

FAQ - SG 800/800B

1. Q: My pool is * shape with the area of * sq.ft, water depth is * feet, can I use this robot?

A: The best cleaning effects are achieved when the swimming pool has the following conditions:

A) The swimming pool area is less than 30 square meters (323sqft), the water depth is less than 1.5 meters (4.1 feet); **B)** The shape of the swimming pool is rectangular or circular, and the bottom of the pool is smooth and flat; **C)** If the pool is too large, the cleaning effect will be poor.

2. Q: Why my cleaner cannot be turned on right after I bought it / after a period of use?

A: Please charge the cleaner for half an hour and observe whether it can be turned on; if you still can't turn it on after charging, please send your cleaner back to us for repair.

3. Q: Why can't my cleaner be charged and the light on the machine won't light up?

A: Please check if the charging pins on the charger and the machine are rusted. If there is no rust, change a charging socket to try to charge the machine. If the machine still doesn't charge, we'd like to send you a new charger or pls send your cleaner back to us for repair.

4. Q: Why is the blue light still flashing after charging for more than 3 hours? Which is longer than the charging time stated in the instructions.

A: The problem you mentioned may be caused by:

1) If the water in the charging port is not wiped dry, the charging current will decrease, the charging time will be prolonged, and the charging pin will be corroded; 2) If charging during the peak hours of electricity consumption, the voltage is lower and the charging time will be extended, which is a normal phenomenon; 3) If the long charging time only occurs once in a while, it is a charging protection mode specially designed to make the battery life longer.

5. Q: My cleaner only worked for a while and then shut down, not as long as stated in the manual.

A: Please confirm whether the machine is fully charged before use, if the battery is insufficient, the battery life will be reduced; turn off the machine and then restart it, and observe whether the machine only shows one bar of power or the red light is flashing; If the machine has only one bar of power after starting up, and every time the battery life is short, it means that the battery is broken and the machine needs to be repaired or returned to get a replacement; if there are two or more bars of power after starting up, and it often shuts down quickly, it means that there is something wrong with the motor and the machine needs to be repaired or returned to get a replacement.

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6. Q: Why does my machine have a red/green/blue light flashing when it is turned on, and then it disappears soon?

A: The current is high at the moment of starting up, and the machine enters the detection mode. It may flash lights of various colors, but it does not affect the normal use of the machine.

7. Q: The machine can't clean the fallen leaves and dust floating on the water!

A: Sorry, this function is not designed for this machine. The suction port is designed at the bottom of the machine, it is not able to clean the water surface.

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8. Q: Why is my machine running very slowly/staying there and not cleaning the pool?

A: If there is too much garbage at the bottom of the pool, it needs to be cleaned manually. SG 800 is only for daily maintenance of swimming pools; if the filter tray of the machine is blocked by garbage or algae, please clean it before using the machine.

If neither of the above situations exists, lift the machine to the water surface, and observe whether the water sprayed at the front and rear of the machine is normal (normally, it can spray water for more than 50cm/20 inches); If the amount of water sprayed is small, please check whether the motor turbine is stuck by garbage, if there is no garbage, it is a problem with the motor, and the machine needs to be repaired or returned to get a replacement.

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9. Q: This machine doesn't clean the whole pool, some places it doesn't go over at all, not smart at all!

A: Sorry, the cleaner does not have the function of path planning, all routes are random, it can cover 80% area of the swimming pool, if the cleaning area is not smooth, it needs to be cleaned manually, please use the cleaner many times to cover all areas of the swimming pool.

10. Q: When I take the machine out of the water, it keeps dropping trash, which is unacceptable to me, it's supposed to be cleaning the trash!

A: Garbage falling from the machine can be caused by:

1. The garbage in the machine is not cleaned before use, and there is a risk of falling if there is too much garbage;
2. There are gaps in the upper and lower covers, the buckle is not tight enough, and the water inlet cover falls off;
3. When the machine is taken out of the water, the speed is too fast, and the large water flow will hit the filter screen to create gaps, causing the garbage to fall.

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11. Q: It keeps getting stuck and needs me to help it every time, which is not what I want!

A: Please check whether the bottom of the swimming pool is flat and whether the drain is too high; The maximum obstacle clearance height of this machine is 10mm/0.4 inches, if the drainage cover of your swimming pool is too high or the slope is too large, it doesn't work for your pool, pls change to SG Pro instead.

12. Q: Why does the red and green lights come on when it's working, and it won't keep working? I know it's not a low battery alarm.

A: Does the situation you mentioned happen often? If it happens often, please check if the motor turbine is stuck by garbage; If the motor turbine is not stuck, your machine needs to be returned for repaired or sent back for a replacement.

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13. Q:When it is working, it does not adjust the direction, it only goes forward or backward in one direction!

A: Sorry, the wheels of this machine have no motors and can only rely on the thrust of water to move forward. It has no function of adjusting the direction. It will only change to a random direction when it encounters an obstacle or a slope.

14. Q:The machine will not clean walls and steps!

A: Sorry, this machine is a basic model, without the function of climbing walls or steps.

15. Q: I saw the red light flashing when it was done working, but it wasn't parked by the pool and I couldn't get the machine back!

A: Most of the time, this machine will stop on the side, and occasionally it will stop in the middle of the pool, because its red light will only last for 60 seconds, if it has not touched the wall within 60 seconds, it may stop in the middle of the pool.

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16. Q: The handle of the machine is loose!

A: During the transportation of the machine, some screws are loose due to vibration. Please take a picture or video to tell us which screw it is, and we will tell you how to tighten the screw.

17. Q: When I dropped the machine in the water, I saw the parts fall out.

A: It is recommended that you do not use too much force when putting the machine into the water. If the speed and force of the machine entering the water are too high, the impact force of the water on the machine will be too great, causing parts fall off.

18. Q: The charging port is at the bottom, which makes it inconvenient to use the machine!

A: This design is to prevent water from accumulating in the charging port, causing electrolytic corrosion of the charging pin, resulting in failure to charge.

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