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The Dolphin Robotic Pool Cleaner by Maytronics is a useful and effective tool that saves you time and energy by making your pool cleaning process faster and easier. Today we are going to troubleshoot how to fix your Dolphin Pool Robotic Cleaner if its Power Supply Unit (PSU) isn't working properly. What To Do If Your Power Supply Unit Doesn't Turn On

Check the GFI outlet Confirm the outlet is receiving power by connecting another device, such as a phone charger, lamp, etc. Unplug the BLUE CABLE from the Power Supply Unit If the outlet is receiving power; unplug the blue cable from the power supply unit, and turn it on. If the PSU turns on and the lights stay on, the problem is not with the PSU. There may be a problem with the blue cable or the Dolphin cleaner itself. Contact EZ Pool & Spa Supply, we are an authorized Maytronics dealer and repair center. Replace the Power Supply If your power supply unit's POWER/ON button does not light up at all, you may need a replacement power supply. Browse Maytronics Dolphin Power Supply Units

Reset the Power Supply

How to Reset Your Devices Power Supply Experiencing trouble with your device not powering on? Follow these steps to reset the power supply:

1. Perform a Power Supply Reset Unplug the black power cable from the electrical outlet. Wait for about 5 seconds. Plug the cable back into the outlet. This helps ensure the power supply isn't in a "delay mode."
2. Inspect the Blue Cable Connection Verify that the blue cable is securely connected as indicated in your device's manual. Examine the cable for any visible damage or wear. A compromised cable can disrupt power flow.
3. Avoid Using Extension Cords Connect your device directly to a wall outlet. Test a different outlet to rule out any socket-related issues. If your device remains inactive after following these instructions, consider seeking assistance from a qualified service technician to diagnose and resolve more complex issues.

What To Do If Your Dolphin Power Supply Turns On, But The Dolphin Does Not Move?

Check the Cable If the Dolphin doesn't move at all, there could be a problem with your cable. How to Ensure the Blue Cable is Properly Connected to Your Device To make sure the blue cable is correctly connected to your device, follow these detailed steps:

Refer to Your Device Manual: Begin by consulting the user manual that came with your equipment. Most manuals include diagrams or descriptions that illustrate how cables should be connected. Look for the section that addresses the blue cable specifically.

Visual Inspection: Before plugging in the cable, perform a thorough inspection. Ensure there's no visible damage such as fraying or exposed wires. A damaged cable can result in poor connection or even pose a safety hazard.

Correct Port Identification: Locate the port designated for the blue cable on your device. Ports are often color-coded or labeled, making identification easier.

Secure Connection: Insert the blue cable into the appropriate port. You should feel or hear a small click indicating that the cable is securely in place. If the cable fits loosely, check for debris or try reconnecting it.

Functional Test: After connecting, turn on your device to verify that the cable is functioning correctly. Check for any error messages or abnormal functioning which might indicate a connection issue.

Routine Checks: Regularly inspect both the cable and its connection, especially if the device is moved or frequently used, to maintain optimal performance. By following these steps, you can confidently ensure that your blue cable is properly and safely connected.

Check Drive Train and Impeller If your Dolphin moves a little, then stops (anywhere from a few feet to a few minutes) there could be an obstruction somewhere in the drive train or around the impeller. Unplug the cleaner. Visually inspect the cleaner, especially around the impeller and around the tracks / brushes. If any debris is visible, remove it. Make sure the impeller blades are not broken. Turn the cleaner over and rotate the brushes by hand. They should move freely with little resistance. If not, or you feel or hear a clicking / popping sound, there may be an obstruction not visible in the tracks. Using a water-jet sprayer setting, hose the tracks thoroughly from front to back to loosen any clogged debris or lodged objects.

Out-of-Water Self-Test If the cleaner still does not move, perform an Out-of-Water Self-Test: Turn the cleaner upside down on dry land and turn the power supply ON. The impeller fan should spin for 10-15 seconds (you'll hear a soft, high-pitched whine), and the tracks should move forward, then reverse and go backward. Turn the unit OFF. If it can perform these steps, try it in the pool again. If you cannot perform these steps, EZ Pool & Spa Supply is here to help, we are an authorized Maytronics dealer and also repair Maytronics products.

If you are using an extension cord, unplug it Plug the Power Supply Unit directly into a GFI outlet. Note: The Dolphin is not designed to be used with an extension cord, surge protectors, or any other electrical component other than originally manufactured by Maytronics. Is it Safe to Leave the Power Supply Outside? Leaving a power supply outdoors can be risky, especially when it comes to severe weather. Here's why:

Weather Resistance: Most power supplies are not designed to withstand harsh weather conditions. Exposure to rain, snow, or sleet can cause significant damage or even a dangerous situation like a short circuit.

Surge Protection: Thunderstorms bring the potential for lightning strikes, which can cause power surges. While some power supplies come with built-in surge protection, it's not fail-safe. Such safety features may not be enough to shield against intense surges.

Waterproofing Limitations: Even if a device is labeled as weather-resistant or waterproof, prolonged exposure can lead to leaks or deterioration over time.

Best Practices: Relocate Indoors: Whenever possible, move the power supply indoors during a storm to avoid damage or accidents. Use Protective Covers: If moving it is not feasible, ensure that the power supply is covered with a protective, waterproof cover to shield it from rain and moisture. Install Surge Protectors: Utilize high-quality surge protectors like those from Belkin or APC to provide an additional layer of security against electrical surges. Disconnect If Necessary: If severe weather is anticipated, consider unplugging the power supply entirely. By taking these precautions, you can significantly reduce the risks associated with leaving a power supply outdoors during a thunderstorm.

Contact EZ Pool & Spa Supply If your cleaner is still not operating properly, contact us and we can help diagnose the issue! Our team at EZ Pool & Spa Supply would be happy to assist you with any other questions that you may have!

maytronics ACTIVE 20 Dolphin Power Supply User Guide

Cautions & Warnings Use the originally supplied power supply only. Do not use an extension cable in any case whatsoever. Ensure the electrical outlet is protected by a ground fault interrupter (GFI) or an earth leakage interrupter. Keep the power supply out of standing water. Do not enter the pool while the Pool Cleaner is working. Unplug the power supply before servicing. Do not use the cable to take the pool cleaner out of the water. Use the Pool Cleaner in the following water conditions only: Chlorine Max 4 ppm; pH 7.0-7.8; Temperature 6-34C (43-93F); NaCl Maximum = 5000 ppm. Digital Power Supply Input: 700-725 AC Volts 50-60 Hertz 720 Watt output: