FAQ & Troubleshooting

Introduction
This document contains FAQ (P1.P2) and Troubleshooting (P3~P6).
Please refer to the Whiz Operational Manual for the basic use and settings.
The latest version of this document and the Whiz Operational Manual can be found on "help.meetwhiz.com".
If the problem persists even after implementing the solution, please contact customer support center specified by the distributor.

Frequently Asked Questions (FAQ)

1.About the Machine

Q. What is the maximum size of waste that can be vacuumed? Also, can it vacuum anything heavy?

A. A maximum size of up to 3cm (caliber of the suction port) can be vacuumed. The size of the waste will vary depending on the material of the floor. If heavy waste cannot be vacuumed up to the Dustbag, it will be scraped up with a Brush and collected with the Hopper Tray.

Q. Can it be used on wet floors?

A. No, if used at a place where a liquid has been spilled or on a wet floor, the liquid may get inside the machine and cause a malfunction.
Make sure there is no liquid on the cleaning route and that the floor is not wet.

Q. Can a single Home Location Code (HLC) be used on different floors?

A. It is not recommended. Please use a separate HLC for each floor.

Q. Does cleaning mode (Normal mode / Max power mode) change automatically?

A. Cleaning modes will not change automatically. Modes can be switched with a Max Power Mode Button.

Q. Does the Machine have a sweeping function?

A. Sweeping function is not implemented. Dry vacuum cleaning function is the only function available on this Machine.

Q. Can I use it with objects placed on the Machine?

A. Please do not place any objects since it may interfere with the operation of the Emergency Stop Button, the Steering Handle, or the Touch Display.

Q. How do I vacuum waste by the wall?

A. During autonomous cleaning, the Machine will maintain a certain distance from the wall to avoid damaging the wall. Please clean manually when cleaning areas close to walls.

Q. Can it vacuum glass or other sharp objects?

A. Please do not vacuum glass or any other sharp objects since it may cause damage to the Machine.

Q. What is the Secondary Battery Power Button for?

A. It is used to replace the Battery if the main power is low during autonomous cleaning while the machine is paused.

2.Autonomous Cleaning / Teaching

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. Are image data or video data saved on the Machine?

A. Image / video is neither saved nor retrieved.

Q. Can elevators be included in the cleaning route?

A. Elevators cannot be included.

Q. Can deleted cleaning routes be recovered?

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

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

A. • Avoid areas that may affect autonomous cleaning. (Whiz Operational Manual: Refer to 'Precautions when Teaching a Cleaning Route')
 • Make an assessment of the cleaning route beforehand.
 • Refrain from walking too fast and avoid sudden turns when teaching the cleaning route.
 • Teach 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. 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.

3.Battery / Battery charger

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

A. No, it will not.

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 Warnings')
To avoid navigation problems, please teach a cleaning route by dividing the cleaning area inside and outside the truncated domes.

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 teaching a cleaning route, do not include slopes or steps 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).

Troubleshooting

Issue	Root Cause	Solution
The Machine will not turn on	Battery is not inserted	Check the installation instructions in the Whiz Operational Manual and insert the fully charged Battery correctly.
	Battery is low	Check the Battery charging instructions in the Whiz Operational Manual and charge it until it is fully charged. Insert the Battery into the Machine and turn the Machine on.
	Temporary issue	Check that a fully charged Battery is inserted, and reboot the Machine: 1.Turn the Main Power Switch off 2.Check that the Secondary Battery Power Button off 3.Remove the Battery from the Machine 4.Wait for 30 seconds with the Battery removed 5.Insert the Battery into the Machine 6.Turn the Main Power Switch on
The Machine is hard to rotate / the Steering Handle is heavy	Wheel issue	Lay the Machine down slowly and remove any foreign object caught on the wheel, the front wheel or the rear caster and remove if there are any.
	Floor issue	The Machine may not operate well on floors that are slippery or where the carpets are thick. Please use a recommended floor type.
	Specification	If the Steering Handle is not lifted, the wheels will be locked and cannot be moved.
	Damaged	Contact customer support center specified by the distributor.
The Dustbag is not full but the error shows it is full	Waste is clogged	Check if there are any waste that is clogging the Dustbag: 1. Remove the Dustbag and check that there is no debris in the area near the entrance. 2. Remove the Dustbag and check the top of the Dustbag for debris. 3. Check if there is any waste around the Brush.
Brush does not rotate	Interference of foreign object	Lay the Machine down slowly and remove any foreign object caught on the Brush.
	Brush is not mounted correctly	Check the mounting instructions of the Brush in the Whiz Operational Manual and mount the Brush correctly.
	Temporary issue	Reboot the Machine: 1. Turn the Main Power Switch off 2. Check that the Secondary Battery Power Button off 3. Remove the Battery from the Machine 4. Wait for 30 seconds with the Battery removed 5. Insert the Battery into the Machine 6. Turn the Main Power Switch on
Waste is not vacuumed / vacuum power is weak	Size / weight of the objects	There are objects that cannot be vacuumed depending on the weight and size.
	Issue with installing the Dustbag	Check the installation instructions for the Dustbag in the Whiz Operational Manual, and check that the Dustbag is installed correctly. Also, remove any waste near the Dustbag installation port.
	Brush / Hopper Tray issue	Remove any waste stuck in the Hopper Tray or the Brush.
	HEPA Filter Issue	Remove any foreign object stuck in the HEPA Filter.

Issue	Root Cause	Solution
Autonomous cleaning does not start (stops midway)	Specification	When automatically teaching a cleaning route, the automatically taught cleaning route has to be: one side of the perimeter of the cleaning area must be 10m or less and another side must be 100m or less. (For a rectangular cleaning area, the short side is 10m or less and the long side is 100m or less.) If one side of the perimeter of the cleaning area is not 10m or less and another side is not 100m or less either, problems such as stopping on the way may occur.
	Temporary issue	Reboot the Machine and retry autonomous cleaning: 1. Turn the Main Power Switch off 2. Check that the Secondary Battery Power Button off 3. Remove the Battery from the Machine 4. Wait for 30 seconds with the Battery removed 5. Insert the Battery into the Machine 6. Turn the Main Power Switch on
	Alert detected	Follow the alert instructions displayed on the Touch Display.
	Reflective object issue	If the cleaning area includes any reflective items such as window glass, mirrors or automatic doors, remove them from the route.
	Lighting issue	If the cleaning area is exposed to direct sunlight or strong light, close curtains and blinds or adjust lighting. After the lighting is adjusted, scan the HLC again.
	Floor issue	Do not include any steps, bumps or unsmooth surface in the cleaning route.
	Sensor is dirty	Clean the 2D / 3D camera (sensor) and LIDAR sensor with a micro-fiber cloth.
	Interference of foreign object	Lay the Machine down slowly and remove any foreign object caught on the back wheel, front wheel or the rear caster.
	Floor type issue	If the floor is slippery, operate on the carpet.
	Damaged	Contact customer support center specified by the distributor.

Issue	Root Cause	Solution
The Machine meanders or fails to run on the cleaning route during autonomous cleaning	Specification	When automatically teaching a cleaning route, the automatically taught cleaning route has to be: one side of the perimeter of the cleaning area must be 10m or less and another side must be 100m or less. (For a rectangular cleaning area, the short side is 10m or less and the long side is 100m or less.) If one side of the perimeter of the cleaning area is not 10m or less and another side is not 100m or less either, problems such as stopping on the way may occur.
	Temporary issue	Reboot the Machine and run an autonomous cleaning again: 1. Turn the Main Power Switch off 2. Check that the Secondary Battery Power Button off 3. Remove the Battery from the Machine 4. Wait for 30 seconds with the Battery removed 5. Insert the Battery into the Machine 6. Turn the Main Power Switch on
	Alert detected	Follow the alert instructions displayed in the Touch Display.
	Reflective object issue	If the cleaning area includes any reflective items such as window glass, mirrors or automatic doors, remove them from the route.
	Lighting issue	If the cleaning area is exposed to direct sunlight or strong light, close curtains and blinds or adjust lighting. After the lighting is adjusted, scan the HLC again.
	Floor issue	Do not include any steps, bumps or unsmooth surface in the cleaning route.
	Sensor is dirty	Clean the 2D / 3D camera (sensor) and LIDAR sensor with a micro-fiber cloth.
	Interference of foreign object	Lay the Machine down slowly and remove any foreign object caught on the wheels.
	Floor type issue	If the floor is slippery, operate on the carpet.
	Damaged	Contact customer support center specified by the distributor.
Cannot save cleaning route	Specification	When manually teaching a cleaning route, the recommended area for each cleaning route is within 500m². If the area of the cleaning route is 500m² or more, problems such as the inability to save the cleaning route may occur.
	Temporary issue	Reboot the Machine and try teaching again: 1. Turn the Main Power Switch off 2. Check that the Secondary Battery Power Button off 3. Remove the Battery from the Machine 4. Wait for 30 seconds with the Battery removed 5. Insert the Battery into the Machine 6. Turn the Main Power Switch on
Detect steps in a place without steps	Cliff Sensors are dirty	Lay the Machine down slowly and clean the Cliff Sensors with a micro-fiber cloth.
	Temporary issue	Reboot the Machine and run an autonomous cleaning again: 1. Turn the Main Power Switch off 2. Check that the Secondary Battery Power Button off 3. Remove the Battery from the Machine 4. Wait for 30 seconds with the Battery removed 5. Insert the Battery into the Machine 6. Turn the Main Power Switch on

Issue	Root Cause	Solution
Unusual sound	The Dustbag is not correctly installed	Check the installation instructions for the Dustbag in the Whiz Operational manual, and install the Dustbag correctly.
	HEPA Filter is not correctly installed	Check the installation instructions for the HEPA Filter in the Whiz Operational manual, and install the HEPA Filter correctly.
	Dustbin Cover is not closed properly	Check the installation instructions for Dustbin Cover in the Whiz Operational manual, and install the Dustbin Cover correctly.
	Brush is not correctly installed	Check the installation instructions for the Brush in the Whiz Operational manual, and install the Brush correctly.
	Hopper Tray is not correctly installed	Check the installation instructions for the Hopper Tray in the Whiz Operational manual, and install the Hopper Tray correctly.
	Abnormal condition at the base of the Machine	Lay the Machine down slowly and remove any dust caught in the suction port or the Brush.
	Abnormal condition inside the Dustbin	Check that there are no foreign objects in the Dustbin and that the Dustbag is not full.
	Wheel Issue	Lay the machine down slowly and remove any foreign object caught on the wheel, front wheel or the rear caster.
Unable to login to Whiz Connect portal	ID / Password issue	Check if the login ID / password is correct. If it is incorrect, enter the correct ID / Password and try again. *If ID / Password is unknown, check with an administrator.
	Network issue	Check if the device you are using is connected to the internet.
Unable to accesss Whiz Connect portal	Network issue	Check if the device you are using is connected to the internet.
	URL is incorrect	Check if the URL is correct. Whiz Connect: https://whiz.softbankrobotics.com
	Browser / OS issue	Check that the device you are using is the following OS version: Windows 7, Windows 8.1, Windows 10, macOS 10.12 Sierra or later. Also, make sure to use the latest version of Google Chrome or Microsoft Edge.