



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 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! Hi/Lo and Spa Lifts	350-0000, 385-0000, 385-0005, 350-0005, 350-3000, 350-300N, 385-0000N, 375-0000N, 375-3000	December 2014 – September 2015

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 Splash Hi/Lo pool lifts and will be contacting you soon with information about the replacement product.

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 replacement process. If you prefer to receive information by email, please go to [www.splashpalliftinfo.com](http://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](mailto:splashpalinfo@srsmith.com).

Sincerely,

Steve Ross  
Customer Service Manager