



Important Safety Recall

February 28, 2017

Dear S.R. Smith heliX® Pool Slide Owner,

Please be aware of a safety concern and future recall to repair your heliX pool slide. Due to a fall hazard, S.R. Smith is voluntarily recalling the following heliX pool slides:

PRODUCT	SERIAL NUMBER	MANUFACTURE DATE
heliX Pool Slide	SR-HX13-01001 thru SR-HX13-01488 SR-HX14-01001 thru SR-HX14-01602	May 2013 – October 2014

According to our records, your HeliX pool slide is one of the affected products. The name of the slide and serial number can be found on the product label located on the top right side of the slide near the staircase rail. You should immediately stop using any recalled HeliX pool slide.

In cooperation with the U.S. Consumer Product Safety Commission, S.R. Smith is conducting a voluntary recall for the affected heliX pool slides. The recall does not require you to remove your slide from the pool deck. S.R. Smith will provide a free slide rail extension kit that adds height to the lower section of the outer slide wall to prevent users from exiting the slide before entering the pool. To participate in the recall and obtain a free slide rail extension kit, please contact us with your heliX slide serial number. We strongly urge you to participate in the recall.

S.R. Smith has learned that a child can exit the slide before entering the pool, posing a fall hazard that can result in serious injury. S.R. Smith has been informed that one child suffered a concussion, while others suffered from damaged/loosened teeth, cuts to the chin requiring stitches, bruises, or scrapes.

S.R. Smith is working hard to correct this issue. We are in the process of manufacturing the slide rail extension kits and will have one available for you in time for the 2017 pool season. We will send you another letter with further information at that time. If you prefer to receive information by email, please go to www.helixslideinfo.com to review the latest information and sign up for email alerts.



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In the meantime, **it is important that you immediately stop using your recalled heliX pool slide.** Please turn off the water supply for the slide by turning the valve under the ladder to the 'off' position. Please use the enclosed zip-ties to hang the enclosed sign on the slide ladder.

We sincerely apologize for the inconvenience. If you have questions, please refer to the enclosed FAQ document or contact our customer service at (800) 611-4750; email helixslideinfo@srsmith.com.

Sincerely,

Jason Kragerud

Jason Kragerud
Customer Service Manager

HELIX SLIDE OWNER FAQs

How do I identify the affected heliX pool slide?

The name of the slide and serial number can be found on the product label located on the top right side of the slide near the staircase rail.

When will the slide rail extension kit be available?

We are working with our suppliers to obtain the materials and ramp up production. We expect to be able to deliver the kit to you by the 2017 pool season. If you would like to receive updates regarding shipment, sign up for email alerts at www.helixslideinfo.com.

How difficult is it to install the slide rail extension kit?

The slide rail extension kit is easy to install and can be done by one person. S.R. Smith will provide all necessary mounting hardware; you only need a standard handheld drill. The entire process should take approximately 20 minutes. Detailed installation instructions along with a video of how to install the slide rail extension kit will be available at www.helixslideinfo.com.

What if I am unable to install the slide rail extension kit? For example, what if I do not have a drill?

Please contact us. S.R. Smith will locate a service company from our dealer network than can perform the installation at no charge to you. Call (800) 611-4750 or email helixslideinfo@srsmith.com.



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Can I continue to use my slide?

You should immediately stop using your heliX slide until the slide rail extension kit has been installed. To prevent use of the slide, please turn off the water supply by turning the valve under the ladder to the 'off' position. Please use the enclosed zip-ties to hang the enclosed sign on the slide ladder as shown in the picture below.



Valve in the off position



Sign in the correct location

Where can I get more information?

Please visit www.helixslideinfo.com to find information about the installation of the kit and view a video demonstrating how to install the slide rail extension kit. Or contact our customer service team at (800) 611-4750, email helixslideinfo@srsmith.com.