

Mopping and Vacuum Robot **N1-Max**

Use Manuals

⚠️ 📖 Please read this manuals carefully before using this product and keep it properly.



Quick tutorial video



APP download

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Hi-Tech Industrial Development Zone, Chengdu

1.Safety instruction

1.1 Usage notice

Please follow these basic safety precautions before using the product:

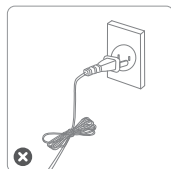
- *Read all the instructions in the manual carefully and follow the instructions to use the product.
- *Keep the manuals in a safe place so that you can check them later.
- * If you need to transfer the product to a third party, please attach the manuals along with the product.
- * Any operation that does not conform to instructions of the manual may result in serious personal injury or damage to the product itself.

1.2 About product safety precautions



⚠ This product can only be used with the power cable and wash base delivered. Failure to do so may result in damage to the product, electric shock, or fire caused by high voltage.

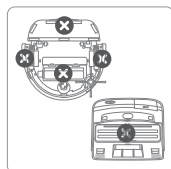
⚠ If the machine, wash base and accessories of this product are found to be damaged, please do not use this product and contact our customer service department.



⚠ Please unplug the power before maintenance.

⚠ Do not touch the power plug or product when your hands are wet, or this may result in electric shock.

⚠ If the power cable is damaged, it must be replaced to avoid danger.



⚠ Do not allow clothing or any part of your body (hair, fingers, etc.) to get caught in the middle brush or wheel of the machine, the mopping board leverage area, or the wash base scraper area, or this may result in personal injury.



⚠ Do not place the product near fire or near flammable, explosive, or corrosive materials.

⚠ If the manuals is missing, please contact your local dealer or call the customer service hotline for an electronic version manuals.

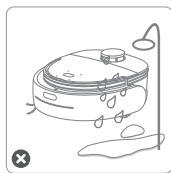
⚠ Precautions



This product can only be used indoors.



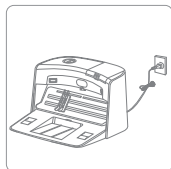
Do not use to vacuum sharp objects, such as glass sheets, nails, etc., in case to avoid damage to the product.



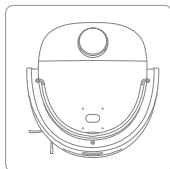
Do not use the product in a damp or flammable, explosive, corrosive environment.



Please avoid using the product in a suspended environment without a protective fence, in case to prevent the machine from in case accidentally falling and causing personal injury.



Please unplug the power adapter when the machine is left unused for a long time.



Please turn off the power when the machine will not be used for a long time, in case to avoid damage to the battery. Please use manufacturer's original battery.

1.3 About child safety



Children under the age of 8 are not allowed to operate this product. Persons with physical, sensory, intellectual disabilities or lack of relevant experience and knowledge cannot clean or repair the product without any care or instructions or being unfamiliar with the hazard. Children are not allowed to play the packaging bags, or it may cause suffocation.

1.4 About battery



1. This product is limited to the manufacturer's battery.
2. The battery must be removed when the machine is discarded.
3. If you need to replace the battery, please contact our customer service department. If you replace the battery with the wrong model, it may cause a safety accident.
4. If the battery leaks, be careful not to let the liquid stick to the skin or clothing. If so, please wipe it with a dry cloth immediately and send it to the recycling site or designated maintenance point.
5. Please dispose of the old battery of the product properly. The battery contains hazardous substances that are harmful to the environment. Please follow local environmental regulations and place it at the designated recycling site.

1.5 Ground material for product cleaning

The product is designed for :



Wooden floor



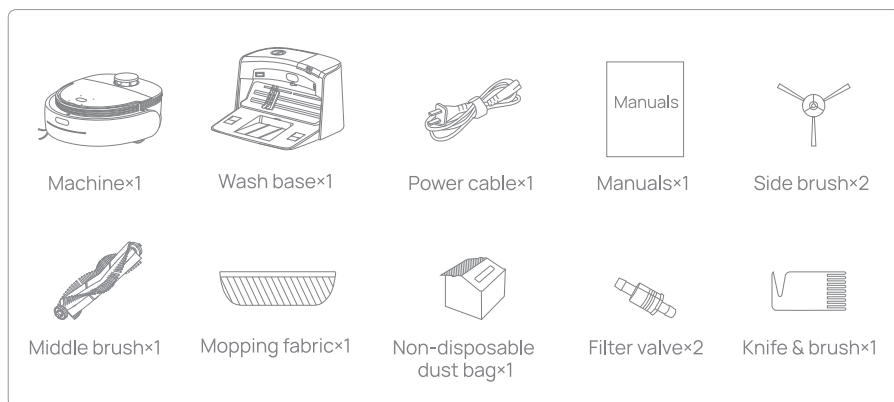
Ceramic tile



Short-hair carpet

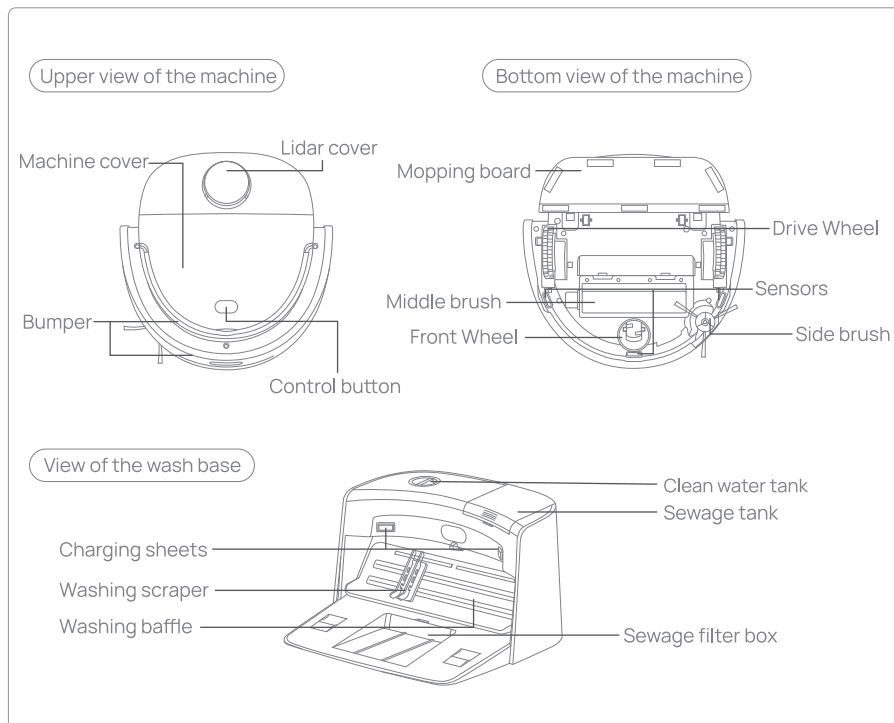
2.Packing composition

2.1 Product and accessories

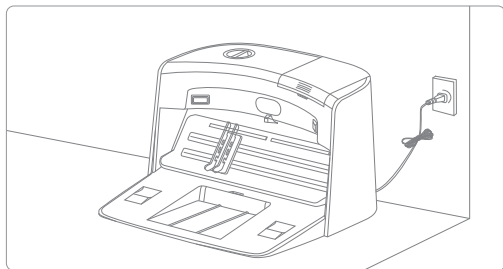


* We provide filter element valve for free during the warranty period, and recommend to replace it once every 3 months.

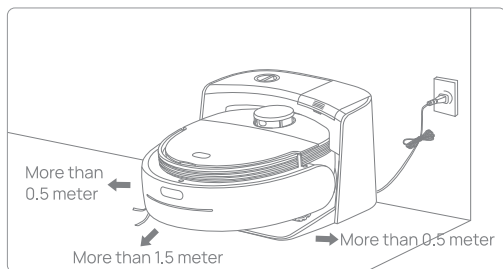
2.2 Product view



3.Installation



1. Please place the wash base on a flat floor against the wall. Before placing the wash base, please clean dust and other debris on the ground in the placing area. Press firmly on the wash base to make it attached to the ground and connect the power cable. To connect the power cable to power port of the wash base after plugging the same in power.



1. Place the wash base on a flat floor against the wall. There should be no obstacle in the area of 1.5 meter in front of the base and 0.5 meter in both left and right sides, which may prevent the machine from returning to the wash base.

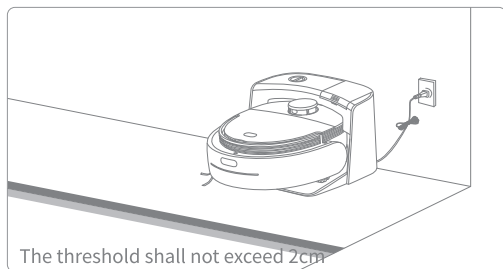
2. Connect the power cable to the wash base. Please bundle up cable which may entangle machine during its work.

Note:

The wash base should not be placed on the carpet. It is recommended to place it in a fixed position. Do not manually move the wash base during the cleaning process. Otherwise, the machine will not be able to find and return to the wash base.

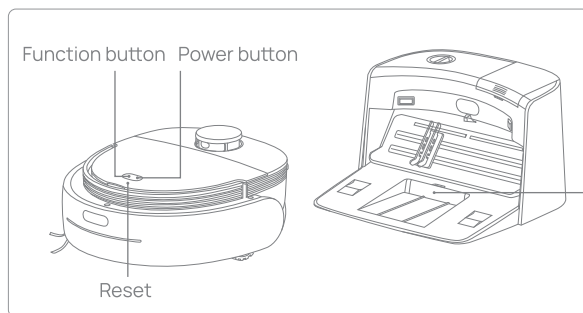
2. Do not install the base in the wet areas such as the toilets.

3. Do not install the base in an area with sliding track or threshold exceeding 2cm.



4.Usage instruction

4.1 Manual operating



Note: When using the new mop for the first time, please wet the mop completely by hand.

Note: It is recommended to clean this box once a week to prevent water leakage.

Standby

Press and hold the power button for 3 seconds until the light belt is on, the machine enters the standby status.

Shut down

Press and hold the power button for 3 seconds to shutdown normally, or press and hold the power button for 15 seconds to forced shutdown.

Cleaning on specific point

Press and hold the function button for 3 seconds to enter cleaning on specific point mode in-situ.

Automatic charging

When the machine is in standby status, press the function button once to enter charging mode.

Automatic cleaning

When the machine is in standby state, press the power button once and the machine will start to clean automatically.

Forced power cut

Stab the reset hole for 3 seconds to cut power.

Tips:

The product is self-routed during its work. If it is moved manually, the machine will reset route and re-clean the cleaned area. To ensure work efficiency, please do not move the machine.

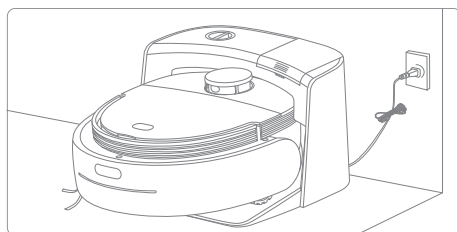
This product may have a short stay during work, trying to traversing uncovered area or to reset route. Please wait patiently. How often it stops or how long it stays depends on complexity of actual home environment.

4.1.2 Meaning of light display

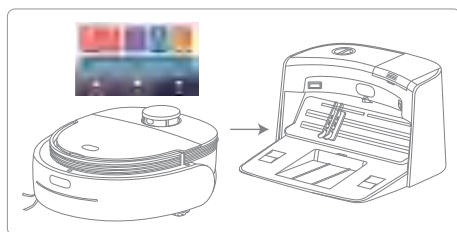
No.	Machine status	Light display	Operation
1	Start	Orange slow breathing light	Press and hold power button until lights on, the machine start.
2	Standby	Orange slow breathing light	The machine enters standby mode when receive no task after start.
3	Sleep	Light off	The machine enters sleep mode after 10 minutes of standing by.
4	Cleaning	Orange fast breathing light	Press power button to execute whole room clean.
5	Pause	Orange slow breathing light	Press any button during clean to pause.
6	Back to charging	Orange fast breathing light	Press function button to return for charging, and pause by pressing any button.
7	Back to washing	Orange fast breathing light	/
8	Washing fabric	Green running light	/
9	Charging	Orange light, percentage	/
10	Error	Red flashing light	/
11	Remote control	Orange fast breathing light	/
12	Charging full	Orange light, full belt	/
13	Shutdown	Green flashing light	Press and hold the power button for 3 seconds to shutdown normally, or press and hold the power button for 15 seconds to forced shutdown.
14	Low battery	Orange flashing light	Put the machine on wash base for charging.
15	Reset WIFI	Green flashing light	Press and hold function button and power button at the same time for 3 seconds to start network pairing.

4.2 Charging

4.2.1Charging manually



1. Charging by using the wash base:
Connect the power cable to the wash base firstly, and place the machine on the wash base for charging (the light is orange during charging).

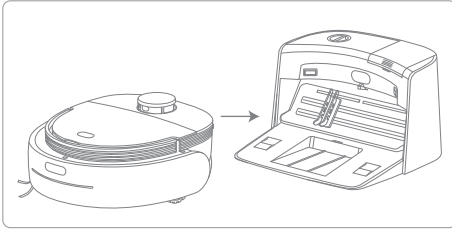


2.Charging by using APP:
Firstly connect the machine to the app, then tap "back to charge" button.
The machine will automatically find the wash base for charging within valid range.

Notes:

1. If the machine stops working and stay away from the wash base for more than 10 minutes, it will automatically enter sleep mode.
2. When the battery is lower than 5%, the machine will automatically shut down.

4.2.2 Charging automatically



Automatic charging:

When the battery is lower than 15%, the machine will automatically return for charging during its work and continue working after the battery is charged to 80%.

4.3 APP Guidance

Overview

APP is an application developed based on Android or iOS to control added devices. This document mainly guides fresh user to operate the APP, elaborate operation steps and attentions.

APP installation

Device system requirements: Android 6.0/iOS 10+ or above. By scanning the QR code below or searching for "Venii" in Android app market or Apple Store to download and install the APP.

APP file name: Venii

When installation is completed in due course, you can find the corresponding indicator icon in application list.



iOS/Android compatible download code.

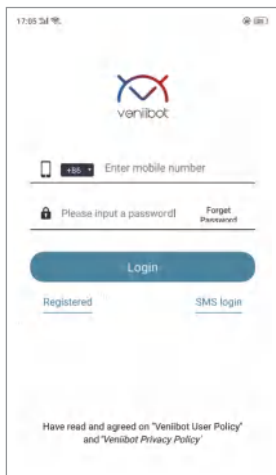
Connecting WiFi

1. To connect WiFi (2.4G ONLY) in your home.
2. Additional settings requirement for Xiaomi or Huawei brand cell phone after connecting WiFi successfully.

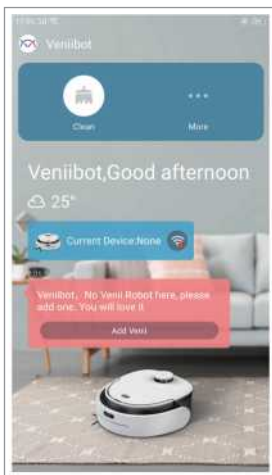
Xiaomi brand: Settings → WLAN → Advanced settings → turn off WLAN assistant

Huawei brand: Settings → Wireless & networks → WLAN → settings on the upper right corner → WLAN+ → turn off WLAN+

4.3.1 Add device



Follow instructions to login.



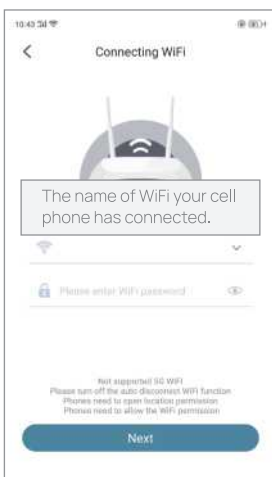
Tap "Add Venii".



Power on the machine and wait until it is initiated.



Press and hold START and FUNCTION button at the same time for 3 seconds after the machine is powered on. The network is self-matching when you hear "Network is reset".



Please input the password of WiFi your cell phone has connected before tapping "Next".



Android version below 10

Choose WiFi named "VENII_N1MAX_XXX".

Note to Xiaomi brand cell phone user:

Limited by Xiaomi cell phone system, permission is needed in adding device. Please follow additional instructions below:

Alternative 1: Tap "Allow Once" when dialogue box pops up in the first time, and ignore subsequent popups.

Alternative 2: System settings - Permissions - APP permissions - Venii, to allow WiFi permission.



Android version 10 or above

Enter the WiFi list, please select the device model named "VENII_N1MAX_XXX" to distribute the network.



iOS

Tap "To connect" to connect cell phone's WiFi with device.



iOS

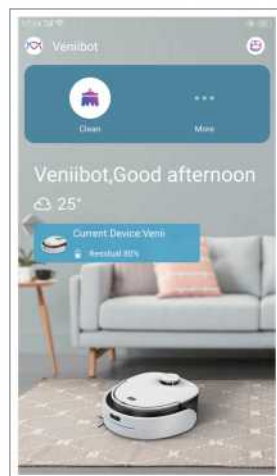
Cut back to Venii App page after connecting WiFi named "VENII_N1MAX_XXX" successfully.



You may name the machine after connecting successfully.

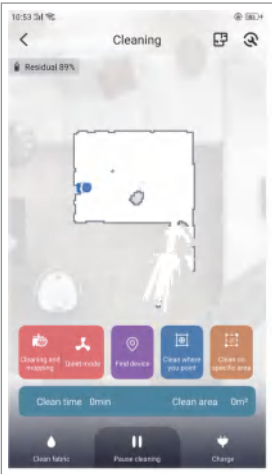


The device will show on device management page once it is added.



More thoughtful settings can be found on main page, and you can check status of the current device.

4.3.2 Main function



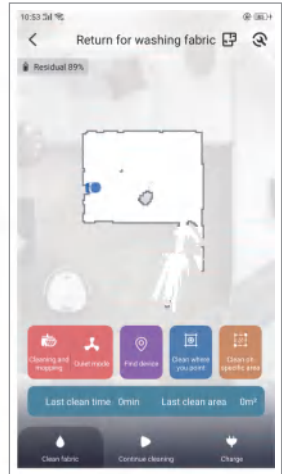
Start cleaning

Enter cleaning page, tap "Start Cleaning" to make the machine clean. You may select vacuuming power and cleaning mode manually.



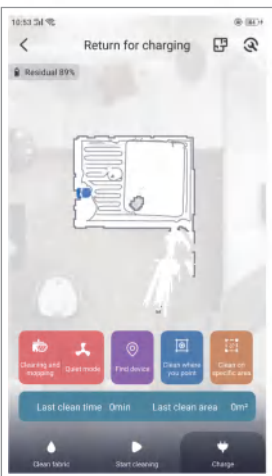
Clean where you point

To clean where you point, the machine will move to the designated point before cleaning an area of 1.5m*1.5m with the point as center.



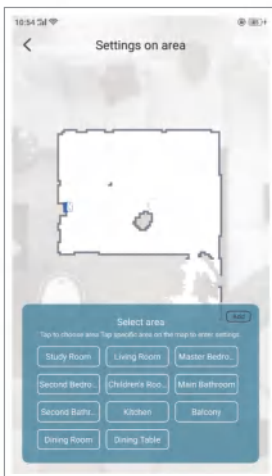
Return for washing fabric

Tap "Clean fabric" during work, the machine will return to wash mopping fabric.



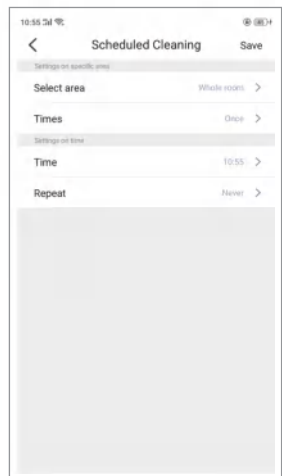
Return for charging

Tap "Charge" during work, the machine will return to charge.



Area setting

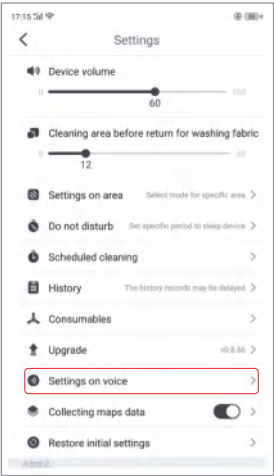
Tap specific area to enter settings on such area, upon which, the machine will work in line with the settings when entering into such area.



Scheduled cleaning

To add scheduled cleaning in settings on cleaning page, and set cleaning time and more detailed settings following page indication.

4.3.3 Settings



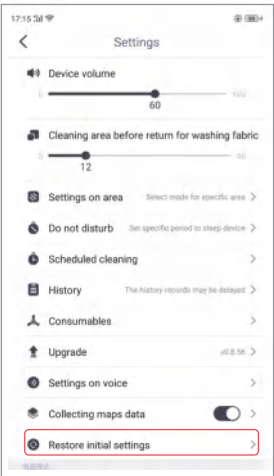
Voice Settings (1)

Enter the Settings interface and click "Voice Settings":



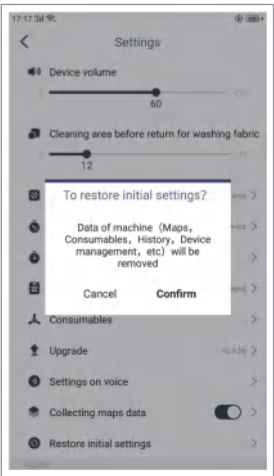
Voice Settings (2)

Users can freely select the existing voice package, and the switch can be successful after clicking use.



Restore factory Settings (1)

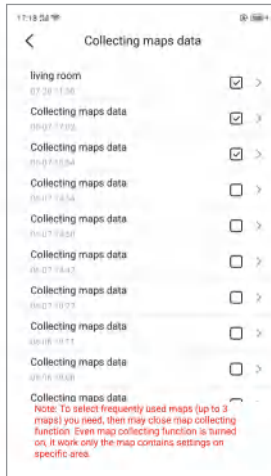
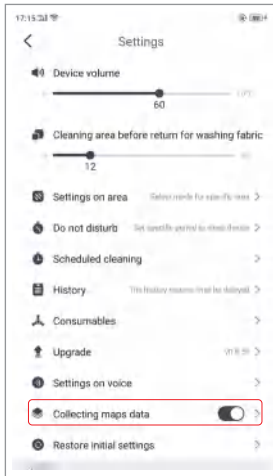
Enter the Settings interface, and click "Restore Factory Settings":



Restore factory Settings (2)

Click OK to clear all main machine data, including history, timing, settings on area and other information.

4.3.4Collecting Maps



Collecting Maps

1. Open the Collecting Maps, the floors that need to be saved are cleaned globally, and some areas can be set in settings on area.
2. After finishing the cleaning, wait for the records to upload for about 2-3 hours, click to enter the collecting maps page, select the map you need to save, and select up to 3 maps to be saved for the 10 history records. After clicking view, you can view and modify the map name.
3. After selecting the map, you need to turn off the map restore function, otherwise it is easy to cover the records that need to be retained but not selected.
4. Then return to the cleaning page, click the map icon in the upper right corner (left side of the setting button) to retrieve the address thumbnail you need to restore, and click to restore.

Remarks:

1. When a map is generated, it's time to set the settings on area, so that the map can be saved for a long time, and your cleaning records can be saved to the restored map.
2. If you add the settings on area only after one cleaning, you need to carry out a whole house cleaning, or clean on specific area or clean where you point, wherever you like.

5.Product Maintenance

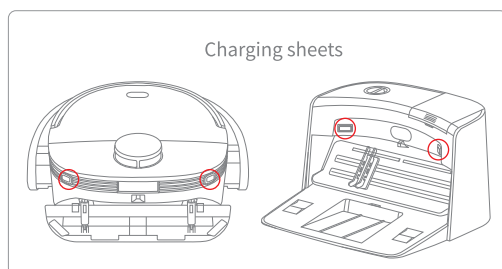
Notes:

1. Please shutdown the machine before clean it.
2. Please remove the power plug from the wash base before clean it.

5.1 Daily storage

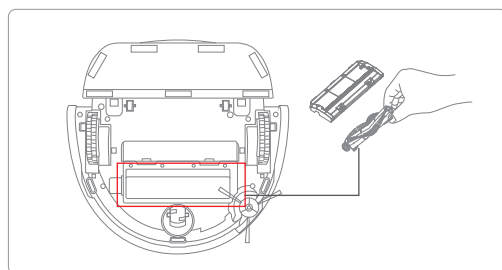
If you expect not to use the machine for a long time, please shutdown the machine after fully charged, and remove the power plug from the wash base. Store the machine and the wash base in a cool and dry place. It is recommended to recharge the battery every 3 months to prevent it from being over-discharged.

5.2 Charging sheets



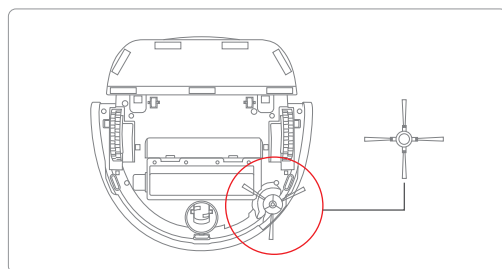
1. Please shutdown the machine and remove the plug from the wash base.
2. It is recommended to use a dry cloth to clean the charging sheets on the machine and the wash base once a month.
3. Do not clean the charging sheets with oil.

5.3 Middle brush



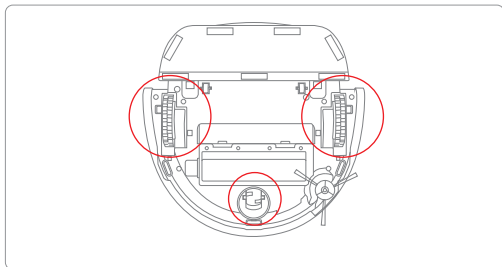
1. Push the middle brush cover release button with both hands, lift and remove the middle brush cover.
2. As shown in the picture, lift the middle brush up and remove from the right side.
3. Put it back first after cleaning, then press the middle brush cover tightly.
4. It is recommended to clean the hair and other wraps in the middle brush every week.

5.4 Side brush



1. Hold the side brush and pull it out by hands.
2. Clean the hair and other wraps on the side brush. Then clean the wraps in the side brush slot.
3. Align the side brush snaps with the side brush slot, and press the side brush into the slot.
4. It is recommended to clean the hair and other wraps on the side brush every week.

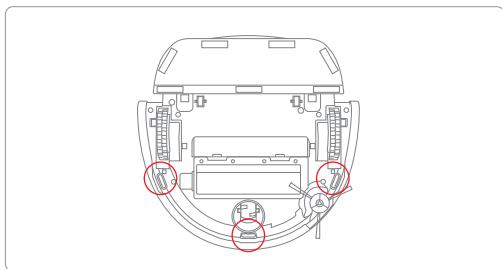
5.5 Wheels



It is recommended to clean the front wheel and drive wheels with brush and scissors every month.

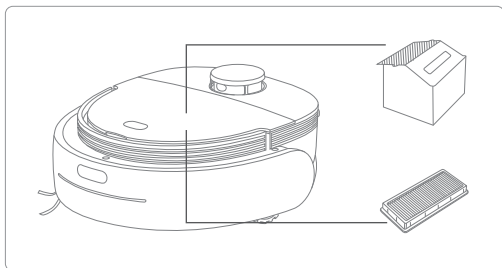
Tips: The wheel axle may be entangled by hair, thread, cloth, etc. Please clean it in time.

5.6 Sensors



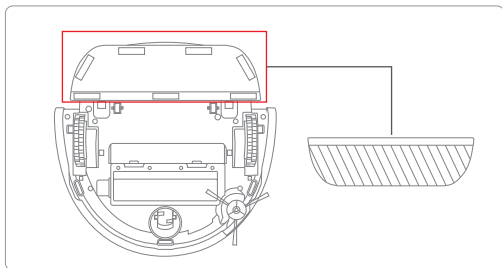
It is recommended to carefully clean the light-transmissive cover over the sensors with a dry cotton cloth (as shown in the picture) to prevent dust from accumulating on the light-transmitting plate and affect the performance of the sensors.

5.7 Dust bag and filters



1. Disposable dust bag: open machine cover → take out dust bag → discharge dust bag → put a new dust bag into the machine → close machine cover.
2. Normal dust bag: open machine cover → take out dust bag → open dust bag and pour dust into trash can → close dust bag → put dust bag back into the machine → close machine cover.
3. Filter: open machine cover → take out dust bag → take out filter → clean filter → put filter back into the machine → put dust bag back into the machine → close the machine.

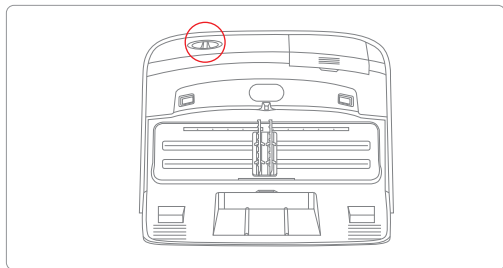
5.8 Mop fabric



It is recommended to clean filter every time to replace or clean dust bag.

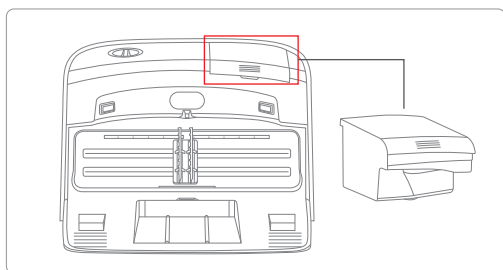
Since the machine may automatically clean the mop fabric during its work, it only needs to check wear and tear of the fabric every 3 months. If the fabric is worn out, please remove the fabric from the board and post a new fabric. Otherwise it will affect the cleaning effect of mopping the floor.

5.9 Clean water tank



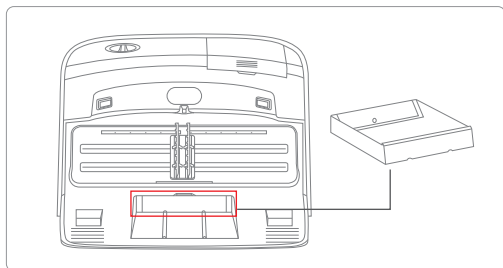
1. When the APP notice you of refilling clean water, please refill in time. It is recommended to use a measuring cup or other container to fill the water and add it to the tank.
2. If it is necessary to add a disinfectant or a cleaning agent, please fill and mix according to the proportion of the corresponding disinfectant or detergent product description. The water tank capacity is 800ML. Do not pour in corrosive liquids.

5.10 Sewage tank



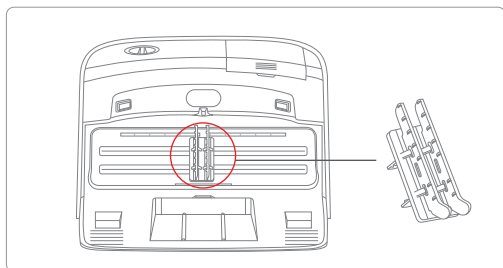
1. While refilling the clean water, please take out the sewage tank, remove the rubber mat, and pour off the sewage.
2. If you find that the sewage tank is leaking, please contact customer service.

5.11 Sewage filter box



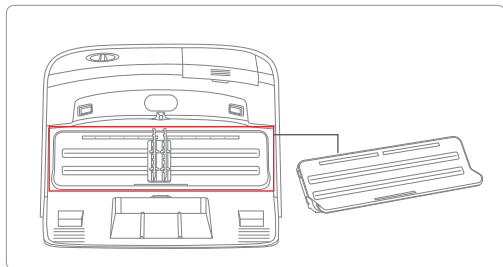
It is recommended to take out the sewage filter box under the wash base every week, wash it with clean water, and put it back into the wash base.

5.12 Washing scraper



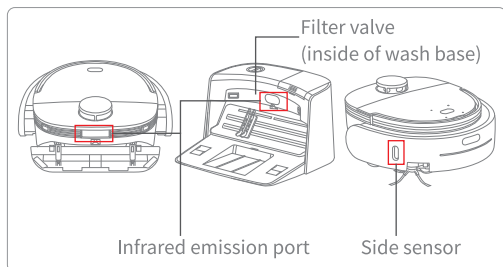
1. It is recommended to remove the scraper every week, wash it with water, and insert the scraper into the scraper fixing port.
2. It is recommended to check wear and tear of the scraper every 6 months. If its worn out, please replace the new scraper in time, otherwise it will affect the performance of washing fabric.

5.13 Washing baffle



1. Grasp the bottom of the washing baffle with hands, pull outwards with force to remove the baffle, and clean the baffle and space behind the baffle as well.
2. When cleaning is finished, please install the top of the baffle first, then press the lower part of the baffle firmly into the snap port.
3. It is recommended to clean the baffle while cleaning the scraper.
4. It is recommended to check whether the gap of the baffle becomes larger every 3 months. If it changes, please replace it in time.

5.14 Other parts



1. We provide filter element valve for free during the warranty period, and recommend to replace it once every 3 months.
2. It is recommended to carefully clean the infrared emission port on both the machine and the wash base with a dry cotton cloth every month.
3. It is recommended to carefully clean the side sensor on the side of the machine with a dry cotton cloth every month.
4. If the wash base spray hole is clogged, pour mixed water of at least 300 ml vinegar or 1% sodium soda into the clean water tank, perform 2 times washing fabric and another 2 times after 1 hour.

6.Quick diagnosis

Light display	Failure type	Description	Solution
Fast flashing red light in the middle of the light belt	Drive wheel (left) failure	Left drive wheel does not run, or its overloaded.	Please check if the left drive wheel is entangled.
	Drive wheel (right) failure	Right drive wheel does not run, or its overloaded.	Please check if the right drive wheel is entangled.
	Front wheel failure	Front wheel does not run.	Please check if the front wheel is entangled.
	Side brush failure	Side brush is overloaded.	Please check if the side brush is entangled.
	Middle brush failure	Middle brush is overloaded.	Please check if the middle brush is entangled.
	Fan motor failure	Fan motor does not work, or overcurrent.	Please check if the fan motor is loose or entangled.
	Board lift motor failure	Insufficient lift.	Please check if mopping board is entangled.
	Side brush motor failure	Insufficient extension of side brush.	Please check if extension structure of side brush is entangled.
No light display	Machine is suspended	Machine stops after leaving the ground for 1 second.	Put the machine back to the ground, or unsuspended.
	Bottom sensors failure	Problem occurs during internal check.	Please check if transparent sensor plate at the bottom of the machine is covered.
	Bumper failure	Bumper switches are not in place.	Please check if bumper of the machine is loose.
	Side sensor failure	Problem occurs during internal check.	Please check if transparent sensor plate at the side of the machine is covered, or is disturbed.
Fast and slow flashing red light in the tail of the light belt	Charging failure	The machine cannot be charged or does not display charging status.	Please check if connection of the machine and the wash base is good and tight.
Fast flashing green light in the head of the light belt	Insufficient water in water tank (clean)	The machine cannot perform washing fabric.	Please fill the clean water tank full.
Fast flashing red light in the tail of the light belt	Dust bag undetected	The machine cannot start clean.	Please put dust bag or check if it's in place.
Fast flashing green light in the tail of the light belt	Sewage tank full	The machine cannot perform washing fabric.	Please empty sewage tank.
Fast flashing red light in the head of the light belt	Machine cover open	The machine cannot start clean.	Please put the machine over in place.

7. Technical parameter

Parameter of the machine		Parameter of the wash base	
Working voltage	14.4V---	Output voltage	20V ---
Rated power	55W	Output current	1800mA ---
Battery type	Lithium battery	Input voltage	100V-240V~50/60HZ
Charging time	About 4-5 hours	Working temperature range	0°C-40°C
Working time	90-120 minutes	Working humidity range	≤90RH
Working temperature range	0°C-40°C	Weight	3.5kg
Working humidity range	≤90RH	Size	φ350mm*360mm*225mm
Noise	60dB		
Weight	3.5kg		
Size	φ350mm*350mm *150mm		

Normal Mode RF Power Range (WLAN)

Band (GHz)	Mode
WIFI 2.4G (2.4~2.4835)	802.11b
	802.11g
	802.11n(HT20)

8. Content of hazardous substances in the product



The  symbol indicates that this product is covered by legislation for waste electrical and electronic products (EN2002/96/EC) .

When the vacuum has reached the end of its life, it and the Li-Ion battery it contains should not be disposed of with general household waste The battery should be removed from the vacuum and recognised recycling facility.

Call your local council, via amenity site, or recycling centre for information on the disposal and recycling of electrical products. your nearest recycling facilities.



9. Caution

This device complies with Part 15 of the FCC Rules / 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 harmful interference. (2) this device must accept any interference received, including interference that may cause undesired operation.

L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes :

1. L' appareil ne doit pas produire de brouillage;
2. L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

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

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.

MPE Reminding

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended.

L'antenne installée doit être située de façon à ce que la population ne puisse être exposée à une distance de moins de 20 cm. Installer l'antenne de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l' antenne.

La FCC des états-unis stipule que cet appareil doit être en tout temps éloigné d' au moins 20 cm des personnes pendant son fonctionnement.

10. Other

This device complies with Part 15 of the FCC. 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.

Warranty Card

Username		
Address		
Telephone number		
Postal code		
Product model		
Purchase date		
Invoice number		
Warranty date		
Date	Repairman	Repair records

Product Warranty Description:

1. There isn't man-made damage and the packaging, products and all accessories (including gifts) are complete, the user can apply for refund or replacement within 7 days from the date of purchase. We supply free maintenance within 1 year from purchase date without man-made damage. And the battery is guaranteed for six months.
2. Users can learn about technical solutions through the product instruction or after-sales service hotline: 0086-400-888-4616
3. When the user has performance failure during normal use, our company provides free maintenance service. In addition, if the national applicable laws and regulations clearly stipulate, our company will comply with relevant laws and regulations.
4. Paid repair services will be implemented in the following cases:
 - (1) Cannot provide valid warranty certificate, such as purchase certificate or product warranty card, the model in the certificate does not match the product, or maliciously damage the warranty card content and product information.
 - (2) Damage caused by improper use, maintenance or storage by the user, or dismantle or repair by the person without authorization from our company.
 - (3) Damage caused by natural disasters or irresistible factors.
 - (4) Failure to use, maintain and adjust according to the requirements of the product manual; for example, faulty operation, entering liquid, improper insertion, scratching, transporting, bumping, use of non-standard adapters, etc.
 - (5) Other product failures and damages caused by problems other than the design, manufacture and quality of the product itself.
5. The warranty card is an important certificate for the user to enjoy the warranty service. The user should keep it in a safe place. If it is lost, please call the company's after-sales service hotline to reapply.
6. After the user enjoys the warranty service, our company will record and update the warranty card held by the user. The original is kept by the user, and our company hold the copy which is consistent with the original.

Tips:

Should you have any functional or quality issues during your use of this product, or any comments or suggestions on this product, please contact customer service hotline: 0086-400-888-4616. We are happy to service you at best.