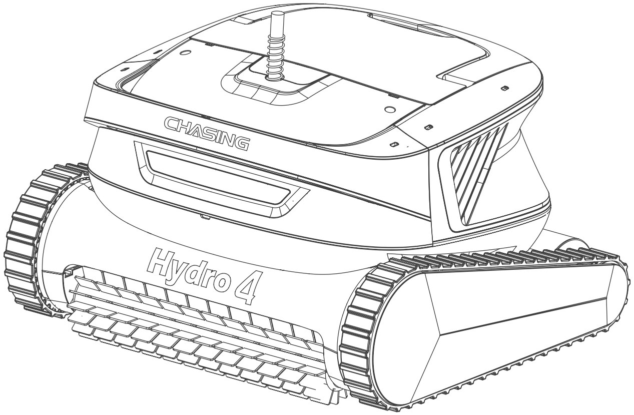
CHASING Hydro4

Robotic Pool Cleaner

EN **User Manual** - Corded Version

www.poolmatebot.com


CHASING
Hydro 4

V1.0

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! 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.

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

⚠ 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: Due to its protection rating, the power supply should not be put into water, but placed in a dry and cool place 3m away from the pool edge and at least 0.1m above the ground, and protected from direct sunlight. Moreover, the power supply needs to be reliably grounded and shall be connected to a circuit with ground fault circuit interrupter (GFCI), and the GFCI shall be tested for normal operation before use.

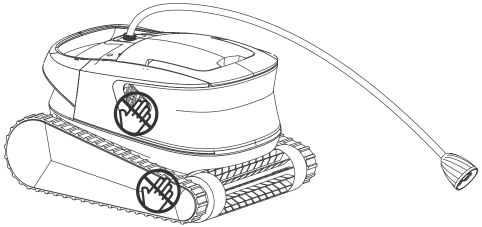
⚠ Warning: Children are not allowed to use this product without supervision by their parents.

⚠ 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 power supply 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.

⚠ 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.



⚠ When putting the robot into or taking it out of water, hold the handle and do not pull up the tethering cable directly.

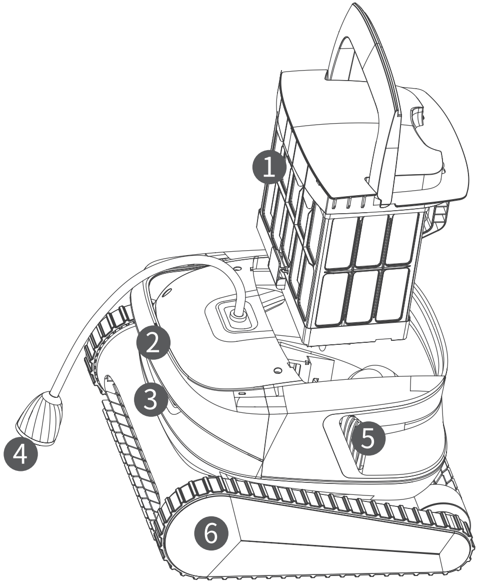
⚠ Do not use this product in the pool if liquid flocculant or other clarifying agents are added in the water, because the filter of the robot may be blocked or damage.

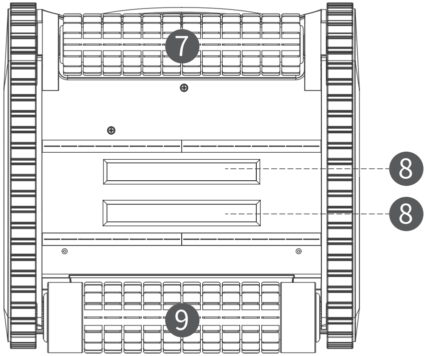
⚠ Please use the robot in the following calibrated environment:

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

Main parts

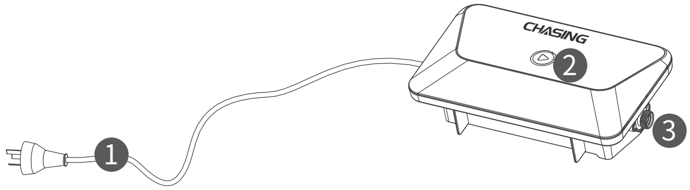
Robot

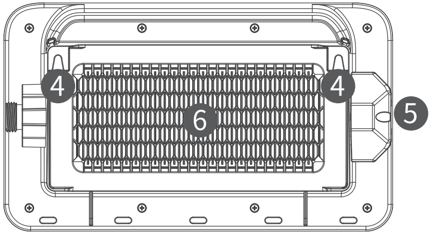




1. Filter basket
2. Handle
3. Indicator
4. Tethering cable connector
5. Water outlet
6. Drive wheel
7. Active brush
8. Water inlet
9. Driven brush

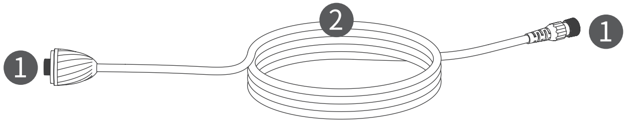
Power supply





1. Power cord
2. ON/OFF button
3. Tethering cable port
4. Hanger hole
5. Power cable port
6. Heat sink

Tethering cable

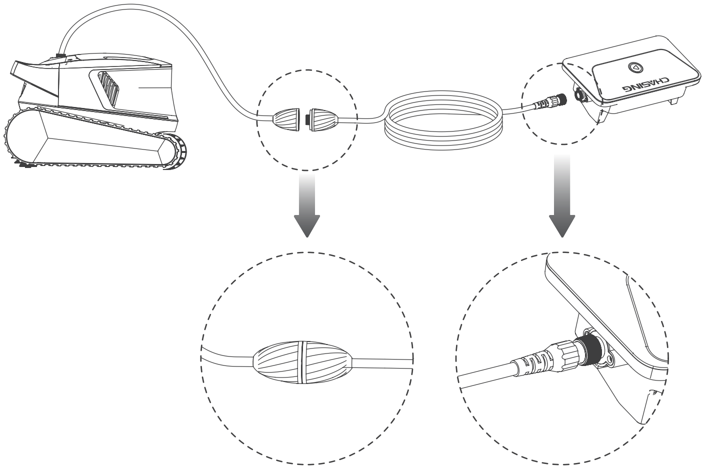


1. Tethering cable port
2. 12m tethering cable

Connection and Operation

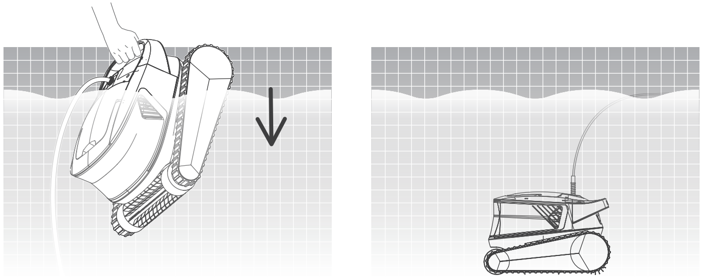
❶ Connection and Application

1. Connect the 12m tethering cable to the robot and the power supply respectively and tighten the nuts.



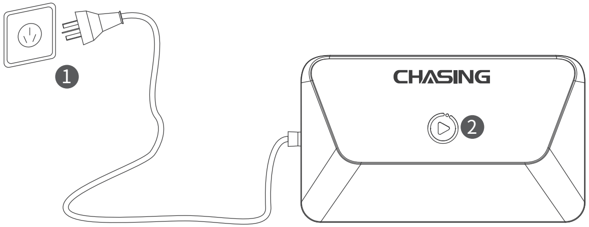
* The power supply should be placed at least 3 m away from the pool edge in a cool and dry place (placed on a table or hung on the wall), and kept away from direct sunlight.

2. Put the robot in the pool and turn on it after it sinks to the pool floor.



* Appropriate length of tethering cable should be placed into water to allow the robot to clean all areas of the pool. If the tethering cable in the water is not long enough, the robot may tilt its head or fail to clean all the pool.

3. Plug the power cord on the left side of the power supply into the socket ① (AC 100-240V/50-60Hz), and then the yellow light of the ON/OFF button ② of the power supply will always be on and the robot will reach standby state.



❷ 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”

Power supply

ON/OFF button

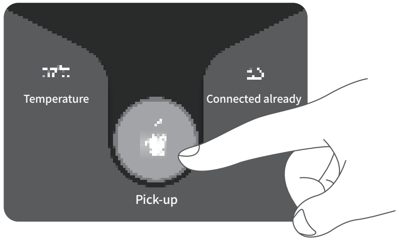
Function description	Display on Hydro4 Power supply
Standby	Yellow light steady on
Cleaning in progress	Green light steady on
Pause cleaning	Green light breathing
Robot abnormal	Flash in red
Firmware updates	White light breathing
Reset successfully	Blue light flashing three times

Error Details

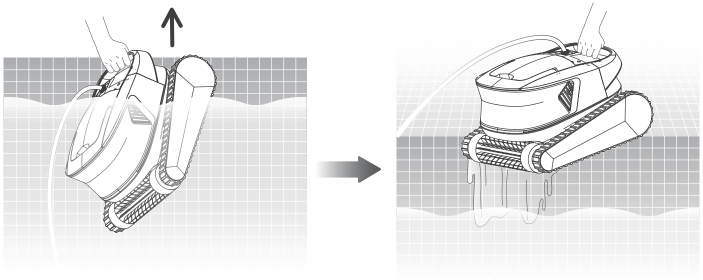
Error description	Display on Hydro4 Body
Robot not in water	Orange light flowing
Abnormal operating voltage	Red light steady on
Accelerometer failed	Red light steady on
Angular accelerometer failed	Red light steady on
Drive motor blocked	Blue light steady on
Left pump motor blocked	Red light steady on 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

❸ After Cleaning

1. The robot can stop at the lane line of the pool through the “Pick-up” function of the APP.



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.

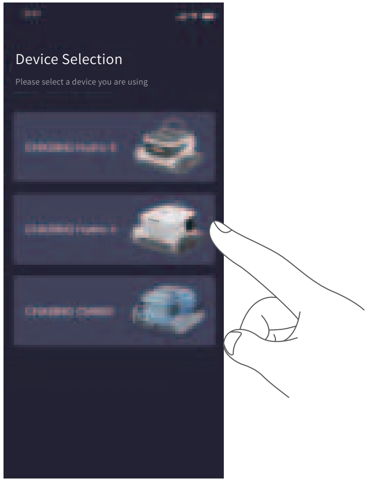
APP

❶Download 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.

❷Bluetooth Connection

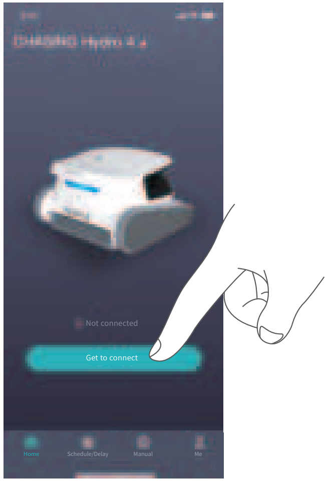
1. Click “CHASING Hydro 4” on the “Device Selection” page.



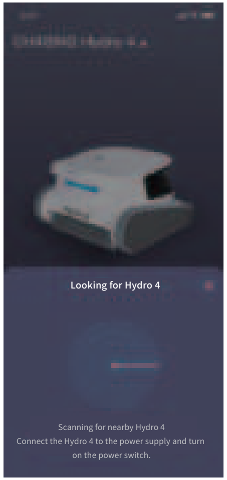
Device Selection

Please select a device you are using

2. Click “Go to connect”.

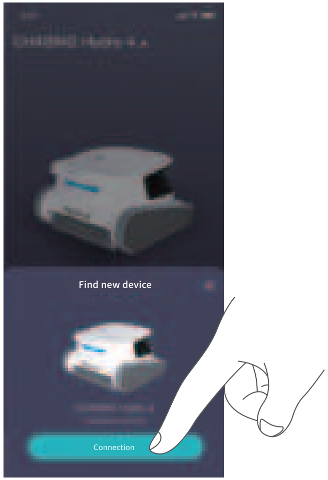

Not connected
Get to connect
Home
Schedule/Delay
Manual
Me

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

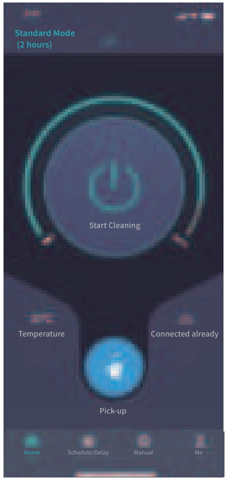


Looking for Hydro 4

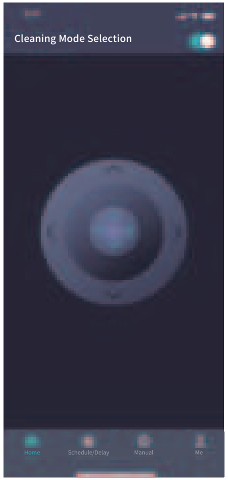
Scanning for nearby Hydro 4
Connect the Hydro 4 to the power supply and turn on the power switch.


Find new device
Connection

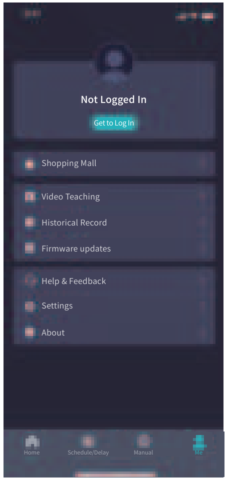
③Home


Standard Mode
(2 hours)
Start Cleaning
Temperature
Connected already
Pick-up
Home
Schedule/Delay
Manual
Me

④ Manual Mode

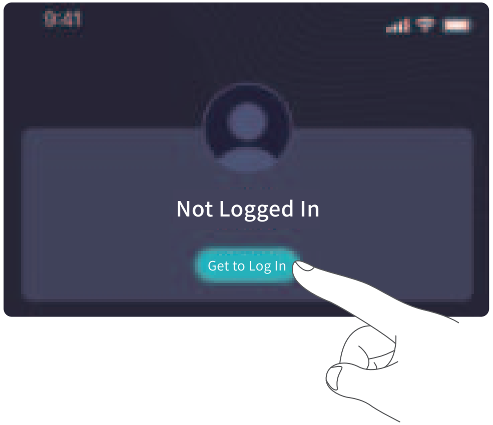

Cleaning Mode Selection
Home
Schedule/Delay
Manual
Me

⑤My

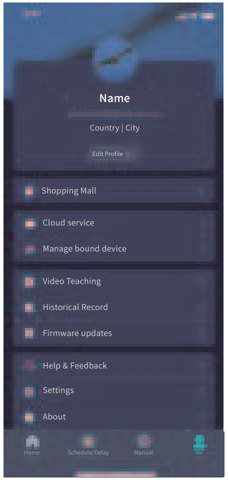

Not Logged In
Get to Log In
Shopping Mall
Video Teaching
Historical Record
Firmware updates
Help & Feedback
Settings
About
Home
Schedule/Delay
Manual
Me

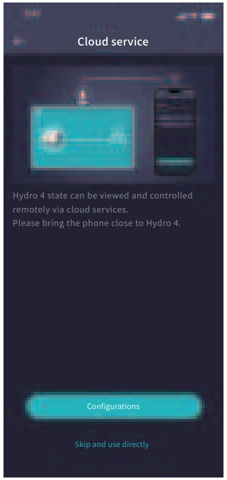
⑥ Remote Control

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

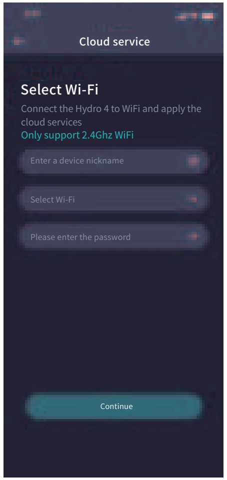

9:41
Not Logged In
Get to Log In

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

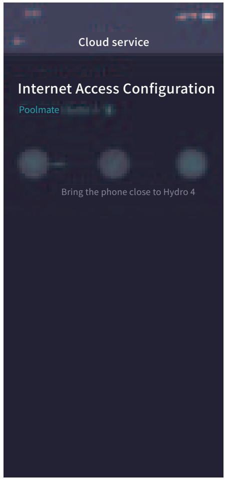

Name
Country | City
Edit Profile
Shopping Mall
Cloud service
Manage bound device
Video Teaching
Historical Record
Firmware updates
Help & Feedback
Settings
About
Home
Schedule/Delay
Manual
Me


Cloud service
Configurations
Skip and use directly

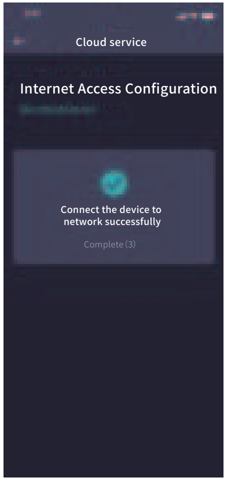
Hydro 4 state can be viewed and controlled remotely via cloud services.
Please bring the phone close to Hydro 4.


Cloud service
Select Wi-Fi
Enter a device nickname
Select Wi-Fi
Please enter the password
Continue

Connect the Hydro 4 to WiFi and apply the cloud services
Only support 2.4Ghz WiFi

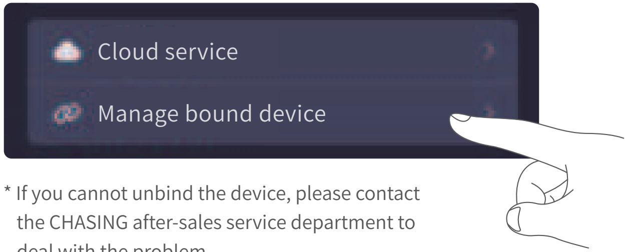

Cloud service
Internet Access Configuration
Poolmate

Bring the phone close to Hydro 4


Cloud service
Internet Access Configuration
Complete (3)

Connect the device to network successfully

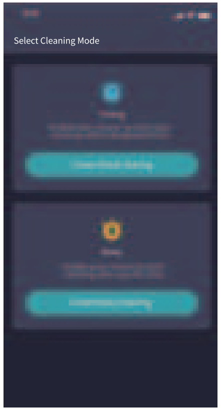
3. You can unbind the devices and add new devices in the “Manage Devices”.


Cloud service
Manage bound device

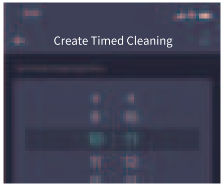
* If you cannot unbind the device, please contact the CHASING after-sales service department to deal with the problem.

❼Appointment

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.

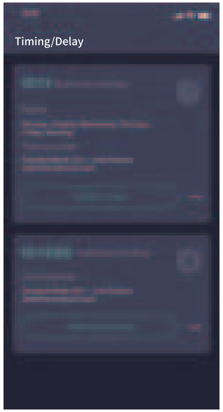

Select Cleaning Mode

Create Appoint Cleaning Plan


Create Timed Cleaning

Enter Create Timing interface

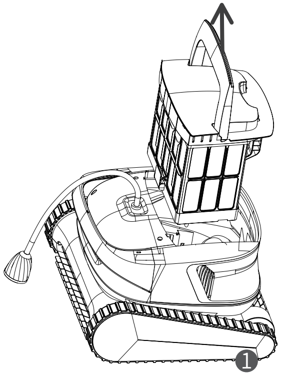
Enter Create Delay interface

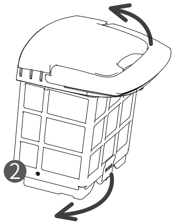

Timing/Delay

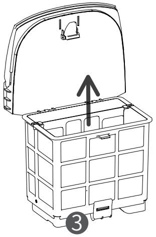
Complete Appointed Cleaning Plan

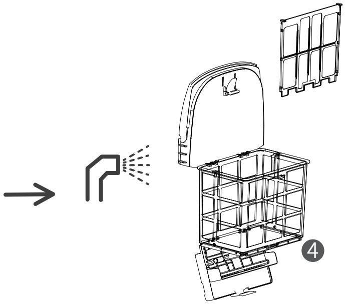
Routine Maintenance

Clean the filter screen









* 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. Store indoors in a cool and dry place at 5-45°C.

Troubleshooting

Fault Description	Possible causes	Troubleshooting Method
The tethering cable is knotted	The tethering cable is not spread in order	Unplug the power cord of the power supply and reorganize the tethering cable
	There are obstacles in the pool	Remove obstacles
	The robot runs for a long time	Manually organize the tethering cable
The robot is not started	There is no voltage from wall outlet	Check the wall outlet for voltage
	The power cord is not plugged in properly	Plug in the power cord
	The cable is not connected between the power supply 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 robot or power supply 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 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 robot only cleans a portion of the pool	The power supply is placed improperly	Position the power supply properly so that it can reach all areas of the pool
	The tethering cable is not long enough	Unplug the power cord of the power supply and reorganize the tethering cable
	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
Power supply size	290 * 170 * 103 mm
Power supply weight	1.5 kg
Cable length	15 m
Rated input voltage	AC 100-120V/200-240V, 50-60Hz (The actual applicable voltage can be found on the product label.)
Input Power	150W max
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 & Oceania
   support03@poolmatebot.com--North and South 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.

CHASING

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