

FAQ's



The Safe Removable Pool Slide

GENERAL

Q: What is the difference between SlideAway and deck mounted pool slides?

Residential deck mounted pool slides for in-ground pools use anchoring systems to permanently secure the slide to the deck. For new pool construction, anchoring systems for slides are installed when the concrete deck is poured. For retrofit or after-market, holes are drilled in the deck to secure the slide to the deck. Residential deck mounted pool slides have weight limits up to 125 kg/275 lbs and are designed to be used by children and adults.

SlideAway is a removable pool slide for in-ground pools designed to be used by children up to 57 kg/125 lbs. It is stabilised on the deck using a water ballast system and brace. SlideAway can be set-up on the deck in less than half an hour and provide children hours of safe, splashing fun. When pool time is over for the kids, SlideAway can be drained and removed from the deck until next time.

Q: What's the difference between SlideAway and inflatable pool slides?

SlideAway meets the United States federal safety standard for pool slides established by the CPSC (Consumer Product Safety Commission). Meeting this standard requires a pool slide to pass 48 individual tests. Inflatable pool slides do not meet these requirements. Visit cpsc.gov to research CPSC Safety Standard for Swimming Pool Slides (16 CFR Part 1207).

Q: What is the weight limit of SlideAway?

SlideAway is designed specifically for children up to 57 kg/125 lbs.

Q: Can I use SlideAway on an above ground pool?

No. SlideAway is designed to be used on in-ground swimming pools only. Please refer to the [Owner's Manual](#) for details.

Q: Can I use SlideAway on a dock?

No. SlideAway is designed to be used on in-ground swimming pools only. Please refer to the [Owner's Manual](#) for details.

Q: SlideAway is CPSC compliant. What does that mean?

SlideAway meets the United States federal safety standard for pool slides established by the CPSC (Consumer Product Safety Commission). Meeting this standard requires a pool slide to pass 48 individual tests. Visit cpsc.gov to research CPSC Safety Standard for Swimming Pool Slides (16 CFR Part 1207) or visit srsmith.com.

Q: How much does the SlideAway weigh with and without water in it?

SlideAway weighs approximately 48 kg/105 lbs without water and approximately 129 kg/285 lbs when it is filled to the minimum fill line with water.

Q: Where can I purchase SlideAway?

SlideAway can be purchased from a wide range of authorised resellers including online retailers. We recommend using our dealer locator at slideaway.com.au.

SET-UP AND USE

Q: SlideAway comes partially assembled. What does that mean?

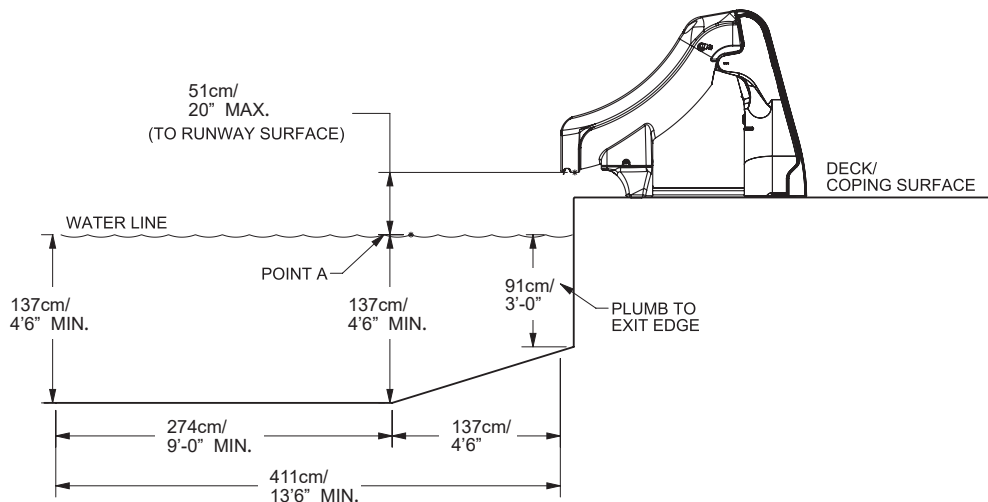
SlideAway comes with three main pieces: the main slide assembly, the stability brace and the dolly to move the slide into place on the deck. The hose assembly parts will need to be installed using a Phillips head screwdriver or screw gun and Teflon tape or thread sealant tape (not included). Refer to the SlideAway [Owner's Manual](#) and our set-up video for more details.

Q: What tools will I need to assemble the SlideAway?

SlideAway comes with three main pieces: the main slide assembly, the stability brace, and the dolly to move the slide into place on the deck. The hose assembly parts will need to be installed using a Phillips head screwdriver/screw gun and Teflon tape/thread sealant tape (not included). Refer to the [Owner's Manual](#) and our set-up video for more details.

Q: How deep does the water need to be to use the SlideAway?

- Pool water depth at the base of the slide should be at least 92 cm/3' deep, and at 137 cm/4'6" out from slide exit, the water should be at least 137 cm/4'6" deep. (refer to image below)
- The height of the slide runway exit above the water should be 51 cm/20" maximum.
- The distance between the slide centerline and the edge of other pool equipment should be at least 107 cm/3'6".



Refer to the SlideAway [Owner's Manual](#) (figure 14) and our set-up video for more details.

Q: How long does the SlideAway take to set-up?

SlideAway can typically be set-up in under thirty minutes. Please review our set-up video at slideaway.com.au to see how fast and easy it is to set-up on the deck.

SET UP AND USE (CON'T)

Q: How many people are required to set-up / take down SlideAway?

S.R.Smith recommends two people set-up / take down SlideAway.

Q: How tall is SlideAway?

SlideAway is 152 cm/5' tall; the height to the seat is 122 cm/4'. When folded for storage, SlideAway is 168 cm/5' 6" tall. Refer to the [Owner's Manual](#).

Q: How much deck space does SlideAway require?

SlideAway requires 214 cm/7' from end to end when it is in the open position with the support brace inserted. Keep in mind that a minimum of 10 cm/4" must hang over the pool wall before it can be filled with water and used, so the actual deck space may be closer to 183 cm/6' depending on how far the slide overhangs the pool. Please refer to the Slide Away Owner's Manual for more precise dimensions and set-up instructions.

Q: Does the SlideAway need to have water in it before using it?

YES. SlideAway must be filled to the minimum water line marked on the slide before use. The pool owner is responsible for ensuring the proper water level in the base every time the slide is going to be used. Read and follow all safety instructions on the slide and refer to the SlideAway [Owner's Manual](#) for important safety information regarding the proper set-up of SlideAway before using it.

Q: How long does it take to fill the SlideAway with water to the fill line?

Fill time depends on the water pressure of the garden hose but typically it takes less than ten minutes to fill the base to the minimum fill line.

Q: How often should I check the water level of SlideAway?

The water level should always be checked before the slide is used; at minimum, it should be checked daily.

Q: Is the dolly a custom product that only works with SlideAway?

No. The dolly included with SlideAway is a standard dolly rated to support up to 68 kg/150 lbs. To ensure proper use, please refer to the instructions on how to use the SlideAway dolly in the [Owner's Manual](#).

Q: Can the SlideAway be moved with the dolly while water is inside the ladder?

DO NOT try to move the SlideAway once it has water inside of it. The dolly was only designed to move the SlideAway on and off the pool deck when it is empty and not in use. Draining the SlideAway completely is required before using the dolly to move it off of the deck or even to a new location on the deck. Attempting to move the SlideAway without the dolly could result in damage to your pool deck and SlideAway.

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CUSTOMER SUPPORT

Q: How do I contact Customer Service?

S.R.Smith Customer Service Professionals are available 8:00 a.m. – 4:00 p.m. AEST at 07 3812 2283 or email info-au@srsmith.com.

TIP: Include the word SLIDEAWAY in the subject line of your email to ensure your question is routed to the appropriate person.

Q: Where can I register my product to make sure I receive important product notifications?

Please visit <https://srsmith.com/productregistration-au> to register your product.

Q: What is the warranty on SlideAway?

S.R.Smith offers a three-year warranty on SlideAway. For detailed warranty information, visit <https://srsmith.com/warranty-au>.

Q: How can I file a warranty claim?

In order to file a warranty claim, you will need to have the following information –

- Serial number of your SlideAway (located under the logo on the slide)
- Images of the product issue
- Name, physical address, phone and email address of SlideAway owner

To enable faster review of your claim, please submit online at <https://srsmith.com/warranty-claim-au>

If you need help completing your claim form, please email info-au@srsmith.com and one of our Customer Service Representatives will assist you.