



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 that can perform the installation at no charge to you. Call (800) 611-4750 or email helixslideinfo@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 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.