

Below are details to share regarding common errors or issues:

Short Run time or batteries not holding a charge:

Periodically batteries should be recalibrated to increase their life. Below is an article with instructions on how to do this simple procedure. This should be done with new batteries.

You can recalibrate your robots batteries to improve capacity and lengthen run time between charges. You should recalibrate the batteries in these situations:

- The batteries are new
- You updated the software
- Your cleaning area expanded
- Your robots run time is low

Follow the steps below to recalibrate the battery:

1. Turn off any scheduled cleaning.
2. Reset the batteries by going to MENU->Support->New Batteries.
3. Place the Neato robot on its charge base overnight to ensure a full charge.
4. Run the robot until it finishes cleaning the maximum area you ever want it to clean, or until the robot displays Battery Low on its display and needs to recharge.
5. Dock the robot on its charge base for a full charge, until the status light turns solid green.
6. Run the robot as usual until it needs to recharge again.

If the run time improves to longer than 40 minutes, the batteries have been recalibrated. If the run-time is still less than 40 minutes, go through the recharging cycle again. If the runtime does not improve after a second battery recalibration, you may need to replace Neatos batteries (batteries are fully covered under Neato's warranty).

Charging Issues and Battery Errors:

Note that depending on the model, Neato sometimes intentionally ships units with one battery disconnected. If you experience a charging error or a battery error such as error 0002, 0006 or 0009 this means a battery is likely disconnected. Below is an article to access the batteries and to solve the error.

What the screen says:

Please press OKAY to restart. Battery Issue (0002)

Please press OKAY to restart. Battery Issue (0008)

Please press OKAY to restart. Battery Issue (0009)

What it means:

The robot is turned off or the battery is not connected.

What to do:

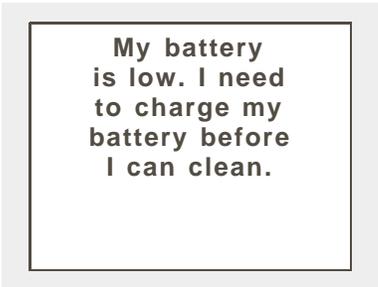
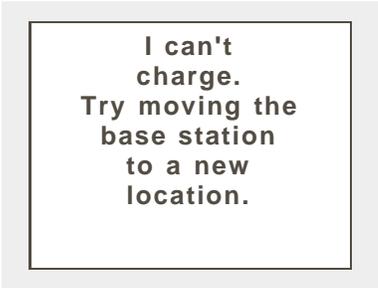
Press OKAY

1. Check to see if your robot has an ON/OFF switch. If yes:

- Open the dirt bin. If there is a red and green label on the left side of the dirt bin area, then your robot has an ON/OFF switch.
- Push the switch DOWN to ON to connect the battery, and replace the dirt bin.
- Charge the robot on the charge base until the light turns solid green. We recommend you charge the batteries overnight before you use your Neato for the first time.

2. If your robot does not a battery switch or you're still seeing the error, use a screwdriver to remove the four screws from the (2) battery doors on the bottom of the robot. Open the battery doors and make sure the battery connectors are firmly connected. Replace the battery doors and tighten down the four screws.

Error Messages

What the screen says	What it means	What to do
	The battery is low and cannot clean until the battery is charged.	Allow the robot to finish charging on the charge base. If after charging your batteries, your robot experiences short runtimes, we recommend that you recalibrate your batteries recalibrate your batteries . If after recalibrating your batteries your robot continues to experience short runtimes, you can purchase replacement batteries here here .
	The robot is having difficulty getting to or locating the charge base and cannot recharge.	Move the charge base to another location in an open area with 3 feet on either side. Push robot up to charge base to recharge. If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.
	You must turn on the scheduling	Make sure scheduling is turned on

**schedule to
ON first.**

feature before you can set or change the schedule.

by going to MENU > Schedule > Turn On.

**Please
return me
to my base.**

The robot needs to recharge and cannot find a charge base.

If the cleaning session was started from a charge base:

1. End current cleaning cycle.
2. Relocate the charge base to a more open area with at least 3 feet of open space on either side of it so the robot can better locate the charge base when it needs to return for recharging.

3. Take the robot to the charge base and restart the cleaning cycle.

If a cleaning was started away from a charge base (example – for spot cleaning or to clean another room without a charge base) then the robot will return to where it started. Pick up the robot and place it on the charge base.

**My Bumper
is stuck.
Please
free it.**

The bumper or bumper sensor are being triggered and may be stuck.

Gently tap the bumper to free it — you should hear TWO clicks when the bumper is pressed. One when it is pressed in and one when it pops back out.

**Please clean
my left drop
sensor window.**

The left drop sensor window on the under side of the robot needs to be cleaned.

Gently clean the drop sensors with a soft cloth

<p>Please clean my right drop sensor window.</p>	<p>The right drop sensor window on the under side of the robot needs to be cleaned.</p>	<p>Gently clean the drop sensors with a soft cloth</p>
<p>Please put me down on the floor.</p>	<p>The robot was picked up. It must be returned to the floor to resume operation.</p>	<p>Place the robot back on the floor.</p>
<p>My Left Wheel is stuck. Please free it from debris.</p>	<p>The left wheel is stuck and the robot is experiencing mobility problems.</p>	<p>Make sure the wheel does not have debris wrapped around it. If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>My Right Wheel is stuck. Please free it from debris.</p>	<p>The right wheel is stuck and the robot is experiencing mobility problems.</p>	<p>Make sure the wheel does not have debris wrapped around it. If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>Please put my Dirt Bin back in.</p>	<p>The dirt bin cannot be detected.</p>	<p>Make sure the dirt bin is in the robot and properly seated in position. The top of the dirt bin should be level with the top of the robot if inserted correctly.</p>
<p>Please check my filter and Dirt Bin.</p>	<p>There is a problem with the filter or dirt bin.</p>	<p>Make sure the dirt bin is empty, that the filter is in place and not obstructed, and that the dirt bin is properly inserted.</p>

<p>I can't shut down while I am connected to power.</p>	<p>The robot cannot shutdown while it is connected to the charge base.</p>	<p>Remove your robot from the charge base before attempting to shutdown.</p>
<p>Please empty my Dirt Bin and Filter if needed.</p>	<p>The dirt bin and the filter may be full of dust or debris.</p>	<p>Empty the dirt bin and make sure filter is clear of debris. Put dirt bin and filter back into the robot.</p>
<p>Please Dust me off so that I can see.</p>	<p>The robot cannot sense the environment because the laser is blocked.</p>	<p>Make sure the protective screen film has been fully removed and is not peeling up and blocking the robot's vision. Use a clean cloth to pick up any dirt or dust on or around the turret.</p>
<p>My fan is stuck. Please press OKAY to restart.</p>	<p>The blower is not working properly.</p>	<p>Make sure you have a filter installed, that the blower fan intake isn't blocked, and that the exhaust vent in the back of the robot isn't clogged. If issue persists, please click on Chat icon for assistance, or visit our Customer Care Contact page for more options.</p>
<p>Please press OKAY to continue. Battery issue (0007)</p>	<p>The robot is too cold or in an environment that is too cold for it to operate properly.</p>	<p>Charge the robot in a warmer environment. If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>I have an RPS error.</p>	<p>The robot is having difficulty</p>	<p>Follow these steps to</p>

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navigating the environment.

Some reasons this occurs:

The laser is blocked.

The robot is having difficulty navigating the floor.

The sensors are dirty or not working properly.

The vacuum wheels or brush are dirty

troubleshoot:

1. Make sure there is nothing preventing the robot from moving forward (obstacles, tangled in cords, robot is not flat on floor, etc)
2. Make sure nothing in the environment has changed since the robot started cleaning (furniture moved, robot moved to different room, etc)
3. Make sure the LCD sticker that came with the robot has been completely removed
4. "The robot needs to be reset. Push the battery switch to OFF, wait 5 minutes and turn back ON.

If you don't have a battery switch, try [disconnecting the batteries](#)."

5. Make sure wheel wells aren't blocked with debris
6. Make sure the battery is charged

If issue persists, please click on chat icon for assistance, or visit our [Customer Care contact](#) page for more options.

My vision is blocked. Please press OKAY (2000) (3000) (4000)

The laser sensor that measures distance to objects is experiencing problems.

Try power cycling the robot by holding the START button for 20 seconds.

If issue persists, please click on chat icon for assistance, or visit our [Customer Care contact page](#) for more options.

Please check that the base is connected to power.

The robot docked to the charge base but can't charge.

Ensure the charge base is connected to a functioning electrical socket on the wall and located on a flat surface. If you're still seeing this message, open the charge base and make sure the power cable is connected to the charge base correctly.

If issue persists, please click on chat icon for assistance, or visit our [Customer Care contact page](#) for more options.

Please press OKAY to restart. Battery Issue (0002) (0008) (0009)

The robot is turned off or the battery is not connected.

Press OKAY

1. Check to see if your robot has an ON/OFF switch. If yes:

Open the dirt bin. If there is a red and green label on the left side of the dirt bin area, then your robot has an ON/OFF switch.

Push the switch DOWN to ON to connect the battery, and replace the dirt bin.

Charge the robot on the charge base until the light turns solid green. We recommend you charge the batteries overnight before you use your Neato for the first time.

2. If your robot does not a battery switch or you're still seeing the error, use a screwdriver to remove the four screws from the (2) battery doors on the bottom of the robot. Open the battery doors and make sure the battery connectors are firmly connected. Replace the battery doors and tighten down the four screws.

<p>Please press OKAY to continue. Battery Issue (0003) (0004)</p>	<p>The battery is low or needs to be charged.</p>	<p>Press OKAY Put the robot on the charge base until the status light turns green.</p> <p>If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>I had to reset. Please press OKAY to restart</p>	<p>The robot encountered an internal error and had to reset itself.</p>	<p>Press OKAY to restart cleaning. If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>Please press OKAY to continue. Battery Issue (0005) (0006)</p>	<p>Battery Issue</p>	<p>Please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<p>Please wait while I check my surroundings.</p>	<p>The robot is trying to locate itself in the environment.</p>	<p>Give the robot a moment to orient itself in the room. Note: If you pick up the robot and move it in the room it may become disoriented. Avoid picking up the robot during a cleaning cycle. If this is a recurring issue try moving objects around to give the robot better reference points to use for navigating.</p>
<p>Please Clear My path...</p>	<p>The robot is having difficulty navigating the environment. Some reasons this occurs:</p> <ul style="list-style-type: none"> The laser is blocked. The robot is having difficulty navigating the 	<p>Follow these steps to troubleshoot:</p> <ol style="list-style-type: none"> 1. Make sure there is nothing preventing the robot from moving forward (obstacles, tangled in cords, robot is not flat on floor, etc)

	<p>floor.</p> <p>The sensors are dirty or not working properly.</p> <p>The vacuum wheels or brush are dirty</p>	<ol style="list-style-type: none"> 2. Make sure nothing in the environment has changed since the robot started cleaning (furniture moved, robot moved to different room, etc) 3. Make sure the LCD sticker that came with the robot has been completely removed 4. "The robot needs to be reset. Push the battery switch to OFF, wait 5 minutes and turn back ON. <p>If you don't have a battery switch, try disconnecting the batteries."</p> <ol style="list-style-type: none"> 5. Make sure wheel wells aren't blocked with debris 6. Make sure the battery is charged <p>If issue persists, please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>My Brush is stuck. Please free it from debris.</p> </div>	<p>The brush is still moving but with difficulties due to accumulated debris.</p>	<p>Make sure the brush does not have debris wrapped around it. Follow the brush cleaning guide here.</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Corrupt SCB I had an internal issue Press OKAY to restart. xx</p> </div>	<p>A system component has failed.</p>	<p>Please click on chat icon for assistance, or visit our Customer Care contact page for more options.</p>
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Please unplug my</p> </div>	<p>The robot cannot clean while</p>	<p>Make sure the USB cable is</p>

USB Cable when you want me to clean.

connected to your computer with the USB cable.

unplugged from your robot before attempting to run.

My Brush is overloaded. Please free it from debris.

The brush is stuck with debris.

Make sure the brush does not have debris wrapped around it. Follow the brush cleaning guide [here](#).

My vision is blocked. Please press OKAY (1000)

The laser sensor that measures distance to objects is experiencing problems.

The robot needs to be reset. Push the battery switch to OFF, wait 5 minutes and turn back ON. If your robot doesn't have a battery switch, try [disconnecting the batteries](#).

If issue persists, please click on chat icon for assistance, or visit our [Customer Care contact page](#) for more options.