ASTRALPOOL ®
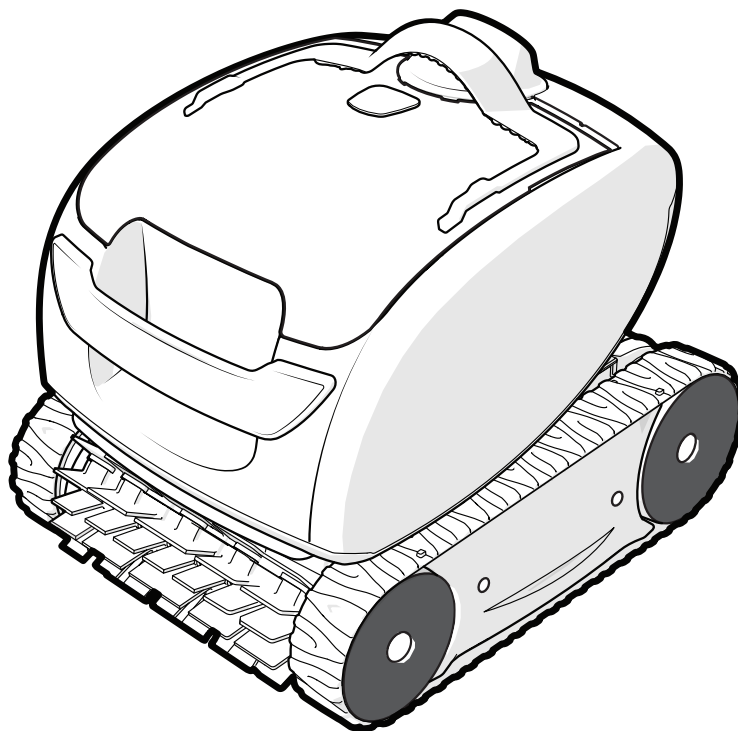
OWNER'S MANUAL

QG50
ROBOTIC POOL CLEANER

TYPE EC15--

⚠ 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 will void the warranty.

Table of Contents

Section 1.   Important Safety Instructions

READ AND FOLLOW ALL INSTRUCTIONS

Congratulations on purchasing the AstralPool Robotic Cleaner. Please read through the entire manual before installing your new robotic pool cleaner. Your cleaner must be installed and operated as specified.

⚠ WARNING

Failure to comply with the following warnings can increase risk of fire or electrocution which can result in property damage and serious injury, including loss of life.

PREVENT ELECTRICAL SHOCK

To reduce risk of electrical shock:

- The cleaner is to be installed in accordance with the relevant requirements of the Australian wiring rules AS/NZS 3000. Also refer to the installation instructions relating to the swimming pool equipment for which the cleaner will be an integral part. The cleaner is to be supplied through a Residual Current Device (RCD) with a rated residual operating current of 30mA.

- Do not enter pool while the robotic 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 unit if the cord is worn or damaged. Contact AstraPool Consumer Care 1300 186 875 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 unit, power cord, or floating cable.

- Use only the power supply provided with the product.

- NEVER OPEN CONTROL UNIT.

- DO NOT USE AN EXTENSION CORD TO CONNECT THE UNIT TO ELECTRIC SUPPLY; PROVIDE A PROPERLY LOCATED APPROVED ELECTRICAL OUTLET. THE CONTROL UNIT SHOULD BE PLACED NEAR THE APPROVED RECEPTACLE BOX.

PREVENT CHILD INJURY AND DROWNING

- To reduce the risk of injury, do not permit children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge 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 robotic 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 QG50 cleaner after each use.

- Do not use the product in your pool if the water temperature is above 35° C (95° F) or below 13° C (55° F).

USE OF THE ROBOTIC CLEANER IN A VINYL LINER POOL

Certain vinyl liner patterns are particularly susceptible to rapid surface wear of 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. AstralPool Group Australia Pty Ltd is 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

The general specifications for the cleaner are as follows:

| Control box supply voltage		100-240 VAC, 50-60 Hz
Supply voltage		30 V DC
Installed load		100 W max
Cable length		16.5 M
Cleaner size (WxDxH)		37 x 29 x 30 cm
Weight of Cleaner		7 kg
Filtration		All-purpose filter canister

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 use a grounded (three-prong) cord/plug.

Section 3.   Assembly

3.1   Contents

The packaging should contain the following items:

- Robotic cleaner and floating cable

- Control unit

- Manual, Quick Start Guide, and Warranty Card

- Control unit base

- Transport and storage caddy components:
  a.   handle frame
  b.   support blocks (x 2)
  c.   wheels (x 2)
  d.   wheel locking clips (x 2)
  e.   wheel axle / hubcap (x 2)
  f.   base unit
 g.   cleaner hook
  h.   caddy handle
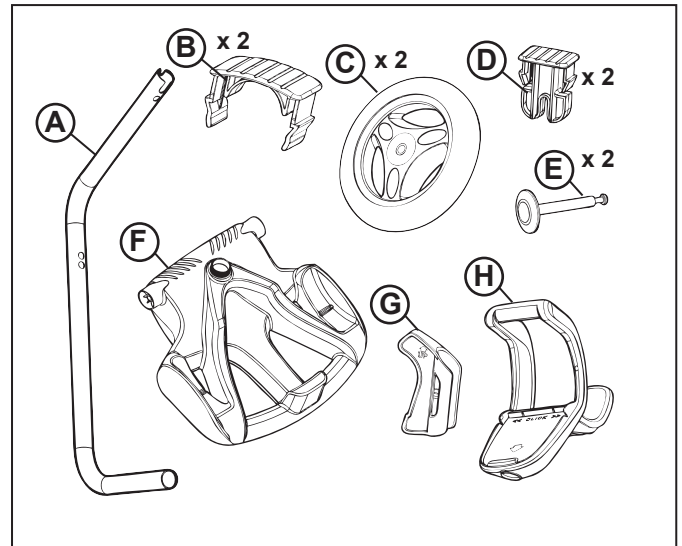
Figure 1.   Transport Caddy Assembly Components

When unpacking the cleaner and its components:

- Check to make sure each component is in the box.

- Check cleaner and components for damage during transport.

- If there are any missing parts or damage, contact Technical Support at 1300 186 875
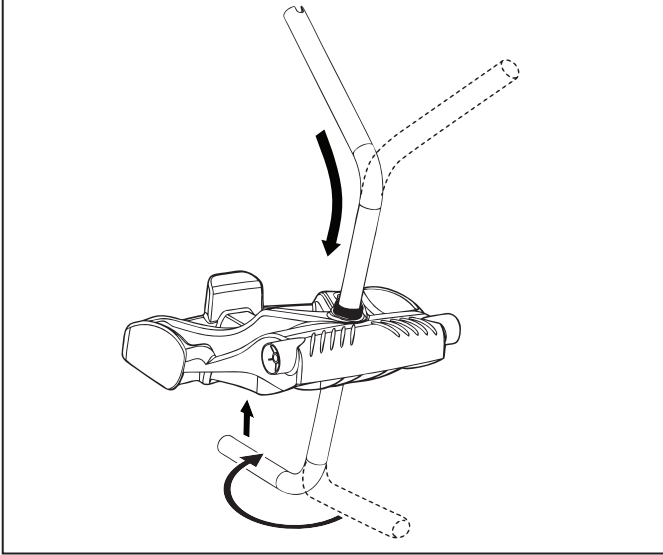
3.2   Assemble the Transport Caddy

1.   Unscrew the handnut from the base.
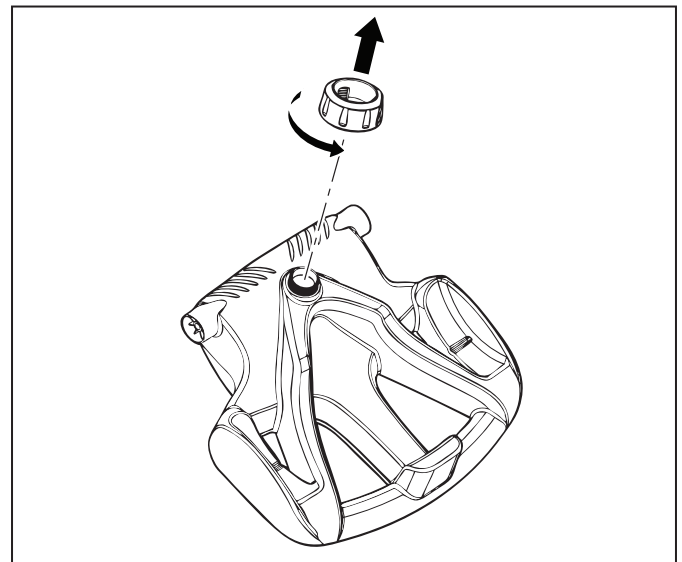
Figure 2.   Remove Handnut from Base Unit

2. Insert the metal handle frame tubing into the base with notch end at the top, then rotate so the bends are away from you.

3. Push base down so the metal handle frame is seated in the recess on the underside of the base.
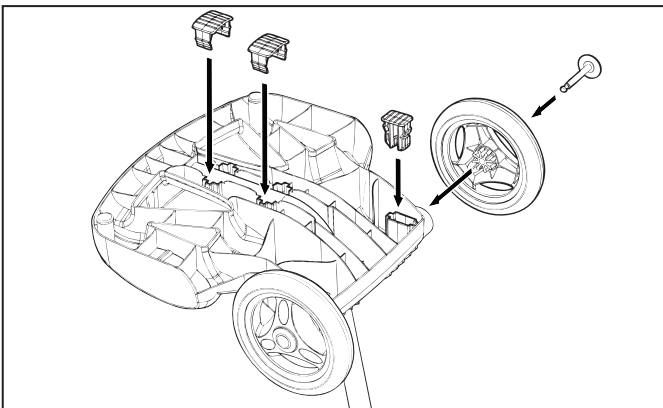

Figure 3.   Connect Metal Frame to Base Unit

4. Slide the handnut over the tube and twist to tighten onto base unit.
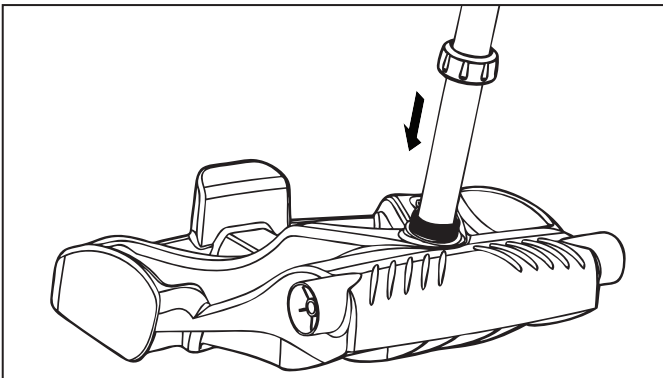

Figure 4.   Twist Handnut to Secure Frame

5. Snap two (2) support blocks into place.

6. Slide axle and hubcap piece through center of wheel and attach to base unit. Snap locking clip into place to secure wheel. Repeat to attach both wheels.
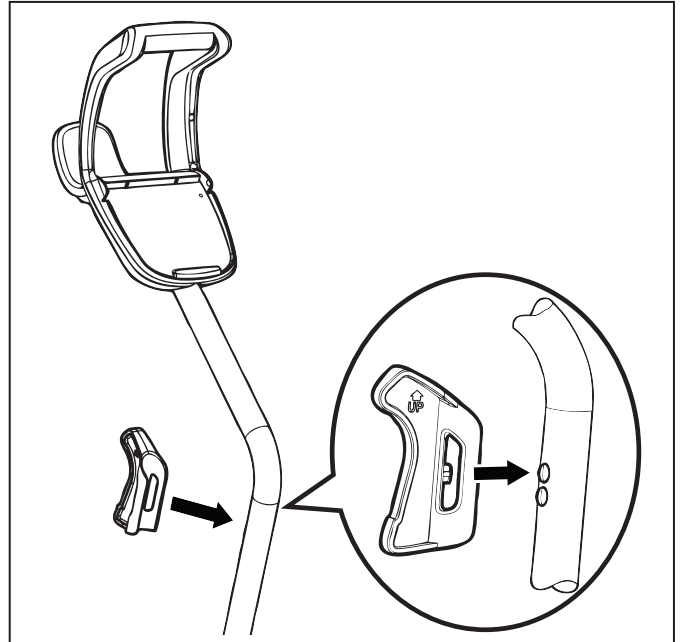

Figure 5.   Snap in Support Blocks and Attach Wheels

7. Slide the control unit base / caddy handle attachment down over the metal tubing until it snaps into place .
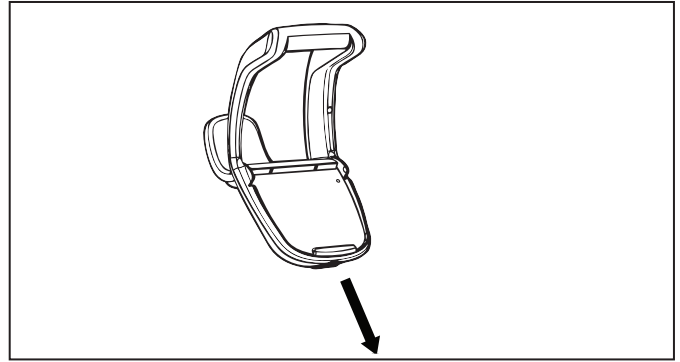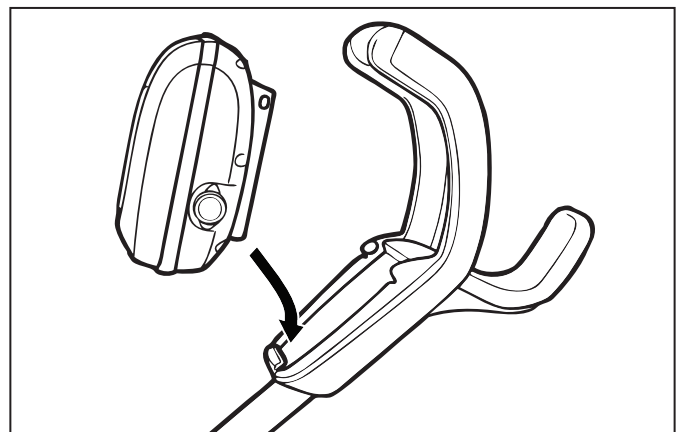

Figure 6.   Attach Caddy Handle

8. Align cleaner hook pins with the top holes in the handle tube and snap into place.

Figure 7.   Snap Cleaner Hook into Place

3.3   Attach the Control Unit to the Caddy

1. Align the bottom of the control unit with the notch at bottom of the control unit hook on the caddy .

Figure 8.   Align Control Unit with Caddy Hook

2.   Press control unit onto the caddy hook until it snaps and locks into position.
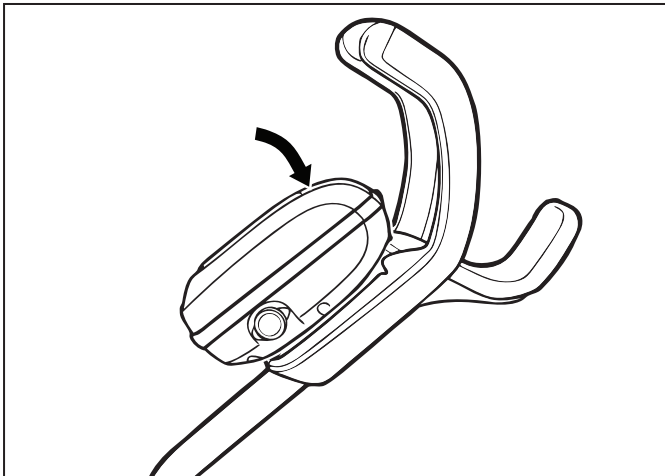

Figure 9.   Attach the Control Unit onto Caddy

3.4   Connect to a Power Source

⚠ WARNING

Failure to comply with the following warnings can increase risk of fire or electrocution which can result in property damage and serious injury, including loss of life.

PREVENT ELECTRICAL SHOCK

• Keep the control unit at least 3.5 m from the edge of the pool.

• The cleaner is to be installed in accordance with the relevant requirements of the Australian wiring rules AS/NZS 3000. Also refer to the installation instructions relating to the swimming pool equipment for which the cleaner will be an integral part. The cleaner is to be supplied through a Residual Current Device (RCD) with a rated residual operating current of 30mA.

• Do not use an extension cord to connect the control unit.

• Do not allow anyone to swim while the cleaner is in the pool.

• The control unit is water-resistant, not waterproof. In order to prevent electrocution, never submerge the control unit or leave exposed to inclement weather.

1.   Unscrew the protective cap for the floating cable from the side of the control unit by turning counter-clockwise (Figure 10).
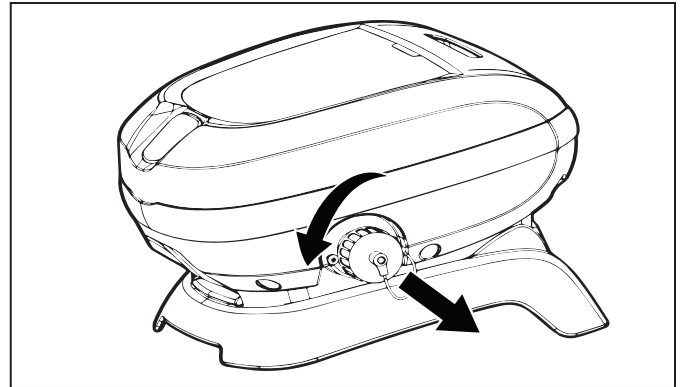

Figure 10.   Remove Protective Cap

2.   Align the notch in the floating cable connector with the key in the control unit, engage then turn clockwise to tighten (Figure 11).
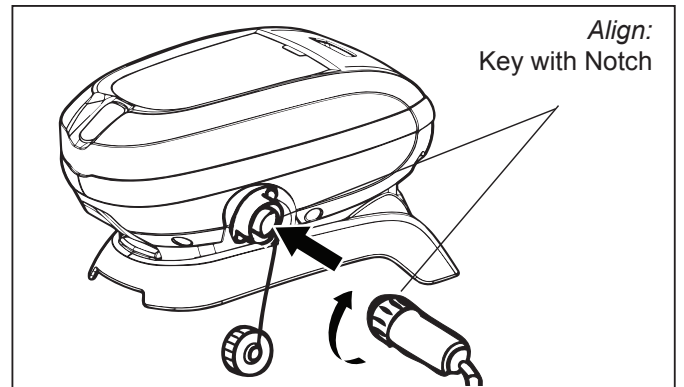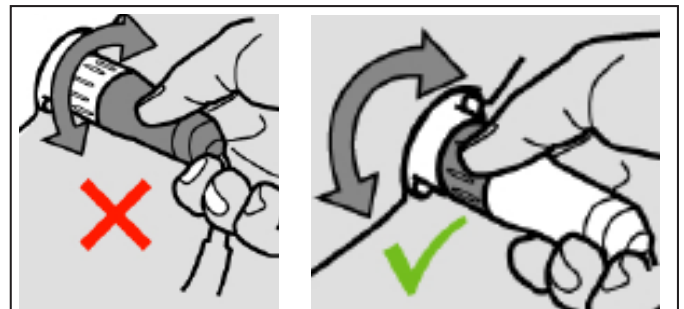

Align: Key with Notch

Figure 11.   Connect Floating Cable

3.   Plug the control unit directly into a GFCI outlet. DO NOT use an extension cord.

NOTE: To avoid damaging the power cable, do not try to twist the entire cable housing (see below).

NOTE: To avoid exposing the power cable connector pins to water, be sure the connector is screwed in all the way and there is no gap. (see below).

Section 4.   General Cleaner Operation

⚠ CAUTION

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

* Remove the cleaner from the pool after the cleaning cycle is completed.

* Store cleaner 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 before super chlorinating or adding acid.

* Do not handle cleaner while it is in operation.

IMPORTANT

* Always make sure the cleaner head is fully submerged 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 QG50 robotic cleaner includes a safety feature that automatically stops the cleaner if it is powered on but 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 GFCI outlet, spread the floating cable across the pool deck until you reach the middle of the pool length.

2. Submerge cleaner vertically (1) and hold it under the surface, moving gently from side to side (2) until the bubbles stop to remove any air trapped inside (Figure 12).

3. When the bubbles stop, allow the cleaner to sink to the bottom of the pool.

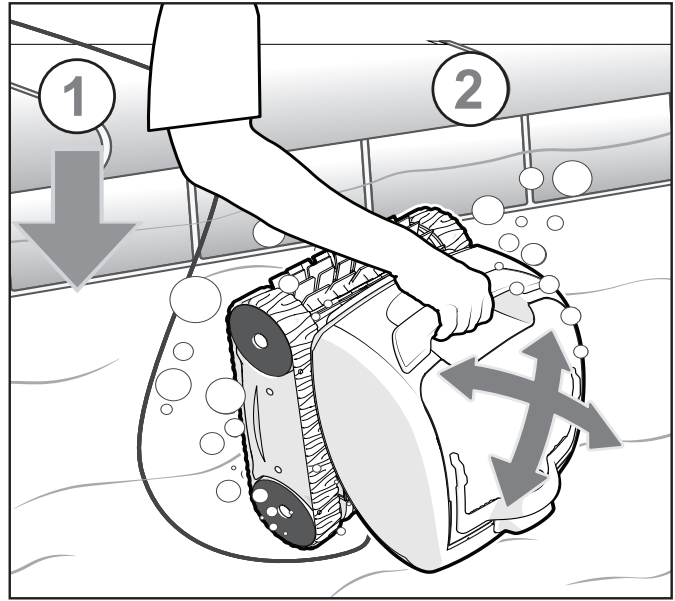4. Verify the cleaner is sitting on the bottom of the pool. Remove additional air if the cleaner is still floating.

Figure 12.   Submerge and Remove Trapped Air

5. Place the cleaner in the pool at the recommended entry point (see Figure 4). Spread all of the floating cable carefully in the pool, ensuring there are no kinks or coils.

NOTE: For optimal patterning and reduced tangling, the floating cable should enter the water near the middle of the pool length (see Figure 13).
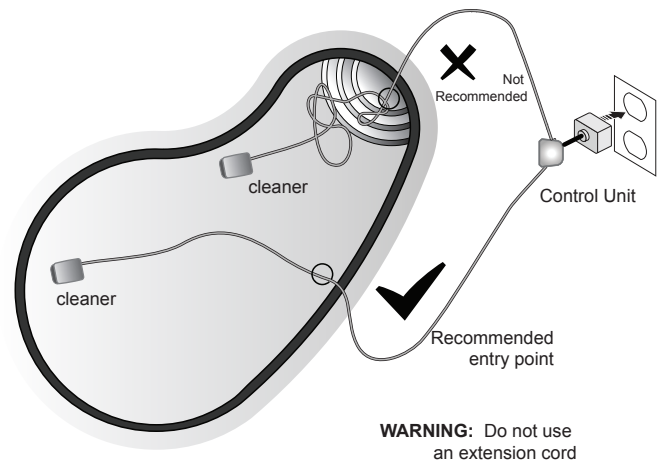
Figure 13.   Pool Entry Point for Optimal Patterning

4.2   Start / Stop Cleaning

Press Start/Stop button to begin or interrupt cleaner operation (Figure 14).
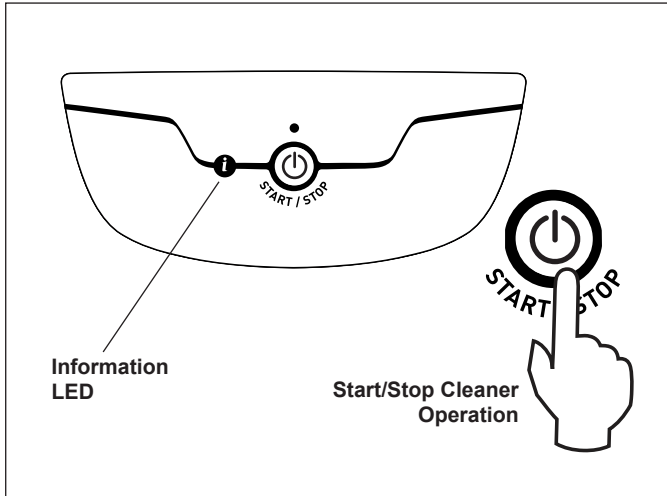

Figure 14.   Cleaner Control Unit

4.3   Remove from the Pool

1.   Gently pull the floating cable to bring the cleaner within arm's reach.

2.   Use the handle to lift the cleaner from the water (Figure 15). Never lift the cleaner out of the pool by the floating cable.
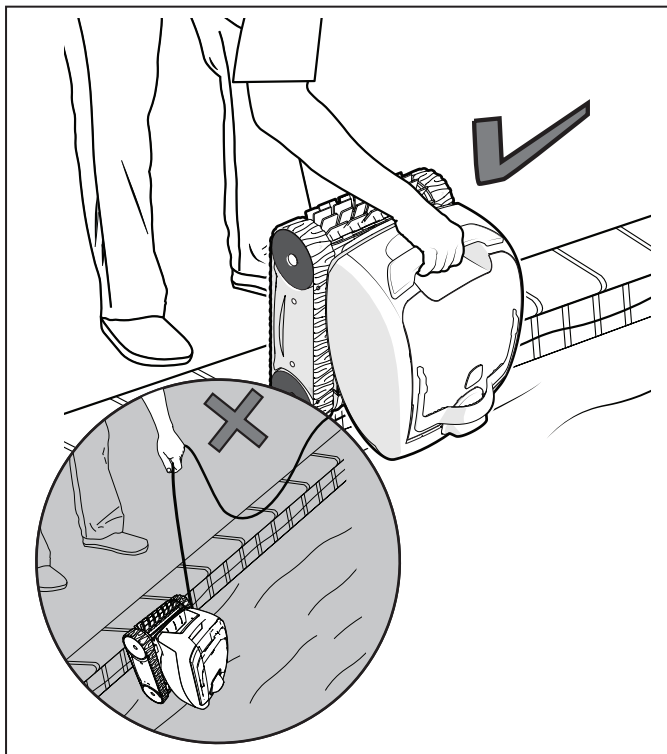

Figure 15.   Lift Cleaner From Pool with Handle

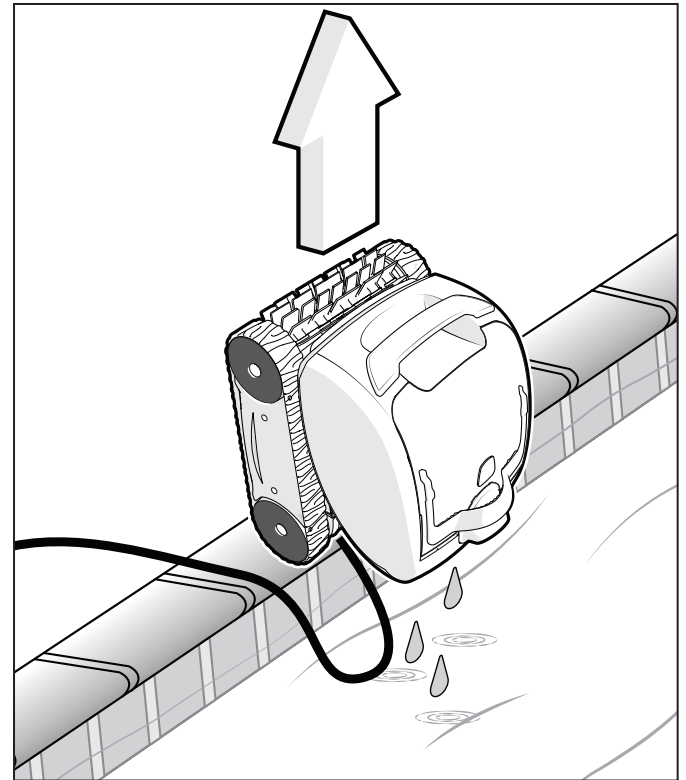3.   Hold the cleaner vertically over the pool surface to drain water before removing (Figure 16).

Figure 16.   Drain Water from the Cleaner

4.4   Clean the Filter Canister

Empty the canister as soon as the cycle ends.

⚠ 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.

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1.   Unplug power to the cleaner at the control unit. Unplug the control unit from the power source.

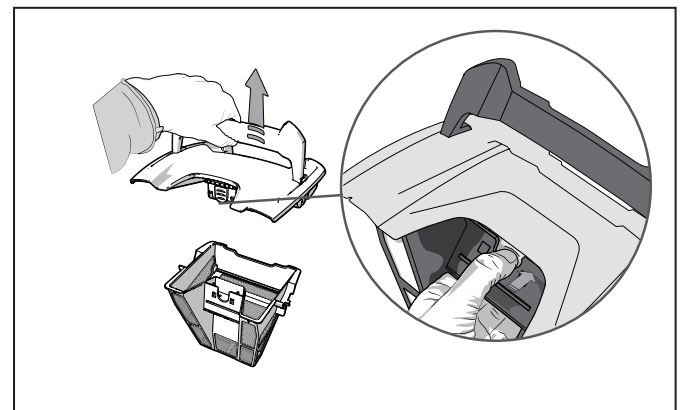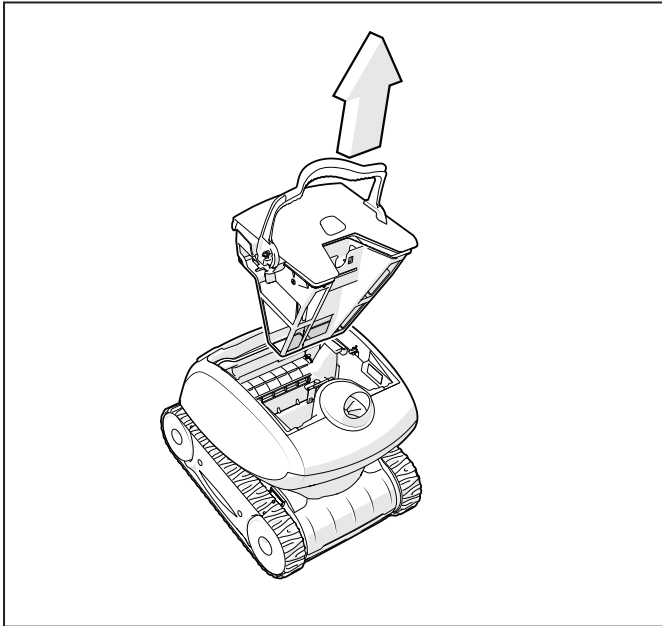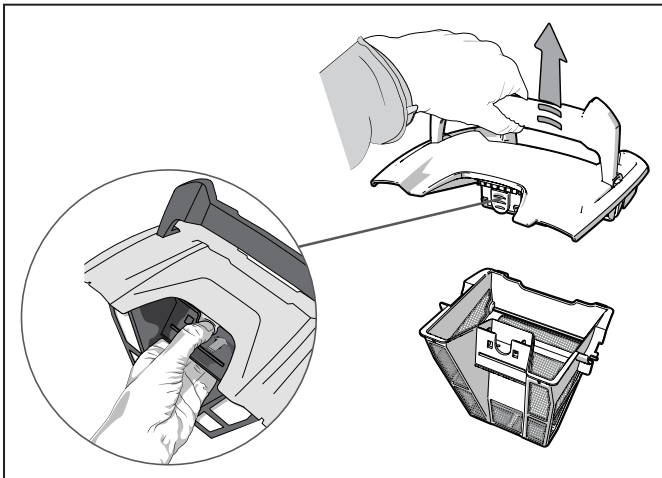2.   Pull up to release the filter canister handle (Figure 17).

Figure 17.   Release Filter Canister Handle

3. Grasp the handle and lift up to remove the filter canister (Figure 18).
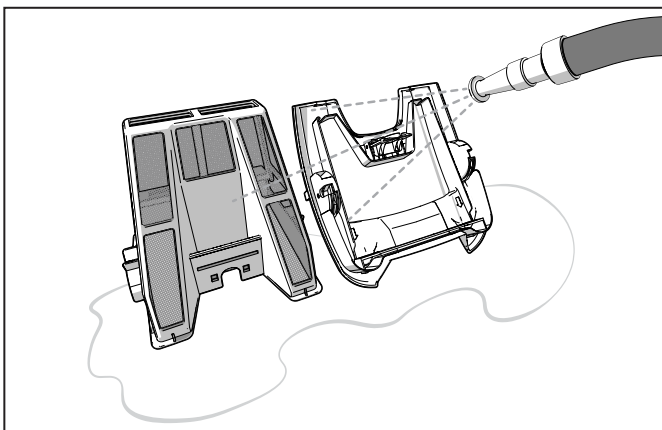

Figure 18. Remove the Filter Canister

4. Press the interior latch and remove the filter canister lid (Figure 19).

Figure 19. Remove Filter Canister Lid

5. Using a hose with clean water, rinse the filter canister and lid to remove all debris (Figure 20).


Figure 20. Rinse the Filter Canister

6. Replace lid on the canister and then replace canister back into the cleaner body.

7. Plug the power cord back into the control unit and store the cleaner out of direct sunlight for next use.

4.5   Store the Cleaner When Not in Use

The cleaner must be cleaned regularly using slightly soapy clean 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 near the pool.

1. Disconnect cleaner from the power source.

2. Starting at the cleaner head, remove all coils and tangles from the floating cable (Figure 21). Lay the cable in the sun to loosen any tangling memory.

3. Disconnect the cable from the control unit. Replace the protective cap on the control unit.
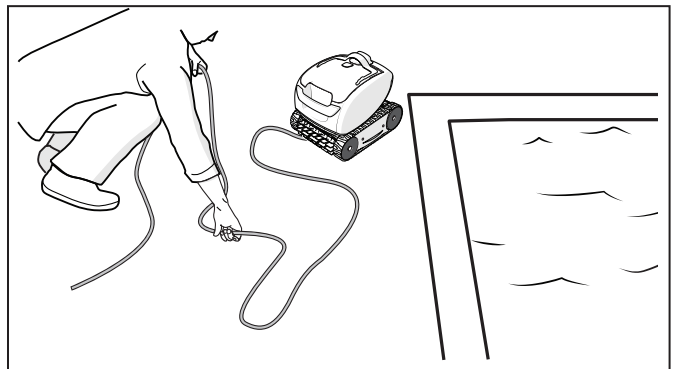
Figure 21. Untangle the Floating Cable

4. Loosely coil the floating cable starting at the cleaner and moving toward the connection point at control unit.

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

For optimal patterning and reduced tangling, the floating cable should enter the water near the middle of the pool length (see Figure 22). Spread all of the floating cable carefully in the pool, ensuring there are no kinks or coils.
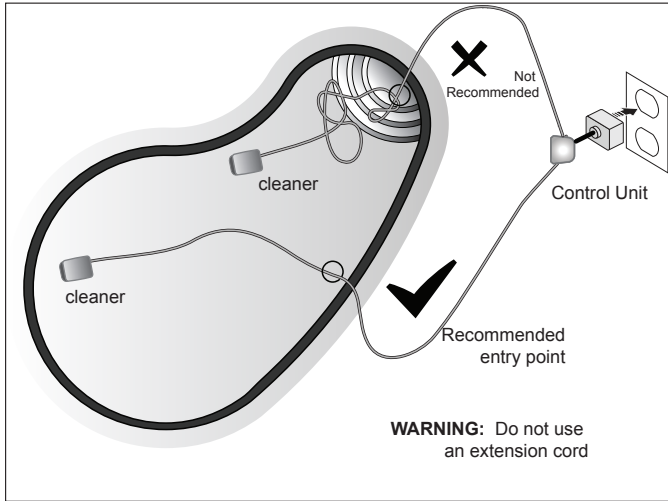
Figure 22. Optimal Entry Point in Pool

⚠ IMPORTANT

Cleaner power cable may become tangled if correct procedure is not followed after each cleaning cycle.
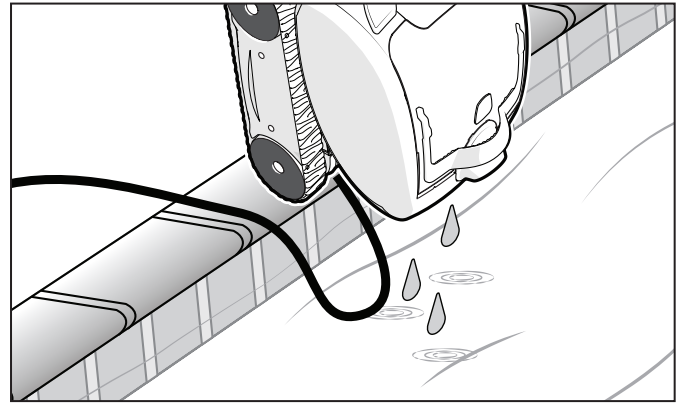
If tangling occurs, follow these steps:

1. Gently pull the floating cable to bring the cleaner within arm's reach. When the cleaner is within arm's reach, use the handle to remove from the water (Figure 23). Never lift the cleaner out of the pool by the floating cable.
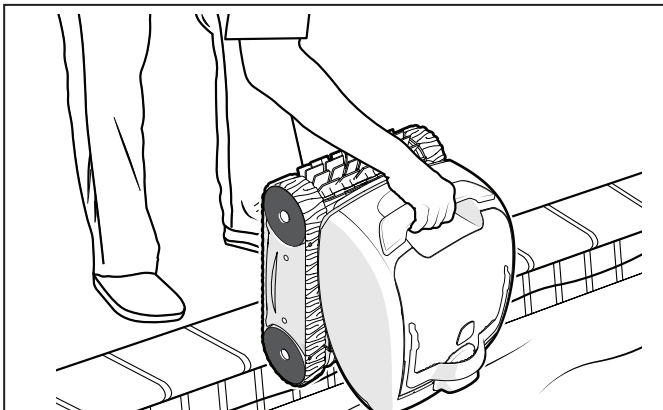
Figure 23. Lift Cleaner From Pool with Handle

2. Hold the cleaner vertically to drain (Figure 24).
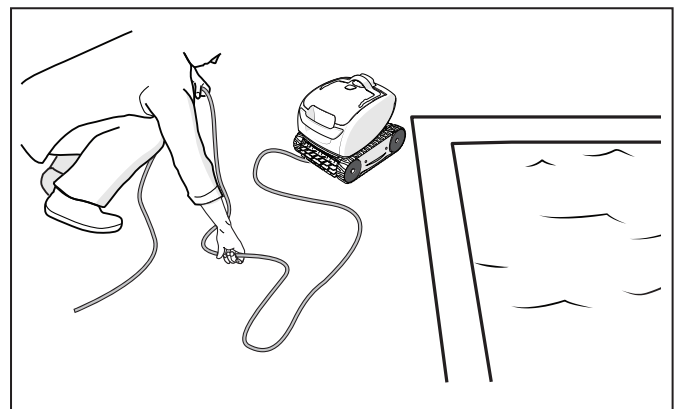

Figure 24. Hold Vertically to Drain Water

3. Unplug power to the cleaner at the control unit (Figure 25).

Figure 25. Unplug the Floating Cable

4. Remove the cleaner from the pool and untangle all kinks and coils in the floating cable (Figure 26). Start at the cleaner head. Lay the cable in the sun to loosen any tangling memory.
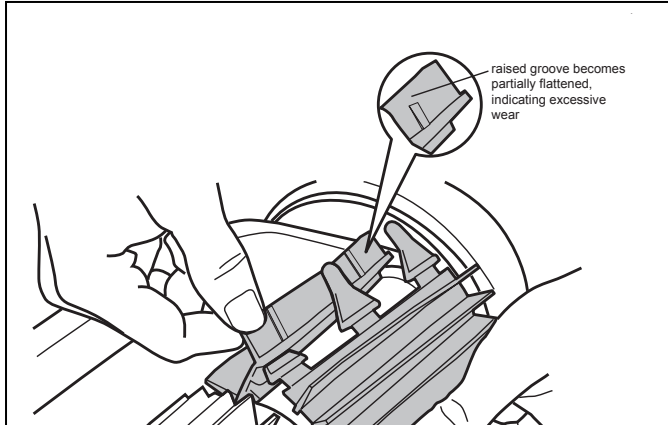

Figure 26. Lay Cable in the Sun

5.2　Replacing Wear Parts

5.2.1　Replacing Brushes

The cleaner is fitted with a TPE brush in front. There are "wear" indicators (Figure 27) on the brush.

raised groove becomes partially flattened, indicating excessive wear

Figure 27.　Worn Brush Indicator

To maintain cleaner performance at its best you need to replace the brush as soon as one of the wear indicators is reached (even if the blade wear is not even). It is recommended that you replace the brush 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.　Separate the edges of the brush, undo the tabs, and remove the worn brush.

2.　Position the new brush underneath the roller with the spikes facing downwards (Figure 28).
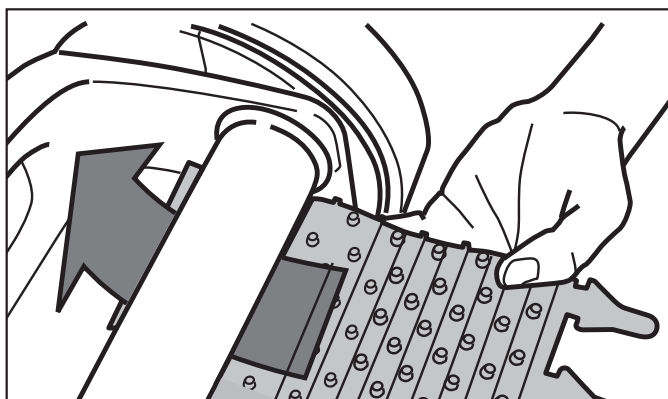
Figure 28.　Position the New Brush on Roller

3.　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 29).
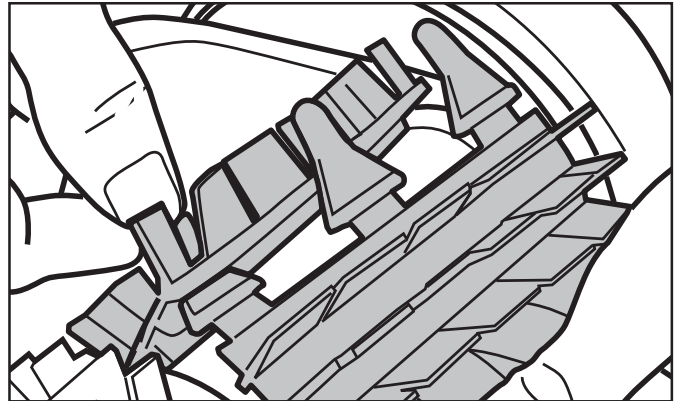
Figure 29.　Pull Tabs Through Each Slot

4.　Use scissors to cut the tabs so they are no higher than the spikes (Figure 30).
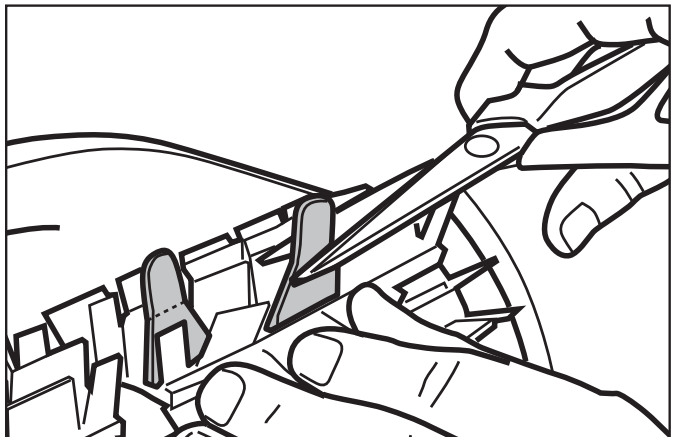
Figure 30.　Cut Tabs

5.3　Replacing the Track

1.　Stand the cleaner on its side (Figure 31).

Figure 31.　Stand Cleaner on its Side

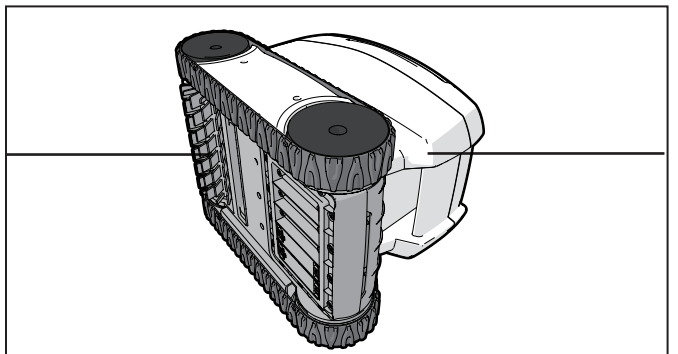2. Starting at one of the wheels, pull on the inside of the track to separate the tire lip from the wheel. Remove the track from the cleaner.

3. To install a new track, place the inside rib of the track into the groove in the first wheel. (See Figure 32).)

4. Stretch the track around the second wheel (see Figure 32). Push and position the rib of the track so that the track is seated properly in the groove of the wheel.

5. Verify the rib of the track is positioned properly within the groove of each of the wheels. If necessary, turn the wheels gently to seat track.

Figure 32.   Stretch Track Around Wheels

Section 6.   Maintenance

6.1   Using the Information LED

The information LED ⓘ on the control unit flashes in a specific sequence to indicate one of three possible cleaner malfunctions.

LED Flashing	Solution
1 Flash LED flashes once with one second interval.	• Unplug the floating cable from the control unit and reconnect. • If the problem persists, contact your local retailer to request a diagnostic review or call AstralPool Technical Support 1300 186 875.
2 Flashes LED flashes twice with one second interval	• Turn cleaner wheels to ensure they are not jammed. • Check brushes for debris. • Start a new cleaning cycle. • If the problem persists, contact your local retailer to request a diagnostic review or call AstralPool Technical Support 1300 186 875.
3 Flashes LED flashes three times with one second interval	• Clean the filter canister. • Check the pump axis for debris. • Check propellor for debris. • Start a new cleaning cycle. • If the problem persists, contact your local retailer to request a diagnostic review or call AstralPool Technical Support 1300 186 875.

6.2   General Troubleshooting

The following list provides some helpful hints for troubleshooting common challenges when using the cleaner.

Problem	Cause	Solution
The Information LED flashes just after start (either pressing Power or Cycle button for less than 20 seconds).	Floating cable may not be plugged into the control unit correctly.	Unplug floating cable from the control unit and reconnect.
	Cleaner may not be fully submerged.	Remove cleaner from the pool and re-submerge, see *Install and Submerge the Cleaner*.
	Propellor may be jammed and not turning correctly.	Contact your local retailer to request a diagnostic review or call AstralPool Technical Support.
	Wheels may be jammed and not turning correctly.	Contact your local retailer to request a diagnostic review or call AstralPool Technical Support.
The Information LED flashes during the cleaning cycle.	Cleaner may be sucking air (lights will appear after 60 seconds air intake)	Remove cleaner from the pool and re-submerge, see *Submerging the Cleaner*.
The cleaner does not stay firmly on the pool bottom.	There is air in the cleaner.	Remove cleaner from the pool and re-submerge, see *Submerging the Cleaner*.
	The filter canister is full or dirty.	Clean the filter canister, see *Cleaning the Filter Canister.*
The cleaner does not or no longer climbs the pool walls.	The filter canister is full or dirty.	Clean the filter canister, see *Cleaning the Filter Canister.*
	Walls of pool are slippery. Although the water seems clear, microscopic algae, invisible to the human eye, may be present in the pool. As a result the pool sides become slippery and prevent the cleaner from climbing. Check tracks for wear and replace as necessary.	Do a shock chlorination treatment to reduce the pH levels in the pool. DO NOT leave the cleaner in the pool during this treatment.
On startup the cleaner does not move.	No power supply to the cleaner.	Check that the outlet to which the control unit is connected is receiving electricity.
	Unit is turned OFF.	Turn the tracks then disconnect the control unit and wait at least 20 seconds before reconnecting. If the problem persists, contact your local retailer to request a diagnostic review or call AstralPool Technical Support
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, see *Cord Tangling*. Spread all of the floating cable carefully in the pool, ensuring there are no kinks or coils.
The cleaner is not cleaning effectively.	The brushes have become smooth or the "wear" indicator shows.	Replace the brushes following the procedure in *Replacing the Brushes*.
	Filter canister is full or dirty.	Clean the filter canister following the procedure in *Cleaning the Filter Canister*.
	Floating cable is excessively coiled or kinked.	Make sure the floating cable is spread out over the pool. 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 *Cord Tangling* to avoid and correct tangled cord.
	Tire track is coming off the wheels	Verify track is properly inserted in the wheel groove. If problem persists, replace the tire track, see *Replacing the Track*.

6.3   Conformity

The manufacturer reserves the right to modify these specifications without notice. Although the cleaning robots have been tested in a large variety of swimming pools, AstralPool cannot be held responsible in the case of a non-perfect adaptation of the robot to a particular swimming pool.

For full warranty terms and conditions and to register your warranty, visit www.astralpool.com.au/warranty and complete your details. Or scan the QR code to go directly to the registration page

Record your cleaner details here for quick reference:

Model No. : _____

Serial No. : _____

Date of Purchase : _____

Purchased From: _____

City: _____

State:_____ Post Code: _____

H0709600 REVA

ASTRALPOOL