

ESSENTIAL ES ECHO

Quick Start Guide, FAQs, Troubleshooting ES ECHO_V2



[EN] Troubleshooting document

To read carefully and to keep for later consultation.

1. **ES Echo Specifications**

Product dimension	430x400x230mm (17" * 16 * 9 inches)
Carton Dimension	513x485x300mm
Item weight	7.8 kg
Cleaning mode	Full, Floor, Wall
Cleaning coverage	6*12 m
Battery types	Lithium Ion Polymer Battery
Battery capacity	7,800 mAh
Filter capacity	4 L
Charging time	4 hours (5 hours recommended for first-time users)
Cord length	/
Max water depth	4m / 13 Ft
Minimum water depth	0.5m / 2 Ft
Water flow rate	15m ³ /h
Suction power	80-200W
Motor Power	111 W
Operating temperature	5-35 °C
Storage temperature	-5 ~ 35 °C
Water temperature	5 ~ 35°C
Filter density	180µm (180 micron)
Runtime	Overall mode: 2-3 hours Wall mode: 2-3 hours Floor mode: 2.5-3.5 hours <i>All battery claims depend on pool shapes, surface conditions, and many other factors; actual results will vary. The battery has limited recharge cycles and may</i>

	<i>eventually need to be replaced.</i>
Charger input	100 ~ 240V AC 50/60 Hz
Charger output	25.2V DC
Bluetooth/Wi-Fi	Yes
Temperature sensor	No
Waterproof	IP68
pH level	7.0 ~ 7.8 PPM
Cl level	Max 4 PPM
Movement speed	0.2 m/s (11 meter per min)
Manual cleaning	/
Manufacturer	BWT.

2. Pool cleaner Quick Start Guide&FAQ

How to prepare my robotic pool cleaner?

Preparation steps	Images
<ol style="list-style-type: none">1. Charge the device for 5 hours prior to the first cleaning session.2. Ensure that the battery has full charge to turn on and run. <p>Notes:</p> <ul style="list-style-type: none">• Before charging, ensure that the device is turned off.• Ensure you wipe any water from the charging pin.	
<p>To turn on the robot, please press the power button for 2 seconds.</p> <p>Note:</p> <p>Once you turn on the device and the Wi-Fi LED light starts blinking, it is ready to pair with the App.</p>	

How to download the BWT Robotics App?

Get the latest version of the App: Search for **BWT Robotics** in the Apple App Store or Google Play Store

Android v ()	iOS v ()
<ol style="list-style-type: none">1. Go to the Google Play Store2. Search for BWT Robotics in the Play Store and download the App	<ol style="list-style-type: none">1. Go to the Apple App Store2. Search for BWT Robotics in the App Store and download the App

How to get the latest version of firmware?

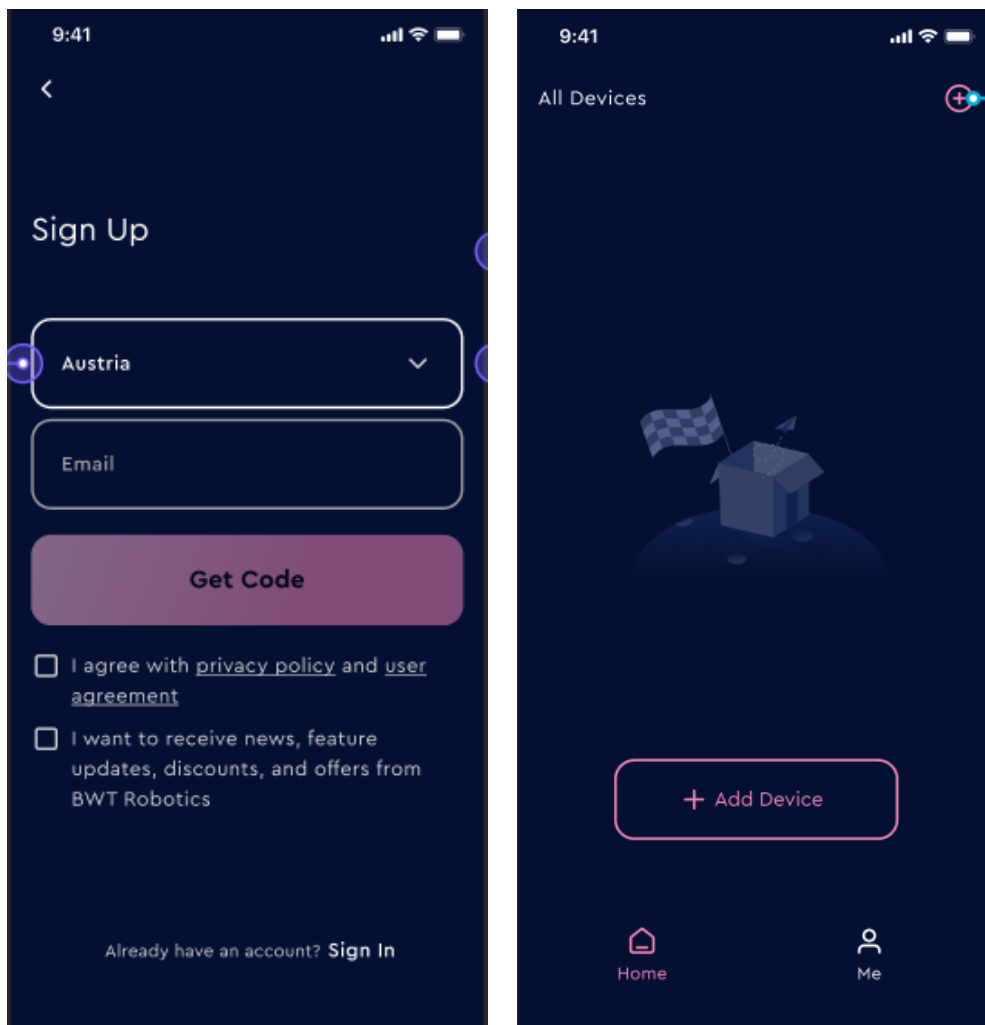
Latest firmware version ():

Check the firmware version in the App: Open the **BWT Robotics App > ES Echo > Menu Icon > Device Information > Check for firmware updates**

How do I Sign Up/Sign In to BWT Robotics App?

Sign Up/Sign In steps:

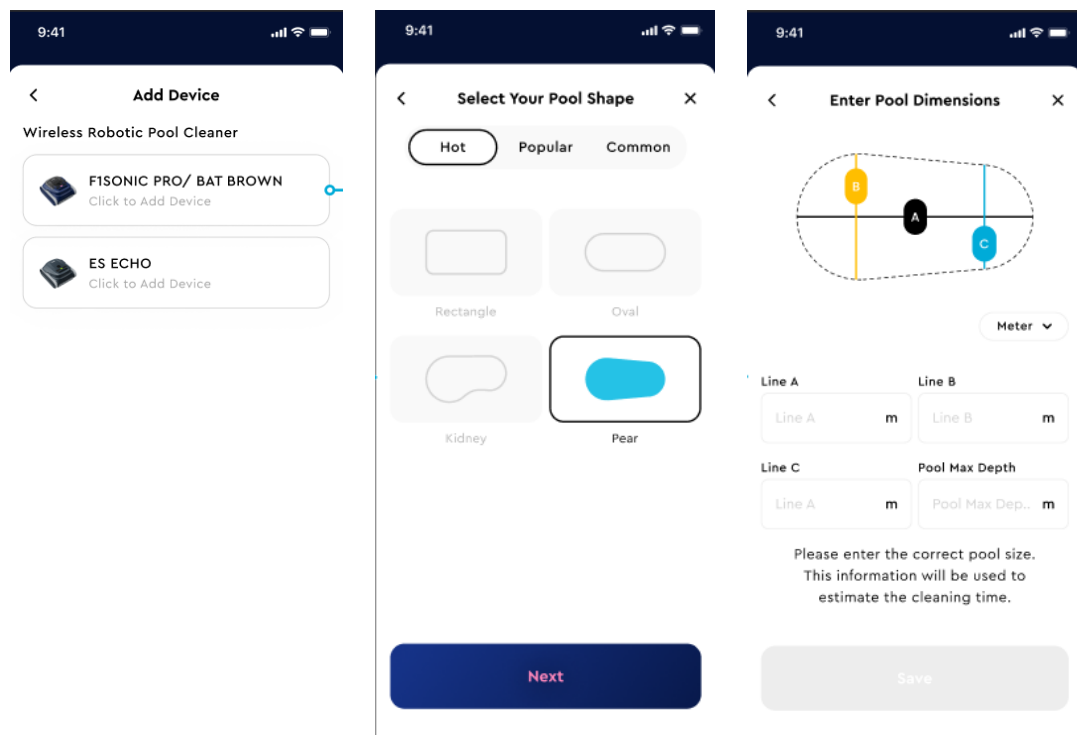
- i. Open the **BWT Robotics**.
- ii. Register with your **email** and enter the **password**.
- iii. If you already have an account, **Sign In** to the App.



How to finish the setup in App & Device?

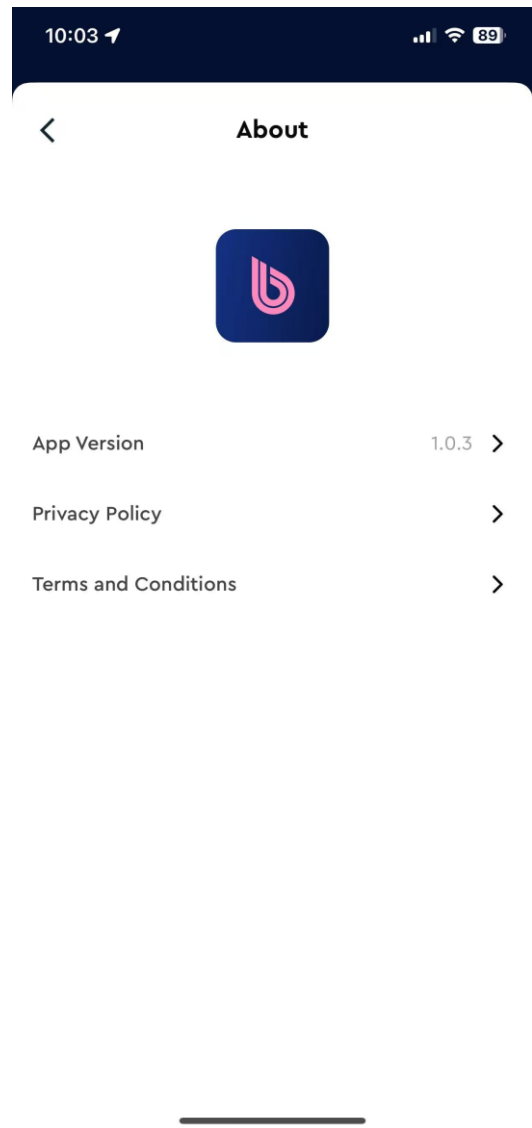
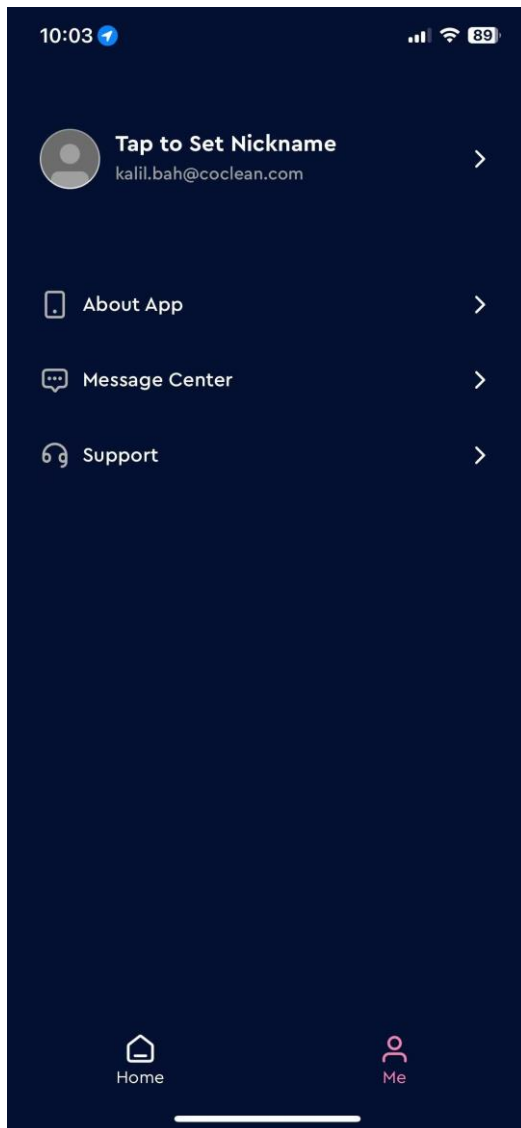
Add the device to the App:

- i. Click on **Add Device**.
- ii. Select **ES Echo** from the **Product Category**.
- iii. Search for your robot manually to **pair**.
- iv. Connect to the home/pool **Wi-Fi network**.
- v. Enter the Wi-Fi **password** and press enter (currently supports 2.4GHz Wi-Fi).
- vi. Enter the **pool shape** and **size** correctly.
- vii. A **congratulatory page** will appear once the robot is connected to the App and ready for operation.



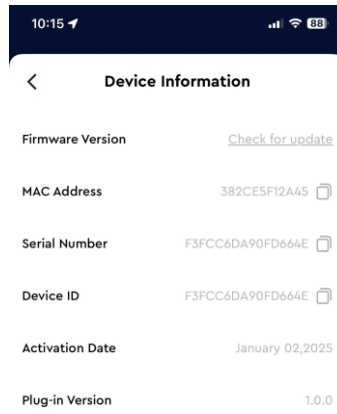
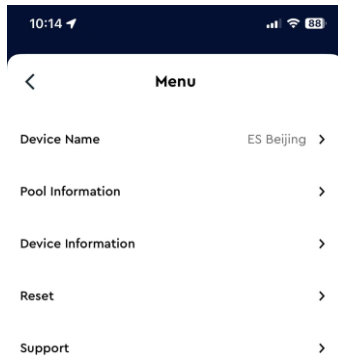
Special notes: App & firmware updates

- i. **Ensure the App is the most updated version.**
 1. Open the **BWT Robotics** App.
 2. Go to the Me tab.
 3. Select About **App**, then click the **App Version** to check for updates.



ii. **Ensure that the firmware is up-to-date.**

1. Click on the Menu Icon (upper right corner).
2. Select Device Information.
3. Check **Firmware Version** for updates.



Wi-Fi Reset:

Turn on the device. Then press and hold the "power" button for at least 8 seconds. Reset is done when the Wi-Fi LED light starts blinking.



What can I find in the App?

Cleaning modes:

- i. **Full:** Floor and Wall cleaning.
- ii. **Floor:** Floor cleaning only.
- iii. **Wall & Waterline:** Wall and Waterline cleaning only.

Cleaning time:

Auto: Device estimated duration based on pool info inputs.

30min: Device will run for 30 minutes.

60min: Device will run for 60 minutes.

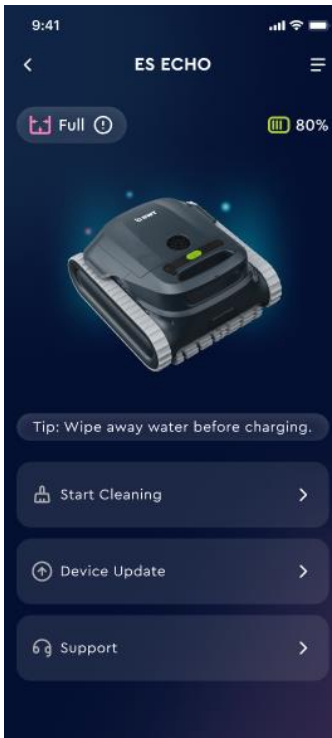
90min: Device will run for 90 minutes.

120min: Device will run for 120 minutes.

Max: Device will run until it reaches low power.

Device statuses:

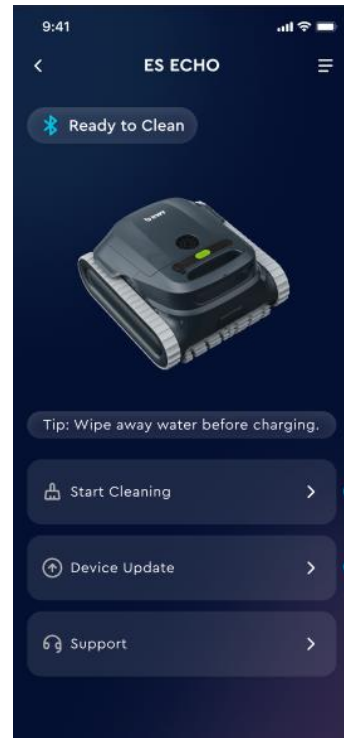
- i. **Ready to clean:** The robot is now connected to Wi-Fi and ready to clean.
- ii. **Bluetooth Ready to clean:** The robot is now connected to Bluetooth and ready to clean.
- iii. **Full Mode cleaning:** The robot is in overall-cleaning mode.
- iv. **Floor cleaning:** The robot is in floor-cleaning mode.
- v. **Wall cleaning:** The robot is in wall-cleaning mode.
- vi. **Offline:** The robot is disconnected from Wi-Fi.



Connected to Wifi



Not Connected to Wifi



Connected to Bluetooth

Others:

- i. **Water temperature:** Indicates the current water temperature.
- ii. **Timer:** Indicates the total cleaning time.
- iii. **Battery life:** Indicates the current battery life (%)
- iv. **Charging status:** Indicates the robot is charging.
- v. **Menu Icon:** Allows you to change preferences and look for necessary information.

Wi-Fi Connection and Reset:

What to do if the connection timeout:

- i. Step 1: Turn on the robot.
- ii. Step 2: Perform reset by pressing and holding the **power** button for at least 8 seconds until the WiFi light starts flashing again.
- iii. Step 3: Click “Add device” again in the app to retry the pairing process. Please make sure the user is using a 2.4GHz network, not 5GHz.
- iv. If the “timeout” problem persists, click support to submit a log and inform us the log ID.

Wi-Fi Reset:

If the robot does not function properly or you'd like to switch Wi-Fi configuration, you can restore the robot to factory settings.

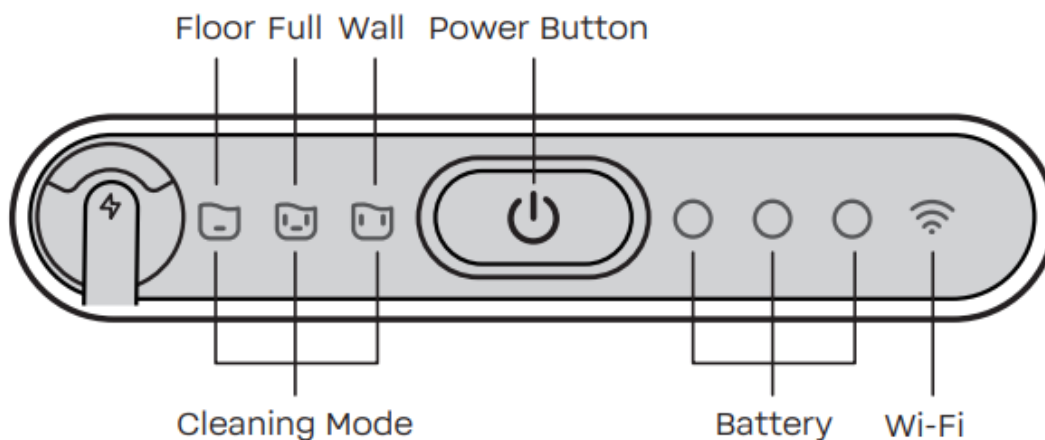
To reset, turn on the device. Then press and hold the power button for at least 8 seconds. Reset is done when the Wi-Fi light starts blinking.

Bluetooth Connection:

- i. During the initial setup and pairing process with the BWT Robotics app, both Wi-Fi and Bluetooth access are required to complete the initialization.
- ii. Please turn on Bluetooth and enable location services so that your phone can detect the robot.
- iii. Once the robot is successfully configured, you can use Bluetooth to start cleaning if your pool area has poor Wi-Fi coverage.
- iv. Please note that for advanced features such as app updates, firmware updates (OTA), editing pool information, and checking battery levels and charging status, a Wi-Fi connection is still necessary.

Indicators on the cleaning robot:




- **Control Panel Features:**



Battery & Charging Status Indicators

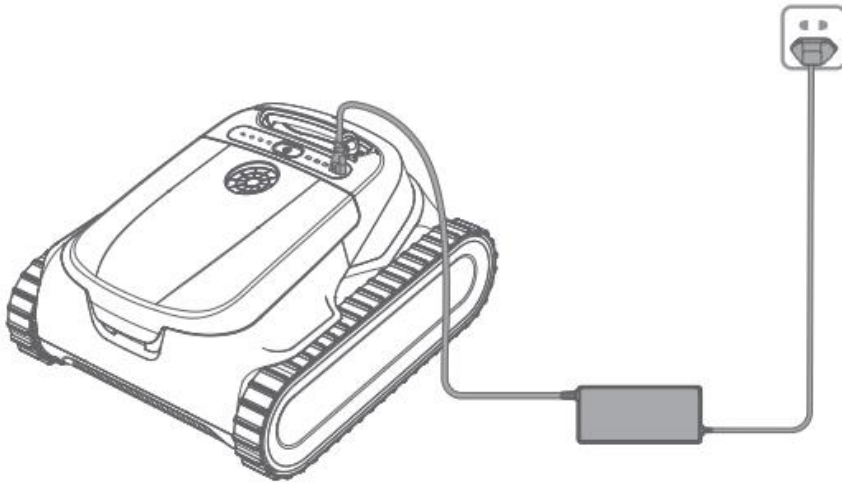
Battery	Status
● ● ●	67 ~ 100% Battery
● ● ○	34 ~ 66% Battery
● ○ ○	1 ~ 33% Battery
Flashing	Charging

Cleaning Modes Indicators

Icon	Meaning	
	Floor	Clean the pool floor
	Full	Clean the pool floor and walls
	Wall	Clean the pool walls and waterlines

Power on & Charging:

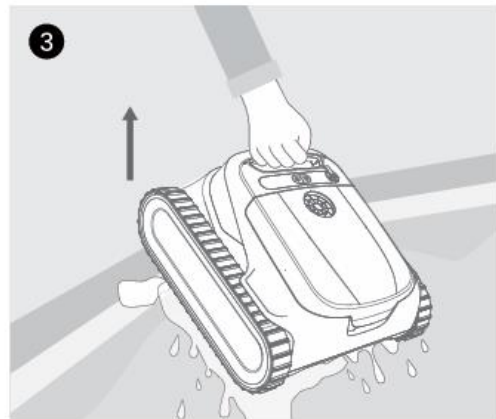
- a. Press and hold the power button for 2 seconds to turn on the robot.
- b. Before charging, please wipe away any water from the charging contacts.
- c. Open the rubber cover of the robot, plug in the charging adapter plug (A) into the charging port (B).
- d. Fully charge the robot for 5 hours prior to the first cleaning job.
- e. If not in use for an extended period, it is recommended to store the robot in a cool and dry environment, above 0°C, to help preserve the battery capacity. It is recommended to store the robot with a full charge and recharge it every six months.



What are the general cleaning operations?

Step 1: Select a mode and place the robot into the pool

1. Press the power button for 2 seconds to turn on the robot.
2. Briefly press the power button to switch and select cleaning mode or use the app.
3. Once the mode light stays solid on, place the robot into the pool within one minute to start the operation.

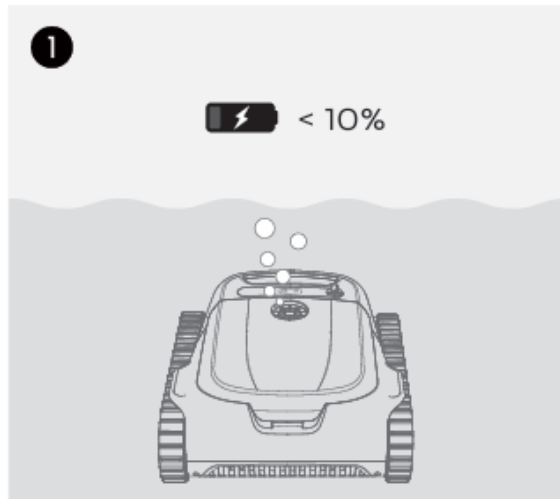


Step 2: The robot will start cleaning and running algorithms.

Once underwater, the robot will lose Wi-Fi connection.

Step 3: Auto-park

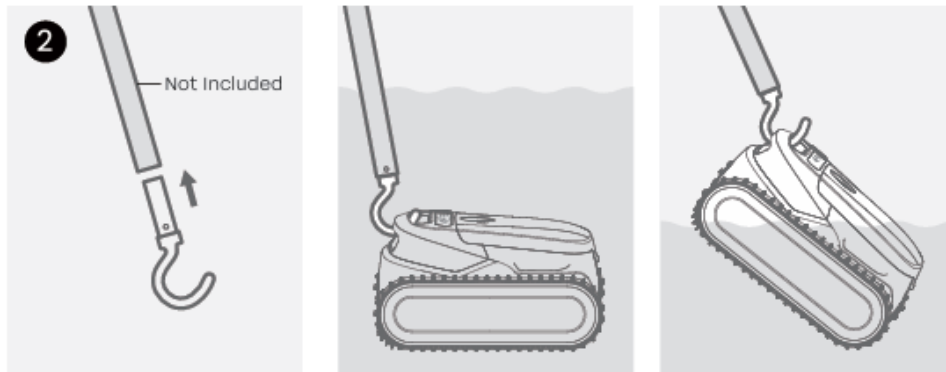
The robot will move to and park at the nearest edge when it completes the cleaning cycle or when the battery level goes below 10%.



The robot will autopark **(move to the pool edge)** once it completes the cleaning or when the battery level < 10%.

Step 4: Retrieve the robot

Use the retrieval hook to take out the robot. Hold the robot vertically to drain the water out.



To remove the robot from the pool, attach a standard pole **(not included)** to the retrieval hook and use it to lift the robot out of the water.

Step: Turn off the robot and clean the filters

1. Turn off the robot, press and hold the power button for 2 seconds until all lights are off.
2. Open the filter lid and remove the filter basket from the robot.
3. Remove the filter basket and discard any debris. Rinse the filter basket thoroughly with clean water using a hose. It's recommended to clean it after each cleaning cycle.
4. Install the filter basket back in the robot and close the cover properly for your next cleaning. Put the robot in a dry place and let it dry properly. Do not put the robot under direct sunlight.

Does the robot lose connection once underwater?

Yes, the robot loses connection once it goes underwater.

Why?

The ES Echo loses connection once it goes underwater because water interferes with wireless signals, preventing effective communication. For real-time connection, please consider the Zima Pro model, which features a floating battery platform that allows real-time connection and manual control even when the robot is underwater.

How can I clean the filters?

Step 1: Open the filter cover

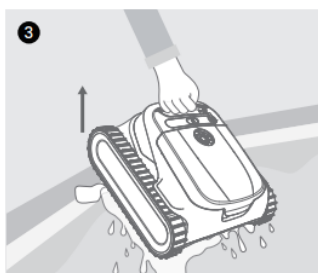
Open the filter cover and remove the filter basket from the robot.

Step 2: Empty all debris and clean the filters

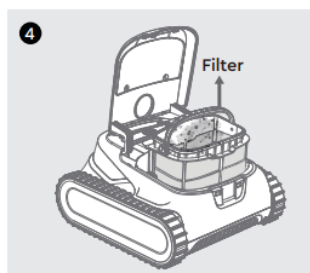
Empty all debris from filter basket. Then rinse it using a hose with clean water. When it's too dirty, clean the filter with soapy water and a soft bristle brush.

Step 3: Re-install the filters

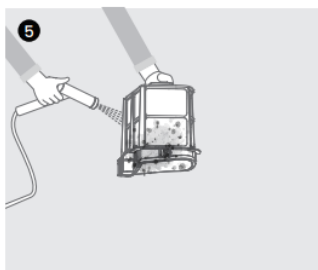
Install the filter in the device and close the cover properly for your next cleaning. Put the device in a dry place and let it dry properly. (**Do not dry the cleaner under direct sunlight.**)



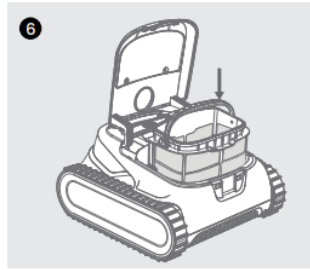
Hold the robot vertically to drain the water out.



Open the filter cover and remove the filter from the robot.



Empty all debris from the filter. Then rinse the filter using a hose with clean water. When it's too dirty, clean the filter with soapy water and a soft bristle brush.



Install the filter in the robot and close the cover properly for your next cleaning. Put the robot in a dry place and let it dry properly. Do not put the robot under direct sunlight.

Replacement FAQs

Q: How often do I need to replace my filter baskets?

We recommend replacing the filters in your ES Echo robotic pool cleaner every 1 to 2 years, depending on usage and pool conditions. However, if you notice that the filters are excessively dirty or worn, you may need to replace them more frequently. It's important to maintain your filters to ensure optimal cleaning performance and prolong the lifespan of your robot.

Q: How often do I need to replace my battery?

The lifespan of the battery can vary depending on several factors, such as usage frequency, operating conditions, and maintenance. However, the battery should be replaced when it starts to show signs of wear and tear, such as decreased runtime, reduced suction power, or physical damage.

To ensure optimal battery life for the product during long-term storage, it is recommended to perform a minimum of one charge cycle per month, maintaining the battery charge level between 30% to 50%. Please do not let the device remain without battery life for more than a month.

Q: How shall I replace the battery or defective motors? ... (Only when users reach out to CS)

Contact the customer support for replacement assistance.

Battery replacement (During the warranty period)	Motor replacement (During the warranty period)
<p>**Users need to ship the unit back to a local warehouse**</p> <ol style="list-style-type: none">1. Verify that the battery is experiencing reduced runtime or suction power, or has physical damage.2. If the entire device needs to be replaced, instruct the user not to disassemble it. Instead, advise them to ship the entire unit to the service center for replacement.	<p>**Users need to ship the unit to a local warehouse**</p> <ol style="list-style-type: none">1. First, confirm whether users experience any issues with the motors, such as reduced performance, overheating, strange noise, or electrical issues during the warranty period.2. Users are required to send the entire unit for replacement.

3. Troubleshooting

Problems	Possible Reasons	Workable Solutions
Unable to power on.	<ol style="list-style-type: none"> 1. Low battery. 2. Battery temperature is too high or too low. 3. The robot is defective. 	<ol style="list-style-type: none"> 1. Charge the robot. 2. Only use the robot within the range of 0~40°C. 3. Contact the BWT customer support team.
Unable to charge.	<ol style="list-style-type: none"> 1. The power outlet is malfunctioning or tripped. 2. Poor contact. 3. The battery temperature is too high or too low. 4. You used a different charger. 5. The adapter or the robot is defective. 	<ol style="list-style-type: none"> 1. Make sure the plug is inserted into a working electrical outlet. 2. Clean the charging contacts both on the robot and on the charging cord. Wipe away any water before charging. 3. Only charge the robot within the range of 5~40°C. 4. Confirm that you are using the original charger. 5. Contact the BWT customer support team.
Unable to connect to Wi-Fi.	<ol style="list-style-type: none"> 1. Weak or unstable Wi-Fi signals. 2. Incorrect Wi-Fi password entered. 3. Not using 2.4GHz Wi-Fi. 4. The robot is already connected to a network. 	<ol style="list-style-type: none"> 1. Ensure the Wi-Fi network is stable and has a strong signal. 2. Enter the correct Wi-Fi password. 3. Confirm that the robot is configured to use the 2.4GHz band for internet access. 4. To reset: Turn on the robot, and press and hold the power button for 8 seconds until the Wi-Fi indicator starts flashing again.
The robot is not sinking into the water.	<ol style="list-style-type: none"> 1. The debris basket is full or clogged. 	<ol style="list-style-type: none"> 1. Make sure the debris basket is clean. 2. Fully submerge the robot into the water till no air bubbles come out. Then release it to allow it to sink down.
The robot is offline.	<ol style="list-style-type: none"> 1. The robot may be turned off. 2. The battery may be out of power. 2. The robot is underwater. 	<ol style="list-style-type: none"> 1. Make sure you turn on the robot. 2. Ensure the battery has enough power. 3.

<p>The robot does not move and stops working after some time.</p>	<ol style="list-style-type: none"> 1. Low battery. 2. The robot is stuck. 3. Blocked impeller. 4. Obstacle impeding the wheel movement 	<ol style="list-style-type: none"> 1. Check that the robot has enough power to perform the action. 2. Use a hook to assist in moving the robot from where it got stuck. 3. Check for any obstructions in the impeller. 4. Verify that the belt and wheels can move freely. Clear any obstacles that may be impeding the movement of the wheels.
<p>The robot is moving in circles.</p>	<ol style="list-style-type: none"> 1. The debris basket is full or clogged. 2. Blocked impeller. 	<ol style="list-style-type: none"> 1. Empty the debris basket, and clean the filter properly. 2. Check for any obstructions in the impeller.
<p>The robot moves but does not clean the pool.</p>	<ol style="list-style-type: none"> 1. The debris basket is full or clogged. 	<ol style="list-style-type: none"> 1. Empty the debris basket, and clean the filter properly.
<p>The robot gets stuck.</p>	<ol style="list-style-type: none"> 1. The robot got stuck on the drain because other pool equipment is currently in operation. 	<ol style="list-style-type: none"> 1. Turn off the pool equipment while the robot is running. 2. Use a hook to assist in moving the robot from its current position.
<p>The robot flips over.</p>	<ol style="list-style-type: none"> 1. The filter basket is full. 	<ol style="list-style-type: none"> 1. Make sure to empty all the debris from the basket.
<p>The robot doesn't reach all areas of the pool.</p>	<ol style="list-style-type: none"> 1. Irregular Pool Shape 2. The pump or filter system is running. 	<ol style="list-style-type: none"> 1. Increase the cleaning time to ensure better coverage. 2. Turn off the pump and filter system.
<p>The robot doesn't climb up the wall.</p>	<ol style="list-style-type: none"> 1. The debris basket is full or clogged. 2. There is algae built up. The wall surface is too slippery. 	<ol style="list-style-type: none"> 1. Empty the debris basket, and clean the filter properly. 2. Brush the algae from the wall.
<p>The robot doesn't complete the full runtime specified in the app.</p>	<ol style="list-style-type: none"> 1. Low battery. 2. The robot is blocked by objects or obstacles. 	<ol style="list-style-type: none"> 1. Ensure the robot's battery has sufficient power to complete the specified cleaning time. Recharge if necessary. 2. Check for any objects or obstacles that might be blocking the robot's path. Remove any impediments to allow smooth movement.