

User Manual

Robot Vacuum and Mop

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Dear users:

Thank you for purchasing Narwal products. To access comprehensive support from Narwal, you are recommended to read carefully the manual and illustrations before using the product. Please keep the manual properly.

The manual may be updated from time to time based on product updates and user feedback. Please scan the QR code below to browse the official website and view the latest version.

In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:

Customer service email:

Email du service client : support.na@global.narwal.com (Amérique du Nord):

support.na@global.narwal.com (North America)

support.eu@global.narwal.com (Germany)

support.it@global.narwal.com (Italy)

support.jp@global.narwal.com (Japan)

support.fr@global.narwal.com (France)

support.kr@global.narwal.com (South Korea)

support.es@global.narwal.com (Spain)

*For other countries, please refer to the after-sales contact information provided by your local vendors

We wish you a pleasant experience



Electronic version of the user manual
Elektronische Version des Benutzerhandbuchs
Versione elettronica del manuale d'uso
Version électronique du Manuel d'utilisateur
Versión electrónica del manual de usuario
Электронная версия руководства пользователя
전자 설명서
電子説明書
電子說明書
Wersja elektroniczna instrukcji obsługi
Kullanım kılavuzunun elektronik versiyonu
Bản điện tử sách hướng dẫn sử dụng
දිග්දිග්විද්‍යාමාලිකයාගේ
גרסה אלקטרונית של המדריך למשתמש
Version électronique du Manuel d'utilisateur

Regional Availability and Compatibility

Based on user experience consideration and relevant legal and compliant requirements, Narwal products normally sold by Narwal (and its authorized retailers) are only available for use and after-sales service support in the country or region in which they were originally sold. If a product is shipped to any other countries or regions, you might not be able to use the Narwal App to bind the product or perform relevant operations. We recommend that you purchase the local version of the Narwal product from Narwal or its authorized retailers in order to obtain the best product use and service experience.

For avoidance of doubt, Narwal products sold by Narwal (and its authorized retailers) in the PRC are only available for use and after-sales service support in the PRC (for this purpose, excluding Hong Kong, Macao and Taiwan).

1. Product At A Glance

1.1 Check List

Main parts

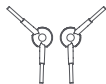


Robot × 1
(including dust collection box × 1, mopping module × 2)

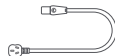


Base station × 1
(including cleaning base × 1, cleaning tray × 1, clean water tank × 1, dirty water tank × 1, base station dust bag × 1)

Accessories



Side brush × 2
(Accessory)



Base station power cord × 1



Floor detergent × 1
(Accessory)



Base station dust bag × 1
(Accessory)



Replaceable insert bin × 1
(Accessory)



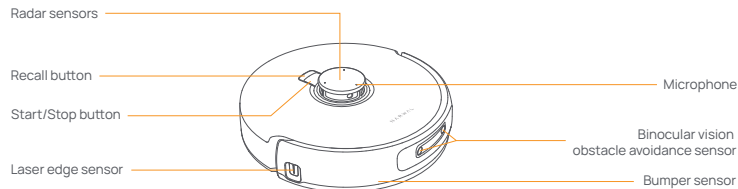
Dust bin filter × 1
(Accessory)



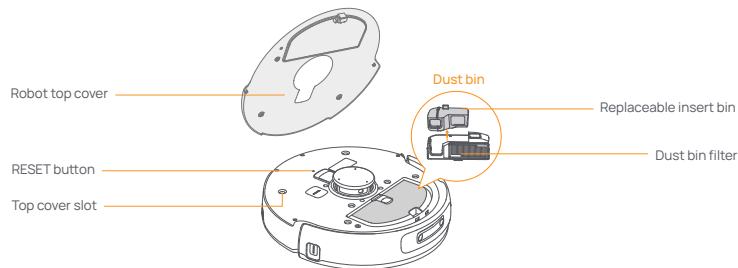
Extension ramp × 1

1.2 Robot

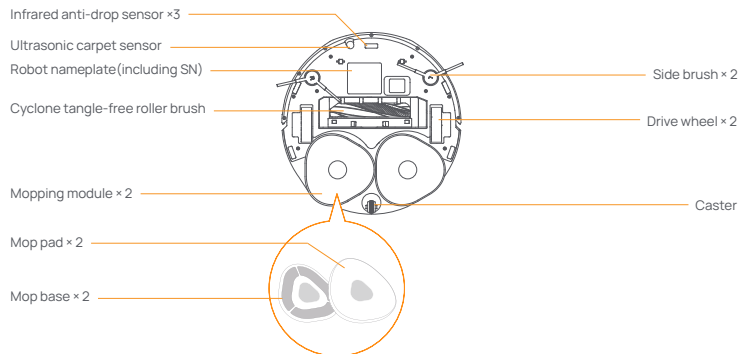
Front (top cover closed)



Front (top cover open)

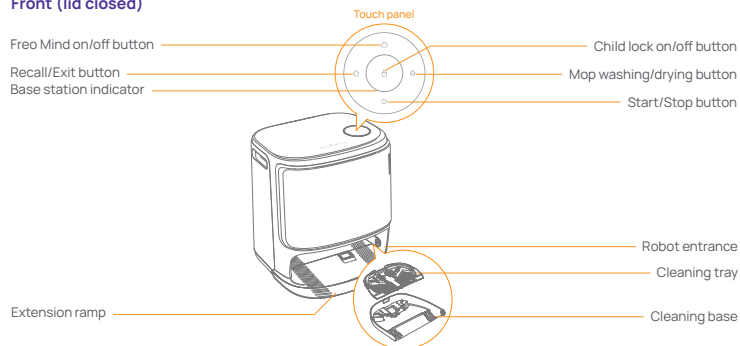


Robot bottom

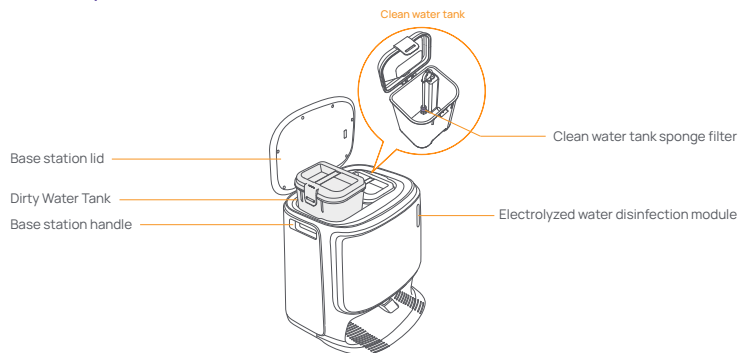


1.3 Base station

Front (lid closed)



Front (lid open)



Back



1.4 Buttons and indicators

Robot buttons

Button	Action	Function
Start/Stop	Short press Press and hold for 2s	Start/pause/resume the current task Power on/off
Recall	Short press	Return to the base station
	Short press	Enter the pairing mode
Reset	Press and hold for 5s Press and hold for 10s	Unbind the account and clear user data Factory reset

Base station buttons

Button	Action	Function
	Short press Press and hold for 2s during a task	Start/pause/resume the current task End all tasks
	Short press	Recall/Exit
	Press and hold for 2s	Turn on the Child Lock
	Press and hold for 2s	Turn off the Child Lock
	Short press	Turn on/off Free Mind
	Short press	Start/cancel mop washing and drying
	Press and hold for 10s	Refill/discharge self-check
	Press and hold for 2s	Enter/exit the pairing mode
	Press and hold for 2s	Restart mapping

Robot & base station indicators

Indicator	Robot indicator	Base Station indicator	Meaning
Steady white	✓	✓	Standby mode
Breathing white	✓	✓	Standby
Dynamic spinning blue	✓	✓	Task underway Device startup (robot)
Dynamic breathing blue	✓	✓	Task paused
Red	✓	✓	Error (flashing) No communication (breathing red)
Breathing orange	✓	✓	Pairing Updating Checking the automatic water exchange Power-saving mode
Colorful meteor light	✗	✓	Wake for power on Wake from a dark screen

2. Get Ready Before Use

Install the side brushes

Press side brushes into the slots as indicated by color until they click into place.



Place the base station

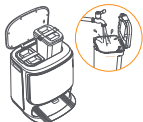
- Plug in the power cord in the back of the base station.
- Put the extension ramp on the floor and push it into the bottom of the base station until it clicks into place.
- Leave an open space of at least 1 meter long in front of the base station for the robot to enter and leave the base station.

Tips: DO NOT put the base station close to a heat source.



Add clean water

- Open the clean water tank and fill it with clean water.
- Close the clean water tank cap and put the clean water tank back into the base station.

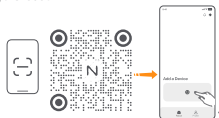


Connect and bind the robot in the App

Download the Narwal App and follow the instructions for connecting and binding the robot.

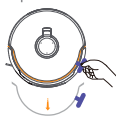
Note:

1. In the App device page, tap "Settings" > "Device" and then press hold the "Restart Robot" for 10s to turn on/off the power-saving mode.
- Download the Narwal App and follow the instructions for connecting and binding the robot.



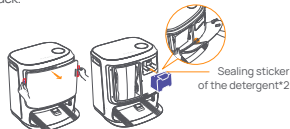
Remove the anti-collision foam

- Lift the top cover sticker to open the robot top cover and remove the anti-collision foam.
- Close the robot's top cover.



Install the floor detergent

- Remove the base station front cover, face the cap of the floor detergent to the base station (DO NOT remove the cap; make sure that the sealing sticker is removed), and horizontally push it into the detergent bin.
- When the detergent is in place, put the base station front cover back.



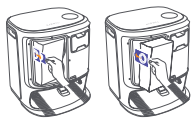
Boot settings

Push the robot into the base station with the camera facing outward. The base station will beep once to indicate that charging is successful and the robot will switch itself on and broadcast the message.



Replace the base station dust bag

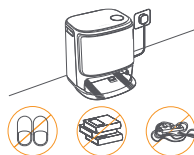
- Remove the base station front cover.
- Pull the purple ring in the direction of the arrow to pull out and discard the dust bag.
- Insert the new dust bag into the slot in the indicated direction until it hits the bottom.
- Put back the base station front cover.



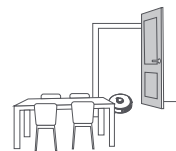
3. How to Use

Before using the robot, please make sure you have finished the installation and base station setup in Chapter 2.

3.1 Organize the home environment



A. Put away the clutter on the floor, e.g. scattered cables, rags, slippers, clothes, and books. slippers, clothes, and books.



B. Open the doors of the rooms to be cleaned and arrange the furniture to leave as much space as possible for cleaning.



C. Leave other doors closed and install the fence to prevent the robot from entering elevated or low areas.



E. DO NOT stand in front of the robot, on the threshold, or in narrow aisles to avoid omission.

3.2 Mapping

Before cleaning a new home, the robot needs to explore the environment and create a map. Before first-time cleaning, you can trigger mapping by short pressing the  Start/Stop button on the base station or tapping "Start Mapping" in the App.

Note:

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

3.3 Cleaning

Before a cleaning task, please make sure that the robot has a proper battery level, which can be viewed in the App.

Select cleaning modes

The product comes with four built-in cleaning modes: Vacuum, Mop, Vacuum and Mop, and Vacuum then Mop. You can select and adjust parameters like cleaning cycles, suction, and mop humidity for each mode in the App.

Set Freo Mind

The Freo Mind is an intelligent cleaning assistant. When the Freo Mind is enabled, the robot can:

- set cleaning parameters based on the environmental data collected by sensors;
- enhance edge-to-edge cleaning.

You can enable the Freo Mind in two ways:

- Select the Freo Mind in the cleaning modes in the App;
- Short press the  Freo Mind On/Off button on the base station. When the indicator turns on, it means the Freo Mind is on.

Start cleaning task

You can start the robot for cleaning in three ways:

- Tap  Start Cleaning button in the App;
- Short press the  Start/Stop button on the robot to start cleaning. The robot will activate the Vacuum Mode by default;
- Short press the  Start/Stop button on the base station to start cleaning. The robot will activate the Vacuum and Mop Mode by default;

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

Pause/resume the current task

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

- Tap  Pause/  Resume button in the App;
- Short press the  Start/Stop button on the robot;
- Short press the  Start/Stop button on the base station.

Mop washing

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

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

End current task

The robot will navigate itself back to the base station when cleaning ends. You can view the current cleaning report in the App.

You can manually end the task in the following three ways:

- Press and hold  Finish button for 2s in the App;
- Short press the  Home button on the robot;
- Short press the  Recall button or long press and hold the  Start/Stop button on the base station for 2s.

Mop Drying

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

You can also start mop washing and drying manually in the following two ways:

- Tap  Mop Washing & Drying button in the App;
- Short press  Mop Washing & Drying button on the base station.

4. Parameters

4.1 Specifications

Robot	Base Station
Dimensions: 355*350*109.6 mm	Dimensions: 430.8*462*388.3 mm
Weight: 4.5 kg	Weight: 12.3 kg
Battery: ≥5000 mAh	Rated input: AC 220-240V 50-60Hz AC 100V-127V 50-60Hz
Rated voltage: 14.4V ---	Rated output: 20V --- 2.0A
Rated power: 65W	Rated power: Charging: 45W Water heating: 1100W (AC 220-240V, 50-60Hz) 850-1250W (AC 100-127V, 50-60Hz) Dust Collection: 450W Drying: 65W
Wi-Fi	
Protocol: IEEE 802.11b/g/n	
Frequency Range: 2412~2472MHz	
Max. Transmitter Power (EIRP): ≤20dBm	
Bluetooth	Bluetooth
Protocol: BLE 5.0	Protocol: BLE 5.0
Frequency Range: 2402-2480MHz	Frequency Range: 2402-2480MHz
Max. Transmitter Power (EIRP): ≤10dBm	Max. Transmitter Power (EIRP): ≤10dBm

Battery (Robot)	
Battery Pack Quantity Per Pack:	1 pcs
Battery Type:	Rechargeable Li-ion Battery
Nominal Voltage:	14.4V ---
Quantity of Battery Cells Per Battery Pack:	8 pcs
Rated Capacity, Rated Energy:	5000mAh, 72Wh

Manufacturer : Yunjing Intelligence Innovation (Shenzhen) Co., Ltd.

Address : Room A2901, Yunzhongcheng, Building 1, Vanke Yuncheng VI, Dashi 2nd Road, Xili Community,
Xili Street, Nanshan District, Shenzhen, Guangdong, China



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