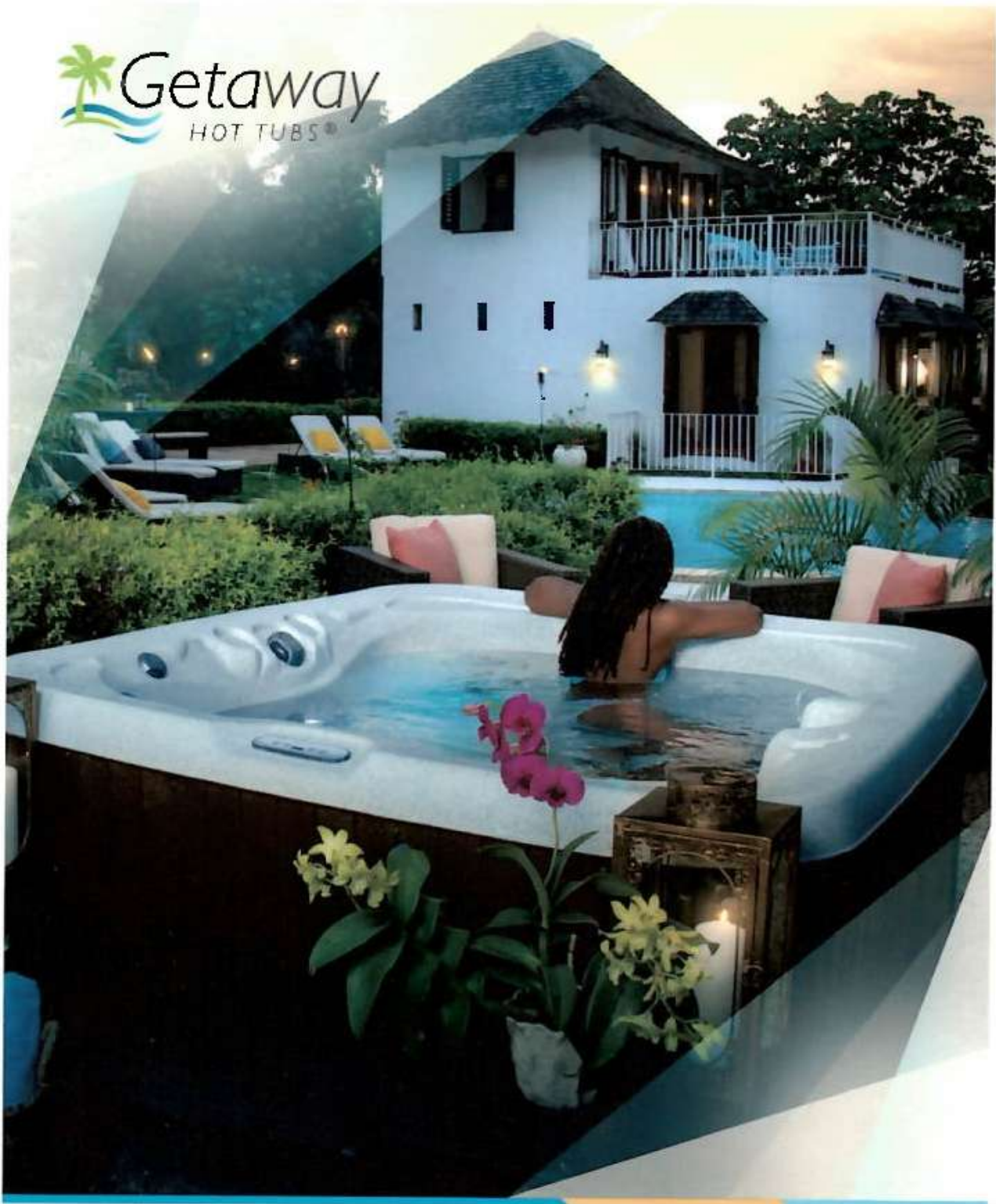


*First visit at/for  
Kaiten*

YOUR PASSPORT TO RELAXATION

RELAX. IT'S  
 **Master  
Spas®**

 **Getaway**  
HOT TUBS®



 **MADE IN  
THE USA**

## **OWNER'S MANUAL** & LIMITED WARRANTY

 **Master Spas®**

Your new spa has arrived! But before you take the first of many dips, you will need to balance the water. But how do you start?

This guide will help you feel confident as you go through the initial start-up. Taking time to balance the water now will make it easier to maintain as you enjoy your spa.

## BEFORE YOU GET STARTED

- Always check the control panel for messages and the water temperature.
- Never enter the water if the temperature is above 104 °F per safety recommendations.
- Do not drink alcohol while using your spa.
- Always shower before using the spa so detergents, lotions, and body oils do not affect water quality.
- Maintain proper PH and sanitizer levels for safe use.
- Do not mix chemicals before adding to the water and add each chemical separately.
- Always add chemicals to the water, not water to the chemicals.
- Always store chemicals according to the manufacturer's instructions.
- Keep chemicals out of the reach of children.

## MUST-HAVE SPA CHEMICALS FOR CLEAN WATER

All spas require chemicals to keep the water clean and safe to use. While you won't use all of these regularly, these products are helpful to have on hand when maintaining spa water. These products might have different names, depending on the manufacturer or where you buy your chemicals.

**Chlorinating Granules** - Chlorine sanitizer; look for the word dichlor

**Foam Gone** - Temporarily removes foam

**Metal Protect** - Helps remove heavy metals in the water

**Oil Gone** - Enzyme that helps break down oils

**Oxidizer Shock** - Oxidizing agent used to free up chlorine

**pH Down** - Lowers pH and total alkalinity

**pH UP** - Raises pH and total alkalinity

**Spa Brite** - Treats cloudy water by combining with small particles so that they can be trapped by the spa filter

**Scale Defense** - Helps prevent chalky mineral build-up

**Filter Cleaner** - Although it is not a product you add to your spa water, it is important to regularly clean your filter(s) with this to maintain clean and safe conditions in the spa water.

## KNOW YOUR SOURCE WATER

Knowing what your water is like makes it easier to know what chemicals you need to balance it out. It can be helpful to take a moment to test the water you intend to fill your spa with and jot down the pH, alkalinity, and other readings. Source water can fluctuate over time, so always test and don't assume it's always going to be the same each time you fill.

## INITIAL SPA START-UP

**1 Filling your spa.** Attach a pre-filter to your garden hose. This pre-filter, which is available at your Master Spas retailer, will help remove minerals from your source water to make balancing your water easier. *Pro Tip:* Never use more than 50% softened water to fill your spa. Too soft of water can be prone to foaming, cause unstable PH levels and cause wear on components in the spa.

**2 Add a sequestering agent.** A sequestering agent will help remove suspended minerals in the water. Each manufacturer has a different name for this product; look for names such Metal Protect or Metal Gone, which indicate to add this when filling. *Pro Tip:* Allow water to circulate and filter for at least 30 minutes (or per bottle recommendations) before adding any other chemicals.

**3 Test the water.** Check your pH and alkalinity levels using the test strips in the start-up kit. *Pro Tip:* The pH should be 7.4 - 7.6 and the total alkalinity 100 - 120 ppm (parts per million). Ideal calcium hardness levels should be between 150 and 250 ppm.

**4 Adjust alkalinity and pH.** Use increase or decrease products as needed to adjust. Always use manufacturer's directions on the bottle when adding chemicals to your spa. *Pro Tip:* Once the total alkalinity is in the 100 - 120 range, the pH should stabilize.

**5 Wait 30 minutes and retest water.** Doing so allows the chemicals time to work their magic. After testing, continue adjusting with increase or decrease products, if necessary. *Pro Tip:* Remember to add one chemical product at a time, like pH Up and then test the water again, before adding anything else to adjust another level.

**6 Add sanitizer.** Now it's time to add concentrated chlorinating granules to the water. At initial start-up, you will aim for a free chlorine level of 8 ppm. Do not enter the spa until the chlorine levels drop below 5 ppm. *Pro Tip:* If the free chlorine reading is lower than total chlorine, add an oxidizer shock.

## HELPFUL RESOURCES 24/7

Remember, help is always a click away. Master Spas has a growing video library of how-to videos and online resources to make water care and spa ownership easy. Go to [MasterSpas.com/resources](http://MasterSpas.com/resources) for more.

# MASTER SPAS COVERS

## LIMITED WARRANTY

**2**  
YEARS

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

**1**  
YEAR

**FOAM INSERTS:** Master Spas, LLC, ("Master Spas") warrants to the original retail purchaser that the foam inserts of the Cover manufactured by Master Spas will not deteriorate beyond use due to defects in workmanship and/or material for a period of one (1) year from the date of original retail purchase, if properly maintained in accordance with the owner's manual. (Replacement Parts Only).

### EXCLUSIONS

This Limited Warranty is enforceable only by the original retail purchaser and applies only to the materials and workmanship of the Cover only. Any and all other expenses associated with a warranty claim including onsite inspection by dealer or service center (if necessary), removal, freight costs or replacement labor 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 along with the cover installation and care instructions on back of this warranty).
- 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.
- 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 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 the asserted defect in material or workmanship. Detailed photos of the Cover should be provided for inspection and determination of the asserted 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 asserted 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 asserted 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 asserted

defect is covered under this limited warranty. If it is determined that the 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, LLC, 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, LLC. THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO A PURCHASER AND MASTER SPAS, LLC, 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. ALTHOUGH COVERS ARE AN EXCELLENT INSULATOR, THE COVER IS NOT WARRANTED TO PREVENT PRECIPITATION AND OTHER FORMS OF DEBRIS FROM ENTERING THE SPA.

**⚠ 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



UNSAFE FOR  
SITTING OR STANDING

E358534



Master Spas®

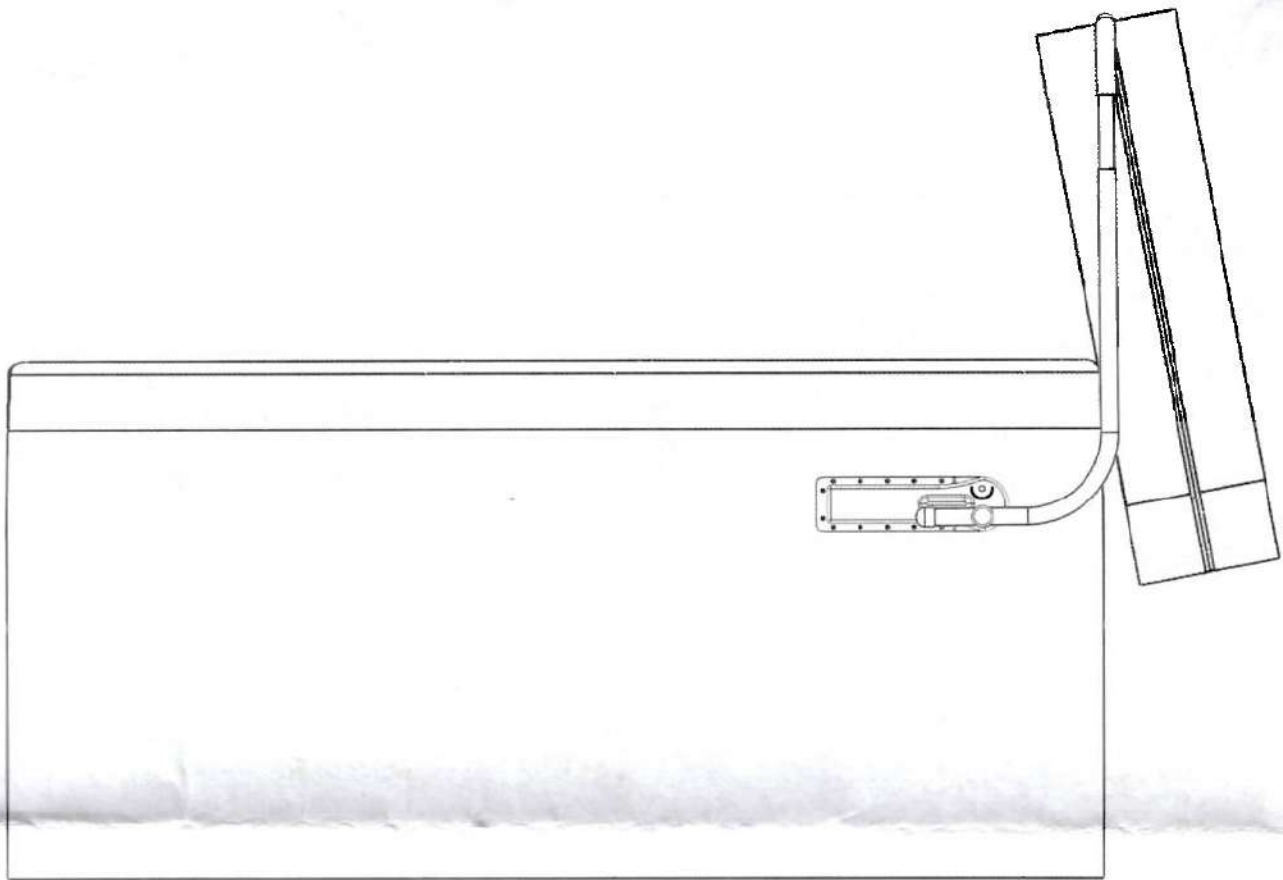
6927 Lincoln Parkway • Fort Wayne IN 46804

800.860.7727

[www.masterspas.com](http://www.masterspas.com)



POP17COVERWAR  
Rev. 202001



# COVERVALET™ EX

PREMIUM HOT TUB COVER LIFTER