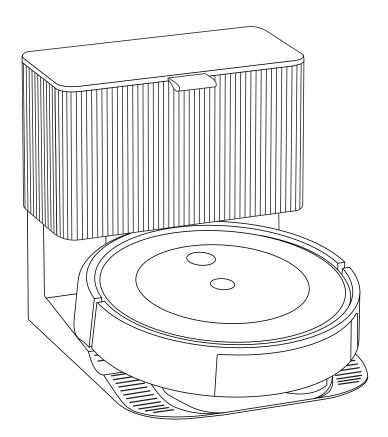
Roomba Combo

j8 Enhanced robot

+ AutoEmpty dock

Owner's Guide





Safety information

Important safety information

This owner's guide includes information for Regulatory Model(s): Robot: RVE-Y2 | Dock: ADJ-Ny (y=1-3) | Battery: ABL-F, ABL-D2Ax, ABL-D2Bx (x = 1 or 2) | Robot Radio Module: 6233E-UUB

SAVE THESE INSTRUCTIONS

WARNING: When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS

WARNING: to reduce the risk of injury or damage, read and follow the safety precautions when setting up, using, and maintaining your robot.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.



This is the safety alert symbol. It is used to alert you to potential physical injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



Risk of electric shock

Risk of fire

Caution



For indoor use only





Class II equipment



Class III equipment



Rated power output. d.c.





Rated power input. d.c.



Rated power input, a.c.



Read operator's manual





General symbol for recyclina



D- Separate Supply Unit

WARNING: Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

CAUTION: Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

NOTICE: Indicates a hazardous situation that, if not avoided, could result in property damage.

GENERAL



⚠ WARNING ★ ▲ ⚠





- This product comes with a region approved power supply cord and is designed to be plugged into a standard household AC power outlet only. Do not use any other power supply cord or power strip. For replacement cords, please contact Customer Care to ensure proper selection of country specific power supply cord.
- Do not disassemble or open this product other than instructed in the Owner's Guide. There are no user serviceable parts inside. Refer servicing to qualified service personnel.
- · Risk of electric shock, use indoors in dry location only.
- Do not handle this product with wet hands.
- Do not use unauthorized chargers. Use of an unauthorized charger could cause the battery to generate heat, smoke, catch fire, or explode.
- This product is not a toy. Small children and pets should be supervised when the product is operating.
- · Do not sit or stand on this product.
- Store and operate this product in room temperature environments only.
- If the room to be cleaned contains a balcony, a physical barrier should be used to prevent robot access to the balcony and ensure safe operation.
- · Clean cliff sensors for buildup.
- If the room to be cleaned contains equipment, such as a stove, fan, space heater, or humidifier, remove the equipment before operation. There is a risk of injury, accident or malfunction if the robot comes in contact and pushes the equipment.

• This robot is intended for dry floor use only. Do not use this device to pick up spills. Do not allow your robot or dock to become wet.



⚠ CAUTION ▲



- Do not operate the robot in areas with exposed electrical outlets in the floor.
- Do not use this device to pick up sharp objects, glass, or anything that is burning or smoking.
- Be aware that the robot moves on its own. Take care when walking in the area that the robot is operating in to avoid stepping on it or tripping over it.
- If the device passes over a power cord and drags it, there is a chance an object could be pulled off a table or shelf. Before using this device, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords, and any fragile objects. Extinguish candles. Shut off space heaters.
- Perform the required maintenance per the Owner's Guide to ensure safe operation of the robot and dock.

NOTICE

- Do not place anything on top of your robot or dock.
- · The failure to maintain cleanliness of charger contacts could result in loss of ability for the robot to charge the battery.
- Before running your robot on carpets or rugs, ensure that the carpets or rugs are compatible with vacuums using bars or brushes. Using your robot on a carpet or rug that is not compatible could result in damage to your carpet or rug. Contact your carpet or rug manufacturer with auestions on compatibility.

CLEANING SOLUTION



⚠ WARNING

- · Household cleaning products are safe when used and stored according to the instructions on the label. Always be sure to read and follow the directions carefully.
- Only use authorised cleaning solutions found on answers.irobot.com/s/ roomba-combo-cleanser.
- For cleaning solution warnings, please refer to the outer box and solution bottle.



Keep away from children



Keep away from eyes. If product gets into eyes rinse thoroughly with water.



Rinse hands after use

AUTOEMPTY DOCK



⚠ WARNING ▲ △

- Do not use if the cord or plug is damaged. If appliance is not working as it should, has been dropped, damaged, left outdoors or dropped into water, return it to a service centre.
- · Always disconnect your robot from the dock before cleaning or maintainina it.
- Do not use the dock as a step.
- · Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair and anything that may reduce air flow
- · To properly maintain your dock, do not place foreign objects inside and ensure that it is clear of debris.

- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- · Do not allow liquids to get on or into the dock.
- Do not pour any liquids into the device and do not immerse in water.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual.
- To reduce the risk of electric shock, unplug your dock before cleaning.
- Keep the dock and power cord away from heated surfaces.

NOTICE

- Product may not be used with any type of power converter. Use of power converters will immediately void the warranty.
- If you live in an area prone to electrical storms, it is recommended that you use additional surge protection. Your dock may be protected with a surge protector in the event of severe electrical storms.
- Do not use without dust bag and/or filters in place.

BATTERY



↑ WARNING ↑

- Do not open, crush, heat above 176°F: 80°C, or incinerate. Follow the Owner's Guide instructions for proper use, maintenance, handling, and disposal.
- Do not short-circuit the battery by allowing metal objects to contact battery terminals or immerse in liquid. Do not subject batteries to mechanical shock
- Lithium ion batteries and products that contain lithium ion batteries are subject to stringent transportation regulations. If you need to ship this product (with the battery included) for service, travel or any other reason,

- you must see the Troubleshooting section of your manual or contact customer care for shipping instructions.
- Periodically inspect the battery pack for any sign of damage or leakage. Do not charge damaged or leaking battery packs, do not allow the liquid to come in contact with skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice. Place the battery in a sealed plastic bag and recycle or dispose of safely according to local environmental regulations, or return it to your local authorized iRobot Service Center for disposal.

⚠ CAUTION **⚠**

· Battery usage by children should be supervised. Seek medical advice immediately if a cell or a battery has been swallowed.

NOTICE

- The battery pack must be removed from the robot before recycling or disposal.
- · For best results, only use the iRobot Lithium Ion Battery that comes with the robot.
- Do not use non-rechargeable batteries. Use only the rechargeable battery supplied with the product. For replacement, purchase identical iRobot battery or contact iRobot Customer Care for alternative battery options.
- Always charge and remove the battery from your robot and accessories before long-term storage.



This symbol on the battery indicates that the battery must not be disposed of with unsorted common municipal waste. As the end-user, it is your responsibility to dispose of the end-of-life battery in your appliance in an environmentally sensitive manner as follows:

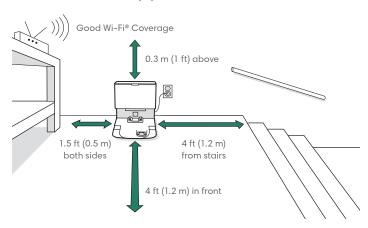
- returning it to the distributor/dealer from whom you purchased the product: or
- depositing it in a designated collection point.

The separate collection and recycling of end-of-life batteries at the time of disposal will help to conserve natural resources and to ensure that it is recycled in a manner that protects human health and the environment. For more information, please contact your local recycling office or the dealer from whom you originally purchased the product. Failure to properly dispose of end-of-life batteries may result in the negative potential effects on the environment and human health due to the substances in the batteries and accumulators.

For battery recycling go to call2recycle.org or call 1-800-822-8837.

Getting started

1 Position the AutoEmpty dock

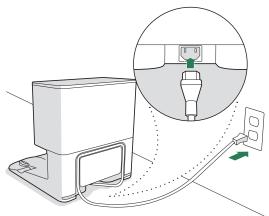


NOTE: Position your dock on hard surface flooring. Do not place it in direct sunlight. Ensure the area around the dock is free of clutter to improve docking performance.



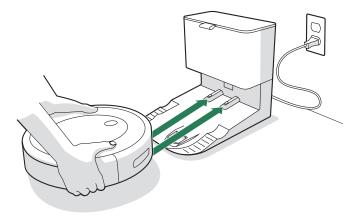
WARNING: To prevent the risk of your robot falling down stairs, ensure that your dock is placed at least 4 feet (1.2 meters) away from stairs.

2 Plug in the dock



Plug the power cord into the dock, then into the wall. Wrap the cord back so it won't get in the way of the robot as it comes and goes.

3 Wake up the robot



Place your robot on the AutoEmpty dock by lining up the metal charging contacts. After a few minutes, a sound will let you know it's awake.



NOTE: Your robot comes with a partial charge, but we recommend that you charge the robot for 3 hours prior to starting the first cleaning job.

If the light ring is swirling white, the robot is not ready and is still waking up.

4 Download the iRobot Home App

Scan the QR code with the camera on your mobile device or find the iRobot Home $\mbox{\rm App}$ in your app store.

- Follow step-by-step instructions to set up your robot.
- Set an automatic cleaning schedule and customize cleaning preferences.
- Create smart maps to tell your robot where and when to clean.
- Access to tips, tricks, and answers to commonly asked questions.





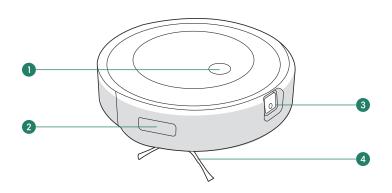




IMPORTANT: Read enclosed safety information guide first before using your robot.

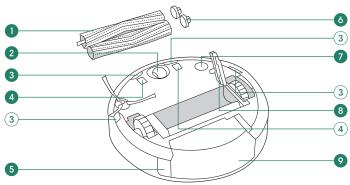
About your robot

Top view



- 1 Clean button
- 2 Wall follow sensor
- 3 Camera
- 4 Edge-sweeping brush

Bottom view



- 1 Multi-Surface Brushes
- 2 Caster Wheel
- 3 Cliff Sensor
- 4 Charging Contacts
- 5 Bin Release Button

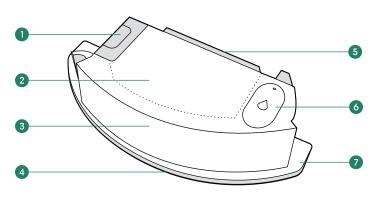
- 6 Brush Caps
- 7 Floor Tracking Sensor
- 8 Brush Frame Release Tab
- 9 Dust Bin & Filter



About your Combo™ bin

Top view

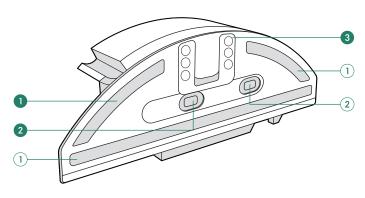
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- 1 Filter
- 2 Dust bin
- 3 Water tank
- 4 Mopping pad

- 5 Dust bin door
- 6 Tank cap
- 7 Pad plate

Bottom view

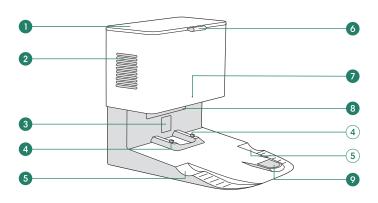


- 1 Pad attachments
- 2 Wick cap

3 Pad track

About your dock

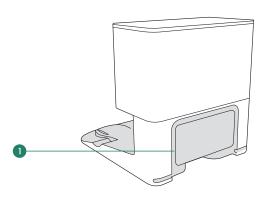
Front view



- 1 Canister Lid
- 2 Exhaust Vent
- 3 IR Window
- 4 Charging Contacts
- 5 Wheel Wells

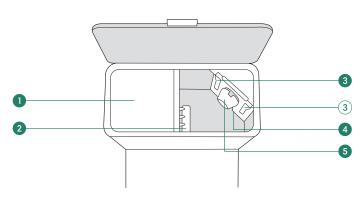
- Pull Tab
- 7 LED Indicator
- 8 Visual Docking Target
- 9 Debris Evacuation Port

Back view



1 Cord Wrap

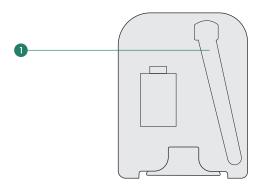
Top view



- 1 Bag Storage Compartment
- 2 Blower Cover

- 3 Bag Guide Rails
- 4 Bag Presence Sensor
- 5 Debris Evacuation Tube

Bottom view



1 Debris Evacuation Tube

Charging

Light Ring: Charging in progress



Sweeping white: charging

- Percentage charged is indicated by the size of the solid white
- For example, if half the light ring is solid, it's 50% charged



Pulsing red: charging, low battery

Light Ring: Charging complete



Solid white: fully charged
Pulsing white at rear: fully charged and asleep

Charging during a cleaning job

You robot will return to the AutoEmpty dock whenever it needs to recharge. Once the robot is sufficiently charged, it will then resume the cleaning job where it left off.

Standby mode

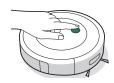
The robot uses a small amount of power whenever it is on the dock. You can put the robot in a further-reduced power state when not in use. For instructions and more details on this Reduced Power Standby Mode, refer to the FAQ page on our website.

Storing your robot

For long-term storage, turn off the robot by removing it from the dock and holding down the clean button for 3 seconds with one wheel off the ground. Store the robot in a cool, dry place.

Cleaning

Clean button controls



Tap to Start / Pause / Resume a job

Hold for 2-5 seconds to end a job and send the robot back to its dock

Light Ring: Cleaning



Sweeping red toward rear: robot bin needs to be emptied



Blue marching forward: robot seeking dock



Flashing blue: Dirt Detect™ mode engaged

Cleaning pattern

Once your robot creates a map of your home, it will automatically explore and clean in neat rows, avoiding obstacles by using its front-facing camera.



IMPORTANT: The robot is unable to navigate in complete darkness. Turn on lights or open blinds to help the robot navigate.

You robot will return to the dock at the end of a cleaning job and whenever it needs to empty the bin or recharge. Once complete, it will resume the cleaning job where it left off.



Your robot is able to recognize and avoid objects. However, it is still recommended to remove excess obstacles before cleaning.

After 90 minutes of inactivity off the dock, the robot will automatically end its cleaning job. If you are unsure if the robot is finished or paused, visit the iRobot Home App to check on its status.

Dirt Detect™

When your robot detects an especially dirty area, it will engage Dirt Detect™ mode, moving in a forward/backward motion to clean the area more thoroughly. The light ring indicator will flash blue when Dirt Detect™ mode is engaged.

Vacuuming

Starting a vaccum only cleaning job from your robot

Install the dust bin (not the Combo bin)

2 Place on the floor and press the clean button on the robot.

Vacuuming and mopping

Your robot is able to both vacuum and mop at the same time when the Combo™ bin is installed



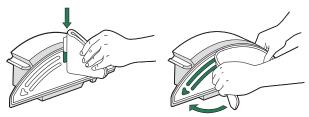
IMPORTANT: Do not flip the robot over with the Combo Bin installed. The product starts wicking as soon as water is put into the tank

After completing your mopping and vacuum cleaning job, make sure to empty the robot bin water tank and replace the mopping pad.

Only certain cleaning solutions can be safely used with your robot. A full list of compatible cleaning solutions can be found on http://answers.irobot.com/s/roomba-combo-cleanser or by visiting the app. Please do not use other cleaning solutions or bleach-based products.

Starting a vacuum and mop cleaning job from your robot

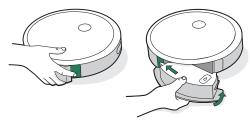
Install the mopping pad. Slide the pad down over the track. Press the pad to the plate to attach.



2 Fill the Combo™ bin with water. You may also use a compatible cleaning solution.



3 Remove the Dust Bin from the robot, and install the Combo™bin.





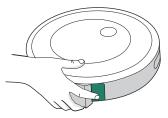
NOTE: If you start a cleaning job from off the dock, the robot will still end its job on the dock. If it can't find its dock, it will end wherever it started in your home.

Emptying the bin

Emptying the bin from your robot

When your robot senses that its bin needs to be emptied, the light ring indicator will illuminate in a red sweeping motion toward the rear.

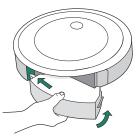
Press bin release button to remove bin.



2 Open bin door to empty bin.



3 Place bin back in the robot.



Emptying the bin from your dock

While cleaning, your robot will automatically return to the dock to empty its bin. Once complete, it will resume the cleaning job where it left off.



NOTE: If you place your robot on the dock by hand, it will not empty automatically. In this case, use the iRobot Home App or hold the clean button down for 2-5 seconds.

Care and maintenance for your robot

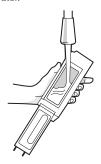
To keep your robot at optimal performance, make sure you periodically perform the following basic care & maintenance. There are additional instructional videos in the iRobot Home App. If you notice the robot picking up less debris from your floor, empty the bin, clean the filter, and clean the brushes.

Part	Care Frequency	Replacement Frequency*	
Bin	Empty bin as needed	-	
Filter	Clean once a week (twice a week if you have a pet). Do not wash	Every 3-6 months	
Edge-sweeping brush	Clean once a month (twice a month if you have a pet) Every 3-6 months		
Front caster wheel	Clean every 2 weeks or as needed	-	
Multi-surface brush	Clean once a month (twice a month if you have a pet)	Yerv 6-17 months	
Full bin sensor	Clean every 2 weeks or as needed -		
Charging contacts	Clean once a month or as needed	-	
Sensors	Clean once a month or as needed -		
Camera window	Clean and inspect once a month	ect once a month -	
Mopping pad	Clean after a mopping job	After 30 washes	
Wick caps	-	Replace if dirty or shows wear	

^{*} Replacement frequency may vary. Parts should be replaced if visible wear appears. If you think you need a replacement part, please contact iRobot Customer Care for more information.

Washing the bin

- Release the bin, remove the filter, and open the bin door.
- 2 Rinse the dust bin and water tank using warm water.

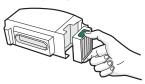


- 3 Make sure bin is completely dry. Reinsert filter and place bin back in the robot.
 - IMPORTANT: The bin is not dishwasher safe. Do not wash the filter. Remove the filter before washing the bin.

Cleaning the filter

EN

Remove the bin. Remove the filter by grasping both ends and pulling out.



2 Remove debris by tapping the filter against your trash container.



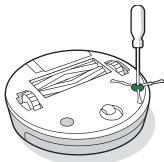
3 Reinsert filter with ridged grips facing out. Place bin back in the robot.



NOTE: The robot will not run if the filter is not installed correctly. Replace the filter every two months.

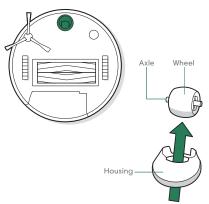
Cleaning the Edge-Sweeping Brush

- Use a coin or small screwdriver to remove the screw holding the Edge-Sweeping Brush in place.
- 2 Pull to remove the Edge-Sweeping Brush. Remove any hair or debris, then reinstall the brush.



Cleaning the front caster wheel

- 1 Pull firmly on the front wheel module to remove it from the robot.
- 2 Pull firmly on the wheel to remove it from its housing (see illustration below).
- 3 Remove any debris from inside the wheel cavity.
- 4 Reinstall all parts when finished. Make sure the wheel clicks back into place.





IMPORTANT: A front wheel clogged with hair and debris could result in damage to your floor. If the wheel is not spinning freely after you have cleaned it, please contact Customer Care.

Cleaning the Multi-Surface Brushes

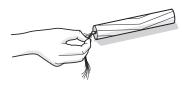
Pinch the brush frame release tab, lift the tab, and remove any obstructions.



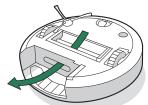
2 Remove the brushes from the robot. Remove the brush caps from the ends of the brushes. Remove any hair or debris that has collected beneath the caps. Reinstall the brush caps.



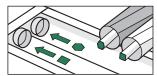
3 Remove any hair or debris from the square and hexagonal pegs on the opposite side of the brushes.



4 Remove the bin from the robot and clear any debris from the vacuum path.

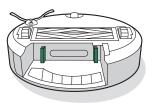


5 Reinstall the brushes in the robot. Match the shape of the brush pegs with the shape of the brush icons in the cleaning head module.

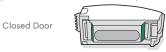


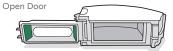
Cleaning the Full Bin Sensors

- Remove and empty the bin.
- **2** Wipe the inner sensors with a clean, dry cloth.



3 Wipe the bin door with a clean, dry cloth.

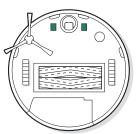




Cleaning the Sensors, Camera Window and Charging Contacts

Wipe sensors, camera window, and charging contacts with a clean, dry cloth.

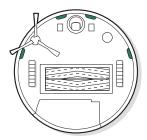
CHARGING CONTACTS



CAMERA WINDOW



SENSORS



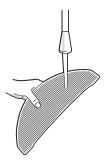
*

IMPORTANT: Do not spray cleaning solution or water onto the sensors or sensor openings.

Cleaning the Mopping Pad

HAND WASHING

Thoroughly wash the pad with warm water.



MACHINE WASHING

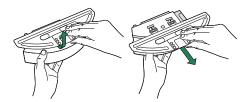
Wash using the warm cycle, then air dry. Do not tumble dry. Do not wash with delicates.



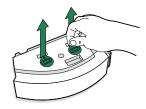
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Replacing the Wick Cap

Remove pad plate.



2 Remove the wick cap by pulling on the side rubber tab.



- 3 Replace with a new wick cap, pressing firmly into place to create a tight seal to prevent leaking.
- 4 Reintall pad plate.

Care and maintenance for your dock

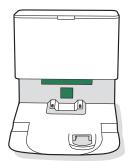
To keep your AutoEmpty dock running at peak performance, perform the procedures on the following pages.

Part	Care Frequency	Replacement Frequency*	
Charging contacts	Once every month	-	
Sensors, IR window, Visual docking target	Clean once a month	-	
Bags	-	Bags should be replaced when prompted by the LED indicator or the iRobot Home app	
Blower Cover inside canister	Once every month (remove debris from blower cover)		

^{*} Replacement frequency may vary. Parts should be replaced if visible wear appears. If you think you need a replacement part, please contact iRobot Customer Care for more information.

Cleaning the charging contacts, IR window, and visual docking target

Inspect the components to make sure that they are clear of debris. Wipe with a clean, dry cloth.

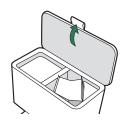




IMPORTANT: Do not spray cleaning solution or water onto the sensors or sensor openings.

Replacing the bag

Lift up on the canister lid to open.



2 Pull up on the card to remove the bag from the canister. Discard the used bag.



3 Install a new bag, sliding the plastic card into the guide rails. This will seal the bag so dust and debris cannot escape.



4 Press down on the lid making sure that it is completely closed.



IMPORTANT: To achieve optimal performance with your robot and dock, clean and/or replace your robot's filter as needed.

Removing Debris from Blower Cover

Inspect blower cover for any lint or debris build-up, and wipe with a clean dry cloth to remove.



Troubleshooting your robot

Your robot will tell you something is wrong by playing an audio alert and turning the light ring indicator red. Press the clean button for details. Check the iRobot Home App for further support.



BATTERY SAFETY & SHIPPING

For best results, only use the iRobot Lithium Ion Battery that comes with your robot.



WARNING: Lithium ion batteries and products that contain lithium ion batteries are subject to stringent transportation regulations. If you need to ship this product for service, travel or any other reason, you MUST follow the below shipping instructions.

- · Battery MUST be turned off before shipping.
- Turn off the battery by removing the robot from the charging station and holding down the clean button for 3 seconds with one wheel off the ground. All indicators will turn off.
- Package the robot securely for shipping.

If you need further assistance, contact our Customer Care team or visit $\mbox{http://}$ global.irobot.com .

Troubleshooting your dock

Your AutoEmpty dock will tell you if something is wrong via an LED indicator on the front of the canister and through the iRobot Home App. If the dock is not performing as expected, check the iRobot Home app for errors.

LED indicator	Common error	How to fix	
Solid red	Bag full or missing	Replace bag if it is full or missing.	
		Make sure that the bag is securely inserted.	
		If problem persists, remove any debris from the port on the bottom of your robot and dock.	
Blinking red	There is a leak or a clog in the dock evacuation path	Make sure that the canister lid is pushed down and firmly sealed. Hold the clean button on your robot down for 2-5 seconds to manually empty the bin.	
		Remove any debris from the port on the bottom of your robot and dock.	
		3. Unplug the dock from the wall. Place it on its side and inspect the debris evacuation tube for debris. If necessary, remove the tube to clear any debris.	

This product has been equipped with a thermal protector designed to protect against damage due to overheating. If the protector operates, the motor will stop running. If this happens, unplug the unit, allow it to cool for 30 minutes, clear any obstructions from the evacuation port and evacuation tube, then plug the unit back in.

Regulatory information

FCC SUPPLIER'S DECLARATION OF CONFORMITY

iRobot Corporation

Roomba Combo® Enhanced robot model: RVE-Y2

Contains FCC ID: 2AATL-6233E-UUB and contains IC: 12425A-6233EUUB
This device complies with part 15 of the FCC Rules and ICES-003(B) / NMB-003(B).

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.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by iRobot Corporation 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 as well as CAN ICES-003(B) / NMB-003(B) 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 to radio communication 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 into 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.
- Under Industry Canada regulations, this radio transmitter may only operate
 using an antenna of a type and maximum (or lesser) gain approved for the
 transmitter by Industry Canada. To reduce potential radio interference to other
 users, the antenna type and its gain should be so chosen that the equivalent
 isotropically radiated power (e.i.r.p.) is not more than the necessary for
 successful communication.
- FCC Radiation Exposure Statement: This product complies with FCC §2.1091(b)
 for mobile device RF exposure limits, set forth for an uncontrolled environment
 and is safe for the intended operation as described in this manual. Per FCC
 requirements, maintain a distance of more than 8 inches (20 cm) between any
 person and the host device (Roomba robot).
- ISED Radiation Exposure Statement: This product complies with the Canadian Standard RSS-102 for mobile device RF exposure limits, set forth for an uncontrolled environment and is safe for the intended operation as described in this manual. Per ISED requirements, maintain a distance of more than 8 inches (20 cm) between any person and the robot.

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For battery recycling go to call2recycle.org or call 1-800-822-8837.



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iRobot USA Customer Care Hours Monday to Friday, 9AM — 9PM Eastern Time Saturday and Sunday 9AM — 6PM Eastern Time