

WYBOT S1 FAQs

Questions	Reasons	Solution
Indicator light on charger stays green	finish charging or internal driving kit of the machine defective	Unplug the charger or change a new driving kit/machine
No indicator light on charger	charger or indicator light defective	Change a new charger
The Cleaner is not turning on. The switch does not pop back up.	Power on button is stuck	Take the filter box out and toggle the clear-plastic lever inside the switch or change a new machine
Insufficient working time	Insufficient power or battery defective	recharge or change a new driving kit or machine
The robot keep floating	The filter basket block or the air enter the machine when cleaning the walls.	Clean the filter basket or free air before putting the cleaner underwater.
Robot can not climb the wall	The filter basket block or not install the foam pads	Clean the filter basket or install the foam pads
Robot get stuck in the stairs/drain	The firmware is not been updated or not install the foam pads	Update the firmware and install the foam pads
The rubber bottom and the plastic plug cap is stripped	Crushed or bent during transport	Soak the rubber sheet in hot water or press it with a heavy object.
Hook broken	Machine is overweight after taking out of pool	Change a new hook
The filter basket broken	Installation error or excessive force	Change a new filter basket
Not cover the whole pool	Insufficient working time	Running the machine more times
Does not work after sometime using	The charger or the driving kit defective	Change a new charger or a new driving kit or a new machine
App is difficult to use	App not been update or App with erro	Update the latest version App or send the erro info to customer service center for help
Can not use the App on Android phone	Does not down loaded the correct version App or the Bluetooth and wifi permissions are not turned on on the phone.Or Phone not support to use the App.	Down loaded the correct version app ad open the Bluetooth and wifi permissions
Lost signal underwater	The app can not connect in underwater	Operate the App after taking the robot out from the water
After running for a period of time, it will automatically shut down; it cannot be maintained for more than 10-15 minutes.	The button stuck or the driving kit/Battery defective	Take the filter box out and toggle the clear-plastic lever inside the switch or change a new machine
Cleaning effect not well	Dirt too small to collect in the machine	Add cotton balls in the filter basket.
Haven't been able to contact the supplier	Lack of staffing during peak season the customer can not response	Contact the customer service via Amazon message center or call our

	within 24 hours	support phone number
Unable to climb the slope at the deeper end	App does not receive commands	Calibrate the sensor. Please place the machine horizontally on the ground, turn on the machine, and connect the device via the app.