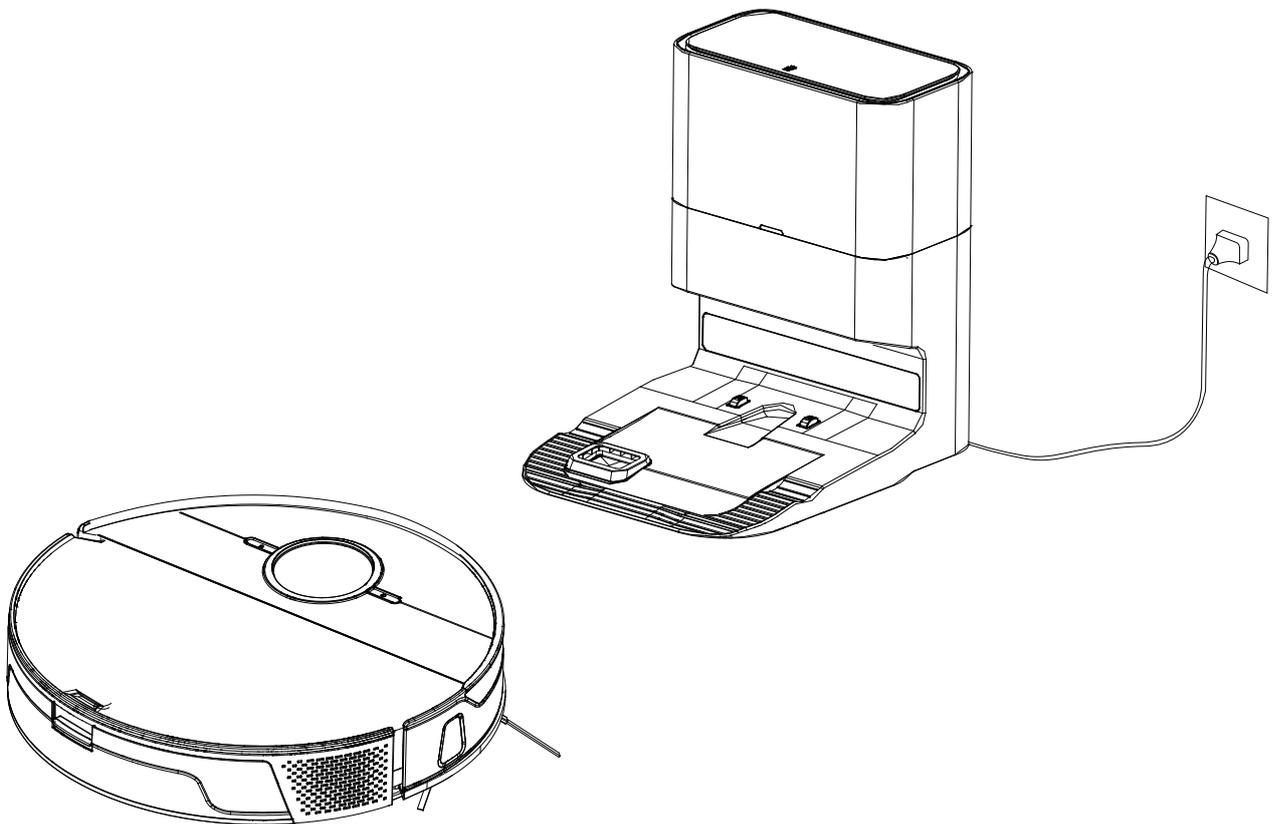


greenworks

| | | |
|----|----------------------|---------------------|
| EN | ROBOTIC VACUUM | OPERATOR MANUAL |
| FR | ASPIRATEUR ROBOTIQUE | MANUEL D'OPÉRATEUR |
| ES | ROBOT ASPIRADOR | MANUAL DEL OPERADOR |



GRV-5011

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1 SAFETY INSTRUCTIONS

1.1 INSTRUCTIONS FOR USE

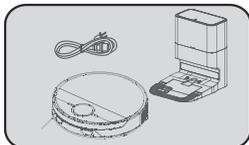
Please review the following basic safety precautions before using the product:

- Read the user manual carefully and follow the instructions in the user manual when using the product.
- Keep the user manual for future reference.
- If you need to transfer the product to a third party, include the user manual with the product.
- Any operation not in conformity to the instructions in the user manual may result in serious personal injury or damage to the product itself.
- This appliance is to only be used with the power supply provided.

1.2 SAFETY PRECAUTIONS



Warning

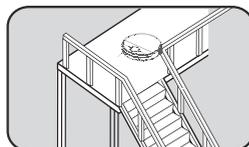


⚠ This product can only be used with the adapter, batteries and charging dock provided with this product. Failure to do so may result in damage to the product, electrical shock, or fire caused by high voltage.



⚠ Do not use this product if the appliance and/or accessories are found to be damaged. Contact our service department. Except for the service technicians designated or authorized by our company, no one may disassemble, repair or modify this product.

⚠ Unplug the product before maintenance.



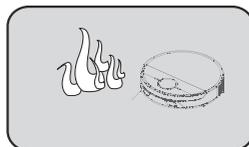
⚠ Do not touch the power plug or the product when your hands are wet, as this may result in electrical shock.

⚠ If the power cord is damaged, it must be replaced by the manufacturer, its service department or a similar professional.

⚠ To prevent the product from falling accidentally, do not use in a suspended place without a protective fence, which may result in personal injury.

⚠ User should not attempt to replace the batteries. Contact the manufacturer for battery replacement.

⚠ Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the vacuum cleaner. Failure to do so may result in personal injury.

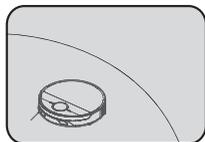


⚠ Do not place the product near fire or flammable, explosive or corrosive materials.

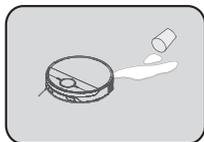
⚠ If the user manual is missing, contact your local dealer or call the manufacturer's service department to obtain an electronic user manual.



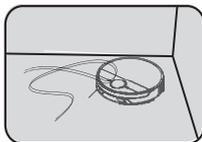
Caution



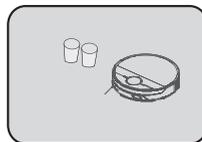
This product should only be used indoors.



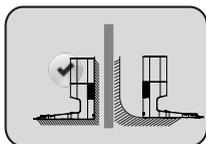
Prevent the suction of water, oil or other liquids, which may damage the vacuum cleaner.



Remove scattered wires from floor before use to avoid affecting the normal operation of the vacuum cleaner.



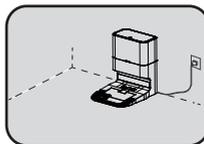
Remove fragile objects before use.



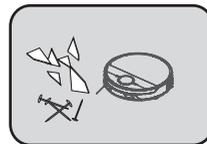
The charging dock should be placed on a flat floor by a wall to ensure proper product functionality.



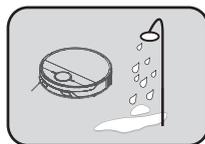
Unplug charging dock when unused for an extended period of time.



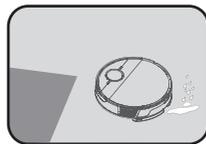
When the product is working, removal of the charging dock will affect the normal recharging of the machine.



Do not use product to vacuum sharp objects (e.g., shattered glass, nails, etc.) to avoid damage to the product.



Do not use product in a wet, flammable, explosive or corrosive environment.



Do not use the mopping function on a carpet.

1.3 ABOUT CHILD SAFETY



- Keep away from children! This appliance should only be used by children aged eight (8) and above and/or persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been provided supervision and/or instructions concerning safe use of the appliance, and fully understand the hazards involved.
- This is not a toy. Children should not play with the appliance.
- Children should not clean or do maintenance without supervision.

1.4 ABOUT THE BATTERIES



1. Only the batteries provided by the manufacturer are applicable to the product.
2. Before discarding the product, please remove the battery as follows:
 - Use a screwdriver to loosen the screws of the side brush and the base decoration plate;
 - Remove the base plate;
 - Take out the battery and unplug the connection cable between the battery and the vacuum.
3. Make sure that the product is powered off before removing the battery. Battery should be disposed of properly.
4. Contact manufacturer's service department for battery replacement.
5. Use of incorrect batteries may cause injury or accident.
6. If the batteries leak, prevent the contact of the liquid with the skin or clothing. Immediately wipe it with a dry cloth and send it to the recycling station or designated maintenance point. Do not discard battery.
7. The batteries contain hazardous substances harmful to the environment. Battery should be disposed of properly. Please follow the local environmental regulations and send them to the designated recycling site.



1.5 SCOPE OF USE OF THE PRODUCT

Scope of application

The product is suitable for the following floors:



Wooden floor



Ceramic tile



Short-staple carpet

1.6 DISCLAIMERS

Manufacturer's warranty will be null and void under any of the following circumstances:

- Damage due to the user's failure to operate the product in strict accordance with our user manual, or due to improper storage;
- The machine or parts have exceeded the free warranty period;
- Damage due to disassembly by those other than the manufacturer or maintenance personnel authorized by manufacturer.
- A valid purchase voucher number cannot be provided;
- The product model on the warranty card does not match the product to be repaired, or is altered in any way;
- Damage caused by uncontrollable factors such as natural disasters;
- Product failure or damage caused by unexpected factors or man-made causes (including operational errors, liquid ingress, improper plugging/unplugging, scratching, handling, bumping, input of inappropriate voltage, etc.)

i NOTE

Manufacturer provides a warranty for the product in accordance with the "National New Regulations on Warranty". For details, please check the warranty card provided with the product.

1.7 FCC STATEMENT

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

2. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

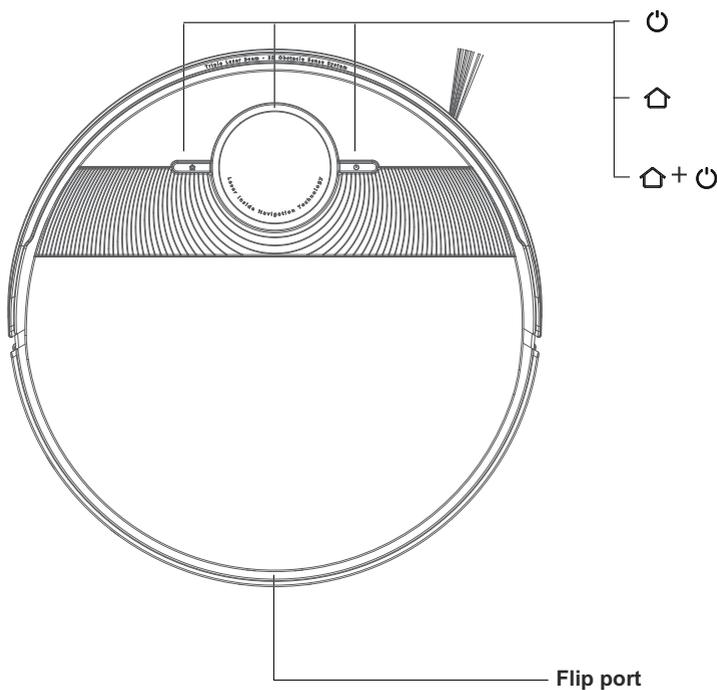
FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

2 PRODUCT OVERVIEW

2.1 MACHINE AND ITS ACCESSORIES

TABLE 1: MACHINE



Home Button

- Press to return to dock for charging. Press again to pause
- Press and hold for 3 seconds to start fixed-point cleaning
- In the charging state, press once to start dust collection

LED Status Indicator

- White: working state light. Battery level $\geq 20\%$
- Yellow: low battery state light. Battery level $< 20\%$
- Red: Fault



Cleaning On/Off button

- Press and hold for 3 seconds to turn on or off (only when vacuum is not being charged).
- Press to start cleaning.
- Press to pause the task.



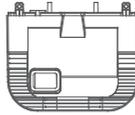
Home button + on/off button

- Press and hold both buttons simultaneously for 3 seconds to reset Wi-Fi connection.
- Flashing: charging or starting in progress
- Fast flashing in red: fault state

TABLE 2: ACCESSORIES



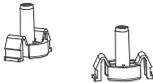
Dust collecting and charging dock ×1



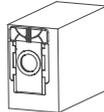
Bottom tray ×1



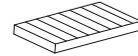
Power cord ×1



Tray fastener ×2



Disposable dust bag ×1



Filter combination ×2



Mop holder ×1



Common mop ×1



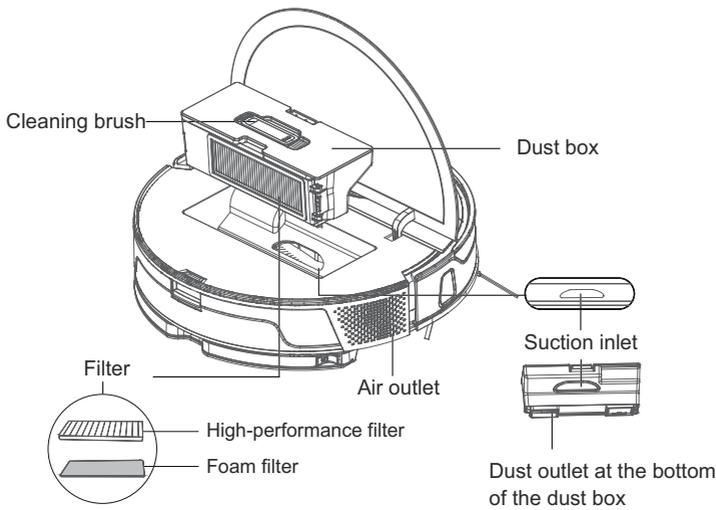
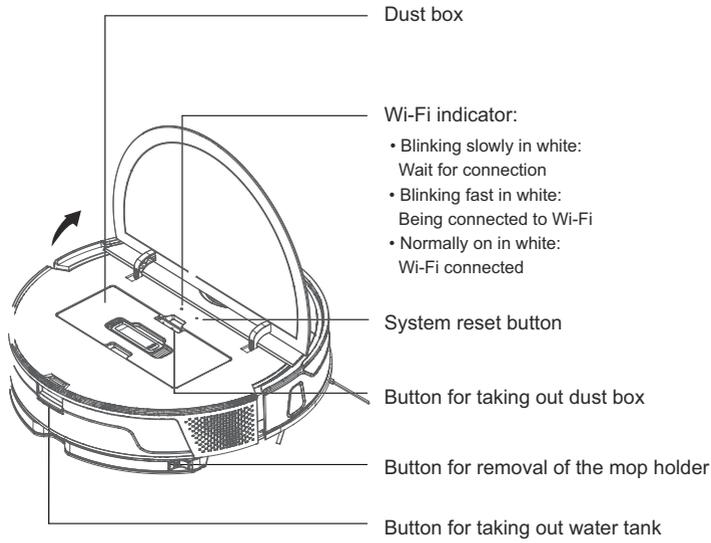
User manual ×1



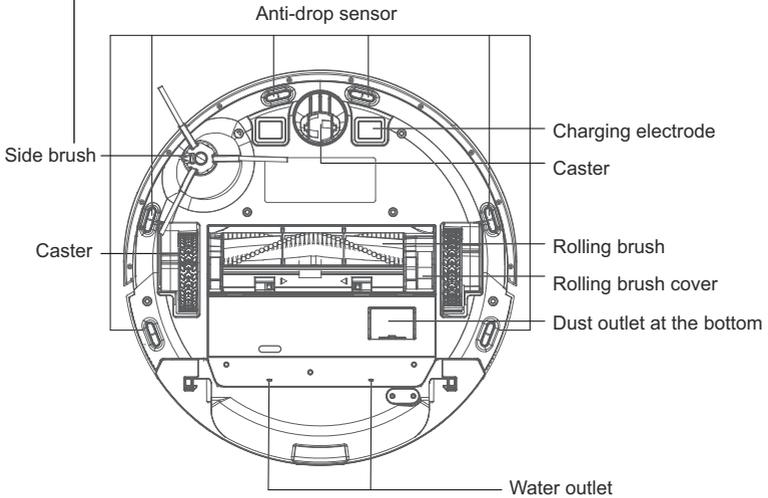
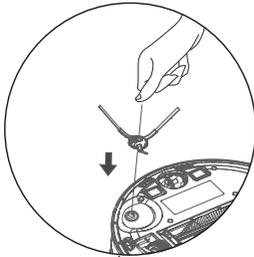
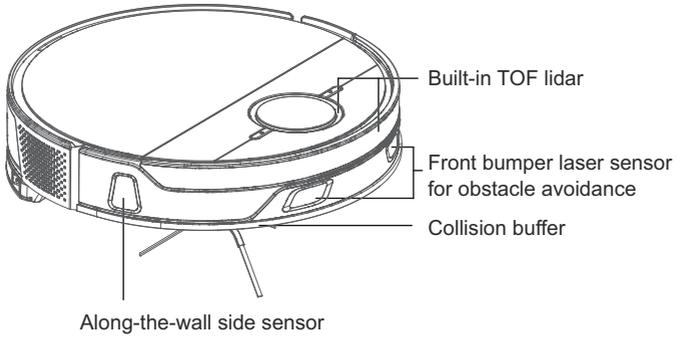
Side brush ×2

Note: A filter combination and battery have been installed in the vacuum cleaner; a disposable dust bag has been installed in the dust collection charging stand; the illustrations in this manual are for reference only, and the actual appearance is subject to the actual product.

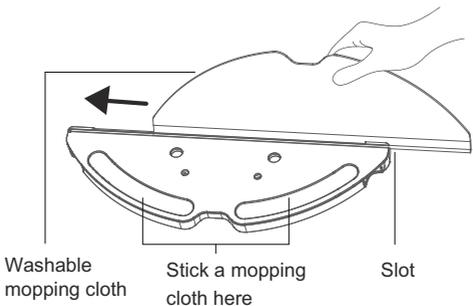
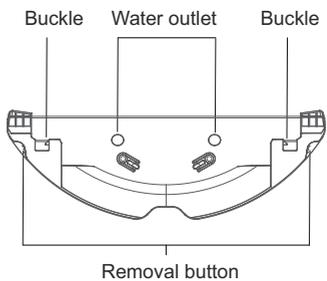
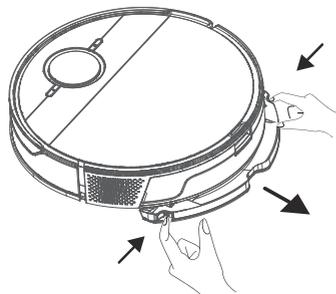
2.2 MACHINE AND DUST BOX



2.3 MACHINE AND ITS SENSORS



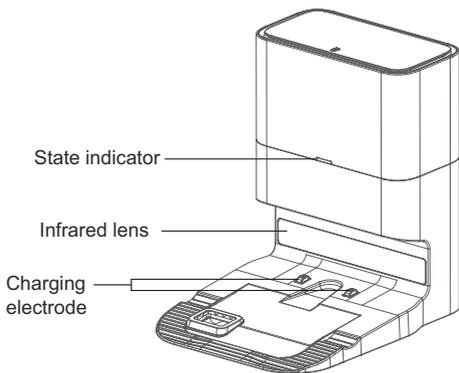
2.4 MOP MODULE

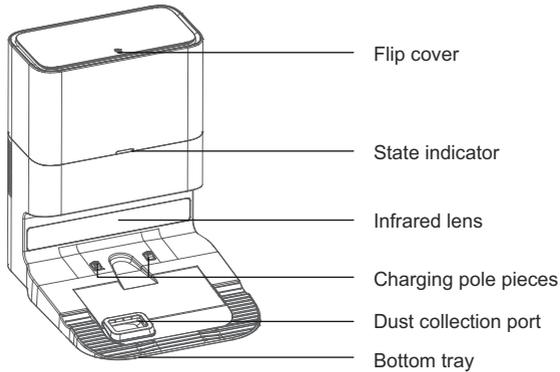
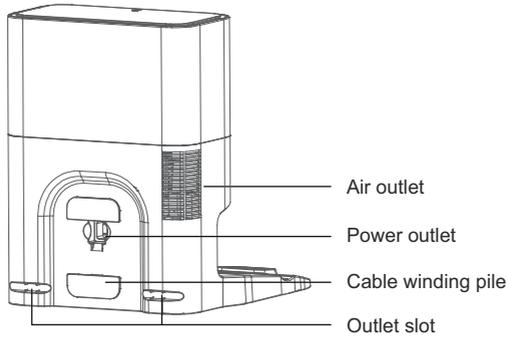
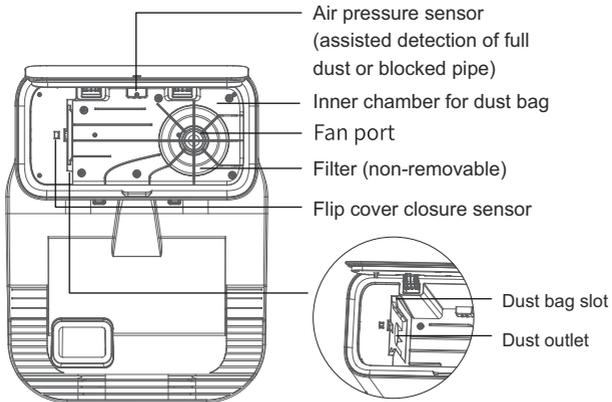


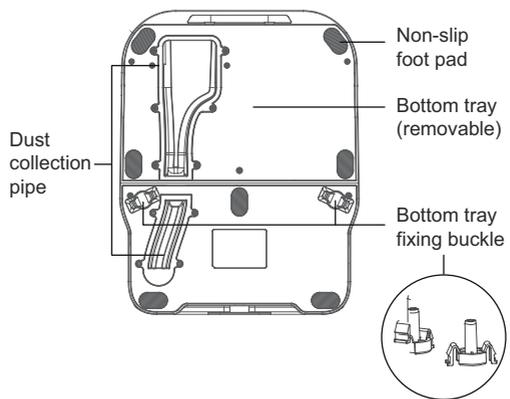
2.5 DUST COLLECTING AND CHARGING DOCK

Charging dock indicator

- Normally on in white: The charging dock has been connected to a power supply (when the machine is not connected to the charging dock);
- White light off: The machine is correctly connected with the charging dock;
- White light flashing 3 times: When a relevant instruction is received;
- Red light normally on: The dust bag or the dust collecting and charging dock cover is not installed in place;
- Red light flashing 3 times: When a dust collection error or wrong operation occurs.



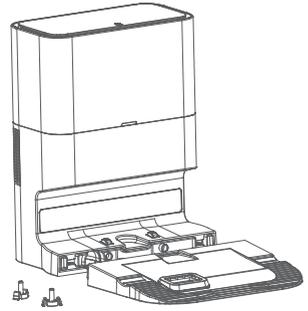




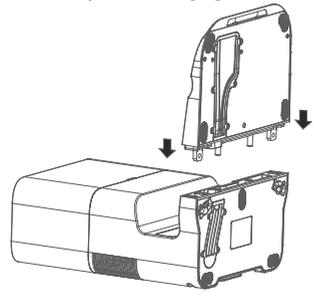
3 INSTALLATION

3.1 ASSEMBLE THE DUST COLLECTING AND CHARGING DOCK

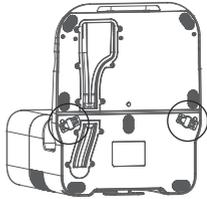
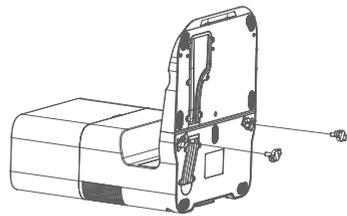
- 1. Locate the dust collecting and charging dock, bottom tray, and bottom tray fasteners;



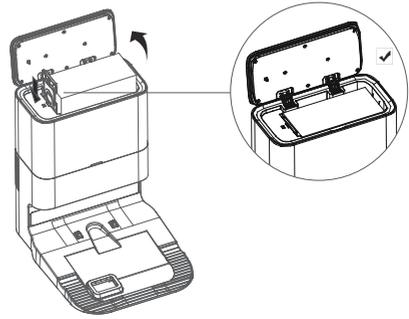
- 2. Connect the dust collecting and charging dock with the bottom tray, and ensure proper connection;



- 3. Insert the fasteners into the bottom tray and press until they click to complete the assembly of the dust collecting and charging dock;



- 4. Take out the dust bag and check whether the dust bag is in good condition, open the cover, insert the dust bag into the dust bag slot to the bottom, close the cover, and it can be used after power on.



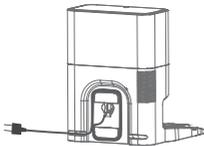
i NOTE

- If the dust bag is not installed or is not installed properly, the red light of the dust collecting and charging dock indicator is normally on, and the dust collection operation cannot be started.
- Before using the dust bag, please be sure to check whether the dust bag is damaged. If it is damaged, it will cause damage to the fan of the dust collecting and charging dock.

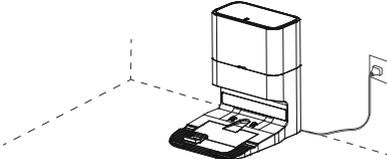
3.2 INSTALLATION OF DUST COLLECTING AND CHARGING DOCK

1. Connect the charging dock with the adapter. Prevent the adapter wire from winding the machine during sweep. Connect the adapter to the wall socket and keep the power on.

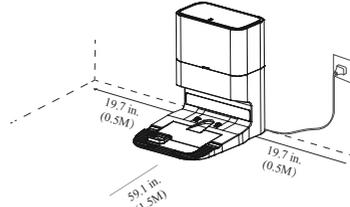
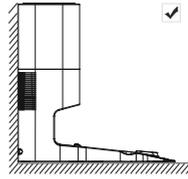
(A)



(B)



2. Place the charging dock on a flat hard ground perpendicular to a wall and keep it clear of obstacles within 1.5 meters in front of it and within 0.5 meters on its left and right.

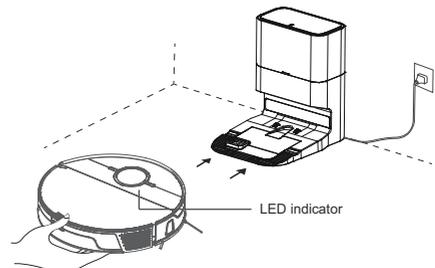
**i NOTE**

- Install the charging dock at a location easily accessible by the machine. It is recommended to place the charging dock on a hard ground, instead of a carpet, against a wall.
- Keep the charging dock powered, or the machine will not automatically return.
- To ensure normal charging, do not move the charging dock frequently. Once the machine location is changed, the machine may regenerate a map due to repositioning failure (for details, see Operating Instructions > Map Management).

3. Startup and charging

Press and hold  on the machine for 3 seconds to turn it on. Before use for the first time, the machine shall be fully charged (about 4.5 hours) to ensure normal operation.

- Place the machine on the charging dock and align it with the charging port. When the white indicator on the charging dock goes off, charging will begin.



The power indicator color indicates the battery level:

- White $\geq 20\%$
- Yellow red $< 20\%$

i NOTE

- You may not be able to start the machine when the battery is low. Please fully charge it and try again.
- To ensure the service life of the battery, please charge and discharge at least once every six months.
- To enter the low power standby mode when the machine is being charged, press and hold  and  for 20 seconds until the power status indicator goes off. Wi-Fi will be disabled when this mode is active. Press  to exit the low power standby mode.

4. Install the app**① Download**

Scan the QR code and download and install the mobile application.

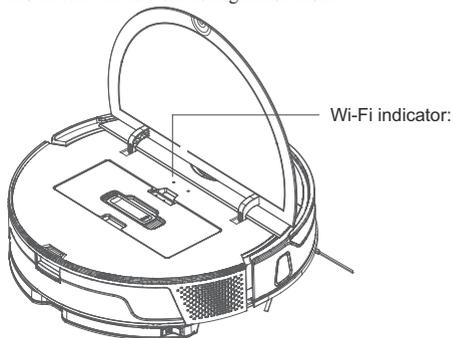
**i NOTE**

If the mobile phone cannot be connected to the robot, please refer to – “Reset Wi-Fi”.

② Reset Wi-Fi

A. Open the machine top cover to expose the Wi-Fi indicator.

B. Press and hold  and  simultaneously till the voice prompts "reset Wi-Fi". Wait till the Wi-Fi indicator starts blinking slowly in white, indicating that the robot vacuum has entered the network configuration mode.



Wi-Fi indicator:

- Blinking slowly in white: Wait for connection
- Blinking fast in white: Being connected to Wi-Fi
- Normally on in white: Wi-Fi connected

③ Add devices

Open the app and create a new account, click the "+" icon in the upper right corner of the page.

Perform network configuration operations according to the internal instructions of the APP.

i NOTE

- Only the 2.4GHz band, but not the 5GHz one, is supported in the Wi-Fi connection. Please switch to the 2.4GHz band if your Wi-Fi network is dual-band and try again.
- If the connection between your phone and robot vacuum fails, you can reset Wi-Fi again and add it again after entering the network configuration mode.
- As version upgrade and update may be made, please follow internal guidelines in the app for operation.

5. Start sweep by operating it from the app or pressing  manually.

The machine automatically returns to the charging dock for charging under the following conditions:

A. The machine has completed sweep;

B. Sweep has not been completed yet but the battery power level is insufficient; Once the battery is charged to 80%, the machine will resume to complete the remaining sweep work.

i NOTE

Do not move the charging dock during sweep, and make sure the charging dock is powered on, or the machine may not be able to return for charging. If automatic recharge fails, you shall manually connect it to the charging dock.

4 OPERATING INSTRUCTIONS**4.1 USE OF THE MACHINE****A. Startup/shutdown**

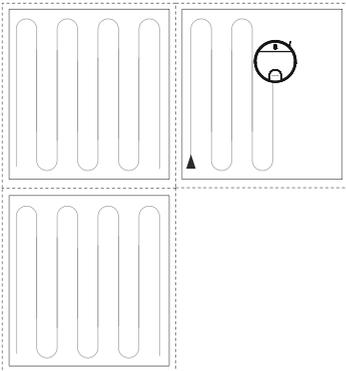
- When the machine is connected to the charging dock, it will start automatically.
- If the machine is not connected to its charging dock, press and hold  for 3 seconds to start it up. Wait until the power status indicator turns white and is kept ON.
- If the machine is not connected to its charging dock, press and hold  for 3 seconds to shut it down.

B. Start sweep

- Press  to start the auto sweep mode. Once it is started, the machine will leave the charging dock, scan automatically to generate a map, intelligently determine its sweep route, and divide the space into multiple areas. The sweep route will be planned along the wall to sweep in straight lines back and forth to thoroughly clean one area at a time.

i NOTE

- If the battery level is too low to start sweep, please charge it first.
- Before sweeping all wires on the ground should be well organized or damage to articles may occur.
- In the auto sweep mode, by default the machine will do sweeping twice if the sweep duration is shorter than 10 minutes.



C. Pause

- When the robot vacuum is operating, press to pause. Press again to resume sweep. During sweep, press once to stop the current sweep and press twice to return to the charging dock automatically.

D. Hibernation

- When the robot vacuum is operating, press  to pause. Press  again to resume sweep. During sweep, press  once to stop the current sweep and press  twice to return to the charging dock automatically.

E. Charging

- Auto recharge: After sweep, the white light of the recharge button  will keep blinking and the machine will automatically return to the charging dock for charging.
- Manual recharge:
 - If it is paused, press  to recharge it automatically;

- When the machine is stuck or cannot find the charging dock, please manually return it to the charging dock for charging.

F. Fault

- Please refer to the "Common Faults" section herein or guidelines in the app for repair when any abnormality occurs to your robot vacuum in operation and the power indicator is blinking in red with voice prompts.

i NOTE

- If it cannot be repaired after the above operations, please contact our Service Department for consultation or repair. Do not disassemble the machine by yourself.

G. Reset Wi-Fi

- Press  and  simultaneously for 3 seconds to reset your Wi-Fi connection when your router has changed, you've forgotten the password or your phone is unable to connect to the machine normally for other reasons. The Wi-Fi status indicator will be blinking slowly in white. After the Wi-Fi connection is reset, there will be a voice prompt. After that, you can reset the Wi-Fi connection as instructed in this app.

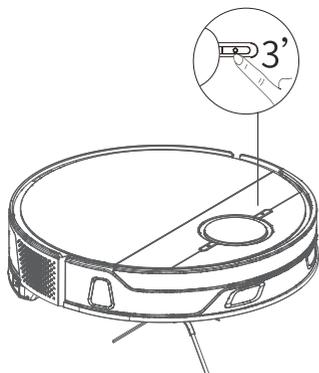
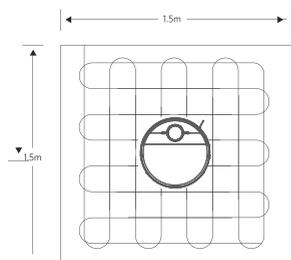
4.2 SWEEP MODES

A. Auto Sweep

- Auto Sweep is the default mode after startup. Press  to start it. The machine will start off the charging dock, automatically scan and plan the sweep map and path, and sweep your rooms. After the task is complete, the machine will return automatically for recharge. It is fast and convenient.

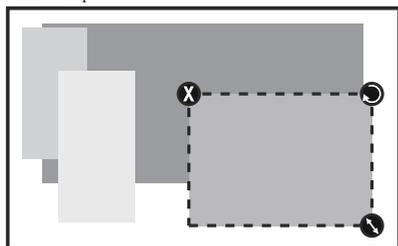
B. Sweep at Fixed Point

- After the mode is enabled, the machine will sweep a rectangular area of 1.5m X 1.5m centered on itself. This mode is very useful if you have any area with much dust or debris to clean. After such specific area has been swept, the machine will automatically return to the charging dock.
 - Manual startup: Move the machine to the area to be cleaned, press and hold  for 3 seconds to start it up.
 - Startup using app: Open the app, select Pin n Go, and follow the instructions.



C. Area-specific Sweep (only in-app operation supported)

- Select Zone in the app and set a sweep area. The machine will sweep this area only and return to the charging dock after sweep.

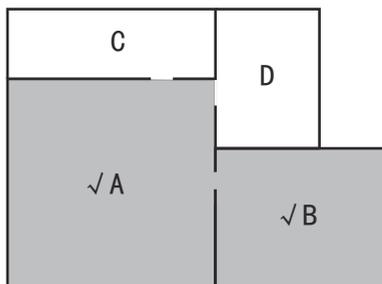


i NOTE

Area-specific Sweep can only be started after a map is created.

D. Zone cleaning mode (It is only supported with the mobile App)

- Use the mobile APP to set the zone cleaning, and the robotic vacuum cleaner will clean one or more rooms checked on the APP zoning map.



i NOTE

- After starting to clean, the vacuum cleaner may enter the zone outside the selected zone, clear floor obstacles around the selected zone. The zone selection cannot ensure safe isolation;
- Zone cleaning can be started only after the vacuum cleaner successfully creates a map.

E. Remotely Controlled Sweep (only in-app operation supported)

- Manual Remotely-Controlled Sweep is available in the app to make the machine go to the area to be cleaned.

4.3 SELECT SUCTION INTENSITY (ONLY IN-APP OPERATION SUPPORTED)

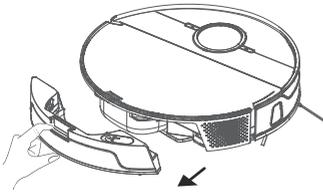
Select an sweep intensity in this app as required:

- Floor mopping only
- Quiet
- Standard
- Power
- Max

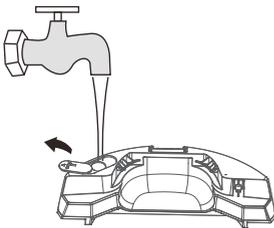
4.4 USE OF MOP MODULE

- ① Take out the water tank and add water.

A



B

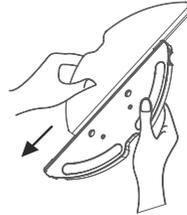


i NOTE

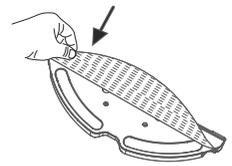
If you want to use floor disinfectant or cleaning solution, first fill the water tank with clean water, then pour in an appropriate amount of disinfectant or cleaning solution according to the dilution ratio, and shake evenly for dilution before use, otherwise long-term use of high-concentration cleaning solution will cause pipe blockage or corrosion of the machine.

② Wet your mopping cloth before mopping, install the mopping cloth on its holder, and then install the holder to the machine bottom. (In order to ensure mopping results, the machine's obstacle-crossing performance will be reduced after the mopping cloth is put in.)

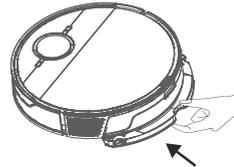
A



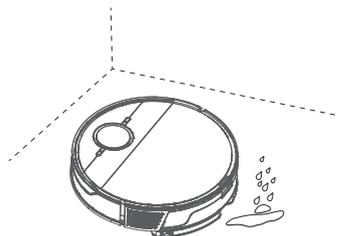
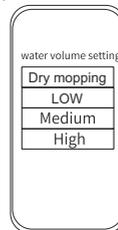
B



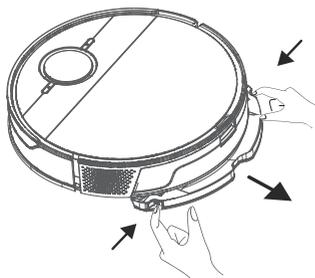
C



③ Select a sweep mode to start sweep, and select the amount of mopping water (3 levels) in the app as necessary. (To prevent the machine from wetting any of your carpets when mopping your floor, it is recommended to place virtual wall (for no mopping) around carpet areas using the app to protect your carpets)



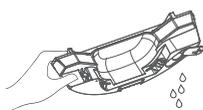
④ When the machine returns to the charging dock after completing its work, hold buckles on both sides by hand and drag backward to remove the mop module.



⑤ Empty the remaining water in the water tank. Wash the mopping cloth to avoid mildew and odor.

(A)

(B)



(C)

(D)



i NOTE

- Please do not use the mopping mode on any carpet.
- It is recommended to wash the mopping cloth after each mopping.
- When the machine is being charged or idle, please remove the mop module.
- In order to achieve better mopping results, it is recommended to sweep your floor three times with the machine before installing the mop module.
- To avoid damaging your wood floor, please make sure to take out the mop module immediately after floor mopping is complete. Or install the charging dock onto the waterproof pad (optional).
- When mopping is paused or finished, the machine will automatically cut off water. However, the mopping cloth remains wet and should not be left in place for too long but removed in time.

4.5 MAP MANAGEMENT

A. Map your rooms in real time

- Real-time mapping helps you easily understand the sweep route and environment. After sweep, a floor plan of your rooms will be generated. Maps will be updated in real time during each sweep to ensure normal navigation.

Generate a complete floor plan of your rooms:

- Open room doors so that the machine generates a map of each room;
- Remove any object that may block or jam the machine;
- After generating maps, please do not disassemble or move the charging dock;

B. Repositioning and map regeneration

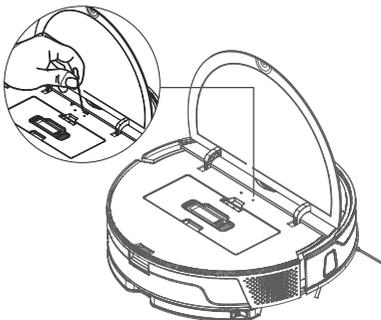
- If the location of the machine/charging dock is adjusted or the surrounding environment changes significantly, the machine will try repositioning and may regenerate a map to adapt to the surrounding environment. Details are as follows:
 - If repositioning is successful, the machine will resume sweep;
 - If repositioning fails, the machine will regenerate a map to ensure normal navigation for new sweep;
 - If repositioning fails and virtual boundary information (restricted area) is available in the original map, the machine will not start a new sweep to avoid crossing any restricted area.

i NOTE

- Make sure that the machine always starts sweep from the charging dock.
- Do not move the equipment frequently during sweep. Otherwise, put the machine back to its home position.

4.6 SYSTEM RESET

- If the machine does not respond after pressing any button thereon, it is an option to reset the system.
 - Ensure that the machine is not on the charging dock;
 - Press the reset button with a paper clip and the machine will shut down automatically.
 - Connect the machine to the charging dock or press and hold the key  for 3 seconds to turn it ON and system reset will be completed.



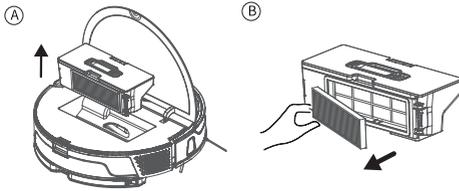
i NOTE

- After resetting the system, the machine may lose maps and original settings including the virtual boundary.

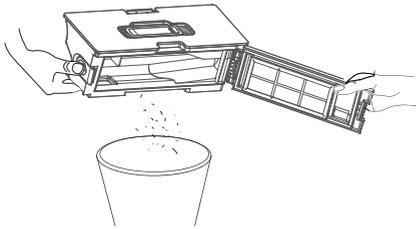
5 MAINTENANCE

5.1 CLEAN DUST BOX AND WATER TANK

A. Open the machine top cover and remove the dust box and filters.



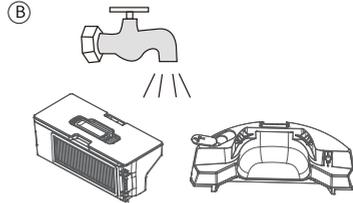
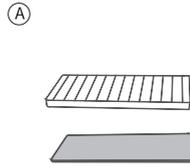
B. Empty the dust box into a trash can, tap lightly to insure all dust and dirt is removed.



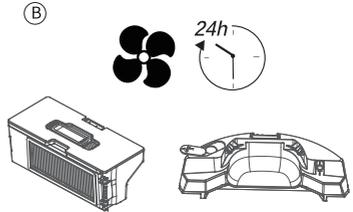
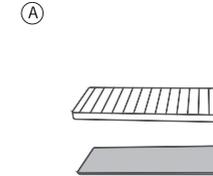
C. Disassemble the removed filter, remove the pre-filter, foam filter and high-performance filter, and clean filters with a cleaning brush.



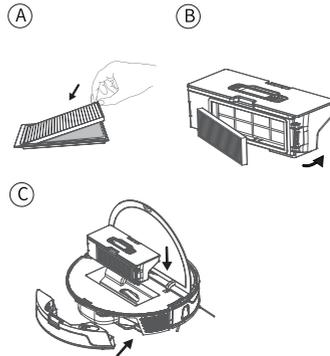
D. Press the release button of dust box to separate the dust box from the water tank.



E. Flush the water tank, dust box and filter module thoroughly with water as necessary (Note: Filters shall not be cleaned with hot water or detergent).



F. Reassemble the air-dried water tank, dust box and filter module, and install them back into the machine.



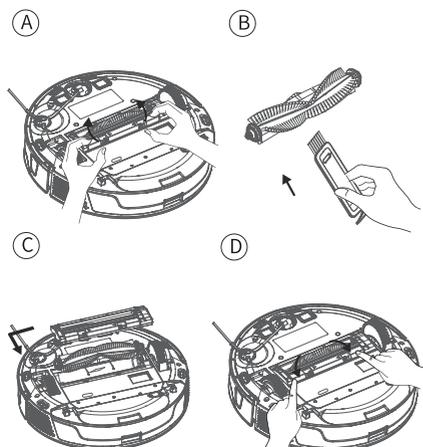
5.2 CLEAN THE MAIN BRUSH

A. As shown in the following figure, press down the buckle to take out the protective cover, and take out the rolling brush upwards.

B. Clean the rolling brush with cleaning tools included in the accessories.

C. Put one end of rolling brush into the corresponding hole first.

D. Press the brush cover and fix it with the buckle.



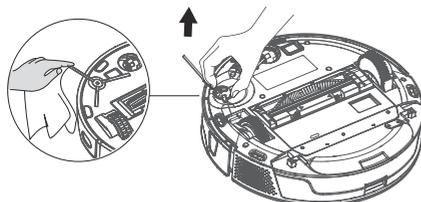
5.3 CLEAN ITS SIDE BRUSHES

Foreign matter such as hair can become tangled in the side brush, be sure to clean it regularly.

A. Turn the vacuum over, hold it in place and pull the side brush up to remove it.

B. Remove any hair or other debris, wipe with a damp cloth if necessary.

C. Reinstall the side brush by aligning the square shaft with the back of the brush, press down until it clicks.



i NOTE

It is recommended to replace side brushes every 3-6 months to ensure cleaning results.

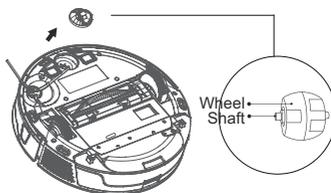
5.4 CLEAN CASTER

Hair or dust particles tend to be entangled around casters. Clean them regularly or as needed.

A. Turn the vacuum over, hold it in place and pull up on the caster. It may be necessary to use a tool such as a flat head screw driver to pry the wheel out of place. Be careful not to damage the caster.

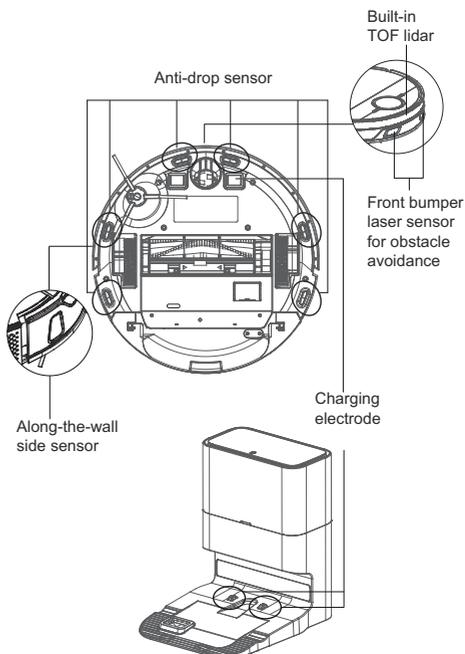
B. Remove any hair or other debris, wipe with a damp cloth if necessary.

C. Reinstall the caster by pressing it in place until it clicks.



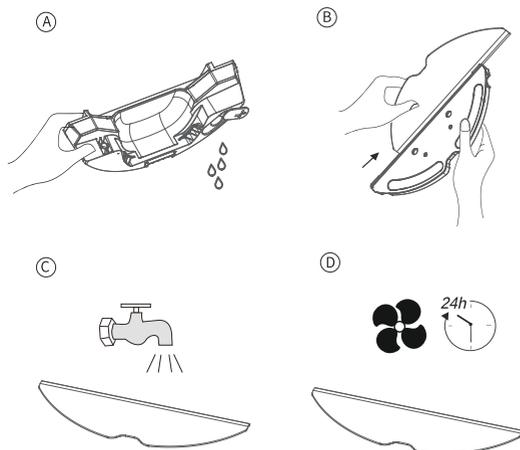
5.5 CLEAN SENSORS AND CHARGING ELECTRODES

In order to ensure optimum operating conditions, please clean sensors and charging electrode regularly, and wipe dust off them with a soft dry cloth or sweep brush.



5.6 CLEAN THE MOP MODULE

It is recommended to empty the water accumulated in the water tank, wash the mopping cloth with water, and air dry it after using the mop module every time to avoid mildew.



6 COMMON FAULTS

6.1 VOICE PROMPTS

When a fault is detected the LED Status Indicator will turn/flash red and there will be audible voice prompts. Follow the voice prompt to help resolve the issue.

| Voice Prompts | Solution |
|---|---|
| Error 1: Front bumper is stuck, please check. | <ul style="list-style-type: none"> The front bumper is stuck: Please tap repeatedly to remove foreign matters. If there is no foreign matter, please relocate it and then start it. |
| Error 2: A wheel is stuck. Please check whether any foreign matter is stuck in the wheel, or move it to near its home position to start it. | <ul style="list-style-type: none"> If any wheel is stuck, please check whether any foreign matter is stuck in the wheel, or move it to near its home position to start it. |
| Error 3: A side brush is stuck, please check. | <ul style="list-style-type: none"> The side brush may be entangled with foreign matters. Please clean and restart it. |
| Error 4: The rolling brush is stuck. Please remove and clean it. | <ul style="list-style-type: none"> The rolling brush may be entangled with foreign matters. Please remove and clean it, its connections, its cover and the suction inlet. |
| Error 5: The machine is trapped. Please clear obstacles around. | <ul style="list-style-type: none"> The machine may be suspended. Please relocate it and start. If the anti-drop sensor is too dirty, it may also cause the fault. Please wipe the anti-drop sensor to eliminate the fault. |
| Error 7: A wheel is suspended. Please move it to near its home position to start it. | <ul style="list-style-type: none"> A wheel is suspended. Please move it to near its home position to start it. |
| Error 8: The power is too low, and the system is about to shut down automatically. Please charge it. | <ul style="list-style-type: none"> The power is too low, and the system is about to shut down automatically. Please charge it. |

| | |
|--|---|
| Error 9: Virtual magnetic stripe detected. Please relocate it to start. | <ul style="list-style-type: none"> The machine is too close to magnetic stripes in a virtual wall or strong magnetic field during starting. Please relocate it to start. |
| Error 11: The recharge sensor is blocked. Please wipe it. | <ul style="list-style-type: none"> The recharge sensor is covered by dust. Please wipe it. |
| Error 12: The right alongwall sensor is blocked. Please wipe it. | <ul style="list-style-type: none"> The right along-wall sensor is blocked. Please wipe it. |
| Error 13: The machine is tilted. Please put the machine on the horizontal ground to start. | <ul style="list-style-type: none"> The machine is tilted during startup. Please put the machine on the horizontal ground to start. |
| Error 14: Please install the dust box and filters back. | <ul style="list-style-type: none"> Please install the dust box and filters back, and make sure that filters and the dust box are installed in place. Then please restart the machine. |
| Error 17: Restricted area detected. Please relocate it to start. | <ul style="list-style-type: none"> The machine is too close to a restricted area during starting. Please relocate it to start. |
| Error 18: The laser cover is stuck. Please check. | <ul style="list-style-type: none"> The pressure sensor for laser cover is pressed or stuck. Please relocate it to start. |
| Error 19: The laser sensor is stuck or twisted, please check. | <ul style="list-style-type: none"> The laser distance sensor is stuck by foreign matter. Please clear it. |
| Error 20: The laser sensor may be blocked, please check. | <ul style="list-style-type: none"> The laser distance sensor is blocked, please clear the blocking. Too spacious environment and multi-reflection environment such as metal mirrors also affect the normal operation of a laser distance sensor. Please relocate it to art. |
| Error S1: Battery abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please open the battery compartment, check whether the battery is properly connected, and try to restart the machine. The battery temperature is too high or too low. Please wait for the battery temperature to be normal (0°C~40°C /32°F~104°F) before use. If the error persists, please contact our Service Department. |
| Error S2: Wheel module abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please check whether any foreign matter is stuck in a wheel and try to restart the machine. If the error persists, please contact our Service Department. |
| Error S3: Side brush module abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please check whether any foreign matter is stuck in a side brush and try to restart the machine. If the error persists, please contact our Service Department. |
| Error S4: Fan abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please check whether any foreign matter is stuck in the fan and try to restart the machine. Please clean the dust box and filters and try to restart the machine. If the error persists, please contact our Service Department. |
| Error S5: Rolling brush abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please remove and clean it, its connections, its cover and the suction inlet. Please try to restart the machine after cleaning. If the error persists, please contact our Service Department. |
| Error S6: Water pump abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please clean the water tank, water pump connections on the tank and water pump connections on the machine, the water outlet at the machine bottom, and check the mop module. Please try to restart the machine with all modules installed back after cleaning. If the error persists, please contact our Service Department. |
| Error S7: Laser sensor abnormal. Please consult the instructions or APP. | <ul style="list-style-type: none"> Please check the laser sensor for foreign matter and try to restart the machine after cleaning. If the error persists, please contact our Service Department. |

6.2 TROUBLESHOOTING

When any abnormality occurs to the machine in operation, the power indicator will blink fast in red and voice prompt will be provided. Please consult the following table for troubleshooting.

| Fault | Solution |
|---|---|
| Cannot start the machine | <ul style="list-style-type: none"> • Make sure the machine is connected to power supply. • Make sure the battery is fully charged. • If the problem persists, please reset the machine (see the "Operating Instructions > System Reset" section herein). |
| The machine suddenly stops working. | <ul style="list-style-type: none"> • Check whether the machine is stuck or blocked by obstacles. • Check whether the battery is too low. • If the problem persists, please shut it down, wait for 3 seconds, and then restart it. |
| Cannot make a sweep schedule | <ul style="list-style-type: none"> • Make sure the machine has been powered on. • Set the time and schedule the time for automatic sweep with the app. • Make sure the schedule time has been set correctly. • Check whether the machine power is too low to start sweep. • The machine will not start any scheduled sweep when the task is being performed. |
| Suction too weak | <ul style="list-style-type: none"> • Check the suction inlet for any obstruction. • Empty the dust box. • Clean filters with water. • Check whether filters are wet due to water or other liquids on the floor. Let filters dry naturally thoroughly before use. |
| Cannot charge the machine | <ul style="list-style-type: none"> • Check whether the indicator on the charging dock is on (when the machine is not on the charging dock). If not, please contact our service center for repair or replacement of the charging dock. • Check whether the indicator on the charging dock is off and the indicator on the machine is flashing during charging. • Wipe dust off charging electrodes with dry cloth. |
| The machine cannot return to the charging dock. | <ul style="list-style-type: none"> • Clear the charging dock of objects within 0.5m on the left and right sides and within 1.5m ahead. • Make sure that the machine starts sweep from the charging dock without abnormal movement. • When the machine is near the charging dock, it can return faster. But if the charging dock is located far away, the machine will need more time to return. Please wait during its return. • Clean charging electrodes. |
| The rolling brush does not rotate | <ul style="list-style-type: none"> • Clean the rolling brush. • Check whether the rolling brush and the brush cover are installed correctly. |
| Abnormal action or sweep route of the machine | <ul style="list-style-type: none"> • Carefully clean the sensor with dry cloth. • Restart the machine. |
| No water released during mopping | <ul style="list-style-type: none"> • Make sure there is enough water in the water tank. • Check whether the mop module is installed correctly. Upon correct installation, you will hear related voice prompt. • Check whether the water outlet is blocked. |
| The machine cannot connect to your Wi-Fi network. | <ul style="list-style-type: none"> • Ensure that your Wi-Fi router supports 2.4GHz and 802.11 b/g/n bands as this equipment does not support 5GHz bands. For more details, For more details, please refer to the "Faults in Wi-Fi Connection" section herein. |

i NOTE

Please contact our customer service promptly if any fault cannot be eliminated with the above measures.

6.3 FAULTS IN WI-FI CONNECTION

If you fail to control the machine with your smartphone, please try the following solutions. If the problem persists, please contact our customer service.

| Wi-Fi Status Indicator | Cause | Solution |
|-----------------------------|--|--|
| White indicator normally on | The machine has been connected to the router, but cannot connect to the network. | <ul style="list-style-type: none"> Check whether your router is connected to the network. Contact your network operator to find out if any network connection problem exists. |
| Flashing rapidly in white | The machine cannot connect to your wireless router. | <ul style="list-style-type: none"> Check whether the network name and password have changed. Reset Wi-Fi connections if necessary. Please refer to the "Operating Instructions > Reset Wi-Fi Connection" section herein. |
| Flashing slowly in white | Your Wi-Fi connection has been reset or not yet set previously. | <ul style="list-style-type: none"> Establish Wi-Fi connection with the machine. Please refer to the "Machine Control with App" section in the manual. Reset Wi-Fi connections if necessary. Please refer to the "Operating Instructions > Reset Wi-Fi Connection" section herein. |
| Off | The machine is powered off. The machine power is low. | <ul style="list-style-type: none"> Make sure the machine has been powered on. Charge the machine with the charging dock. |

i NOTE

Before setting up Wi-Fi, ensure that the machine and your Wi-Fi network meet the following requirements.

Wi-Fi setup requirements:

A. Machine:

- Machine fully charged.
- Wi-Fi status indicator white and flashing slowly.

B. Wi-Fi network:

- Use the correct wireless network password.
- Do not use any VPN (Virtual Private Network) or proxy server.
- Your Wi-Fi router supports 802.11b/g/n and IPv4 protocols.
- The band of your router is 2.4GHz or use a dual-band router supporting 2.4GHz band. The machine does not support the 5GHz band.
- If the machine cannot connect in the 2.4/5GHz dual-band Wi-Fi network, please switch to the 2.4GHz network for Wi-Fi settings. After setting is completed, you can switch it back.
- When connecting to a hidden network, be sure to enter the correct network name --- SSID (case sensitive) and connect to a 2.4GHz wireless network.
- When using a wireless extender/repeater, be sure that the network name (SSID) and password are the same as the main network.
- Set the firewall and ports of Wi-Fi router to allow machine to connect with the app server.

Network security requirements:

- WPA and WPA2 networks encrypted with TKIP, PSK, AES/CCMP.

7 TECHNICAL PARAMETERS

| Functional parameters of the main machine | | Functional parameters of accessories | |
|---|--|--------------------------------------|--|
| Battery voltage | 14.8V  | Rated input voltage | 120V ~ 60Hz |
| Input Power Supply | 24V  1.5A | Rated input current (charging state) | 0.6A  |
| Power Consumption | 50W | Current (dust collection state) | 9A  |
| Battery | Lithium battery | Power (dust collection state) | 950W |
| Battery capacity | 5200mAh | Rated output | 24V  1.5A |
| Dust box capacity | 0.45 L | Dust bag volume | 2.5 L |
| Water tank volume | 0.35 L | | |
| Cleaning time | >150 min | | |

Manufacturer reserves the right to make any technical or design changes to the product due to continuous product improvement needs.

8 IC WARNING

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

RF warning statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

9 WARRANTY CARD

WARRANTY CARD II

| | | |
|---|--|---|
| Name | | (II) Settlement form of the warranty provider |
| Address | | |
| Address | | |
| City/State/Zip | | |
| Product Model | | |
| Purchase Date | | |
| Invoice Number | | |
| Warranty Period | | |
| Product warranty description: | | |
| <ol style="list-style-type: none"> From the date of the user's purchase of this product, the warranty period is one year for the vacuum, and six months for the adapter, rechargeable batteries and other accessories. After receiving the product repair request, the after sales service staff will resolve the problem within 15 working days. The user can learn about relevant technical problems by reading the user manual and/or the after sales service hotline to get a clear solution. Hotline: 1-888-909-6757 When a performance failure occurs during the user's normal use, manufacturer promises to provide the above warranty services unless otherwise stipulated by the applicable laws, rules and regulations of the state. During the warranty period, paid maintenance services will be provided under any of the following circumstances: <ul style="list-style-type: none"> Damage caused by man-made factors or irresistible natural phenomena; Failure or damage caused by improper operation by the user; Malfunction or damage due to the user's disassembly or alteration without authorization. | | |

WARRANTY CARD I

| | | |
|-----------------|--------------------------|--|
| Name | | (I) To be kept by the user as warranty certificate, which will not be reissued if lost |
| Address | | |
| Address | | |
| City/State/Zip | | |
| Product Model | | |
| Purchase Date | | |
| Invoice Number | | |
| Warranty Period | | |
| Date | Repair Technician | Maintenance Record |
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |