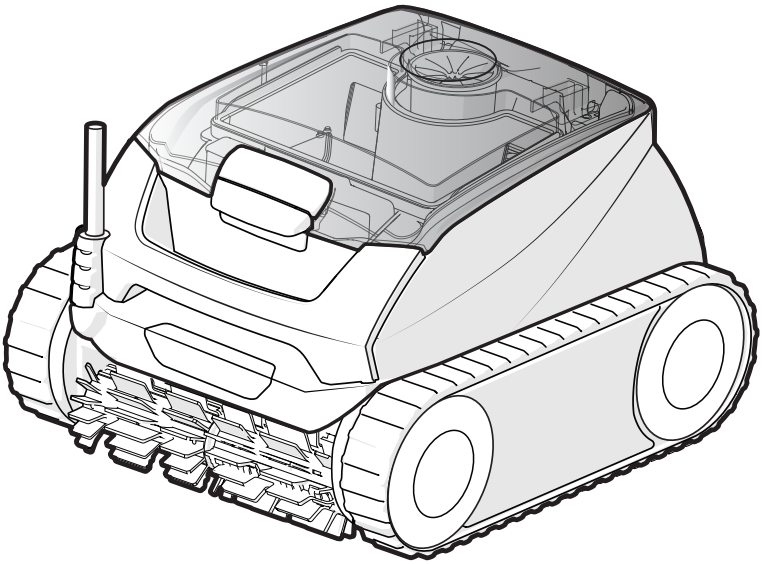
Zodiac
FLUIDRA

Owner's Manual



Duo-X™ Robotic Pool Cleaners

TYPE EC3502

Model: DX4550 iQ

⚠ WARNING

FOR YOUR SAFETY – This product must be installed and serviced by a licensed and qualified pool equipment contractor in accordance with the latest applicable version of AS/NZS 3000 and any other applicable local or council codes and standards.

Before installing, operating, inspecting, cleaning or servicing this product, read and follow the Owner's Manual and all safety instructions. Before performing any maintenance or servicing, switch off and isolate the product from the electrical supply.

Failure to follow these instructions may result in electric shock, fire, gas accumulation, equipment damage, serious injury or death. The warranty does not apply to any fault, damage or failure caused by improper installation, operation or use of the product.

ATTENTION INSTALLER - This manual contains important safety, installation, operation and maintenance information. After installation, provide this manual to the owner/operator and advise them to retain it for future reference.

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IMPORTANT SAFETY INSTRUCTIONS
READ AND FOLLOW ALL INSTRUCTIONS

Congratulations on purchasing the Zodiac Robotic Cleaner. Please read through the entire manual before installing your new robotic pool cleaner. Your cleaner must be installed and operated as specified.

⚠ WARNING

THIS PRODUCT CONTAINS A BUTTON BATTERY

- If swallowed, a lithium button battery can cause severe or fatal injuries within 2 hours.
- Keep batteries out of reach of children.
- If you think batteries may have been swallowed or placed inside any part of the body, seek immediate medical attention.

⚠ 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 ZODIAC ROBOTIC CLEANER IN A VINYL LINER POOL

Certain vinyl liner patterns are particularly susceptible to rapid surface wear of 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. Fluidra Group Australia Pty. Ltd. is not responsible for, and the Limited Warranty does not cover, pattern removal, abrasion or markings on vinyl liners.

⚠ 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 1300 186 875 (NZ: 0800 807 665) 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

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Do not let anyone, especially small children, sit, step, lean, or climb on any equipment installed as part of your pool's operational system.

SAVE THESE INSTRUCTIONS

Section 1. Cleaner 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	18 M
Cleaner Size (WxDxH)	43 x 48 x 27 cm
Weight of Cleaner	9.5 kg
Packed Weight	19 kg
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.

Section 2. Assembly

***only some models**

2.1 Contents

The packaging should contain the following items:

- Robotic cleaner and floating cable with swivel
- Control unit
- Printed materials
- Transport and storage caddy 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 186 875 (NZ: 0800 807 665).

2.2 Attach the Control Box to the Caddy

1. Align the bottom of the control unit with the notch at bottom of the control unit hook on the caddy.

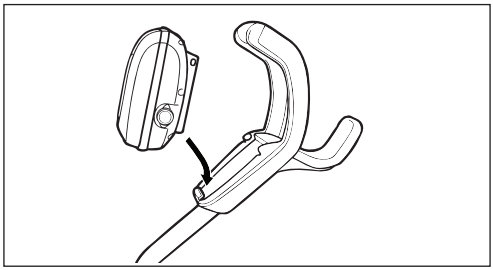


Figure 1. Align Control Unit with Caddy Hook

2. Press control unit onto the caddy hook until it snaps and locks into position.

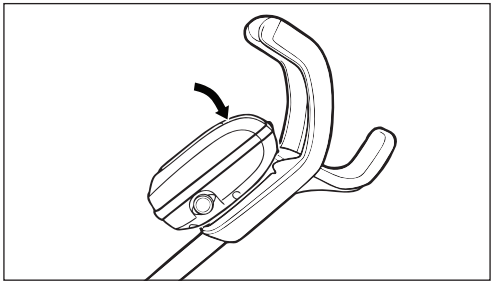


Figure 2. Attach Control Unit to Caddy

2.3 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. Grip the notched end of the floating power cable, insert into the control unit and click to lock.

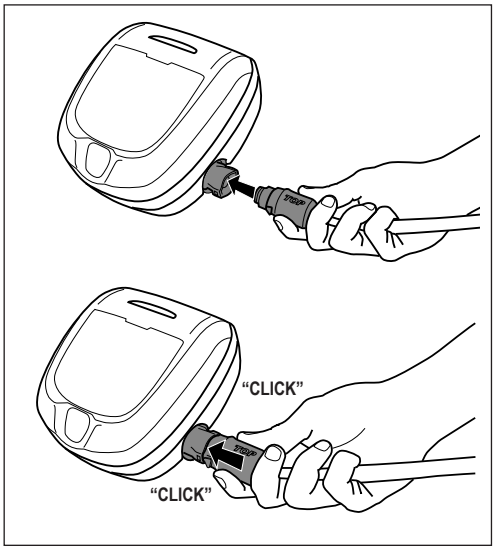


Figure 3. Connect Power Cable

Section 3. 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.

3.1 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.
3. Ensure the unit sinks to the bottom of the pool and does not float.
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.

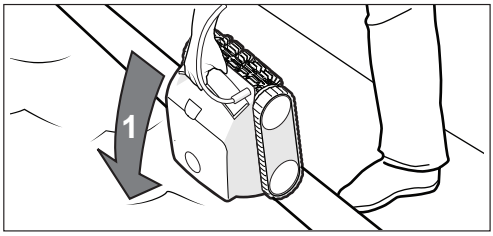


Figure 4. Submerge the Cleaner Vertically

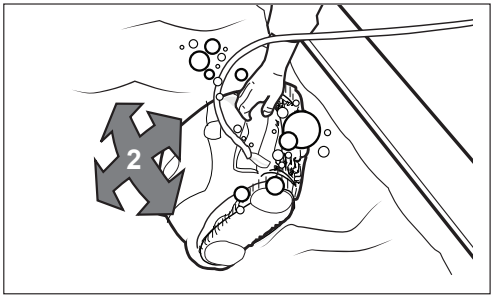


Figure 5. Cleaner Sinking to the Bottom of the Pool

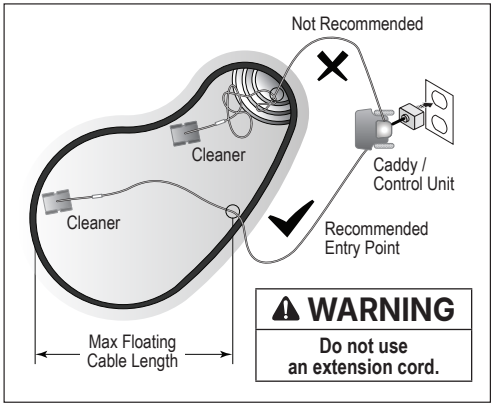


Figure 6. Pool Entry Point for Optimal Patterning

3.2 Control Unit

The control unit can be used to initiate basic cleaning features and to connect the device to home Wi-Fi. For more information on connecting your cleaner to Wi-Fi, see *Section 4, Installing Fluidra Pool App*.



Button Functions	
MODE	Select cleaning mode
	Floor Only (1h 30 min)
	Floor/Walls/Waterline (2h 30 min)
LIFT SYSTEM	Remove cleaner from the pool
	Bluetooth connection status: *BLINKING* - searching for signal *SOLID* - paired with phone
	Wi-Fi connection status: *BLINKING* - connected to router *SOLID* - connected to the internet

3.3 Start / Stop Cleaning and Adjust Cleaning Time

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

Use MODE to change cleaning surface setting.

Toggle between modes:

Floor Only
(1h 30 min)

Floor/Walls/Waterline
(2h 30 min)

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

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

3.4 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 LIFT SYSTEM on the control unit or **Lift** tab from the App 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 LIFT SYSTEM 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.

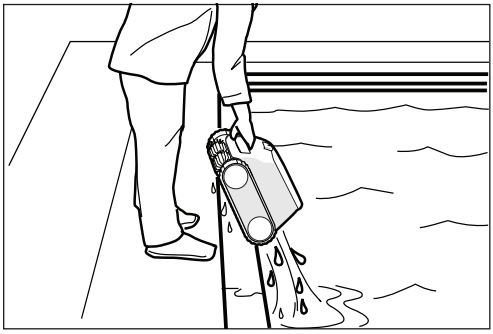


Figure 7. Always Remove Cleaner Using the Handle

Section 4. Installing Fluidra Pool App

ANDROID APP ON Google play

Available on the App Store

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

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

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

- 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.

4.1 Download the App

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

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

4.2 Sign Up and Log In

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

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

4.3 Connect the Control Box to the Power Supply

4.4 Add the Cleaner

Click on "Add equipment" to begin Pairing. Locate the QR code label on on the back of the control box. Scan the QR code or manually enter the Cloud ID and Access Code. Enter your Wi-Fi network and password to complete set up.

Section 5. Fluidra Pool App

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

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

5.1 Fluidra Pool Home Screen

App function and design is subject to change.

- Start/Stop Cleaning
- Manual Time Adjustment (current run time +/- 15 minutes)
- Remote
- Cleaning Mode
- Lift System

5.2 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 **Start** 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 **Stop** to interrupt and cancel an in-progress cleaning cycle.

5.3 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.

5.4 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** 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 **Up arrow** 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.

5.5 In-App Error Messages and Troubleshooting

If an error occurs, you will be notified in the app.

1. Click on the error banner 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.

5.6 System Settings

Access Settings and Information by pressing the 3 dots in the upper right hand corner of the app screen.

Section 6. 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.

6.1 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.

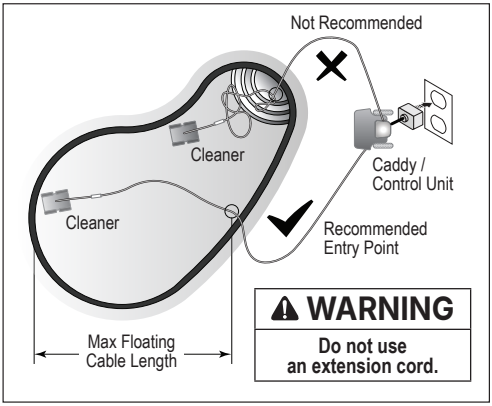


Figure 8. Optimal Entry Point in Pool

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.
3. Unplug power to the cleaner at the control unit.

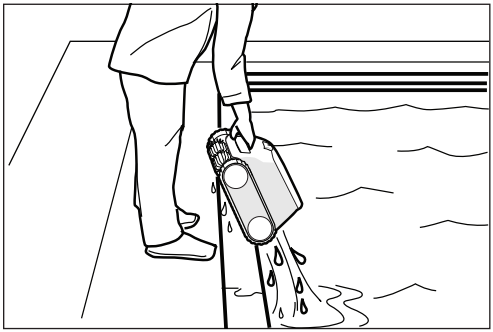


Figure 9. Keep Cleaner Vertical to Drain Water

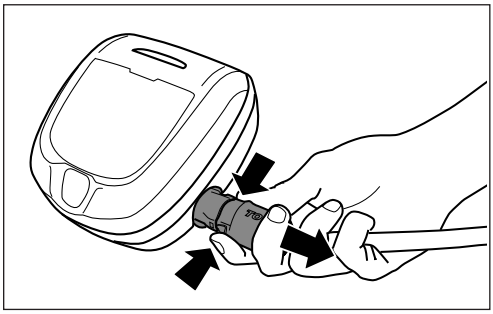


Figure 10. Unplug

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.

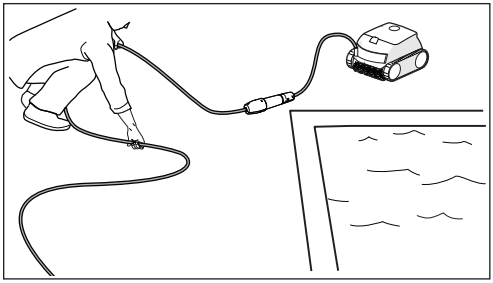


Figure 11. Untangle the Power Cable

6.2 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 and lift the cover until it is secured in the vertical position.

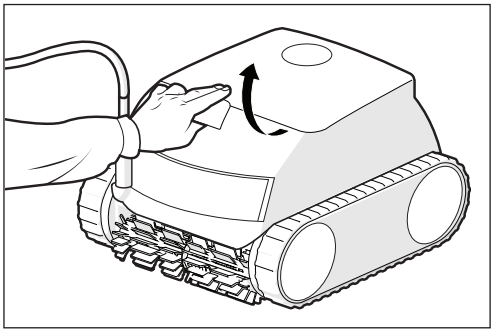


Figure 12. Lift Cleaner Cover

4. Remove the filter canister assembly from the body.

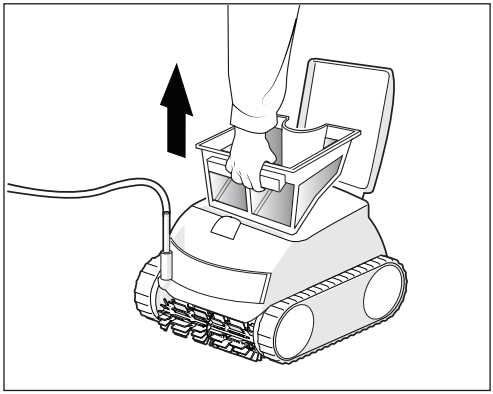


Figure 13. Remove Filter Canister Assembly

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

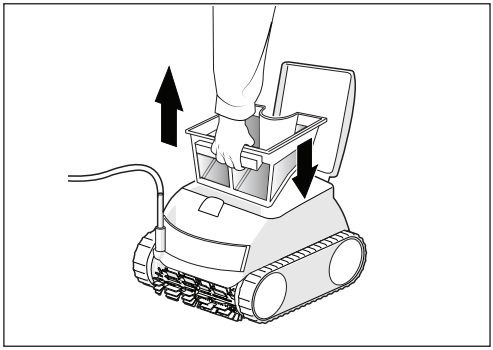


Figure 14. Separate Filter Canisters

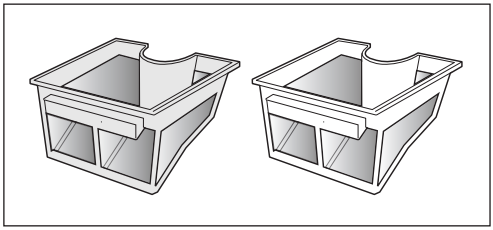


Figure 15. Dual Filtration Canisters

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

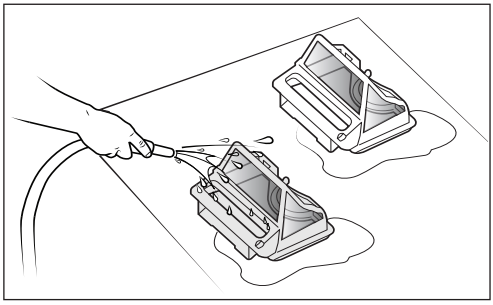


Figure 16. Wash Filter Canisters

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

6.3 Cleaning the Impeller

⚠ WARNING

To avoid serious injury:
- Disconnect the cleaner from the power supply.
- Wear gloves when maintaining the impeller.

1. Open the filter access hatch by lifting the lock.

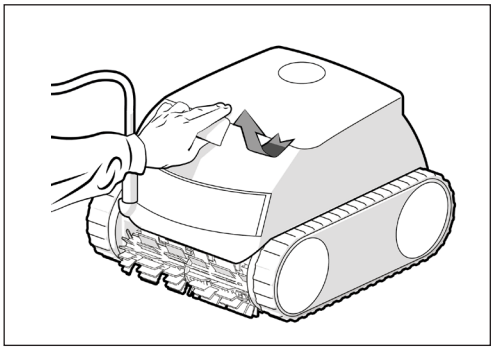


Figure 17. Open Hatch

2. Remove the filter.

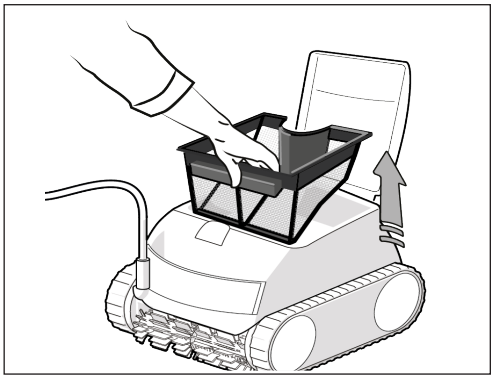


Figure 18. Filter Removal

3. Insert a screwdriver into the holes and maintain right pressure to loosen flow guide by turning the screwdriver in the anti-clockwise direction as shown (upon first removal, the flow guide is securely tightened).

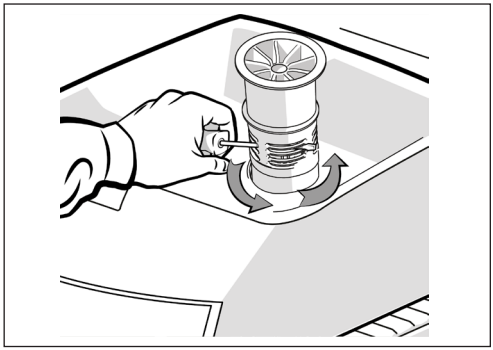


Figure 19. Loosen Flow Guide

4. Once the flow guide has been loosened, unscrew it by hand.

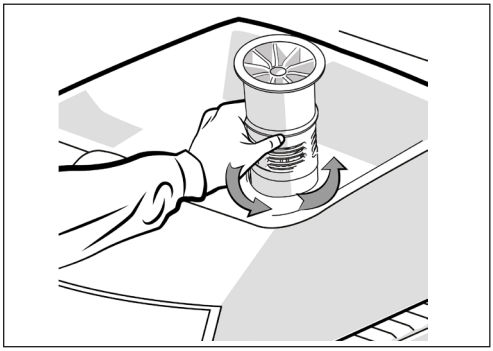


Figure 20. Unscrew Flow Guide

5. Remove the flow guide by lifting it.

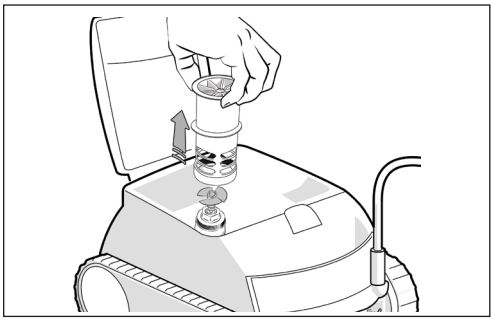


Figure 21. Remove Flow Guide

6. Put on a pair of gloves and pull the impeller, holding it firmly to take it out as shown.

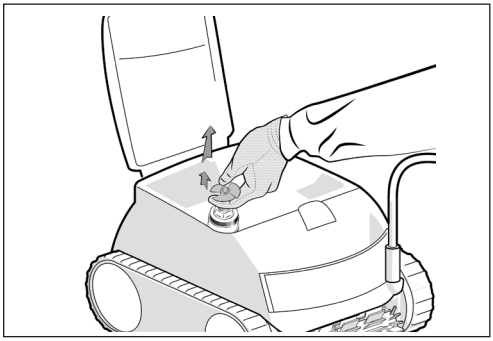


Figure 22. Wear Gloves to Remove impeller

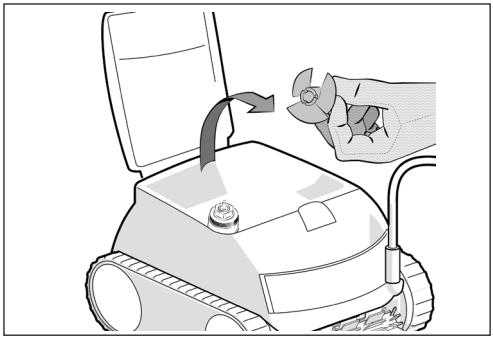


Figure 23. Hold Impeller Firmly and Pull

7. Remove any debris (leaves, stones, etc.) which may be blocking the impeller.

IMPORTANT

Once cleaning is complete, reinsert the impeller and the filter firmly.

6.4 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.

1. Disconnect cleaner from the power source.
2. Starting at the cleaner head, remove all coils and tangles from the cable. Lay the cable in the sun to loosen any tangling memory.
3. Place the rear wheels on the caddy and position the cleaner vertically on the caddy base.
4. Disconnect the cable from the control unit. Replace the protective cap on the control unit.
5. 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.

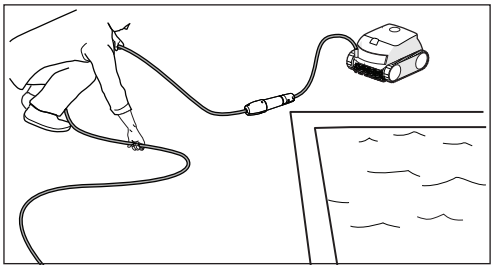


Figure 24. Untangle the Power Cable

6.5 Replacing Wear Parts

Replacing Brushes

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

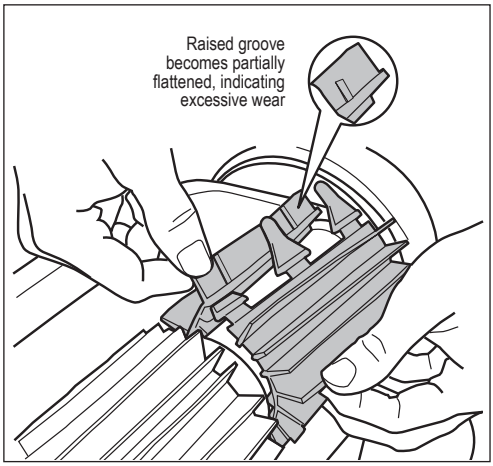


Figure 25. Worn Brush Indicator

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:

1. Stand the cleaner on its end in a vertical position.

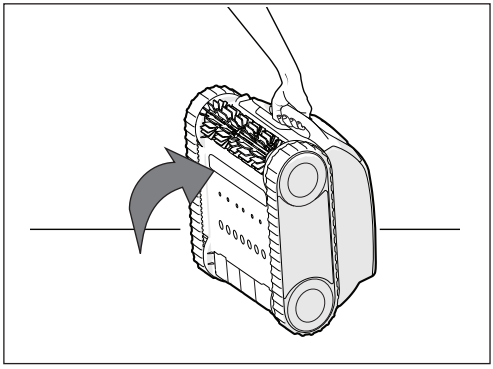


Figure 26. Cleaner in Upright Position

2. Separate the edges of the brush and undo the tabs. Remove the worn brush.

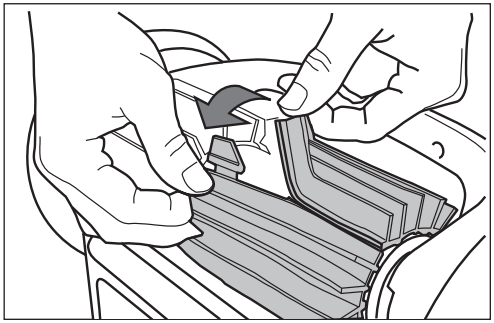


Figure 27. Undo the Tabs of the Brush

3. Position the new brush underneath the roller with the spikes facing downwards.

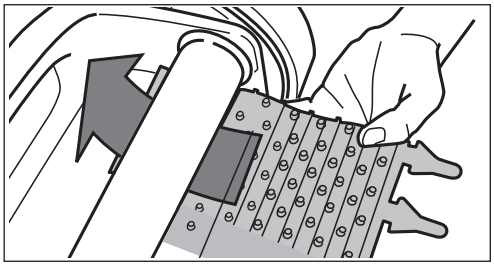


Figure 28. Position the New Brush on Roller

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.

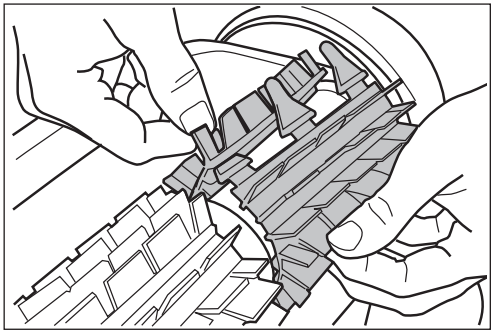


Figure 29. Pull Tabs Through Each Slot

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

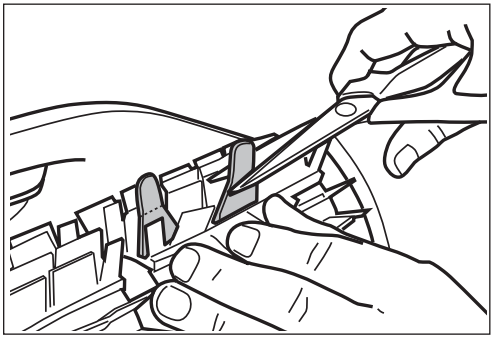
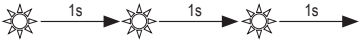
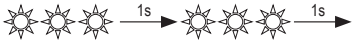
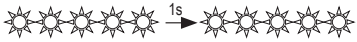


Figure 30. Cut Tabs

Section 7. 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 Fluidra Pool app.

7.1 Error Codes

Flashing LED	In-App Display	Suggested Solution
 1 flash / 1 second pause	Communication	• 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.
 2 flash / 1 second pause	Right traction motor Left traction motor	• 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.
 3 flash / 1 second pause	Out of the Water Start	• 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	• 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.
 5 flash / 1 second pause	Update Failed or Incomplete	• 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.
 Rapid flashing	Update in progress	• Wait for the update to complete. • Do not disconnect the power cable from the cleaner during an update.
N/A	Communication	• Check the status of the Bluetooth/Wi-Fi LEDs on the control box.
N/A	Robot disconnected	• Robot not plugged in or not connected to the home Wi-Fi network. If the status is *"Disconnected"* 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 status moves to *"Ready to Clean"*, the robot is ready for use.

7.1.1 Deleting an error code

- **Using the control box:**

After following the troubleshooting solutions, press any key to delete the error code.

- **From the Fluidra Pool app:**

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

7.2 General Troubleshooting

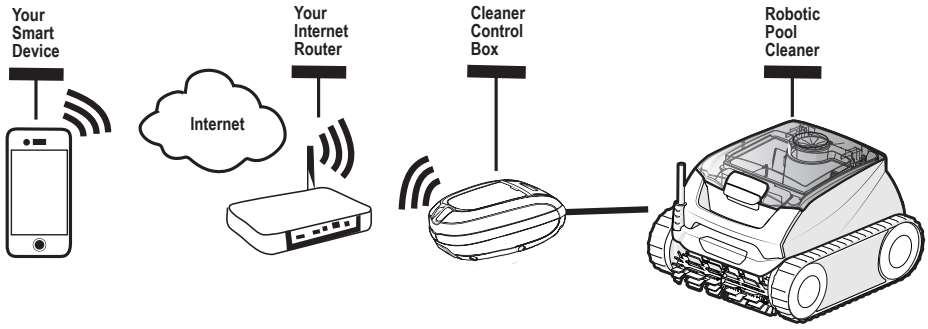
The following list provides some helpful hints for troubleshooting common challenges when using the cleaner.

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 *Section 3.1, Install and Submerge the Cleaner*).
	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 *Section 6.2, Clean the Filter Canister*).
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 *Section 6.2, Clean the Filter Canister*).
	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 186 875 (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 *Section 6.1, Cord Tangling* 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 *Section 6.2, Clean the Filter Canister*).
	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 *Section 6.1, Cord Tangling*).

7.3 Fluidra Pool Troubleshooting

This information can help to troubleshoot connection and setup challenges between the Fluidra Pool 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 *Section 4.3, Connect the Control Box to the Power Supply*).

IMPORTANT

It is recommended to locate the control unit as close to the home router as practical. Do not use an extension cord.

7.4 Common Fluidra Pool 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 *Section 4.3, Connect the Control Box to the Power Supply*).

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 *Section 2.3, Connect to a Power Source*).
	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 *Section 3.1, Install and Submerge the Cleaner*). Do not use an extension cord.
	Weak Wi-Fi signal	• 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. • 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.

WARRANTY REGISTRATION	Record your equipment details here for quick reference: Model No. : _____ Serial No. : _____
	AUSTRALIA WARRANTY: For full warranty terms and conditions and to register your warranty, visit *www.zodiac.com.au/warranty* and complete your details. ◀ Or scan the QR code to go directly to the registration page.
	NEW ZEALAND WARRANTY: For full warranty terms and conditions and to register your warranty, visit *www.zodiac.co.nz/warranty* and complete your details. ◀ Or scan the QR code to go directly to the registration page.

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