

## Troubleshooting

The pictures used in this section may not look exactly like your robotic cleaner but troubleshooting procedures should work with your cleaner!

### 6. Untangle floating cable:

- Go to an area that you can stretch the cable to its entire length

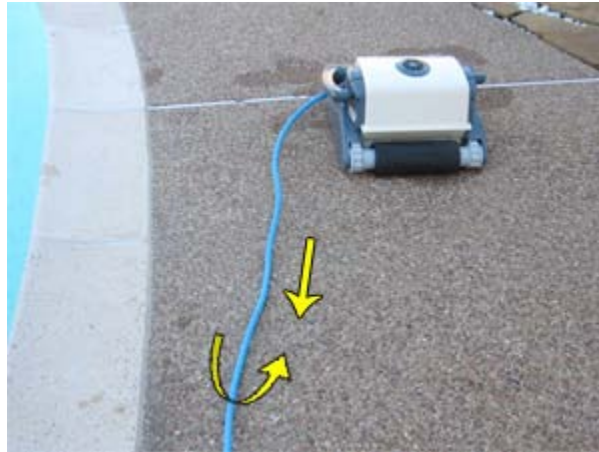


- Place the Robot on the ground and unplug the cable from the power supply





- With one hand, holding the E-Z Swivel, walk away from the robot, pulling the cable to its full length. Turn the cable until it is free of knots and twists.



- If possible lay the cable in the sun for 10 to 15 minutes until it lays flat to the floor

If the problem still exists, please fill out [Service Request Form](#) on our website or call 1-800-457-7642 for additional help