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Customer Service

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User's manual

Cleanova W11 Robot Vacuum Cleaner



- Please read this manual carefully before use
- The company reserves the right to interpret the instructions
- The appearance of the product is subject to change without notice.
- After reading, please keep it together with the invoice
- In case of product technology or software upgrade, without notice

Cleanova
W11

Shenzhen Jingwu Technology Co., Ltd.

Service support

E-mail: support@gracevacuum.com

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IMPORTANT SAFETY INSTRUCTIONS FOR HOME USE ONLY

Basic precautions should always be observed when using any electrical equipment, including the following:

WARNING:

READ ALL SAFETY INSTRUCTIONS AND THE ENTIRE MANUAL. Failure to heed the warnings and instructions may result in electric shock, fire, or serious injuries. Please read all instructions before using this robot.

WARNING:

- This robot is intended for children 8 years of age and older. People with reduced physical, sensory, or intellectual abilities, or those who lack experience and knowledge, should be supervised or instructed in safely using the robot; they must also be aware of possible hazards. Children should not play with this robot. Cleaning and user maintenance should not be performed by children without supervision.
- The robot must be used in accordance with the instructions in this manual. The company is not responsible for any damage or injury caused by improper use.

To reduce the risk of injury or damage, please observe the following safety precautions when installing, using and maintaining the robot:

- Please read all instructions regarding safety and operation before using the robot.
- Keep the safety and user manual for future reference. If you accidentally lose the manual, you may visit the official website to download the electronic version. (<https://www.vactidy.com>).
- Heed all warnings on the robot, battery, charging base, and user manual.
- Follow all operating and usage instructions.



"" The product's labels or packaging indicate that:

Do not dispose of the electrical appliances as unsorted waste or, use a separate waste collector. Contact your local authority for information on the appropriate disposal method. If electrical appliances are discarded in landfills, hazardous substances can leach into groundwater, enter the food chain, and damage people's health. Contact your local or regional waste management agency for more information on their recycling and reuse programs.

Restrictions

1. This robot is for indoor use only. Do not use it outside, or in commercial and industrial environments.
2. Before using the robot, remove fragile items such as clothing, loose-leaf paper, rope or curtains, and power cords from the floor. The robot may snag onto an object, table, or shelf if it gets stuck on a cable.
3. This robot is not a toy. Do not sit or stand on this robot. Children and pets should be supervised while the robot is operating.
4. Store and operate the robot at room temperature.
5. Do not use this robot to clean anything that is burning or smoking.
6. Do not use the robot to clean bleach, paint, or other chemicals, or anything wet.
7. If the cleaning area involves a balcony, a physical barrier should be set up to prevent the robot from accessing the balcony and ensure it operates safely.
8. People (including children) with reduced physical, sensory, or intellectual abilities, or those who lack experience and knowledge, should be supervised or instructed in safely using the robot.
9. Children should be supervised to ensure they do not play with the robot. Further, cleaning and maintenance must not be performed without adult supervision.
10. Do not place anything on the robot.
11. Please note the robot will move on its own. Try to be careful when walking in the operating area to avoid stepping on it.
12. Do not operate the robot in an area where a ground power outlet is exposed.

Battery and Charging

1. Only use rechargeable battery packs with specifications approved by our company.
2. Use the standard complimentary charging base for charging. This product must not be used with any type of power adapter; the use of other power adapters will immediately void the warranty.
3. Do not use a charging station with a damaged power cord or plug. If the power cord or plug is damaged, it must be repaired by the manufacturer or a similarly qualified party.
4. Be sure to charge and remove the batteries in the robot and accessories before long-term storage or transportation.
5. The remote control battery type is AAA alkaline battery.
6. To replace the remote control's batteries, slide the battery cover on the back of the remote control open, remove the battery cover, and replace the batteries.
7. Charge the device indoors only.
8. Your robot's charging station may be protected by a surge protector to prevent power surges.
9. Do not operate the charging station with wet hands.
10. Before cleaning or maintaining the robot, the plug must be removed from the socket.
11. Ensure the voltage rating of the enclosed charging station matches the voltage of the standard outlet.
12. Used battery packs should be placed in a sealed plastic bag and disposed of safely in accordance with local environmental regulations.
13. Before each use, inspect the battery pack for signs of damage or leakage. Do not charge damaged or leaking battery packs.
14. If the battery pack leaks, please contact Customer Service.
15. The battery pack must be removed from the robot before disposal.
16. Do not crush or disassemble the battery pack. Do not apply heat to the battery pack or place it near any heat source.
17. Do not incinerate the battery pack. Do not short-circuit the battery pack.
18. Do not immerse the battery pack in any liquid.
19. Do not crush or disassemble the robot.

FCC Compliance Statement

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.

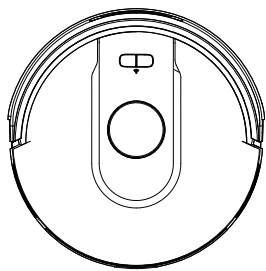
Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/ TV technician for help.

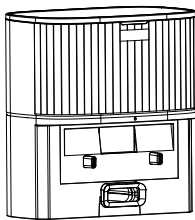
FCC Radiation Exposure Statement:

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.

Inside the Box



Robot



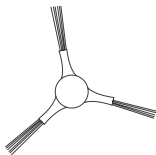
Dust Collector



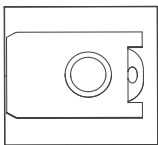
Remote Control



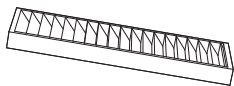
Cleaning Brush



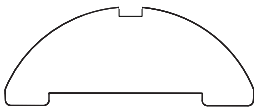
Side Brush



Dust Bag



HEPA



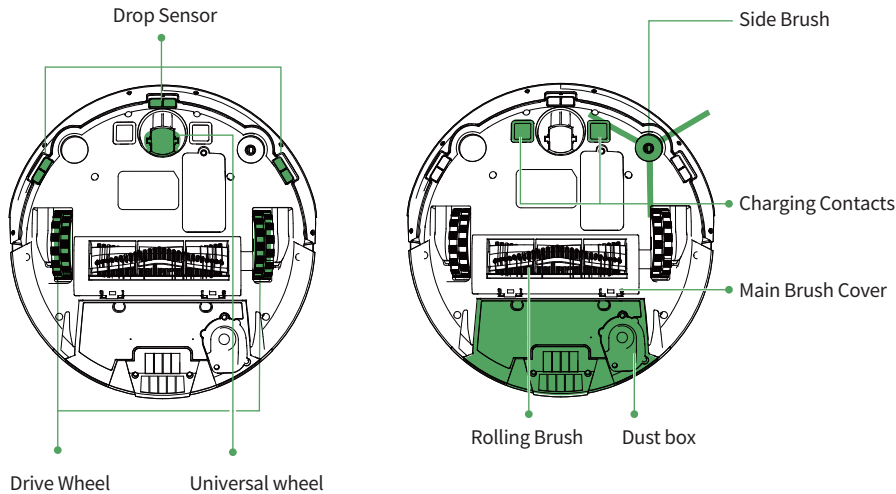
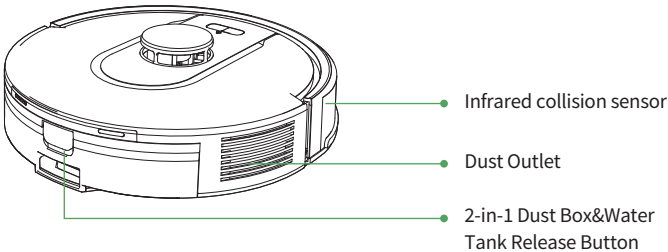
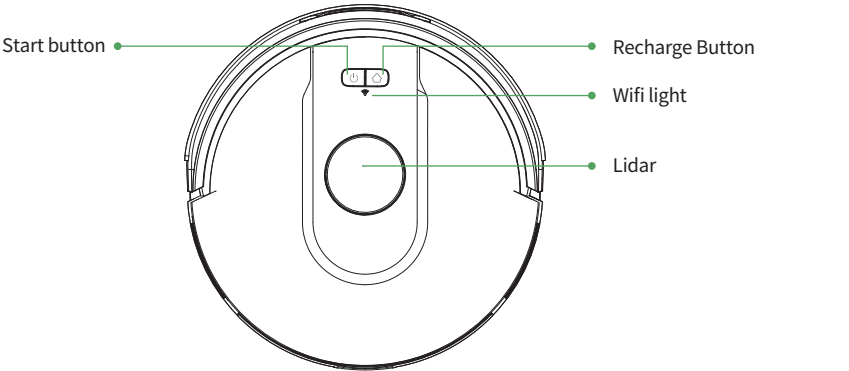
Mop



Mop Pad

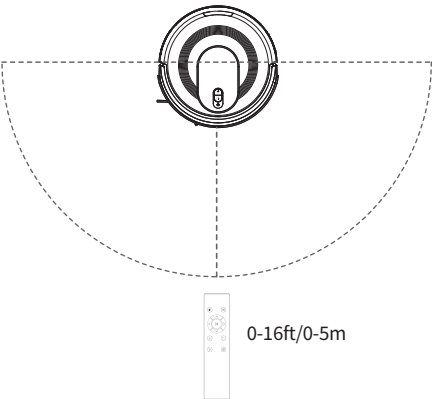
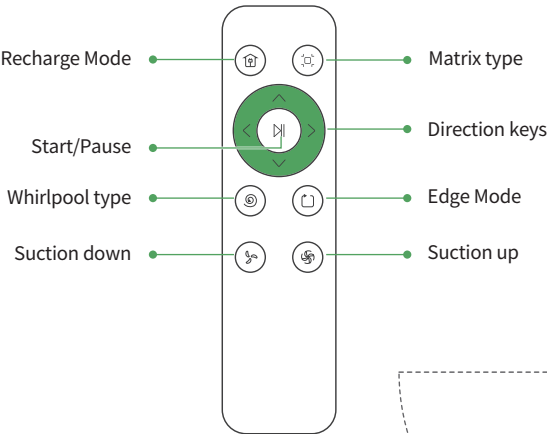
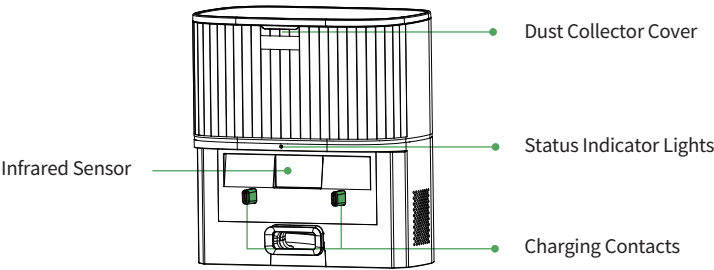
Product Description

The Robot



Product Description

Dust collector

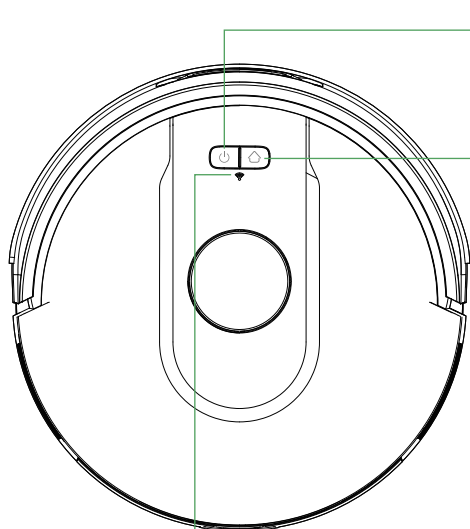


Tips:

- 1. Install a pair of AAA batteries before using the remote controller. Ensure the correct polarity of batteries.
- 2. Make remote control point to the robot within an effective range of 0-16ft/0-5m.

Product Description

Instructions of indicator light



Power button

- Long press 3s to turn on/off
- Short press to start/pause cleaning



Recharge Button/ Recharge & Power Indicator

- Press the button to return the robot to the dust collector.

Press and hold the recharge and power buttons at the same time for 3s to enter network configuration mode.

Flashing blue light: Power on/upgrading firmware

Solid blue light: Standby/normal working status

Solid yellow light: Low battery

Solid green light: Fully charged

Red light: Error state

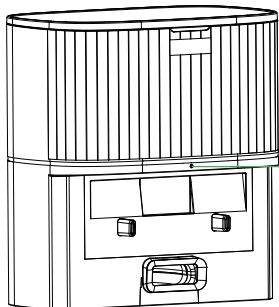


Wifi indicator light/network configuration

Flashing blue light: Enter network configuration

Solid blue light: Wifi connected

Off: Network configuration fails/Not connect.



Power on display green light

Solid white light: Power on

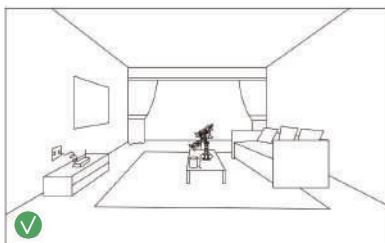
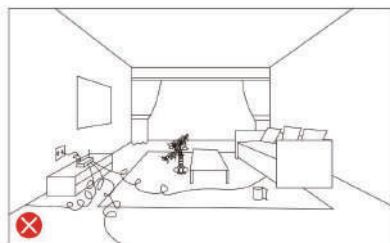
Flashing fast white light: Dust collecting

Flashing slow white light: Charging

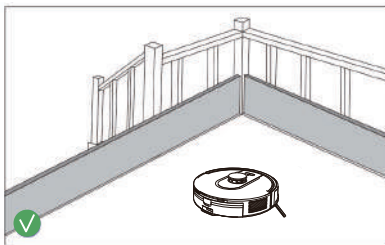
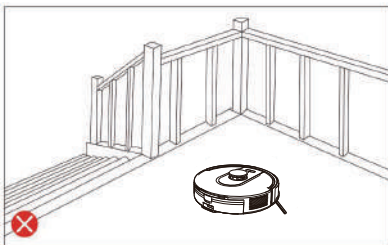
Red light: Error state

Product Operation

Cleaning suggestions

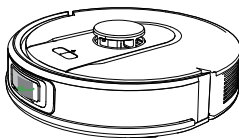
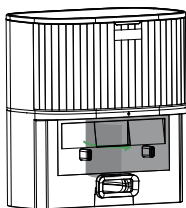


Take away objects such as clothes, loose paper, rope, power line and all fragile objects before using the vacuum cleaning robot. If the robot moves along and pulls out of power line, the line may move objects from table or shelf.



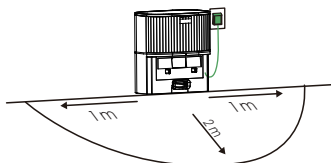
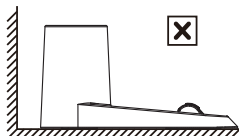
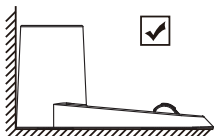
If the room to be cleaned has a balcony, use a barrier to prevent the robot from entering the balcony so as to ensure safety.

1. Remove the protective film from the robot and dust collector.




Place the dust collector

2. Make sure the dust collector is placed along the wall to avoid leaving a gap.
3. Ensure that the dust collector is 2m directly in front and 1m free space on both sides.



APP Download and Installation

To use all available functions, it is recommended to use the app to control your robot.

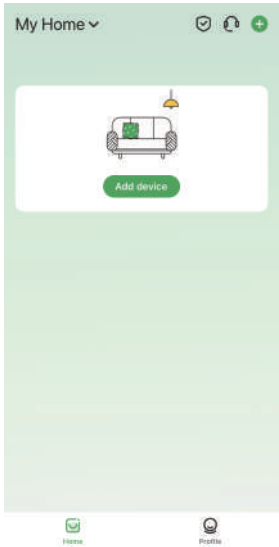


GET IT ON
Google Play

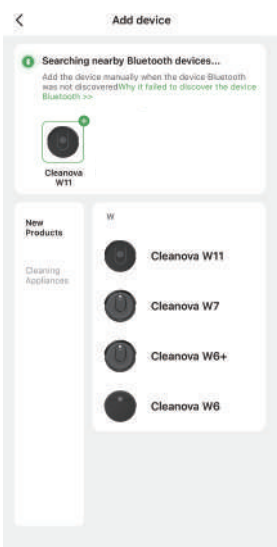
Download on the
App Store

Method 1:
Scan the following QR code, follow the instructions to download and install the App.

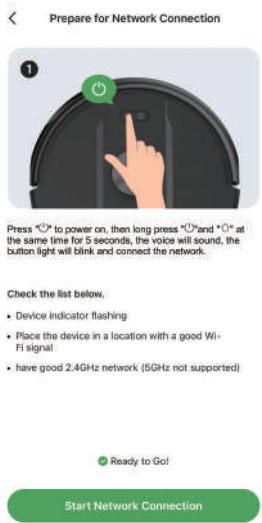
Method 2:
Open your mobile phone app shop, search for "Vactidy", download and install it.



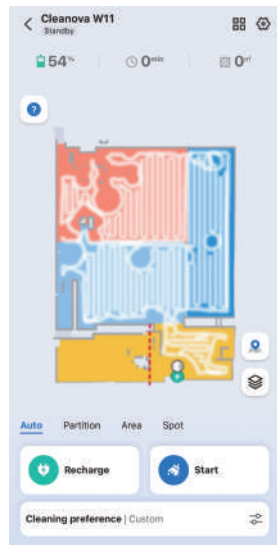
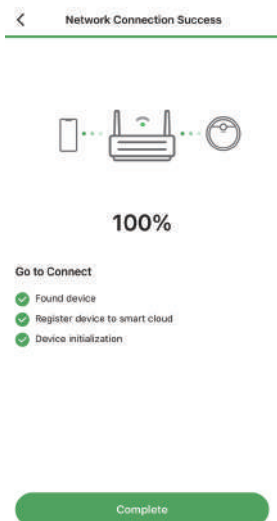
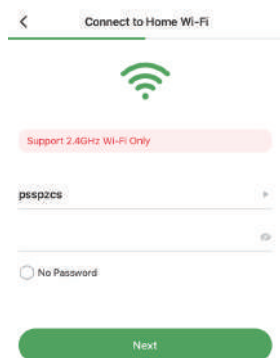
Open Vactidy App, Tap "Add Device" or "+" at the upper right corner.



Robot is discovered, then tap "Add" button.



Enter the network configuration wizard after adding "Cleanova W11".



Select the same router's 2.4G Hz Wi-Fi as mobile phone and enter the correct password. Tap "Next".

If Connection is successful, The WIFI indicator is always on.

More features await you to explore.

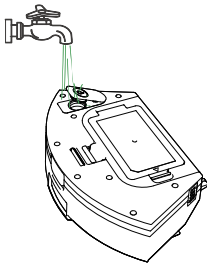
Note:

- 1.If your router is 2.4GHz and 5GHz Dual band, please connect your mobile phone with 2.4GHz WIFI.
- 2.In your router,if 2.4GHz and 5GHz WIFI use same WIFI name ,please enter router control page to rename 2.4GHz WIFI with different WIFI name.Then make your mobile phone to connect with this new name 2.4GHz WIFI.
- 3.When the robot runs for the first time, it draws a map and then cleans it. During the mapping process, the fan does not run.

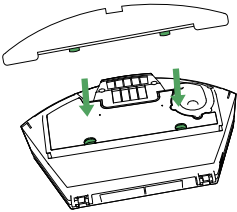
Product Maintenance

Mopping mode Introduce

1. Open the water tank filling hole and add water.

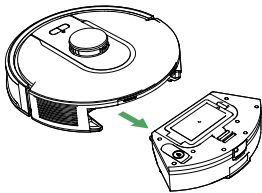


2. Connect the 2-in-1 dust box&water tank and the mop pad.

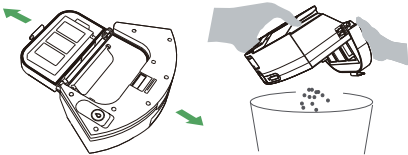


Empty the dust box

1. Press 2-in-1 dust box&water tank release button to remove it.

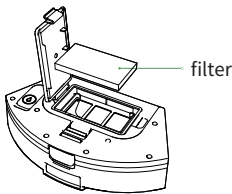


2. Open the lid of 2-in-1 dust box&water tank and empty it.



Cleaning the Filter

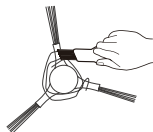
1. remove the filter.



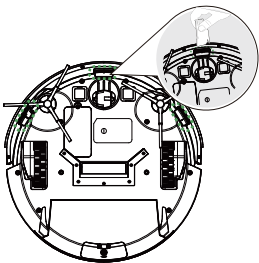
2. Shake the rubbish off the filter.



Clean the side brush to prevent hair tangling



Clean cliff sensors to ensure sensor stability



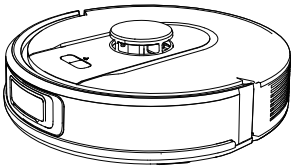
Product Maintenance

Please clean and maintain the robot parts as per the instructions below in order to ensure the robot’ s service life and optimal cleaning effect.

Recommended cleaning/change frequency:

Parts		
Rolling brush	After finishing using per time	/
Dust box	After finishing using per time	/
Filter	Once a week	Every 2 months
Edge brush	Once a month	Every 3-6 months
Sensor	Once a month	/
Charging pole piece	Once a month	/
Universal wheel	Once a month	/

Product Specification

Name	Parametric	
Model	Cleanova W11	
Rated Power	— — — —	
Battery Type	li-ion battery	
Charging Time	≤6H	

Troubleshooting

If the robot becomes faulty, LED red light will flicker or be always on and give out “Di” sound. Please confirm and resolve fault of the robot based on the following descriptions of sound and light. If fault cannot be removed by the instructions above, please feel free to contact our customer service specialists.

Robot' s Indications		Cause	Solution
The red light is always on	“Di” sound for once	Edge wheel may be stuck by foreign matters	Restart the robot after cleaning edge wheel
	“Di” sound for twice	Edge brush may be stuck by foreign matters	Restart the robot after cleaning edge brush
	“Di” sound for three times	Foreign matter may exist in fan	Restart the robot after cleaning dust box and inside of fan
The red light flickers	“Di” sound for twice	Bumper may be stuck	Touch and press anti-collision beam with hands to see if the left, middle and right sides could bounce automatically
	“Di” sound for three times	Dirt is inside the lower cliff detection sensor of robot or robot is in suspended ground or a dark environment	Clean the lower cliff detection sensor of robot and restart the robot after putting it on a level ground
	“Di” sound for four times	Battery level of robot is low	Charge the robot in charging station

Faults	Solution
Failure to activate robot	<ul style="list-style-type: none"> · Ensure the battery has been fully charged. · Change a pair of AAA batteries for remote control. · Ensure the distance between the remote control and robot is within 0-5 m.
Remote control does not work	<ul style="list-style-type: none"> · Change and install new batteries correctly. · Ensure the power supply of robot has been started and the robot has been fully charged.
The robot stops working suddenly	<ul style="list-style-type: none"> · Check if the robot is stuck by barriers. · Check battery level.
The robot fails to do cleaning based on the preset time automatically	<ul style="list-style-type: none"> · Check the status of indicator lamp.
Weak suction	<ul style="list-style-type: none"> · Check if the suction inlet is blocked by barrier. · Clean dust box. · Clean strainer. · Check if strainer is wet. Ensure it has been fully dry prior to use.
The robot cannot be charged	<ul style="list-style-type: none"> · Check if the socket could supply power and is fully contacted with the charging pole piece of charging station. · “Bi” sound can be heard under good contact. Wipe charging pole sheet with dry cloth.

Faults	Solution
The robot cannot come back to charging station	<ul style="list-style-type: none"> · Remove all barriers within 1m at the left and right sides of and 2m in front of the charging station. Place charging station as per the operating instructions. The robot near charging station can return more quickly. If it is far away from the charging station, the robot may return at a low speed so please wait for recharging patiently. The robot will stop immediately if the battery level is too low while searching for recharging. In such a case, the red light will flicker and give out “Di” sound for four times for alarming.
The robot follows an abnormal path	<ul style="list-style-type: none"> · Clean bottom view sensor with a dry cloth or swab. · Clean driving wheel. · Touch and press anti-collision beam with hands to see if the left, middle and right sides could bounce automatically · Turn off power supply and then restart the robot.