



Important Safety Recall Information

December 15, 2015

Dear S.R. Smith Pool Lift Owner,

Please immediately remove your PAL® pool lift from service. As we told you in our letter dated October 23, 2015, S.R. Smith has learned that welds on the mast 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 PAL® models –

PRODUCT	MODEL NUMBERS	MANUFACTURE DATE
PAL® Hi/Lo & Spa Lift	250-0000, 275-0000, 250-0005, 250-0005K	December 2014 – October 2015

According to our records, your PAL® 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 potentially affected PAL® pool lifts. To participate in the recall and obtain a free replacement mast assembly, please contact us with your PAL® 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 replacement mast assemblies and will have one available for you in the coming weeks. 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,

Steve Ross
Customer Service Manager



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PAL® HI/LO & SPA LIFT OWNER FAQ

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 mast assemblies 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.

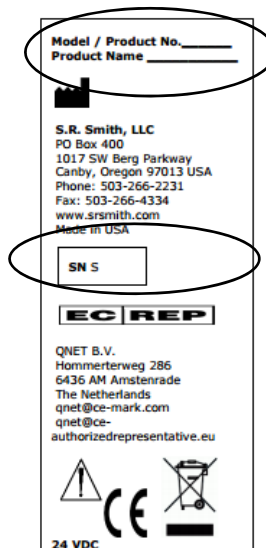
If you are unable to complete the replacement, please let us know and we'll make alternative arrangements.

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 mast meets S.R. Smith's manufacturing standard, we are supplying replacement mast assemblies 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 splashpalinfo@srsmith.com.



Product Label