

Polaris Troubleshooting

An automated pool cleaner is a vacuum cleaner intended to collect debris and sediment from swimming pools with minimal human intervention. There are several brands of these automatic cleaners, but the most common, and the one that we carry, is called a Polaris. In addition, there are several different models of Polaris pool cleaners, but the problems are generally the same. Below are some things to look for and reasons on why your Polaris isn't working properly.

PROBLEMS

1. "The Polaris is staying in one spot or one end of the pool" Be

sure to check:

● If the swivels leaking.

These are in the hoses, and look like joints. It okay if the swivels slightly leak, but anything more than a steady drip it will need to be replaced.

● Back-up Valve is working properly.

The back-up valve looks like an acorn, and is part of the hose. It should turn on, and completely off every 3-5 minutes.

2. "Hoses are tangling"

Be sure to check:

● If the swivels leaking.

● Hose Floats are evenly placed

Hose floats should be placed 1.5-3ft apart from each other.

● Hoses should be properly cut to fit your pool.

You can refer to your Polaris owner's manual for details on properly cutting your hoses. These instructions can also be found online.

● The hoses are still malleable.

The hoses should be flexible. If they are stiff, you can try placing them on the deck in the sunlight for a few hours. If they are still too stiff, they will need to

be replaced.

3. "Polaris is running on its nose"

Be sure to check:

- **The head float isn't filled with water.** The head float looks like a football on the back of the cleaner. You can pull it off, shake it, and see if there are any cracks. If it is filled with water, or is cracked, it will need to be replaced.

● Check the Drive Jet on the back of the cleaner.

- ▲ 280 - face straight out
- ▲ 360/380 - 11 o'clock
- ▲ 3900 -7 o'clock

4. "Polaris is making a rattling noise"

Be sure to check:

- **Check the turbine bearings.** These are found inside of the cleaner.
- **Wheels are fully on the drive shaft.** Turn the wheels to make sure they are engaging on the drive shaft.
- **Bearings inside the wheels aren't broken.** There are 8 bearings inside all the types of cleaners. You might have to disassemble the cleaner to make sure no bearings are broken.

5. "Wheels aren't turning very fast, or not at all."

Be sure to check:

- **All filters are free of debris** These can be found in the wall fitting and/or in the hose.
- **All swivels and hoses are free of leaks.**
- **Jets aren't clogged.**
- **No bearings, belts, or gears are broke.** This may require disassembling the cleaner.
- **The water management system isn't leaking, and is assembled properly.**

If you still can't find the problem, feel free to bring your cleaner by and have the Gohlke Retail Staff take a look. There is no charge for labor, only the parts needed!

We also offer free Basic Polaris Repair classes throughout the season. Please ask the retail staff for more information about upcoming dates and times.



Note:

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