

The **most important** thing to remember is that you must **clean** your R-Vac after **every** use. This involves emptying the dustbin, taking out the floor brush, main brush to clean and check for snags (hair, thread, elastic bands), and cleaning the filter. Please refer to the Maintenance Section of the Instruction Book.

TROUBLE-SHOOTING

Your R-Vac will automatically detect certain problems and display these on the Remote Control (as an Error Code). Please refer to the table below.

TROUBLE SHOOTING: Error codes will appear on the remote control

ERROR CODE	ERROR CAUSE	HOW TO SOLVE
E001	Ground detection sensors	Clean the sensors underneath of the vacuum, at the front
E002	Middle brush	Clean both brushes as per section "CLEANING THE MAIN BRUSH AND FLOOR BRUSH"
E003	Power off	Charge vacuum until fully charged, then use again
E004	Left & Right wheel	Check the left and right wheels and clean any dust or hair build-up.
E005	Dust bin contact	Check the dust bin and ensure it is securely in place. Clean the dust bin contacts

Alternatively, please refer to our Trouble-Shooting FAQs. If you have a question that is not covered below, feel free to contact Russell Hobbs Customer Service.

TROUBLE-SHOOTING FAQs

1. Loss of suction / R-Vac is stalling

Problem - R-Vac has stalled, is beeping / lights are flashing

- Clean the machine, paying particular attention to the brushes (refer to pages 16 – 18 of the Instruction Booklet (*available online*). Cut away any hair tangled in the brushes gently with scissors. *Always ensure that the locking tabs (over the main and floor brushes) click into place securely after cleaning.*

OR

- The R-Vac may be out of charge. Place the machine on the charging station. The power indicator button will illuminate and flash (when the R-Vac is fully charged, the power indicator light will stop flashing).

Problem - R-Vac has lost suction and is not vacuuming well

- Clean the machine, paying particular attention to the dust bin (refer to pages 16 – 18 of the Instruction Booklet – *available online*). *Ensure that the locking tabs (over the main and floor brushes) click into place securely after cleaning.*

Problem - R-Vac is beeping, moving very slowly and is not vacuuming

- Battery power is low and it is searching for the charging station (the brushes will not be turning; this conserves power). Pick up the R-Vac and return it to the charging station to charge.

Problem – The AUTO button on the R-Vac is not responding even though it is fully charged

- This will occur if the R-Vac is on the charging station. Lift the R-Vac from the charging station and press AUTO, it should now work.

NOTE: The R-Vac will start on the charging station if you press AUTO from the remote control.

2. Remote Control

Problem - The Remote Control is not operating correctly

*Firstly check the batteries in the remote control are installed correctly and functioning.

You may need to re-synchronise the remote:

- Turn the power switch on the side of the R-Vac to 'OFF'.
- On the remote control press and hold down 'OK' (ensure you keep the button down until you reach the last step of the re-synchronisation process).
- Turn the power switch on the side of the R-Vac to 'ON'.
- The R-Vac should emit a series of beeps, indicating it has re-synchronised.
- If the unit does not beep repeat the process.

3. Space Isolator

Problem – the R-Vac is going through the Space Isolator beam.

You may need to re-synchronise the Space Isolator :

- Firstly, turn the power switch on the side of the R-Vac 'OFF'.
- After this, switch the Space Isolator on (the power indicator on the Space Isolator should illuminate & begin to flash).
- Using a paperclip, or similar, press in the internal synchronise button (below space isolator power switch), and keep it pressed in.
- Now turn the power switch on the side of the R-Vac to 'ON'.
- Release the internal synchronise button after the R-Vac has emitted a series of beeps, indicating it has synchronised.
- NOTE: If you fail to hear any beeping during synchronisation, repeat the above process.

4. Edge / Drop Detection Sensors

Problem - R-Vac sensors are not detecting drop offs' or edges

- You may need to clean the sensors underneath the vacuum. Turn the R-Vac over and wipe these clean. Please see below for a diagram.
- Sensors only function when it is travelling in a forward direction. Do not drive the R-Vac in reverse towards drop offs' or edges.

Problem – The R-Vac is moving in circles / backing away from an area that is not a drop-off or edge

- This may occur if the carpet / floor area is dark in colour or if there is another robotic vacuum in the same household (may cause interference).

R-VAC DIAGRAM

