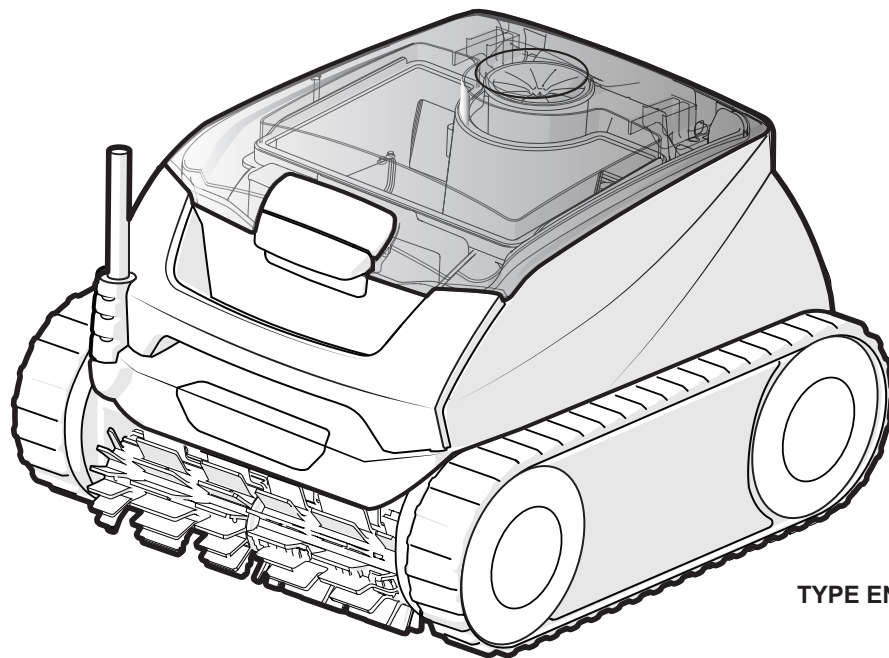




ZODIAC®

OWNER'S MANUAL



TYPE EN15---

Duo-X™ Robotic Pool Cleaners

**DX4050 iQ
DX4000
DX3000**

iAquaLink™
CONTROL
(DX4050 iQ only)

WARNING

FOR YOUR SAFETY - For anything other than the routine cleaning and maintenance described in this manual, this product must be serviced by a pool technician who is licensed and qualified in pool equipment by the jurisdiction in which the product will be installed where such state or local requirements exist. In the event no such state or local requirement exists, the maintainer must be a professional with sufficient experience in pool equipment installation and maintenance so that all of the instructions in this manual can be followed exactly. Improper installation and/or operation may void the warranty.

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1 Important Safety Instructions

Please read through the entire manual before installing your new robotic pool cleaner. The cleaner must be installed and operated as specified.

⚠ WARNING

Failure to comply with the following warnings can increase risk of fire or electrocution which can result in property damage and serious injury, including loss of life.

PREVENT ELECTRICAL SHOCK

To reduce risk of electrical shock:

- The cleaner is to be installed in accordance with the relevant requirements of the Australian wiring rules AS/NZS 3000. Also refer to the installation instructions relating to the swimming pool equipment for which the cleaner will be an integral part. The cleaner is to be supplied through a Residual Current Device (RCD) with a rated residual operating current of 30mA.
- Do not enter pool while the robotic cleaner is in water.
- Do not bury cord. Locate cord so as to prevent it from being damaged by lawn mowers, hedge trimmers and other equipment.
- To reduce the risk of electrical shock, do not use the robotic cleaner or Control Unit if the cord is worn or damaged. Contact Zodiac Customer Care Service at 1300 763 021 for Australia or 0800 807 665 for New Zealand immediately for proper servicing and replacement of the damaged cord.
- Double insulation—For continued protection against possible electric shock, use only identical replacement parts when servicing. Do not attempt repair of the robotic cleaner, Control Unit, power cord, or floating cable.
- Use only the power supply provided with the product.
- NEVER OPEN Control Unit.
- **DO NOT USE AN EXTENSION CORD TO CONNECT THE UNIT TO ELECTRIC SUPPLY; PROVIDE A PROPERLY LOCATED APPROVED ELECTRICAL OUTLET. THE CONTROL UNIT SHOULD BE PLACED NEAR THE APPROVED RECEPTACLE BOX.**

PREVENT CHILD INJURY AND DROWNING

- To reduce the risk of injury, do not permit children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge to operate this product.
- Do not let anyone, especially small children, sit, step, lean, or climb on any equipment installed as part of your pool's operational system.

⚠ CAUTION

Failure to comply with the following warnings could cause damage to pool equipment or personal injury.

- The robotic cleaner must be installed and operated as specified.
- This product is intended for use with permanently-installed pools. Do not use with storable pools. A permanently-installed pool is constructed in or on the ground or in a building such that it cannot be readily disassembled for storage. A storable pool is constructed so that it is capable of being readily disassembled for storage and reassembled to its original integrity.
- Clean the filter canister after each use.
- Do not use the product in your pool if the water temperature is above 35° C (95° F) or below 13° C (55° F).

USE OF THE ROBOTIC CLEANER IN A VINYL LINER POOL


Certain vinyl liner patterns are particularly susceptible to rapid surface wear or pattern removal caused by objects coming into contact with the vinyl surface, including pool brushes, pool toys, floats, fountains, chlorine dispensers, and automatic pool cleaners. Some vinyl liner patterns can be seriously scratched or abraded simply by rubbing the surface with a pool brush. Ink from the pattern can also rub off during the installation process or when it comes into contact with objects in the pool. Zodiac Group is not responsible for, and the Limited Warranty does not cover, pattern removal, abrasion or markings on vinyl liners.

SAVE THESE INSTRUCTIONS

2 Cleaner Specifications

General Specifications

The general specifications for the cleaner are as follows:

Control Unit supply voltage 	220-240 VAC, 50 Hz; short circuit-proof safety isolating type
Supply voltage	30 V DC
Installed load	150 W max
Cable length	15 M or 18 M (depending on model)
Cleaner size (WxDxH)	43 x 48 x 27 cm
Weight of Cleaner	9.5 kg
Packed weight	19 kg (DX4050 iQ, DX4000) 14 kg (DX3000)
Filtration	All-purpose filter canister
Cycle lengths	Variable programming.

The cleaner is a double-insulated product. A double-insulated electrical appliance is one which has been designed in such a way that it does not require a safety connection to ground. The basic requirement for double-insulation is that no single failure can result in dangerous voltage becoming exposed so that it might cause an electric shock and that this is achieved without relying on an earthed (grounded) metal casing. This is achieved by having two (2) layers of insulating material surrounding live parts or by using reinforced insulation. Therefore, devices having double-insulated construction, such as this cleaner, do not utilize a grounded (three-prong) cord/plug.

3 Assembly

* Only some models

Contents

The packaging should contain the following items:

- Robotic cleaner and floating cable with swivel
- Control Unit
- Printed materials
- Transport and storage caddy components, depending on the model (see Figure 1)
 - a. handle frame
 - b. support blocks (x 2)
 - c. wheels (x 2)
 - d. wheel locking clips (x 2)
 - e. wheel axle / hubcap (x 2)
 - f. base unit
 - g. cleaner hook
 - h. caddy handle

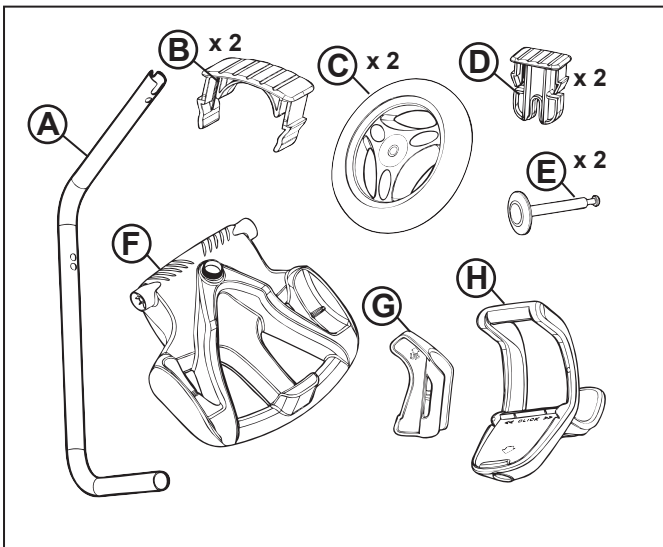


Figure 1. Transport Caddy Assembly Components

When unpacking the cleaner and its components:

- Check to make sure each component is in the box.
- Check cleaner and components for damage during transport.
- If there are any missing parts or damage, contact Customer Service at 1300 763 021 (NZ: 0800 807 665)

Assemble the Transport Caddy

1. Unscrew the handnut from the base (Figure 2).

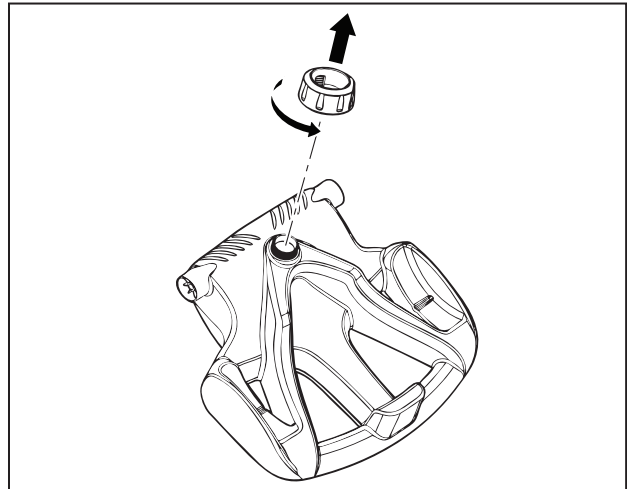


Figure 2. Remove Handnut from Base Unit

2. Insert the metal handle frame tubing into the base with notch end at the top, then rotate so the bends are away from you (Figure 3).
3. Push base down (Figure 3) so the metal handle frame is seated in the recess on the underside of the base.

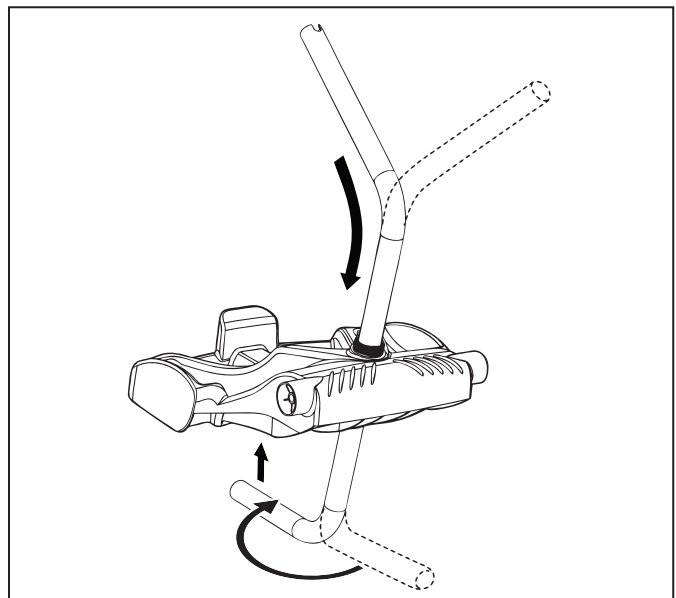


Figure 3. Connect Metal Frame to Base Unit

4. Slide the handnut over the tube and twist to tighten onto base unit (Figure 4).

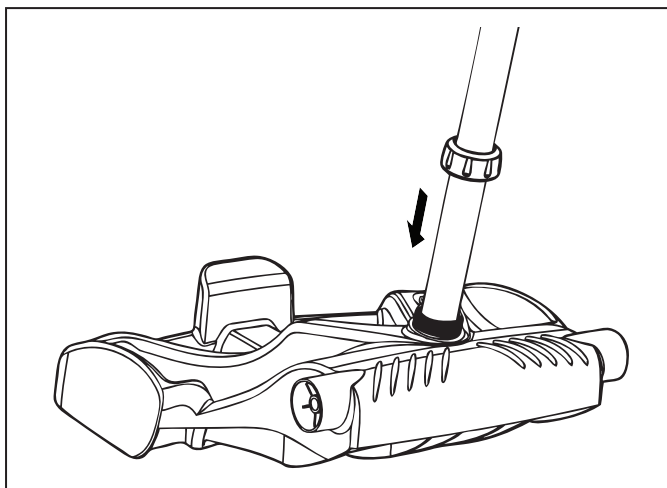


Figure 4. Twist Handnut to Secure Frame

5. Snap two (2) support blocks into place (Figure 5).
6. Slide axle and hubcap piece through center of wheel and attach to base unit. Snap locking clip into place to secure wheel. Repeat to attach both wheels (Figure 5).

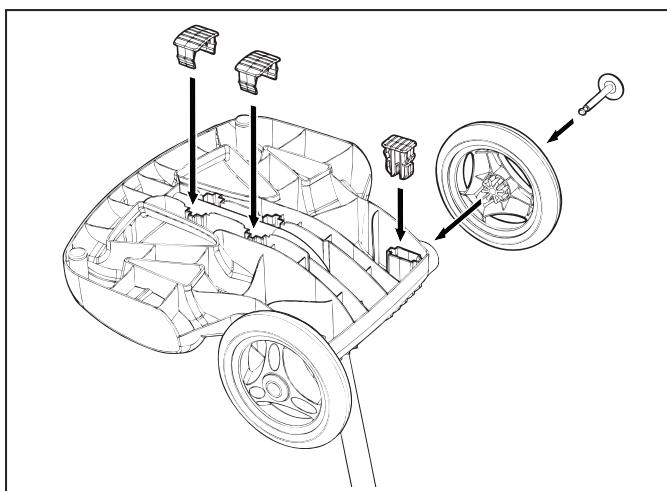


Figure 5. Snap in Support Blocks and Attach Wheels

7. Slide the Control Unit base / caddy handle attachment down over the metal tubing until it snaps into place (Figure 6).

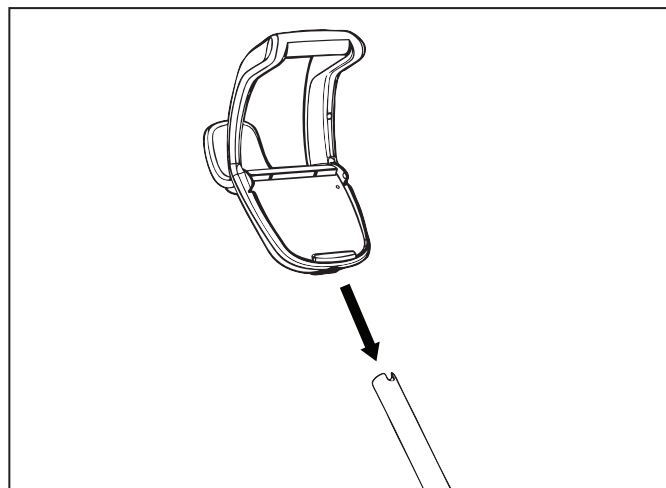


Figure 6. Attach Caddy Handle

8. Align cleaner hook pins with the top holes in the handle tube and snap into place (Figure 7).

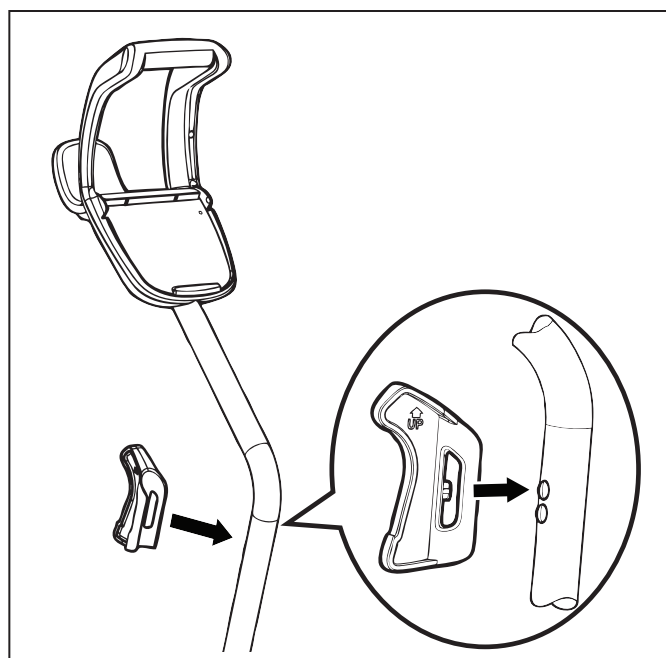


Figure 7. Snap Cleaner Hook into Place

9. Align the bottom of the Control Unit with the notch at bottom of the Control Unit hook on the caddy (Figure 8).

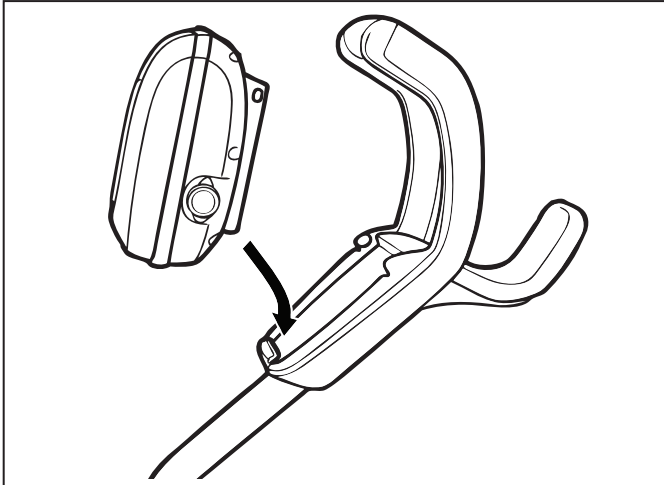


Figure 8. Align Control Unit with Caddy Hook

10. Press Control Unit onto the caddy hook until it snaps and locks into position (Figure 9).

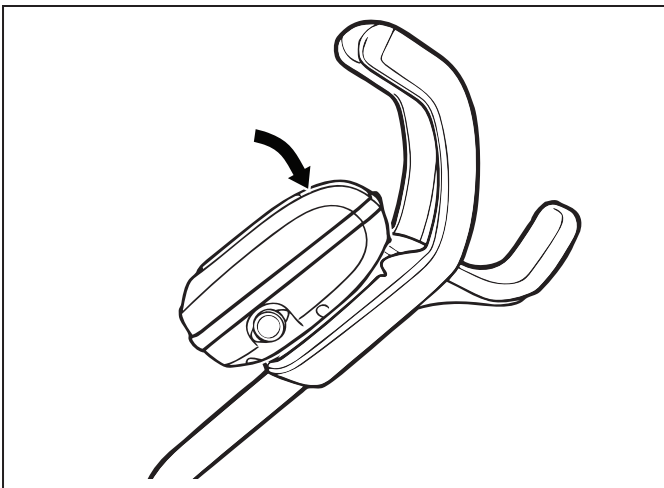


Figure 9. Attach Control Unit to Caddy

Connect to a Power Source

⚠ WARNING

Failure to comply with the following warnings can increase risk of fire or electrocution which can result in property damage and serious injury, including loss of life.

PREVENT ELECTRICAL SHOCK

- Keep the Control Unit at least 3.5 m from the edge of the pool.
- The cleaner is to be installed in accordance with the relevant requirements of the Australian wiring rules AS/NZS 3000. Also refer to the installation instructions relating to the swimming pool equipment for which the cleaner will be an integral part. The cleaner is to be supplied through a Residual Current Device (RCD) with a rated residual operating current of 30mA.
- Do not use an extension cord to connect the Control Unit.
- Do not allow anyone to swim while the cleaner is in the pool.
- The Control Unit is water-resistant, not waterproof. In order to prevent electrocution, never submerge the Control Unit or leave exposed to inclement weather.

1. Unscrew the protective cap for the floating cable from the side of the Control Unit by turning counter-clockwise.
2. Grip the notched end of the floating power cable, insert into the Control Unit and click to lock (Figure 10).

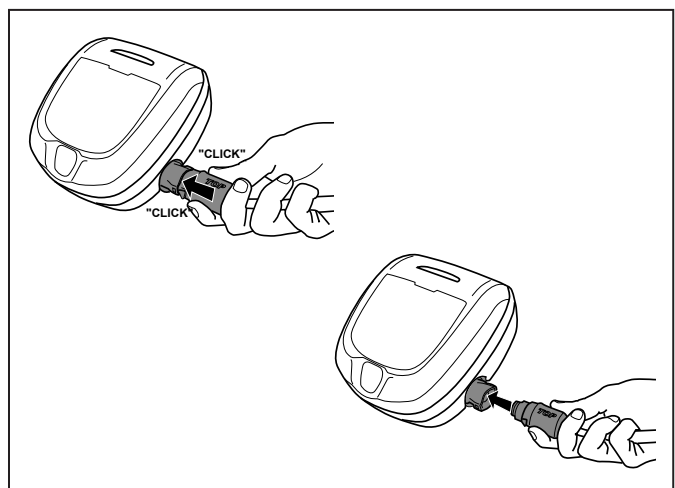


Figure 10. Remove Protective Cap and Connect Power Cable

4 General Cleaner Operation

⚠ CAUTION

To prevent damage to the cleaner, be sure to adhere to the following guidelines:

- Remove the cleaner from the pool after the cleaning cycle is completed.
- Store on the caddy and out of direct sunlight or inclement weather.
- Never lift the cleaner out of the pool by the floating cable. Always use the lift feature to remove cleaner from the pool.
- Take additional care when lifting the cleaner out of the pool. It becomes heavier when filled with water.
- Always remove the cleaner from pool when super chlorinating or adding acid.
- Do not handle cleaner while it is in operation

IMPORTANT

- Always make sure the cleaner head is fully submerged before you begin operation.
- Clean the filter canister after each cleaning cycle.
- Do not leave your cleaner in the pool on a permanent basis.
- At the end of each cycle, remove the cleaner from the pool.
- Start at the cleaner head and untangle any coils in the cable before storing the cleaner.

The robotic cleaner includes a safety feature that automatically stops the cleaner if it is powered on but not submerged in water. For pools equipped with a beach area, this safety feature is programmed to drive the cleaner in reverse and back into the pool when the impeller is out of the water.

We recommend not exceeding 3 cleaning cycles per week.

Install and Submerge the Cleaner

1. With the Control Unit plugged into a power outlet, spread the floating cable across the pool deck until you reach the middle of the pool length.
2. At the center point, submerge the cleaner in the pool and hold in the vertical position to release any air trapped inside (Figure 11).

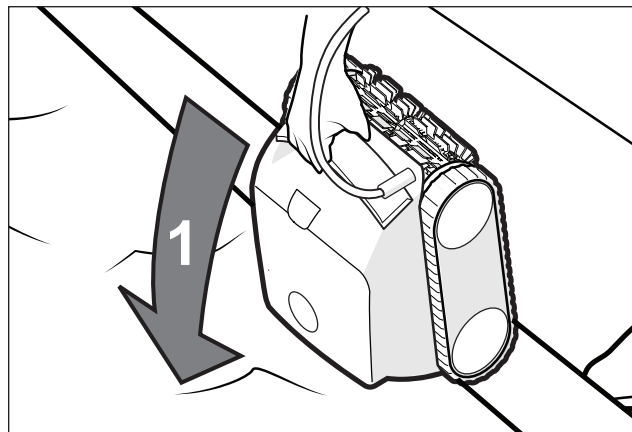


Figure 11. Submerge the Cleaner Vertically

3. Ensure the unit sinks to the bottom of the pool and does not float (Figure 12).

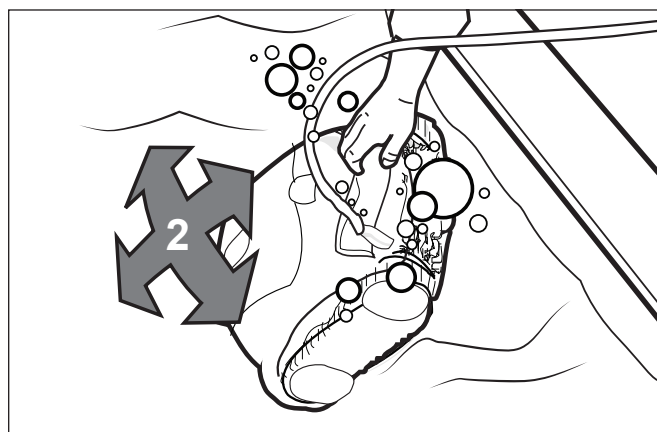


Figure 12. Cleaner Sinking to the Bottom of the Pool

- 4. Place only enough floating cable in the water to reach the farthest end of your pool from the central point. Spread out the floating cable ensuring there are no kinks or coils in the cable (Figure 13).

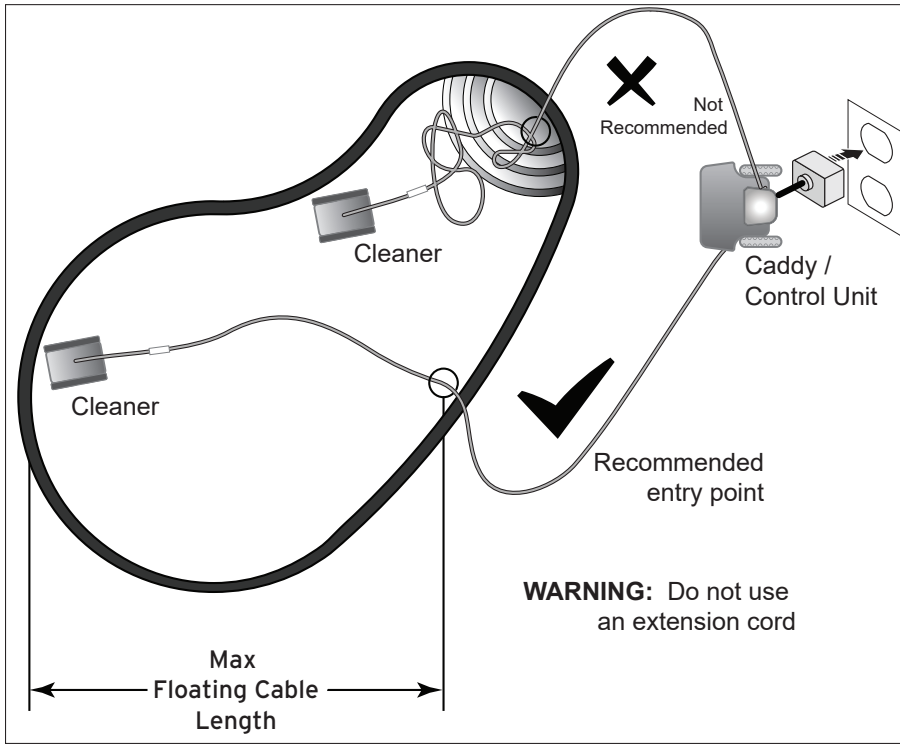
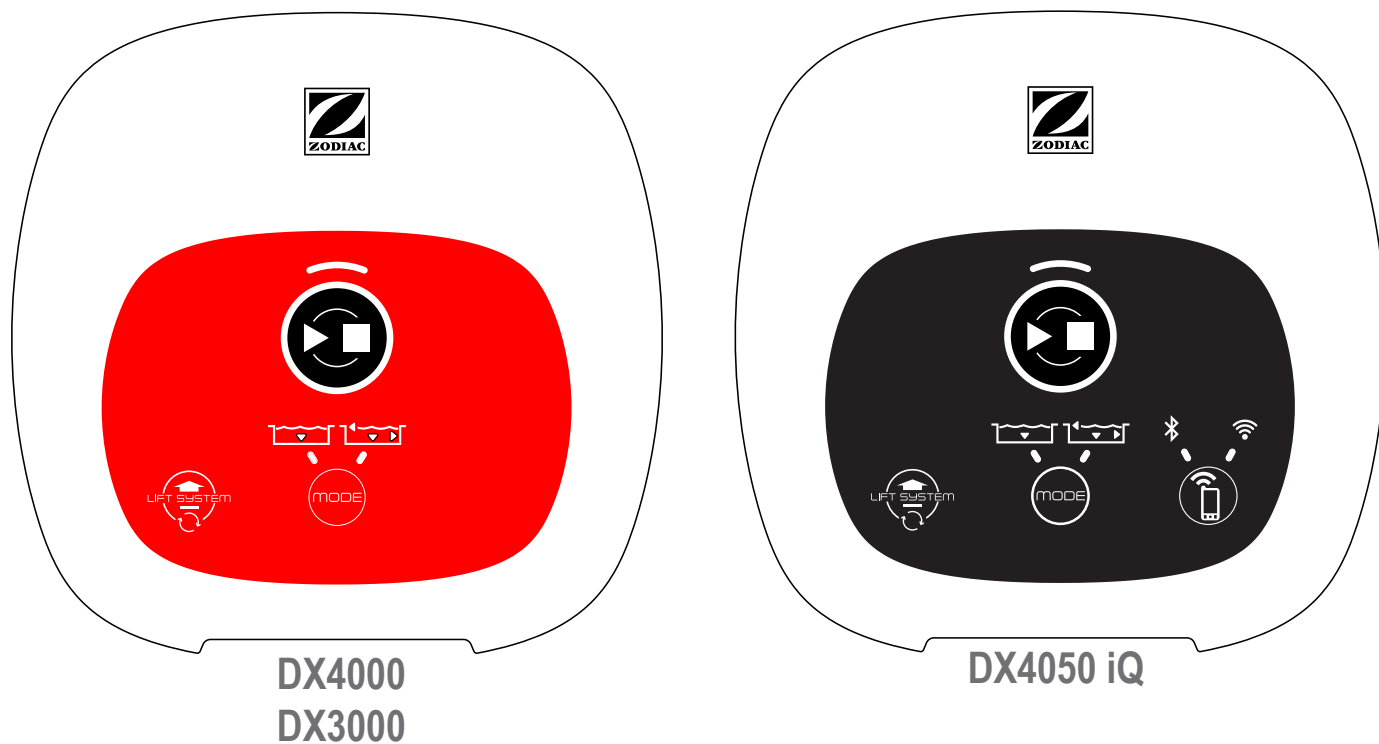










Figure 13. Pool Entry Point for Optimal Patterning

Control Unit


The Control Unit can be used to initiate basic cleaning features and to connect the device to home Wi-Fi (connected models). For more information on connecting your cleaner to Wi-Fi (connected models), see Section 5, Installing iAquaLink™.





Button Functions	
All models:	DX4050 iQ model only:
 <p>Start/Stop cleaning</p>	 <p>Initiate connection and set up iAquaLink™ control</p>
 <p>Select cleaning mode:</p>	 <p>Bluetooth connection status: <i>BLINKING</i> - searching for signal <i>SOLID</i> - paired with phone</p>
 <p><i>Floor Only</i> (1h 15 min) Cleans Floor only</p>	 <p>Wi-Fi connection status: <i>BLINKING</i> - connected to router <i>SOLID</i> - connected to the internet</p>
 <p><i>Floor/Walls/Waterline</i> (2h 30 min) Cleans the floor, walls and waterline of the pool</p>	
 <p>Remove cleaner from the pool</p>	


Start / Stop Cleaning

The factory default cleaning mode is Floor/Walls/Waterline.

Use  to change cleaning surface setting. Toggle between modes:

 Floor Only
(1h 15 min) Floor only

 Floor/Walls/Waterline
(2h 30 min)
Floor, walls, waterline



With the cleaner submerged in the water, press  to begin operation.

Press again to interrupt and cancel an in-progress cleaning cycle.


NOTE: The Control Unit automatically goes into standby mode after 5 minutes and the display screen turns off. Press any key to exit standby mode and view remaining cycle time. Cleaner will continue to function in standby mode.

Lift System

The Lift System is designed to assist in retrieving the robot from the pool. Lift System can be activated at any time during or after a cleaning cycle.

1. Press  on the Control Unit or  from the App (connected models) to begin the automated procedure to bring the cleaner to the wall.

NOTE: To stop the procedure at any time, press and release the button again.

2. Next, Press and HOLD  to rotate the cleaner.
3. Once the cleaner is facing the wall of your choice for retrieval, release the button.
4. Cleaner will drive forward and up the wall it is facing. It will wait at the waterline to be retrieved.
5. When in reach, remove the cleaner from the pool using the handle. The cleaner will quickly expel water to allow for lighter, easier removal.

NOTE: Never lift the cleaner out of the pool by the floating cable.

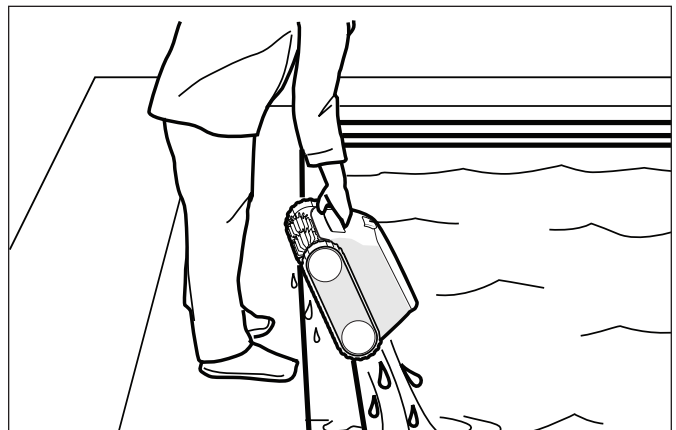


Figure 14. Always remove cleaner using the handle

5 Installing iAquaLink™

(connected model DX4050 iQ only)



The iAquaLink app is available for download from the App Store or Google Play.

With iAquaLink Control, you can connect to your robotic cleaner from anywhere, anytime to access many functions and troubleshooting advice. App features are dependant on model.

Before you begin installation, make sure you have the following:

- Robotic Cleaner submerged in the pool.
- Control Unit connected and plugged into a GFCI outlet.
- Smart device (phone or tablet) with Wi-Fi and Bluetooth enabled
- Wi-Fi router with sufficient signal strength at the Control Unit
- **IMPORTANT:** Have your Wi-Fi network password available.

Download the App

Install or update the **iAquaLink** app from the App Store or Google Play.

Once the download is complete, select the **iAquaLink icon** on your smart device to open the app.

Sign Up and Log In

Open the iAquaLink app, then **Sign Up** or **Log In**.

Complete all required fields in the Account Set Up page and agree to the Terms and Conditions.

Configure the System

1. On the My Systems page, click **+** in the upper right-hand corner to add a system.
2. Choose "Robotic Cleaner" from the list and choose your model type.

3. On the Control Unit, press 

Bluetooth light  indicates status:

BLINKING - searching for signal

SOLID - paired with phone

4. Follow on-screen prompts to add your cleaner and connect to your home router.

Wi-Fi light  indicates status:

BLINKING - connected to router

SOLID - connected to the internet

NOTE: The searching screen may take a few minutes to find your router. If you receive an error you may have a weak router signal at the location of your Control Unit OR you may have entered an incorrect Wi-Fi password. In the case of a weak router signal, consider installing a Wi-Fi extender to boost your signal strength (see iAquaLink Troubleshooting section).

6 iAquaLink™ Control

(connected model DX4050 iQ only)

Once you have downloaded the iAquaLink app and connected the device to Wi-Fi, the iAquaLink app allows for robotic cleaner control from anywhere, anytime. Functions vary within the iAquaLink app depending on which cleaner model you have.



⚠ WARNING

Do not enter pool while the robotic cleaner is in water.

iAquaLink™ Control Home Screen

App function and design is subject to change.



Start/Stop Cleaning



Manual Time Adjustment

(current run time +/- 15 minutes)



Remote




Clean Mode



Lift System

Start / Stop Cleaning and Adjust Cleaning Time

The factory default cleaning surface setting is Floor/Walls/Waterline.

1. From the Home screen or the Control Unit press the Start/Stop button to begin cleaning. 
2. The app displays the cycle time in hours and minutes.


To increase or decrease the cycle time during cleaning, press the (+) and (-) buttons.

-Time adjusts up or down in 15 minute increments.

-Minimum run time is 30 minutes.

-Maximum run time is 3 hours 30 minutes.

-The Control Unit displays the same countdown and cycle setting as the app.

3. Press  to interrupt and cancel an in-progress cleaning cycle.


Set Cleaning Mode

1. From the main screen, select **Cleaning Mode** to view options.
2. Choose from available cleaning modes depending on your cleaner model.

Lift System

The Lift System is designed to assist in retrieving the robot from the pool. Lift System can be activated at any time during or after a cleaning cycle.

IMPORTANT: Only use Lift System when in view of the cleaner.

1. From the main screen, select  **Lift System** to enter automated procedure.
2. Use the **left** and **right** arrow icons to rotate the cleaner to face the wall of your choice.
3. Press the **Lift System** icon to drive the cleaner up the wall it is facing. The cleaner will wait at the water line to be retrieved.

NOTE: To stop the procedure at any time, press and release the button again.

4. When in reach, grab the cleaner handle and begin to pull cleaner out of the water. The cleaner will quickly expel water to allow for lighter, easier removal.

NOTE: Never lift the cleaner out of the pool by the floating cable.

In-App Error Messages and Troubleshooting

If an error occurs, the status bar will show a warning symbol and: "Cleaning Interrupted".

1. Click on the warning symbol to view troubleshooting advice on how to fix the issue.
2. Choose **Clear Error** if you believe you have fixed the problem and want to re-try. Choose **OK** if you want to suspend the cleaner in error mode and work on the troubleshooting fix at a later time.

System Settings

Access System Settings by pressing the gear icon in the upper right hand corner of the app screen.

7 Maintenance

⚠ WARNING

To avoid electric shock and other hazards which could result in permanent injury or death, disconnect (unplug) the cleaner from the power source before performing any cleaning and maintenance.

Cord Tangling

Tangling can occur more frequently when the cleaner is not attended to after each cleaning cycle. The tangle-reducing swivel, in addition to proper installation, general maintenance and the following troubleshooting steps can help to avoid cable challenges.

IMPORTANT

Cleaner power cable may become tangled if correct procedure is not followed after each cleaning cycle.

NOTE: For optimal patterning and reduced tangling, the floating cable should enter the water near the middle of the pool length. Only place enough cable in the water to reach the farthest point in the pool.

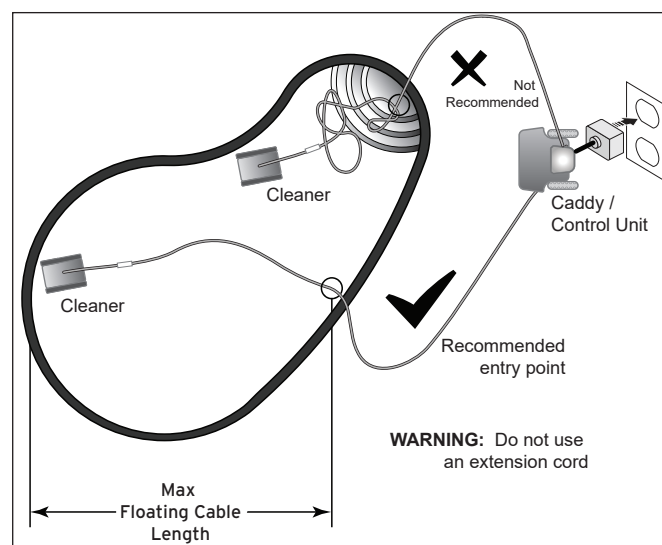


Figure 15. Optimal Entry Point in Pool

If tangling occurs, follow these steps:

1. Remove the cleaner from the pool using the Lift System. When the cleaner is within arm's reach, use the handle to remove from the water. Never lift the cleaner out of the pool by the floating cable or swivel.
2. Hold the cleaner vertically to drain.

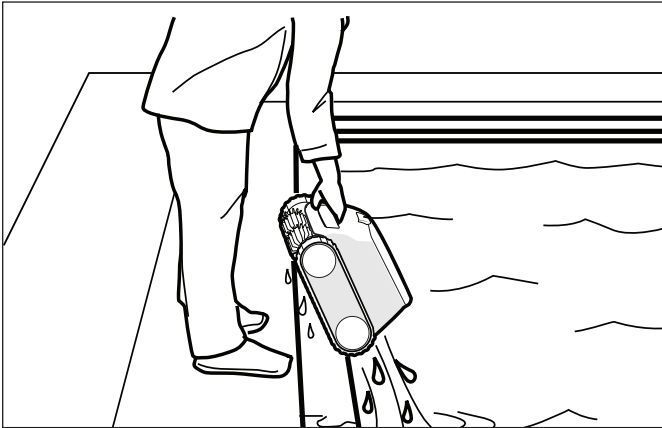


Figure 16. Keep Cleaner Vertical to Drain Water

3. Unplug power to the cleaner at the Control Unit.

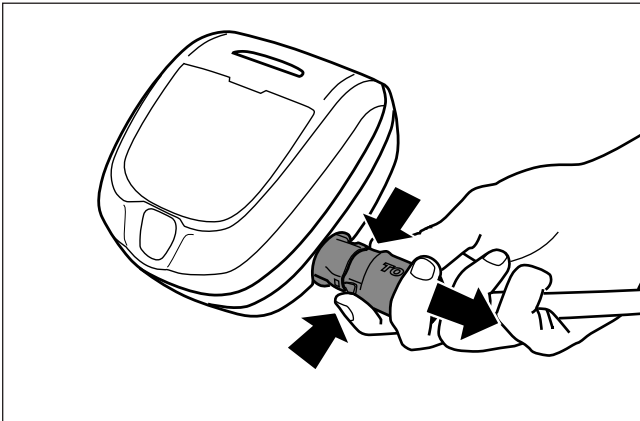


Figure 17. Unplug

4. Remove the cleaner from the pool and untangle all kinks and coils in the power cable. Start at the cleaner head. Lay the cable in the sun to loosen any tangling memory.

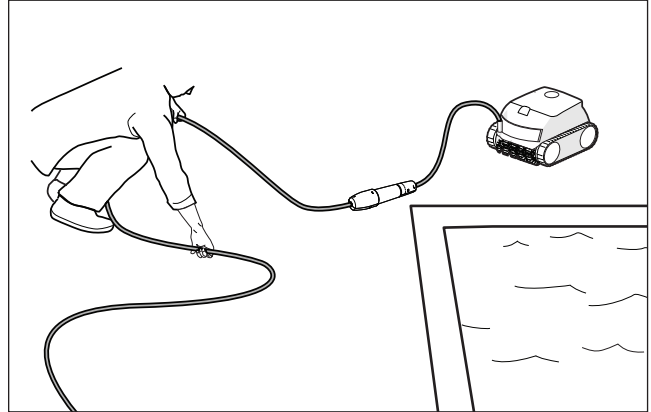


Figure 18. Untangle the power cable

Clean the Filter Canister

The filter canister should be cleaned at the end of each cycle.

1. Remove the cleaner from the water using the Lift System and let the remaining water drain.
2. Set the unit on four wheels.
3. Push the cover lock (1) and lift the cover (2) until it is secured in the vertical position.

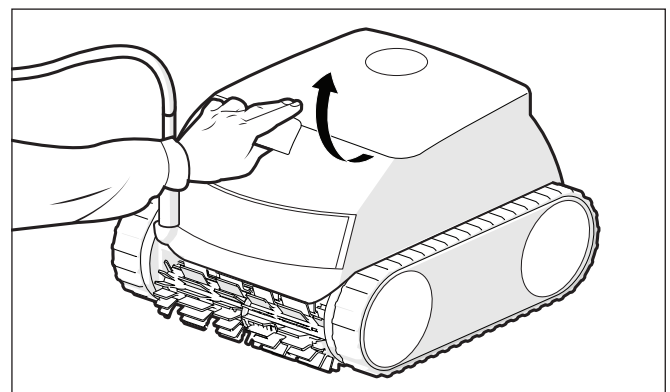


Figure 19. Lift Cleaner Cover

- Remove the filter canister assembly from the body (3).

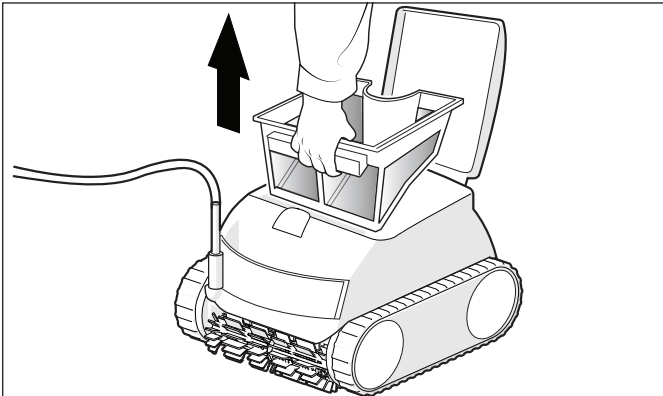


Figure 20. Remove Filter Canister Assembly

- Pull down on the outer canister to separate the two filters.

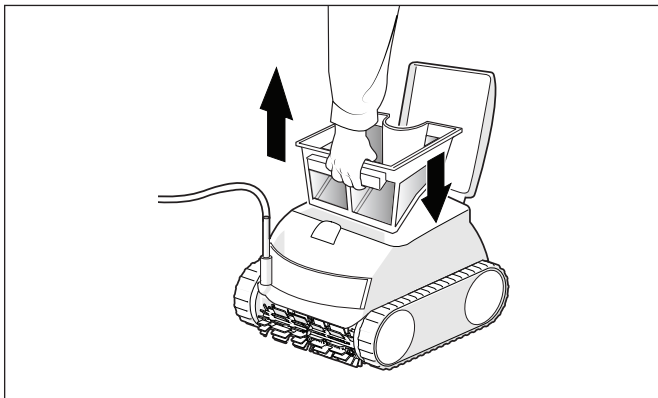


Figure 21. Separate Filter Canisters

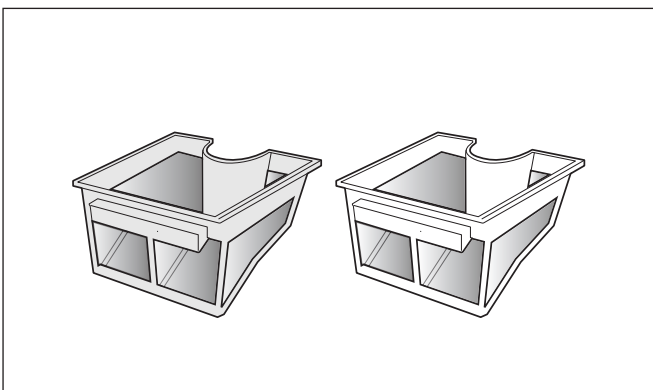


Figure 22. Dual Filtration Canisters

- Empty all debris from the filter canisters, then rinse canisters and the cleaner using a hose.

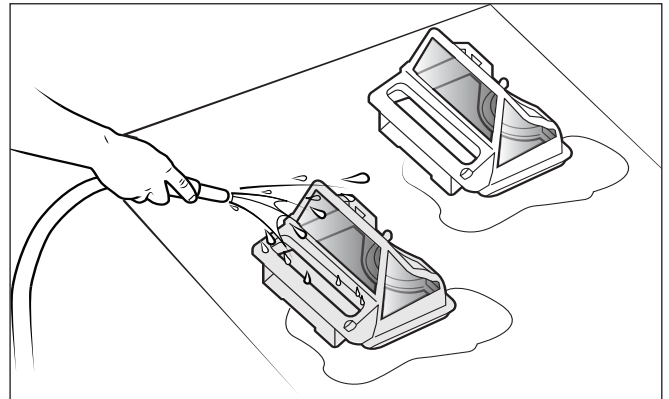


Figure 23. Wash Filter Canisters

NOTE: Periodically, deep-clean the filter canisters with soapy water and a soft bristle brush.

Store the Cleaner When Not in Use

The cleaner should be cleaned regularly using slightly soapy clean water. Do not use solvents such as trichlorethylene or its equivalent. Rinse the cleaner generously using clean water. Do not let your cleaner dry in direct sunlight near the pool. The cleaner should be stored on its caddy so that it dries quickly.

- Disconnect cleaner from the power source.
- Starting at the cleaner head, remove all coils and tangles from the cable. Lay the cable in the sun to loosen any tangling memory.
- Place the rear wheels on the caddy and position the cleaner vertically on the caddy base.
- Disconnect the cable from the Control Unit. Replace the protective cap on the Control Unit.

- Loosely coil the power cable starting at the cleaner and moving toward the connection point at Control Unit. Store the cable by wrapping it around the hook located on the front of the caddy.

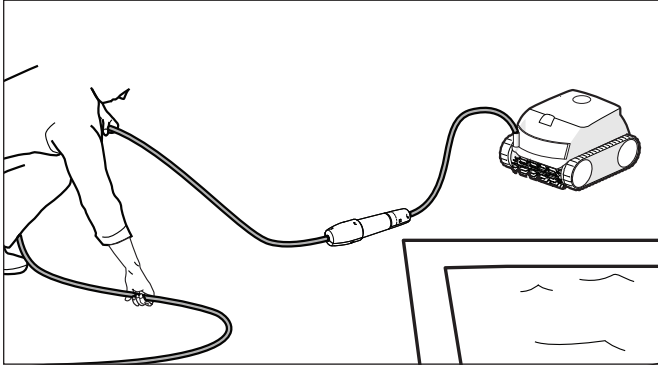


Figure 24. Untangle the power cable

Replacing Wear Parts

Replacing Brushes

The cleaner is fitted with PVC brushes with a "wear" indicator.

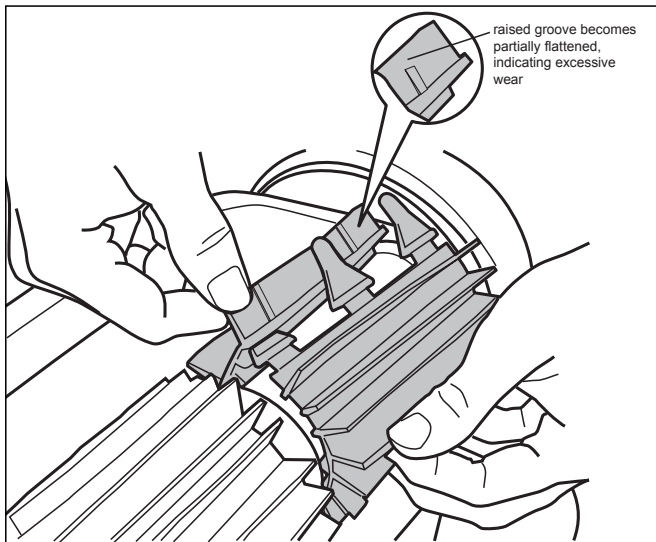


Figure 25. Worn Brush Indicator

To maintain cleaner performance at its best you need to replace the brushes as soon as one of the wear indicators is reached (even if the blade wear is not even). It is recommended that you replace the brushes when the rubber is worn down to the top of the wear indicator (or every two years, whichever comes first).

To replace a worn brush:

- Stand the cleaner on its end in a vertical position (Figure 26).

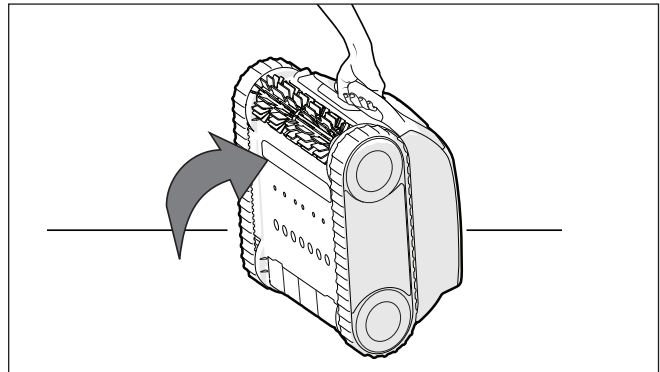


Figure 26. Cleaner in Upright Position

- Separate the edges of the brush and undo the tabs. Remove the worn brush (Figure 27).

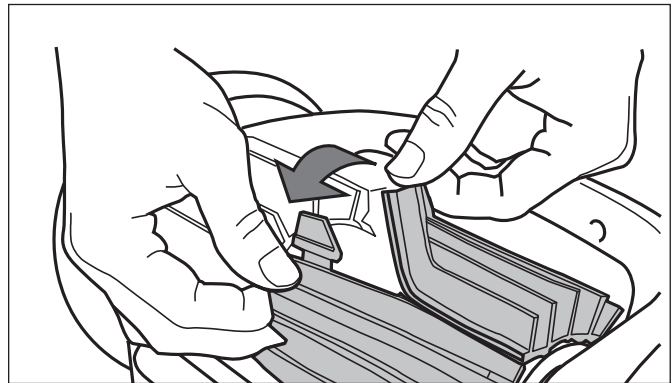


Figure 27. Undo the Tabs of the Brush

- Position the new brush underneath the roller with the spikes facing downwards (Figure 28).

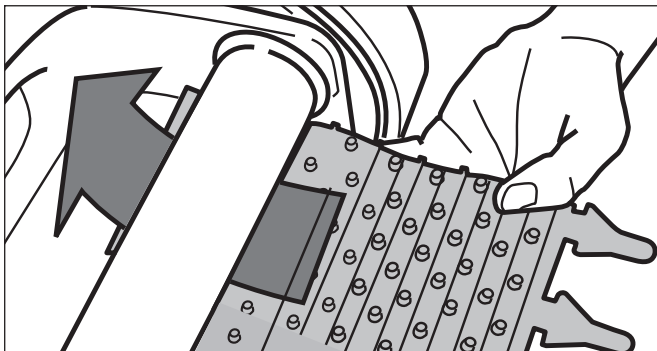


Figure 28. Position the New Brush on Roller

4. Thread each tab into the slot provided and gently feed it through until the heel comes out at the other side of the slot (Figure 29).

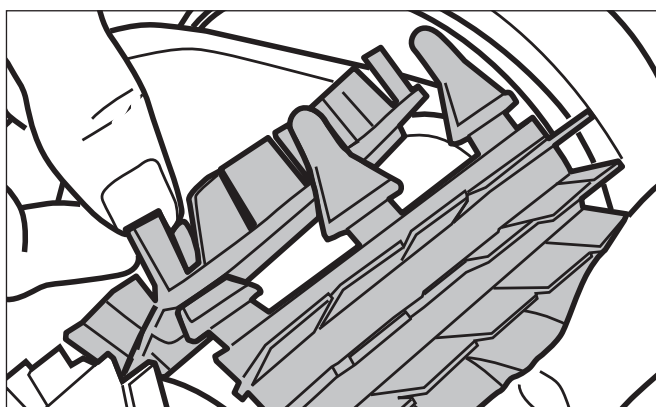


Figure 29. Pull Tabs Through Each Slot

5. Use a pair of scissors to cut the tabs $\frac{3}{4}$ inch from the heel so that they are no higher than the cleaning blade.

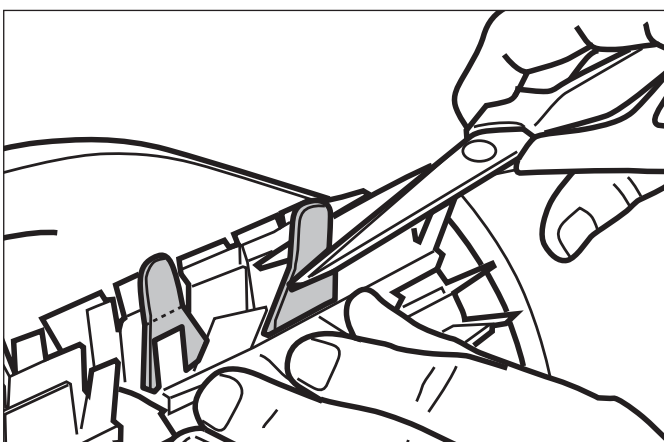
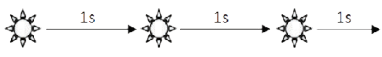

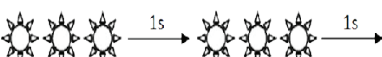
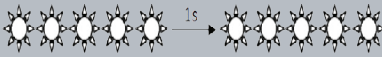



Figure 30. Cut Tabs

8 Troubleshooting


- If the status indicator on the Control Unit flashes to alert the user, follow the recommended troubleshooting tips below.
- User alerts can also be accessed in the iAquaLink™ app (on connected models only).

Error Codes

Flashing LED	In-App Display (depending on the model)	Suggested Solution
 <p>1 flash / 1 second pause</p>	Communication	<ul style="list-style-type: none"> • Disconnect and reconnect the cleaner. • Check that the cable is properly connected to the control box. • Check that nothing is interfering with the cable connection area. • If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.
 <p>2 flash / 1 second pause</p>	Right traction motor Left traction motor Right traction motor consumption Left traction motor consumption	<ul style="list-style-type: none"> • Check that debris or the cable is not preventing the brushes or the tracks from rotating freely. • Check that nothing is interfering with the cable connection area. • Rotate the track by a quarter of a turn in the same direction until it rotates smoothly • If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.
 <p>3 flash / 1 second pause</p>	Cleaner out of the water	<ul style="list-style-type: none"> • Turn the cleaner off. • Clean the filter thoroughly. • Put it back in the water, shaking to release the air bubbles. • Restart the cycle. • If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.
	Pump motor Pump motor consumption	<ul style="list-style-type: none"> • Check that no debris or hair is blocking the impeller. • Clean the filter thoroughly. • If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.
iAquaLink Control Models Only		
 <p>5 flash / 1 second pause</p>	Software update failed or incomplete	<ul style="list-style-type: none"> • Disconnect and reconnect the control box to restart the update. • If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.
 <p>Rapid flashing</p>	Update in progress	<ul style="list-style-type: none"> • Wait for the update to complete. • Do not disconnect the power cable from the cleaner during an update.
N/A	Connection error	<ul style="list-style-type: none"> • Check the status of the Bluetooth/Wi-Fi LEDs on the control box.
N/A	A red dot appears in the "My systems" list	<ul style="list-style-type: none"> • Robot not plugged in or not connected to the home Wi-Fi network. • If the dot is red when the control box is plugged in and if the Bluetooth/Wi-Fi icons are lit up, refresh the screen (by swiping downwards). • If the dot turns green: the robot is ready for use.

Deleting an error code

Using the control box:

- After following the troubleshooting solutions, press any key to delete the error code (except the  button).

From the iAquaLink app (connected models only):

- After following the troubleshooting solutions, press **Clear Error**.

General Troubleshooting

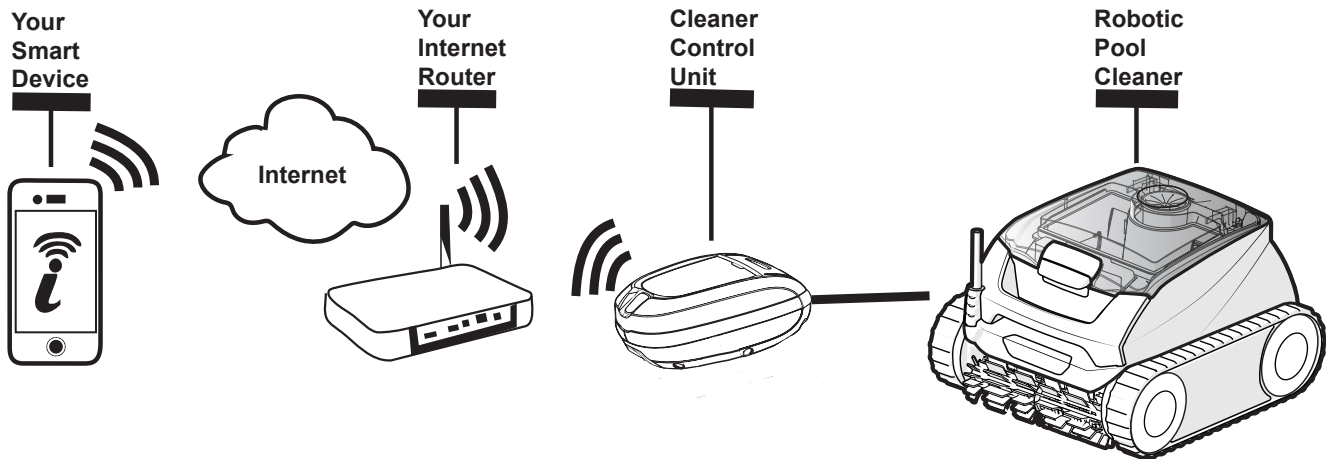
The following list provides some helpful hints for troubleshooting common challenges when using the cleaner.

User Issue	Possible Cause	Suggested Solution
The cleaner does not stay on the pool surface or is floating excessively.	There is air trapped inside the cleaner housing.	Remove cleaner from pool and re-submerge (see <i>Install and Submerge the Cleaner</i>).
	The filter canister is full or dirty.	Dispose of debris and thoroughly clean the filter canister with mild soap and a soft brush. Then, re-submerge the cleaner (see <i>Clean the Filter Canister</i>).
The cleaner is not climbing walls.	The filter canister is full or dirty.	Dispose of debris and thoroughly clean the filter canister with mild soap and a soft brush. Then, re-submerge the cleaner (see <i>Clean the Filter Canister</i>).
	Confirm appropriate pool chemistry	Speak with your pool service professional. Do not leave cleaner in the pool during any chemical treatments.
The cleaner is not moving	Not connected to electricity.	The outlet the control box is connected to, is not supplying electrical power. Check that the outlet to which the control box is connected is receiving electricity.
	Cycle not started.	Press the Start button to initiate a cleaning cycle.
	Reset needed	Disconnect the unit power and reconnect after 20 seconds. If the problem is not resolved, contact your local retailer to request a diagnostic review or contact Technical Support at 1300 763 021 (NZ: 0800 807 665).
Cable is tangling in the pool.	Cable is not spread evenly in the water	Verify the floating cable enters the water near the middle of the pool length. Spread all of the floating cable carefully in the pool, ensuring there are no kinks or coils. Ensure the cable is not too tightly wrapped or coiled when storing. If the problem persists, lay the cable straight in the sun to relax it and remove kinks. Follow the procedure in <i>Cord Tangling</i> to avoid and correct tangled cord.
The cleaner is not cleaning the pool effectively.	Filter canister is full or dirty.	Dispose of debris and thoroughly clean the filter canister with mild soap and a soft brush. Then, re-submerge the cleaner (see: <i>Clean the Filter Canister</i>).
	Brushes are worn.	Check the wear indicator(s). Contact your local dealer for spare parts.
	Cable is excessively tangled.	Untangle the twisted cord and lay in sun to reduce memory (see: <i>Cord Tangling</i>).

iAquaLink™ Troubleshooting

This information can help to troubleshoot connection and setup challenges between the iAquaLink™ app and the cleaner.

How It Works



How to connect:

You must connect to the home router (network) by first establishing a direct connection between the Control Unit and your smart device (see: *Configuring the System*).

IMPORTANT: It is recommended to locate the Control Unit as close to the home router as practical. Do not use an extension cord.

Common iAquaLink™ Troubleshooting

Remember, if you get a new Wi-Fi Router, reset the defaults of your current Wi-Fi Router or simply change your Wi-Fi network password, you will have to re-establish the connection between your cleaner and the router (see: *Configure the System*).

User Issue	Possible Cause	Suggested Solution
All lights are off	Bright sunlight	Shield the lights to block sunlight and re-check if the lights are lit.
	Control box is unplugged.	Plug the control box in (see: <i>Connect to a Power Source</i>).
	Power outage.	Verify that the breaker is on and electricity is being supplied to the outlet.
	Lost internet connection.	Check internet connection - Network may be down.
Wi-Fi is off	Router is off.	Turn router on.
	Router password was changed.	Reset router with new password.
Wi-Fi light is flashing	Lost internet connection	Check internet connection - Network may be down.
	Control box is too far from home router	Relocate the control box as near to the home router as practical (see: <i>Install and Submerge the Cleaner</i>). Do not use an extension cord.
	Weak Wi-Fi signal	<ul style="list-style-type: none"> Check for adequate Wi-Fi signal strength. With a Windows laptop, go to Network Connections in the Control Panel. Check Signal Strength meter under Wireless Network Connection icon while standing near the control box. With a smart device, search for, download, and use an app that can check signal strength while standing near the control box. If Wi-Fi signal is weak, consider installing a Wi-Fi extender.
	Connectivity issue with local Wi-Fi or connection to the server	Contact your local internet service provider. <ul style="list-style-type: none"> Unplug your control box and wait 10 seconds. Plug in the box again and see if lights illuminate. Check Internet connection - Network may be down.
Status light is continuously flashing	Antenna firmware update in progress.	Wait for the update to complete and the flashing to end. Do not disconnect the power cable from the cleaner during an update.
Power LED is blinking fast	Firmware update in progress	Wait for blinking to stop, indicating update is complete. Do not unplug from power during an update.



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Fluidra Group Australia Pty Ltd
Po Box, Wetherill Park NSW 2164
ABN: 87 002 641 965
Customer Care Hotline: 1300 763 021
www.zodiac.com.au

Fluidra NZ Ltd
12 Douglas Alexander Parade
Rosedale Auckland 0632
NZBN: 942 903 181 70759
Customer Care Hotline: 0800 807 665
www.zodiac.co.nz