**NOTE**

If you have any questions/concerns or are considering returning your product, please contact us first at:

1-888-883-2456

or

by e-mail at info@techkokobot.com

Frequently Asked Questions
1. I'm looking for extra filters, side brushes, roller brushes, etc. Where can I purchase extra accessories?

Accessories can be purchased on our website: www.techkokobot.com/shop

2. I'm charging my robot, but it keeps beeping. What should I do?

This means the side switch is in the OFF position. Please ensure that the side switch is in the ON position (–) to begin charging. Please see page 5 in the User Manual.

3. I turned on my robot and it shuts down after a few seconds. Is it broken?

No, your machine is not broken! Most likely, there could be hair/debris jamming the center roller brush. This safety mechanism causes the robot to shut down (even on a full charge). Please remove the bottom center brush, clean any hair/debris, and run the robot without it.

If the issue persists, please feel free to reach us at www.techkokobot.com

4. How do I remove the center roller brush?

a. Flip the side power switch to the OFF (O) position.
b. Orient the robot upside down (wheels facing the ceiling) with charging prongs facing towards you.
c. Locate the grey fuzzy piece above the KOBOT sticker label
d. Press both thumbs up against the cover piece by pushing forward and lifting up (this will remove the cover)
d. To remove the center brush, pinch the center of the brush with your thumb and index finger, push the brush to the right, and lift up to the left (like removing a AA battery). If the brush does not move to the right easily, chances are there is hair/debris on the right side and it needs to be removed for the robot to work properly.

5. I think I need to replace the center roller brush. What should I do?

Check to see if the roller brush is damaged. Is the little pin on the brush protruding about 1/8 of an inch? Is the square peg (on the inside wall of the robot mouth) or the square cut out on the center brush itself stripped? If so, a new brush is needed. Accessories can be found on our website.

6. My robot keeps running in circles. What should I do?

If the robot circles only or if the side sweeping brushes stop spinning, please reach out to us by phone or e-mail.

7. My robot is having some trouble returning to the charging dock. What should I do?

a. Try moving the charging dock to a new location. Chances are that there are obstacles hindering the robot from returning to the charging dock.
b. Ensure there is enough empty space (2-3 feet on either side of the charging dock. See page 8 in the User Manual.

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