

# User Manual

Model: TG Series

Read the user manual when setting up, using and maintaining your robot

Intelligence Making Better Life

Thank you for purchasing the TG series robot vacuum cleaner, we hope that you will enjoy it.

If you have any questions when using it, please feel free to contact our after sales service at service@tecgroup.cn, our support team will help you.  
For more information, please visit our website at <http://www.tecgroup.cn/en/>.

Due to the continuous improvement of products, this user manual is subject to the actual product, and TEC Group reserves the right to update the product.

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## Important Safety Instructions:

Before using this product, please read the following safety instructions and follow all normal safety precautions.

This device can not be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of this device in a safe way and understand the hazards involved.

1. Children should be supervised to ensure they do not play with this device.
2. Cleaning and maintenance shall not be performed by children without adult supervision.
3. This device is only to be used with the power supply unit provided.
4. For the purposes of recharging the battery, only use the detachable power supply unit provided with the device.
5. The battery must be removed from this device before this device is disposed of. To remove the battery from this device, first remove the screws on the bottom, then remove the main PCB and unscrew the battery cover using a screwdriver. Remove the battery by disconnecting the quick connector.
6. The used battery should be placed in a sealed plastic bag and disposed of safely according to local environmental regulations.
7. The power adapter, cable or cord of the power supply unit cannot be replaced; if the cord is damaged, the power supply unit shall be disposed of.
8. This device is for indoor use only.
9. This device is not a toy. Do not sit or stand on this device. Small children and pets should be supervised when this device is operating.
10. Store and operate this device in room temperature environments only.
11. Do not use this device to pick up anything that is burning or smoking.
12. Do not use this device to pick up spills of bleach, paint, chemicals, or anything wet.
13. Before using this device, pick up objects like clothing and loose paper. Lift up cords for blinds or curtains, and move power cords and fragile objects out of the way. If this device passes over a power cord and drags it, an object could be pulled off a table or shelf.
14. If the room to be cleaned has a balcony, a physical barrier should be used to prevent access to the balcony and to ensure safe operation.
15. Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
16. Do not operate this device in areas with exposed electrical outlets on the floor.

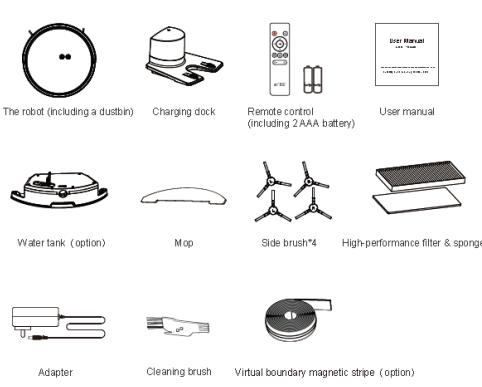
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## ⚠ Warning :

1. Only certified technicians may disassemble the product. Users are not allowed to disassemble or repair the product.
2. Only use the AC adapter provided by the factory. Using other AC adapters may cause electric shock, fire or product damage.
3. Do not touch the power cord, plug or adapter when your hands are wet.
4. Keep loose clothing and fingers away from being drawn into the product's wheels.
5. Keep the robot vacuum away from all flammables.
6. Never clean the robot while it is on the charging dock or plugged in directly. Unplug the robot and turn off power switch when cleaning.
7. Keep the AC power cord tucked away from becoming damaged in any way.
8. This product is to be used only indoors. Not intended for outdoor use.
9. Do not sit on top of the product or attach an object to the top of it.
10. Do not use this product in wet or moist environments.
11. Before use, remove all the objects that could get caught in the brushes or suction passage.
12. Do not place this product on furniture or platforms where it can fall and be damaged.
13. Turn the power switch off when not in use for a long period of time or when transporting the unit.
14. To avoid battery damage please check whether adapter and outlet are properly connected.
15. To avoid any tripping hazards or injuries please inform all the people in the house when this product is in use.

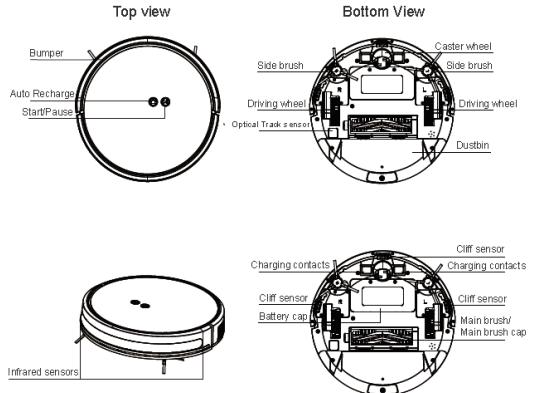
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## Packing list



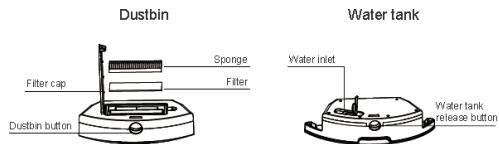
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## About the Robot

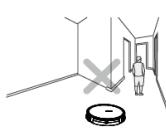
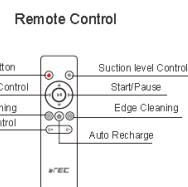
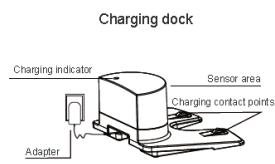


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## Product Using / Note



Please place the furniture properly before using the robot and remove the other things like the wires and toys on the floor.



Please step away from the doorway or aisle in order to let the robot work efficiently.

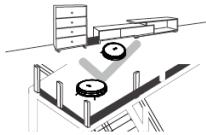


Please place the furniture properly before using the robot and remove the other things like the wires and toys on the floor.

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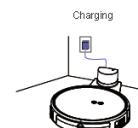
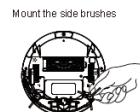
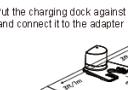
## Product Using / Charging



If the robot comes close to the edge of the stairs, or the small space among the furniture, please place the fence in order to runs smoothly.



Please do not use the mop on the carpet floor, if there is carpet tassels, draw it to the bottom of the carpet.

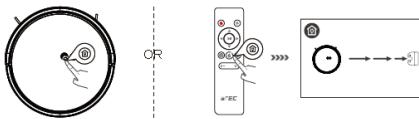


1. Charging: Place the charging dock against the wall, make sure there is 2 meters free space in front of the dock, 1 meter free space on the right and left.
2. Connect the charging dock to the adapter.
3. Mount the side brush: press the side brush to the slot, you will hear a click sound, that means the installation is completed.
4. Turn on the power button: switch it on from the bottom of the robot(1 is "on", 0 is "off")
5. Charging: put the robot on the charging dock station, make sure the charging contact points connect well, during the cleaning process, when the robot battery gets low, it will return to the charging dock station automatically.

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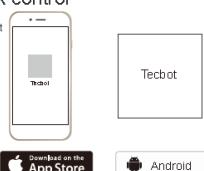
You can just press the  on the robot or remote control, it will return to the charging dock station.



### App Download and Network control

In order to make good use of the robot, we suggest that you use the APP to control the robot.

- Before start, please confirm:
  - Your smartphone or tablet connected to the Wi-Fi.
  - iOS 8.0 or later
  - Android 4.4 or later
  - Support 2.4G Wi-Fi
  - Wi-Fi indicator blinks quickly.
  - The robot is charging on the charging dock or the battery is in a high level.
  - Search "Tecbot" on iOS App Store or Google Play Store.



If connection failed, check the following:  
 1.make sure the router is networking.  
 2.make sure the Wi-Fi password correct.  
 3.only support 2.4G Wi-Fi.

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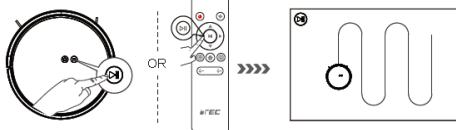
### Product Using / Start Cleaning

The robot has multiple cleaning modes, you can change the mode through the robot, remote control, or APP.

#### Auto cleaning

Application scenario : Smart S shape cleaning route.

Setting: on a standby mode, press the  button on the robot or  button on the remote control, it will start Auto cleaning mode.



Warm Prompt: when you use the robot clean only a single room, please close the door and make sure it only runs in this room, if there is no charging dock station in the room, it will returns to the place where it starts.

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### Add the robot in the APP and connect to Wi-Fi

1. Download the "Tecbot" APP from the iOS APP store or Android Google Play.
2. Go to the "Tecbot" APP and create your account.
3. Hit the "Robot" icon on the left-bottom corner to add the robot, scan the QR code on the side of the robot.
4. Wi-Fi settings:
  - a Press and hold the  button for 3-5 seconds, you will hear "beep", that means the robot is on the connection mode, the  button blinks quickly, follow the APP instructions.
  - b If the above setting failed, select the compatible mode.
5. Follow the APP instructions to set the Wi-Fi.
- After the setting completed, you can control the robot through the APP Tecbot.
- By using the APP Tecbot, you can select the cleaning mode, scheduling, setting the cleaning time frame, monitoring the system, receiving the message and more.
6. You can connect the Amazon Alexa or Google Assistant by following the APP instruction.



Diagram: Add the robot in the APP and connect to Wi-Fi

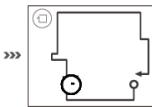
#### Edge Cleaning

##### Application Scenario:

The robot runs on the edge of walls into corners, after the edge cleaning completed, it will returns to the charging dock station.

##### Settings:

Press the  button on the remote control, it will start the edge cleaning.



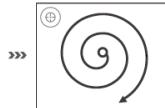
#### Spot Cleaning

##### Application Scenario:

The robot runs on the edge of walls into corners, after the edge cleaning completed, it will returns to the charging dock station.

##### Settings:

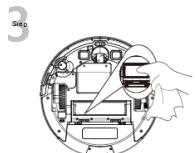
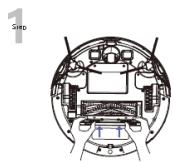
Press  button on the remote control, it will start spot cleaning.



## Product Using / Main brush & inlet

### 1 Application scenario

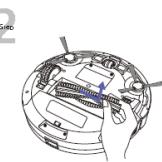
- The main brush applied for the floors that has more debris, or carpet.
- Suction inlet is more suitable for the pet hair.



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### 2 Disassembly method:

- push the main brush release button on both sides and take out the main brush cover.
- Lift up the main brush from the left side and take it out.
- Use the cloth to clean the dust inlet.



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## Using Water tank

**Warm Prompt:** do not use the mop when the robot work on the carpet, when the robot cleaning the hardwood floor, please pay the attention to the water level in the tank, fill the water in time, when you try to add the water, please remove the water tank from the robot. When charging, remove the water tank and replace it with the dustbin.

- In order to extending the lifetime, we suggest you to use the pure water or softened water.
- Please do not use the mop on the carpet floor.
- When you try to add the water or clean the mop during the cleaning process, please keep the robot stay in a range of less 1 meter radius.
- After finish mopping the floor, please empty the water tank and remove the mop.

1. Stick the mop on the bottom of the water tank, open the plug, inject the water slowly, close the plug.



2. Press the dustbin release button, take out the dustbin, and replace it with the water tank.



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## Regular Maintenance

**Warm Prompt:** Please turn off the power when you clean the robot and its accessories

### 1 Dustbin



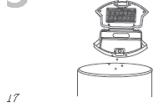
1 Remove the dustbin



2 Open the cap of the dustbin



3 Empty the dustbin



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### 2 Filter

**Tips:** please clean the filters once a week, usually change a new filter 1-2 months.

The sponge filter and filter net can be washed, but the high efficiency filter is not washable

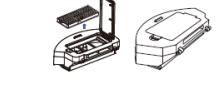
1 Remove the high efficiency filter, sponge filter and high efficiency filter



2 Use the cleaning brush to clean them



3 Put the filter net, sponge filter and high efficiency filter back to the dustbin, and close the dustbin cap



### 3 Clean the main brush & side brush

1 Clean the main brush use the cleaning tool



2 Remove the side brush, use the cloth to clean it



3 Clean the dust on the sensors, make sure it works properly



### 4 Clean the caster wheel & sensors

1 Clean the caster wheel with the cleaning brush



2 Clean the dust on the sensors, make sure it works properly



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## Troubleshooting

Serial Number	Malfunction	Likely cause	What to do
1	Robot will not charge	Robot has not made a connection with the charging dock Charging dock is unplugged while the robot is powered ON, which causes battery consumption	Please make a connection with the charging dock pins Plug in the charging dock and ensure the robot is powered ON, keep the robot on the charge dock to make sure it has a full battery to work at any time.
2	The robot could not return to the charging dock	The charging dock may placed in a wrong position.	Please refer to the "Robot Charging"
3	The robot gets into trouble while working	The robot is tangled with something on the floor (electrical cords, drooping curtains, carpet fringe etc.) Side brush is stuck or the rotation speed of the side brush decreases.	The robot will try various ways to get itself out of trouble. If it fails, manually remove the obstacles and restart. Remove the debris tangled around the side brush. If the side brush still rotates slowly, contact the customer service.
4	The robot returns to the charging dock before it finished the cleaning.	When battery power gets low, the robot automatically starts to return to the charging dock to recharge itself. Working time varies according to the floor type, room complexity.	This is normal, no solution necessary.
5	Remote control failure (effective control range of remote control is 5 meters)	The robot is powered off. Time scheduling is cancelled.	Power ON the robot. Set time scheduling.

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Serial Number	Malfunction	Likely cause	What to do
6	Remote control failure (effective control range of remote control is 5 meters)	The batteries in the remote control need to be replaced.	Replace the new batteries and make sure they are installed correctly.
		The robot is powered off or the robot's battery is low.	Make sure the robot is powered ON and fully charged.
		The infrared signal cannot transmitted because the infrared emitter on the remote control or the robots infrared receiver is dirty.	Use a dry cloth or multi-function cleaning tool to wipe the infrared emitter on the remote control and the infrared receiver on the robot.
		There is other equipment interfering with the infrared signal to the robot.	Avoid using the remote control near other equipment using infrared signals.
7	No water leaking after the mop installed.	No water in the water tank	Add the water in the water tank.
8	The robot cleaning route is irregular and missed some area.	The water outlet on the robot bottom is blocked.	Cleaning the water outlet or the water tank filter.
9	The robot covers the same area repeatedly and missed other area.	Something on the floor like the electrical cords, slipper.	Remove the electrical cords and other sundries before start the cleaning job.
10	The robot generates loud noise when working.	The robot covers the missed area automatically.	When the robot working, please do not interfere it, do not move it or block the way artificially.
		Due to the various surroundings in a house, the robot detection angle varies.	Place the robot to the position where it started.
		Side brush, main brush tangled, dustbin and filters blocked.	Clean and maintain the side brush, main brush, dustbin and filters.

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## Products Parameters

models	TG Series	Charging Dock	TEC400
Working Voltage (V)	14	Rated Power (W)	25
Charging Time (h)	4	Runtime On A Single Charge (min)	100
Remote Control Model	TEC1099	Rated Input Voltage (V)	19
Battery Type	Chargeable Li-ion Battery Pack 2600mAh		

Due to the continuous improvement of products, this user manual is subject to the actual product, and TEC Group reserves the right to update the product.

### FCC Warning

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.

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

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

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

### 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 and your body.

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