



Troubleshooting

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

8. Packing and shipping for service instructions:

- You will first need to fill out the online Service Request Form or place a service call at (800) 457-7642
- You will be emailed an RMA (Return Merchandise Authorization) /Ticket number and the Return Shipping Address
- Please write the RMA/Ticket number on or near the shipping label and place a copy of the RMA document inside of the package
- Use the original box or a cardboard box of sturdy construction that measures 20" x 19" x 19"

- Place the power supply at the bottom of the box



- Wrap the floating “blue” cable loosely around the power supply



- Pack around the power supply securely with bubble-wrap, styrofoam or newspaper to keep it from moving during shipment



- Place a flat piece of cardboard on top to form a stable base and good protection for the power supply



- If the robotic cleaner is wet, squeeze as much water as possible from the foam brushes and wipe down robot to remove as much water as possible



- Place the unit in a large plastic bag and tie it firmly before placing it in the shipping box. This will protect the power supply and shipping box from water damage



- Place unit in the box. Pack enough material around the Robot to protect it from damage during shipment



- Place bubble wrap, Styrofoam, newspapers or other cushioning material to protect the top of the robot





- Close the box and tape using 2 to 3 inch wide packaging tape



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