



My Pool Cleaner has stopped!! What can I do?

Does it connect via your skimmer basket?

If so you have a suction cleaner. Common models include the Kreepy Krauly, Zodiac Baracuda or Hayward Pool Vac. These relatively simple machines rely on suction provided by your filtration system to propel them throughout your pool. They all have a weakness in that the throat of these machines blocks easily. If your suction cleaner stops follow these steps to try and find a solution:

1. Disconnect cleaner from the skimmer and feel if there is adequate suction at the vacuum plate. If not then consult the Poor Water Flow FAQ Sheet.
2. Check the cleaner throat for broken parts, blockages or general wear and tear. Most pool cleaner mechanisms should ideally be replaced annually to ensure correct operation.
3. Check cleaner hoses for breakages or holes.
4. If the problem still cannot be resolved, take the cleaner head to our shop for repair.
- 5.

Does your cleaner have wheels and a bag atop it for debris collection?

If so you're likely to have a pressure cleaner such as the Polaris, Jetvac or Letro. These cleaners run on pressure supplied by a secondary pump or in some cases feed directly on your filters return line. Carry out the following checks before bringing the machine to our shop:

1. Is the system running correctly? Any loud noises, leaking pipes or faulty timers should be addressed.
2. Disconnect the cleaner from the pool wall and ensure that the hose filter screen is clean.
3. Check the hose for leaks or kinks. Does the leaf bag appear to be filling with water?
4. If the problem cannot be resolved take the cleaner head to the pool shop for testing.

Do you have a Robotic Pool Cleaner?

These independent cleaning systems are generally not serviceable by the end user. Simple failure points include propulsion fans and blocked filters. Ensure these have been checked before calling us or bringing the unit to our shop for testing.