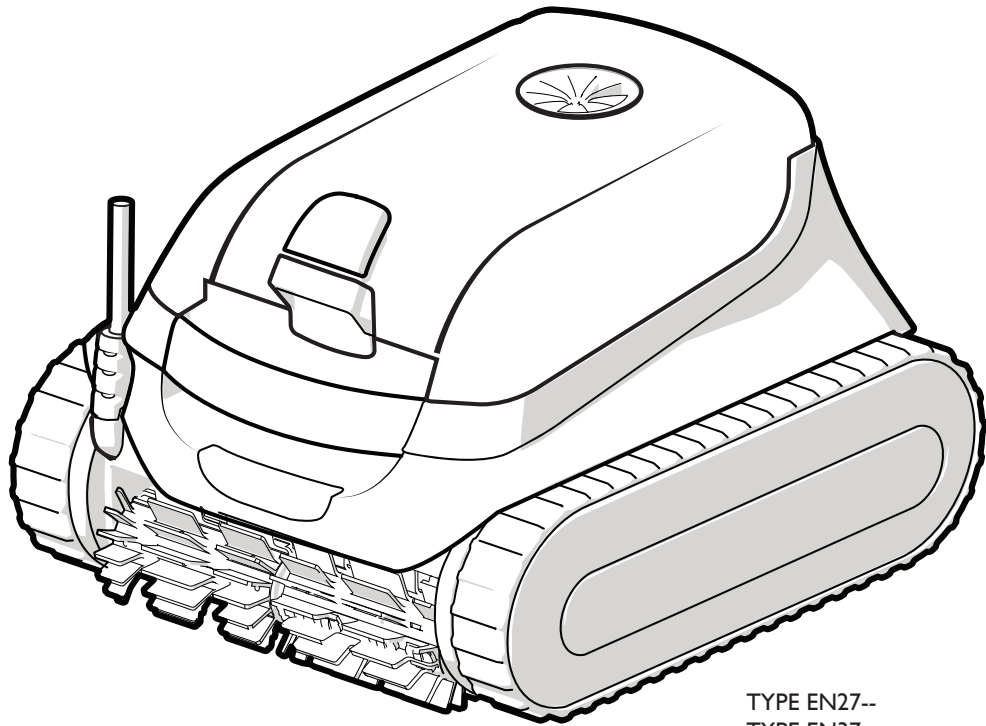


## OWNER'S MANUAL



TYPE EN27--  
TYPE EN37--



### 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.

## FCC STATEMENT

This device complies with Part 15 of the FCC Rules and IC licence-exempt RSS standard. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## CAUTION

Any changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference including interference that may cause undesired operation of the device.

THANK YOU FOR PURCHASING THIS ROBOTIC POOL CLEANER.  
YOUR ROBOTIC CLEANER HAS BEEN DESIGNED AND MANUFACTURED TO BE EASILY INSTALLED AND TO PROVIDE LOW MAINTENANCE OPERATION. PRIOR TO INSTALLING YOUR NEW CLEANER, PLEASE DO THE FOLLOWING:

- 1) Record your purchase information on the spaces provided below.
- 2) Attach your invoice (or a copy) to this page.

Taking these steps will help ensure prompt service, should it be required. If service is required, please contact your original dealer. If the original dealer does not perform warranty service, please call our Technical Support department at 1-800-822-7933.

RECORD YOUR CLEANER DATA HERE:

Date of Purchase \_\_\_\_\_ Purchased From \_\_\_\_\_ Serial Number: \_\_\_\_\_  
(located on robot- head)  
City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

## TABLE OF CONTENTS

<b>Important Safety Instructions .....</b>	<b>4</b>
<b>Cleaner specifications .....</b>	<b>5</b>
Technical Specifications.....	5
<b>Getting Started .....</b>	<b>6</b>
Contents .....	6
Connect to a Power Source.....	6
<b>General Cleaner information.....</b>	<b>7</b>
Install and Submerge the Cleaner .....	7
Control Box Buttons.....	8
Start / Stop Cleaning and Select Cleaning Mode.....	8
Removal from Pool.....	8
Using the Lift System.....	8
<b>Maintenance .....</b>	<b>9</b>
Cord Tangling .....	9
Clean the Filter Canister.....	10
Store the Cleaner When Not in Use .....	11
Replacing Brushes .....	11
<b>Troubleshooting.....</b>	<b>13</b>
Error Codes .....	13
Deleting an error code.....	13
General Troubleshooting.....	14

## SECTION I. 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 result in permanent injury, electrocution or death.**

#### **PREVENT ELECTRICAL SHOCK**

To reduce risk of electrical shock:

- Connect unit to receptacle protected by a ground fault circuit interrupter (GFCI). Such a GFCI receptacle should be provided by a qualified installer and should be tested on a routine basis. To test the GFCI, push the test button. The GFCI should interrupt power. Push the reset button. Power should be restored. If the GFCI fails to operate in this manner, the GFCI is defective. If the GFCI interrupts power to the pump without the test button being pushed, a ground current is flowing, indicating the possibility of an electric shock. Do not use this product. Disconnect the cleaner and have the problem corrected by a qualified service representative before using.
- Per the United States National Electrical Code® (NEC®), keep the control box at least five (5) feet from the edge of the (pool/spa) water. In Canada, the Canadian Electrical Code (CEC) requires a minimum distance of 3m (10 ft.) to be maintained between the pool edge and the control box. Never submerge the control box.
- Do not enter pool while the 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 box if the cord is worn or damaged. Contact Technical Support 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 box, power cord, or floating cable.
- NEVER OPEN CONTROL UNIT.
- DO NOT USE AN EXTENSION CORD TO CONNECT THE UNIT TO ELECTRIC SUPPLY; PROVIDE A PROPERLY LOCATED GFCI RECEPTACLE. THE CONTROL BOX SHOULD BE PLUGGED INTO THE GFCI RECEPTACLE BOX.

#### **PREVENT CHILD INJURY AND DROWNING**

- To reduce the risk of injury, do not permit children 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 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 in the cleaner after each use.
- Do not use the product in your pool if the water temperature is above 95° F (35° C) or below 55° F (13° C).

### 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. We are not responsible for, and the Limited Warranty does not cover, pattern removal, abrasion or markings on vinyl liners.

## SAVE THESE INSTRUCTIONS

## SECTION 2. CLEANER SPECIFICATIONS

### 2.1 TECHNICAL SPECIFICATIONS

The general specifications for the cleaner are as follows:

Control box supply voltage	100-125 VAC, 60 Hz
Supply voltage	30V DC
Installed load	150 W max

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 3. GETTING STARTED

### 3.1 CONTENTS

The packaging should contain the following items:

- Robotic cleaner and floating cable
- Control box
- Transport and storage caddy

### 3.2 CONNECT TO A POWER SOURCE

#### WARNING

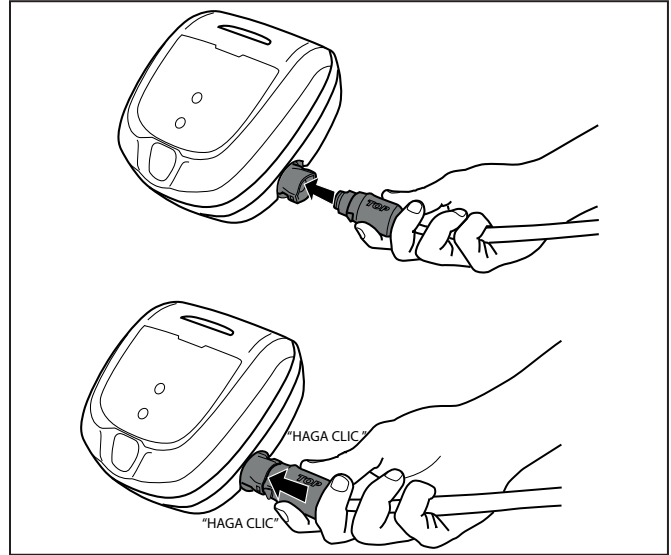
Failure to comply with the following warnings can result in permanent injury, electrocution or drowning.

#### PREVENT ELECTRICAL SHOCK

- U.S.: Per NEC® requirements, keep the control box at least five (5) ft. (1.5 m) from the edge of the pool.  
CANADA: Per CEC requirements, keep the control box at least three (3) m (10 ft.) from the edge of the pool.
- Only connect the control box to a receptacle protected by a ground fault circuit interrupter (GFCI). Contact a certified electrician if you cannot verify that the receptacle is protected by a GFCI.
- Do not use an extension cord to connect the control box.
- Do not allow anyone to swim while the cleaner is in the pool.
- The control box is water-resistant, not waterproof. In order to prevent electrocution, never submerge the control box or leave exposed to inclement weather.

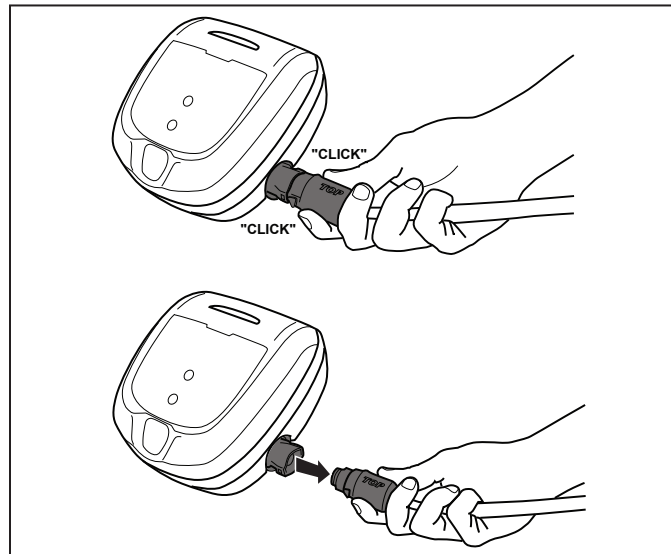
- Firmly insert power cord connector (with TOP shown facing up) until you hear a "click" (Figure 1).

**NOTE:** The "click" indicates the power cord is connected correctly.



**Figure 1. Connect Power Cable**

**NOTE:** To disconnect, firmly grip the power cord connector on each side, press the two tabs, and pull out (Figure 2)



**Figure 2. Disconnect Power Cable**

## SECTION 4. GENERAL CLEANER INFORMATION

### CAUTION

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

- Remove the cleaner from the pool after the cleaning cycle is completed.
- Store out of direct sunlight or inclement weather.
- Never lift the cleaner out of the pool by the floating cable.
- 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 fully submerge the cleaner head 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.

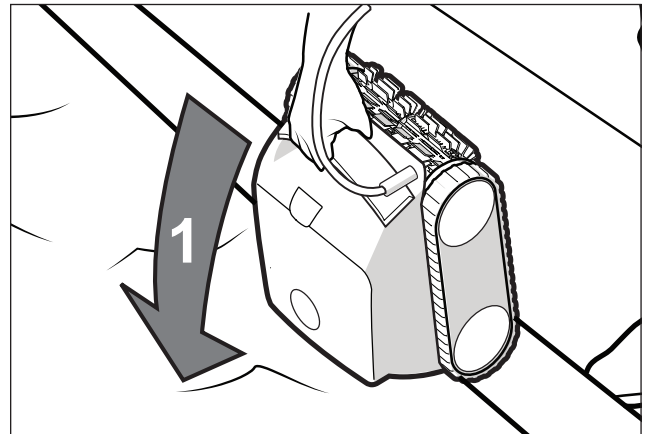
The robotic cleaner includes a safety feature that automatically stops the cleaner if a cleaning cycle starts but it is not submerged in water. For pools equipped with a beach area, this safety feature is programmed to drive the cleaner in reverse and back into the pool when the impeller is out of the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

### 4.1 INSTALL AND SUBMERGE THE CLEANER

1. With the control box plugged into a power outlet, spread the floating cable across the pool deck until you reach the middle of the pool length.

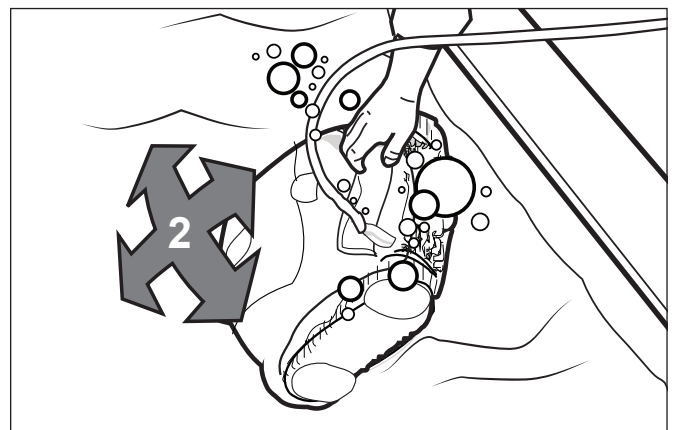
**⚠ WARNING:** Do not use an extension cord

2. At the center point, submerge the cleaner in the pool and hold in the vertical position to release any air trapped inside. (Figure 3).



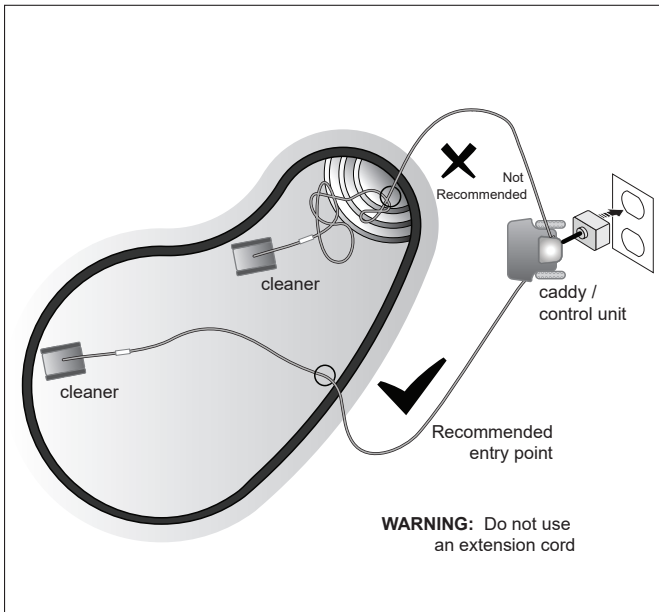
**Figure 3. Submerge the Cleaner Vertically**

3. Ensure the unit sinks to the bottom of the pool and does not float (Figure 4).



**Figure 4. Cleaner Sinking to the Bottom of the Pool**

- Place all of the floating cable in the water to allow free movement in your pool from the central point. Spread out the floating cable ensuring there are no kinks or coils in the cable (Figure 5).



**Figure 5. Pool Entry Point for Optimal Patterning**

## 4.2 CONTROL BOX BUTTONS

The control box can be used to initiate basic cleaning features.

### Button Functions



Start/Stop cleaning




Select cleaning mode



Remove cleaner from the pool

## 4.3 START / STOP CLEANING AND SELECT CLEANING MODE

The factory default cleaning mode is set to Floor,Wall, Waterline.

Use  to change cleaning surface setting.


Toggle between modes:



Floor Only (1h 30 min)




Floor,Wall,Waterline (2 hours 30 minutes)

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


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

## 4.4 REMOVAL FROM POOL

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.

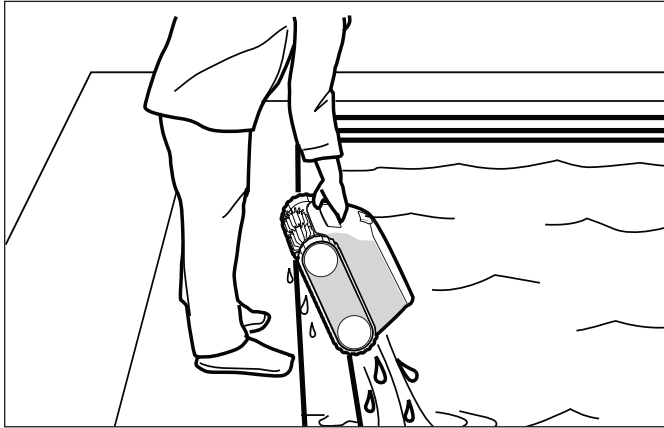
- Press any button to engage cleaner controls.
- Press  on the control box to begin the automated procedure to bring the cleaner to the wall.

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

- Next, Press and HOLD  to rotate the cleaner.
- Once the cleaner is facing the wall of your choice for retrieval, release the button.
- Cleaner will drive forward and up the wall it is facing. It will wait at the waterline to be retrieved.
- When in reach, remove the cleaner from the pool using the handle. The cleaner will quickly expel water to allow for lighter, easier removal (Figure 6).



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



**Figure 6. Remove cleaner using the handle**

## SECTION 5. 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.

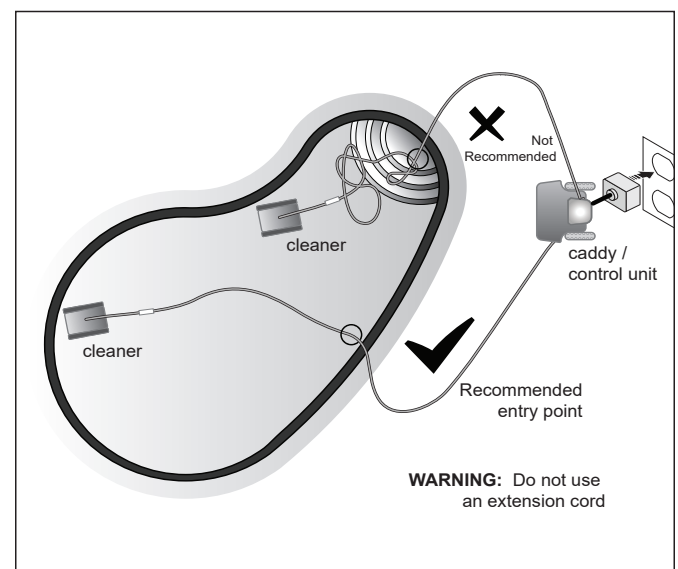
### 5.1 CORD TANGLING

Tangling can occur more frequently when the cleaner is not attended to after each cleaning cycle. 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:** Place all of the floating cable in the water to allow free movement in your pool from the central point. Spread out the floating cable ensuring there are no kinks or coils in the cable (Figure 7).

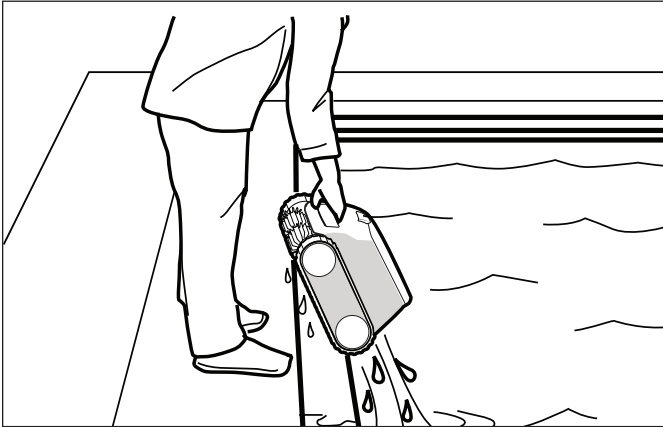


**Figure 7. Optimal Entry Point in Pool**

If tangling occurs, follow these steps:

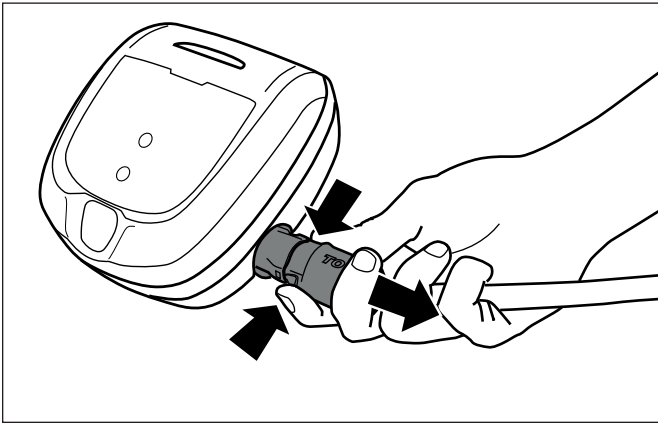
1. Remove the cleaner from the pool. When the cleaner is within arm's reach, use the handle to remove from the water. **Never lift the cleaner out of the pool by the floating cable.**

2. Hold the cleaner vertically to drain (Figure 8).



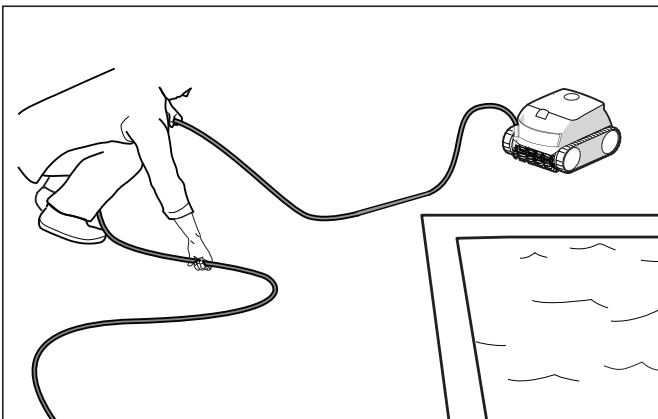
**Figure 8. Keep Cleaner Vertical to Drain Water**

3. Unplug power to the cleaner at the control box (Figure 9).



**Figure 9. 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 10).

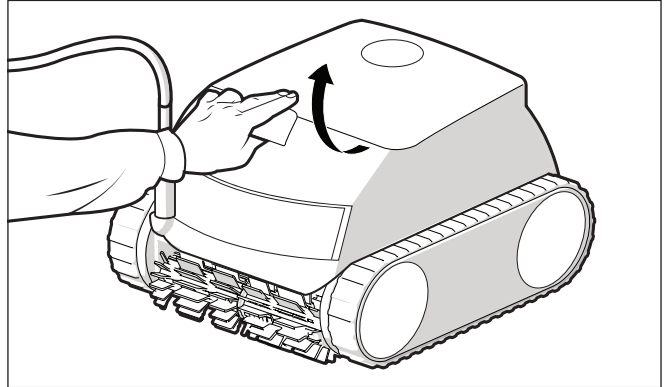


**Figure 10. Untangle the power cable**

## 5.2 CLEAN THE FILTER CANISTER

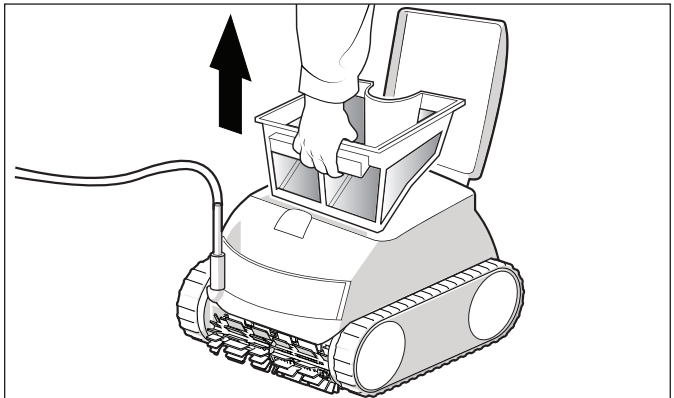
The filter canister should be cleaned after each cycle.

1. Remove the cleaner from the water and let the remaining water drain.
2. Unlatch the cleaner cover to access the canister (Figure 11).



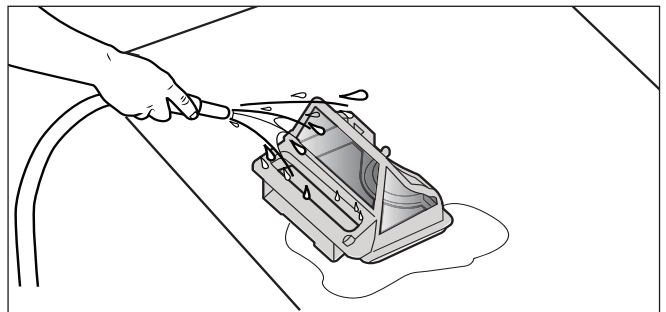
**Figure 11. Lift Cleaner Cover**

3. Remove the filter canister (Figure 12).



**Figure 12. Remove Filter Canister**

5. Empty all debris from the filter canister, then rinse the canister and the cleaner using a hose (Figure 13).



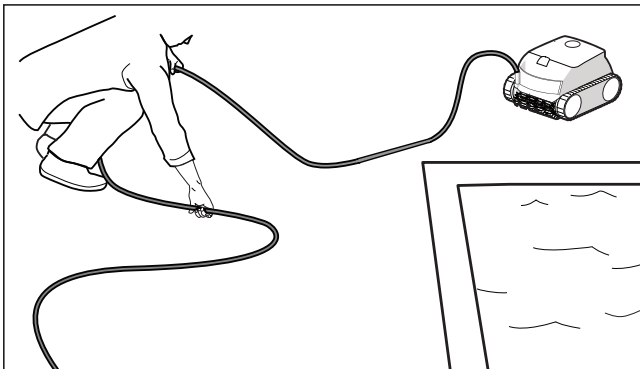
**Figure 13. Wash Filter Canister**

**NOTE:** Periodically, deep-clean the filter canister with soapy water and a soft bristle brush to prevent clogging.

### 5.3 STORE THE CLEANER WHEN NOT IN USE

The cleaner should be cleaned regularly using slightly soapy 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.

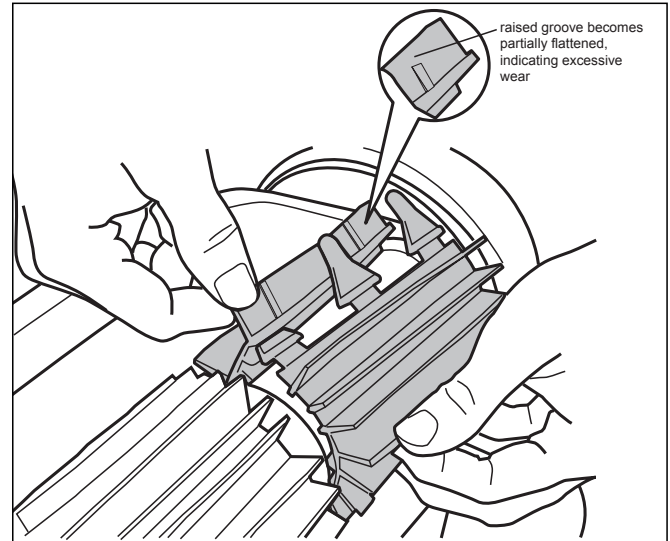
1. Disconnect cleaner from the power source.
2. Starting at the cleaner head, remove all twists and tangles from the cable. Lay the cable in the sun to loosen any tangling memory (see Figure 14).
3. Loosely coil the cable into a loop for storage near the cleaner or on the caddy hook .
4. Disconnect the cable from the control box.



**Figure 14. Untangle the power cable**

### 5.4 REPLACING BRUSHES

The cleaner is fitted with brushes with a "wear" indicator (Figure 15).

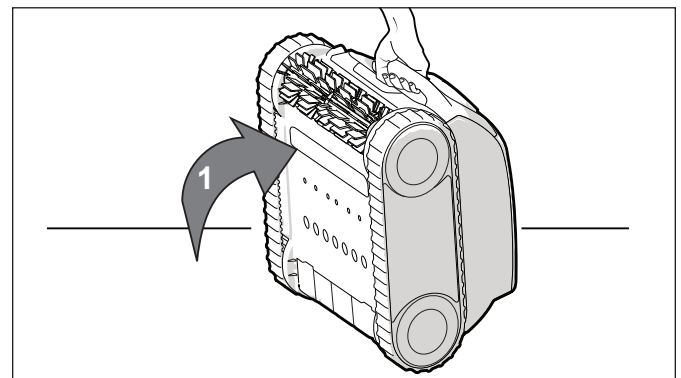


**Figure 15. Worn Brush Indicator**

To maintain cleaner performance at its best, replace the brushes as soon as one of the wear indicators is reached (even if the 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).

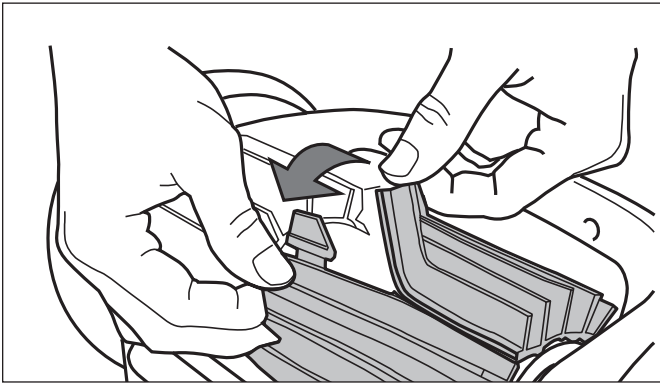
To replace a worn brush:

1. Stand the cleaner on its end in a vertical position (see Figure 16).



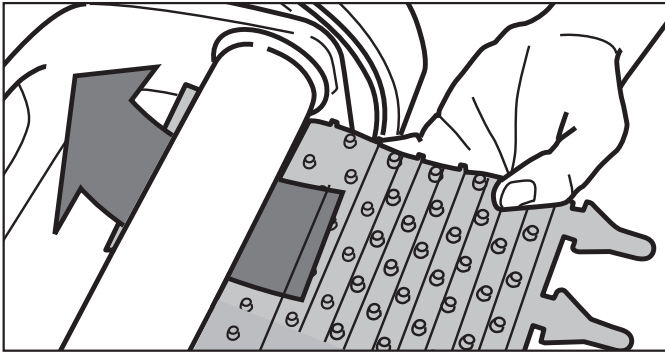
**Figure 16. Cleaner in Upright Position**

2. Separate the edges of the brush and undo the tabs. Remove the worn brush (see Figure 17).



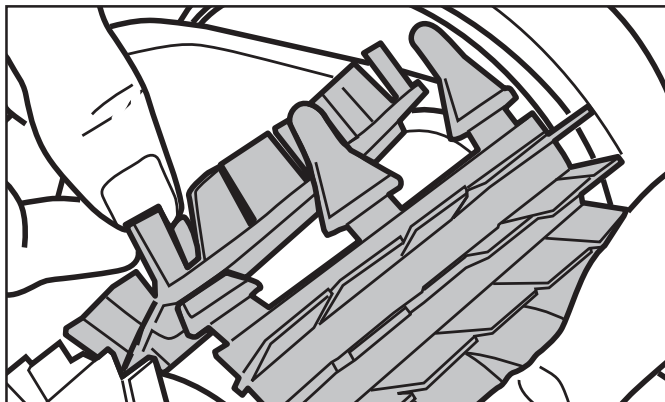
**Figure 17. Undo the Tabs of the Brush**

3. Position the new brush underneath the roller with the bristles facing downwards (see Figure 18).



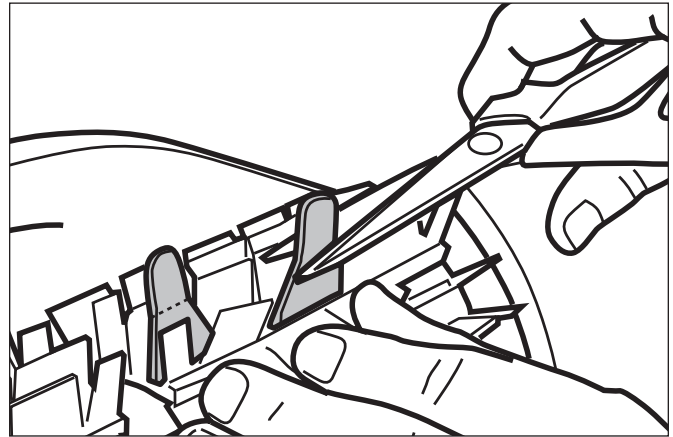
**Figure 18. Position the New Brush on Roller**

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 19).



**Figure 19. 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 20).

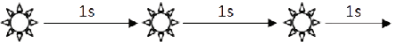

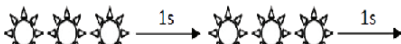


**Figure 20. Cut Tabs**

## SECTION 6. TROUBLESHOOTING

If the status indicator on the control box flashes, follow the recommended troubleshooting tips below.

### 6.1 ERROR CODES

Flashing LED	Solutions
 <p>1 flash / 1 second pause</p>	<ul style="list-style-type: none"> <li>• Disconnect and reconnect the cleaner.</li> <li>• Check that the cable is properly connected to the control box.</li> <li>• Check that nothing is interfering with the cable connection area.</li> <li>• If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.</li> </ul>
 <p>2 flash / 1 second pause</p>	<ul style="list-style-type: none"> <li>• Check that debris or the cable is not preventing the brushes or the tracks from rotating freely.</li> <li>• Check that nothing is interfering with the cable connection area.</li> <li>• Rotate the track by a quarter of a turn in the same direction until it rotates smoothly</li> <li>• If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.</li> </ul>
 <p>3 flash / 1 second pause</p>	<ul style="list-style-type: none"> <li>• Turn the cleaner off.</li> <li>• Clean the filter thoroughly.</li> <li>• Put it back in the water, shaking to release the air bubbles.</li> <li>• Restart the cycle.</li> <li>• If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Check that no debris or hair is blocking the impeller.</li> <li>• Clean the filter thoroughly.</li> <li>• If this does not resolve the problem, contact your local retailer for a diagnostic review or call customer service.</li> </ul>

### 6.2 DELETING AN ERROR CODE

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

### 6.3 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 1-800-822-7933.
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> ).

# NOTES



[www.jacuzzipool.com](http://www.jacuzzipool.com)

For warranty information, visit  
[www.jacuzzipools.com](http://www.jacuzzipools.com)

© 2020 Jacuzzi Inc. All rights reserved.

Jacuzzi® is a registered trademark of Jacuzzi Inc. All other brands, product names, company names, trade names and trademarks used are the property of their respective owners. Jacuzzi may add to change or remove any part of these materials at any time, without notice. Reproduction in whole or in part without written permission is prohibited. International products may be configured differently to meet local electrical requirements. Dimensions are approximate.

H0722100\_REVA