

Bob PetHair

OWNER'S MANUAL



bobswep

Bob PetHair

OWNER'S MANUAL

Model WP460012
Manual Version 2019.1



Congratulations!

Congratulations on your new intelligent floor cleaner! Bob is now at your service. To see Bob at his best, please read the Quick Start Guide and this manual thoroughly.

Welcome to the bObsweep family and Happy Sweeping!

If you have any questions or concerns, feel free to contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

Business hours: Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

Important Safety Instructions

Turn Bob OFF and unplug him from the outlet when he is not in use and before conducting maintenance.

Bob is not intended for use by persons (including children) with reduced physical or mental capabilities, or lack of experience and knowledge, unless under the close supervision of a person responsible for their safety.

Leaks from the battery cells can occur under extreme usage or temperature conditions. If the liquid gets on the skin, wash quickly with water. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes, and seek medical attention.

Bob is composed of electronic components that in rare and unintended cases can cause hazards of heating, fire, and other malfunctions. Furthermore, because Bob is capable of autonomous movement, his use poses the risk of collision with property, pets, and persons. Unintended removal of articles — such as small valuables, jewelry, or hair of persons or pets lying on the floor — may also occur.

If Bob, his remote control, or his charging station has been damaged in any way, do not operate them. Contact our helpful support team at support@bobsweep.com or or 1-888-549-8847.

✗ Do not handle Bob, his remote, or his charging station with wet hands; use only on dry surfaces.

✗ Do not pull or carry the charging station by the cord, use the cord as a handle, close a door on the cord, or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces. To unplug the cord, grasp the plug, not the cord.

✗ Do not attempt to open the charging station. Repairs on the station should only be carried out by our qualified technicians.

✗ With the exception of the mopping cloth, do not immerse any part of Bob into water or other liquids.

✗ Do not mutilate or incinerate the battery, as it will explode at high temperatures.

✗ Do not use Bob outdoors.

✗ Do not expose Bob, his charging station, or remote to temperatures higher than 113° F (45° C), moisture, or humidity.

✗ Do not dispose of your battery in fire. Old batteries should be recycled safely through your local recycler.

✗ Do not let Bob pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.

Declaration of Conformity

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or change to this equipment. Such modifications or change could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warranty

Every Bob PetHair purchased from an authorized seller includes a 1-year limited warranty, 2-year battery warranty, 5-year subsidized repair plan, and lifetime of customer support. The 1-year warranty covers labor and non-consumable parts; it does not cover postal charges and consumable parts such as brushes, filters, and mopping cloths.

To activate Bob's warranty, register him online at www.bobsweep.com/warranties. To purchase additional coverage plans, go to www.bobsweep.com/coverageplans.

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Getting Started

Let's start at the very beginning. We'll walk you through the basics and help you get Bob started for the very first time.

- 12 Box Contents
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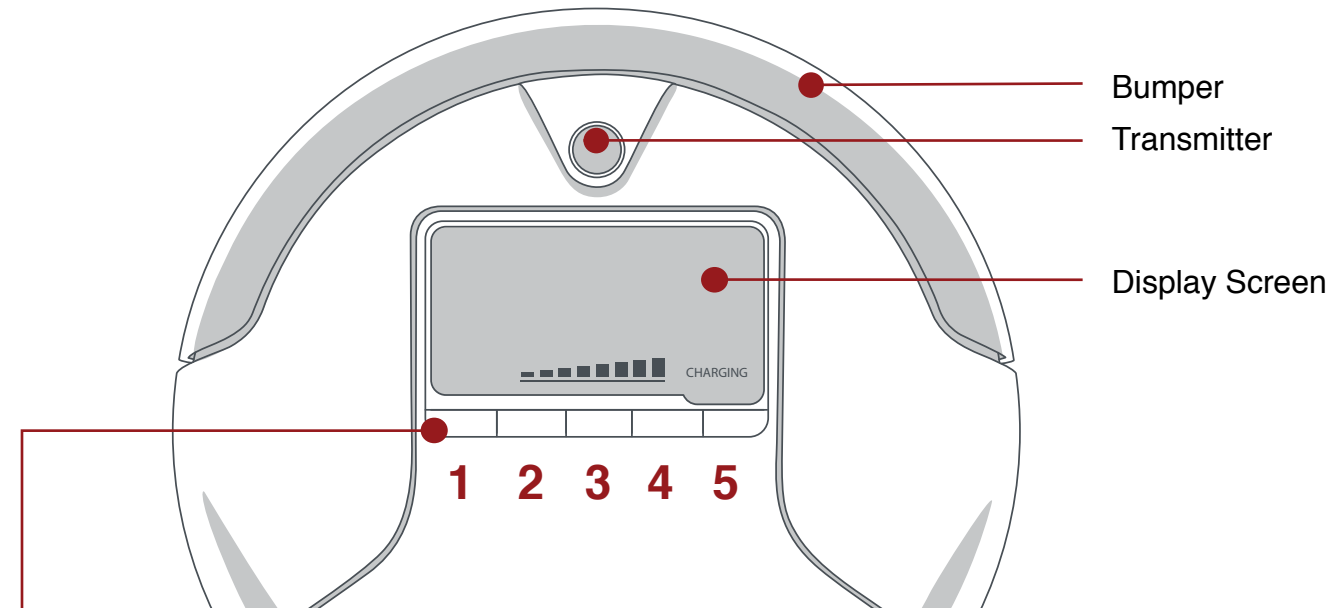


Bob comes with the following items. You can purchase replacement parts and accessories at www.bobsweep.com/shop.

- | | |
|---------------------------------|--|
| 1 Remote Control | 9 Screws (2 Main Brush Screws, 2 Side Brush Screws) |
| 2 Charging Adapter | 10 Blindfold Stickers |
| 3 Charging Station | 11 Cleaning Tool |
| 4 Mop Attachment | 12 Filters (2) |
| 5 Mopping Cloths (2) | 13 Side Brushes (2) |
| 6 Flat Head Screwdriver | 14 Owner's Manual, Quick Start Guide, and Warranty Card |
| 7 Set of Bumper Stickers | 15 Bob PetHair |
| 8 Main Brush | |



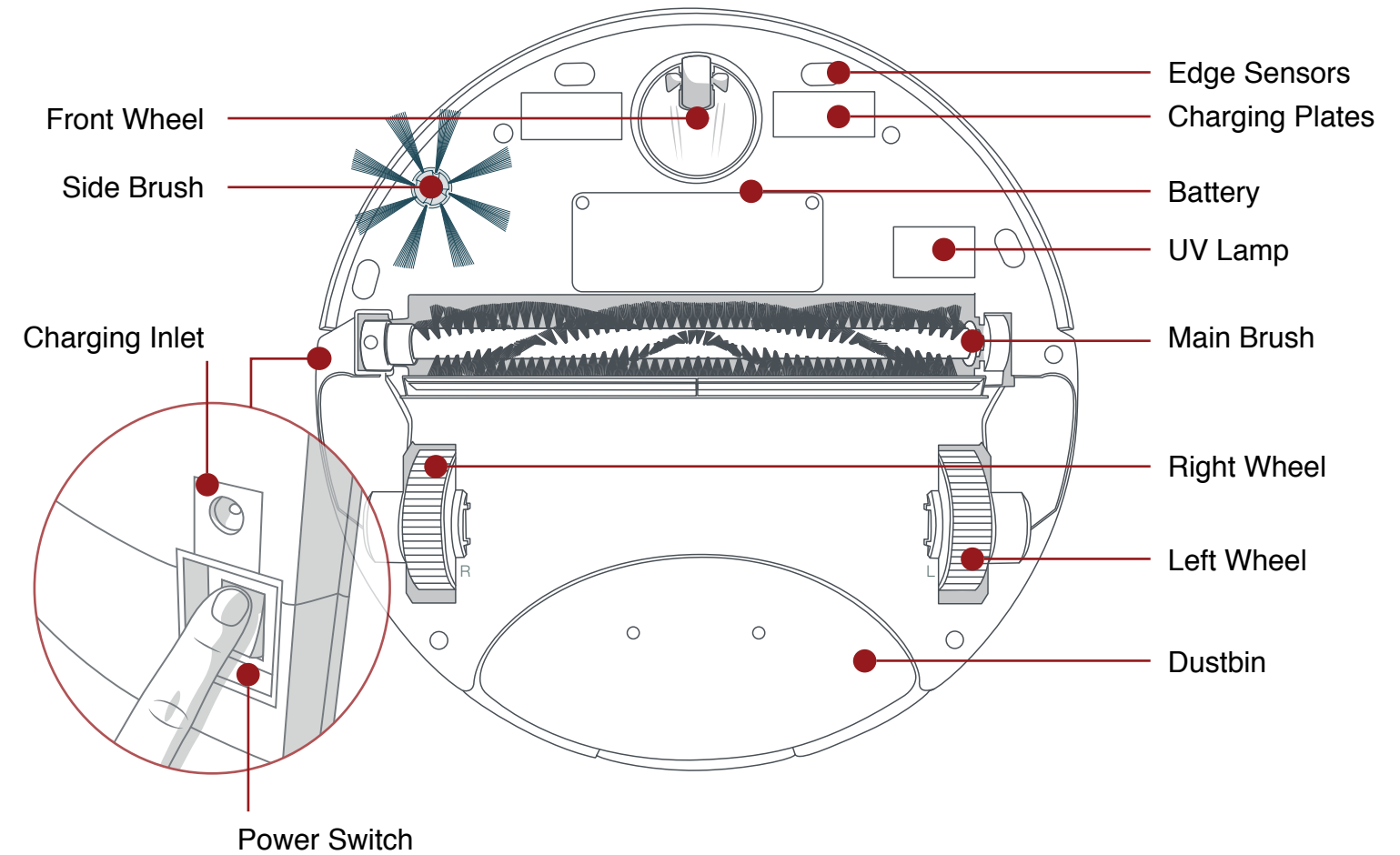
Top View



Cover Buttons

- 1** UV - Turns the UV lamp off and on.
- 2** PROGRAM - Toggles between Auto 1, Auto 2, and Auto 3, or Spot 1 and Spot 2.
- 3** MODE - Switches between Auto, Spot, and Wall Follow modes.
- 4** CHARGE - Sends Bob to his charging station.
- 5** START - Sends Bob to clean.

Bottom View

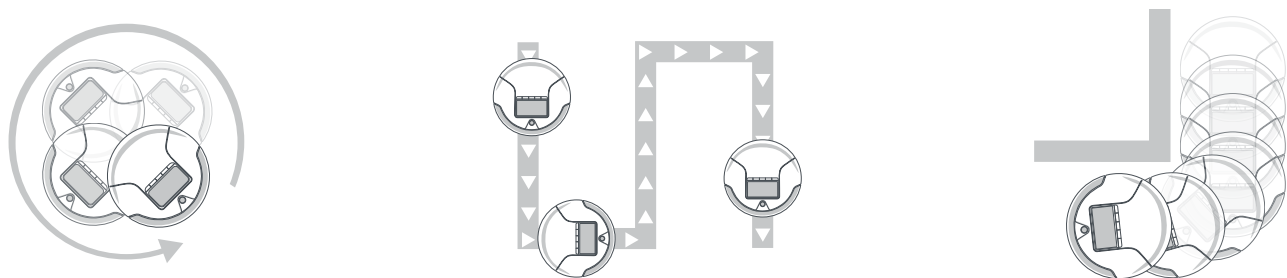


Who is Bob?

Bob is an autonomous robotic vacuum cleaner, at your service! He can vacuum, sweep, and mop all the same time — and at the end of his cleaning session, he automatically returns to his station for a power nap. Set Bob to clean on a schedule and he'll clean on his own even when you're not around.

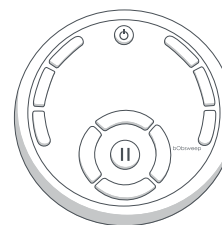
How does Bob find his way around?

Bob doesn't store any data about your home; instead, he uses a network of reactionary sensors to detect obstacles. To maximize his coverage, he may spiral outward, zigzag across a small area, or follow along walls. If he seems to be ignoring some spaces or spending too much time on others, don't worry! Bob will efficiently clean your home over the course of a full cycle — just check his dustbin for the evidence!



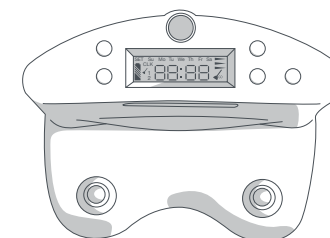
Should I pick up Bob?

You may pick up Bob while he's cleaning, but it's best to let him work in his own way. Moving him around, manipulating his movements, or picking him up may confuse him and disrupt his cycle.



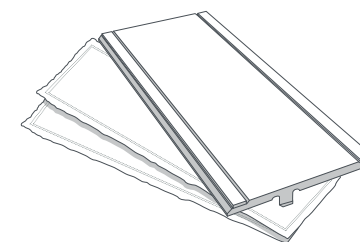
Remote Control

If you wish to control Bob's movements manually, you may use the navigational buttons on his remote.



Charging Station

Bob automatically returns to his charging station when low on battery. If Bob is having trouble finding his station, try syncing it and relocating it to a more easily accessible location with more space around it.



Mop Attachment

Bob may have a tough time climbing over elevated surfaces while mopping. Remove Bob's mop when he is not cleaning smooth surfaces. Do not let him climb onto carpet or rugs when mopping.

Navigating Difficult Obstacles

Unique Furniture

Bob is designed to maneuver around furniture of most shapes and sizes, but he may find it difficult to clean under chairs with narrow legs or furniture that is too high for his bumper sensors to detect. Specialty furniture, such as desk chairs with wheels or stools with circular bases, may also confuse him momentarily — but don't worry, Bob usually finds his way around with time.

Dark-Colored Carpet

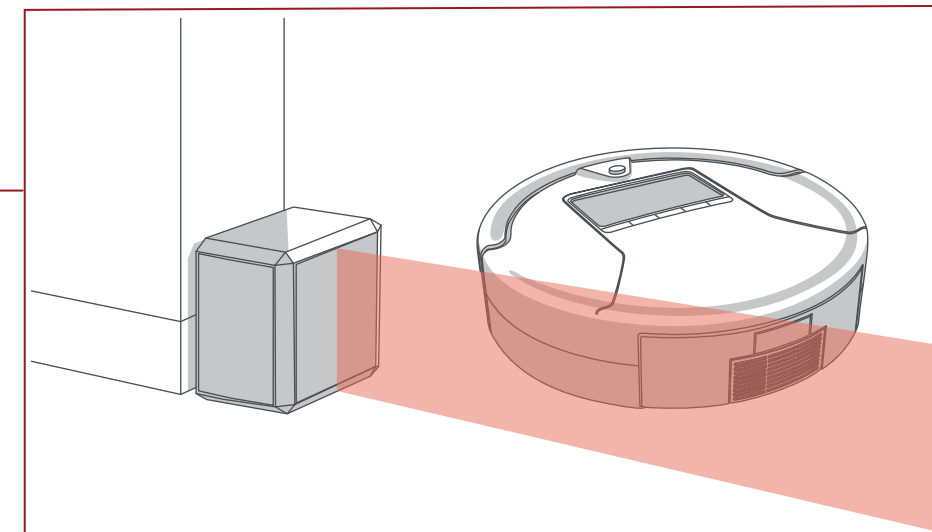
If Bob repeatedly backs up or displays TROUBLE NR. 04 while cleaning dark carpet, then you'll need to deactivate the edge sensors. To do so, simply hold down the UV button on Bob's cover until the 5 bars at the top of his screen flash 7 times and remain lit. Just remember that while Bob's edge sensors are deactivated, he will not be able to detect edges or stairs!

Shag Carpet

Bob's main brush is not designed to clean shag carpet or rugs with long fibers. If you'd like Bob to clean shag carpet or long-fibered rugs, you may remove his main brush and allow him to vacuum without it.

Inclines

Sometimes Bob will attempt to drive up angled surfaces, get stuck for a few minutes, and then decide to clean somewhere else. As long as Bob does not display a trouble number on his screen, let him continue cleaning and find his own way around. Take note of the areas Bob finds the most challenging and, if possible, adjust your furniture accordingly.



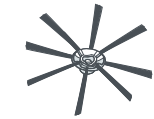
Quick Tip

If Bob finds a particular area challenging to clean, use bBlock (sold separately) to keep him away. bBlock emits a digital barrier that Bob will not cross.

Step 1: Install Bob's Side Brush

Install Bob's side brush to help him reach the corners and edges of rooms.

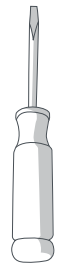
Parts You'll Need:



Side Brush
x1




Side Brush Screw
x1

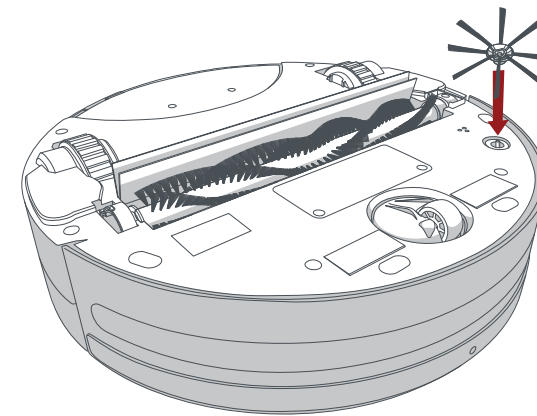
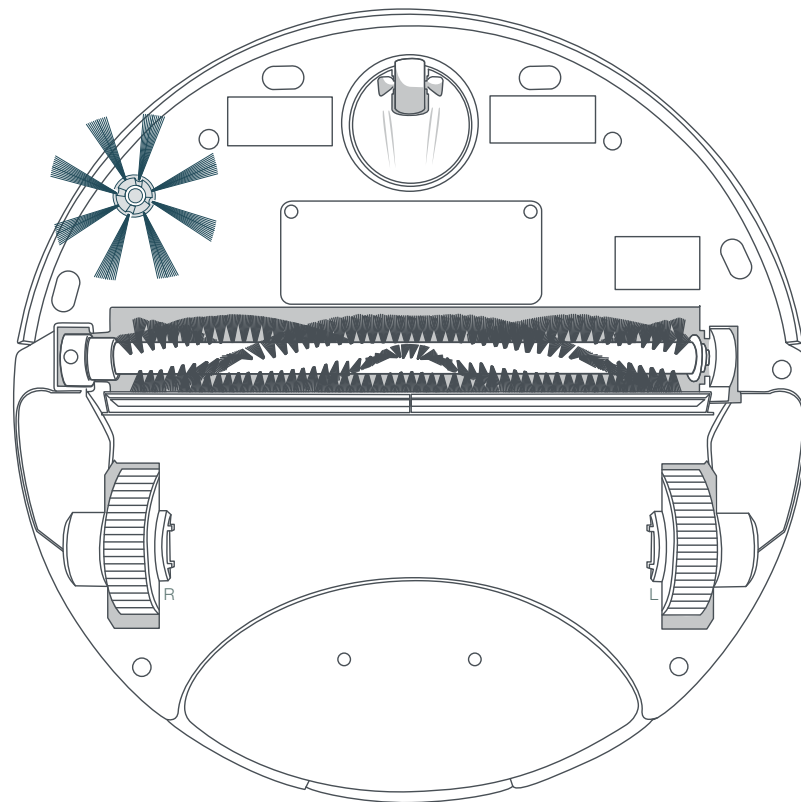


Flat Head
Screwdriver

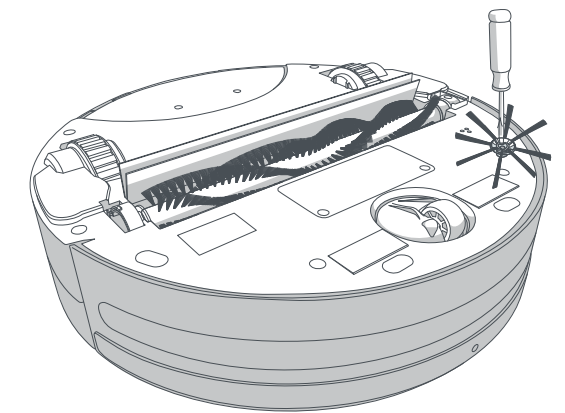
Screw Guide:

 Main Brush Screw

 Side Brush Screw



1. Flip Bob over onto a flat surface. Place the side brush over the empty socket on Bob's underside.



2. Secure Bob's side brush into the socket using the flat head screwdriver and screw.

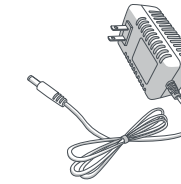
Quick Tip:

! Use the additional side brush and screw as spares.

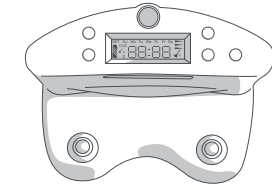
Step 2: Charge Bob

Allow Bob to fully charge before using him for the first time.

Parts You'll Need:



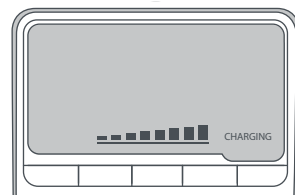
Charging Adapter



Charging Station

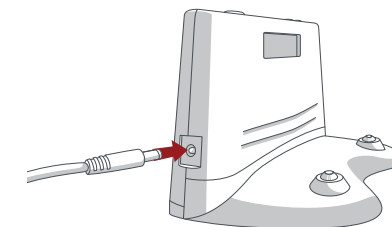
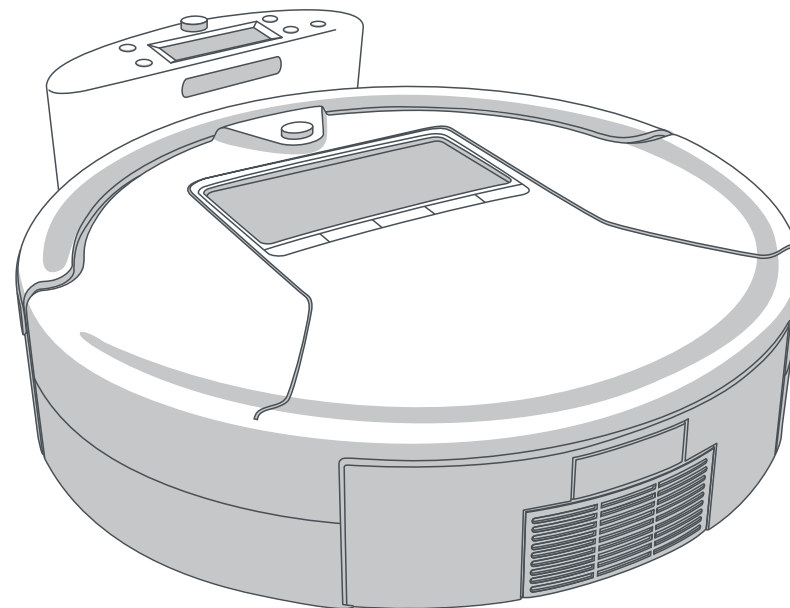
When Bob Is Charging:

The battery bars and the word CHARGING flash.

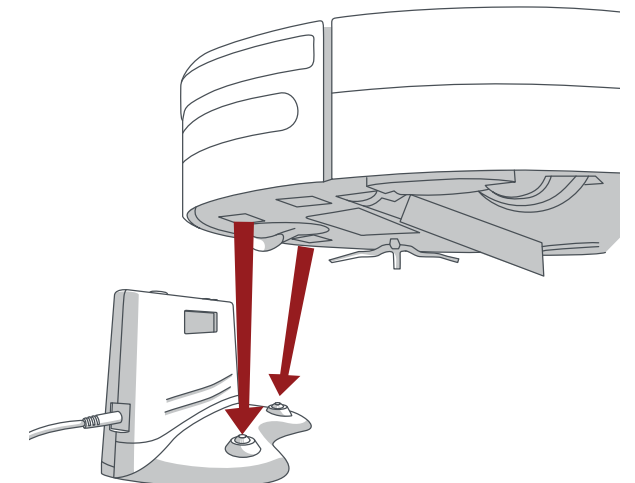


When Bob Is Fully Charged:

The word READY is lit.

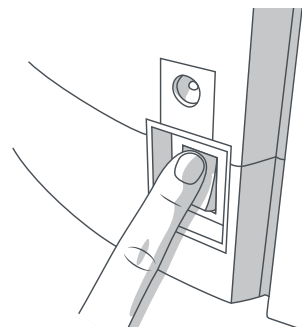


1. Plug the power adapter into the side of the charging station.

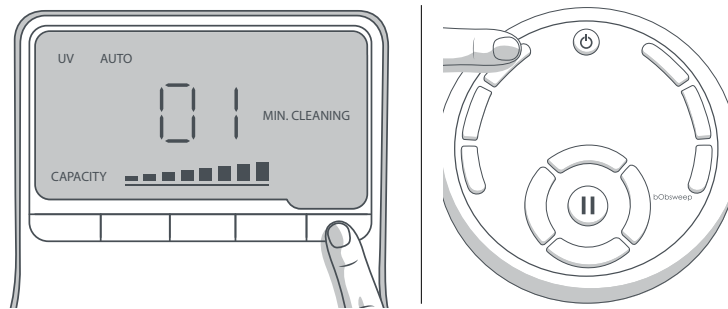


2. Place Bob on his charging station with the metal plates on his underside sitting on top of the nodes on his station.

Step 3: Let Bob Sweep!

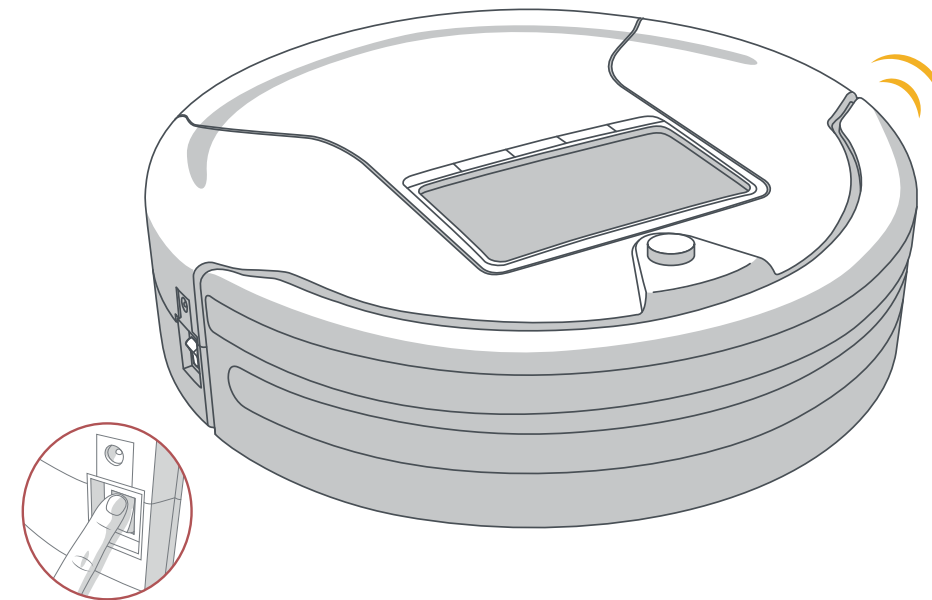


1. Flip Bob's power switch ON.



2. Press the START button on Bob's cover, or the AUTO button on Bob's remote.

On his default cleaning mode, Bob thoroughly cleans a large area and returns to his charging station when low on battery.



Quick Tip:

Make sure to remove the clear plastic on the power switch.

Cleaning Modes

On his default cleaning mode, Bob thoroughly cleans a large area and returns to his charging station when low on battery.

If you'd like Bob to clean a smaller area, or if you'd like him to clean for a shorter amount of time, you may select his other cleaning modes.



Cleaning Modes

Select the cleaning mode that best suits your needs. Bob automatically returns to his charging station after he completes a cycle in each mode.

Auto 1 is Bob's default cleaning mode. To select it, press START on his cover.

Auto 1 (Deep Clean)

Bob will thoroughly cover a large area until his battery power reaches 15%.

Auto 2 (Quick Clean)

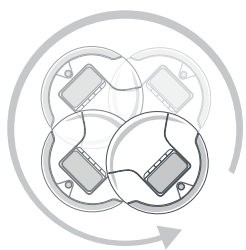
Bob will cover a medium-sized area for 30 minutes.

Auto 3 (Touch Up)

Bob will cover a small area for 15 minutes.

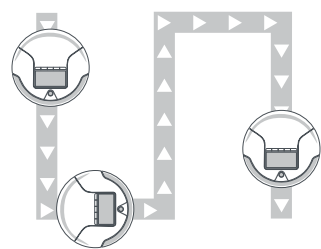
Spot 1 (Spiral Track™)

Bob will target a small area by spiraling outward.



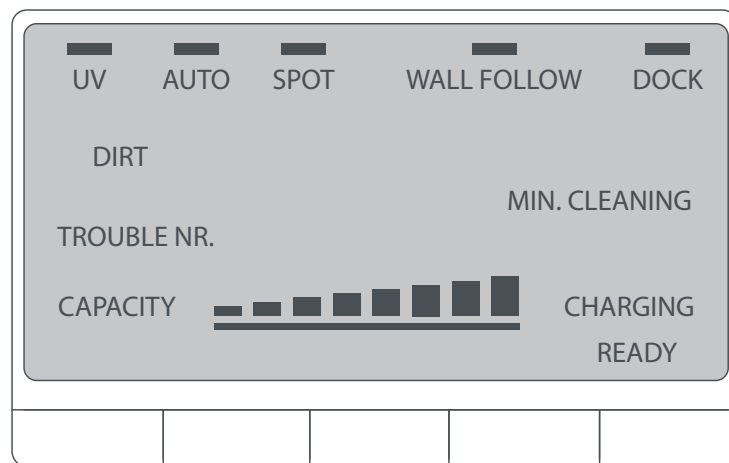
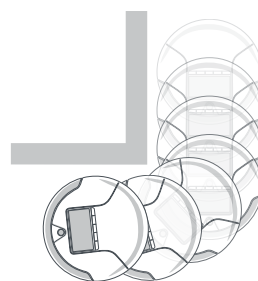
Spot 2 (Waffle Track™)

Bob will target a 6 x 5 feet (1.8 x 1.5 m) spill zone by tracing a grid pattern.



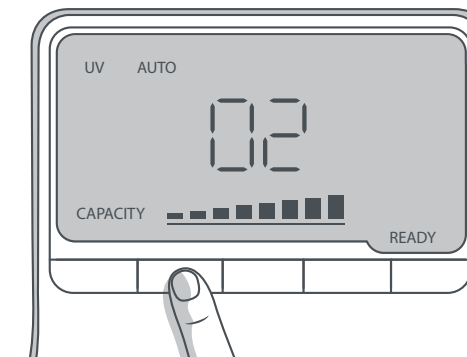
Wall Follow (Wall Track™)

Bob will clean along the perimeter of your home.

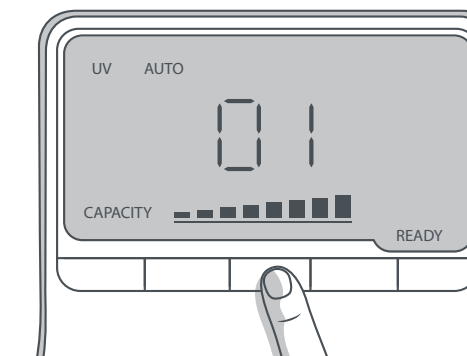


Selecting a Cleaning Mode

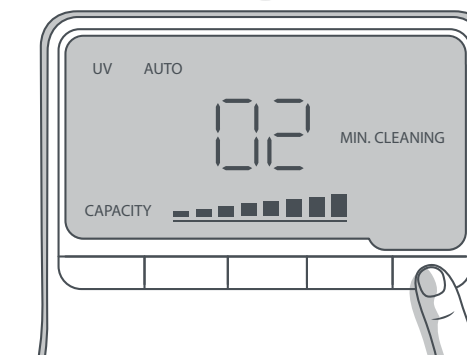
1. Press the MODE button on Bob's cover to switch between Auto, Spot, and Wall Follow modes.



2. Press the PROGRAM button to toggle between Auto 1, Auto 2, and Auto 3, or Spot and Spot 2 modes.



3. Press the START button to send Bob to clean.



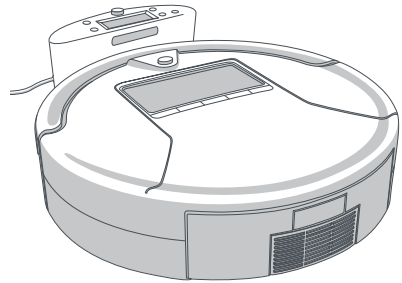
Charging

Bob automatically returns to his charging station when low on battery. To maximize Bob's chance of finding his station, it's best to place it in an easily accessible location with plenty of space around it. If Bob continues to have trouble finding his station, you may need to sync it.

- 32 Charging Bob
- 34 Charging Station
- 36 Syncing the Charging Station

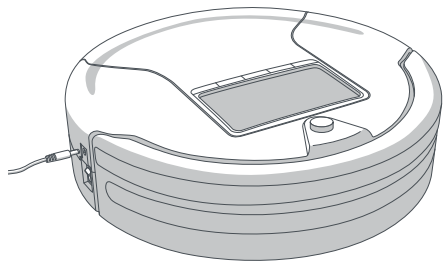


Charging Bob



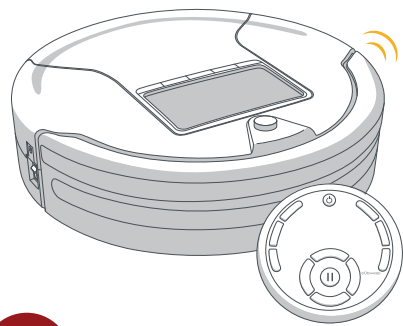
Charging Bob Using the Charging Station

Place Bob on his charging station with the metal plates on his underside sitting on top of the nodes on his station. Make sure the station is plugged in.



Charging Bob Using the Adapter

Plug the charging adapter directly into the inlet above Bob's power switch.



Sending Bob to His Charging Station

Press the CHARGE button on his remote or cover.

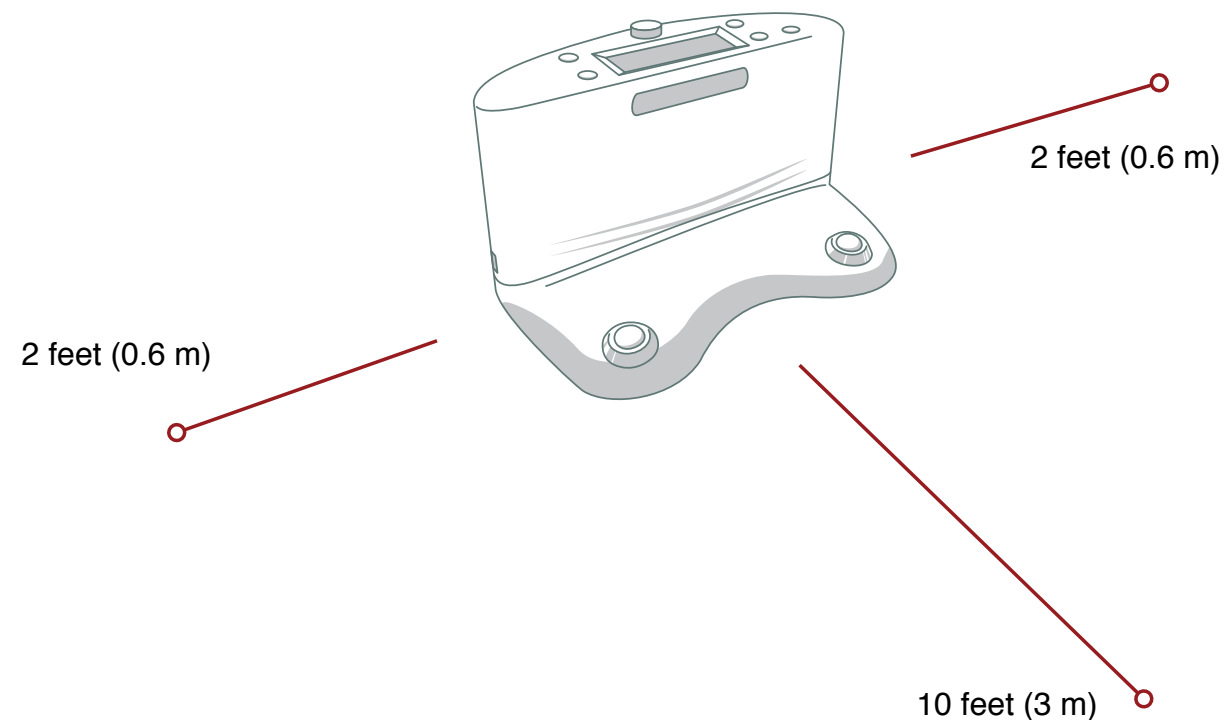
A diagram of the battery indicator on the top of Bob's cover. It features a row of seven vertical bars of increasing height from left to right, followed by the word "CHARGING" in capital letters. Below the indicator are five rectangular segments.

When Bob Is Charging:
The battery bars and the word CHARGING flash.

When Bob Is Fully Charged:
The word READY is lit.

Charging Station

Position the charging station against a wall on a hard, flat surface. Make sure there is at least 10 feet (3 m) of open space to the front and 2 feet (0.6 m) of open space to the sides of the station.



Conserving Bob's Battery

To conserve Bob's battery, turn his power switch OFF and remove him from his charging station when he is not in use. Bob should not sit on his station for more than 5 days.

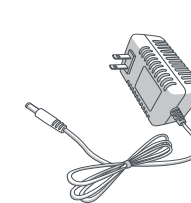
Standby Mode

After a minute of idling with his power switch ON, Bob will enter standby mode to conserve his battery. In standby mode, Bob's screen will be blank, and he will beep periodically. To take Bob out of standby mode, press any button on his cover.

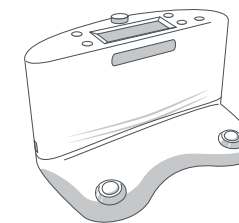
Syncing the Charging Station

Bob is smart and will automatically search for his charging station when his battery reaches 15% capacity. You will need to sync the station if Bob is having trouble finding it.

Parts You'll Need:



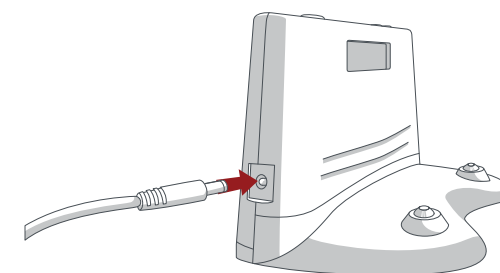
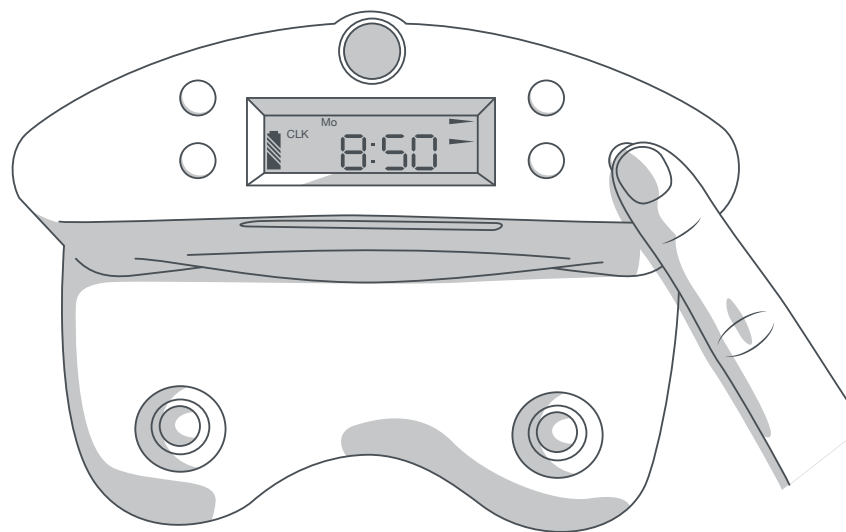
Charging Adapter



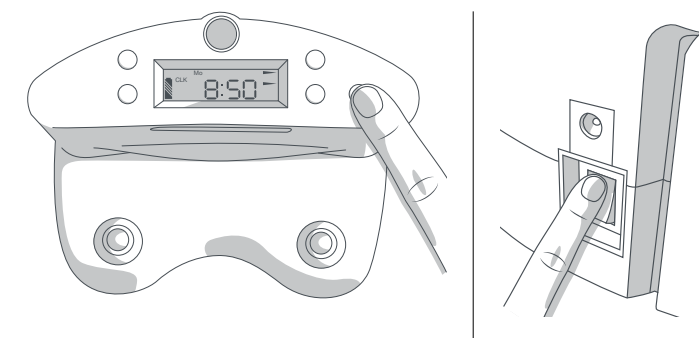
Charging Station

Quick Tip:

! Make sure Bob is not on the charging station when syncing him.



1. Plug the power adapter into the side of the charging station.



2. Hold down the ADJUST/SELECT button on the charging station while flipping Bob's power switch ON.



Bob will chirp twice to let you know the sync was successful. If Bob does not chirp, repeat the process.

Remote Control

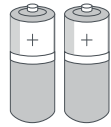
You can adjust Bob's speed, send him to charge, and control his movements all from his remote. If Bob is not responding to his remote, you will need to sync it.

40 Remote Buttons

42 Syncing the Remote



Remote Buttons

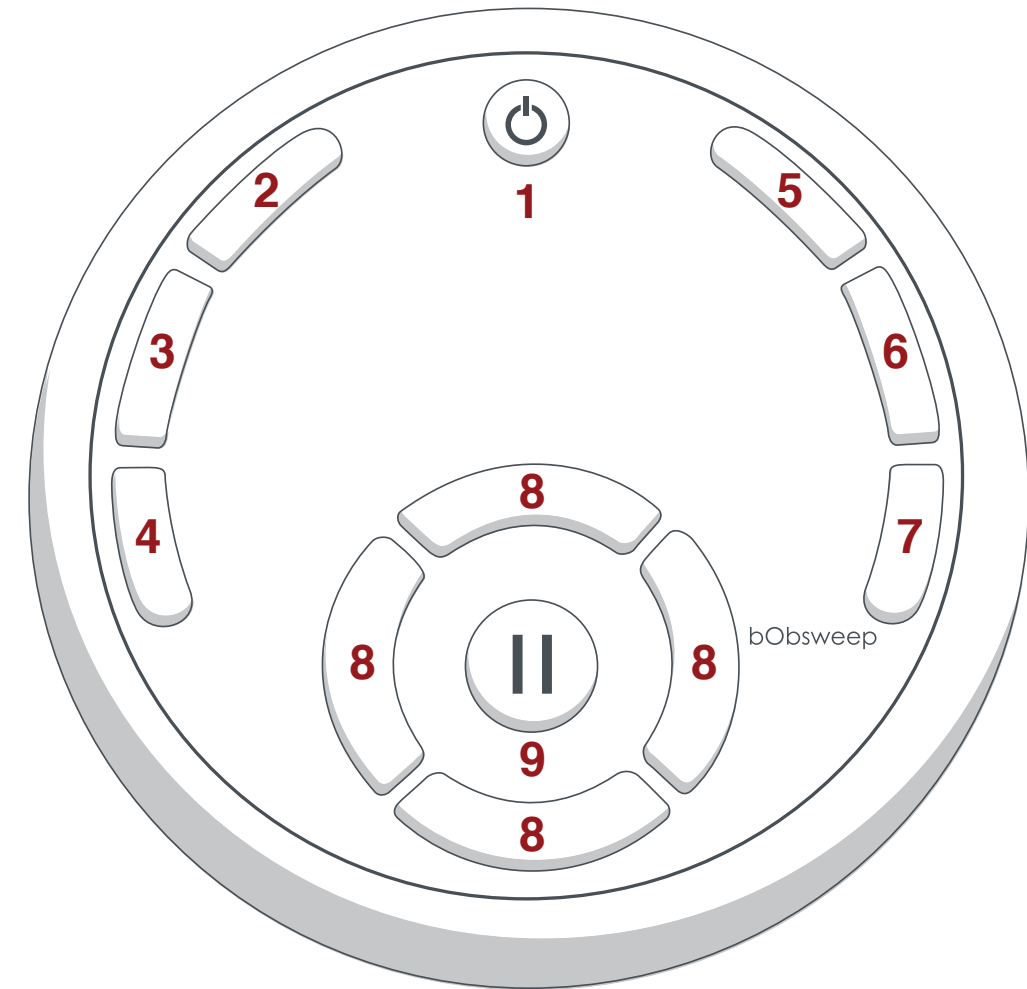


Bob's remote requires 2 AAA batteries (not included). Remove the batteries if you are not using the remote on a regular basis. Keep the remote at room temperature.

Quick Tip:

! Hold down the navigational buttons to keep Bob moving in the desired direction. Do not reverse Bob towards edges, as he will fall.

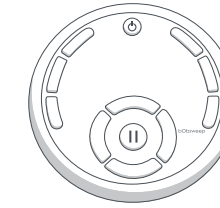
- 1** Power
Puts Bob in and out of standby mode.
- 2** Auto
Sends Bob to clean on his Auto 1 (Deep Clean) mode.
- 3** Corners
Sends Bob to clean on his Wall Follow (Wall Track™) mode.
- 4** UV
Activates or deactivates the UV light.
- 5** Spot
Sends Bob to clean on his Spot 1 (Spiral Track™) mode.
- 6** Charge
Sends Bob to his charging station.
- 7** Speed
Alternates between Bob's two speeds.
- 8** Navigational Arrows
Guide Bob forward, backward, left, or right.
- 9** Pause
Pauses or resumes Bob's movement.



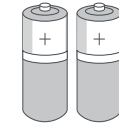
Syncing the Remote

If Bob is not responding to his remote, you will need to sync it.

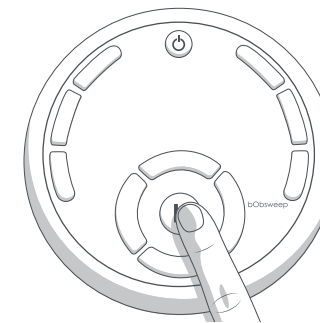
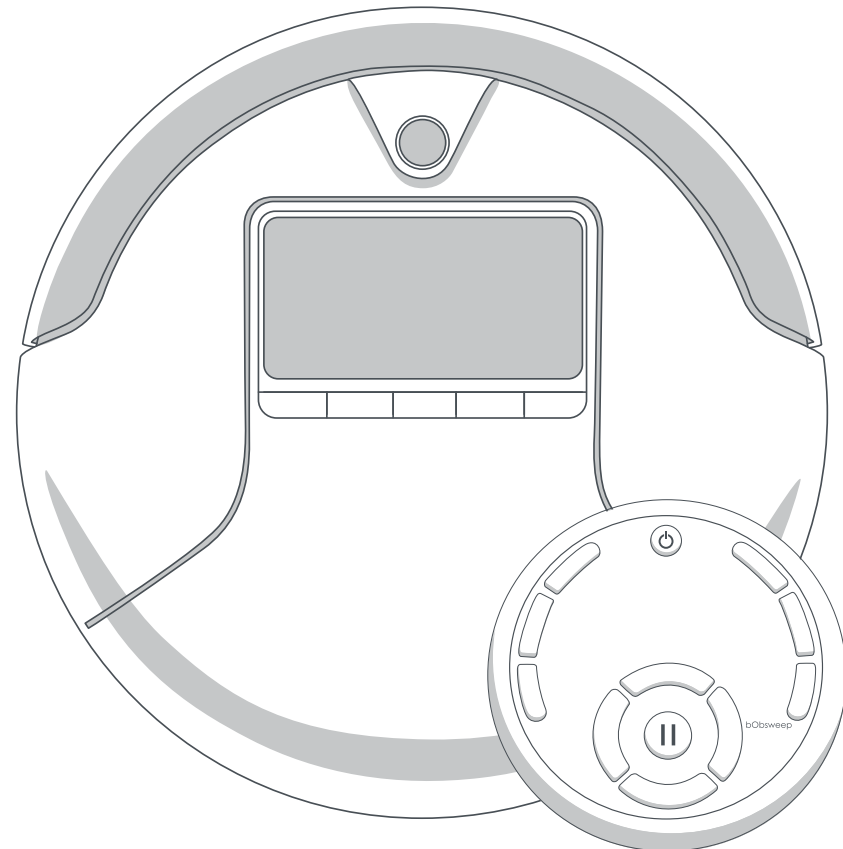
Parts You'll Need:



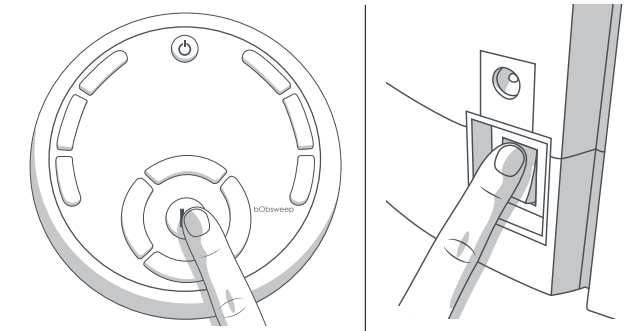
Remote Control



AAA Batteries x2
(not included)



1. Hold down the PAUSE button on Bob's remote.



2. While still holding down the PAUSE button, flip Bob's power switch ON.



Bob will chirp twice to let you know the sync was successful. If Bob does not chirp, repeat the process.

Cleaning Schedule

Bob can be programmed to clean at the same time on multiple days of the week through his charging station. Bob works on a 24-hour clock, so adjust accordingly.

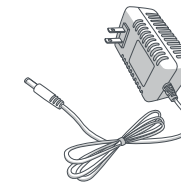
- 46 Setting the Current Time and Date
- 48 Setting the Cleaning Schedule
- 50 Auto-Resume Mode



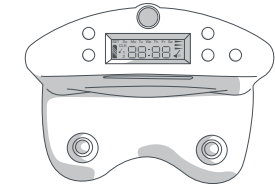
Setting the Current Time and Day

Bob can be programmed to clean at the same time on multiple days of the week through his charging station. To set Bob's cleaning schedule, you must first set the current time and day on his station. Make sure Bob is turned ON and synced to his station before proceeding.

Parts You'll Need:

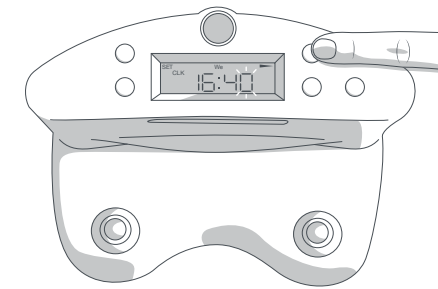
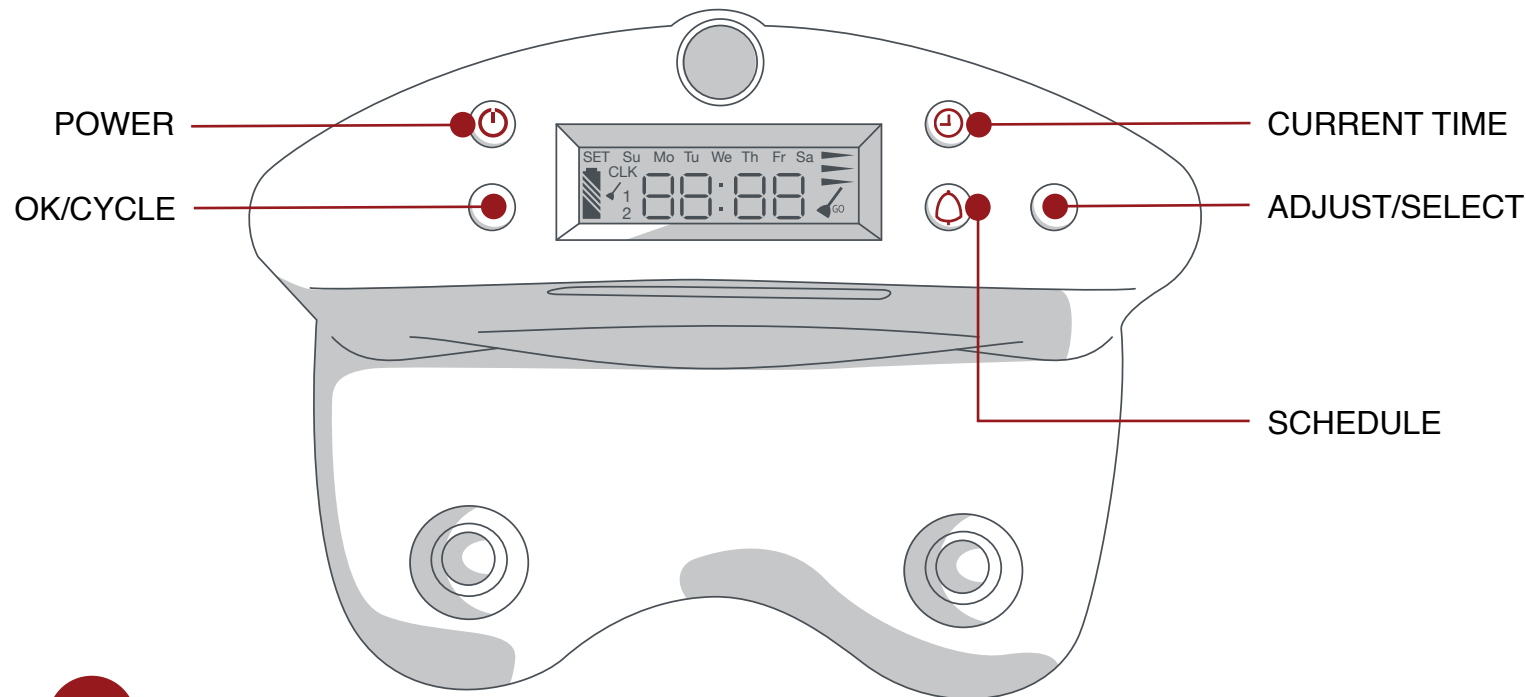


Charging Adapter

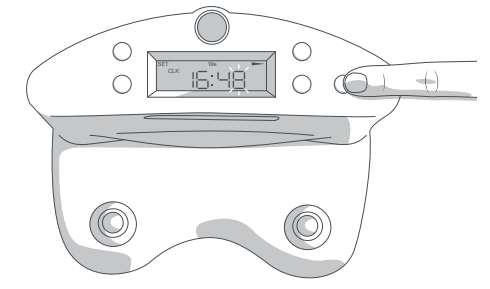


Charging Station

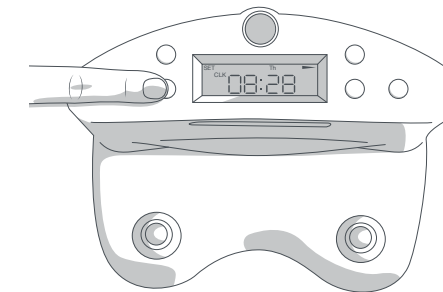
Bob works on a 24-hour clock, so adjust accordingly.



1. Press the button on the station. The first hour digit will start flashing.



2. Use the ADJUST/SELECT button to adjust your selection. Use the button to move between minutes, hours, and days of the week.

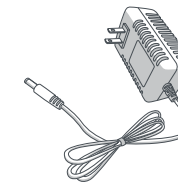


3. Press the OK/CYCLE button to save your settings. Bob will chirp to confirm your save.

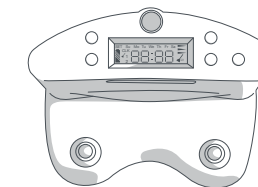
Setting the Cleaning Schedule

Bob can be programmed to clean at the same time on multiple days of the week through his charging station. Before proceeding, make sure Bob is turned ON and synced to his station, and the current time and day are set.

Parts You'll Need:



Charging Adapter



Charging Station

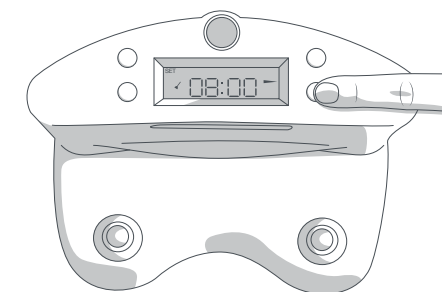
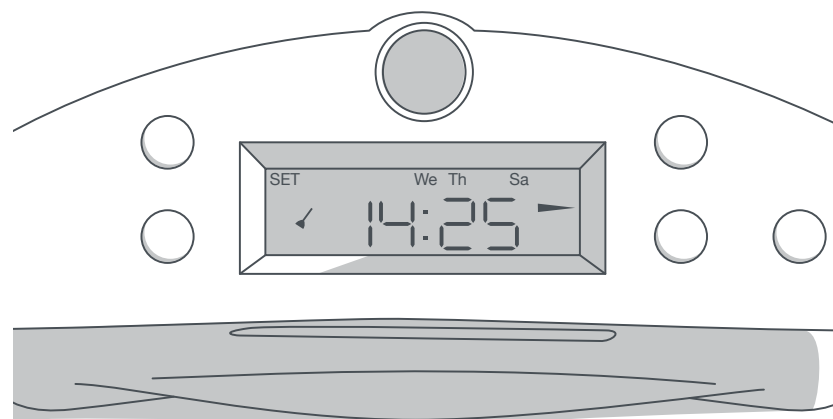
Bob works on a 24-hour clock, so adjust accordingly.

Important to Note:

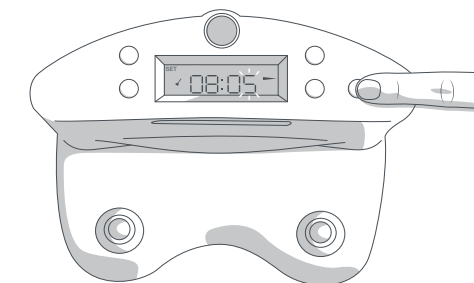
✦ The charging station will display a broom icon when the cleaning schedule is active.


Quick Tip:

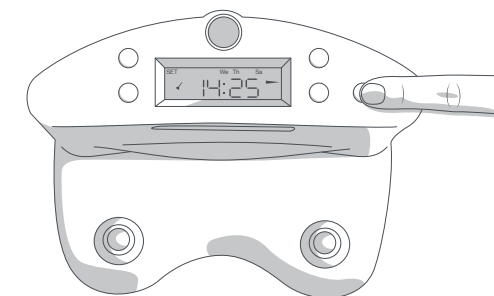
! To clear Bob's schedule, scroll past each day of the week while it is still blinking. The days of the week that are selected will be lit.



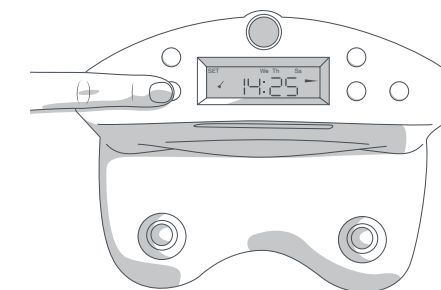
1. Press the  button on the station. The first hour digit will start flashing.



2. Use the ADJUST/SELECT button to adjust your selection. Use the  button to move between minutes, hours, and days of the week.



3. To select a day of the week, wait until the day stops blinking before pressing the ADJUST/SELECT button to move on. To deselect a day, scroll past it while it is still blinking. Selected days will be lit.

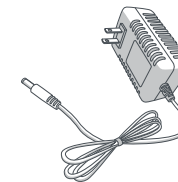


4. Press the OK/CYCLE button to save your settings. Bob will chirp to confirm your save.

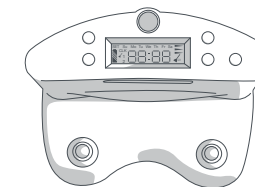
Auto-Resume Mode

On auto-resume mode, Bob leaves his charging station after every recharge to perform “back-to-back” cleaning cycles. To enable auto-resume, make sure Bob is turned ON and synced to his charging station.

Parts You'll Need:



Charging Adapter

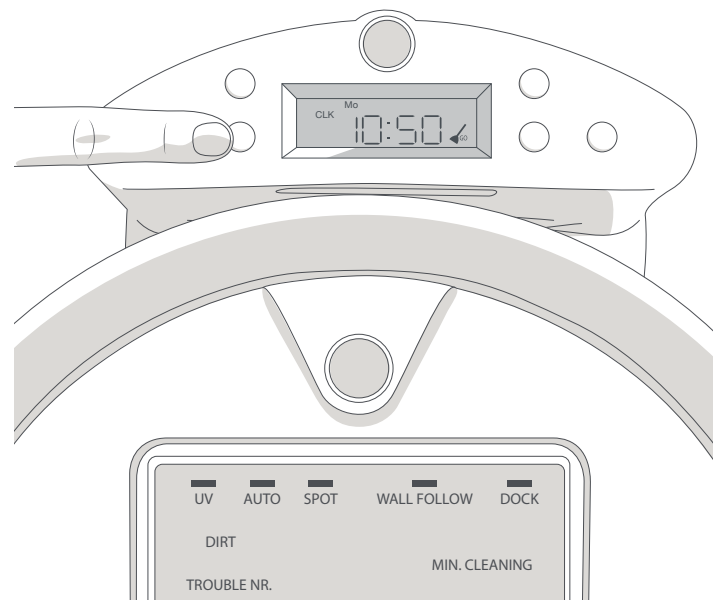


Charging Station

Enabling Auto-Resume

1. To enable auto-resume, press the OK/CYCLE button on the charging station.

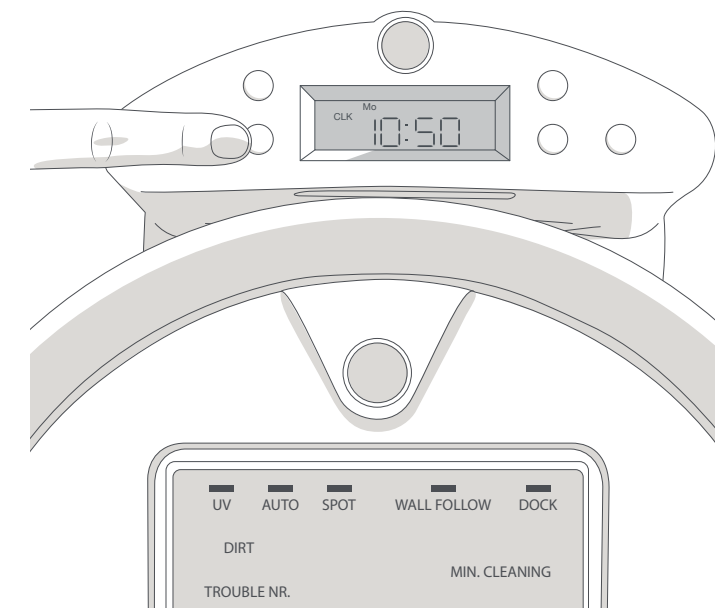
A broom icon with the word GO will light up on the station's screen.



Disabling Auto-Resume

1. To disable auto-resume, press the OK/CYCLE button again.

The broom icon will no longer be lit.



Maintenance

To maximize Bob's efficiency, it is best to clean his dustbin, filters, brushes, and sensors about once a week.

- 54 Dustbin
- 56 Filters
- 58 Main Brush
- 60 Side Brush
- 62 Sensors



Dustbin

To maximize Bob's efficiency, it is best to empty his dustbin about once a week, or about once every 6 cleaning cycles.




Parts You'll Need:

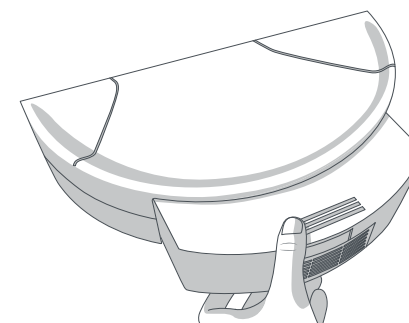
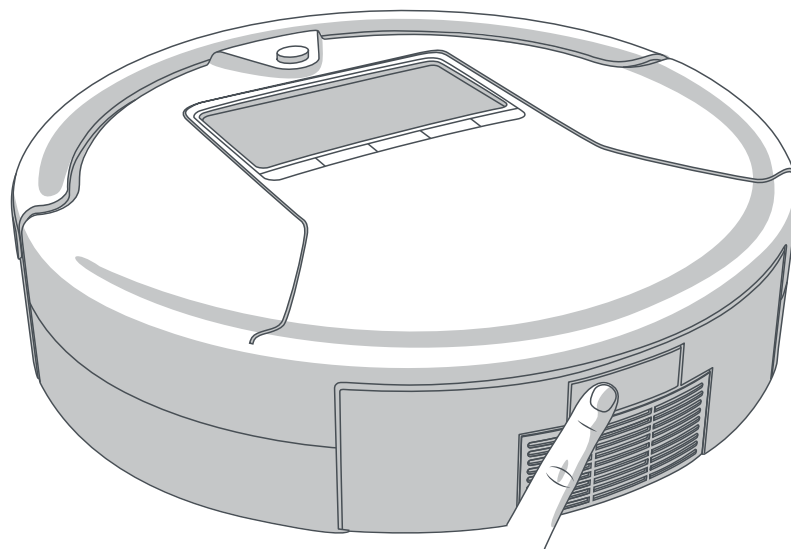


Cleaning Tool

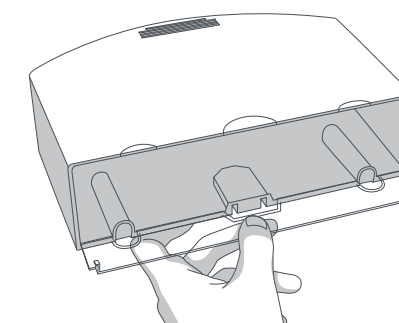
Emptying Bob's Dustbin

Quick Tips:

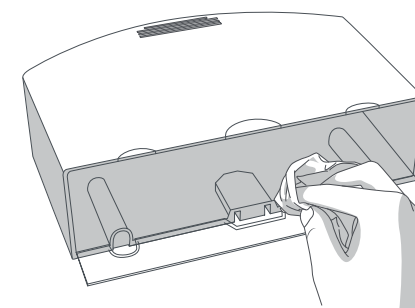
-  Never fill the dustbin with water or any other liquid.
-  Do not force the dustbin gate past its natural opening point.
-  Make sure the filters do not fall out of the dustbin as you empty it.



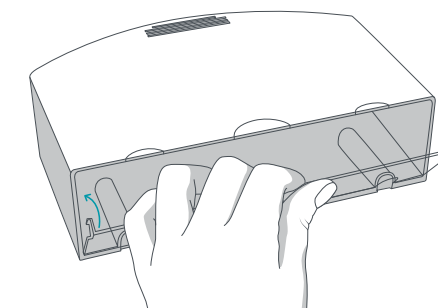
1. Push the button on Bob's back and slide the dustbin out.



2. Carefully open the plastic gate and dump out the contents of the dustbin.



3. Wipe the dustbin with a dry cloth or brush it with Bob's cleaning tool.

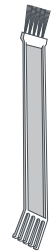


4. Carefully close the gate and slide the dustbin back into Bob.

Filters

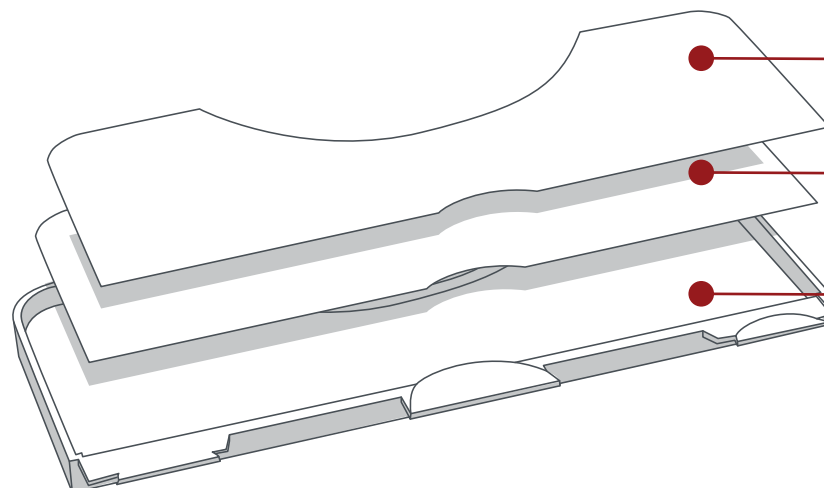
To maximize Bob's efficiency, it is best to clean his filters about once a week and replace them about once every 6 months. 3 filters are located inside the roof of the dustbin. These filters capture fine particles and prevent them from escaping the dustbin.

Parts You'll Need:



Cleaning Tool

Cleaning Bob's Filters



High Efficiency Filter
For fine particles

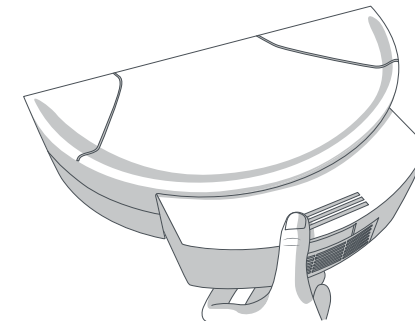
Electrostatic Filter
For smaller particles

Mesh Filter (Filter Frame)
For larger particles

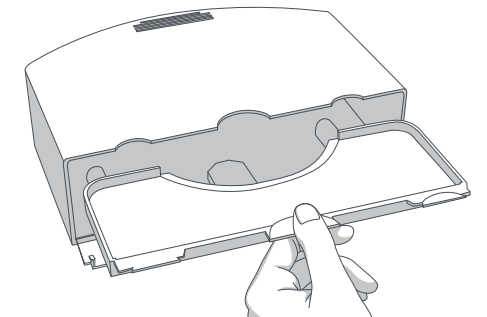
Quick Tip:



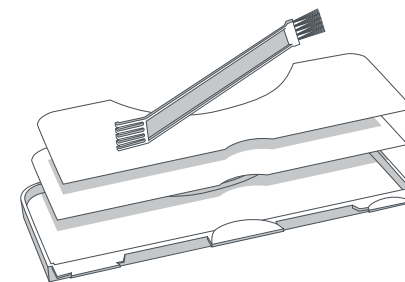
Never fill the dustbin with water or any other liquid.



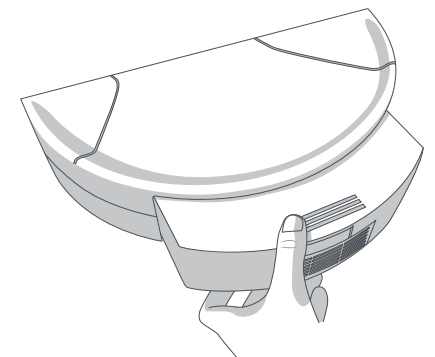
1. Push the button on Bob's back and slide the dustbin out.



2. Pull out the filter frame from the roof of the dustbin.



3. Remove the filters and brush them with Bob's cleaning tool.



4. Replace the filters and slide the dustbin back into Bob.

Main Brush

To maximize Bob's efficiency, it is best to clean his main brush about once a week.

Parts You'll Need:




Flat Head
Screwdriver

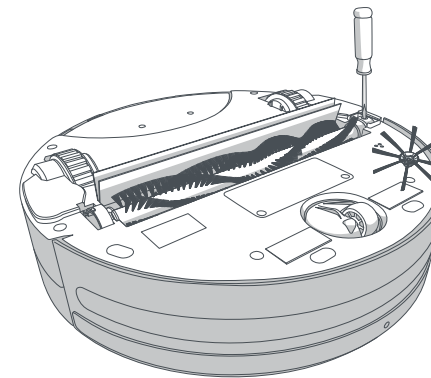
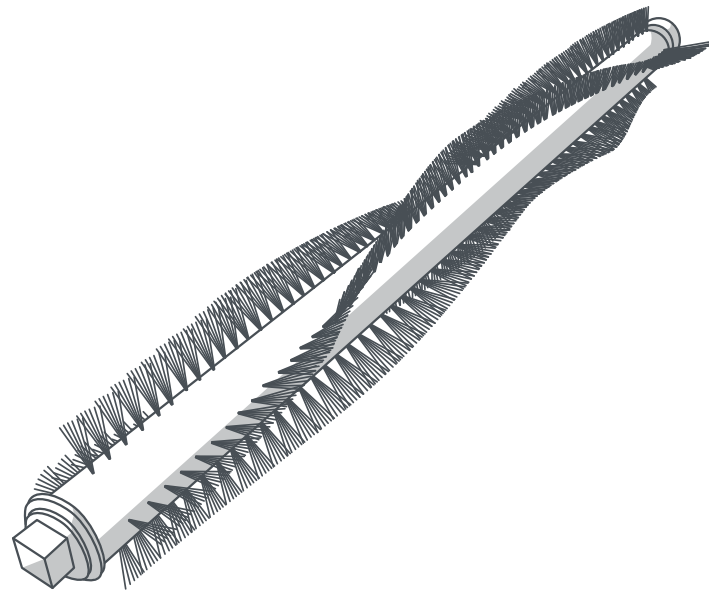


Cleaning Tool

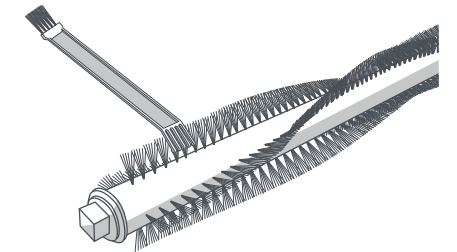
Cleaning Bob's Main Brush

Quick Tip:

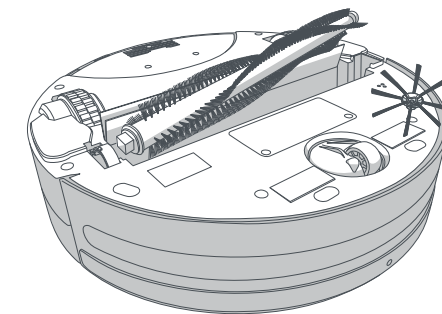
 You may use scissors to cut away entanglements of hair, or tweezers to unclog the notches inside Bob.



1. Remove the screw on the main brush using a flat head screwdriver.



2. Clean the brush and the brush compartment from end to end using Bob's cleaning tool.



3. When done, replace the brush cap and insert the square end of the brush into the square notch inside Bob. Lastly, replace the screw.

Side Brush

To maximize Bob's efficiency, it is best to clean his side brush about once a week.

Parts You'll Need:




Flat Head
Screwdriver

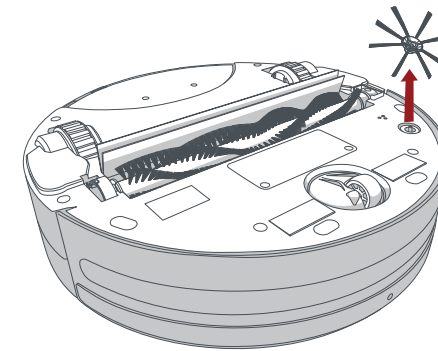
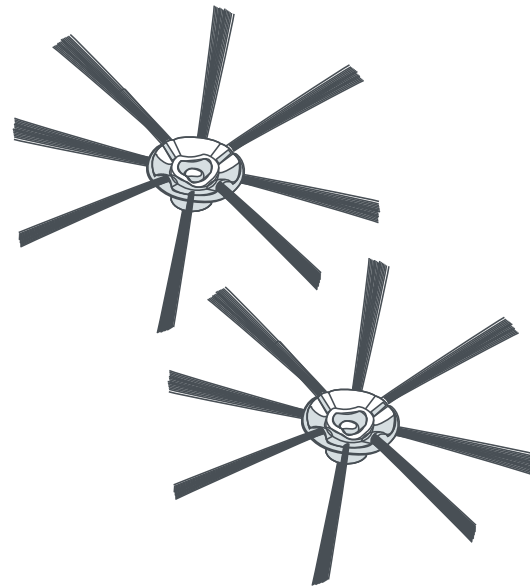


Cleaning Tool

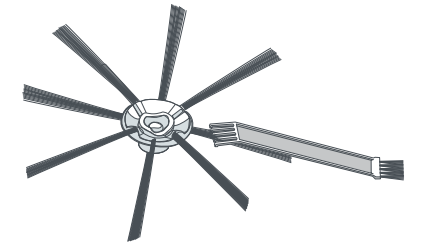
Cleaning Bob's Side Brush

Quick Tip:

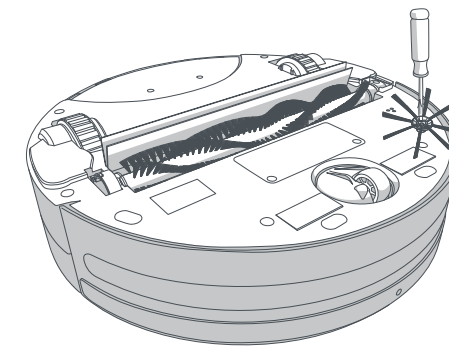
 You may use scissors to cut away entanglements of hair, or tweezers to unclog the notches inside Bob.



1. Remove the screw on the side brush using a flat head screwdriver.



2. Clean the brush and the brush socket using Bob's cleaning tool.

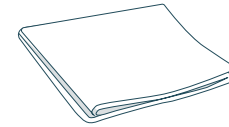


3. When done, replace the side brush and screw.

Sensors

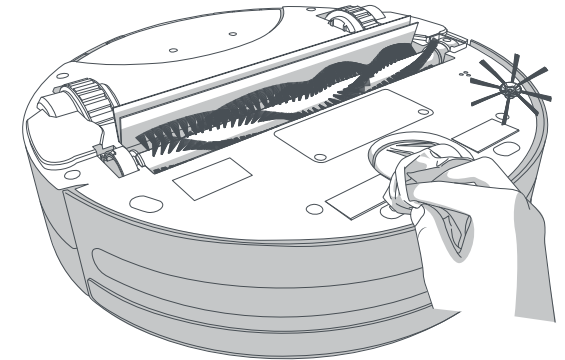
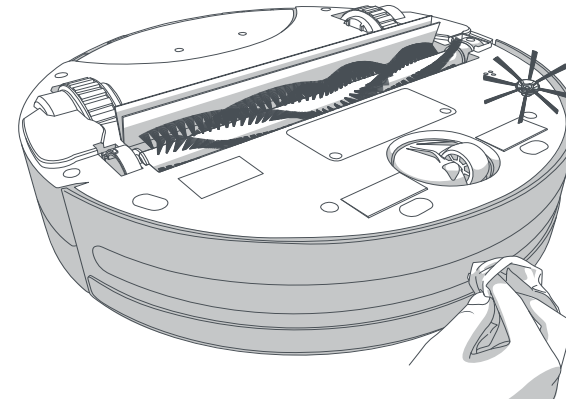
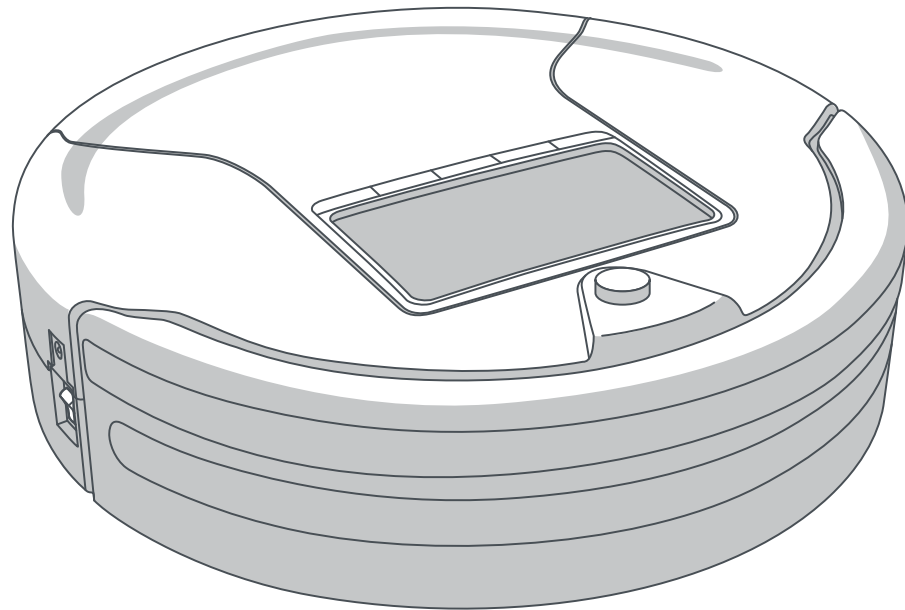
To maximize Bob's efficiency, it is best to clean his sensors about once a week. Bob's wall sensors are located along his bumper; his edge sensors are located along the front of his underside.

Parts You'll Need:



Cloth
(not included)

Cleaning Bob's Sensors



1. Wipe the wall and edge sensors using a soft cloth slightly dampened with cold water or alcohol.

Parts and Accessories

Bob's additional features include a mop attachment, edge sensors, and a lithium-ion battery. You can deactivate Bob's edge sensors so he is better able to clean dark-colored carpet.

- 66 Mop
- 68 Edge Sensors
- 70 Battery

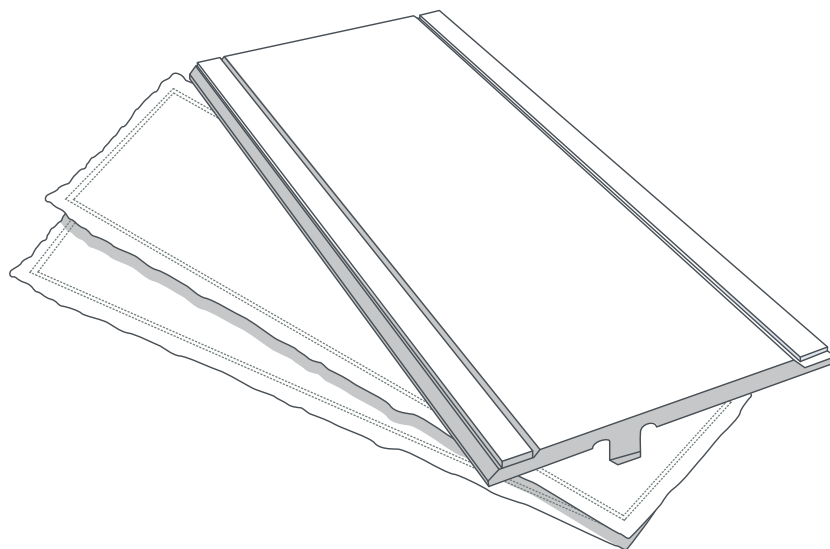


Mop

Bob's mop attachment allows him to mop as he vacuums and sweeps.

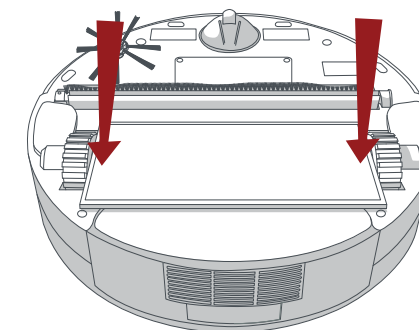
Quick Tip:

- ✗ Do not let Bob climb onto carpet or rugs when he is mopping.



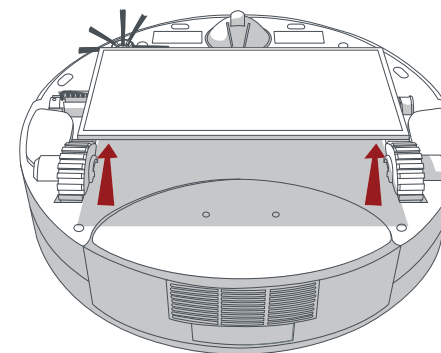
Installing Bob's Mop Attachment

1. Dampen Bob's mopping cloth with water or cleaning solution before placing it on the mop attachment.
2. Align the prongs of the mop attachment between Bob's wheels and press down.



Removing Bob's Mop Attachment

1. Detach the mop attachment by pulling up the edge that sits on top of Bob's dustbin.

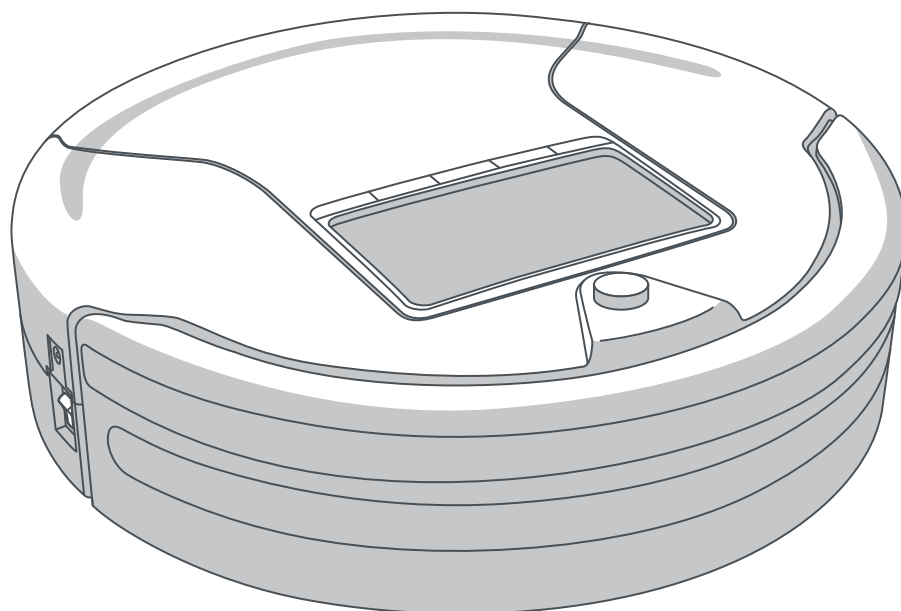


Edge Sensors

If Bob repeatedly backs up or displays TROUBLE NR. 04 while cleaning dark carpet, then you'll need to deactivate the edge sensors. Make sure Bob is turned ON before proceeding.

Quick Tip:

- ✘ When the edge sensors are deactivated, Bob will be unable to detect stairs or sharp drops. Keep Bob away from these obstacles.



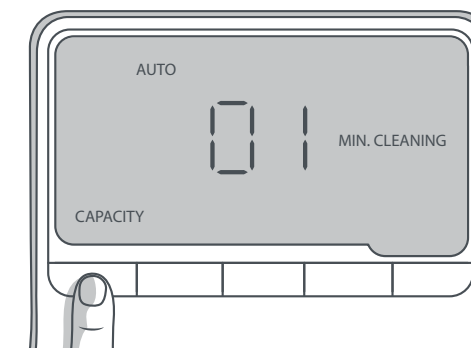
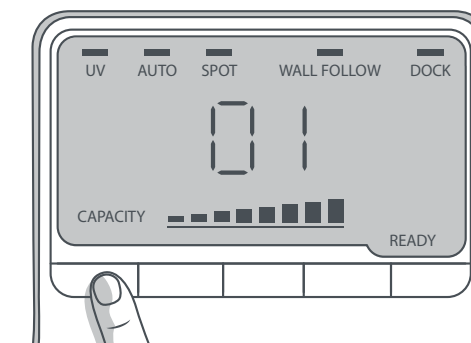
Deactivating Bob's Edge Sensors

1. Hold down the UV button on Bob's cover. The 5 bars at the top of his screen will start to flash.
2. Release the button when the bars stop flashing and remain lit.

The 5 bars at the top of Bob's screen will remain lit when his edge sensors are deactivated.

Reactivating Bob's Edge Sensors

1. Hold down the UV button on Bob's cover. The 5 bars at the top of his screen will start to flash.
2. Release the button when the bars stop flashing and are no longer lit.



Battery

On his default Deep Clean mode, Bob's battery lasts about 45 – 75 minutes per charge. Replacement batteries can be purchased at www.bobsweep.com/shop.

Parts You'll Need:



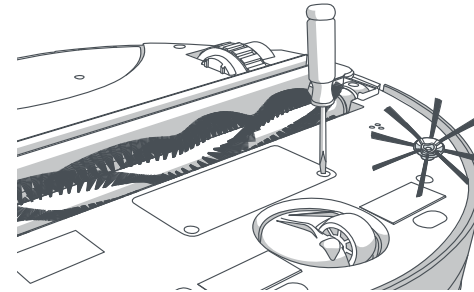
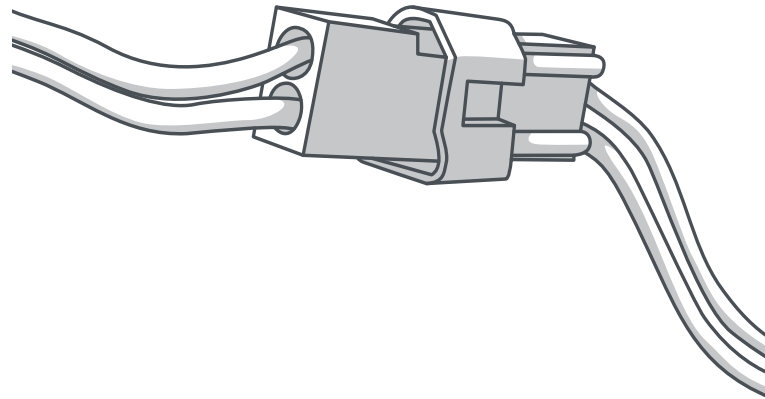
Phillips Head Screwdriver
(not included)

Quick Tips:

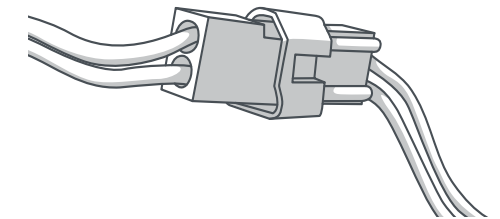


To conserve Bob's battery, flip his power switch OFF and remove him from his charging station when he is not in use. Bob should not sit on his charging station for more than 5 days.

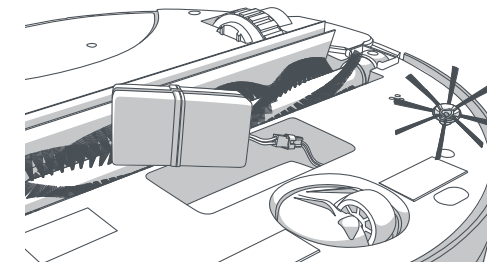
If you are not using Bob for an extended period of time, unplug his charging station, remove his battery, and store everything in a dry, room-temperature place away from direct sunlight.



1. Remove the 2 screws on the battery cover using a Phillips head screwdriver.



2. Disconnect the old battery by pulling the plug, not the wires. Plug in your new battery.



3. Slide the new battery into the compartment and replace the screws on the battery cover.

Troubleshooting

If Bob is having trouble and needs your help, he will display TROUBLE NR. and a two-digit number on his screen. Each trouble number corresponds to a specific issue.

- 74 Trouble Number 00
- 76 Trouble Number 01
- 78 Trouble Number 02
- 80 Trouble Number 03
- 82 Trouble Number 04
- 84 Trouble Number 05
- 86 Trouble Number 06
- 88 Trouble Number 07
- 90 Trouble Number 08
- 92 Trouble Number 09
- 94 Trouble Number 10

If the problems persist, please contact our helpful support team at support@bobsweep.com or 1-888-549-8847. Our hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

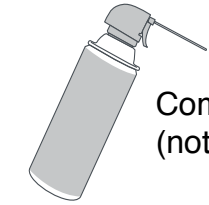


Trouble Number 00 Left Wheel

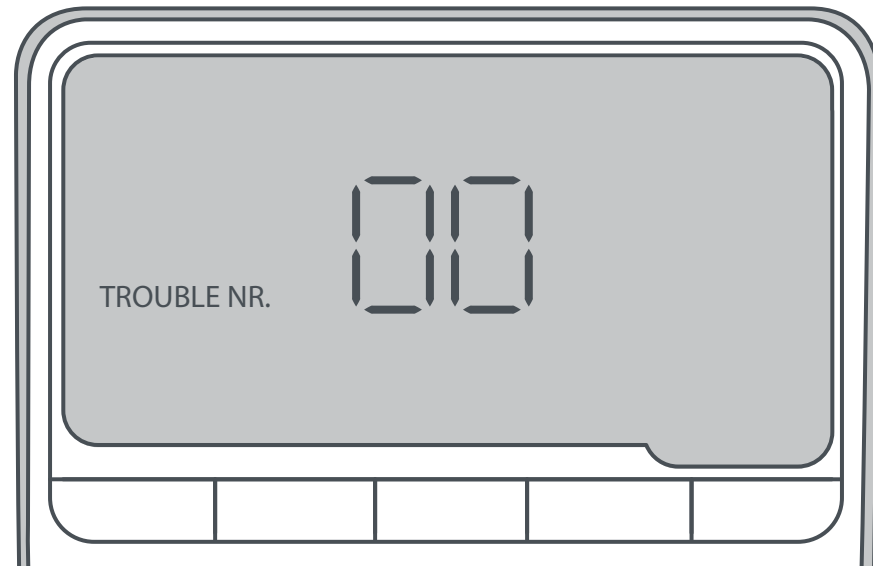
Parts You'll Need:



Cleaning Tool

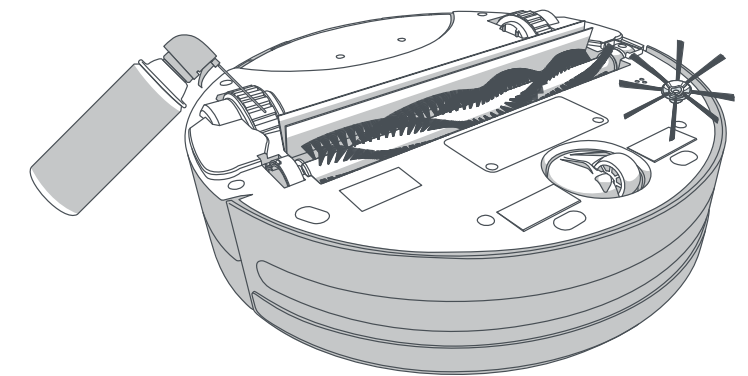


Compressed Air
(not included)



What to do:

1. Use the cleaning tool or compressed air to remove debris jamming the left wheel.

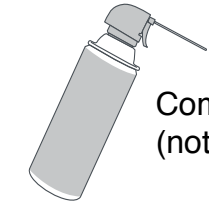


Trouble Number 01 Right Wheel

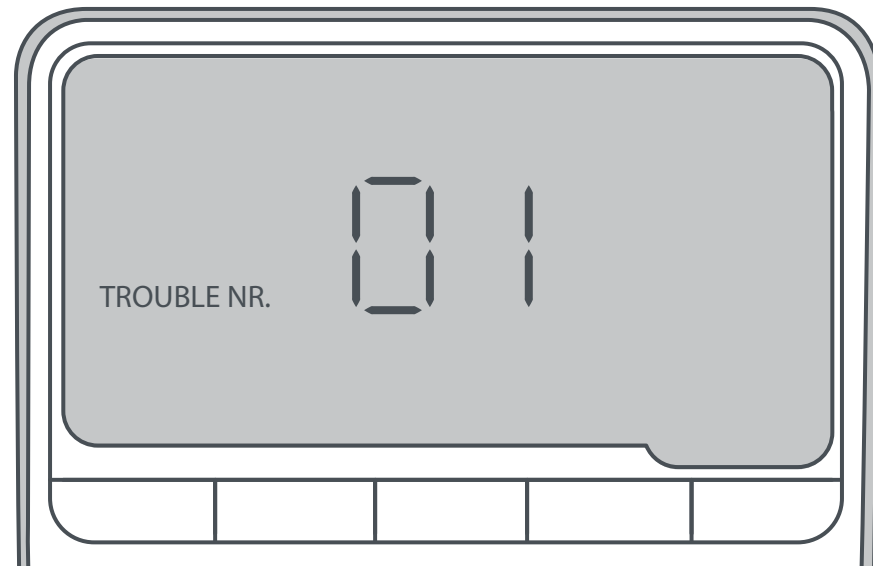
Parts You'll Need:



Cleaning Tool

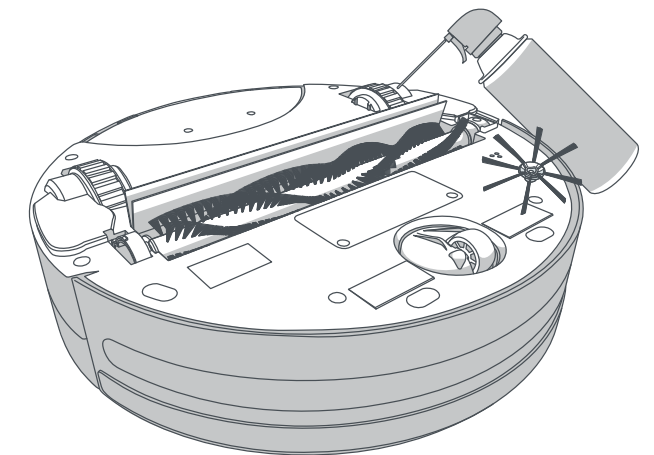


Compressed Air
(not included)

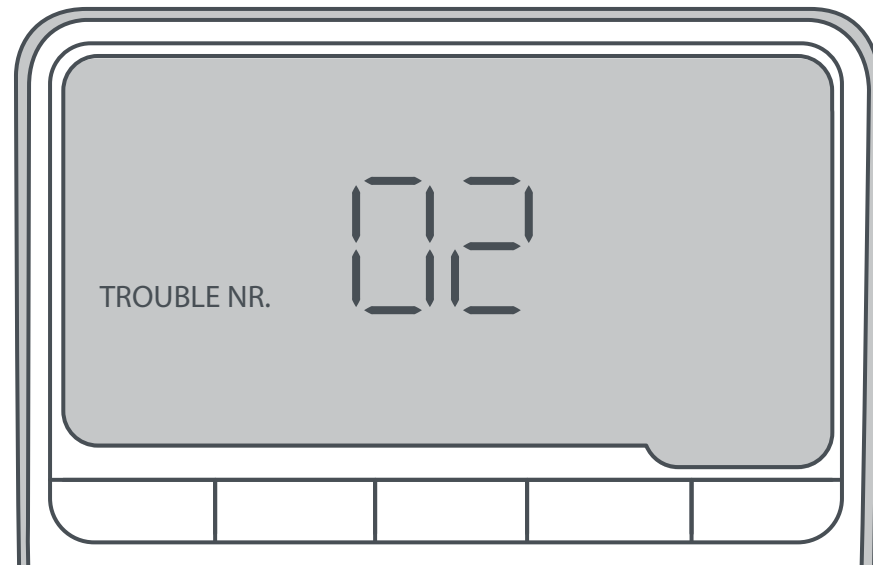


What to do:

1. Use the cleaning tool or compressed air to remove debris jamming the right wheel.



Trouble Number 02 Main Brush



Parts You'll Need:



Flat Head
Screwdriver




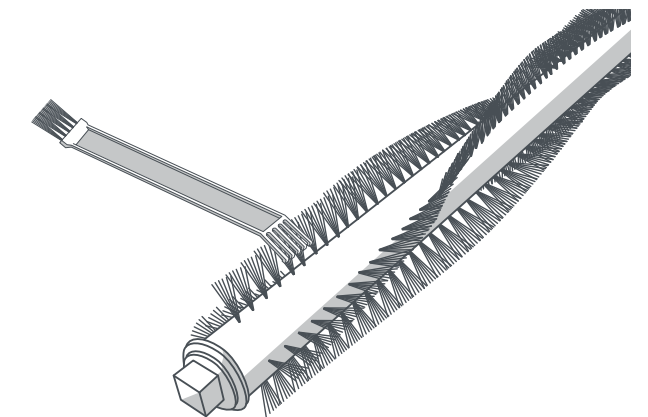
Cleaning Tool

What to do:

1. Remove the screw on the main brush using a flat head screwdriver.
2. Clean the brush and the brush compartment from end to end using Bob's cleaning tool.
3. When done, replace the brush cap and insert the square end of the brush into the square notch inside Bob. Lastly, replace the screw.

Quick Tip:

-  You may use scissors to cut away entanglements of hair, or tweezers to unclog the notches inside Bob.



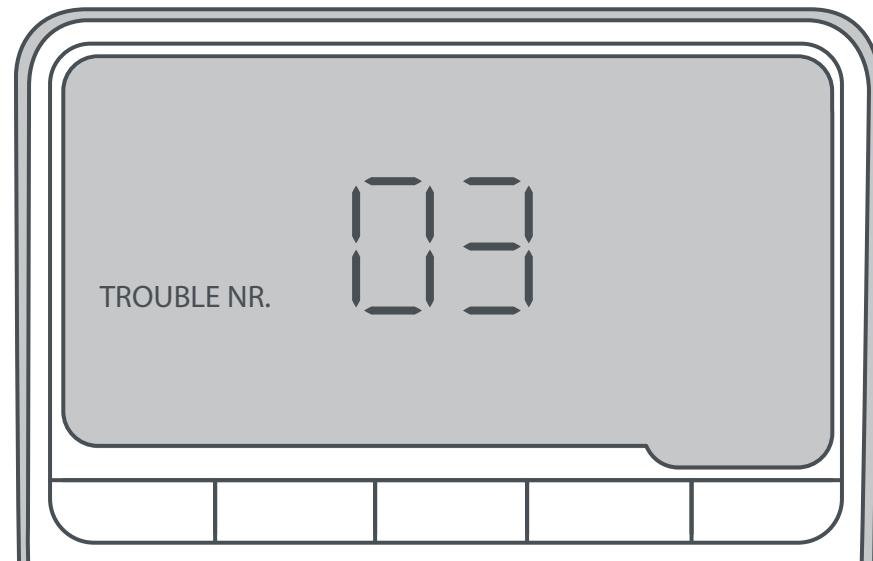
Bob's main brush is not designed to clean shag carpet or rugs with long fibers. If you'd like Bob to clean shag carpet or long-fibered rugs, you may remove his main brush and allow him to vacuum without it.

Trouble Number 03 Front Wheel

Parts You'll Need:

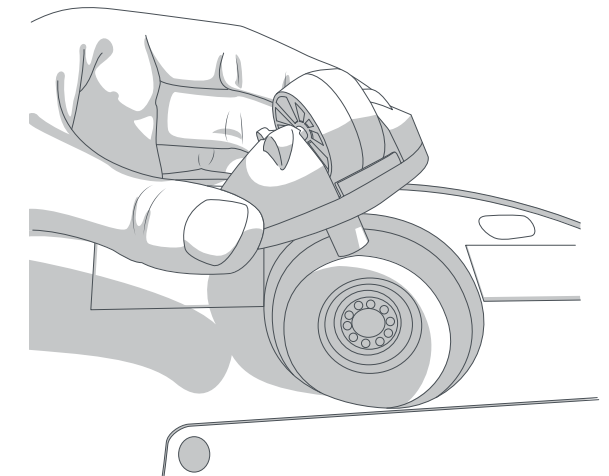


Phillips Head Screwdriver
(not included)



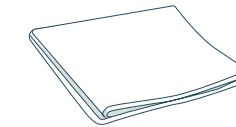
What to do:

1. Gently grip the wheel assembly and pull up. Use a screwdriver for leverage, if needed.
2. Open the front wheel assembly using a Phillips head screwdriver. Clean the assembly's inner parts.
3. Replace the wheel and make sure it spins freely inside the wheel assembly. Lastly, replace the wheel assembly.

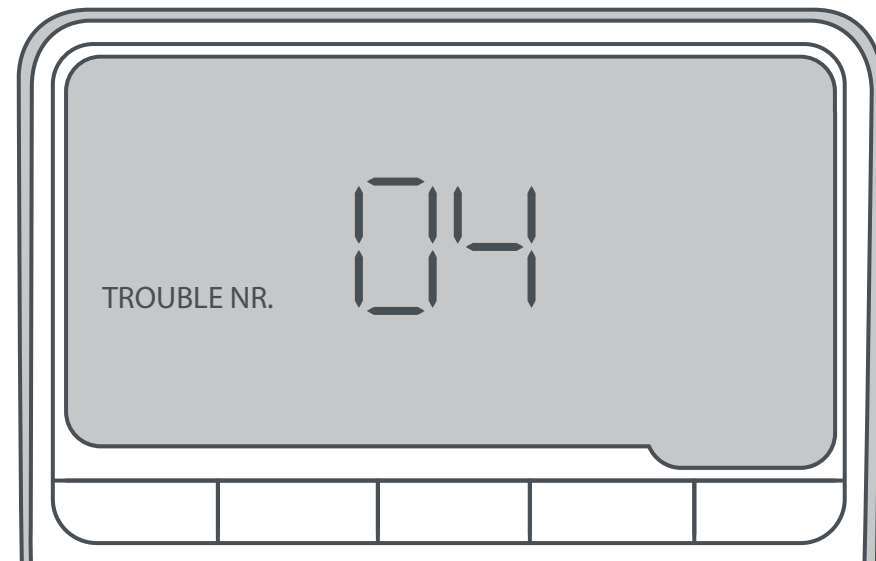


Trouble Number 04 Edge Sensors

Parts You'll Need:

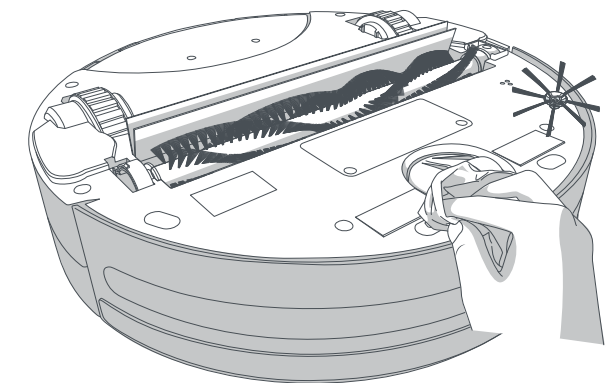


Cloth
(not included)



What to do:

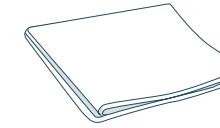
1. Wipe the edge sensors with a soft cloth slightly dampened with cold water or alcohol.
2. If problems persist, deactivate the edge sensors. Hold down the UV button on Bob's cover. The 5 bars at the top of his screen will start to flash. Release the button when the bars stop flashing and remain lit.



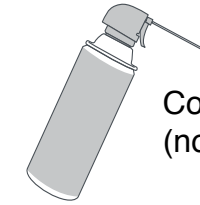
Remember that while Bob's edge sensors are deactivated, he will not be able to detect edges or stairs!

Trouble Number 05 Wall Sensors

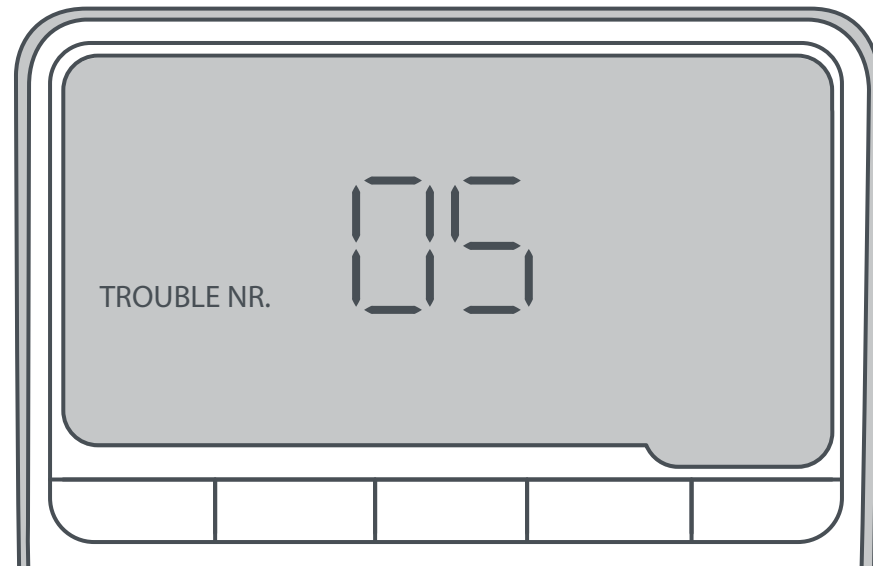
Parts You'll Need:



Cloth
(not included)

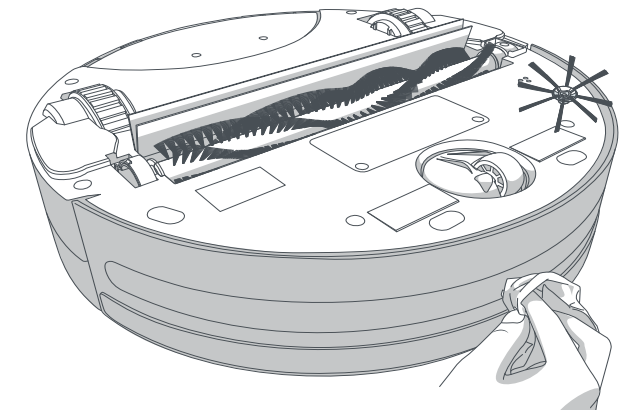


Compressed Air
(not included)



What to do:

1. Wipe the wall sensors with a soft cloth slightly dampened with cold water or alcohol.
2. Gently tap the bumper and use compressed air to clean underneath the bumper.

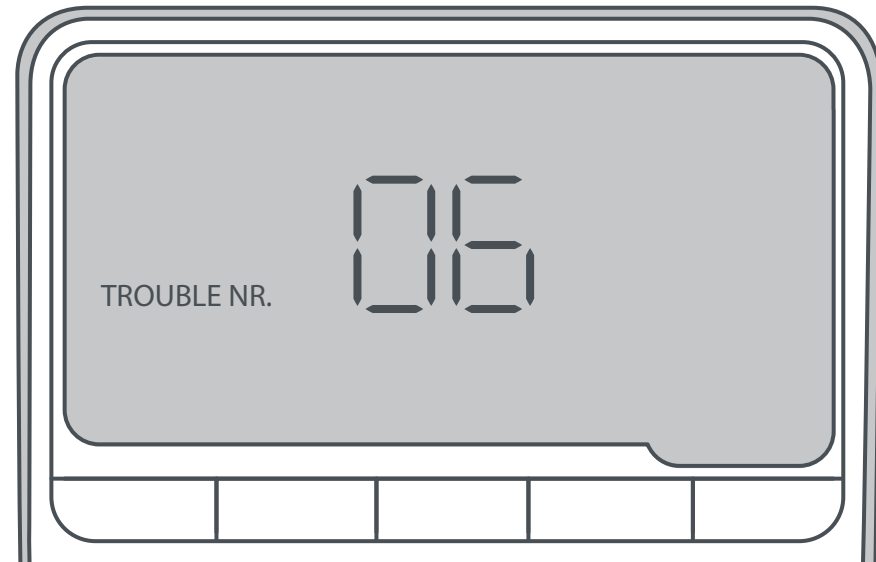


Trouble Number 06 Touch Sensors

Parts You'll Need:

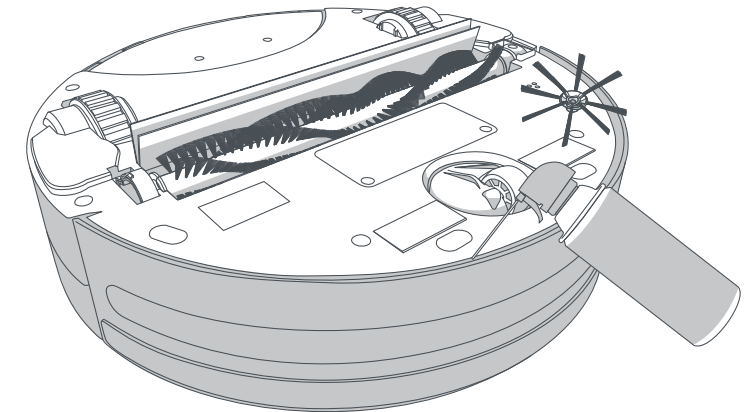


Compressed Air
(not included)



What to do:

1. Gently tap the bumper and use compressed air to clean underneath the bumper.
2. Press each end of the bumper until you hear a tiny “click.” If the bumper is not clicking on its ends, the touch sensors may need to be replaced.

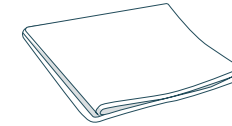


Trouble Number 07 Main Brush Installation

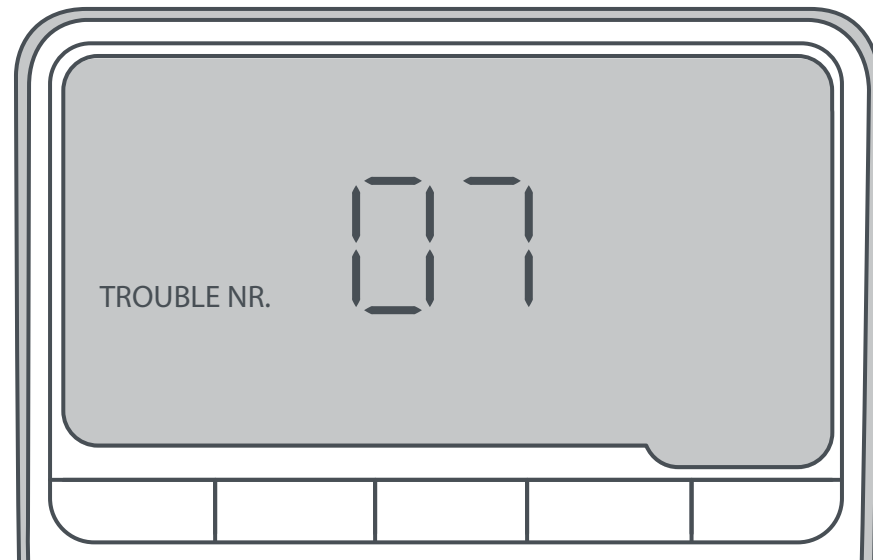
Parts You'll Need:



Flat Head
Screwdriver

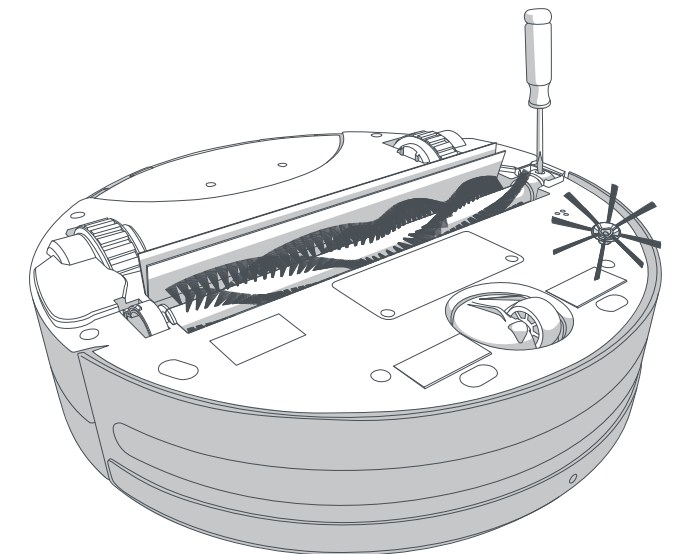


Cloth
(not included)



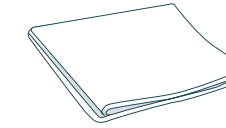
What to do:

1. Remove Bob's dustbin and empty it.
2. Gently wipe the two metal connectors on the bottom of the dustbin with a dry cloth. If the two metal connectors seem damaged, they may need to be replaced.
3. Lastly, clean the metal contact points inside Bob where the dustbin is inserted.

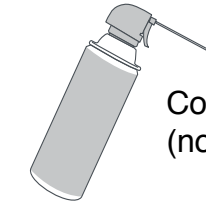


Trouble Number 08 Dustbin

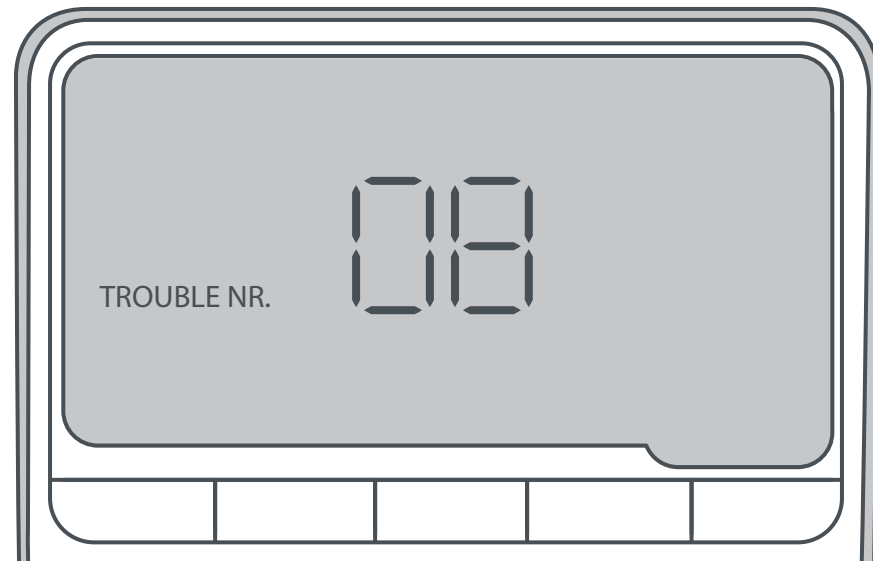
Parts You'll Need:



Cloth
(not included)

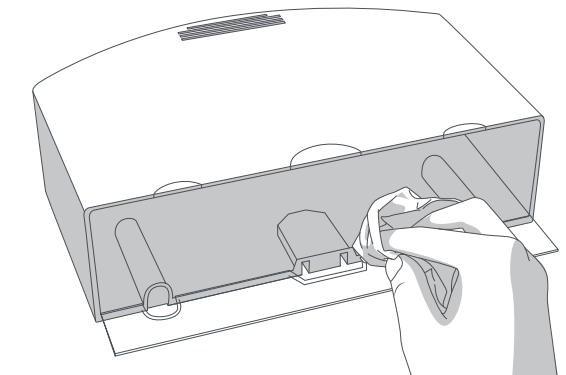


Compressed Air
(not included)



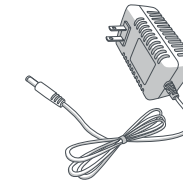
What to do:

1. Place Bob on his charging station and allow him to fully charge.
2. If Bob is unable to charge on his station, charge him directly by plugging the charging adapter into the inlet above his power switch.
3. If Bob still has trouble charging, try reconnecting the battery.
 - 3a. Flip Bob's power switch OFF.
 - 3b. Open Bob's battery compartment using a Phillips head screwdriver.
 - 3c. Unplug the battery, wait 30 seconds, and then reconnect the battery.

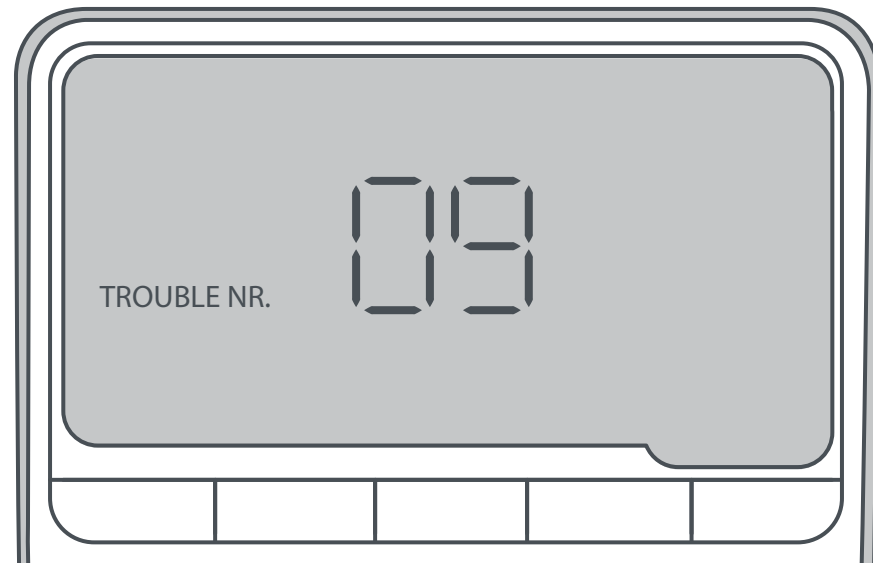


Trouble Number 09 Mainboard

Parts You'll Need:

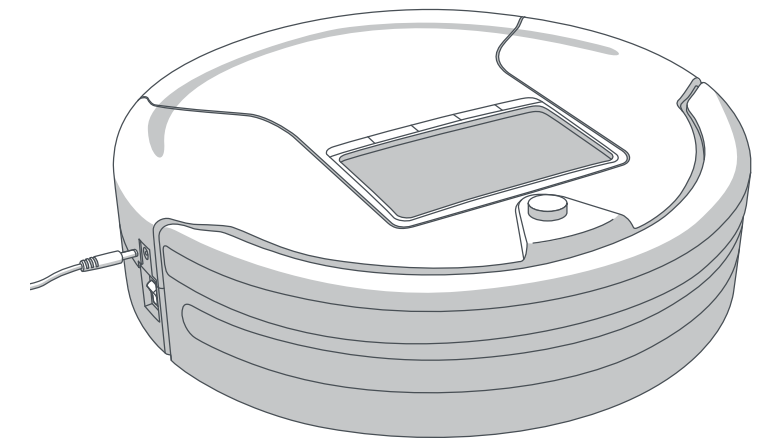


Charging
Adapter



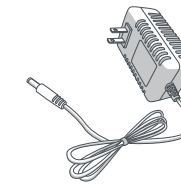
What to do:

1. Flip Bob's power switch OFF and plug the charging adapter into the inlet above his power switch.
2. Allow Bob to charge for about 15 minutes to reset his mainboard. If Bob is low on battery, allow him to charge fully.

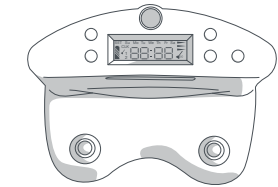


Trouble Number 10 Power System

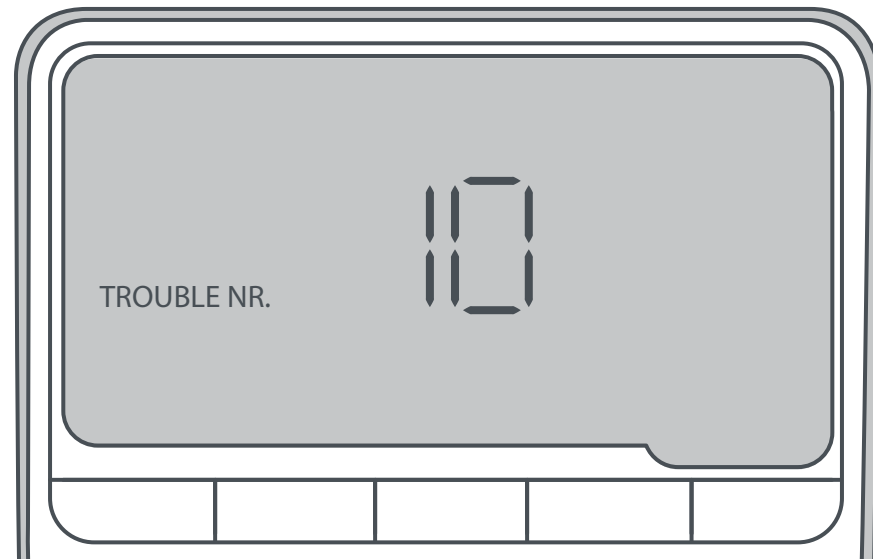
Parts You'll Need:



Charging
Adapter

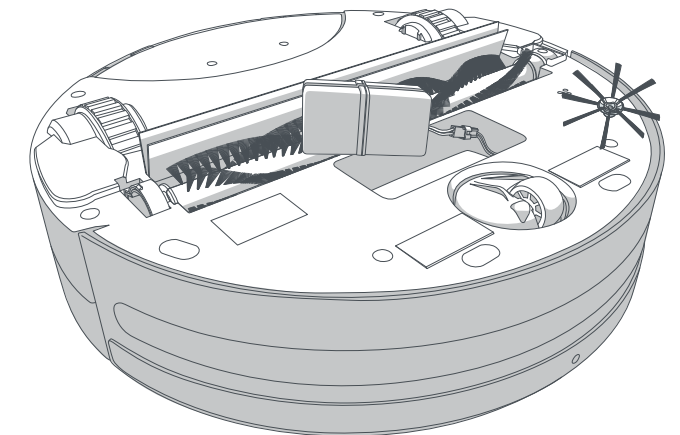


Charging
Station



What to do:

1. Place Bob on his charging station and allow him to fully charge.
2. If Bob is unable to charge on his station, charge him directly by plugging the charging adapter into the inlet above his power switch.
3. If Bob still has trouble charging, try reconnecting the battery.
 - 3a. Flip Bob's power switch OFF.
 - 3b. Open Bob's battery compartment using a Phillips head screwdriver.
 - 3c. Unplug the battery, wait 30 seconds, and then reconnect the battery.



Home Checkup Test

If Bob is not performing as well as he should, you can diagnose the problem with a simple home checkup test.

98 Putting Bob in Checkup Mode

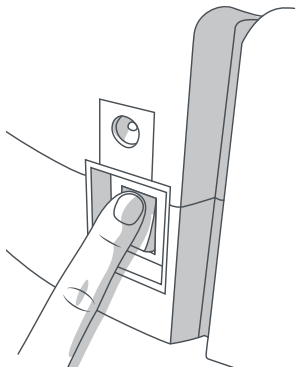
100 Edge Sensors, Wall Sensors,
Charging Station

102 Touch Sensors, Display Screen,
Brush / Suction Power, UV Light /
Wheels

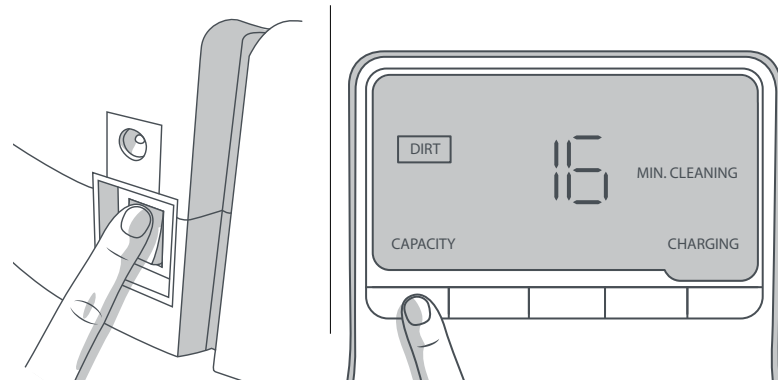


Putting Bob in Checkup Mode


Place Bob in checkup mode to run his home checkup test.

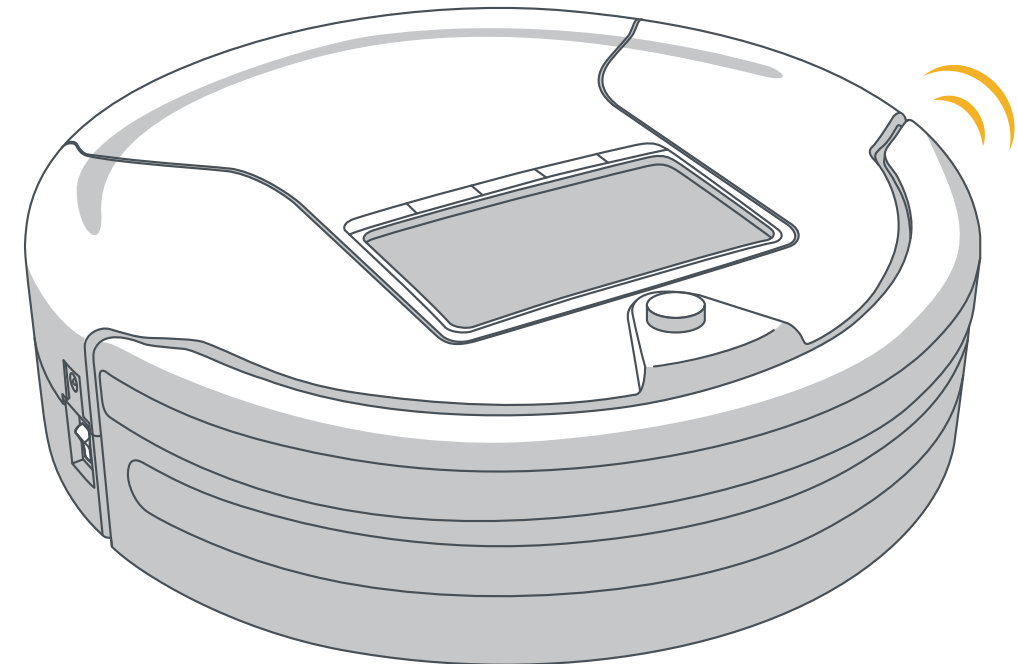


1. Flip Bob's power switch OFF.



2. While holding down the UV button on Bob's cover, flip Bob's power switch ON.

 Bob will chirp three times to let you know he is now in checkup mode. You may release the UV button. Do not press any additional buttons.

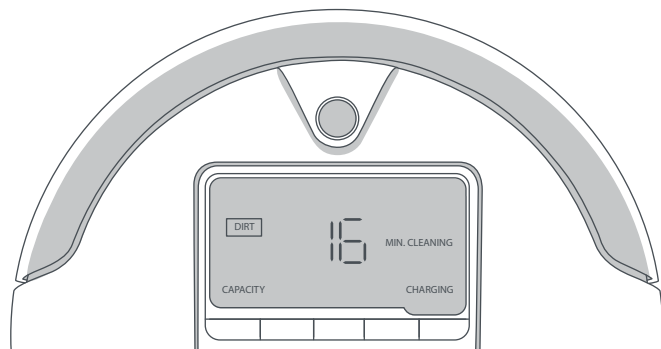


If Bob fails any part of the checkup test, he may need a replacement part. In this case, please call our helpful support team at support@bobsweep.com or 1-888-549-8847. Our business hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

To skip ahead in the checkup test, follow the button sequence (bolded in red).

To exit the checkup test, flip Bob's power switch OFF and then ON.

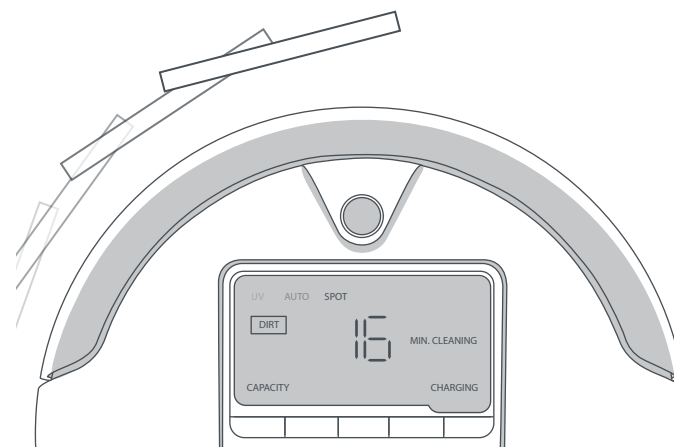
Step 1: Edge Sensors



The words DIRT, MIN. CLEANING, CAPACITY, and CHARGING should be lit.

Lift Bob about 6 inches (15 cm) off the ground, and the 4 words should turn off.

Step 2: Wall Sensors

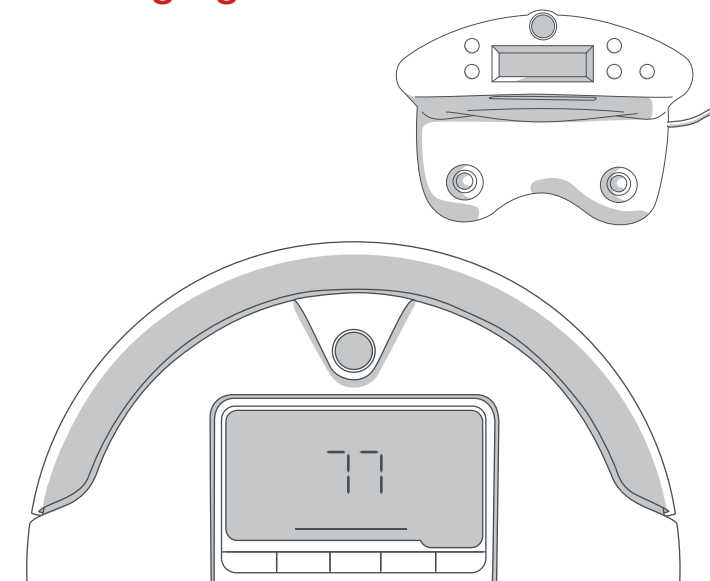


Drag a thick, flat, and light-colored surface around Bob's bumper.

The words UV, AUTO, SPOT, WALL FOLLOW, and DOCK should light up one at a time as you move your surface from the left side of Bob's bumper around to the right side.

The far right sensor is less sensitive than the others, so it may not respond the first few passes.

Step 3: Charging Station

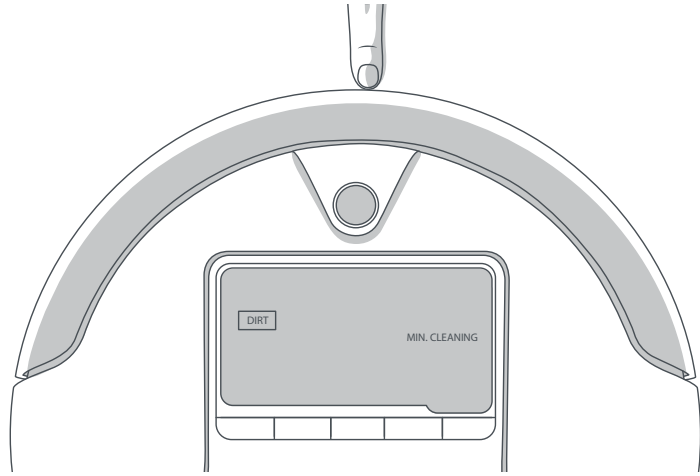


The charging station must be synced and plugged in for this step.

Press the **UV button** on Bob's cover.

Place Bob about 5 inches (18 cm) away from the charging station, with his front facing the sensor on top of his station. Bob should display the number 77 on his screen when properly aligned. If Bob does not display the number 77, clean the window on the charging station and the small hole in the center of Bob's bumper.

Step 4: Touch Sensors



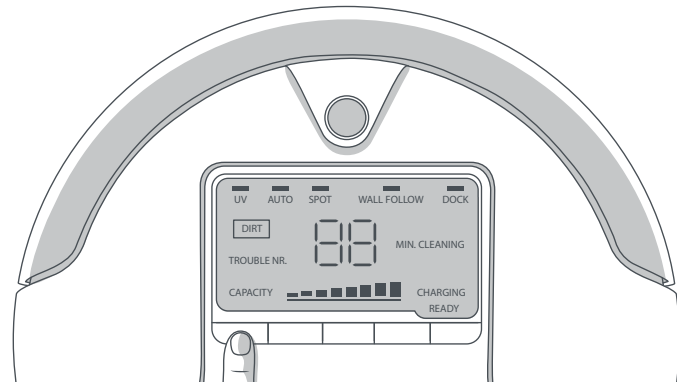
Press the **UV button** again.

Press the left side of Bob's bumper, and DIRT should light up; press the right side of the bumper, and MIN. CLEANING should light up.

Press the center of the bumper, and both DIRT and MIN. CLEANING should light up at the same time.

When you release the bumper, the words should turn off.

Step 5: Display Screen

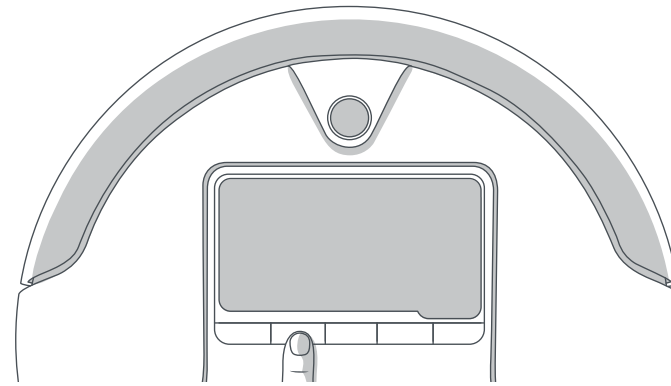


Press the **UV button** again.

Each icon on Bob's screen should light up in a repeating rotation.

Press the **UV button** once more, and every icon should light up simultaneously and remain solid.

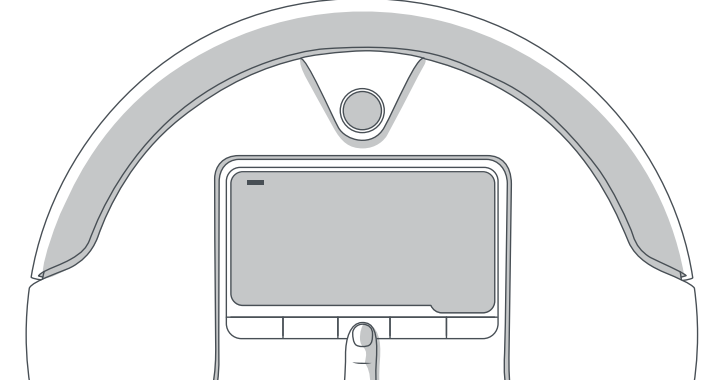
Step 6: Brush / Suction Power



Press the **PROGRAM button** on Bob's cover.

The main and side brushes should spin, and air should flow out of the dustbin.

Step 7: UV Light / Wheels



Lift Bob off the floor or place him on his side to keep him from running away!

Press the **MODE button** on Bob's cover.

Bob's wheels should drive forward and his UV lamp should light up. Do not look directly into the UV lamp.

Press the **MODE button** once more. Bob's wheels should drive backwards and his UV lamp should turn off.

FAQs

Still have questions that we haven't answered? Contact our helpful support team at support@bobsweep.com or 1-888-549-8847. Our business hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.



My Bob won't turn on no matter what I do.

First, make sure Bob's power switch is turned ON. The power switch is located on Bob's left side. If Bob's power switch is turned ON and he is not responding to his cover buttons, then his battery has likely drained too low for him to operate. Place Bob on his charging station and allow him to fully charge.

Why is Bob beeping?

Bob beeps periodically while in standby mode to let you know that his battery is draining. To conserve his battery, flip his power switch OFF or place him on his charging station to charge.

Bob also beeps when he encounters a problem and needs assistance. In addition to beeping, he will display a trouble number. Consult the Troubleshooting section of this manual for solutions.

How do I know that Bob is fully charged and ready to clean?

When Bob is charging, the battery bars and the word CHARGING flash on his screen. When Bob is fully charged, the word READY is lit on his screen.

How often should I empty the dustbin?

Bob's dustbin has a 1100 mL capacity — larger than most robot vacuums on the market. Depending on the size of the room and the amount of debris piled up, Bob may be able to perform up to 6 cleaning cycles before filling his dustbin.

Simply remove the dustbin and check to see if emptying is necessary.

Bob just stopped cleaning and his screen turned off. What do I do next?

Bob may be in standby mode. If this is the case, pressing any button on his cover or remote should wake him. If this does not work, his battery is likely completely drained. Place Bob on his charging station and allow him to fully charge.

Bob is having trouble finding his charging station.

First, sync the charging station. Start by flipping Bob's power switch OFF. Then, hold down the ADJUST/SELECT button on the station while flipping Bob's power switch ON. Bob will chirp twice to confirm the sync was successful. If after syncing the station Bob is still having trouble finding it, relocate the station to a more easily accessible location with more space around it. Make sure the station is against a wall on a hard, flat surface.

I am having problems removing Bob's brushes.

Unscrew the brushes and gently wiggle them while pulling up. Do not force the brushes out, as this can damage them. You may use scissors to cut away entanglements of hair, or tweezers to unclog the notches inside Bob. It is best to clean Bob's brushes about once a week to prevent buildup.

How often should I clean Bob's brushes?

To maximize Bob's efficiency, it is best to clean his brushes about once a week. Remember to also clean the notches inside Bob that hold the brushes in place.

To watch Bob's how-to videos, visit www.bobsweep.com/pethair-support.

When should I use the different cleaning modes?

Auto 1 is Bob's default cleaning mode and gives him enough time to thoroughly cover a large area. On Auto 1, Bob will clean for about 45 – 90 minutes before returning to his charging station when low on battery. If you would like Bob to clean a smaller area, you may use Auto 2, which lasts 30 minutes, or Auto 3, which lasts 15 minutes. Spot 1 and Spot 2 modes are best used when cleaning small spills. On Spot 1, Bob travels in a gradually widening spiral; on Spot 2, Bob travels in a grid pattern. Select Wall Follow to make Bob travel along the perimeter of your room.

What is the best way to clean Bob's wheels?

Use compressed air to clear the wheels of debris, or wipe the wheels as they spin during the checkup test. For a more thorough clean, you may remove the wheels completely. See Bob's wheel repair guide on www.bobsweep.com/pethair-support for detailed instructions.

Bob keeps getting stuck.

Bob is designed to maneuver around furniture of most shapes and sizes, but some configurations may confuse him temporarily.

If you notice Bob is having trouble navigating around a certain area, you may have to make slight adjustments to your home.

If you would like Bob to avoid a certain area, such as an area with wires, you may use bLOck (sold separately) to create a digital barrier.

Bob stopped cleaning and is displaying TROUBLE NR. on his screen.

TROUBLE NR. means "trouble number." If Bob is having trouble and needs your help, he will display TROUBLE NR. and a two-digit number on his screen. Each number corresponds to a specific issue. Consult the Troubleshooting section of this manual for solutions.

What is Bob's runtime? How long should Bob's battery last?

The exact runtime depends on the age of the battery and the type of surface Bob is cleaning; the younger the battery and the smoother the cleaning surface, the longer the runtime. The normal runtime range for Bob is 45 – 90 minutes. Bob's battery comes with a 2-year warranty and should last for several years. To conserve Bob's battery, do not leave him on his charging station for more than 5 days. If you are not using Bob regularly, remove him from his station and flip his power switch OFF.

Bob is displaying MIN. CLEANING. What does this mean?

MIN. CLEANING means "minutes cleaning." Bob's screen will display the number of minutes he has spent cleaning, in the form of a two-digit number.

Why does Bob start up when I did not tell him to clean?

Bob is either on auto-resume mode or scheduled to clean.

Check the screen on Bob's charging station. If a broom icon with the word GO (🧹) is lit, then Bob is on auto-resume mode. To disable auto-resume, press the OK/CYCLE button on Bob's station.

If a broom icon without the word GO (🧹) is lit, then Bob's cleaning schedule is active. Make sure the cleaning schedule and the current time and day are set correctly on the station.

Remember, Bob works on a 24-hour clock. Consult the Scheduling section of this manual for detailed instructions on how to reset the cleaning schedule and current time and day.

If problems persist, please contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

Our business hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

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ARBITRATION: All disputes relating to this Agreement (excepting any dispute relating to intellectual property rights) shall be subject to final and binding arbitration, with the losing party paying all costs of arbitration. Any arbitration relating to this Agreement shall be held in California, under the auspices of an arbiter selected by Bobsweep. Any litigation relating to this Agreement shall be subject to exclusive venue and jurisdiction in the federal and state courts of California, with the losing party responsible for costs, including without limitation, court costs and reasonable attorneys fees and expenses.

APPLICABLE LAWS: Any claim arising under or relating to this Agreement shall be governed by the internal substantive laws of the Commonwealth of California, without regard to its principles of conflict of laws. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

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