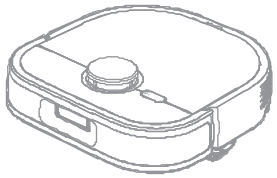
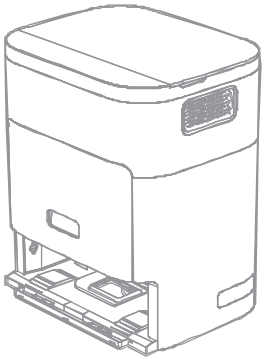
NOΞSIS Florio™ F10 Pro

User Manual

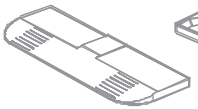
WHAT'S IN THE BOX



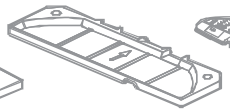
Robot Vacuum and Mop*1 (with a Cleaning Tool)



Base Station*1 (with Disposable Dust Bags)

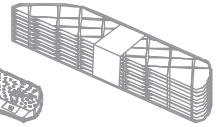


Guide Plate*1



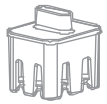
Mop Tray*1

Mop Plate*1



80 PCS Cleaning Pads

Power Cord*1



Fragrance Cube*1

2.5 floz (75ml) Cleaning Solution*1

User Manual*1

Quick Start Guide*1

Product Leaflet*1

*The illustrations in this manual are for reference only. The actual appearance may vary.

SYMBOLS

For indoor use only

To reduce the risk of injury, user must read instruction manual

Caution

Li-Ion battery, battery must be recycled

Do not burn

Batteries may enter water cycle if disposed improperly, which can be hazardous for ecosystem. Do not dispose of waste batteries as unsorted municipal waste.

call2recycle®

POSITEC Inc. has established a partnership with the RBRC Corporation to recycle any Positec batteries with the RBRC-call2recycle seal. For environmental protection, please do not discard batteries in the trash. After the batteries' life cycle is ended, then please call 1-800-822-8837 for a free service that will properly dispose of the battery.

Direct current

Alternating current

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PRODUCT SAFETY

WARNING: This product can expose you to chemicals including lead and Di(2-ethylhexyl)phthalate (DEHP) which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

For Household Use Only
WARNING - Risk of Electric Shock. Dry location use only.
WARNING - To reduce the risk of injury, user must read instruction manual.
CAUTION - To Reduce The Risk Of Injury From Moving Parts - Unplug Before Servicing.
CAUTION - To Reduce The Risk Of Injury From Moving Parts. Keep the power off Before Servicing.

ROBOT VACUUM AND MOP SAFETY WARNINGS

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS

APPLIANCE

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

WARNING – To reduce the risk of fire, electric shock, or injury:

1. Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
2. To Reduce The Risk Of Electric Shock – Do not use outdoors or on wet surfaces.
3. Do not allow to be used as a toy. Close attention is necessary when used by, or near, children and pets. Children should be supervised to ensure that they do not play with the machine. Do not allow children or pets to sit on the machine.
4. Use only as described in this manual. Use only manufacture's recommended attachments.
5. Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the adaptor, not the cord.
8. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
9. Do not operate the machine in an area where there are open fireplaces, lit candles or fragile objects on the floor to be cleaned or where there are candles on candlesticks, tables, etc. that the machine may accidentally hit or bump into.
10. Do not operate the machine in a room where an infant or child is present and unattended.
11. Do not charge the unit outdoors.
12. Use only the charger supplied by the manufacturer to recharge.
13. Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
14. Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
15. Do not handle charger, including charger plug, charger terminals and appliance with wet hands.
16. Turn off all controls before unplugging.
17. Do not use to sweep flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
18. To Reduce the Risk of Fire, do not use a flammable or combustible liquid to clean a floor.
19. The metal hooks on both sides above the rag box are sharp and danger; do not touch them to avoid your hands being injured.
20. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
21. Do not use without dust bag and/or filters in place.
22. Make sure the cable is located so that it will not be stepped on, tripped over, run over by the machine or otherwise subjected to damage or stress.
23. CAUTION - Risk of Injury. Brush May Start Unexpectedly. Keep the appliance be switched off Before Cleaning or Servicing.
24. WARNING - To Reduce the Risk of Fire and Electric Shock due to internal component damage, use only NOESIS cleaning fluid intended for use with the appliance. See the Cleaning Fluid section of this manual.

SAFETY WARNINGS FOR BATTERY PACK INSIDE THE TOOL

a) Do not dismantle, open or shred battery pack.
b) Do not expose battery pack to heat or fire. Avoid storage in direct sunlight.
c) Do not short-circuit a battery pack. Do not store battery packs haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or fire.
d) Do not subject battery pack to mechanical shock.
e) In the event of battery leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
f) Do not use any battery pack which is not designed for use with the equipment.
g) Keep battery pack out of the reach of children.
h) Always purchase the battery pack recommended by the device manufacturer for the equipment.
i) Keep battery pack clean and dry.
j) Wipe the charging terminals with a clean dry cloth if they become dirty.
k) Battery pack need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
l) Do not leave battery pack on prolonged charge when not in use.
m) After extended periods of storage, it may be necessary to charge and discharge the battery pack several times to obtain maximum performance.
n) Recharge only with the charger specified by NOESIS. Do not use any charger other than that specifically provided for use with the equipment.
o) Retain the original product literature for future reference.
p) Use only the battery pack in the application for which it was intended.
q) Dispose of properly.
r) Do not mix cells of different manufacture, capacity, size or type within a device.
s) Keep the battery away from microwaves and high pressure.
t) If placing the robot into storage charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.

User manual requirements for wireless product

a) 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.
b) Caution: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
c) 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.

c) L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
1) L'appareil ne doit pas produire de brouillage;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

To satisfy FCC & ICRL exposure requirements, a separation distance of 20cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.
This device complies with Part 15 of the FCC Rules.

Les antennes installées doivent être situées de façon à ce que la population ne puisse être exposée à une distance de moins de 20 cm. Installer les antennes de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l'antenne.

d) 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.

- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out,this appliance must not be supplied through an external switching device, suchas a timer, or connected to a circuit that is regularly switched on and off by the utility.

Region Selection (for Wi-Fi 2.4G device)

Limited by local law regulations, version for North America does not have region selection option.

SAVE THESE INSTRUCTIONS
SAFETY PRECAUTIONS WHEN USING THIS PRODUCT

CAUTION: Remain alert and follow the procedure below: Please read this manual carefully before using the product and keep it properly. The robot is not a toy. Supervise children and pets when the robot is cleaning DO NOT place anything on top of the unit. Take care when walking in work areas to avoid stepping on or tripping over the unit as it moves on its own. DO NOT operate unit on floors with exposed electrical outlets. DO NOT immerse robot in water or other liquids.

1. Problems that may arise when the mopping robot sweeps the floor should be solved as soon as possible. Please clean up power cords and small objects on the floor so they will not block the path when mopping. Fold the fringe underneath the carpet, and keep hanging curtains and tablecloths away from the floor.
2. In an environment that has stairs or drop-offs, please test the product first to check if it can detect edges. Consider blocking off stairs or edges of drop-offs with a protective fence to prevent the product from falling. It should be ensured that the protective device will not cause personal injury such as by tripping.
3. Please use the product by following the instructions in the manual. Only use accessories recommended or sold by the manufacturer.
4. Ensure that the supply voltage matches the voltage rating shown on the charging stand.
5. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
6. Please turn off the product before cleaning and maintaining the product.
7. Always pull the plug from the power socket before cleaning and maintaining the product.
8. Before discarding the product, please remove it from the charging stand, turn off the power switch.
9. If the product will not be used for a long time, please disconnect the product from the power supply.
10. The product must be discarded in accordance with local laws and regulations.
11. The used battery must be discarded in accordance with local laws and regulations.
12. 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.
13. Use the product only in an indoor home environment. Do not use the product in outdoor, commercial, or industrial places.
14. Do not use the product with a damaged power cord or power socket. Do not continue to use the product when the product cannot work properly due to falling, damage, outdoor use or water ingress. The product should be repaired by the manufacturer or its after-sales service in order to avoid accidental injury.
15. Please use the product by following the instructions in the manual. Our company is not responsible for any loss and damage caused by improper use.
16. Only use the original charging stand provided by the manufacturer. Users shall not replace the battery by themselves. If the battery is suspected to be damaged, please contact the manufacturer, authorized dealer or similarly qualified persons to replace it.
17. The product should not be used in an environment with open flames or fragile

objects.

18. The product should not be used in an overly hot (above 40°C) or overly cold (below 0°C) environment.
19. Do not allow hair, clothes, fingers, or any other parts of human body to be close to the opening and operating parts of the product.
20. The product should not be used on wet or watery ground.
21. The product should not mop any flammable materials such as gasoline or toner powder for printers and photocopiers. The product should not be used for cleaning areas with flammable materials.
22. The product should not vacuum any burning items, such as cigarettes, matches, ashes and other items that may cause a fire.
23. Use the power cord carefully to avoid damage. It is forbidden to use the power cord to drag or lift the product and its charging stand. It is forbidden to use the power cord as a handle. It is forbidden to run the power cord through a door gap. It's forbidden to pull the power cord around a sharp corner or edge. Do not operate the product over a power cord. Keep the power cord away from heat sources.
24. It is forbidden to use the damaged charging stand. If the charging stand is damaged, it must be repaired or replaced by the manufacturer, authorized dealer or similarly qualified persons in order to avoid a hazard.
25. It is prohibited to burn the product even if it is severely damaged. The product battery may cause an explosion.

INSTRUCTIONS FOR DISCARDING BATTERY

If you want to discard the battery contained in this machine, please do not discard it along with household garbage. Instead, hand it over to the nearest used battery recycling station or after-sales service center for centralized disposal.

The following instructions are not for general users, but are to be used as the disposal instructions for the final battery disposer.

The chemical substances contained in the batteries of this machine will pollute the environment if handled improperly. Before discarding the robot, please be sure to take out the battery from the robot body in advance. The battery should be handed over to a special battery collection point for centralized disposal. Be careful! Leakage of the battery can cause human injury!

If the battery leaks, do not allow the leakage to come into contact with eyes or skin. In case of accidental contact, please thoroughly wash your hands and eyes with clean water immediately. If you still feel uncomfortable, consult a doctor immediately.

TECHNICAL SPECIFICATIONS

Robot Vacuum and Mop	
Model	NR200, NR200L, NR201, NR201L, NR202, NR202L NR200.*, NR200L.*, NR201.*, NR201L.*, NR202.*, NR202L.*
Dimension	332 x 332 x 95mm (13.1 x 13.1 x 3.8in)
Weight	4kg (8.8lbs)
Battery capacity	Li Battery 5200mAh
Rated voltage	14.8V
Frequency bands for WIFI	2400-2483.5 MHz
Maximum Output Power for WIFI	20 dBm

Base Station	
Model	NA0004, NAC007, NA0010, NA0004.*, NAC007.*, NA0010.*
Dimension	352 x 392 x 470mm (13.1 x 15.4 x 18.5in)
Weight	12.5kg (27.6lbs) (with full water), 10.5kg (23.1 lbs) (with no water)
Adaptor input	120V~60Hz 0.8A
Rated input	20V
Rated output	20V⎓ 2.5A
Rated current	8.6A

** Actual product may vary due to the continuous product enhancement. Our company reserves the right to make improvement to the product at any time.For household use only.*

FOR BATTERY TOOLS

The ambient temperature range for the use and storage of tool and battery is 0 °C-45 °C (32 °F-113 °F).
The recommended ambient temperature range for the charging system during charging is 7 °C-40 °C (39 °F-104 °F).

DETAILS REGARDING SAFE DISPOSAL OF USED BATTERIES

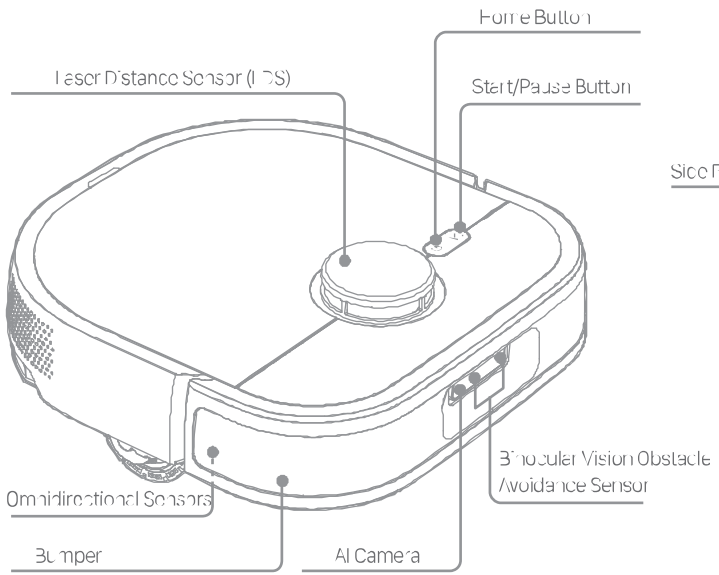
Do not throw batteries away or throw them in the normal trash can. Also do not dispose of the battery with the machine. Remove the used battery from the machine and dispose of the used battery at the nearest or convenient dedicated recycling point.

CUSTOMER SERVICE

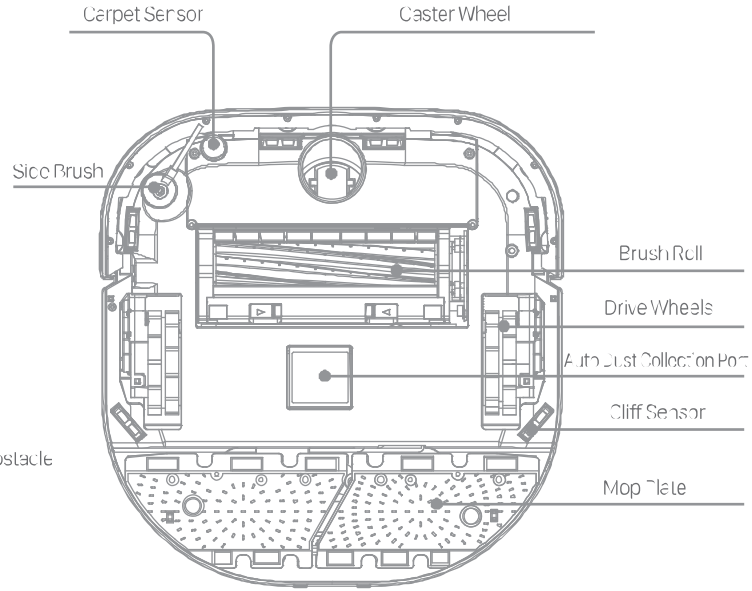
Any questions or concerns please contact our customer service team at our toll-free number: 866-955-0622

DETAILED PRODUCT COMPONENTS

TOP VIEW

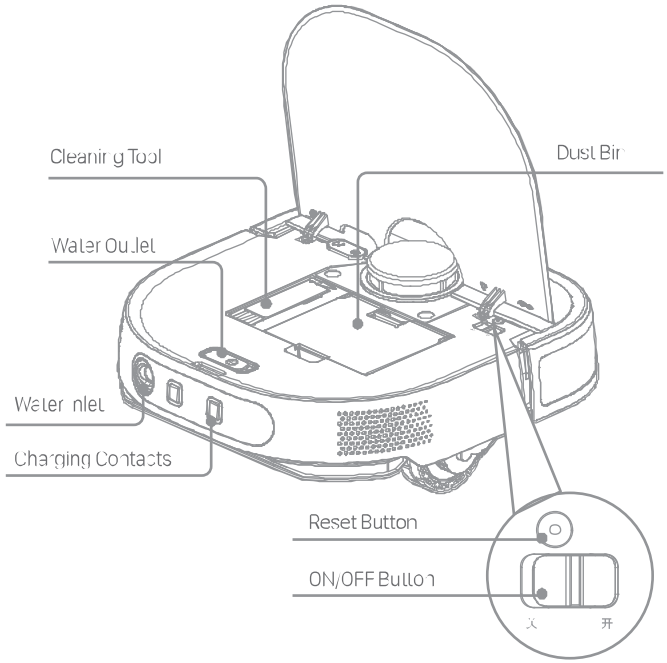


BOTTOM VIEW

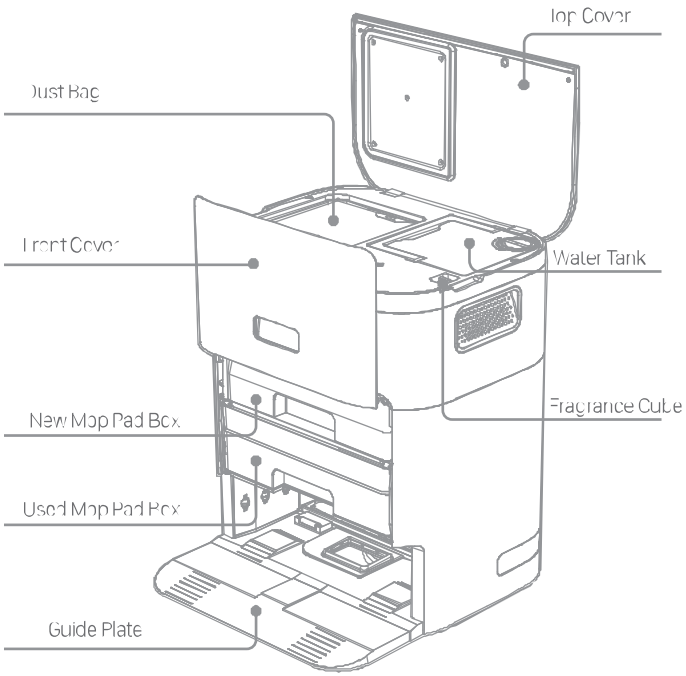


DETAILED PRODUCT COMPONENTS

INSIDE VIEW



FRONT VIEW



GETTING TO KNOW YOUR NR200L

OPERATION PANEL FOR ROBOT

START/PAUSE BUTTON | HOME BUTTON | RESET BUTTON

Button	Operation and function
▷|	Short press: Start/pause cleaning Long press for 2 seconds: Start spot cleaning mode
⌂	Short press when robot is cleaning: pause the robot Short press when robot is paused/in standby: send robot home to charge Long press: replace the mop pad
◉	Short press: Wi-Fi Configuration Long press for 5 seconds: Restore factory settings

OPERATION PANEL FOR BASE STATION

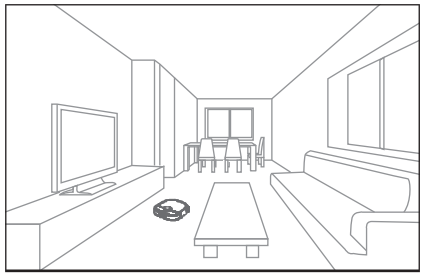
MODE CHANGE BUTTON | INDICATOR | START BUTTON | HOME BUTTON

Button / Indicator	Operation and function
↻	Short press: Change the cleaning mode (vacuuming, wet mopping, dry mopping, or vacuum + wet mopping) NOTE: You can also change the cleaning mode in the app
○	Indicates current status
▷|	Short press: Start/pause cleaning
⌂	Short press: Robot leaves the base station (if robot is in the base station) Robot returns to the base station for recharging (if robot is not in the base station)
▷| + ⌂	Long press for 3 seconds: Turn on/off the child lock

TIPS BEFORE CLEANING

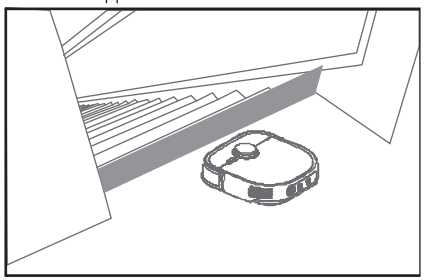
Organize the space to be cleaned

Before using the robot, pick up any items or low objects (like a weight scale) to maximize the space for cleaning.



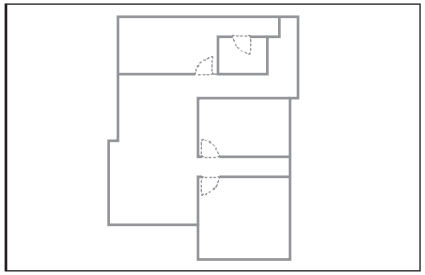
Prevent the robot from falling

The robot is equipped with cliff sensors to prevent falling, but for extra security, place a protective fence or set areas with drop-offs as a "no-go" area in the app.



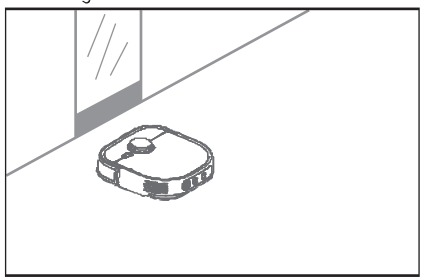
Open doors for an accurate floorplan map

In order to better help the robot explore the entire space and build a home map, please open the door of each room before using it for the first time.



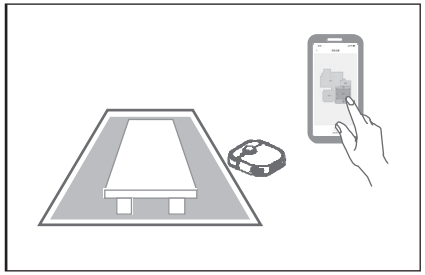
Cover objects with strong reflective surfaces

Ensure that there is no object with a strong reflective surface (ex: mirror) within 3.5 inches/10cm of the ground as it will confuse the robot navigation lasers.



Create Virtual Boundaries

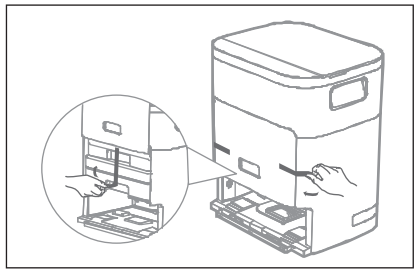
After mapping your floor plan, create virtual "no-go" areas via the NOESIS app to limit areas/ rooms that you do not want the robot to clean and ensure that the robot runs smoothly.



BASE STATION PREPARATION

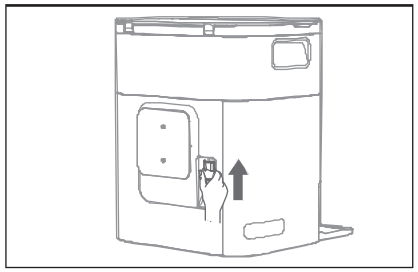
1. Remove the packaging tapes

Remove all tape from the front cover and mop pad boxes in the base station.



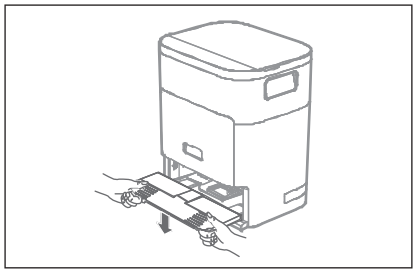
2. Insert power cord into the base station

Take out the power cord and then insert it into the base station (please insert the power cord firmly).



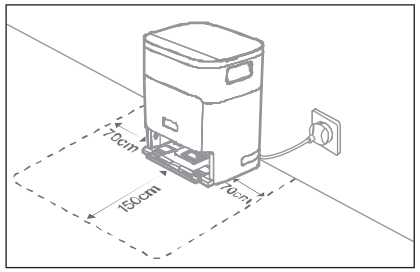
3. Install guide plate

Align the buckles of guide plate with the slots in front of the base station and snap to install as shown.



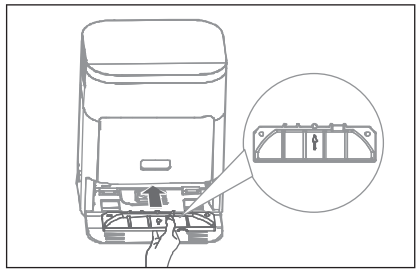
4. Place and power on the base station

Place the base station against the wall and connect the power.
Please ensure enough space on each side of the base station as shown below.



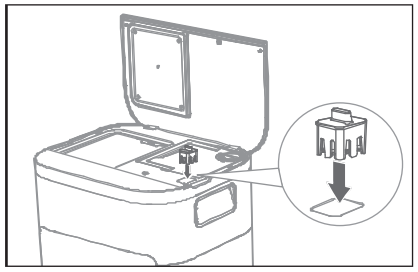
5. Install mop tray

Push the mop tray into the back of the base station. Follow the directional arrow on the tray.
NOTE: The robot will provide a voice alert letting you know if installation was successful.



6. Install the fragrance cube

Remove the fragrance cube from the packaging and place it into the base station.

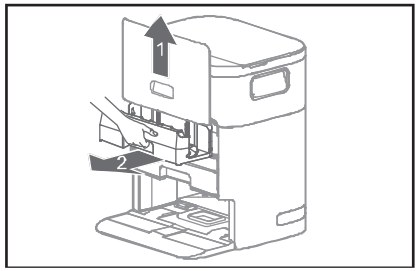


The base station will be reset when it is powered on. Please do not place the robot in the base station at this time.

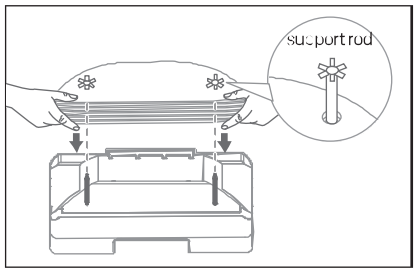
BASE STATION PREPARATION

7. Insert new mop pads

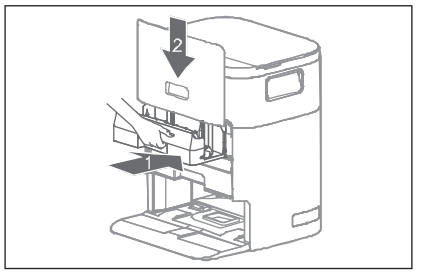
1) Slide up the front cover of the base station.
2) Pull out the new mop pad box.



3) Remove the new mop pads from their packaging.
4) Turn the mop pads with the granular textured side down (Please notice the instruction label on mop pads).
5) Align the mop pad holes with the positioning posts in the new mop pad box, insert mop pads and remove the support rods.

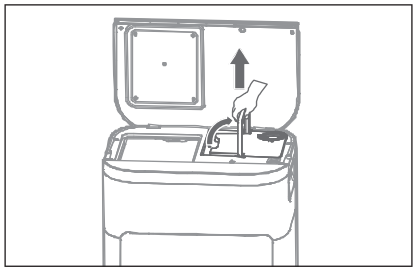


6) Place the new mop pad box back into base station and close the front cover.

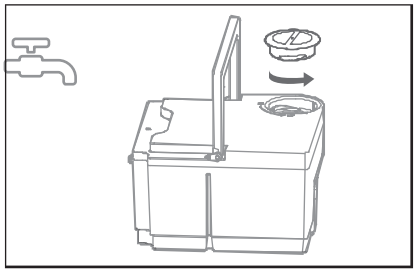


8. Fill water

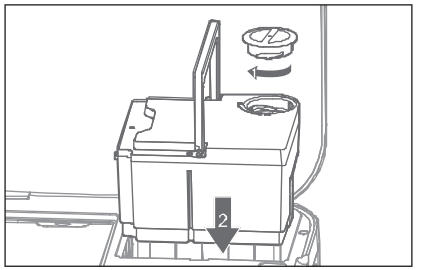
Open the top cover of base station and take out the water tank.



Unscrew top lid and fill with water.
NOTE: To add cleaning solution, add 2.5 floz (75ml) of solution to the clean water tank.
**It's recommended to use only the NOESIS cleaning solution with the robot.*



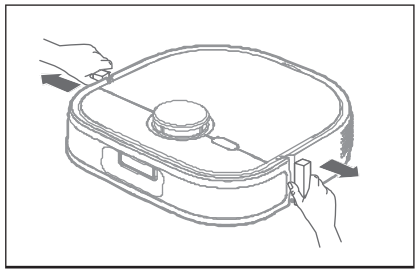
Screw the lid and put the water tank back into base station.



ROBOT PREPARATION

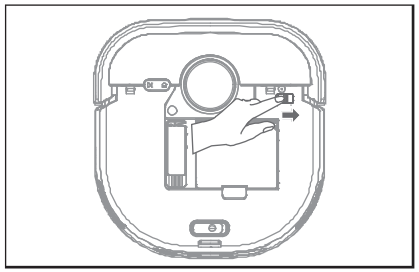
1. Remove protective packaging from the robot

Remove the protective strips on either side of the robot.



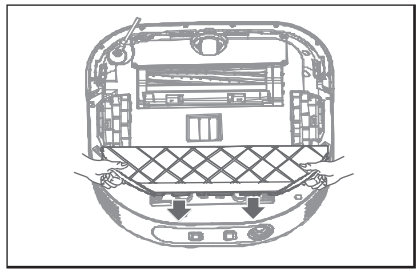
2. Turn on the robot

Open the cover of the robot. Push the ON/OFF button to the right to turn on the robot.



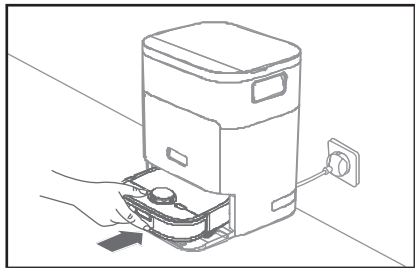
3. Install mop plate

Install the mop plate on to the robot as shown.
NOTE: The robot will provide a voice alert if the installation is successful.



4. Charge the robot

Gently push the robot into the base station to charge.
NOTE: The robot will provide a voice alert when charging has started.



DOWNLOAD THE APP

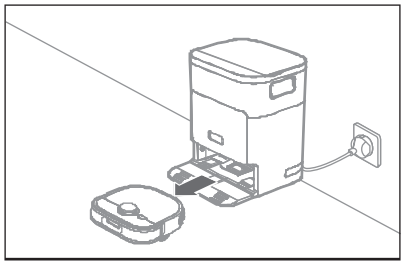
For best experience, download the NOESIS app to customize your cleaning, set a schedule and access even more features.

Scan the QR code below or visit your mobile application store to download the "NOESIS HOME" app

START CLEANING

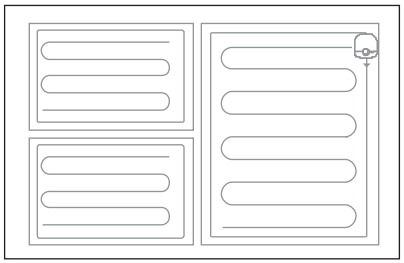
1. Start Cleaning

Short press "▷|" on the base station, or
Short press "▷|" on the robot, or
Short press "▷|" in APP,
and the robot will start cleaning. (In order to have a better cleaning experience, it is recommended to use the vacuuming mode for the first use.)



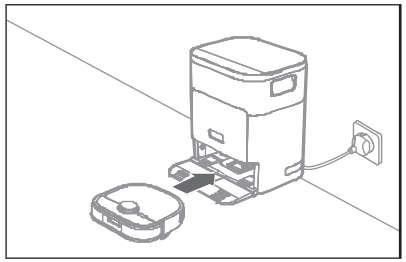
2. Map and Planned Cleaning

During the first cleaning, the robot will be building a map of your home.
NOTE: You can access your map in the app.



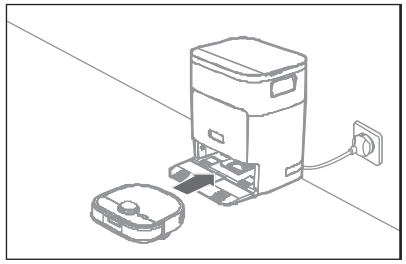
3. Automatically replace the mop pad

If mopping, the robot will start the automatic mop pad replacement function when it completes the default mopping area (the default area is 269 ft²/25 m²) or the current cleaning task.
NOTE: You can customize the mop pad replacement by area or by room cleaned through the app.



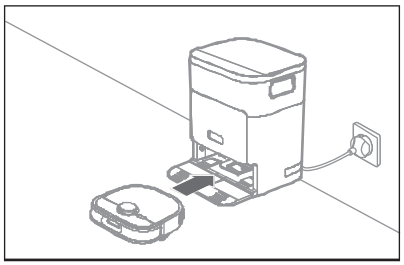
4. Automatically add water

When the water is low in the on-board water tank, the robot will automatically return to the base station to refill from the water tank.



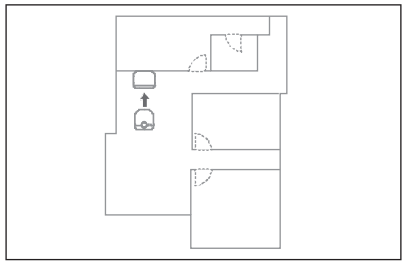
5. Auto-Empty

After vacuuming, the robot will return to the base station and automatically empty itself into the sealed bag found at the top of the base station.



6. Cleaning task completed

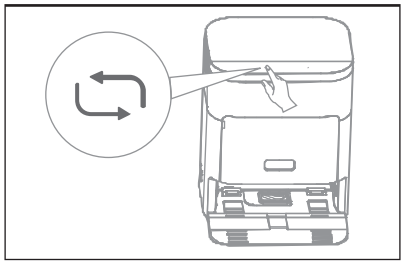
When cleaning has completed, the robot will return to the base station to recharge. Before recharging, it will empty the dust bin, refill the water tank and replace the dirty mop pad.
NOTE: The robot will automatically return to the base station to recharge if the power is less than 15%. Once it is fully recharged, it will return to finish cleaning.



CLEANING MODES

1. Changing the Cleaning Mode

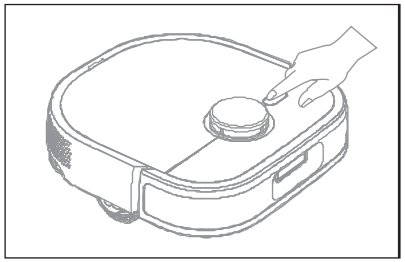
Short press "↻" on the base station once to select the cleaning mode, or select the cleaning mode in the APP.



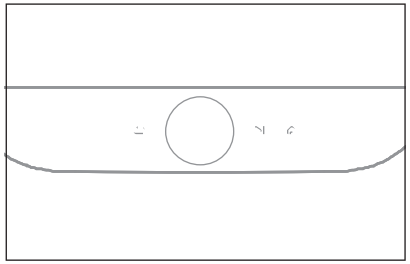
2. Mop Pad Replacement

To change the mop pad in the middle of a cleaning task, long press "⌂" on the robot, or short press "Change mop pad" in the APP.

NOTE: After replacing the mop pad, the robot will continue any unfinished cleaning task.



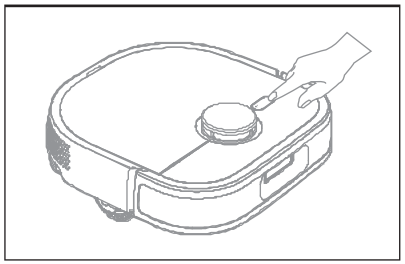
the START BUTTON on the base station and the lighting of the indicator will flash in white. It will revert to the previous cleaning mode if there is no confirmation action within 10 seconds.



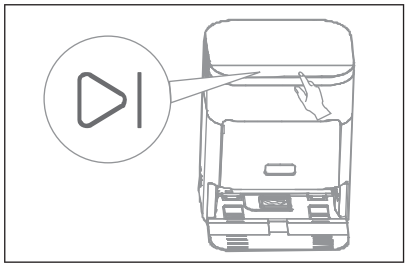
3. Spot Cleaning

To spot clean a certain area, manually place the robot in the area to be cleaned and long press "▷|" on the robot for 2 seconds, or select a specific area on your map with the "⊙" in the APP.

NOTE: the spot cleaning area is a rectangular space of 5.2ft x 5.2ft (1.6m*1.6m) with the robot as the center point.

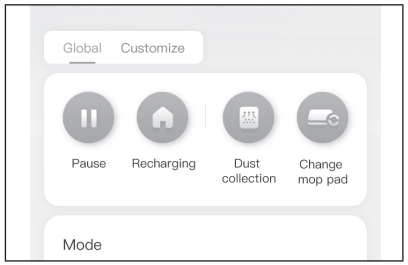


Short press "▷|" on the base station once or confirm the pop-up information in the APP to select the cleaning mode.



4. Start the auto dust collection task

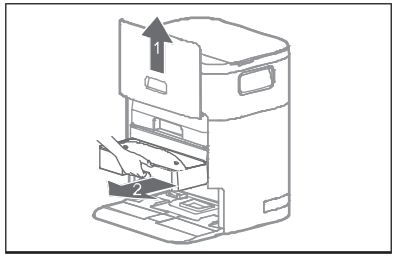
Short press the DUST COLLECTION BUTTON "Dust collection" in the APP.



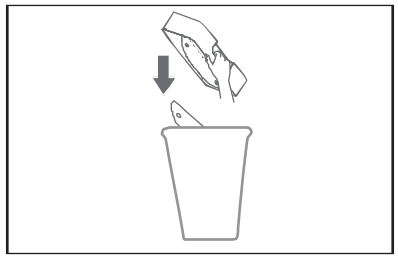
MAINTENANCE: BASE STATION

Empty the Dirty Mop Pad Box

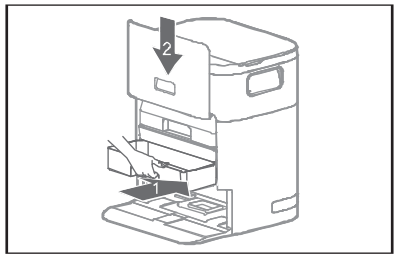
Open the front cover and remove the used mop pad box from the base station.



Dispose of the dirty mop pads.
NOTE: one side of mop pad is made from degradable fiber and polyester fiber for the other side.

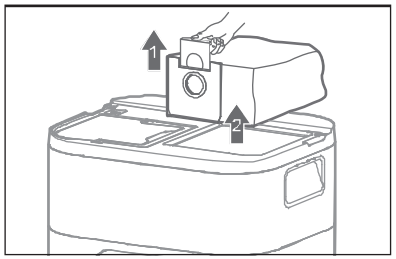


Wipe out the dirty mop pad box as needed and replace it in the base station.

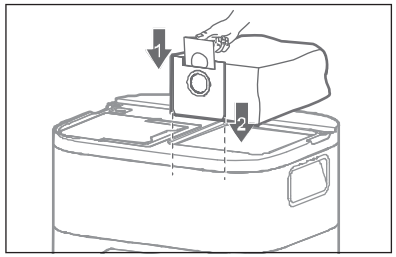


Replace the Sealed Dust Bag

When completely full, open the top cover of the base station and lift the dust bag out.

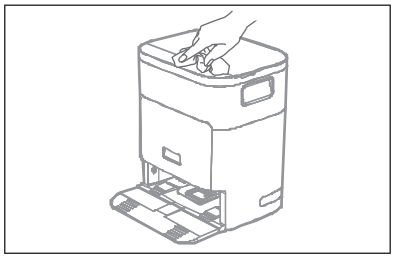


Put a new dust bag by aligning it with the upper slot in the base station.



Wipe the base station

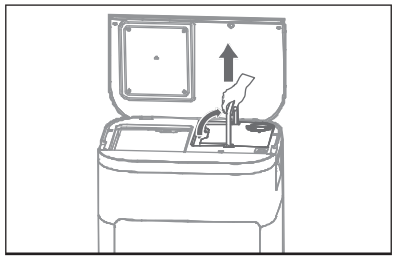
Wipe the base station and the compartment with a clear, dry cloth.
NOTE: Use a dry cloth only. Do not use water to clean the base station.



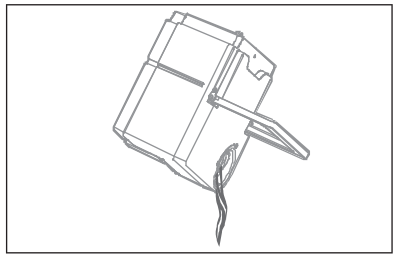
MAINTENANCE: BASE STATION

Clean the water tank

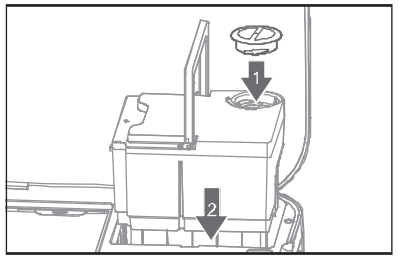
Open the top cover of the base station and remove the water tank.



Open the cap of the water tank and pour out the water.

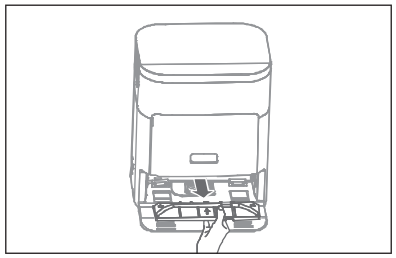


Rinse out the water tank and replace it in the base station after wiping it dry or letting it air dry.

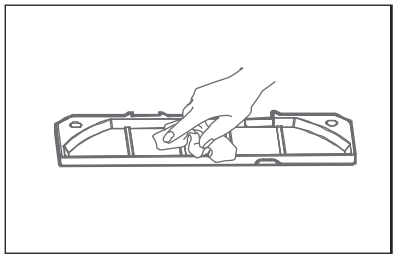


Clean the mop tray

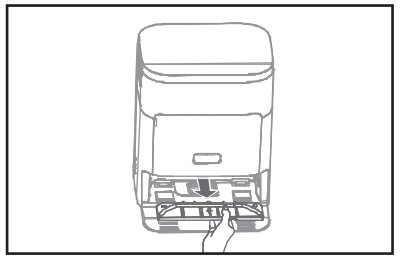
Remove the mop tray from the base station.



Wipe the mop tray clean with a cloth.



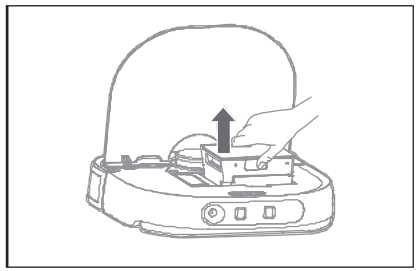
Put it back in the base station after letting it air dry.



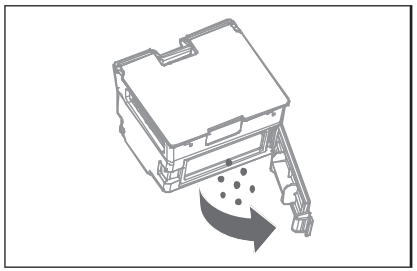
MAINTENANCE: ROBOT

Clean the dust bin
NOTE: In normal use, the robot will self-empty the dust bin at the base station.

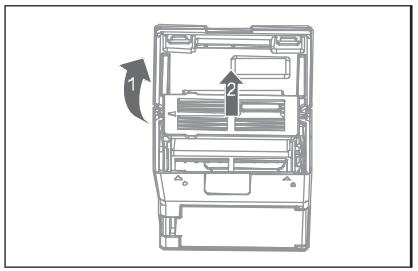
Open the cover of robot and remove the dust bin.



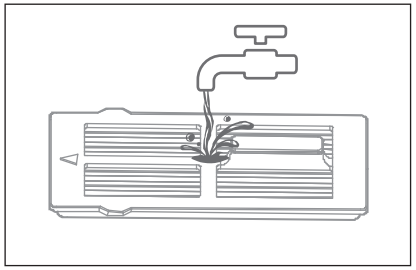
Open the cover of dust bin and dump the debris.



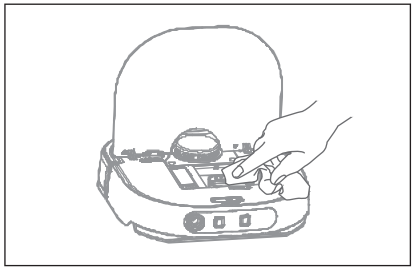
Remove the filter screen from the dust bin.



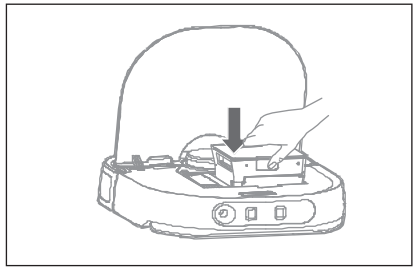
Rinse the dust bin and filter screen with water (do not use a brush to scrub the filter screen).



Wipe the dust bin compartment with a dry cloth.



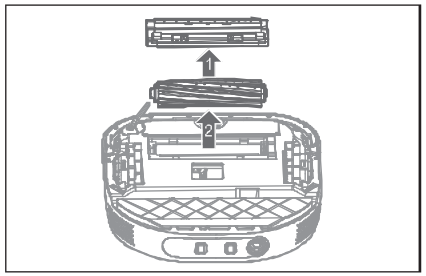
After air drying the dust bin and filter screen, put it back to the robot.
NOTE: Ensure the dust bin and filter are completely dry before replacing it in the robot.



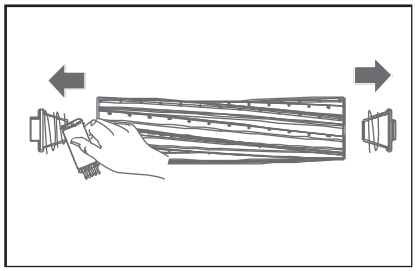
MAINTENANCE: ROBOT

Clean the brush roll

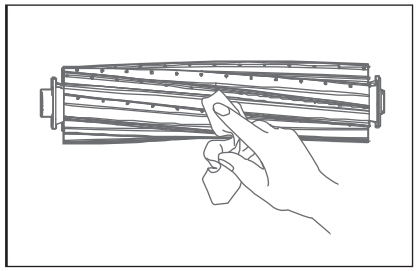
Gently turn the robot over. Open the cover and remove the brush roll.



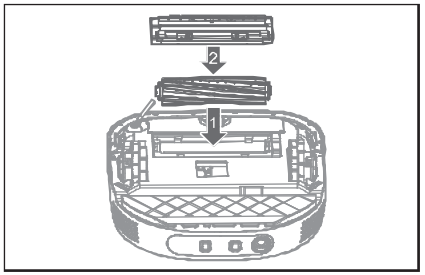
Pull out the end caps on either side of the brush roll and use the included clearing tool to remove any hair or debris.



Replace the end caps and wipe or rinse the brush roll clean.

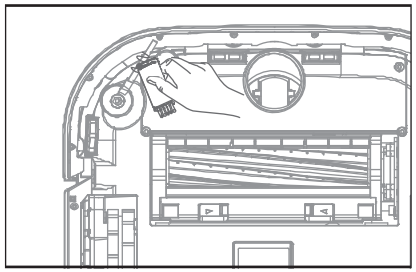


Ensure the brush roll is completely dry before replacing it back in the robot.



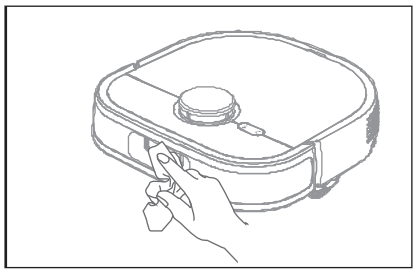
Clean the Side Brush

Remove any tangled hair or debris from the side brush.



Wipe the camera

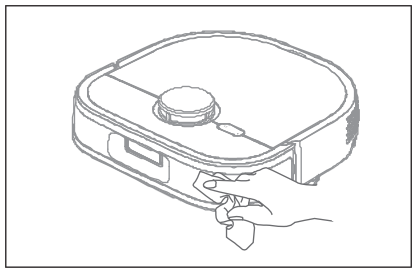
Using a dry cloth, wipe the camera sensors.



MAINTENANCE: ROBOT

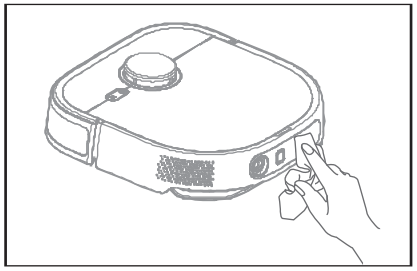
Wipe the bumper

Using a dry cloth, wipe the bumper.



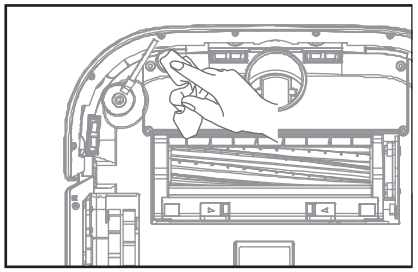
Wipe the charging sensor

Using a dry cloth, wipe the charging sensors.



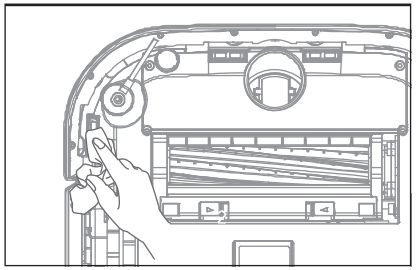
Wipe the carpet sensor

Gently turn the robot over. Using a dry cloth, wipe the carpet sensors.



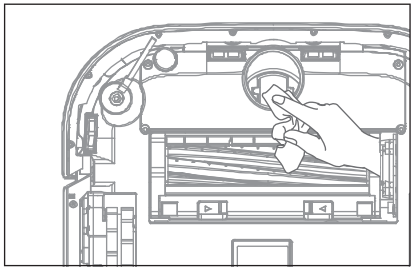
Wipe the cliff sensor

Gently turn the robot over. Using a dry cloth, wipe the cliff sensors.



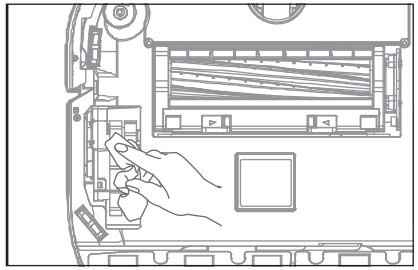
Clean up the caster wheel

Gently turn the robot over. Using a dry cloth, wipe the caster wheel.



Clean up the drive wheels

Gently turn the robot over. Using a dry cloth, wipe the drive wheels.



TROUBLESHOOTING

APP

Error	Possible Cause	Solution
Cannot Connect To The APP	Mobile phone OS version is out of date	Update your mobile phone under settings to the latest OS.
	APP is not authorized to access the network	Set to allow APP to access the network in your mobile phone.
Failure To Add The Robot	The robot is not in the network connection mode	Scan the QR code to download and install the APP, click "+" in the upper right corner of the homepage after registration and login to select the model and add the robot. 1. Place the base station in a suitable location and connect it with the power supply. 2. Make sure the robot is fully charged, and turn on the robot by pushing the ON/OFF BUTTON to the right. 3. Short press the RESET BUTTON and wait to hear the "Start connecting to the network" prompt. 4. Correctly select the name of the 2.4GHz home Wi-Fi connected to your phone, and enter the Wi-Fi password. 5. Follow the directions on the app to connect to the "NOES S-XXX" network under your Wi-fi networks. 6. Complete the Wi-Fi configuration.
	The mobile phone is not connected to Wi-Fi	
	Failed to connect the hotspot starting with NOESIS. It is recommended to turn off the 4G or 5G data of the mobile phone before connecting to the network.	
	1. Incorrect input of WIFI password 2. Home WIFI is 5G network 3. Weak WIFI signal connected with robot	
Robot Off-line	1. APP cannot be connected to the robot if the robot is powered off 2. The network signal is weak or unstable at the location of the robot	1. Please check whether the robot is turned on and working normally. Push the robot ON/OFF button to the right to turn it on. 2. The device cannot be connected to the home WI-Fi network, please place the robot in a normal network area and refresh the device status in the APP. 3. Going off-line will not affect the cleaning progress when the robot is working normally. The robot will automatically return to on-line state when the network signal is good.

Error	Possible Cause	Solution
Failure To Update Firmware	User error	Firmware update prompt: Errors may occur if firmware directions are not followed correctly. 1. Before the firmware update, ensure the base station is powered on and the robot is in the base station fully charged. 2. During the firmware upgrade, please do not take the robot out of the base station, do not try to operate the robot or base station buttons, and do not try to use the robot. 3. Please keep the robot connected, make sure the Wi-Fi network is normal, and click on the APP to start the firmware upgrade. The firmware upgrade takes about 5-15 minutes. 4. The previous firmware version will be overwritten once the firmware is successfully upgraded. Please contact us if you have any questions.

ROBOT AND BASE STATION

Error	Possible Cause	Solution
Bumper Error	1. The bumper is stuck 2. The bumper is dirty	1. Inspect the bumper for any foreign objects. Ensure the bumper can operate properly by being able to push it in and out 2. Wipe the bumper clean with a dry cloth
Please Wipe The Cliff Sensor	The surface of cliff sensor is dirty	Wipe the cliff sensor and start it again after moving to a new position
Please inspect the carpet sensor	The carpet sensor is blocked by foreign objects	Remove the foreign objects blocking the carpet sensor
Please clean the drive wheels	The drive wheels of robot are stuck by foreign objects	Remove foreign objects stuck in the drive wheels
Please clean the brush roll	The brush roll is entangled or stuck by foreign objects	Remove foreign objects entangled or stuck in the brush roll

Error	Possible Cause	Solution
Please clean up the side brush	Side brush entangled	Clean up the entanglement from side brush
Please help the robot charge	1. The base station is not connected with the power supply 2. The communication window of the base station is blocked or moved	1. Ensure that the base station is properly connected with the power supply 2. Wipe the communication window of the base station or move the base station back to its original location 3. If the above actions do not solve the problem, please manually place the robot into the base station
Please put the robot back on the ground	The robot is suspended in the air	Please put the robot back on the ground
Please help the robot out of trouble	1. The robot is entangled 2. The robot is trapped	1. Please check whether the robot is entangled 2. Put the robot back in an open area
Please wipe the vision sensor	The vision sensor is dirty	Please wipe the vision sensor and remove the dirt from its surface
Mop pad replacing failed	1. New mop pad does not stick or stick in place 2. The rubber cleaning pad base is dropped or not picked up 3. No mop pad in the clean mop box	1. Remove mop pad and replace with a new one 2. Install the rubber cleaning pad base on the robot and replace with a new one 3. Add the clean mop pad
Dust collection failed	1. The top cover does not close 2. The dust bag is not installed properly	1. Close the top cover 2. Reinstall the dust bag properly
Water adding failed	1. Water adding and connecting failed 2. Removable water tank is not in place 3. There is no water in the removable water tank	1. Try to connect again 2. Install the removable water tank 3. Please add water to the base station removable water tank

For additional troubleshooting please contact customer service at 866-955-0622

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