

FREQUENTLY ASKED QUESTION

1. Fail to activate the robotic vacuum.

- * Make sure the battery is fully charged.
- * Replace the batteries in the remote control.
- * Make sure the remote control is within a range of 5 m/16 ft from the robotic vacuum when controlling.
- * If the measures above is not helpful, please **reinstall the battery** and **upgrade the firmware version** to the newest in the Thamtu APP.

(Got the detailed step via the video here, <https://www.youtube.com/watch?v=SxO0khr-WX8>)

- * Please contact us at support@thamtus.com.

2. The remote isn't working.

- * Replace the batteries in the remote control.
- * Make sure the remote control is within a range of 5 m/16 ft from the robotic vacuum when controlling.

3. The robotic vacuum suddenly stops working.

- * Check if the robotic vacuum gets trapped or stuck.
- * Check if the battery is running out.
- * Make sure you didn't pause the device by mistake.
- * If the measures above is not helpful, please **reinstall the battery** and **upgrade the firmware version** to the newest in the Thamtu APP.

(Got the detailed step via the video here, <https://www.youtube.com/watch?v=SxO0khr-WX8>)

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4. The robotic vacuum is failed to connect to Wi-Fi via APP.

- * Please check here are the corresponding solutions for the problem you may meet.

(Got the detailed step via the picture here, <https://wifi-connection-failure-answer.s3.us-east-2.amazonaws.com/WIFI+connection+failure+answer.jpg>)

- * Please contact us at support@thamtus.com.

5. The robotic vacuum keeps reporting that it is not on the floor.

- * Change the cleaning environment to see if the robot will report an error. Please note that we suggest **NOT** to put the robot vacuum on the **black ground or carpet**, in which circumstance the robot cannot detect the cleaning environment and would report errors. (Here is the video for your reference, <https://youtu.be/KVE97HyMLMI>)
- * Check whether the lens for ground detection (at the bottom of the robot vacuum) is covered with something which may cause the failure to detect the floor. As a result, you may use a dry cloth to clean it up.



6. Fail to start the scheduled cleaning.

- * Make sure the battery is fully charged. (The scheduled cleaning can not be started when the remaining capacity of batteries is low)
- * Make sure you didn't cancel the schedule by mistake.

7. The suction power is weak.

- * Adjust the suction level by pressing **MIN** and **MAX** on the remote control.
- * Check if any particles are blocking the suction inlet.
- * Empty the dust bin and clean the filters.
- * Replace the Sponge and HEPA filters.

8. Making noises.

- * The robotic vacuum will create noises when operating, which is normal.
- * If a sharp noise is heard, please check if anything is tangled in the main brush, side brushes, and wheels.
- * Check if there are objects in the dust bin that could create noises.

9. The robotic vacuum cannot be charged.

- * Make sure the power indicator light on the charging base is lit up.
- * Check if the charging pins on the robotic vacuum are aligned with the ones on the charging base while charging.
- * Dust off the charging pins with a dry cloth.
- * If the measures above is not helpful, please **reinstall the battery** and **upgrade the firmware version** to the newest in the Thamtu APP.

(Got the detailed step via the video here, <https://www.youtube.com/watch?v=SxO0khr-WX8>)

- * Please contact us at support@thamtus.com.

10. Fail to return to the charging base.

- * Remove any objects near the charging base that block the robotic vacuum going back for recharging.
- * If the charging base is located far away, the robotic vacuum will need more time to return. Please be patient as it works its way back.
- * Make sure the battery level is not critically low or empty.
- * Clean the sensors on the bumper of the robotic vacuum and the charging base.

11. The main brush cannot work.

- * Check if the main brush is stuck by objects; If so, remove them and clean the brush.
- * Make sure the main brush and brush guard are installed properly.

12. The movements or travel path are abnormal.

- * Clean the sensors with a damp cloth.
- * Directly contact us at support@thamtus.com



13. The cleaning time gets shorter or less than 150 minutes.

- * The cleaning time may vary from the cleaning mode, suction power level, and the type of floor that the robotic vacuum cleans.
- * If the robotic vacuum is not fully charged, then the cleaning time will be shorter.
- * Please contact us at support@thamtus.com

