

W555/W553
USER GUIDE

Welcome and congratulations on your purchase of a Winbot.

We trust the purchase of your new product will help you keep your home clean and provide you more quality time to do other things.

Before you go any further, we ask you to record your model number, serial number and date of purchase below. We also suggest that you attach your Receipt to this page for safe keeping.

MODEL # _____

SERIAL # _____

DATE OF PURCHASE ___ / ___ / ___

Should you have any problems in getting your product to function properly, we ask you to call us first before contacting or returning the product to the place where you purchased it.

Call 1-8 __-____ for assistance.

(Provide 1-8 __-____ phone numbers also provide address of US business Office and WEB site for Service Stations.)

To find an authorized Service Center nearest you, please turn to page ____.

Thank you for your choice!

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1. SAFETY INSTRUCTIONS

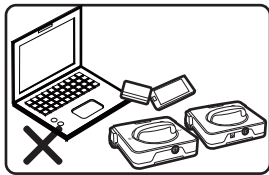
Please follow these basic Safety Instructions to best assure you or the product is not harmed in the initial set-up and use of the product. Should at anytime you have any questions, please call Local service hotline for assistance.

User Guide

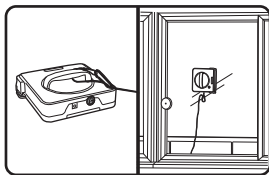
- Be careful in unpacking the product so as not to lose or break anything.
- Immediately dispose of all plastic bags before reading these **Safety Instructions** to prevent children from playing with the bags.
- Do **NOT** dispose of the rest of the packaging material until you check the Instruction Book to make sure you have all the contents. Reference page 9 for contents.
- Read the Instruction Book carefully and use your Winbot according to the detailed instructions. Store this Instruction Book in a convenient place for easy reference by all users.



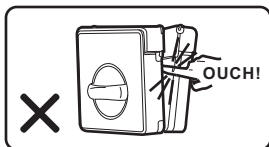
The Winbots contain strong magnets. It is important that a person with a pacemaker check with their Doctor to see if the Winbots will be a problem for them to operate.



- The Winbots contain magnets and is important you do **NOT** put them close to Credit Cards, Computers, Cell Phones, TV's or other electronic products as irreversible damage may occur to them.
- Because the Winbots have strong magnets, you do not want to bring them close to each other for fear you may get your fingers pinched when the Winbots are drawn to each other and close rapidly.

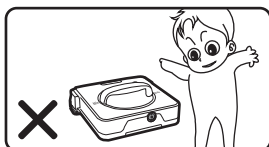


- Using the Winbot to clean windows or glass when more than 10 feet off of the ground, you must attach the Security Line to the Follower Unit and trap the **YELLOW POD** so the Follower will not fall and cause injury to a person.
- This product is **NOT** intended for use in areas where combustible materials are stored.
- This product should **NOT** be used to clean the outside of the Window when it is raining. Water may get into the product and cause damage and cause the product not to function.

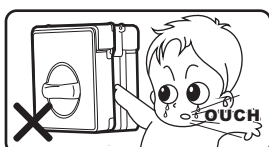


- Because of the weight of the product and the requirement that a person has to hold the product in each hand with one on the outside of the Window, one should be careful in the use to make sure you do **NOT** loose your grip and allow the product to fall out of your hand. Read the instructions for clamping to the window carefully and follow in detail to avoid injury and harm to the product, window or person.
- Improper operation of the Winbot may cause injury to a person or may require your Winbot to be serviced by a Service Technician.
- Attempt to repair or alter the operation of this Winbot will void the warranty and may allow damage to be done to your property or yourself. All repair work must be done by a qualified Service Technician. Call Local service hotline for the nearest Service Station to you.

Child Safety

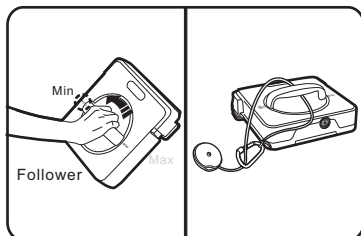


- The Winbot is **NOT** a toy and children should **NOT** be allowed to play with it.
- Adult supervision is required at all times when the child is in the same room the Winbot is operating in.



- The Winbot is **NOT** a toy and must **NEVER** be placed on the floor to run for child entertainment.
- Both Winbots should **NEVER** be left in an area where a child can play with them as the clamping force of the magnets in the Winbots is very strong and the child could be injured if they were to get the two Winbots close to each other.

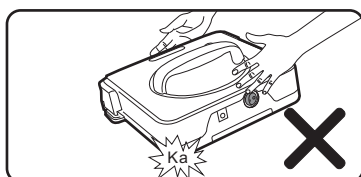
Precautionary Items



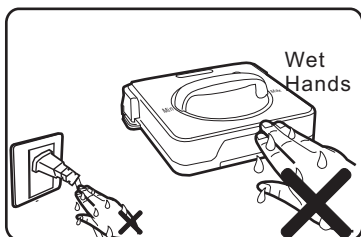
- The Winbot will only work on windows up to .4 inch thick.
- When using the Winbot to clean a window at more than 10 feet off the ground, attach the Security Line to the Follower unit and always trap the **YELLOW POD** securely so it will restrain the Follower unit from falling and causing personal injury or property damage.
- Always make sure the handle on the Follower Winbot is at the **MINIMUM** setting before beginning the magnet power selection.



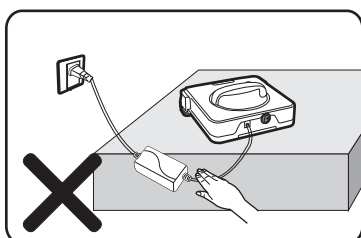
- **CAUTION:** If you place the second Winbot on the outside of the window directly opposite the Winbot on the inside of the window, you may crack the glass because of the magnetic force bringing the two Winbots together.



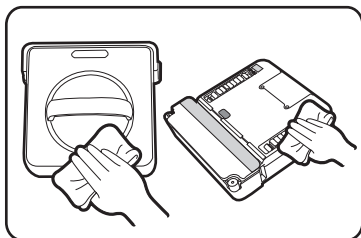
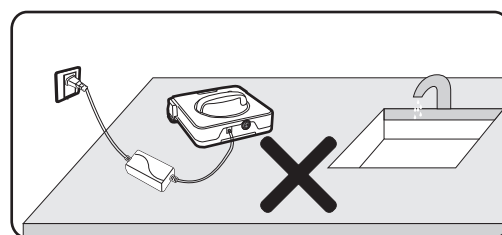
- Do **NOT** drop the Winbot. Should that happen, be very careful when applying to a window and letting it run. You should watch it clean the window without any problems. Make sure you fasten the Security Line to the Follower Unit and trap the **YELLOW POD** so the Follower Unit will not fall and cause damage to a person or your property. Otherwise, call Local service hotline for the nearest Service Center to you.



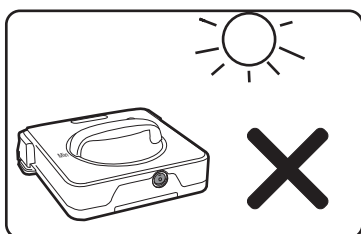
- Keep **Wet Hands** from the Winbot and charger while charging the Winbot.



- The charger/Power Pack should **NOT** be placed close to edge of table or counter where a child might grasp the Supply Cord and pull the Winbot down upon themselves.
- Do **NOT** charge Winbot next to a sink because a shock hazard exists.

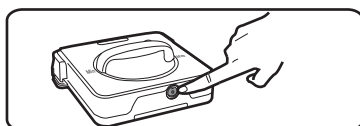
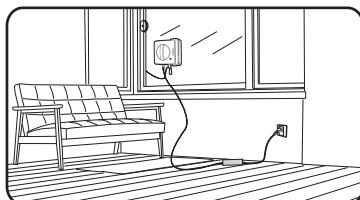
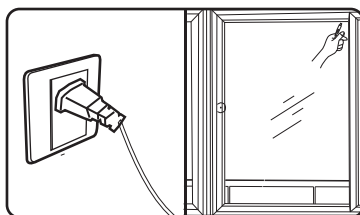
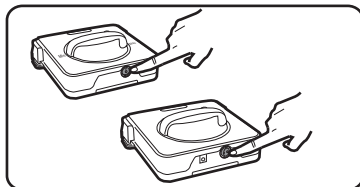
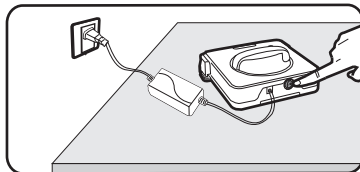
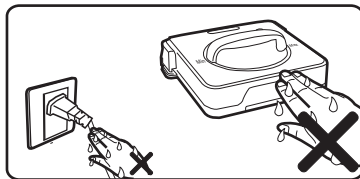
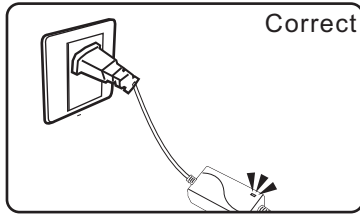


- Use a **DRY** soft cloth for daily and weekly cleaning of the plug, cord and Winbot. A damp soft cloth that has been rung dry may be used to wipe the Winbot's surfaces for better cleaning. A **WET** cloth may **NOT** be used as water may get into the Winbot or Charger/Power Pack and cause electrical problems resulting in a Service Call.



- The Winbot must **NOT** be stored in direct sunlight or near high heat as the product could become damaged and require repair.

Power Supply for the Winbot



- The W555 Winbot's power is from a Lithium rechargeable battery and only accompanying ECOVACS' charger may be used.
- W555 can also be used with Charger as a continuous power source without creating a problem. But before applying the Winbots to window, you must plug the Charger into a receptacle by the window and plug the Supply Cord into the Driver receptacle and move the Driver Winbot to the furthestmost corner of the window to see that the Power Pack is not being pulled from the receptacle and the Power Supply Cord is **NOT** being strained.
- Do **NOT** use the Charger/Power Pack if the supply cord becomes damaged, Call Local service hotline or visit our Web Site for the nearest Service Center to send theCharger/Power Pack for repair.
- Do **NOT** twist or pinch the supply cord to avoid damage to the insulation.
- Keep supply cord away from warm/hot places or sharp edges to avoid damage to the insulation.
- Do **NOT** touch the Charger/Power Pack or Winbot with **WET** hands while plugged into the receptacle nor while charging the W555 Winbot.
- In order to charge the W555 Driver Winbot, the switch **MUST** be in the **ON** position. The Power Pack light will glow **RED**, indicating the battery needs charged, and when fully charged, the light will glow **GREEN**. When the battery is fully charged, the Power Pack will reduce the power so as not to hurt the battery.
- Turn both W555 Winbots **OFF** after each use to save the batteries.
- The W553 Winbot's power source is from the accompanying Power Pack. In order to use the W553 Winbot to clean a window, you must plug the accompanying Power Pack into a 220 volt receptacle by the window and plug the male plug at end of Supply Cord into the Driver Winbot.
- With the plug end of the Power Supply Cord in hand, there is **NO** shock hazard to you, move to the furthestmost corner of the window and check to make sure the Power Pack is not being pulled from the receptacle and the Power Supply Cord is **NOT** being strained.
- With Power Pack supply line attached to the Driver Unit, turn the unit **ON** and the Winbot will clean your window.
- Turn the W553 Follower Winbot **OFF** after each use to save the batteries. The W553 Driver Winbot does not contain a battery.

Battery Charging, Replacement and Disposal



- Approved ECOVACS' battery, Charger and Power Pack must be used to prevent potential danger and damage to the Winbot, and to **NOT VOID** the Warranty.
- Call Local service hotline or visit our Web site to order replacement parts. Model and serial number will be required when ordering.
- ECOVACS, being an environmental friendly company, asks you to dispose of used batteries in compliance with your local environmental legislation, as the batteries hazardous substance will pollute the environment.

Recycling Packaging Material



- Please recycle the packaging material in accordance with your local guidelines.
- Please pay attention to metal plate in the bottom of the carton which needs to be recycled separately.

When the Product Has Problems

- Should the Supply Cord become damaged, do not attempt to repair by yourself.
- Should the Winbot stop functioning, reference pages 18 and 19 in this Instruction Book or call Local service hotline to talk to an experienced Technician.
- As with the Supply Cord, should either Winbot require service, please have a certified Service Technician handle your repair. Otherwise, your Warranty will be void and you could possibly cause yourself or your property damage by attempting to do it yourself.
- Call Local service hotline to find a Service Technician close to you.

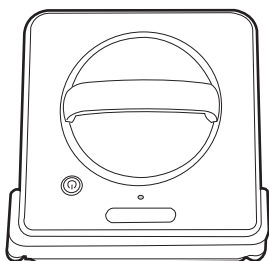
Correct Disposal of Product



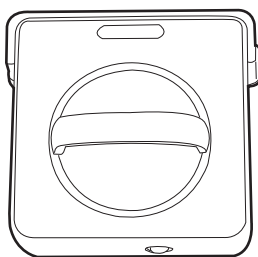
- This marking indicates the Winbot and Charger/Power Pack should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.
- In the U.S., please dispose of product at an accredited disposal site in compliance with your local requirements.

2. Package Contents and Product Specifications

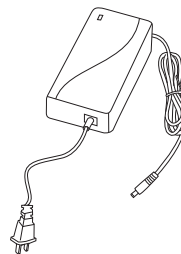
Packed Contents



Driver



Follower



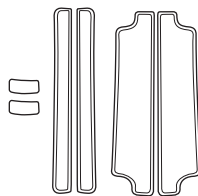
Charger/Power Pack



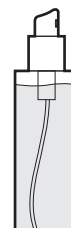
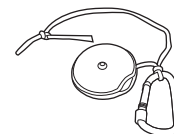
Remote Control



User Guide

Remote's Batteries
AAA 1.5 voltsFollower's Batteries
AA 1.5 volts

Clean Pads

Window Solution
Spray Bottle

Security Line

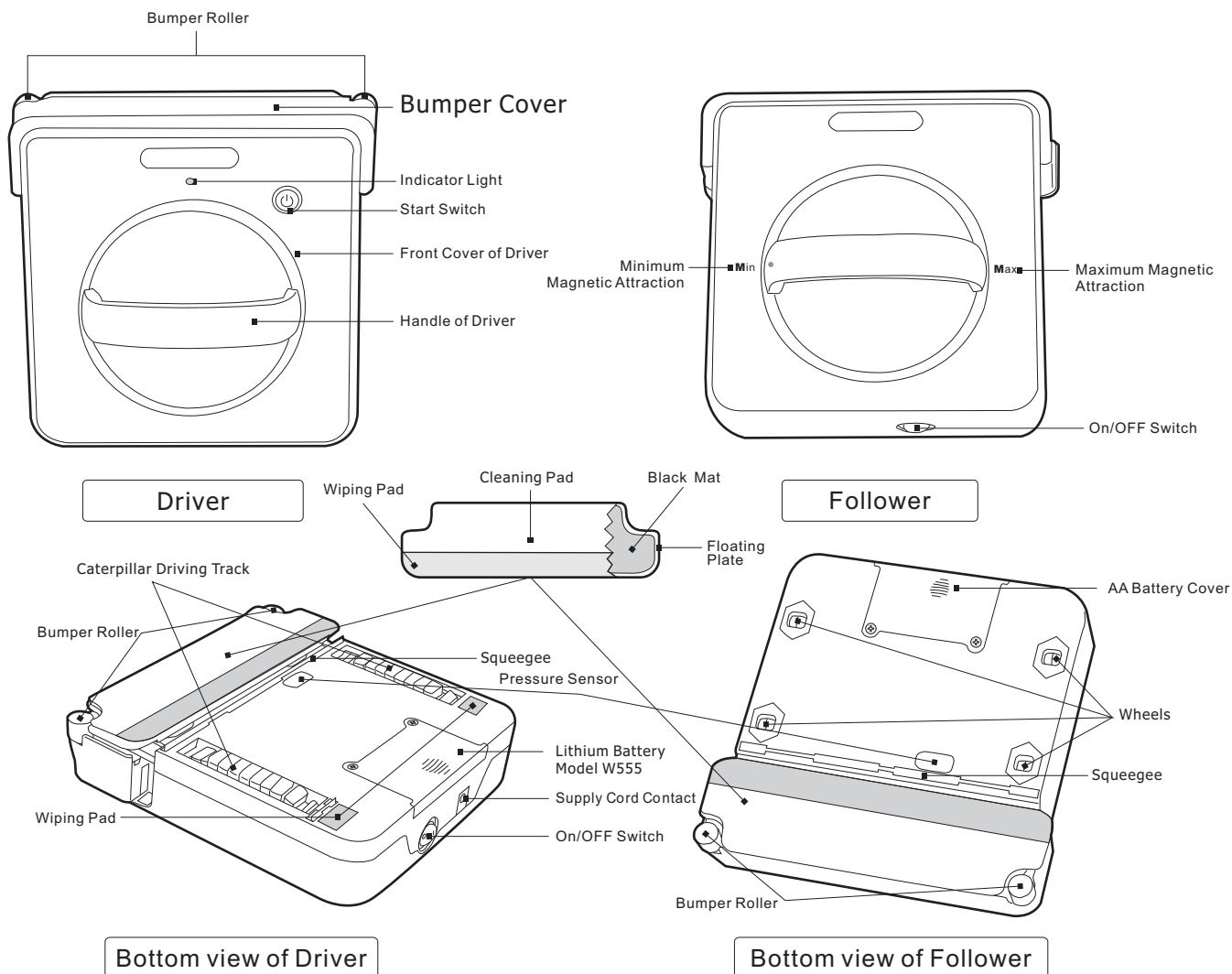
Product Specifications*

Functional Parameters		
Model	W553	W555
Battery Types	—	Lithium battery
Charging Time	—	About 2.5 hours
Continuous Working on One Charge	—	About 60 minutes
Noise (db)**	65	65
Charger/Power Pack	220 volts	220 volts
Frequency	50 Hz	50 Hz

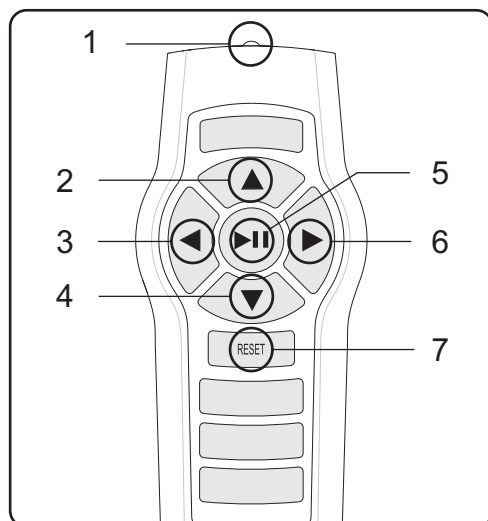
* Our Company reserves the right to make technological and design changes as a result in pursuing Continuous Improvement. The right of interpretation of the data belongs to ECOVACS Electrical Co., Ltd.

** The data is collected by our companies' laboratory based on noise test and in accordance with IEC 60704-1:1997. IEC 60704-2-1:2001 International Standard. Noise is different based on environmental conditions existing at the time in your setting.

Part Name



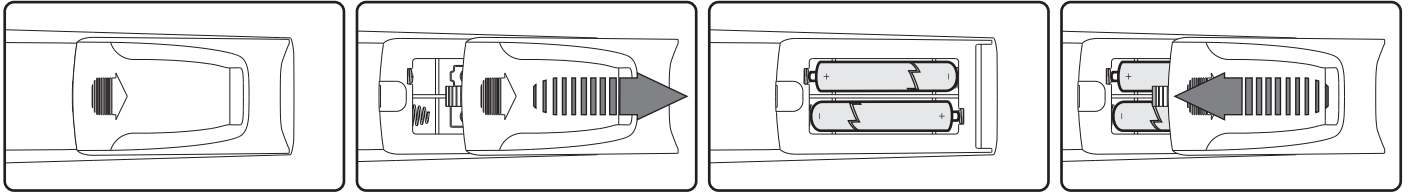
Remote Control Panel



1. Remote Signal Beam
2. Machine Move Forward
3. Machine Turn Left
4. Machine Move Backward
5. Machine Stop
6. Machine Turn Right
7. RESET

3. Remote Control

Installing Batteries



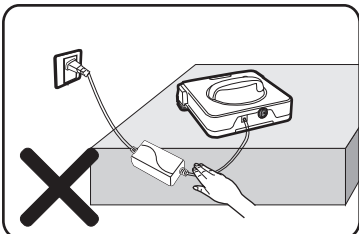
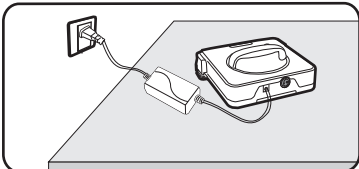
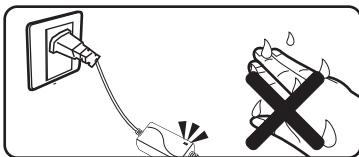
- Remote control uses two AAA (#7) batteries.
- When installing the two AAA batteries, be sure to note the directions of positive and negative polarities.
- If the batteries are low on energy, please replace both batteries so Remote will work properly.
- Properly dispose of batteries in accordance with local legislation.
- If the Remote is not going to be used for an extended period of time, please remove the batteries so the Remote will not become damaged.

USE:

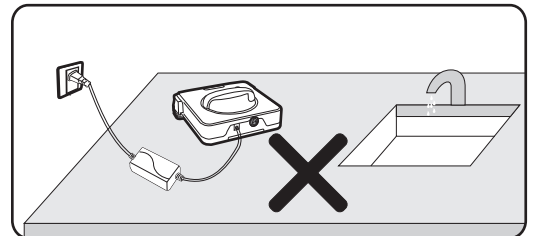
- To use the Remote, you must be within 16 feet and point it towards the Indicator light on top of the Driver Winbot.
- Do **NOT** use the Remote to try and force the Winbot over an obstacle on the window as it may cause the two Winbots to lose their magnetic grip on each other and allow the Winbots to fall from the window and cause personal or property damage.
- In some instances, other wireless products within the area may interfere with the Remote sending a signal to the Winbot, in that case, you will have to move closer to the front of the Winbot for it to work properly.
- Do **NOT** place the Remote in a hot place or in direct Sun light as the Remote may become damaged.
- Do **NOT** expose the Remote to water or allow debris to become lodged around the buttons or inside when replacing the batteries as this could cause damage to the Remote.

4. Charger/Power Pack

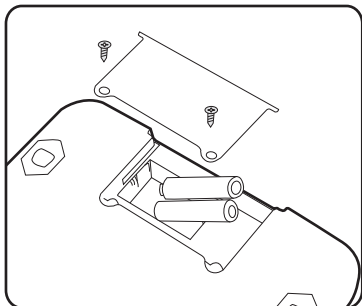
Placement of Charger



- Do **NOT** touch Charger/Power Pack with **WET** hands.
- The Power Pack can be used in most locations to plug in to a receptacle and the **Driver Unit** for charging the battery.
- The Supply Cord should **NOT** be placed close to edge of table or counter where a child might grasp the cord and pull the unit down upon themselves.
- Do **NOT** charge Winbot next to a sink because a shock hazard exists.

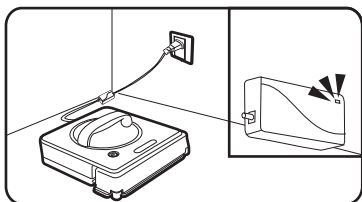
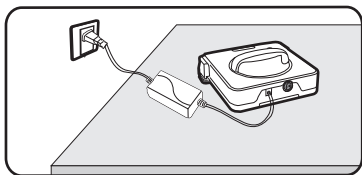
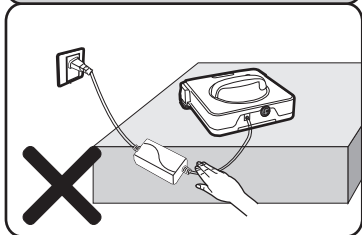
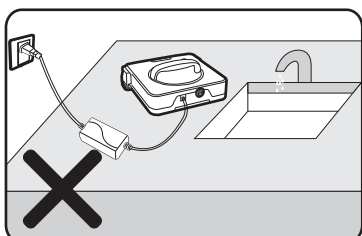


Installing Follower Auxiliary Batteries

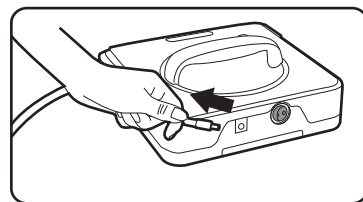


- Only the Follower Winbot requires installation of batteries.
- Remove the two screws and remove the cover.
- When installing the two AA batteries, be sure to note the directions of positive and negative polarities.
- Slide the cover back on and reinsert the two screws.
- When the batteries are low on energy, please replace both batteries so Winbot will work properly.

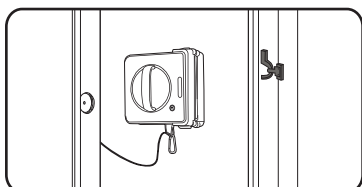
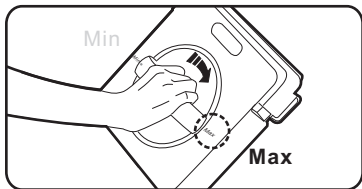
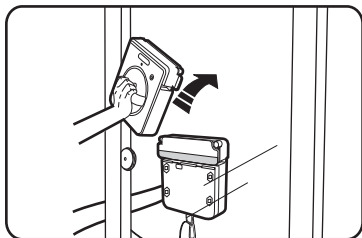
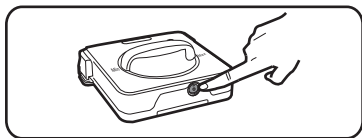
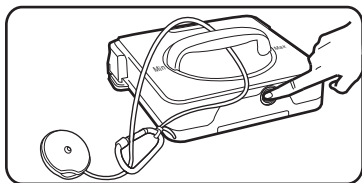
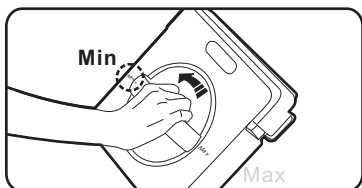
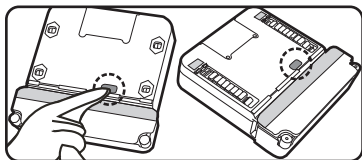
Charging Winbot's Battery



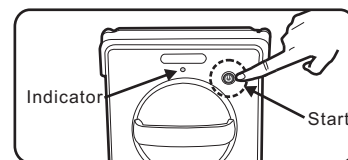
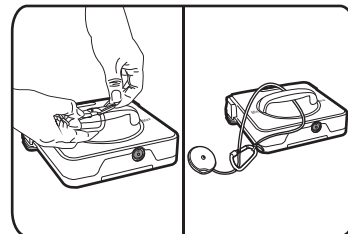
- Only the Drive Winbot's battery has to be charged.
- When charging the Winbot,
 - ▶ do NOT put close to a water source
 - ▶ do NOT place close to an edge where a child could grasp the cord and pull the unit down on to and hurt themselves.
- Before using for the first time, charge the Winbot for a minimum of 12 hours.
- On the back of the unit is a receptacle for Supply Cord Plug. You **MUST** turn the switch **ON** in order to charge the unit.
- You will notice on the Charger a **RED** light will come **ON**. This tells you the Winbot is being charged.
- The Charger light will turn **GREEN** when the battery is fully charged.
- Under normal conditions, charging the battery will take approximately 2.5 hours.
- A cool or warm room will affect the charging time.
- You should use the Winbot to clean windows until the battery runs down and then charge the battery once again. Repeating this one more time will bring the battery to full power.
- The W555 Driver can be left connected to the Charger as it will automatically decrease the charging power so it will not harm the battery.
- We suggest, if you are **NOT** going to use the Winbot for awhile, to disconnect the Charger from the receptacle and the Winbot and store in a safe, dry place away from heat.



5. Applying Winbots to the Window

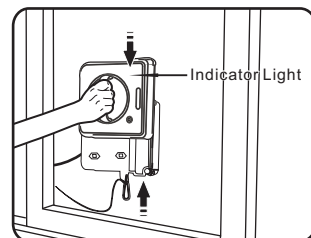


- Turn both Winbots over and clean the Sensors with a clean Dry cloth.
- **Follower** Winbot must have the adjustable handle set to the **MINIMUM** setting before applying unit to window.
- Holding the clip in one hand, thread the Security Line **LOOP** under the **FOLLOWER HANDLE**. Grasping the **LOOP**, slip it over the open end of the **CLIP** and release then release the spring loaded clip and make sure it closes properly.
- The Security Line when assembled to the **FOLLOWER HANDLE** should look like this.
- Both Winbots **MUST** be turned **ON** and the Start Switch on the Driver Winbot depressed to turn the electronics **ON**. The **Indicator** light will glow **RED**.



CAUTION: You **MUST NEVER** place one Winbot **DIRECTLY** opposite the other on the window. The glass could crack or shatter because of the sudden clamping force bringing the two Winbots together so quickly.

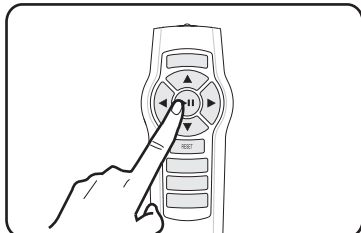
- Taking the Follower Winbot, place it on the outside of the Window and take the Driver Winbot and place above the Follower Winbot on the inside of the window and slide the two Winbots together so they are magnetically attracted to each other. Do **NOT** let go of the Winbots.



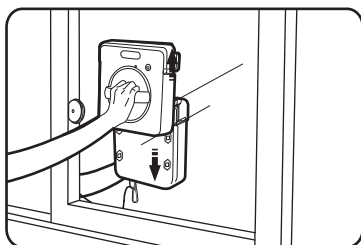
- Once the two Winbots are attracted to each other, turn the **Follower** handle towards the Max position until the Indicator light on the Driver Winbot changes from **RED** to **BLUE**. Do **NOT** turn the handle any further as the magnetic attraction force is at the optimal level for this window.
- After you have opened the Window, attached the Winbot's to each other and adjusted to the proper setting by turning the handle, the **YELLOW** POD must be placed on the inside of the window, as shown, and the window completely closed.

6. Removing Winbots from the Window

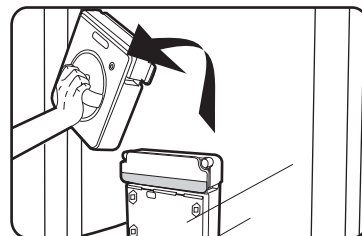
Removing Winbots from Window



- If the Winbot is **NOT** within easy reach to remove from the window, use the Remote to bring them back within easy reach by first pressing the **Pause** button on the Remote and then pressing the **Arrow** directional buttons.



- With Winbots in easy reach, remove the Supply Cord from the W553 Driver Winbot.
- Grasping both Winbots, turn the handle clockwise on the Follower to lessen the magnetic attraction and then proceed to slide them away from each other until they are free; bring the Follower Winbot in from the outside.
- Do **NOT** allow the two Winbots to come



- Turn the Winbots so the bottoms are facing upwards so water and dirt will not fall off onto the floor or furniture.

7. Using Winbot

Places can NOT be used

Following are where the Winbots may **NOT** be used:

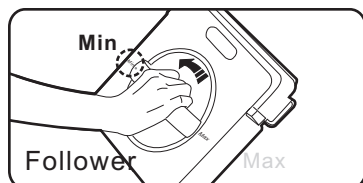
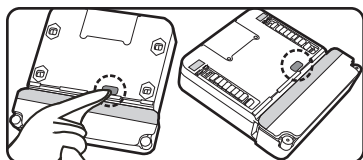
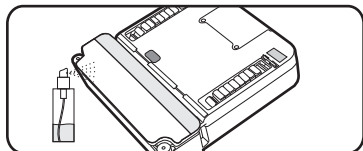
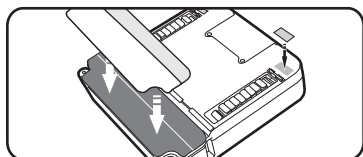
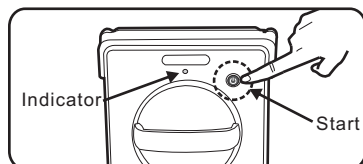
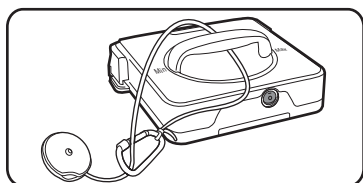
- ▶ on glass that is thicker than 0.4 inches,
- ▶ on glass door or window that has **NO** frame,
- ▶ on hi rise commercial buildings,
- ▶ on small windows where there is not enough room for the Winbots to maneuver,
- ▶ on Stain Glass windows nor
- ▶ on hard surfaces such as counter tops and floors.

Places Can Be Used

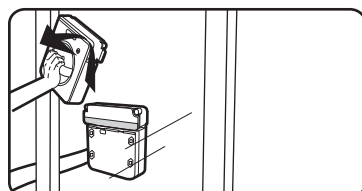
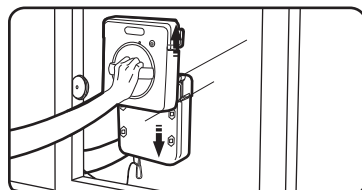
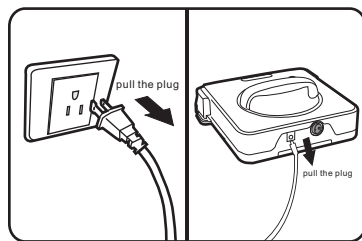
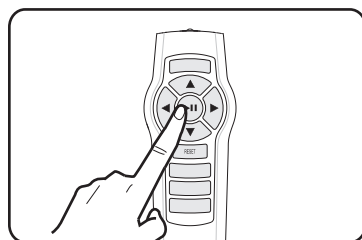
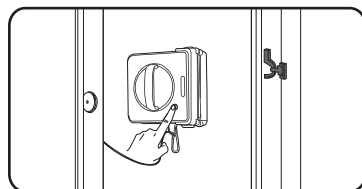
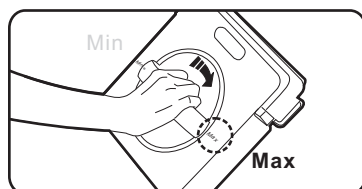
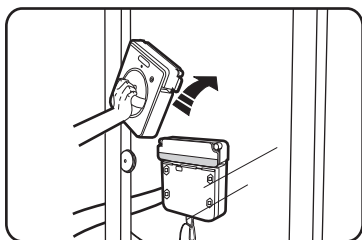
Following are where the Winbots **MAY BE** used:

- ▶ Glass that is 0.4 inches or thinner
- ▶ Framed windows, glass panes or doors
- ▶ Easy to reach to apply Winbot on outside and inside
- ▶ window at same time and turn the handle to adjust magnetic strength.
- ▶ Use the Security Line when the window or glass being cleaned is more than 10 feet above the ground.

Preparation for Use

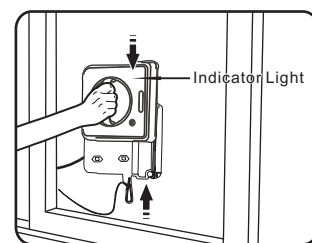


- Do **NOT** use the Winbots to clean the Window when it is raining outside, **moisture WILL** get into the unit and **WILL** cause damage that **WILL** require the unit to be sent to the Service Center for Repair.
- With the W555 Driver Winbot fully charged, you are now ready to clean your windows.
- For the W553 Driver Winbot, plug the Power Pack into the receptacle close to the window and with the Supply Cord plug in your hand (you will not get an electrical shock), move to the furthest corner of the window to see that the Supply Cord will reach when plugged into the Driver Winbot when cleaning the window.
- Taking the Follower Winbot, attach the security line to the handle should the window being cleaned is 10 feet or more off of the ground. Unroll the Security Line from the YELLOW POD.
- Plug the Supply Cord plug into the W553 Driver Winbot and turn both Winbot switches **ON**.
- On the Driver Winbot, depress the **Start** button. The **Indicator Light** should turn **ON** and be **RED**.
- With the Winbots turned over, place the larger Cleaning Pad on to the floating plate at the front on both Winbots.
- Taking the smaller rectangular Cleaning Pad, place it directly behind the larger Cleaning Pad on the floating plate on both Winbots.
- Place the two small pads in the recess directly behind the Treads.
- Using the spray solution supplied with the unit, spray the larger front Cleaning Pad on both Winbots evenly until slightly damp. From your experience in using the Winbot to clean the windows, you will find out just how much to spray on the pads.
- Make sure the Sensors on the bottom of the units are clean.
- Picking up the **Follower** Winbot first, make sure the handle is set to the **MINIMUM** setting before applying to the window.
- **CAUTION: NEVER** place one Winbot directly opposite the other Winbot on the window as the magnetic attraction force in bringing the two Winbots together **could cause** the **glass** to crack or shatter!



Cleaning After Use

- Grasping both Winbots, place Driver Winbot on the Inside of the Window and the Follower Winbot on the Outside of the window below the other and gradually bring them together until you feel the magnetic attraction.
- Once the two Winbots are opposite each other on the Window, turn the **Follower** handle clockwise until the **Indicator** light turns **BLUE** on the Driver
- If you are using the Safety Line because the window is more than 10 feet off the ground, reach for the **YELLOW POD** on the floor and place it by the Window Housing while you close the Window on the Security Line.
- Once the **YELLOW POD** is trapped by the closed Window, press the **START** button again and the Winbots will start to clean the Window.



NOTE :

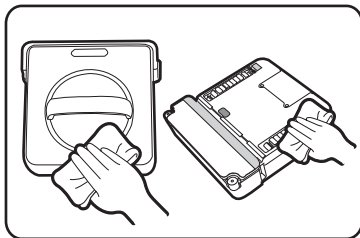
- At anytime while the Winbots are cleaning the Window, you may use the **Remote**. Press the **Pause** button on the **Remote** and the Winbots will enter the **Pause Mode**. Then press one of the **arrow** buttons to drive the Winbots in the direction that you want. You may then press **Auto** on the **Remote** to return control of the cleaning back to the Winbot.
- When the Winbots are finished cleaning the Window, they should return to where you placed them to start the cleaning process.
- Should the Winbots not be reachable to remove from the Window, use the **Remote** to bring the Winbots back within easy reach for removal.
- When using the W553 Driver Winbot, first, unplug the Power Pack from the wall receptacle and then unplug the Supply Cord from the Driver Winbot.
- If using the Safety Line and the Winbots are within easy reach, grasp the **YELLOW POD** in one hand and open the window. Placing the **YELLOW POD** on the floor, place your foot on the Security Line in front of the **POD**. This will keep the Outside Winbot from falling very far should you loose grip while separating from the Inside Winbot and bringing in side.
- Grasp both Winbots by their handles and slide one Winbot away from the other until they have **NO** magnetic pull. Move the Inside Driver Winbot away from the window and bring the Follower Winbot in from Outside.
- Do **NOT** allow the two Winbots to come together.
- Turn the Winbots so the bottoms are facing upwards so water and dirt will **NOT** fall off onto the floor or furniture.

- Reference Cleaning Winbots and Cleaning the Pads on page 17.

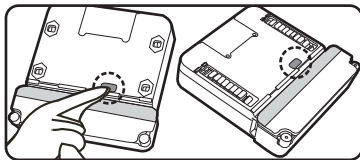
8. Maintenance of Winbot

Cleaning Winbot

- Turn the power switch **OFF** on both Winbots.
- If the Charger/Power Pack is plugged into the Winbot, unplug the Supply Cord from the Winbot.
- Using a mild detergent - **NONE** with pine or citric additives – wring the soft cloth dry of water and proceed to clean the Winbots.
- Do **NOT** allow water to get into the Winbot as the water **WILL** cause problems with the internal electrical components and **WILL** require the Winbot to be Serviced.

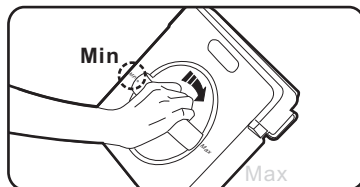


- Pay particular attention to clean the caterpillar treads and to remove any material clinging to the treads.



- Be careful when cleaning the **Sensors** on the bottom of the Winbot to not scratch the surface. **Immediately** wipe dry with a soft dry clean cloth.

Storage of Winbot



- When you have completed the cleaning of the Winbot, place the Follower handle in the **MINIMUM** setting before storing the Winbot.
- Before storing the Winbot, make sure the caterpillar treads and Winbot are dry.
- Do **NOT** store the Winbot next to a heat source or in direct sun light.

Cleaning the Pads

- You may wash the six (6) pads by hand with mild detergent and rinse thoroughly to remove all soap.
- After washing the six (6) Cleaning Pads, lay them out flat on a surface to dry. Do **NOT** put in Clothes Dryer or reassemble to the unit to allow to dry.

9. Common Failures

NO.	Problem	Solution
1	Winbot doesn't work	<ol style="list-style-type: none"> 1. Make sure the Winbot switches are in the ON position and you have depressed the Start button on the Driver Winbot twice. 2. If the Winbot still does not work, plug the Power Pack into the Driver Winbot and if the RED light shines on the Power Pack, then the Winbot needs to be charged. 3. Should the Winbot still not work, then please call Local service hotline for consultation with a Technical Representative.
2	Winbot is in trouble	<p>During the cleaning, if the Winbot gets in to trouble, it will need your assistance to solve the problem. With the Remote, press the Pause button. Pressing one of the directional arrows, direct the Winbot out of the corner or away from the latch or problem area. If you are unable to maneuver the Winbot around in the window frame, then the window is too small for the Winbot to effectively do its job of cleaning the window.</p>
3	Winbot can not sense the glass thickness	<p>The Winbot is designed to work on a glass thickness of 0.4 inches or less. Attaching to a Window thicker than this dimension WILL cause the Winbot NOT to work properly and WILL surely cause the Winbot to fall from the window causing harm to a person or property.</p>
4	Winbot can NOT sense the edge of the door or window.	<p>The Winbot is NOT designed to work on a window or door that does NOT have a frame. Use of the Winbot on such a window or door WILL surely cause harm to a person and property.</p>
5	Winbot's cleaning ability decreases	<p>Should you find cleaning the window is not acceptable, press the Pause button on the Remote and drive the Winbots close to where you can remove them comfortably from the window. Remove both of the Winbots from the window and carry to a flat surface where the bottom of the unit is facing upwards. Look at the cleaning cloths and if dirty or debris is cleaning to the cloths, remove and rinse under running water. Wring the cleaning cloths dry and smooth out on a flat surface. Check to make sure the surface to which you removed the cleaning cloths is free to move up and down with slight pressure. Look at the bottom of the unit and make sure there is no other debris on the unit that could be marking the window. Check the caterpillar treads to make sure they are clean and not leaving dirty marks on the window. Either place the original cleaning cloths back on the Winbot or attach new cleaning cloths and spray again with the solution.</p>

10. Common Questions with Answers

1. **Question:** The Winbots contain magnets, is there anything special I need to know in the use and care of the Winbots.

Answer: Yes, if a person has a pacemaker, you need to consult their Doctor before allowing the person to use or come in close contact with the Winbots. Also, the magnets must be kept away from computers, cell phones, TV's, other electronic devices and credit cards. Irreversible damage could happen to the items.

2. **Question:** How do you know when the magnet strength is at the correct setting for the glass being cleaned?

Answer: 1. The Winbots are designed to work on glass up to 0.4 inch thick. Any thicker and the product will NOT safely function. 2. When the two units are attracted to each other on the window and you have turned the handle on the Follower till the Indicator light on the Driver has gone from RED to BLUE, then you know you have reached the correct setting on the unit for the thickness of the glass.

3. **Question:** Can the Winbot clean the glass without someone being there to watch?

Answer: The Winbots are designed to work without continuous attention. But being aware of its progress and when they have finished their task is appropriate.

4. **Question:** Why do the Winbots not finish their task?

Answer: The first thing to check is that the Driver Winbot is fully charged. The second thing is the AA batteries in the Follower Winbot may need replacing. If all this fails, please call Local service hotline and talk to a Technician for further advice.

5. **Question:** The Winbots are stuck in a corner or at the Window latch and are unable to move on to clean the window.

Answer: Should you find the Winbots are unable to move out of the problem on their own, do NOT try to help them by grabbing the handle of the Winbot and pulling it out of the trouble spot. You may pull the Winbot away from the other Winbot and cause it to fall from the window. Instead, you must get the Remote and press the Pause button and with the directional arrows, move the Winbots out of the problem area and then press the Auto button to return to the operational mode.

6. **Question:** Why is the glass not getting clean while the Winbots are moving about?

Answer: The Cleaning Cloths maybe dirty, the caterpillar treads may be dirty or there may be debris attached to the bottom of the unit. In this case, you need to remove the Winbots from the window, clean the caterpillar treads, replace or rinse the Cleaning Cloths and look for any debris caught on the bottom of the unit. You should also check to see if the dirt on the window is hard, dried dirt that is difficult to get off which will take your personal cleaning of those spots.

7. **Question:** Why is the Winbot's battery not charging?

Answer: Check to see if the RED or GREEN light comes ON when you plug the Power Pack into the Winbot and that you have turned the Winbot ON by pressing the switch on the back of the Winbot. If the light does not come on, check to make sure there is

power in the receptacle. If there is power and the Power Pack is not responding as described above, call Local service hotline to talk to a Technician for further help.

8. **Question:** Does it matter if you leave the Driver Winbot plugged into the Power Pack after the Green light has come on?

Answer: No, the Power Pack will recognize the battery is fully charged and will reduce the charging current so not to harm the battery. HOWEVER, it is suggested if you are not going to use the Driver Winbot right away, you unplug the Power Pack from the receptacle and Driver Winbot, turn the Driver Winbot switch OFF and store both.

9. **Question:** While the Winbots are cleaning the window, can I grab the handle to help move it along faster?

Answer: The Winbots are designed to move at a speed to be able to clean the windows acceptably. Should you try to move them faster, you may damage the driving mechanism and cause the Driving Winbot to fail. This would result in the product requiring Service.

10. **Question:** I plan not to use the Winbot to clean windows or glass for a period of more than one month, what should I do.

Answer: While this a lithium battery, we do suggest that every three to four months or oftener you take the Driver Winbot out and charge the battery. But do not forget the batteries in the Follower Winbot and the Remote. We suggest you remove those batteries so they do not harm the units.

11. **Question:** Is there special care of the Cleaning Cloths?

Answer: Yes, they are a special cleaning cloth that requires little moisture to clean the windows. The dirt tends to be attracted and absorbed by the fibres of the cloth. That is why it is important to rinse and clean the cloth after each use. You should never use a fabric softener in rinsing the Cleaning Cloths as this gets into the fibres of the cloth and when used the next time can leave a milky residue on the glass that may not be noticed until you look through the glass in certain ways.

12. **Question:** Can I use any window cleaning agent with this Winbot?

Answer: Our response, unfortunately, is no. The reason being there may be harsh chemicals in the window cleaning agent that can attack the plastic on the Winbot. As a result of the use of these chemicals, your product would require servicing which would not be covered under your Warranty. To find out how you may purchase our cleaning solution and more Cleaning Cloths, please go to our Web site or call Local service hotline.

While we hope we have answered some of the questions you might have because of experiences you have run into while operating the Winbots, please do not hesitate to call Local service hotline for assistance with a question or problem that you might have.

Enjoy Smarter Life!

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