

A Day in the Life With Whiz

For Whiz Operators

A Day in the Life with Whiz - Intro

Welcome to Whiz! We're going to walk through what a day in the life of the Whiz solution may look like.

Whiz is an autonomous robot vacuum cleaner – with Whiz, you'll no longer have to do 100% of the vacuuming needed.

Whiz can be trained to cover sections of floor area and then can clean and navigate on its own, avoiding people and obstacles – with your help. Whiz will even alert or text you when it needs assistance!








- With Whiz, you will become a robot operator and free up additional time to focus on more important and valuable tasks while Whiz is running.
- A typical day with Whiz involves maintenance of the robot (like cleaning its brush), moving it to different areas so it can do its job, and attending to any alerts that come up (for example, if Whiz gets stuck).
- Adapting to a world with Whiz may require restructuring some aspects of your day-to-day and learning new things – like how to operate a robot! – but it's easier than you think and we're going to show you how!



Whiz Supplies:








Whiz Includes:

-  Dust Bag Pack (10pcs)
-  HEPA Filters (2)
-  Batteries (2)
-  AC Adapter
-  Battery Charger
-  Brush
-  Home Location Code (10pcs)

-  Wall Chart
-  Nametag
-  Microfiber Cloth
-  Air Duster
-  Snake

Recommended additions to your Whiz Homebase

- 2mm Allen wrench 
- 12mm wrench 
- Tweezers 
- Simple Green 
- Shop Vac 
- Scissors 

A Day in the Life with Whiz - Start Your Day

A typical day will start by going to pick Whiz up (*in this example our Whiz is named Helen*)... and wake her up in the closet or room where she sleeps.

You'll need to store Whiz in a dry, temperature controlled, indoor space which is ideally secure and organized. Your Whiz's homebase includes more than just the robot itself:

- Make sure you have a designated area to store not just the robot but also the Battery Charger and Batteries, dust bags, an extra brush, extra HEPA filters, and your Whiz tools needed to regular maintenance like the Air Duster.
- We also recommend keeping a 12mm wrench, 3mm & 2mm Allen wrench, Shop vac, Simple green, small Tweezers and, scissors.
- Your Whiz batteries should be in their charger where they were left to power up overnight.



A Day in the Life with Whiz - Conduct Morning Maintenance

Using the following best practices will help you: avoid clogs, dirtied sensors, and dirty brushes, and keep Assists to a minimum:

While Whiz is Upright

- 1) Check [dust bag](#) (replace, if needed)



- 2) Put in the [main battery](#)



- 3) Empty the [hopper tray](#)



Tilt Whiz back on its back

- 4) Clean the [5 cliff sensors](#) with the Air Duster



- 5) Check that [brush](#) is clean (no hair) & inserted correctly



- 6) Turn on the [secondary battery](#)



Put Whiz back upright

- 7) Turn on the [main power button!](#)



SoftBank

A Day in the Life with Whiz - Kick Off Your Schedule

Now you and Helen are ready to go! Check your schedule to see where to begin cleaning today. For example, you may need to clean floors 1-6.

1. Pull up the handle and gently maneuver Whiz to the 1st starting place for vacuuming – the first floor.
2. Each vacuuming area will have it's own HLC – this means Home Location Code – which looks like a sticker QR code which is attached to the wall. Whiz needs to be maneuvered to this code facing it in order to access the saved route (vacuuming map) from the code to get started.
 - a. Scan the code
 - b. Start the route
 - c. Do a quick lap of the area to see if there are any obstacles or anything out of place (like Floor Mats)
 - d. Depending on the size and type of the area, the total time it takes Whiz to vacuum will vary – the screen will show you an estimate of how long it expects this route to take – usually a route is ~15-60 minutes.

Route Name	HLC	Slot	Start Time	Mon	Tues	Weds	Thurs	Fri
Floor 1	1	A	9:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 2	1	B	9:30 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 3	2	A	10:19 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 4	2	B	11:01 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 5	1	D	11:35 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 6	1	C	12:27 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Floor 7						<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Floor 8						<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Floor 9						<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



A Day in the Life with Whiz - Managing an Assist

Once Whiz is running – there are two main things to be focused on:

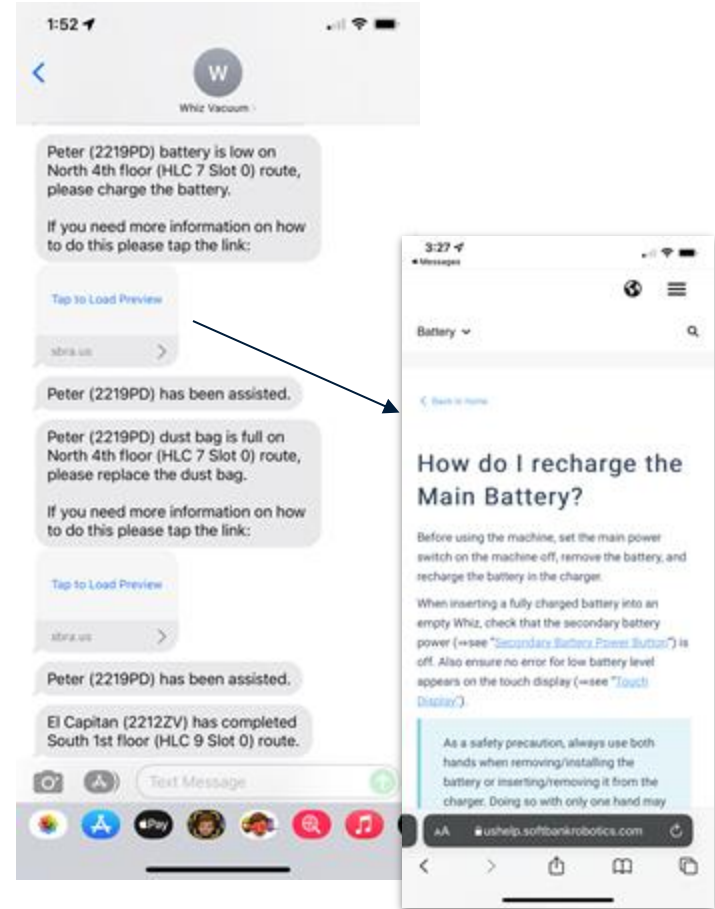
1. Make sure you know what you're doing while Whiz is running (and where you'll be) – we recommend trying to do tasks that are not too far away
2. Be prepared for "assists" – which is when Whiz will alert you that it needs help to finish it's route.

Usually you can expect 1-2 assists per hour of cleaning:

Some of these things can be avoided with proper maintenance and inspecting the area for obstacles before running Whiz, but some assists will happen – the battery could be running low, the dust bag could fill up completely, or Whiz could get stuck on an object (e.g. a new hand sanitizer stand that was set up).

An assist may come through via the pager or SMS texts on your phone (you have the option to use either). You'll get a message that may say: *"Helen needs assistance on Route 1st Floor Hallway because: Dust bag is Full."*

Once you resolve an assist, the important thing to remember is to press the **blue button** so Whiz can finish the route!



A Day in the Life with Whiz - Midday Maintenance & Battery Change

Using the following best practices will help you: avoid clogs, dirtied sensors, and dirty brushes, and keep Assists to a minimum:

Between Routes

- 1) Empty the [hopper tray](#)
1-2x per day



- 2) Clean [sensors](#) with Air Duster, if dusty



- 3) Clean [brush](#) -
remove any hair



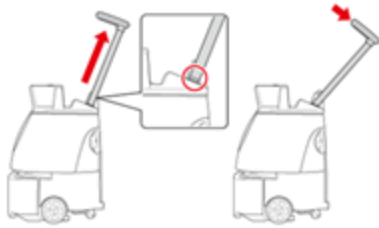
Proactively Change the Battery

- 4) When below 30% charge, replace with a fully [charged battery](#)



A Day in the Life with Whiz - Moving Whiz

Once Whiz has finished a route, you'll get notified that it's time to pick Helen up and deliver her to the next task! Refer to your schedule and transport Whiz carefully and safely to the next HLC Code.



Do use care when rolling Whiz around

- Gently steer with handle
- Roll Whiz on indoor, flat surfaces

Don't make harsh jerk movements

- Use the handle to lift Whiz
- Make harsh maneuvers
- Try to make sharp turns
- Force or jerk Whiz over floor

Do find a safe way to transport Whiz if you need to move the robot outside

- Use a luggage cart or a dolly
- Protect Whiz from weather

Don't roll Whiz across concrete or asphalt

- This will harm the wheels, wheel motors, and wheel calibration that lead to system failure
- This could also harm the cliff sensors and brush arms

A Day in the Life with Whiz - Putting Whiz Away

Using the following best practices will help you: avoid clogs, dirtied sensors, and dirty brushes, and keep Assists to a minimum:

While Whiz is Upright

- 1) Check [dust bag](#) (replace, if needed)



- 2) Take the main battery out - place both [batteries in charger](#) overnight



- 3) Empty the [hopper tray](#)



- 4) Turn off the [main power button](#)



Tilt Whiz back on its back

- 5) Turn off the [secondary battery](#)



- 6) Remove the [brush](#) (cut/remove any hair or tangles) & check the [brush gears](#)



- 7) Clean the [5 cliff sensors](#) and [middle LiDar](#) with the Air Duster

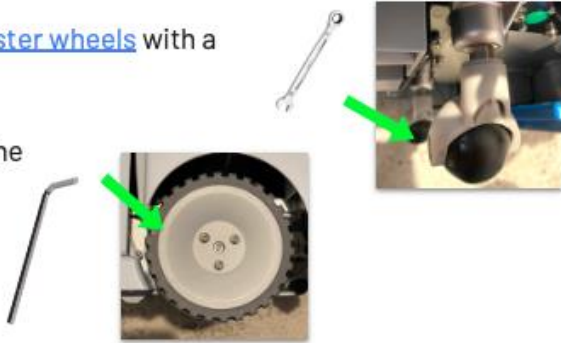


Ongoing Maintenance (Weekly & Monthly)

Using the following best practices will help you: avoid clogs, dirtied sensors, and dirty brushes, and keep Assists to a minimum:

Check the Wheels

- 1) Tighten the [back caster wheels](#) with a **12mm wrench**
- 2) If needed, tighten the [front drive wheels](#) with a **3mm allen wrench**



Check the HEPA Filters

- 3) Check the [2 HEPA filters](#), replace them if they look dirty/blackened – usually every 5 wks



Replace the Brush

- 4) Replace your [brush](#) – recommended every 5 weeks, if you are running the robot 15 hours per week



Clean the Vacuum Motor Filter

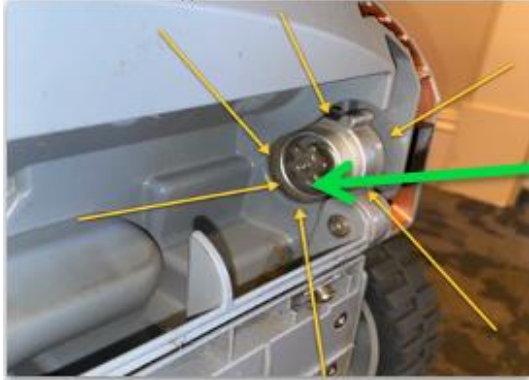
- 5) Clean the [vacuum motor filter](#) - use the Air Duster or rinse with water



Ongoing Maintenance (Weekly & Monthly) (cont.)

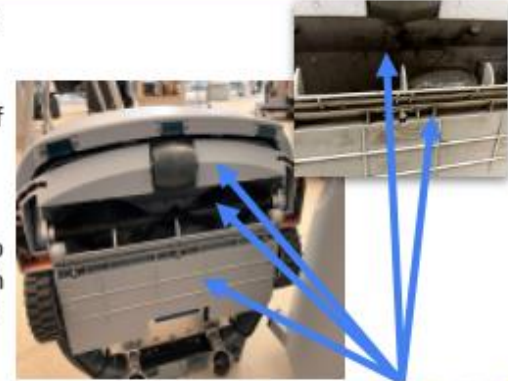
Tightening Brush Gears

- 1) Check and Tighten brush gears if necessary, **2mm Allen Wrench or Hex**



Cleaning Bottom of Unit

- 2) Clean the unit this way 1-2x per month
- 3) Make a mix with half water, half Simple Green in a spray bottle
- 4) Spray the solution on a microfiber cloth until it is damp (enough moisture to wipe down the bottom, remove any caked dirt)
- 5) Continue wiping with medium pressure on the entire bottom of the unit, until the dirt or dust is fully removed (should take 5-10 min)



Thank
You