

Roomba 900 Series

Independent Repair & Troubleshooting Reference

This is an independently researched and written reference guide compiled from publicly available repair documentation, iRobot's own published error-code charts, and community repair sources. It is **not** an official iRobot manual and is not affiliated with, endorsed by, or sourced from iRobot's internal service documentation.

Applies to: Roomba 960, 980, and similar 900-series models

How errors are announced: Two-tone “uh-oh” sound followed by a narrated voice message, plus a blinking troubleshooting indicator. Press CLEAN to repeat the message.

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1. Routine Maintenance Schedule

A large share of problems on this series are maintenance issues rather than hardware failures. Keeping to this schedule prevents most of the errors covered later in this guide.

Part	Recommended Frequency
Dust bin	Empty after each cleaning run
Filter	Clean weekly (more often with pets)
Main brushes	Clean weekly (more often with pets)
Front caster wheel	Clean every 2 weeks
Side brush & cliff sensors	Clean monthly
Charging contacts (robot & dock)	Wipe clean monthly, or at first sign of charging errors

2. Error Code Reference Chart

Error	Meaning	Fix
2	Debris extractors jammed (900-series term for non-900-series)	Remove debris from extractors, clear wrapped hair/debris from the ends and bearings.
5	Side wheel drive stall	Clear debris from the wheel axle; confirm the wheel spins as freely as the main drive wheel.
6	Dirty cliff sensor(s)	Wipe all cliff sensors on the underside with a dry cloth.
8	Vacuum/fan blockage or clogged filter	Clean or replace the filter and check the vacuum pathway for blockages.
14	Bin not detected	Reinstall bin fully; wipe bin contacts on both robot and bin with a dry cloth.
15	Internal communication error	Press CLEAN to restart, or perform a full reboot if the error repeats.

3. Common Problems & Repairs

Symptom: Roomba gets lost or stops cleaning in large open rooms

This is a known navigation limitation on 900-series models — with no walls or furniture nearby to use as reference points, the robot can lose track of its position in very large, open spaces. Placing a Virtual Wall to partition an oversized room into smaller sections is the standard workaround.

Symptom: "Clear the debris extractors" message

The 900 series refers to its main brushes as "debris extractors." This message is functionally the same as Error 2 on other series — remove and clear wrapped hair or debris from both extractors.

Symptom: Roomba repeatedly loses connection or reports internal errors after being opened for cleaning

If the main PCB or navigation board was recently cleaned or handled, oxidation or residue on board contacts can cause intermittent communication errors (Error 15). A soft reset often clears this; if it recurs, the board itself may need professional inspection.

Symptom: Reduced suction after cleaning the extractors

Check the filter next — 900-series models are prone to filter clogging independent of the brush/extractor condition, and a clogged filter alone can mimic a weak-suction complaint even with clean extractors.

Symptom: Repeated Error 14 even after reinstalling the bin

If wiping the bin contacts doesn't resolve it, inspect the small internal fan near the bin sensor — some owners have found debris lodged there interferes with bin detection specifically, separate from the visible bin contacts.

4. Battery Replacement Procedure

- 1 Turn the Roomba off completely and disconnect it from the Home Base.
- 2 Flip the robot over.
- 3 Remove the screws on the battery compartment cover (typically 4 screws).
- 4 Remove the old battery and inspect the compartment terminals for corrosion or damage.
- 5 Insert the new battery, matching terminal orientation exactly.
- 6 Replace the cover and screws.
- 7 Dock the robot on the Home Base and allow a full initial charge (typically 2–3 hours) before first use.

5. Reset Procedure

Hold the CLEAN button for approximately 10 seconds to reboot. This does not erase Smart Maps or Wi-Fi credentials on most 900-series models.

6. Safety Notes

Always power the robot off before opening any panel, brush cage, or battery compartment. Brush motors have significant torque — keep fingers clear while testing brush movement. Before removing any battery, confirm it is not hot, swollen, or leaking — a damaged lithium-ion battery can release hazardous gases. Recycle old batteries through a proper battery recycling program rather than regular trash.

7. Sources

Compiled and independently written from iRobot's official error message charts and support articles (homesupport.irobot.com, support.irobot.ca), iFixit's community repair guides, and other independent repair documentation. No content copied verbatim.

Provided for informational purposes as an independent reference. For warranty repairs or unresolved issues, contact iRobot support directly.