



PRODUCT QUALITY / SERVICE UPDATE

TO: All Locations
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HARD TO REMOVE CROSSFIRE JET FACE

PRODUCT AFFECTED: All spas with crossfire jets.

SITUATION REPORTED: Unable to remove the jet face.

CAUSE: A revision was made by the jet manufacturing company to ensure that the jet face would always stay in place but at the same time it made it very difficult to remove.

CORRECTIVE ACTION: A special wrench was made to make the removal process easier.
See Pictures below:



1. Wrench for 3.25" Jet Face 344050
2. Wrench for 5" Jet Face 344051
3. Wrench for 2.5" Jet Face 344049

They are expected to arrive mid to late February. As soon as they arrive, a one time complementary set will be sent out to each location. After that they can also be order through our parts department.

FIELD SERVICE RECOMMENDATION: Even though the wrench was designed to accept a 1/2" drive ratchet, we have achieved better and safer results by using the detachable part of the 344048 jet body wrench. See above picture. These wrenches will not work under water and it is very important that both the jet face and wrench surfaces are Clean and Dry before use.