

ILIFE V3s Pro Troubleshoot Report



Issues	Likely Cause	Correctly Action
Makes some random noise	1.When the dust box of the machine is full of garbage, it will cause the machine to work louder	1.if the dustbin is full may affect the suction, so clean is very necessary
	2.After cleaning the dust box, the customer did not put the primary filter, high-efficiency filter and other accessories back into the dust box, which caused the machine to suck foreign matter into the fan during the vacuuming process, causing abnormal noises.	2.remind customers to correctly assemble various accessories after maintenance of the machine
No proper suction	1. check if the dustbin is empty before cleaning.	1. if the dustbin is full may affect the suction, so clean is very necessary.

	2.The machine has a spot cleaning to choose from, the suction power will increase in the spot cleaning, which helps to improve the cleaning effect.	2.Improve the user guidance will help customer to use the robot correctly and have good cleaning result
	3. When the machine is working, the remaining battery power is not high, resulting in poor working results	3.remind customers to start the machine when the machine is fully charged
Item does not charge	1.The charging pins at the bottom of robot are dirty.	1.remind customer to clean the charging pins regularly.
	2.The charging pins on the charging dock do not rebound smoothly.	2.At present, the electrode pad of the charging stand is improved, and a more stable rebound effect can be obtained by changing the metal material and thickness
	3.There is tangled hairs or other objects in the universal wheel.	3.remind customer to clean the robot regularly.

	4.The battery is damaged.	4.Update the user manual, so that customers can contact us faster and easier to solve the problems encountered in such situations
Does not clean carpet	1. The machine uses infrared rays to achieve the anti-drop function. If the carpet used by the customer is a black or dark plush carpet, the machine's anti-drop function will be triggered and it will not work properly.	1. Update the product detail page to customers the normal environment suitable for machine work
	2. The pile of the carpet is too long, entangled the wheels and side brushes of the machine, causing the machine to report failures and fail to work normally	2. Update the product detail page to clarify to customers which environments are not suitable for the robot to work, and reduce the chance of failure.
	3. The carpet is too high therefore support the machine, causing the machine to not move forward normally and affect the work.	2. Update the product detail page to clarify to customers which environments are not suitable for the robot to work, and reduce the chance of failure.