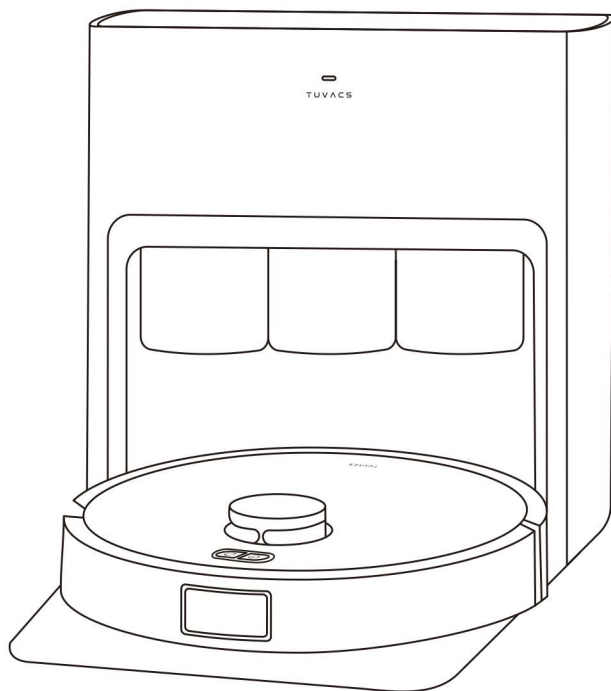


TUVACS



USER MANUAL

Q10

Welcome

Thank You for Choosing TUVACS

To ensure the best experience with your new TUVACS robot vacuum, please read this manual and the related illustrations carefully before use. Keep this manual for future reference. Due to continuous updates and improvements, the actual product may differ slightly from the descriptions in this manual. Please refer to the actual product for accuracy.

If you encounter any issues during operation, please contact TUVACS customer service using the following options:

1. Phone: Call the TUVACS Customer Service Center at +1 (720) 262-9562
2. Email: Reach us at support@tuvacs.com

Important Safety Information

READ AND SAVE THESE INSTRUCTIONS

To reduce the risk of injury or damage, please read and follow the safety precautions when setting up, using, and maintaining your robot.

This appliance is suitable for use by children aged 8 and older, as well as individuals with reduced physical, sensory, or mental capabilities, or those with limited experience and knowledge, provided that they are under supervision or have received instruction on how to operate the appliance safely and are aware of the associated risks. Children shall not play with the appliance. Cleaning and user maintenance shall not be done by children without supervision.

General **Warning**

1. **Battery and Charging Base Usage:** Use only the charging base provided by the manufacturer. Avoid unauthorized battery replacements. In case of battery damage, contact the manufacturer, an authorized distributor, or qualified professionals for a safe replacement.
2. **Environment Restrictions:** Do not operate the robot vacuum in areas containing fire hazards or fragile items.
3. **Temperature Guidelines:** The robot vacuum should not be used in environments where the temperature exceeds 104°F (40°C) or falls below 39.2°F (4°C).
4. **Proximity to Robot Parts:** Keep hair, clothing, fingers, and other body parts away from the robot's openings and moving parts to prevent injury or damage.
5. **Floor Conditions:** Avoid using the robot vacuum on water-soaked or wet floors to prevent malfunction or damage.
6. **Debris Precautions:** Do not use the robot vacuum to pick up stones, paper, or other objects that may cause the device to jam.

7. **Flammable Materials:** Refrain from using the robot vacuum to pick up flammable substances like gasoline or printer toner. Additionally, do not operate the robot vacuum in areas containing flammable materials.
8. **Burning Objects:** Never use the robot vacuum to pick up burning or smoldering items such as cigarettes, matches, ashes, or any other materials that could ignite a fire.
9. **Dust suction port Maintenance:** Ensure the dust suction port is unobstructed. Do not operate the robot vacuum if the dust suction port is blocked. Regularly clean the dust suction port of dust, fibers, and hair to maintain proper airflow.
10. **Power Cord Safety:** Exercise caution with the power cord. Avoid dragging or pulling the appliance or charging base with the cord. Do not use the power cord as a handle. Prevent the cord from being squeezed in door cracks or wrapped around corners and sharp edges. Keep the power cord clear of heat sources.
11. **Charging Base Malfunction:** If the charging base is not functioning correctly, do not use it. To minimize risks, ensure that only the manufacturer, an authorized agent, or professional personnel service the charging base.
12. **Handling Damaged Appliances:** Never attempt to set the appliance on fire, even if it is severely damaged. The battery may pose an explosion risk when exposed to heat sources.

Caution

1. **Pre-Operational Checks:** Before use, clear the area of any potential hazards such as power cords and small objects that may obstruct the robot's movement. Tuck in rug tassels and ensure that curtains or other soft furnishings are not in contact with the floor.
2. **Stairway Precautions:** When cleaning a room with stairs or steps, confirm that the robot can detect edges to prevent falls. If unsure, place a physical barrier at the edge and verify its effectiveness before use.
3. **Operational Instructions:** Operate the appliance strictly according to the instructions provided in this manual. Use only accessories recommended or sold by the robot manufacturer.
4. **Voltage Compatibility:** Ensure that the power supply voltage corresponds with the specifications indicated on the charging base.
5. **Component Verification:** Check that the dustbin and filter are correctly installed prior to use.
6. **Power Cord Replacement:** In the event of power cord damage, ensure replacement is carried out by a qualified manufacturer, service center, or service personnel.
7. **Maintenance Safety:** Before cleaning or maintaining the robot, ensure it is switched off and the power supply is disconnected.
8. **Cleaning and Servicing:** The power plug must be removed from the outlet before any cleaning or servicing of the product takes place.
9. **Disposal Procedures:** When discarding the product, remove it from the charging base, switch it off, and remove the battery in accordance with local laws and regulations.
10. **Battery Disposal:** Dispose of the battery in compliance with local laws and environmental regulations.
11. **Long-Term Inactivity:** Power off the product if it is not going to be used for an extended period.
12. **Used Batteries:** Handle and dispose of used batteries in accordance with local laws and regulations.

13. **Intended Use:** The product is designed exclusively for indoor residential use. Do not use it outdoors or for commercial or industrial applications.
14. **Infant Safety:** Do not operate the product in a room where an infant is sleeping.
15. **Damaged Components:** Do not use the appliance with a damaged power cord or socket. If the robot malfunctions due to damage, outdoor use, a fall, or exposure to water, cease operation immediately and have it serviced by a qualified manufacturer or customer care center.
16. **Proper Use:** Adhere to the instructions provided in this manual for the safe use of the product. The company assumes no liability for any damage or injury resulting from improper use of the appliance.

Battery

Warning

1. Do not open, crush, heat above 176°F: 80°C, or incinerate the product. Follow the instructions in the Owner's Guide for proper use, maintenance, handling, and disposal.
2. Avoid short-circuiting the battery by preventing metal objects from contacting battery terminals or immersing them in liquid. Do not subject batteries to mechanical shock.
3. Lithium-ion batteries and products containing them are subject to stringent transportation regulations. If you need to ship this product with the battery included for service, travel, or any other purpose, please ensure that you comply with all applicable regulations. Please refer to your manual or contact customer support for shipping instructions.
4. Regularly check the battery pack for damage or leakage. Do not charge or use damaged or leaking battery packs. In case of contact with skin or eyes, wash the affected area with plenty of water and seek medical advice. Dispose of the battery safely according to local environmental regulations by placing it in a sealed plastic bag for recycling or disposal.

Notice

1. **Battery Disposal and Recycling:** Prior to recycling or disposing of the robot vacuum, it is essential to remove the battery pack. Please follow local regulations and guidelines for proper battery disposal to minimize environmental impact.
2. **Recommended Battery Type:** For optimal performance and safety, use only the original TUVACS Lithium-Ion Battery that is included with your robot vacuum. This battery is specifically designed for your device and ensures compatibility and efficiency.
3. **Battery Usage Guidelines:** The robot vacuum is equipped to work with rechargeable batteries only. Do not attempt to use non-rechargeable batteries with this product, as they are not designed for the charging and discharging cycles required for the robot's operation and may pose a safety risk. Always use the rechargeable battery provided with your robot vacuum to maintain the device's performance and safety standards.

CEC Test Instructions

To perform the CEC test, the robot vacuum must be in a special mode.

Follow these steps to activate the special mode:

1. Press and hold the power button to turn on the machine, or place the machine in the charging dock to turn it on.
2. After the machine has finished starting, press the power button, recharge button, and the bumper simultaneously for 10 seconds. The machine's light will turn off, indicating that it has entered special mode.

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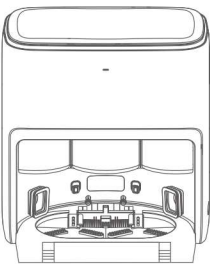
1. PRODUCT INTRODUCTION

1.1 Package Contents

Main units

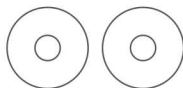


Robot*1



Base station*1

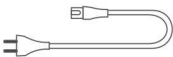
Accessories



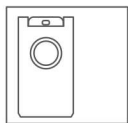
Mopping module*2



Side brush*1



Power cord*1



Disposable dust bag*1

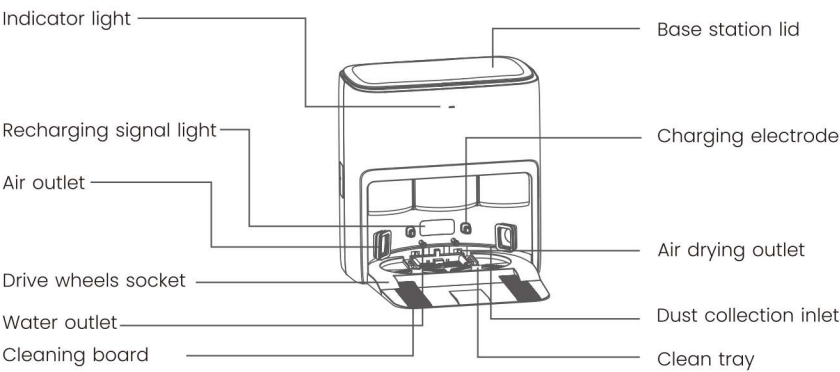


Extension base*1

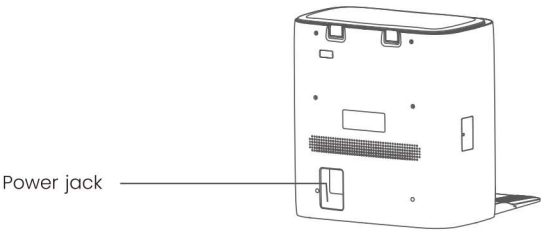
1.2 Product Overview

Base station

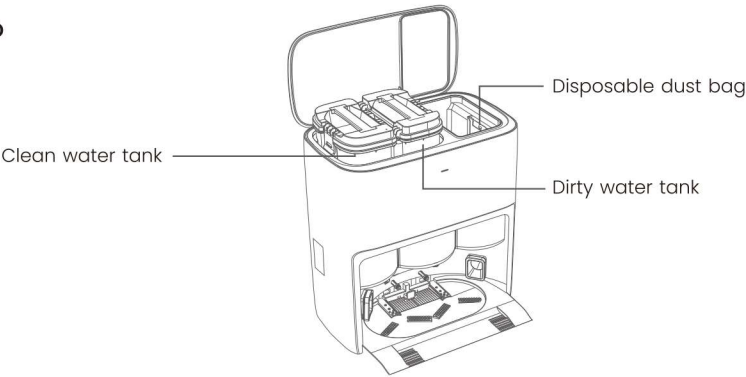
Front



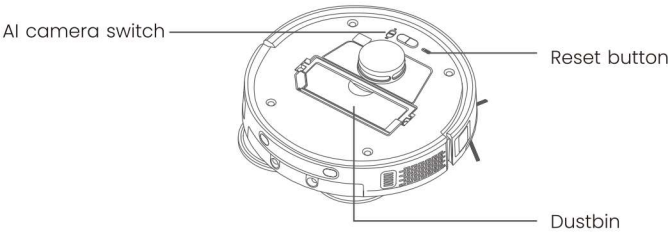
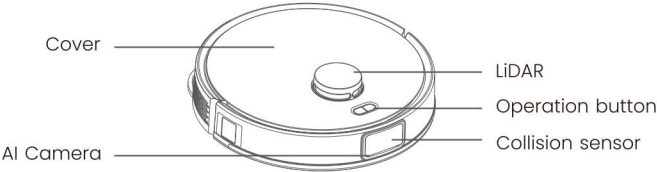
Back



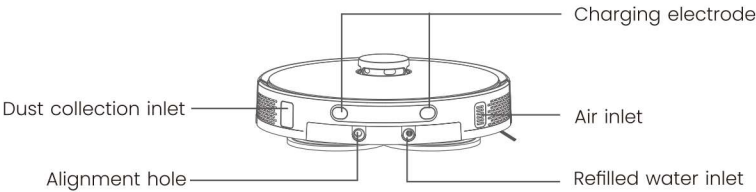
Top



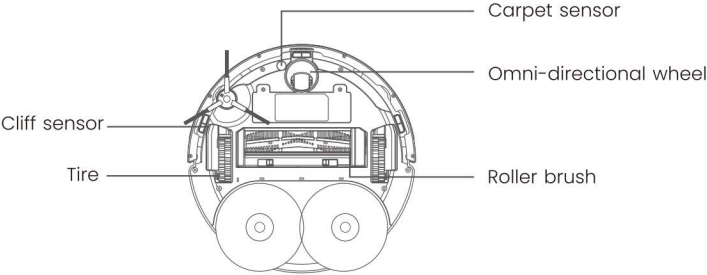
Robot



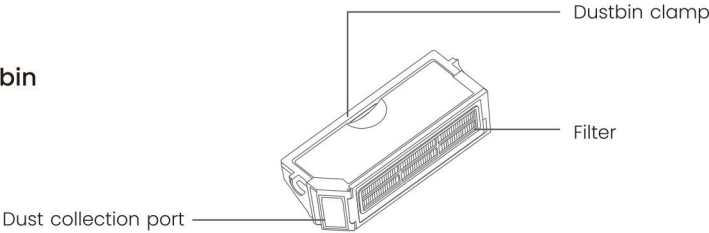
Side



Bottom



Dustbin

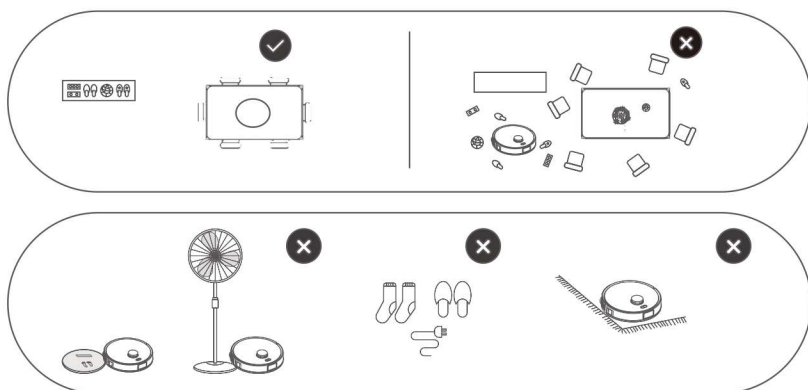


2. INSTALLATION AND USE

2.1 Before start

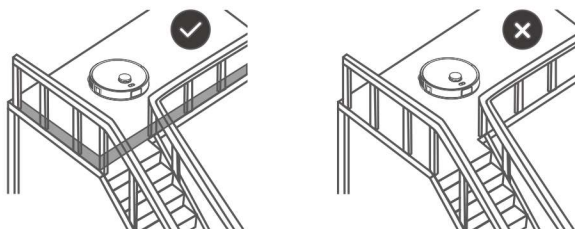
2.1.1 Prepare the home environment for optimal cleaning

- Before starting the cleaning process, it is advisable to arrange your furniture neatly to ensure unobstructed access.
- Remove or cover any objects with low-height bases, such as fans, weighing scales, etc., that may affect the normal operation of the robot vacuum.
- Remove any loose items from the room, such as cables, duster cloths, and slippers.
- If the room contains a rug with tassels, to prevent tangling, please fold the tassels under the rug before operating the device. Do not use the mopping function on carpets or rugs.



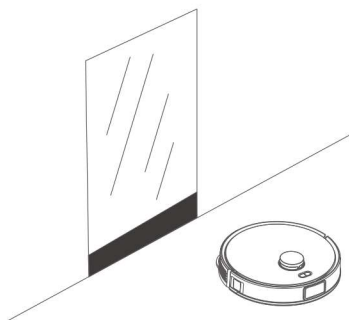
2.1.2 Prevent the robotic cleaner from falling

- Position a barrier on the edge of staircases or balconies to prevent the robot from falling.



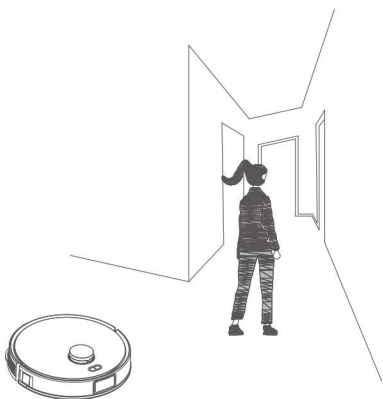
2.1.3 Cover reflective surfaces

- Cover any reflective surfaces, such as mirrors and glass, within 10 cm of the floor to avoid confusing the robot's route detection.



2.1.4 Your position may affect the robot's sensors






- Please avoid standing in narrow places, such as halls or thresholds, as the robot may not be able to identify the areas to be cleaned.



Note: When using the robot for the first time, please walk behind it to address any issues and ensure smooth operation. Please avoid walking in front of the robot.

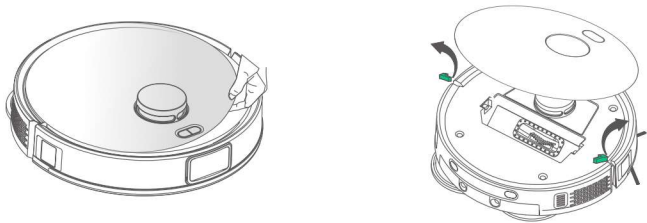
2.2 Getting the robot ready for first use

2.2.1 Button descriptions

Button	Function
Short press 	Start cleaning/Pause cleaning Start recharging/Pause recharging
Short press 	When in child lock lockout: release child lock
Press and hold 3s 	In other cases: clean a square area of 60"*60", with the robot as the center
Short press 	Reset system
Press and hold for 3s at the same time 	Reset the network and enter distribution network mode

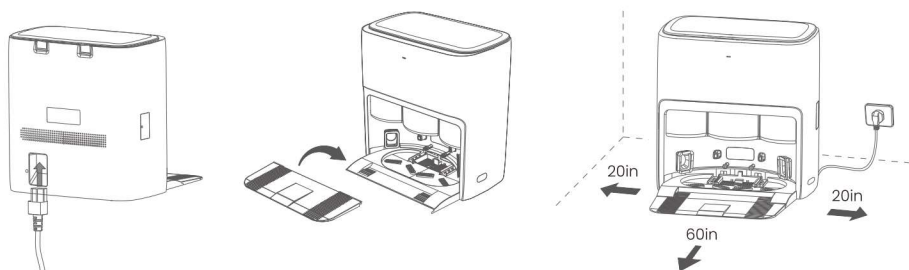
2.2.2 Remove the protectors

Remove the protective film from the top cover, open the top cover of the robot and remove the protective sponges.



2.2.3 Place the base station

Connect the power cord to the socket on the back of the base station, link the power supply, install the extension base, and position the base station against the wall. Ensure that there is an open space of at least 60-inch open area in front of the base station and a 20-inch open area on the left and right sides for the robot to enter and exit the base station.



Note: If the base station is placed tilted or there are table legs, curtains, and ornaments around, the robot's obstacle avoidance function may be triggered, affecting its entry and exit.

2.2.4 Install the side brush

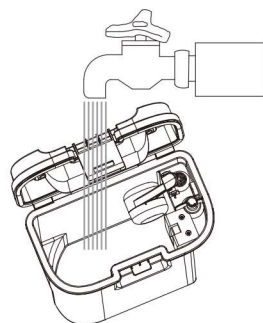
Press the side brush into the slot as indicated until it click into place.



2.2.5 Add clean water

Before mopping, add water to the clean water tank for mop washing.

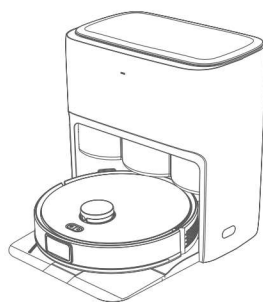
- Lift up the base station lid. Take out the clean water tank, snap it open and fill it with clean water (DO NOT exceed the MAX water level mark).
- Snap the tank shut and put the water tank back into the base station.




Note: DO NOT add any third-party detergents or disinfectants into the clean water tank to avoid product damage.

2.2.6 Startup setting

Press and hold the power button for 3s or push the robot into the base station with the side brush facing outward. The base station will beep once to indicate that charging is successful and the robot will switch itself on and broadcast the message.



Note:

- It may not be able to turn on when the battery is low. Please place the robot directly against the base station.
- In order to facilitate the robot to return to charging smoothly after cleaning, it is recommended that it starts from the base station.
- Do not move the base station during the cleaning.
- After cleaning, the robot will automatically return to the base station for charging. When in the paused state, please click the  button to start recharging.
- If the robot does not find the base station and automatically returns to the starting position, please manually move the robot to the base station for charging.

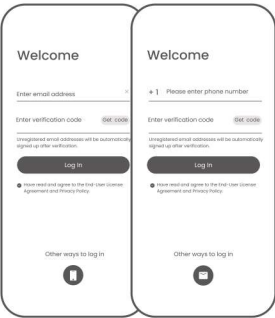
2.3 Connect to the APP

1. Download the app

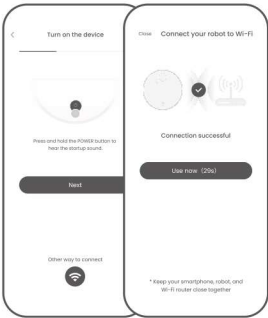
Search for "TUVACS" in the APPLE Store or Google Play or scan the QR code to download and install the app.



2. Register for an account and log in



3. Follow the in-app prompts to add your robot



4. To initiate the cleaning task, please start the robot on the device control page.

Upon first accessing the device control page, please allow a brief interval for the system to load.



2.4 Mapping

Before cleaning a new home, the robot needs to explore the area and create a map. You can start mapping by tapping "Start Mapping" in the app.

Note:

1. Once a map is created, it can be edited in the app.
2. Please do not move the base station after a map is created, or you will need to start mapping again. If large furniture in your home is rearranged, it is recommended to create a new map.

2.5 Cleaning

2.5.1 Select cleaning modes

The product offers three pre-configured cleaning modes: vacuum, mop, vacuum and mop. You can select and adjust parameters such as cleaning cycles, suction, and mop humidity for each mode via the app.

2.5.2 Start cleaning task

You can start the robot for cleaning in the following two ways:

- Tap the start button in the App
- Short press the power button on the robot and the robot will activate the vacuum and mop mode by default;

Note: You can adjust the cleaning mode and set more cleaning parameters in the App.

2.5.3 Pause/resume current task

You can pause/resume the current task in two ways:

- Tap the pause/resume button in the App
- Short press the power button on the robot

2.5.4 Mop washing

If the robot is set for multiple mopping runs or the area for cleaning is large, the robot will automatically return to the base station for mop washing.

The number of mopping runs and returns can be modified in the app before cleaning starts, and cannot be modified during the current cleaning task.

2.5.5 End current task

The robot will navigate itself back to the base station when cleaning ends. You can view the current cleaning report in the app. You can manually end the task in the following two ways:

- Press and hold the pause button for 2s in the app
- Short press the recharge button on the robot

2.5.6 Drying and disinfection

After the last mopping run, the robot will return to the base station for mop washing and drying. The drying time can be modified in the App. You can also start mop washing and drying manually via the App