



Last updated: 10 / 04 / 2014

R·V·a·c R·V·a·c Pet

FREQUENTLY ASKED QUESTIONS

The **most important** thing to remember is that you must **clean** your R-Vac / R-Vac Pet 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 / R-Vac Pet 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
FF60	Incorrect key sequence when programming	Clear code from the remote by pressing 'Set', 'Stop' and 'Set' again. Ensure remote is out of programming mode before (ie. nothing is flashing on screen).

If the errors above have been checked and the vacuum is still not functioning correctly, please contact customer service for advice. Do not disassemble the unit.

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: R-VAC & R-VAC PET

1. Loss of suction / unit is stalling

Problem – The unit 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). 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 re-assembling.

OR

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

Problem – The unit 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). Ensure that the locking tabs (over the main and floor brushes) click into place securely after re-assembling.

Problem – The unit 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 unit and return it to the charging station to charge.

Problem – The AUTO button on the unit is not responding even though it is fully charged

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

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

Problem - The unit is moving backwards a short distance and stopping

Check the following to remedy this:

- See if the remote control is displaying any error codes. Refer to the table above or consult page 18 of the instruction booklet for solutions.
- Clean the cliff sensors of the unit.
- Debris may be caught in the brushes. Clear this from the main brush, floor brush and side spinning brush.

Problem - When the R-Vac / R-Vac Pet moves off the charging station, it only goes a short distance and stops. No error codes are showing on the remote control.

- This could be related to the floor texture or colour (long shag pile carpet and dark flooring may affect performance of sensors). Check this by testing the unit in different locations around the house. Contact the Russell Hobbs Customer Service team if the problem persists.

Question – Is the suction of the R-Vac / R-Vac Pet powerful enough to tackle ‘gritty’ dirt? For example, kitty litter pellets?

- The unit has a powerful vacuum function and can vacuum gritty dirt such as kitty litter pellets, rice, etc.

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 unit 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 unit 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 unit 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 unit to ‘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 unit to ‘ON’.
- Release the internal synchronise button after the unit 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 / R-Vac Pet sensors are not detecting drop offs' or edges

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

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

- This could be related to the floor texture or colour (long shag pile carpet and dark flooring may affect performance of sensors). Check this by testing the unit in different locations around the house. Contact the Russell Hobbs Customer Service team if the problem persists.

5. Charging Station

Problem - The R-Vac / R-Vac Pet is failing to return to the charging station in the same room.

Check the following to remedy this:

- Always ensure that the path to the charging station is clear and not blocked by any obstacles which may inhibit the unit's return.
- Ensure the charging station and unit are synced. This can be done by placing the unit approximately 2 metres away and in view of the docking station and pressing the charge button on the remote. If correctly synced, the unit should head to the charging station. If not, follow the synchronising procedure in the instruction booklet.
- Direct sunlight shining on to the infrared sensor of the unit and / or charging station may affect the ability of both to receive signals and communicate.
- Sensors may also be affected if the unit is adjacent to a reflective surface (ie. a mirror).
- Once the unit starts cleaning, it will work through a series of complex algorithms and cleaning patterns to optimise coverage. For this reason, even if the charging station is in the same room as the unit, if there is a great distance between the unit and charging station, the unit may take some time to locate it.

6. UV light (exclusive to R-Vac Pet)

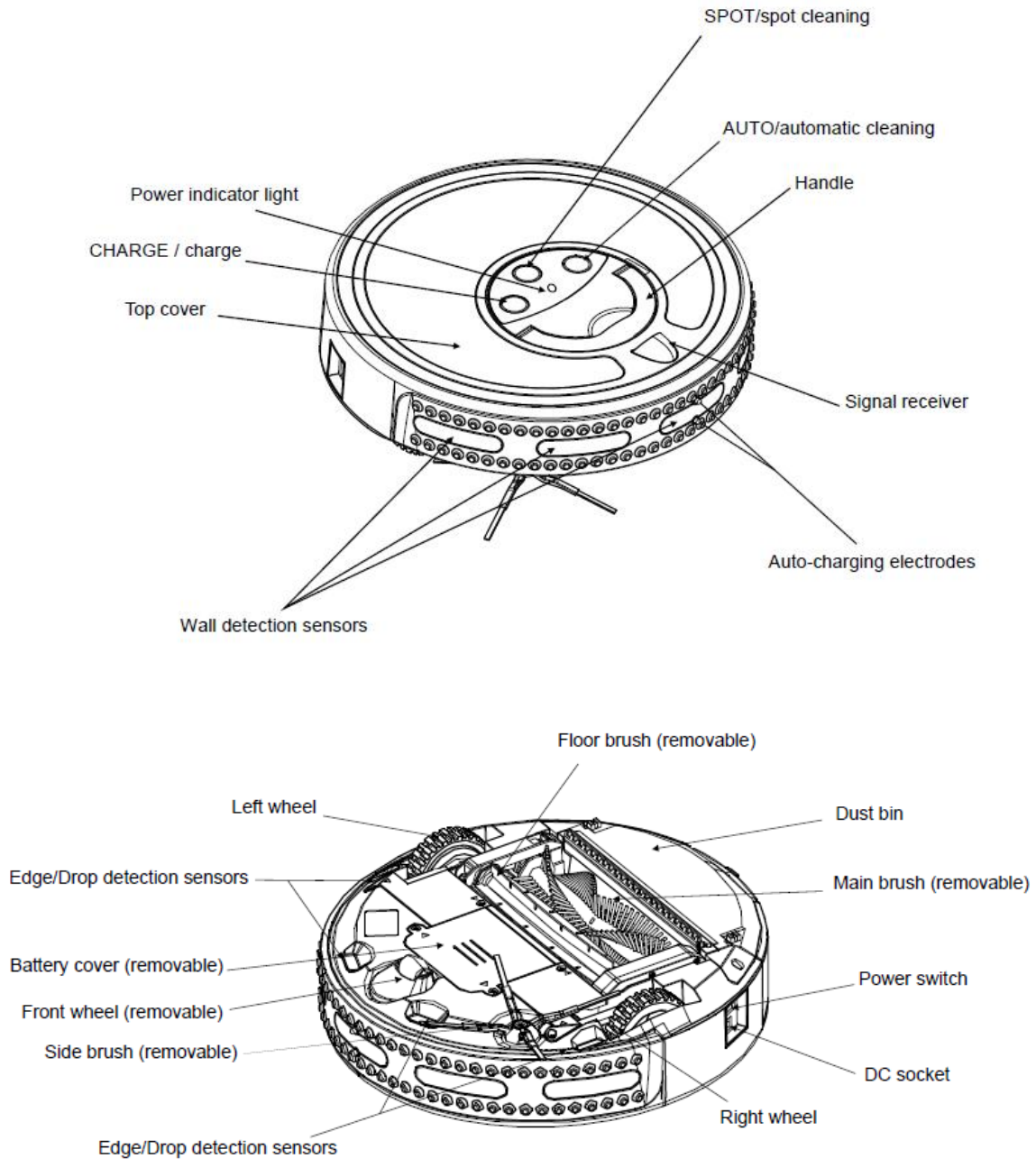
Question - Is the UV light replaceable?

The UV light is not user replaceable. If this is damaged kindly contact the Russell Hobbs Customer Service team.

Question - How long will the UV light of the R-Vac Pet last?

It should last in excess of 2 years (based on using the R-Vac Pet every day).

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