



## Important Safety Recall

28, March 2017

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

SRS Australia Pty. Ltd. (**SRS Australia**) is conducting a recall of the following heliX pool slides manufactured by S.R. Smith:

PRODUCT	SERIAL NUMBER	DATES OF SUPPLY
Certain heliX residential pool slides	SR-HX14-01001 thru SR-HX14-01602	1 June 2014 - 31 July 2015

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 affected heliX pool slide.

SRS Australia has learned that a child can exit the slide before entering the pool, posing a fall hazard that can result in serious injury.

This recall does not require you to remove your slide from the pool deck. SRS Australia 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. Please contact us by email ([info-au@srsmith.com](mailto:info-au@srsmith.com)) or telephone (07 3812 2283) with your name, telephone number, address where you would like your free slide rail extension kit to be sent and your affected heliX slide serial number. More information is available at [www.helixslideinfo.com](http://www.helixslideinfo.com).

S.R. Smith, the manufacturer, is working hard to correct this issue. It is in the process of producing the slide rail extensions kits and will have one available for you as soon as we can. If you prefer to receive information by email, please go to [www.helixslideinfo.com](http://www.helixslideinfo.com) to sign up for email alerts.

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.



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We sincerely apologize for the inconvenience. If you have questions, please refer to the enclosed FAQ document or contact our customer service by telephone (07 3812 2283) or by email ([info-au@srsmith.com](mailto:info-au@srsmith.com)).

Sincerely,

Keith Hall  
General 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 will have one available for you as soon as we are able to. If you would like to receive updates regarding shipment, sign up for email alerts at [www.helixslideinfo.com](http://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. SRS Australia 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](http://www.helixslideinfo.com).

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**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 on telephone (07 3812 2283) or email ([info-au@srsmith.com](mailto:info-au@srsmith.com)).

**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](http://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 by telephone (07 3812 2283) or email ([info-au@srsmith.com](mailto:info-au@srsmith.com)).