

Roomba s 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 s9 and s9+

How errors are announced: A solid red light ring around the CLEAN button, plus a narrated voice message. Press CLEAN, or the bumper, 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	Replace roughly every 2 months
Main brushes	Replace roughly every 6 months (clean weekly)
Camera lens (top or front, depending on model)	Wipe gently with a dry microfiber cloth weekly, or any time navigation seems off
Cliff sensors	Clean monthly
Charging contacts (robot & dock)	Wipe clean monthly
Smart Map	Delete and re-map after any significant furniture rearrangement

2. Error Code Reference Chart

Error	Meaning	Fix
2	Brushes need clearing	Remove and clear wrapped hair/debris from the brushes and brush cage.
6	Cliff sensor issue	Wipe the cliff sensors on the underside with a dry cloth.
14	Bin or filter not properly installed	Reinstall bin and filter fully; wipe contacts with a dry cloth.
17	Navigation problem — cleaning job cancelled	Clean the camera lens, ensure adequate lighting, and check for closed doors.

3. Common Problems & Repairs

Symptom: "Navigation problem. See the app for help" (Error 17)

This means the s9/s9+ couldn't finish its cleaning job and cancelled — usually because a door closed, furniture moved, lighting was poor, or the robot drove over a threshold it couldn't cross again to get back. Check the app for the specific point where it stopped, clear that area, and restart the job from the Home Base.

Symptom: Repeated navigation failures even in a stable environment

If Error 17 recurs without any environmental changes, try relocating the Home Base itself to a new position and starting the cleaning job directly from there — a poorly placed Home Base is a less obvious but real contributor to repeated navigation cancellations.

Symptom: Strong suction but shorter runtime than expected

The s9/s9+ has the highest-power suction motor in the mechanically-navigated Roomba lineup, which draws more battery per minute of runtime than lower-power models. A battery that's 2+ years old will show this most noticeably as reduced total cleaning time per charge.

Symptom: Camera seems to lose track of position partway through a clean

As with i/j series, check lighting first — the s9's camera-assisted navigation needs consistent ambient light, and a room that gets significantly darker partway through a scheduled clean (blinds closing, evening light fading) can trigger this.

Symptom: Battery replacement

The s9/s9+ uses a bottom-access battery compartment similar in general layout to the i/j series (side brush removal, then bottom-cover screws), though exact screw count may vary slightly by unit — see Section 4, and consult a model-specific video guide if the layout doesn't match exactly.

4. Battery Replacement Procedure

The s9/s9+ battery compartment follows a broadly similar layout to the i/j series bottom-access design. If your unit's screw count or layout differs slightly, a model-specific video guide can confirm the exact steps for your serial number.

- 1 Turn the Roomba off and close the iRobot Home app on your phone.
- 2 Flip the robot so the underside faces up.
- 3 Loosen the screw holding the Edge/Side Sweeping Brush and remove it.
- 4 Loosen the five screws retaining the bottom cover (Phillips #1 screwdriver).
- 5 Carefully remove the bottom cover — use a plastic prying tool if it's stuck, rather than force.
- 6 Before touching the battery, confirm it isn't hot, swollen, or leaking.

- 7 Unclip the old battery and lift it out (a prying tool can help if it's snug).
- 8 Insert the new battery into the battery well until the retaining tab clicks into place.
- 9 Reassemble the bottom cover and side brush in reverse order.
- 10 Hold the CLEAN/start button for about 10 seconds before the first charge, then charge fully and reconnect to the app.

5. Reset Procedure

Hold the CLEAN button for approximately 20 seconds to reboot. For a full factory reset, use Settings within the iRobot Home app.

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.