

Trouble Shooting

This robot is a bit complicated. Some customers may encounter problems.
Refer to this document to troubleshoot.

Note

If the robot is not assembled correctly, one or more of the servos may be stuck after the power is turned on. If this happens, turn off the power immediately. Otherwise, the servos and control board may be damaged.

Check

According to customer support records, most of the problems were caused by not following the tutorial completely. So please check first. If any step is done wrong or is skipped, please restart from that step.

Note: If the robot is being assembled, make sure the control board is in installation mode and the battery is fully charged.

If you believe that all the steps have been done correctly but the robot or sketch cannot work, please contact our support and describe what problem occurred in which step.

If you suspect that there is a problem with the hardware, please run test sketch.

Run test sketch

There are test sketches for robot and remote. They can be found in Arduino IDE > "File" > "Examples" > "FNQR" > "Test".

Please open the test sketch. You will find how to run it at the beginning of the code.
Run the test sketch and then the Serial Monitor will show problems found.

Hardware problems

If the test sketch shows there are hardware problems, please send the result to our support.

Battery problems

If the test sketch shows there are battery problems, please check your 14500 batteries.

- If they are right batteries, please charge them and try again.
- If they are wrong batteries, please use right batteries.

Note: If you use the wrong battery or low battery when assembling, you need to reassemble the robot.

Servo problems

If the battery is no problem, all the servos will start to turn slowly.

If any servo cannot rotate or behaves abnormally, please contact our support with a short video.

Walking problems

If the test sketch shows everything is good, but the robot cannot walk. Then you may not install the servos correctly. Please fully charge the battery and then reassemble the robot.

Other problems

Please contact our support with detailed description of the problem.

Pictures and a short video can help us solve problems faster.

Support

Please send us an email. We will reply to you within one working day.

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