

Intex Recall – Customer Service FAQ

1. What Intex products are being recalled?

In coordination with the U.S. Consumer Product Safety Commission (CPSC) and Health Canada, Intex Recreation Corp. is voluntarily recalling certain above-ground pool models.

This recall only affects pools are 48 inches and taller and that have the compression strap running around the outside of the poles, which include:

- (a) 48” and taller Intex-branded above-ground pools manufactured and sold before 2013
- (b) 234 Intex branded above-ground pools manufactured in 2024 sold by Intex on its Website in 2024 and 2025, and
- (c) 32 Intex branded above-ground pools manufactured in 2024 or 2025 sold by Walmart from 2/15/2025 to 3/11/2025.

The specific models included in this recall include:

- **Intex Models Sold from 2002 to 2012:**
 - 48” and 52” Metal Frame Pools; 48” and 52” Ultra Frame Pools
- **Intex Models Sold Only on Intex Website from 2024 to 2025:**
 - 2024 48” Prism Frame Pool; 2024 48” Ultra XTR Frame Pool
- **Intex Models Sold by Walmart from 2/15/2025 to 3/11/2025:**
 - 2024 or 2025 48” Ultra XTR Frame Pool

2. What exactly is the issue with the product?

The pools use compression straps that surround the exterior wall and support poles of the pool which a child may use as a foothold to gain access to the pool, posing a drowning hazard.

3. How many units are being recalled?

About 1.7 million above-ground pools are affected in the United States, all but 266 of which were sold before 2013.

4. When were the affected products manufactured/sold?

All but 266 of the affected Intex products were sold before 2013.

Since 2013, all 48-inch and taller Intex-brand above-ground pools sold in the U.S. have been redesigned to eliminate this issue. Specifically, since 2013, the pools have been manufactured with compression straps with pole sleeves that run between the pool wall and the support poles to eliminate the potential foothold created by the compression straps.

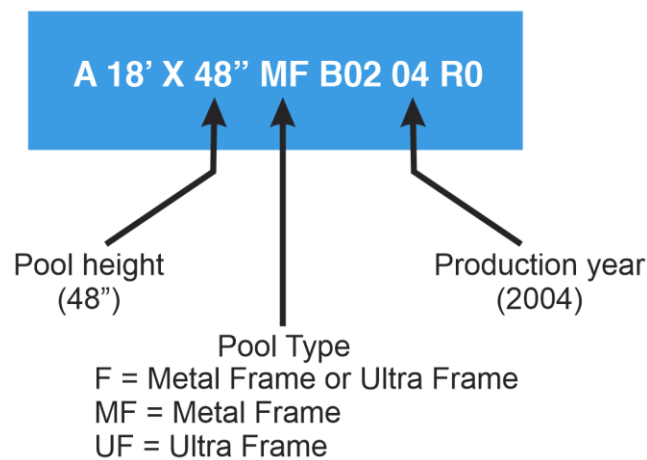
5. How and where were the affected products sold?

The majority of above-ground pools affected by the recall were sold before 2013 at various retailers such as Amazon, Kmart, Target, Walmart and others.

Additionally, a small number of pools were sold online by Intex's e-commerce channels (234 pools) and by Walmart in 2024 and 2025 (32 pools).

6. How do I know if my pool is included in this recall?

The model number of Intex-brand pools sold since 2004 are printed on the side of the pool liner under or near the warning label. The model number identifies the height of your pool, pool type, and the year it was manufactured, as shown in the example below:



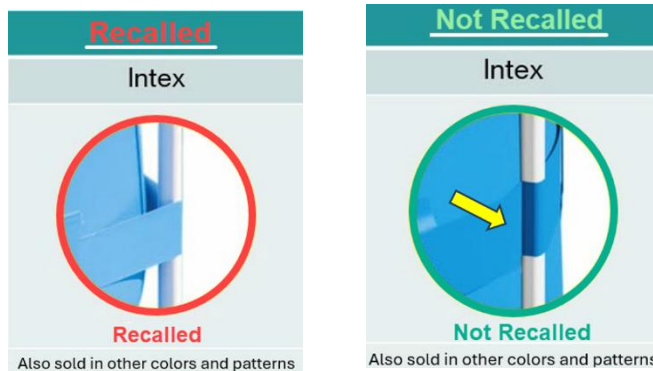
You can enter this number on the Intex website to confirm whether your pool is included in the recall.

7. Are all Intex pools covered under the recall?

No.

Intex-branded pools 48 inches and taller in height with compression straps running on the inside of the vertical poles are **not** included in this recall.

Pool models of less than 48 inches will also **not** be included in this recall.



8. I've determined my pool is an affected model. What are my options?

If your product is affected by this recall and you register your contact information with us, we will send a repair kit for your above-ground pool to your home, free of charge.

The repair kit will consist of a rope that wraps around the above-ground pool, clips that attach to each vertical support pole at the ground level that attach the rope to each pole, a tightener that allows you to tighten the rope around the pool, a cutting tool to safely cut the compression strap without damaging the pool liner, and installation instructions. Once installed, the compression strap should be cut and removed.

This repair kit is designed to be easy to install and prevent children from getting a foothold onto the product, while still maintaining structural integrity of the pool.

9. Is my pool safe to continue using while I await the repair kit?

While you wait for your new compression strap, you should ensure that children cannot access the pool unattended or, if that is not possible, drain the pool until the repair can be installed.

Additionally, you should always take precautions set out in CPSC's Pool Safety guidelines at www.PoolSafely.gov to ensure that children cannot access the pool without parental supervision, including removing pool ladders and any other objects near the pool such as patio furniture, and ensure required and recommended barriers are closed and locked.

10. How long will it take for my repair kit to arrive?

We expect that in most cases your free repair kit will ship in about 5-10 business days after request.

11. Can't I just cut the strap to continue using the pool?

No. The strap is important to ensure the poles of the pool remain upright.

12. I don't have children / I have taken my own precautions to make my pool child-safe / my pool is working fine. Is my product safe to continue using? Do I need to do anything?

If you have a pool affected by the recall, you should obtain and install a repair kit. Even if there are no young children in your household now, a child could access the pool when visiting or in other situations.

Until you receive your repair kit, please ensure that children cannot access the pool unattended, or alternatively, drain the pool until the repair can be installed.

Additionally, you should always take precautions set out in CPSC's Pool Safely guidelines at www.PoolSafely.gov to ensure that children cannot access the pool without parental supervision, including removing pool ladders and any other objects near the pool such as patio furniture, and ensure required and recommended barriers are closed and locked.

13. I don't feel comfortable repairing my own pool with the kit provided. Will Intex pay for a repair technician?

While Intex is not providing a repair technician, we have a YouTube video with step-by-step visual instructions on how to complete the repair yourself. We believe this is an easy-to-apply repair.

If you need further assistance with the repair, we are happy to arrange a telephone call with a member of our support team to walk you through the repair.

14. I purchased a pool as a gift for someone or I no longer have it. Should I notify who currently has the pool?

Yes. Customers can find more information about the recall by:

- Calling Intex toll-free at 1-800-549-8829 from 8:30 a.m. to 5 p.m. PT Monday–Friday
- Emailing recallhelp@intexcorp.com
- Visiting us online at www.intexcorp.com/recall, or at www.intexcorp.com and clicking on the RECALL information banner.

If you no longer have the pool, we will update our records to reflect that you no longer have the product.

15. Can I have a refund or a replacement pool instead of the repair kit?

The recall offers a repair kit solution only. We believe this is an easy-to-apply repair.

16. I have a Polygroup/Bestway pool that is covered under the recall process. Can I process my recall with your company?

You will need to contact Polygroup/Bestway to handle your case, as they are the manufacturer of your pool.

The model numbers for impacted Bestway pools begin with a '256' or the letter 'B.' You can contact Bestway toll-free at 844-593-4003 from 8 a.m. to 5 p.m. ET Monday through Friday, or online at <https://recallsupport.expertinquiry.com> or email at BWrecallsupport5516@sedgwick.com for more information.

You can contact Polygroup toll-free at 888-621-4137 from 5 a.m. to 11 p.m. MT Monday through Friday or online at <https://polygrouprecall.com> or email at poolrecall@polygroup.com for more information.

17. How do I stay updated on this recall?

Please visit our website, www.Intexcorp.com/recall

18. I have other concerns and/or questions about this issue. Who is the best person to speak to about that?

I will forward the information to our Leadership Team, and a member of that team will contact you.