



Important Safety Recall Information

December 15, 2015

Dear S.R. Smith Pool Lift Owner,

Please immediately remove your Splash!® pool lift from service. As we told you in our letter dated October 23, 2015, S.R. Smith has learned that 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.

The issue potentially affects the following Splash!® 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 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 base assemblies of potentially affected Splash!® pool lifts. To participate in the recall and obtain a free replacement base assembly, please contact us with your Splash!® pool lift model and serial number. We strongly urge you to participate in the recall.



Important Safety Recall Information

S.R. Smith is working hard to correct this issue. We are in the process of manufacturing replacement base assemblies 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 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.

Sincerely,

A handwritten signature in cursive script that reads "Steve Ross".

Steve Ross
Customer Service Manager



Important Safety Recall Information

SPLASH!® 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 base assembly, it is important that facilities take prompt action to install the base assembly to meet the guidelines of the ADA requirements. If a facility is in possession of a replacement base assembly 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 base assembly 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 base assembly 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.

How long will it take to replace the base assembly?

Replacement of base will take between 20 - 30 minutes. The replacement process involves removing two nuts at the base of the mast and lifting the mast off the existing base; then replacing the existing base with the new base and re-attaching the mast. An individual conducting the replacement must be able to comfortably lift 30 lbs. or have someone assist with the replacement. To see video of the replacement process, visit 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 base meets S.R. Smith's manufacturing standard, we are supplying a replacement base assembly that has been inspected by trained professionals.



Product Label



Important Safety Recall Information

Where can I get more information?

Please visit www.splashpalliftinfo.com to find information about the assembly 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.