



ROBOTIC POOL CLEANERS

Troubleshooting Guide for Robotic Pool Cleaners

Here is a Troubleshooting Guide and instruction manual which should resolve all issues and error codes experienced with the Bestway Robotic Pool Cleaners.

ROBOT DOES NOT CAPTURE DEBRIS

REASON BATTERY IS LOW

SOLUTIONS Charge the robot again

REASON IMPELLER IS JAMMED

SOLUTIONS Power off the robot and visually check the hole under the debris. If necessary, contact your dealer for further instructions. **WARNING:** make sure the robot is powered off before servicing the device!

REASON DEBRIS COMPARTMENT IS FULL

SOLUTIONS Clean the debris cover and filter cover

ROBOT STOPPED MOVING IN THE MIDDLE OF THE POOL (SWIVEL HEAD STILL TURNING)

REASON ROBOT STOPPED BY AN OBSTACLE

SOLUTIONS Check to see if there is an object obstructing the cleaner. Remove the obstacle.

REASON ROBOT IS STOPPED BY THE SUCTION FORCE FROM THE MAIN POOL FLOOR DRAIN

SOLUTIONS Turn off the filtration system (See instructions in the manual)

ROBOT DOES NOT COVER THE ENTIRE POOL / MOVE ALONG THE POOL WALL

REASON DEBRIS COMPARTMENT IS FULL

SOLUTIONS Clean the debris compartment

REASON OPERATION TIME IS SHORTER THAN EXPECTED
SOLUTIONS Clean the filter compartment and recharge the robot again for 4.5 – 5 hours

REASON MOVING DIRECTION IS INTERRUPTED BY WATER CIRCLUATION
GENERATED BY FILTRATION SYSTEM
SOLUTIONS Turn off the filtration system (see instruction manual)

REASON WHEEL IS JAMMED
SOLUTIONS Check and clean out debris from the wheel

REASON LOCKING PIN POSITION IS NOT CORRECT / BUMPER IS REQUIRED
SOLUTIONS Follow manual instructions to set up the locking pin position properly and apply bumper

REASON ROBOT MOVES ALONG THE POOL WALL OF ROUND POOL
SOLUTIONS Make sure the bumpers have been installed (See instructions in the manual)

ROBOT TRAPPED IN THE NARROW PLACE OF THE IN-GROUND POOL

REASON NOT ENOUGH SPACE FOR THE ROBOT TO CHANGE DIRECTION
SOLUTIONS Follow manual instructions to put bumper on both ends of robot

ROBOT MOVES SLOWLY

REASON DEBRIS COMPARTMENT IS FULL
SOLUTIONS Clean the debris compartment and filter cover

SWIVEL HEAD DOES NOT TURN OR TURNS NOTICEABLY SLOWER

REASON SWIVEL HEAD BOTTOM IS JAMMED
SOLUTIONS Check and remove any debris that may be trapped in the swivel head

REASON SIDE FLAP IS JAMMED
SOLUTIONS Check and remove any debris that hinders the movement of the flap

DEBRIS ESCAPES FROM THE ROBOT

REASON DRAINING FILTER PLATE IS BROKEN OR NOT IN PLACE

SOLUTIONS Make sure the draining filter plate is in place and replace with a new one if necessary before next use.

ROBOT CANNOT BE CHARGED / RECHARGED

REASON CHARGING CABLE IS NOT COMPLETELY CONNECTED WITH EXTERNAL ADAPTOR AND ROBOT

SOLUTIONS Make sure that the charger cable is connected with the external adaptor and robot properly and completely. Refer to the instruction manual