

Troubleshooting

- **Cleaner Does Not Clean Entire Pool (Misses Areas) or Does Not Climb Walls**
 - Your Aquabot is designed to clean the pool many times over within a recommended 7-hour cleaning cycle by cleaning one section at a time in a systematic pattern (note that some models come equipped with internal 7-hour automatic shut-off timers). If large portions of the pool are missed, then please check the following:
 1. Make sure that the Floating Handle is locked diagonally across the top of your Aquabot's body.
 2. Shake the Handle. Listen for the presence of water within it. The Handle should be lightweight and airtight without water in it. **Note:** When at the waterline your Aquabot should have a portion of its Scrubbing Brushes out of the water. Should your Aquabot not make it to the waterline during its cleaning cycle then the Aquabot will be unable to move left or right at the waterline. Then it will be unable to reach and clean all areas of the pool and may remain in one or two sections while missing others. If an obstruction is impeding left/right movement refer to Step# 5 below.
 3. Clean the Filter Bag thoroughly so that the fine particles of dirt that get trapped within the fibers of the Filter Bag are removed to test if the Filter Bag is inhibiting the Aquabot performance simply remove the Filter Bag and operate the cleaner without it. If the Aquabot then pumps water strongly, and climbs the walls properly, the Bag most likely requires a thorough cleaning.
 4. Be sure that the Power Supply is located in the center of one of the long sides of the pool. This will allow optimum use of the Aquabot Floating Cable's length. Make sure that the Floating Cable is untangled and spread out on the surface of the water.
 5. Check that the Pump Motor is operating. Please refer to the troubleshooting section titled Moves But Does Not Pick Up Dirt And Debris in your owner's manual.
 6. Remove obstructions from your pool. Objects protruding from walls may impede the left/right movement of your Aquabot when it is at the waterline causing the cleaner to remain in one or two sections while missing others. For optimal performance, it is recommended to remove objects from the pool walls when operating your Aquabot. If some

objects, such as ladders, cannot be removed during your Aquabot's cleaning cycle, place the Aquabot in each of the 'separate' portions of the pool allowing each portion separate 7-hour cleaning cycles. In this case place the Power Supply at the farthest points of the pool during each cleaning cycle.

7. Check that the Drive Belts and Drive Tracks are properly aligned and are taut Adjust or replace if necessary.
8. Check for excessive wear of the Scrubbing Brushes and replace if necessary. Note: Rubber Brushes begin to stiffen in water less than 70 F which lessens their ability to climb pool walls.
9. You may need to add Flootation. Your Aquabot needs to properly climb the walls and to move left or right scrubbing the waterline in order to properly clean the entire pool
10. Check the surface of your pool walls. In rare instances (e.g., new pools) the pool walls may naturally be slippery and require manual cleaning/brushing first. If algae has accumulated in your pool and there is a slick green or clear layer along the base of the walls, this impedes the climbing ability of your Aquabot. We suggest you "Shock" your pool*, and then manually brush and vacuum the dead algae from all surfaces to "waste" (not through the main filter) to remove the bulk of the algae from the pool.
 - If you use your Aquabot to remove the dead algae be aware that the Filter Bag may clog quickly, requiring several cleaning cycles and thorough Filter Bag cleanings. NOTE: Your Aquabot's Brushes will become covered with algae. Thoroughly clean them to ensure traction for future use.
 - ***IMPORTANT:** When shocking your pool water, remove your Swimmaster from the water for at least 24 hours to allow proper dilution before returning the cleaner to the pool. Otherwise premature discoloration and wear of plastic and rubber components will occur.
11. If you use a non-chlorine solution (i.e. Baquacil) to clean your pool a clear slick film may form along your pool's walls impeding the Aquabot's ability to climb. We suggest maintaining 225 to 300 parts per million of Calcium Hardener in your pool water to combat the film built-up.
12. If your pool is irregular in shape (T, L, freeform) or has large swim out areas your Aquabot may not be able to properly negotiate

coming out of or entering all pool areas in a standard 7-hour cleaning cycle. To ensure cleaning of all areas, we suggest placing the Aquabot in each of the 'separate' areas of the pool allowing each area a 7-hour cleaning cycle.

- **My Swimmaster Moves But Does Not Pick Up Dirt And Debris**

- Check the operation of the Pump Motor. While the Aquabot is in the pool, and with the Power Supply switched on, hold the cleaner by its Floating Handle. Water should gush from the Outlet Top. If there is no water flow, or if it appears weak precede next step.
- Turn off the Power Supply, remove the Aquabot from the pool, and unplug it from the Power Supply.
- Using a screwdriver, remove the screws that secure the Outlet Top to the body and inspect the Propeller for clogs, hair or other debris, which may keep it from spinning freely. If it appears to be frozen and no debris is blocking its movement, or if the Propeller moves freely when spun manually but not when the Aquabot is turned on, or if the propeller is loose and wobbles when spun manually, continue to the bottom of the page.
- If the Pump is operating properly replace the Outlet Top. Be careful not to over tighten and "strip" the screws, then proceed to next step.
- Clean the Filter Bag thoroughly so that the fine particles of dirt that get trapped within the fibers of the Filter Bag are removed.
- Check the Intake Valve Flaps on the underside of your unit. The Flaps should move freely to open and close. Clean and free the Valve Flaps if necessary.

- **Pumps Water, But Aquabot Does Not Move Or Moves Slowly**

- Remove the Aquabot from the pool and place it upside down (on a non-abrasive surface so that it won't become scratched or scuffed) and unplug it from the Power Supply
- Check for and remove any debris such as hair, string, or leaves that may be obstructing the free movement of the Drive Pulley Drive Belts or Drive Tracks

- Check that the Drive Belts and Drive Tracks are properly aligned and are taut. Adjust or replace if necessary. Then, plug the Swimmaster into the Power Supply and turn it on outside the water, allowing it to run a maximum of 1 minute to check the following:
 - Check that the Drive Pulley is turning. If it is not, grip one Wheel Tube with both hands and rotate it forward and reverse to see if the Drive Motor to which the Drive Pulley is connected, loosens and begins to operate correctly.

• **Floating Cable Gets Wrapped Around or Sucked Into The Aquabot**

- Floating Cable - Ensure that the Floating Cable (E-Z Swivel Cable Detangler, Pg. 15 of the owner's manual) is untangled and spread out on top of the water, allowing enough cable for your Aquabot to reach all areas of the pool without restriction and without placing excessive amounts of Floating Cable in the pool. For best results, place the Power Supply half way across the length of the pool and alternate its point of entry with each use.
- If the pool is irregular in shape and has large swim-out areas (e.g. "L", "T", etc.) then it is suggested to begin a cleaning cycle within each swim-out area to ensure these areas are covered. You may even restrict the Floating Cable length so that the Aquabot is allowed to clean only within each desired area.

Should the Floating Cable continue to get tangled in or around the cleaner, contact our Customer Service Department at 1-800-845-4856.

• **Unit Falls Or Flips Backwards Off Walls Or Stairs**

- Check the operation of the Pump Motor (Ref.# 1.14). Please refer to the Troubleshooting section titled: Moves But Does Not Pick Up Dirt and Debris, in owner's manual.
- Floating Handle - See Page 4 in owner's manual.
- Remove Floatation - See Page 6 in owner's manual.

• **Debris Comes Out Of The Aquabot When Removing It From Pool (Bottom Lid Does Not Close Properly)**

- Filter Bag -Ensure that the Filter Bag is properly mounted on the “W” Bag Support Frame. Filter Bag’s small Label on the elastic should be at the center of either long side of the Bottom Lid Assembly plastic. Stretch the elastic bottom over each Wire and slide the Filter Bag down until the Filter Bag reaches the Bottom Lid plastic. At that point the Filter Bag’s elastic bottom should be stretched over the plastic lips of the Bottom Lid, and will hold the Filter Bag in place. Press down on top of the Filter Bag where each of the 4 “U”-shaped slots on the Wire Frame is located. This will pull the Filter Bag corners into the corners of the Wire Frame. Insert the Bottom Lid into the bottom of the Aquabot. Be sure that the Filter Bag’s fabric is not interfering with the locking of the Lock Tabs
- Lock Tabs -Check that the Lock Tabs are not warped. They should be straight and aligned with the Aquabot’s body.
- Intake Valves - Check that the Intake Valve Flaps on the underside of your Aquabot (in the Bottom Lid) move freely to open and close. Clean Flaps if necessary.

• **Does Not Pump Water Or Move Or Power Supply Does Not Turn On**

- It is unlikely that both Motors (Drive Motor - [Ref.# 1.15](#) and Pump Motor - [Ref.# 1.14](#)) are experiencing mechanical problems. In most cases the issue lies with something that is hindering the flow of electricity from the electrical outlet to the Power Supply or through the Floating Cable to the Aquabot itself. To locate and resolve where electrical flow is being hindered check the following:
 - Electrical Outlet & Connections - Make sure that the Power Supply is firmly plugged into a grounded electrical outlet, which has power. To test the outlet, plug in another electrical instrument that you know works to the outlet.
 - Check that the Floating Cable is securely plugged into the Power Supply.
 - Check that the Power Supply button is pressed upwards to the “ON” position. Note: Some models have a Reset (Safety) Switch, which must be pressed each time you press the “ON” button.
 - Switch the Power Supply “Off” and “On” several times, allowing approximately 30 seconds between each “ON” and “OFF”. Remember, if Aquabot comes equipped with a Reset Switch it must be pressed each time after pressing the “ON” button.

- Unplug the Power Supply from the electrical outlet. Check that the Fuse in the Power Supply's Fuse Holder appears operational. If the Fuse appears burned out, then replace it with a 5 AMP SLO BLOW Fuse. Please note that there are various Power Supply model types and the location of the Fuse may be in either the front or the back of your Power Supply.

Use a cotton swab to dry all sides of the Fuse and Fuse Holder (inside and out). Cable Assemblies - With the Power Supply unplugged, check the Power Cable and the Floating Cable for cuts or damage. If you detect damage to either Cable, please contact our Customer Service Department at 1-800-845-4856.

- **Power Supply Appears To Shut Off Before Completing A Cleaning Cycle**

- If you have an Aquabot (which does not have a timer) or a Swimmaster or Swimmaster LX (which have internal 7 hour timers) unplug the Power Supply ([Figure 4](#)) and check the Fuse. If the Fuse appears burned out, then replace it with a 5 AMP SLO BLOW Fuse. If the Fuse is intact, please contact our Customer Service Department at 1-800-845-4856.
- If you have an Aquabot Turbo (with an adjustable timer), or an Aquabot Plus Remote Control or Aquabot Ultra (with external timer), check to make sure that the timer is set for the desired cleaning cycle. If the cleaning cycle is correct then check the Fuse.

- **Makes Loud Noises**

- *Gurgling*

- Your Aquabot may make gurgling noises when at the waterline because it is climbing a little too high on the pool wall. There are two Intake Valves on the underside (Bottom Lid) of your Aquabot. When at the waterline, one of the Intake Valves may be partially or entirely out of water and taking in air. This will not affect the water-cooled motors that are located within your second Intake Valve. If your Aquabot is completely submersed and taking in sufficient water to keep the motors cool. Important: This condition poses no danger to your Aquabot as long as it eventually reverses direction and climbs down the wall on its own. There are two things you can do so that the Aquabot does not climb as high:

- The Filter Bag - Allow your Filter Bag to continue to trap debris and particles until your Aquabot no longer climbs as high at the waterline and its top Intake Valve begins to submerge and the noise lessens. Remember: It is important that your cleaner climbs and reaches the waterline and has a portion of its scrubbing brushes out of the water, and that it moves left and right to cover the entire pool during its cleaning cycle.
- Floatation - If you have previously added any (combination) of the 3 floatation devices into your new Aquabot: “H-Float” ([Ref.# 2.3](#) in owner’s manual) or two “Side Pocket Floats” to assist its buoyancy, it is suggested that you remove the devices one-by-one until proper buoyancy is restored and the noise has lessened.

○ *Squeaking*

- The Aquabot is built from plastic, rubber and stainless steel components, which may squeak as the cleaner operates. Apply non-water soluble grease or oil to component contact points [i.e. where the Wheel Tube meets the Side Plate, where the Drive Pulley meets the Bushing etc.] to assure the smooth movement of these parts and reduce squeaking.

○ *Grinding or Clicking*

- Check Drive Belts and Drive Tracks for proper tension and alignment. Adjust or replace if necessary.

• **Climbs To Waterline Then Moves Left When Floating Handle Is Locked In One Direction, Gets Stuck on ladders, main drains, return fittings, lights, stairs or in corners**

- Aquabot’s have a one-inch clearance between the floor and its underside. The Brushes enable the Aquabot to climb over obstacles like raised main drains, return filters, lights, and pop-up, in-floor systems, and to climb up stairs in most pools. But, in some cases, the size or convex surface of some of these obstacles (i.e. lights, main drains) are too great and stop the Aquabot from moving forward or reverse by catching on the underside of the cleaner. If your Swimmaster gets stuck we suggest you check the following:

- **Ladders, Return Fittings, Lane Hooks, Lighting Fixtures**
 Objects protruding from walls may impede the left/right movement of your Aquabot when it is at the waterline. For optimal performance, it is recommended to remove objects from the pool walls when operating your Aquabot. The greater the number of objects on the pool walls, the greater the difficulty the Aquabot will have covering the entire pool. One object (i.e. ladder) in pool may affect the overall cleaning cycle of your cleaner to a minor extent. Two or more objects in the pool positioned either directly opposite one another, or diagonally across from one another, will restrict your Aquabot to primarily clean only one section of the pool on one side of the objects during its cleaning cycle. If these objects cannot be removed then place the Aquabot in each of the 'separate' areas of the pool, allowing each a separate 7-hour cleaning cycle. It is best to place your Aquabot at the farthest points of the pool at the beginning of each cleaning cycle.
- **Main Drains** - Contact the PARTS DEPT. for a main drain guard, which will prevent your Aquabot from becoming stuck on the Main Drain.
- **Return Fittings** - Contact the PARTS DEPT. for return fittings of the same diameter as your current fittings, yet with smaller extensions (under 1" height). This should provide the clearance needed for your Aquabot to climb freely.
Note: The bottom step of a ladder may stop your Aquabot from freely climbing and tilting 90° up the wall from the floor. This means the cleaner will remain in the forward mode, 'spinning its wheels', under the ladder until its internal timer automatically reverses. This means the Aquabot will not reach the waterline in that area and may slightly affect its cleaning pattern.
- **Scrubbing Brushes** - Check that your Brushes are plush and not worn. Should they require replacement, contact our Customer Service Department at 1-800-845-4856. Replacement Brushes may be a different style with a larger diameter, providing increased ground clearance and a faster speed to climb over obstacles. (For replacement instructions see [Page 7](#), Changing Scrubbing Brushes).
Mercury Switches - Always start your Aquabot on a horizontal level surface (both Brushes touching the floor). Should your Aquabot begin its cleaning cycle in an incline, the Mercury Switches within the Drive Motor may begin operating assuming that the incline angle is a level floor. When the Aquabot does become level, the Mercury Switches will tilt and consider the floor to be the wall. This will offset its operation, resulting in

insufficient cleaning due to remaining in forward or reverse positions for great lengths of time when not needed.

- **But Does Not Move Right Or Left When Handle Direction Is Reversed (or only moves slightly)**

- Should Aquabot not move left/right when at the waterline in a consistent manner throughout its cleaning cycle, then your cleaner will not be able to reach and clean all areas of the pool and will remain in one or two portions of the pool while missing others.
- Check the Floating Handle.
- Side Pocket Floats (Ref.# 2.4)- If your Aquabot moves in one direction at the waterline, but not the other, or moves only in a vertical cleaning motion, do the following:

Insert one side Pocket Float into the Bottom Lid (Ref.# 2.1), in one of the open slots beside the Intake Valve (Ref.# 2.5). When re-inserting the Bottom Lid Assembly (Ref.# 1.20) back into the body of the Aquabot, be sure that the Side Aquabot is on an angle at the waterline for faster cleaning coverage of your pool.