

TROUBLESHOOTING GUIDE

1 – The vacuum cleaner keeps moving backwards, or turning left and right when turned on.

1. Turn off the vacuum cleaner.
2. Check to see if the sensor window is dirty. If it is, clean the sensor window with a cotton swab or soft cloth.
3. Check to ensure that the front bumper is not malfunctioning. Press the left, middle and right parts of the front bumper, making sure that it springs back out correctly.



Cleaning the sensor window.

2 – The vacuum has gotten stuck near an object.

1. The vacuum will normally try to work it's way out of a situation where it finds it path blocked. If the robot seems unable to circumnavigate the roadblock or find it's way out of spot, please remove the blocking obstacles by hand.
2. The vacuum cleaner may be caught on a powercord.
3. The vacuum cleaner may be caught up on the bottom of a curtain or the edge of a carpet.

3 – The vacuum cleaner fell down the stairs.

1. Generally speaking, the step sensor should be able to detect the 8cm+ difference in height from stairs, however if the edge is too smooth or highly reflective, the sensor detection functions may be weak. This area may need to be blocked from access via an obstacle being placed across the top of the stairs.
2. Clean the sensor window with a cotton swab or soft cloth.

4 – The vacuum cleaner is not working, or the quality of the cleaning is poor.

1. Turn off the vacuum cleaner and take out the dust container.
2. Check that the dust container is empty, the suction and filters are clean and that the side brush is clean and turning correctly.
3. Check that the main brush is turning freely and is not clogged by hair, string or other rubbish.
4. Check that the rubber wheels are not clogged.



Take off dust container



Clean dust container



Take of main brush and rubber wheel



Clean main brush



Clean rubber wheel



Clean active wheel

5 – The vacuum is very noisy while working.

1. Clean the dust container and filter.
2. Check that the main or side brushes are not excessively soiled.
3. Check to see if the suction port is blocked.
4. If the increased noise level persists or worsens, contact the Kogan customer support team for further information.



Clean dust container



Check the rolling system

6 – The vacuum cleaner will not turn on.

1. Recharge the vacuum cleaner via the power adapter for over 4 hours.
2. If the vacuum still won't start up, contact the Kogan customer support team.

7 – The vacuum cleaner doesn't work when turned on. It just beeps when I press the button.

1. Make sure the vacuum is correctly placed on the floor.
2. Recharge the vacuum cleaner via the power adapter for over 4 hours.

8 – The vacuum cleaner works for several seconds, then shuts itself down.

1. Check and remove anything that may be blocking the rollers or wheels.
2. Always clean the dust bin, making sure that the dust doesn't block the fan motor.

9 – The vacuum cleaner will not recharge.

1. Do not leave the vacuum cleaner in a non-working state for too long. Doing so may decrease the life-span of the battery.
2. Do not recharge the vacuum cleaner in testing mode. The battery will not recharge.
3. Check that the power light flashes during recharge. The flashing signifies that the charge is being received.

10 – The vacuum cleaner side brush isn't working.

1. Don't use the vacuum cleaner on a hard, rough surface such as asphalt or bitumen, as it may damage the side brush.
2. Keep children away from the vacuum cleaner, as it is not a toy.
3. Use a soft cleaning brush to remove the hair or dust that has caught on the side brush. Do not attempt to pull them out by hand, as this may damage the brush.
4. Keep it working away from sharp tools or sharp furniture edges.



Clean side brush

NOTE: If the product still fails to work as expected after following these steps, please contact the Kogan customer support team for assistance. Do not attempt to disassemble or repair the vacuum cleaner yourself.