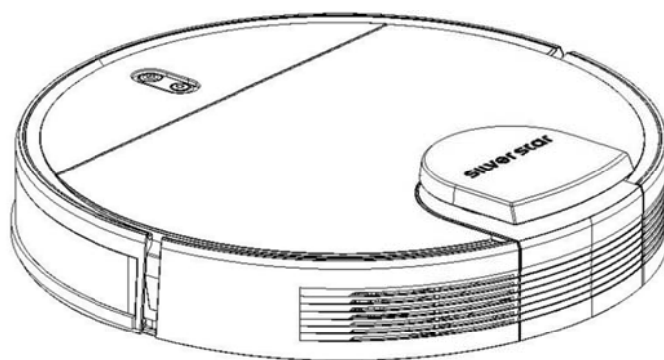


Robot Vacuum

LSB2

User Manual



Thank you for purchasing this product.

Please read the user guide carefully before use.

A0

Thank you for purchasing the LSB2 Intelligent Vacuum Cleaner. I hope you will enjoy it!

If you have any questions about the product during use, please call our service hotline.

Hotline: 4006-788-228

Table of Contents

1. Safety Instructions.....	2-4	5. Maintenance.....	17-20
1.1 Instructions for use		5.1 Clean its dust box and water tank	
1.2 Safety precautions		5.2 Clean the main brush	
1.3 About child safety		5.3 Clean its side brushes	
1.4 About the batteries		5.4 Clean casters	
1.5 Scope of use of the product		5.5 Clean sensors and charging electrodes	
1.6 Disclaimers		5.6 Clean the mop module	
2. Product Overview.....	5-8	6. Basic Parameters	21
2.1 Machine and its accessories		7. Common Faults	22-27
2.2 Machine and dust box		7.1 Voice prompts	
2.3 Machine and its sensors		7.2 Troubleshooting	
2.4 Mop module		7.3 Faults in WiFi connection	
2.5 Charging dock			
3. Product Installation.....	8-11	8. Warranty Card	28
4. Operating Instructions.....	11-16		
4.1 Use of the machine			
4.2 Sweep modes			
4.3 Select suction intensity			
4.4 Use of mop module			
4.5 Map management			
4.6 System reset			

1. Safety Instructions

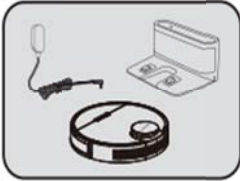
1.1 Instructions for use

Please pay attention to the following basic safety precautions before using the product:

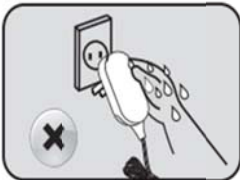
- * Read the user manual carefully and follow the instructions in the user manual when using the product.
- * Keep the user manual well for future reference.
- * If you need to transfer the product to a third party, please attach the user manual along with the product.
- * Any operation not in conformity to the instructions in the user manual may result in serious personal injury or damage to the product itself.

1.2 Safety precautions

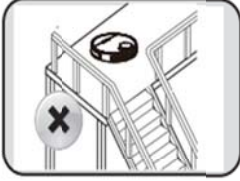
 **Warning**



- ⚠ This product can only use the adapter, batteries and charging dock that are provided with this product. Failure to do so may result in damage to the product, electrical shock, or fire caused by high voltage.
- ⚠ Do not use this product if the host machine and accessories of this product are found to be damaged. Contact our after-sales service department. Except for the service technicians designated or authorized by our company, no one may disassemble, repair or modify this product.



- ⚠ Unplug the product before maintenance.
- ⚠ Do not touch the power plug or the product when your hands are wet, as this may result in electrical shock.
- ⚠ If the power cord is damaged, it must be replaced by the manufacturer, its service department or a similar professional to avoid danger.



- ⚠ To prevent the product from falling accidentally, do not use this product in a suspended place without a protective fence, which may result in personal injury.
- ⚠ The user shall not replace the batteries privately.



- ⚠ Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the vacuum cleaner. Failure to do so may result in personal injury.
- ⚠ Do not place the product near fire or flammable/explosive/corrosive materials.
- ⚠ If the user manual is missing, please contact your local dealer or call the after-sales service department to obtain an electronic user manual.

⚠ Caution



This product can only be used indoors.



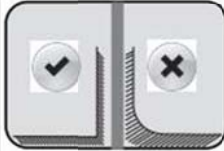
Prevent the suction of water, oil or other liquids, which may damage the vacuum cleaner.



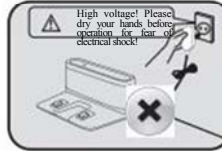
Arrange scattered wires on the floor before use for fear of affecting the normal operation of the vacuum cleaner.



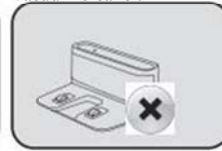
Remove fragile objects before use.



The charging dock shall be placed against the wall and on a flat floor for fear of affecting product functionality.



Unplug the charging dock if it remains unused for a long time.



When the product is working, removal of the charging dock will affect the normal recharging of the machine.



Do not use this product to suck in sharp objects (e.g. shattered glass and nails) for fear of damage to the product.



Do not use this product in a wet, flammable, explosive or corrosive environment.

1.3 About child safety



- * Children under the age of 8 are not allowed to use this product. Persons with physical, sensory or intellectual disabilities or lack of relevant experience/knowledge cannot use the machine unless under supervision, operating instructions or awareness of the danger. Children are not allowed to play with the machine or clean/repair the machine unless under supervision.
- * Children are not allowed to play with the product's packaging bag for fear of suffocation.

1.4 About the batteries



1. Only the batteries provided by the manufacturer are applicable to the product.
2. The batteries shall be removed when the product is discarded.
3. If you need to replace the battery of the host machine, please contact our after-sales service department. Use of wrong batteries may cause a safety accident.
4. If the batteries leak, prevent the contact of the liquid with the skin or clothing. Immediately wipe it with a dry cloth and send it to the recycling station or designated maintenance point. Do not discard it.
5. Please properly dispose of the old batteries of the product. The batteries contain hazardous substances harmful to the environment. Please follow the local environmental regulations and send them to the designated recycling site.

1.5 Scope of use of the product

Scope of application

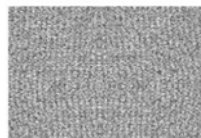
The product is suitable for the following floors:



Wooden floor



Ceramic tile



Short-staple carpet

1.6 Disclaimers

Under any of the following circumstances, the product will be excluded from the scope of free warranty, but paid repair can be provided:

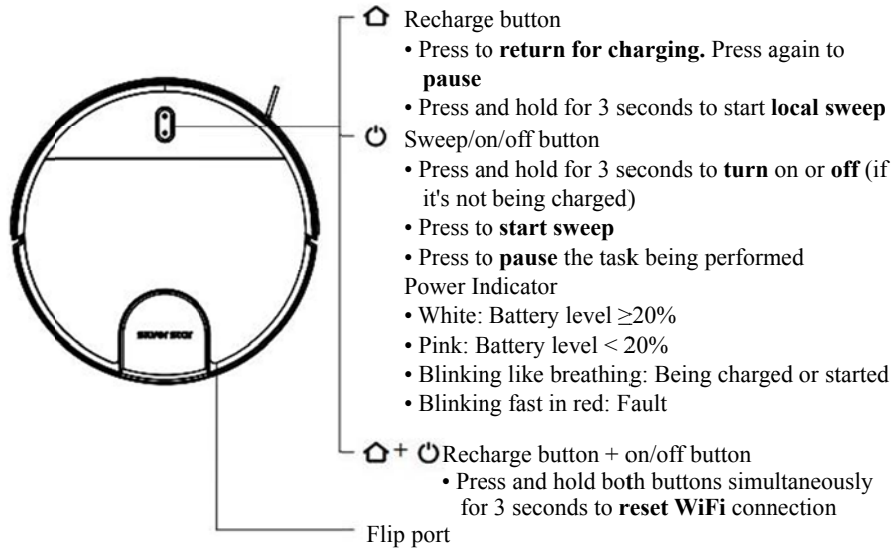
- A. Damage due to the user's failure to operate the product in strict accordance with our user manual or due to improper storage;
- B. The machine or parts have exceeded the free warranty period;
- C. Damage due to disassembly by those other than the maintenance personnel of our company or authorized by our company;
- D. A valid purchase voucher number cannot be provided;
- E. The product model on the warranty card does not match that of the product to be repaired or is altered;
- F. Damage caused by irresistible factors such as natural disasters;
- G. Product failure or damage caused by unexpected factors or man-made causes (including operational errors, liquid ingress, improper plugging/unplugging, scratching, handling, bumping, input of inappropriate voltage, etc.)

Note: Our company provides a warranty for the product in accordance with the "National New Regulations on Warranty". For details, please check the warranty card provided with the product.

2. Product Overview

2.1 Machine and its accessories

Machine



Accessories



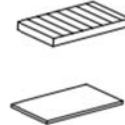
Charging dock ×1



Power adapter ×1



Side sweep ×1
(1 is optional)



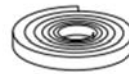
Filter combination ×1
(Optional)



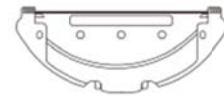
Waterproof pad ×1
(Optional)



Screwdriver ×1
(Optional)



Virtual magnetic stripe wall ×1
(Optional)



Mopping cloth holder ×1 (Optional)



User manual ×1



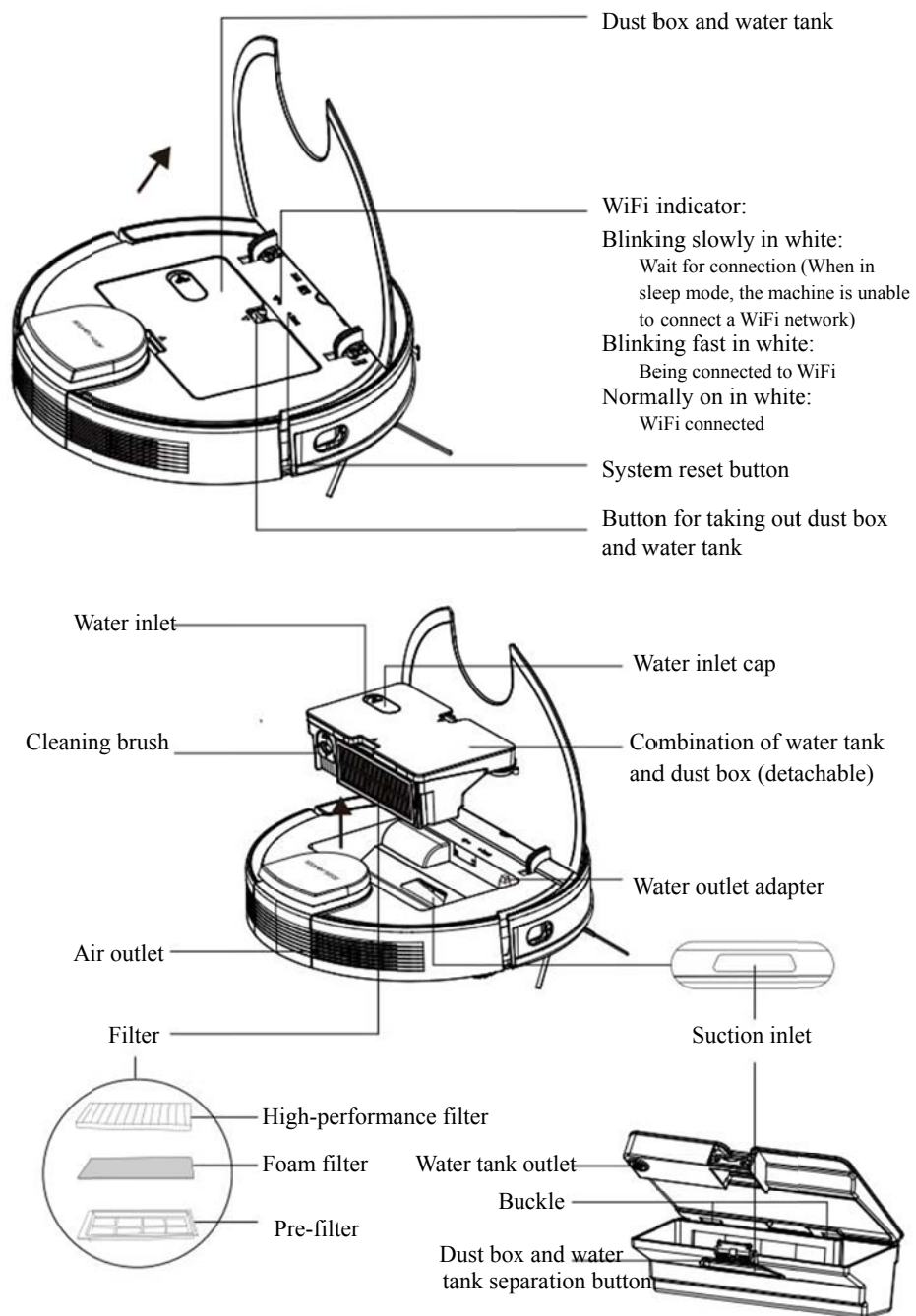
Mopping cloth ×1
(Optional)



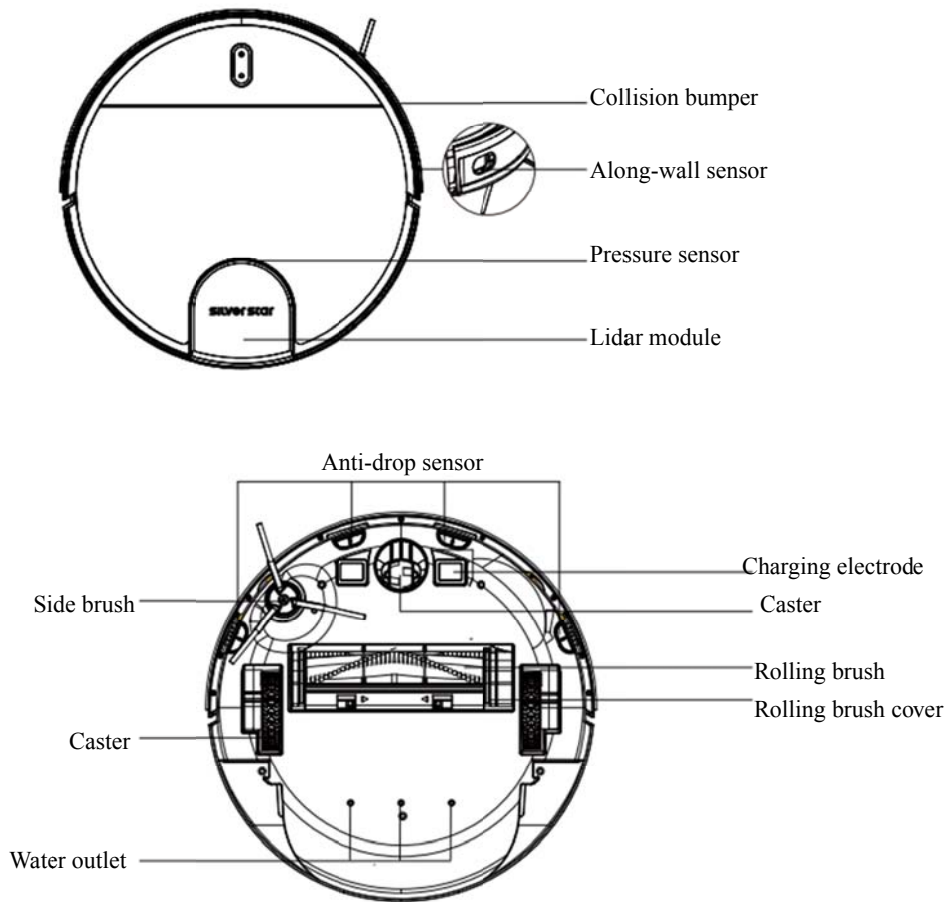
Tips:

* A side brush and a filter combination as well as a battery have been installed in the machine.

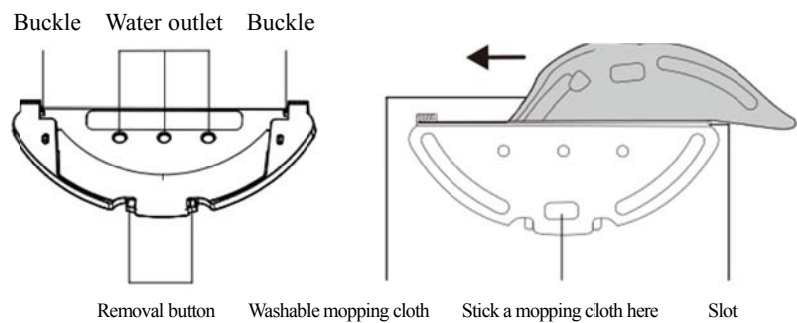
2.2 Machine and dust box



2.3 Machine and its sensors



2.4 Mop module

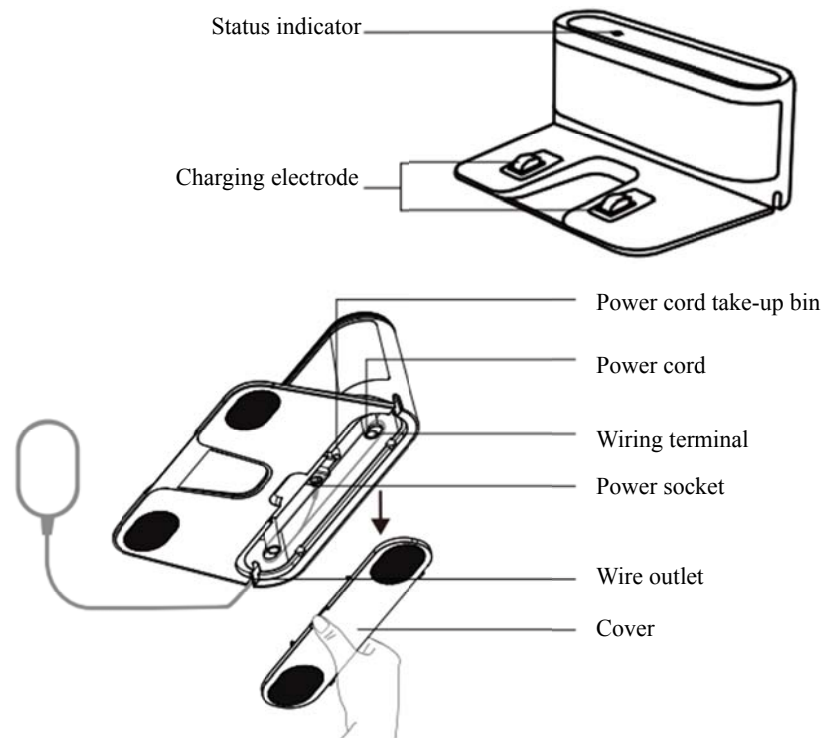


2.5 Charging dock

Charging dock indicator

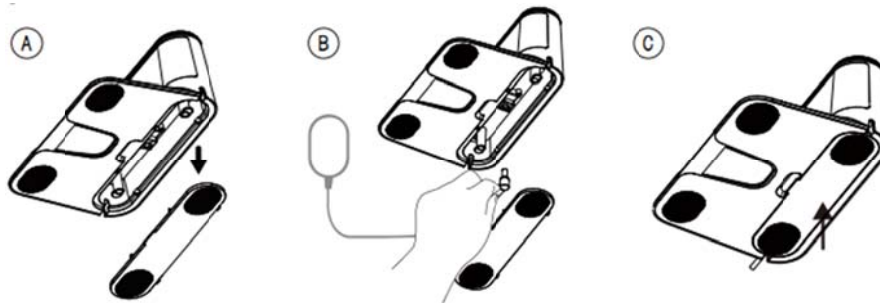
Normally on in white: The charging dock has been connected to a power supply (when the machine is not connected to the charging dock)

White light off: The machine is correctly connected with the charging dock

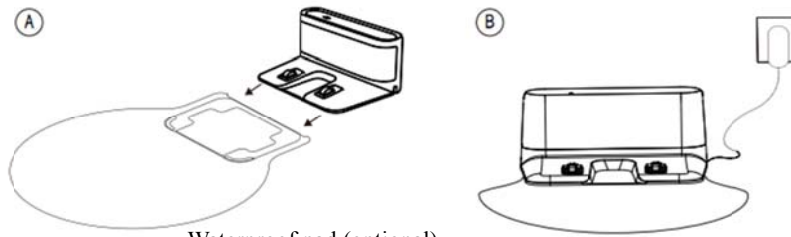


3. Product Installation

1. Connect the charging dock with the adapter. Prevent the adapter wire from winding the machine during sweep

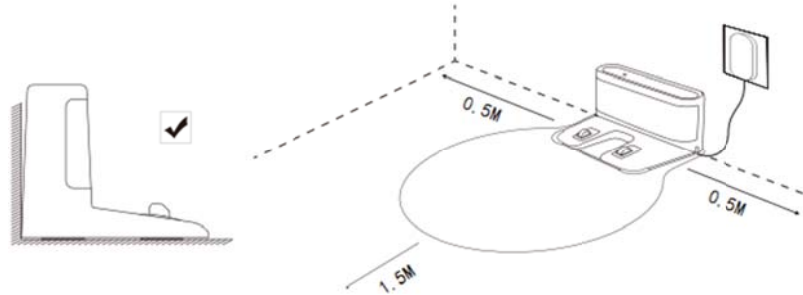


2. Based on your personal needs, decide whether to install a waterproof pad. After installation, connect the adapter to the wall socket and keep the power on.



Waterproof pad (optional)

3. Place the charging dock on a flat hard ground perpendicular to a wall and keep it clear of obstacles within 1.5 meters in front of it and within 0.5 meters on its left and right.



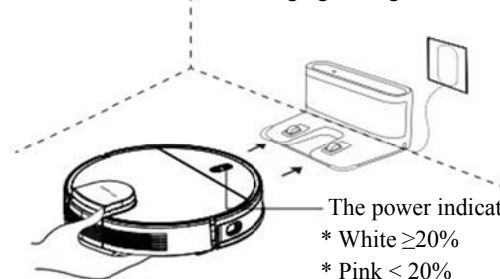
Note:

- * Install the charging dock at a location easily accessible by the machine. It is recommended to place the charging dock on a hard ground, instead of a carpet or blanket, against a wall.
- * Keep the charging dock charged, or the machine will not automatically return.
- * To ensure normal charging, do not move the charging dock frequently. Once the machine location is changed, the machine may regenerate a map due to repositioning failure (for details, see Operating Instructions > Map Management).

4. Startup and charging

Press and hold  on the machine for 3 seconds to turn it on. Before use for the first time, the machine shall be fully charged (about 4 hours) to ensure normal operation.

- * Place the machine on the charging dock and align it with the charging port. When the white indicator on the charging dock goes off, charging will begin.



The power indicator color indicates the battery level:

- * White $\geq 20\%$
- * Pink $< 20\%$



Note:

- * You may not be able to start the machine when the battery is low. Please fully charge it and try again.
 - * To ensure the service life of the battery, please charge and discharge at least once every six months.
 - * To enter the low power standby mode when the machine is being charged, press and hold  and  for 20 seconds until the power status indicator goes off. WiFi will be disabled when this mode is active.
- Press  to exit the low power standby mode.

5. Install the app

① Download

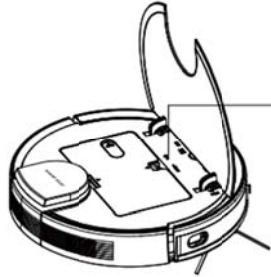
Search for "Smart Graffiti" in a phone app store or scan the QR code below to download app.



② Reset WiFi

A. Open the machine top cover to expose the WiFi indicator.

B. Press and hold  and the  simultaneously till the voice prompts "WiFi reset". Wait till the WiFi indicator starts blinking slowly in white, indicating that the robot vacuum has entered the network configuration mode.



WiFi indicator:

Blinking slowly in white:

Wait for connection (When in sleep mode, the machine is unable to connect to a WiFi network)

Blinking fast in white: Being connected to WiFi

Normally on in white: WiFi connected

③ Add devices

Open the app and create a new account, click the "+" icon in the upper right corner of the page, and select "Robot Vacuum" from "Add Manually".

Note that "Configure Network with Hotspot (Compatibility Mode)" shall be selected as its network configuration mode.



Note:

- * Only the 2.4GHz band, but not the 5GHz one, is supported in the WiFi connection. Please switch to the 2.4GHz band if your WiFi network is dual-band and try again.
- * If the connection between your phone and robot vacuum fails, you can reset WiFi again and add it again after entering the network configuration mode.
- * As version upgrade and update may be made, please follow internal guidelines in the app for operation.

C. Pause

- * When the robot vacuum is operating, press  to pause. Press  again to resume sweep. During sweep, press  to stop the current sweep and return to the charging dock automatically.

D. Hibernation

- * If it is inactive and the charging dock is not connected for 10 minutes, the machine will automatically switch to sleep mode.
Press any button to wake up the machine.

E. Charging

- * Auto recharge: After sweep, the white light will keep blinking and the machine will automatically return to the charging dock for charging.
- * Manual recharge: a. If it is paused, press  to recharge it automatically;
b. When the machine is stuck or cannot find the charging dock, please manually return it to the charging dock for charging.

F. Fault

- * Please refer to the "Common Faults" section herein or guidelines in the app for repair when any abnormality occurs to your robot vacuum in operation and the power indicator is blinking in red with voice prompts.



Note:

- * If it cannot be repaired after the above operations, please contact our Service Department for consultation or repair. Do not disassemble the machine by yourself.

G. Reset WiFi

- * Press  and  simultaneously for 3 seconds to reset your WiFi connection when your router has changed, you've forgotten the password or your phone is unable to connect to the machine normally for other reasons.
The WiFi status indicator will be **blinking slowly** in white. After the WiFi connection is reset, there will be a voice prompt.
After that, you can reset the WiFi connection as instructed in this app.

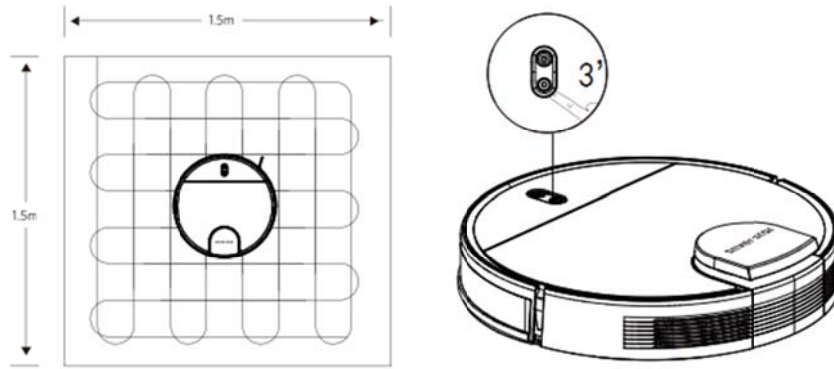
4.2 Sweep modes

A. Auto Sweep

- * Auto Sweep is the default mode after startup. Press  to start it. The machine will start off the charging dock, automatically scan and plan the sweep map and path, and sweep your rooms. After the task is complete, the machine will return automatically for recharge. It is fast and convenient.

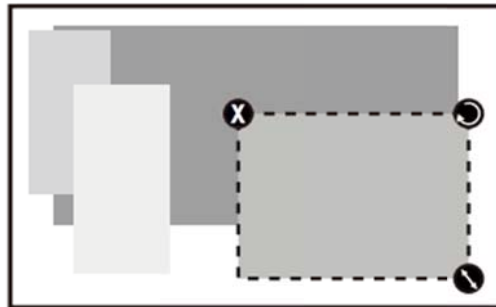
B. Sweep at Fixed Point

- * After the mode is enabled, the machine will sweep a rectangular area of 1.5m X 1.5m centered on itself. This mode is very useful if you have any area with much dust or debris to clean.
After such specific area has been swept, the machine will automatically return to the charging dock.
a: Manual startup: Move the machine to the area to be cleaned, press and hold  for 3 seconds to start it up.
b: Startup using app: Open the app, select Sweep at Fixed Point, and follow the instructions.



C. Area-specific Sweep (only in-app operation supported)

- * Select Area-specific Sweep in the app and set a sweep area. The machine will sweep this area only and return to the charging dock after sweep.



Note:

- * Area-specific Sweep can only be started after a map is created.

D. Remotely Controlled Sweep (only in-app operation supported)

- * Manual Remotely-Controlled Sweep is available in the app to make the machine go to the area to be cleaned.

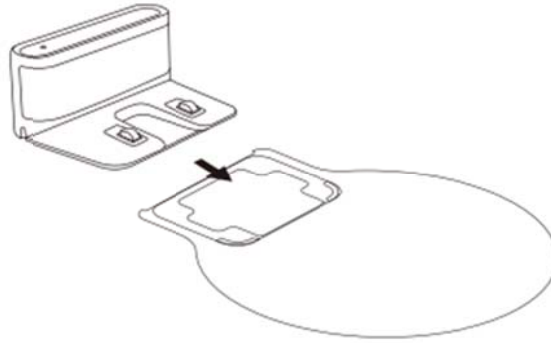
4.3 Select suction intensity (only in-app operation supported)

Select an sweep intensity in this app as required:

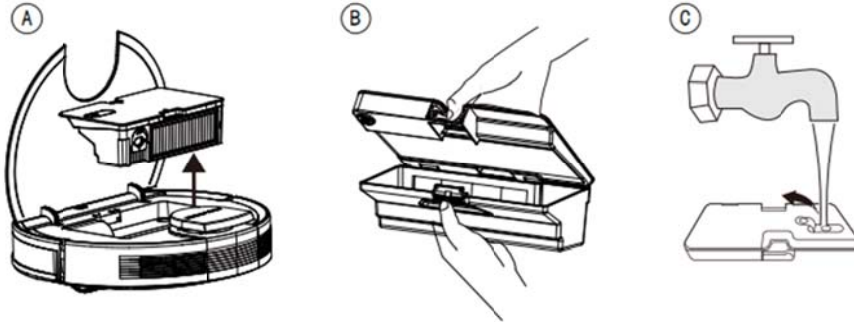
- Quiet
- Auto
- Powerful
- Super-powerful

4.4 Use of mop module

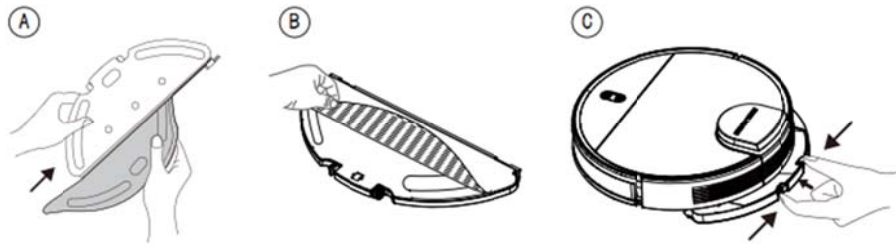
- ① Install the charging dock on the waterproof pad (optional).



- ② Take out the water tank and add water.

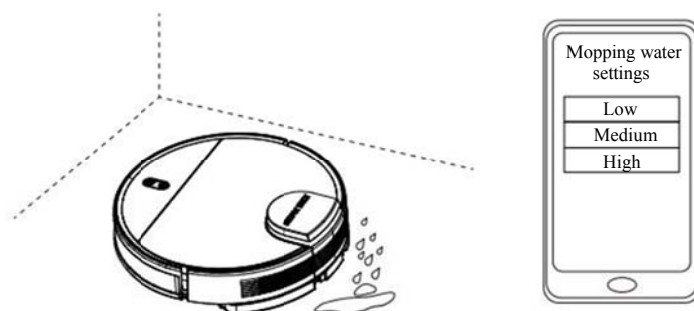


- ③ Wet your mopping cloth before mopping, install the mopping cloth on its holder, and then install the holder to the machine bottom. (In order to ensure mopping results, the machine's obstacle-crossing performance will be reduced after the mopping cloth is put in.)

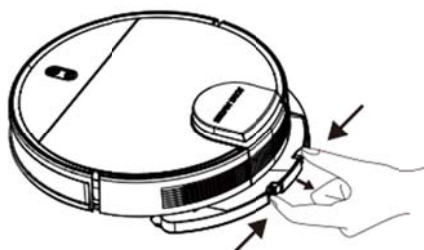


- ④ Select a sweep mode to start sweep, and select the amount of mopping water (3 levels) in the app as necessary. (To prevent the machine from wetting any of your carpets when mopping your floor, it is recommended to place virtual wall (for no mopping) around carpet areas using the app to protect your carpets)

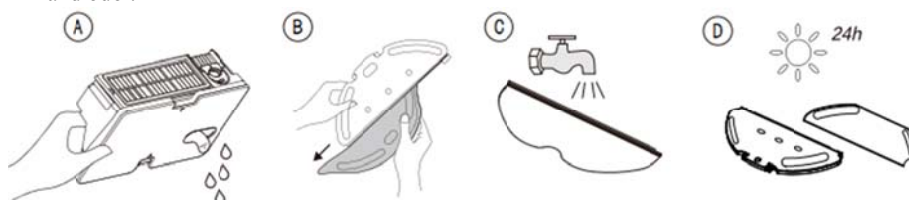
- ④ Select a sweep mode to start sweep, and select a level of mopping water outlet in the app as necessary (3 levels).



- ⑤ When the machine returns to the charging dock after completing its work, hold buckles on both sides by hand and drag backward to remove the mop module.



- ⑥ Empty the remaining water in the water tank. Wash the mopping cloth to avoid mildew and odor.



Note:



- * Please do not use the mopping mode on any carpet.
- * It is recommended to wash the mopping cloth after each mopping.
- * When the machine is being charged or idle, please remove the mop module.
- * In order to achieve better mopping results, it is recommended to sweep your floor three times with the machine before installing the mop module.
- * To avoid damaging your wood floor, please make sure to take out the mop module or the charging dock immediately after floor mopping is complete. Install the waterproof pad (optional)
- * When mopping is paused or finished, the machine will automatically cut off water. However, the cloth remains wet and should not be left in place for too long but handled in time.

4.5 Map management

A. Map your rooms in real time

- * Real-time mapping helps you easily understand the sweep route and environment. After sweep, a floor plan of your rooms will be generated. Maps will be updated in real time during each sweep to ensure normal navigation.

Generate a complete floor plan of your rooms:

- a. Open room doors so that the machine generates a map of each room;
- b. Remove any object that may block or jam the machine;
- c. After generating maps, please do not disassemble or move the charging dock;

B. Repositioning and map regeneration

- * If the location of the machine/charging dock is adjusted or the surrounding environment changes significantly, the machine will try repositioning and may regenerate a map to adapt to the surrounding environment. Details are as follows:
 - a. If repositioning is successful, the machine will resume sweep;
 - b. If repositioning fails, the machine will regenerate a map to ensure normal navigation for new sweep;
 - c. If repositioning fails and virtual boundary information (no-sweep, no-mopping) is available in the original map, the machine will not start a new sweep to avoid crossing any restricted area.

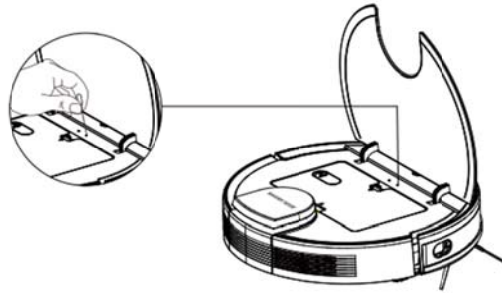


Note:

- * Make sure that the machine always starts sweep from the charging dock.
- * Do not move the equipment frequently during sweep. Otherwise, put the machine back to its home position.

4.6 System reset

- * If the machine does not respond after pressing any button thereon, it is an option to reset the system.
 - a. Ensure that the machine is not on the charging dock;
 - b. Press the reset button with a paper clip and the machine will shut down automatically.
 - c. Connect the machine to the charging dock or press  to turn it ON and system reset will be completed.



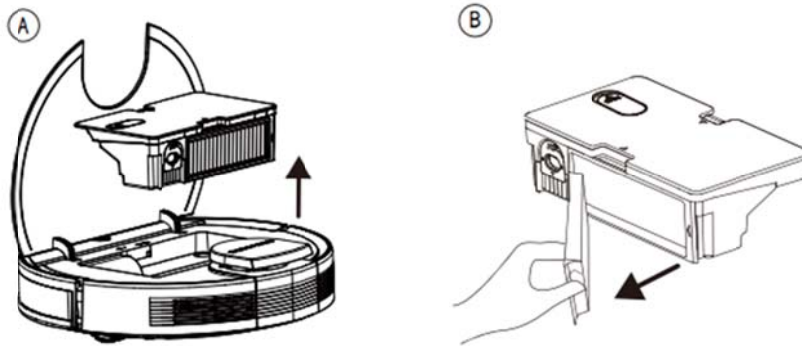
Note:

- * After resetting the system, the machine may lose maps and original settings including the virtual boundary.

5. Maintenance

5.1 Clean its dust box and water tank

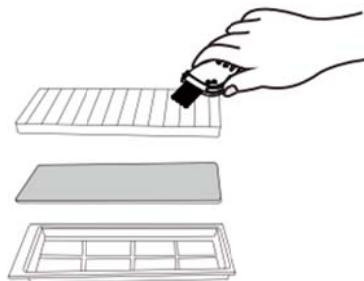
- A. Open the machine top cover and remove the combination of dust box and water tank.
Remove the filter module.



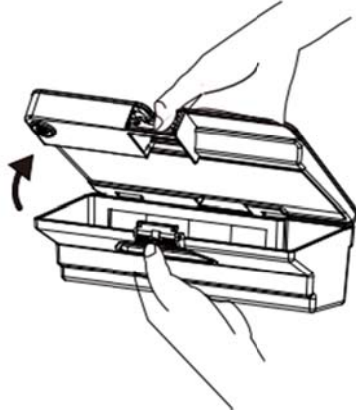
- B. Empty the dust box. Put the dust box against a dustbin, tap the box to knock off excess dirt.



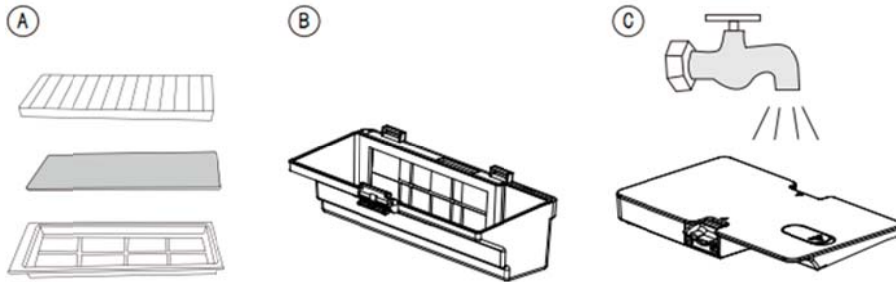
- C. Disassemble the removed filter, remove the pre-filter, foam filter and high-performance filter, and clean filters with a cleaning brush.



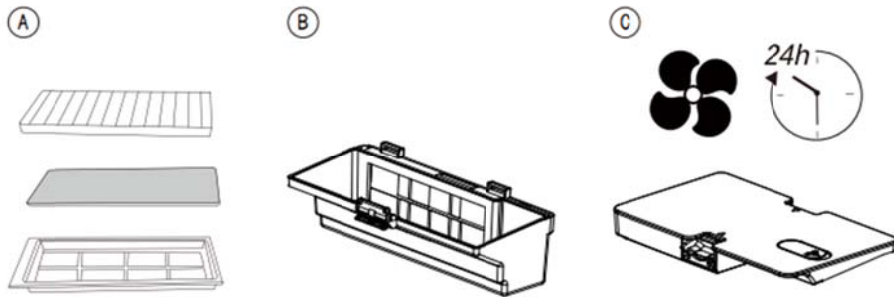
D. Press the release button of dust box to separate the dust box from the water tank.



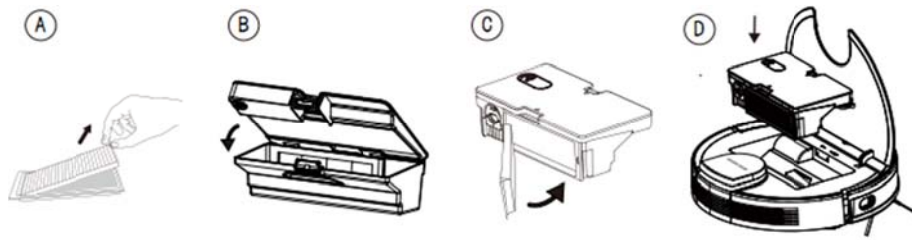
E. Flush the water tank, dust box and filter module thoroughly with water as necessary (Note: Filters shall not be cleaned with hot water or detergent).



F. After cleaning, the water tank, the dust box and the filter module shall be thoroughly air-dried.

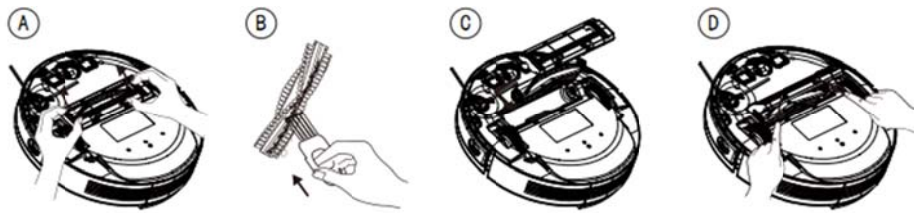


G. Reassemble the air-dried water tank, dust box and filter module, and install them back into the machine.



5.2 Clean the main brush

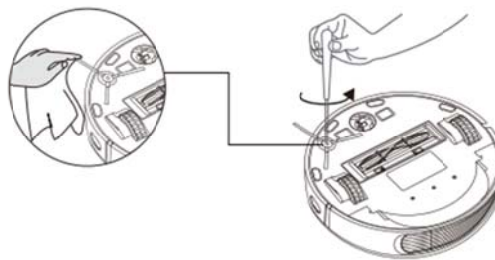
- A. As shown in the following figure, press down the buckle to take out the protective cover, and take out the rolling brush upwards.
- B. Clean the rolling brush with cleaning tools included in the accessories.
- C. Put one end of rolling brush into the corresponding hole first.
- D. Press the brush cover and fix it with the buckle.



5.3 Clean its side brushes

Foreign matter such as hair is easily tangled in a side brush, and dirt may attach to it. Please be sure to clean it regularly.

- A. Turn over the machine and remove screws with a Phillips screwdriver.
- B. Remove side brushes, clear them of hair or foreign matters, and decide whether to use a wet cloth based on your personal needs.
- C. Install side brushes back and tighten screws.



Note:

- * It is recommended to replace side brushes every 3-6 months to ensure cleaning results.

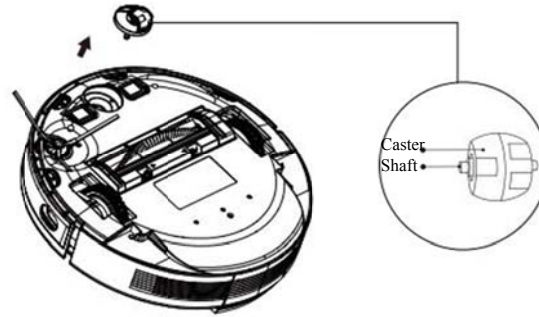
5.4 Clean casters

Hair or dust particles tend to be entangled around casters. Clean the them regularly or as needed.

A. Pull up casters to take them out.

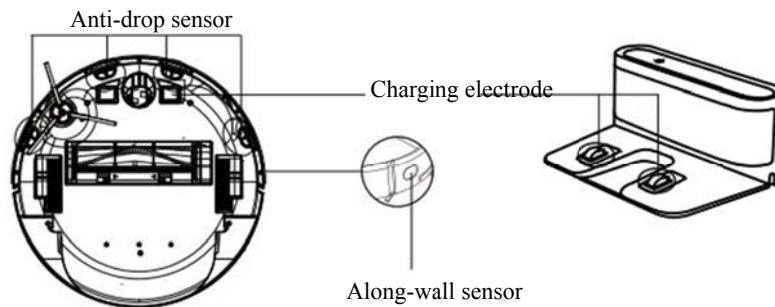
B. Clean any hair or sundries entangled around casters or in any caster chamber.

C. Reinstall casters and push them in till they click into place.



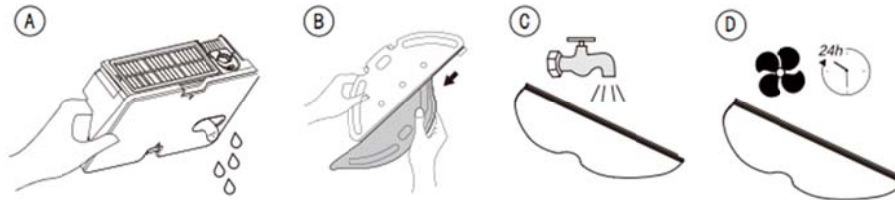
5.5 Clean sensors and charging electrodes

In order to ensure optimum operating conditions, please clean sensors and charging electrode regularly, and wipe dust off them with a soft dry cloth or sweep brush.



5.6 Clean the mop module

It is recommended to empty the water accumulated in the water tank, wash the mopping cloth with water, and air dry it after using the mop module every time to avoid mildew or peculiar smell.



6. Basic Parameters

Machine specifications		Accessories specifications	
Battery voltage	16.8 V 	Power adapter	
Input Power Supply	24 V  1 A	Output Voltage	24 V 
Power Consumption	50 W	Output Current	1 A 
Battery	Lithium battery	Charging dock	
Battery capacity	3200mAh	Input Voltage	24 V 
Dust box capacity	0.45L		
Sweep time	100 minutes maximum		

Our company reserves the right to make any technical or design changes to the product due to continuous product improvement needs.

The right of interpretation belongs to our company.

■ Names and contents of harmful substances in the product

Component Name	Harmful Substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr (VI))	Polybrominated biphenyl (PBB)	Polybrominated diphenyl ethers (PBDE)
Shell component	○	○	○	○	○	○
Internal plastic parts	○	○	○	○	○	○
Metal parts	X	○	○	○	○	○
Electrical components and control components	X	○	X	○	○	○
Dry batteries	X	○	○	○	○	○
Rechargeable batteries	X	○	○	○	○	○

This form is prepared in accordance with the provisions of SJ/T 11364.

○: It indicates that the contents of the hazardous substance in all homogeneous materials of this part are below the required limit specified in GB/T 26572.

X: It indicates that the content of the hazardous substance in at least one of the homogeneous materials of this part exceeds the required limit specified in GB/T 26572.

(All parts marked with “X” in the form are in conformity to the EU RoHS Directive, or cannot be replaced by hazardous substances due to global technological development limits.)

(This form indicates that these hazardous substances exist in our company’s products, but not all of the products included in the package contain all of the above parts.)

③ The service life of the dry batteries used with the product is 3 years.

⑤ The service life of the rechargeable battery used with the product is 5 years.

7. Common Faults

7.1 Voice prompts

When the machine fails, the red indicator on the machine will blink and relevant voice prompts will be heard. Follow the voice prompts to resolve your problem.

Voice Prompts	Solution
Error 1: Collision bumper is stuck. Please check it.	The collision bumper is stuck. Please tap repeatedly to remove foreign matters. If there is no foreign matter, please relocate it and then start it.
Error 2: A caster is stuck. Please check whether any foreign matter is stuck in the caster, or move it to near its home position to start it.	A caster is stuck. Please check whether any foreign matter is stuck in the caster, or move it to near its home position to start it.
Error 3: A side brush is stuck. Please check it.	The side brush may be entangled with foreign matters. Please clean and restart it.
Error 4: The rolling brush is stuck. Please remove and clean it.	The rolling brush may be entangled with foreign matters. Please remove and clean it, its connections, its cover and the suction inlet.
Error 5: The machine is trapped. Please clear obstacles around.	The machine is trapped. Please clear obstacles around.
Error 6: The machine is trapped. Please move it to near its home position to start it.	The machine may be suspended. Please relocate it to start. If the anti-drop sensor is too dirty, it may also cause the fault. Please wipe the anti-drop sensor to eliminate the fault.
Error 7: A caster is suspended. Please move it to near its home position to start it.	A caster is suspended. Please move it to near its home position to start it.
Error 8: The battery is very low, and the system is about to shut down automatically. Please charge it.	The battery is very low, and the system is about to shut down automatically. Please charge it.
Error 9: Virtual magnetic stripe detected. Please relocate it to start.	The machine is too close to magnetic stripes in a virtual wall or strong magnetic field during starting. Please relocate it to start.
Error 11: The recharge sensor is blocked. Please wipe it.	The recharge sensor is covered by dust. Please wipe it.

Voice Prompts	Solution
Error 12: The right along-wall sensor is blocked. Please wipe it.	The right along-wall sensor is blocked. Please wipe it.
Error 13: The machine is tilted. Please put the machine on the horizontal ground to start.	The machine is tilted during startup. Please put the machine on the horizontal ground to start.
Error 14: Please install the dust box and filters back.	Please install the dust box and filters back, make sure that filters and the dust box are installed in place, and then restart the machine.
Error 17: Restricted area detected. Please relocate it to start.	The machine is too close to a restricted area during starting. Please relocate it to start.
Error 18: The laser cover is stuck, please check.	The pressure sensor for laser cover is pressed or stuck. Please relocate it to start.
Error 19: The laser sensor is stuck or twisted. Please check it.	The laser distance sensor is stuck by foreign matter. Please clear it.
Error 20: The laser sensor may be blocked. Please check it.	The laser distance sensor is blocked, please clear the blocking. Too spacious environment and multi-reflection environment such as metal mirrors also affect the normal operation of a laser distance sensor. Please relocate it to start.

Voice Prompts	Solution
Error S1: Battery abnormal. Please refer to the user manual or app.	• Please open the battery compartment, check whether the battery is properly connected, and try restarting the machine. • The battery temperature is too high or too low. Please wait for the battery temperature to become normal (0°C ~ 40°C/32°F ~ 104°F) before use. • If the error persists, please contact our Service Department.
Error S2: Caster module abnormal. Please refer to the user manual or app.	• Please check whether any foreign matter is stuck in a wheel and try restarting the machine. • If the error persists, please contact our Service Department.
Error S3: Side brush module abnormal. Please refer to the user manual or app.	• Please check whether any foreign matter is stuck in a side brush and try restarting the machine. • If the error persists, please contact our Service Department.
Error S4: Fan abnormal. Please refer to the user manual or app.	• Please check whether any foreign matter is stuck in the fan and try restarting the machine. • Please clean the dust box and filters and try restarting the machine. • If the error persists, please contact our Service Department.
Error S5: Rolling brush abnormal. Please refer to the user manual or app.	• Please remove and clean it, its connections, its cover and the suction inlet. Please try restarting the machine after cleaning. • If the error persists, please contact our Service Department.
Error S6: Water pump abnormal. Please refer to the user manual or app.	• Please clean the water tank, water pump connections on the tank and water pump connections on the machine, the water outlet at the machine bottom, and check the mop module. Please try restarting the machine with all modules installed back after cleaning. • If the error persists, please contact our Service Department.
Error S7: Laser sensor abnormal. Please refer to the user manual or app.	• Please check the laser sensor for foreign matter and try restarting the machine after cleaning. • If the error persists, please contact our Service Department.

7.2 Troubleshooting

When any abnormality occurs to the machine in operation, the power indicator will blink fast in red and voice prompt will be provided. Please consult the following table for troubleshooting.

Fault	Solution
The machine cannot be started up.	• Make sure the machine is connected to power supply. • Make sure the battery is fully charged. • If the problem persists, please reset the machine (see the "Operating Instructions > System Reset" section herein).
The machine suddenly stops working.	• Check whether the machine is stuck or blocked by obstacles. • Check whether the battery power level is too low. • If the problem persists, please shut it down, wait for 3 seconds, and then restart it.
Sweep appointment cannot be done.	• Make sure the machine has been powered on. • Set the time and schedule the time for auto sweep with the app. • Make sure the appointment time has been set correctly. • Check whether the machine power level is too low to start sweep. • The machine will not start any scheduled sweep when the task is being performed.
Suction is too weak.	• Check the suction inlet for any obstruction. • Empty the dust box. • Clean filters with water. • Check whether filters are wet due to water or other liquids on the floor. Let filters dry naturally and thoroughly before use.
The machine cannot be charged.	• Check whether the indicator on the charging dock is on (when the machine is not on the charging dock). If not, please contact our service center for repair or replacement of the charging dock. • Check whether the indicator on the charging dock is off and the indicator on the machine is blinking during charging. • Wipe dust off charging electrodes with a dry cloth.
The machine cannot return to the charging dock.	• Clear the charging dock of objects within 0.5m on the left and right sides and within 1.5m ahead. • Make sure that the machine starts sweep from the charging dock without abnormal movement. • When the machine is near the charging dock, it can return faster. But if the charging dock is located far away, the machine will need more time to return. Please wait during its return. • Clean charging electrodes.

Fault	Solution
The rolling brush does not rotate.	• Clean the rolling brush. • Check whether the rolling brush and the brush cover are installed correctly.
Abnormal action or sweep route of the machine	• Carefully clean the sensor with dry cloth. • Restart the machine.
No water is released during mopping.	• Make sure there is enough water in the water tank. • Check whether the mop module is installed correctly. Upon correct installation, you will hear related voice prompt. • Check whether the water outlet is blocked.
The machine cannot connect to your WiFi network.	• Ensure that your WiFi router supports 2.4GHz and 802.11b/g/n bands as this equipment does not support the 5GHz band. For more details, please refer to the "Faults in WiFi Connection" section herein.



Note: Please contact our customer service promptly if any fault cannot be eliminated with the above measures.

7.3 Faults in WiFi connection

If you fail to control the machine with your smartphone, please try the following solutions. If the problem persists, please contact our customer service.

WiFi Status Indicator	Cause	Solution
White indicator normally on	The machine has been connected to the router, but cannot connect to the network.	• Check whether your router is connected to the network. • Contact your network operator to find out if any network connection problem exists.
White indicator blinking rapidly	The machine cannot connect to your wireless router.	• Check whether the network name and password have changed. • Reset WiFi connections if necessary. Please refer to the "Operating Instructions > Reset WiFi Connection" section herein.
White indicator blinking slowly	Your WiFi connection has been reset or not yet set previously.	• Establish WiFi connection with the machine. Please refer to the "Machine Control with App" section herein. • Reset WiFi connections if necessary. Please refer to the "Operating Instructions > Reset WiFi Connection" section herein.
White light off	The machine is powered off. The battery power level is low. The machine is in the sleep mode.	• Make sure the machine has been powered on. • Charge the machine with the charging dock.



Note:

- * Before setting up WiFi, ensure that the machine and your WiFi network meet the following requirements.

WiFi setup requirements:

A. Machine:

- * The machine is fully charged.
- * The WiFi status indicator is blinking slowly in white.

B. WiFi network:

- * Use the correct wireless network password.
- * Do not use any VPN (Virtual Private Network) or proxy server.
- * Your WiFi router supports 802.11b/g/n and IPv4 protocols.
- * The band of your router is 2.4GHz or use a dual-band router supporting the 2.4GHz band. The machine does not support the 5GHz band.
- * If the machine cannot connect in the 2.4/5GHz dual-band WiFi network, please switch to the 2.4GHz network for WiFi settings. After setting is completed, you can switch it back.
- * When connecting to a hidden network, be sure to enter the correct network name - SSID (case sensitive) and connect to a 2.4GHz wireless network.
- * When using a wireless extender/repeater, be sure that the network name (SSID) and password are the same as the main network.
- * Set the firewall and ports of WiFi router to allow the machine to connect with the app server.

Network security requirements:

- * WPA and WPA2 networks encrypted with TKIP, PSK, AES/CCMP.

Warranty Card II

User name		(II) Settlement form of the warranty provider
Address		
Tel.		
Postal code		
Product model		
Purchase date		
Invoice		
Warranty		

Product warranty description:

1. From the date of the user's purchase of this product, the warranty period is one year for the host machine, and six months for the adapter, rechargeable batteries and other accessories.
2. After receiving the product repair request, the after-sales service staff will solve the problem within 15 working days.
3. The user can learn about relevant technical problems through the user manual of the product or the after-sales service hotline, and get a clear solution.
Hotline: 400-788-228
4. When a performance failure occurs during the user's normal use, our company promises to provide the above warranty services unless otherwise stipulated by the applicable laws, rules and regulations of the state.
5. During the warranty period, paid maintenance services will be provided under any of the following circumstances:
 - (1) Damage caused by man-made factors or irresistible natural phenomena;
 - (2) Failure or damage caused by improper operation of the user;
 - (3) Damage due to the user's disassembly or alteration without authorization.



Warranty Card I

User name			(I) To be kept by the user as warranty certificate, which will not be reissued if lost
Address			
Tel.			
Postal code			
Product model			
Purchase date			
Invoice number			
Warranty period			
Date	Repairman	Maintenance record	

Shenzhen Silver Star Intelligent Technology Co., Ltd.

Address: Silver Star High-Tech Industrial Park, Guanguang Road, Guanlan Sub-district,
Longhua District, Shenzhen, Guangdong, China

After-sales Service Hotline: 4006-788-228



Warning Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.