



TigerShark[®] SERIES

by **HAYWARD[®]**

Owner's Manual



ROBOTIC POOL CLEANER

Models: TigerShark, TigerShark QC, TigerShark Plus, TigerShark2, TigerShark2 Plus

IMPORTANT SAFETY INSTRUCTIONS

Basic safety precautions should always be followed, including the following: Failure to follow instructions can cause severe injury and/or death.

⚠ This is the safety-alert symbol. When you see this symbol on your equipment or in this manual, look for one of the following signal words and be alert to the potential for personal injury.

⚠ WARNING warns about hazards that **could** cause serious personal injury, death or major property damage and if ignored presents a potential hazard.

⚠ CAUTION warns about hazards that **will** or **can** cause minor or moderate personal injury and/or property damage and if ignored presents a potential hazard. It can also make consumers aware of actions that are unpredictable and unsafe.

The **NOTICE** label indicates special instructions that are important but not related to hazards.

Hayward Pool Products
620 Division Street, Elizabeth, NJ 07201
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▲ WARNING - Read and follow all instructions in this owner's manual and on the equipment. Failure to follow instructions can cause severe injury and/or death.

▲ WARNING - Suction Entrapment Hazard.

Suction in suction outlets and/or suction outlet covers which are, damaged, broken, cracked, missing, or unsecured can cause severe injury and/or death due to the following entrapment hazards:



Hair Entrapment- Hair can become entangled in suction outlet cover.



Limb Entrapment- A limb inserted into an opening of a suction outlet sump or suction outlet cover that is damaged, broken, cracked, missing, or not securely attached can result in a mechanical bind or swelling of the limb.



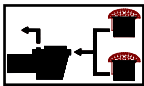
Body Suction Entrapment- A negative pressure applied to a large portion of the body or limbs can result in an entrapment.

Evisceration/ Disembowelment - A negative pressure applied directly to the intestines through an unprotected suction outlet sump or suction outlet cover which is, damaged, broken, cracked, missing, or unsecured can result in evisceration/ disembowelment.



Mechanical Entrapment- There is potential for jewelry, swimsuit, hair decorations, finger, toe or knuckle to be caught in an opening of a suction outlet cover resulting in mechanical entrapment.

▲ WARNING - To Reduce the risk of Entrapment Hazards:



- o When outlets are small enough to be blocked by a person, a minimum of two functioning suction outlets per pump must be installed. Suction outlets in the same plane (i.e. floor or wall), must be installed a minimum of three feet (3') [1 meter] apart, as measured from near point to near point.
- o Dual suction fittings shall be placed in such locations and distances to avoid "dual blockage" by a user.
- o Dual suction fittings shall not be located on seating areas or on the backrest for such seating areas.
- o The maximum system flow rate shall not exceed the flow rating of as listed on Table 1.
- o Never use Pool or Spa if any suction outlet component is damaged, broken, cracked, missing, or not securely attached.
- o Replace damaged, broken, cracked, missing, or not securely attached suction outlet components immediately.
- o In addition two or more suction outlets per pump installed in accordance with latest ASME, APSP Standards and CPSC guidelines, follow all National, State, and Local codes applicable.
- o Installation of a vacuum release or vent system, which relieves entrapping suction, is recommended.

▲ WARNING - Failure to remove pressure test plugs and/or plugs used in winterization of the pool/spa from the suction outlets can result in an increase potential for suction entrapment as described above.

▲ WARNING - Failure to keep suction outlet components clear of debris, such as leaves, dirt, hair, paper and other material can result in an increase potential for suction entrapment as described above.

▲ WARNING - Suction outlet components have a finite life, the cover/grate should be inspected frequently and replaced at least every ten years or if found to be damaged, broken, cracked, missing, or not securely attached.

▲ CAUTION - Components such as the filtration system, pumps and heater must be positioned so as to prevent their being used as means of access to the pool by young children.

▲ WARNING - Never operate or test the circulation system at more than 50 PSI.

▲ WARNING - Never change the filter control valve position while the pump is running.

▲ WARNING - To reduce risk of injury, do not permit children to use or climb on this product. Closely supervise children at all times. Components such as the filtration system, pumps, and heaters must be positioned to prevent children from using them as a means of access to the pool.



▲ WARNING - Hazardous Pressure. Pool and spa water circulation systems operate under hazardous pressure during start up, normal operation, and after pump shut off. Stand clear of circulation system equipment during pump start up. Failure to follow safety and operation instructions could result in violent separation of the pump housing and cover, and/or filter housing and clamp due to pressure in the system, which could cause property damage, severe personal injury, or death. Before servicing pool and spa water circulation system, all system and pump controls must be in off position and filter manual air relief valve must be in open position. Before starting system pump, all system valves must be set in a position to allow system water to return back to the pool. Do not change filter control valve position while system pump is running. Before starting system pump, fully open filter manual air relief valve. Do not close filter manual air relief valve until a steady stream of water (not air or air and water) is discharged.



▲ WARNING - Separation Hazard. Failure to follow safety and operation instructions could result in violent separation of pump and/or filter components. Strainer cover must be properly secured to pump housing with strainer cover lock ring. Before servicing pool and spa circulation system, filters manual air relief valve must be in open position. Do not operate pool and spa circulation system if a system component is not assembled properly, damaged, or missing. Do not operate pool and spa circulation system unless filter manual air relief valve body is in locked position in filter upper body.

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⚠ WARNING – Risk of Electric Shock. All electrical wiring **MUST** be in conformance with applicable local codes, regulations, and the National Electric Code (NEC). Hazardous voltage can shock, burn, and cause death or serious property damage. To reduce the risk of electric shock, do **NOT** use an extension cord to connect unit to electric supply. Provide a properly located electrical receptacle. Before working on any electrical equipment, turn off power supply to the equipment.

⚠ WARNING – To reduce the risk of electric shock replace damaged wiring immediately. Locate conduit to prevent abuse from lawn mowers, hedge trimmers and other equipment.

⚠ WARNING – Electrical ground all electrical equipment before connecting to electrical power supply. Failure to ground all electrical equipment can cause serious or fatal electrical shock hazard.

⚠ WARNING – Do **NOT** ground to a gas supply line.

⚠ WARNING – To avoid dangerous or fatal electrical shock, turn **OFF** power to all electrical equipment before working on electrical connections.

⚠ WARNING – Failure to bond all electrical equipment to pool structure will increase risk for electrocution and could result in injury or death. To reduce the risk of electric shock, see installation instructions and consult a professional electrician on how to bond all electrical equipment. Also, contact a licensed electrician for information on local electrical codes for bonding requirements.

Notes to electrician: Use a solid copper conductor, size 8 or larger. Run a continuous wire from external bonding lug to reinforcing rod or mesh. Connect a No. 8 AWG (8.4 mm²) [No. 6 AWG (13.3 mm²) for Canada] solid copper bonding wire to the pressure wire connector provided on the electrical equipment and to all metal parts of swimming pool, spa, or hot tub, and metal piping (except gas piping), and conduit within 5 ft. (1.5 m) of inside walls of swimming pool, spa, or hot tub.

IMPORTANT - Reference NEC codes for all wiring standards including, but not limited to, grounding, bonding and other general wiring procedures.

⚠ WARNING – Risk of Electric Shock. Connect only to a branch circuit protected by a ground-fault circuit-interrupter (GFCI). Contact a qualified electrician if you cannot verify that the circuit is protected by a GFCI.

⚠ WARNING – Risk of Electric Shock. The electrical equipment must be connected only to a supply circuit that is protected by a ground-fault circuit-interrupter (GFCI). Such a GFCI should be provided by the installer and should be tested on a routine basis. To test the GFCI, push the test button. The GFCI should interrupt power. Push reset button. Power should be restored. If the GFCI fails to operate in this manner, the GFCI is defective. If the GFCI interrupts power to the electrical equipment without the test button being pushed, a ground current is flowing, indicating the possibility of an electrical shock. Do not use this electrical equipment. Disconnect the electrical equipment and have the problem corrected by a qualified service representative before using.

⚠ CAUTION – The pump is intended for use with permanently-installed pools and may be used with hot tubs and spas if so marked. Do not use with storable pools. A permanently-installed pool is constructed in or on the ground or in a building such that it cannot be readily disassembled for storage. A storable pool is constructed so that it is capable of being readily disassembled for storage and reassembled to its original integrity.

SAVE THESE INSTRUCTIONS

HAYWARD® Pool Products Limited Warranty

To original purchasers of this equipment, Hayward Pool Products, Inc. warrants its robotic cleaners to be free from defects in materials and workmanship for a period of ONE (1) year from the date of purchase, when used in single family residential applications. TigerShark Plus and TigerShark QC warranted for THREE (3) years.

The limited warranty excludes damage from freezing, negligence, improper installation, improper use or care or any Acts of God. Parts that fail from a defect or become defective during the warranty period shall be repaired or replaced, at our option, within 90 days of the receipt of defective product, barring unforeseen delays, without charge.

Proof of purchase is required for warranty service. In the event proof of purchase is not available, the manufacturing date of the product will be the sole determination of the purchase date.

To obtain warranty service, please contact the place of purchase or the nearest Hayward Authorized Service Center. For assistance on your nearest Hayward Authorized Service Center please visit us at www.haywardpool.com.

Hayward shall not be responsible for cartage, removal, repair or installation labor or any other such costs incurred in obtaining warranty replacements or repair.

The Hayward Pool products warranty does not apply to components manufactured by others. For such products, the warranty established by the respective manufacturer will apply.

The express limited warranty above constitutes the entire warranty of Hayward Pool Products with respect to its' pool products and is in lieu of all other warranties expressed or implied, including warranties of merchantability or fitness for a particular purpose. In no event shall Hayward Pool products be responsible for any consequential, special or incidental damages of any nature.

Some states do not allow a limitation on how long an implied warranty lasts, or the exclusion of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

*Supersedes all previous publications.

Hayward Pool Products
620 Division Street
Elizabeth, NJ 07201



***READ THESE IMPORTANT OPERATING TIPS
BEFORE USING YOUR UNIT!***

Dear Hayward Robotic Cleaner Owner:

Thank you for choosing Hayward. In order to achieve optimal performance, please read and follow these steps:

1. Cleaner filter cartridges should be thoroughly cleaned after each use or as often as needed to ensure cleaner's optimal performance.
2. Before using your cleaner and especially when opening the pool for the first time remove larger items from the pool that may diminish the cleaner's performance. Clean filter frequently when pool is excessively dirty.
3. Cleaner may periodically go to the wall but not necessarily climb to the vertical position. This is a normal part of the programmed cycle.
4. Cleaner may stop in the middle of the pool and reverse during cleaning cycle. This is a normal part of the programmed cycle.
5. DO NOT start cleaner out of the water. Power button should only be switched to "On" position when unit is fully submerged. The unit will automatically shut off, but it is best to put power switch in "OFF" position when unit completes cleaning.
6. Only plug into a GFCI (Ground Fault Circuit Interrupter) protected 110-120 volt AC outlet (220-240 volt for 240 volt models).
7. Place the cleaner power supply so that it is at a minimum distance of 10 feet from the pool edge. The length of the standard cleaner cable is 55 feet.

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GENERAL OPERATION INSTRUCTIONS

Take a moment to get familiar with the TigerShark using the figure on page 9. Throughout this manual reference to this figure is made when referring to different components of the TigerShark.

1. Select the nearest GFCI (Ground Fault Circuit Interrupter) protected 110-120 volt AC outlet (220-240 volt for 240 volt models).
2. Place the power supply (page 9, #1) so that the TigerShark can reach all the walls of the swimming pool and the power supply is at a minimum distance of 10 feet from the pool edge (page 13 Fig. a). The length of the standard TigerShark cable is 55 feet. (TigerShark2 cable is 100 feet).
3. Connect the floating cable (page 9, #2) to the power supply. Use only the original TigerShark Power Supply manufactured by Hayward Pool Products.
4. The TigerShark has an adjustable handle (page 9, #3). The handle must be locked in a **diagonal position** in order to ensure optimal cleaning results. The handle has two diagonal positions. Reverse handle positions after each use. (page 13, Fig. b) to minimize cord twisting.
5. Place the TigerShark in the pool. It will slowly sink to the bottom of the pool as the air inside is released. Submersing by hand is helpful.
6. Connect the power supply to the GFCI protected outlet and switch to the "on" position. The TigerShark will perform a self-diagnostics routine for several minutes before starting the cleaning cycle.

Notice: *The QC will go into Quik Clean cycle.*

Caution: **DO NOT** switch power supply ON when the TigerShark is out of water. This may result in damage to the pump & drive motor seals, which will VOID the warranty.

7. The TigerShark will automatically shut off after a cleaning cycle of 4 hours. (90 minutes for Quik Clean, or 7 hours for the TigerShark2). If your pool is cleaned in less time than 4 hrs, you may shut the TigerShark off manually by switching the power supply to the off position.

Should a second cleaning cycle be required, switch OFF the power supply for 10 seconds and restart.

8. After the pool has been cleaned, switch OFF the power supply before removing the TigerShark from the pool.
9. Remove the TigerShark from the water at the shallow end of the pool by pulling the cable until the TigerShark reaches the surface. Then lift it out of the water using the handle, NOT the cable.

Caution: When pulling the cable, reel it in hand-over-hand - **DO NOT** reel it around your arm.

Optimum operating water temperature range for the TigerShark is **50°F - 100°F**.

Remove the TigerShark from the pool after each use and store in the shade. Keeping the TigerShark permanently in the pool may result in additional service requirements.

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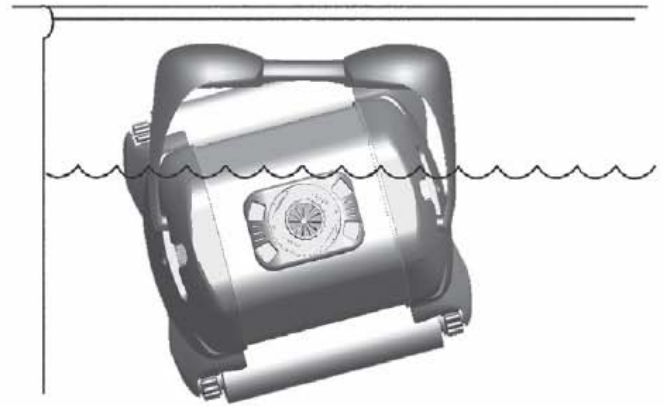
WATERLINE SCRUBBING

Check the waterline climbing height

1. Make sure your TigerShark's filter is clean. See Owner's Manual (page 10) for instructions.
2. Place the unit in the pool and observe the waterline climbing height. When observing, allow the unit to go through several cycles so that you can get an average estimate.
3. When at the waterline, if the unit regularly makes an excessive clinking sound, intakes air into the bottom inlet, falls off the wall rather than reversing back down, or has a tendency to stay in the same area of the pool, the unit is most likely climbing too high. For a visual illustration of the optimal climbing height, see images below.



Optimum waterline height



Incorrect waterline height

Installing the Thrust Restrictor Plate

1. If your units' average climbing height is incorrect, it can be corrected by installing a Thrust Restrictor Plate.
2. Install the restrictor plate as shown in Figure #2 (on this page) by placing restrictor plate in the slot and rotate clockwise to lock in place.
3. Restrictor insert may be needed if cleaner is still climbing too high.
4. Figure #3 (on this page) shows the proper installation of the restrictor plate.

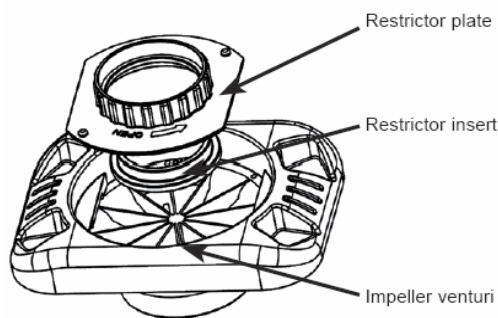


Figure 1



Figure 2

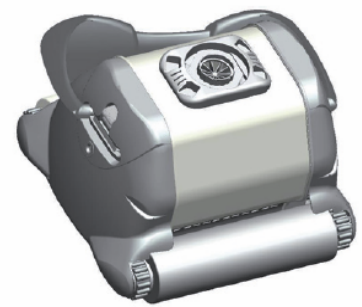


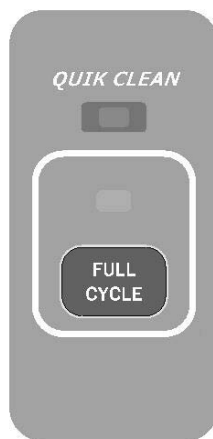
Figure 3

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TIGERSHARK QC OPERATING INSTRUCTIONS

1. For installation, setup and general operation information refer to the General Operating Instructions (page 5). For selection of the desired cleaning cycle follow steps 2 and 3 below.
2. When the TigerShark QC model is initially switched on, the Quik Clean cycle will automatically be selected. This is indicated by the light on the cycle selection switch located on the power supply. The TigerShark QC pool cleaner will automatically shut-off in 90 minutes.
3. To select the Full Clean cycle, depress the Full Clean button at any time during the Quik Clean cycle. The Full Clean cycle will be indicated by the light on the cycle selection switch. In the Full Clean cycle the unit will automatically shut-off in 4 hours.

If the Quik Clean cycle is complete, the on / off power switch must be turned off and back on, and then the Full cycle can be chosen during the Quik Clean cycle.



TIGERSHARK PLUS AND TIGERSHARK 2 PLUS OPERATING INSTRUCTIONS

1. For installation, setup and general operation information refer to the General Operating Instructions (page 5) for selection of the desired cleaning cycle.
2. For the best operation of the remote control feature always place the Power Supply in an area in clear sight and within 75 feet of the Remote Control. The Remote Control can be operated at any time without disrupting the cleaning cycle.
3. To turn the cleaner while in operation depress and hold the button next to the desired turning function indicated in the front of the hand held remote control. When the button is released the turning function will stop and the TigerShark Plus will resume its programmed operation.

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HAND HELD REMOTE CONTROL



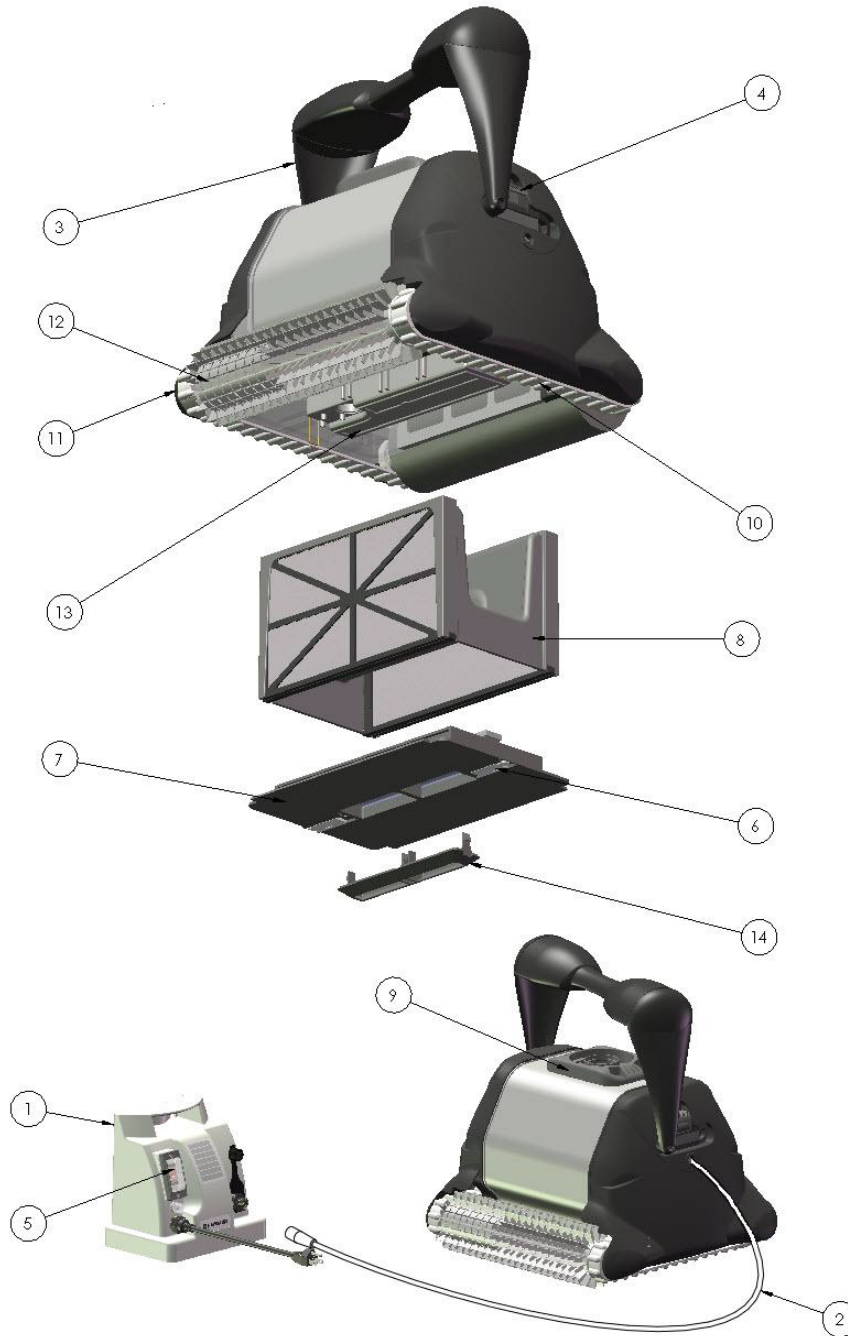
TROUBLESHOOTING THE REMOTE CONTROL FUNCTION

If the TigerShark Plus does not turn when the remote control is activated:

- To operate this Remote Control you must press on the ARROW buttons (along the right side of this remote). Pressing on the text buttons (along the left side of this remote) will not operate your cleaner.
- Be sure to aim hand held toward power supply, not the unit.
- Be sure there are no obstructions between the remote control and the power supply.
- The distance between the remote control and power supply should not exceed 75 feet. Moving closer will ensure better reception.
- The batteries in the remote control may need to be replaced. (Requires one CR2032 lithium battery)
- The overload protection breaker located on the front of the power supply may be tripped. To reset depress the small black button located above the flotation cord connection on the power supply.
- The Turning Foot may be lodged with debris. Turn cleaner off and remove from the pool. Manually work foot in and out to clear any debris, foot should slide easily.
- For remote control units with foam rollers, before operating the transmitter, cleaner must be in water for at least 15 minutes to avoid cleaner from floating.

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PART REFERENCE



Ref. #	Description
1	Power Supply
2	Floating Cable 55' / 100'
3	Handle
4	Handle Latch
5	On/Off Switch
6	Bottom Lid Latch
7	Bottom Lid Assembly

Ref. #	Description
8	Filter Cartridge
9	Impeller Tube
10	Drive Track
11	Wheel
12	Wheel Brush
13	Motor Unit (Sealed)
14	High Velocity Inlet

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MAINTENANCE

Clean the filter cartridge after each use:

- Place the TigerShark on its side. Release the bottom lid latches (page 13, Fig. d) and remove the bottom lid assembly (page 14, Fig. e).
- Pull out the filter cartridge. Your cartridge is a three piece filter assembly (Part# RCX70100) that you may or may not remove the elements (Part# RCX70101) for thorough cleaning. Using a garden hose with a spray nozzle, pressure-wash the filter elements to remove debris. Hold the filter elements as shown to allow the debris to fall out (page 14, Fig. f).
- Wash the inside of the bottom lid.
- Replace the filter cartridge into the TigerShark (page, 14 Fig. g).
- Install bottom lid and slide latches into lock position.
- Filter cleaning solution can be used to remove D.E., excessive dirt and/or sand.

Remember: The cleaner your filter is, the more efficient your unit will perform.

Periodic Cleaning of Moving Parts

WARNING: Disconnect the power supply from electrical outlet before cleaning moving parts.

- Inspect the pump outlet to ensure that no debris or hair has clogged the impeller. The impeller can be cleaned by removing the impeller tube (page 9, #9) by twisting (rotating) it (page 6, Fig 2).
- Remove any debris that has accumulated between the tracks (page 9, #10) and wheels (page9, #11).

Storage

When it is out of the water, store your TigerShark on its side in a dry, shady location at temperatures between 40°F - 115°F.

Cable Care

With continued use, the cable may become coiled (like a telephone cord). To correct this, lock the handle in the opposite diagonal position (page 13, Fig. b). The TigerShark will then circle the pool in the opposite direction and uncoil the cable. Also, periodically stretching the cord out in the sun should remove any cord twists. Reverse handle position after each use to avoid cable coiling.

IMPORTANT: The cable should be checked periodically for any external damage.

If the supply cord is damaged, it must be replaced by manufacture, its service agent, or a similarly qualified person in order to avoid a hazard.

IMPORTANT TIPS

- Cleaning the filter cartridge after every use maximizes the unit's performance.
- If the TigerShark has troubles climbing the pool walls during the middle of the cleaning cycle, clean the filter and resume cleaning. Replace worn brushes (page 9, #12) to ensure maximum cleaning performance.
- To avoid clogging the TigerShark's filter elements, be sure all chemical powders are fully dissolved before operating the cleaner.
- In a pool with usually high calcium content, more frequent cleaning of the filter is recommended.
- Save the TigerShark original carton for extended storage or shipping requirements should your TigerShark require dealer service (page 13, Fig. j).
- The sealed Motor Unit (page 9, #13) and the Power Supply (page 9, #1) contain no user-serviceable parts. **Opening the Motor Unit will automatically VOID your warranty.**
- Remove items such as thermometer, toys and the like from the pool before operating the unit. Such items can jam the cleaner and cause damage to the unit and/or your pool.

TROUBLESHOOTING

If TigerShark cannot climb pool walls:

- Clean the filter. It may be clogged or too heavy from excessive debris.
- Brushes may be worn. Inspect brushes and replace if worn.

If TigerShark fails to pick up fine or heavy debris:

- Clean the filter. It may be clogged.
- See (page 13, Fig. c) Clip the high velocity inlet to the bottom lid. This inlet creates extra suction for lifting fine or heavy debris. This part also can be helpful if unit becomes routinely stuck on a raised main drain.

If TigerShark starts working momentarily but then stops working:

- Impeller may be clogged or jammed with debris. Check and clean if necessary following the instructions in the maintenance section (page 10).
- Brush rollers or drive tracks are stuck. Check for debris and clean if necessary.
- TigerShark is out of the water. Put TigerShark in water and reset the power.

You may go to "FAQ's" section at our website for additional information.

SPECIFICATIONS

Current Consumption	0.78 amps
Weight (w/o cable)	21.5 lbs
Cable Length, Type	55 ft (100 ft for TigerShark2) Floating
Materials	High Impact ABS - Metal Parts of Non-Ferrous Stainless Steel

Motor Unit

	PUMP	DRIVE	PCB
Speed (rpm)	2,700	55	-
Voltage	24V DC	22V DC	5V DC
Current (amp)	2.62	0.63	-
Waterproof Sealing	Double Redundant Radial Shaft Seals & O-Rings.		
Motor Housing	Sealed, Watertight, High Impact Polypropylene		
Overload Protection	Electronic Overload Monitoring w/auto-shutoff.		
Self-Diagnostics	Electronic Power-On Self-Test w/Memory - For Authorized Service Center Use.		

Filter

Type	Removable, Re-Usable, Pleated Element Cartridge
Media	Pleated Cellulose/Polyester Blend

Cleaning Routine Control

Type	Adaptive Seek Control Logic (ASCL [®]) Microprocessor
Cleaning Cycle	4 hrs (7 hrs for TigerShark2)

Drive System

Direct Drive w/Polyurethane Drive Track & Acetal/Stainless Steel Bearing System

Power Supply

Primary Voltage	110-120 volt AC (220-240 volts for 240 volt model)
Secondary Voltage	24V DC
Rated Output Current	4 amps
Weight	10 lbs

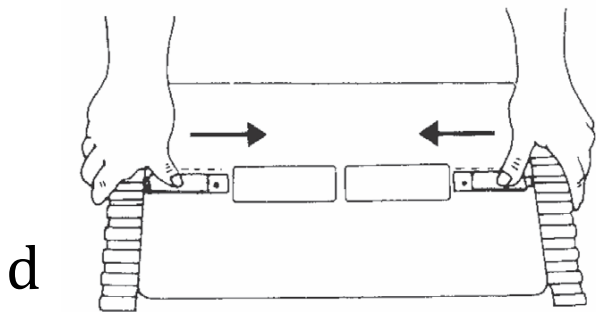
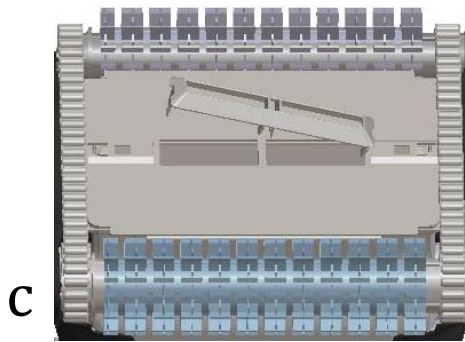
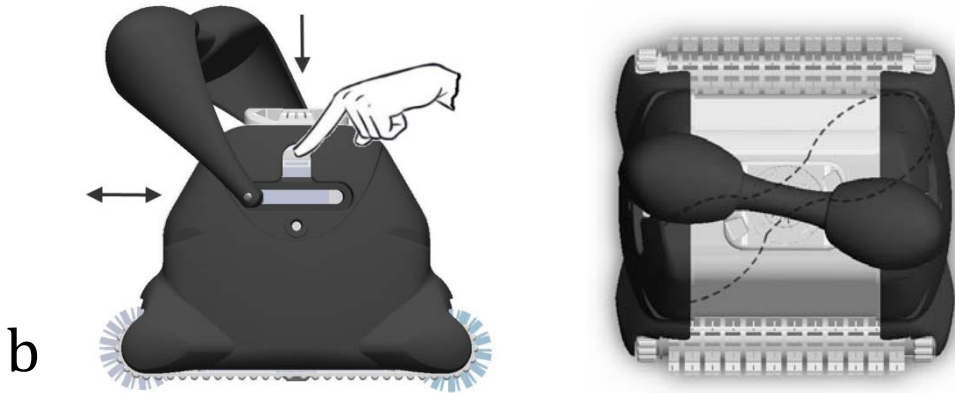
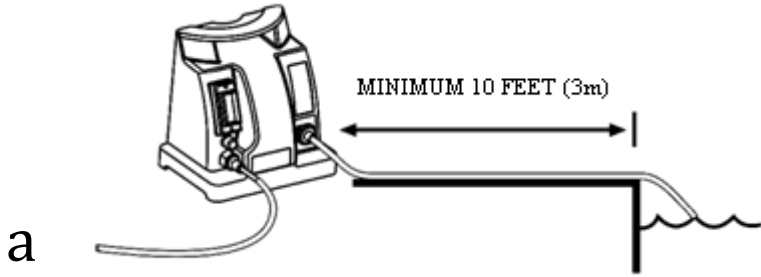
These specifications may vary in different swimming pools and electrical supply outlets.

Shipping

	TigerShark
Carton Dimensions	Height 21 in. (53.3 cm)
	Width 20 in. (50.8 cm)
	Length 20 in. (50.8 cm)
Shipping Weight	42 lbs (19.1 kg)

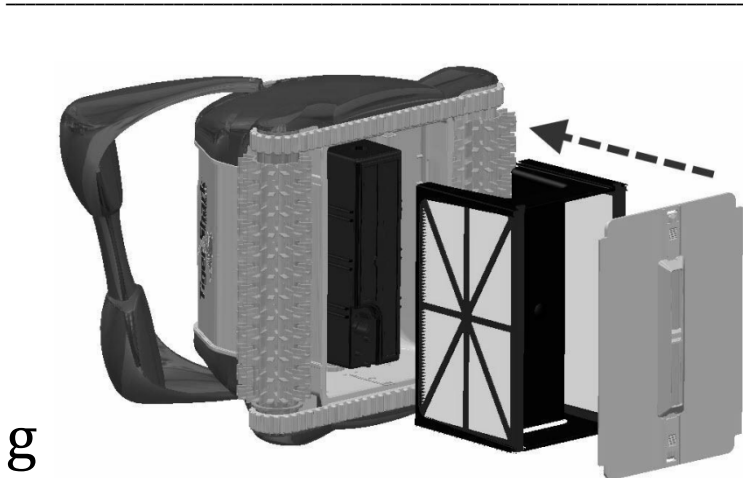
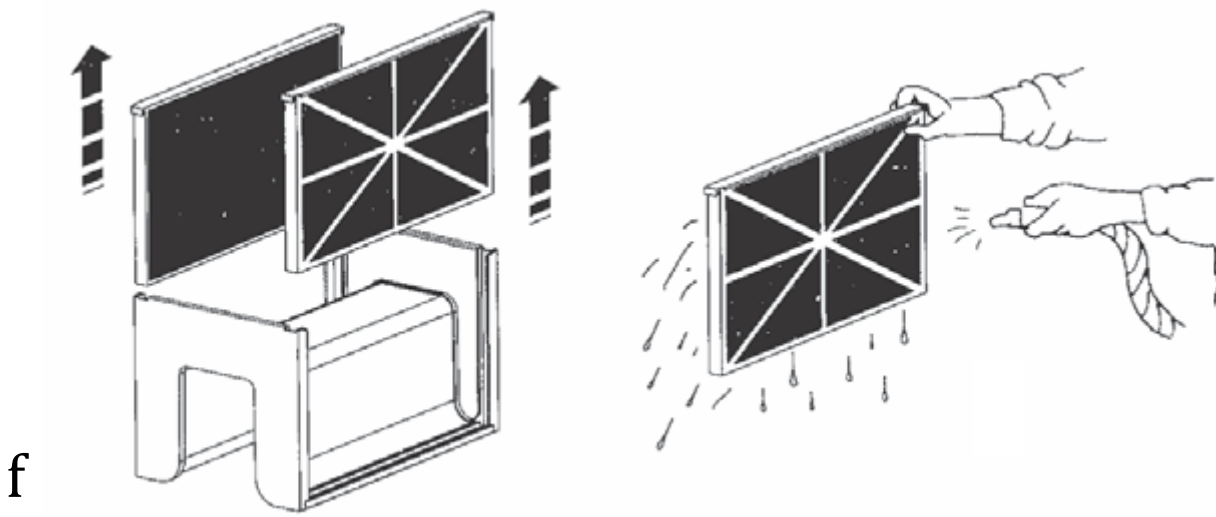
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FIGURES



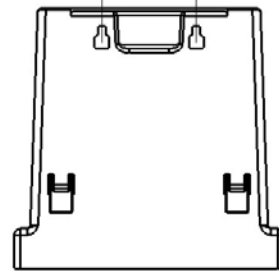
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FIGURES (cont.)



MOUNTING HOLES

2.94"



MOUNTING INSTRUCTION
Power Supply bottom must be
4 in.(min) above ground level

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PREVENTATIVE MAINTENANCE

In order to maximize efficiency and receive long term service of your unit, we suggest the following:

- Thoroughly rinse entire unit after use.
- Clean filters thoroughly after each use—a clogged filter can decrease efficiency dramatically.
- Remove any twists in the cord after each use. Twisting should be minimal if the unit is functioning properly. Laying cord, straightened out in sunlight is helpful.
- Avoid allowing the unit to “cool down” in the water.
- Inspect belts and filters frequently. Replace when necessary.

Protect Your Investment!

Following these quick and easy steps will extend the life and efficiency of your TigerShark. If you have any questions, contact your local Service Center or call us at 908-351-5400, Monday - Friday, 8:00 a.m. - 5:00 p.m. EST.

PARTS ORDERING INSTRUCTIONS

Should you desire to order repair parts, follow this simple procedure:

1. Determine each of the parts you will need and identify them by page and fig #. Use this manual as a guide; be sure to note due to continual product improvement, parts may vary depending on the year of manufacture.
2. Contact your local Factory Authorized Service Center with the list of parts you will need. Be sure to advise the Service Center of the TigerShark serial number and the date of purchase. If you need the location of your nearest Service Center, please call Hayward, at 908-351-5400. Or visit our website at www.hayward-pool.com.
3. All parts under unconditional warranty are confined to the specific limitations as stated.

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