



Electrolux

Vacuum from **anywhere**

PUREi9



Frequently Asked Questions

Will this robot vacuum cleaner replace my other vacuum cleaners?

No, in areas where the robot cannot reach, such as staircases, bookshelves, underneath very low furniture, etc. However, if robot is used regularly, the total amount of dust in the room is reduced. This reduces the need for manual vacuuming.

Can I use the robot without downloading the app?

Yes you can by just pushing the play button. However, we strongly advise you download the app and connect it to your home WiFi so that your robot automatically updates with the latest software for best performance. The app also enables you to schedule clean and helps with troubleshooting issues.

Can I use more than 1 smart phone to control the robot?

Yes, you can use more than one smart phone for the same robot (no limit to this) as long as it is logged in to the same account.

Why is my robot not navigating back to its charging base?

The charging base needs to be placed according to the instruction manual: ideally on hard floors; against a wall; within range of the Wi-Fi router; 0.5m free space on both sides and 1.5m free space in front. Also ensure the metal connectors on the charging base and robot are clean so that it can charge properly.

Do I need to do anything with my home before I use the robot for the first time?

Before cleaning, remove small and fragile items such as clothes, paper and power cords from the floor. If the robot passes over a power cord and vacuums it, there is a risk that an object can be pulled down from a table or shelf. Larger items such as chairs can be left out as the robot vacuums around these. Floor to ceiling mirrors and windows can interfere with the navigation system due to the reflective light.

What should I do when an error message is displayed?

1. find the list of Error Codes in the instruction manual with corrective action.
2. The error will also show up on the app with corrective action.

What is the official run time?

When the battery is new, the robot will clean for up to 40 minutes in normal mode and up to 60 minutes on Eco mode (depending on the floor type, cleanliness and obstacles).

The robot stops cleaning and returns to the charger, what happened?

It is most likely that it needs to recharge. You will see the home button light up as it returns back to the charging base. While charging, you should see the battery and play/pause button flash to indicate it is charging and will resume cleaning where it stopped. The robot will recharge up to 90% (approx. 2 hour charge) to allow for a quicker clean.

I paused my robot and it does not go back to where it last vacuumed?

If you push the stop button during the cleaning process, this will cancel its cleaning cycle. We recommend you push the 'pause' button on the app instead.

How often should I clean the filter?

For best performance, we recommend that the filter be cleaned every 5th time (by rinsing under gentle cold water and leaving to dry completely for at least 24 hours) and replaced every 6 months. Replacement filters can be purchased as part of a performance kit (code: ERK2).

Can I use it to clean thick rugs?

The robot can climb obstacles up to 2.2 cm high. For medium-pile rugs (1.5 cm-2.2 cm), the robot will first clean around it and return later to clean the carpet separately. The robot will not clean high-pile rugs. If the robot is used to clean rooms with wall-to-wall carpet, it is recommended you remove the side brush to avoid damaging it.

The robot detects false obstacles and avoids them

You probably have shiny floors and / or strong sunlight. Thick / hairy carpets can cause this problem as well. If the robot continues to behave like this regularly; contact Electrolux Platinum Elite Service.

What happens if a (new) obstacle gets in the area already mapped by the robot?

The robot will recognise new objects in the room and modify the cleaning path accordingly. This may cause less efficient cleaning or a longer cleaning time so we recommend to use the robot during working hours (when nobody is at home).

Does the PUREi9 function with voice assisted devices such as Google Home, Amazon Echo or Apple Homepod?

Not at this moment. You can use the app to operate it.

Can I use the robot with an armed home alarm system?

Yes, if you have a movement detector based alarm system that can be set-up to "pet" mode. For further information please contact the supplier/retailer of your alarm system.

Can I use the robot if I have a pet(s) at home?

Yes you can. We suggest that do not leave the pet(s) alone with the cleaner. Note: any kind of damage or malfunction because of pets is not covered by warranty.

Can I use the cleaner in the bathroom?

Yes, but make sure there is not any water or moisture on the floor. Note: the robot is not waterproof and should not to be used on wet surfaces as it will void the warranty.

I used my robot for a spot clean but it does not return back to base?

If you start the robot when it is not at the charging base and ask it to go home, it will most likely go back to where it began as that is what it considers its home (especially if the charging base is not in its field of sight).

How do I know if I need to change the batteries?

The display does not turn on anymore, or the red battery symbol is shown on the robot. If the battery is fully charged and the failure code E:2x is shown, this can be a sign of not charged batteries or sign of poor batteries. Please call the Platinum Elite Service to check or buy new battery packs (both batteries need to be exchanged as they are paired).

The cleaning performance is not as good as it once was. What should I do?

1. Regularly clean the filter by following the steps in the instruction manual. For best performance, we recommend to clean the filter after every 5th vacuum and to replace it every 6 months.
2. Check the brush roll does not have entangled threads. If so, snip them away with scissors.
3. Check the side Powerbrush is not tangled or clogged with debris. Replacement side brushes can be ordered through the app (Ref: ERK2 / ERSB2).
4. Check the air channel by first removing the dust container and then remove any clogged debris.
5. Put the robot on the charger and let the battery be full charged (3 hours).