

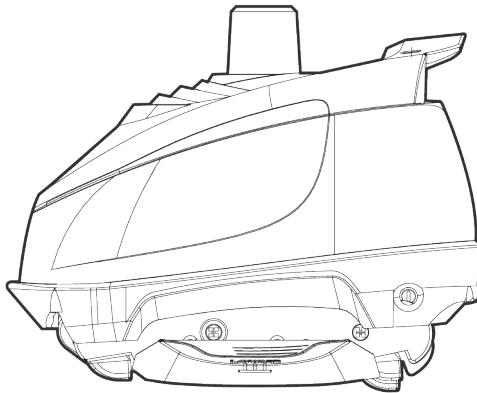


# NAVIGATOR®/POOLVAC V-FLEX™ SERIES

Suction Pool Cleaner

Owner's Manual

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Hayward Pool Products (Australia) Pty Ltd  
PO Box 4384, Dandenong South, VIC, 3164  
Ph: 1300 POOLS1 W: [www.hayward-pool.com.au](http://www.hayward-pool.com.au)

# TURBINE SUCTION CLEANER

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## Owner's Manual

Congratulations on your purchase of your Hayward automatic suction pool cleaning system. Your Cleaner is the smart, efficient way to clean your in-ground pool.

Hayward Turbine Cleaners are powered by your pool's filter system and are designed to work well with most systems. The performance of the Cleaner in your pool will be relative to its power source. Because the operation and performance of the Cleaner are system reliant, there is a remote possibility that a service call may be necessary to complete the proper installation of your Cleaner. This call will be at the consumer's expense.

Lastly, one or more of the accessories designed for the Cleaner, including additional hose\* sections, might be applicable to your installation. Consult your Hayward dealer for prices and availability. For Technical Assistance, call Hayward at 1300 POOLS 1.

### FOR YOUR RECORDS

Purchase Date:

Serial Number:

# SAFETY WARNINGS

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**DO NOT** use to remove large debris in new pools.

**REMOVE** cleaner and hose before adding ANY chemicals to your pool.

**DO NOT** swim with cleaner.

Store the cleaner in a shaded safe area.

Hoses must be stored straight. **DO NOT** coil the hose.

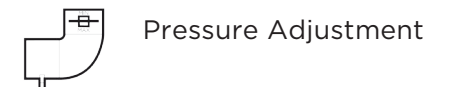
**KEEP AWAY** from children and pets.

**REMOVE** cleaner when performing backwash.

**REMEMBER** safety first.

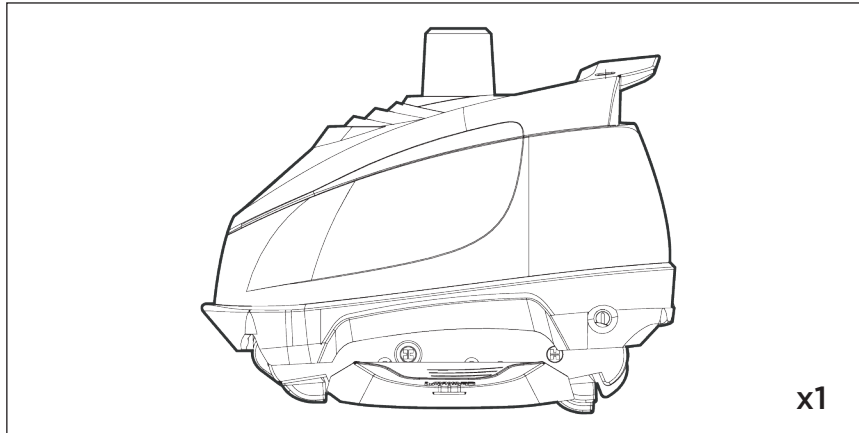
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## KEY

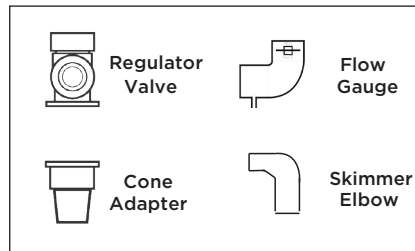
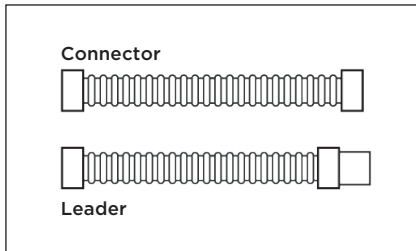




# CARTON CONTENTS



**Navigator® or PoolVac**



## Connector/Leader Hoses    Accessory Kit

Navigator V-Flex/ PoolVac V-Flex:  
**x11 Connectors**  
**x1 Leader**

### Correct shoe selection for operation

- Your cleaner comes fitted with shoes to suit a concrete pool.  
*Replacement 4 pack AXV414P*
- Also included is a 4 pack of cork shoes to be used in a fibreglass or vinyl lined pool. Follow the instructions on page 17 for changeover.  
*Replacement 4 pack AXV413P*
- For a tiled pool surface a 4 pack of ceramic shoes will need to be ordered seperately.  
*Part number: AXV014CP*

# PREPARING THE POOL

Please complete the following steps to prepare your pool for installation:




### DEBRIS

Remove any large objects and excessive debris from the pool.

### WATER LEVEL

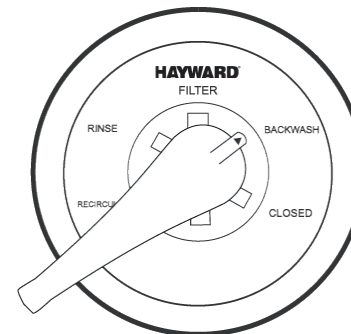
Confirm that water level is at the recommended level.



 **pH: 7.2 - 7.8**  
**Chlorine: 1.0-3.0 P.P.M**  
**Total Alkalinity: 80 - 120 P.P.M**

### WATER CHEMISTRY

Make sure water is properly balanced and that the pool is free from algae.



### FILTER

Clean or backwash the filter.

Clean the hair and lint prior to installing the Cleaner.

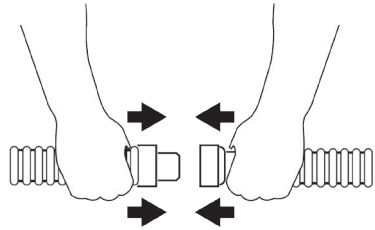
# INSTALLATION

## Sizing Suction Hose

### Step 1

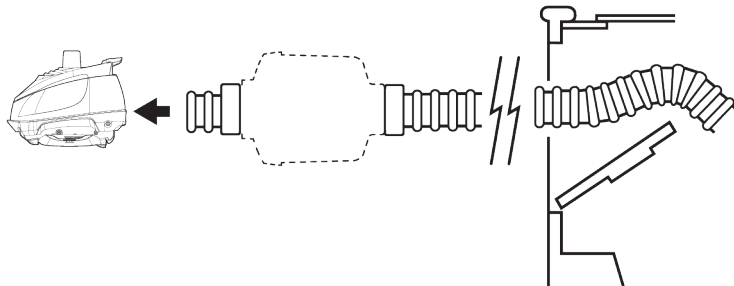
Connect hose sections.

Note: Make sure all connections are tight to prevent air leaks.



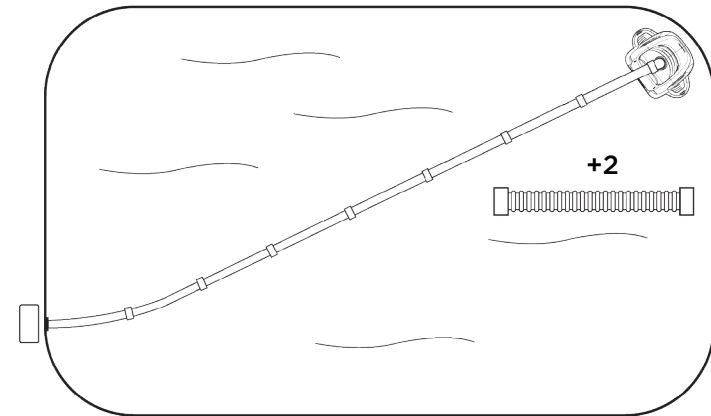
**TIP:** Wetting the hose ends will make it easier to connect the hose sections.

**!** If optional Leaf Canister is purchased, install between 1st and 2nd hose sections.



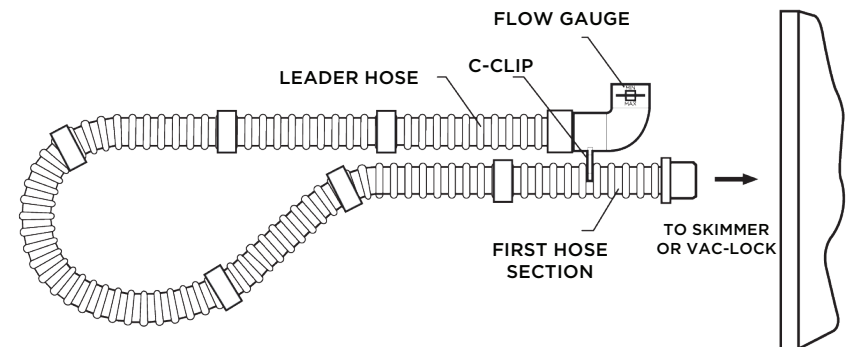
### Step 2

Pull hose to farthest point of the pool and then add **2 extra hose sections**.



### Step 3

Fill hose completely with water.  
Insert Flow Gauge into the leader hose. Attach the C-Clip of the gauge onto the 1st hose section.



**!** Make sure the Flow Gauge is under water.

# INSTALLATION

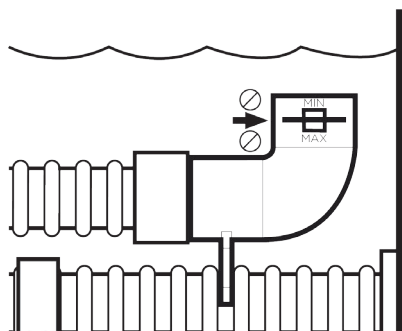
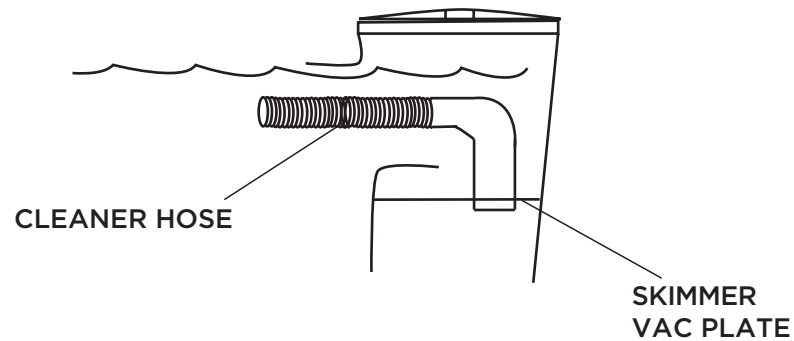
## Step 4

### Connecting to Skimmer:

Connect the Skimmer Elbow adapter to tapered male end of the vacuum hose.

### Connecting to a Vac Lock:

Insert the hose end directly into the Vac Lock **without using the cone.**



## Step 5

Check the water flow reading on the Flow Gauge.

The black disk should be between the "MIN" and "MAX" markings.

If the disk is in the proper location, move on to step 6.



## Reading Too High?



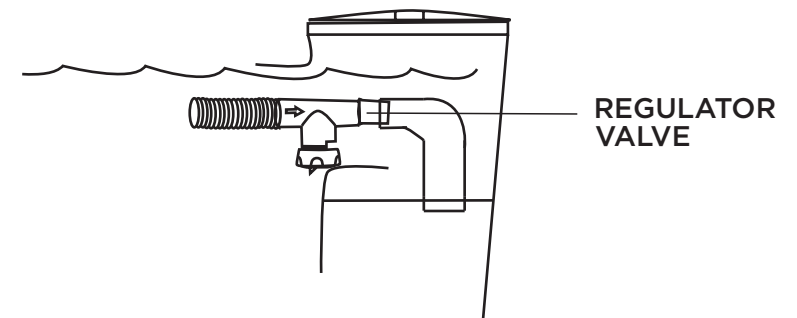
⚠ If the black disk is outside of the box on the "MAX" side and you have connected your hose to the skimmer, reduce the vacuum/water flow by using one of the following:

- Suction Valve(s) in the filter system
- Hayward Regulator Valve

### To install the Regulator Valve:

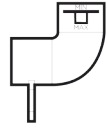


1. Remove the hose from the Skimmer Elbow
2. Close the Regulator Valve by rotating the blue collar clockwise until tight.
3. Insert the Valve into the Skimmer Elbow and the hose end into the Valve.
4. Turn the filter system on and allow it to eliminate any air in the system.
5. Turn the blue collar clockwise until proper reading appears.



# INSTALLATION

## Reading Too Low?

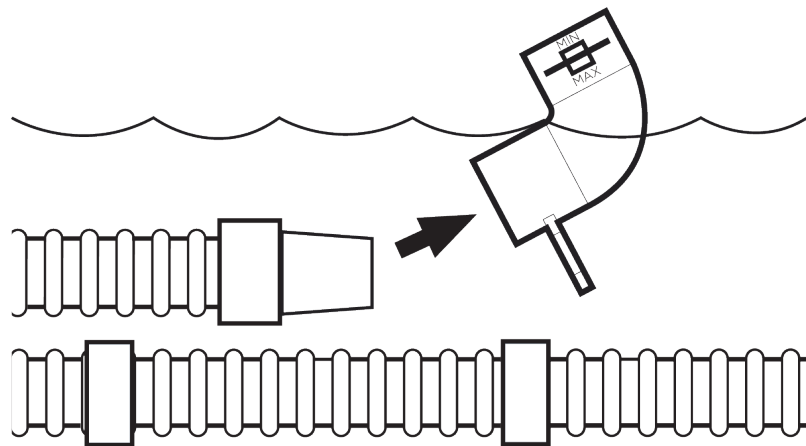


**!** An initial vacuum reading that is TOO low to meet the water flow setting necessary to operate the Cleaner is indicative of a system problem, and not a problem with the Cleaner.

**The Regulator Valve cannot be used to INCREASE the initial vacuum reading.**

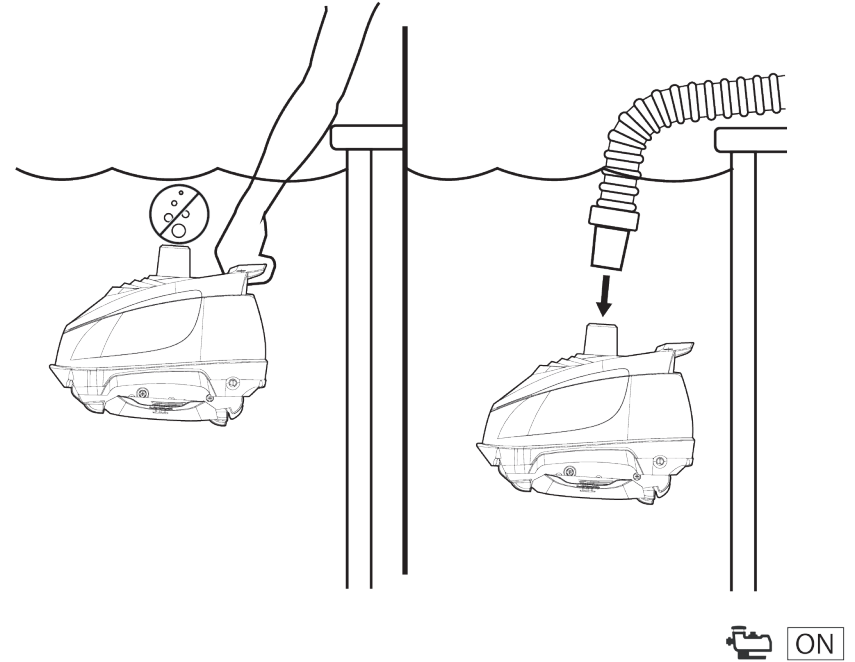
View our YouTube video or contact your authorised Hayward Dealer for assistance.

### Step 6

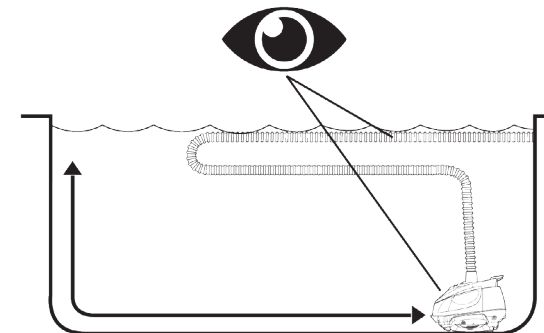


### Step 7

Submerge the Cleaner into the water to remove all air. Fill hose completely with water.



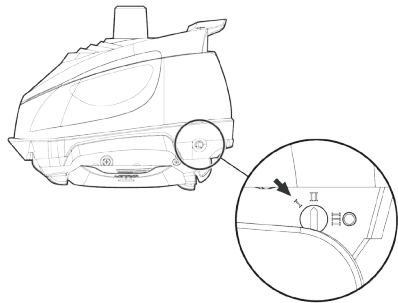
### Step 8



# FINE ADJUSTMENTS

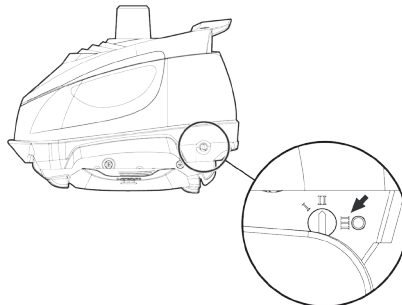
## • Sticking on Steps/Liner/Obstacles

Your Cleaner should move about the pool without spending an excessive amount of time against the steps or other obstructions. If the cleaner seems to get “hung up,” turn the rear flapper adjuster to **Position I**.

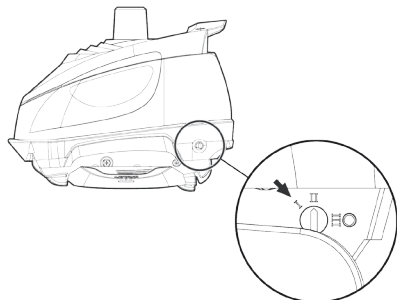



## • Not Climbing the Walls or Stays on the Floor

If the Cleaner does not seem to be “sticking” to the wall, turn the rear flapper adjuster to **Position III**.

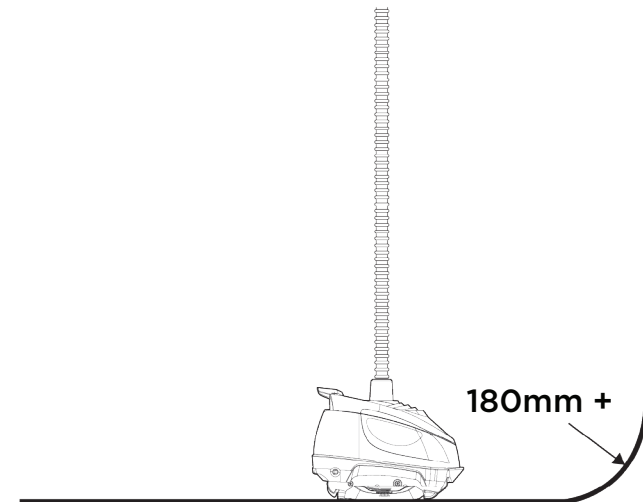


## • Sucking Air At Surface or Climbing Too High



 Be aware that your Cleaner will climb the vertical walls in concrete and fiberglass pools if there is at least a seven inch 180mm radius where the walls and floor meet.

Due to the programmed steering, the Cleaner will not climb a wall every time it comes into contact with one.



# IMPORTANT TIPS

💡 Periodically check the water flow/vacuum to be sure that your Cleaner is operating as efficiently as possible.

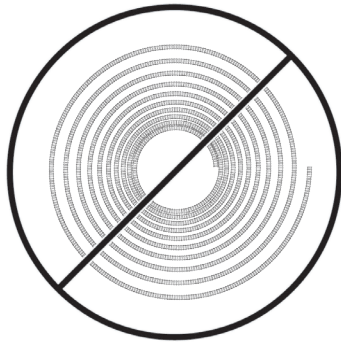
**Remember, too much vacuum is just as bad as too little.**

💡 Periodically check to make sure that the Cleaner hose is securely attached to its suction source (i.e. Skimmer, Skimmer Vac Plate, Vac Lock, etc.)

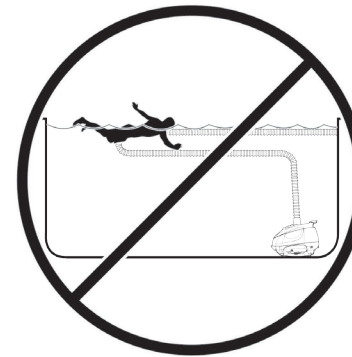
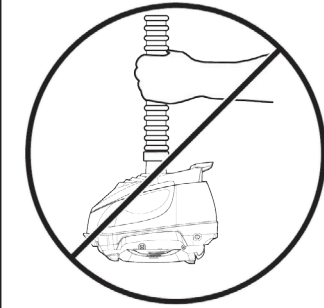
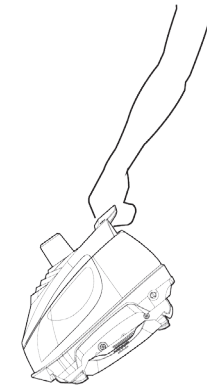
💡 Disconnect the Cleaner hose from the Skimmer/Regulator Valve, or, if using a “dedicated line,” turn cleaner valve off prior to “backwashing”, so as not to restrict water flow.

💡 **DO NOT COIL HOSE**  
When storing your Cleaner, the hose sections must be stored straight. A coiled hose will create a memory in the hose that will impede the Cleaner’s ability to move properly.

⚠️ **Coiled hoses are not covered under the Hayward Warranty.**

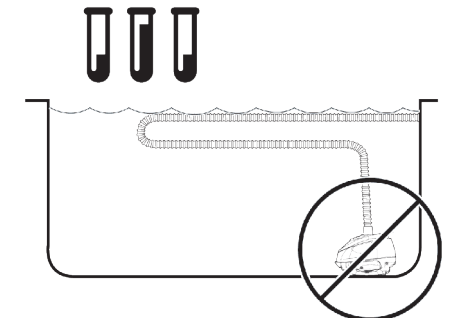


💡 When the Cleaner is out of the pool, always disconnect the leader hose from the Cleaner’s head.



💡 Do not swim while cleaner is in the pool.

💡 Do not add chemicals to the pool while cleaner is in the pool.

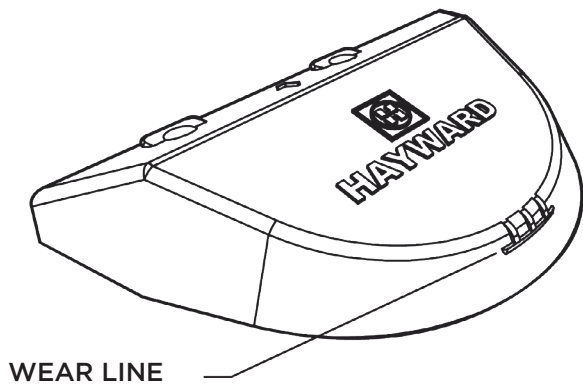
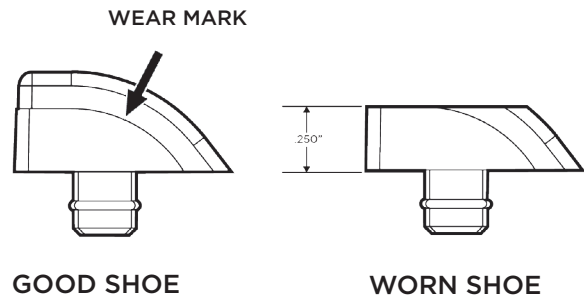



⚠️ **Use only original Hayward spare parts and hoses to insure proper operation.**



# MAINTENANCE TIPS

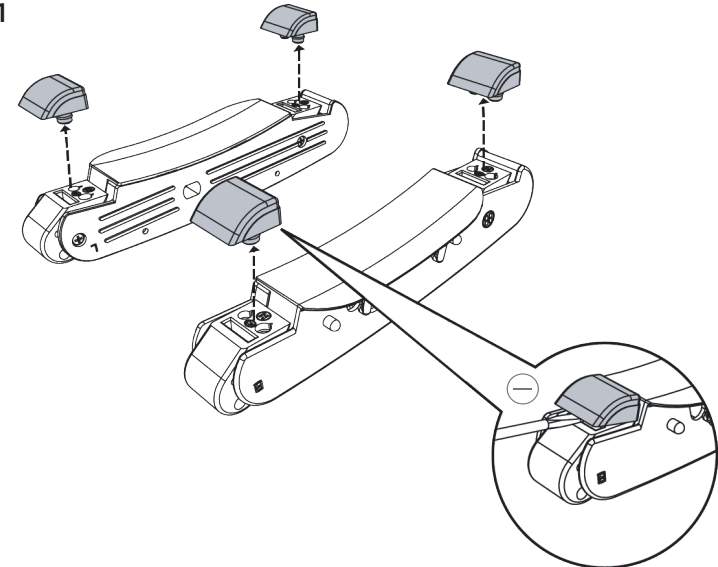
Check the condition of the “shoes, wings, and flaps” periodically.



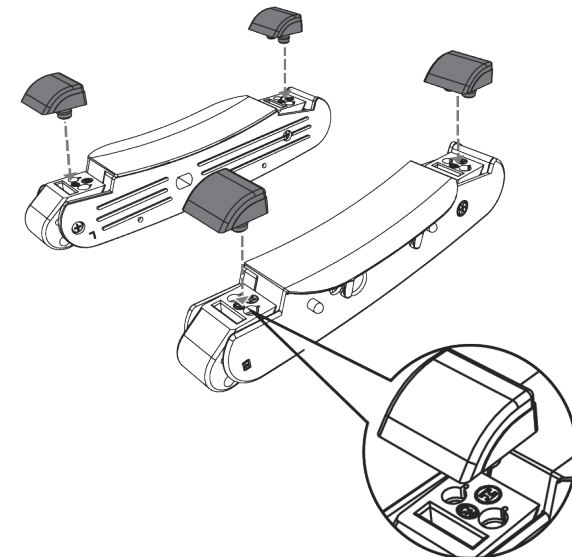
 Hayward is not responsible for damage caused by worn or broken parts. Or damage caused by misuse of the cleaner.

## Shoe Replacement:

Step 1



Step 2

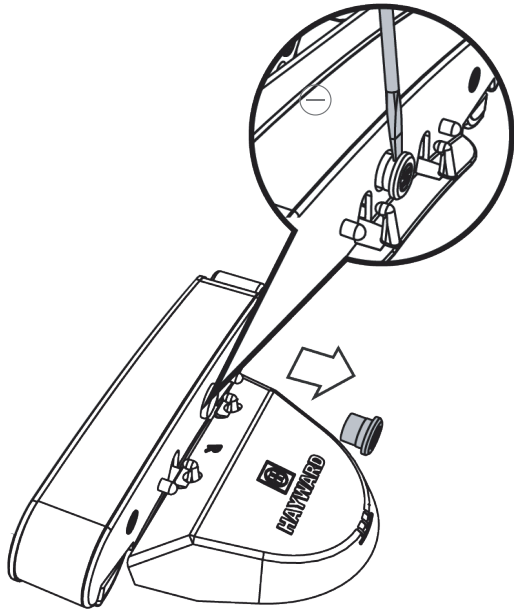


# MAINTENANCE TIPS

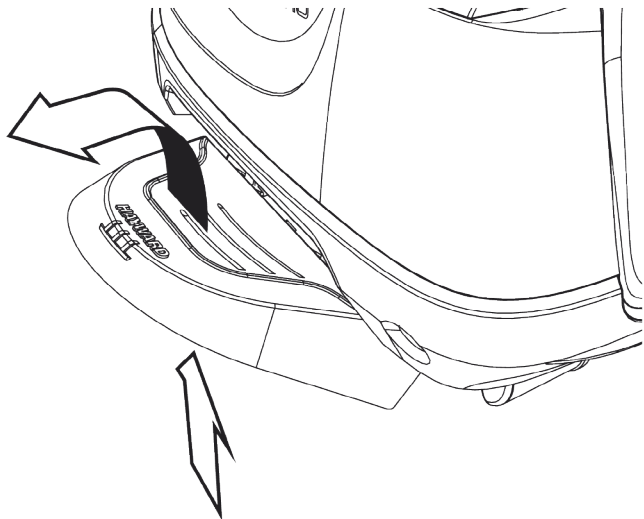
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## Wing Replacement:

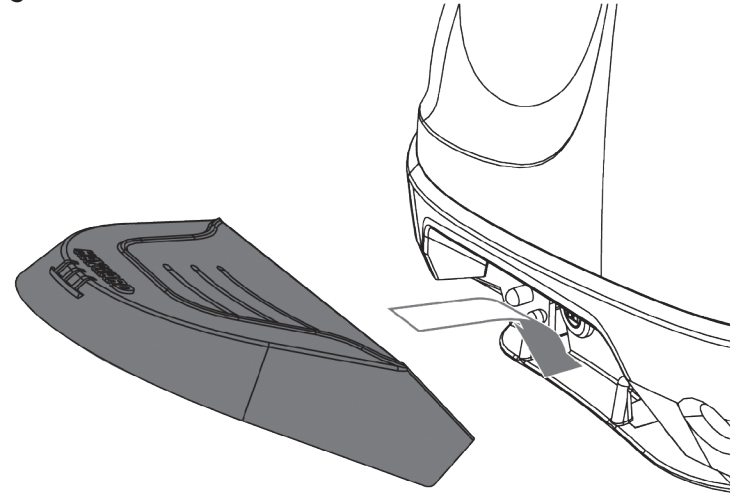
Step 1



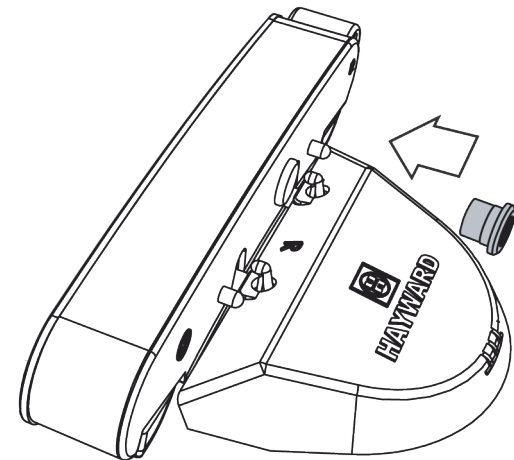
Step 2



Step 3



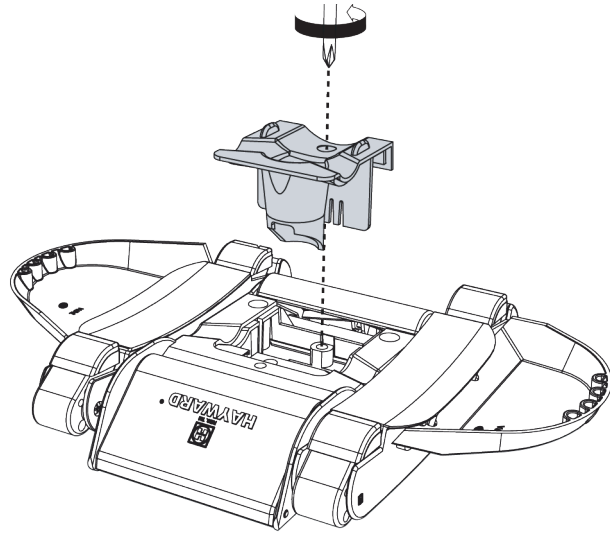
Step 4



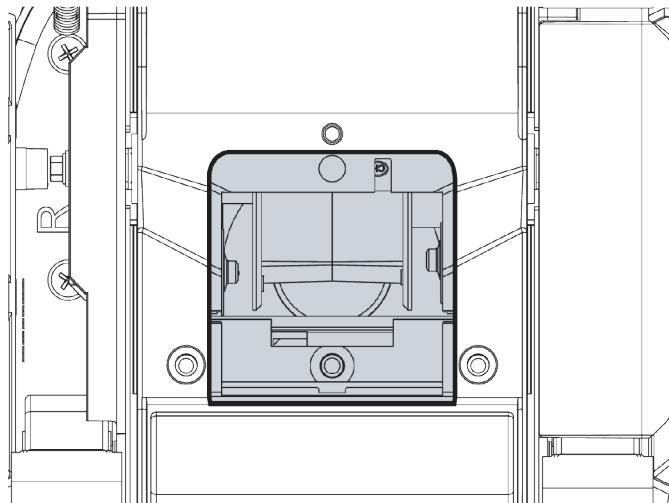
# MAINTENANCE TIPS

## “Easy Opening Bottom”: For Turbine Access and Inspection

### Step 1



### Step 2



# TROUBLESHOOTING

FOR TECHNICAL ASSISTANCE, CALL: 1300 POOLS 1

PROBLEM	CAUSES	SOLUTION
Slow/no forward movement	Lack of/improper water flow through cleaner	Check water flow with Flow Gauge and adjust as per Step 5
	Blockage of the Cleaner throat	Clear blockage
	Worn shoes	Replace shoes
	Worn wings	Replace wings
	Improper cleaner model for application	Call 1300 POOLS 1
Cleaner fails to climb vertical walls gunite/concrete pool	Improper shoes for application	Call 1300 POOLS 1
	Lack of/improper water flow through cleaner	Check water flow with Flow Gauge and adjust as per Step 5
	Blockage of the Cleaner throat	Clear blockage
	Worn shoes	Replace shoes
	Worn wings	Replace wings
	Hose too short	Install additional hose sections per installation instructions.
	Improper tension on rear flap	Turn rear flap adjuster to III
Cleaner climbs to water surface and sucks air	Too much/improper water flow through cleaner	Check water flow with Flow Gauge and adjust as per Step 5
	Improper tension on rear flap	Turn rear flap adjuster to position 1. If still climbing too much, reduce water flow until proper operation is achieved.
	Steering failure	<ol style="list-style-type: none"> <li>1. Check and clean rear screen</li> <li>2. Check to see that cone gear is free and rotates smoothly in both directions</li> <li>3. Check medium turbine and spindle gear assemblies for malfunction</li> </ol>

# TROUBLESHOOTING

PROBLEM	CAUSES	SOLUTION
Cleaner head “floats”	Cleaner head is HEAVIER than WATER, and should not “float	Remove all air from cleaner head. Stop all air from entering the pool through the return lines. If cleaner head and hose are covered with fine bubbles, give the hose a good tug. This will release the air bubbles and allow the cleaner head to settle to the bottom of the pool until the hose is covered with bubbles again.
	The Cleaner head is actually being pulled or lifted off the bottom of the pool by the cleaner hose, or return line flow –either at the surface or at the bottom of the pool –or both.	Readjust return outlets to prevent water flow interfering with cleaner head and/or hose
Cleaner sticks at steps, corners, etc.	Improper water flow	Check water flow with Flow Gauge and adjust as per Step 5
	Worn shoes	Replace shoes
	Worn wings	Replace wings
	Hose too short	Install additional hose sections per installation instructions.
	Steering failure	<ol style="list-style-type: none"> <li>1. Check and clean rear screen</li> <li>2. Check to see that cone gear is free and rotates smoothly in both directions</li> <li>3. Check steering program and troubleshoot –then: <ol style="list-style-type: none"> <li>a. clean, repair or replace gearbox</li> <li>b. check pod/A-frame connection and REPLACE IF NECESSARY. DO NOT ATTEMPT TO RETIGHTEN LOOSE PODS.</li> <li>c. check medium turbine and spindle gear assemblies</li> </ol> </li> </ol>



## Warranty- Standard Conditions

Hayward Pool Products (Australia) Pty Ltd (ACN 083 413 414) (“Hayward Pool Products (Australia)”) distributes Hayward Pool Products in Australia and New Zealand and provides the following warranties:

### STATUTORY RIGHTS

1. The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates; and
2. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### LIMITED WARRANTY

Hayward Pool Products (Australia) warrants that its products are free from defects in materials and manufacture for 12 months from date of supply by Hayward Pool Products (Australia) plus 90 days to allow for installation and supply (unless otherwise specified). Hayward Pool Products (Australia) will at its discretion, except in the circumstances described below, either replace or repair any product proven to be defective during the warranty period for either materials or manufacture or alternatively pay the cost of repair or replacement within 90 days of the receipt of the defective product, barring unforeseen delays. This warranty is personal to the original purchaser and does not pass to any subsequent purchaser(s).

To the extent permitted by law, Hayward Pool Products (Australia) will not be liable for products which fail or become defective during the warranty period as a result of freezing, accident, negligence, improper installation, water chemistry, misuse or lack of care. To the extent permitted by law, except as set out in this Warranty, Hayward Pool Products (Australia) excludes all statutory or implied conditions and warranties and any other liability it may have to the Customer (including liability for indirect or consequential loss) that may arise under statute or at law including without limitation for breach of contract, in tort (including negligence) or under any other cause of action.

To the extent permitted by law, except as set out in this Warranty, Hayward Pool Products (Australia) limits its liability under any condition or warranty which cannot be legally excluded in relation to the supply of Goods and Services to:

1. Replacing the Goods or supplying equivalent Goods or Services again;
2. Repairing the Goods;
3. Paying the cost of replacing the Goods or of supplying equivalent Goods or Services again; or
4. Paying the costs of repairing the Goods.

### WARRANTY CLAIM

#### What do I do if I have a warranty claim?

The faulty product is to be returned to the place of purchase, or where installed by an approved agent to an authorised warranty agent. No returns will be received directly from end consumers by Hayward Pool Products (Australia). You are responsible for arranging removal of the defective product and arranging installation of the repaired or replacement product, all transportation (and any applicable insurance costs) of transporting the product to the supplier and transporting the replaced or repaired product from the supplier.

All returns are subject to Hayward Pool Products (Australia)'s written approval and must be accompanied by either:-

1. A Field Inspection Report authorised by the Local Customer Service Manager or Authorised Agent; or
2. A "Return Goods Authorisation" form obtained from Hayward Pool Products (Australia) prior to shipment.

Unauthorised returns will not be accepted.

All Hayward Pool Products (Australia) warranty parts taken as an across the counter warranty exchange must be held for inspection until authorisation has been given by the Local Branch Customer Service Manager to dispose of them. Hayward Pool Products (Australia) reserves the right to provide replacement or credit for any items authorised under this warranty program. All claims must be accompanied by a copy of original purchase receipt, clearly stating date of purchase. All serial numbers must place the product within the warranty period or a proof of purchase is required. No claims in respect of the product can be made after the expiration of the warranty period.

Warranty service requests can be faxed to:  
**Hayward Pool Products (Australia) Pty Ltd.**  
 Fax: 1300 POOLS2 (1300 766571)  
 Or submitted to your local Hayward Pool Products (Australia) Branch Office.

A standard form is available to request warranty service. We will require:

- Installation contact information including address, daytime telephone numbers, home phone number, email etc.
- Complete model and serial number
- Proof of purchase (if the serial number was manufactured > 1 year ago).
- Evidence that purchase and Installation was completed in one transaction, by the one business or organisation.
- Nature of problem including specific faults and error codes

#### Still have questions?

Contact one of our friendly staff members for further assistance or direction on **1300 POOLS 1** or via email on [sales@hayward-pool.com.au](mailto:sales@hayward-pool.com.au).



Hayward, ProSeries, SwimPro ProGrid, SwimClear, StarClear Plus, TigerSharkQC, SharkVAC, NavigatorPro, PoolVacXL, PoolVac Classic, AquaCripper, DV5000, Salt & Swim, OnCommand, Universal H Series and Powerline are registered trademarks of Hayward Industries, Inc. © 2016 Hayward Industries, Inc.

To take a closer look at other product manuals or other Hayward® products, go to  
**[www.hayward-pool.com.au](http://www.hayward-pool.com.au) or call 1300 POOLS1**



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