

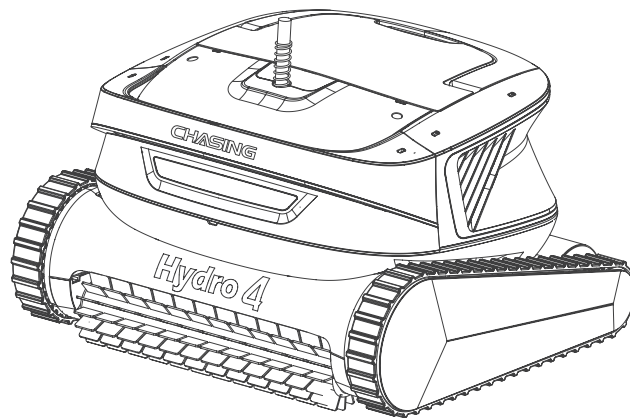
# CHASING Hydro4

Robotic Pool Cleaner

**EN** User Manual - Cordless Version

**CHASING**

[www.poolmatebot.com](http://www.poolmatebot.com)



**CHASING**

V1.0

# Table of Contents

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Disclaimer	02
Precautions	03
Main parts	04
Robot	04
Battery Buoy	05
Power adapter	05
Connection and Operation	06
Connection and Application	06
Indicator Definition	07
After Cleaning	08
Precautions for charging	09
APP	09
Routine Maintenance	14
Troubleshooting	15
Product Parameters	16
After-sales	16

## ! Disclaimer

Please read this Disclaimer carefully before using CHASING Hydro 4. By using the product, it shall be deemed as the approval and acceptance of all contents of this disclaimer.

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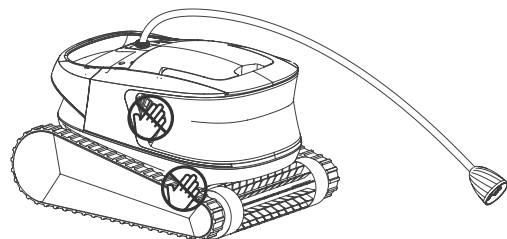
**CHASING will not assume any compensation liability for personal injury and property loss (including direct & indirect losses) caused by the following reasons during using this product:**

1. Damages due to the operation by the operator in poor physical or mental condition.
2. Personal injury and property loss caused by the subjective intention of the operator.
3. Compensation for any damage arising from accidents.
4. Failure to follow the correct guidance of this Manual to assemble or operate the product.
5. Other damage caused by improper operation of the robot due to self-modification or replacement with accessories or parts not manufactured by CHASING.
6. Damages caused by using products not manufactured by CHASING or imitated on the products of CHASING.
7. Compensation for damages caused by operation error or subjective judgment error of the operator.
8. Improper operation caused by natural wear, corrosion, wire aging and other problems of the robot.
9. Other losses not covered in the scope of responsibilities of CHASING.

# Precautions

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- ⚠ Warning: please read this User Manual carefully and use this product as per the Manual. The Company is not responsible for any loss or damage caused by improper use.
- ⚠ Warning: Children are not allowed to use this product without supervision by their parents.
- ⚠ Warning: The parts of this product can only be disassembled and repaired by authorized and trained professionals of the dealer, otherwise warranty will be invalid and personal injury may be caused.
- ⚠ Warning: If the robot and buoy are used at temperatures higher than the specified operating temperature or exposed to intense sunlight for a long time, their high-temperature protection will be triggered, making them powered off, or in severe cases, causing damage to the product.
- ⚠ Warning: Do not open, crush, heat or burn the battery case in the buoy to avoid the risk of fire and burn.
- ⚠ Warning: Do not use the robot or buoy again if its internal structure is damaged.
- ⚠ The robot cannot be used in other working environments but only in the water of the pool. And no one is allowed to enter the pool while the robot is working.
- ⚠ Do not touch the rotating part directly with your hands while the robot is working.



- ⚠ Do not use this product in the pool if liquid flocculant or other clarifying agents are added in the water, because the filter of the robot may be blocked or damage.

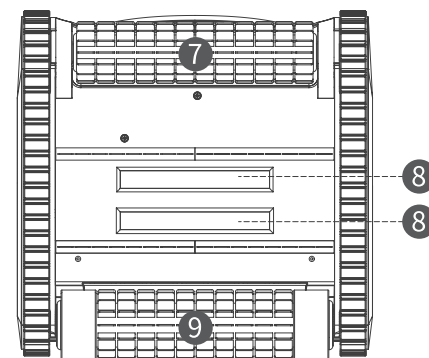
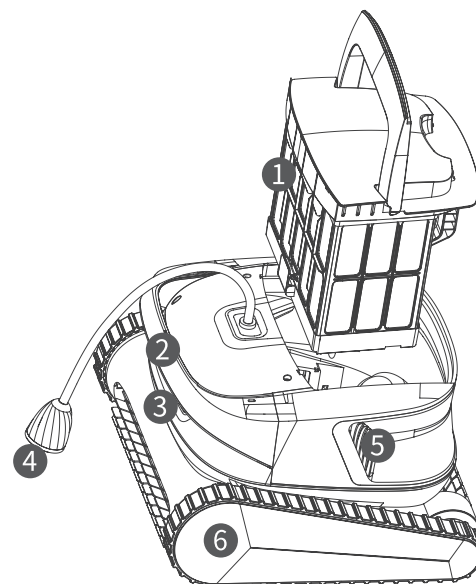
- ⚠ Please use the robot in the following calibrated environment:

Operating depth	0.5-3 m
Operating temperature	10-35℃
pH	7-7.8
Salt	Max. 5000 ppm
Chlorine	Max. 4 ppm

# Main parts

## Robot

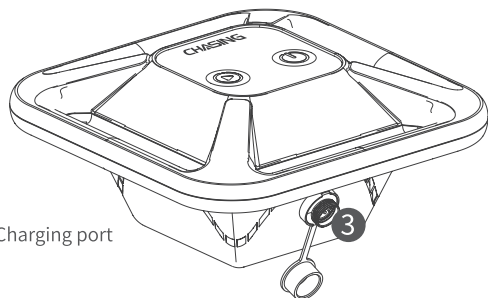
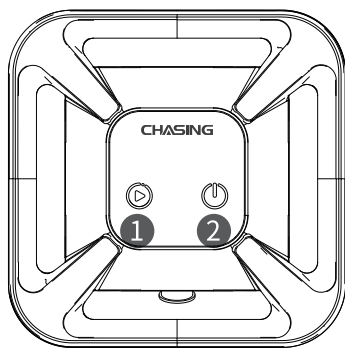
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1. Filter basket
2. Handle
3. Indicator
4. Tethering cable connector
5. Water outlet
6. Drive wheel
7. Active brush
8. Water inlet
9. Driven brush

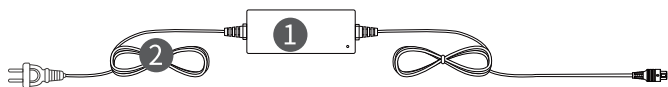
## Battery Buoy

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1. ON/OFF button
2. Power button
3. Tethering cable port/Charging port

## Power adapter



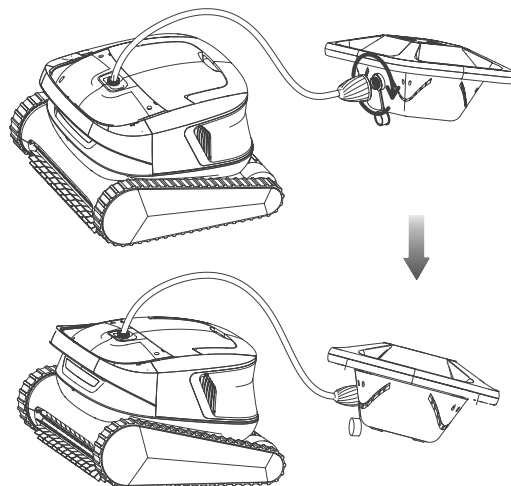
1. Power adapter
2. AC power cord

## Connection and Operation

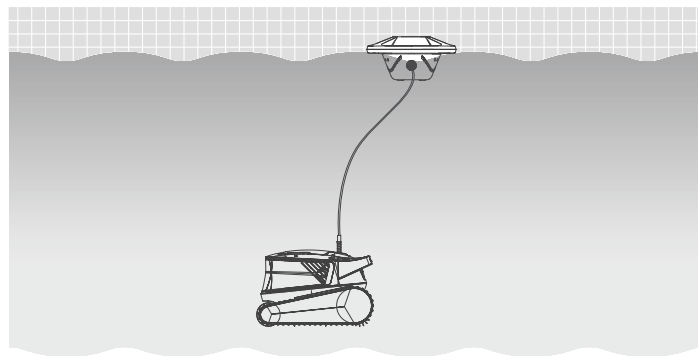
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### ① Connection and Application

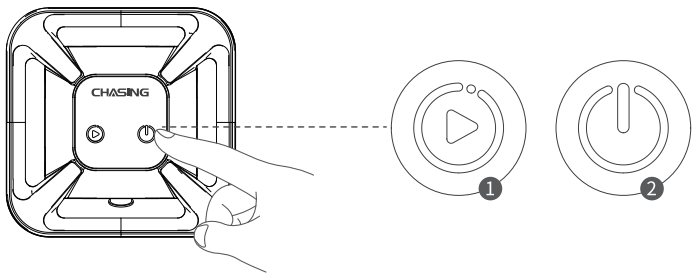
1. Insert the tethering cable connector on the robot into the tethering cable port on the battery buoy and tighten it clockwise.



2. Put the robot and battery buoy together in the pool, and turn on it after the robot sinks to the pool floor.



3. Press and hold the Power button ② to turn on the robot. After the indicator is on, click the ON/OFF button ① or use the APP to operate the robot for cleaning.



② Indicator Definition

Robot

Function description	Display on Hydro4 Body
Self-checking	White light flowing
Standby in water	Yellow light flowing
Not in water	Orange light flowing
Pause cleaning	Green light steady on
Cleaning in progress	Green light flowing
Robot abnormal	Refer to the "Error Details"

Battery Buoy

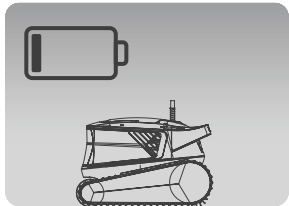
Button	Function description	Display on Hydro4 Buoy
ON/OFF	Standby	Yellow light steady on
	Cleaning in progress	Green light steady on
	Pause cleaning	Green light breathing
	Robot abnormal	Flash in red
	Firmware updates	White light breathing
	Reset successfully	Blue light flashing three times
Power supply	OFF	Off
	ON	Green light steady on
	Low battery (below 5%)	Red light steady on
	Charging (not fully charged)	Green light breathing
	Charging (fully charged)	Green light steady on

Error Details

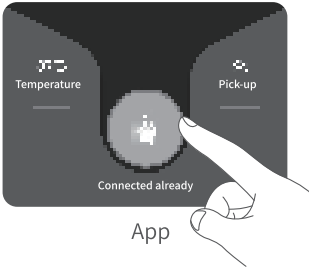
Error description	Display on Hydro4 Body
Robot not in water	Orange light flowing
Abnormal operating voltage	Red light steady on
Accelerometer failed	Red light steady on
Angular accelerometer failed	Red light steady on
Drive motor blocked	Blue light steady on
Left pump motor blocked	Red light steady on the right, while purple light steady on the left
Right pump motor blocked	Red light steady on the left, while purple light steady on the right
All pump motors blocked	Purple light steady on
Abnormal robot communication	No light display

③ After Cleaning

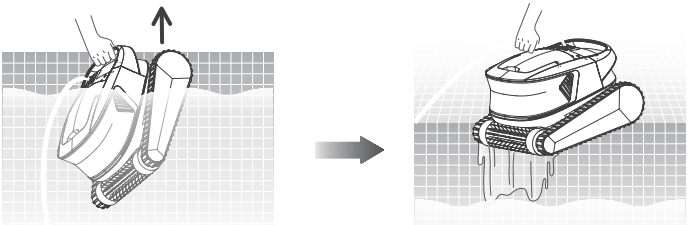
1. The robot will automatically stop by the pool in case of low battery, or the robot will stop at the lane line of the pool through the "Pick-up" function of the APP.



When the robot is of low battery



2. Hold the robot's handle and pull it out of water, and hang it on the water for 10-20 seconds to drain the water inside.

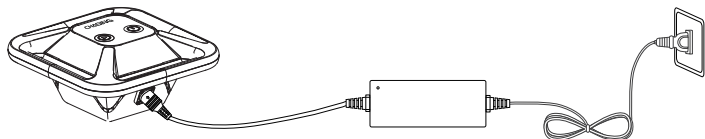


\* Do not pull the tethering cable directly on the water surface to avoid breakage and damage.

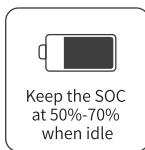
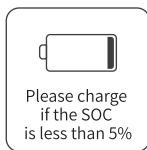
# Precautions for charging

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1. Please charge the robot with the official standard power adapter of CHASING.



2. Dry the water on the charging port of the battery buoy before charging.
3. When charging, the green light on the Power button is breathing, indicating that the charging is in progress. If the light is steady on, the charging is completed. After charging, unplug the adapter in a timely manner.
4. As the long-term storage will accelerate the self-discharge and passivation of active substances, it is recommended to fully charge and discharge the battery buoy every three months to reduce the negative impact of long-term storage, and then restore its original performance.
5. The lithium battery of this product is not replaceable, so it should be recycled by a qualified battery recycling station, and not discarded in the trash can.
6. Battery protection:



## APP

### ① Download the CHASING GO3 APP

CHASING GO3 APP:

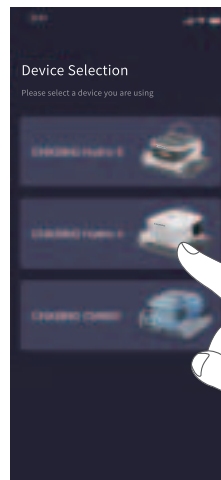
(Applicable to iOS 11.0/Android 7.0 and above)

Scan the QR code or visit iOS App Store/Google Play/CHASING'S website to download.



## ② Bluetooth Connection

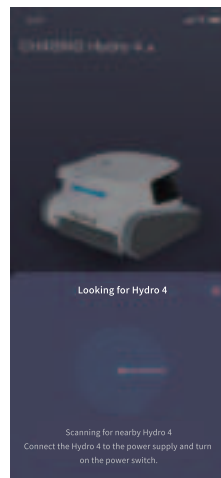
1. Click "CHASING Hydro 4" on the "Device Selection" page.



2. Click "Go to connect".



3. When finding a new device, click on it to connect, and then enter the "Home" page after successful connection.

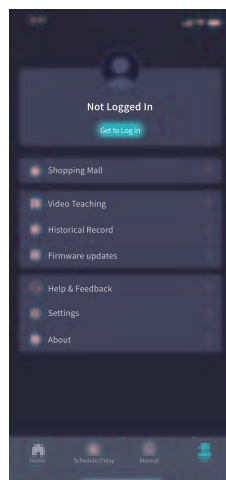
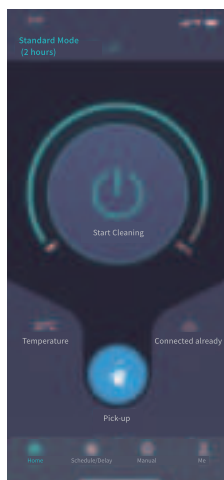


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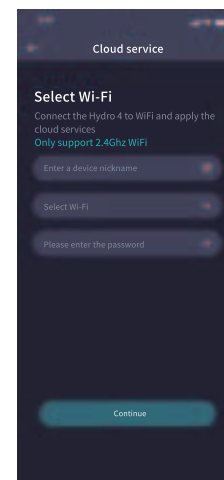
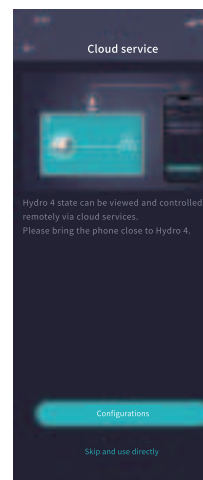
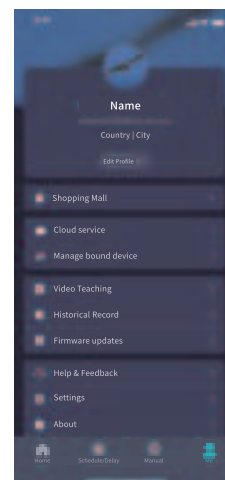
### ③ Home

### ④ Manual Mode

### ⑤ My

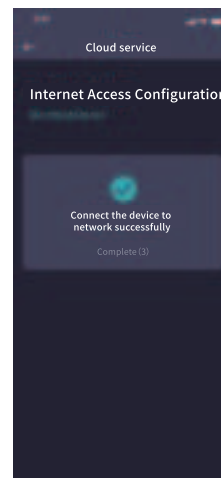
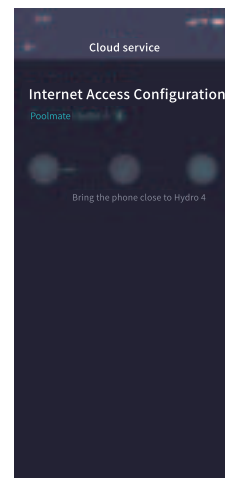
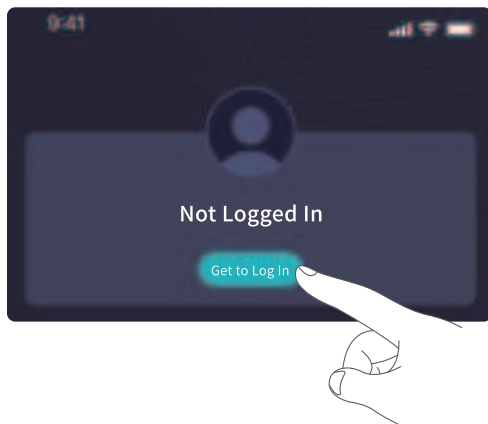


2. In the "Cloud Service" interface, follow the prompts to connect the robot to the network, and then apply the remote control function.



### ⑥ Remote Control

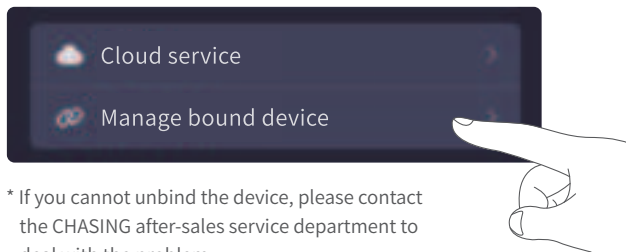
1. It is required to log in to your CHASING account before enabling "Remote Control".



\* After successfully connected to the network and powered on, if the buoy is not operated for a long time, it will automatically reach suspend mode with low power consumption. It can be woken up by the APP or by clicking the Power button.

3. You can unbind the devices and add new devices in the “Manage Devices”.

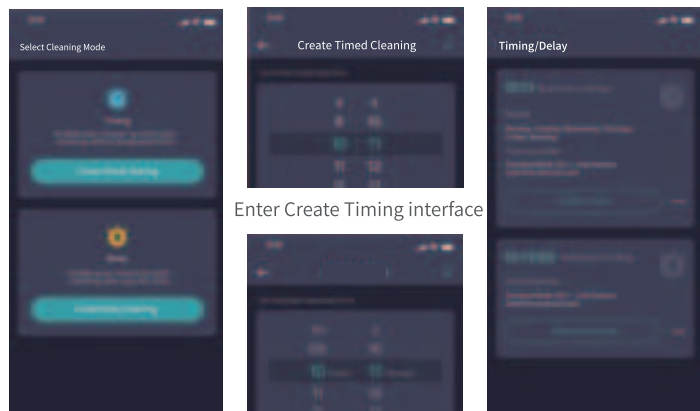
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\* If you cannot unbind the device, please contact the CHASING after-sales service department to deal with the problem.

## 7 Appointment

When the cleaner is in a holding state and is placed in the swimming pool, Create Appoint Cleaning can be performed to complete unattended operation.



Create Appoint  
Cleaning Plan

Enter Create Timing interface

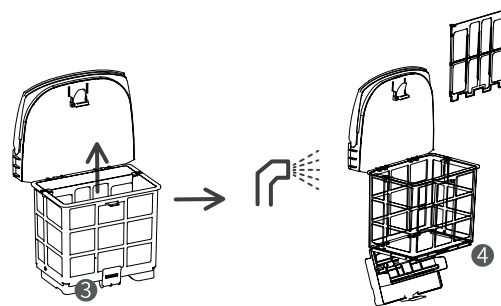
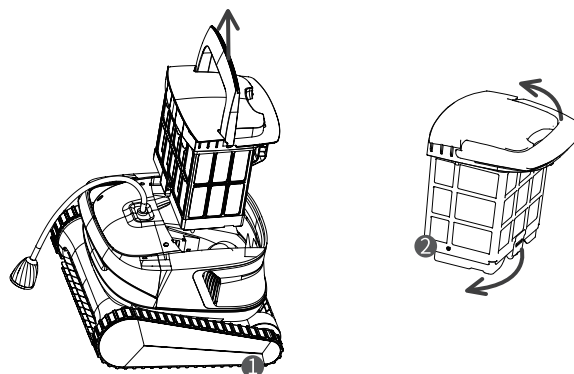
Enter Create Delay  
interface

Complete Appointed  
Cleaning Plan

## Routine Maintenance

Clean the filter screen

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\* To ensure the cleaning performance of the robot, it is recommended to replace the filter screen at least every three months during use.



Storage

- If the robot is not used for a long time, please follow the following steps:
- 1. Clean the filter basket thoroughly and place it inside the robot;
  - 2. Make sure there is no water left in the robot;
  - 3. Turn off the battery buoy after charging;
  - 4. Store indoors in a cool and dry place at 5-45°C.

Troubleshooting

Fault Description	Possible causes	Troubleshooting Method
The battery buoy cannot be charged	The charger is in poor contact	Dry the battery buoy charging contacts and check for damage
The battery is not fully charged	The buoy is not turned off after charging and reaches normal standby state, resulting in power loss	Check whether the buoy is turned off after charging
The robot is not started	The cable is not connected between the buoy and the robot	Check whether the cable is connected properly
	The robot is not put in water	Put the robot into water
	The track is stuck by foreign object	Check if the track is stuck and remove foreign object
	The SOC of the battery is too low	Charge the battery buoy
	The robot or buoy is electrically damaged	Check the error code and contact the after-sales dealer
The robot moves but fails to clean the pool effectively	The filter basket is blocked	Clean the filter basket
	The impeller is blocked by foreign object	Check whether the impeller is blocked and remove foreign object
	The SOC of the battery is too low	Charge the battery buoy
The robot can't climb walls	The filter basket is blocked	Clean the filter basket
	The impeller is blocked by foreign object	Check whether the impeller is blocked and remove foreign object
	The temperature or pH value is inappropriate	Use the robot in a pool with the required temperature and pH
	There is algae on walls	Check the chemical level in the water and scrub the walls
	The SOC of the battery is too low	Charge the battery buoy
The robot only cleans a portion of the pool	The filter basket is blocked	Clean the filter basket
	There are obstacles in the pool	Remove obstacles

Product Parameters

Robot size	398 * 405 * 253 mm
Robot weight	6.5 kg
Buoy size	294 * 294 * 145 mm
Buoy weight	2.5 kg
Battery capacity	14400 mAh
Battery endurance	Up to 200min
Operating power	Peak 150W
Charging power	150 W max
Charging time	4 h
Operating depth	0.5-3 m
Recommended maximum pool size	12 m
Cleaning zone	Floor, wall, lane line
Filtering flow	Up to 320 L/min
Filter accuracy	180 μm
Moving speed	12 m/min
Active brush	Support
APP	Support
Water temperature display	Support
Remote control	Support

After-sales

- 1. For any questions or technical problems, please contact us by the Email of CHASING After-Sales Department or contact the E-chat official customer service staff.  
After-sales Email:  
support01@poolmatebot.com—Europe  
support02@poolmatebot.com— Asia and Oceania  
support03@poolmatebot.com—The Americas & Africa
- 2. You can check the teaching video in the App menu, official website support and WeChat official account for a better use experience.

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This Manual is subject to updating without prior notice. The latest version is available on CHASING official website: <https://www.poolmatebot.com>