



TracVac®

Troubleshooting Guide



IMPORTANT SAFETY INSTRUCTIONS



- If your pool has a dedicated suction port ("vac port") for vacuuming or for an automatic pool cleaner, it must be covered when not in use. If the cover is not already installed, use a spring-loaded Safety Vac-Loc cover W400BWHP on the suction port to prevent entrapment and injury. Always stop the pump before attempting to clean or service the pool vacuum.
- Always stop the pump before attempting to clean or service the pool vacuum.
- DO NOT use the vacuum to remove large debris in new pools.
- REMOVE the cleaner before chemically shocking your pool.
- DO NOT allow swimmers in pool while pool cleaner is operating.
- Store the cleaner in a shaded, safe area.
- The hoses must be stored straight; DO NOT coil them.
- Keep away from children and pets.
- REMOVE cleaner when performing backwash.

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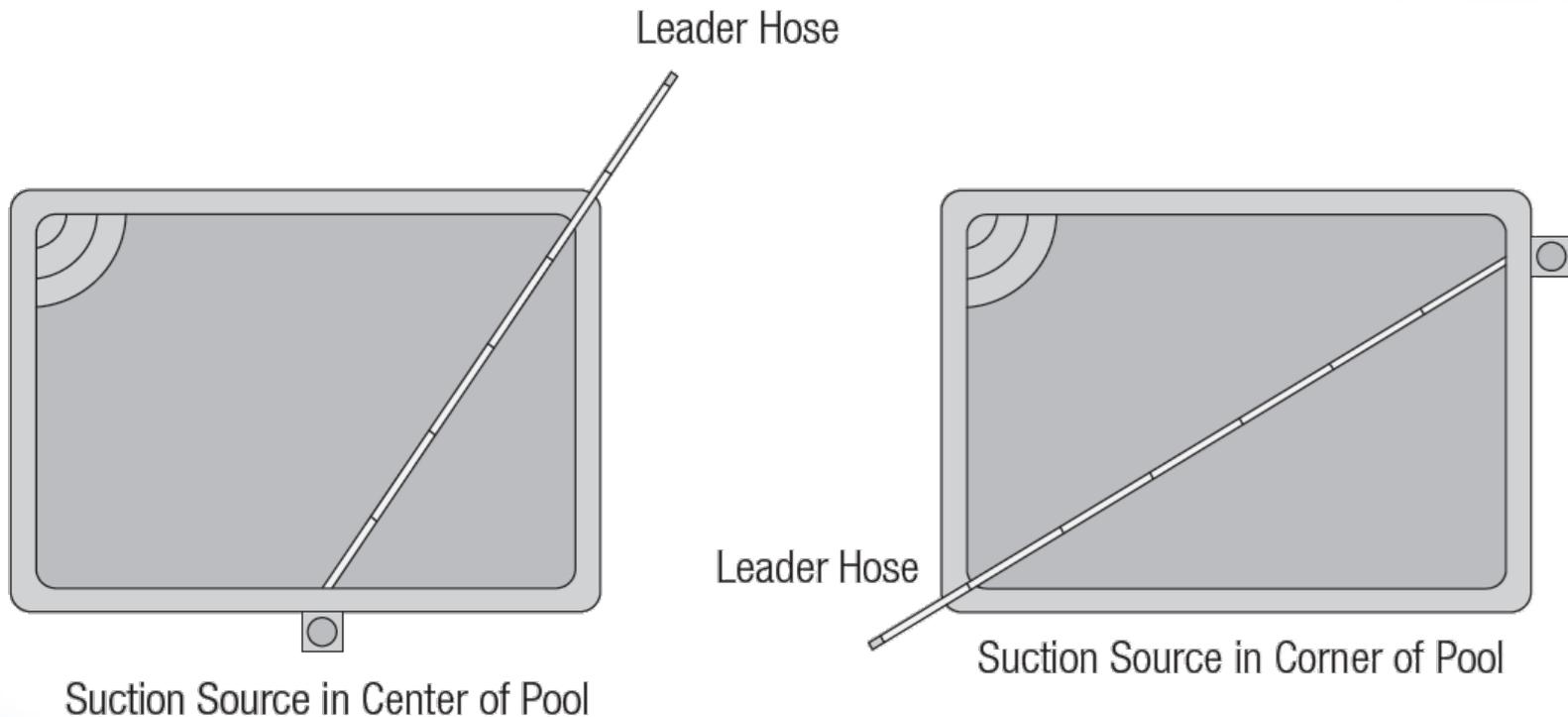
TracVac®

Installation



Installation: Hose Installation

1 HOSE BEYOND MAX DISTANCE *(VERY IMPORTANT)*

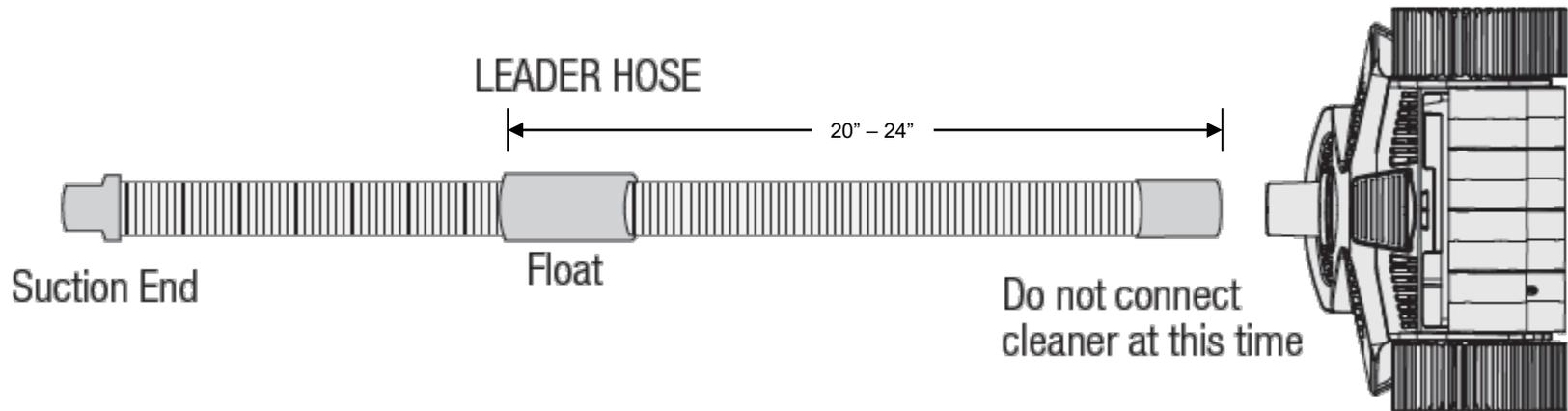


Lay out the cleaner from the suction port to the longest distance in the pool and add 1 hose to the overall length.

Installation: Float Installation

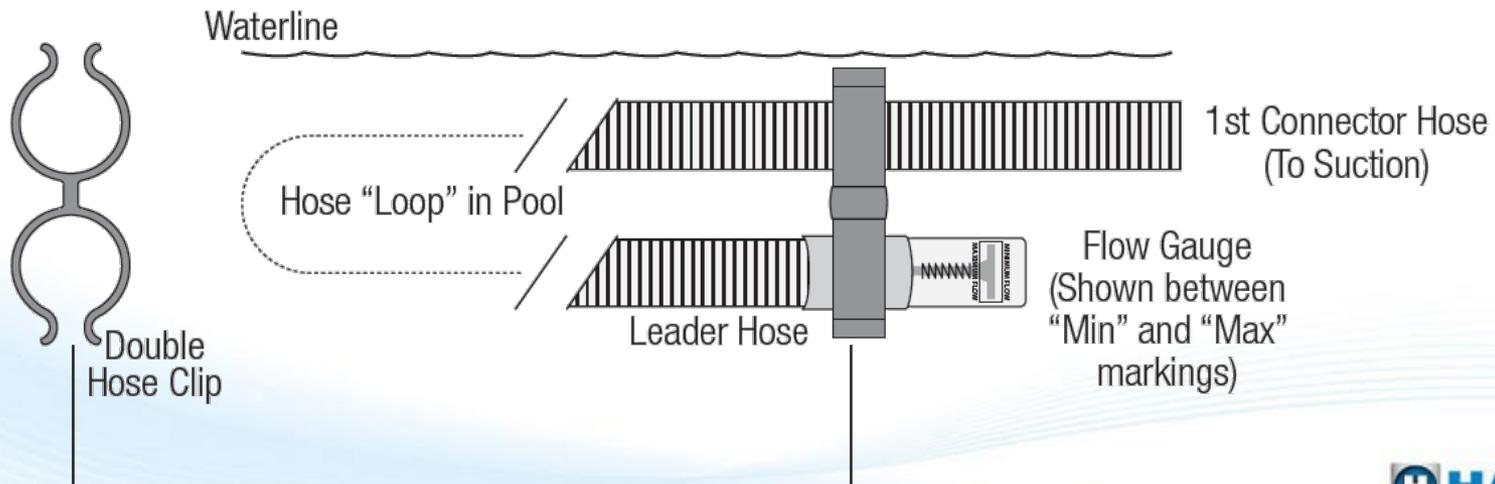
Attach the Float to the Leader Hose (the single section of hose that will connect to the cleaner.)

The Float should be placed 20-24" (50cm - 60cm) from the cleaner.



Installation: Water Flow with Gauge

1. Submerge the entire length of hose to expunge all air.
2. Insert the Flow Gauge into the end of the Leader Hose.
3. Attach one end of the Double Hose Clip to the Leader Hose and the other end to the first section of hose at the vacuum source. This will form a loop in the pool as shown below.
4. With the air out of the entire hose, verify that the Leader Hose and Flow Gauge are underwater and turn the pump ON. Adjust Flow Regulator Valve knob “faster” or “slower” or using the system pump/valves as needed until the disc indicator in the Flow Gauge settles between “Maximum” and “Minimum” flow. NOTE: If you have an extraordinarily strong pump, you may need to open the main drain slightly.
5. Turn off the pump. Remove the Double Hose Clip and Flow Gauge from the Leader Hose. Submerge the TracVac cleaner to remove all air and then connect the cleaner to the Leader Hose. Cleaner installation is now complete.



Installation: Water Flow without Gauge

If the Flow Gauge is not available or you want to quickly check for proper operation, you can measure the TracVac's speed as an indication for proper water flow. To do this, raise the TracVac off the pool floor and hold it by the handle just beneath the pool water surface. Be sure to Stay clear of moving parts. Now count the number of full rotations made by the large RIGHT wheel over a period of 30 seconds (the left wheel speed varies for steering and can't be used.)

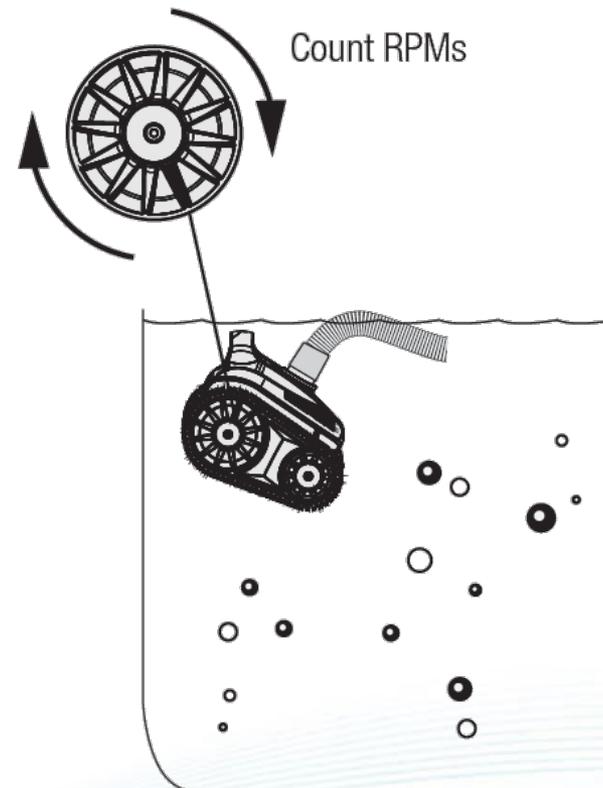
The number of rotations multiplied by 2 will give you the revolutions per minute; or RPM's. The TracVac's normal speed range is:

Min Flow: 26.5 RPM

Max Flow: 32 RPM

If the RPM is below 26.5, adjust the Flow Regulator Valve (rotate knob clockwise) and check cleaner speed again.

If the RPM is higher than 32, adjust the Flow Regulator Valve (rotate knob counterclockwise) and check cleaner speed again. Keep the cleaner under the surface so that it does not draw in any air.





TracVac®

Troubleshooting



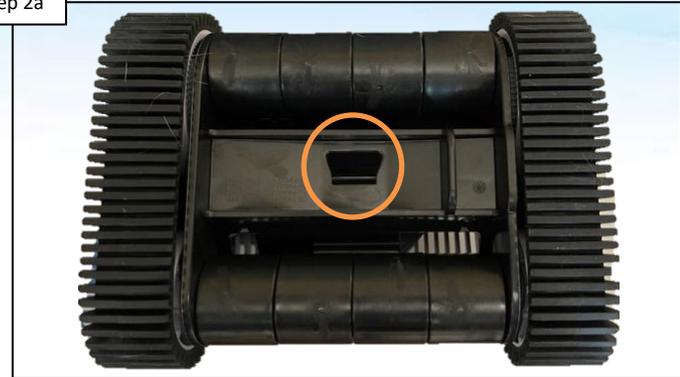
TracVac: Cleaner not moving or moving slow

Step 1a



Check flow with flow gauge and adjust flow regulator valve or pump speed if necessary. Refer to pg.8 if a flow gauge is not available. If cleaner is still not moving correctly, go to step 2a.

Step 2a



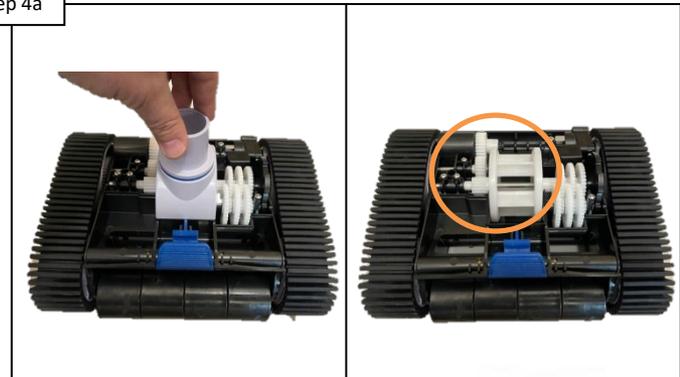
With pump off, check the bottom throat of the cleaner for debris and clean if necessary. If cleaner is still not moving correctly, go to step 3a.

Step 3a



Turn off equipment and remove the cleaner from the pool and place on a flat surface. Press the buckle button on the front of the cleaner and remove the lid. Go to step 4a.

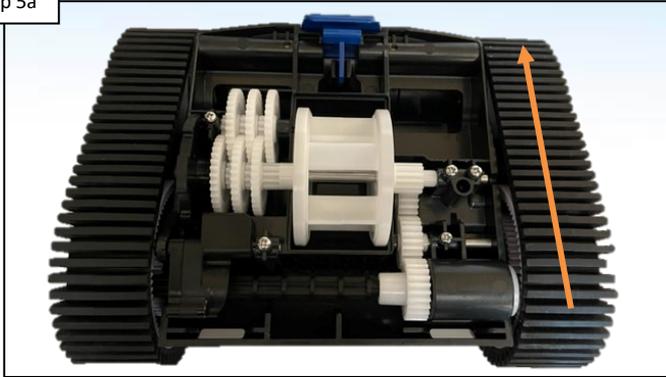
Step 4a



Remove the turbine cover and check for debris stuck in the turbine. If no debris is stuck in the turbine, inspect the gears for obstruction and clean if necessary. Go to step 5a.

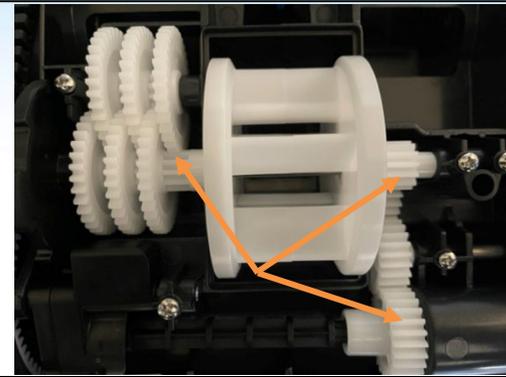
TracVac: Cleaner not moving or moving slow

Step 5a



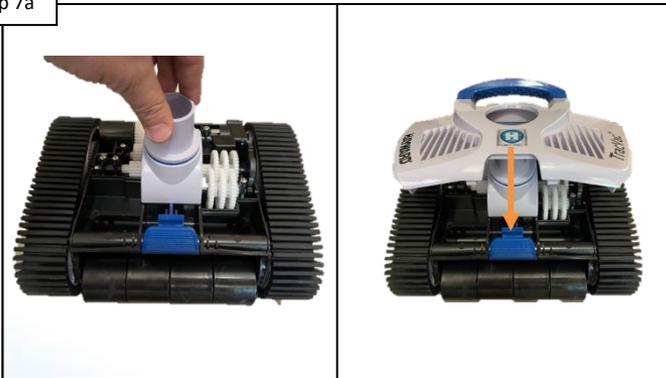
With the cleaner facing away from you, rotate the right track and check to see that the gears and turbine are moving freely. Go to step 6a.

Step 6a



If any of the gears are slipping, replace worn gears. Go to step 7a.

Step 7a



Once confirmed that all the gears are moving freely, reassemble the cleaner. Go to step 8a.

Step 8a



Retest the cleaner and recheck flow with the flow gauge. Cleaner should now be working properly.

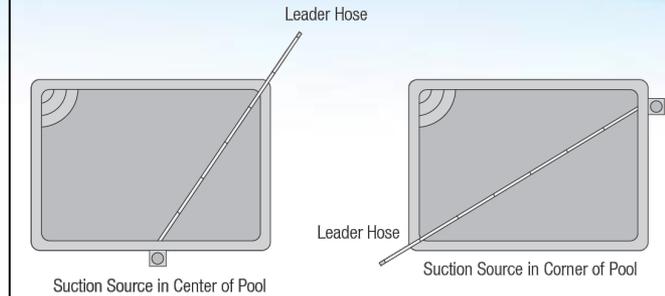
TracVac: Cleaner stays in one end of the pool

Step 1b



Check flow with flow gauge and adjust the flow regulator valve is necessary. Go to step 2b.

Step 2b



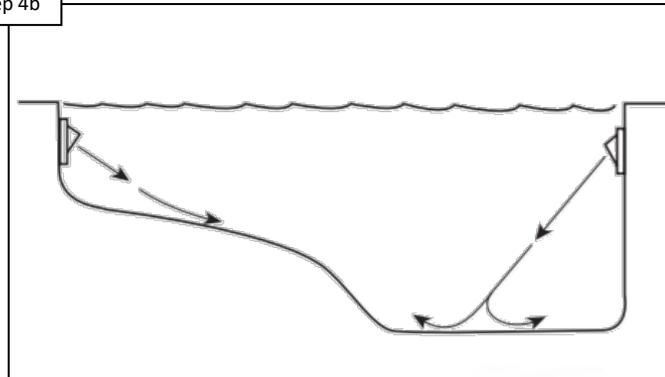
Confirm that there are enough hoses installed. Go to step 3b.

Step 3b



Confirm there are no coils in the hose and is being stored straight and not coiled like the example above. Replace hoses if coiled. Go to step 4b.

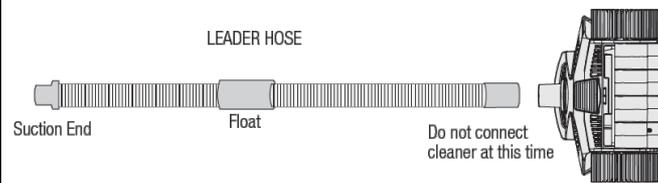
Step 4b



Make sure the returns are pointed downwards in the pool and not at the surface. Go to step 5b.

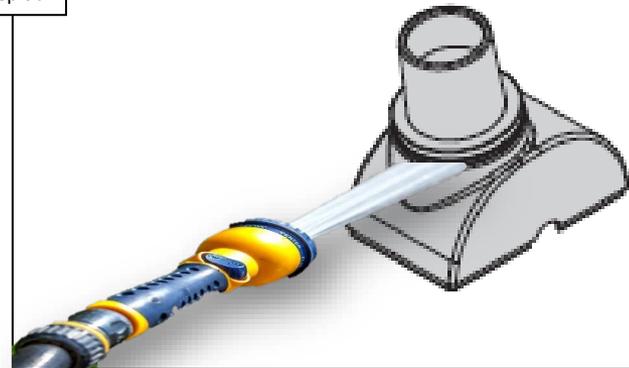
TracVac: Cleaner stays in one end of the pool

Step 5b



**Check that the correct leader hose is installed, and the float is installed in the correct position.
Go to step 6b.**

Step 6b



Check the swivel assembly (at the top of the cleaner) rotates smoothly. If not, then clean out with high pressure nozzle or replace.

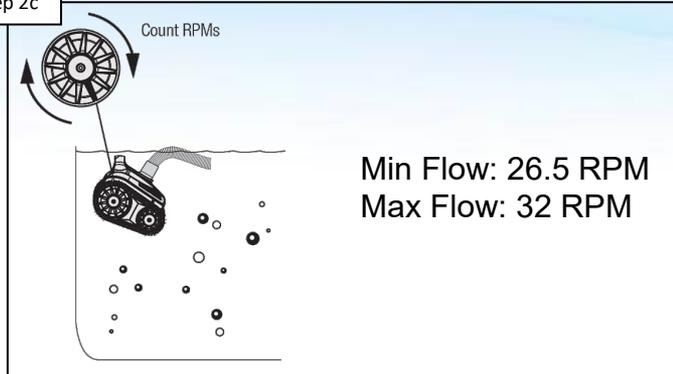
TracVac: Cleaner climbs out of the pool

Step 1c



Check flow with flow gauge and adjust the flow regulator valve is necessary. If cleaner is still climbing out of the pool, go to step 2c.

Step 2c



Do a manual flow meter test by counting the rotation on the right wheel for 30 seconds and multiplying it by 2. Go to step 3c for adjustments.

Step 3



If the RPM is higher than 32, adjust the Flow Regulator Valve and check cleaner speed again. Keep the cleaner under the surface so that it does not draw in any air.

Step 4



Once the suction has been corrected, the cleaner should no longer climb out of the pool.

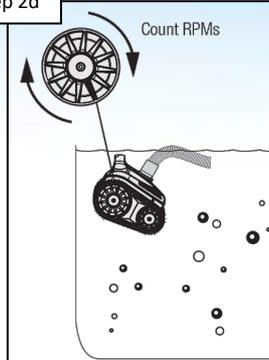
TracVac: Cleaner won't climb the walls

Step 1d



Check flow with flow gauge and adjust the flow regulator valve is necessary. If cleaner is still climbing out of the pool, go to step 2d.

Step 2d



Min Flow: 26.5 RPM
Max Flow: 32 RPM

Do a manual flow meter test by counting the rotation on the right wheel for 30 seconds and multiplying it by 2. Go to step 3d for adjustments.

Step 3d



If the RPM is below 26.5, adjust the Flow Regulator Valve (rotate knob clockwise) and check cleaner speed again. Go to step 4d.

Step 4d



Once the suction has been corrected, the cleaner should climb the pool walls.

TracVac: Cleaner stays on the main drain

Step 1e



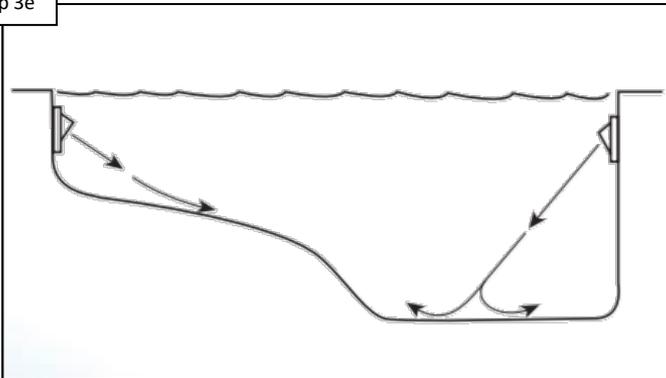
If the cleaner keeps getting stuck on the main drain, confirm there is a main drain grate installed.
Go to step 2e.

Step 2e



If a proper grate is installed, make sure the suction is turned off to the main drain. Go to step 3e.

Step 3e



Make sure the return fittings are all pointed downwards in the pool. Go to step 4e.

Step 4e

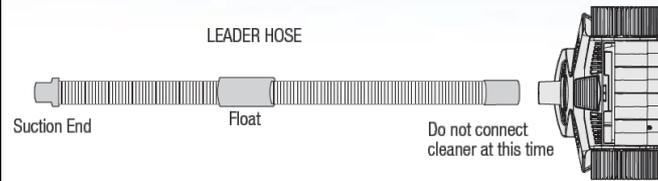


Check and adjust flow for the cleaner. Make sure tire tracks are in good shape and don't need to be replaced. Cleaner should now be working properly.

TracVac: Cleaner falls on its side

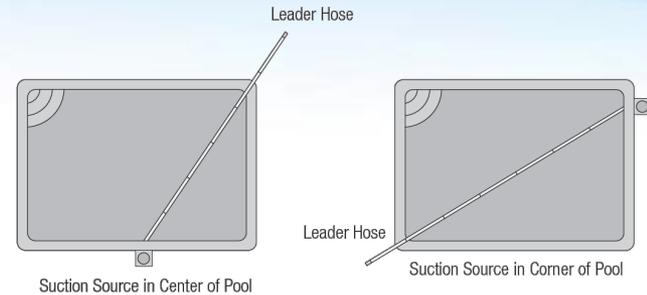
The cleaner will fall on its side occasionally and recover, if it is taking an abnormal amount of time to recover, please follow the steps below.

Step 1f



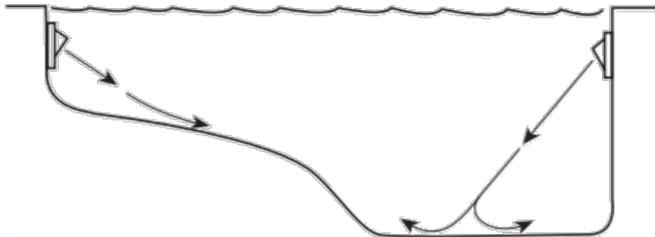
Check the leader hose for float placement, if float and leader hose are correct go to step 2f.

Step 2f



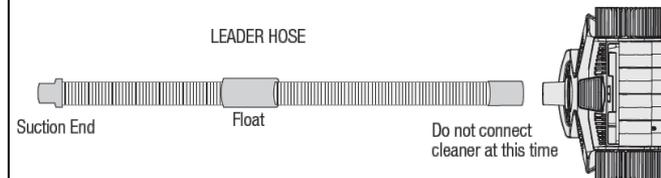
Check that the hose is long enough to reach the furthest point in the pool, correct if hoses are too short, confirm the hoses have no coils in them. Go to step 3f.

Step 3f



Confirm that the return fittings are all facing downwards in the pool. If they are interfering with the pool cleaner, point them in a different direction. Go to step 4f.

Step 4f



If cleaner is still falling on its side, replace the leader hose and reinstall the float in the correct position.

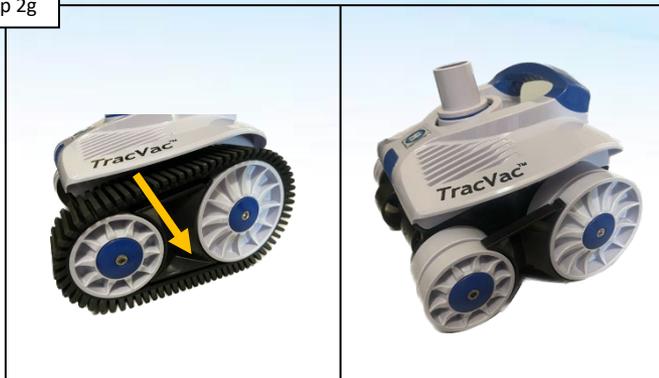
TracVac: Right wheel skips teeth when rotated

Step 1g



Remove cleaner from the pool and place on a flat surface. Go to step 2g.

Step 2g



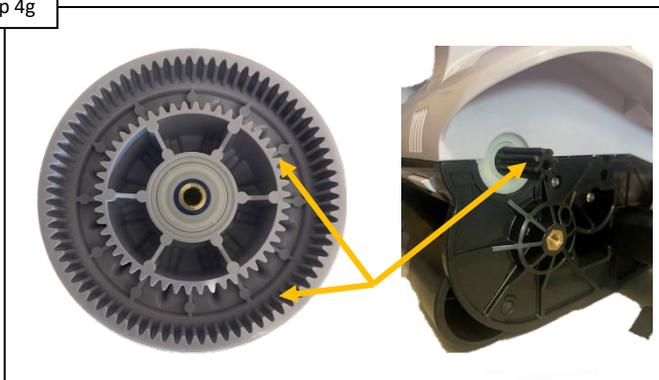
Remove the track from the cleaner wheels by pulling outwards on the track. Go to step 3g.

Step 3g



Using a 5mm hex key, remove the bolt from the center of the large wheels. Go to step 4g.

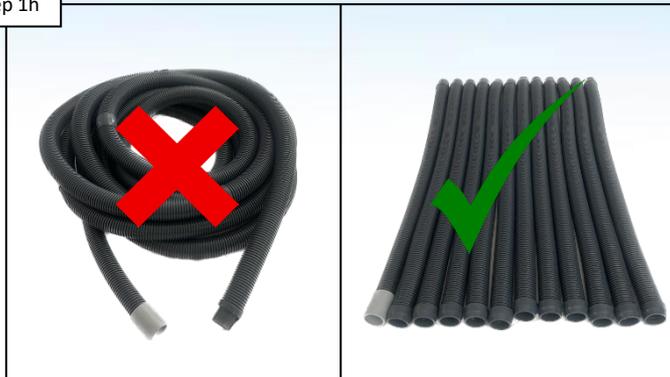
Step 4g



Inspect the teeth on the inside of the wheel along with the left and right drive shafts for damage. Replace all worn parts.

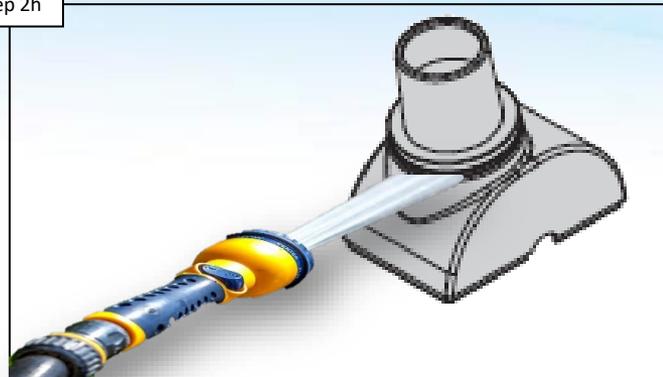
TracVac: Hoses are staying looped

Step 1h



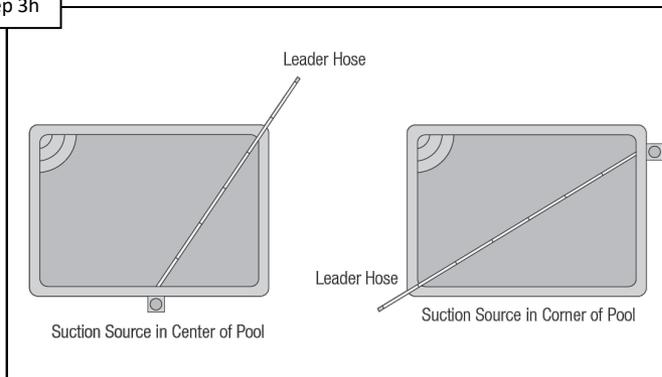
If hoses were stored in a coiled position, lay them out straight in the sunlight. If they don't straighten out, then replace the hoses. Go to step 2h.

Step 2h



Clean the turbine cover swivel with a pressure nozzle, otherwise replace if it won't move freely. Go to step 3h.

Step 3h



Check to see if you have too many hoses installed on the cleaner. You should have 1 hose length past max distance in the pool.

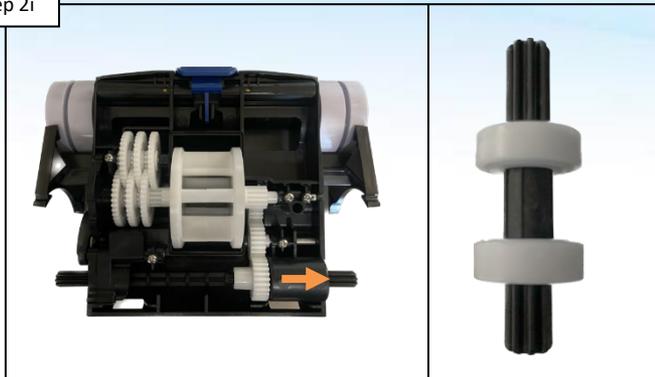
TracVac: Cleaner won't stop spinning

Step 1i



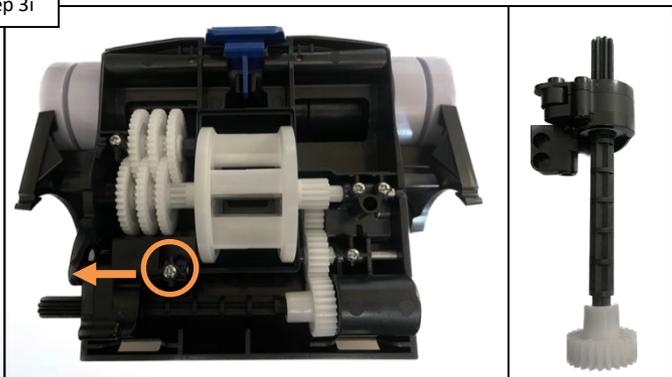
Remove cleaner from the pool and remove the lid, tires, and large wheels off the cleaner. Refer to page 18 for wheel removal. Go to step 2i.

Step 2i



Remove the small drive shaft from the cleaner by pulling and inspect for damage. If damaged, replace. Go to Step 3i.

Step 3i



Remove the left drive kit by loosening the screw that holds the stainless-steel shaft, then pull out the stainless shaft which will release the drive kit. Inspect for damage and replace if necessary. Go to step 4i.

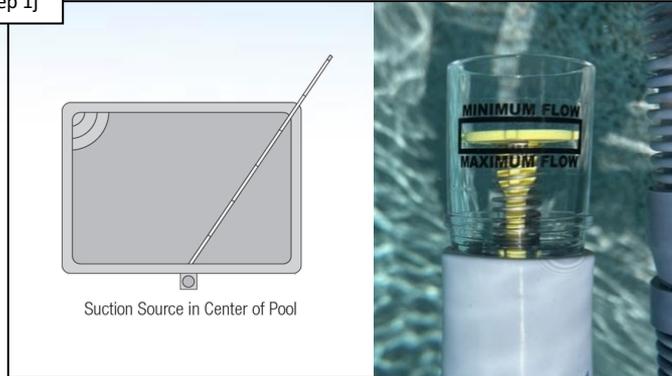
Step 4i



Inspect the gears inside of the wheels for damaged teeth. Replace if necessary. Put the cleaner back together and it should now work properly.

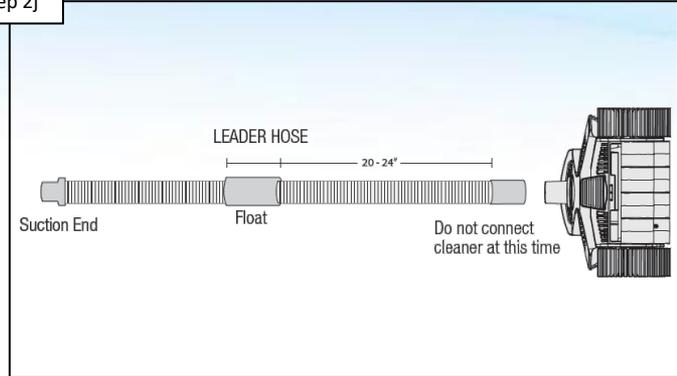
TracVac: Cleaner not cleaning whole pool

Step 1j



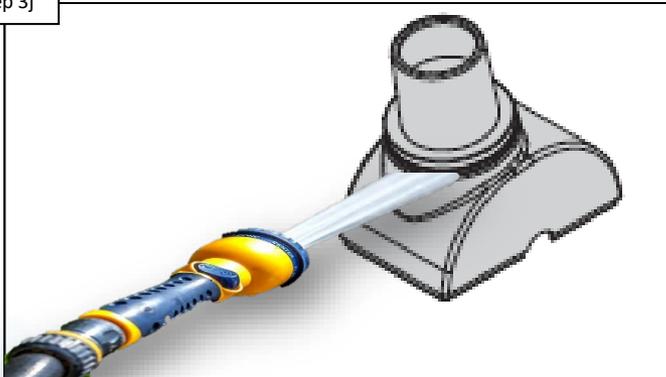
Verify that the hose length is correct, and they have proper flow to the cleaner. Go to step 2j.

Step 2j



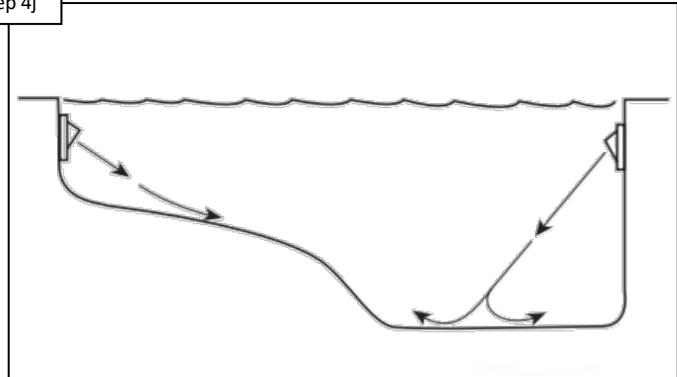
Confirm the float is installed in the correct position and the leader hose is good. Go to step 3j.

Step 3j



Clean the swivel head on the cleaner or replace if it doesn't move freely. Go to step 4j.

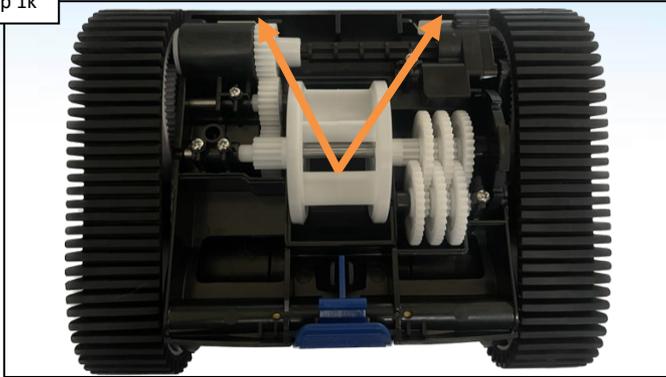
Step 4j



Check to make sure the cleaner heads are pointed downwards in the pool. Everything is correct. Cleaner should be working correctly.

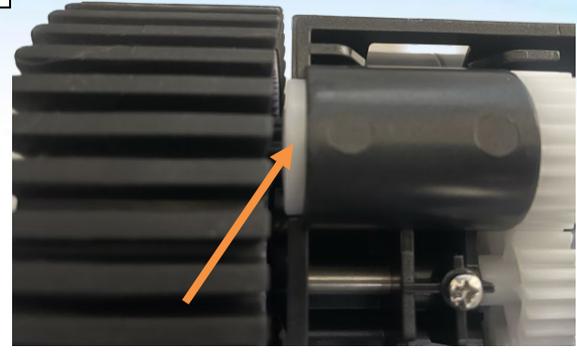
TracVac: Can't get the cleaner lid back on

Step 1k



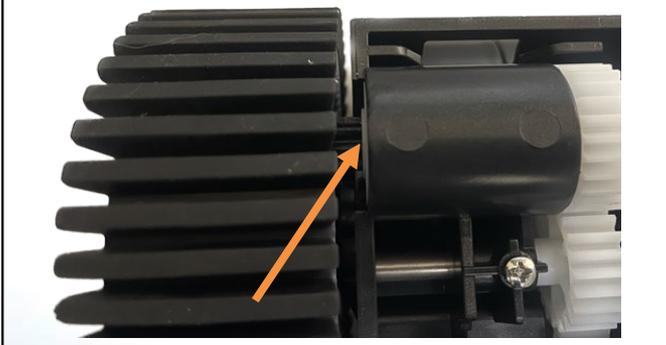
Confirm the 2 tabs on the back of the lid lined up with the notches in the body. Tilt the turbine cover back while installing the lid. The lid should snap at the button. If lid won't close go to step 2k.

Step 2k



Check the bearing on the right drive shaft, and confirm it isn't sticking out like above. If it is, just use a flat screwdriver to push it back in. Go to step 3k.

Step 3k



Once the bearing is pushed back in, try and reinstall the lid by tilting the turbine cover back, putting the lid tabs in the body notches then closing the front.

Step 4k



Once the lid is installed correctly, the lid will snap down at the button.

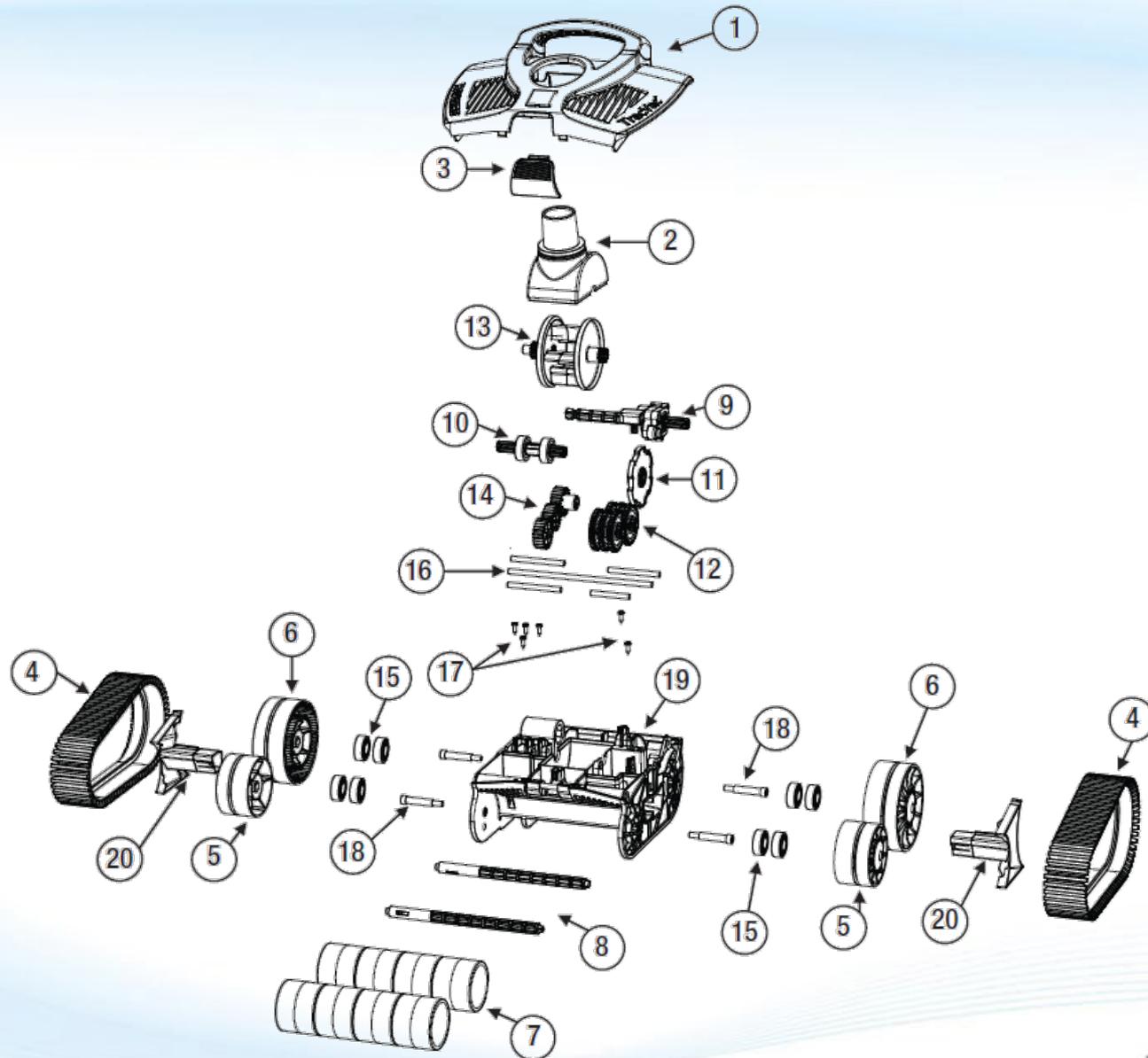


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Parts Diagram



TracVac: Exploded Parts Diagram



TracVac: Parts List

COUNT	DESCRIPTION	P/N
1	Top Cover Kit (Top cover including handle and balancing weights)	HSXTV100
2	Turbine Cover Swivel Kit (Turbine Cover/Swivel)	HSXTV101
3	Buckle/Latch Kit	HSXTV102
4	Track Kit (Set of 2)	HSXTV103
5	Front Small Wheel Kit (Set of 2, including bearings and mushroom insert)	HSXTV104
6	Rear Large Wheel Kit (Set of 2, including bearings and mushroom insert)	HSXTV105
7	Roller Kit (Set of 4 rollers)	HSXTV106
8	Roller Bar kit (Set of 2)	HSXTV107
9	Left Drive Kit (Long drive shaft & Bearing Housing)	HSXTV108
10	Right Drive Kit (Short Drive Shaft & 2 bearings)	HSXTV109
11	Cam Kit (Cam & 1 reduction gear)	HSXTV110
12	Cam Reduction Gear Kit (5 reduction gears and SS Shaft)	HSXTV111
13	Turbine Kit (Just the Turbine)	HSXTV112
14	Drive gear Kit (3x drive side gears)	HSXTV113
15	Bearing kit (Set of 8)	HSXTV114
16	SS Shaft Kit (5x)	HSXTV115
17	SS Screw Kit (6x internal SS Shaft Screws)	HSXTV116
18	Wheel Screw Kit (4x SS Screws for the wheels)	HSXTV117
19	Chassis kit (Chassis with balancing weights & latch spring installed)	HSXTV118
20	Side Covers (2x), Left-Right	HSXTV119
21	Accessory Kit	HSXTV120

