

1. Phantom Scheduling (Starts on its own):
 - a. A. Place the DEEBOT on the charging dock. Turn Off the main power switch and after 5 seconds, turn it On again. Press the auto button. Make sure the blue light is on.
 - b. Press and hold down the Auto button until you hear 3 beeps.
 - c. Remove the batteries from the remote control and then put it back. This is to remove any saved schedule in the remote.
2. Isn't Charging Even though it is on the charging dock.
 - a. Turn on the Unit. The power switch must be turned to the "I" position and not the "O" position. If it is in the "O" position the unit will appear to be charging even though it is not.
 - b. Charge the unit with the power cord directly to see if the issue is with the charging dock itself.
3. Fails to respond to controls.
 - a. If you are trying to control the unit with the directional controls (Forward, left, right), the DEEBOT will not listen if it is in motion. First, pause the unit, and then control it using the directional controls. The robot will then listen.
4. Suction is not Strong:
 - a. The suction intake may be blocked or the Main Brush/ Side Brushes may be tangled with dirt and debris.
 - b. Power OFF the DEEBOT. Remove the Dust Bin, empty it and reinstall.
 - c. Turn the DEEBOT upside down. Remove the Main Brush Cover. Remove the Main Brush. Use the Multi-Function Cleaning Tool to cut off and remove any hair tangled around the Main Brush. Reinstall the Main Brush.
 - d. Remove the Side Brushes. Wipe the Side Brushes and their slots with a dry cloth and reinstall.
 - e. Enable the max suction mode in the app to increase the suction power.
5. Won't Run
 - a. Ensure the power switch is in the "I" position and not the "O" position. If it is in the "O" position the unit will not run.
6. Beeping
 - a. Troubleshooting will depend on number of beeps and light flashing. Please refer to pages 17-18 in the instruction manual.
7. Will not Return to Charging Station
 - a. Please make sure to leave a few feet of space clear on each side of the charging station so the robot has an easier journey home. We recommend 3 feet on the left and right of the charging station and 6 feet in front.
 - b. Try to limit the amount of infrared signals between the DEEBOT and the charging station so the robot has an easier time picking up the signal from the dock.
 - c. Clean the charging pins and sensors with a dry cloth.
8. Can't Connect to App.
 - a. Ensure customer is connected to 2.4GHz WiFi and not 5GHz WiFi. Cellular data and 5GHz may be used to use the app after the DEEBOT is connected, but for the initial connection 2.4GHz is required.

- b. Ensure customer is using correct app (Ecovacs Home)
 - c. From there the app will direct customer through the connection process.
 - d. If issues continue, contact our app experts at 1-844-326-8227 or customerservice@ecovacs.com
9. Unit hangs up on minor objects
- a. Area Preparation Plays a Large Role in the success of the DEEBOT. Since the unit can't recognize everyday objects, removing items from the floor, such as clothes, toys, and cords will lead to a more successful cycle.
10. DEEBOT is Noisy
- a. The suction intake may be blocked
 - i. Power OFF the DEEBOT. Remove the Dust Bin, empty it and reinstall.
 - b. The Main Brush/ Side Brushes/Wheels may be tangled with dirt and debris.
 - i. Turn the DEEBOT upside down. Remove the Main Brush Cover. Remove the Main Brush. Use the Multi-Function Cleaning Tool to cut off and remove any hair tangled around the Main Brush. Reinstall the Main Brush.
 - c. Remove the Side Brushes. Wipe the Side Brushes and their slots with a dry cloth and reinstall
 - i. Turn the machine over and use your hand to rotate the left and right wheels at the same time, see if the resistance is the same on both wheels. If not, check both of them to see if there's anything tangled inside.