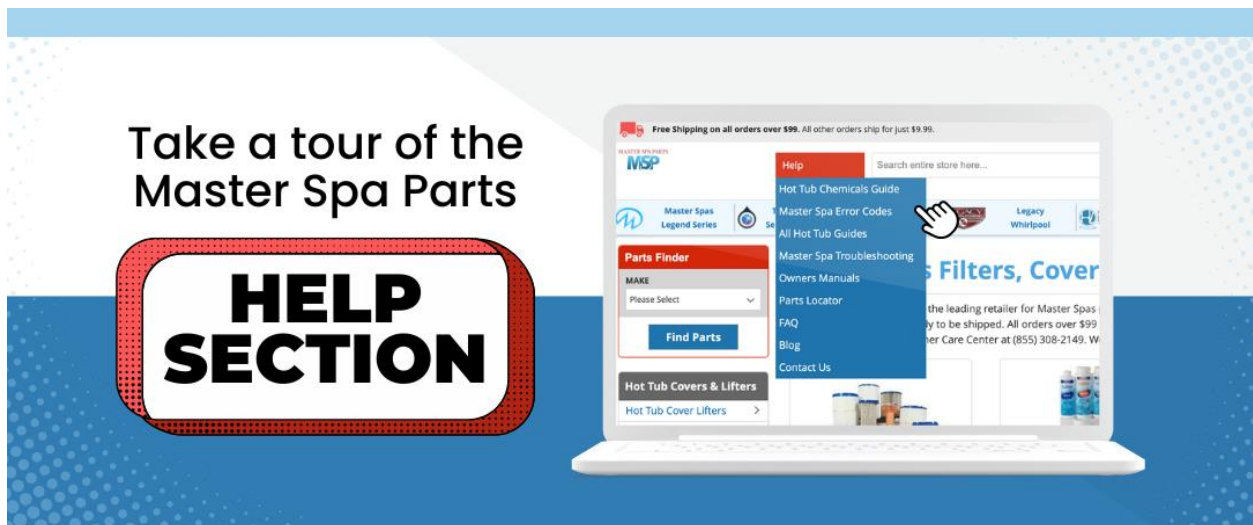


**PROJECT:** Email Newsletter Marketing Copy & Graphics  
**WRITER:** Silvia Catten

Master Spa Parts is dedicated to ensuring you have all the resources you need to keep your hot tub in perfect condition. As part of our commitment to our customers, this month we're highlighting our comprehensive Help section. Designed to give you the resources and guidance you need for help with common hot tub questions. Info on chemical basics, common error codes, instruction manuals and guides is just a click away. Let's dive in!



### [Take a tour of the MSP Help Section]

At the top of every page of our website, you'll find a blue turned red **'Help'** button. Simply hover over that button and a dropdown menu of troubleshooting pages and guides will appear. Here's what's included:

**Chemical Guide** – As a spa owner, you know proper chemical balance is key! This at-a-glance guide gives you all the basics for all the chemical products used in your hot tub. For added convenience, with one click you can add what you need right from our guide to your cart for easy check-out.

**Common Hot Tub Error Codes** – Don't let a blinking code send you into a panic! A hot tub malfunction code helps direct you to a problem that has occurred, or it may simply be reminding you to take action for regular maintenance. Our list of common error codes not only helps you decipher the code but gives you a recommended solution for the most common codes and issues. Bookmark this page for quick future reference!

**Troubleshooting 101** – For all your burning hot tub questions that may not be addressed by an error code or obvious fix, the Master Spa Parts Troubleshooting 101 section is a great place to help you diagnose an issue. You'll find information about hot tub pumps, filters, jets, and more.

**Hot Tub Guides** – Did you know that MSP has a comprehensive section of guides on all-things hot tubs? These short guides include topics on maintenance, deep cleaning, water balance, and more. Find additional guides with tips on hot tub safety, water quality, and how to extend the life

of your hot tub cover. With more than a dozen guides, this is the place to refresh your hot tub knowledge and pick up new information, too.

**Owner's Manual Library**– We offer a long list of owner's manuals for dozens of years and models—all at your fingertips. Don't worry about trying to locate your old paper manual, find the PDF versions of owner's manuals for quick reference to manufacturer's recommendations.

## **Find Parts Fast**

Beyond our Help menu, we've made it easy to locate products or parts you need. Here's how you can make the most of it:

**Shop by Category:** Our homepage is organized into hot tub parts and product categories, so you can quickly find parts you need. Find categories on the left side of every page. Whether it's chemicals, accessories, hot tub covers or lifters, hot tub covers or lifters, or general parts.

**Browse by Spa Model:** At the top of our homepage, you can find a row of icons for our most popular spa brands. Find what you need with ease. Click on any spa brand, and it will take you to a page with products—parts, filters, and covers—that work exclusively for that brand.

**Parts Finder Search:** On the upper left-hand corner of the MSP homepage, you'll find our Parts Finder search menu. Simply enter your spa model and hit 'Find Parts' to see all the parts and accessories we offer for your model. Don't know your spa model or serial number? We can help you find your spa make and model.

**Customer Support:** If you can't find what you're looking for, our customer support team is always here to help answer questions or make recommendations. Contact us directly through our website or call us toll-free at 855-308-2149.

## **Your Feedback Matters!**

If you have any suggestions or comments about our website or service, please don't hesitate to let us know. We're here to help!