



## Important Safety Recall Information

December 15, 2015

Dear S.R. Smith Pool Lift Owner,

Please immediately remove your Splash!® Hi/Lo pool lift from service. As we told you in our letter dated October 23, 2015, S.R. Smith has learned that welds on certain units could fail. If that happens, the lift will fall over, potentially injuring anyone seated on the lift.

The issue potentially affects the following Splash!® 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 located at the bottom of the lift mast.

In coordination with the U.S. Consumer Product Safety Commission, S.R. Smith is conducting a voluntary recall of the potentially affected Splash!® pool lifts. To participate in the recall and obtain a free replacement lift, please contact us with your Splash!® pool lift model and serial number. We strongly urge you to participate in the recall.

S.R. Smith is working hard to correct this issue. We are in the process of manufacturing replacements and will have one available for you within the next 90 days. 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 at (888) 497-9290; email [splashpalinfo@srsmith.com](mailto:splashpalinfo@srsmith.com).

Sincerely,

Steve Ross  
Customer Service Manager



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### SPLASH!® HI/LO LIFT OWNER FAQ

#### Will removing the SPLASH!® lift from service make my facility non-compliant with the ADA?

The Department of Justice' published the following statement in relation to pool access on May 24, 2012 *"Title III of the ADA requires that places of public accommodation (e.g., hotels, resorts, swim clubs, and sites of events open to the public) remove physical barriers in existing pools to the extent that it is readily achievable to do so (i.e., easily accomplishable and able to be carried out without much difficulty or expense)."*

It is up to each facility to determine whether or not the 'readily achievable' provision applies to their location. Upon receipt of the replacement lift, it is important that facilities take prompt action to install the replacement lift to meet the guidelines of the ADA requirements. If a facility is in possession of a replacement lift and does not install it promptly, the facility could be at risk for not meeting the ADA.

#### How do I identify the lift affected?

The model number and serial number of the lift is located on the lower portion of the mast.

#### When will the replacement lift be delivered?

We are working with our suppliers to obtain the materials and ramp up production. We expect to be able to deliver a replacement lift to you within the next 90 days. If you would like to receive updates regarding delivery schedule to your facility, sign up for email alerts at [www.splashpalliftinfo.com](http://www.splashpalliftinfo.com).

If you are unable to complete the replacement, please let us know and we'll make alternative arrangements.

#### If we inspect the lift, can we tell if the welds on our lift are done correctly?

Proper inspection of the lift requires extensive knowledge of pool lifts and how they are engineered. In order to ensure that the lift meets S.R. Smith's manufacturing standard, we are supplying a replacement that has been inspected by trained professionals.

#### Where can I get more information?

Please visit [www.splashpalliftinfo.com](http://www.splashpalliftinfo.com) to find information about the replacement procedure and view video demonstrating how the replacement is done or contact our pool lift customer service team at (888) 497-9290, email [splashpalinfo@srsmith.com](mailto:splashpalinfo@srsmith.com).



Product Label