

# User Manual

## ALLYBOT C2 Cleaning Robot



Please read this User Manual carefully before using this product and keep this manual properly.

Dear users:

Thank you for purchasing Allybot-C2 commercial cleaning robot (“robot” or “this product” for short).

To help you use this product correctly and quickly, please read this document carefully before use, and keep the manual properly for future reference. Due to continuous updates, there may be some differences between the actual product and the User Manual. Please refer to the actual product. If you have any doubts, please consult our company.

If you encounter any problems in use, please contact the Intelligence.Ally Technology after-sales customer service staff in the following ways:

1. Call the service hotline 0755-86571078, and we will arrange professionals to answer for you.
2. Scan the QR code below to follow our WeChat Video Channel “Intelligence.Ally Technology”, and watch the video tutorial.
3. Scan the QR code below to follow our WeChat Account “Intelligence.Ally Technology”, and consult online customer service staff.

You can also scan the QR code below to download the “ALLYBOT” app in advance to unlock more functions

We wish you a pleasant use!



Official WeChat Account

App Download

WeChat Video Channel



# CONTENTS

## 03/ **Product Introduction**

In the package  
Product details

## 08/ **Product Use**

Safety  
Instructions  
Instructions for  
Installation  
Instructions for  
Use

## 23 **Specifications**

## 25/ **Troubleshooting**

FAQ  
Fault Prompts

## 30 **Cleaning & Maintenance**

## 37 **Warranty Service**

# ALLYBOT C2

## Product Introduction

## In the package

### Main Body



Robot ×1

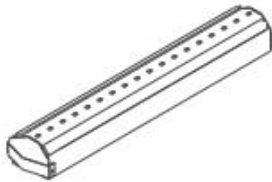


Charging pile body ×1

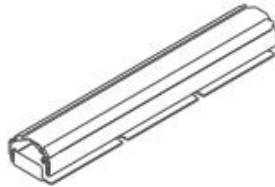


Charging dock ×1

### Accessories



Floor washing chamber ×1



Dust mopping chamber ×1



Dust mopping pad ×2



Hard-hair roller brush ×1



Filter bag ×1



HEPA filter ×1



Remote controller ×1



Remote controller power cable ×1

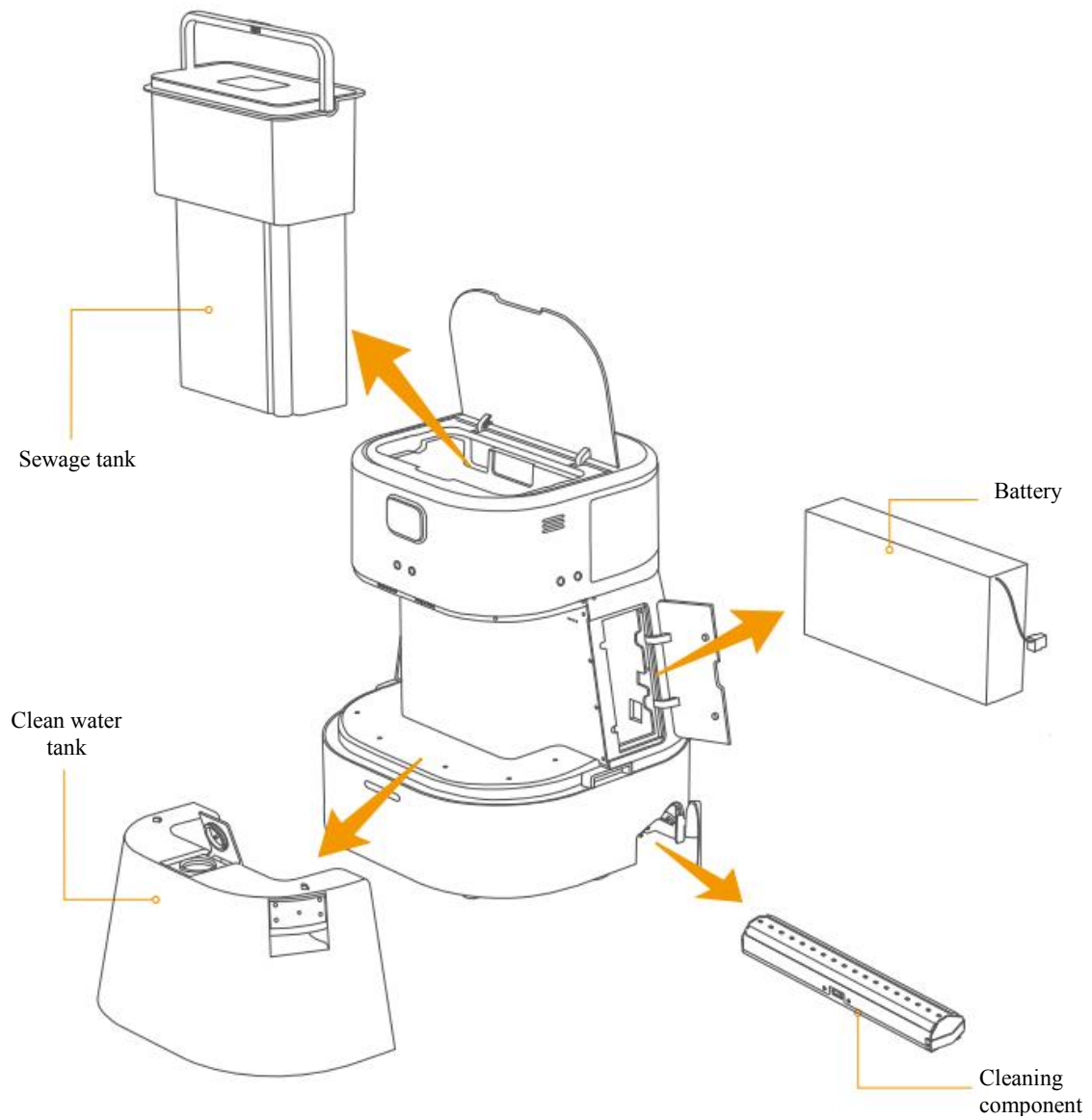


Charging pile power cable ×1

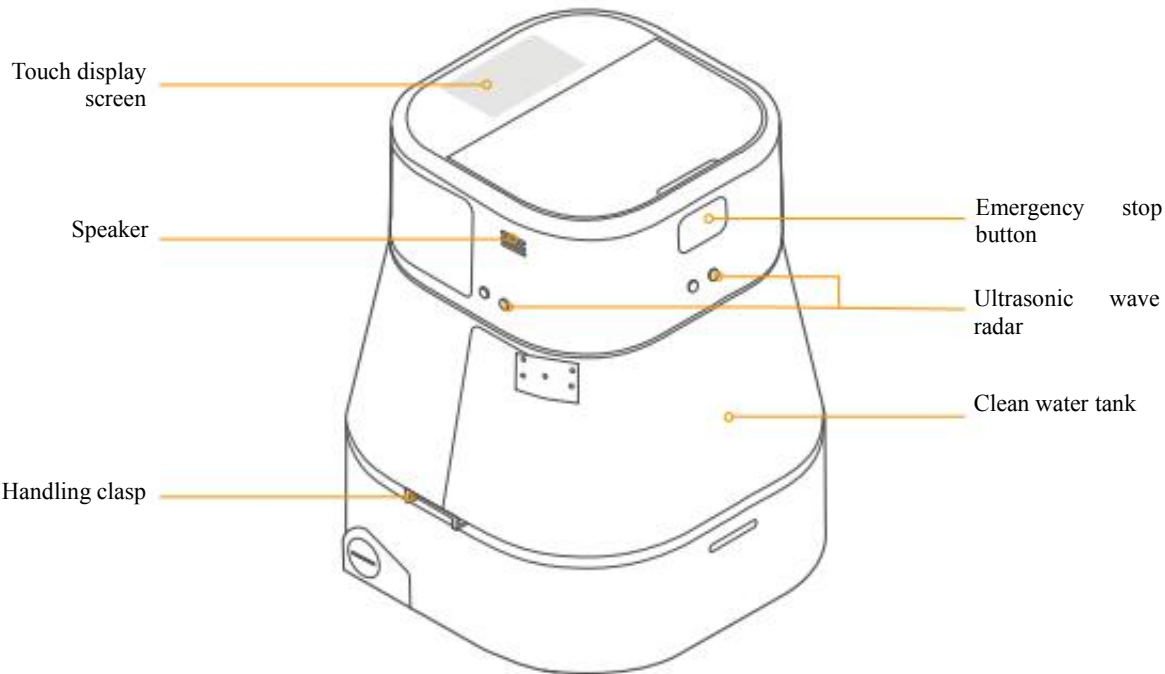
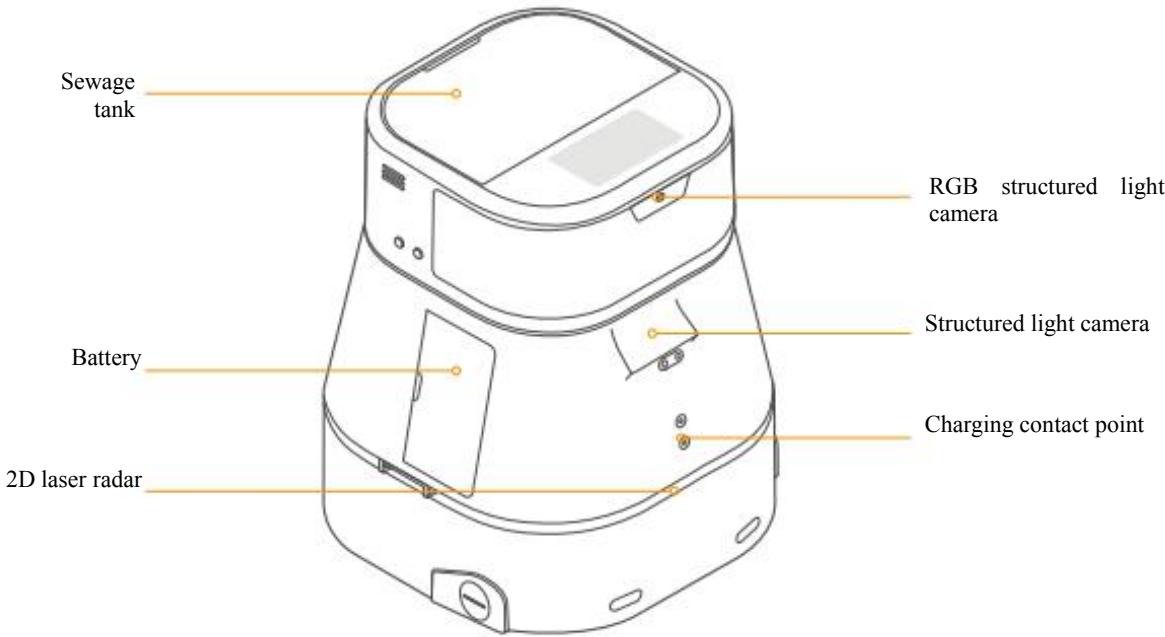


## Product details

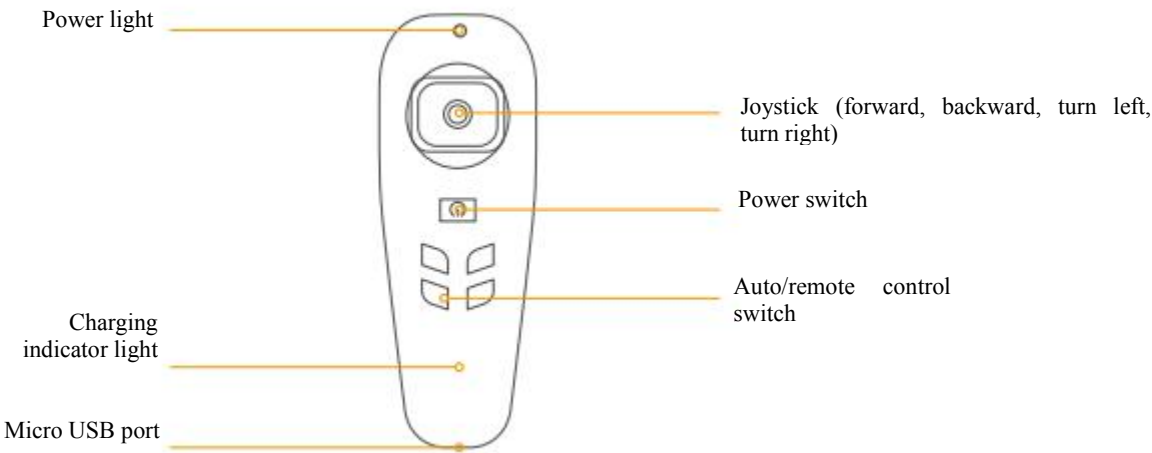
### Detachable Components of the Robot



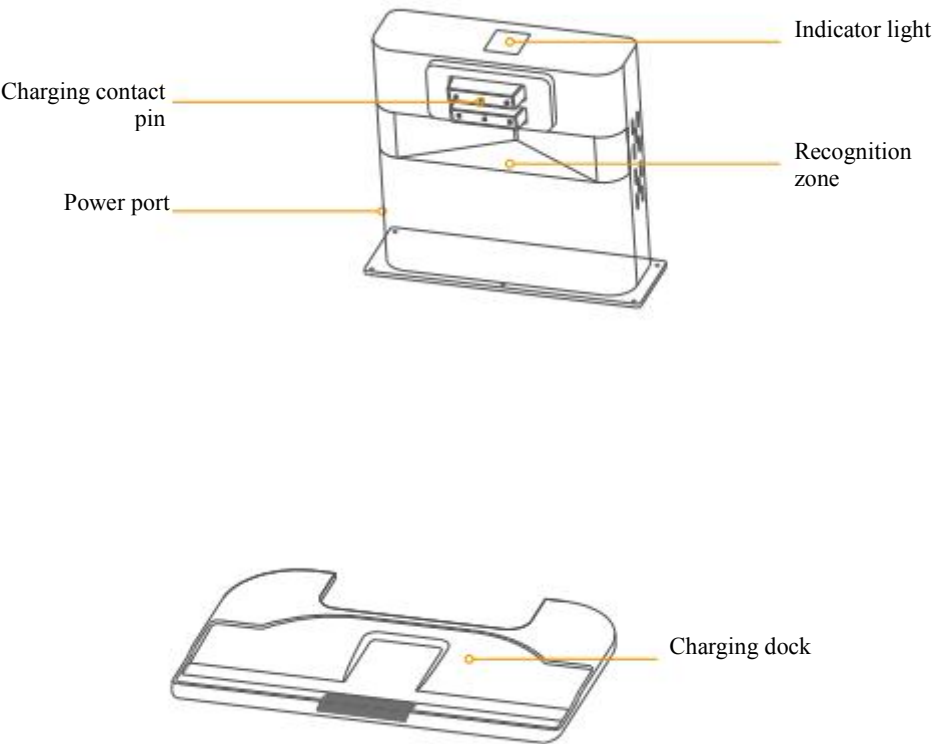
Robot



**Remote Controller**



**Charging Pile**



# ALLYBOT C2

## Product Use

## Product Use

### Use Restrictions

Please use this product according to the User Manual. Non-professionals are prohibited to detach and install non-detachable parts. In particular, it is prohibited to disassemble/collide all sensors. The user shall be liable for any damage caused therefrom.

- Please do not use this product in areas above 2,000 m above sea level.
- Do not use or park this product in a pure-slope place with a slope angle greater than 10°.
- Do not use this product at an environment higher than 40°C and lower than 0°C.
- Please follow routine safety precautions, and do not wash or spray the robot with water.
- Please do not place any objects (including children and pets) on the static or moving robot body.
- Please avoid sudden approach or blockage by people or pets when the robot is working, which may cause collision or damage.
- Do not use this product to clean any burning objects (such as burning cigarette butts), hard objects or sharp objects (such as decoration wastes, glass, and nails).
- This product is not applicable for scenarios with poor ground conditions, such as uneven ground and ground with large potholes. Please do not use it in these scenarios and bypass these dangerous areas when planning a path.
- Do not use this product on soil surfaces, grasses, artificial turfs or carpeted floors.
- Do not deploy and use this product in dark and humid environments. Excessive humid environment may cause damage to circuits or electronic components in this product.

## Safety Instructions

- This product must be used and kept by full-time and professionally-trained personnel. Be sure to be familiar with this User Manual before use.
- This product should be transported and handled in accordance with the road transport requirements for steel spring damping trucks in GB/T 4857.23-2012.
- This is a Class A product, which may cause radio interference in living environments. In this case, user may need to take practical measures against interference.
- Environments surrounded by glass walls or other highly-transparent materials may affect the robot sensor function. Therefore, it is not recommended to use this product in the above environments to avoid unnecessary risks.
- In the event of emergencies such as an abnormal running status or an accident, the user can press the emergency stop button to stop the robot to avoid possible harm to the surrounding environment.
- Before transporting this product, please ensure that the robot is powered off, and it is recommended to pack it in the original packing box.

## Battery & Charging

- Please use a properly-grounded power supply that complies with local regulations and this User Manual. Otherwise, it will cause electric shock and damage to the robot.
- Before use, clip the charging dock into the dock groove, and lock the five screws at the bottom of the charging dock with screws.
- Before connecting this product to the power supply using the charging dock, please make sure that the charging dock is in good condition.
- Please place the charging dock against the wall on a horizontal ground, and ensure a space with more than 1 m on both sides and more than 1.5 m at the front of the charging dock.
- Do not get the charging dock close to a heat source (such as a heating radiator).
- Please charge the robot with the original charging dock provided with the robot.
- Please place the charging dock close to the wall to avoid displacement.
- Do not fall or hit the charging dock.
- Do not touch the power cable with wet hands, or pull out the charging dock by pulling the power cable.
- Protect the charging dock against rain, liquid, and damp.
- Do not use the battery with other devices.
- Do not try to touch the charging dock and the robot's charging port output to avoid risks.
- Do not disassemble, repair or modify the battery or charging dock without permission.
- If the power cable is striped or broken, please immediately stop using it and contact customer service staff.
- If this product is to be idle for a long time, please power off the robot and place it in a cool and dry place after fully charging it. Charge the robot at least once every three months to avoid battery over-discharge.

## Initial installation

### 1. Install the charging dock

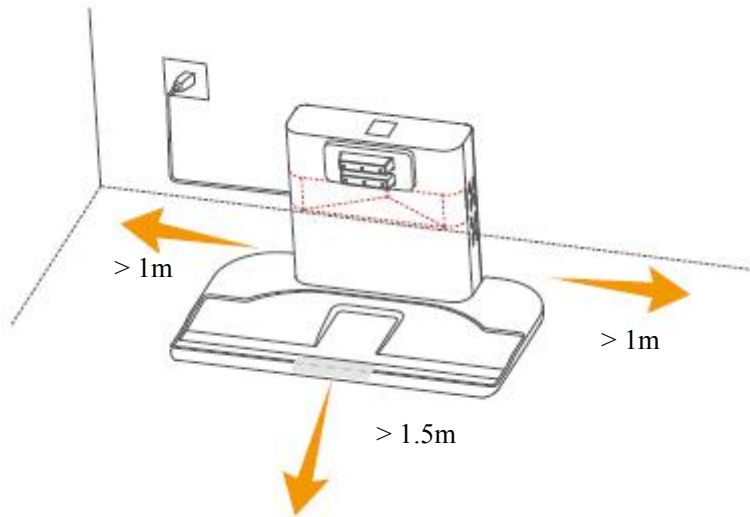
Clip the charging pile into the dock groove and lock the six screws at the bottom of the charging pile.



### 2. Fix the charging pile

Place the charging pile against the wall on a horizontal ground, and connect the power cable to the charging pile.

When the indicator light is on, it indicates that the charging pile is connected.



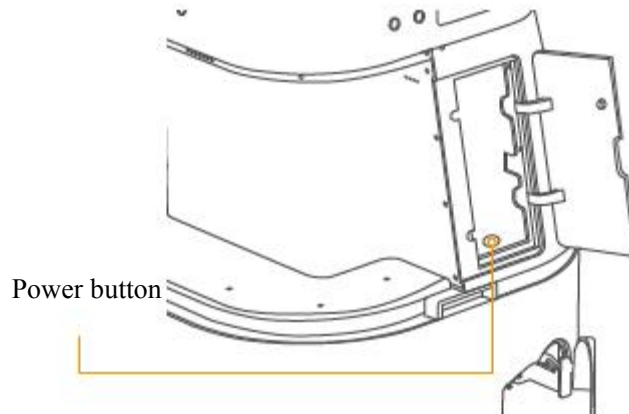
#### Tips:

- Ensure a space with more than 1m on both sides and more than 1.5 m at the front of the charging dock. Please place the charging dock as close to the wall as possible to avoid displacement.
- Please do not block the recognition zone of the charging dock with any objects. The indicator light on the charging dock is solid on when the charging dock is powered on, and is off when the charging dock is powered off.



### 3. Power on and charge

Press the power button in the battery compartment on the side of the robot to power on it. At this point, the display screen displays the power-on startup screen. Power on the remote controller and switch to the remote control mode, and the remotely control the robot to approach to the charging dock for charging.



Tips:

- The robot may not be powered on when the power is insufficient. Please replace the battery first.
- The robot has built-in with high-performance lithium iron phosphate batteries. In order to maintain the battery performance, please keep the robot charged in daily use.

### 4. Connect to the AllyBot app

#### a. Install the app

You can get the installation package file of the AllyBot app for mobile devices (“mobile app” for short) from our company and install it directly on an Android mobile phone; you can also scan the QR code below and directly enter the download interface.



#### b. Use the app

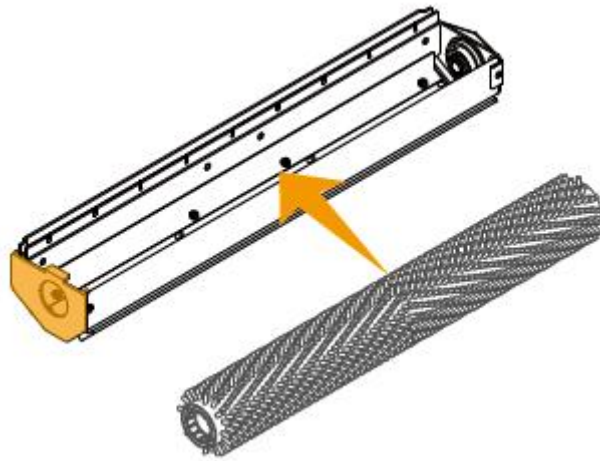
Launch the AllyBot app and log in with an user account. After you have logged in successfully, you can use the app to scan the robot's QR code to add it. Ordinary users need to apply to the administrator for permission before use.

New users need to register an account first. After registration, they can log in with their account to use the app.

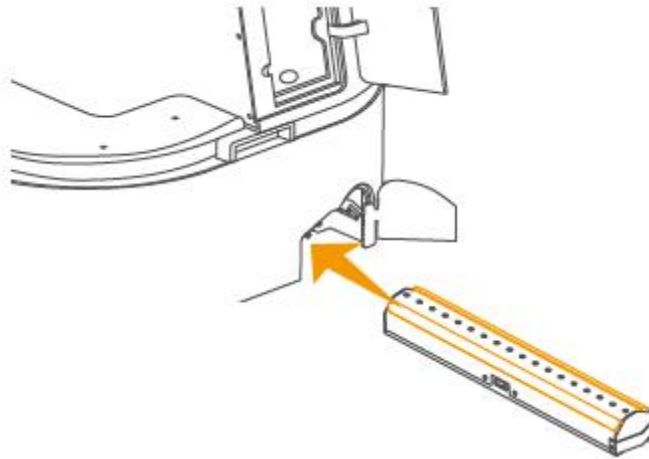
## Part Installation and Use Details

### 1. Install the roller brush

- Loosen the three screws at the top and on the left and right sides of the right chamber cover of the floor washing chamber/dust collection chamber to remove the chamber cover.
- Install the roller brush in the correct direction into the floor washing chamber/dust collection chamber to form a roller brush component.
- Then, put the right cover chamber back based on the corresponding three screw positions and lock the screws.



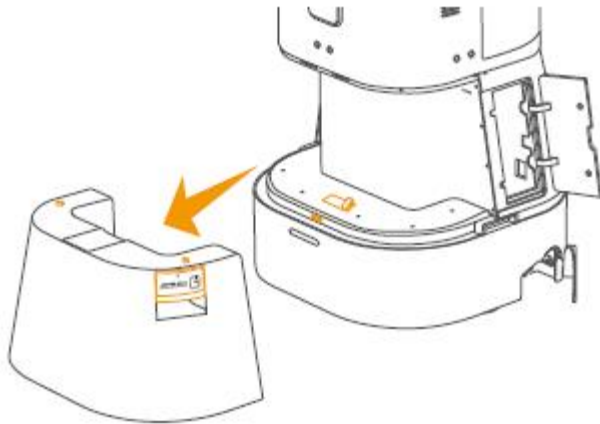
- Open the right flip cover at the bottom of the robot, and slide the floor washing chamber/dust collection chamber into the groove along the top slide rail.



## Part Installation and Use Details

### 2. Fill the clean water tank with water

- a. Press the lock button on the clean water tank base gently to unlock the water tank.
- b. Press the handles on both sides of the clean water tank upwards with hands to unlock the left and right buckles, and pull the water tank out backward horizontally.



- c. Open the water tank cover and fill the water tank with tap water.
- d. Cover the water tank cover and put the clean water tank back to its original position along the horizontal direction, and the bottom buckle will lock itself.



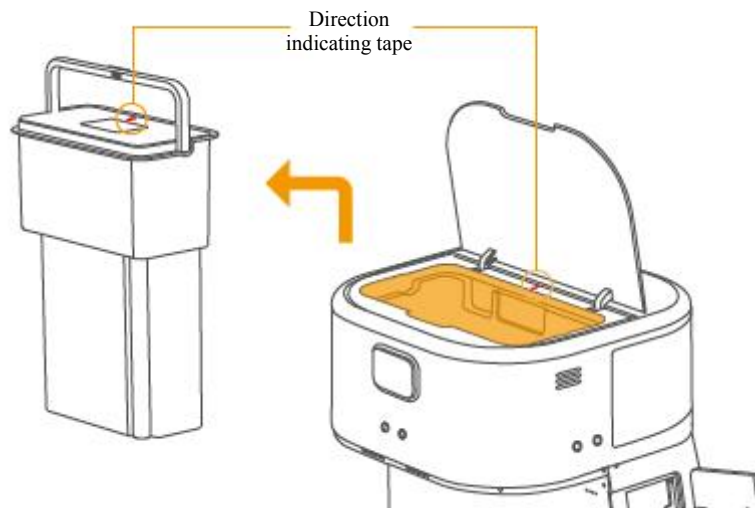
#### Tips:

- When the water volume in the clean water tank decreases to 1%, the operation will be automatically paused, and the robot will stop in place and send a too low clean water level alarm. You can remotely control the robot to move to a water filling area. Then, remove the clean water tank for filling water.
- When installing the clean water tank, please ensure that the bottom buckle is self-locked successfully, and the handle buckles on both sides are fastened to prevent the water tank from falling off when the robot is working.

## Part Installation and Use Details

### 3. Discharges sewage from the sewage tank

- Turn over the flip cover on the top of the robot gently, and you can see the sewage tank inside.
- Flip the sewage tank handle to a vertical angle and take the sewage tank out.
- Open the sewage tank cover and discharge sewage from the sewage tank. Then, rinse the sewage tank with clean water, and put the sewage tank cover back firmly.
- Align the sewage tank in the opposite direction of the arrow and put it back.



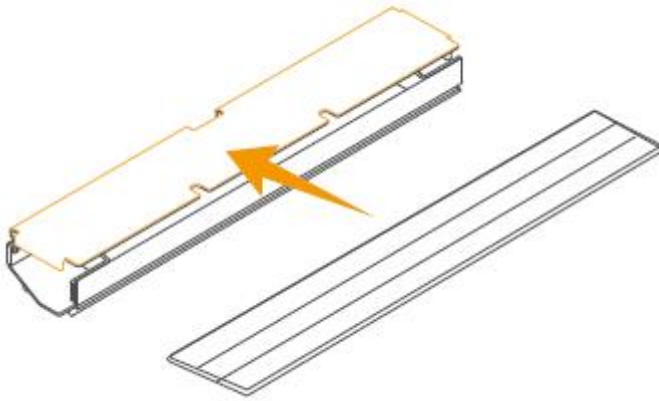
#### Tips:

- When the water volume in the sewage tank reaches the 100% limit level, the operation will be automatically paused, and the robot will stop in place and send a too high sewage level alarm. You can remotely control the robot to move to a water discharging area. Then, remove the sewage tank for discharging.
- If clean water is not filled in or sewage is not discharged for a long time, the robot will stop in place and wait for water filling/discharging, and will automatically return when there is no operation after 10 minutes.
- The sewage tank cover and sewage tank must be installed properly to ensure sealing.

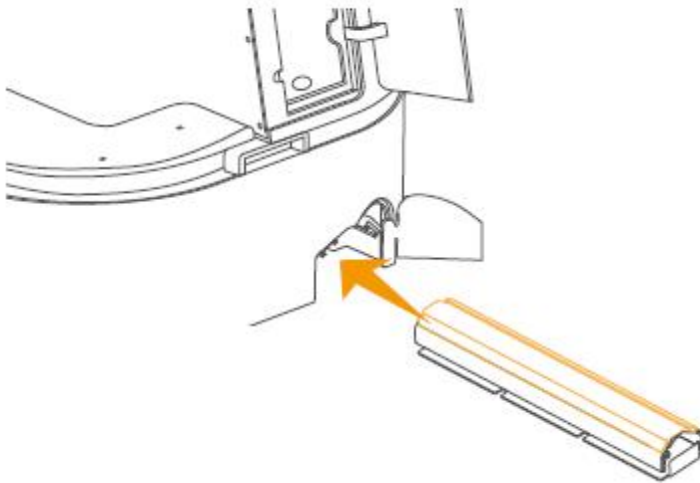
## Part Installation and Use Details

### 4. Install the dust mopping pad

- a. Insert the three grooves on the back of the dust mopping pad into the dust mopping base, and then attach the rest of the dust mopping pad flatly onto the hook and loop of the dust mopping base to form a dust mopping compartment.



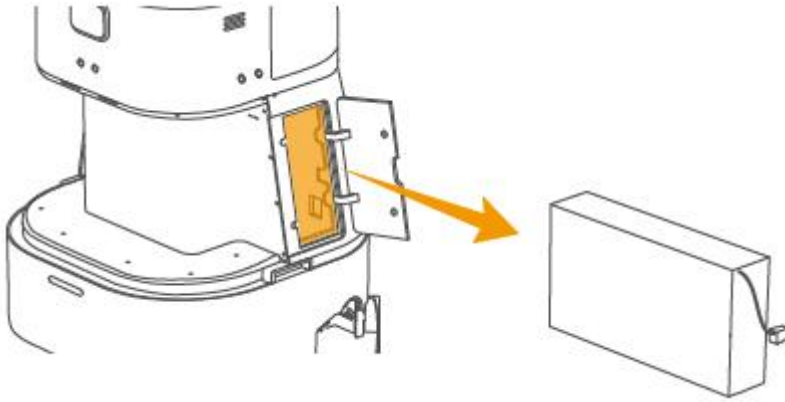
- b. Open the right flip cover at the bottom of the robot, and slide the dust mopping component into the groove along the top slide rail.



## Part Installation and Use Details

### 5. Replace the battery

You can replace the battery when the robot is idle. Please turn off the power switch and remove the battery. Then, install a new battery back to the original position of the battery compartment and turn on the power switch.



#### Tips:

- When the battery is replaced before powering off, the robot will be shut down directly. Please power off the robot before battery replacement.
- If you replace the batteries when the robot is in automatic cleaning status, it will terminate the current cleaning task, which cannot be resumed.

## Instructions for Use

### Power on/off

Press the power button in the battery compartment on the side of the robot to power on it. When the button light is on, it indicates that the robot has been powered on successfully. At this point, the display screen displays the power-on startup screen. When the robot is not being charged after powering on, you can press the power button in the battery compartment door or directly remove the battery to power off the robot. At this point, the power button light and screen will go out.

### Use the remote controller

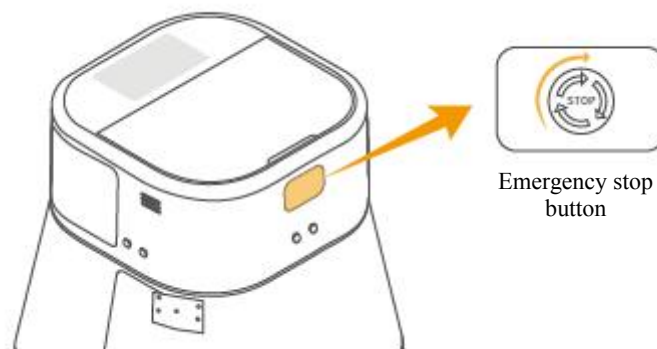
Use the “power switch” on the remote controller to power on/off the remote controller. After the remote controller is powered on, the blue power light will light up; after the remote controller is powered off, the light will go out. After powering on the remote controller, press the “Automatic/Remote Control” button on the remote controller to switch from automatic to remote control status. Then, you can operate the joystick to move the robot backward, forward, leftward and rightward.

Tips:

- If a cleaning task is being executed in the automatic status, the task will be automatically paused when you switch the robot to the remote control status, and the task can only be continued after you switch the robot back to the automatic status.
- Only in the remote control status can you perform remote control of cleaning, map creation, and planned recording on the robot interface or by using the mobile app.

### Emergency stop and reset

When the emergency stop button is pressed, the moving robot will brake and lock immediately, and the top light band will turn into the red breathing status. The pressed emergency stop button will automatically lock, which can be reset after it has rotated clockwise to the released status. After reset, the robot will unlock and the light band will return to the white breathing status.



## Robot interface operation

After the robot is powered on and starts up, the screen interface will enter the lock screen password page. After entering a correct lock screen password and logging in successfully, you can start to operate the robot through the screen interface. The main functions on the robot interface are as follows:

|                                                         |                            |                                 |
|---------------------------------------------------------|----------------------------|---------------------------------|
| Robot status viewing                                    | Map creation and upload    | Error alarm                     |
| Distribution of timed cleaning and quick cleaning tasks | Remote control of cleaning | Cleaning record viewing         |
| Device update                                           | Device self-check          | Voice volume and multi-language |

## Operate the mobile app

Connect an Android device to the Internet. After logging in to the AllyBot app successfully, scan the robot's QR code to add it, and then use the app to operate the robot. The main functions of the mobile app are as follows:

|                                                                     |                            |                                          |
|---------------------------------------------------------------------|----------------------------|------------------------------------------|
| Robot status viewing                                                | Map creation and editing   | Message notification and error alarm     |
| Editing and distribution of timed cleaning and quick cleaning tasks | Remote control of cleaning | Download of cleaning records and reports |
| Remote control (app virtual joystick)                               | Device maintenance         | Voice volume and multi-language          |
| Editing of cleaning areas and virtual walls                         | Power parameter setting    | User management                          |

## Create a new map

When selecting "Mapping with a charging pile", please fix the charging pile position first, and move the robot to the charging pile to start mapping. Make sure that the robot is in remote control status when recording a map. Set the map creation in the robot interface or mobile app, and use the remote controller to remotely control the robot to move in the target scene. After recording the surrounding environment, you can obtain a high-precision map of the scene.

Tips:

- When "Mapping with a charging pile" is selected, you need to wait for the robot to automatically recognize the charging pile. At this point, you cannot move the robot until it feeds back the recognition result. If the recognition is successful, you can start recording. If the feedback recognition fails, you need to move the robot position and start mapping again.
- When "Mapping with a charging pile" is selected, the robot will automatically generate charging points without manual adding.
- During recording, please try to ensure that the robot's moving trajectory can always cover the target application scene.
- To ensure the accuracy of map recording, the starting point and ending point for recording need to be overlapped to form a closed loop.



### Map area/point marking

Use the mobile app to divide polygonal functional areas on the map, including forbidden areas, carpet areas and slope areas. At the same time, you can mark charging points, water filling points, elevator waiting points and elevator riding points on the map.

Tips:

- Different types of polygon functional areas cannot be overlapped.
- The charging point should be set in the range of 0.5-1m facing the front of the charging dock, which must be free of obstacles.
- The elevator waiting point should be set near the elevator door on the map, and the elevator riding point should be set at the elevator center position on the map.

### Divide cleaning areas on the map

You can divide the robot's cleaning areas or routes on the map through the mobile app, or use the remote controller to remotely control the robot to move and record the target cleaning areas or routes.

### Cleaning mode

The robot has three cleaning modes: floor washing, dust collection and dust mopping. The floor washing and dust collection modes have four cleaning intensities: mute, standard, strong and super strong from low to high levels, and the dust mopping mode has only one cleaning intensity, namely, standard intensity.

In automatic status, the robot works according to the mode and intensity selected for the cleaning task; in remote control status, the cleaning mode and intensity can be switched on the robot interface or by using the mobile app

Tips: In automatic status, the robot works according to the cleaning mode and intensity selected for the task, which cannot be changed.

### Quick cleaning

Please make sure that the robot is in automatic status. Tap the "Quick Cleaning" button on the robot interface or the mobile app's homepage, and select the cleaning task to be executed. After tapping the "Start" button, the robot will execute the cleaning task based on settings.

Tips:

- If the power is too low (less than the low power threshold), the default cleaning cannot be enabled. Please charge the robot before enabling the default cleaning.
- When the power is too low, the robot will automatically return to charge; when the high power is reached, the robot can automatically continue the cleaning task from where it stopped.
- The default cleaning settings can only be operated on the mobile app, which will only be distributed quickly by the robot interface.

### Timed cleaning

You can use the mobile app to set the timed cleaning area, cleaning mode and cleaning times. The robot will automatically start cleaning when it reaches the target cleaning area at the specified time, and automatically return to the charging pile for charging after cleaning.

### Pause/continue/stop

When the robot executes a cleaning task, you can tap the “Pause/Continue” button in the current task page on the robot interface or mobile app to pause/continue the current cleaning, or tap the “Stop” button to stop the current task.

### Automatic recharge

Before automatic recharge, you need to set charging point on the map in advance through the mobile app, and set the map to a return map. When the power is too low (less than the low power threshold), the robot in automatic status will automatically return to the charging point to charge; when the high power is reached, the robot can automatically continue the cleaning task from where it stopped; when the power is not too low, you can also tap the “Automatic Recharge” button on the robot interface or mobile app so that the robot can automatically return to charge.

When the robot is being charged, the light band will turn into the green breathing status.

Tips:

In the remote control status, the robot cannot recharge automatically.

If the automatic recharge fails for several times, it is recommended to use the remote controller to remotely control the robot to return to the charging pile for charging.

### Troubleshooting and error alarm

When there is an error during robot running, the message notification module of the robot interface and the mobile app will send an error alarm prompt, and the light band above the robot will turn into the red breathing status. If the self-check error has been recovered and no other error has been received, the alarm prompt will be released, and the light band will return to the white breathing status.

# ALLYBOT C2

## Specifications

## Robot

| Item                   | Specifications                                                                     |
|------------------------|------------------------------------------------------------------------------------|
| Dimensions             | 503*503*629mm                                                                      |
| Weight                 | Net weight: about 40kg Operating weight: about 50kg (with full water)              |
| Sensor configuration   | 2D laser radar, ultrasonic wave radar, and structured light camera                 |
| Driving speed          | 0~0.8m/s                                                                           |
| Water tank capacity    | Clean water 10L/sewage 10L                                                         |
| Cleaning width         | 440mm                                                                              |
| Cleaning efficiency    | 800m <sup>2</sup> /h                                                               |
| Battery                | Lithium iron phosphate battery 25.6V 42Ah                                          |
| Battery life           | 5~12h                                                                              |
| Charging time          | About 3h (for fully-charged)                                                       |
| Network communication  | 4G/wifi                                                                            |
| Quick-detaching design | Quick-detaching design of roller brush, battery, clean water tank, and sewage tank |

## Charging Pile

| Item          | Specifications            |
|---------------|---------------------------|
| Dimensions    | 302*90*312mm              |
| Maximum power | 380W                      |
| Rated input   | 100-240V~50/60Hz 5A 500VA |
| Rated output  | 29V $\approx$ 13A         |

# ALLYBOT C2

## Troubleshooting

## FAQ

| Issue type                                  | Specific issue                                                               | Possible cause                                                                                                                                                                                  | Solution                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>App installation on the mobile phone</b> | Fail to install the app on a mobile phone                                    | 1. The mobile phone operating system version is too low.<br>2. The operating system is not Android.                                                                                             | 1. Update the mobile phone system.<br>2. Download the app in an Android phone.                                                                                                                                                                                                                  |
|                                             | Fail to log in and register an app account                                   | The app is not authorized to access to network.                                                                                                                                                 | Allow the app to access to network in the mobile phone.                                                                                                                                                                                                                                         |
| <b>Robot offline</b>                        | The app displays that the robot is offline.                                  | 1. When the robot is powered off, the app cannot be connected to the robot.<br>2. The network signal in the place where the robot is located is weak or unstable.                               | Allow the app to access to network in the mobile phone.                                                                                                                                                                                                                                         |
| <b>Unable to power on/off the robot</b>     | After pressing the robot's power button, the robot is unable to power on/off | 1. The robot has a low power.<br>2. There is an error with the robot power system.                                                                                                              | 1. Please move the robot to the charging pile to charge or replace the battery.<br>2. Please contact the after-sales customer service staff for handling.                                                                                                                                       |
| <b>Abnormal sound of the robot</b>          | The robot produces a high noise during working                               | 1. The universal wheel/roller brush is entangled with hair.<br>2. The cleaning chamber is not installed properly or the right flip cover of the bottom cleaning chamber is not closed in place. | 1. Please check whether the universal wheel/roller brush is entangled with foreign matter. If there is still abnormal sound after cleaning, please contact the after-sales customer service staff for handling.<br>2. Please reinstall the cleaning chamber and close the chamber door tightly. |
| <b>Robot driving error</b>                  | The robot fails to follow the preset route to drive for no reason.           | 1. The robot laser radar and structured light camera surfaces are attached with foreign matter.<br>2. The drive motor triggers over-temperature protection.<br>3. The robot is skidding.        | 1. Please clean the sensor surface with a dust-free cloth. If the robot still drives abnormally after cleaning, please contact the after-sales customer service staff.<br>2. Please pause the task and wait for the drive motor temperature to return to normal.                                |

---

3. Please move the robot to a place with less water stains on the ground for cleaning.

## Fault Prompts

| Onboard screen prompt text                                              | Solution                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3D laser radar error                                                    | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by a too high laser radar temperature. Please power off the robot and let it stand still for a period of time.</li></ol>                                 |
| Please check the 2D laser radar for foreign matter.                     | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by dirt on the 2D laser radar surface. Please wipe it with a dust-free cloth.</li></ol>                                                                  |
| Please check the structured light camera surface for foreign matter.    | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by dirt on the structured light camera surface. Please wipe it with a dust-free cloth.</li></ol>                                                         |
| IMU error                                                               | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by an IMU drive error. Please restart the robot.</li></ol>                                                                                               |
| Please check the ultrasonic wave radar surface for foreign matter.      | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by dirt on the ultrasonic drive surface. Please clean the foreign matter in time.</li></ol>                                                              |
| Ultrasonic wave radar error                                             | <ol style="list-style-type: none"><li>1. If the prompt does not appear frequently, it does not affect normal operation and can be ignored.</li><li>2. If the prompt appears frequently, it may be caused by an ultrasonic drive error. Please restart the robot.</li></ol>                                                                                        |
| Please check whether the clean water tank has been installed correctly. | <ol style="list-style-type: none"><li>1. The buckles on the left and right or at the bottom of the clean water tank are not clamped tightly. Please remove and reinstall them.</li><li>2. The copper column of the clean water tank and the surface of the opposite needles are attached with foreign matter. Please wipe and remove them with a cloth.</li></ol> |
| The amount of clean water is too low.<br>Please fill water in time.     | <ol style="list-style-type: none"><li>1. If the water level of the clean water tank is too low, please remove the clean water tank and fill water at least to the middle of the water tank.</li></ol>                                                                                                                                                             |
| Please check whether the sewage tank                                    | <ol style="list-style-type: none"><li>1. The sewage tank is not installed properly. Please remove and reinstall</li></ol>                                                                                                                                                                                                                                         |



---

has been installed correctly.

it.

2. If the elastic needle of the sewage tank or the copper column on the opposite side is attached with foreign matter, please wipe and remove it with a cloth.

---

The amount of sewage is too high.

Please discharge it in time.

1. The amount of sewage reaches the limit level. Please remove the sewage tank to discharge sewage.

## Fault Prompts

| Onboard screen prompt text                                                                                                                                 | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is an error with the power connection. Please check whether the battery has been installed correctly or whether the power switch has been turned on. | <ol style="list-style-type: none"> <li>1. The power switch is turned off. Please turn on the power switch.</li> <li>2. The power plug is not installed properly. Please re-insert it tightly.</li> </ol>                                                                                                                                                                                                                                                                                                      |
| Insufficient power                                                                                                                                         | The power level is lower than the low power threshold. If the robot does not return automatically, please remotely control it to the charging pile to charge or replace the battery.                                                                                                                                                                                                                                                                                                                          |
| Emergency stop button being pressed                                                                                                                        | The emergency stop is pressed. Please open the rear flip cover and rotate the emergency stop button to the right for resetting.                                                                                                                                                                                                                                                                                                                                                                               |
| Please check whether the drive motor is entangled with foreign matter (resulting in over-temperature).                                                     | <ol style="list-style-type: none"> <li>1. The drive motor is over-temperature. Please power off it and let it stand still for a while.</li> <li>2. The drive motor is entangled with foreign matter, such as hair. Please clean it with tools.</li> </ol>                                                                                                                                                                                                                                                     |
| Please check whether the drive motor is entangled with foreign matter (resulting in a too high driver bus voltage).                                        | <ol style="list-style-type: none"> <li>1. This is caused by strong pushing or a sudden brake. Please let the drive motor stand still and wait for it to be enabled again.</li> <li>2. The drive motor is entangled with foreign matter, such as hair. Please clean it with tools.</li> </ol>                                                                                                                                                                                                                  |
| There is a lifting error. Please stop working and wait for self-recovery.                                                                                  | The lifting motor is malfunctioning. Please wait for self-recovery.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Please check whether the roller brush is entangled with foreign matter.                                                                                    | The right cover bearing of the roller chamber is entangled with garbage. Please use a tool knife to clean up it.                                                                                                                                                                                                                                                                                                                                                                                              |
| Please check whether the air inlet is blocked by foreign matter.                                                                                           | <ol style="list-style-type: none"> <li>1. The sewage tank cover float blocks the air inlet. Please discharge sewage and put the float back to its original position.</li> <li>2. The long sewage suction pipe of the sewage tank is blocked by foreign matter. Please use a tool to clean up the garbage inside the pipe.</li> <li>3. The sewage suction port at the bottom roller chamber is blocked by foreign matter. Please use a tool to clean up the garbage inside the sewage suction port.</li> </ol> |
| There is a mapping system error. Please restart the device.                                                                                                | There is a software error. Please restart the robot.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Mapping failed. Please map again.                                                                                                                          | <ol style="list-style-type: none"> <li>1. For mapping with a charging pile, please log out and move the robot to the charging pile before mapping again</li> <li>2. For mapping without a charging pile, please log out and map again.</li> </ol>                                                                                                                                                                                                                                                             |



## Fault Prompts

| Onboard screen prompt text                                                          | Solution                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is a positioning system error. Please restart the device.                     | There is a software error. Please restart the robot.                                                                                                                                                                                                                      |
| Positioning failed. Please remotely control the robot to move to the charging pile. | Positioning is lost. Please move the robot to the charging pile.                                                                                                                                                                                                          |
| There is a global planning module error. Please restart the device.                 | There is a software error. Please restart the robot.                                                                                                                                                                                                                      |
| There is a communication error. Please restart the device.                          | There is a software error. Please restart the robot.                                                                                                                                                                                                                      |
| There is a local planning module error. Please restart the device.                  | There is a software error. Please restart the robot.                                                                                                                                                                                                                      |
| There are too many obstacles around. Please move the robot to a safe area.          | The robot is trapped. Please clean up the surrounding obstacles or move the robot to another place.                                                                                                                                                                       |
| There is an elevator control error, and the elevator cannot be used.                | There is an elevator control error. Please contact Intelligence.Ally Technology after-sales customer service staff for handling.                                                                                                                                          |
| Recharging module communication error                                               | There is a software error. Please restart the robot.                                                                                                                                                                                                                      |
| Automatic recharge failed. Please remotely control the robot for charging.          | <ol style="list-style-type: none"><li>1. The charging pile is not powered on. Please connect the charging pile power supply.</li><li>2. There are obstacles in front of the charging pile. Please remove the obstacles or remotely control the robot to charge.</li></ol> |

## ALLYBOT C2

### Cleaning & Maintenance

## Cleaning & Maintenance

| Part name                                            | Recommended maintenance cycle                                            |
|------------------------------------------------------|--------------------------------------------------------------------------|
| Floor washing module - Hard-hair roller brush        | To be cleaned once every week, and replaced every three to six months    |
| Floor washing module - Water-absorbent rubber stripe | To be cleaned after each floor cleaning, and replaced every three months |
| Floor washing module - Filter bag                    | To be cleaned after each floor cleaning, and replaced every month        |
| Dust collection module - Soft-hair roller brush      | To be cleaned every week, and replaced every three months                |
| Dust collection module - Non-woven dust bag          | To be cleaned after each floor cleaning, and replaced every month        |
| HEPA filter                                          | To be cleaned every two weeks, and replaced every three months           |
| Dust mopping module - Dust mopping pad               | To be cleaned after each dust mop, and replaced every month              |
| Sewage tank                                          | To be drained everyday, and cleaned every week                           |

### Regular inspection and maintenance

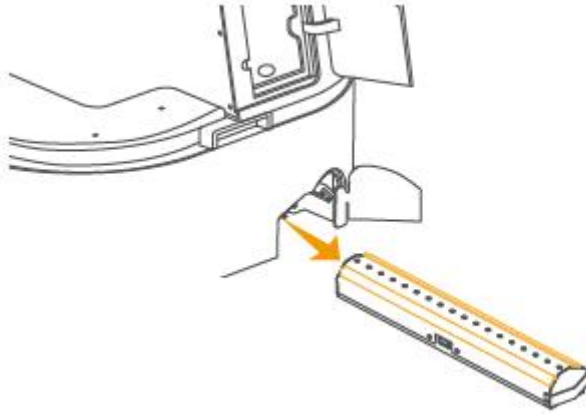
| Inspection item                                                                                          | Recommended inspection cycle (every other day) |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Check the drive motor to see if it has been entangled with foreign matter.                               | 30 days                                        |
| Check the universal wheel to see if it has been entangled with foreign matter.                           | 30 days                                        |
| Check the roller brush to see if it has been entangled with foreign matter.                              | 15 days                                        |
| Check the roller brush hair for wear and tear.                                                           | 30 days                                        |
| Check the bottom cleaning chamber's sewage suction port to see if it has been blocked by foreign matter. | 7 days                                         |
| Check the 2D laser radar surface for dirt.                                                               | 15 days                                        |
| Check the TOF camera surface for dirt.                                                                   | 15 days                                        |
| Check the top view window surface for dirt.                                                              | 15 days                                        |
| Check the sewage tank's sewage suction pipe to see if it has been blocked by foreign matter.             | 30 days                                        |
| Check the clean water tank's filter screen to see if it has been blocked by foreign matter.              | 30 days                                        |

Tips: During the above regular inspection, if foreign matter or dirt is found, please timely use a corresponding tool for cleaning up.

## Daily maintenance

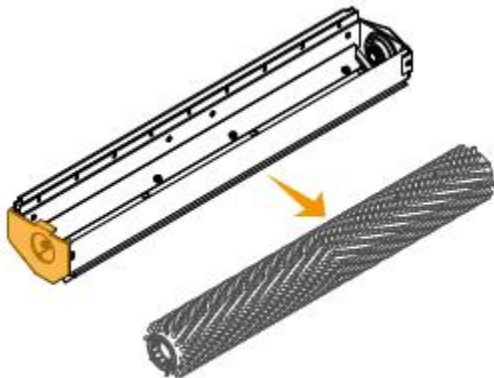
**Roller brush** \*It is recommended to clean it every week.

1. Open the right flip cover at the bottom of the robot, and pull out the floor washing chamber/dust collection chamber along the top slide rail.



2. Turn over the floor washing chamber/dust collection chamber. Loosen the three screws at the top and on the left and right sides of the right chamber cover to remove the chamber cover. Then, take out the roller brush.

3. Remove residual foreign matter or entangled hair in the roller brush and floor washing chamber/dust collection chamber or replace the roller brush with a new one directly.



4. Put the roller brush back to the washing floor/dust collection chamber and lock the right cover again.

5. Slide the floor washing chamber/dust collection chamber into the groove along the top slide rail and fasten them. Then, close the flip cover.

Tips: It is recommended to replace the roller brush every three to six months to ensure the cleaning effect.



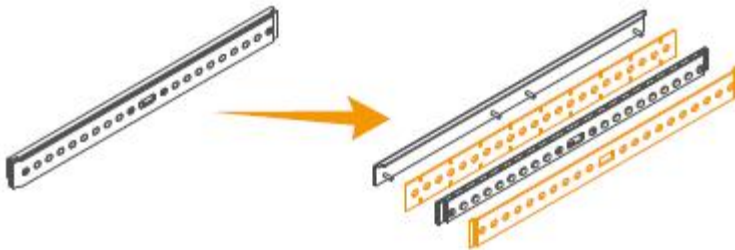
## Daily maintenance

**Water-absorbent rubber stripe** \*It is recommended to clean it after floor washing every day.

1. Turn over the removed floor washing chamber, and clean up residual sundries left inside the two rubber stripes or directly replace them with new ones.
2. When replacing the rubber stripe, first remove the four fixing screws of the water-absorbent rubber stripe component and remove it.



3. Take out the front and rear water-absorbent rubber stripes from the limit holes respectively and turn them over by 180°.
4. Re-insert the front and rear rubber stripes correctly based on the original positions of the limit holes to form a water-absorbent rubber stripe component.
5. Put the water-absorbent rubber stripe component into the floor washing chamber according to its original position, and lock the four fixing screws.

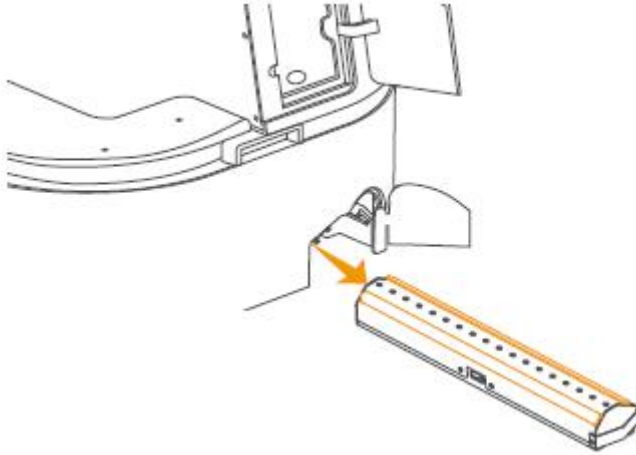


Tips: Rotate the water-absorbent rubber stripe by 180° for continual usage. It is recommended to change the water-absorbent rubber stripe direction every three months, and replace it every six months to ensure cleaning effect.

## Daily maintenance

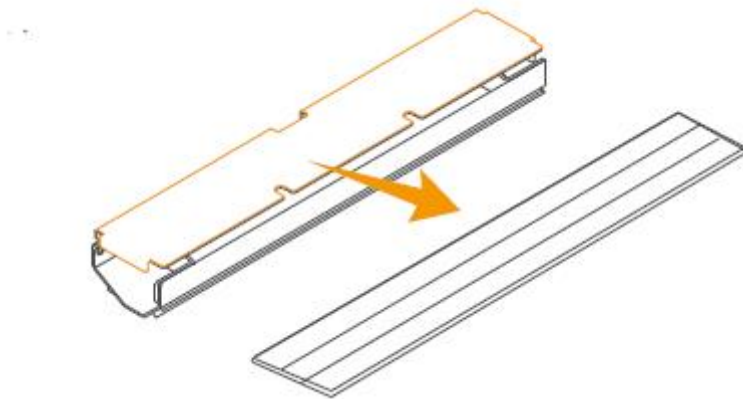
**Dust mopping pad** \*It is recommended to clean it after floor/dust collection washing every day.

1. Open the right flip cover at the bottom of the robot and pull out the dust mopping component along the top slide rail.



2. Turn over the dust mopping component, gently tear up the hook and loop on the dust mopping pad, and take the dust mopping pad out from the three grooves on the back of the dust mopping base to remove the dust mopping pad.

3. Shake off the foreign matter attached on the dust mopping pad and clean it.



4. Attach the cleaned dust mopping pad or a new dust mopping pad to the dust mopping base evenly to form a dust mopping component.

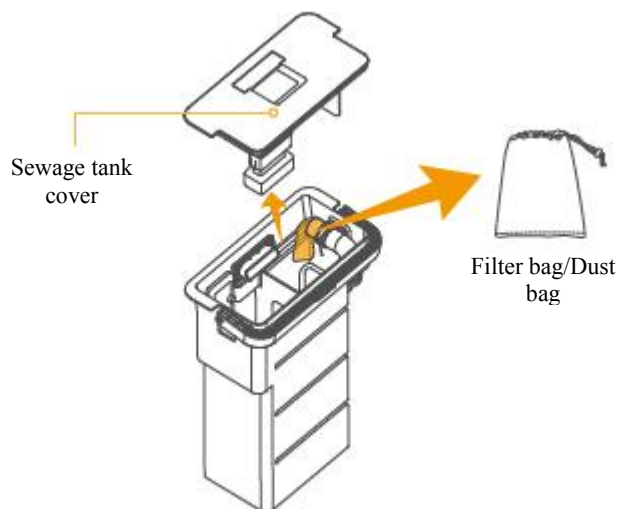
5. Slide the dust mopping component into the groove along the top slide rail and cover the flip cover.

Tips: It is recommended to replace the dust mopping pad every one month to ensure the cleaning effect.

## Daily maintenance

**Filter bag/Dust bag** \*It is recommended to clean it after floor/dust collection washing every day.

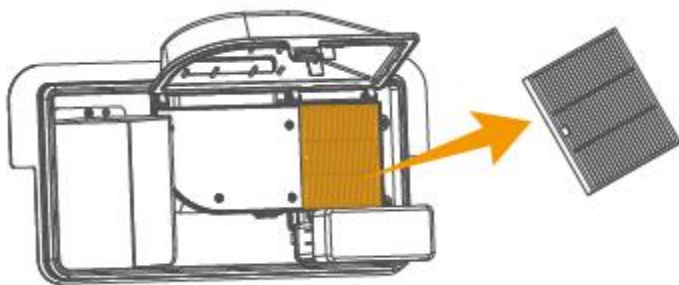
1. Remove the sewage tank cover, and loosen the filter bag's pull rope under the sewage tank bellows. Remove the filter bag.
2. Clean it with clean water and dry it. Or, directly replace it with a new one. Then, put the clean filter bag back and tighten the pull rope.



Tips: It is recommended to replace the filter bag every one month to ensure the cleaning effect.

**HEPA filter** \*It is recommended to clean it every two weeks.

1. Turn over the removed sewage tank's upper cover, loosen the buckle of the HEPA filter flip cover, and turn over the flip cover.
3. Take out the HEPA filter, clean it with clean water and dry it. Or, directly replace it with a new one. Then, put the clean HEPA filter back and fasten the flip cover.



Tips: It is recommended to replace the HEPA filter every three months to ensure the cleaning effect.

# ALLYBOT C2

## Warranty Service

## Warranty Service

### 1. Warranty Scope and Warranty Period

In the event of non-human damage or performance fault since the next day after the user signs for the commodity, the user can provide a valid proof of purchase and apply for warranty service. After test and confirmation by Intelligence.Ally Technology After-sales O&M Service Center, we will handle the warranty service for the user.

The warranty period of the entire device and its parts is as follows:

| Name            | Warranty item                                                                                              | Warranty period |
|-----------------|------------------------------------------------------------------------------------------------------------|-----------------|
| Entire device   | 1. Robot body 2. Charging pile                                                                             | One year        |
| Core components | 1. Navigation-related core components; 2. Drive-related core components                                    | 3 years         |
| Consumables     | 1. Roller brush 2. Water-absorbent rubber stripe 3. Filter bag/Dust bag 4. HEPA filter 5. Dust mopping pad | Not covered     |

### 2. Paid repair services

The following situations are not covered by free warranty service, but a paid repair can be provided:

- (1) The product damage is caused by improper use, maintenance or storage by the user;
- (2) The damage is caused by disassembly or modification by a person not authorized by Intelligence.Ally Technology;
- (3) There is no certificate for the repair, replacement and refund, or the certificate expires;
- (4) The model on the certificate for the repair, replacement and refund does not match with the actual model to be repaired or the certificate is altered;
- (5) The damage is caused by force majeure, such as natural disasters and unexpected factors.

If you encounter any problems in use, please contact the Intelligence.Ally Technology after-sales customer service staff in the following ways:

1. You can call the service hotline 0755-86571078, and we will arrange professionals to answer for you.
2. Follow our WeChat Account “Intelligence.Ally Technology”, and consult online customer service staff for handling.



Let the machine serve the world more intelligently