

# **Roomba™**

## **Intelligent FloorVac**

### **Customer Support Booklet**

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The information contained in this booklet can also be found online at [www.roombavac.com](http://www.roombavac.com). The Owner's Manual can also be downloaded from the web site.

## **General Frequently-Asked Questions about Roomba, Accessories, Availability, and more**

### **Will Roomba clean all floor surfaces?**

Roomba cleans hardwood, linoleum, tile, and low-to medium-pile carpets. However, Roomba is not designed to clean deep-pile carpet, shag carpet, or rugs with tassels or fringe. There are, however, a number of ways for Roomba to work with rugs that have fringe or tassels. Simply turn the fringe under or use a Virtual Wall Unit to direct Roomba away from tassels and it is ready to go.

### **Do I need to change Roomba's floor adjustment when changing floor surfaces?**

Roomba's Self-Adjusting Cleaning Head automatically traverses uneven floor transitions up to a half-inch-tall as it cleans carpet, hardwood, linoleum, and tile. If the transition is any taller than a half-inch, Roomba will not make the transition and will turn away in another direction.

### **How well does Roomba clean?**

On a hard floor Roomba works as well or better than a regular vacuum cleaner and on carpet it will do a great job of routine cleaning. Roomba will not suck up the dirt embedded deep down in the fibers of a carpet, but if used regularly can clean much of the surface dirt and debris that ordinarily would eventually make its way deeper into the carpet.

### **How much suction power does Roomba have?**

Roomba uses a unique, two-stage cleaning system. Two counter-rotating Cleaning Brushes sweep up larger particles, while a small, extremely efficient vacuum sucks up the smaller particles. What's more, the Spinning Side Brush sweeps the dirt from next to walls and corners into the path of the Main Cleaning Head. This allows Roomba to get impressive cleaning performance using only 30 Watts, much less power than is required by full-sized vacuums.

### **Can Roomba handle pet hair?**

Yes! Roomba has been tested in homes with dogs, even one with a 150 lb. Newfoundland/Chow mix. However, it is especially important to clean the Main Brushes even more frequently than normal -- after every five floor cleanings. Pay special attention to removing debris built up around the axles of the Brushes, as hair tends to accumulate there. Reinstall the brushes after cleaning.

**Are pets and children safe around Roomba?**

Roomba has been designed with a number of safety features, including automatically shutting off when it is picked up or gets stuck. Children and pets should always be supervised around Roomba for optimum safety and cleaning performance.

**Is Roomba safe to use when I leave my home?**

Roomba can operate unattended, so long as small children and pets are not present to interfere with Roomba's operation, and loose objects have been picked up.

**How loud is Roomba?**

Roomba's noise level is around 80dB (decibels). In more useful terms, that means it's quieter than a regular vacuum cleaner.

**What size room will Roomba clean?**

Roomba can clean most rooms in an average home. Simply press the appropriate room size setting: "**S**" for a room up to 10' x 12', "**M**" for a room up to 14' x 16' and "**L**" up to 15' x 20', and Roomba will begin cleaning. The cleaning cycle will last long enough to thoroughly clean the room. If your room is any larger, we would suggest you divide the room with a Virtual Wall Unit. For typical operation, Roomba cleans three 14' x 16' medium-size rooms before the Battery Pack needs to be recharged.

**Does Roomba clean corners and along the walls?**

Roomba has a Spinning Side Brush that cleans next to walls, most corners and other tough-to-reach places.

**Will Roomba fall down stairs or into a step-down room?**

Roomba automatically senses stairs and turns away from them. However, if the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation. Although Roomba senses stairs on the vast majority of floor surfaces, there is the possibility that rounded stair edges, particularly slippery surfaces, or light colored floors can contribute to the sensors working less effectively.

**Does Roomba have a HEPA filter?**

Roomba is not HEPA certified. Roomba's unique cleaning system uses a two-stage counter-rotating brush to sweep up larger particles, while a small, extremely efficient vacuum picks up the small particles. This is very different from a regular vacuum cleaner, which uses suction for the entire cleaning process. While the Air Filter in Roomba will catch a great deal of fine particulate matter such as dust and fine dirt, it is not a HEPA filter. It is more than adequate for cleaning most homes and does not release much particulate matter back into the environment. Roomba comes with a filter already installed, as well as two extras.

These three Filters should last a long time with regular use, and information on Replacement Filters is available immediately below.

**How can I get extra Replacement Filters?**

The Air Filter (located on the Filter Door on the underside of Roomba's Particle Bin) needs to be replaced if it becomes punctured or if you notice a decline in the cleaning performance of Roomba. Two spare Replacement Filters are included with your original Roomba purchase. Detach the Filter from the filter door before discarding the old filter. Check [www.roombavac.com](http://www.roombavac.com) for availability.

**When will the Rapid Charger be available?**

The Rapid Charger, which recharges the Roomba Battery Pack in about two and a half hours, will be available in February 2003. Compatible with Roomba FloorVac and Battery Pack, the Rapid Charger is sold separately. You can plug the Rapid Charger into an A/C outlet for easy recharging. Check [www.roombavac.com](http://www.roombavac.com) for more information.

**Does Roomba have a "Particle Bin Full" sensor?**

Unfortunately, Roomba does not have such a sensor. Roomba's Particle Bin must be emptied after each use, just like the lint trap in a clothes drier.

**Can Roomba's Particle Bin and Filter be washed?**

Consumers may wash the removable Particle Bin and Filter by hand with water and soap. Ensure that these items are fully dry before reinserting them into Roomba.

**Will Roomba deep clean?**

Roomba was not intended to replace a regular vacuum and occasional deep cleaning may still be necessary.

**Will Roomba sweep water from the floor?**

No, Roomba should not be used to pick up any liquid including water.

**Can Roomba's music/ sound be changed or disabled?**

Unfortunately, Roomba's music/ sound cannot be modified or disconnected.

**How many square feet of floor will Roomba cover on a battery charge?**

Roomba can clean an estimate of about 600+ square feet on a single charge, depending on floor surface and other factors.

**What do the "1" and "0" markings on the Power Switch mean?**

1 stands for "On" and "0" stands for "Off".

**Is Roomba available in Canada or any other countries outside the U.S.?**

Roomba is currently only available in the United States. Please note that iRobot does not support Roomba outside of the U.S., and Roomba's warranty is only valid on products purchased and used in the U.S. Furthermore, if you are using Roomba in another country, we cannot recommend the type of converter you will need to charge Roomba.

## Other Questions

**(Accessories, contact info, and more)****What is the Replacement Filter 3-Pack?**

Three filters are included with the original purchase of Roomba. An additional Replacement Filter 3-Pack can be purchased. Check the Roomba website ([www.roombavac.com](http://www.roombavac.com)) for availability. Replacement Filters are compatible with Roomba FloorVac. Filters need to be replaced if they become punctured or if there is a decline in the cleaning performance of Roomba.

**Where can I find more information about iRobot?**

Please check out iRobot's website at [www.irobot.com](http://www.irobot.com). iRobot Corporation is a privately held company and is not traded on any stock exchange.

**Who created Roomba?**

iRobot Corporation of Burlington, Massachusetts, USA designed Roomba. The product is made in China. To learn more about iRobot, please visit [www.irobot.com](http://www.irobot.com)

**Will there be a Roomba II?**

iRobot is always thinking about new products. Check [www.irobot.com](http://www.irobot.com) and [roombavac.com](http://roombavac.com) regularly for updates.

**Distribution / Reseller Inquiries**

Please send an email with your interest to: [distribute-roomba@irobot.com](mailto:distribute-roomba@irobot.com) or contact Altan Sert, New Distribution Coordinator at iRobot, by phone. Please contact him at 781-345-0200, ext. 248.

**Media/ Public Relations Inquiries**

Please contact Nancy Dussault, PR manager at iRobot, at 781-345-0200 x323 or by email at [roomba-pr@irobot.com](mailto:roomba-pr@irobot.com).

**Does iRobot accept reviews and comments about Roomba?**

Yes. Please send your suggestions to [roomba-owner-reviews@irobot.com](mailto:roomba-owner-reviews@irobot.com). Assuming your submission is in keeping with our Terms and Conditions of Use, your review may be selected for publication on the Roomba Owner Reviews page.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

# What Maintenance Does Roomba Require?

## Regular Maintenance Overview

Roomba requires very little maintenance. However, following the guidelines outlined below will help ensure that your Roomba stays healthy and helpful.

### After each use:

- Empty Roomba's Particle Bin.
- Check to make sure the Air Filter (attached to the Filter Door on the underside of Roomba's Particle Bin) is in good shape and isn't punctured. If it is, then replace the Air Filter.

### After every 10 floor cleanings\*:

- Remove and clean the two Main Brushes. Make sure to clean the ends of the Main Cleaning Brushes (the Brush Axles) as hair and other debris can tend to build up there. Reinstall the Brushes when finished.
- Verify that there is nothing wound around the Spinning Side Brush. If there is, remove it. If you need to, you can remove the Side Brush.
- Verify that there is no debris on the Wheels or their axles that prevents them from turning normally.
- Check for any dirt or fuzz obstructing the Cliff Sensors (the four small pits located underneath Roomba, just inside the edge of the Front Bumper).
- Check to make sure that the Vacuum Inlet is not clogged with debris. The Vacuum Inlet is located under the clear Vacuum Inlet Lid on Roomba's underside. If it is clogged, open and unclog the Vacuum Inlet.

### \*If you have a pet or long hair in your home:

You may need to remove hair and other debris from Roomba more frequently, with a special emphasis on the Main Cleaning Brushes. Remove and clean the Main Brushes (including their ends, or Axles) **every five floor cleanings** to prevent build-up of hair, which can degrade cleaning performance. The Main Brush Axles cannot be fully cleaned without removing the Brushes from Roomba.

## General Performance Issues

### **Observe Roomba the first time it cleans a room**

Observe Roomba the first time it cleans a room to confirm it does not get wedged under or stuck on top of uneven surfaces. For optimal cleaning performance, clear your floor of objects just as you would before using a regular vacuum cleaner. Do not leave the following items on the floor: clothing, loose papers, pull cords for blinds or curtains, power cords, or any fragile items. In addition, because Roomba contacts walls, furniture and other objects as it cleans, please remove any items that may be pushed and knocked over by light contact from Roomba.

### **The Particle Bin filled up really fast on a new carpet.**

Roomba's efficient cleaning means that it will pick up a great deal of carpet fuzz the first few times it is used on a new carpet. This is normal. Just empty the Particle Bin and put Roomba back to work. While the carpet is yielding a lot of debris, you might want to clean the room with the carpet using the "S" (small room) Room Size Button, and repeat as necessary to clean the entire room. This way, the Particle Bin may be emptied more often.

### **Roomba's Particle Bin won't open.**

Make sure it is on a flat surface. The Particle Bin will not open when Roomba is upside down or when there is something pressing on the Main Cleaning Brushes.

### **Roomba's Particle Bin is not big enough.**

Roomba is designed for daily maintenance only, not occasional deep cleanings. To keep the Particle Bin from filling up, please empty the Particle Bin after each use, or more frequently if necessary.

### **Does the Particle Bin need to be emptied?**

Yes. Debris from the Particle Bin should be emptied after each use.

### **I'm confused by the markings on the power switch. What do the "I" and "O" mean?**

"I" stands for "On" and "O" stands for "Off".

### **Roomba won't go.**

Roomba will not run right out of the box. Its Battery Pack needs to be inserted and charged overnight before Roomba will run. If this is not the cause of the problem, check that the brushes are clean, the particle bin is empty, and the battery is fully charged. If this doesn't solve the problem please contact Customer Service.

**Does the Filter need to be cleaned?**

Yes. The Air Filter should be brushed off as necessary while emptying the Particle Bin after every use. If desired, the Filter may be washed by hand with soap and water. It must be thoroughly dried before use.

**I lost track my Roomba while it was cleaning, and now I can't find it. Could it be in a different room?**

Listen for the beeping sound that Roomba makes when it is finished cleaning. It is unlikely that Roomba has wandered too far. Check in the nearby room(s) under furniture. In the future you may want to use a Virtual Wall Unit to confine Roomba to one area.

**Roomba becomes wedged or pinned, and stops.**

Carefully remove Roomba from the wedged area. Once unwedged, place it back on the floor in the center of the room to be cleaned, press the flashing Room Size Button to "unpause" Roomba and get back to its cleaning cycle. To prevent further wedgings, place the Virtual Wall Unit to beam in front of the wedge area, so Roomba will steer clear. Or, try blocking the area where Roomba gets wedged with something in your home.

The one-page "Roomba Care Hints" that came with your Roomba (also available in the Owner's Manual), features additional tips to keep Roomba from getting stuck and making your home "Roomba-friendly."

**Roomba picked up fluids.**

Roomba is not designed to pick up liquids of any kind. If it does accidentally run through a puddle and pick up fluids, do the following:

1. Turn Roomba off. Remove the Particle Bin carefully. Remove the Filter Door. Clean and dry all parts thoroughly.
2. Remove and clean the Main Brushes.
3. Wipe off the Brushes and the inside of the machine with a soft absorbent cloth. Wipe both Brushes well. Allow to dry thoroughly before reassembling.
4. Reinstall the Brushes.

**Roomba repositioned an object to block an exit path.**

Every room needs a little bit of preparation to make it ready for Roomba. Before starting Roomba, please walk around the room and lift up objects that could tangle Roomba, or that Roomba could push around.

**I don't know how to stop Roomba once it's started cleaning.**

To stop Roomba, pick it up by its handle or press the S, M, or L room size button.

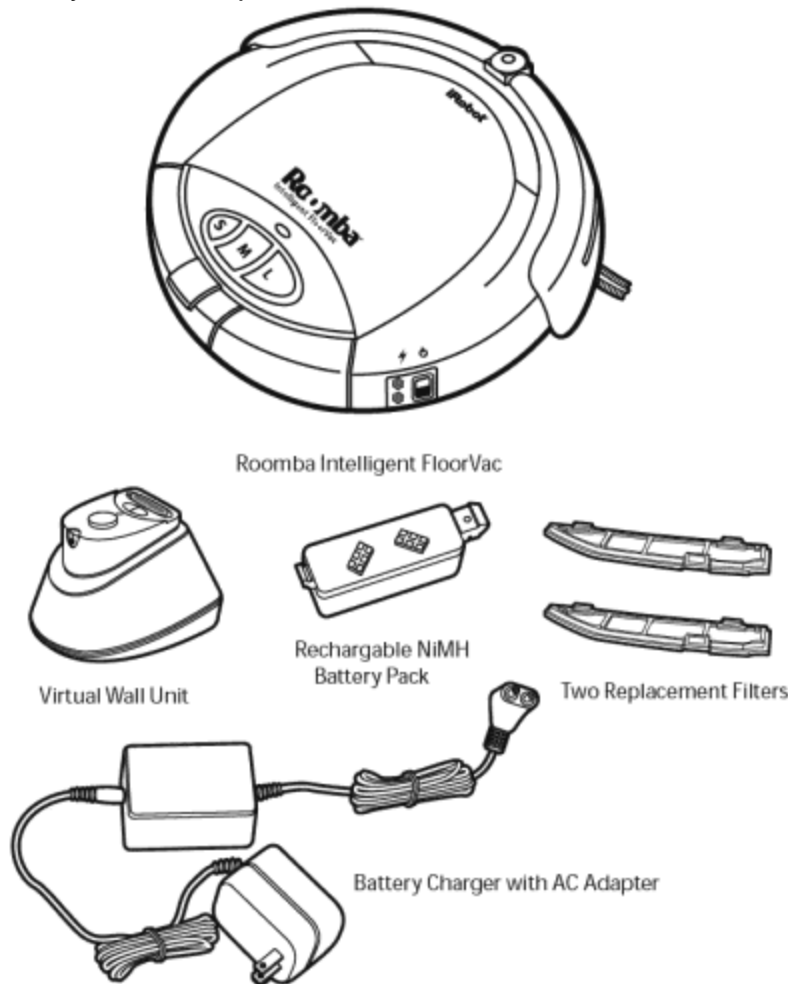
**Roomba was broken when I took it out of the box.**

In general, if the unit is broken out of the box (smashed), the unit should be exchanged at the place of purchase.

**Roomba was missing parts when I took it out of the box.**

Check the packaging again. If you are missing the Battery Pack or the Virtual Wall Unit, please contact the place of purchase. If you are missing any other small part, please contact Customer Service.

The Roomba FloorVac package comes equipped as shown below, with one Roomba Intelligent FloorVac, one Virtual Wall Unit, a standard battery charger, removable Battery Pack, 2 replacement filters, and an Owner's Manual.



**Roomba won't make transitions from one floor surface to another.**

Roomba's Self-Adjusting Cleaning Head automatically traverses uneven floor transitions up to a half-inch-tall as it cleans carpet, hardwood, linoleum, and tile. If the transition is any taller than a half-inch, Roomba will not make the transition and will turn away in another direction. If there is a transition that Roomba had been clearing, but is no longer clearing, check to make sure there are no obstructions for any of the three Wheels.

**I have problems running Roomba on deep-pile carpeting, shag carpet, or rugs with tassels or fringe.**

Roomba is designed to clean a variety of floor surfaces including hardwood, tile, linoleum and low- to medium-pile carpets, but is not designed to clean deep-pile carpet, shag carpet, or rugs with tassels or fringe. To clean a room with a rug that has fringe on it, we recommend doing one of the following:

1. Tuck the fringe underneath the carpet (as seen in the one-page "Roomba Care Hints").
2. Place a Virtual Wall Unit on or near the carpet fringe to keep Roomba from coming near the fringe.
3. Lay something heavy on top of the fringe (such as hardcover books or a piece of wood).
4. If the rug with tassels or fringe is small enough, it may simply be picked up and shaken out while Roomba cleans.

**Roomba only cleans one room at a time.**

Roomba stops automatically after it has cleaned a room. If desired, take Roomba to another room and start it again by pressing one of the **S/M/L** Room Size Buttons.

**Why doesn't Roomba clean floors in straight lines?**

Roomba uses an algorithm-based cleaning pattern to clean your home most efficiently. When Roomba starts cleaning it travels around the floor in a spiral pattern. Its Non-Marring Bumper will contact a wall, utilizing its Spinning Side Brush to move objects away from the wall and into the Vacuum's path. After cleaning along a portion of the wall or other object, Roomba criss-crosses the room in straight lines. Roomba repeats this cleaning pattern until its cleaning time has elapsed.

**Will Roomba go under kickboards, beds, and furniture?**

Roomba has been designed to fit under the kickboards in your kitchen. If your bed or furniture is more than 4" off the floor, Roomba will happily clean underneath.

## Problems with Roomba

### **Roomba's cleaning performance has decreased. What should I do?**

Before flipping over Roomba, always make sure to empty the Particle Bin and the unit is turned off. Always carry Roomba by its handle and never tilt it forward.

1. Check to make sure that the Air Filter is in good condition. If it isn't, replace the Filter.
2. Turn Roomba's Main Power Switch Off and place Roomba upside down.
3. Make sure the Vacuum Inlet is clear.
4. Remove and clean the Main Brushes. Make sure to clean the ends of the Brushes (Brush Axles) as hair can build up in that area. Reinstall the Brushes when finished.
5. Make sure there is no debris around the Wheels or Wheel Axles.
6. If a problem still persists, contact Customer Service.

### **Roomba starts, turns a little, then shuts down and beeps.**

Turn Roomba off and empty the Particle Bin. Turn Roomba upside down. Sometimes things get caught between the Brushes, or between the Brushes and Particle Bin. Remove the Brushes and clean them, including the ends of the Brushes (Brush Axles) as hair tends to buildup in that area. Reinstall the Brushes when finished.

### **Roomba backs up in short jerky motions every time it's turned on and turns off after 30 seconds.**

Turn Roomba off, empty the Particle Bin and turn the unit upside down. First, check for any dirt or fuzz obstructing the Cliff Sensors (the four small pits located underneath Roomba, just inside the edge of the Front Bumper.) Second, press the Front Bumper in and make sure it springs back. If that does not solve the problem, look under the Front Bumper in the front and center. Two wires will be visible. If either wire is cut or broken, please contact Customer Service.

### **Roomba emits a series of 6 low tones and flashes all its lights.**

When a Room Size Button is selected, Roomba may flash all its Room Size Buttons and Battery Life Indicator and emit a series of 6 low tones EVERY time Roomba is turned on and started. If this is your experience, look under the Front Bumper in the front and center. Two wires will be visible. If either wire is cut or broken, please call Customer Service.

**Roomba only rotates in circles around a single wheel every time it's turned on.**

Rotate the two Drive Wheels by hand. Under normal conditions, the Wheels should offer some resistance as they spin. You may have a defective unit if either of the following happens:

- 1) A Wheel is very difficult to spin by hand, or may even be impossible to rotate.
- 2) A Wheel will offer very little resistance when spun by hand, and may even rotate freely.

If either of the two cases described above occurs, please contact Customer Service.

**My Roomba needs a spare part.**

If you believe your Roomba may need a spare part, please contact Customer Service for more information at **1-877-855-8593**.

The following parts are available:

1. Spinning Side Brush
2. Vacuum Filter Door
3. Brush Coupler
4. Standard Charger
5. Vacuum Inlet Lid
6. Particle Bin
7. Front Flexible Brush Assembly
8. Rear Wound Brush Assembly
9. Virtual Wall Battery Door
10. Metal Wire Guard
11. Owners Manual

Some parts require special instruction for installation; others may be installed by following instructions in the Owner's Manual. If your part requires special instructions, they can be found on the [roombavac.com](http://roombavac.com) website as well as in Procedures below.

**Roomba's Spinning Side Brush is bent or broken.**

If the Spinning Side Brush is bent upon unpacking it will straighten out in time. If you are concerned about it you can heat it with the lowest setting on a hairdryer and gently straighten it out. If it's stuck in a nearby hole in Roomba gently pry it out. If the Spinning Side Brush is broken, please contact Customer Service. See above for instructions on removing the Side Brush.

**The Brushes are not spinning properly, or there looks like there may be a problem with the Brush Coupler.**

The counter-rotating Main Cleaning Brushes should spin towards each other and offer some resistance as they are spun by hand. If the Brushes spin too freely or are very hard to spin, try the following steps:

1. Remove and clean the Brushes. Make sure there is not a lot of hair wound around the ends (or Axles) of the Brushes. If there is, clean it off.
2. While the Brushes are out of Roomba, inspect and clean the Brush Coupler. Are the two brass bushings still in place? If they are not, please contact Customer Service.
3. Inspect the square sockets in Roomba that hold in the Brushes. Are they still square or have they been rounded out? If they have been rounded out, please contact Customer Service.
4. Reinstall the Brushes. Instructions can be found under Procedures.

**Roomba is not sensing stairs properly.**

Although Roomba senses stairs on the vast majority of floor surfaces, there is the possibility that rounded edges, particularly slippery surfaces, or light colored floors can contribute to the sensors working less effectively.

If Roomba is not sensing stairs, first empty the Particle Bin and then check for any dirt or fuzz obstructing the Cliff Sensors (the four small pits located underneath Roomba, just inside the edge of the Front Bumper). Alternatively, you can use the Virtual Wall Unit to block stairs off.

**Roomba won't run right out of the box.**

Roomba will not run right out of the box, as its Battery Pack needs to be installed and charged overnight before it will run. Also:

1. Ensure that the Battery Pack is properly seated and charged. See Procedures (below) for detailed instructions.
2. Check all possible performance-related issues by checking the brushes and ensuring the Debris bin is empty.
3. Roomba will not run if it isn't flat on the ground.

**Roomba beeps in a flat tone when turned on.**

You can only select a Room Size Button when Roomba is flat on the floor. Turn off Roomba's Main Power Switch. Turn it on again and select a Room Size Button, making sure that Roomba is flat on the floor.

**Roomba beeps when a Room Size Button is selected, then shuts off EVERY TIME.**

When a Room Size Button is selected, Roomba may beep then shut off completely. All power goes off and all lights go out. If this is your experience, then do the following:

1. Observe whether the Battery Life Indicator Light illuminates red when a room size button is selected. If it does illuminate red, then the Battery Pack needs to be recharged.
2. If the battery life indicator light does not illuminate at all and Roomba shuts off every time a Room Size Button is selected, Roomba may have a malfunctioning Wheel Drop Sensor, and Customer Service should be contacted.

**Roomba has a punctured Filter.**

The Air Filter, located in the Filter Door on the underside of the Particle Bin, needs to be replaced if it becomes punctured or if you notice a decline in the cleaning performance of Roomba. Follow the instructions under Procedures to replace the Filter. Two spare Replacement Filters are included with your original Roomba purchase. If you wish to purchase more, please visit [www.roombavac.com](http://www.roombavac.com) for purchasing options.

**Roomba's noisy.**

Some noise is normal. However, has the noise changed recently? If yes, try the following:

1. Remove and clean the Brushes, following the steps under Procedures. Make sure there is not a lot of hair wound around the ends (or Axles) of the Brushes. If there is, clean it off.
2. While the Brushes are out of Roomba, inspect and clean the Brush Coupler. Are the two brass bushings still in place? If they are not, please contact Customer Service.
3. Inspect the square sockets in Roomba that hold in the Brushes. Are they still square or have they been rounded out? If they have been rounded out, please contact Customer Service.
4. Reinstall the Brushes.

**Roomba's rubber tire tread looks worn or broken.**

The tire tread wears itself down with normal usage. If the tire tread splits please contact Customer Service.

**Roomba Brushes/wheels are gummed up.**

Gently wipe the wheels with a damp, not dripping, sponge. Gently wipe the Brushes down with a damp sponge, turning them to get the entire Brush surface. If the Brushes are very dirty then remove them and carefully wipe them clean.

Clean out the Brush compartment. Allow to dry thoroughly before reassembling and using.

**Roomba did not shut off.**

Roomba stops automatically after its Cleaning Cycle is complete. It then goes into a low-power mode and beeps periodically to let you know where it is until the Main Power Switch is turned off. There is no way to disable the beeping.

**Roomba moves too close or far from walls.**

Adjust Roomba's wall-following distance. Use a pen to slide tab of wall follower to adjust. Tab is found in slot on the side of bumper. Push towards rear to make Roomba follow closer to walls. Push towards front to make Roomba follow further from walls.

**The Particle Bin will not stay in.**

Check the Bin release button on the Particle Bin. Make sure it can be pressed, moving it up and down a little. Make sure the hook on the front of the Bin moves upward to provide a little clearance when the button is pushed (this hook is the latch for the Bin). Look inside Roomba with the Particle Bin removed. Ensure there is nothing inside that would block the Bin from latching shut. If there is something inside, clean it out and reinsert the Particle Bin. Note that you may need to clear the latch slot with a screwdriver. Try inserting the Bin most of the way, then clicking it in fully, the same way a video game cartridge is inserted. If none of these solutions work, a replacement Particle Bin may be needed. Please contact Customer Service to discuss further options.

## Working with the Battery Pack

**What are the run times for the S, M, and L buttons?**

- S (small) = 18-23 minutes
- M (medium) = 28-35 minutes
- L (large) = 38-47 minutes

If Roomba judges itself to have cleaned less of a room than it should have, it typically runs a little longer. For typical operation, Roomba cleans three 14' x 16' medium-size rooms before the Battery Pack needs to be recharged.

**How long does Roomba run on a single battery charge?**

The maximum running time of a fully-charged Battery Pack is dependent on the floor surface to be cleaned. A single charge can last from about 60 minutes (on

medium pile carpet) to about 90 minutes (on hard floor surfaces, where Roomba doesn't have to work quite as hard).

**How many rooms can Roomba clean on a single battery charge?**

It depends on the floor surface to be cleaned. For typical operation, Roomba cleans three 14' x 16' medium-size rooms before the Battery Pack needs to be recharged.

**How long does it take to recharge the Battery Pack?**

The Battery Charger that comes with Roomba takes up to 12 hours to recharge the Battery Pack.

**Is there any way to charge the Battery Pack faster than 12 hours?**

The Rapid Charger for Roomba can charge a Battery Pack separately in about 2 and a half hours. The Rapid Charger will be available for purchase as of February 2003. Check back [www.roombavac.com](http://www.roombavac.com) for more purchasing details.

**How long is the life span of the Battery Pack?**

Roomba's Battery Pack should last the life of the machine.

**The meaning of the changing colors of the Battery Life Indicator Light**

The color of Roomba's Battery Indicator Light tells the amount of charge left in the Battery Pack, with the following criteria:

- GREEN = FULLY CHARGED
- AMBER = PARTIALLY CHARGED
- RED = ALMOST FULLY DISCHARGED
- FLASHING RED = FULLY DISCHARGED

Note: No lights will illuminate on Roomba when it is charging.

**General Information about Charging**

Roomba's Battery Pack takes about 12 hours to fully charge using the Standard Charger included with Roomba. Since the Battery Pack is NiMH (nickel-metal-hydride), there are no issues with battery memory. Thus, you can charge the Battery Pack either with or without a charge still left in it, and the Battery Pack will be fine -- It will not lose its "memory" (as can be the case with NiCAD (Nickel Cadmium) batteries). It is also perfectly okay to leave the Charger plugged into Roomba indefinitely. The NiMH Battery Pack is also fully disposable in your regular garbage.

Please note that no lights will illuminate on Roomba when it is charging -- the only light that is illuminated during charging is the green one on the Charger box itself. Also, Roomba cannot be activated for use while it is connected to the Charger.

## Solving Problems with Charging or the Battery Pack

### How long does Roomba run on a single battery charge?

The life of a fully-charged Battery Pack is dependent on the floor surface to be cleaned. A single charge can last from about 60 minutes (on medium pile carpet) to about 90 minutes (on hard floor surfaces).

### The Battery Pack won't charge or the Charger Indicator Light will not illuminate.

The following should be checked:

Ensure AC Adapter is plugged into a working outlet. Try several outlets to be sure.

Ensure AC Adapter is fully plugged into the Charger. No metal (or almost none) should be visible once the plug is fully inserted.

Ensure that the Charge Plug is fully inserted into Roomba. The Charge Plug will only fit into the Socket in the proper orientation.

Ensure that the Battery Pack is properly inserted. To be sure, remove it, inspect the contacts both in the Battery Pack and in Roomba to make sure that they are not blocked by dirt, and reinsert the Battery Pack. It should click into place on each side.

The Charge Indicator Light on the Charger box should illuminate. If it does not illuminate, check all the connections. This light will turn off when the Battery Pack is fully charged.

Note that no lights will illuminate on Roomba itself during charging.

Also note that the 12-hour timer restarts every time any of the following happens:

- The Charger is plugged in
- The AC Adapter is unplugged from the wall or the AC Adapter is unplugged from the Charger
- Power failures, brownouts, and dips can also cause the timing cycle to start again.

If your Roomba still will not charge please contact Customer Assistance.

### I want to charge Roomba outside the U.S.

iRobot does not support Roomba outside of the United States. Roomba's warranty is only valid on products purchased and used in the United States.

### The Charger is hot to the touch.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

Some warmth is normal during charging. If it is really hot to the touch (uncomfortable to touch) unplug it and contact Customer Service immediately.  
**Will the Battery Pack be harmed if it left charging for more than 12 hours?**  
No, the Charger turns off automatically after 12 hours of use.

## Working with the Virtual Wall Unit

### Operating the Virtual Wall Unit

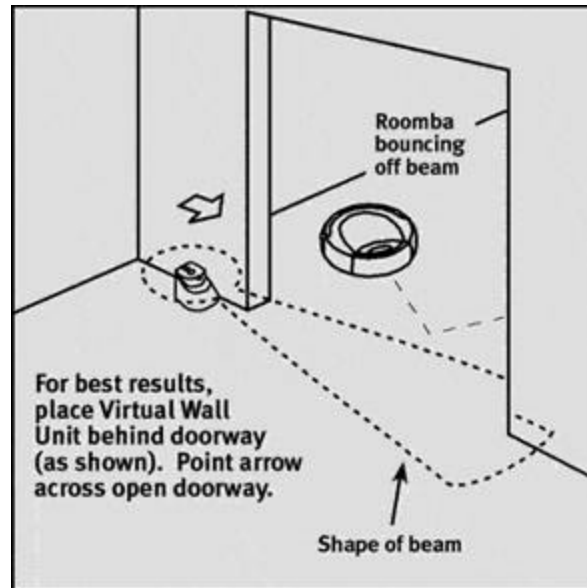
1. Press the Virtual Wall Unit's Power Button to turn the unit on. The Power Light will illuminate.
2. Move the Range Selector Switch to the room opening size you are blocking. The range numbers shown are in feet. The three settings are 0-3, 4-7, and 8+ feet. For the strongest setting you can block door openings up to 13+ feet wide.
3. Place the Virtual Wall Unit on the floor at either edge of the doorway or by the wall. Make sure that the Unit's Beam Emitter points across the opening to insure Roomba does not cross the invisible beam. (The Beam Emitter is located at the front of the Unit on a vertical surface. It's not located on the top surface of the Unit.)
4. The Virtual Wall Unit automatically turns off after an hour or you can press the Power Button again to turn off.

### Operating the Virtual Wall Unit's Range Selector Switch.

If the room opening you are trying to block is less than 13 feet wide, move the Range Selector Switch on the Virtual Wall Unit to the numbers that correspond to the room opening size, in feet, that you are blocking. If the room opening is greater than 13 feet, you may need to use an additional Virtual Wall Unit to span that opening.

### Placement of the Virtual Wall Unit

Place the Virtual Wall Unit on the floor at either edge of the doorway or by the wall. Make sure that the Unit's Beam Emitter points across the opening to insure Roomba does not cross the invisible beam. (The Beam Emitter is located at the front of the Unit on a vertical surface. It's not located on the top surface of the Unit.)



**Virtual Wall Unit beam shape and placement hints**

Note the shape of the beam, which resembles a large keyhole (see Figure), so Roomba will be sure not to bump into the Virtual Wall Unit and reposition it by accident. Sometimes, the best positioning for the unit is next to the door frame, in the next room, pointing across the doorway (as shown in Figure).

### **I lost my Roomba while it was cleaning. Could it be in a different room?**

Listen for Roomba's beeping sound. Roomba is unlikely to have wandered too far. Check in the next room under furniture. A Virtual Wall Unit may be used to constrain Roomba in a room or a given area of a room, but note that the Virtual Wall Unit will automatically shut off 90 minutes after it is turned on, to conserve battery power.

### **Purchasing more Virtual Wall Units**

Some large openings require that more than one Virtual Wall Unit be used. Extra Virtual Wall Units may be purchased by contacting your nearest Roomba retailer, or visit [www.roombavac.com](http://www.roombavac.com) for purchase options.

## **Solving Problems with the Virtual Wall Unit**

### **What is the Virtual Wall Unit?**

The Virtual Wall Unit is a small device that invisibly blocks open doorways and other openings so Roomba cleans where you want.

**Why would you need more than one Virtual Wall?**

Extra Virtual Wall Units can be used to block more than one doorway in order to confine Roomba to one room, or be used to divide a large room in half. Further, especially large openings require that more than one Virtual Wall Unit be used. Additional Virtual Wall Units may be purchased by contacting your nearest Roomba retailer, or visit [www.roombavac.com](http://www.roombavac.com) for online purchase options.

**Are batteries included for the Virtual Wall Unit?**

One Virtual Wall Unit requires 2 "D" alkaline batteries, which are not included.

**The Virtual Wall Unit's Power Light will not turn on.**

Have you inserted two fully charged D-size batteries into the Virtual Wall Unit, by following the "+" and "-" symbols? Has the Virtual Wall Unit been dropped, kicked or damaged by any other means? Check that there is no dirt on either the Virtual Wall Unit lens on the top of the unit or on the Virtual Wall Unit Sensor on the Roomba, at the very front of Roomba on the bumper. Wipe these sensors gently with a soft cloth or tissue. Check that there is nothing blocking the beam portal in the front of the Virtual Wall Unit. If there is dirt or other material blocking the beam, wipe it clean with a soft cloth or tissue.

**The Virtual Wall Unit will not turn off.**

The unit will turn off automatically after approximately an hour. Alternatively, you can press the Power Button on the Virtual Wall Unit to turn it off. If this fails to turn the Unit off, remove and reinsert its batteries.

**Roomba passes through the Virtual Wall.**

Did you know that you need to turn on the Virtual Wall Unit each time you use Roomba? It turns off automatically after an hour.

Place the Virtual Wall Unit on the floor at either edge of the doorway or by the wall. Make sure that the Unit's Beam Emitter points across the opening to insure Roomba does not cross the invisible beam. (The Beam Emitter is located at the front of the Unit on a vertical surface. It's not located on the top surface of the Unit.) Make sure that there is no object blocking the beam aimed across your room opening. How large is room opening you're trying to block? What setting is the range selector switch on?

1. If the room opening is less than 13 feet, turn the Virtual Wall Unit's Range Selector Switch up to the maximum setting for large openings.
2. If room opening is greater than 13 feet, you will need to use an additional Virtual Wall Unit to span that area.

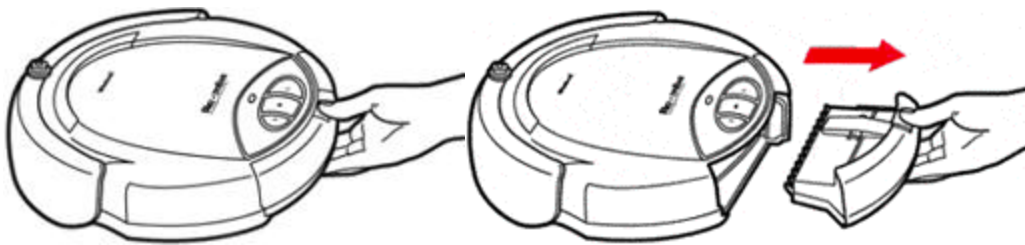
## General Procedures

### Removing and emptying Roomba's Particle Bin

Emptying Roomba's Particle Bin is a simple two-step process. Be sure to empty the Particle Bin before each use. Here's how to do it:

#### ***Step 1: Emptying the Main Bin***

1. Turn Roomba's Main Power Switch to the Off position.
2. Press down on the Particle Bin's Release Tab while simultaneously pulling the Particle Bin straight back and out of Roomba (see Figure 1a-b).

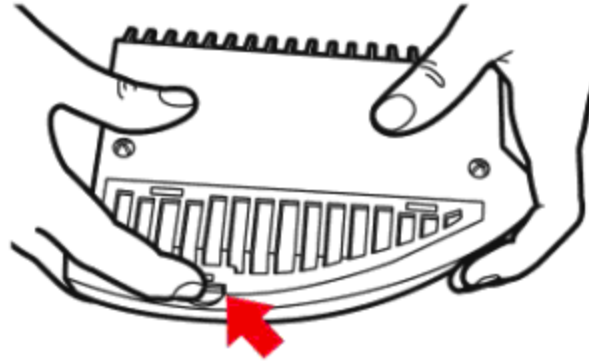


**Figure 1a-b: Removing Roomba's Particle Bin. Press the Release Tab (Figure 1a) and Pull the Particle Bin out (Figure 1b). The Filter Door is on the underside of the Particle Bin.**

3. Empty the Main Bin into a trash receptacle.

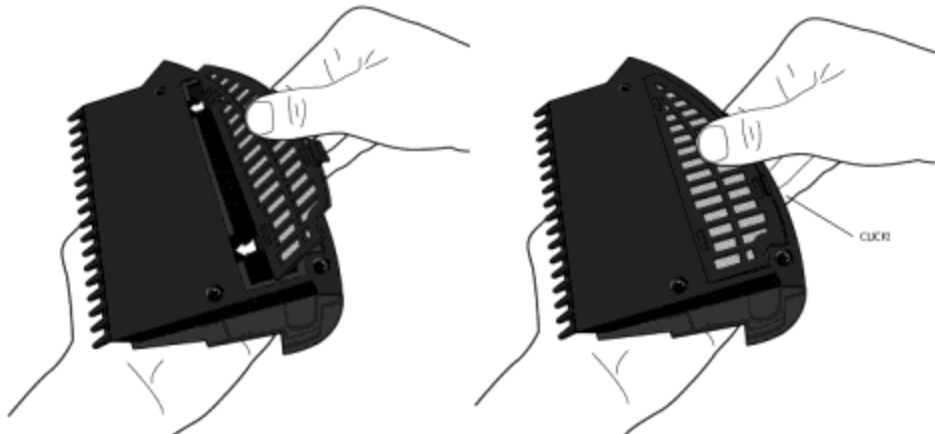
#### ***Step 2: Emptying the Particle Bin's Filter Chamber***

1. Flip the Particle Bin over to access the Filter Door.
2. Release the small Tab on the Filter Door and pull the Filter Door upward (Figure 2).



**Figure 2: Accessing the Filter Chamber.** Open the Filter Door on the bottom of the Particle Bin by releasing the small Tab on the Filter Door as shown and pulling the Tab upward. Clean the debris from this chamber and clear off the Filter (located in the Door) each time you empty the Particle Bin.

3. Empty debris from the Filter Chamber into a trash receptacle.
4. To reinstall the Filter Door, slide the Filter Door into place (Figure 3a). The Filter Door will click when it reattaches itself to the Particle Bin (Figure 3b).



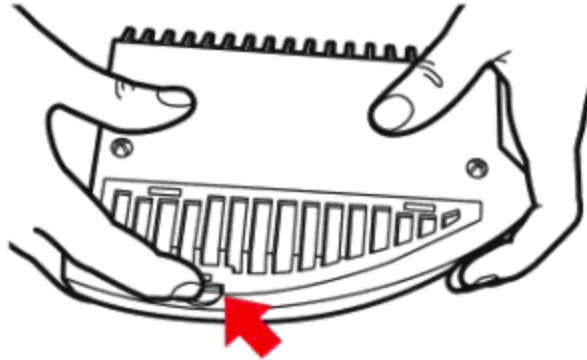
**Figure 3a-b: Reinstall the Filter Door into the underside of the Particle Bin** by gliding the Filter Door into grooves (Figure 3a), and snap the Filter Door into place (Figure 3b).

5. To reinstall the Particle Bin, slide it back into Roomba. The Particle Bin will click when it is properly seated.

**NOTE:** Always carry Roomba by its handle and never tilt it forward, as debris may spill out of the particle bin.

## How to Replace Roomba's Air Filter

The Air Filter (located in the Filter Door on the underside of Roomba's Particle Bin) needs to be replaced if it becomes punctured or if you notice a decline in the cleaning performance of Roomba. Two spare Replacement Filters are included with Roomba; additional Replacement Filters are currently available in packs of three. Check [www.roombavac.com](http://www.roombavac.com) for purchase options.



**Figure 1: Accessing the Filter Chamber.** Open the Filter Door on the bottom of the Particle Bin by releasing the small Tab on the Filter Door as shown and pulling the Tab upward.

Clean the debris from this chamber each time you empty the Particle Bin.

NOTE: Always carry Roomba by its handle and never tilt it forward, as debris may spill out of the particle bin.

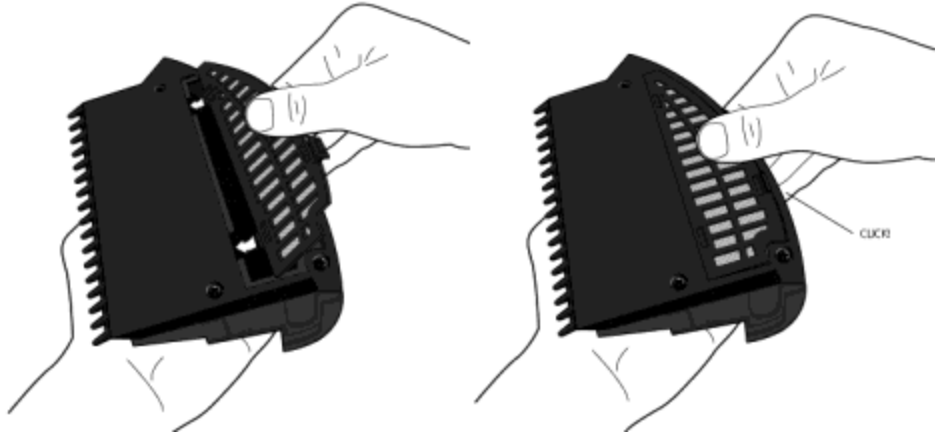
1. Turn Roomba's Main Power Switch to the Off position.
2. Press down on the Particle Bin's Release Tab while simultaneously pulling the Particle Bin straight back.
3. Flip the Particle Bin over to access the Filter Door.
4. Release the small Tab on the Filter Door and pull the Filter Door upward. See Figure 1.



**Figure 2a-c: Snap out old filter from Filter Door Frame (Figure 2a). Slide new Filter into grooves on Filter Door Frame (Figure 2b). Snap new Filter into Filter Door Frame as shown (Figure 2c).**

5. Unclip the old Air Filter from the Filter Door Frame (Figure 2a).
6. Slide the new Air Filter into the grooves on the Filter Door Frame (Figure 2b).
7. Click the new Filter into the Filter Door Frame as shown in Figure 2c.
8. To reinstall the Filter Door, slide the Filter Door into place (Figure 3a). The Filter Door will click when it reattaches itself to the Particle Bin (Figure 3b).

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)



**Figure 3a-b:** Reinstall the Filter Door into the underside of the Particle Bin by gliding the Filter Door into grooves (Figure 3a), and snap the Filter Door into place (Figure 3b).

### Removing and cleaning Roomba's Main Brushes

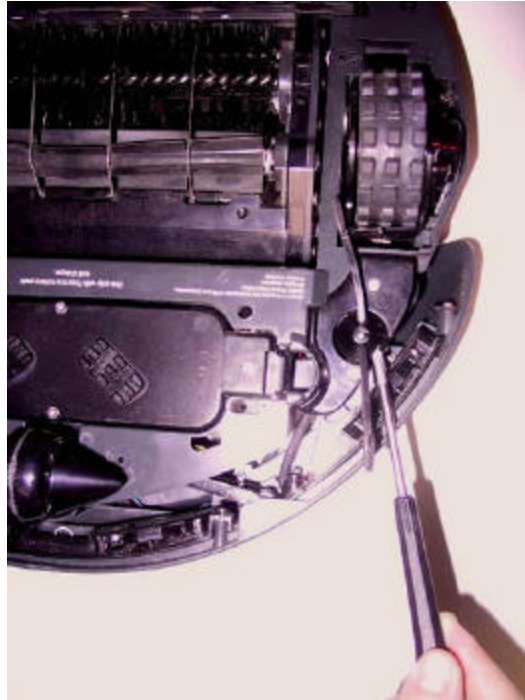
1. Turn Roomba's Main Power Switch off, empty particle bin, and place Roomba upside down (cleaning surface up) on a flat surface, with the Front Bumper facing away from you.
2. Cut hair or other objects wound around the Cleaning Brushes with a pair of scissors. Avoid cutting the bristle of the Bristle Brush or pulling with excessive force on objects wound around the Brushes, as this may damage the Brushes.
3. If the objects do not detach themselves from the Brushes, unlatch the Wire Guards that cover the Brushes by pushing the Release Tab backward. Pull the rear of the hinged Wire Guards up and out of their slots, and then swing them up toward the front of the device.
4. Unscrew the screw located on the right side of the Self-Adjusting Cleaning Deck with a Philips-head screwdriver.
5. Remove the screw and pull up the plastic Brush Coupler. The Brushes will come up with the Brush Coupler. Pull the Brush Coupler off the end of the Brushes, then pull the Brushes to the right and up, free of the device.
6. Clean the objects off the brushes. Also, make sure to clean the brushes, including the ends of the brushes (brush axles) as hair tends to buildup in that area.

### Reinserting the Main Brushes

1. Put the Self-Adjusting Cleaning Deck back together by inserting the ends of the two Brushes into the square sockets in the Cleaning Deck.
2. Insert the other ends of the Brushes into the small holes in the Brush Coupler. Lower the Brush Coupler into its slot and screw in the screw.
3. Swing the Wire Guards back in place and snap them down into their slots. Please refer to the Owner's Manual to see this process illustrated.

## Removing and replacing the Spinning Side Brush

1. Turn Roomba off and empty the Particle Bin. Turn it over so the cleaning surface is up. Place it on a flat surface.
2. Turn the Spinning Side Brush so the screw head can be accessed. Point the screw head towards Roomba's Front Bumper, as shown in Figure 1.



**Figure 1: Removing the Spinning Side Brush. Turn the Spinning Side Brush so the screw head can be accessed.**

3. Using a Phillips-head screwdriver, unscrew the Holding Screw. Place the Screw aside.
4. Pull the Side Brush (Figure 2) up and off of Roomba.



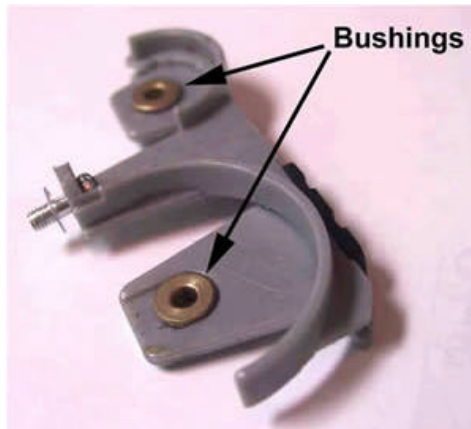
**Figure 2: The Spinning Side Brush.**

5. Clean out any hair or other debris that may have been caught under the Side Brush.
6. Push the cleaned (or replacement) Side Brush onto the Side Brush Shaft. Screw the Holding Screw back into the Spinning Side Brush.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

## Removing and Reinstalling Roomba's Brush Coupler

The Brush Coupler is a plastic piece with two metal bushings (see Figure below) that holds the two Main Brushes in place on one side underneath Roomba. The Brush Coupler needs periodic cleaning, which is usually done when cleaning the Main Brushes. However, if it looks like there is something wrong with the Brush Coupler on your Roomba, please **contact Customer Service** for more information.



**Roomba's Brush Coupler, showing the Bushings that the two Main Brush Axles fit through.**

If you need to replace the Brush Coupler, here's how to do it:

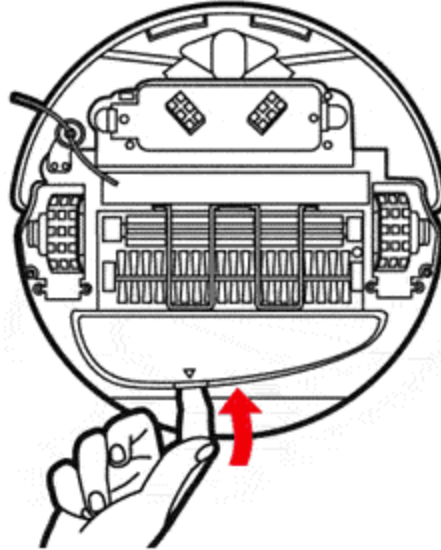
1. Simply follow the instructions for removing and cleaning the Main Brushes.
2. Once the Main Brushes have been removed, pull the Brush Coupler free of the Brushes.
3. Clean off and examine the Brush Coupler (or replace a malfunctioning Brush Coupler with a new one).
4. Follow the instructions for reinstalling the Main Brushes.

## Cleaning the Vacuum Inlet

Over time, debris will accumulate in the Vacuum Inlet. Periodically remove the Vacuum Inlet Lid and empty the Vacuum Inlet to keep air flowing through it, especially if you notice a decline in the cleaning performance of Roomba. Here's how to do it:

1. Turn Roomba's Main Power Switch to the Off position.
2. Place Roomba upside down (cleaning surface up) on a flat surface.
3. Insert a finger into the Release Tab and pull upward to remove the Lid (See Figure).
4. Shake the debris into a trash receptacle.
5. Turn the Vacuum Impeller, the fan-shaped mechanism on the left side of the Vacuum Inlet, with your finger to make sure that it spins freely.
6. Replace the Vacuum Inlet lid, pressing down on all four white circles on the lid to ensure complete re-installation.

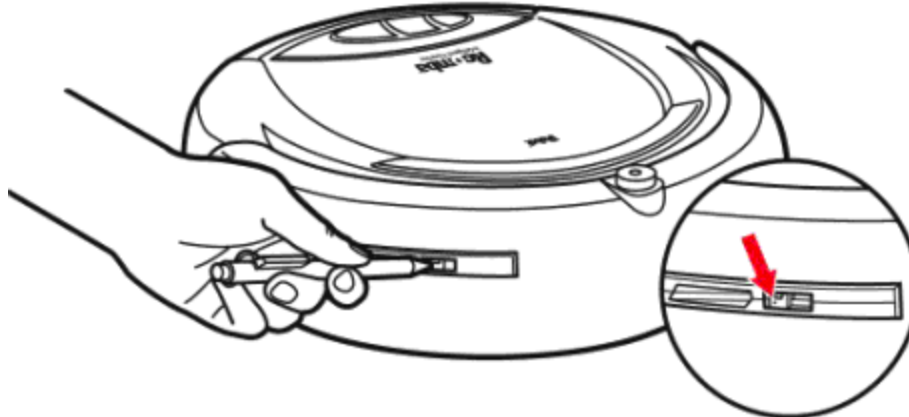
Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)



Removing the Vacuum Inlet Lid

### Adjusting how close or far from walls Roomba will follow

Use a pen to slide tab of wall follower to adjust. Tab is found in slot on the side of bumper (see Figure). Push towards rear to make Roomba follow closer to walls. Push towards front to make Roomba follow further from walls.



Using a pen to adjust how close or far away Roomba will follow walls.

### Basic Charging Procedures

1. Turn Roomba off. Check that the Battery Pack is fully inserted.
2. Connect battery charger to the charger AC adapter and insert the battery charger plug into the Roomba charge socket. It will only go in one way. Make sure it is fully inserted. The wire from the plug should be pointing towards the back of Roomba, not covering the power switch.
3. The charge indicator light on the charger should illuminate. If it does not illuminate check all the connections. It will turn off when the Battery Pack is fully charged.

Note that no lights will illuminate on Roomba when it is charging -- only the green Charging Light on the Charger box itself will be lit. Also note that Roomba will not operate while it is charging.

**How do I remove the Battery Pack?**

Turn Roomba's power off and empty the Particle Bin. Place Roomba upside down on a flat surface. Place index fingers under guide tabs on either side of Battery Pack. Pull upward to release the Battery Pack.

**Installing batteries into the Virtual Wall Unit (and first-time use)**

Whether you are using your Virtual Wall Unit for the first time, or the Unit requires fresh batteries, the procedure is the same.

1. Open the Battery Door located on the bottom of the Virtual Wall Unit by using a small Phillips-head screwdriver to unscrew the screw that holds the door in place. Insert 2 new "D" size alkaline batteries by following the "+" and "-" symbols. Note that batteries for the Virtual Wall Unit are not included.
2. Replace the Battery Door and tighten the screw.

## Tech Support Bulletin 1.0

Released 9-30-2002

### THE PROBLEM

A manufacturing process error exists on a limited number of units involving the front bumper wiring. This manufacturing error can sometimes result in a cliff detection wire getting cut during normal operation.

### DIAGNOSIS

There are two possible failure modes.

1. Roomba will not start cleaning. Instead, when a button is pressed, it flashes all of the LEDs (the three buttons and the battery indicator) and emits a series of 6 low tones.
2. Roomba starts up normally, but instead of starting its normal spiral, it backs up a few inches while turning to the left. After doing this for a minute or so, Roomba emits its “uh-oh” sound and stops. As usual for failures, Roomba flashes whichever button was used to start it and emits the “uh-oh” sound every 30 seconds or so.

Either of these symptoms may appear EVERY time Roomba is turned on and started.

Confirmation may be obtained by asking the customer to look under the bumper in the front and center. Two wires will be visible going from left to right. If either wire is cut or broken, the unit is defective and must be exchanged. Note that it is possible for the wires to look normal (outer colored insulation intact) but the wire inside is broken.

### THE SOLUTION

Return to store for exchange

### DATE CODE AFFECTED

090602 - 092002

### SEVERITY

Limited number of units affected.

## Tech Support Bulletin 2.0

Released 10-08-2002

### THE PROBLEM

A limited number of units were assembled using acetal drive wheel pulleys. When operated in environments that may cause the wheels to stall (i.e. deep carpet, rooms with furniture that Roomba could become wedged under, etc), it is possible that the pulley could thermally deform or that the drive belt could break. In these circumstances, mobility will be impaired, and Roomba may appear to rotate in circles around the damaged wheel.

We have solved this problem on all units manufactured after 090602 by replacing the acetal pulley with one made of brass, which does not deform and creates a more effective interface with the belt.

### DIAGNOSIS

There are two possible failure modes.

1. The pulley thermally deforms: the wheel module will be very difficult to spin by hand, or may even be impossible to rotate.
2. The drive belt breaks: the wheel module will offer very little resistance when spun by hand, and may even rotate freely.

Either of these symptoms will appear EVERY time Roomba is turned on and started.

Confirmation may be obtained by asking the customer to rotate the drive wheels by hand. The wheel should offer some resistance as the drivetrain spins (this is normal).

### THE SOLUTION

Return to store for exchange

### DATE CODE AFFECTED

083002 - 090602

### SEVERITY

Limited number of units affected

## Tech Support Bulletin 3.0

Released 11-06-2002

### THE PROBLEM

We have received a small number of reports of issues with the Charger that comes with Roomba. These broadly break down into the following categories:

- Charge Indicator Light on the Charger does not illuminate.
- Charge Indicator Light on the Charger does not go out after 12 to 14 hours.

This issue has been tracked down and the charging circuitry improved to eliminate the possibility of this failure mode as of 10/25/02.

### DIAGNOSIS

- If the Indicator Light on the Charger does not illuminate when the Charger is plugged in, the following should be checked:
  1. Ensure AC Adapter is plugged into a working outlet. Try several outlets to be sure.
  2. Ensure AC Adapter is fully plugged into the Charger. No metal (or almost none) should be visible once the plug is fully inserted.
  3. Ensure that the Charge Plug is fully inserted into Roomba. The Charge Plug will only fit into socket in the proper orientation.
  4. Ensure that the Battery Pack is properly inserted. To be sure, remove it, inspect the contacts both in the Battery Pack and in Roomba to make sure that they are not blocked by dirt, and reinsert the Battery Pack. It should click into place on each side.
  5. Remove the Charge Plug and turn Roomba on. If the room size lights do not illuminate and there is no other activity, the Battery Pack might be defective.
- If the Indicator Light on the Charger does not go out, ensure that customer is aware that the 12-14 hour timer restarts every time any of the following happens:
  - Charger is plugged in
  - AC Adapter is unplugged from an outlet wall or the AC Adapter is unplugged from the Charger.
  - Power failures, brownouts, and dips can also cause the timing cycle to start again.

If the Charger gets too hot to touch it should be unplugged. A replacement Charger should be obtained.

NOTE: No lights will be illuminated on Roomba when it is charging!

### THE SOLUTION

A replacement Charger can be obtained free of charge by calling Roomba Customer Support 1-877-855-8593, Monday- Friday, 9-7 Eastern.

### DATE CODE AFFECTED

All up to 102502

### SEVERITY

Limited number of units affected.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

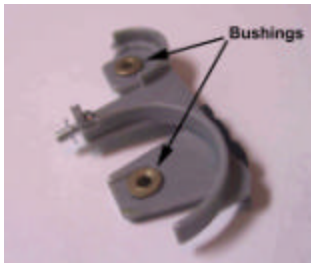
## Tech Support Bulletin 4.0

Released 11-11-2002

### THE PROBLEM

We have received a small number of reports of issues with the Brush Coupler in Roomba. The Brush Coupler is a plastic part into which the two main brushes attach themselves to Roomba.

Consumers who use Roomba in homes with a lot of pet hair have stated that the Brush Coupler fails when too much hair has built up at the end of the brushes. The build up of hair causes one of the metallic bushings to pop out of the Brush Coupler. Once a bushing pops out of the Brush Coupler, the two main brushes are no longer securely attached to Roomba and there's a notable decrease in cleaning performance.



**The Brush Coupler has two metallic bushings.**

This issue has been tracked down and an improved Brush Coupler will be put into production in January to eliminate the possibility of this failure mode.

### DIAGNOSIS

- Roomba operates erratically, spinning in place.
- Roomba starts up normally, however, the two main brushes turn on and off irregularly.
- A metallic bushing is found in Roomba's particle bin.
- Roomba sounds like it is laboring or working harder than normal.

Confirmation may be obtained by asking the customer to remove the two main brushes from Roomba and inspecting the Brush Coupler to insure that both metallic bushings are still in place.

### THE SOLUTION

A three-pack of replacement Brush Couplers can be obtained free of charge by calling Roomba Customer Support 1-877-855-8593, Monday- Friday, 9-7 Eastern. All units manufactured after 1/1/03 will have a die cast Brush Coupler, which solves the problem.

### DATE CODE AFFECTED

All up to 011003

### SEVERITY

All units have the same Brush Coupler and are susceptible to this problem. Only Roomba users who have both exceptional amounts of long hair on their floors and fail to properly clean the brushes periodically will see this problem.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

## Tech Support Bulletin 5.0

Released 01-24-2003

### THE PROBLEM

On some Roombas, if the main power switch is turned on while the unit is not resting on the ground and a room size button (S/M/L) is selected, the unit will not begin cleaning, but will instead flash the Battery Life Indicator Light and S/M/L room size buttons, while emitting a series of six low buzzes.

Roomba will not operate until the main power switch is turned off and on again with the unit resting on the ground.

*All units will begin cleaning if their main power switch is turned on while they are on the ground.*

### DIAGNOSIS

Since this non-documented feature may be intermittent, it may not be possible to duplicate it with any particular unit.

### THE SOLUTION

Reassure customer that this is just an undocumented feature, their unit works as intended, and that they need to remember to turn Roomba's main power switch on only when the unit is on the floor.

### DATE CODE AFFECTED

010103 - 013103

### SEVERITY

Some Roombas display this feature consistently, some intermittently, and some never. We do not have specific breakdowns of how many units are in each of these categories. A Limited series of Date Codes is affected.

## Spare Parts Bulletin

Released 12-11-2002

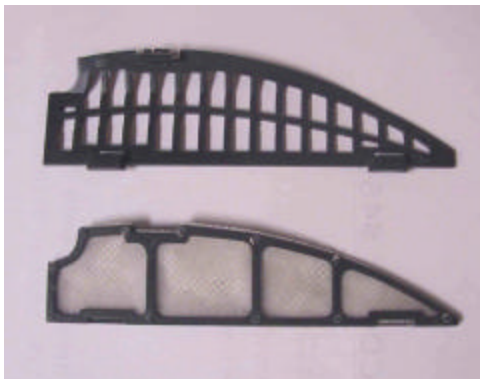
### THE PROBLEM

On occasion customers will report the need for a spare part. This bulletin includes pictures of the spare parts available and the correct name. Spare parts may be obtained by calling Roomba Customer Support at 1-877-855-8593 or email us [roomba-support@irobot.com](mailto:roomba-support@irobot.com)



Correct Name: Bin Assembly

May be referred to by customer as: particle bin, debris bin, dust bin, bag, etc.



Correct Name: Bin Filter Door  
Replacement Filter

May be referred to by customer as: Filter assembly, filter, etc.



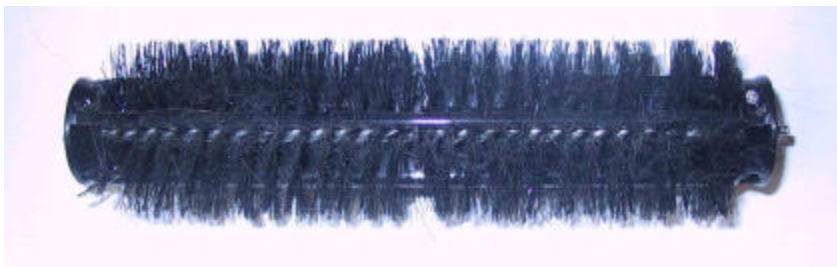
Correct Name: Brush Trap Assembly

May be referred to by customer as: Brush coupler, brush end, that plastic thing, etc.



Correct Name: Front Flexible Brush Assembly

May be referred to by customer as: Rubber brush, rubber part, etc.



Correct Name: Rear Wound Brush Assembly

May be referred to by customer as: brush, hairy part, etc.



Correct Name: Side Brush Flexible Assembly

May be referred to by customer as: spinning side brush, spinner, flippers, tentacles, etc.



Correct Name: Vacuum flow-cap squeegee

May be referred to by customer as: vacuum inlet lid, clear part, vacuum cover, rubber ridge, etc.



Correct Name: Standard Charger

May be referred to by customer as: charger, plug, etc.



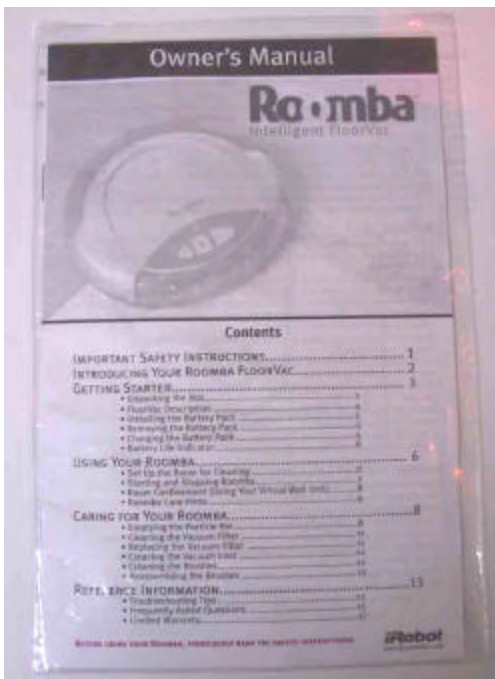
Correct Name: Standard Charger Adaptor

May be referred to by customer as: charger, plug, etc.



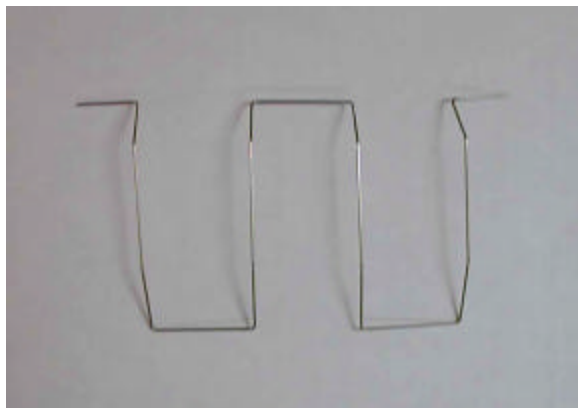
Correct Name: Virtual Wall Battery Door

May be referred to by customer as: Virtual Wall door, etc.



Correct Name: Owner's Manual

May be referred to by customer as: booklet, etc.



Correct Name: Metal Wire Guard

May be referred to by customer as: wire, etc.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

## Limited Warranty to Original Purchaser

This Roomba brand product, as supplied and distributed by iRobot Corporation, and delivered new, in the original carton to the original customer purchaser, is warranted by iRobot Corporation against manufacturing defects in materials and workmanship for the qualifying limited warranty period as follows:

### Ninety (90) Days Labor and Parts

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States, and does not include installation, removal or reinstallation. Warranty repairs must be performed by iRobot Corporation's authorized service center. To receive warranty service, the original dated bill of sale must be presented upon request as proof of purchase to iRobot Corporation's authorized service center. To obtain warranty service, support, or other information, please visit our website at [www.RoombaVac.com](http://www.RoombaVac.com). If you do not have web access, please call (877) 855-8593.

iRobot Corporation will repair or replace this product, at our option and at no charge with new or reconditioned parts, if found to be defective during the limited warranty period specified above. To request service, the purchaser must contact iRobot Corporation for problem determination and service procedures. iRobot Corporation does not warrant uninterrupted or error-free operation of the product. All replaced parts and products become the property of iRobot Corporation and must be returned to iRobot. Replacement parts and products assume the remaining original warranty, or sixty (60) days, whichever is longer.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and, except to the extent otherwise expressly provided in this statement, non-commercial use of this product and shall not apply to the following, including, but not limited to: damage which occurs in shipment; applications and uses for which this product was not intended; failures or problems which are caused by products or equipment not supplied by iRobot Corporation; accidents, misuse, abuse, neglect, misapplication, fire, water, lightning or other acts of nature; incorrect electrical line voltage, fluctuations or surges; damage caused by improper installation; product alteration or modification; improper or unauthorized repair; exterior finish or cosmetic damage; failure to follow operating instructions, customer adjustments, maintenance and environmental instructions that are covered and prescribed in the instruction book; use of non-iRobot or unauthorized parts, supplies, accessories or equipment which damage this product or result in service problems; failures or problems due to incompatibility with other equipment.

Can't find the answer to your support question? Call Roomba Customer Support at 1-877-855-8593 or email us at [roomba-support@irobot.com](mailto:roomba-support@irobot.com)

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