SoftBank Robotics

Whiz Support Guide

This support guide describes how to deal with problems that may occur during operation, and Machine maintenance. Please check how to handle a problem and procedures. For moredetails, please refer to "Whiz Quick Guide" included in the Machine for basic operations and maintenance. The latest version of this document and the Whiz Operational Manual can be found on "help. meetwhiz.com".
※ Please note that screen specifications on the touch display are subject to change without notice
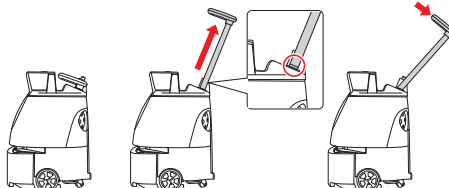
⚠ The Machine has Left the Cleaning Route
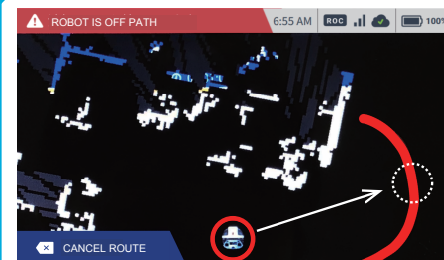
Error Message   ROBOT IS OFF PATH
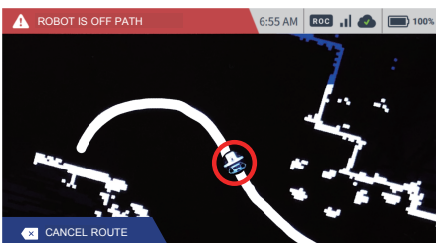
1 Tap ⊗ and close the error message

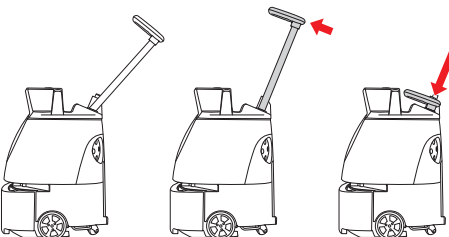**2** Pull the steering handle

3 Return the Machine to the correct cleaning route
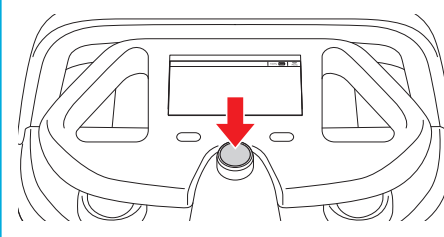

4 Check the red cleaning route has turned into the white route
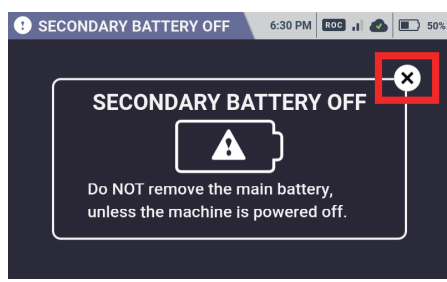

5 Stow the steering handle

6 Press the autonomous cleaning start / stop button
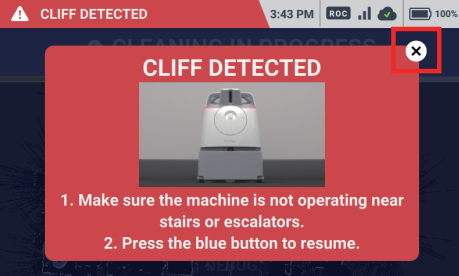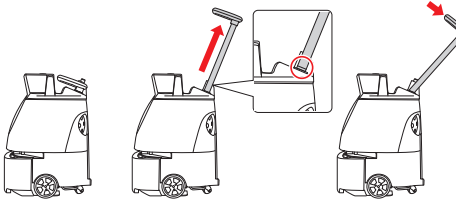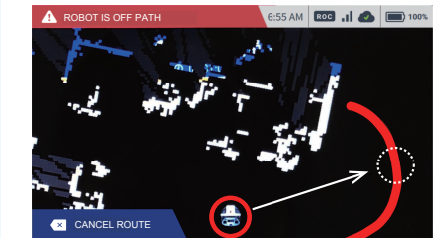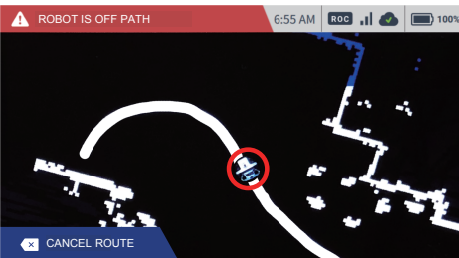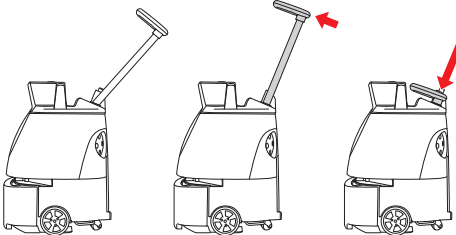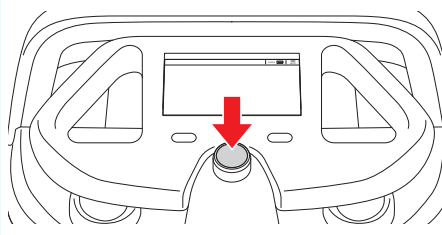

⚠ The Secondary Battery is Off

Error Message   SECONDARY BATTERY OFF
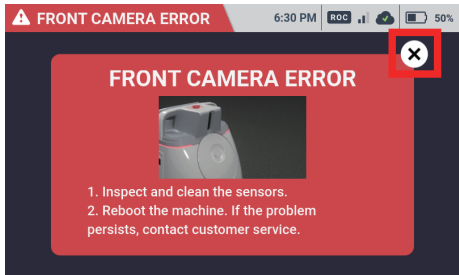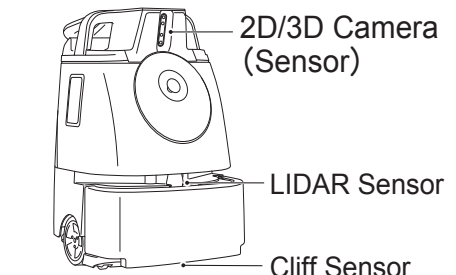
1 Tap ⊗ and close the error message

⚠ Obstacles / Steps Detection

Error Message CLIFF DETECTED / IMPACT DETECTED

1 Tap ✖ and close the error message

> ⚠ CLIFF DETECTED 3:43 PM ROC .ıl ☁ 🔋 100%
>
> **CLIFF DETECTED**
>
> 1. Make sure the machine is not operating near stairs or escalators.
> 2. Press the blue button to resume.

2 Pull the steering handle straight up

3 Return the Machine to the correct cleaning route

Avoid the obstacle when moving the Machine.

> ⚠ ROBOT IS OFF PATH 6:55 AM ROC .ıl ☁ 🔋 100%
>
> CANCEL ROUTE

4 Check the red cleaning route has turned into the white route

> ⚠ ROBOT IS OFF PATH 6:55 AM ROC .ıl ☁ 🔋 100%
>
> CANCEL ROUTE

5 Stow the steering handle

6 Press the autonomous start / stop button

⚠ Sensor / System Error

Error Message FRONT CAMERA ERROR / BOTTOM SENSOR ERROR / SYSTEM ERROR / FIRMWARE ERROR

1 Tap ✖ and close the error message

> ⚠ FRONT CAMERA ERROR 6:30 PM ROC .ıl ☁ 🔋 50%
>
> **FRONT CAMERA ERROR**
>
> 1. Inspect and clean the sensors.
> 2. Reboot the machine. If the problem persists, contact customer service.

2 Wipe each sensor with the micro-fiber cloth

- 2D/3D Camera (Sensor)
- LIDAR Sensor
- Cliff Sensor

3 Reboot the Machine

Refer to P.4 "Reboot the Machine"

When the problem persists, report the following to Customer Support.

・The error number and message on the touch display
　（e.g. Error number：103, 8001 / Error Message：system error occurred）
・The behavior of the Machine before and after the error.
・How you responded to the problem before contacting Customer Support
・Whether the problem persists even after the reboot

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✦ Maintenance

To keep the Machine in good condition, carrying out maintenance every time after use or once a week will be needed. ※ Carry out maintenance depending on the amount of dust collected.
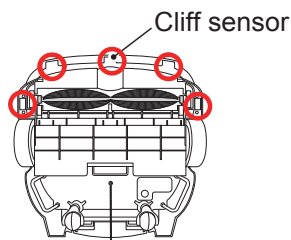
Wipe off Dust or Dirt on Each Sensor

The sensors are an important part of detecting obstacles during autonomous cleaning. Remove dust or dirt with the supplied micro-fiber cloth.
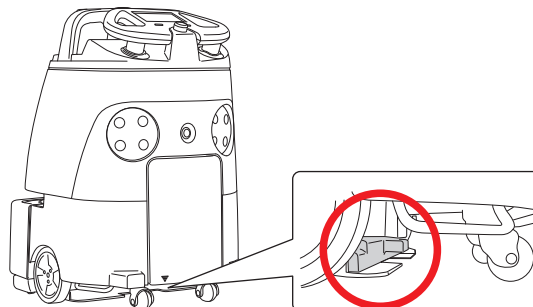
Front

Back

2D/3D Camera (Sensor)

Cliff sensor

LIDAR Sensor

Cliff Sensor
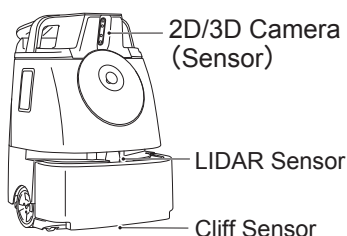
Discard any Dust in the Hopper Tray
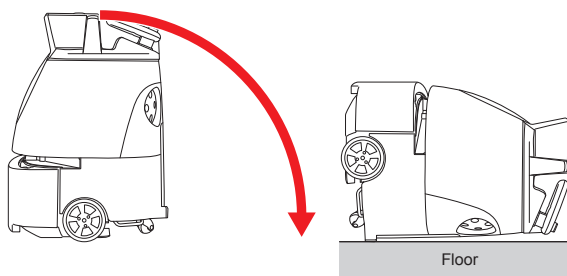
Pull the tray out from the side by its handle.

The tray can be washed with water. Wipe away any water when installing.
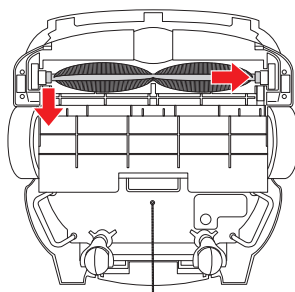
Remove Dust Caught in the Brush

If the dust or hair is caught in the brush, remove the brush from the Machine and clean.
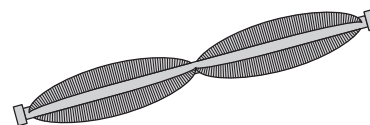
1 Gently lay the Machine down

*Please ensure the steering handle is not sticking out.

Floor

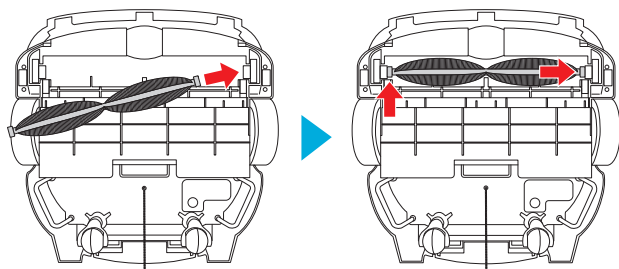**2** Push the brush in to the right, and pull toward you
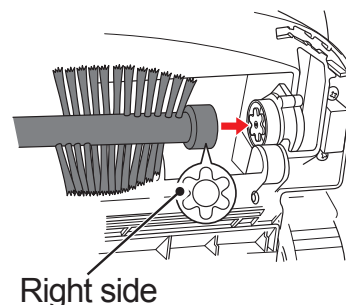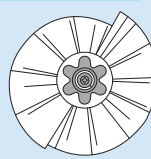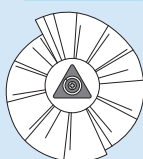
3 Discard dust caught in the brush

4 Insert each end of the brush into the corresponding socket of the brush compartment

□ Check the marks on the left and right ends of the brush.
□ Spin the brush and check the brush is installed correctly.
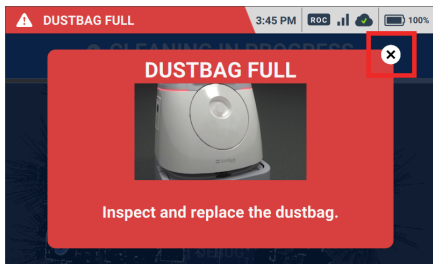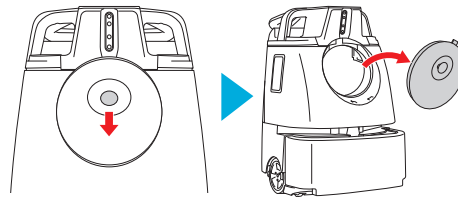
Left side

Right side

Right side

Replace with a New Dustbag

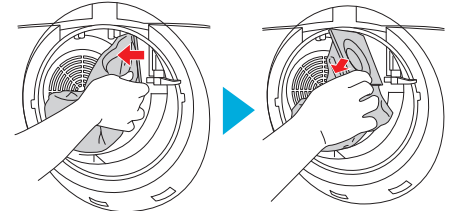When the dustbag is full and the error message appears, replace with a new dustbag.

1 Tap ✕ at the upper right

DUSTBAG FULL ⚠ 3:45 PM ROC 📶 ☁ 🔋 100%

DUSTBAG FULL
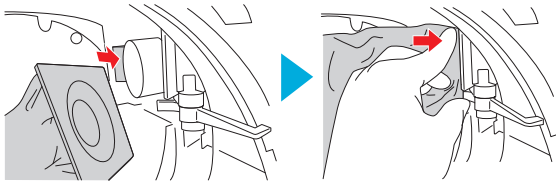
Inspect and replace the dustbag.
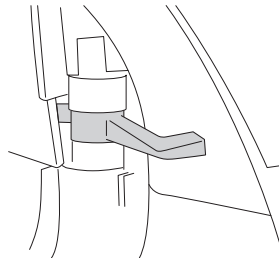
2 Remove the dustbin cover
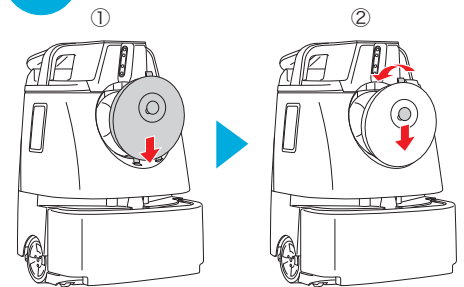
3 Remove the used dustbag

4 Make sure the side of the illustration of the new dustbag faces upwards, and install it
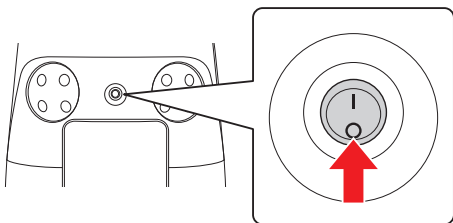
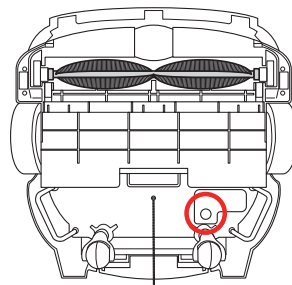**5** Check the dustbin pin is afloat

6 Close the dustbin cover

① ②

Reboot the Machine

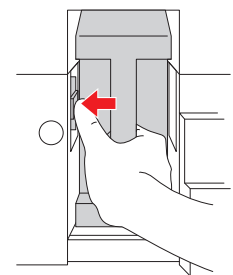**1** Turn the main power switch OFF (O)
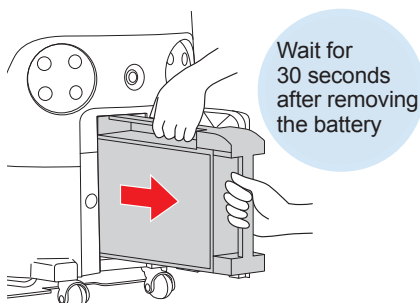
2 Check that the secondary battery power is OFF

3 Press the battery lock

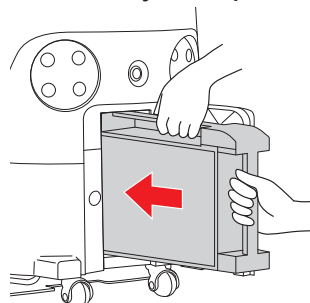Be careful not to let your thumb get caught

4 Pull out the battery with both hands

Wait for 30 seconds after removing the battery

5 Insert the battery into the battery compartment

6 Turn the main power switch ON (I)

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