

PHILIPS

XU2100



Welcome,
Get started!



home.id/welcome



Registration
and Benefits



Download app



Quick start



Digital manual

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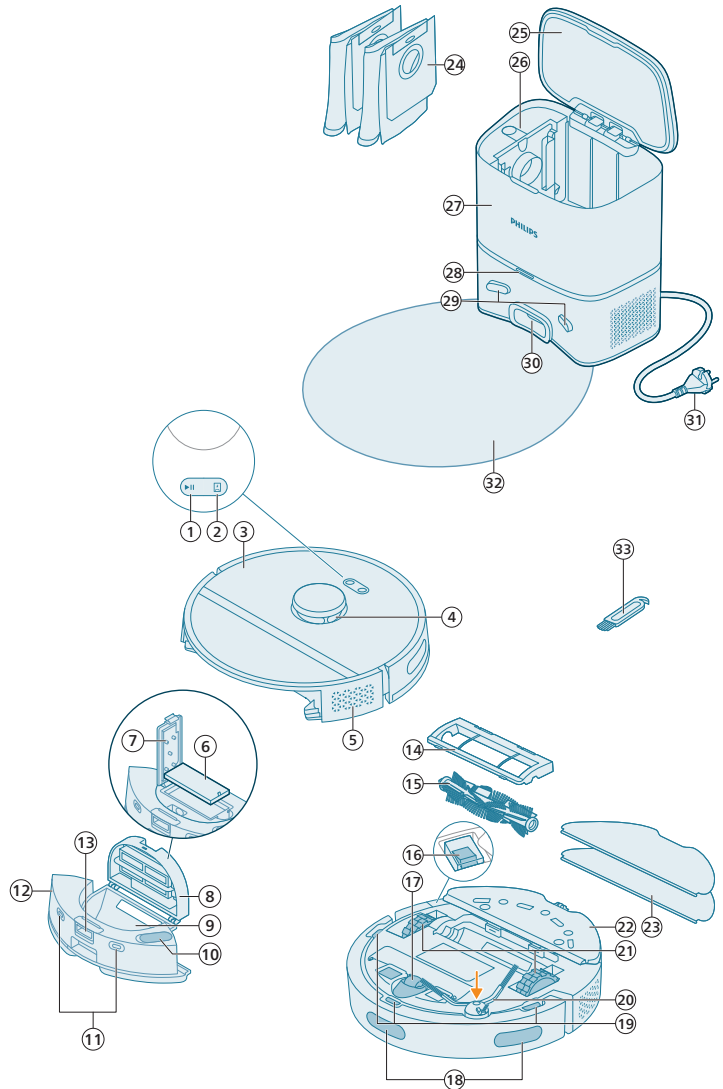
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Introduction

Congratulations on your purchase of a Philips HomeRun 2000 Series Robot vacuum cleaner! To get the most out of your robot and access all the advanced functions you can download and install the Philips HomeRun robot app. You can also find support videos and frequently asked questions in the app or visit www.philips.com/homerun2000.

Read the separate safety booklet carefully before you use the robot for the first time and save it for future reference.

Product overview



- 1 Start/stop button
- 2 Home button
- 3 Top cover
- 4 360° laser navigation (LiDAR)
- 5 Air outlet
- 6 Washable filter

- 7 Lid of the washable filter
- 8 Dust bin lid
- 9 Dust bin
- 10 Water inlet
- 11 Charging contact points (robot)
- 12 Water tank
- 13 Release button of the water tank
- 14 Brush cover
- 15 Main brush
- 16 Power on/off switch
- 17 Front caster wheel
- 18 Sensor to avoid cliff and wall
- 19 Anti-drop sensor (3x)
- 20 Side brush
- 21 Main wheels
- 22 Mop pad holder
- 23 Washable mop pad (2x)
- 24 Dust bag (2x)
- 25 Canister lid
- 26 Dust bag compartment
- 27 Auto-Empty station
- 28 Indicator light
- 29 Charging contact points (station)
- 30 Auto-Empty inlet
- 31 Power cord socket
- 32 Placemat
- 33 Brush cleaning tool

Before first use

- 1 Take the appliance out of the box and remove all packaging.
- 2 Remove the protection covers.
- 3 If you see any sign of visible damage, go to **www.philips.com/support** or contact the Consumer Care Center in your country.

Preparing for use

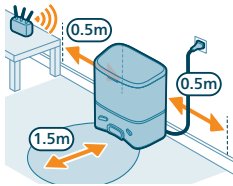
Tips for choosing the best location for installing the station:

- Do not place the station in bright sunlight or under furniture. This will block the infrared signal that helps the robot find its way back to the station.
- Install the station on a level surface against a wall.
- Install the station on a hard floor.
- Do not place the station near stairs or a heating source (radiator).
- Install in a location with good WiFi coverage.

Install the station

- 1 Install the station within the correct dimensions for placement.

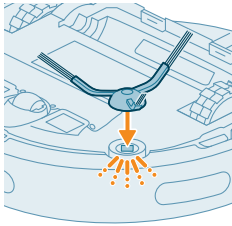
i Note: Keep 0.5 meters of space on the sides of the station and 1.5 meters in front of the station.



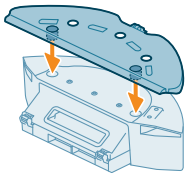
- 2 Connect the station to the power supply.
- 3 Make sure that the remaining part of the power cable is well concealed behind the station so that the robot cannot drive over it.
- 4 Place the dust bag in the dust bag compartment of the station.

Install the mop pad holder, washable mop pad, and the side brush

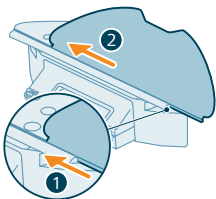
- 1 Attach the side brush by clicking it into the correct position on the bottom of the robot.



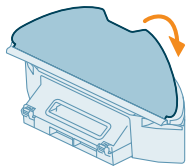
- 2 Attach the mop pad holder to the bottom of the water tank of the robot.



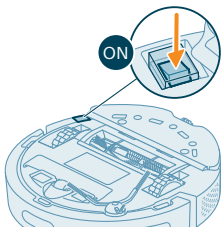
- 3 Slide the straight side of the washable mop pad in the correct slot of the mop pad holder.



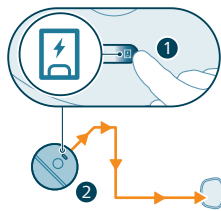
- 4 Attach the washable mop pad to the velcro material of the mop pad holder.



Charging the robot

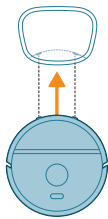


- 1 Press the on/off switch on the bottom of the robot to switch on the robot.
- 2 Turn the robot to its correct position and put the robot on the floor in front of the station.
- 3 Make sure that the station is connected to the wall socket.

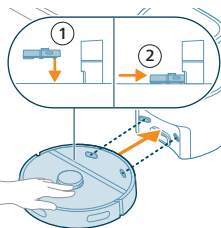


- 4 Press the home button. The robot drives to the correct position in the station.
- 5 Wait until the robot is fully charged.

If the battery is empty, the robot will not drive itself to the correct position. In this case, follow the next steps:



- 1 Turn the robot to its correct position and put the robot on the floor in front of the station. The water tank should be facing the station.
- 2 Align the charging contact points on the water tank of the robot with the charging contact points on the station.



- 3 Push the robot against the station so that the charging contacts of the robot make contact with the charging contacts of the station.

i Note: Make sure that the robot is in its correct position and starts to charge. The lights in the two buttons on top of the robot flash slowly. If the battery is empty, it may take a while before the robot indicates that it is charging.

i Attention: Even if you charge the robot for the first time, the station will start vacuuming the robot empty. This is not an error, but is part of the normal charging procedure.

- 4 Wait until the robot is fully charged.

i Note: Make sure the robot is fully charged before you use it for the first time.

i Note: The white LED on the station also lights up to indicate that the robot is charging.

Download the app, register, and connect to Wi-Fi

App content

You can operate the robot with the Philips HomeRun robot app. The app allows you to manage your robot and offers help and support:

- 1 How-to-use videos.
- 2 Full user manual.
- 3 FAQs.
- 4 Contact Consumer Care.
- 5 Create a map of your home.
- 6 Select which rooms to clean.
- 7 Choose between different cleaning modes and settings for each room.
- 8 View the status of the cleaning run in real time and see the battery level.
- 9 Receive notifications and alerts.
- 10 Schedule a cleaning run.
- 11 See the maintenance status and find replacement parts.

Downloading the app

- 1 Scan the QR code on the left or on the packaging of the robot to download the Philips HomeRun robot app.

Or:

Search for 'Philips HomeRun robot app' in the Apple App Store or one of the Android App Stores.

- 2 Download and install the app.
- 3 Follow the instructions in the app.



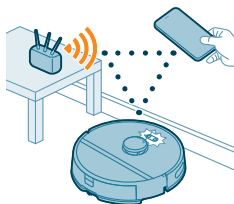
Registering a personal account

You can register a personal account and benefit from the following advantages:

- Control the robot from more than one device, e.g. a smart phone and tablet, or add multiple users in the household.
- Save back-up of important data like customized cleaning plans for your home.

i Note: If you change your phone and you don't have an account, then you'll lose all customized cleaning plans.

i Important: Philips values and respects your privacy. A link to our privacy notice can be found in the app before registering.



Setting up the Wi-Fi connection

i Before you begin: make sure that the robot and your mobile device have good Wi-Fi coverage.

- 1 Press the 'Add robot' button in the app and follow the instructions.
- 2 Pair the robot with the WiFi in the app. Make sure that you have your WiFi password at hand.

- 3 Press and hold the start/stop button and home button at the same time for three seconds. The lights in the buttons will flash orange to indicate that the robot is in Wi-Fi set-up mode.

- 4 Click the join button if it's visible in the app to connect with the '**Philips robot**' network.

i Note: If the join button is not visible in the app, leave the app and go to WiFi under 'Settings' on your mobile device. There you can select the '**Philips robot**' network and connect to it.

i Note: Your robot can connect to both 2.4GHz and 5GHz frequency WiFi bands.



If the Wi-Fi pairing fails:

- Check your Wi-Fi connection.
- Check if you selected the correct model.
- Check if you entered the correct Wi-Fi password.
- Check if the robot is still in Wi-Fi set-up mode.

i Note: You can recognize this if the lights in the two buttons on the robot are still flashing orange.

i Note: If you are unable to solve the problem, visit www.philips.com/homerun2000 for support information and the contact details of Consumer Care.

Audible signals

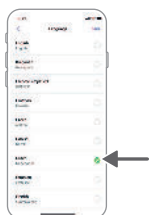


- The voice alert language of the robot can be changed from English to your local language. To change the language, download the app and connect the robot with the Wi-Fi, so that it can download the new language.
- The app will give alerts and reminders if the robot needs attention. This way you'll be fully informed on the real-time status even if the robot cleans while you're away.

Set the language of the voice alerts

i You can set the language of the voice alerts immediately after you have connected the robot to Wi-Fi.

- 1 Make sure that the robot is connected with the app.
- 2 In two places in the app you can find the option to change the language of the voice alert.
 - On the same app screen where you are asked to name the robot.
 - Or by pressing the setting icon at the top right corner and then choosing the Robot settings tab.
- 3 Then choose the language of the voice alert there.



How your robot works

Create a map

How mapping works

The robot drives through the rooms and the laser navigation quickly scans the rooms to build a map of the floor.

Map Edit

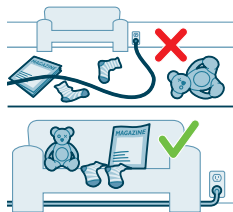
In the app, you can use Map Edit to:

- Edit rooms (merge/divide rooms, name rooms) so you can customize the cleaning routine of the robot per room.
- Set up restricted areas to specify where the robot is allowed to clean and where it is not.
- Create a map for each floor of your home and store up to 5 maps. When you use the appliance, it generates a new map in a new environment. If you have maps that you use frequently and do not want to accidentally overwrite, you can lock up to 3 maps.

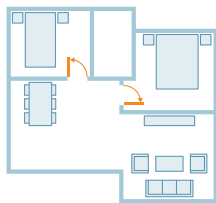
Preparing the room for mapping

Before you start mapping, make sure to:

- Tidy up the area.
- Put furniture in the proper place.
- Put away loose and small obstacles.



i Note: This is important to avoid permanently storing the obstacles on the map.



- Open all in-house doors and close doors to the outside.

i Important: Make sure the robot cannot get blocked during use.

Create and edit a map

i Important: During mapping your robot will not clean.

- 1 To create a map, either click "Create map" in the home screen directly after pairing the robot with the app or when no map has previously been created. Or click the setting icon in the top right corner, select "My maps", and select the "+" icon in the top right corner. Then follow the instructions in the app.
- 2 To edit your map, either select the map icon in the home screen or click the setting icon in the top right corner, select "My maps", and select "Edit map" for the map that you would like to edit.

Tell your robot where not to clean with restricted cleaning zones

In the app you can set up restricted areas to indicate where the robot is allowed to clean and where it is not.

Virtual wall and No-Go zone

Create virtual walls (🚫) and No-Go zones (🚫) for areas you do not want the robot to go. You can for example create virtual walls or No-Go zones to:

- Protect fragile objects. The robot cannot detect small obstacles like shoes, toys or cables, nor can it detect shiny, transparent (e.g. glass) or dark obstacles or surfaces.
- Prevent the robot from getting stuck while cleaning.

i Note: The robot can get stuck on high pile carpets, carpets with fringes or or very light rugs like in the bathroom. Also the robot cannot detect cables on the floor.

- Protect the robot.

i Note: The robot should be kept away from liquids and wet areas such as pet bowls and plant trays.

i Important: virtual walls and No-Go zones should not be used to protect against hazards.

i Important: virtual walls and No-Go zones should not prevent the robot from returning to the station.

No-Mop zone

Create No-Mop zones  to prevent the robot from mopping carpets or rugs.

i Note: The robot will avoid the No-Mop zones when the mop pad holder is attached. When the mop pad holder is not attached to the robot, the robot will vacuum the No-Mop zone.

How your robot cleans

In the app, the following cleaning routines can be selected:

Routine	Description
Regular	Regular cleaning is intended for your normal daily cleaning routines. The robot cleans each room according to the settings you specified and saved in the cleaning plan. If the environment is not recognized, the robot maps the environment and cleans according to the last set mode. If it is a mode with mopping function but no mop is installed, the robot does not dispense water. After the cleaning is completed, the robot returns to the station.
Room	- Room: the robot cleans one or more rooms in an order you specify.
Zone	- Zone: the robot cleans a zone in a room you specify.
	After selecting one of the above options, you can select a cleaning mode and fine-tune your cleaning preferences and advanced settings.

Set cleaning preferences, advanced settings and cleaning order

In the app, you can select five different cleaning modes for each room. These are standard modes that can be used in most situations. You can customize your cleaning mode by fine-tuning cleaning preferences and advanced settings.

Cleaning modes

Mode	Description
Vac & Mop	The robot vacuums and mops the floor at the same time. This mode is intended for regular cleaning of hard floors. ⚠ IMPORTANT: For mopping sensitive hard floors, such as parquet floors, set the water level in the app to the lowest level.
Vacuum	The robot only vacuums the floor. This mode can be used for areas that shouldn't be mopped.
Mop	The robot only mops the floor.
Quiet	The robot cleans with minimal noise. The suction power is lowered and the voice alerts are muted.
Intensive	The robot vacuums and mops the floor at the same time and at full power. This mode is intended for thorough cleaning of small areas. Note that it is not recommended to clean large areas in this mode. The robot passes the area 5 times, so the cleaning time and battery usage will increase significantly.

Cleaning preferences

For each cleaning mode, you can fine-tune the following cleaning preferences:

Setting	Description
Suction power	Change the suction power: - Low 🗲: for efficient cleaning with low energy consumption and low noise level. - Normal 🗲: for regular cleaning and effective removal of fine dust on hard floors with optimal balance between power and efficiency. - Strong 🗲: for a thorough cleaning of large floors. Can clean more on a single charge than max mode. - Max 🗲: ideal for removing large dirt like crumbs. The strong suction power removes fine dust particles hidden deep inside carpets and crevices.

Setting	Description
Mop Wetness 	Determine the flow rate that is pumped from the electric water tank onto the mop:  IMPORTANT: Do not add hot water or cleaning detergents to the water tank. - Low: to mop a sensitive floor e.g. parquet. The combination of vacuuming and mopping removes more fine dust than vacuuming alone. - Medium: optimal for a regular wet & dry cleaning. The mop removes superficial dirt and bacteria to keep your home sanitized and healthy. - High: for a spotlessly clean home. It is recommended to combine this setting with 2 or 5 cleaning path repetitions for an intensive cleaning.
Cleaning path repetition	Specify the number of repetitions. One pass is sufficient for normal cleaning. It is possible to program the robot to make 2 or 5 passes for intensive cleaning. It is recommended to select this option only for specific cleaning areas as it impacts cleaning duration.

Advanced settings

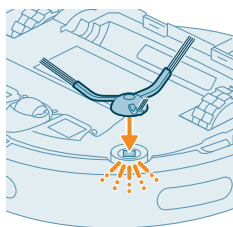
You can set your own cleaning order in the app by clicking the setting icon in the top right corner and selecting "Cleaning order".

Using your robot

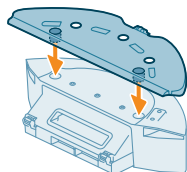
Preparing for a cleaning run

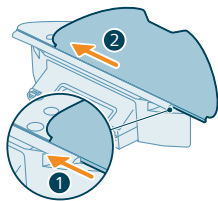
Before you start the robot on its cleaning run:

- 1 Attach the side brush by clicking it into the correct position on the bottom of the robot.

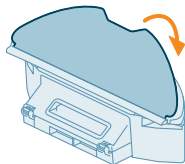


- 2 Attach the mop pad holder to the bottom of the water tank.





- 3 Slide the straight side of the washable mop pad in the correct slot of the mop pad holder.



- 4 Attach the washable mop pad to the velcro material of the mop pad holder.

⚠ IMPORTANT: The mop pad holder can be removed. But when using the robot with mop pad holder, the washable mop pad must always be attached to the mop pad holder, even if you use the robot without mopping. This is to prevent damage to the floor and the mop holder during use.

- Remove all cables, wires, cords and small objects such as shoes and toys from the floor to prevent the robot from getting entangled in them.
- Open all in-house doors.
- Pre-wet the mop for optimal results.

Start your first cleaning program via the app

Start

- 1 Open the app.
- 2 Select the cleaning program: Regular, Room, or Zone.
- 3 Press the 'start' icon.

i Note: make sure that the power on/off switch on the robot is set to the "on" position ("I").

i Note: If the battery level is too low, cleaning cannot start. Wait until the robot is sufficiently charged before you start a cleaning run.

Stop

- 1 Press the Pause icon in the app. The robot stops.
- 2 Press the Start icon again. The robot continues.
- 3 Press the Return icon. The robot goes back to the station.

Using the robot without the app

i Note: For an optimal experience, we recommend using the app.

Without the app, you can use the two buttons on the robot to operate it:

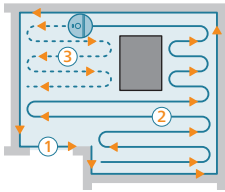
- Start/pause button
 - Long press (3s) to turn the robot on and off.
 - Short press to start cleaning or to pause cleaning. Press again to resume cleaning.
- Return-to-station button
 - Short press (when the robot is not cleaning): the robot will find the station and charge.

- Short press while cleaning: the robot will stop cleaning. Short press again: the robot returns to the station to charge.
- Short press when the robot is driving back to the station: the robot will pause returning to the station. Press again to let it drive back to the station.

i Note: To deactivate the robot's WiFi function, press the bumper on the front side of the robot and return-to-station button for 10 seconds. You can still use basic functions without WiFi, but for full access to all features, we highly recommend pairing the robot with WiFi.

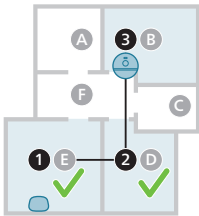
When operating the robot manually, it will vacuum and mop. However, if the water tank is empty or the mop pad holder is not attached, the robot won't mop.

Your robot's cleaning pattern



The robot cleans the home in a structured way. The robot cleans room by room and always starts by cleaning the edges of the room first before covering the remaining surface.

Returning to the station



After the robot has completed its cleaning run, the robot will automatically drive back to the station to recharge.

Auto recharge and resume

When the battery runs low (<20%) while cleaning, the robot automatically returns to the station to recharge. After the battery has been charged, the robot continues where it has left off.

You can disable this function in the app by clicking the settings icon in the top right corner and then toggling the "resume clean" option on or off.

Cleaning and maintenance

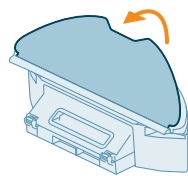
When to do maintenance

Item	Cleaning	Replacement
Washable mop pad	After every use	3-6 months
Main brush	Monthly	6-12 months
Washable filter	Monthly	3-6 months
Side brush	Monthly	6-12 months
Main wheels & Front caster wheel	Monthly	-
360° laser navigation (LiDAR) sensor	Monthly	-
Sensors: - Infrared signal sensors - Anti-drop sensor (3x)	Monthly	-
Charging contacts robot and station	Monthly	-
Sensors to detect placement of dust bin and water tank	6 months	-
Dust bin	Empty the dust bin after each use	

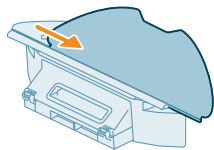
How to clean the mop pad and the dust bin

Clean the washable mop pad

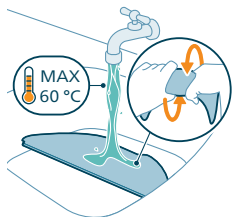
- 1 Pull the washable mop pad off the velcro material.



- 2 Slide the straight side of the washable mop pad out of the slot.

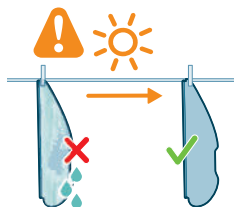


- 3 Rinse and clean the washable mop pad with water or wash it in the washing machine.



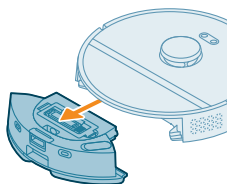
- 4 Air dry the washable mop pad.

i Note: Do not use other ways to dry the washable mop pad.



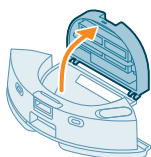
Clean the dust bin and washable filter

- 1 Pull out the water tank with dust bin.



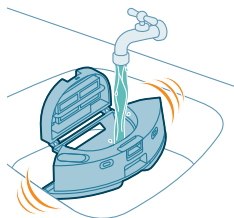
- 2 Open the lid of the dust bin.

i Note: Do not confuse the lid of the dust bin with the lid of the washable filter.





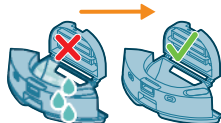
3 Pour the dirt out of the dust bin.



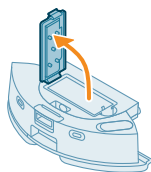
4 Rinse the dust bin under the tap.



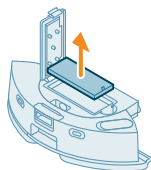
5 Air dry the dust bin.

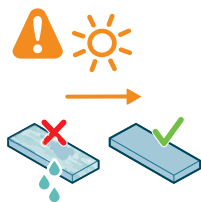


6 Open the lid of the washable filter.



7 Pull the washable air filter out.

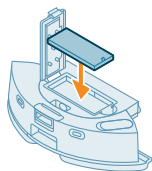




8 Rinse the washable filter with water and air dry the washable filter.

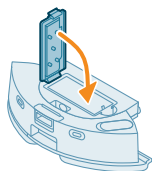
i Note: Do not use cleaning detergents.

i Note: Do not use other ways to dry washable filter.

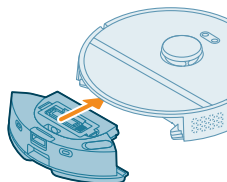


9 Make sure the washable filter is completely dry and then put it against the filter lock of the dust bin and push it in.

10 Push the washable filter down.



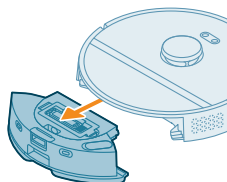
11 Close the lid of the washable filter.

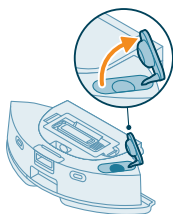


12 Slide the dust bin back into the water tank.

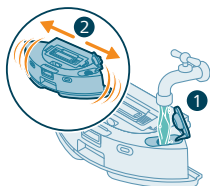
Cleaning the water tank

1 Push the water tank release button, and pull the water tank out of the robot.

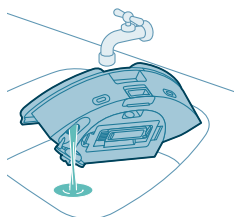




2 Open the lid of the water tank.



3 Fill the water tank with tap water and shake it over a sink.



4 Pour out any remaining water in the water tank.



5 Dry the outside of the water tank with a cloth.

i Note: Do not use cleaning detergents.

⚠ IMPORTANT: Do not wash water tank in the dishwasher.

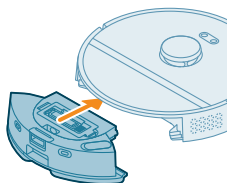
6 Keep the sealing cap of the water tank open and allow the inside of the water tank to air dry.

i Note: Do not use other ways to dry the water tank.

7 Insert the water tank in the robot.

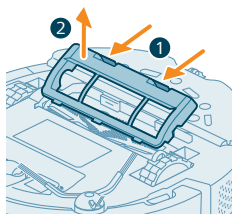
i Note: Make sure that the outside of the water tank is dry.

i Note: Do not use cleaning detergents.

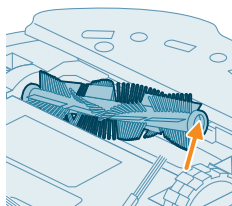


Cleaning the main brush

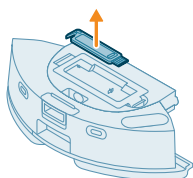
1 Put the robot upside down on a surface that is flat and stable.



- 2 Push the release buttons of the brush cover at the same time.
- 3 Lift and remove the brush cover.

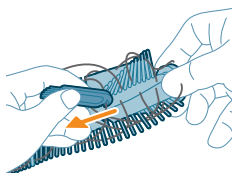


- 4 Pull the main brush out.



- 5 Detach the cleaning tool from the dust bin lid.

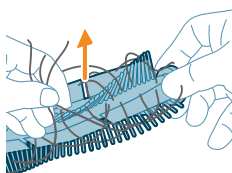
- 6 Use the cleaning tool to cut through the hairs.

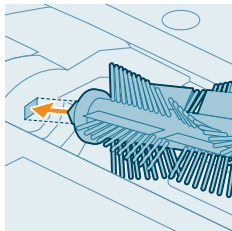


- 7 Remove the hairs and dirt from the main brush.

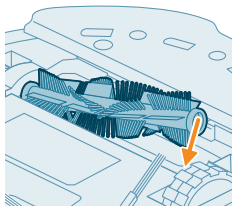
 **Tip:** Use the brush end of the cleaning tool to remove the dirt on the main brush.

- 8 If you have removed the cap on the end of the main brush, place it back.



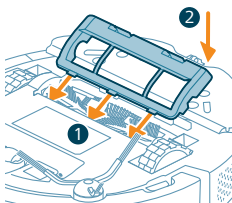


- 9** Install the main brush in the correct location. Match the square shaped peg with the square shape hole and insert the brush into position.



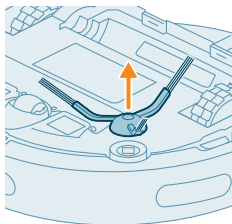
- 10** Put the lips of the brush cover in the correct cutouts.

- 11** Push the brush cover in.



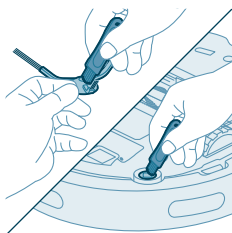
Cleaning the side brush

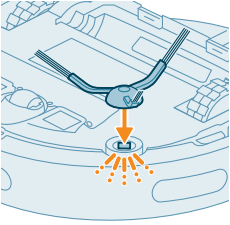
- 1** Put the robot upside down on a surface that is flat and stable.
- 2** Remove the side brush.



- 3** Use a brush with soft bristles (e.g. a toothbrush) to remove dust or fluff from the side brush and the robot.

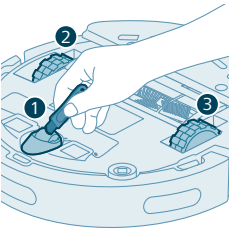
 **Tip:** You can use the brush end of the cleaning tool to remove dust or fluff from the side brush and the robot.





- 4 Attach the side brush by clicking it into the correct position on the bottom of the robot.

Cleaning the main wheels and the front caster wheel

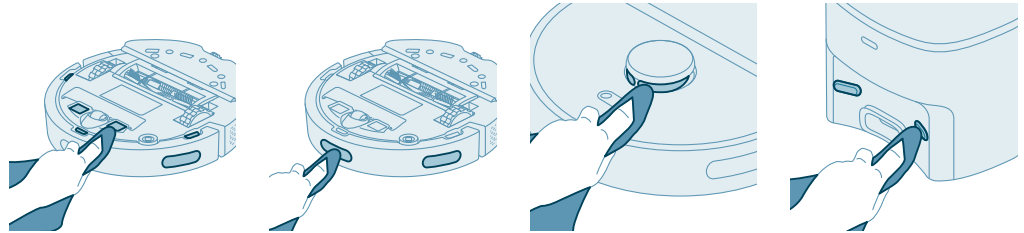


- 1 Put the robot upside down on a surface that is flat and stable.
- 2 Use a brush with soft bristles (e.g. a toothbrush) to remove dust or fluff from the front caster wheel and main wheels.

 You can use the brush end of the cleaning tool to remove dust or fluff from the wheels.

Cleaning the sensors, contact points and IR signal window

To maintain good cleaning performance, you have to clean sensor, contact points and IR signal window from time to time.

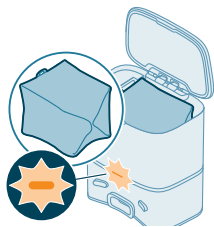


- 1 Unplug the station from the wall socket
- 2 Use a soft non-abrasive dry cloth.
- 3 Clean the components.
- 4 Dry the components and surfaces with a dry cloth.

 Note: Do not use cleaning detergents.

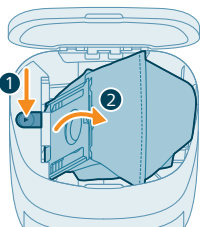
 Note: Do not use other ways to dry the components.

Replacing the dust bag

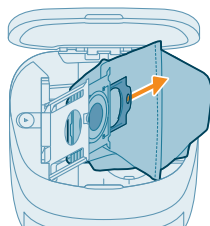


When the orange LED on the auto-empty station flashes indicating that the dust bag is full.

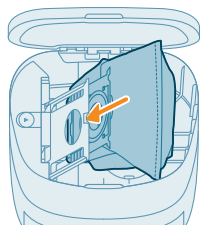
- 1 Open the lid of the Auto-Empty station.



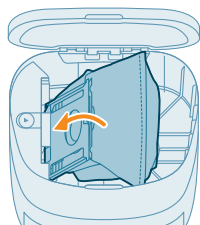
- 2 Press the release button and push the bag holder to the side.



- 3 Remove and dispose the dust bag.



- 4 Slide the cardboard piece of the dust bag onto the bag holder.



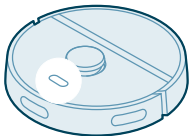
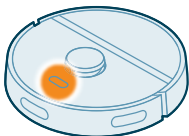
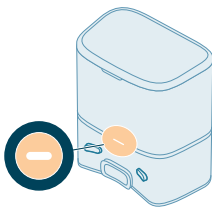
- 5 Push the bag holder back to its standing position until you hear a clicking sound.
- 6 Close the lid of the Auto-Empty station.

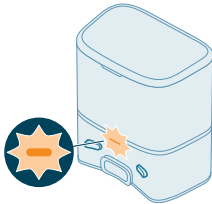
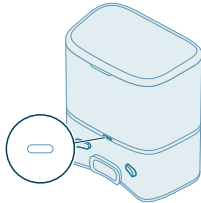
i For information on where and how to order new dust bags, see the 'Replacement' section in the manual.

Long term storage

- 1 Charge the battery until it is full.
- 2 Store the robot within a temperature range of below +35 °C and above 8 °C.

User interface signals and their meaning

Signal	Description of signal	Meaning of signal
	The indicator light on the robot lights up white.	The robot is powered on, or in a cleaning circle.
	The indicator light on the robot is pulsing white and orange.	The robot is charging.
	The indicator light on the robot is flashing in orange.	The robot runs into a problem or is in the pairing mode.
	The indicator light on the station lights up white.	The station is plugged in.

Signal	Description of signal	Meaning of signal
	The indicator light on the station flashes orange.	The station lid is not closed, the s-bag is not installed in the station, or the s-bag is full. If the indicator still lights up orange after you have checked the above, contact the consumer care center in your country.
	The indicator light on the station is off.	The station is not plugged in. If the station is plugged in, the indicator light goes out if the appliance is left idle to save power.

Reset/restore the robot

You can reset/restore the robot by pressing and holding both the home and on/off buttons on top of the robot for 15 seconds.

i Note: After resetting/restoring the robot, the robot needs to reconnect the app, and the relevant settings in the app are removed.

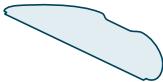
Replacement

Ordering accessories

To buy accessories or spare parts, visit www.philips.com/homerun2000 or go to your Philips dealer. You can also contact the Philips Consumer Care Center in your country (see the international warranty leaflet for contact details).

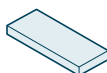
Replacement parts:

XV1430 Replacement washable mops



XV1433

Maintenance kit with 2 filters, 1 main brush and 1 side brush.



FC8022

Dust bags (anti-allergy s-bags)



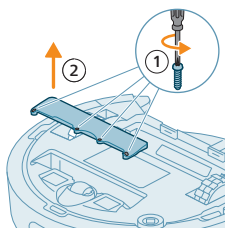
Removing the rechargeable battery

To remove the rechargeable battery, follow the instructions below. You can also take the robot to a Philips service center to have the rechargeable battery removed. Contact the Philips Consumer Care Center in your country for the address of a service center near you.

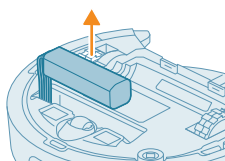
Take any necessary safety precautions when you handle tools to open the product and when you dispose of the rechargeable battery.

Warning: Before you remove the battery, make sure that the product is disconnected from the station and that the battery is completely empty.

- 1 Start the robot from a place somewhere in the room and not from the station station.
- 2 Let the robot run until the rechargeable battery is empty to make sure that the rechargeable battery is completely discharged before you remove it and dispose of it.
- 3 Undo the screws of the battery compartment lid and remove the lid.



- 4 Lift out the rechargeable battery and disconnect it by pressing the little clip on the battery connector to release the battery connector.
- 5 Take the robot and the rechargeable battery to a collection point for electrical and electronic waste.

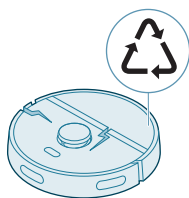


Warranty and support

If you need information or support, please visit www.philips.com/support or read the international warranty leaflet.

Your robot vacuum cleaner has been designed and developed with the greatest possible care. In the unfortunate case that your robot needs repair, the Consumer Care Centre in your country will help you by arranging any necessary repairs in the shortest possible time and with maximum convenience. If there is no Consumer Care Centre in your country, go to your local Philips dealer.

Disposal and recycling



Do not dispose of the robot in the regular trash. Make sure to bring it to your the recycling facility for electrical equipment.

Troubleshooting

This chapter summarizes the most common problems you could encounter with the appliance. If you are unable to solve the problem with the information below, go to the Philips HomeRun robot app or visit **www.philips.com/homerun2000**, where you can also find support videos and frequently asked questions. You can also contact the Consumer Care Center in your country.

Problem	Possible cause	Solution
The robot doesn't switch on.	The battery is low.	Charge the robot on the station before use.
	The ambient temperature is too low or too high.	Use the robot at a temperature between 8 °C and 35 °C.
The robot is unable to pair with the app.	The robot is no longer in pairing mode.	Put the robot back in pairing mode by holding the home and on/off button at same time (lights will flash orange).
	The Wi-Fi connection (signal) is not good.	Place the robot in an area with a good Wi-Fi signal.
	A wrong Wi-Fi network selected.	Make sure you select the correct Wi-Fi network.
	A wrong password used.	Make sure you use the correct Wi-Fi password.
	A wrong robot model is selected in the app.	Make sure you select the correct robot model.
The app and the robot lose connection.	A wrong app is downloaded	Always use the app that you have downloaded via the QR-code from the quick start guide.
	The robot has gone out of reach of the Wi-Fi signal.	Wait for robot to drive back into area with a good Wi-Fi signal.
	The robot has gone into sleep mode.	The robot will go into sleep mode if it has not returned to the station. Press the on/off button for 3 seconds or longer to awake the robot. Then send it to the station via the app or by pressing the return-to-station button.
	The Wi-Fi password has been changed.	When Wi-Fi details have changed: add the robot to the app again.
	The Wi-Fi network name has been changed.	When Wi-Fi details have changed: add the robot to the app again.
	The app account was changed.	When account details were changed, add robot to the app again.
The email with the verification code has not been received.	The verification code email may take up to a minute to arrive.	Wait more than a minute for the email.

Problem	Possible cause	Solution
	The email has not been sent.	Click the "resend" button.
	The email may have landed in 'spam' or 'junk' folder.	Check the 'spam' or 'junk' folders. (The sender e-mail address starts with: HomeRun_noreply@).
	A wrong email address is used.	Check if you have used the correct email address.
	The phone or computer doesn't have good internet connection to receive the email.	Make sure the phone or computer has a good internet connection.
The robot can't find station.	The station has been moved during a cleaning run.	Place the station back in the same place it was when the cleaning run started.
	The station is not connected to the power supply.	Connect the station to the power supply.
	The sensors on robot and/or station are dirty.	Clean all the sensors of the robot and the station.
	A No-Go zone was placed too close to the station	Don't save No-Go zones too close to the station.
	The station has been placed on a spot with very bright light.	Don't put the station in a place with very bright light (like direct sun light) this may interfere with the infra red signal.
The robot pushes the station away.	The station is not standing close to a wall.	Place station with the back towards a wall.
	The sensors on robot and/or station are dirty.	Clean all the sensors of the robot and the station.
	The station doesn't have enough space around it (0,5 meter to each side and 1,5 m to the front).	Make sure the station has enough space around it.
The robot doesn't clean properly.	The dust bin of the robot is full.	Empty the dust bin of the robot.
	The water tank is empty.	Refill the water tank in time.
	Obstacles are stuck in the brushes.	Remove all obstacles from the brushes.
	The filter has not been cleaned.	Clean the filter regularly.
	The filter has not been placed back or has not been placed back correctly.	Place the filter back correctly.

Problem	Possible cause	Solution
	The washable mop needs to be replaced.	Replace the XV1430 washable mop. Purchase a new XV1430 washable mop via the app or on www.philips.com/homerun2000
The robot uses no or little water during mopping.	The water level is set too low.	Set the water level higher in the app.
Too much water comes out of the mop / the robot makes the floor too wet.	The water level is set too high.	Set the water level lower in the app. ⚠ IMPORTANT: For mopping sensitive hard floors, such as parquet floors, set the water level in the app to the lowest level.
Robot misses areas for cleaning / robot does not clean the whole area / robot has begun to miss certain spots	The sensors of the robot are no longer clean.	Clean the robot's sensors with a dry cloth.
	The robot is working on slippery polished floors.	Make sure the floor is dried before the robot starts cleaning.
	The robot is unable to reach certain areas blocked by furniture or barriers.	Tidy up the area to be cleaned by putting furniture and small objects in their proper place.
	The cleaning area is not tidy.	Remove small objects from the floor and tidy up the cleaning area before the robot starts cleaning.
	The robot keeps a safety margin in the distance close to No-Go zones and No-Mop zones, and this can cause that the robot won't pass a certain area.	Make the No-Go zone or No-Mop zone in the app a bit smaller.
The robot has blocked itself by eating a cable.	There are cables on the floor which the robot is unable to detect.	Stop the robot and remove the brush cover. Take away main brush and check if something is stuck in the side brush: remove side brush, take away the cable, reattach the side brush. Remove all cables from the floor before you start a cleaning run.
The robot falls from stairs.	The anti-drop sensors on the bottom of the robot are dirty.	Clean the anti-drop sensors on the bottom of the robot. If the robot continues to fall from stairs, draw a virtual wall on the top of the stairs in the app.

Problem	Possible cause	Solution
	Objects have been placed on the top step of the stairs that the robot detects and therefore thinks it is safe to drive.	Remove the any objects that are placed on the top step of the stairs.
The robot doesn't charge or discharges very quickly.	The robot is stored in a space that is too hot or too cold.	Charge and store the robot at a temperature between 8 °C and 35 °C.
The Auto-Empty station doesn't collect dust from the robot.	The dust bag has not been placed back or placed back correctly.	Place a dust bag correctly in the Auto-Empty station.
	The dust bag is full.	Place an empty dust bag in the Auto-Empty station.
	The quiet mode or do not disturb setting has been activated in the app.	De-select the quiet mode or do not disturb in the app.
	The Auto-Empty station inlet is blocked.	Clean the Auto-Empty station inlet.
There is foam buildup in the water tank and the robot moves strangely.	Detergent has been added to the water tank, causing the robot to be slippery.	Never add detergent to the water tank again. Clean the robot and its wheels, including a thorough rinse of the water tank.
The robot is making an abnormal noise.	The filter has not been placed back or has not been placed back correctly.	Check if filter is placed back correctly.
	The robot has cleaned up a hard piece of dirt, which is now moving around inside the dustbin.	Empty the dustbin.
The brushes are no longer turning.	Hairs are stuck in the main brush.	Remove hairs with the brush cleaning tool provided with the robot.
	Other obstacles are stuck in the brushes.	Remove other obstacles from the brushes.
	The main brush was not placed back correctly.	Remove the main brush and reassemble it.
		When main brush is not placed back correctly: reassemble correctly the square shaft into the square hole.
The side brush gets deformed.	Something may have gotten stuck in the side brush.	Put brush in hot water for a while and let it dry.
		Purchase a new side brush via the app or on www.philips.com/homerun2000

Problem	Possible cause	Solution
The robot won't drive on to a black floor.	The robot thinks a pitch black floor is a falling hazard - the cliff detection is activated.	Make sure lights are switched on in the room with pitch black flooring.
		Clean the anti-drop sensor on the bottom of the robot.
A schedule is set, but the robot doesn't start cleaning according to the schedule.	The 'do not disturb' function may be activated.	Check in the app if the 'do not disturb' function is switched on at the same time as the schedule.
	The robot is in sleep mode.	Make sure that the robot is charging in the station. The robot will go into sleep mode if it has not returned to the station. Press the on/off button for 3 seconds or longer to awake the robot. Then send it to the station via the app or by pressing the return-to-station button.
	The wrong time zone has been selected in the app.	You can change the time zone in the app in 'My Account' under 'Profile'.
	The robot has lost connection with the Wi-Fi network.	Make sure the Wi-Fi network is working.
	The battery of the robot is empty.	Make sure that the station is connected to the power supply.
It is not possible to log in to the robot app account.	The email address has been changed.	Create a new app account in case the email address has been changed.
	The password is wrong.	Enter the correct password.
		In case the password is forgotten, click 'forgot password' and follow the steps.
	The wrong country region is selected.	Select the correct country region in the app.
Pop-up messages about app or firmware updates continue to be received.	App updates or firmware updates are not installed.	For continuous improvement of the robot we recommend installing all updates.
The Philips HomeRun robot app is not available in my country.	VPN may be blocking access to the right country information.	Disable any VPN service you are using.
	Google or Apple account may be set to a different country.	Change the Google or Apple account information to match the country you bought the robot in.
The firmware update fails.	The battery level is too low	The battery level of the robot needs to be more than 20% in order to install an update.

Problem	Possible cause	Solution
	The robot is not at the station	Make sure the robot is charging in the station when you install the update.
	The Wi-Fi signal is not good enough.	Ensure the robot is in a spot with strong wifi
The robot finished mapping, but I do not see a map in the app.	The robot did not start and finish at the station.	To create a map, make sure that the robot starts and finishes at the station. Once the map has been saved in the app, you can use the robot without station.
	The robot got stuck or blocked while mapping.	Return the robot to the station and restart the mapping process. Identify the location where the robot got stuck earlier and remove any obstacles or block the robot from accessing that area. Once the map has been created, you can create a no-go zone to prevent the robot from entering that area again.
My map is lost from the app.	The maximum amount of maps had been reached.	The robot will create a new map when it recognizes a new environment. If you already have 5 maps, the robot will override an old one. If you want to make sure the robot does not override a map, lock it in the app. You can lock 3 maps at the same time.
I do not want to use the WiFi function.	The WiFi function can be deactivated on your device.	To deactivate the robot's WiFi function, press the bumper on the front side of the robot and return-to-station button for 10 seconds. You can still use basic functions without WiFi, but for full access to all features, we highly recommend pairing the robot with WiFi.