



## TROUBLESHOOTING GUIDE - POOL CLEANERS

### The pool cleaner does not move while the pump is operating

There may be numerous reasons why the pool cleaner does not move. Kindly check the following in an attempt to isolate the problem being experienced.

**Solution 1.**

Ensure that the hose is connected to the weir/suction properly

**Solution 2.**

Clear the hammer/flapper chamber of any obstacles or debris (how?)

**Solution 3.**

Ensure that all the hoses are connected properly by lifting the hose at each connection whilst connected to the suction and listening for a hissing sound, when the pump is running. Push the hose connections together to tighten them.

**Solution 4.**

Ensure that there is no air trapped in the hose.

**Solution 5.**

Ensure that no hose sections are damaged.

**Solution 6.**

Ensure that there is no debris stuck inside the hose.

**Solution 7.**

Ensure that the leaf basket is empty.

**Solution 8.**

Backwash the filter. (please ensure that the pool cleaner is disconnected from the weir when backwashing)

**Solution 9.**

Ensure the cleaners disc/skirt rotates freely (Voyager only) as the cleaner will not operate properly if the disc/skirt has not been fitted correctly i.e. between the footpad and the side intakes

**Solution 10.**

Ensure that the disc/skirt is assembled correctly. The fins must face upward and you should be able to read the word 'Top'

## The pool cleaner is stuck in one place

There may be numerous reasons why the pool cleaner sticks in one place. Kindly check the following in an attempt to isolate the problem being experienced.

### Solution 1.

Ensure that there is enough hose to cover the distance from the weir to the furthest point in the pool plus one extra section of hose.

### Solution 2.

Adjust the bump strip and/or deflector assembly to a lower or higher position to ensure that the cleaner deflects off of the obstacle.

### Solution 3.

Decrease suction by slowly opening the flow equaliser, manual valves only. Not applicable for automatic 45 degree valve.

### Solution 4.

Adjust the return nozzle to drive the cleaner away from the obstacle by rotating the nozzle toward the hose and facing it upwards to increase the ripple on the surface of the water.

### Solution 5.

If the cleaner does not clean specific areas of the pool's shallow end, direct the aim flow downward to eliminate the ripple on the surface of the water.

### Solution 6.

Turn the hoses a quarter turn (90°) at each hose connection, please ensure the hose is turned in one direction only either clockwise or anti-clockwise.

## The pool cleaner tries to climb out of the pool

### Solution 1.

Open the flow equaliser slowly and adjust the float to a lower position.

### Solution 2.

Automatic 45 degree valve - please remove the spring.

## Air flows out of the return nozzle

### Solution 1.

Check the hose for leaks.

### Solution 2.

Ensure the hose sections are tightly connected.

### Solution 3.

Check the O-ring at the pump and replace it if it is worn or damaged.

### Solution 4.

Call pool professional to locate suction leak on suction line.

## The hose is twisting

### Solution 1.

Turn the hoses a quarter turn (90°) at each hose connection, please ensure the hose is turned in one direction only either clockwise or anti-clockwise.

### Solution 2.

The hose may twist if it has been coiled tightly during storage. To stop it twisting, detach the hose sections and lay them flat on the ground for a day in bright sunshine. Reassemble and use as normal.

## The pool cleaner does not clean specific areas of the pool

### Solution 1.

Rotate the hose connection at the weir one complete turn (one 360° turn). Repeat if necessary.

## The pool cleaner will not climb the pool walls

### Solution 1.

Ensure that the footpad is fitted properly to the cleaner.

### Solution 2.

If the radius between the pool floor and the wall is too narrow the cleaner will not climb the wall. To solve this, connect a Poolmaid Square Pool Attachment to the cleaner. If the angle is too steep (90°), a Poolmaid Xplorer turbine pool cleaner may be required instead - please note the Xplorer will only clean the floor of this type of pool.

## The pool cleaner disc does not lie flat on the pool floor

### Solution 1.

Adjust the clip-on weight and/or float until the balance of the units is correct, i.e. the disc lies flat on the pool floor.

### Solution 2.

Ensure that the hose does not have any air trapped in it.

### Solution 3.

If the disc is curled, remove it and lay it flat in the hot sun or pour hot water over it.



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