BC

bObsweep

PHOENIX ™
OWNER'S MANUAL

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Phoenix™

OWNER'S MANUAL

Congratulations!

Congratulations on your new intelligent floor cleaner! Phoenix is now at your service. To see Phoenix at his best, please read the Quick Start Guide and this manual thoroughly.

Welcome to the Bobsweep family and Happy Sweeping!

If you have any questions or concerns, feel free to contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

Business Hours:
- Monday – Friday, 9 a.m. – 5 p.m. Pacific Time

Table of Contents

Important Safety Instructions

- Power Phoenix OFF and remove him from a power source when you are not using him and before conducting maintenance.

- Phoenix is not intended for use by persons (including children) with reduced physical or mental capabilities, or lack of experience and knowledge, unless under the close supervision of a person responsible for their safety.

- Leaks from the battery cells can occur under extreme usage or temperature conditions. If the liquid gets on the skin, wash quickly with water. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes, and seek medical attention.

- Phoenix is composed of electronic components that in rare and unintended cases can cause hazards of heating, fire, and other malfunctions. Furthermore, because Phoenix is capable of autonomous movement, his use poses the risk of collision with property, pets, and persons. Unintended removal of articles — such as small valuables, jewelry, or hair of persons or pets lying on the floor — may also occur.

- If Phoenix or his charging station has been damaged in any way, do not operate them. Contact our support team for further assistance.

- Do not handle Phoenix or his charging station with wet hands; use only on dry surfaces.

- Do not pull or carry the charging station by the cord, close a door on the cord, or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces. To unplug the cord, grasp the plug, not the cord.

- Do not expose Phoenix's SLAM LiDAR to direct sun light or infrared light.

- Do not let Phoenix drop. The impact from a drop can damage the SLAM LiDAR.

- Do not look directly into the rotating transmitting part (laser) of the SLAM LiDAR.

- For your safety, do not insert tools, fingers, or other items into the rotating part of the SLAM LiDAR.

- Do not attempt to open the charging station. Repairs on the station should only be carried out by our qualified technicians.

- With the exception of the wet mop attachment, do not immerse any part of Phoenix into water or other liquids.

- Do not mutilate or incinerate the battery, as it will explode at high temperatures.

- Do not use Phoenix outdoors.

- Do not store Phoenix in a car.

- Do not expose Phoenix or his charging station to temperatures higher than 113° F (45° C), moisture, or humidity.

- Do not dispose of your battery in fire. Old batteries should be recycled safely through your local recycler.

- Do not let Phoenix pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.

- Do not use a broken or damaged adapter.

Declaration of Conformity

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warranty

Every Phoenix purchased from an authorized seller comes with our warranty coverage:

- 60-Day Money Back Guarantee
- 2-Year Standard Warranty
- 5-Year Subsidized Repair Plan
- Lifetime of Customer Service

To claim your warranty, register your bot at www.bobsweep.com/warranties.

Contact Us

If you have any questions or concerns, please contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

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Additional troubleshooting information and how-to guides can be found on the bObsweep app and at www.bobsweep.com/support.

Box Contents

Phoenix
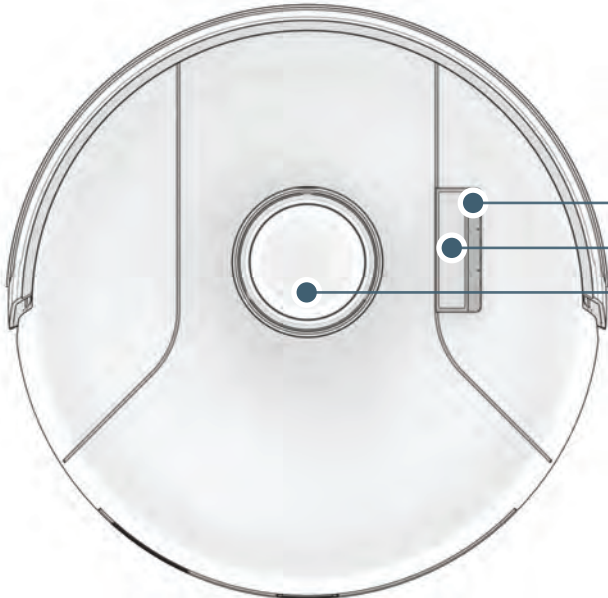
Charging Adapter

Charging Station
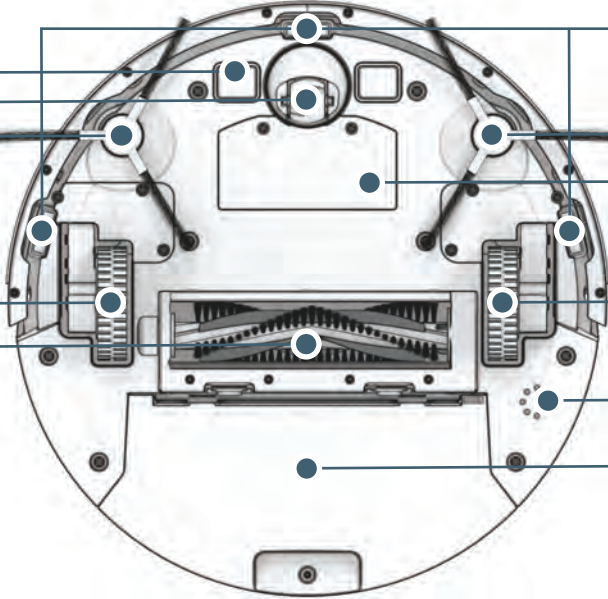
Cleaning Tool

Side Brushes (4)

Filters (2)

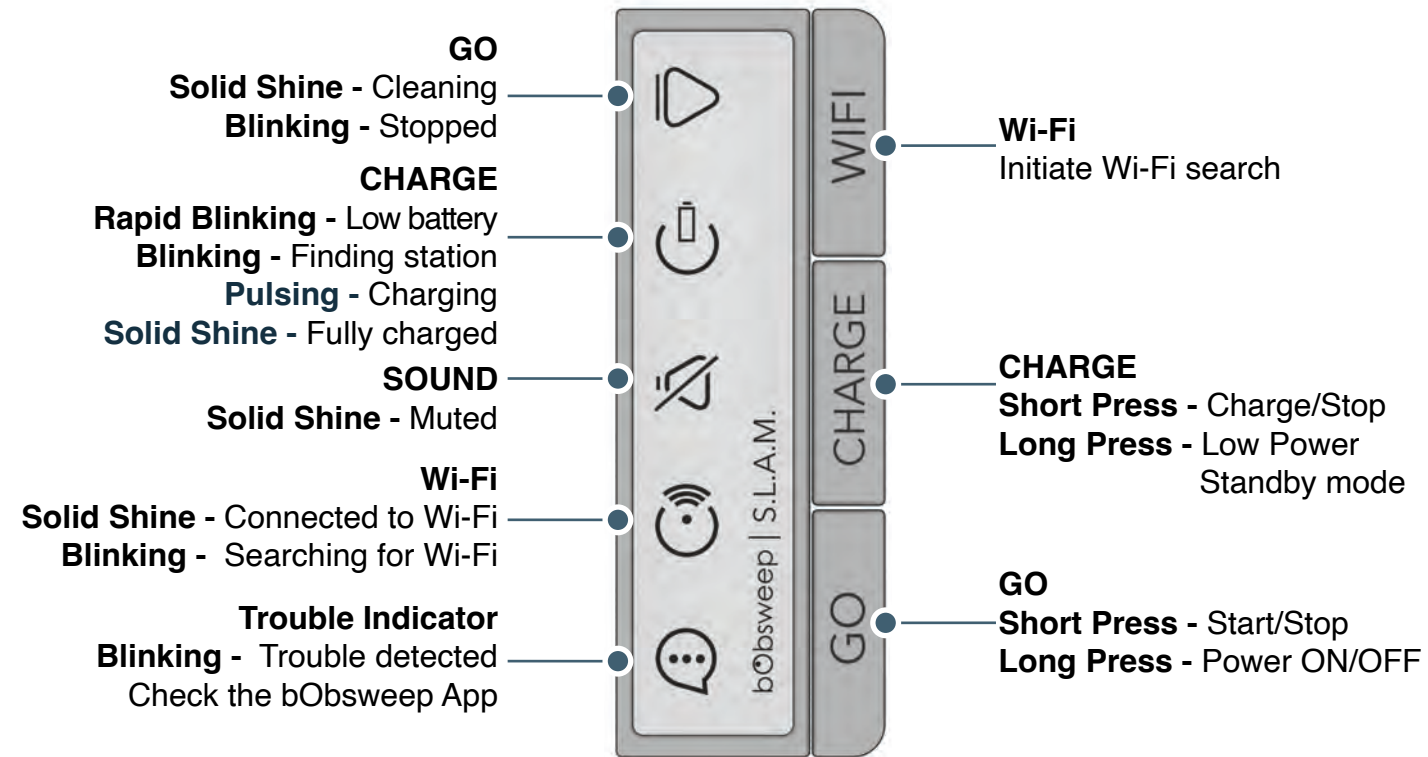# Anatomy

Top View

Buttons

Display Screen

SLAM LiDAR

Bottom View

Charging Plates
Front Wheel
Left Side Brush

Edge Sensors

Right Side Brush

Battery

Left Wheel
Main Brush

Right Wheel

Speaker

Dustbin

Display Screen and Buttons

GO
Solid Shine - Cleaning
Blinking - Stopped

CHARGE
Rapid Blinking - Low battery
Blinking - Finding station
Pulsing - Charging
Solid Shine - Fully charged

SOUND
Solid Shine - Muted

Wi-Fi
Solid Shine - Connected to Wi-Fi
Blinking - Searching for Wi-Fi

Trouble Indicator
Blinking - Trouble detected
Check the bObsweep App

bObsweep | S.L.A.M.

WIFI

CHARGE

GO

Wi-Fi
Initiate Wi-Fi search

CHARGE
Short Press - Charge/Stop
Long Press - Low Power
Standby mode

GO
Short Press - Start/Stop
Long Press - Power ON/OFF

Charging Station

Inlet
Charging Nodes

Who is Phoenix?

Phoenix is an autonomous robotic vacuum cleaner, at your service! Connect Phoenix to Wi-Fi and use the bObsweep app to schedule a customized cleaning plan for Phoenix to clean your home, your way.

Navigating Difficult Obstacles
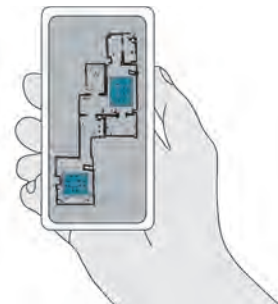
How does Phoenix find his way around?

Phoenix uses laser vision, a network of sensors, and a state-of-the-art mapping and localizing technology to detect walls, furniture, and obstacles.

As Phoenix cleans, he simultaneously creates a map of the areas he is able to access and clean. Areas where furniture and small items are found are marked on the map. View the map by clicking the Map Icon on the bObsweep App, and customize it as desired.

Using the map, and app's customization capabilities, Phoenix efficiently cleans your home over the course of a full cycle; just check his map and his dustbin for the evidence!

Edit the Map on the bObsweep app and:

- Optimize your map by Dividing or Connecting the rooms Phoenix has identified.
- Name the rooms on the map by Labeling them.
- Define Phoenix's boundaries by drawing NoSweep Zones in areas where Phoenix should not enter.

Unique Furniture

Specialty furniture, such as stools with circular bases, may confuse Phoenix momentarily — or he may get stuck on a ledge for a few minutes, and then decide to clean somewhere else. As long as Phoenix does not display a trouble message, let him continue cleaning and find his own way around. Take note of the areas Phoenix finds most challenging and, if possible, adjust furniture accordingly, or draw NoSweep zones on the bObsweep app in those areas.

Dark-Colored Carpet

If Phoenix repeatedly backs up or displays a trouble message while cleaning a dark carpet, deactivate the edge sensors.
To deactivate them, open the bObsweep app and disable edge detection under Cleaning Preferences in Settings ⚙.
Just remember that while Phoenix's edge sensors are deactivated, <u>he will not be able to detect edges or stairs</u> and will fall off the edge if he gets close to one! Draw a NoSweep line near the edge of the stairs to keep him out of danger.

Shag Carpet

Phoenix's main brush is not designed to clean shag carpet or rugs with long fibers and fringes. If you'd like Phoenix to clean shag carpet or long-fibered rugs, you may remove his main brush and allow him to vacuum without it. Otherwise, draw NoSweep zones around the rug (or its fringes), to keep Phoenix out of tourble areas.

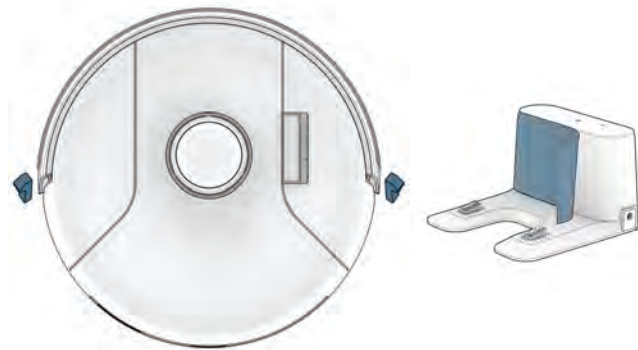## Step 1: Install Phoenix's Side Brushes

Install Phoenix's side brushes to help him reach the corners and edges of rooms.
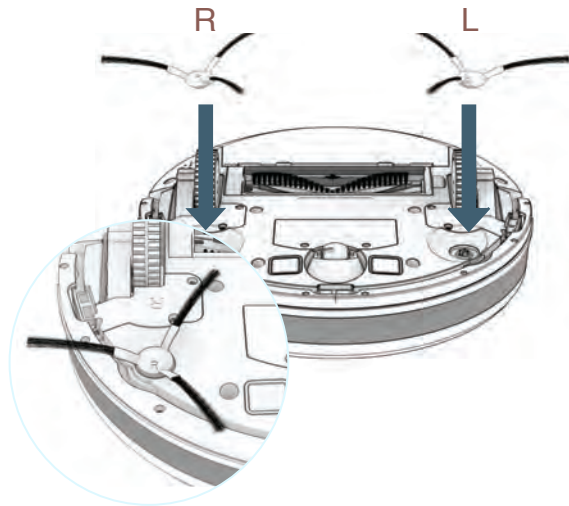
Parts You'll Need:

 Left and Right Side Brushes

Before Starting

Remove the protective pieces from Phoenix's bumper and charging station.

Place the left (L) and right (R) side brush over the empty socket on Phoenix. Press down to lock onto Phoenix.
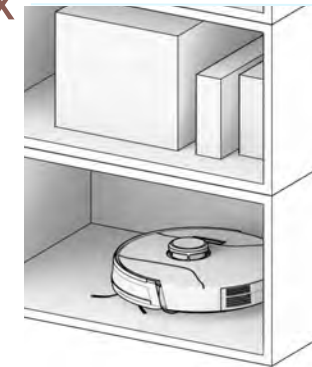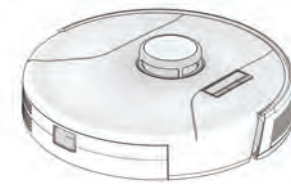

R   L

Step 2: Power Phoenix ON

Press and hold the GO button until the screen lights up.

If you are not going to use Phoenix for a while, you can place him on Low Power Standby mode (LPS mode). To do so, place Phoenix on his charging station. Press and hold the CHARGE button on Phoenix for 5 seconds. You'll hear "low power mode", confirming Phoenix is in LPS mode. To exit this mode, press GO on Phoenix while he's on the charging station, or remove him from

Storing Phoenix

If you are not using Phoenix for an extended period of time (over a month), power him OFF, remove his battery, and unplug his charging station. Store everything in a dry room, away from direct sunlight or extreme temperature.

Important Note: In this mode, Phoenix is offline and the bObsweep App is not able to connect to Phoenix. Furthermore, any scheduled cleaning will be paused.

Step 3: Charge Phoenix

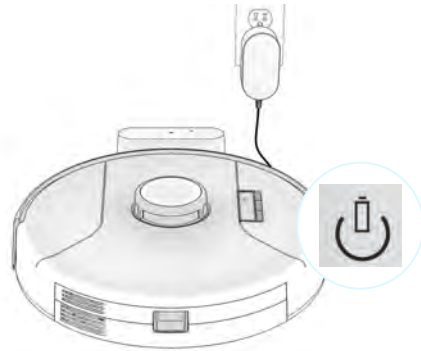Place Phoenix on his station and allow him to charge completely.

Parts You'll Need:

Charging Adapter

Charging Station
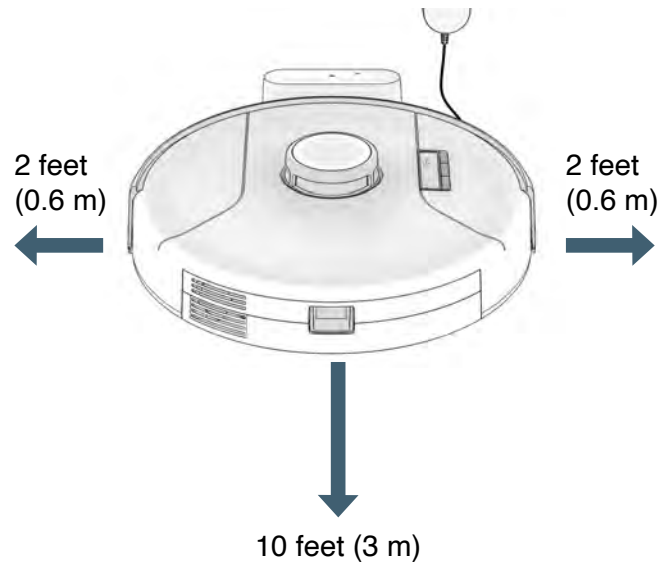
Charging Indicator

Phoenix returns to his charging station after cleaning. To help Phoenix return to his home, place the charging station on a hard, flat surface, away from edges and stairs, with plenty of room around it.

Low Battery: ⏻ blinks rapidly.
Finding Station: ⏻ blinks.
Charging: ⏻ pulses.
Fully Charged: ⏻ shines white.

2 feet (0.6 m)

2 feet (0.6 m)

10 feet (3 m)

Step 4: Download the bObsweep App

Connect Phoenix to Wi-Fi to gain access to Phoenix's full suite of features and important software updates. Follow the instructions on the app to connect to Amazon Alexa or Google Home devices.

Items You'll Need:

Smart Phone

Wi-Fi Connection
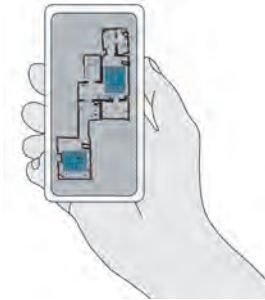
NoSweep™ Zones

Open the bObsweep App, create your account, and follow instructions to connect your bot.

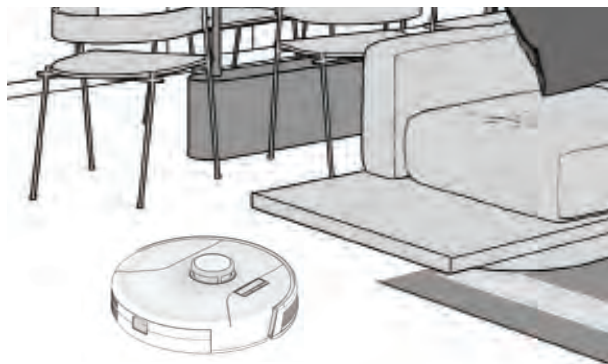Shiny surfaces, cluttered areas, and some uniquely shaped furniture can be hard to navigate. Draw NoSweep zones on the bObsweep App.

Step 5: Let Phoenix Sweep!

Phoenix is now ready to sweep! Clear away any clutter or wires and press the GO button.

Lifting & Moving

Do not pick up Phoenix while cleaning to avoid distorting his map.

It's also best not to change the location of Phoenix's charging station after he's done mapping the house.

Equipped with Room-to-Room™ and CAIT™ technology, Phoenix automatically explores, and cleans your home in straight lines, avoiding furniture and obstacles along his path. For best results, remove any clutter before Phoenix starts his work.

App Controls

For step-by-step video guides of Phoenix's app tutorials, visit: bObsweep.com/phoenix-support.

Home
Add multiple Bots, and access digital versions of Quick Start Guide and Owner's Manual on the Home page of the bObsweep app.

Control
Setup cleaning schedules, send Phoenix to clean or charge, modify his settings, view or customize his map, review his cleanin history, or send him for a quick clean on the Control page of the bObsweep app.

Shop
Shop for parts, accessories, and extended warranty coverage plans on the Shop page of the bObsweep app.

Charge/Stop · Start/Pause

Account Menu · Bot status · Bot name · Battery status · Map · Schedule · Settings · History · Quick clean · App Menu

Maintenance

Part	Maintenance Frequency	Replacement Frequency
Dustbin	Daily	
Filter	Weekly	Every 6 months
Brushes	Weekly	Every 12 months
Sensors	Weekly	
Front Wheel	Weekly	
Battery		Every 24 months

Quick Tips: Clear debris out of nooks and crannies around the brushes and wheels.
Use tweezers to remove congestion from the brush ends and main and side brush compartments on Phoenix.
Use scissors or cleaning tool to cut hair wrapped around the brushes.
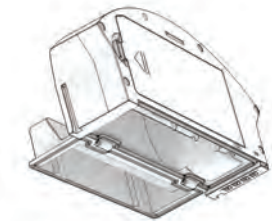
Maintenance

Dustbin and Filters
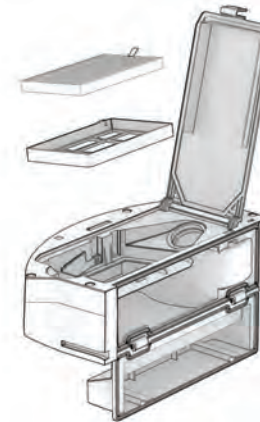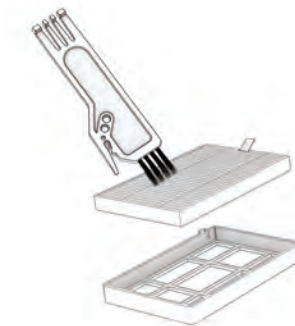
1. Remove the dustbin
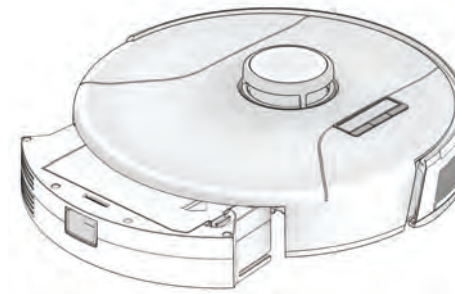
2. Open the dustbin and dump its contents.

3. Open the filter container and remove debris.

4. Remove and dust the filters.
Wipe the dustbin, and ensure it's dry before putting it back together.

Brushes

1. Pull up to remove the side brushes.
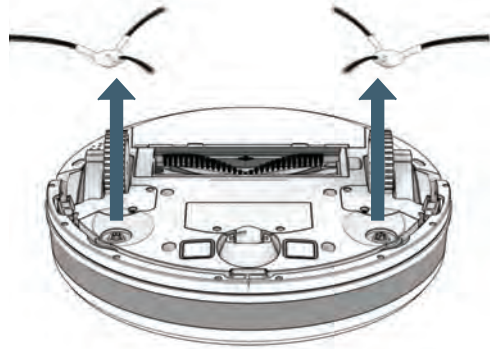
2. Remove debris from the brushes and brush sockets.
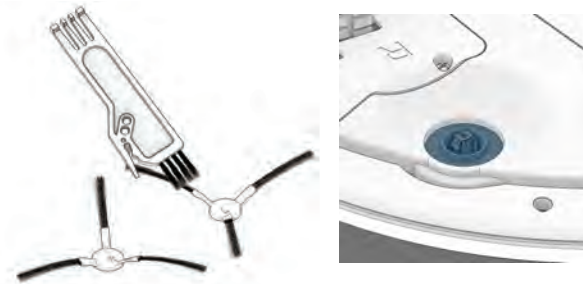
3. Pinch the tabs on the main brush gate and lift.
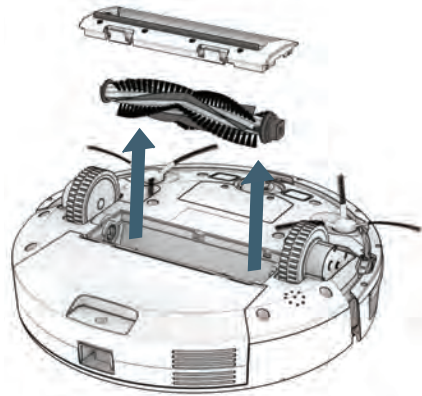
4. Clean the main brush and all its components, including the brush gate and brush compartment.
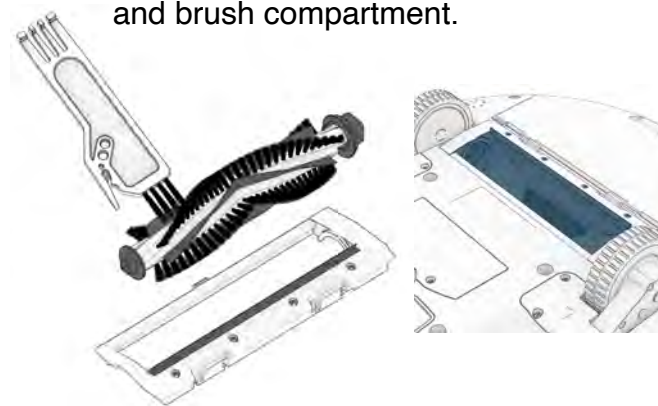
Sensors

Use a soft cotton cloth to wipe the sensors.

1. Wipe the edge and wall sensors.
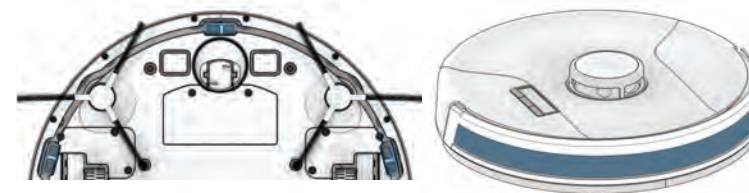
2. Wipe the charging plates on Phoenix and the charging nodes on his station.

3. Wipe the metal connectors on the dustbin and wet mop attachment.
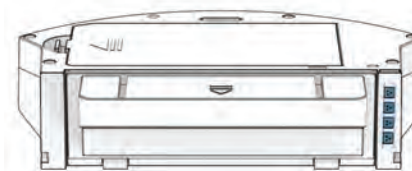
4. Wipe the top and the area around the SLAM LiDAR.
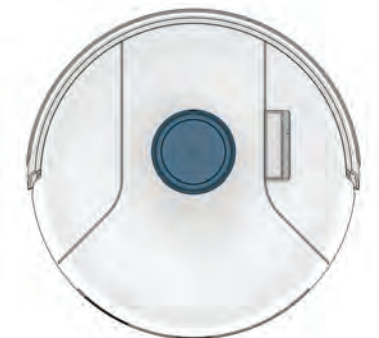
Important Note: Phoenix's SLAM LiDAR is a sensitive sensor. Do not apply force, insert objects, or adjust the SLAM LiDAR. Do not sit or place items on top of Phoenix.

Front Wheel

1. Using a flat head screwdriver for leverage, grip the wheel firmly and pull.
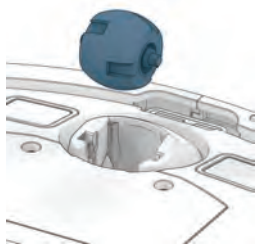
2. Once the wheel is removed, use the screwdriver to pry out the wheel assembly.

3. Clean the wheel and all its components, including the assembly and wheel socket.
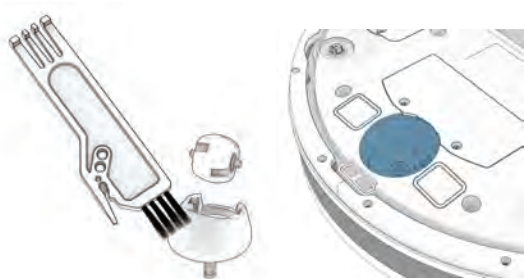
4. Replace both parts when done. Push down to lock them into place.
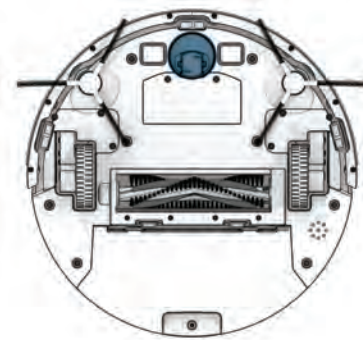
Battery

Important Note: Power OFF Phoenix before replacing the battery. Press and hold the GO button.

1. Use a Phillips head screwdriver to open the battery compartment.

2. Unplug the old battery and plug in your new one.

3. Slide the new battery into Phoenix.

Troubleshooting

Whenever Phoenix runs into trouble, he will stop and his trouble indicator will blink. Check the bObsweep app for trouble details.

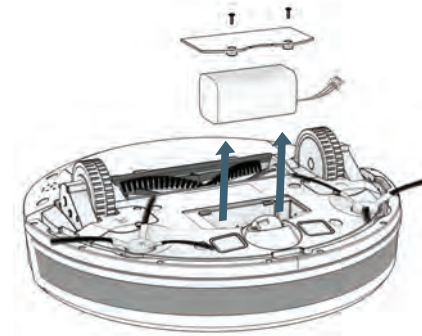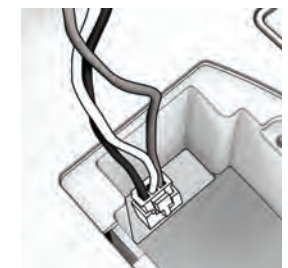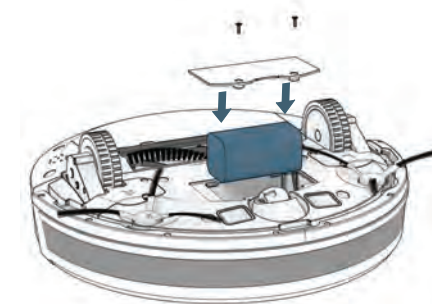| Trouble	Solution
Battery	Low or disconnected battery. Check connection. Reset, and charge Phoenix.
Left/Right Wheel	Left/Right wheel is jammed. Check for obstruction and clean.
Main Brush	Main brush is jammed. Remove and clean.
Side Brushes	Side brushes are jammed. Remove and clean.
Dustbin	Dustbin (or Mop attachment) is disconnected or contact points are dirty. Clean contact points and reinsert. Vacuum Motor is jammed. Check for obstruction and clean.
Edge Sensors	Phoenix is stuck near a cliff, is off ground, or the edge sensors are dirty. Move Phoenix to safety, and clean the edge sensors.
Bumper	Bumper is dirty or jammed. Wipe around the bumper; remove any obstruction.
LiDAR Bumper	SLAM LiDAR's bumper is jammed. Check for obstruction and clean.
LiDAR	SLAM LiDAR is not clean/lost visibility. Clean the SLAM LiDAR and move Phoenix away from mirrors/metallic surfaces/walls and to the center of the room.
Charging Station	Can't locate the charging station. Replug the charging station and charge Phoenix.
User Interface	Phoenix's UI/USB port is not responding. Reset Phoenix & ensure the USB port is empty.
Electronic	Electronic component error. Reset Phoenix (Power OFF and back ON).
Stuck	Phoenix is stuck. Clear away obstacles/clutter/wires & reset Phoenix.
Navigation	Phoenix is not able to navigate. Clear away any clutter/wires & reset Phoenix.
Localization	Phoenix can't locate himself on the map. Check map accuracy/erase map to allow Austin to remap.
Settings	Current room settings don't match Phoenix's. Change map settings/schedules.

Home Checkup Test

If Phoenix is not performing as well as he should, you can diagnose the problem with a simple home checkup test.

Putting Phoenix in/out of Checkup mode

To put Phoenix in Checkup mode:
Press and hold the "GO" "CHARGE" and "WI-FI" buttons simultaneously for a few seconds until the bot says: "Home Checkup Mode Activated". In this mode, Phoenix's LiDAR sensor rotates.

To exit the Checkup mode:
Press the "GO" "CHARGE" and "WI-FI" buttons together again. You'll hear "Exiting Home Checkup Mode" and Phoenix's LiDAR sensor stops rotating.

Important Notes:
- During the test, if Phoenix's left idle for over a minute, he'll automatically exit the Home Checkup Test.
- To move among Steps in the Checkup test, press the Wi-Fi button.
- To start / stop the tests in each Step, press the GO button until you hear "Begin Test" and "Stop

Step	Part(s) Tested	Description
1	Battery	After a full charge, test Phoenix's battery.
2	Edge and Wall Sensors	Test edge and wall sensors individually.
3	Charging Station	Test charging sensors individually.
4	Bumpers and Wi-Fi	Test the Wi-Fi module & touch sensors.
5	Motors (wheels, brushes, vacuum)	Test each of Phoenix's motors individually.

For a step-by-step video guide of Phoenix's Home Checkup Test, visit: bObsweep.com/phoenix-support.

Phoenix won't turn on no matter what I do.

If Phoenix is not responding to his buttons, then his battery has likely drained too low for him to operate. Place Phoenix on his charging station and allow him to fully charge. When placing him on the station, leave a small gap between Phoenix and the front of the station to ensure perfect alignment.

I want to access Phoenix's latest features & keep him up-to-date

Check the App Store/Google Play Store and update the bObsweep app to access the latest features released on the bObsweep app.
Check the Settings (bot settings) page on the bObsweep app and update Phoenix's software to access the latest version of Phoenix's operating system.

Phoenix's not picking up as much as he used to.

Phoenix will have trouble cleaning if his dustbin is full, or his main brush is clogged or tangled with hair. Remove Phoenix's main brush and clean it thoroughly from end to end. Empty Phoenix's dustbin, and remove debris from Phoenix's dustbin container and brush compartments to ensure smooth flow of air.

How do I know that Phoenix is fully charged and ready to clean?

When Phoenix is charging, the charging indicator pulses. When Phoenix is fully charged and ready to clean, the charging indicator shines white.

Phoenix's having trouble finding his station.

You may need to relocate Phoenix's station to a more accessible area. Make sure the station is placed in a centralized area against the wall on a hard, flat surface away from stairs or edges, with plenty of space around it.

Can I pick Phoenix up?

Picking up and moving Phoenix during a cleaning session is not recommended, as it can affect his current cleaning cycle/map.

Furthermore, it's best not to relocate Phoenix's charging station once he has mapped his environment.

Does Phoenix work with Google and Alexa devices?

Yes! Phoenix can be connected to Google and Alexa devices.

For more information, visit: bobsweep.com/phoenix-support.

Can I make changes to the map Phoenix made?

Yes. Phoenix's map is fully customizable, and it's recommended that you review the map Phoenix has created and make adjustments/modifications to the map to make it look the way you like Phoenix to see and clean your home. For more information, visit: bObsweep.com/phoenix-support.

Phoenix stopped cleaning and the trouble indicator is flashing.

When Phoenix is in trouble and needs your help, he will stop during a clean cycle and the trouble indicator blinks. Open the bObsweep app and find the trouble details at the top of the Control page.

Is Phoenix recording with his camera?

No. Phoenix does not use a camera to map your home. Instead he uses his SLAM LiDAR sensor to map the layout of your home, he then uses his proprietary software to determine the best cleaning path.

Can I reset Phoenix's map/data?

Yes. To reset Phoenix's map and get Phoenix to create a fresh map of his environment, delete the current map.
This can be acheived by erasing map(s) using the bObsweep App, or performing a hard reset on Phoenix. For more information, visit: bObsweep.com/phoenix-support.

How can I diagnose Phoenix's exact problem?

If Phoenix is not performing as well as he should, you can diagnose the problem with a Home Checkup Test. For more information on how to perform the test, visit: bObsweep.com/phoenix-support.

End User License Agreement

IMPORTANT - READ BEFORE USING. Do not use the robot ("bObsweep") accompanying this license agreement ("Agreement") until you have carefully read and agreed to the following terms and conditions.

By using the bObsweep, you agree to the terms of this End User License Agreement ("EULA") and any amendment or addenda accompanying this Agreement. If you do not agree to the terms of this EULA, you may not use the bObsweep. The bObsweep contains an electronic and software interface that allows you to control or modify its behavior, and remotely monitor its sensors.

THIS IS A LEGAL AGREEMENT. BY ACCESSING AND USING THE PRODUCT AND PRODUCT SOFTWARE, YOU ARE ACCEPTING AND AGREEING TO THIS EULA ON BEHALF OF YOURSELF OR THE ENTITY YOU REPRESENT IN CONNECTION WITH THE ACCESS. YOU REPRESENT AND WARRANT THAT YOU HAVE THE RIGHT, AUTHORITY, AND CAPACITY TO ACCEPT AND AGREE TO THIS EULA ON BEHALF OF YOURSELF OR THE ENTITY YOU REPRESENT. YOU REPRESENT THAT YOU ARE OF SUFFICIENT LEGAL AGE IN YOUR JURISDICTION OR RESIDENCE TO USE OR ACCESS THE PRODUCT SOFTWARE AND TO ENTER INTO THIS EULA. IF YOU DO NOT AGREE WITH ANY OF THE PROVISIONS OF THESE TERMS, YOU SHOULD CEASE USING THE PRODUCT AND PRODUCT SOFTWARE.

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TERMINATION: This Agreement becomes effective on the date you accept this Agreement and will continue until terminated as provided for in this Agreement. You may terminate this Agreement voluntarily at any time. Bobsweep may terminate this Agreement at any time if you are in breach of any of its terms and conditions, and may refuse to license the Bobsweep Software or the bObsweep to you after termination. Upon termination by either party, you will immediately return to Bobsweep or destroy the Bobsweep Software and the bObsweep and all your copies thereof. Articles 5 and 7 through 17 of this Agreement shall survive such termination. U.S. GOVERNMENT RESTRICTED RIGHTS: The Bobsweep Software and the bObsweep are provided with "RESTRICTED RIGHTS." Use, duplication or disclosure by the Government is subject to restrictions set forth in FAR52.227-14 and DFAR252.227-7013 et seq. or its successor. Use of the Bobsweep Software or the bObsweep by the Government constitutes acknowledgment of Bobsweep's rights in them.

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INTERPRETATION PROVISION: The provisions of this Agreement are severable. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable. Any law or regulation which provides that the language of a contract shall be construed against the drafter shall not apply to this Agreement.

INTEGRATION: This Agreement represents the complete agreement concerning the subject matter hereof, and any and all understandings, conversations and communications, proposals, and counterproposals, oral and written (including any draft of this Agreement) are merged into and superseded by this Agreement and shall be of no force or effect, except as expressly provided herein. No such understandings, conversations, communications, proposals, counterproposals or drafts shall be referred to in any proceeding concerning this Agreement. Further, no understanding contained in this Agreement shall be modified, altered or amended, except by a writing signed by the party against whom enforcement is sought.

ARBITRATION: All disputes relating to this Agreement (excepting any dispute relating to intellectual property rights) shall be subject to final and binding arbitration, with the losing party paying all costs of arbitration. Any arbitration relating to this Agreement shall be held in California, under the auspices of an arbiter selected by Bobsweep. Any litigation relating to this Agreement shall be subject to exclusive venue and jurisdiction in the federal and state courts of California, with the losing party responsible for costs, including without limitation, court costs and reasonable attorneys fees and expenses.

APPLICABLE LAWS: Any claim arising under or relating to this Agreement shall be governed by the internal substantive laws of the Commonwealth of California, without regard to its principles of conflict of laws. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.