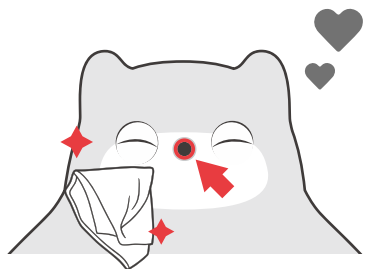


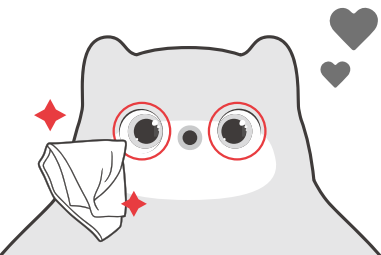
Camera

If KATA's nose, where the camera is located, gets dusty, smudged, or takes blurry photos, please gently wipe it with a soft, dry cloth.



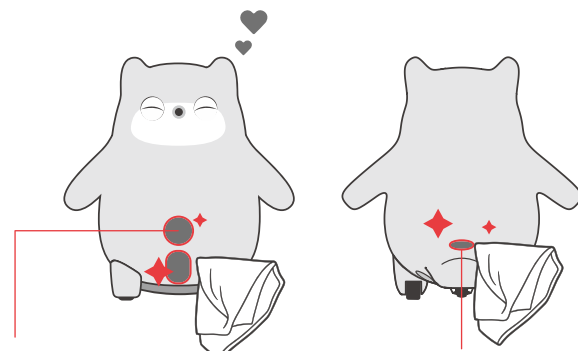
Display

KATA's display shows how KATA feels. A soft wipe keeps KATA's expressions clear and glowing.



Sensors

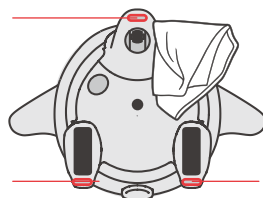
Clean sensors help KATA navigate to its nest and avoid obstacles. Gently wipe them with a soft dry cloth to keep its perception sharp and reliable.



Obstacle avoidance sensor

Docking sensor

Cliff sensor

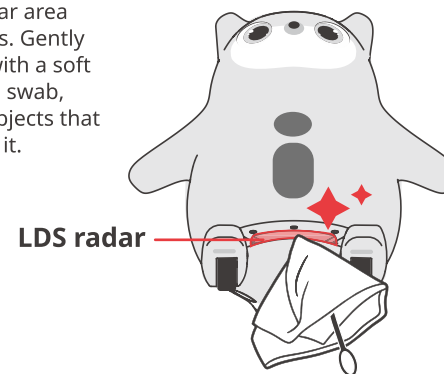


Cliff sensor

Cliff sensor

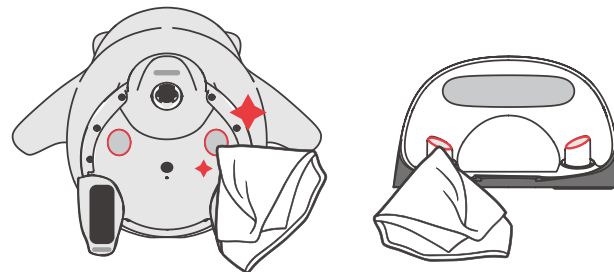
Radar

Make sure the radar area is free of blockages. Gently wipe the surface with a soft dry cloth or cotton swab, and remove any objects that might be covering it.



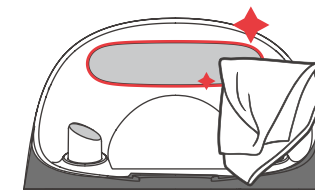
Charging contacts & charging ports

If charging is unstable, gently clean the charging contacts on both KATA and its nest with a dry cloth.



Docking area

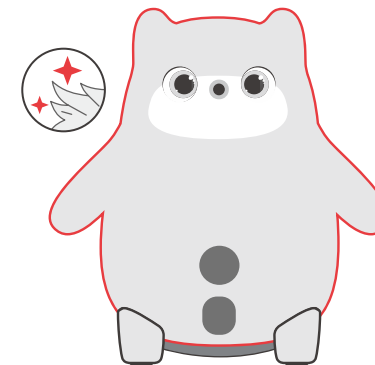
Keep the docking area clear and uncovered. Gently wipe it with a soft, dry cloth to help KATA find its way to its nest every time.



KATA's plush

Over time, KATA's soft surface may gather dust or light dirt. A quick wipe with a wrung-out cloth will keep its plush look fluffy and soft. If KATA gets wet, let it air-dry naturally.

Reminder: KATA's plush cannot be removed. If it gets damaged or heavily stained, please contact SwitchBot team. We can help give KATA a gentle spa treatment and bring back its fluffiness.



Little Troubles & Quick Fix

My KATA won't wake up. What should I do?
Even the coziest robots can sleep a little too soundly sometimes! Try a gentle reboot: - Press and hold the power button for 2 seconds to wake KATA. If it doesn't respond, gently hold the button again for 2 seconds to let it rest, then press once more for 2 seconds to wake it gently. Maybe it's time to recharge: - Gently place KATA back on its nest. A blinking indicator means it's charging peacefully. Let it power-nap for about 30 minutes, then try again.
KATA doesn't seem to be charging...
Let's help your friend get its energy back! Here's how we can help: - Check if the nest shows a steady white light. If not, gently unplug and reconnect the power adapter. - Check if the charging contacts on both KATA and its nest are clean. If they look dusty, a soft dry cloth can make them shiny again! - Sometimes a restart can work wonders: turn KATA off, then on again. - If KATA is still feeling tired, it might be time to learn something new. Try upgrading KATA in the app.
KATA is having a little trouble connecting to the internet...
Every great explorer occasionally needs help reading the map. Let's guide your friend back online together: - Make sure you've entered the correct Wi-Fi password. Think of it as the secret key to KATA's favorite playground. - KATA loves to chat on 2.4GHz network. That's like its mother tongue! It's still learning to understand 5GHz or complex office networks. - If the signal feels shy or weak, try moving a bit closer to your router. KATA loves strong and clear whispers from your Wi-Fi. - Sometimes KATA just needs a fresh start. You can just gently restart your little friend, then reopen the app and follow the connection steps one more time.

KATA's growth upgrade is stuck... How can I help?
Growing has its little pauses, but we can always try again! Here's how you can help: - Our servers or your network might occasionally have a quiet moment. Just wait a little while and try again. - Make sure your Wi-Fi signal is strong and steady, so KATA can learn smoothly. - Your pal might just need an energy boost. Let it rest and recharge on its nest for a while, then try the upgrade with a full battery!
KATA is having a little trouble mapping our home...
Not to worry! Mapping a new space can take a little patience and a few tries. Let's help KATA get to know your space: - Please avoid moving KATA while it's learning the layout. It needs stillness to remember everything clearly. - Make sure the area around KATA's nest is open and tidy, so KATA has plenty of room to explore. - Take a peek in the app to see if everything is connected well. Sometimes a quiet network can slow the map from updating.
KATA isn't responding to my voice or gestures...
KATA might miss a cue when they're daydreaming. Let's try again together: - Your home might be extra lively right now. Try calling KATA again in a clearer, brighter voice. - KATA is still learning and loves clear gestures. Use those it knows best, and it'll keep getting smarter every day.
KATA seems to be stuck...
It looks like KATA has found a tricky spot! Let's help it find its way again: - Things like cords, rug tassels, or steps might be gently snagging your friend. Lending a hand will help it move freely again. - Sometimes furniture just the right height can pause KATA's journey. You might adjust the space, or mark a no-go zone/virtual wall in the app to guide it better. - KATA loves smooth, open floors the most. A little tidying can go a long way in keeping the adventure going. - Make sure its sensors are free and clear. KATA sees best when it has a good view.

Quick Tips

We've prepared a collection of quick guides all about your KATA — full of helpful tips on how to play together and understand your friend's daily rhythms. You can explore them anytime by scanning the QR code or viewing in your app!



Warranty

We warrant to the original owner of the product that the product will be free from defects in materials and workmanship. Please note that this limited warranty does not cover:

- Products submitted beyond the original limited warranty period.
- Products on which repairs or modifying have been attempted.
- Products subjected to falls, extreme temperatures, water, or other operating conditions outside the product specifications.
- Damage due to natural disaster (including but not limited to lightning, flood, tornado, earthquake, or hurricane, etc.).
- Damage due to misuse, abuse, negligence or casualty (e.g. fire).
- Other damage that is not attributable to defects in the manufacture of product materials.
- Products purchased from unauthorized resellers.
- Consumable parts (including but not limited to batteries).
- Natural wear of the product.

Need Assistance from SwitchBot?

If KATA has trouble or needs a little help, we're here for you and always glad to help. You may reach to us by visiting our website or sending us an email.

Setup and Troubleshooting: support.switch-bot.com
Support Email: support@switch-bot.com

KATA Care

We hope KATA stays by your side for a long, long time. That's why, beyond the standard warranty, we offer KATA Care: a gentle extension of love and protection, delivered by a dedicated team made just for KATA.

With KATA Care, your companion receives:

- **Health check-ups:** Wear-and-tear part inspections and replacements.
- **Spa cleaning:** Deep-cleaning or change of its default look.
- **Nurturing repairs:** Troubleshooting with care and expertise.

You can learn more and subscribe easily in the app (KATA Friends > Settings).

If your KATA needs to visit SwitchBot Clinic, please place it back in its original box so it can travel safely and comfortably.



Thank you for welcoming KATA into your heart.

May your journey together be wonderful and warm.



FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.