neakasa

Neakasa NoMo N3 Robot Vacuum

USER GUIDE

JP ユーザーガイド

User Guide

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Safety Information

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General Warning

• Your robot is not a toy. Small children and pets should be supervised when your robot is operating.Children should be supervised to ensure that they do not play with the appliance.

• This appliance is not intended for use by persons (including children) with reduced physical,sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

• Do not sit or stand on your robot or charging station.

• Do not use unauthorized chargers. Use of an unauthorized charger could cause the battery to generate heat, smoke, catch fire, or explode.

• Your robot comes with a region approved power supply cord and is designed to be plugged into a standard household AC power outlet only. Do not use any other power supply cord. For replacement cords, please contact Customer Support to ensure proper selection of country specific power supply cord.

• Do not open your robot or charging station. There are no user serviceable parts inside. Refer servicing to qualified service personnel.

• Risk of electric shock, use indoors in dry location only.

• Do not handle your robot or charging station with wet hands.

• Store and operate your robot in room temperature environments only.

• If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.

• Indoor use only

Safety Information

EN

Battery & Charging Warnings

- If the cord or plug is damaged, it must be replaced.
- Always disconnect your robot from the charging station before maintenance.
- the appliance is only to be used with the power supply unit provided with the appliance.
- Charge your robot only with charging station provided. The provided power supply delivers safety extra low voltage corresponding to the input marking on the robot which is required to maintain safe operation.
- Do not open, crush, heat above 176°F/80°C, or incinerate. Follow manufacturer's instructions.
- Do not short-circuit the battery by allowing metal objects to contact battery terminals or immerse in liquid.
- Do not subject batteries to mechanic shock.
- The product has a built-in rechargeable battery, the specific battery information is as follows:

Battery type	Battery capacity	Output voltage	Charging voltage
Lithium(16.8V)	5200mAh	14.4V DC	24V 1.5a

Cautions

- Do not operate the robot in areas with exposed electrical outlets in the floor.
- If the device passes over a power cord and drags it, there is a chance an object could be pulled off a table or shelf. Before using this device, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords, and any fragile objects.
- Be aware that the robot moves on its own. Take care when walking in the area that the robot is operating in to avoid stepping on it.
- Do not use this device to pick up sharp objects, glass, or anything that is burning or smoking.

Package Includes

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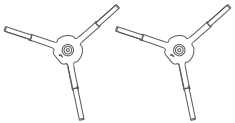
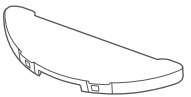
Self-Emptying Dustbin*1

Robot Vacuum and Mop*1

Accessories

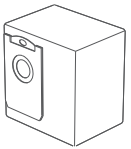


Spining Side Brush*2

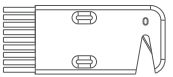


Mop Cloth Support*1

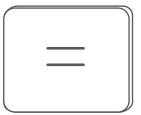
Mop Cloth*2



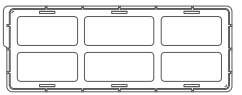
Dust Bag*2



Cleaning Brush*1
(Placed above the dustbin)



User Guide*1



HEPA*2

Note: If you find something missing in your package, please contact customer support via support@neakasa.com in time.

About Your Robot Vacuum and Mop

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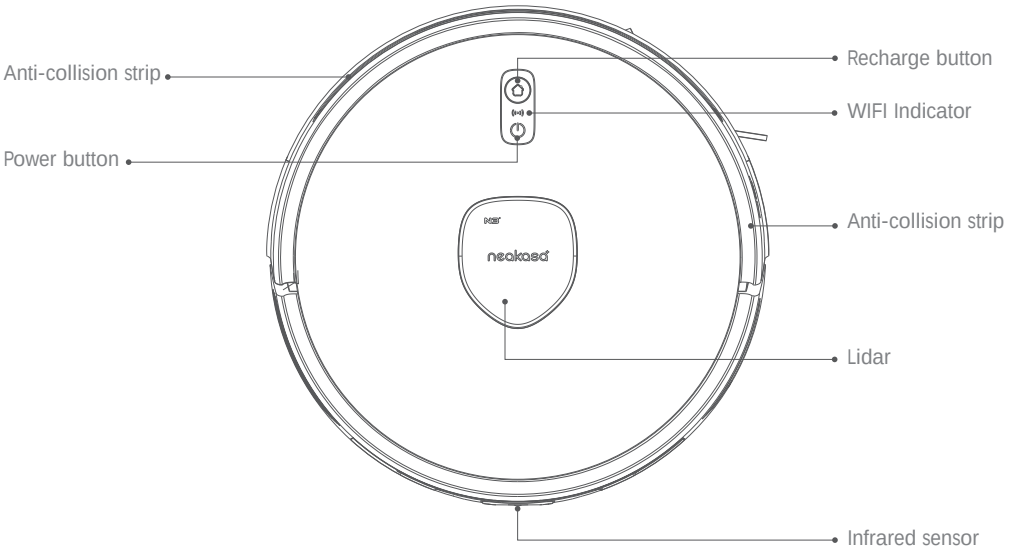
Front View



Recharge/Spot Cleaning

Short press to start the recharge.
Press and hold for 3 seconds to start the spot cleaning.

On and Off/Cleaning All

Short press to start/pause the clean all.
Press and hold for 3 seconds to turn the machine on or off.

Network Configuration

Long press the 2 buttons and for 5 seconds to enter the network configuration.
Long press for 10 seconds to factory reset.

Note: During recharging, spot cleaning or cleaning all, short press any button to pause the machine.

About Your Robot Vacuum and Mop

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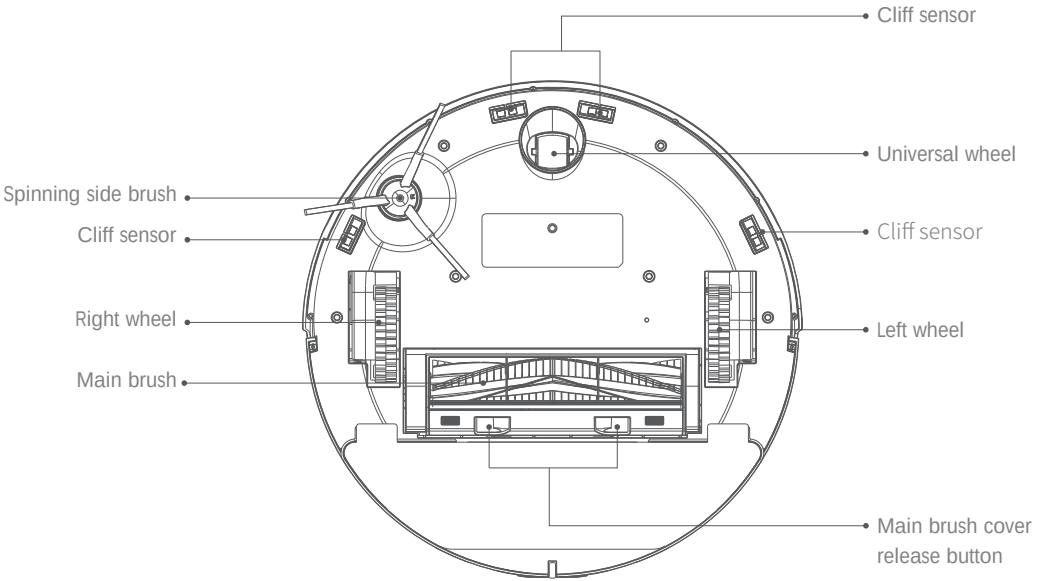
Bottom View



About Your Robot Vacuum and Mop

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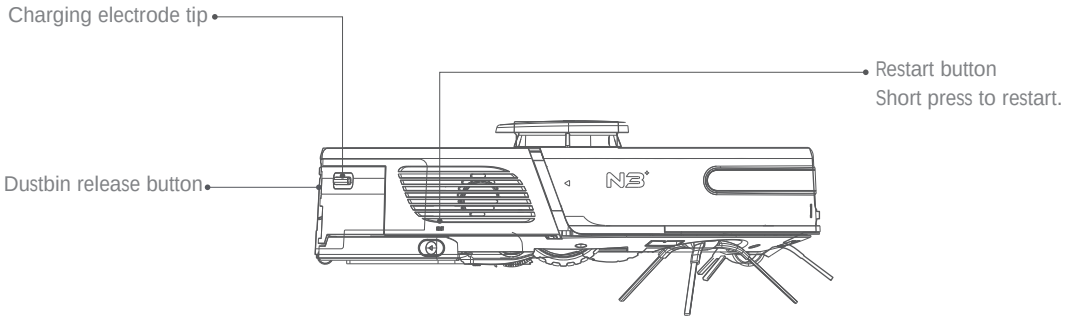
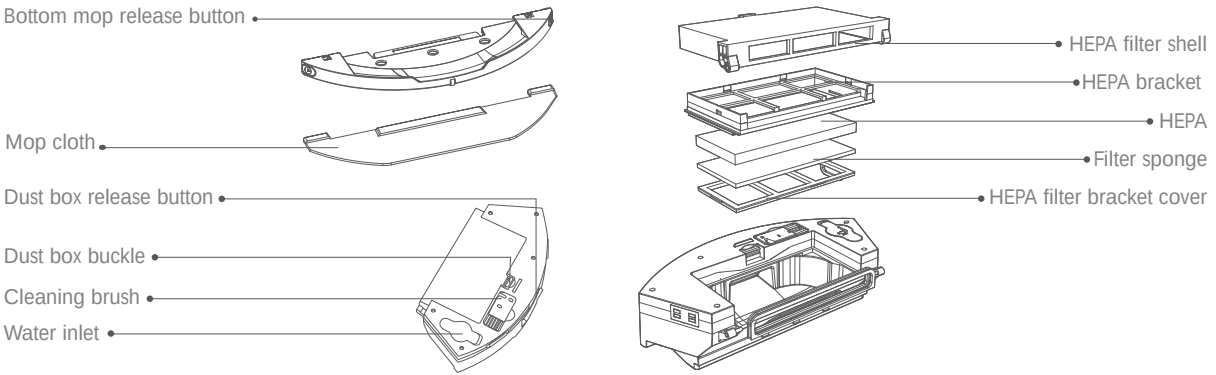
Side View



Dust Box



About Your Self-Emptying Dustbin

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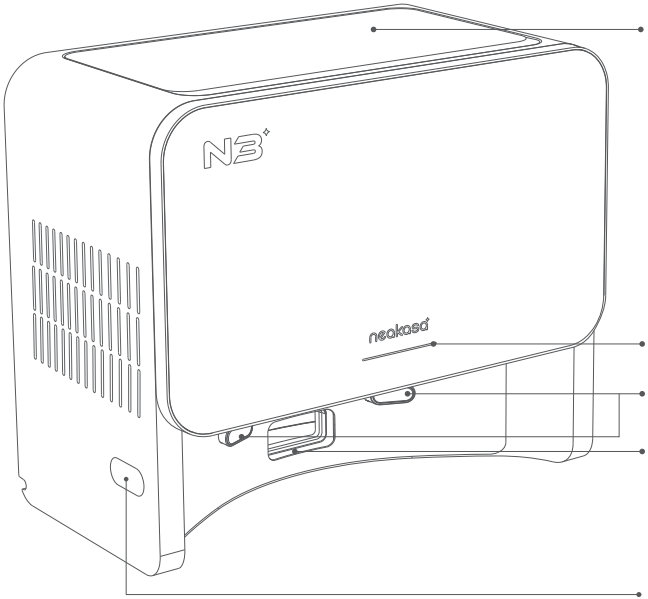

Upper cover
Open the upper cover, install/remove the dust bag.

Indicator

Charging sensor

Suction inlet
Suck the trash in the Robot vacuum into the dust bag through the suction inlet.

Infrared sensor

LED Indicator

Machine Status	LED Ring Light Strip
Turn on	Warm color to cold color, turn red, orange, yellow, purple, blue and green in turn.
Standby	Yellow breathing light
Hibernation	Yellow breathing light, light off in 10s
Pause	Red breathing light
Cleaning	Green breathing light
Recharging	Blue breathing light
Remote Control	Alternating between blue and green breathing light
Charging	Blue breathing light
Abnormal	Red light fast flash
Turn off	Green, blue, purple and yellow in order.

WiFi Indicator Light: WiFi being connected: light flashing;
WiFi connected: light is always on;
WiFi not connected: light off.

Power on and Recharge Indicator: Lights up for 1s when pressed.

LED Indicator

Status of Light Indicator	Light Color
The power indicator light changes from warm to cold color for 30s, and it varies with a new status of the machine during the 30s.	red, yellow & green
The light flashes slowly when collecting dust, and turns off when finishing the dust collection.	yellow
1. The light flashes quickly when the dust bag is full, and goes off after 60s. 2. Check whether the dust bag is full when collecting dust.	red
The light flashes quickly and goes off after 60s when there is no dust bag (does not start dust collection), and goes into standby.	red
The green light flashes slowly, indicating that charging is in progress, and goes off into standby after 60s.	green
The green light stays on for 60s, indicating a full charge, and then goes off into standby after 60s.	green

Get Started

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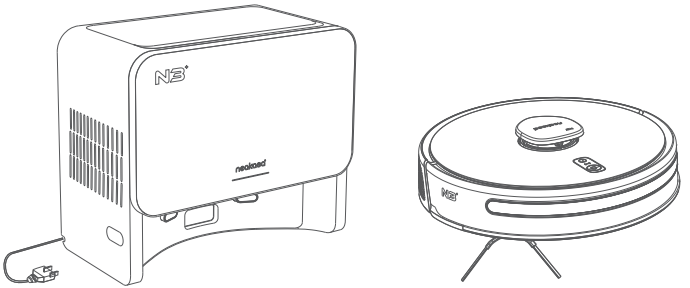
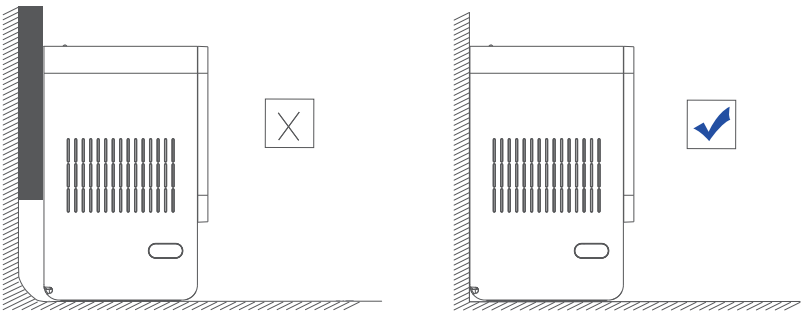
1. Get Ready

Take your robot and self-emptying dustbin from the package, and set other accessories aside for use.



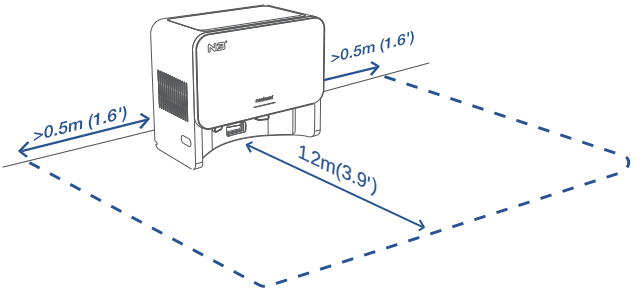
2. Position the Self-Emptying Dustbin

- Place the self-emptying dustbin near an outlet in an area with good Wifi-coverage.
- The dustbin should be placed near the wall.



Get Started

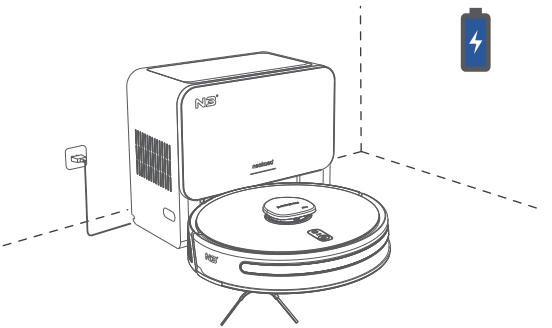
• Ensure there is a space of more than 1.2m/4ft at the front, and more than 0.5m/1.6ft on both sides of the dustbin



3. Plug in

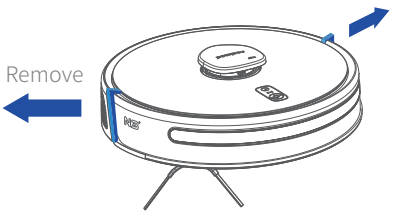
Plug the power cord into the wall. Wrap the cord back so it won't get in the way of the robot as it comes and goes. Put the robot on the flat indoor ground, and remove the protection device of limit bar at both ends of the front bumper.

Note: Do not place the charging station under direct sunlight.



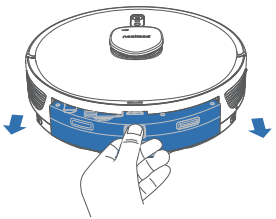
4. Remove the Limit Bar

Put the robot on the flat indoor ground, and remove the protection device of limit bar at both ends of the front bumper.

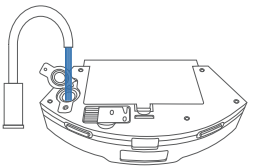


5.Add water and install the mop cloth board.

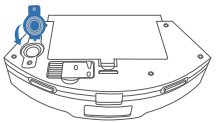
1. Take out the water tank.



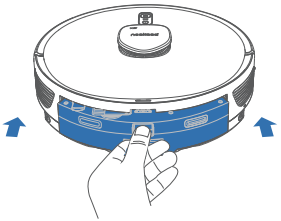
2. Open the cover of the water injection port and inject clean water. (Use only purified water or softened water)



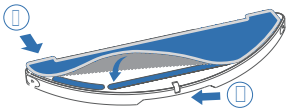
3. Put on the water inlet cap.



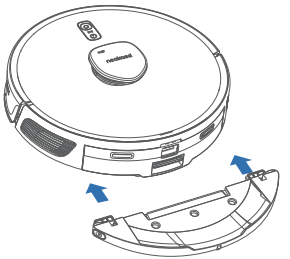
4. Reinstall the water tank.



5. Install the washable cloth on the mop holder.



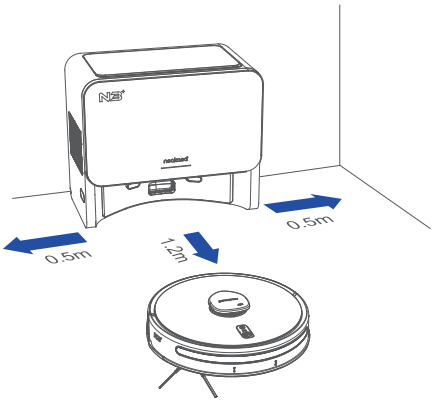
6. Install the mopboard bracket back to the host.

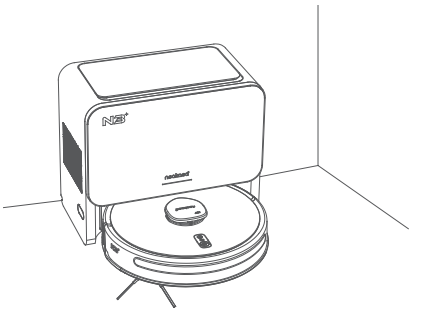


Get Started

6. Wake up NoMo N3

Press and hold the button ⏻ for 3 seconds to start the robot, and then short press the button ⌂ to make the robot recharge automatically. The robot enters the ready state once fully charged.





Note: Fully charge the robot before starting cleaning.

• Before starting the cleaning, tidy away the wires and articles on the ground to avoid damage caused by winding, dragging and hitting during cleaning.

• It is suggested to start the robot at the self-emptying dustbin.

• When the battery is low during the cleaning, the robot will automatically return to the self-emptying dustbin for charging, and automatically return to the interrupted place to continue cleaning when the battery is full.

7. App Setup

Scan the QR code below, or search for "Neakasa" in the mobile App store to download the App.

Neakasa

Download on the App Store

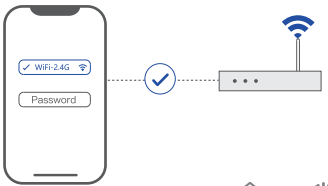
GET IT ON Google Play

Get Started

8. WiFi Connection

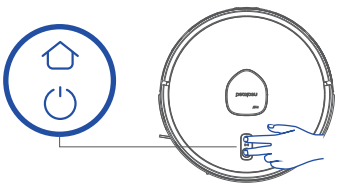
1. The phone is connected to WiFi. (Doesn't support 5GHz)

tutorial video

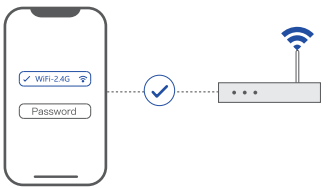


2. Register and log in to the account, add device on the home page.

3. Long press the buttons and for 3 seconds to enter the network configuration.

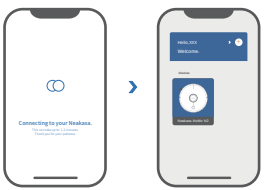


4. Select the connected WiFi of the phone and enter the WiFi password.



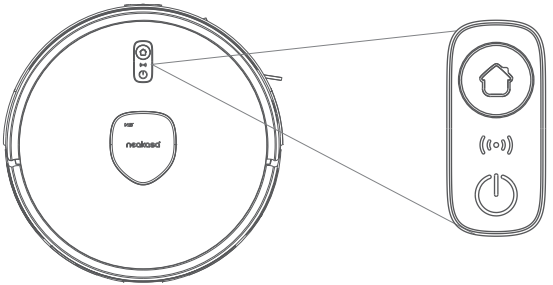
5. Go to the mobile phone WLAN list and switch your WiFi to Neakasa hotspot.
(displays as neakasa_xxx_xxx)

6. Back to the App and wait 1-2 minutes to complete the connection. (At this time Neakasa will flash blue light quickly)



Note: Due to the upgrade and update of the mobile APP, the actual operation may be slightly different from the above description. Please follow the instructions in the current mobile APP.

9. Cleaning



On/Off/Pause

• Press and hold the button ⏻ for 3 seconds to turn on the machine; The ring light changes gradually, and the machine gives a voice prompt for powering on; Short press the button ⏻ to clean all; or press and hold the button ⌂ for 3 seconds to start the spot cleaning.

• When the robot is still, press the button ⏻ for 3 seconds to turn off the machine. The ring light changes gradually and the machine gives a voice prompt for powering off.

• In the process of cleaning, short press the button ⏻ , then the robot will pause.

• If the robot is still and has not operated for more than 20 minutes, it will enter the hibernate state.

Note: During charging, the robot cannot be turned off.

Automatic Recharge/Manual Recharge

• When the battery is low during cleaning, or when the cleaning is finished, the robot will automatically recharge.

• During cleaning, short press the button ⌂ , then the robot will return to the self-emptying dustbin to recharge.

Add Water to the Water Tank or Clean the Mop Cloth Mid Way

• Short press this button ⏻ , the robot will pause, remove the mopping module, after adding water or cleaning the mop, reinstall the mopping module, short press this button ⏻ again to continue cleaning.

Set the Cleaning Mode

• The machine is the standard mode by default; After it is connected with App, you can select more modes in the App.

Failure State

• When the robot is abnormal. it will give a voice prompt and the ring light will blink in red. Please refer to "Trouble-shooting" for solutions.

• When there is no operation for 10 minutes under the failure state, the robot will hibernate automatically.

Trouble Shooting

Voice Prompt/Fault Phenomena	Possible Causes	Solution
Please check if the radar is stuck	The lidar is blocked or stuck	Remove the obstacle or move the machine to an open place and restart it
Please check the anti-collision rail	The bump sensor is stuck	Clean up the foreign matters around the anti-collision rail, or move the machine away
Please wipe the cliff sensor and move away from the dangerous area to restart	The cliff sensor is triggered after the machine is started up	Please wipe the cliff sensor and move the machine to a flat and open place to start
Please check the main brush	The main brush is stuck	Clean the main brush, or move the machine away
Please check the side brush	The side brush is stuck	Clean the side brush, or move the machine away
Please check the main wheel	The main wheel is stuck	Clean the main wheel, or move the machine away
The two-in-one water tank is taken out	The two-in-one water tank has been taken out	Please replace the two-in-one water tank and the filter screen, and confirm that the filter screen and the two-in-one water tank are installed in place
Low battery, start recharging	Low battery during cleaning	Please charge the robot before using
The fan is abnormal	The fan is abnormal	Please try to turn the machine off and then restart it
The radar cover is pressed	The radar cover is stuck	The radar is pressed or stuck. Please move it to another position to start
The battery is damaged or not installed	The battery has abnormality during charging	The battery temperature is too high or too low. Please wait for the battery temperature to return to be normal before use

Trouble Shooting

EN

Voice Prompt/Fault Phenomena	Possible Causes	Solution
The machine cannot be started up	Low battery level or abnormal ambient temperature	The battery level is low. Please charge it before use. The ambient temperature is too low (below 0 °C) or too high (above 50 °C). Please use the product in the environment of 0 °C-40 °C
Cannot be charged	1. The dust self-emptying dustbin is not electrified 2. The charging electrode tip is dirty 3. The charging electrode tip has poor contact	1. Please confirm that the power cord of the self-emptying dustbin is connected to the power supply 2. Regularly clean the charging electrode tip of the machine and the dust collection and charging sensor head of the self-emptying dustbin 3. Please eliminate the poor contact caused by the side brush or other foreign matters, and try to reposition the machine manually
Recharging failed, self-emptying dustbin not found	1. The dust collection charging pile is blocked or too far away 2. The self-emptying dustbin is not connected to the power supply 3. There are foreign matters at the bottom of the mop cloth support or the mop cloth is rolled up	1. Please put the self-emptying dustbin in the open area, and put the machine near the self-emptying dustbin to retry 2. Please connect the self-emptying dustbin to the power supply 3. Please clean up the bottom of the mop cloth support and tidy the mop cloth
Abnormal behavior	Program exception	Turn off and restart
There are abnormal sounds during cleaning	Foreign matter wound on the main brush/side brush or the main wheel	Please turn off the machine for clean up
The cleaning capacity is reduced or the dust drops	The dust bin is full or the filter screen is blocked or the main brush is entangled	Please clean the dust bin, the filter screen and the main brush in time

Trouble Shooting

Voice Prompt/Fault Phenomena	Possible Causes	Solution
Regular cleaning does not work	Low battery	Regular cleaning can only be started when the remaining battery level is greater than 30%. Please keep the machine charged every day
Cannot be connected to APP	Abnormal WiFi network, wrong WiFi password or abnormal APP Network frequency is less than 2.4GHz	1. Please ensure that the machine is in a good WiFi signal area 2. Re-enter the WiFi password or reset WiFi 3. Download and connect the latest version of APP
The floor mopping module outputs no water or little water	No enough water in the water tank, too dirty mop cloth or the mop cloth support not installed in place	1. Please check whether there is water in the water tank 2. Clean the mop cloth 3. And install the mop cloth correctly according to the instructions
The floor mopping module outputs too much water	The water tank cover is not in place, and the water output is adjusted to the maximum	Please confirm that the water tank cover is installed in place, and adjust the appropriate amount of water in the APP
The dust collection performance degrades	Dust accumulates in the dust bag, causing the air flow into the suction nozzle to decrease	Replace the dust bag
Cannot return to the self-emptying dustbin after spot cleaning or moving	The robot constructs a new map or the distance is too far	After spot cleaning or moving for a long distance, the robot will generate a new map. If the self-emptying dustbin is far away, the robot may not be able to recharge automatically. Please manually put the machine back to the self-emptying dustbin for charging
Dust collection failed	1. The dust bag is missing or not installed in place 2. The fan starts overheat protection or has faults	1. Please install the dust bag correctly, and try to collect dust again 30 minutes later 2. If it can't be solved, please contact after-sales customer service
The dust bag is full or blocked	The dust bag is full or blocked	Replace the dust bag, and clean self-emptying dustbin (suction inlet, dust passage, fan filter screen, etc.) in time

Customer Support

If you have other questions or suggestions about your robot, you can visit www.neakasa.com for support tips, frequently asked questions and information about accessories. This information can also be found in the Neakasa App. If you need further assistance, call us at 0800-086-100.

Care and Maintenance

Care and Maintenance Instructions

To keep your robot running at peak performance, perform the procedures on the following pages. If you notice the robot picking up less debris from your floor, empty the bin, clean the filter and clean the brushes.

Note: Neakasa manufactures various replacement parts and assemblies. If you think you need a replacement part, please visit www.neakasa.com.

Note: Replacement frequency may vary. Parts should be replaced if visible wear appears.

Care and Maintenance

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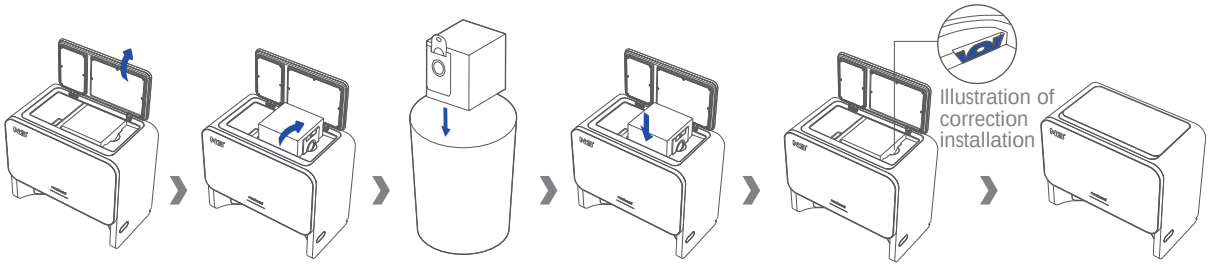
Replacing Bags

When the dust bag is full, the red indicator on self-emptying dustbin charging pile flashes slowly. Please replace the dust bag in time.



Open the cover

Pull up the dust bag through its handle

Throw away the old one

Replace it with a new one

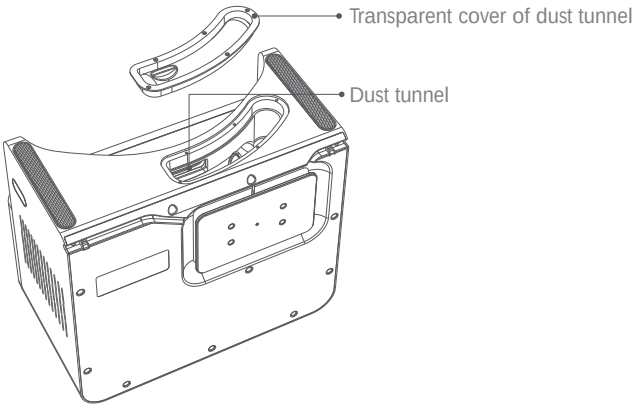
Make sure that the dust bag is installed in place

Close the flip cover

Cleaning Dust Tunnel

When the red indicator is twinkling after the dust bag is replaced, it is recommended to pull out the power plug and reverse the self-emptying dustbin charging pile to check whether there are foreign matters blocking the dust tunnel. If the dust tunnel is blocked, refer to the figure below and remove the transparent cover of the dust tunnel with a screwdriver to remove foreign matters.

Note: Violent disassembly is prohibited. After cleaning, install the cover as it is.



Care and Maintenance

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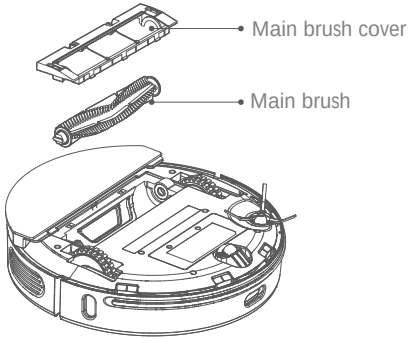
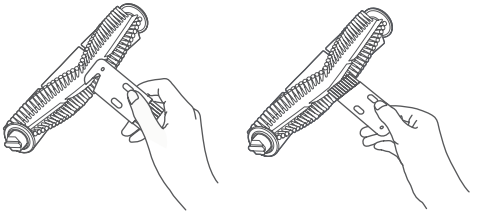
Cleaning the Main Brush

Note: The main brush is consumable and should be cleaned at least once a week. It is recommended to replace the main brush every 6-12 months to ensure the cleaning effect.

1. Turn the main unit, press the left and right buckles, and remove the middle sweep cover.



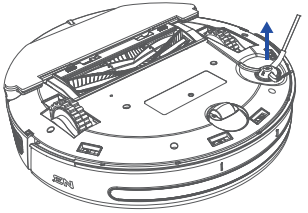
2. Remove the main brush upwards and clean the entangled hair and debris with a cleaning brush.



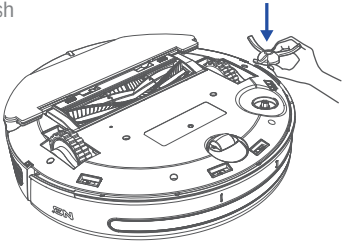
Cleaning Side Brush

Note: The side brush is consumable and should be cleaned at lease once a week. It is recommended to replace it every 3-6 months to ensure the cleaning effect.

1. pull out side brush



2. Remove any hair or debris, then reinstall the side brush



Care and Maintenance

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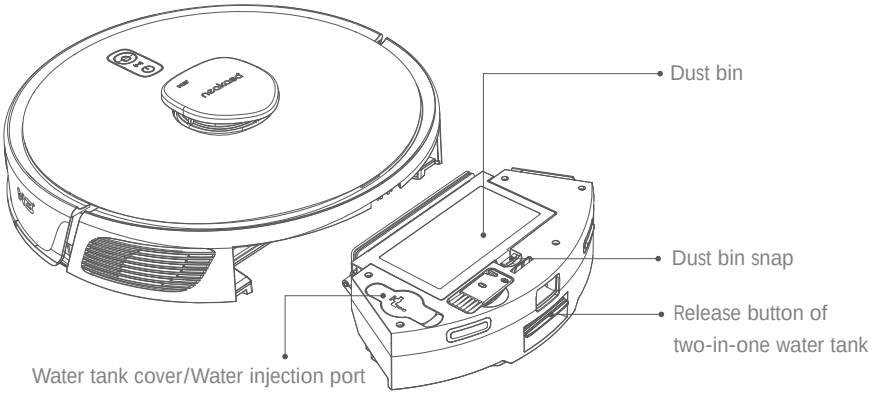
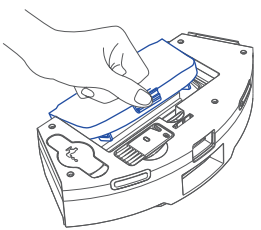
Cleaning the Two-in-one Water Tank

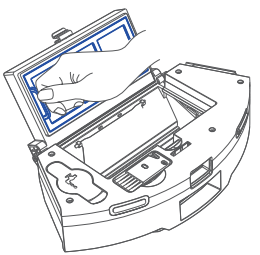
1. Press and hold the release button of the two-in-one water tank and at the same time pull it outwards.



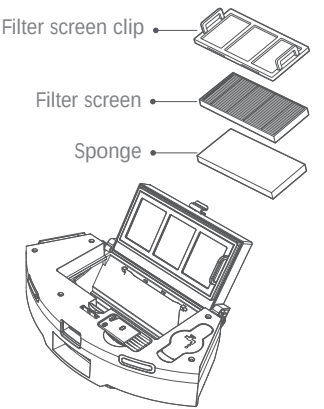
2. Open the dust bin by pressing the dust bin snap.



3. Remove the filter screen clip.



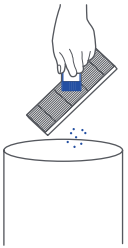
4. Take out the filter screen.



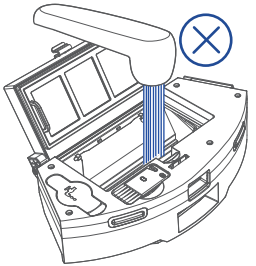
Care and Maintenance

5. Remove the debris on the fitter screen and screen clip with a cleaning brush.

Note: The filter screen is consumable. It is recommended to replace it every 3-6 weeks. Please make a purchase through the official channel.

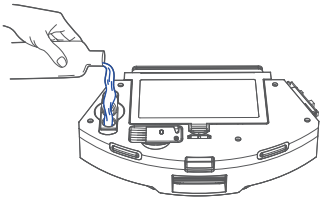


6. Use the cleaning brush to clean the dust box. **It is forbidden to flush the dust box directly with water.**



7. Open the water tank cover and inject an appropriate amount of water.

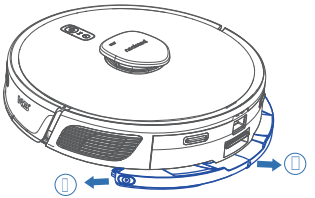
Note: It is suggested to use pure water without any cleaning agent.



8. Press the mop cloth support snap ①,and at the same time pull the mop cloth support ②outwards, to remove the mop cloth or disposable mop cloth for replacement or cleaning.

Note: The disposable mop cloth can't be reused, but the mop cloth can be reused after cleaning.

- If the mop cloth is too dirty, it will affect the mopping effect. Please clean it in time.
- Be sure to remove the mop cloth, dean and screw dry before replacing for use. Do not install it on the two-in-one water tank for cleaning, otherwise the filter element will be blocked if the dirty water is poured backward.
- The mop cloth is consumable and should be replaced every 3-6 weeks.



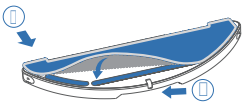
9. tear off the velcro to slide the mop cloth fixing strip out of the mop cloth fixing slot.

Care and Maintenance

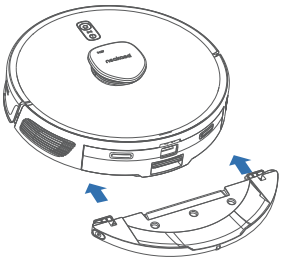
10. Install the Mop

As shown in the figure, put the mop doth fixing strip in the mop cloth fixing slot, attach the mop cloth to the velcro, and then push the mop cloth support horizontally to install it on the robot.

Install the washable cloth on the mop holder



Install the mop cloth support back to the host



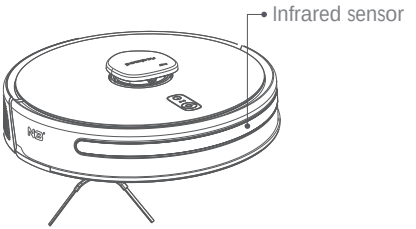
11.Power-off and Restart/Restore to the Factory Settings

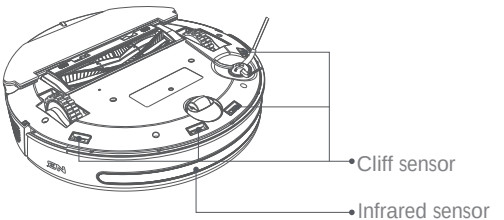
If the buttons do not respond or the machine cannot be turned, press the reset button with a needle for 3 seconds to power off and restart.

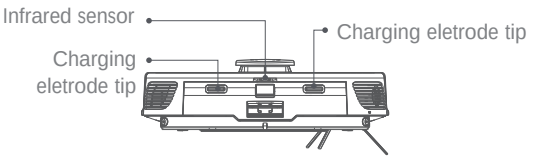
Cleaning Sensors

It is recommended to use a clean, soft, dry cloth to wipe each sensor gently every week to ensure the normal use of the machine.

Cliff sensor*4
Infrared sensor*2
Charging electrode tip*2







Care and Maintenance

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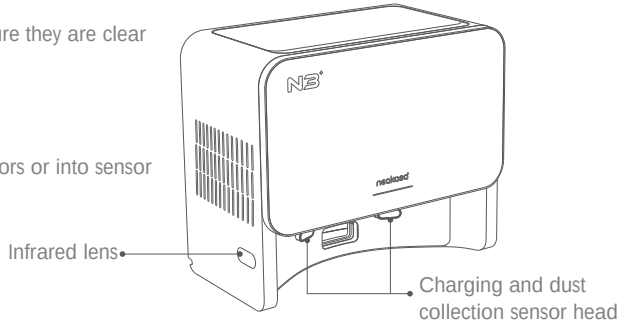
Cleaning the Self-Emptying Dustbin

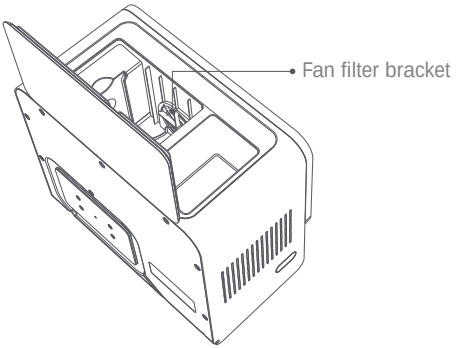
a. Inspect the sensors and charging contacts to make sure they are clear of debris. Wipe with a clean, dry cloth.

Infrared lens*2
Charging and dust collection sensor head*2

Note: Do not spray cleaning solution directly onto sensors or into sensor openings.



b.Removing debris from blower cover:
Inspect blower cover for any lint or debris built-up, and wipe it with a clean dry cloth to remove.



Battery Maintenance

- The sweeping and mopping robot has a built-in high-performance rechargeable lithium-ion battery pack.
- To maintain battery performance, please keep the battery pack charged every day.
- If the machine will not be used for a long time, please turn it off and store it properly. Charge it at least every three months to avoid battery damage due to over-discharge.

Warranty

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Warranty Overview

Neakasa (‘We’, ‘Our’, ‘Us’) warrants that, subject to the exclusions and limitations set out below, this product (including batteries if applicable) shall be in good working order during the period of one (1) year from the date of purchase (the ‘Warranty Period’). In the event that the product fails to meet the warranty standard to our reasonable satisfaction, we will within a commercially reasonable time, free of charge, either repair or replace the product as described below.

Note: As far as applicable laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent exchange, resale, repair or replacement of the Product.

Making a Claim under the Limited Warranty

If you wish to make a warranty claim, please contact us via support@neakasa.com

Note: Please provide your order information in the mail.

Limitation of Neakasa’s Liability

To the extent permitted by applicable law, Neakasa´s liability shall be limited to the purchase value of the product.The above limitations shall not apply in case of gross negligence or intentional misconduct of Neakasa or in case of death or personal injury resulting from Neakasa´s proven negligence.

What Is Not Covered?

Unless agreed in writing, the limited warranty will not apply if the defect(s) relate to:

- Normal wear and tear (including, without limitation, wear and tear of batteries if applicable).
- Defects caused by rough or inappropriate handling or use or damage caused by accident, misuse, neglect, fire, water, lightning or other acts of nature.
- If the product contains a battery and the fact that the battery has been short-circuited, if the seals of the battery enclosure or the cells are broken or show evidence of tampering or if the battery has been used in equipment other than those for which it has been specified,