

TROUBLESHOOTING FOR DOLPHIN DIAGNOSTIC

Note that some of the symptoms are only relevant to specific model types*

Symptom	Possible reason	Corrective action
1. Cable twisting or Cable coils up	Diagonal handle position not changed.	Change handle diagonal position after each use
	Obstruction in pool.	Remove obstruction in pool.
	Particular pool shape	Contact your dealer. Install cable with Swivel.
	Gets stuck on main drain cover.	Turn off filter and install main drain cover ring.
	In all abovementioned cases	Straighten cable and lay in sun periodically.
	Excess cable in the pool (Swivel cable only)	Remove excess cable out of the pool
2. Dolphin is moving in circles	Dirt stuck in moving parts.	Remove dirt from moving parts.
	Clogged filter bag.	Clean filter bag.
	Tracks worn due to wear and tear.	Contact your dealer. Replace tracks.
	Power supply wrongly positioned.	Place power supply in a position so that the Dolphin can reach all walls.
	Wrong mounting of bottom lid	Lock Bottom lid in the right position
	Pool water is out of Spec.	Correct pool and water conditions.
3. Dolphin Does not reach all pool areas.	Power supply wrongly positioned.	Place power supply in a position so that the Dolphin can reach all walls.
	Dolphin does not climb walls (Only relevant to wall climbing Dolphin models or versions)	Check reasons for not climbing walls below
	Algae on walls and floor.	Brush walls and floor.
	Pool filter and pump is on.	Turn off pool filter and pump and run another cleaning cycle.
	Not traveling side ways on walls.	Ensure handle is in diagonal position.
Dolphin not turning 90° on floor or turning more than 90°	Improve floor movement by shifting handle floats' position or by removing one or both handle floats.	
4. Dolphin does not climb walls	Dolphin too heavy.	Empty and wash filter bag.
	Large debris in pool-start of season	Contact dealer. Use special rough dirt filter bag.
	Algae on walls	Brush walls
	Water temperature too low/too high	Ideal water temperature between 12-32°C
	Brushes worn	Replace brushes - contact your dealer
	Slippery ceramic wall tiles	Consult with your dealer about special brushes
	Debris caught around impeller	Untwist or remove impeller tube. Clean impeller.
	Dolphin too light - trapped air	Turn Dolphin upside down under water to remove trapped air
	Unsuitable PH level	Check PH level between 7 and 7.2
	Wrong brushes	Consult your dealer.
5. Motors not working	Impeller blocked	Untwist or remove impeller Tube and clean Impeller
	Drive system blocked	Clean tracks and wheels
	Electrical problem-motor unit, cable or power supply	Consult with your dealer and Service Center
6. Dolphin will not sink	Air caught in filter bag	Turn Dolphin upside-down under water to remove trapped air. Wash the filter bag. Remove calcium or other chemical sediments Open two inlet flaps in the Bottom lid to remove dirt and/or trapped air.
	Dolphin floats due to high solids content in pool (salt)	In conjunction of dealer/service center: Remove handle floats and/or attach a 250 gr. (8 oz) weight to bottom inlet cover.
	Wonder or Combined (Climbing) brushes are dry	Soak brushes in water.
7. Air bubbles escaping from impeller tube or Dolphin disengaging from wall at waterline	Dolphin climbs too high	In conjunction of dealer/service center: Remove handle floats and/or attach a 250 gr. (8 oz) weight to bottom inlet cover.
8. Operator neglect	Operator has damaged Dolphin	Replace broken/damaged parts.
	Operator pulled on cable	Repair loose electrical wiring.
	Operator does not maintain Dolphin	Purchase or clean filter bag & Dolphin.
	Dolphin worked out of water.	Seals may be damaged. Replace Motor Unit.
	Power Supply or Remote Control Unit got wet.	Either or both units could be damaged and need to be repaired or replaced.
	Normal wear and tear.	Send Dolphin for routine servicing.

* January 2006 - Note: Some of the symptoms are only relevant to specific model types.