Vacuum from anywhere

PURE**i9**

Frequently Asked Questions

Will this robot vacuum cleaner replace my other vacuum cleaners?

No, in areas where the robot cannot reach, such as staircases, bookshelves, underneath very low furniture, etc. However, if robot is used regularly, the total amount of dust in the room is reduced. This reduces the need for manual vacuuming.

Can I use the robot without downloading the app?

Yes you can by just pushing the play button. However, we strongly advise you download the app and connect it to your home WiFi so that your robot automatically updates with the latest software for best performance. The app also enables you to schedule clean and helps with troubleshooting issues.

Can I use more than 1 smart phone to control the robot?

Yes, you can use more than one smart phone for the same robot (no limit to this) as long as it is logged in to the same account.

Where can I find the manual for my vacuum cleaner?

This can be downloaded on the app or via the www.electrolux.com.au website.

Can I put the charging station under a chair/bed etc. if the height is enough?

No, charging station needs to be placed according to the instruction manual, nothing above the charging base, 0.5m free place to both sides, 1.5m free place to the front and ideally on hard floors.

Do I need to do anything with my home before I use the robot for the first time?

Before cleaning, remove small and fragile items such as clothes, paper and power cords from the floor. If the robot passes over a power cord and vacuums it, there is a risk that an object can be pulled down from a table or shelf. Larger items such as

chairs can be left out as the robot vacuums around these. Floor to ceiling mirrors and windows can interfere with the navigation system due to the reflective light.

What should I do when an error message is displayed?
1. Please find the list of Error Codes in the instruction manual (troubleshooting section).
2. The error will also show up on the app with corrective action.

What is the official run time?
When the battery is new, the robot will clean for up to 40 minutes in normal mode and up to 60 minutes on Eco mode (depending on the floor type, cleanliness and obstacles around). If the battery is running low, it will go back to its charging base to recharge and resume where it last vacuumed.

The robot stops cleaning and returns to the charger, what happened?
It is most likely that it needs to recharge. You will see the home button light up as it returns back to the charging base. While charging, you should see the battery and play/pause button flash to indicate it is charging and will resume cleaning where it stopped. The robot will recharge up to 80% (approx. 2 hour charge) to allow for a quicker clean.

Unit operates at different speeds. Is something wrong?
Not at all. The speed varies depending on the layout, floor type and furniture in the room.

How often should I clean the filter?
For best performance, we recommend that the filter be cleaned every 5th time (by rinsing under gentle cold water and leaving to dry completing for at least 24 hours) and replaced every 6 months. Replacement filters can be found on our website (and in the mobile app).

Can I use it to clean thick rugs?
The robot can climb obstacles up to 2.2 cm high. For medium-pile rugs (1.5 cm-2.2 cm), the robot will first clean around it and return later to clean the carpet separately. The robot will not clean high-pile rugs. If the robot is used to clean rooms with wall-to wall carpet, it is recommended you remove the side brush to avoid damaging it.

The robot detects false obstacles and avoids them (misses to clean some parts of the floor or carpet).
You probably have shiny floors and / or strong sunlight. Thick / hairy carpets can cause this problem as well. If the robot continues to behave like this regularly;

contact Electrolux Customer Service. Contact information is available on the website, instruction manual or in your mobile app.

Can I use the robot with an armed home alarm system?

Yes, if you have a movement detector based alarm system that can be set-up to "pet" mode. For further information please contact the supplier/retailer of your alarm system.

Can I use the robot if I have a pet(s) at home?

Yes you can. We suggest that do not leave the pet(s) alone with the cleaner. Note: any kind of damaging or malfunction because of pets are out of warranty.

Can I use the robot with carpet powders?

No, this is not recommended as the moist nature of these carpet deodorisers/powders tend to be moist and will void your warranty.

The cleaning performance is not as good as it once was. What should I do?

1. Regularly clean the filter by following the steps in the instruction manual. For best performance, we recommend to clean the filter after every 5th vacuum and to replace it every 6 months.
2. Check the brush roll does not have entangled threads. If so, snip them away with scissors.
3. Check the side Powerbrush is not tangled or clogged with debris. Replacement side brushes can be ordered through the app (Ref: ERK2 / ERSB2).
4. Check the air channel by first removing the dust container and then remove any clogged debris.
5. Put the robot on charger and let the battery be full charged (3 hours).

My robot does not work. Who do I contact to repair the vacuum cleaner?

Ensure you have correctly set up the robot, as per the quick set up guide in the box by:

1. Ensuring the charging base has an empty area of 0.5 m on both the sides, 1.5 m in front and nothing above the charging base.
2. The robot is fully charged before use (approx. 3 hours). Check Charging Plate / Pads on the Robot are clean and sitting properly.
3. The latest version of the mobile app is downloaded from the Apple or Android store.
4. You connect to your secured home WiFi (2.4 GHz) network.

A quick set up video of this can be found on the app. If this still does not work, please contact the Electrolux consumer contact center (1800 365 305) which can be found on the mobile app, website or instruction manual.