

Troubleshooting

The pictures used in this section may not look exactly like your robotic cleaner but troubleshooting procedures should work with your cleaner!

4. Cleaner turns in one direction and doesn't clean the entire pool:

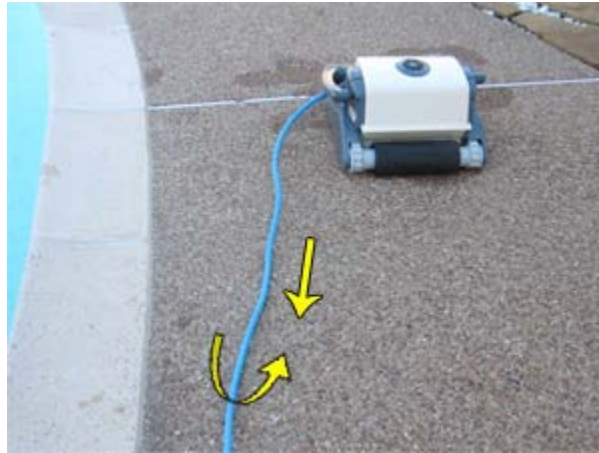
- Check for twists in the blue floating cable



- Place the Robot on the ground and unplug the cable from the power supply



- Go to an area that you can stretch the cable to its entire length
- With one hand, holding the E-Z Swivel, walk away from the robot, pulling the cable to its full length. Turn the cable until it is free of knots and twists.



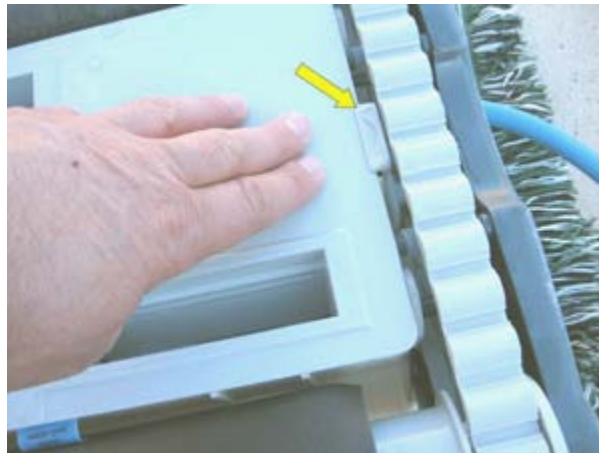
- If possible lay the cable in the sun for 10 to 15 minutes until it lays flat to the floor
- Turn cleaner on its top carefully put cardboard, towel or blanket under cleaner so not to scratch plastic surfaces



- Check to ensure the bottom cover is secured properly



- Visually inspect that the locking tabs are holding the bottom cover
- If not push in the bottom cover until all the tabs are securing the bottom cover to the cleaner body



- Place cleaner into the pool and turn on

If the problem still exist, please fill out [Service Request Form](#) on our website or call 1-800-457-7642 for additional help!