Pure Clean

Troubleshooting Guide

Model: **PUCRC25**



Q: I am having trouble with short run time

Make sure the battery is fully charged with the power switch set to the “ON” position. The robot vacuum only charges when set to the “ON” position (average charge time, about ~4 hours). The product will run between 50 - 70 mins on a full charge (optimum performance run-time is achieved on hard-floor surfaces).

Q: The unit won’t start up when the power button is pressed

The robot vacuum battery must be charged to full capacity upon initial use -- ensure you charge the battery for at least a full 4 hours with the power switch flipped to the “ON” position. Please check the position of the on/off switch during the charge process.

Q: My unit is having trouble running on carpet

Thick bristle and long-stranded carpet types (including wool and shag rugs) are too thick for the motorized wheels to maintain proper traction. The product is best suited for hard-floor surfaces (like wood, tile and low/hard carpet). Thicker carpets/rugs will require additional passes for proper cleaning.

Q: My unit is less effective at picking up debris

Check to see if the dustbin is at full capacity -- then empty so the vacuum port is free from debris.

Q: I am having trouble with my unit getting stuck

Make sure the room is free from robot vacuum obstacles such as loose wires and cables, shoe laces and other clutter. Then, check to see if the bumper sensor is clean and free from debris or it can result in undesired stall.

Q: My robot is going in circles or spiraling unusually

Hair caught in the wheel axels can cause unwanted friction. Check the underside of the robot vacuum and free the unit from any tangled debris or loose hair. If this is the case, gently remove or cut-away the stuck debris.

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