

# Dolphin Troubleshooting Guide



Your Dolphin is a wonderful tool that will help you spend less time and energy keeping your pool clean and maintained, and more time enjoying your sparkling clean pool with your family and friends.

This Troubleshooting Guide is intended to help you address the most common issues that may arise during normal use of your Dolphin robotic pool cleaner. If this information does not resolve your problem, please take the Dolphin to your local-authorized, Maytronics dealer for further testing and repair.

If you purchased your Dolphin from an authorized internet retailer or a catalog, you may need to have your robot serviced by one of our Authorized Repair Centers, conveniently located across the country, Hawaii and Canada.

Please visit our Customer Service page at <https://maytronicsus.com/support/get-support/> for further assistance in resolving your issue or you can call **Maytronics Customer Service at 1(888) 365-7446, Opt. 1**. Please have your Serial Number available – Serial Numbers are located on the inside casing of the Dolphin beneath the filters. The 10-character number (letters and numbers) is found on a white label with a barcode.

## 1. My Dolphin's Power Supply Unit doesn't turn on when I push the power button:

- Check the GFI outlet to confirm outlet is receiving power by connecting another device (radio, hair dryer).
- If the outlet is receiving power: Unplug the BLUE CABLE from the **Power Supply Unit (PSU)** and turn it on. If the PSU turns on and the lights stay on, the problem is not with the PSU. There may be a problem with the blue cable or the Dolphin cleaner itself. Take it to your local dealer for further testing or call Maytronics Customer Service.
- If your power supply unit's "POWER/ON" button does NOT light up at all, you may need a replacement power supply. Take it to your local dealer for further testing or call Maytronics.

## 2. My Dolphin's power supply turns on, but the Dolphin does not move:

- If the Dolphin doesn't move at all, there could be a problem with your cable. Take it to your local-authorized, Maytronics dealer for testing or call Maytronics Customer Service.
- If your Dolphin moves a little, then stops (anywhere from a few feet to a few minutes) there could be an obstruction somewhere in the drive train or around the impeller.
  - > **Unplug the cleaner.** Visually inspect the cleaner especially around the **impeller** and around the tracks/brushes. If any debris is visible, remove it. Make sure the impeller blades are not broken.
  - > Turn the cleaner over and rotate the brushes by hand. They should move freely with little resistance. If not, or you feel or hear a clicking/popping sound, there may be an obstruction not visible in the tracks. Using a water-jet sprayer setting, hose the tracks thoroughly from front to back to loosen any clogged debris or lodged objects.
  - > **If the cleaner still does not move, perform an Out-of-Water Self-Test –**

- Video demonstrations: [Out-of-Water Self-test on 2010 models](#) or [Out-of-Water Self-test on 2015 models](#): Turn the cleaner upside down on dry land and turn the power supply on. The **impeller** fan should spin for 10-15 seconds (you'll hear a soft, high-pitched whine), and the tracks should move forward, then reverse and go backward. Turn the unit off. If it can perform these steps, try it in the pool again. If it cannot perform these steps, take your Dolphin to your local dealer or call Maytronics Customer Service.
- If you are using an extension cord, unplug it. Plug the Power Supply Unit directly into a GFI outlet. Note – *(The Dolphin is not designed to be used with an extension cord, surge protectors, or any other electrical component other than originally manufactured by Maytronics).*
- If your cleaner is still not operating properly, please take cleaner to your local Maytronics dealer. Your dealer can test the power supply, cable, and motor and perform warranty repair services.

### 3. My Dolphin won't climb the walls, or it gets stuck in the deep end and can't get out:

- The **Power Supply Unit (PSU)** or **Remote Control** could be set on Quick-Clean (floors only) mode. Switch to the Standard or Enhanced (if applicable) cleaning mode.
- The most common reason for this is that the Dolphin's filters are clogged and need to be cleaned. We recommend cleaning after each use. Do not allow filters to dry out before cleaning. Deeper cleaning may be required occasionally and is highly encouraged. Just because your filters LOOK clean doesn't mean fine debris isn't clogging them.
  - > For filter bags: machine wash with mild detergent and bleach – AIR DRY ONLY.
  - > For filter cartridges or panels: soak cartridges in a cartridge cleaning solution.
- If the unit still won't climb: Remove the filters altogether. IF THE POOL IS CLEAN ENOUGH, run the cleaner briefly (**no more than 10 minutes**). If the unit will climb without them in place, replace the filters.
  - > If the unit still won't climb without the filters in place, continue troubleshooting below.
- Make sure the **rapid drain flap** is in place or not missing – these create a seal, allowing the Dolphin to climb. (The flap is a black rubber part located behind the rear roller brush, visible by turning the unit upside down).
- Water temperature may be too high or too low – Ideal water temperature between 43° - 93°F / 6° - 32°C.
- Pool chemistry matters! High pH levels allow for growth of algae which make the pool's surface slick and inhibits the Dolphin's climbing ability. (Refer to your owner's manual for proper pH levels).
  - > Adding a liquid UV filter like **Enhance Summer** protects the chlorine from the sun and inhibits growth of algae! [Learn more about Dr. Dryden's Activate and Enhance Summer!](#)
- Sometimes, a buildup on the walls or slope of the pool occurs due to excess body oils, sunscreens, or liquid solar blankets, preventing the Dolphin from climbing properly. If your cleaner is attempting to climb, but slipping on the wall as it does so, try brushing the walls manually to loosen this buildup.
- If your model has white **Climbing Rings** on its brushes, allow time for the climbing rings to absorb water (5 -10 minutes). They will become soft and pliable, allowing them to grip walls. Squeeze the rings – they should give. If the Dolphin still can't climb, take your Dolphin to your local dealer for service.
- Above-Ground Dolphin models do not climb walls.

### 4. My Dolphin runs, but it won't run a full cycle:

- Make sure the filters are not full of leaves or clogged with other debris.
- Check your settings to see if your Dolphin is programmed for the "Quick-Clean" cycle – (a shorter 1 - 1 ½ hour cycle). This is visible on the **Power Supply Unit (PSU)** where you see a "semi-circle" icon.
- If your cleaner has a remote control or My Dolphin App (Pro) check your cycle settings.

## 5. My Dolphin is not picking up dirt/debris, or it's escaping out the top of the unit:

- Check your filters and the **impeller** to make sure they are clean. Remove any debris from the impeller area.
- Check the intake opening on the bottom side of the cleaner for any obstructions.
- Check that the **rapid drain flap** is in place. (The flap is a black rubber part located behind the rear roller brush and is visible by turning the unit upside down).
- Perform an **out-of-water self-test** to check for a bad impeller. (Refer to Item #2 for out-of-water self-test).

## 6. My Dolphin gets stuck on my VGB main drain cover:

- Turn the pool pump off while the Dolphin is cleaning. The additional suction from the main drain can cause the Dolphin to get stuck.
- If available on your model, open the **My Dolphin App** or **Remote Control** and select "Manual Drive" mode and steer the Dolphin off the drain.
- For certain bottom-loading models, Maytronics offers a VGB replacement **impeller** cover that can provide extra propulsion that will help propel the cleaner off the main drain cover. Call Maytronics Customer Service for availability.
- There are several after-market, drain assist devices that can be attached to the main drain cover to prevent the Dolphin from getting stuck. These devices include:
  - > [Main Drain Clip-On](#) – inexpensive clips that fit most 8" main drain covers.
  - > [Zodiac Unibridge Suction Outlet Cover](#) – Creates a surface for pool cleaners to travel over.
  - > [Color Match Pool Fittings](#) – VGB Drain Covers – VGB Certified; reduces pool cleaner hang ups.

## 7. When I remove my Dolphin from the pool, dirty water/debris escapes out the bottom:

- The filters are overflowing. Empty filters.
- The **Non-Return Flaps** leading into the filter area may have become clogged with dirt/sediment, or have an object lodged in the opening, preventing the flap from closing and allowing dirty water and debris to escape. Rinse and remove any visible dirt, debris or objects with a hose.
- If this does not restore the non-return flap to its normal closed position, check the spring of the non-return flap to see if it is broken. If so, take your Dolphin to your local dealer for a replacement part or call Maytronics Customer Service.

## 8. My Dolphin gets stuck in one part of the pool, or consistently misses part of my pool:

- Make sure there is enough cable in the pool to reach furthest points.
- Try placing the Dolphin in the pool from a different location.
- The filters may be dirty. Try running the cleaner without the bag or cartridge filters. If the cleaner climbs the wall, thoroughly clean the filters before putting them back in the cleaner.
- Scrub the pool floor. Algae can be on the pool surface before it is visible, making it slippery for the plastic brushes.

## 9. My Dolphin floats/won't sink all the way to the bottom of the pool:

- When a Dolphin wants to float it is usually due to trapped air in the cleaner or the pool's chemicals are out of balance – either the pH or salinity. *Refer to your owner's manual for appropriate ranges.*
- If your model has a filter bag, turn the Dolphin upside down in the water. While upside down, open the two flaps on the bottom filter lid, and using your fingers, open the two slots where the debris goes in, and allow any trapped air to be released. Periodically, wash the bag in a washing machine – Air dry.

## 10. My Dolphin's "Full Bag/Cartridge Indicator" light comes on when the bag/cartridge is not full:

- This usually occurs when the **impeller** cannot spin fast enough due to dirty or clogged filters. Inspect the impeller for debris and remove; clean the filters. Restart the cleaner; press and hold the reset button until the light goes off (approximately 5 – 20 seconds).
- If light still does not go off, take your Dolphin to your local dealer or call Maytronics Customer Service.
- After resetting the full filter indicator light, run the unit without filters, see if light comes back on. If so, it may be time to replace the filters.

## 11. My Dolphin is "popping a wheelie" or lifting; Does not make contact with the floor:

- Models with a single roller brush will "pop wheelies" when changing directions – this is normal.
- After turning, if the Dolphin does not return to the floor, check that the filters are not dirty or clogged. (Although filters may look clean, small particulates can dry in the filter material and clog the pores).
- Make sure the filters, cartridges or bag are properly installed – snug, with no visible gaps and filter panels are snapped securely in place.
- If your unit has a filter bag – make sure the elastic of the bag is snug against the bottom lid and that it is over the plastic lip on the lid and no gaps are visible.
- Make sure you allow the foam climbing rings to become fully saturated before starting your cycle – usually this takes 10-20 minutes.
  - > If these rings are not allowed to become absorbent, they can remain hard and stiff. This can prevent good suction and keep the brushes from contacting the pool's surface.

## 12. My Dolphin's cable is twisting or kinking:

- Only place as much cable in the pool as is needed to reach the far corners of the pool. Loosely coil excess cable on the side of your pool.
- Periodically, straighten out cable and allow it to rest in the sun for several hours, then roll up loosely.
- If your Dolphin has floats on the handle, try pushing in the float on the non-cable side.

## 13. My Dolphin's filters are torn or damaged:

- Please call Maytronics Customer Service along with your Serial Number for a replacement part number. Parts are available through local Maytronics dealers or our approved internet retailers.

## 14. My Dolphin App is giving an error message; Unable to use the App

- The initial connection to the Dolphin using the app needs to be completed when the smartphone is connected to the internet (by WIFI, 3G or 4G). If more than one Dolphin appears on the pairing screen, you need to identify the correct Dolphin according to the Serial Number and not by its position on the pairing screen.
- Before connecting to the Dolphin for the first time, turn on the Dolphin for one minute. While the app is connected to the Dolphin, the buttons on the **Power Supply Unit (PSU)** are in disable mode. In many cases, restarting the app will solve the issue.
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- If your Dolphin App is displaying an error code at the top of the screen (1 - 23), please contact your local Dolphin dealer for diagnosis and repair. If you purchased an internet model, please call Maytronics with your Dolphin's serial number and the error code displayed for assistance with corrective actions to take.