

===== Hovo 510 only runs for a minute or less, then stops =====

Symptoms:

Hovo 510 runs for a very short time, then stops and shuts itself down.
It happens more often on carpet than on hard floor.

Possible Causes:

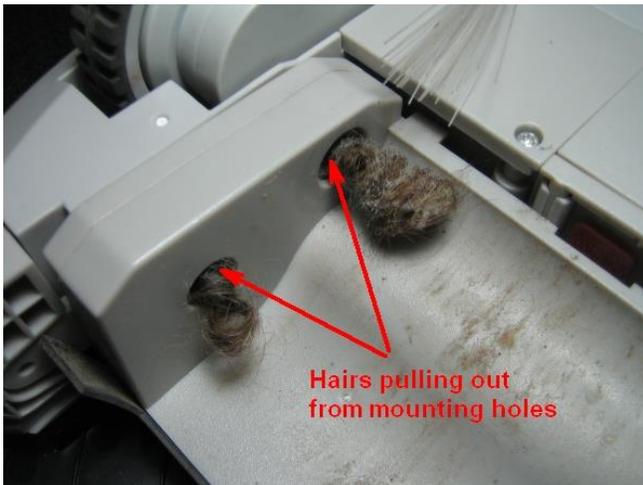
This issue is most likely caused by too much resistance on moving parts (brushes and wheels, etc), which triggered an alarm signal on main control board, so the vacuum stops working after a while for self protection.

Recommended Solutions:

Please remove any debris and hairs on each end of bristle brush and beater brush. In particular, double check if there are hairs clogged inside the brush mounting holes on motor shaft side (see photos). It is not so easy to see the any hairs hidden deep inside the mounting holes. We recommend you to use sharp tip tweezers to grab & pull out any hairs hidden inside.

Finally, remove the battery from Hovo 510 for 30 mins to reset the system.

If the vacuum is still not working, please email a copy of your receipt to support@metapo.com and give us the serial # of your vacuum. The serial # is on a small white sticker under the upper case cover. You can see the s/n after taking out the dustbin from the vacuum.



===== Hovo 510 virtual blocker does not work =====

Symptoms:

Virtual blocker does not work.

Possible Causes:

The virtual blocker has lost communication with Hovo 510;

You just ordered a new virtual blocker and have not paired it up with the vacuum yet.

Virtual blocker battery is too weak and needs to be replaced.

NOTE: The new virtual blocker will NOT work with your Hovo 510 until you have completed the pairing procedure.

Recommended Solutions:

Please follow the steps below to pair the virtual blocker with your vacuum.

1. Turn OFF the main power switch on the side of Hovo 510.
2. Install new battery in virtual blocker and turn it on. You should see a red LED indicator blanking slowly on virtual blocker.
3. Use a paper clip (or other sharp tool) to press the pairing button under the red LED light on virtual blocker and keep holding it down => the red LED light should become steady on.
4. While holding down pairing button & the red LED being in steady on status, turns ON the main power switch on Hovo 510 unit.
5. After you hear 3 beeping sounds from the vacuum, release the pairing button on virtual blocker.

Now the virtual blocker is successfully paired with Hovo 510.

===== Hovo 510 does not vacuum =====

Symptom:

The Hovo 510 does not vacuum.

Possible Cause:

* Vacuum motor is defective

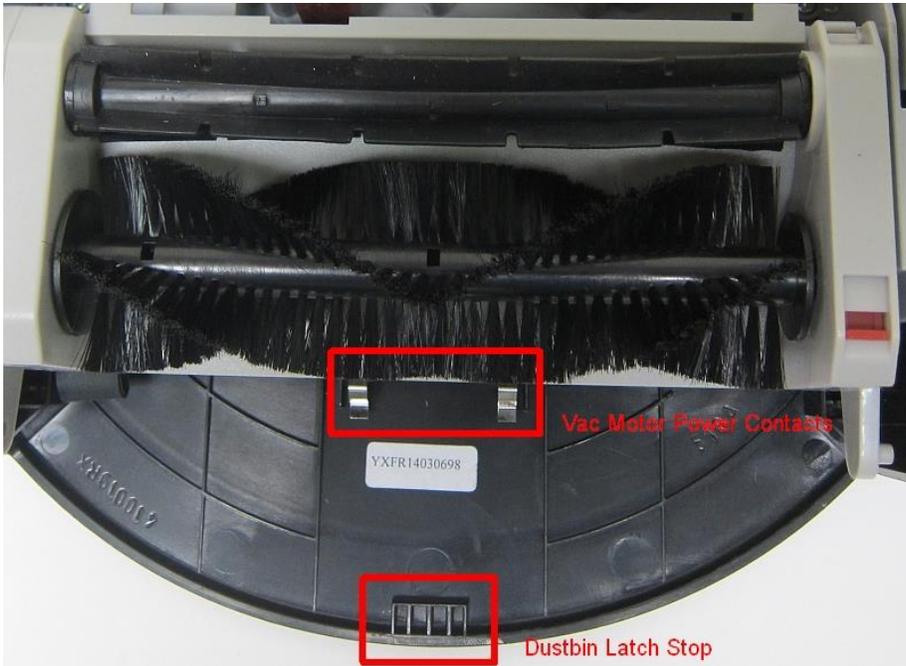
* There is poor contact between dustbin assembly and the vacuum main body.

Recommended Solutions:

Things to check:

If you do not hear the vacuum motor running sound, or there is no air flow coming out from the air vents on the back of vacuum, then either the vacuum motor is bad or it does get power from the vacuum.

Hovo 510 vacuum motor is integrated into the dustbin module, which gets power through two vacuum power contact terminals on the vacuum. Make sure both contacts are in good shape. If they are crooked or deformed, the vacuum motor will not able to get power.



Finally, remove the battery from vacuum for 30 mins to reset the system. Then, re-install the battery and test the vacuum again.

If you need further assistance, please email a copy of your receipt to support@metapo.com and give us the serial # of your vacuum. The serial # is on a small white sticker under the upper case cover. You can see the s/n after taking out the dustbin from the vacuum.

===== Hovo 510 does not go back to the charging base =====

Symptom:

The Hovo 510 does not go back to the charging base.

Possible Causes:

- * The home charging base lost communication with Hovo 510;
- * There is inference from virtual blocker to prevent the vacuum from returning to base;
- * You just purchased a new home charging base and have not pair it up with the vacuum yet.

NOTE:

The new home charging base will NOT work with your Hovo 510 until you complete the pairing procedure.

When you have a large house or complicated room layout, it is normal for the vacuum to take longer time to locate and return to the charging base. Please give it more time in this case.

Recommended Solutions:

1. How to verify the communication between home charging base and Hovo 510?

- * Put the home charging base on hard floor with enough clearance around it
- * Put the vacuum about 1~2 feet in front of the home charging base
- * Turn on the main power switch of Hovo 510.
- * Plug the AC adapter to home base. The red indicator light on home base should be on.
- * Press AUTO button to start the vacuum, then *immediately* press CHARGE button to let it return to base.
- * When Hovo 510 is approving the home base, the red light on home base should start blinking quickly and the vacuum should move towards the base direction and start docking.
- * Hovo 510 should be able to detect the base and return to the base. Otherwise, you need to re-do the following pairing steps.

NOTE: It is normal for Hovo 510 to spin around a few times or even move away from base initially to find a better docking angle. Please give it more time until the vacuum finds the base signal.

2. How to pair the home charging base with Hovo 510?

If the vacuum lost communication with home base, or when you just purchased a new home base, please follow the steps below to pair them up.

Make sure virtual wall is not blocking the return path of Hovo 510. You may want to turn off the virtual wall off first to see if it helps.

1. Always put home charging base on hard floor with enough clearance around it, so it is easy for the vacuum to detect the base.
2. Do not put virtual block near the home charging station. Otherwise, it might cause interference.

3. Turn OFF the main power switch on the side of Hovo 510, and plug the AC adapter to the home base. When home base is powered up, a red indicator light on the front of home base should become ON.

4. Use a paper clip to press and keep holding down the pairing (code check) button on the back of home base. The red indicator light on home base should go OFF.

5. Now, turn on the main power switch on Hovo 510 WHILE the red light on home base is still off (important!!!).

6. After you hear 2~3 beeping sounds, release the pairing button on home base. The pairing is successful now.

If you need further assistance, please email a copy of your receipt to support@metapo.com and give us the serial # of your vacuum. The serial # is on a small white sticker under the upper case cover. You can see the s/n after taking out the dustbin from the vacuum.

===== Hovo 510 dustbin won't stay on =====

Symptom:

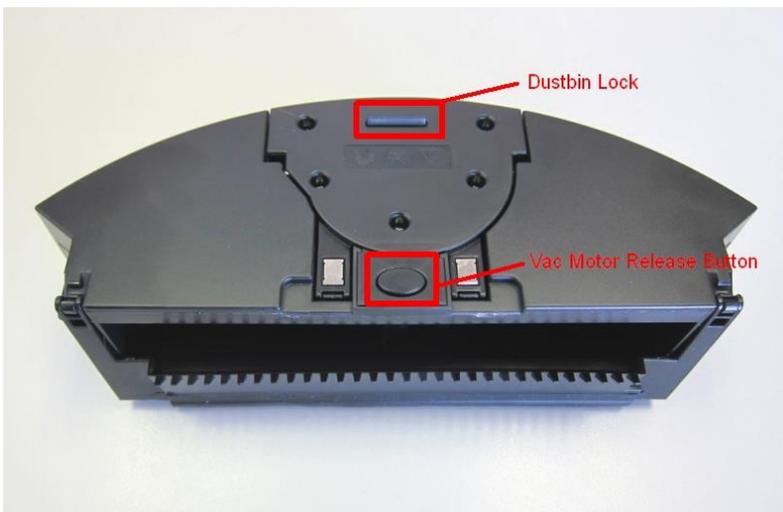
The Hovo 510 dustbin does not stay on.

Possible Cause:

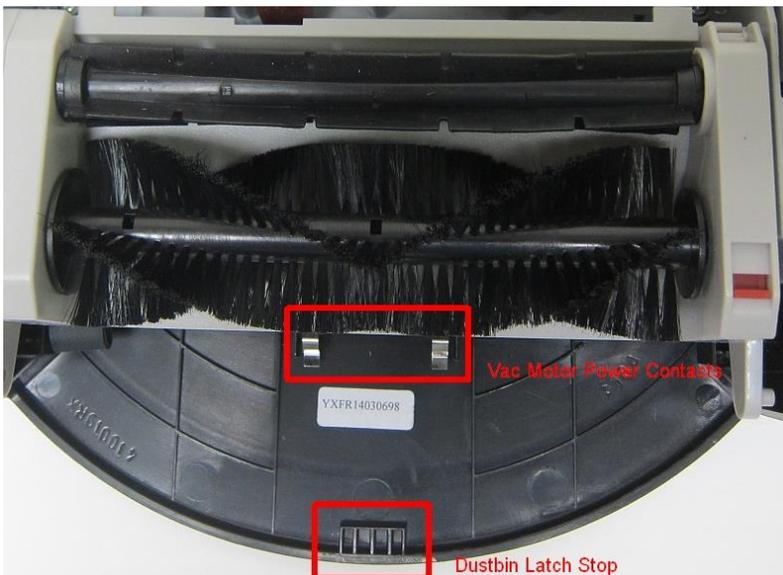
Vacuum motor is defective or there is a poor contact between dustbin and vacuum body.

Recommended Solutions:

1. Check the spring-load latch on the dustbin side (see photos). Press the Dustbin Release Button a few to see if the latch can return to its original lock position smoothly after you let go the Dustbin Release Button.



2. Check the latch lock stop on vacuum cover side. Make sure that there is no damage to it. Otherwise it might cause the problem even the spring latch on dustbin is good.



3. Check the power contacts between vacuum motor and the vacuum. If the metal contact terminals on Hovo 510 are deformed, the vacuum motor (integrated on dustbin module) will have poor contacts and cause suction issue from time to time.

To remove the vacuum motor from dustbin assembly, just press the Vacuum Motor Release Button and it will come off easily.

If you need further assistance, please email a copy of your receipt to support@metapo.com and give us the serial # of your vacuum. The serial # is on a small white sticker under the upper case cover. We will send you a replacement part after we get your order information.

===== CleanMate QQ2 moves in jerking motion or always turning in circles =====

Symptom:

The vacuum moves in abnormal jerking motion, or always turning in circles.

Possible Cause:

This problem is most likely caused by the malfunction of CleanMate wheels.

Recommended Solutions:

It is very easy to replace a CleanMate QQ2 wheel. First, remove a small screw on wheel cover and open the cover. Then, un-plug a power wire connector to the wheel, and you take the whole wheel assembly out. Finally, install the new wheel.

If the vacuum is always turning to the left side in counter-clockwise direction, then left wheel needs to be replaced. You can also double check the marking on wheel assembly casing (L/L2 or R/R2) to order the correct replacement wheel.

If your vacuum is under warranty, please email your order receipt to support@metapo.com and give us the serial # of your vacuum. The serial # is on a small white sticker on the bottom of CleanMate unit. You will send you replacement wheel(s) after we receive your order info.

In case the vacuum is out of warranty, you can order replacement wheel from here.

<http://store.cleanmateus.com/movingwheels.html>

===== CleanMate QQ2 battery charging problem =====

Symptom:

The CleanMate QQ2 does not charge

Possible Cause:

Battery is too old => replace the battery

AC adapter is wrong or defective => find the correct QQ2 charger or replace the bad one

Charging circuit problem on the vacuum => Contact us and have the bad control board replaced

Recommended Solutions:

CleanMate charging problem could be caused by an aging battery, a bad AC adapter or the problem of charging control circuit on the vacuum.

If possible, please measure voltage of your battery and AC charger first. The battery voltage should be about 15.5V ~ 16.5V when it is fully charged. The output of AC adapter should be around 20V.

You can order CleanMate QQ2 replacement battery and AC adapter here:

<http://store.cleanmateus.com/clrebaforqq.html>

<http://store.cleanmateus.com/clrachforqqu.html>

If you need further assistance, please email your order receipt to support@metapo.com, and give us the serial # of your vacuum. The serial # is on a small white sticker on the bottom of CleanMate unit.

===== How to upload a video clip? =====

To help us get a better understanding of the issue, you can upload a short video clip through following link, then send an email to support@metapo.com

<http://form.jotformpro.com/form/42405121389955>

===== Hovo 600 Series Error Codes and Resolutions =====

Troubleshooting

Error Codes Chart

Error code will show on display panel if there is a problem with the cleaner

Error Code	Cause	Solution
E01	Left wheel error	Remove hair and debris from the cleaner's left wheel. Push it in and out and check if the wheel can turn freely.
E02	Right wheel error	Remove hair and debris from the cleaner's right wheel. Push it in and out and check if the wheel can turn freely.
E03	Not in use	
E04	Unit is lifted up	Place cleaner on the floor
E05	Cliff sensor fail	Clean the cliff sensor with a cotton swabs
E06	Bumper sensor fail	Check bumper can move freely and is free from any debris
E07	Left brush error	Remove and clean left brush
E08	Right brush error	Remove and clean right brush
E09	Unit is stuck	Move main body and start again
E10	Power switch is off	Turn on power switch while charging battery
E12	Wheels issue	Check any issue on two wheels rotation speed
E15	Vacuum motor error	Check any air flow from air outlet at cleaner back end
L0	Battery power is low	Recharge battery manually
8888	battery power is very low	Recharge battery manually
 and ! flash	Dustbin full	Clean dust bin and vacuum intake

Note: If the error condition is not resolved, do the following:

1. Restart the cleaner by switching off and on power switch.
2. If restarting doesn't work, remove battery for more than 10 minutes to reset system.
3. If it is still not working, then contact your local service center for repair.