

Q. Where will the vacuumed waste go?

A. It will be accumulated in the paper bag inside the machine. When the paper bag is full, replace it with a new paper bag. The designated paper bag capacity for this machine is 4 Liters. Paper bags are not reusable, so please purchase as needed.

Q. What is the Hopper tray for?

A. It is used to store any waste that the machine could not catch.

Q. Where can I check the serial number?

A. The serial number is located on the battery door of the machine. It will be next to "RIN" and start with "BC". You can also check the serial number with the Whiz Connect app.

Q. What is the auxiliary switch for?

A. When the auxiliary power button is on, you will be able to replace the battery if the main power is low during teaching or autonomous cleaning. When using the machine, please make sure to turn on the auxiliary power button.

2. Autonomous cleaning / Teaching

Q. How do I distinguish the starting point and the finishing point?

A. Autonomous cleaning starts when the Home Location Code is scanned before cleaning. After cleaning is complete, the endpoint is recognized according to the cleaning route stored in advance, and the machine returns to its starting point.

Q. If the machine bypasses obstacles (people/objects etc.) during autonomous cleaning, will the machine go back to clean the area where obstacles were detected?

A. The machine will bypass the avoided area and return to its original cleaning route for cleaning. It does not have a function to return to the place where the machine had bypassed.

Q. Can autonomous cleaning be done during night time (lights out)?

A. Yes, autonomous cleaning can be done in the dark.

Q. Can autonomous cleaning be done in areas where there is nobody around?

A. When using the autonomous cleaning mode, make sure that the operator can respond immediately when receiving an alert with the designated smartphone app or the notification pager. Failure to comply may result in an accident to customers, third parties or surrounding objects.

Q. Are image data or video data saved on the machine?

A. Image/video is neither saved nor retrieved.

Q. When creating a cleaning route, will reverse movements be memorized?

A. It will not remember reversed movements. However, if the bumper comes into contact with an obstacle during autonomous cleaning, it will retract several centimeters to avoid danger.

Q. Can elevators be included in the teaching?

A. The use of the elevator cannot be included in the cleaning route when teaching or during autonomous cleaning.

Q. What safety functions are implemented for autonomous cleaning?

A. Multiple sensors identify steps, walls, and obstacles. If it comes into contact with an obstacle, the bumper will detect the contact and stop immediately.

Q. Can deleted cleaning routes be recovered?

A. No, they cannot be recovered. Please recreate the cleaning route.

Q. Are there any tips for creating a cleaning route?

- A.**
- Avoid areas that may affect autonomous cleaning. (Whiz Operational Manual: Refer to 'Checking precautions when creating a cleaning route')
 - Make an assessment of the cleaning route beforehand.
 - Refrain from walking too fast and avoid sudden turns when creating the cleaning route.
 - Create a cleaning route as straight as possible.
 - Do a test run in advance and check that there are no problems with the cleaning route.

Q. How far from the floor should I set the Home Location Code?

A. Approximately 60cm off the ground. The number does not have to be precise as long as it is positioned at a place where it is scannable.

Q. What is the maximum hour of a cleaning route?

A. For a fully charged battery, the normal mode is about 3 hours and the max power mode is about 1.5 hours. The recommended area for a cleaning route is approximately 500m² per cleaning.

3. Battery / Battery charger

Q. When the battery is low, will it automatically return to its charging base?

A. No, it will not.

Q. At what percent of the battery will the alert occur?

A. Once the battery is below 15%, there will be an alert.

Q. How long is the battery life of the notification pager?

A. It can be used approximately up to 48 hours when fully charged but it will differ with the amount of times the notification pager is used.

Q. How long is the battery life of the machine?

A. Although it depends on the usage environment, repeated charge and discharge of up to 800 times is possible.

4. Usage environment

Q. Can it be used on a tatami?

A. Yes, it can be used on a tatami. However, if the tatami is not flat, the wheels could damage the tatami or the trays could get caught.

Q. Can it operate on truncated domes?

A. The machine is prohibited from being used on steps, or bumps. (Whiz Operational Manual: Refer to 'Safety Precautions') To avoid navigation problems, please create a cleaning route by dividing the cleaning area inside and outside the truncated domes.

Q. Can I use it in a room with animals?

A. No, contact with animals may cause damage. In addition, if fluid such as animal urine gets inside the machine, it may cause malfunction or fire due to a short circuit.

Q. Can it be used in an area with steps or slopes?

A. During autonomous cleaning, the maximum incline of this machine is 0%, so it is not possible to operate on steps or slopes. When creating a cleaning route, do not include steps or other slopes that are higher than 1.5cm in the cleaning route area (eg. Grooves between floors, drainage lids, elevators and escalators, truncated domes or thick rugs).

5. Handle and care

Q. Can I wipe the inside of the dustbin with a wet cloth?

A. No, please do not use any wet cloths.

Q. Is it possible to clean with the wheels removed?

A. It is prohibited to disassemble or remodel the machine. Please do not remove the wheels when cleaning.

Q. Can I clean the sensors and cameras with wet towels?

A. Please do not wipe with anything wet. Use the supplied micro-fiber cloth to wipe off any dirt on the sensors and cameras.