



Robotic Vacuum Cleaner

User Manual

## Contents

[en] English.....	P01 – P17
[de] Deutsch.....	[www.smartaiiot.com]
[ru] русский.....	[www.smartaiiot.com]
[es] Español.....	[www.smartaiiot.com]
[ja] 日本語.....	[www.smartaiiot.com]
[pl] Polski.....	[www.smartaiiot.com]
[cs] Čeština .....	[www.smartaiiot.com]
[id] Bahasa indonesia .....	[www.smartaiiot.com]
[fr] Français .....	[www.smartaiiot.com]

### **FCC Caution.**

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.

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

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

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

\* RF warning for Mobile device:

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.

## Dear customers:

Thank you for choosing the artificial intelligent SmartAI Robot vacuum cleaner! Please read all the operation instructions carefully before using your Robot and hang on to the operating instructions for future reference. We know you will love this vacuum! It is a highly intelligent robotic vacuum cleaner that utilizes high-precision radar and an array of other sensors, all working together with navigation algorithms to create and follow sophisticated, accurate maps and plans. Sweeping, vacuuming, and mopping, all in one, that ends with regular, efficient, and full indoor cleaning that can be performed without the need of any human assistance.

In case of any issues during use, please contact the SmartAI after-sales service email:

North America: ussupport@360smartai.com

Europe: eusupport@360smartai.com

India: support@ideakard.com

info@cambiumretail.com

Asia Pacific + Oceania: support@360smartai.com



For more information, please visit the SmartAI official website: [www.smartaiiot.com](http://www.smartaiiot.com)

Scan the QR code below by using the mobile phone to download the "SmartAI" app:

► The product described in this document may not be exactly the same as the actual product. Therefore, the actual product shall prevail. SmartAI reserves the right to update the product without prior notice.

## Safety Instructions

**Before using the product, please exercise caution and observe the following basic safety rules:**

- Please read all content in this manual carefully and operate the product as instructed.
- Please keep the manual for future reference.
- Any operations that do not conform to the manual may cause serious personal injury or damage to the product.
- This product can only be used with the adapter, battery, and charging dock delivered with the product. Otherwise, it will cause product damage, electric shocks, or fire due to high voltage.
- Please stop using the product if the robot or any accessory is damaged. Contact SmartAI's after-sales service department to purchase or replace individually. Except for the repair technicians designated or authorized by SmartAI, no one shall disassemble, repair, or modify this product.
- Do not use the product in a suspended environment (such as a second floor loft, open balcony, and tops of furniture) without a protective fence to avoid the robot accidentally falling, which may cause personal injury.
- This product is only used for floor cleaning in a home environment. Do not use it in outdoor (such as an open balcony), non-ground (such as a sofa), commercial, or industrial environments.
- Before using the product, please collect the cables in your house to prevent them from obstructing the product.
- Please put away or clean up any fragile items or debris (such as vases and plastic bags) on the floor to prevent the vacuum cleaner from being obstructed or slightly interfered with while operating, it may cause damage to valuables.
- Do not place the charging dock close to any heat sources (such as radiators).
- People with physical, mental, or sensory disabilities and small children are prohibited from using or operating this product.
- This product is not a toy. Small children and pets should be supervised when the robot is operating.
- Place the main brush cleaning tool in an area out of the reach of children.
- Do not place any objects (including children and pets) on the robot either when stationary or moving.
- Do not use the product in a room where infants or young children are sleeping.
- Do not let hair, fingers, or any other body parts near the dust suction port when the robot is operating.
- Do not use this product to clean long-strand carpets (some dark carpets may not be cleaned properly).
- Do not use this product to vacuum hard or sharp objects (such as decoration debris, glass, and iron nails).
- Do not use the bumper or top cover handles to carry the robot.
- Clean or maintain the robot and charging dock only when the product is turned off or powered off.
- Do not use this product to clean burning or smoking objects (such as unextinguished cigarette butts).
- Do not use this product in an environment with a temperature above 40°C or below 0°C.
- Do not use this product on a floor covered in any liquids or sticky substances.
- Do not wipe this product with a wet cloth or directly wash the robot or charging dock under running water.
- Do not use the mopping function on the carpet or the tops of furniture.
- After unpacking, you may discover water stains or residual water drops on the product's water tank or water outlets, which is due to the specialized water tank test employed in the factory before delivery and is a normal occurrence. This will not affect product usage.
- If you need to transport this product, please ensure that the robot is turned off. It is recommended to use the original packaging for transportation.
- If you will not use this product for a long period of time, turn off the robot after it is fully charged and put the product in a cool, dry place. Charge the product at least once every three months to avoid over-discharge from the battery.
- Disconnect the product from the charging dock, turn it off, and remove the battery before disposal.
- Please strictly follow local laws and regulations for battery recycling and disposal.
- It is prohibited to burn the product even if the product is severely damaged because the burning battery may explode.
- Please use this product in accordance with the manual. Liabilities for any loss or injury caused by improper use shall be solely borne by the user.
- If the battery pack is leaking, avoid bringing the liquid in contact with the skin or eyes. If it has occurred, wash the affected area with copious amounts of water, and seek medical advice. Place the battery in a sealed plastic bag and dispose of it safely according to local environmental regulations.

## Packing List



Main unit x1  
(main brush x 1,  
dust bin x 1,  
filter x 1 )



Charging dock x 1



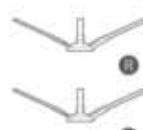
Water tank assembly x 2  
(mopping cloth x 1 )



Remote control x 1



Adapter x 1



Side brush  
{ Left x 2  
Right x 2 }



Cleaning tool x 1



AAA battery  
for remote control x 2



Universal plugs x 3 (Optional)



High-effective  
Filter/Sponge x 1



User manual x 1

Note: The battery pack have been installed in the robot.

## Product Appearance

### Main unit



#### Cleaning/Pause button

- Press this button to start sweeping/pause.
- Press and hold for 3 seconds to turn on/off
- If abnormal condition, please press and hold for 15 seconds to force poweroff

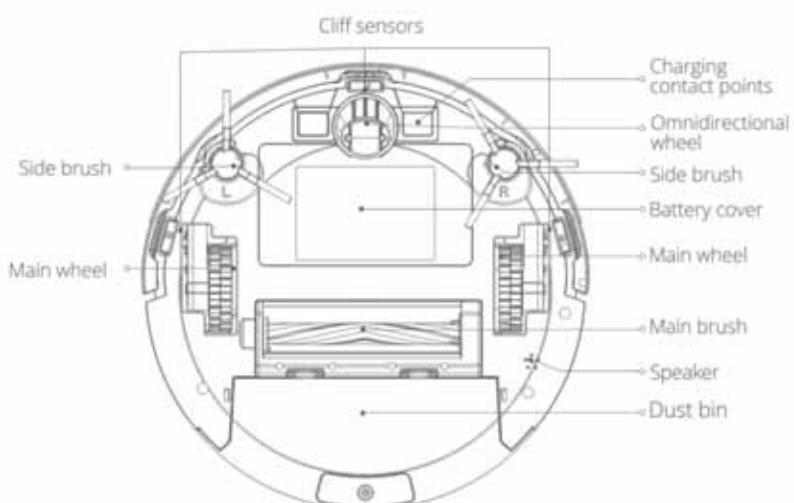
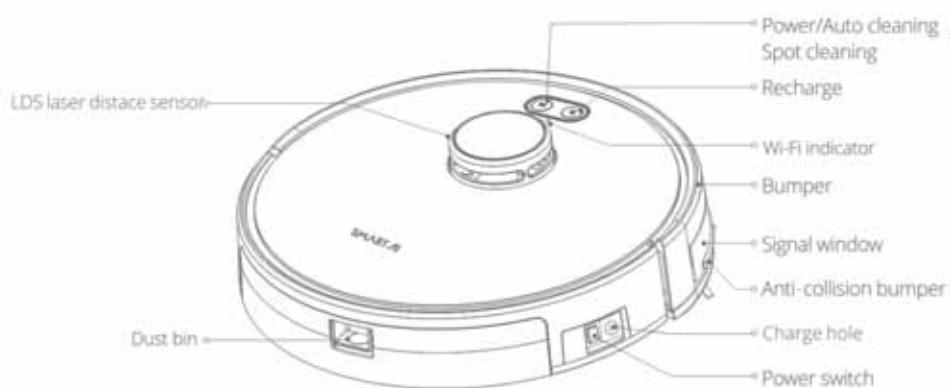
#### Recharge/Smart Network connection setting button

- Press this button to recharge the cleaner.
- Press and hold this button 5 seconds to begin Smart network connection setting. (default network connection mode)

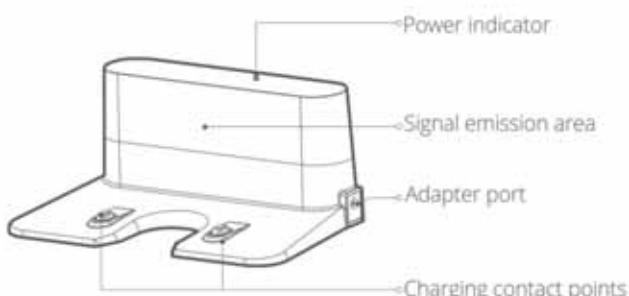
#### Note:

- Press any key while cleaning, recharging or regional cleaning to pause the current task.
- After power on, press both buttons and hold for 3 seconds to reset Wi-Fi

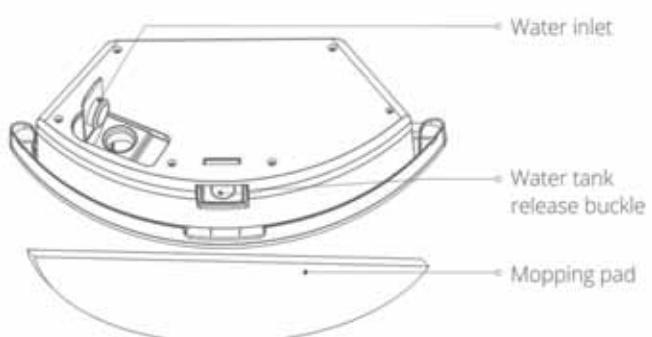
## Main unit



## Charging dock



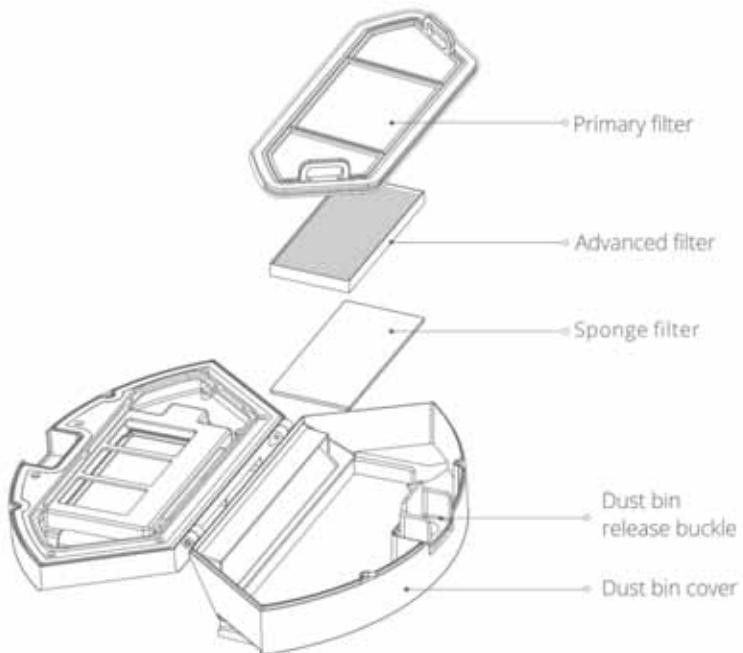
## Water tank



### Note:

- After filling the water tank, please immediately reseal it with the rubber plug to avoid leaks due to inadequate sealing.
- It is forbidden to add unapproved cleaners to prevent corrosion and blockages.

## Dust bin



### Note:

Use one hand to press and hold the bin release buckle, and the other hand to open the cover to open the dust bin.

## Installation Instructions

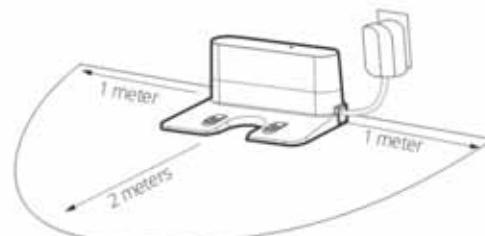
1) Connect the power adapter with the charging dock.

### Note:

- Use cable ties to organize the excess cable to prevent the cables from being stretched by the robot while cleaning, which will interrupt the charging dock's power.
- The charging dock indicator is solid when it has power and is off when the robot is being charged.

2) Place the charging dock on the horizontal floor and connect the power supply.

Note: Please ensure that there are no objects placed within one meter on the left and right and two meters in the front of the charging dock, and there are no objects with strong reflective surfaces, such as mirrors.

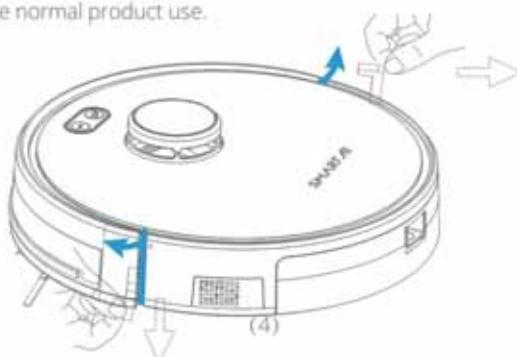
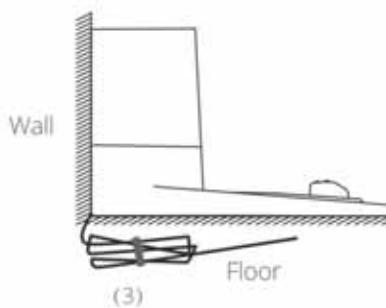


(2)

3) To ensure that the robot can operate and regularly return to the charging dock, do not move the charging dock randomly and frequently.

Note: The charging dock should be placed in an area without direct sunlight.

4) Before use, remove the protective strip on the bumper to ensure normal product use.

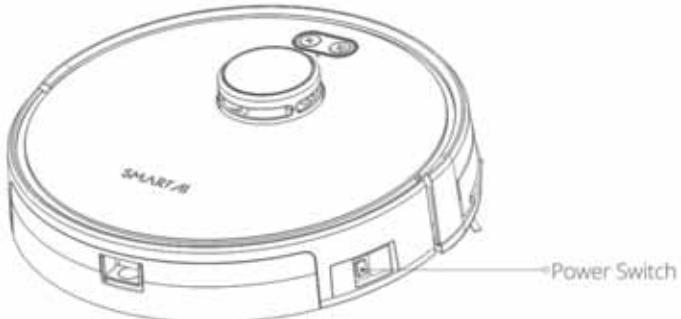


### 5) Turn on the robot.

The power switch is on the side of the robot, press "I" to turn the robot on (pressing "o" will turn it off).

Note:

- After the cleaning is completed, you are recommended to charge the product rather than directly powering it off to facilitate the next cleaning.
- If you will not use the product for a long period, please power off the robot to protect the battery.



### 6) Charging

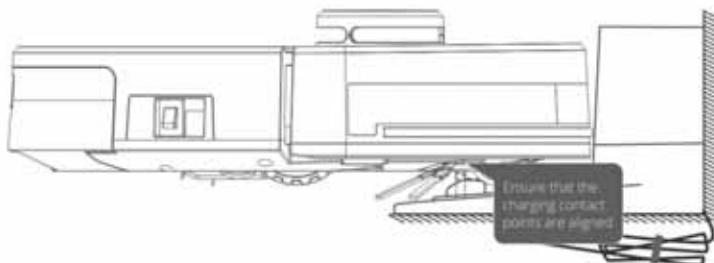
Method 1: Turn on the robot and place it no more than 1m in front of the charging dock. Once the start-up announcement is finished, press @ button. The robot will automatically search for the charging dock and proceed with charging.

Method 2: Turn on the robot and place it no more than 1m in front of the charging dock. Once the start-up announcement is finished, press the charging button on the remote control. The robot will automatically search for the charging dock and proceed with charging.

Method 3: Turn on the robot and place it on the charging dock making sure the charging contact points are aligned. Then, the recharge button indicator light will be on, and the robot starts to charge and sounds a voice message.

Note:

- During daily use, clean the charging contact points on the charging dock and the robot. Otherwise, the charging effect might be affected.
- The product works properly at a minimum of 30% battery level left. Place the robot on the charging dock if it's below 30%.
- Maintain power to the charging dock. Otherwise, the robot will not return to the charging dock.
- When using the product to clean, ensure that the robot leaves from the charging dock to memorize the return route. (If the robot does not leave from the charging dock, it may take longer to automatically return to the charging dock, which is a normal occurrence.)
- When using the product for the first time, completely drain the battery and then fully charge it for five hours to extend battery life.

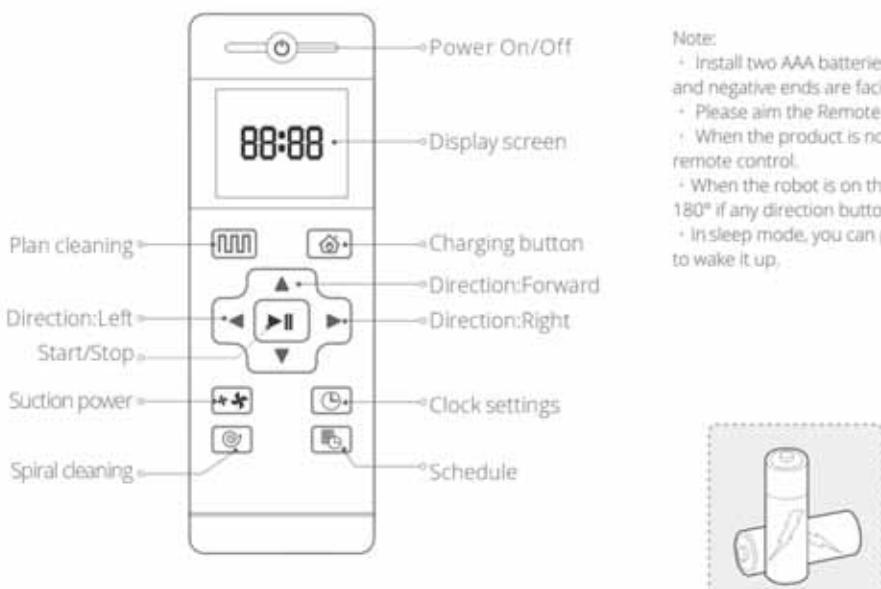


7) If the device works in a suspended environment, properly protect it with firm protective fences to prevent the device from accidentally falling, which may cause personal injury or property loss.



## Remote Control Instructions

### Product Appearance



#### Note:

- Install two AAA batteries in the remote control and turn on the robot. Ensure the positive and negative ends are facing the correct directions as marked in the battery compartment.
- Please aim the Remote Control directly at the Robot when pressing.
- When the product is not connected to a Wi-Fi network, you can operate the robot with the remote control.
- When the robot is on the charging dock, it will back off a short distance and turns around for 180° if any direction button is pressed. After that, you can operate normally.
- In sleep mode, you can press the CLEAN button on the robot, use the app or remote control to wake it up.

### Button Operation Instructions

Button	Operation	Function
○	Auto cleaning button	Press the button (when the robot is stopped). The robot will start cleaning in Auto cleaning model.
◎	Charging button	Quick press the button (when the robot has stopped). The robot returns to the dock and starts charging.
◎		Quick press the button (when the robot is moving). Pause / Stop: The robot is paused for its current cleaning or stopped to return to the charging dock.
▲	Direction: Forward	Enable the remote control cleaning and move forward.
◀		Enable the remote control cleaning and turn to the left.
▶		Enable the remote control cleaning and turn to the right.
▶	Start / Stop	Press the button (when the robot is stopped). Enable automatic cleaning and self-charging mode.
▶		Quick press the button (when the robot is moving). Pause / Stop: The robot is paused for its current cleaning or stopped to return to the charging dock.
◎	Spiral sweep	Quick press the button (when the robot has stopped). Place the robot in the center of the area to be cleaned (about 1.5 meters in diameter). After clicking this button, the robot will start a spiral pattern to clean from the current position and return to the charging dock after cleaning.
◎		Quick press the button (when the robot is moving). Pause / Stop: The robot is paused for its current cleaning or stopped to return to the charging dock.
⌚	Clock settings	Press and hold for 3 seconds. • Make sure the main power switch on the side of the S7 Turbo is turned on. • Press ⌚ on the remote control. ⌚ will blink on the display. • Press ▲▼◀▶ to set the "hour" and "minute". • Press ⌚ to save the setting. <small>Note: Make sure the time is set correctly to your local time before setting a scheduled cleaning.</small>
✚-	Suction power adjustment	Adjust suction power level by remote control or on APP When the dust bin is equipped, if you press the button, the robot changes the power level and play a voice prompts.
⌚	Schedule	Set a Scheduled Cleaning • Make sure the main power switch on the side of the S7 Turbo is turned on. • Press ⌚ on the remote control. ⌚ will blink on the display. • Press ▲▼◀▶ to set the "hour" and "minute". • Press ⌚ to save the setting. <small>Note: • Make sure AM/PM is set correctly. • Before setting a scheduled cleaning, make sure the time has been set correctly to your local time.</small>

## APP download and Robot connection

Scan the QR code to download and install the app

This app is compatible with iOS 9.0 and Android 4.0 or above.

iOS system: Please search "SmartAI" in the app store.

Android system: Please scan the QR code or search "SmartAI" on Google Play to download.



Connect to your Indoor 2.4GHz Wi-Fi network

Make sure the mobile device is connected to the indoor 2.4GHz Wi-Fi network, and the signal quality is good enough, register and log in to the mobile app.

### Robot connection

Step ①: After logging in, click "Add Device" or "+" in the top right corner.

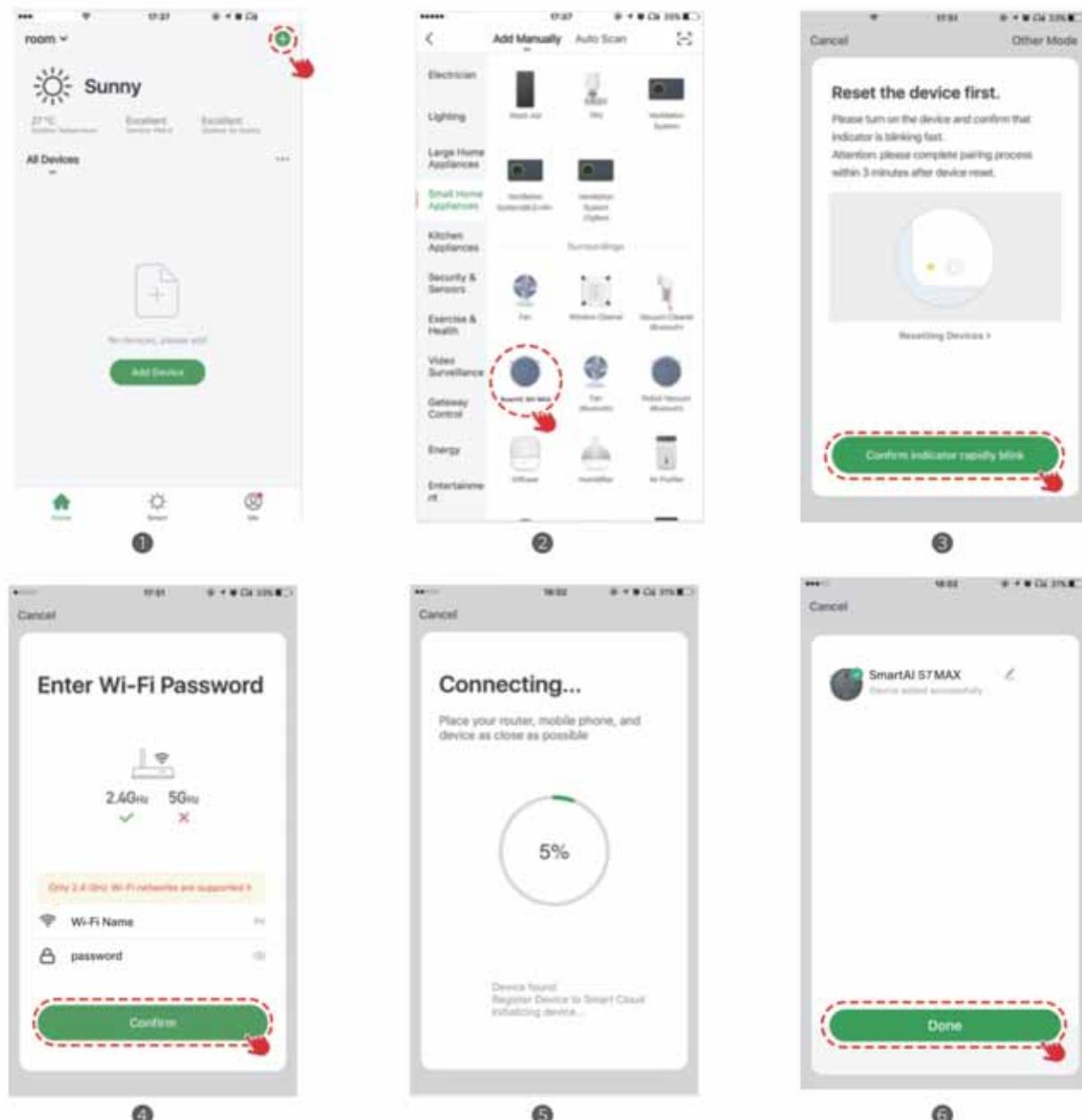
Step ②: Click "Small Home Appliances" and then click "Robot Vacuum".

Step ③: Click "Confirm indicator rapidly blink".

Step ④: Connect to Wi-Fi (2.4GHz), fill in the password, and click "Next". Now you need to hold a long press on Recharge Button ⑧ on the surface of the robot vacuum until you hear the voice note "Network connecting, please check results on your app surface", and Wi-Fi Indicator on the surface of robot vacuum blinks.

Step ⑤: It shows that the device is being added in the app interface.

Step ⑥: After the device is added, click "Done".



## Instructions

### Clean / Pause

Method 1: After turning on the power switch on the side of the robot, press the  button on the robot to start cleaning the entire house (press the  button again when cleaning, and the robot will suspend its current task).

Method 2: Tap the Smart clean/Area clean/Room clean/Zone clean button in the app to start cleaning (while cleaning, if you press the Smart clean/Area clean/Room clean/Zone clean button, the robot pauses its cleaning).

#### Note:

- The SmartAI Robot Vacuum Cleaner cannot be used to clean a floor with water.
- When the battery level is lower than 20%, the robot cannot implement cleaning. Therefore, charge the robot before cleaning.
- If the battery level decreases below 20%, the robot automatically goes back to the charging dock to charge.
- Before cleaning, organize various cables (including the charging dock power cable) to prevent the cables from being stretched by the robot while cleaning, which will cause power interruption, accessory damage, or cable damage.
- The following operation UIs are for your reference only. The actual app UIs shall prevail.



Method 1



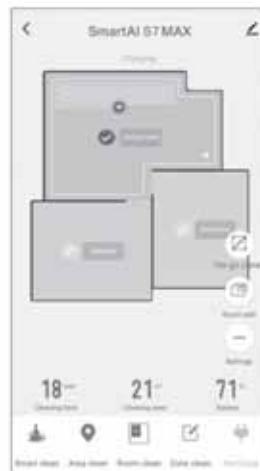
Method 2

### Cleaning mode

After startup, the robot plans the cleaning route in a zigzag pattern and finally cleans the room along its edges. This cleaning mode is efficient and covers the entire room. When cleaning is complete, the robot automatically goes back to the charging dock to charge.

#### Note:

- While operating, do not move the robot randomly or frequently. Otherwise, the robot may fail to return to the charging dock.
- The following operation UIs are for your reference only. The actual app UIs shall prevail.



### Area cleaning

#### 1) Customized area cleaning

Users can define one or more of the size and location of the cleaning area. Under such a condition, Robot will only clean the set area and will NOT clean the unset area. Meanwhile, the number of cleanings can be set. The default cleaning is 2 times and 1 time cleaning can also be set optionally.



## Charging

**Auto:** When cleaning is complete, the robot automatically returns to the charging dock to charge.

**Manual:** When the robot is stationary, press  this button. The robot automatically goes back to the charging dock to charge.

**Remote control:** Press the Charging button on the remote control. The robot automatically returns to the charging dock to charge.

**Note:** If the robot fails to find the charging dock, manually place it on the charging dock to charge.

## 2) Set up restricted zone

It is also possible to set certain area as a restricted area where Robot will not enter. The restricted area can also be set as a permanent forbidden zone which applies to a room or area that you do not want Robot enter it. (See the diagram below).

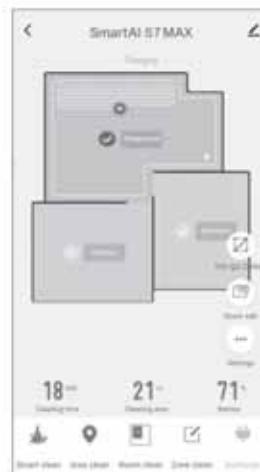
### Note:

- Robot may intrude into the restricted area due to incorrect positioning, sensor abnormality and some other reasons.
- The permanent forbidden zone may become invalid due to a big change in the location of the charger or furniture. Therefore, please try not to move or interfere with Robot during cleaning.
- Re-creation of map will lose the settings of the previous forbidden zone.
- The following operation UIs are for your reference only. The actual app UIs shall prevail.



## Room cleaning

The Robot will mapping automatically and divides the room. When you need to clean a room separately, you can select specified room . After selecting a room on the map and starting to clean, the Robot will clean the room.



## Scheduled cleaning

Method 1: In the app, set the cleaning time. The robot automatically starts to clean at the specified time. When the cleaning is complete, the robot returns to the charging dock to charge.

Method 2: you can also set up a schedule clean plan on the remote control.

## Accessory Purchase

You can purchase accessories from [www.smartaiiot.com](http://www.smartaiiot.com). After replacing an accessory, you need to reset the vacuum cleaner.

## Reset Wi-Fi

When the router configuration is changed, or the mobile phone fails to connect to the robot due to the password or other reasons, press and hold the button on the robot cover for 5 seconds or press the reset Wi-Fi button twice on the remote control until you hear the voice message "Wi-Fi has been reset". At this time, the Wi-Fi indicator quickly blinks blue, indicating that the Wi-Fi has successfully been reset.



## Suction mode

You can select the Quiet, Normal, Strong, Max suction modes in the app or on remote control.

## Mopping mode

When you replace the dust bin with the water tank and install the mopping pad, the robot automatically switches to the mopping mode. You are recommended to use the mopping mode after the room is completely cleaned once.

## Do-not-disturb mode

During the Do-Not-Disturb period, Robot will not automatically power off and play voice. You can use the phone App to turn off the Do not disturb mode or modify the Do-Not-Disturb mode time period.

## Water Tank Assembly



Step ①: Lift the water tank plug up and turn it to the left or right. After filling water into the water tank, put the water tank plug back on.

Step ②: Place the mopping cloth flat onto the Velcro on the water tank.

Step ③: Push the water tank into the robot in the direction as shown in the figure until you hear a click.

Step ④: Use the robot to mop the floor as normal.

### Note:

- After filling the water tank, please immediately reseal it with the rubber plug to avoid leaks due to inadequate sealing.\*
- In order to achieve a better mopping effect, it is recommended to mop the floor with the water tank installed after the floor has been swept three times.
- Some stubborn stains may not be effectively removed after mopping. This function cannot completely replace manual cleaning.
- If there is a carpet on the floor, remove it before mopping to protect it from being smudged.
- While mopping, if you pause the robot to add water or clean the mopping cloth, the robot will re-plan the route upon restarting and re-clean the cleaned area if it paused for longer than 10 minutes, or the robot's position has changed. You are recommended to mop a single room at a time to achieve better cleaning effects.
- For your safety, remove the water tank assembly while charging, to avoid damage to wooden floors. Do not use the mopping function when there is no at home.
- After mopping, pour out the remaining water in the water tank and dry the water tank and mopping cloth.
- Unapproved detergents or disinfectants are prohibited, since they may corrode or block the water tank.

## Routine Maintenance

### Routine Storage

If you will not use the robot for a long period of time, fully charge the robot and place the battery in a cool and dry place. Ensure that the bottom of the robot is dry.

Note: Please dispose of the battery properly. The battery contains hazardous substances that are harmful to the environment. Please dispose of them at specified recycling locations in accordance with the local environmental regulations.

### Cleaning the Charging Contact Points

- 1) Power off the robot or remove the power plug.
- 2) Clean the charging contact points using dry cloth once every month.
- 3) Do not scrub the charging contact points with oil.

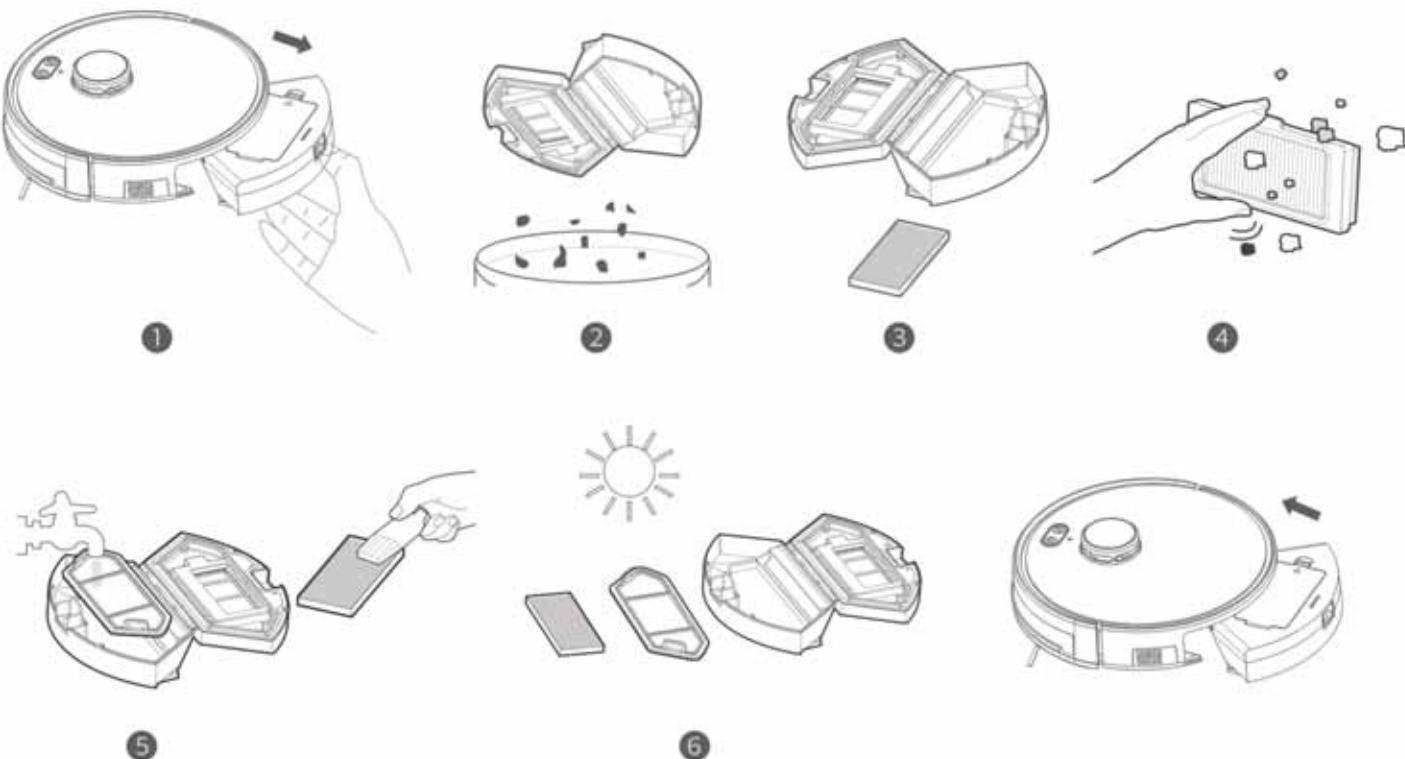


## Cleaning the Dust Bin

- Step ①: Press the dust bin release buckle and take out the dust bin, as shown in Figure 1.
- Step ②: Clean up all dirt and dust in the box.
- Step ③: Take out the high-performance filter and the basic filter.
- Step ④: Clean up all dirt in the high-efficiency filter.
- Step ⑤: Clean the dust box and basic filter with water; Clean the high-efficiency filter with a brush.
- Step ⑥: Dry the dust box, high-efficiency filter and basic filter in the sun.

Note:

- Please open the dust bin upwards to avoid spilling anything inside.
- For a new robot, clean the dust bin once every three days in the first month. After that, clean it once every week. (It is recommended to replace the filter every 3-6 months to ensure a better cleaning result.)
- Do not place the filter under direct sunlight.



## Main brush (recommended weekly cleaning)

- 1) Turn the robot vacuum over, open the main brush cover by pressing the buckle on it, and then remove the main brush.
- 2) Use a blade attached to the dusting brush to cut off the entangled hair around the main brush.
- 3) The main brush bearings on both sides of the main brush can be removed to facilitate removal of the entangled hair in the gaps at both ends.

Note: It is recommended to replace the main brush every 6-12 months to ensure good cleaning results.



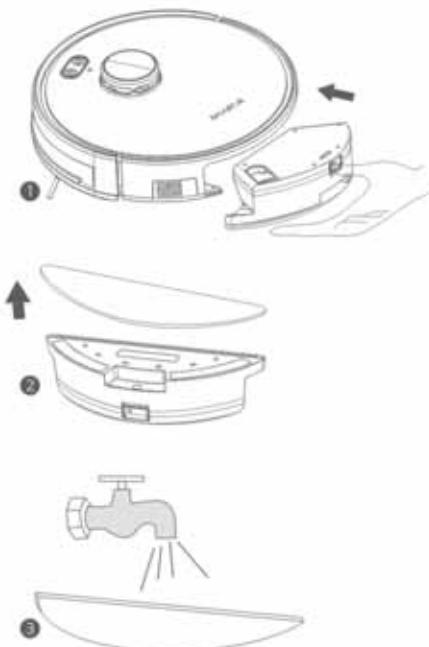
## Cleaning the Mopping Pad

Step ①: Press the water tank release buckle and take out the water tank, as shown in Figure 1

Step ②: Remove the mopping pad from the velcro.

Step ③: Rinse the mopping cloth, dry it, and reuse it. Avoid drying in the sun.

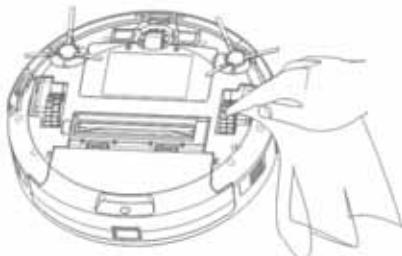
Note: Do not directly clean the mopping pad with the water tank under the running water.



## Cleaning the Wheels

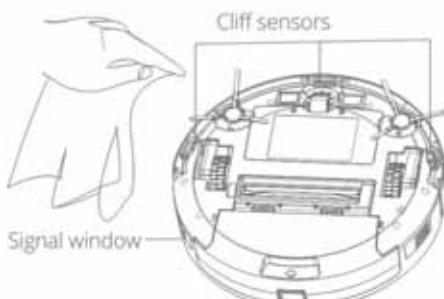
Periodically clean the front, left, and right wheels using the cleaning brush.

Note: The wheel shafts may be tangled with hair, cloth strips, or other things. Please clean the wheel shafts regularly.



## Cleaning the Sensors

It is recommended to clean each sensor of the robot (the signal window and anti-drop sensor) gently with a soft dry cloth after each cleaning to prevent dust from accumulating on the light panel, which will deteriorate the robot performance.

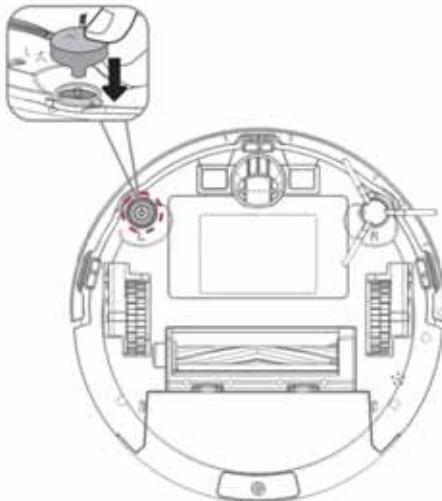


## Cleaning the Side Brush (recommended monthly cleaning)

Step ①: Remove the side brushes. Clean up the hair and dirt on the side brushes as well as the dirt in the side brush grooves.

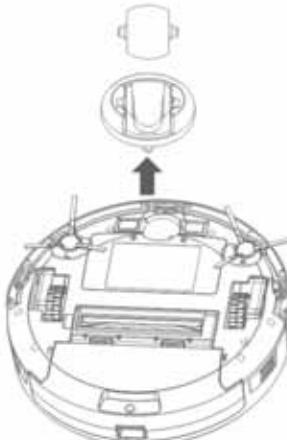
Step ②: Match the "L" and "R" marked on the bottom of the robot with the marks on the side brushes. Then, place the side brushes back in place.

Note: It is recommended to replace the side brushes every 3-6 months to ensure better cleaning.



## Cleaning the Universal Wheel (on a Monthly Basis)

Flip the robot over and pull out the universal wheel. Clean the hair and dirt on the wheel and in the wheel shaft, and then re-install and press the wheel firmly.



## Battery

1) Robot has a built-in high-performance rechargeable lithium battery pack. To maintain battery performance, please always keep Robot charged for daily use.

2) If the Robot will not be used for a long time, please power off and store it. The Robot should be fully charged at least once every three months to avoid the battery damage due to over draining.

## Firmware Update

In the mobile app, enter the firmware update page. Follow the prompts to update the firmware if a new firmware version is available. Ensure that the battery level is equal to or higher than 20% to perform firmware update. It is recommended to place the robot on the charging dock while updating the firmware.

## Specifications

Main Unit		Accessories	
Dimensions	330x330x101mm	Power adapter	
Battery capacity	3200mAh	Output voltage	19V
Operating voltage	14.8V	Output current	1A
Rated power	25W	Charging dock	
Battery	Li-ion battery	Input voltage	19V
Charging duration	≤300 minutes		
Operating time	About 100 minutes per charging		
Operating temperature range	0~45°C		
Operating Humidity Range	≥90%RH		
Noise	≤65dB		

Note: SmartAI reserves the rights to make any technical and design changes to the product due to the continuous improvements as well as the rights of final interpretation.

## FAQ

Problem Type	Cause and Solution
The robot is unable to power on	1) When the battery level is low, place the robot on the charging dock with the charging contact points aligned. The robot will power on automatically (if the battery is completely out of power, it needs to be charged for a while before it powers on). 2) The ambient temperature is too low (below 0°C) or too high (above 50°C). Use the robot in an environment with a temperature ranging from 0°C to 40°C.
Fails to charge	1) Remove the robot and check whether the charging dock indicator is on. Make sure both of the charging dock and the power adapter are properly plugged in. 2) Clean the charging contact points of the robot and the dock.
Fails to go back to the charging dock	1) There are too many obstacles near the charging dock. Place the charging dock in an open area. 2) The robot is too far away from the charging dock to receive the signal. Try placing it near the charging dock.
Abnormal noises while cleaning	The side brush or wheel may be tangled by something. Turn off the robot and clean it.
Cleaning ability reduced, dust left behind	1) The dust bin is full. Empty and clean it. 2) The filter is clogged. Clean or replace it. 3) The side brush is tangled by something. Clean it.
Fails to connect to the Wi-Fi network	1) The Wi-Fi signal is poor. Ensure that the robot is within good Wi-Fi coverage. 2) The Wi-Fi connection is abnormal. Reset the Wi-Fi and download the latest version of the mobile app and try the connection again. 3) The input password is incorrect. 4) The router uses the 5 GHz band, while the SmartAI Robot Vacuum Cleaner supports only the 2.4 GHz band.
Fails to perform scheduled cleaning	The battery power is insufficient. The scheduled cleaning only starts when the remaining power is ≥30%.
Does the robot consume power when it is on the charging dock?	Power consumption is very low while the robot is charging, which helps keep the battery at its optimal performance.
Is it necessary to charge the robot for 16 hours for the first three times?	The lithium battery has no memory effect. Charging can be stopped when it is fully charged. It is unnecessary to charge it for 16 hours.

## Federal Communications Commission Information

This product complies with the Telecommunications Act of 1996 of the Federal Communications Commission of the United States, and its approval code (CMIIT ID) is displayed on the product nameplate.

## Laser safety information

- 1) This laser sensor meets the class 1 laser product standard of IEC60825 and does not produce dangerous laser radiation.
- 2) Execution standard: IEC60335

## Troubleshooting

Fault Voice Prompt	Problems and Solutions
Error 1: I need to change my start location.	The robot is lifted up or suspended.
Error 2: Wipe off the bottom anti-drop sensors.	The cliff sensor(s) is covered, dirty or suspended.
Error 3: Please clean the IR self-charging sensor.	The IR self-charging sensor corresponding to the signal window is dirty or blocked.
Error 4: Please wipe off the wall sensor.	The wall sensor responding to the signal window is dirty or blocked.
Error 5: Oh, the edge seems to be stuck.	The edge of the bumper or internal light touch sensor is stuck.
Error 6: I'm trapped. Please help!	The robot is stuck.
Error 7: I'm tilted. Please set me upright.	The robot is tilted.
Error 8: Hey, the main wheel is stuck. Please help!	The main wheel is stuck or entangled.
Error 9: Hey, the side brush is stuck. Please help!	The side brush is stuck or tangled.
Error 10: Where is the charging dock?	The robot cannot find the charging dock or the charging dock does not have power.
Error 11: Malfunction! Please try restarting me!	The robot may have encountered an unknown error. Restart the robot.
Error 12: Malfunction! Please power off!	This failure needs to power off the robot. After reminding the user, the robot automatically shuts down or goes back to the charging dock.
Error 13: I need to charge!	Cleaning is triggered while the battery level is too low (below 20%), and the robot is not on the charging dock.
Error 14: I cannot shut down on the charging dock.	The robot is powered off when it is charging on the charging dock.

### Note:

- When the robot runs abnormally, the ring indicator flashes red and announces a voice prompt. Please refer to the above table to resolve the problems.
- If the problems persist after troubleshooting, please contact the SmartAI after-sales service. Do not disassemble the robot yourself.

## Hazardous Substance Status

Toxic and Hazardous Substances and Elements	Parts					
	Plastic Casing	Printed Circuit Boards (PCB)	Power Cord	Battery	Metal Parts	Power Adapter
Lead (Pb)	○	×	×	×	○	×
Mercury (Hg)	○	○	○	○	○	○
Cadmium (Cd)	○	○	○	○	○	○
Hexavalent chromium (Cr (VI))	○	○	○	○	○	○
Polybrominated biphenyl (PBB)	○	○	○	○	○	○
Polybrominated Diphenyl Ethers (PBDE)	○	○	○	○	○	○

The environmental protection period of each component is: PCB 10 years, power cord 10 years, battery 5 years. The environmental protection period marked by this product refers to the safe period of use for the product without any leaks of toxic and hazardous substances under the conditions specified in this user manual.

○ : It indicates that the toxic and hazardous substances in all homogeneous materials of this part are below the limit specified in SJ/T11363-2006.



× : It indicates that the toxic and hazardous substances in at least one homogeneous material of this part exceeds the limit specified in SJ/T11363-2006.

Remarks: The lead content in a small number of special-purpose SMT electronic components (such as high-voltage resistors, ceramic resistors, diodes, etc.) in the section labeled "×" in the above table may be ≥ 0.1%. The lead content in screws or cores of data cables can be ≥ 0.1% due to the superior performance of the alloy. These components are in compliance with exemption clauses of the EU RoHS Directive. At this stage, due to the limitations in the global technological development level, there are no alternative technologies or components, and the lead content of the external contactable parts of the product meets environmental protection requirements.

## Precautions and After-sales Service

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### Warranty Period

1. If the product suffers any performance defect listed on the Product Performance Defect List and such defect has been confirmed by SmartAI after-sales service center within 7 days from the day of receiving, you are entitled to return or replace the product for free.
2. If the product suffers any performance defects listed on the Product Performance Defect List, and the defect has been confirmed by the SmartAI after-sales service center within 8-15 days from the day of receiving, the product will be replaced or repaired for free.
3. If the product suffers any performance defects listed on the Product Performance Defect List, and the defect has been confirmed by the SmartAI after-sales service center within 48 hours from the day of receiving, the product will be replaced or repaired for free.

We recommend that you keep the protective external packaging box of the product for at least 30 days upon receiving the product.

### Warranty Content

Item	Warranty Content	Warranty Period
Main unit	Main unit (including the built-in lithium battery)	1 year
Accessories	Charging dock and power adapter	1 year
Consumables	Main brush, side brush, filter, cleaning tools, dust bin, mopping cloth, water tank, filter cartridge, and AAA batteries	/

Note: Consumables delivered with the product have no warranty.

### Exclusions and Limitations

1. The product is repaired without permission, wrongly used, crashed, neglected, misused, gotten wet, or damaged in an accident, modified, wrong accessories are used, or the anti-fraud label is torn off or altered.
2. Warranty period expires.
3. Damage is caused by force majeure.
4. Circumstances not listed in the Product Performance Defect List.
5. Defects of product and accessories caused by the owner or user.

### SmartAI After-sales Service Center

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North America: ussupport@360smartai.com  
Europe: eusupport@360smartai.com  
India: support@ideakard.com  
info@cambiumretail.com  
Asia Pacific + Oceania: support@360smartai.com

## Fcc Warning

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

### FCC Radiation Exposure Statement:

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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.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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.

## Warranty Card

## User Information

Name \_\_\_\_\_ Tel \_\_\_\_\_

Email - - - - - Zip Code - - - - -

**Address** \_\_\_\_\_

## Product Information

Main Unit SN -----

## Service Record