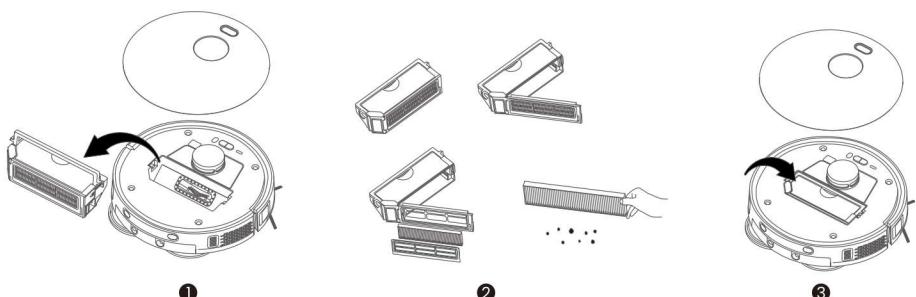


### 3. Maintenance

Part		Maintenance Frequency	Replacement Frequency
Robot	Dustbin	Every week (wet waste needs to be removed after each cleaning task)	///
	Filter	Every two weeks	Every three months
	Mop	///	Every 1-2 months
	Side brushes	Every two weeks	Every three months
	Roller brush	Every two weeks	Every six months
	Sensors	Every two weeks	///
	Omni-directional wheel	Every month	///
Base station	Dust bag	///	Every 1-2 months
	Cleaning water tank	Every 3 months	///
	Dirty water tank	Clean after each mop task	///
	Base station cleaning kits	every two weeks	///

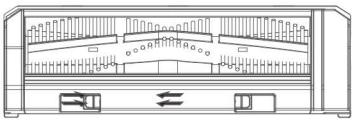
#### 3.1 Dustbin And Filter

1. Take out the dustbin from the robot, open the dustbin and dump the garbage.
2. Repeatedly tap the filter, to gently knock out the dirt until it is clean and reinstall the filter and the dustbin.

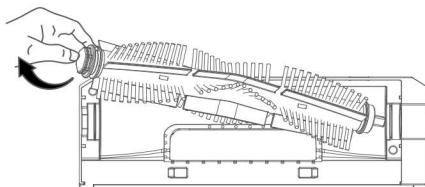


### 3.2 Roller Brush

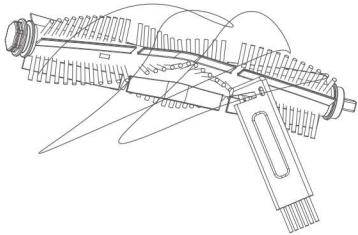
1. Press the left and right sides simultaneously to open the roller brush cover.



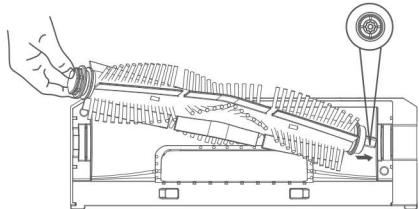
2. Hold one end of the roller brush with your hand and lift the main brush up.



3. To remove the hair from the roller brush, it is recommended to use the cleaning hook or scissors.

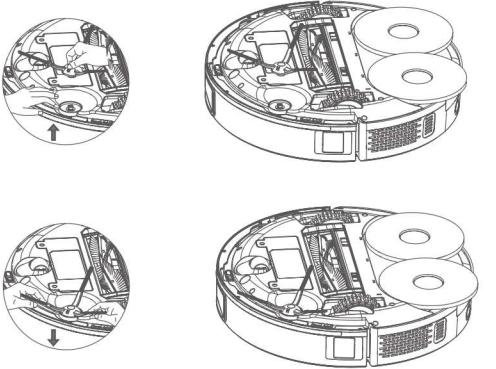


4. Align it with the mounting holes, reinstall the roller brush, and mount the roller brush cover to complete the cleaning.



### 3.3 Side Brush

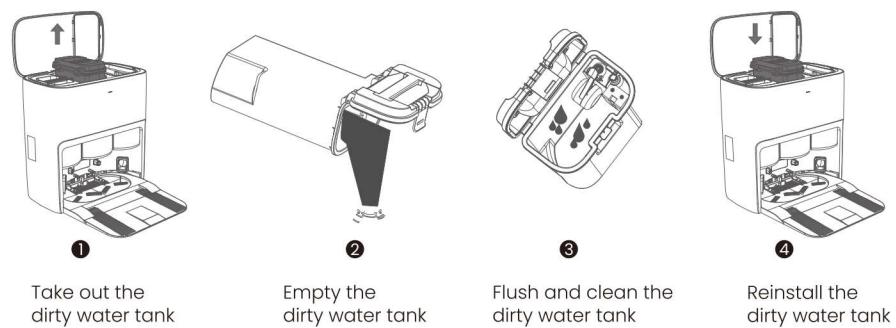
1. Pull out the old side brush upwards and off the robot.



2. Align the buckle and press it down to install the new side brush.

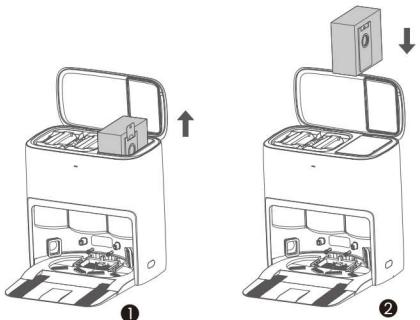
### 3.4 Clean Water Tank And Dirty Water Tank

1. Use a cleaning brush to clean the inner walls of the clean water tank and dirty water tank.
2. Rinse the clean water tank and dirty water tank and return them to the base station.



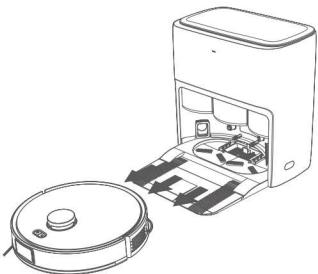
### 3.5 Dust Bag

1. Discard the dust bag.
2. Wipe the dust bin with the dry rag, and install a new dust bag.
3. Close the cover of base station.

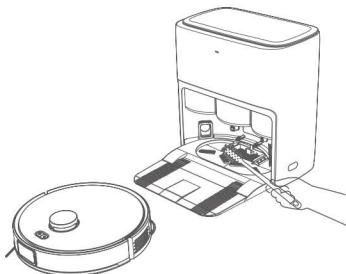


### 3.6 Base Station

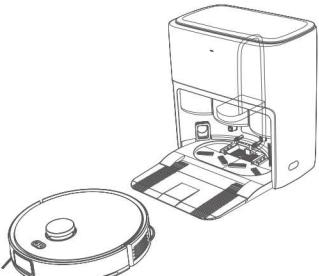
1. Click the "Start Base Station Cleaning" button in the APP, the robot will exit the base station, and the base station will start filling water automatically.



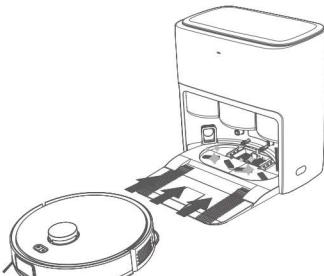
2. Use a cleaning brush to clean the inside of the base station.



3. Wait for 3 minutes, the base station will automatically pump the sewage.



4. Do not operate the robot to return to the base station during base station cleaning process.



## 4. Specifications

### Robot

Dimensions : D13,8 \* H4 in

Couleur: White

Weight : 27 lb

Battery : 5000mAh

Battery rated voltage : 14,4V

Rated voltage/current: 23.65V/2.5A

### Docking Station

Dimensions : L 16,3 \* W18,3 \* H16,9 in

Couleur: blanc

Weight : 36lb

Rated Input : 120V

Rated frequency : 60Hz

Rated Power:

24W(for Charging)

80W(for Drying)

800W(for Heating water)

1000W(for Collecting dust)

## 5. Troubleshooting

No.	Problem	Possible cause	Solution
1	Unable to turn on	The battery is low.	Manually place the robot in the base station for recharge.
2	The robot cannot recharge	The robot isn't touching the charging stage of the base station.	Make sure that the robot is fully connected to the charging stage of the base station, and the base station indicator is breathing and blinking.
		The base station is not connected to the power supply.	Make sure the base station power cable is connected.
		The robot has remained unused for an extended period, resulting in a depleted battery.	Please contact the customer support team.
3	Charging too slow	In order to extend battery life when used in high or low temperature environments, the robot automatically reduces the charge speed.	Put the robot in the normal temperature environment for a period of time to recover.
4	The robot can not connect to the app	The WiFi username(SSID) and password are incorrect.	Check the router and WiFi network configuration, ensure that the user name(SSID) and password are entered correctly.
		The robot is not within the range of your router's WiFi network.	Make sure the robot is within range of the router's WiFi signal."
		The robot is not currently in waiting-for-configuration mode.	When the robot is powered on, press the recharge button and the Power button together for 3s. After hearing the beep sound from the robot and the main indicator is blinking, the robot is set to Wait-for-Configuration mode.

		The WiFi is not 2.4GHz.	The robot does not support the 5GHz WiFi network. Please use 2.4GHz WiFi network for connection.
		It appears that the device or model selected on the app may not be appropriate.	Add the correct model number when adding a device using the APP.
5	Abnormal noise during cleaning	There may be obstructions in the main roller brush, side brush, or main wheels.	Please clean up after shutdown.
		The omni-directional wheel may be entangled with dust or foreign objects.	Clean the omni-directional wheel.
6	Decrease in cleaning efficiency or dust leakage	The dust bag is full.	Regular cleaning
		The filter has been clogged.	
		The main roller brush is entangled with foreign objects.	
		The dust collecting outlet of the dust bag is stuck by foreign objects.	
7	Scheduled cleaning task failed	The robot's battery level is below the minimum required threshold of 30%.	Ensure that the robot has sufficient power when setting a cleaning schedule.
		The scheduled time falls within the Do Not Disturb mode period.	Please avoid the Do not Disturb period when setting the scheduled cleaning.
		It may be the case that another task is scheduled to take place at the same time as the cleaning operation. As a result, the cleaning will have to be	Please refrain from initiating other cleaning tasks during scheduled cleaning times.

8	The robot does not resume cleaning task after recharge	The cleaning task resume time falls within the Do Not Disturb mode period.	Please cancel the Do Not Disturb mode. Once the battery level has reached a point above 80%, the robot will resume its cleaning activities.
9	The robot cannot return to the base station after partial cleaning or being moved manually	After a partial cleaning or a long distance manual move, the robot will regenerate the map and may not be able to recharge if the base station is far away.	Please manually place the robot back to the base station to recharge.
10	The robot failed to clean some areas.	The route is blocked. For example, the height of obstacles such as thresholds is >2cm, so the robot cannot pass.	Arrange the furniture environment or confirm whether the robot can cross the barrier height such as the threshold.
11	Side brush falls out	Not properly installed	During the installation process, a clicking sound should be heard to verify that the side brush is correctly installed.
12	Mop falls out	Not properly installed.	During the installation process, a clicking sound should be heard to verify that the mop holder is correctly installed.
13	The mop holder did not rotate as intended.	The mop holder is stuck with a foreign object.	Please remove foreign objects.
14	The base station signal has not been located, and the robot is unable to return to the base station.	The base station is not correctly placed.	Please place the base station correctly according to the instruction manual.
		The base station is powered off or moved.	Please check whether the base station is connected to the power supply. Do not manually move the base station location.
		The robot did not initiate the cleaning process from the base station.	It is recommended to let the robot start cleaning from the base station.

15	The robot returns to the base station without completing the cleaning task.	The room is of an excessive size, necessitating the robot's return midway through the cleaning task to recharge.	The battery level of the robot is insufficient to enable it to resume cleaning. Please return to the base station to recharge the battery and allow it to reach 80% before allowing it to resume the cleaning function.
16	The robot gets stuck during cleaning	The robot encounters obstacles such as scattered wires on the ground, sagging curtains or carpet edges, etc.	The robot will attempt various methods to extricate itself from its current situation. Should the robot fail to complete the task, it is recommended that you provide
17	The app takes a long time to load	Weak Wi-Fi signal.	Make sure the robot is in a good Wi-Fi coverage area.
18	AI binocular recognition failed	The sensor lens is stained or obscured.	Wipe the lenses with a soft cloth to keep them clean.
19	Firmware upgrade failed	The battery is low and the robot isn't recharging.	When upgrading the firmware, ensure that the robot is recharging in the base station and the battery level is >50%.
20	The robot didn't start the automatic dust collection when it got back to the base station	The base station's lid is not closed.	Close the base station's upper cap.
		Dust bag uninstalled.	Install the dust bag and close the dust collection bin.
		The robot is being returned to the base station manually.	In order to facilitate the robot to smoothly return to the base station after cleaning to charge and collect dust, it is recommended to let the robot return to the base station by itself and avoid moving the robot manually.
		The robot is in mop mode.	In sweeping mode/sweeping&mopping mode, the robot will automatically collect dust when returning to the base station.

		The dust collection frequency is set to "Never" in the APP.	Set the dust collection frequency to "After cleaning once" in the APP.
		The dust collection frequency is set to "After 2 cleanings" in the app. Please note that the robot will not start dust collection when returning to the base station after only cleaning once.	Set the dust collection frequency to "After cleaning once" in the APP.
		When set to Do not Disturb mode in the APP, the robot will not start collecting dust when it returns to the base station.	It's recommended to disable Do Not Disturb mode.
21	Dust collection failed	Collect dust continuously within a short time.	It is recommended not to collect dust repeatedly in a short period of time.
		The dust bag is full.	Check the dust bag and replace it.
		The dust collecting outlet of the dust bag is stuck with a foreign object.	Remove the dust bag and clean the foreign object on the dust collection outlet.
22	There is no light display on the robot button	The light is currently set to OFF in the app.	Turn on the light in app settings.
23	No hot water for cleaning the mop	The hot water mode is currently disabled in the app settings.	Turn on hot water mode in app settings.

## FCC 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.

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

**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.

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

## IC Statement

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.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

CAN ICES (B) / NMB (B)

# IMPORTANT SAFETY INSTRUCTIONS

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

**READ ALL INSTRUCTIONS BEFORE USING ROBOTIC VACUUM CLEANER**

# WARNING

- To reduce the risk of fire, electric shock, or injury:
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or adapter. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- 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.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- 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.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not use without dust bag and/or filters in place.

# WARNING

To Reduce The Risk Of Electric Shock – Do not use outdoors or on wet surfaces.

# WARNING

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

- Use only with Q10 Docking Station.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C / 265°F may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the vacuum in a room where an infant or child is sleeping.
- Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
- Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
- Do not allow children to sit on the vacuum.
- Do not use the vacuum on a wet surface.

## SAVE THESE INSTRUCTIONS

### GROUNDING INSTRUCTIONS

- This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

### WARNING

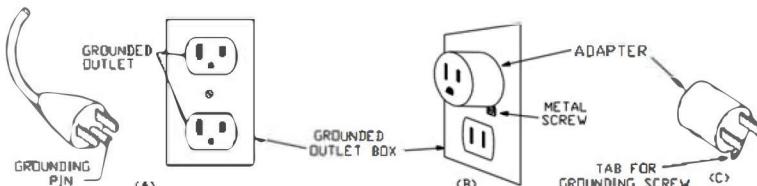
- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- This appliance is for use on a nominal 120-V circuit, and has a grounded plug that looks like the plug illustrated in sketch A in Figure 20. A temporary adaptor that looks like the adaptor illustrated in sketches B and C may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. The temporary adaptor should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician. The green colored rigid ear, lug,

or the like extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adaptor is used, it must be held in place by a metal screw.

- This appliance is for use on a nominal 120-V circuit and has a grounding attachment plug that looks like the plug illustrated in sketch A in Figure 20. Make sure that the appliance is connected to an outlet having the same configuration as the plug. No adaptor should be used with this appliance.

**Figure 20**  
**Grounding methods**

(See Clause 12.3.1)



AA200

When the machine is not used for a long time, it needs to be fully charged and then turn off the robot, the cord needs to be unplugged from the socket and the base station, put it in a cool and dry place, avoid storing it in a humid, dusty or corrosive material place, and recharge it at least once every 3 months to avoid over discharging the battery. Before using the machine, please keep the product's cord away from the machine's sweeping area or hang it up away from the ground to avoid dragging the cord when the robot is running.

- Battery charging temperature (operating temperature): 0-40°C, storage temperature: -30-70°C
- Shenzhen Tunnu Innovation Co., Ltd.
- [www.tuvacs.com](http://www.tuvacs.com)
- CAN ICES (B) / NMB (B)

