



Troubleshooting Guide

1. Robot Not Powering On

Issue: The robot does not power up when the power button is pressed.

Solution:

1. Check Power Connection:

- Ensure the power cable is securely plugged into both the robot and the power outlet.
- Verify that the power outlet is functioning by plugging in another device.

2. Inspect Power Button:

- Make sure the power button is fully engaged and not stuck.

3. Battery Check:

- If the robot uses a removable battery, ensure it is properly seated.
- Verify battery charge levels and replace if necessary.

4. Perform a Hard Reset:

- Disconnect the power source, wait 30 seconds, and reconnect it.

2. Robot Not Navigating Correctly

Issue: The robot is not following the intended path or is getting lost.

Solution:

1. Check Environment:

- Ensure the navigation path is clear of obstacles and clutter.
- Verify that the floor is clean and the robot's sensors are not obstructed.

2. Inspect Sensors:

- Clean the robot's sensors with a soft cloth to remove any dust or debris.

3. Update Software:

- Check if there is a firmware or software update available for the robot and apply it.

4. Calibration:

- Recalibrate the robot's navigation system according to the manufacturer's instructions.

3. Robot Fails to Charge

Issue: The robot does not charge when placed on the charging dock.

Solution:

1. Verify Dock Connection:

- Ensure the charging dock is plugged in and powered on.
- Confirm that the robot is properly aligned with the charging contacts.

2. Inspect Charging Contacts:

- Clean the charging contacts on both the robot and the dock.

3. Check Battery Health:

- Ensure the battery is not damaged or worn out. Replace if necessary.

4. Inspect Power Source:

- Test the power outlet and charging dock with another device to confirm functionality.

4. Error Codes Displayed

Issue: The robot displays error codes on its screen.

Solution:

1. Refer to Error Code List:

- Consult the robot's user manual or online resources for a list of error codes and their meanings.

2. Perform Suggested Actions:

- Follow the troubleshooting steps provided for the specific error code.

3. Reset Robot:

- Perform a factory reset if recommended by the error code documentation.

4. Contact Support:

- If the issue persists, contact technical support for further assistance.

5. Robot Operating Loudly

Issue: The robot is making unusual or loud noises during operation.

Solution:

1. Inspect Moving Parts:

- Check for any debris or obstructions in the robot's moving parts and remove them.

2. Check for Loose Components:

- Tighten any loose screws or components that may be causing noise.

3. Lubricate Mechanisms:

- Apply appropriate lubrication to moving parts if required.

4. Consult Maintenance Manual:

- Refer to the maintenance manual for specific instructions on addressing noise issues.

For more detailed troubleshooting information or if you encounter issues not covered here, please refer to the full user manual or contact our support team.