

01/06/2020

## Product General Recall - Drainage Optimiser Rework



Dear iAQUA Customers,

Your satisfaction is one of our top priorities. This is why we are informing you about the missing drainage optimiser on some of our iAQUA products (See serial numbers of effected units below).

### What is the cause?

We have recently discovered that some of our products have left the factory without the latest level drainage optimiser. The drainage optimiser plays a key role in making sure your product is as easy as possible to lift from the water. Without the latest level drainage optimiser the unit will be harder to remove from the water.

### What is the solution?

If your unit has one of the following serial numbers please contact [service@iaqua.biz](mailto:service@iaqua.biz). We will then contact your local distributor and they will organise getting the latest level drainage optimiser installed for you.

### Serial Number

**A19S13SS02CKSLNO000001** – The last six digits of the VIN number are the serial number of the unit (The highlighted yellow numbers are the serial number).

Please see the below serial numbers. If your unit has one of these serial numbers please contact [service@iaqua.biz](mailto:service@iaqua.biz) immediately.

#### Serial Numbers of units missing the latest level drainage optimiser:

- 000241
- 000242
- 000243
- 000244
- 000245
- 000246
- 000247
- 000248
- 000249
- 000250
- 000251
- 000252
- 000270
- 000280
- 000280
- 000310
- 000311
- 000321
- 000331
- 000332
- 000345
- 000356
- 000372
- 000372
- 000374
- 000375
- 000376
- 000377
- 000378
- 000379
- 000380
- 000382
- 000384
- 000385
- 000386
- 000387
- 000389
- 000389
- 000390
- 000391

As an apology for the inconvenience, whilst the latest level drainage optimiser is being installed your unit will be given a full inspection and you will also receive a free sun cover from your local distributor.

Thank you for your understanding and cooperation,

iAQUA Team