



May 27, 2011

IMPORTANT SAFETY NOTICE
(Pool Builders, Pool Installers, and Pool Service Professionals)

Product Recall: The following pool and/or in-ground spa square drain covers manufactured by the Hayward Pool Products Division of Hayward Industries, Inc.:

WGX1031B 9"x9"-Standard Flow
WG1032PAK2 12"x12"-Standard Flow
WGX1032B 12"x12"-Standard Flow
WG1033PAK2 18"x18"-Standard Flow
WGX1033B 18"x18"-Standard Flow
WGX1031BHF 9"x9" High Flow
WG1033HFPAK2 18"x18" High Flow
WGX1033BHF 18"x18" High Flow

Effective immediately, Hayward Pool Products, in cooperation with other manufacturers and the Consumer Product Safety Commission (CPSC), is issuing a voluntary recall on certain pool and in-ground spa drain covers manufactured or distributed after December 19, 2008. The subject pool and in-ground spa drain covers were determined by the CPSC to have been incorrectly rated for protection against body entrapment by independent third party laboratories.

Hayward has not received any reports of injuries related to any drain covers subject to the recall.

Pool Builders, Pool Installers and Pool Service Professionals are hereby advised to stop installing the subject drain covers immediately and to contact Hayward at 1-888-407-9281 from 9:00 AM to 6:00 PM Eastern time, Monday through Friday (excluding holidays), for the procedures for returning affected drain covers for a free replacement or refund, as applicable.

Pool Builders, Pool Installers, Pool Service Professionals and pool owners may also receive information on the recall by contacting the Drain Cover Recall Hotline at 1-866-478-3521 which will be in operation 24 hours per day, contacting drain cover manufacturers directly or visiting the Drain Cover Recall Website at www.apsp.org/draincoverrecall.

If a pool owner calls you with questions about a pool or in-ground spa drain cover, you should instruct them to contact the Drain Cover Recall Hotline at 1-866-478-3521 or contact the drain cover manufacturer directly. We will handle all inquiries from pool owners related to the recalled Hayward drain covers.

Except for kiddie/wading pools and in-ground spas, retrofit or replacement of installed covers is not required in pools with multiple drain systems or gravity drainage systems or for covers installed before December 19, 2008.

Consumers should NOT remove or disturb their drain covers themselves, and should NEVER use a pool or spa where there is a missing or broken drain cover. Drain covers should only be removed by pool installers or other professionals when they are in possession of, and are ready to



POOL PRODUCTS
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1.908.351.5400
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install, a replacement or approved retrofit. Swimming pools and spas should NEVER be operated without all drain covers securely in place.

Consumers will not incur costs for reasonable replacement/retrofit of recalled drain covers that are installed in accordance with the manufacturer's instructions. Pool Owners must register with the manufacturer of the recalled drain cover, and, where applicable, have the service performed by the manufacturer's authorized service provider, in order to avoid incurring costs for the replacement or retrofit of recalled covers.

In order to receive reimbursement from the recalled drain cover manufacturer for installation of an approved retrofit or replacement drain cover, Pool Installers must submit a completed Recall Verification Form to the recalled drain cover manufacturer. (See sample attached hereto).

You are requested to maintain all information, if any, provided to you regarding pool/spa type, flow rating and existing drain cover model for each pool or in-ground spa covered by the recall and to make this information available to the CPSC upon request. The CPSC is monitoring this recall and may request this information from you.

We thank you for your anticipated cooperation, and we regret any inconvenience that this recall may cause. We are committing substantial resources toward a quick resolution, as we value your continued sales efforts and the satisfaction of our loyal customers.



DRAIN COVER RECALL VERIFICATION FORM

The undersigned named Builder, Pool Service Professional, and/or Installer ("Installer") hereby, certifies that he/she has properly installed a replacement or retro-fit drain cover or covers pursuant to the May 26, 2011 CPSC recall of certain Hayward drain covers. In addition, the Installer further certifies that the replacement drain cover or covers have been installed consistent with Hayward Industries, Inc instructions.

Installer acknowledges and understands that failure to fully complete this Verification Form may result in a delay or non-payment for any such installation or related work until the following three (3) conditions are fulfilled: (1) Pool Owners/Operators must register with the manufacturer of the recalled drain cover and where applicable, the Installer must be authorized by the manufacturer to perform the replacement or retrofit of the recalled covers (2) the Verification Form has been fully completed by the Installer and submitted to the Manufacturer and (3) the original drain cover(s) that were replaced are returned to Manufacturer at the following address One Hayward Industrial Drive, Clemmons, NC 27012. And invoice detailing the charges must be submitted. Only reasonable charges will be reimbursed.

The Installer Certifies that the pool/in-ground spa in which the cover was replaced was a:
Wading pools (sometimes called "kiddie pools")
In-ground spa
Pool with a single drain
Other (Please provide description)
Date of Installation # of Drain Covers Installed
Model # of Replaced/Original Drain Covers

of Drains installed with Retrofit Model # of Retrofit for Drain Cover

Name of Pool Owner/Operator

Pool Location/Address

Signature of Installer Signature of Owner/Operator (OPTIONAL)

Title:

Address: Address:

Phone #: Phone #:

Date: Date:



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**Hayward Pool and Spa Replacement
Drain cover Information**
(See Separate Attachment and/or
www.hayward-pool.com/draincoverrecall)