Neato Troubleshooting and Maintenance Sheet for Botvac Connected

Botvac Connected not charging

If your Neato is not charging, please follow the steps below.

• Please make sure there is power to the power outlet the charge base is plugged into. Sometimes your power may be off with a light switch.
• Clean the two charge bars with a dry cloth and make sure they are clear.
• Make sure the cable that is connected to the back of the charge base is completely pushed in.
• Try another power outlet or connect your charge base directly to the wall and not the power strip to see if the Neato charges.
• Please wait. It may take Neato up to a minute to display anything on the screen or the lights around the buttons. If no activity, click on the home button to start and make sure the on/off switch is in the on position inside the Dust Bin.

Please press OK to continue with number code

• Located on top of your Neato inside of the round turret there are two lenses. These lenses are how your Neato maps out a room.
• Use a Q-tip to spin the turret under the cover 5 times to the left and 5 times to the right. Please do not stick the Q-tip inside of the lenses!
• Please take a can of compressed air and clean the lenses with short quick bursts at least 15 centimeters away.
• Next, while your Neato is off the charge base, try Power Cycling your Neato by pressing and holding the start button for 30 seconds. The lights on the Neato will now turn off. Please wait up to a minute for Neato to turn on.

Please Clear my Path with number code

• This error may be a number of things including your Neato needing to be cleaned and maintained (see back side or next page), or it may be the environment in your house.
• Please make sure your Neato is free from any location if it was stuck or if anything was stuck in the wheels or brush.
• Make sure there is nothing preventing the robot from moving forward (e.g., obstacles, it is tangled in cords, robot is not flat on floor)
• Make sure nothing in the environment has changed since the robot started cleaning (e.g., furniture moved, robot moved to different room)
• Make sure the screen sticker that came with the robot has been completely removed.
• If the error persists, while Neato is away from the Charge Base please try Power Cycling your Neato by pressing and holding the start button for 30 seconds. The lights on the Neato will now turn off. Please wait up to a minute for Neato to turn on.

Connecting Your Neato Robot

Follow these quick steps to get your Neato Connected robot set up and connected. By doing so, you get access to an extended set of features via the Neato app on your smartphone or tablet.

• Follow the steps in the quick start guide to set up and charge your robot.
• You will need 2 additional items for connecting your robot:
  • Your smartphone or tablet
  • The name and password for your 2.4 Ghz Wi-Fi network
• Download the Neato app to your smartphone or tablet from
• Open the Neato app and create a Neato account. You will also need to verify your account via the email sent to your inbox after creating your account.
• Follow the steps in the Neato app to CONNECT YOUR ROBOT During this step, the Neato app will guide you through connecting your robot

Issues still?

• Watch the How-To Video for connecting your Neato Robot at www.NeatoRobotics.com/Support
• If you have tried at least 1 time to connect your robot, before you repeat the process, you need to REMOVE NETWORKS:
  • Use the Control Panel on your robot (LCD screen and buttons) and select MENU/SUPPORT/WIFI/Remove Networks
  • Try the CONNECT YOUR ROBOT process again in the Neato app and see if the robot connects. Sometimes you need to do this a few times for the connection to be successful.

If you still are having issues, please contact Neato Customer Care, Email us at connectedsupport@neatorobotics.com, Call us at the phone number below or Chat with us at www.NeatoRobotics.com and we will assist you. We also have some helpful videos at https://neatorobotics.com/how-to/videos/

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Your Robot Needs Regular Maintenance for Optimal Performance

Filters

- Filters should be cleaned on a regular basis and replaced every 1-2 months. After every cleaning, empty the dirt bin and tap your filter against the side of a trash bin to release the dirt and debris from the filter.

- Using Neato’s cleaning tool, swipe the comb over the pleats of the Neato High-Performance Filter and brush away debris into a trash bin. If you have a Standard Filter or Ultra Performance Filter, you can gently brush the filter with the comb’s teeth to remove debris from the filter material. (If you do not have a cleaning tool, you can carefully use a toothpick instead.)

- After every few cleanings, you may want to use a handheld vacuum to remove the dirt from the filter.

- Do not clean the filter with water or soap. This will reduce the performance of the filter.

Brushes

Clean your brush frequently to reduce build-up of any debris, hair, etc.

- Remove the brush from your Neato robot.

- Using the safety cutting blade on the cleaning tool, cut any debris (hair or fiber) that is tangled around the brush. Align the cleaning tool’s safety cutting blade between the brush blades with the safety cutting blade under the hair and fiber. Push the tool away from you along the length of the brush to cut the hair and fiber. Then, use the comb to pull the excess debris off of the brush.

- If you do not have a cleaning tool, you can carefully use scissors to cut any wound up debris by placing the scissors between the blades.

Batteries

By following a few simple rules, you can help extend the life of your robot’s battery.

- Keep Neato on its charge base when not in use – out of sunlight and heat, and on a flat surface.

- Charge as soon as possible after discharging the battery.

- Going on vacation for an extended period? Charge the Neato fully and remove from charge base. Next, turn off the on/off switch inside the dust bin area. When you want to use your Neato robot again, turn the switch on and place on the charge base. After fully charged you are able to run your Neato.

- Some types of batteries naturally degrade over time. Depending on usage of your Neato robot vacuum, at some point you may notice that your robot’s runtime is shorter. If this happens, it may be time for new batteries. To purchase any Genuine Neato accessories such as batteries, filters and brushes, please visit www.neatorobotics.com/where-to-buy for a list of our certified resellers in your region.

Be sure to use Genuine Neato accessories. Using unauthorized 3rd party accessories may void your warranty.