Bob Standard

Bob Standard

OWNER'S MANUAL

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.

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

Table of Contents

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.

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

1 Remote Control

2 Charging Adapter

3 Charging Station

4 Mop Attachment

5 Mopping Cloths (2)

6 Flat Head Screwdriver

7 Set of Bumper Stickers

8 Main Brush

9 Screws (2 Main Brush Screws, 2 Side Brush Screws)

10 Blindfold Stickers

11 Cleaning Tool

12 Filters (2)

13 Side Brushes (2)

14 Owner's Manual, Quick Start Guide, and Warranty Card

15 Bob Standard

Top View

Bumper

Transmitter

Display Screen

1   **2**   **3**   **4**
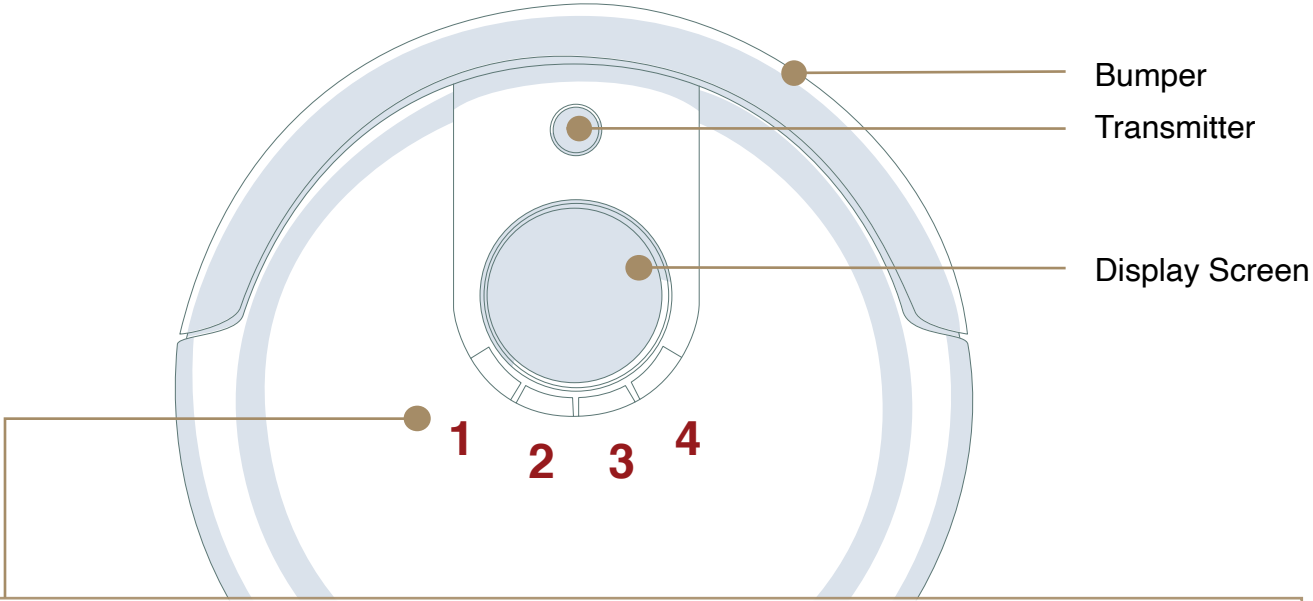
Cover Buttons

1 MODE 📖 Switches between Auto, Spot, and Wall Follow modes.

2 PROGRAM 📖 Toggles between Auto 1, Auto 2, and Auto 3, or Spot 1 and Spot 2.

3 UV 🔆 Turns the UV lamp off and on.

4 START ▷❙❙ Sends Bob to clean.

Bottom View

Edge Sensors

Charging Plates

Front Wheel

Side Brush

Battery

UV Lamp

Charging Inlet

Main Brush

Right Wheel

Left Wheel

Dustbin

Power Switch
Covered with clear plastic when Bob first arrives
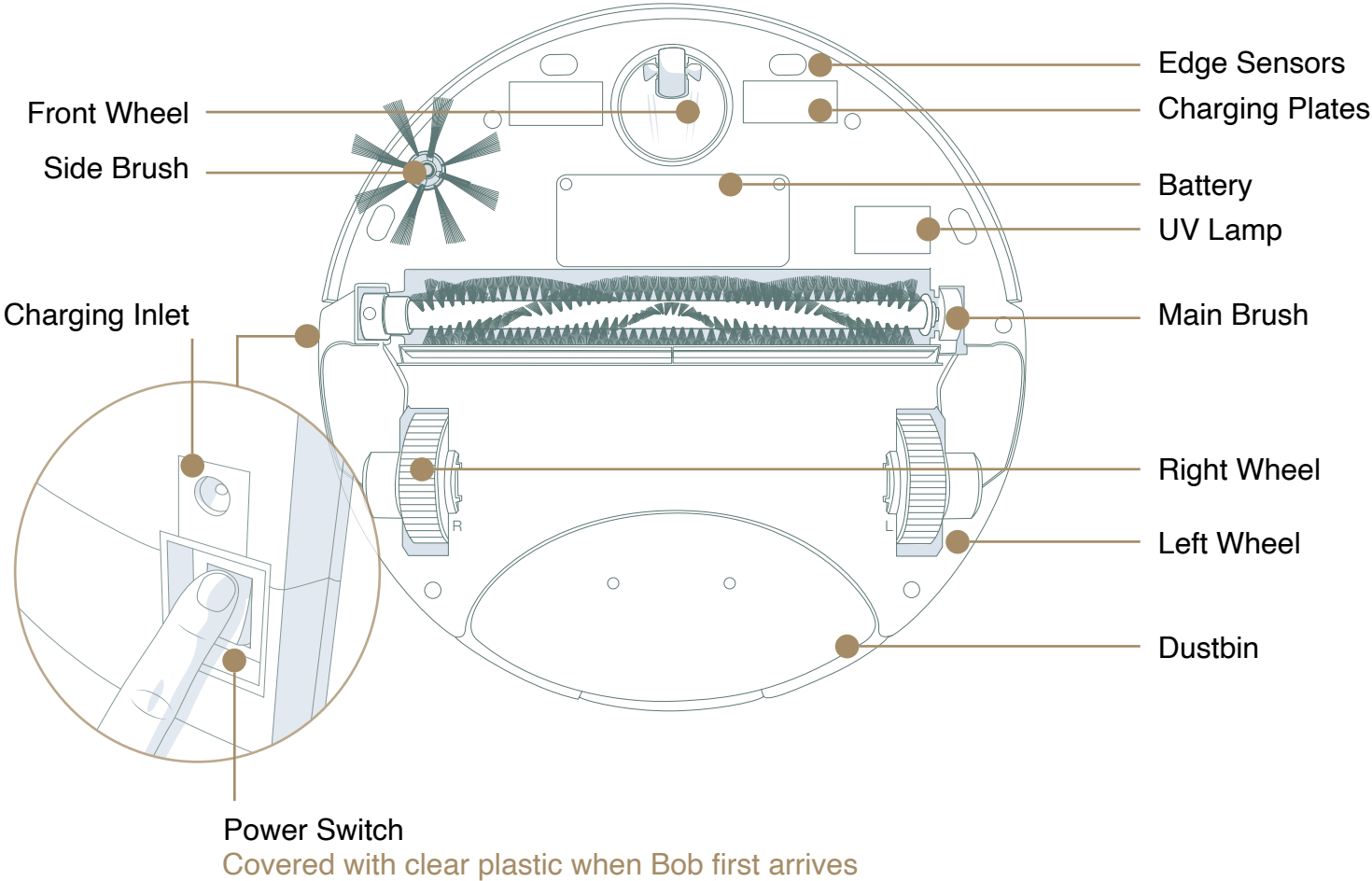
Who is Bob?

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!
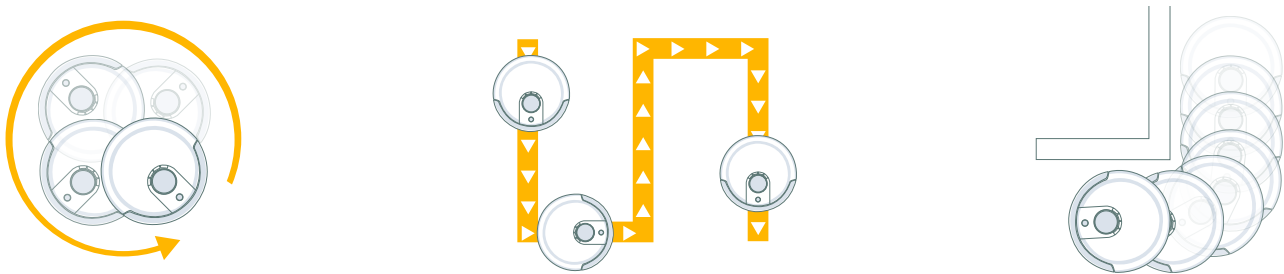
Should I pick up Bob?

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.
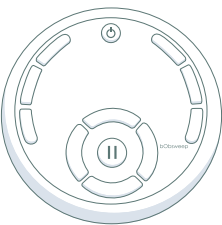
Remote Control

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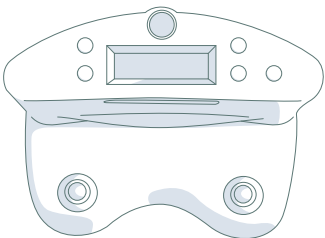
Charging Station

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.
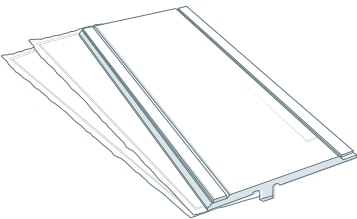
Mop Attachment

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 ERROR 04 while cleaning dark carpet, then you'll need to deactivate the edge sensors. To do so, flip Bob over, peel off the backs of each blindfold sticker and place one onto each of Bob's four edge sensors. Make sure each sensor is completely covered. And 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 an error 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.
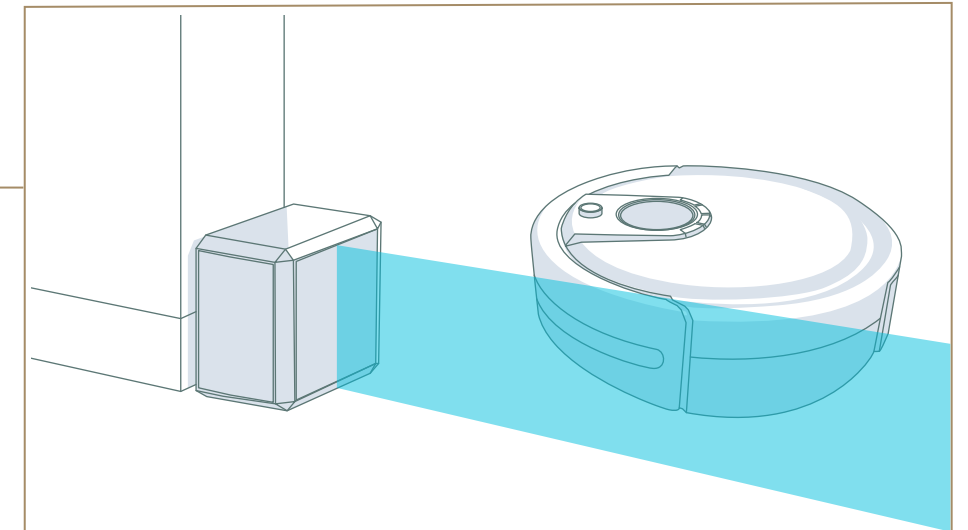
Quick Tip

If Bob finds a particular area challenging to clean, use blOck (sold separately) to keep him away. blOck 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.
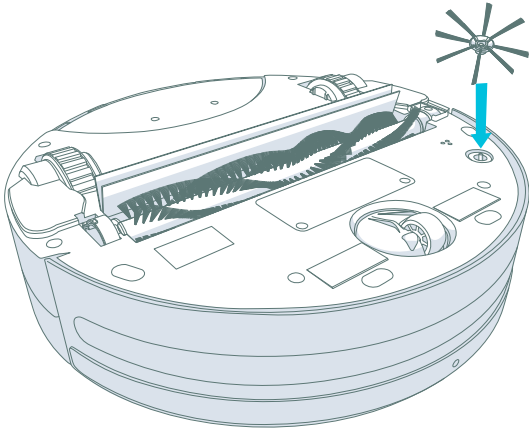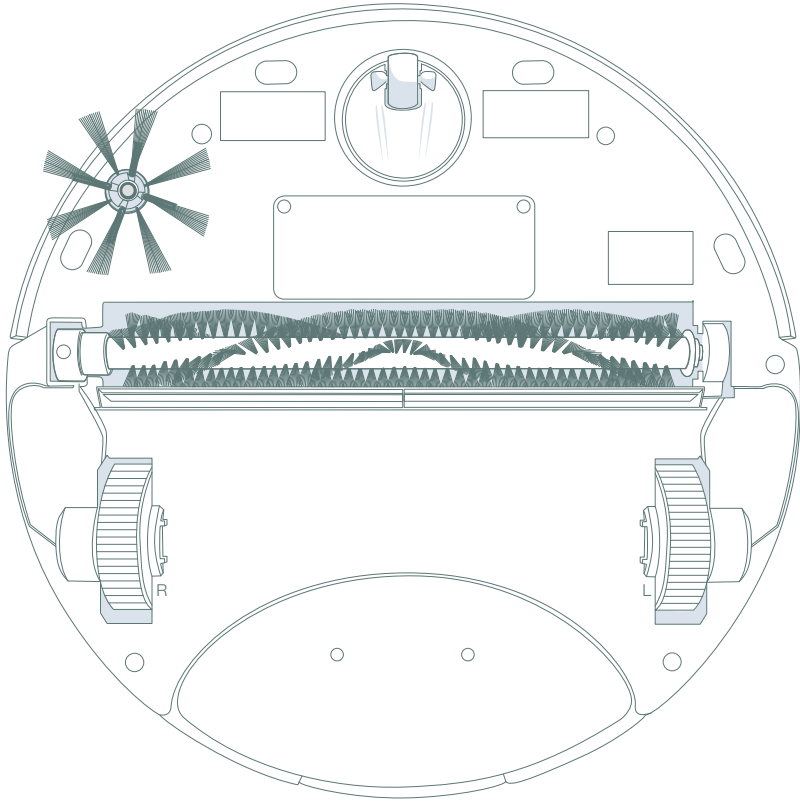
Parts You'll Need:

 Side Brush
x1

 Side Brush Screw
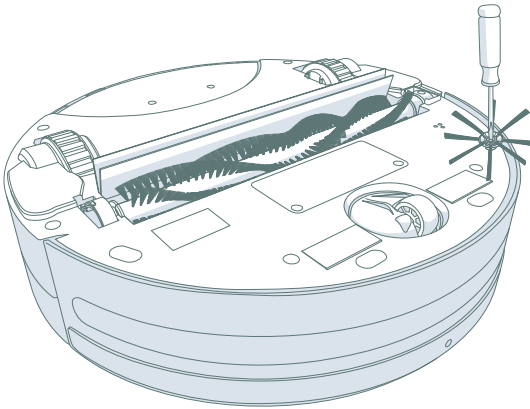x1

 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.

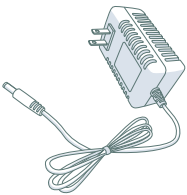**2.** Secure Bob's side brush into the socket using the flat head screwdriver and screw.

Quick Tip:

! Use the additional side brush and screw as spares.

Getting Started

Get Bob Started: Bob will be ready to clean in just 3 easy steps.

Step 2: Charge Bob

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

Parts You'll Need:
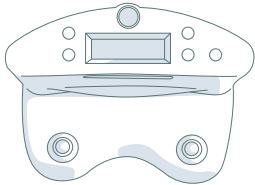
Charging Adapter

Charging Station

When Bob Is Charging:

The battery bars flash sequentially.
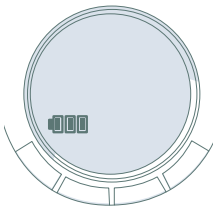
Bob is fully charged after 5 – 6 hours of charging.
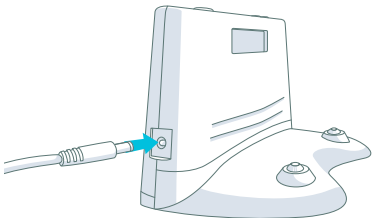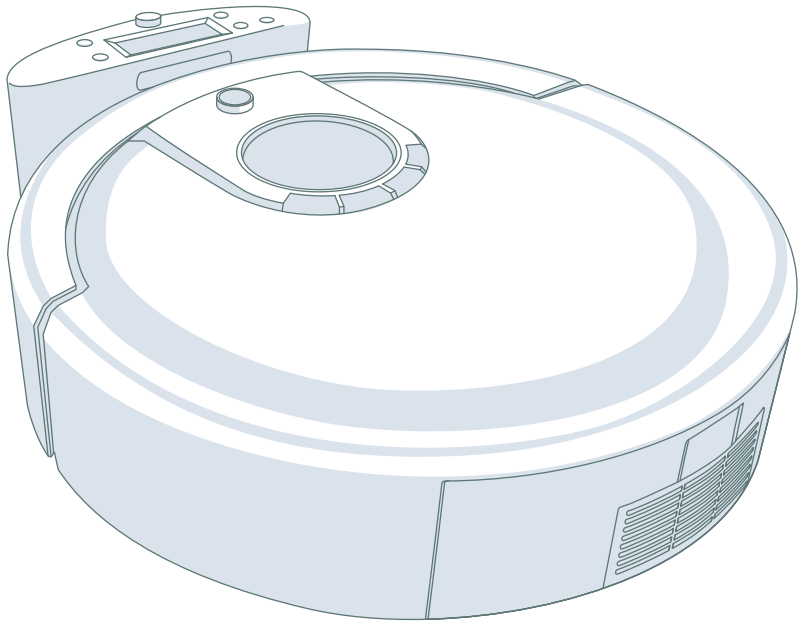
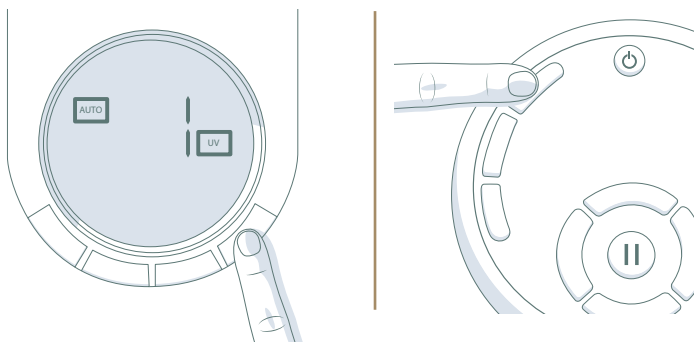**1.** Plug the power adapter into the side of the charging station.
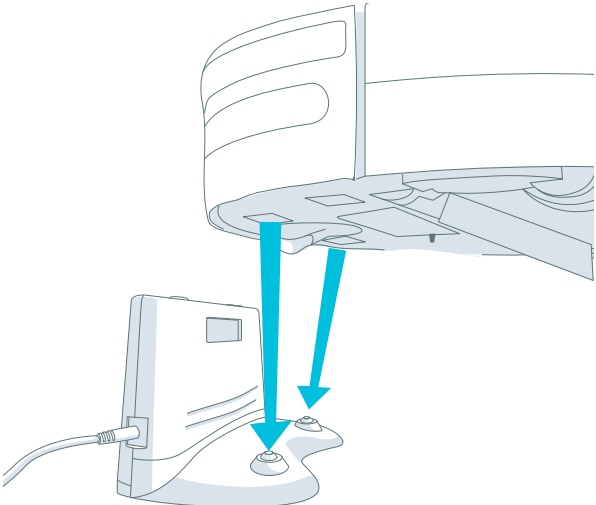
2. Place Bob on his charging station with the metal plates on his underside sitting on top of the nodes on his station.

Getting Started

Get Bob Started: Bob will be ready to clean in just 3 easy steps.

Step 3: Let Bob Sweep!
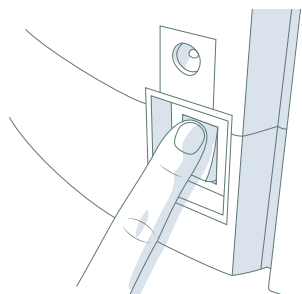
1. Flip Bob's power switch ON.

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.
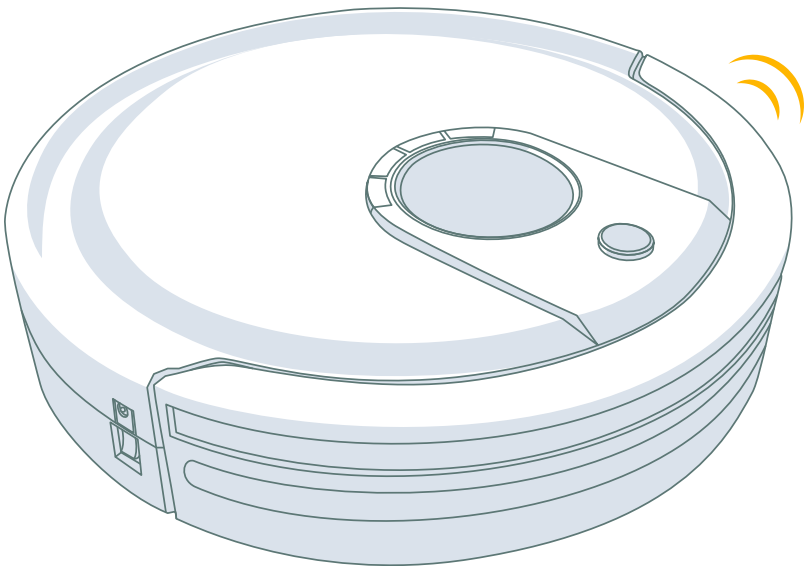
Quick Tip:
Make sure to remove the clear plastic on the power switch.

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.

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.
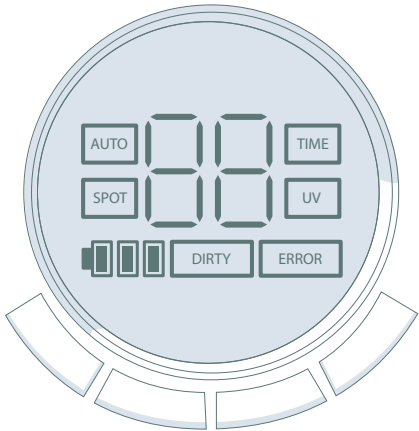
Spot 1 (Spiral Track™)
Bob will target a small area by spiraling outward.
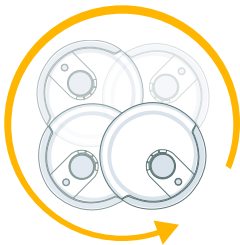
Spot 2 (Waffle Track™)
Bob will target a 6 x 5 feet (1.8 x 1.5 m) spill zone by tracing a grid pattern.
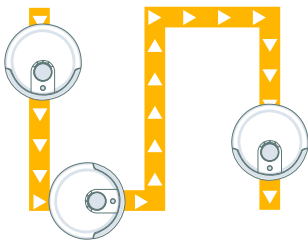
Spot 3 (Wall Track™)
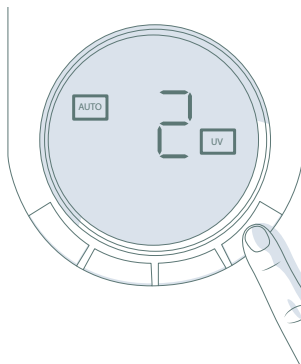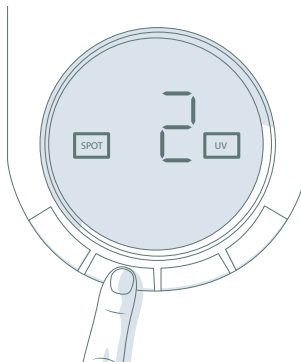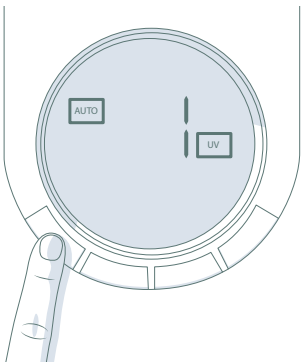Bob will clean along the perimeter of your home.
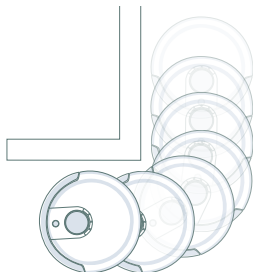
Selecting a Cleaning Mode

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

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

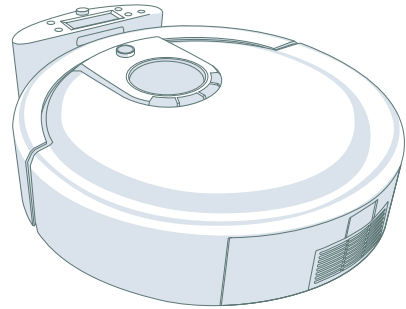**3.** Press the START button ▷‖ to send Bob to clean.

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.
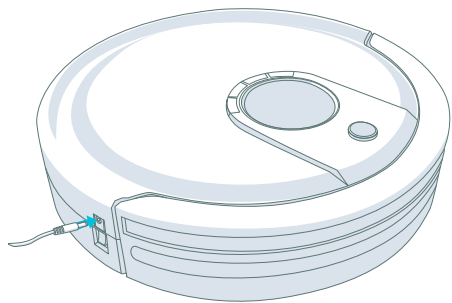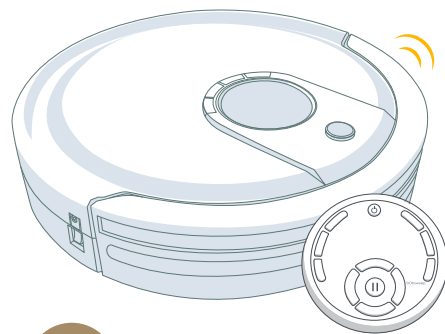
Charging Bob

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.
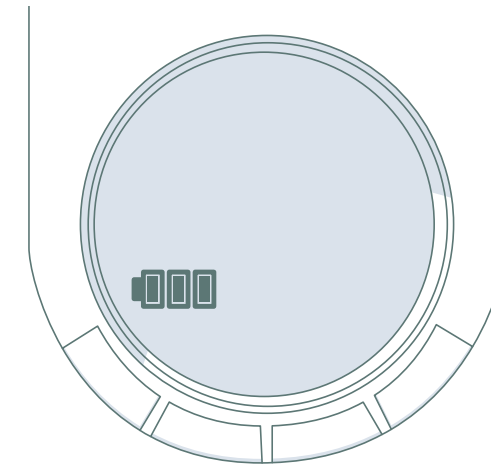
Charging Bob Using the Adapter

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 press the MODE button on Bob's cover until battery sign shows up on the screen, then press START.


When Bob Is Charging:
The battery bars flash sequantially.

Bob Is Fully Charged:
After 5 – 6 hours of charging.
For best results charge Bob overnight.

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.

2 feet (0.6 m)

2 feet (0.6 m)

10 feet (3 m)
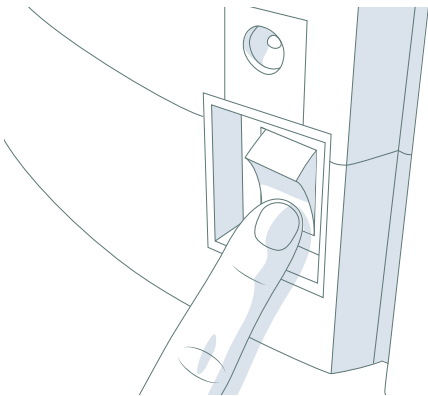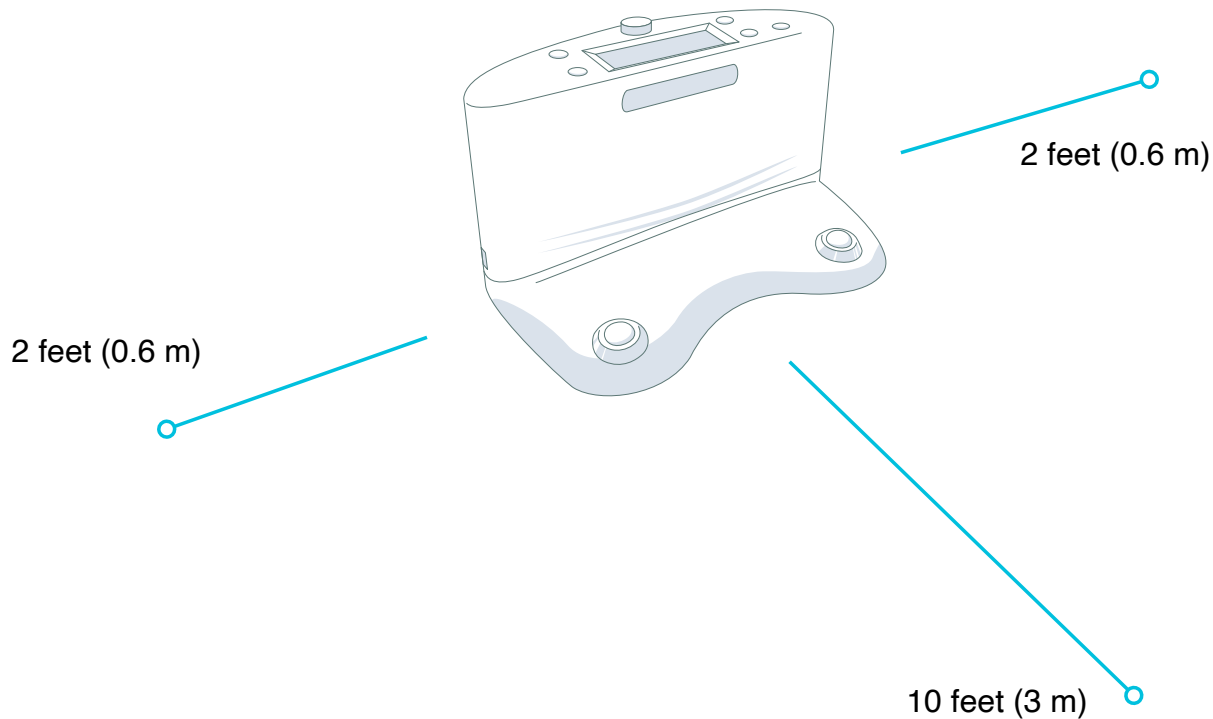
Conserving Bob's Battery

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.
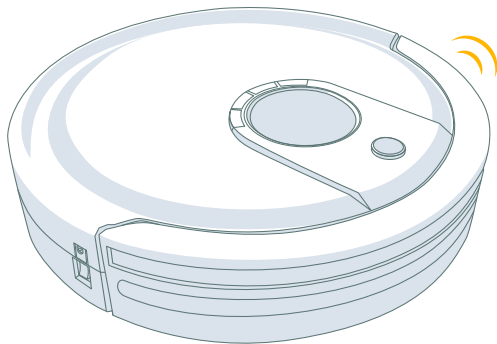

Standby Mode

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.
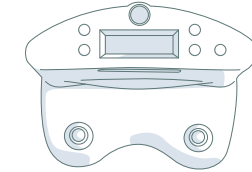
Syncing the Charging Station

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.
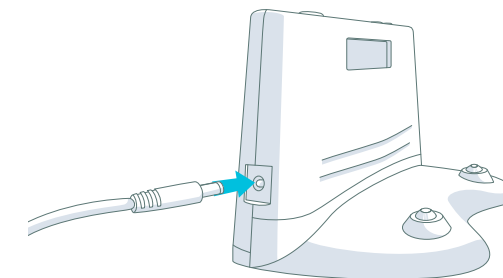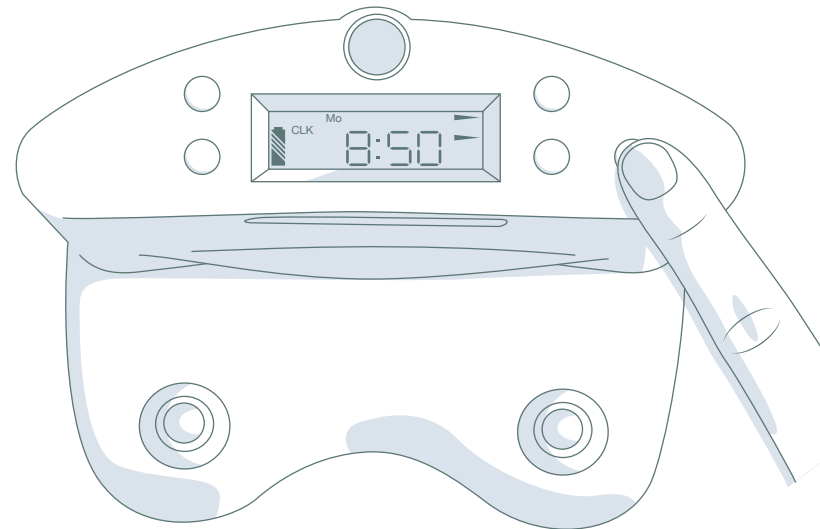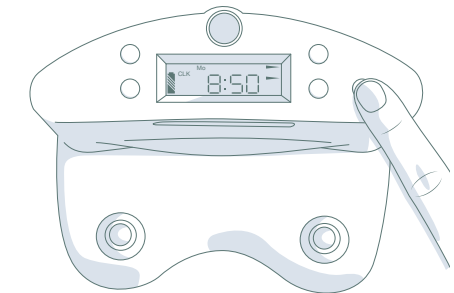
Parts You'll Need:
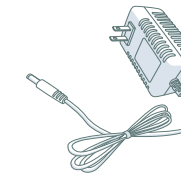
Charging Adapter

Charging Station
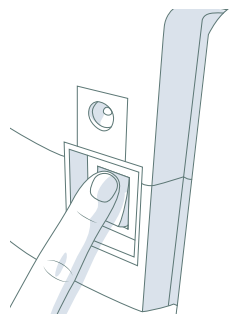
Quick Tip:

! 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.
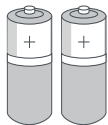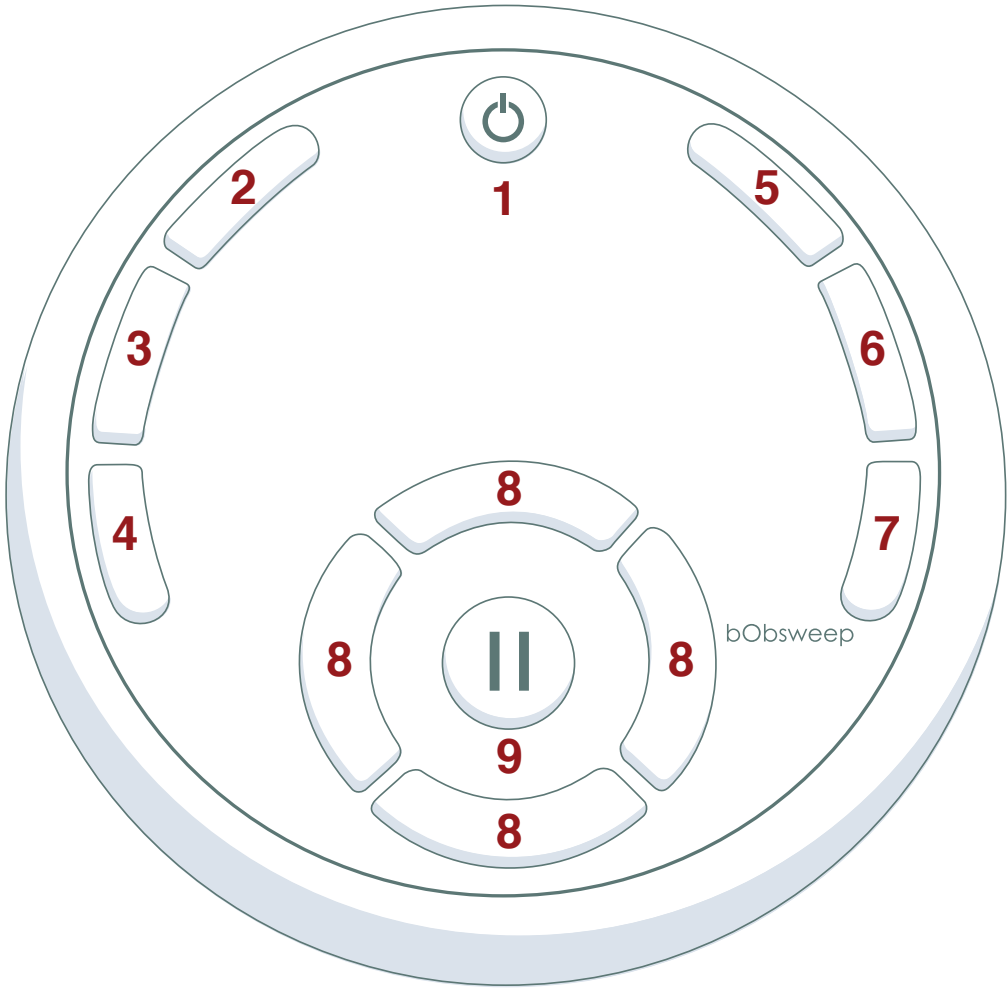
Remote Buttons

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.

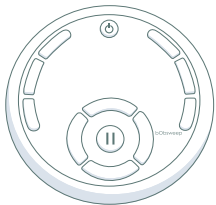**9** Pause
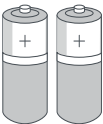Pauses or resumes Bob's movement.

bObsweep

Syncing the Remote

If Bob is not responding to his remote, you will need to sync it.
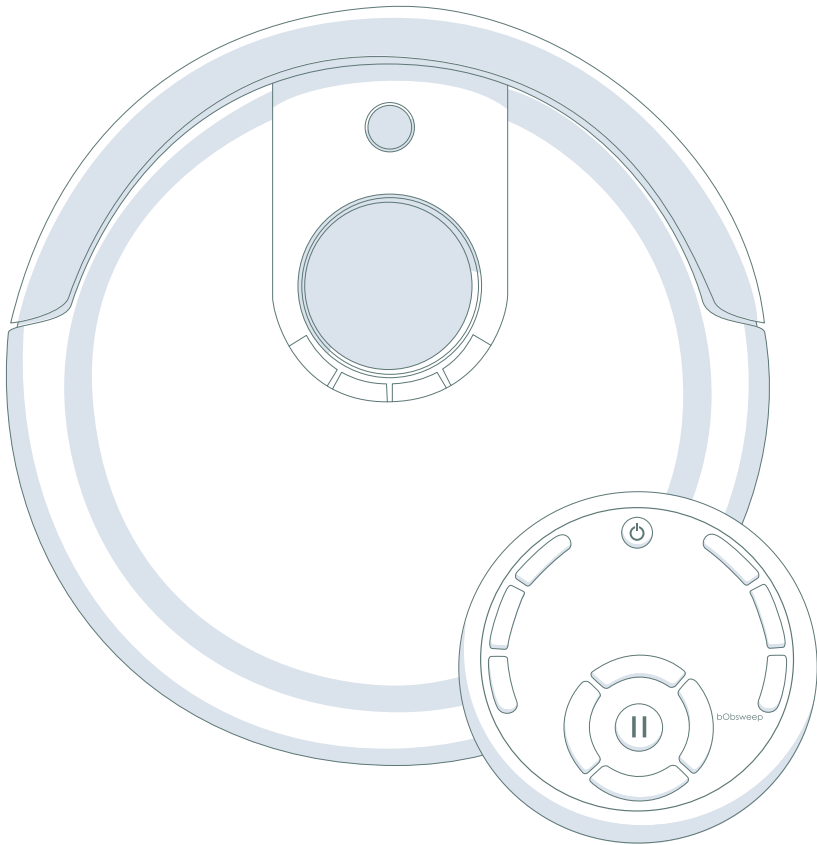
Parts You'll Need:

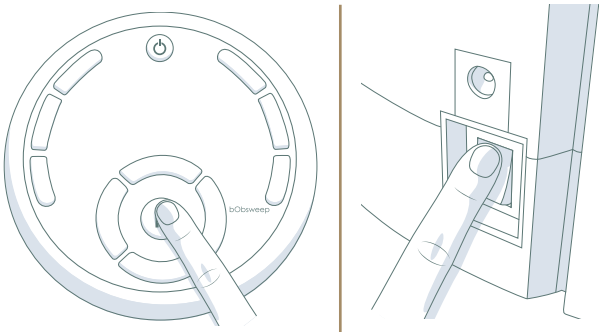 Remote Control

 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.
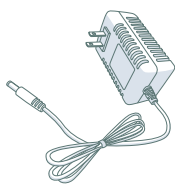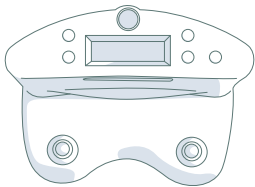
Setting the Current Time and Day

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.

POWER

OK/CYCLE

CURRENT TIME

ADJUST/SELECT

SCHEDULE
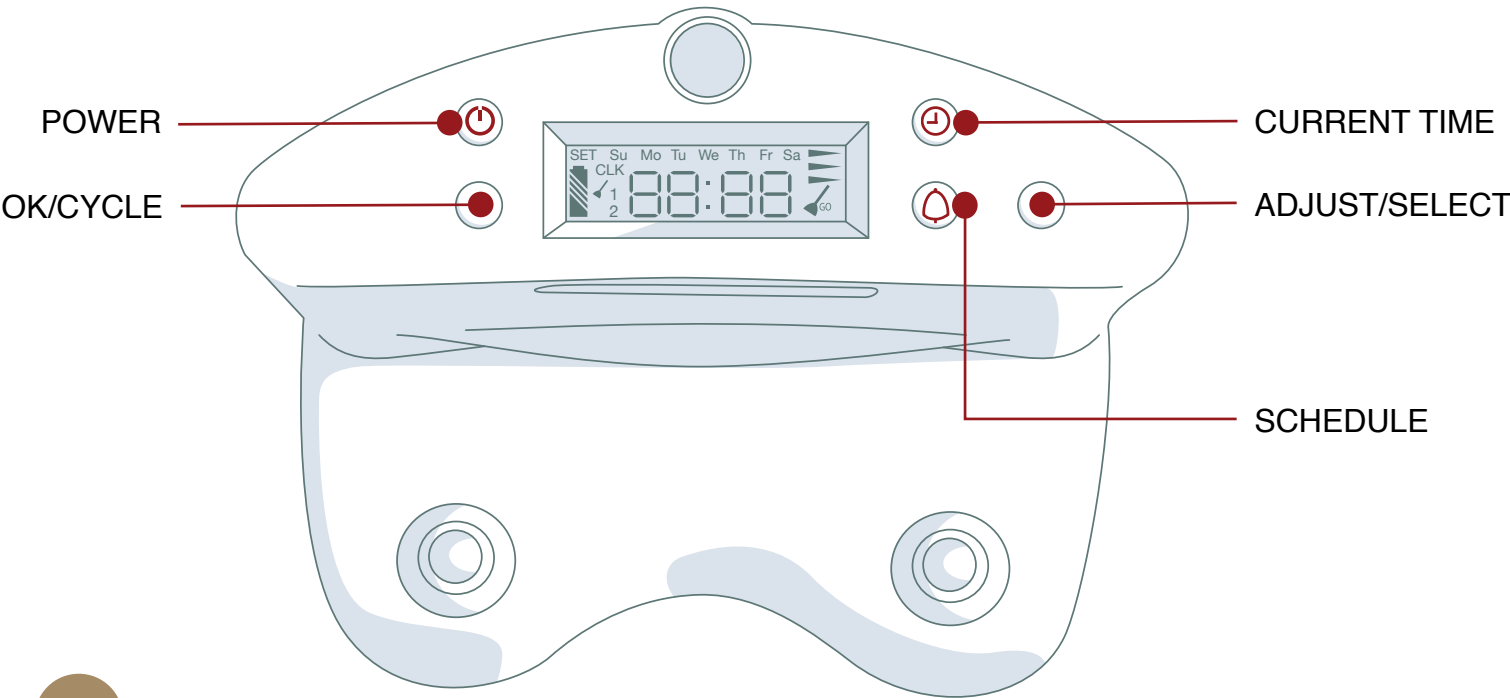
1. Press the ⏰ button on the station. The first hour digit will start flashing.
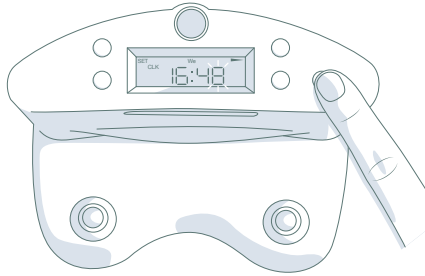
2. Use the ADJUST/SELECT button to adjust your selection. Use the ⏰ button to move between minutes, hours, and days of the week.
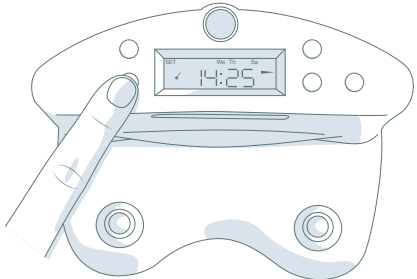
3. Press the OK/CYCLE button to save your settings. Bob will chirp to confirm your save.

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.
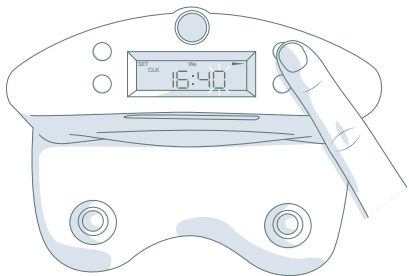
Parts You'll Need:
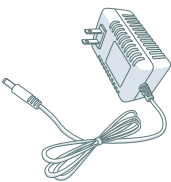
Charging Adapter
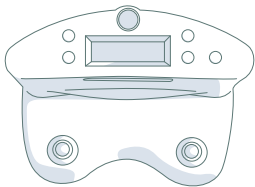
Charging Station

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.
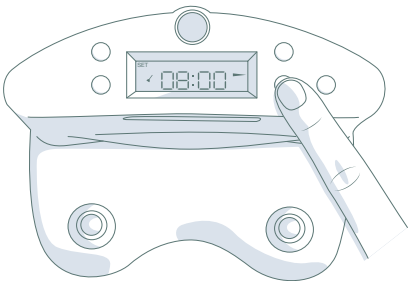
1. Press the ⌂ button on the station. The first hour digit will start flashing.
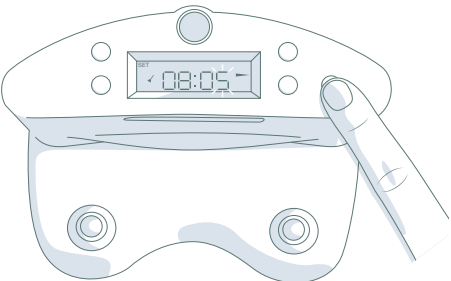
2. Use the ADJUST/SELECT button to adjust your selection. Use the ⌂ button to move between minutes, hours, and days of the week.
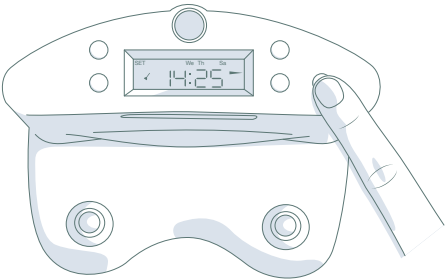
3. To select a day of the week, wait until the day stops blinking before pressing the ADJUST/SELECT button to move on. To deselect a day, scroll past it while it is still blinking. Selected days will be lit.
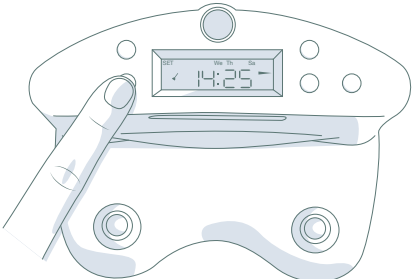
4. Press the OK/CYCLE button to save your settings. Bob will chirp to confirm your save.

Cleaning Schedule

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:
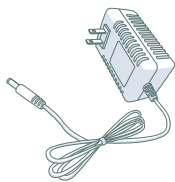
Charging Adapter
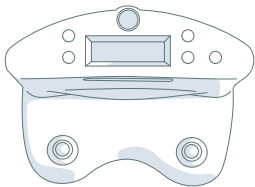
Charging Station

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.
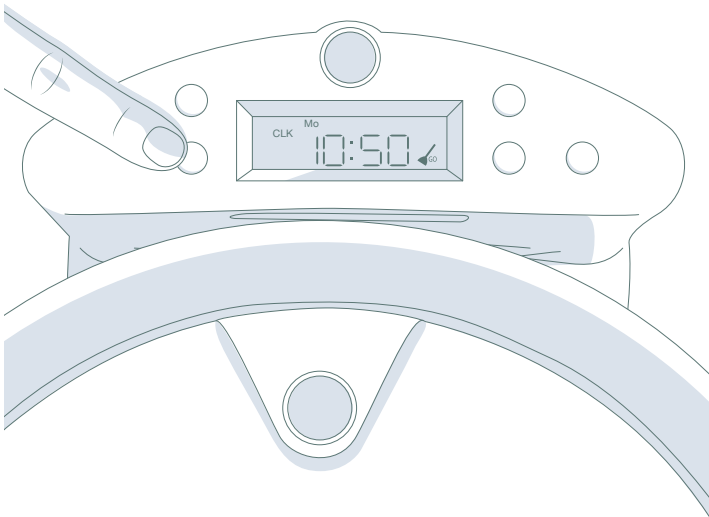
Disabling Auto-Resume

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

> The broom icon will no longer be lit.
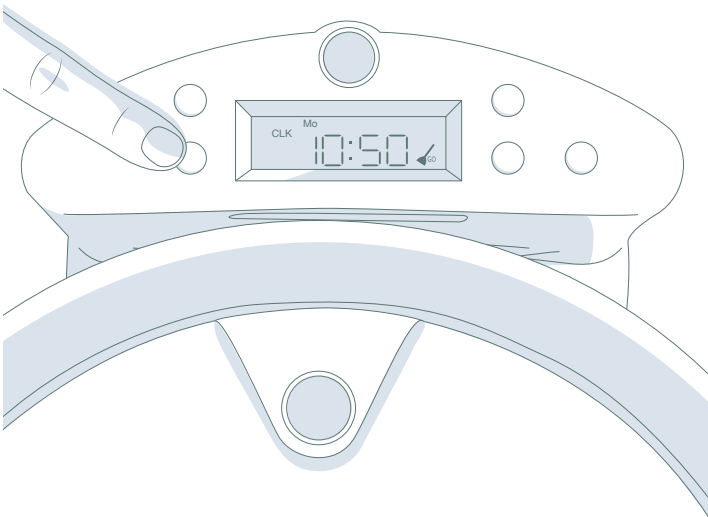
Maintenance

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

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.
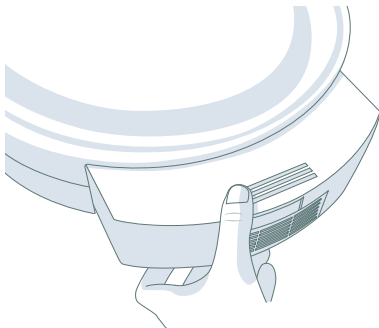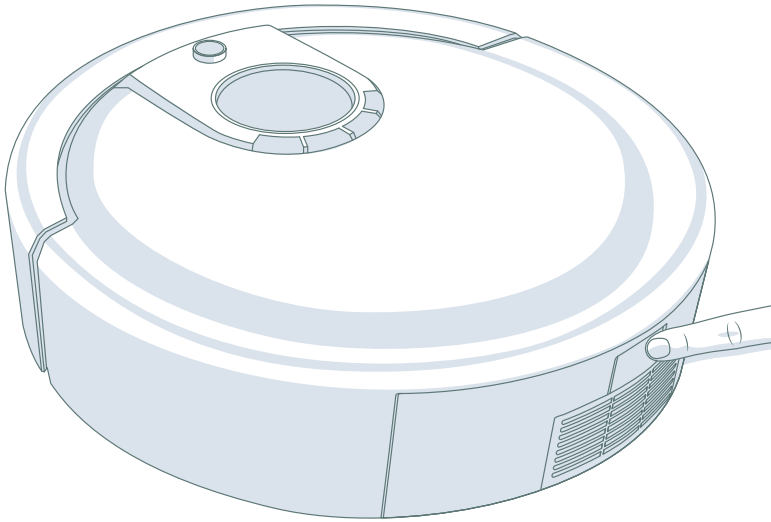
1. Push the button on Bob's back and slide the dustbin out.
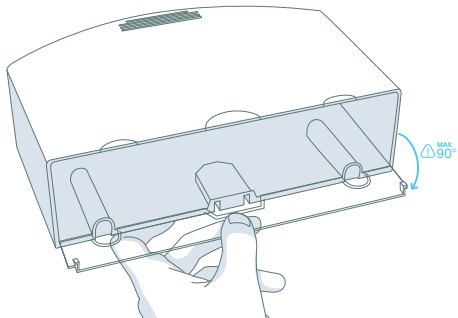
2. Carefully open the plastic gate and dump out the contents of the dustbin.
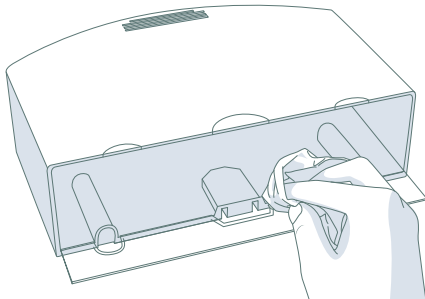
3. Wipe the dustbin with a dry cloth or brush it with Bob's cleaning tool.
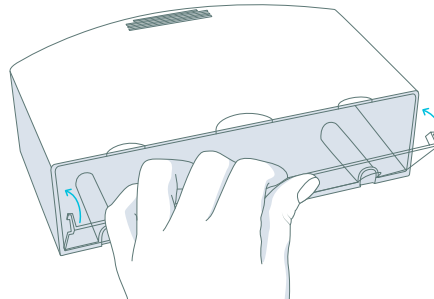
4. Carefully close the gate and slide the dustbin back into Bob.

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.
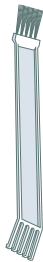
Parts You'll Need: Cleaning Tool

Cleaning Bob's Filters
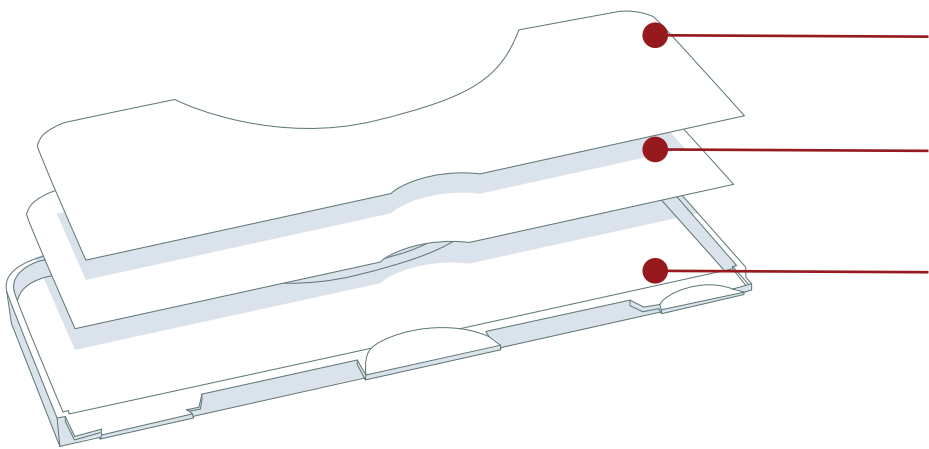
High Efficiency Filter
For fine particles

Electrostatic Filter
For smaller particles

Mesh Filter (Filter Frame)
For larger particles

Quick Tip:

Never fill the dustbin with water or any other liquid.
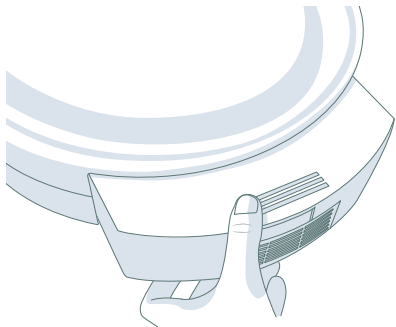
1. Push the button on Bob's back and slide the dustbin out.
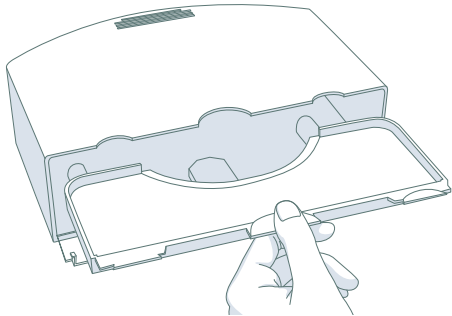
2. Pull out the filter frame from the roof of the dustbin.
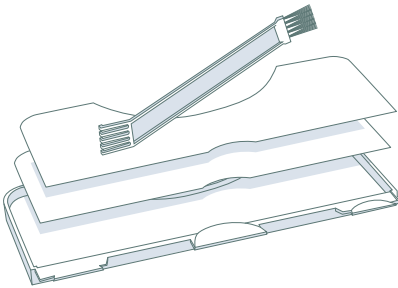
3. Remove the filters and brush them with Bob's cleaning tool.
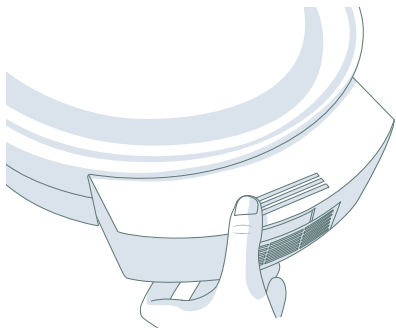
4. Replace the filters and slide the dustbin back into Bob.

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
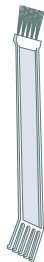
Cleaning Tool

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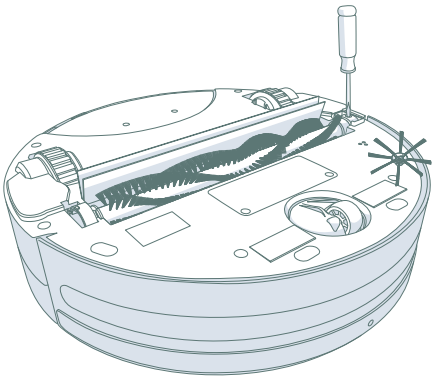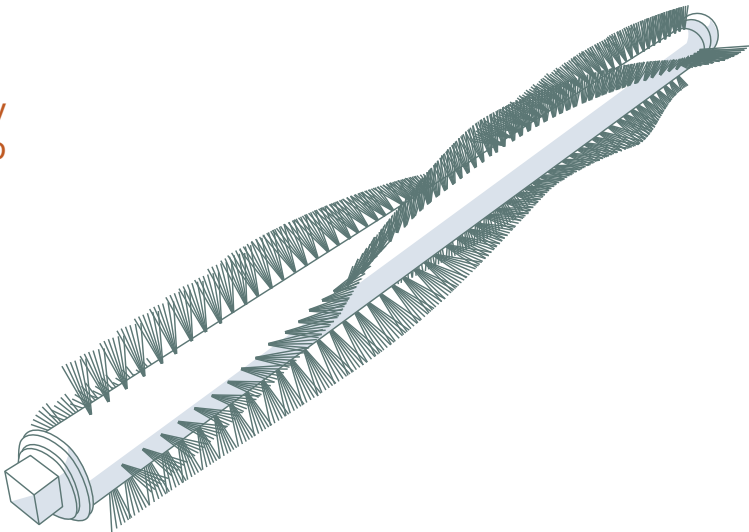
1. Remove the screw on the main brush using a flat head screwdriver.
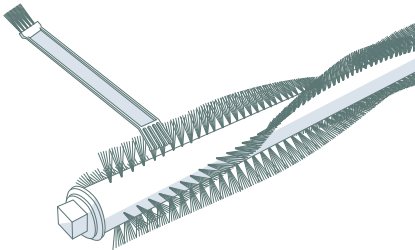
2. Clean the brush and the brush compartment from end to end using Bob's cleaning tool.
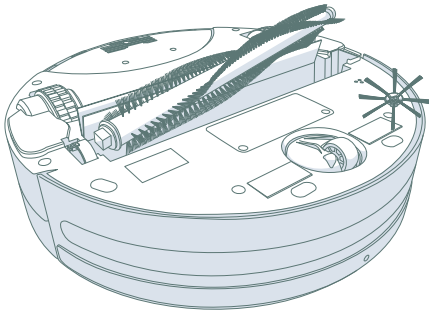
3. When done, replace the brush cap and insert the square end of the brush into the square notch inside Bob. Lastly, replace the screw.

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
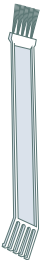
Cleaning Tool

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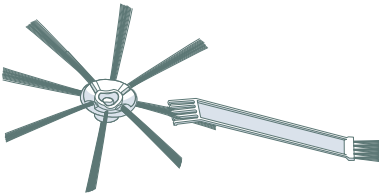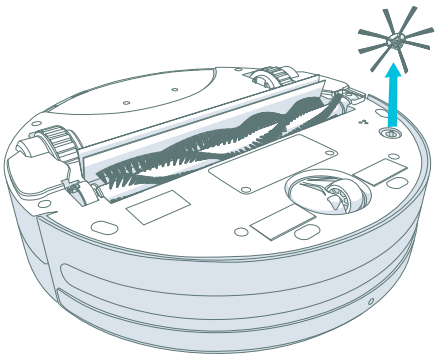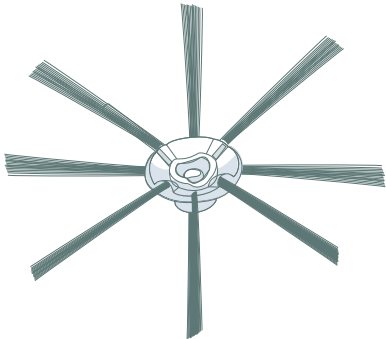
1. Remove the screw on the side brush using a flat head screwdriver.

2. Clean the brush and the brush socket using Bob's cleaning tool.
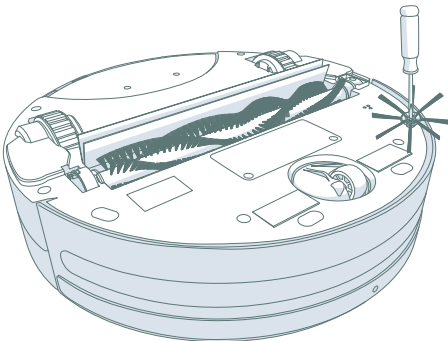
3. When done, replace the side brush and screw.

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:
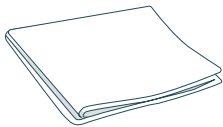
Cloth
(not included)

Cleaning Bob's Sensors
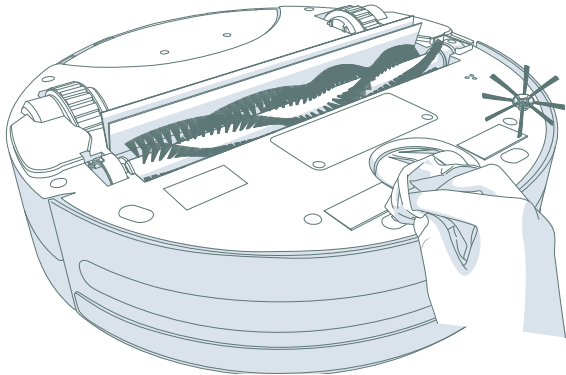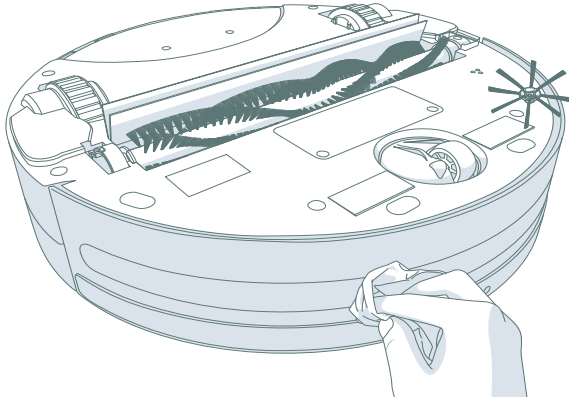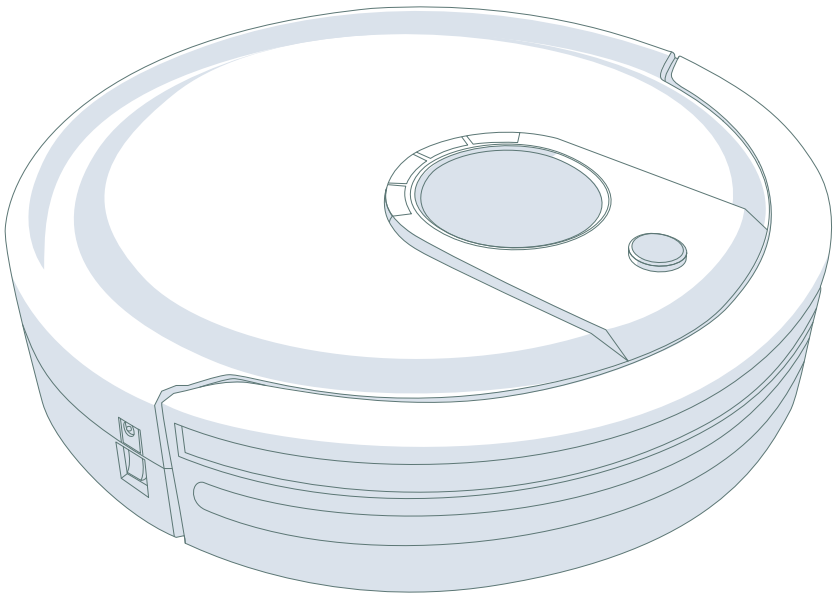
1. Wipe the wall and edge sensors using a soft cloth slightly dampened with cold water or alcohol.

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.

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.
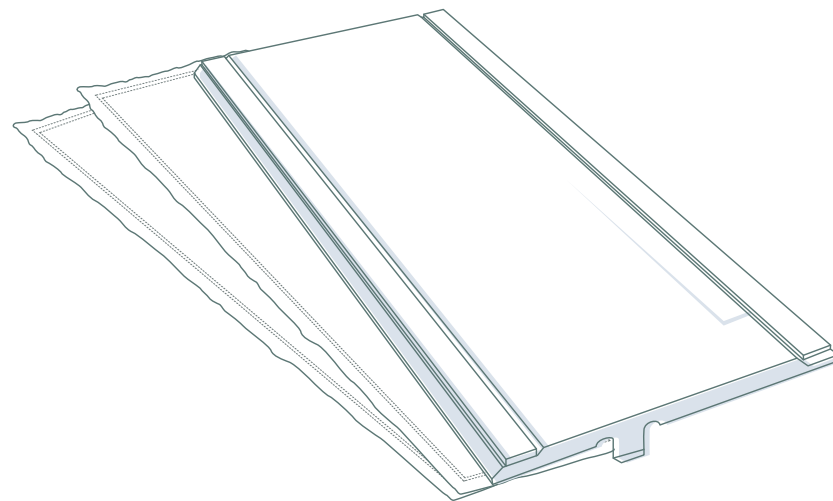
Installing Bob's Mop Attachment

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.
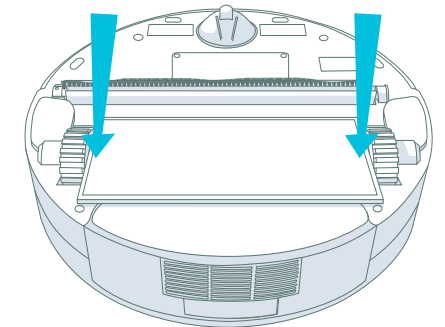
Removing Bob's Mop Attachment

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

Parts and Accessories
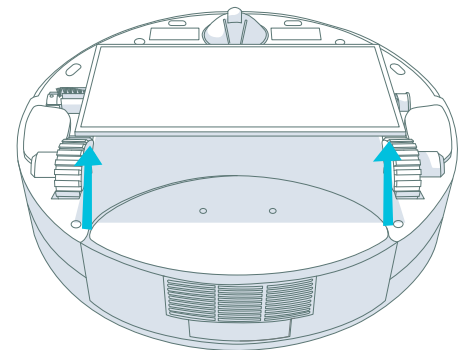
Edge Sensors

If Bob repeatedly backs up or displays ERROR 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.
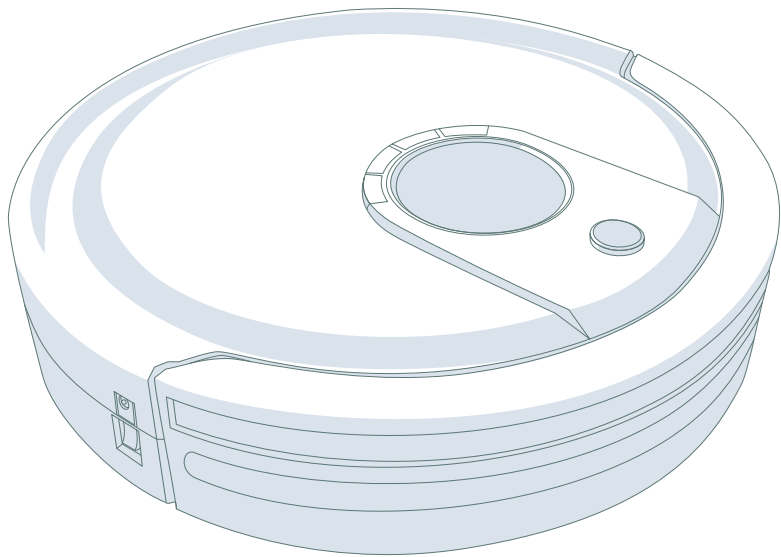
Deactivating Bob's Edge Sensors

Flip Bob over, peel off the backs of each blindfold sticker and place one onto each of Bob's four edge sensors. Make sure each sensor is completely covered.

Remember, while Bob is blindfolded, he will not be able to detect stairs or edges!
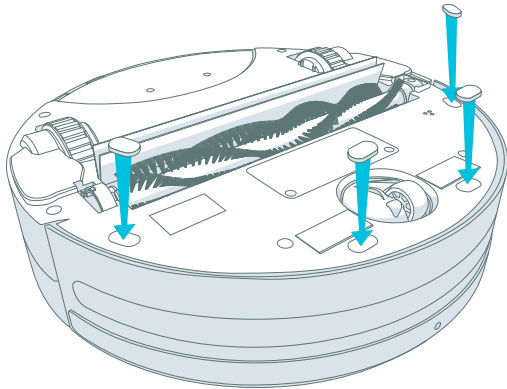
Reactivating Bob's Edge Sensors

Flip Bob over, remove each blindfold sticker from each of Bob's four edge sensors. Make sure each sensor is uncovered and clean.
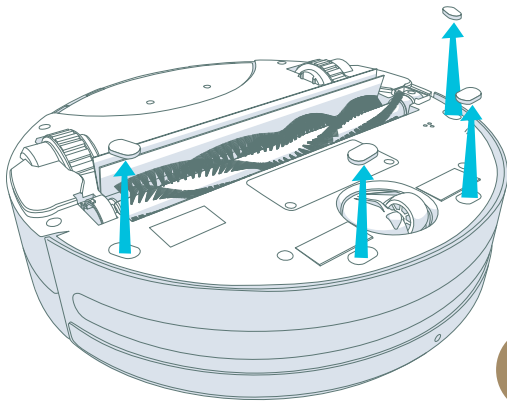
Battery

On his default Deep Clean mode, Bob's battery lasts about 45 – 90 minutes per charge. Bob's battery has a 2-year warranty. Replacement batteries can be purchased at www.bobsweep.com/shop.

Parts You'll Need:

Phillips Head Screwdriver (not included)

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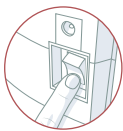
To conserve Bob's battery, flip his power switch OFF and remove him from his charging station when he is not in use. Bob should not sit on his charging station for more than 5 days.

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 space, away from direct sunlight.
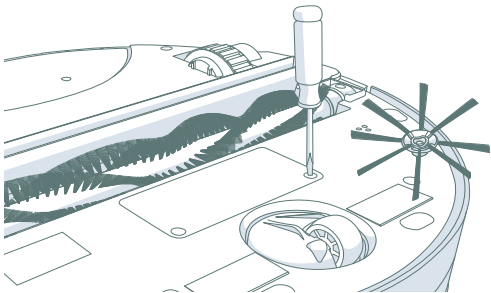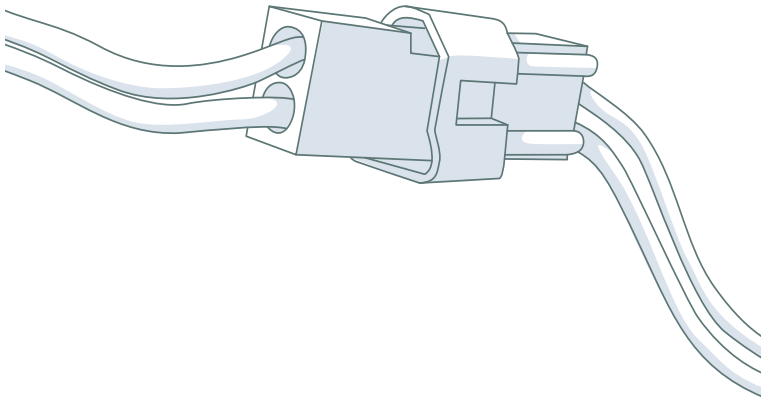
1. Remove the 2 screws on the battery cover using a Phillips head screwdriver.
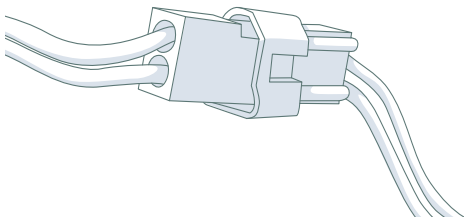
2. Disconnect the old battery by pulling the plug, not the wires. Plug in your new battery.
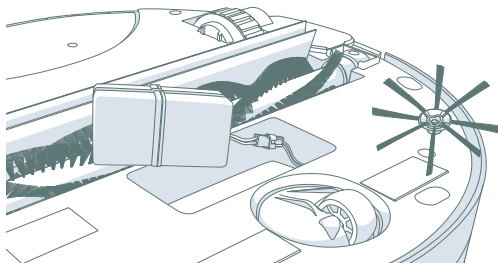
3. Slide the new battery into the compartment and replace the screws on the battery cover.

Troubleshooting

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

74   Error 00

76   Error 01

78   Error 02

80   Error 03

82   Error 04

84   Error 05

86   Error 06

88   Error 07

90   Error 08

92   Error 09

94   Error 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 Standard Time

Error 00
Left Wheel

Parts You'll Need:

Cleaning Tool

Compressed Air
(not included)
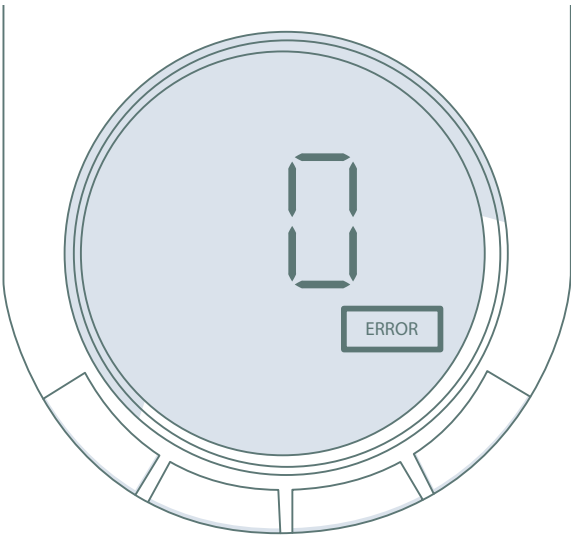
ERROR

What to do:

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

Troubleshooting
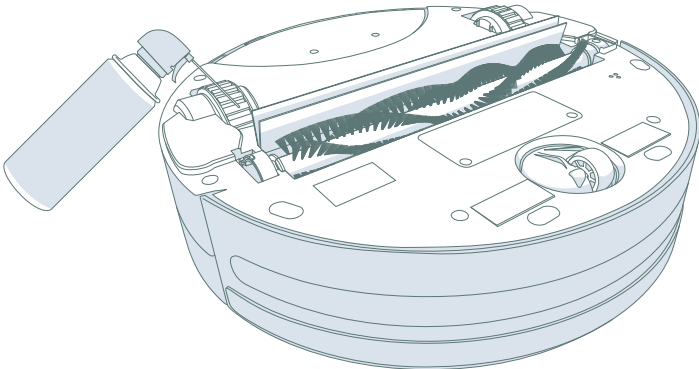
Error 01
Right Wheel

Parts You'll Need:

Cleaning Tool

Compressed Air
(not included)
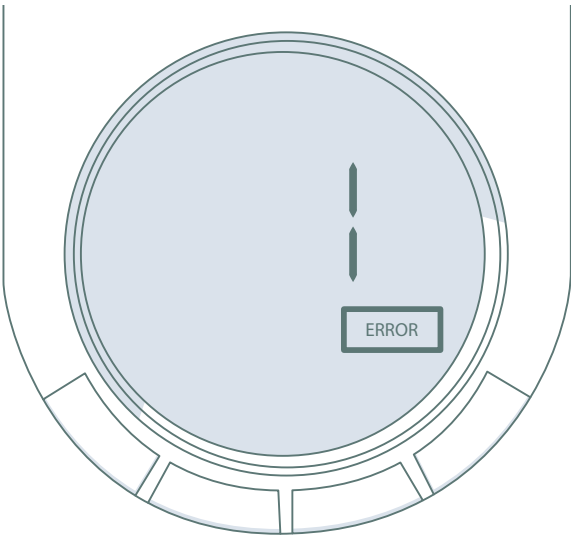
ERROR

What to do:

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

Troubleshooting
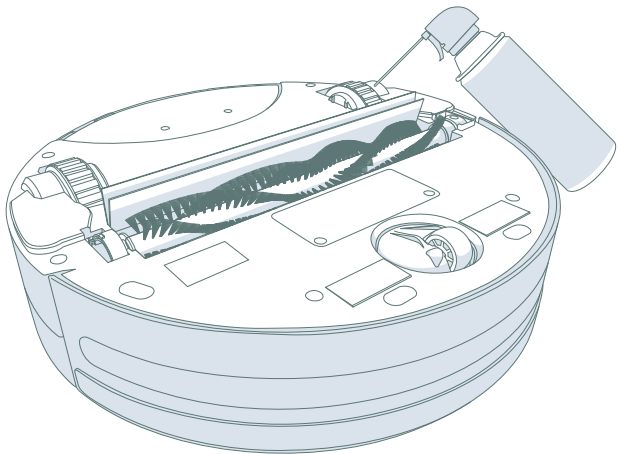
Error 02
Main Brush

Parts You'll Need:

Flat Head
Screwdriver
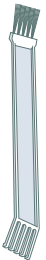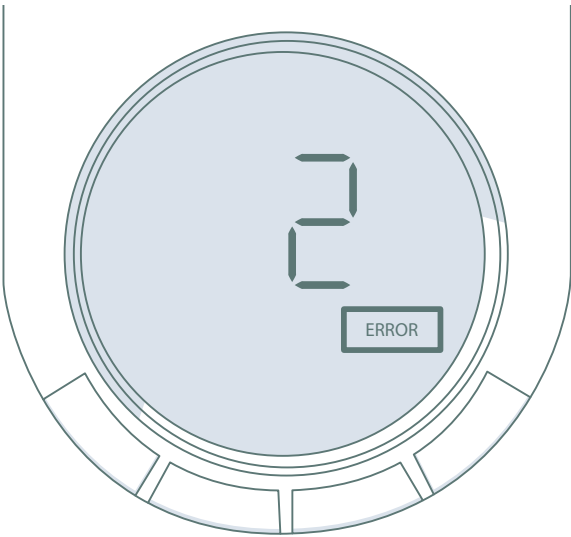
Cleaning Tool

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.
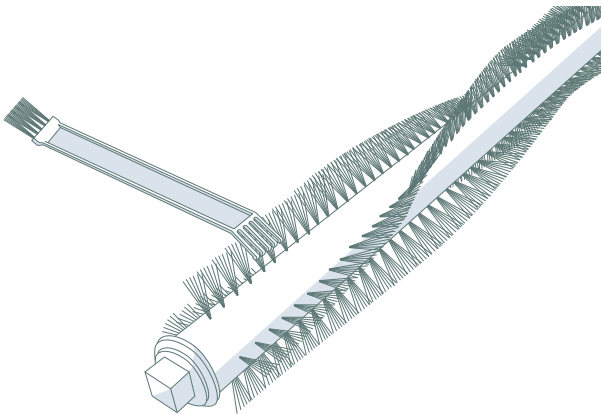
Quick Tip:

✂ 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.

ERROR

Troubleshooting

Error 03
Front Wheel

Parts You'll Need: Phillips Head Screwdriver
(not included)
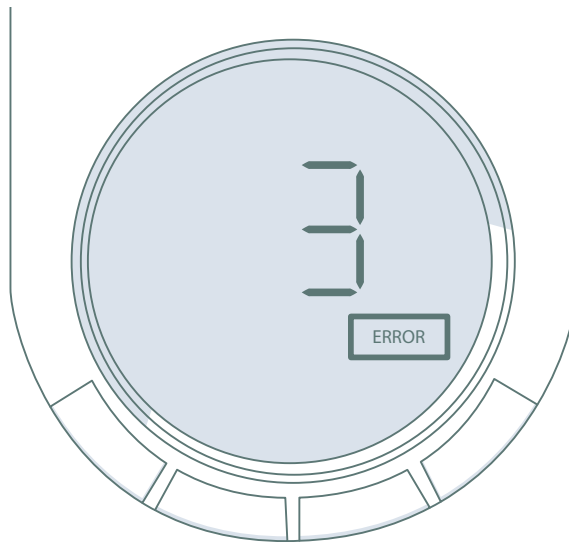
What to do:

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.
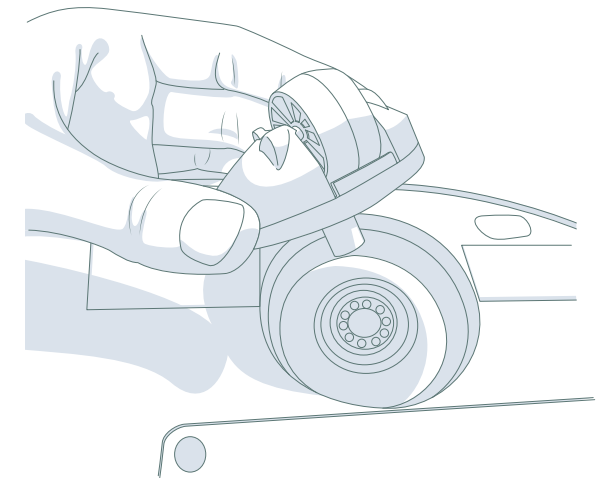
ERROR

Error 04
Edge Sensors

Parts You'll Need:
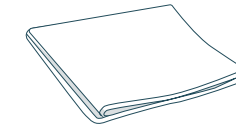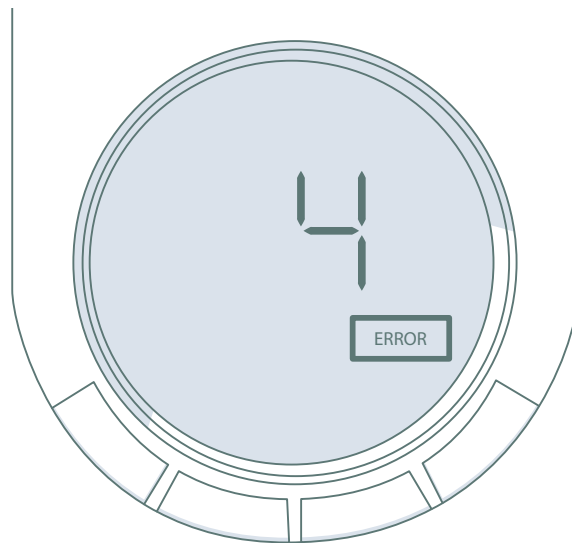
Cloth
(not included)

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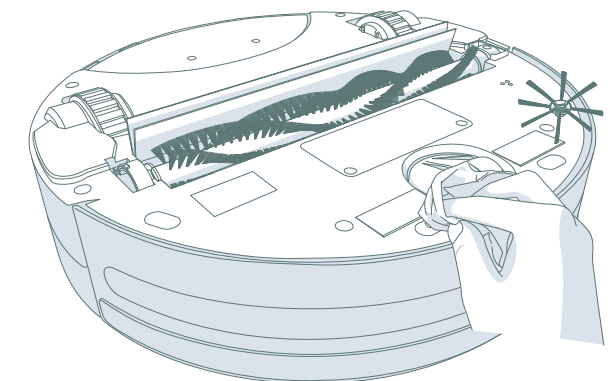
Remember that while Bob's edge sensors are deactivated, he will not be able to detect edges or stairs!

Error 05
Wall Sensors

Parts You'll Need:

Cloth
(not included)

Compressed Air
(not included)
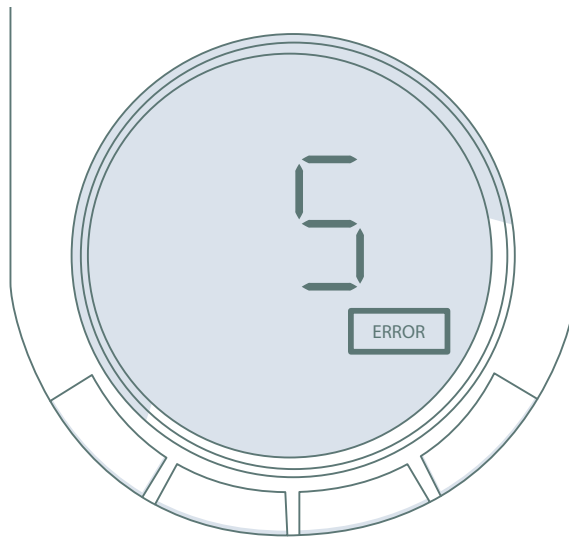
ERROR

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.

Troubleshooting
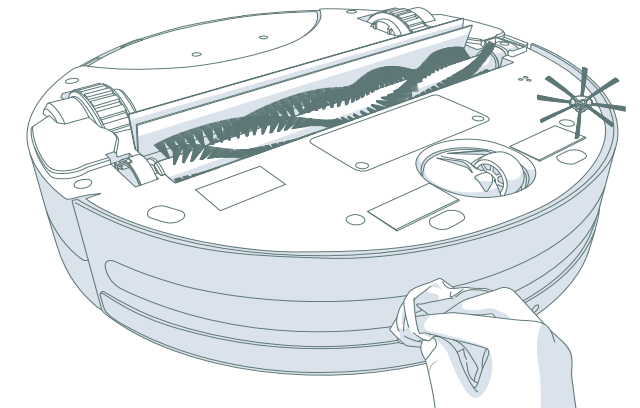
Error 06
Touch Sensors

Parts You'll Need:

Compressed Air
(not included)
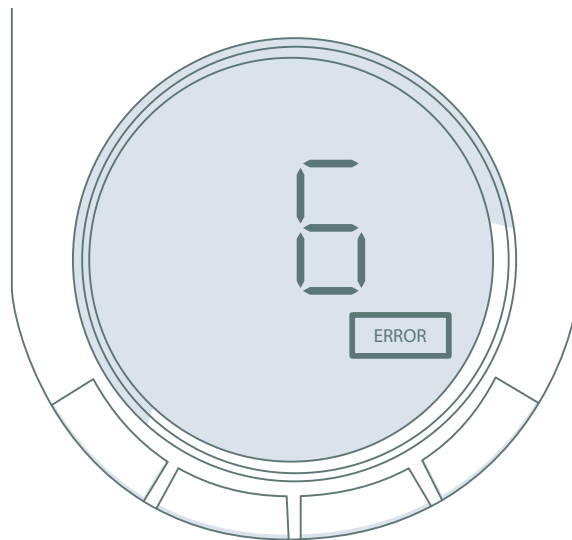
What to do:

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.

Troubleshooting
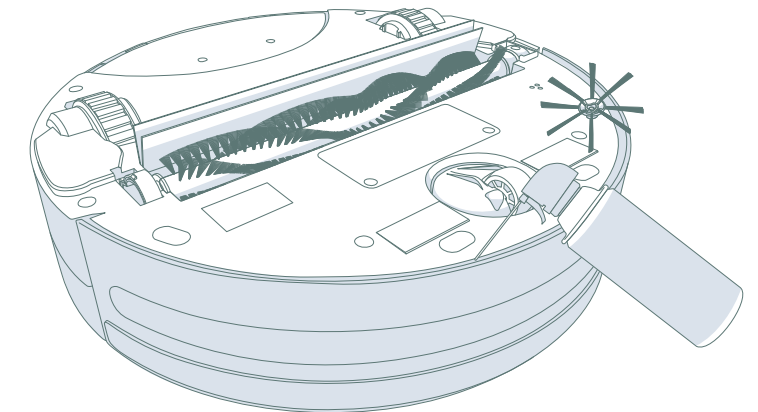
Error 07
Main Brush Installation

Parts You'll Need:

Flat Head
Screwdriver
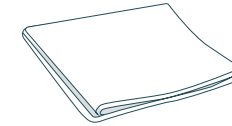
Cloth
(not included)
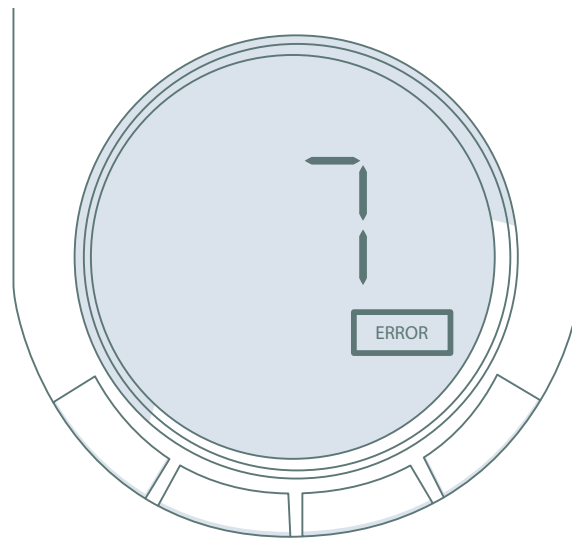
What to do:

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.
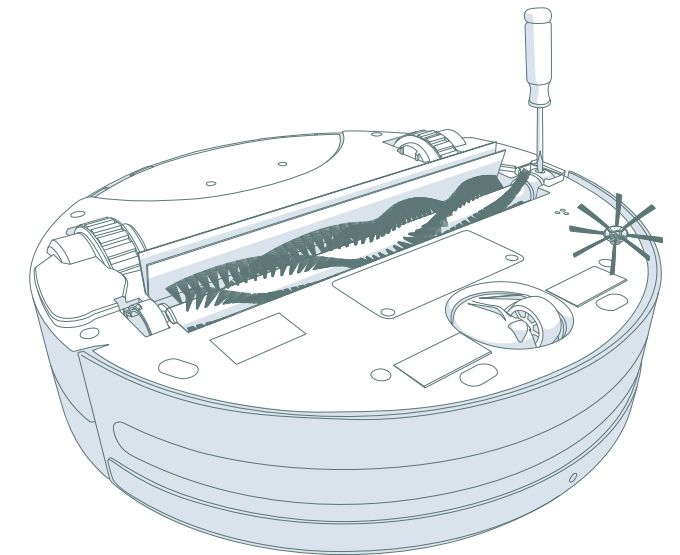
ERROR

Error 08
Dustbin

Parts You'll Need:
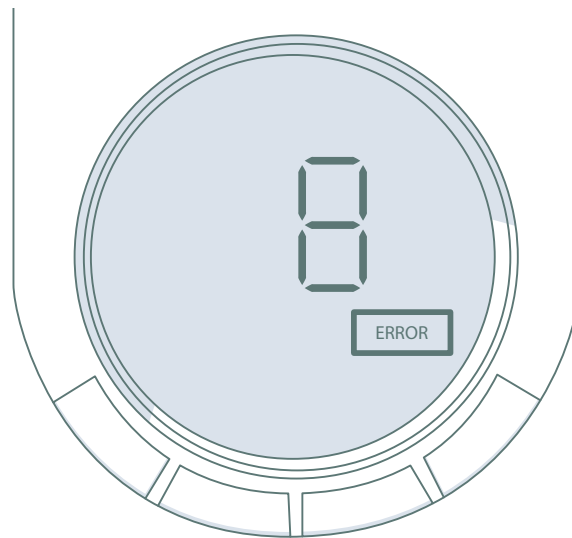
Cloth
(not included)

Compressed Air
(not included)

ERROR

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.

Troubleshooting
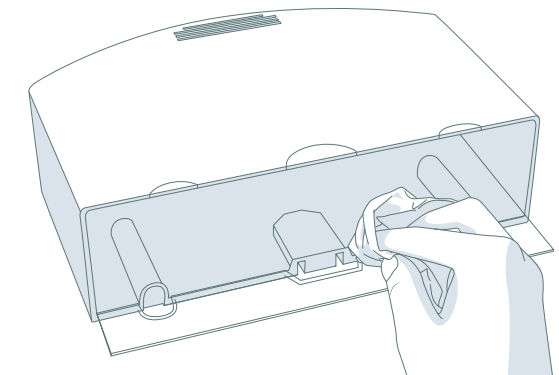
Error 09
Mainboard

Parts You'll Need: Charging Adapter
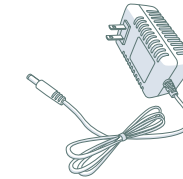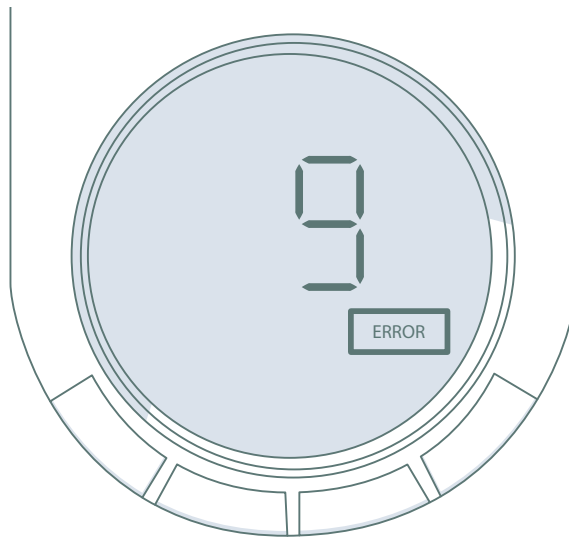
ERROR

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.
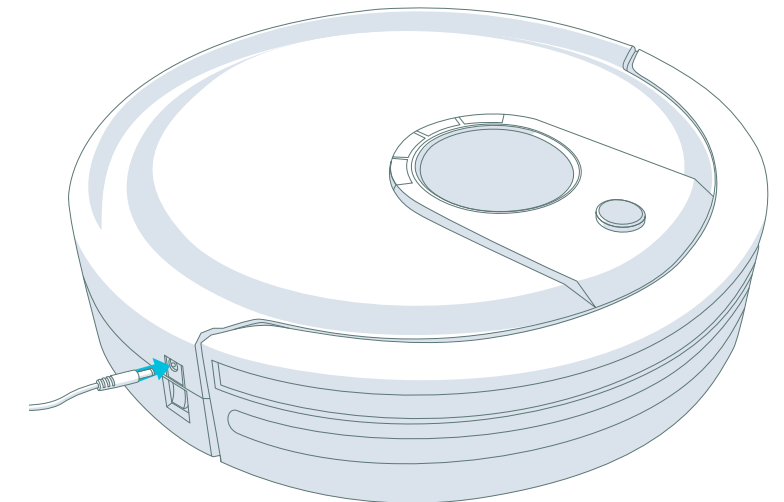
Error 10
Power System

Parts You'll Need:
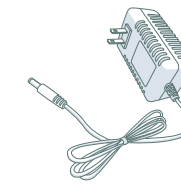
Charging Adapter
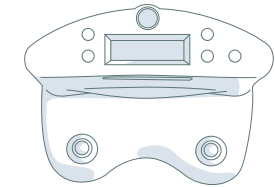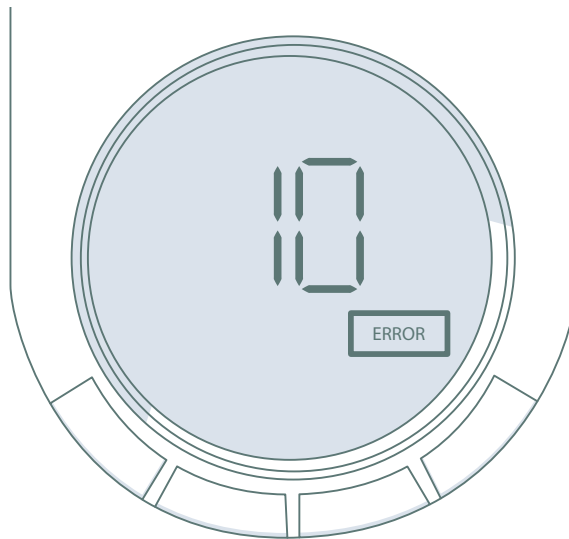
Charging Station

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.
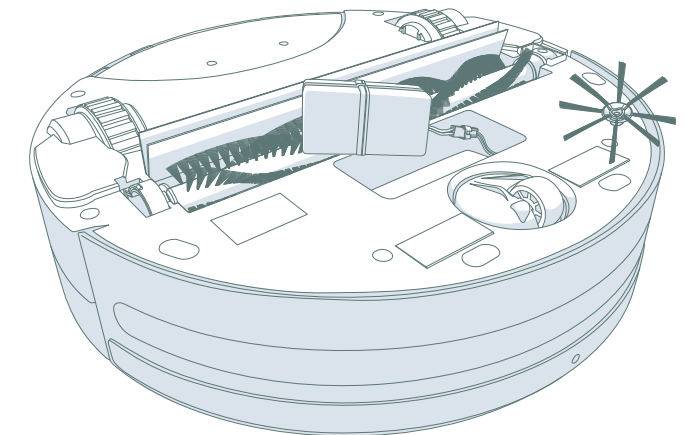
Home Checkup Test

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

Putting Bob in Checkup Mode

Place Bob in checkup mode to run his home checkup test.
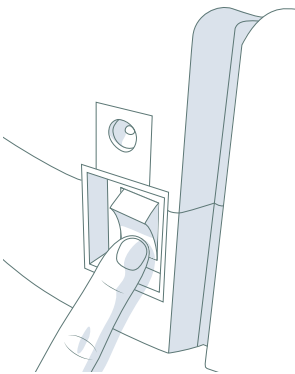
1. Flip Bob's power switch OFF.
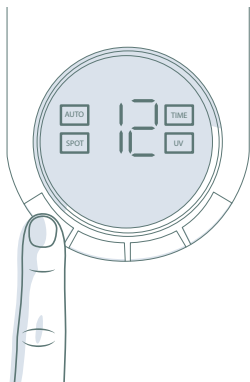
2. While holding down the MODE button 📖 on Bob's cover, flip Bob's power switch ON.
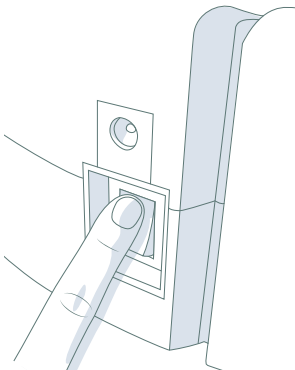
Bob will chirp three times to let you know he is now in checkup mode. You may release the MODE button 📖 . Do not press any additional buttons.
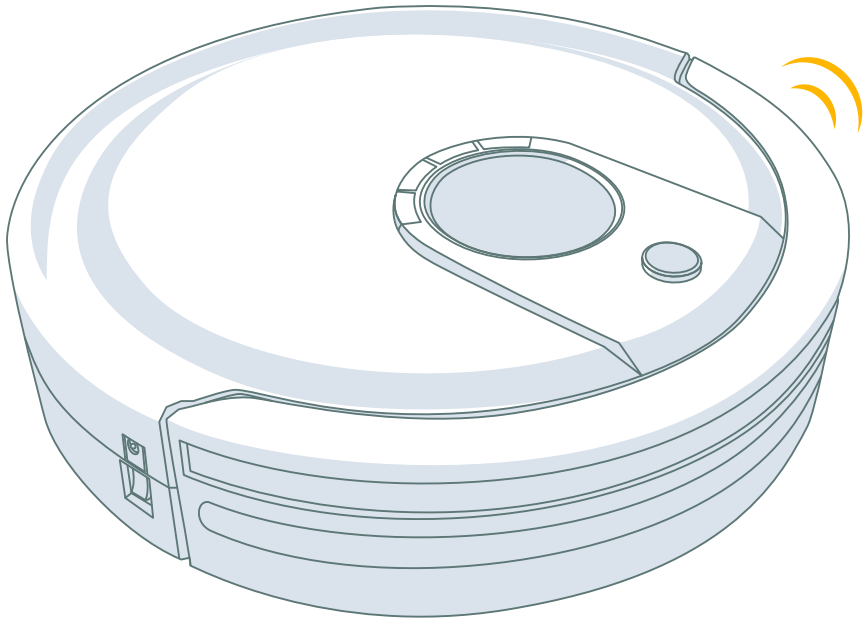
If Bob fails any part of the checkup test, he may need a replacement part. In this case, please call our helpful support team at support@bobsweep.com or 1-888-549-8847. Our business hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

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
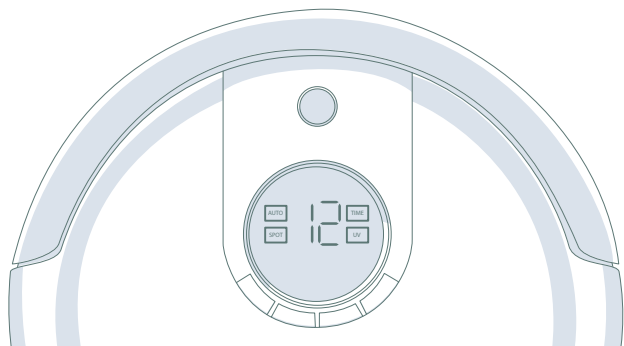
The words AUTO, TIME. SPOT, and UV should be lit.

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

Step 2:
Wall Sensors
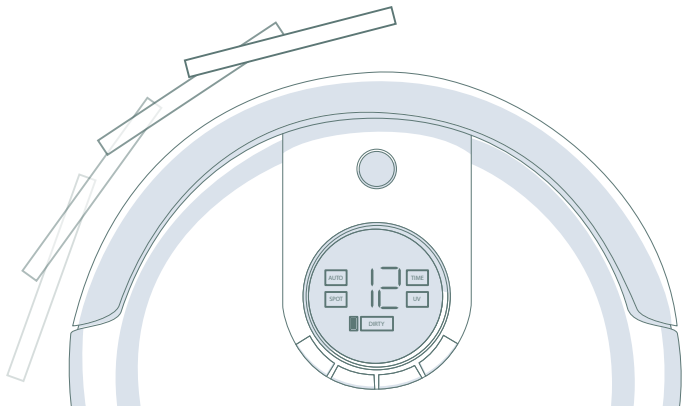
Drag a thick, flat, and light-colored surface around Bob's bumper.

The first battery bar, second battery bar, third battery bar, and the words DIRTY and ERROR 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

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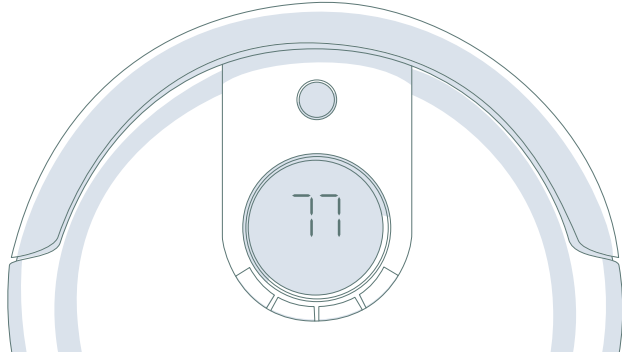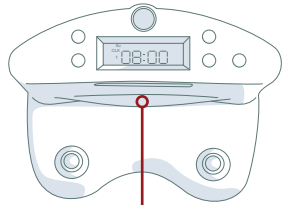
The charging station must be synced and plugged in for this step.

Press the **MODE 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.

Home Checkup Test

Step 4:
Touch Sensors
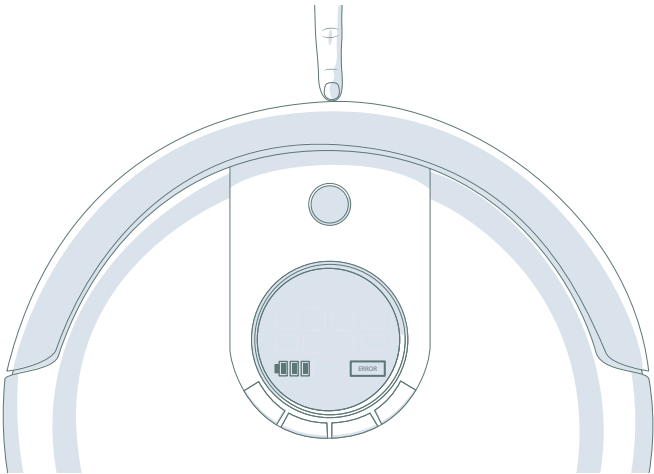
Press the **MODE button** 📖 again.

Press the left side of Bob's bumper, and BATTERY BARS should light up; press the right side of the bumper, and ERROR should light up.

Press the center of the bumper, and both BATTERY BARS and ERROR should light up at the same time.

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

Step 5:
Display Screen
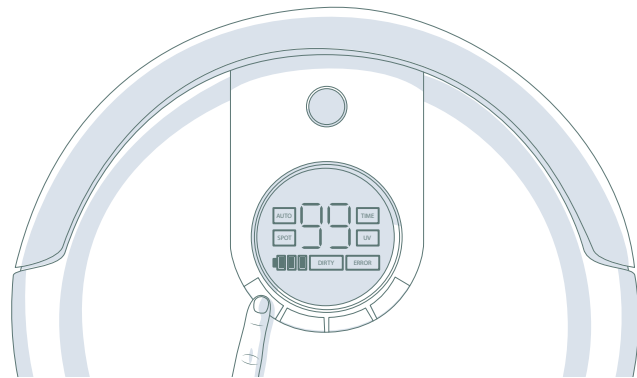
Press the **MODE button** 📖 again.

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

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

Step 6:
Brush / Suction Power
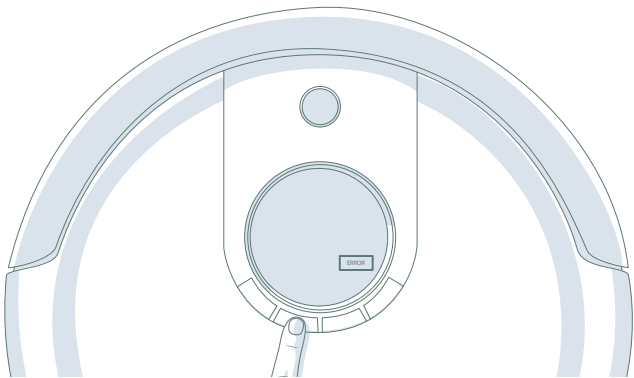
Press the **PROGRAM button** 📖 on Bob's cover.

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

Step 7:
UV Light / Wheels
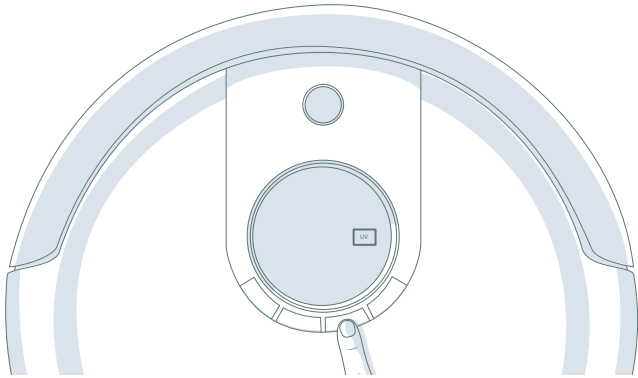
Lift Bob off the floor or place him on his side to keep him from running away!

Press the **UV 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 **UV 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.

FAQs

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.

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

When Bob is charging, the battery bars flash sequentially on his screen. When Bob is fully charged, the bars remain lit ion his screen (or only the last bar flashes). Bob is fully charged after about 5 hours of charing. You can leave Bob to charge overnight too.

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.

I am having problems removing Bob's brushes.

Unscrew the brushes and gently wriggle 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.

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 an error. Consult the Troubleshooting section of this manual for solutions.

How often should I empty the dustbin?

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 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.

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/standard-support or download the bObsweep App on your iOS or Android device.

FAQs

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 Spot 3 (Wall Track mode) 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/standard-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 ERROR on his screen.

If Bob is having trouble and needs your help, he will display ERROR 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.

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.

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 (🧹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.

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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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