

Whiz Troubleshooting Guide

This guide will help you troubleshoot issues you may experience while using Whiz. If you are unable to resolve your issue using this guide, you may also contact Canon Robotics Support by calling 1-855-833-5899, or sending an email to canon_robotics_support@cusa.canon.com. Live support is available from 9am - 8pm EST, Monday - Friday excluding U.S. federal holidays.

Machine and Consumables

Whiz will not turn on

Check to see if the Emergency Button at the top of the machine is pressed down. If the button is pressed, Whiz will not operate. Release the button by twisting clockwise.

Check to ensure the primary battery is installed. If a Battery is installed and the machine will not start, the Battery may be dead. Replace with a fully charged Battery, and reboot the machine.

Whiz will not turn off

Take the following steps to turn off Whiz.

1. Turn the Power off
2. Remove the Battery from the machine
3. Wait for 30 seconds with the Battery removed
4. Insert the Battery
5. Turn the Power on
6. Turn the Auxiliary Battery Power Button on, and alternately turn the machine on / off.

Whiz is making strange noises

Refer to the Whiz Operation Manual to see if the following components have been correctly installed: Vacuum Bag, HEPA, Brush, Hopper Tray, Dustbin Cover. If any of those components have been incorrectly placed, it will cause Whiz to make a strange noise.

If all components are correctly installed, check the Dustbin and Vacuum Bag for foreign objects, or to see if they are full. If there are any foreign objects on the wheel, remove them.

Abnormal noises may also be caused if extra/excessive dust or hair is stuck in the base of the Machine. Lay Whiz down slowly and remove any extra particles that are caught in the suction port or the Brush.

Whiz is creating an unusual smell

Replace the Vacuum Bag and/or HEPA Filters.

The steering handle is stuck in an up / down position

Check to see if a foreign object is stuck at the root of the Steering Handle. If the Steering Handle has been damaged, contact Canon Robotics Support.

I can't close the Dustbin Cover

Check the installation instructions in the Whiz Operational Manual to ensure that the Vacuum Bag is installed properly and the Dustbin Cover is closed. Check to see if any foreign objects are caught between the Dustbin Cover and the Machine. If the Dustbin Cover has been damaged, contact Canon Robotics Support.

The Brush does not rotate

Lay Whiz down slowly to check for any foreign objects caught on the brush. If the Brush is clear, check to see if the Brush has been installed correctly, using the Whiz Operational Manual. If the Brush is clear and installed correctly, this may be a temporary issue. Reboot Whiz using the following steps:

1. Turn the Power off
2. Remove the Battery from the Machine
3. Wait for 30 seconds with the Battery removed
4. Insert the Battery
5. Turn the Power on

The LED lights on Whiz are not working

This issue can be resolved by rebooting Whiz through the following steps:

1. Turn the Power off
2. Remove the Battery from the Machine
3. Wait for 30 seconds with the Battery removed
4. Insert the Battery
5. Turn the Power on

I can't easily rotate or push the Machine forward / the wheels are stuck

Make sure the Steering Handle is lifted (if the Steering Handle is in the down/locked position, the wheels cannot be moved.)

If it is not an issue with the Steering Handle, lay the machine down slowly to see if there are any foreign objects caught on the wheel and remove them. If Whiz is being used on a wet or slippery floor, it may be unable to achieve traction. If the wheels are damaged, contact Canon Robotics Support.

The Rubber Pads on the back of Whiz fell off

For your safety, please work with two people to reattach the Rubber Pads using the following steps:

1. To make it easier to attach the Rubber Pad to the machine, use a wet towel to dampen the Rubber Pad, being careful to ensure that no water comes in contact with the Machine. (Water is the only substance that should be used to dampen the Pads.)
2. Stow the Steering Handle so it is not sticking out of the Machine, and slowly lay the Machine down on the floor with the Dustbin facing upwards.
3. Lift the section of where the Rubber Pad should be off the ground, using the grip located at the bottom of the Machine to lift.
4. Place the Rubber Pad on the floor, with the protruding part of the Rubber Pad aligning to the holes of the Machine.
5. Insert the protruding parts of the Rubber Pads into the holes of the Machine. You may have to use a fair amount of force.
6. Check that there is no gap between the Rubber Pads and the Machine.

The Emergency Stop Button is damaged.

Contact Canon Robotics Support.

The Vacuum Power Button is damaged.

Contact Canon Robotics Support.

The Max Power Mode Button is damaged.

Contact Canon Robotics Support.

The Autonomous Clean Start / Stop button is damaged.

Contact Canon Robotics Support.

The Main Power Switch is damaged.

Contact Canon Robotics Support.

The Internal Battery Power Button is damaged.

Contact Canon Robotics Support.

Battery and Charger

I cannot charge / fully charge the Battery

If you have multiple Batteries, check to see if other Batteries can be charged. If other Batteries can be charged, there is an issue with the original Battery. If other Batteries can't be charged using the same Charger, try changing the Outlet and the Charging Slot to determine whether it is an issue with the specific Charging Slot, the entire charger, or the outlet. If you have a defective Charger or Battery, contact Canon Robotics Support.

Notification Pager

The Machine and the Notification Pager are not paired

Check to see if the ROC Indicator on the top right of the Touch Screen is Orange. This may indicate that Whiz is not connected to the ROC. Whiz needs to be connected to the ROC for the Notification Pager to be paired.

If the "Wireless communication not available" icon is showing on the Notification Pager Touch Display, the Machine and the Pager are not paired. Pair the Machine with the Notification Pager using the following instructions:

1. With the Machine and Notification Pager turned on, press the Notification Pager's main button for 5 seconds.
2. Attach the Pager to the Notification Pager Holder when the "in communication" mark is displayed on the Notification Pager display.
3. Move the Notification Pager within its communication range. (The communication range is up to approximately 300m in linear distance.)

If the Notification Pager will not respond to pairing attempts, the Pager may not be powered on correctly. Insert the pin that comes with the Notification Pager to activate the Power Button on the side of the Notification Pager. Attempt to pair the pager and machine again, then check to see if the Notification Pager on the display is showing.

If you have previously paired the Notification Pager, it may be a temporary issue. Reboot the machine using the following steps:

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

The Notification Pager screen is black / nothing is displayed

This issue could occur if the Battery is dead. Make sure the Battery is charged and try again. If this is the first time you've used the Notification Pager, it could be that the Pager has not been powered on. Insert the pin that comes with the Notification Pager to activate the Power Button on the Notification Pager. If the Notification Pager still does not respond, contact Canon Robotics Support.

I can't charge the Notification Pager

If you own multiple Notification Pagers, try charging an alternative Pager to determine whether the issue is with the Pager or the Charger. If you are not able to charge any Pager, you will need to replace the Charger. Contact Canon Robotics Support.

I can't hear the alerts from the Notification Pager

Ensure the Notification Pager Mute Switch is off and try again.

The Notification Pager doesn't vibrate

Switch the Notification Pager on / off alternately. If the issue continues, contact Canon Robotics Support.

The Notification Pager appears disabled

The pager channel setting is set on activation based on the region it is activated in. For the US, the pager channel should always be set to '2' after activation. You can check this on the unit itself under settings. Product team can also check and correct this on the back end on Whiz Connect by creating a ticket.

Touch Display

I can see the touch display screen but it will not respond

The Touch Display screen will not respond to touch if it is dirty. Wipe the touch display with the provided micro-fiber cloth. If the Touch Display is clean and will not respond, reboot the machine.

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

Autonomous Clean

The Vacuum Bag is not full but the error shows it is full

This issue may be caused by waste clogged in the vacuum hose or bag. Remove the Vacuum Bag and check that there is no debris in the area near the entrance. Check the top of the Vacuum Bag for debris. Check to see if there is excess waste gathered around the Brush.

The ROC Indicator does not turn orange

This could be caused by an environmental issue; check that your mobile phone network is connected to "4G." This may also be a temporary issue. Reboot the machine using the following steps:

1. Turn the Power off
2. Remove the battery from the Machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

Whiz has low suction power / is not picking up waste

*If Whiz is working properly, objects up to 3cm in diameter will be vacuumed, and heavier objects will be brushed into the hopper tray.

If you are experiencing reduced suction power, check the Whiz Operational Manual to ensure the Vacuum Bag, Brush, and Hopper are installed correctly.

This issue may also occur if the Brush, Hopper, HEPA Filters or Vacuum Hose are clogged, Check to see if the Brush and Hopper are full, and remove any extra waste. Remove any foreign objects from the HEPA filter, and any additional waste near the Vacuum Bag Installation Port. If the Vacuum Hose is clogged, remove the Dust Bag, and clear the hose using a flexible brush to loosen any clumps of hair/lint/dust that may have accumulated.

The Home Location Code (HLC) cannot be read

The Home Location Code must be clean, unlaminated, and placed in the proper location to be read. Use an unlaminated HLC, wipe away any dirt or marks, and make sure you have consulted the Whiz Operational Manual to place the HLC properly before you begin. You should be able to see the HLC within the touch display if the HLC is placed at the proper height.

If the HLC suddenly stops working, it may be a 2D/ 3D sensor issue or a lighting issue. Make sure that the 2D / 3D camera (sensor) and LIDAR sensor on the Machine have been cleaned with a microfiber cloth. If it is a lighting issue, you can reduce sunlight interference by closing the curtains, etc and turning down/off fluorescent lights or LED lights.

This issue may also be resolved through a simple reboot of the Machine. Reboot Whiz with the following steps:

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

Whiz will not begin an Autonomous clean or stops midway through a clean

Check the Touch Display to see if Whiz has issued an alert. Follow the alert instructions displayed on the Touch Display.

This issue can also be caused by reflective items such as window glass, mirrors, automatic doors, or bright lights, which may look like “blocks” in the route. Remove these items from the route if possible. If the cleaning area is exposed to direct sunlight or strong light, close the curtains and blinds or adjust the lighting.

This issue may also be caused by excessive waste on the wheels. To see if the issue is waste on the wheel, try pushing the Machine by hand.

This issue may also be caused by a rough road. When creating routes for Whiz, do not include any steps, bumps, grades over 5%, or unsmooth surfaces in your cleaning route.

This issue may also be caused by dirty 2D / 3D camera sensors and LIDAR sensors. Use a microfiber cloth to clean the sensors.

This issue may also be resolved through a simple reboot of the Machine. Reboot Whiz with the following steps:

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

The Machine meanders on its Autonomous Cleaning route

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This issue can also be caused by reflective items such as window glass, mirrors, automatic doors, or bright lights, which may look like “blocks” in the route. Remove these items from the route if possible. If the cleaning area is exposed to direct sunlight or strong light, close the curtains and blinds or adjust the lighting.

This issue may also be caused by a rough road. When creating routes for Whiz, do not include any steps, bumps, grades over 5%, or unsmooth surfaces in your cleaning route.

This issue may also be caused by dirty 2D / 3D camera sensors and LIDAR sensors. Use a microfiber cloth to clean the sensors.

This issue may also be resolved through a simple reboot of the Machine. Reboot Whiz with the following steps:

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on

The Machine will not stop by the Home Location Code after finishing its Autonomous Clean

*While Whiz is trained to finish a route near its original Home Location Code, the exact ending location of the route may deviate slightly from the starting point.

If the machine has stopped far from the Home Location Code after completing autonomous cleaning, check for any obstacles, strong lighting, heaters and other infrared rays, glasses with strong reflection, and uneven / stepped floor surfaces, moving obstacles, elevators and escalators that may have prevented the Machine from reaching its final destination.

I cannot save a cleaning route

Due to current software limitations, routes longer than approximately 500m² are sometimes not saved. If the route you are attempting to save is within the recommended length, this issue may be resolved by a simple reboot.

Reboot Whiz with the following steps:

6. Turn the Power off
7. Remove the battery from the machine
8. Wait for 30 seconds with the battery removed
9. Insert the battery
10. Turn the Power on

The machine bumped into glass during its autonomous run

Whiz uses AI to avoid all people, obstacles, but when making tight turns near glass or acrylic plates, Whiz may not always detect those objects as an obstacle. When cleaning areas near glass or acrylic plates, make sure you give sufficient distance between the object and Whiz.

Whiz is not detecting steps

Whiz comes with cliff sensors to ensure it can operate safely around cliffs or steps. If Whiz is not detecting a cliff or ledge, lay the machine down slowly and clean the cliff sensor with a microfiber cloth. If this issue persists, reboot the machine using the following steps:

1. Turn the Power off
2. Remove the battery from the machine
3. Wait for 30 seconds with the battery removed
4. Insert the battery
5. Turn the Power on