



October 26, 2015

Dear S.R.Smith Pool Lift Owner,

Please immediately remove your Splash™ pool lift from service. S.R.Smith has recently learned that the welds on the base assembly of certain units could fail. If that happens, the lift will fall over, potentially injuring anyone seated on the lift. S.R.Smith has not been notified of any injuries as a result of this issue.

The issue potentially affects the following models –

PRODUCT	MODEL NUMBERS			MANUFACTURE DATE
Splash! Pool & Spa Lift	300-0000	350-0000	380-0000K	January 2013 – September 2015
	300-0000K	350-0000N	385-0000	
	300-0000N	350-0005	385-0005	
	300-0000R	350-3000	385-0005K	
	300-0005	350-3000N	385-0005KN	
	300-0005K	370-0000	385-0005N	
	300-0005N	370-0000K	385-000N	
	300-1000	370-0000N	390-0000	
	300-1100	370-0005	390-0000K	
	300-1100R	370-0005K	390-0000KN	
	300-3000	370-0005N	390-0000N	
	300-3000K	370-2000	390-0000R	
	300-3000N	375-0000	390-2000	
	300-3005	375-0000N	390-2000K	
	300-3005K	375-3000	390-2000N	
	300-3005KN	380-0000	395-0000	

According to our records, your Splash pool lift is one of the potentially affected products. The model number can be found on the product label which is located at the bottom of the lift mast. S.R.Smith is working hard to correct this issue. We are in the process of manufacturing replacement base assemblies and will be contacting you soon with information about the replacement assembly.

The only immediate action needed at this time is removing the current lift from service. In the coming weeks, we will send you additional information about the base replacement process. If you prefer to receive information by email, please go to www.splashpalliftinfo.com to review the latest information and sign up for email alerts.



We sincerely apologize for the inconvenience. If you have questions, please refer to the enclosed FAQ document or contact our customer service team at (888) 497-9290; email splashpalinfo@srsmith.com.

Sincerely,

A handwritten signature in black ink that reads 'Steve Ross'.

Steve Ross
Customer Service Manager