

# **TROUBLESHOOTING “POLARIS” STYLE CLEANERS**

**This is a trouble shooting guide for the following automatic swimming pool cleaners:  
Polaris models 180, 280, 360, 380. Legend, Legend II and Platinum.**

## **Common problems with all:**

1. Cleaner runs but feed hose tangles up.
2. Cleaner doesn't move, (stopped).
3. Cleaner runs on its side.
4. Sweep hose either doesn't move or moves too fast.
5. Cleaner runs, but does not pick up debris.

## **Possible solutions (match with numbers above):**

1. (All) Adjust length of feed hose, possible defective backup valve, hose swivels installed backwards ( swivel end points towards head of cleaner )
  2. (Polaris 180, 280, 380, Legend and Platinum) Booster pump not running.
- (All) Feed hose wall fitting screen is clogged, backup valve is defective.  
(Polaris 180, 280, Legend , II, Platinum) Inner wheel splines are stripped, drive shaft is worn and not meshing with wheel splines.  
(Polaris 360, 380) Internal drive belts are worn or broken, broken drive wheels.  
(Polaris 180, 280, Legend, II, Platinum) Turbine bearings are worn and not fitting correctly on drive shaft.  
(Polaris 360, 380) Turbine drive assembly gears, transfer pulley, and all 8 wheel bearings are worn or broken.
- ( All ) Internal water management system is clogged or hoses are disconnected.
3. ( All ) Feed hose is tangled, ballast float is water logged.
  4. ( All ) Sweep hose screw is out of adjustment. Loosen or tighten as needed.
  5. ( All ) Water management system orifices are clogged or internal hoses are disconnected.

**As always, we are here for you and welcome your questions or comments. We strive to provide you with the very best in house service for your cleaner and invite you to bring it in for a professional check up and evaluation. If you decide to bring it in we request that you bring the head and hose with you. If requested, a quote will be provided before any repairs are made. We look forward to serving you, and thank you for your continued support.**