

March 14, 2019

Product Safety Notification

Re: Twilight Series, H2X Swim Spas & Michael Phelps Swim Spas

Master Spas takes product safety seriously and we feel the need to reach out to you, our valued customer, regarding a possible problem that could occur. It has come to our attention that the clear, large water diverter cap (Figure 1) may break free from the main water diverter body due to thread failure of the cap. This does not involve the smaller water feature diverter (if equipped). If this large, clear diverter cap fails while the therapy pump is running, it may result in the cap being ejected in a dramatic way as well as high volumes of water flow being discharged from the diverter body potentially draining the spa rapidly. Although this has not occurred on every spa using this assembly, we want to make sure you can receive a replacement cap. Our supplier has provided a more robust cap (Figure 2) that we will send to you at no charge for replacement (if applicable). You are receiving this notification because our records show your spa may have this original diverter cap (Figure 1). To review and confirm if your spa has the original cap, turn off your spa at the GFCI breaker to be sure the pumps are not operating. Then, grasp the handle of the large water diverter (Figure 1) using a rocking motion with steady upward pull to remove the handle.

Large Water Diverter Assembly & Original Cap (Figure 1)

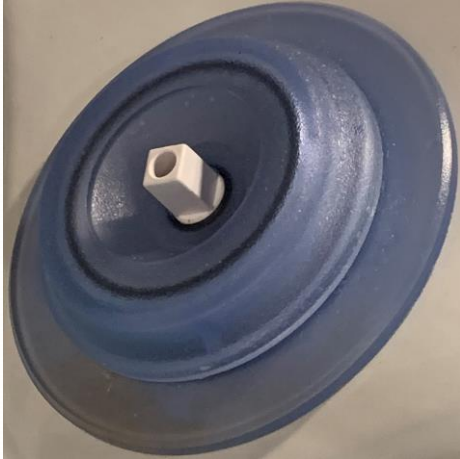


(Large Water Diverter)



(Handle Removed to Show Original Clear Cap)

Large Water Diverter Assembly with New, Replacement Cap (Figure 2)



(Handle Removed to Show New Cap)

If your spa has the original style cap (seen in Figure 1), please restrict use of your spa and redeem your complimentary replacement cap(s) by submitting a replacement cap request at <http://wsr.masterspasportal.com/divreplacement.asp>.

To replace your large water diverter cap (process also outlined in regular maintenance section of your spa owner's manual):

- Turn your spa off at the GFCI breaker to ensure no pumps can operate during this process.
- Grasp the Handle of the Large Water Diverter. Use a rocking motion with steady upward pull to remove the handle from the diverter assembly to expose the clear diverter cap (Figures 3 & 4)



(Figure 3)



(Figure 4)

- Grasp the clear cap and turn it counter clockwise to remove. If internal rotor assembly comes out with cap, simply pull it apart from the cap and insert it back in to the water diverter body.

- Place or make sure large outer o-ring is seated in water diverter body. Replacement cap is supplied with 2 small and 1 large replacement o-rings if needed.



(Figure 5)

- Place 2 small o-rings in to center opening of new cap (Figure 6).



(Figure 6)

- Install new cap by turning it clockwise on water diverter body until it is snug.



- Place handle back on the water diverter and turn your spa back on from your GFCI breaker.



If you need assistance with replacing your large water diverter cap, please feel free to reach out to our customer support team. We can be reached at (800) 860-7727 or CustomerService@MasterSpas.com. Our hours of operation are Monday through Thursday from 7AM to 5PM EST and Friday from 8AM to 12PM EST.

Thanks,

Master Spas Customer Support Team