

### **Cleaner Doesn't Move.**

- Hayward suction cleaners depend on several factors to operate. First, there must be enough water flow past the "turbine". Use the "vacuum gauge adaptor" or "flow gauge" supplied with the cleaner to measure the vacuum in the cleaner hose. You should have 1" vacuum per section of hose. If you happen to have the new "flow gauge" adjust the flow so the reading is at least ½ way between maximum and minimum.
- The 4 small "shoes" connected to the pods must be able to grip the pool surface. Make sure that the "shoes" are not worn out and that the surface of the pool is not slippery because of an algae buildup. Also make sure you have the correct "shoes" for the surface of your pool. The right shoes are standard/slotted for plaster and Pebble-Tec; cork for vinyl and fiberglass; and ceramic for tile.
- There is an obstruction in the cleaner. Remove the consumer inspection plate at the bottom of the cleaner (one self contained screw needs to be loosened) and see if a rock, twig or large piece of debris has stuck between the bearings and turbine. Shake the head of the cleaner to dislodge any internal debris.
- The turbine, a-frame and "pods" must be working correctly. Any wear in the "drive train" can cause problems. To check for wear hold the left and right "pods" in your hands and firmly try to rock the "pods". All force on the "pods" should be transferred to the "turbine" and no play should be evident in the pods. If there is more than ¼" of play, parts need replacement.

### **Hoses are twisting (like a pretzel).**

- Perform the "Hang Test". With the cleaner connected and running, hold the cleaner by the hose, below the water line. The cleaner should rotate in each direction, with a pause in between. If the cleaner is turning in one direction only, this will cause the hoses to twist. This is a sign the gearbox needs to be replaced.
- If the cleaner turns both ways with a stop in-between, place the cleaner on the pool floor. Observe the cleaner. If it now turns in only one direction, there is a problem with the "Pod", "a-frame" and/or "turbine" connection. One side may be loose or worn causing it to track in one direction

### **Hose is coiling.**

- Cleaner hoses when removed from the pool should not be coiled up for storage. If you have coiled them, take the sections apart and lay them straight in the sun. Once the curls are removed, the hose should be usable. Always store the hoses straight when removing them from the pool. Always remove the leader hose from the head connection when storing the cleaner on the deck of the pool. Take the hoses apart and mix them up so as to remove any memory. It may be necessary to replace the hoses if this does not eliminate coiling.

### **Cleaner will not climb the wall of my vinyl liner pool.**

- Make sure the cleaner has the appropriate cork “shoes” and they are not worn.
- Depending on the angle of the pool floor to the pool walls, the cleaner may not be able to climb the slope. The cleaner will not be able to climb the wall if the transition to the wall is angled too steeply.
- Also check the rear “flap adjuster”, and move it to the III position.
- Algae makes vinyl liners very slippery. Remove the cleaner, treat for algae and brush sides.
- Since debris does not stick to vinyl as much as plaster or other surfaces, the need for the cleaner to clean the walls is not an imperative requirement.

### **Cleaner sticks at the steps or love seat.**

- The hose might be too short. First, check to see that the hose extends two full sections past the furthest point in the pool.
- Check to see that the return line(s) are not affecting the cleaner's movement (pointed down preferred).
- Use the “vacuum gauge”, or “flow gauge” to measure the vacuum in the cleaner hose. Refer to #1 above for the correct settings.
- Check the “shoes”, “wings” and “flaps” for wear.
- Check the rear “flap adjuster”, and move it to the #1 position.
- Turning in one direction may not allow the cleaner to turn off of the step. See question #2.
- One of the major reasons for the cleaner sticking on the steps is that it is running too fast. Use the “vacuum gauge adaptor” or “flow gauge” supplied with the cleaner to measure the vacuum in the cleaner hose. You should have 1" vacuum per section of hose. If you happen to have the new “flow gauge” adjust the flow so the reading is at least ½ way between maximum and minimum.

### **Cleaner floats above the pool floor.**

- The cleaner is heavier than water, and should not float. Ensure that all the air was removed from the cleaner head and hoses during installation.
- Make sure that the hose extends two full sections past the furthest point in the pool.
- Use the vacuum gauge adaptor” or “flow gauge” supplied with the cleaner to measure the vacuum in the cleaner hose. You should have 1" vacuum per section of hose. If you have a new “flow gauge” adjust the flow so the reading is at least ½ way between maximum and minimum.
- Check to see that the return line(s) are not affecting the cleaner or the cleaner hose, redirect as necessary.
- Check for signs of air returning to the pool through the return lines. Look for air bubbles attached to the cleaner hose and head. If present, pull sharply on the cleaner hose to release bubbles. Then, correct the source

of the air leak to prevent further floating. Ozone systems not adjusted correctly may be the source of the bubbles.

**Cleaner moves slowly.**

- Check the “shoes”, “wings” and “flaps” for wear.
- Check for obstructions in the cleaner.
- Use the “vacuum gauge adaptor” or “flow gauge” supplied with the cleaner to measure the vacuum in the cleaner hose. If you have a vacuum gauge you should have 1" vacuum per section of hose. If you have a new “flow gauge” adjust the flow so the reading is at least ½ way between maximum and minimum.
- Any wear in the "drive train" can cause problems. To check for wear, hold the left and right "pods" in your hands and firmly, try to rock the pods. All force on the pods should be transferred to the “turbine” and there should not be any evidence of play.
- Algae can be another cause for concern. Remove cleaner, Treat and brush algae.

**Pods worn at the front of the cleaner.**

- The cleaner is sticking at the steps or against a wall. Refer to number 5 above.

**Cleaner climbs to the surface and sucks air.**

- The vacuum or flow setting is too high. Use the “vacuum gauge adaptor” or “flow gauge” supplied with the cleaner to measure the vacuum in the cleaner hose. You should have 1" vacuum per section of hose. If you happen to have the new “flow gauge” adjust the flow so the reading is at least ½ way between maximum and minimum.
- Set the “flap adjuster” to #1.

**Bottom of my cleaner is worn.**

- Check the shoes and replace if necessary. If the “shoes” are worn, the “pods” may need to be replaced. Periodically check the “shoes” and replace as necessary.
- The vacuum or flow setting could be too high. Use the “vacuum gauge adaptor” or “flow gauge” supplied with the cleaner to measure the vacuum in the cleaner hose. You should have 1" vacuum per section of hose. If you happen to have the new “flow gauge” adjust the flow so the reading is at least ½ way between maximum and minimum.