



PAL HI/LO & SPA LIFT OWNER FAQ

October 26, 2015

Will removing the PAL® 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 mast assembly, it is important that facilities take prompt action to install the mast assembly to meet the guidelines of the ADA requirements. If a facility is in possession of a replacement mast 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 lift components be delivered?

We are working with our suppliers to obtain the materials and ramp up production. We expect to begin shipping new masts within the next few weeks. 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 mast assembly?

Replacement of mast assembly will take between 20 - 30 minutes. The replacement process involves removing two nuts from the base of the mast and lifting the mast out of the existing base; then lifting the new mast into place and securing two nuts. An individual conducting the replacement must be able to comfortably lift 55 lbs. or have someone assist with the replacement. To see video of the replacement process, visit www.splashpalliftinfo.com.

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 mast meets S.R.Smith's manufacturing standard, we are supplying replacement components that have been inspected by trained professionals.

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 splashpallift@srsmith.com.



Product Label