

Moby Troubleshooting

Symptom	Possible reason	Corrective action
1. Cable twisting or Cable coils up	Obstruction in pool.	Remove obstruction in pool.
	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.
	Filter bag dirty	Clean filter bag
2. DIAGNOSTIC BASIC is moving in circles	Dirt stuck in moving parts.	Remove dirt from moving parts.
	Clogged filter bag.	Clean filter bag.
	Power supply wrongly positioned.	Place power supply in a position so that the DIAGNOSTIC BASIC can reach all walls.
	Bottom lid is loose.	Lock Bottom lid securely.
	DIAGNOSTIC BASIC is too light.	Turn the DIAGNOSTIC BASIC upside down in the pool to release trapped air.
	Pool water is out of Spec.	Correct pool and water conditions.
3. DIAGNOSTIC BASIC Does not reach all pool areas or cover the complete pool	Power supply wrongly positioned.	Place power supply in a position so that the DIAGNOSTIC BASIC can reach all walls.
	Algae on walls and floor.	Brush walls and floor.
	Pool filter and pump is on and obstructs DIAGNOSTIC BASIC.	Turn off pool filter and pump and run another cleaning cycle.
	Unsuitable PH level	Check PH level between 7 and 7.2
4. Motors not working	Impeller blocked	Clean around Impeller
	Drive system blocked	Clean tracks and wheels
	Electrical problem-motor unit, cable or power supply	Check cable & wall plugs & sockets. Contact your DIAGNOSTIC BASIC dealer
5. DIAGNOSTIC BASIC will not sink	Air caught in filter bag	Turn DIAGNOSTIC BASIC upside-down under water to release trapped air. Machine-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.
	The model comprises of Combined Brush Sponges which dried out.	Wet the Brushes so that they absorb water.
6. Operator neglect	Operator has damaged DIAGNOSTIC BASIC	Call your DIAGNOSTIC BASIC dealer.
	Operator pulled on cable	Call your DIAGNOSTIC BASIC dealer.
	Operator does not maintain DIAGNOSTIC BASIC	Purchase or clean filter bag & DIAGNOSTIC BASIC.
	DIAGNOSTIC BASIC worked out of water.	Seals may be damaged. Call your DIAGNOSTIC BASIC dealer.
	Power Supply got wet.	Power Supply could be damaged and needs to be repaired or replaced. Call your DIAGNOSTIC BASIC dealer.
	Normal wear and tear.	Send DIAGNOSTIC BASIC for routine servicing. Call your DIAGNOSTIC BASIC dealer.
7. DIAGNOSTIC BASIC gets stuck on its side	Filter Bag dirty	Clean or machine-wash Filter Bag
	Strong jets, salt treated pool, shallow water or special obstacles.	Turn robot upside down and open flaps to remove air bubbles. Open and add one internal float from robot. In case of repeat problems - Call your dealer.

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