

## Troubleshooting

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

### 7. Floating cord gets tangled often:

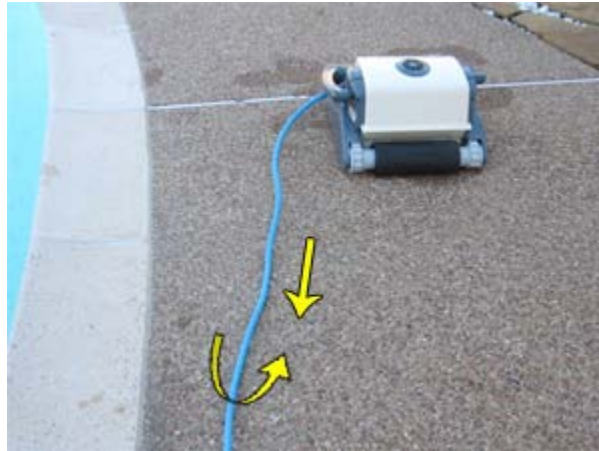
- Go to an area that you can stretch the cable to its entire length



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



- 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.



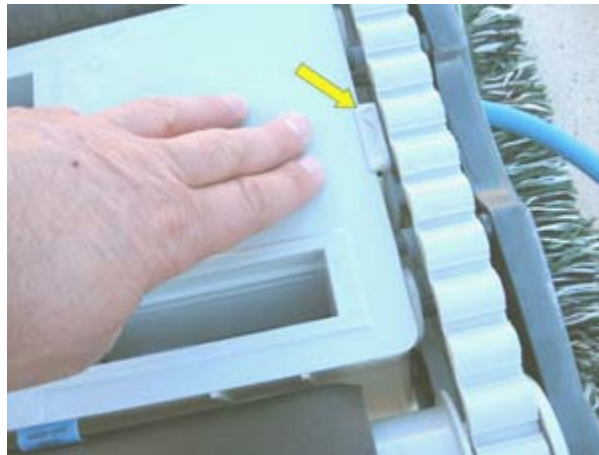
- If possible lay the cable in the sun for 10 to 15 minutes until it lays flat to the floor
- Turn cleaner on its top carefully, and place cardboard, towel or a blanket under cleaner so not to scratch plastic surfaces



- Visually inspect that the locking tabs are holding the bottom cover



- If tabs are not locked, 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 our [Service Request Form](#) on our website or call 1-800-457-7642 for additional help!