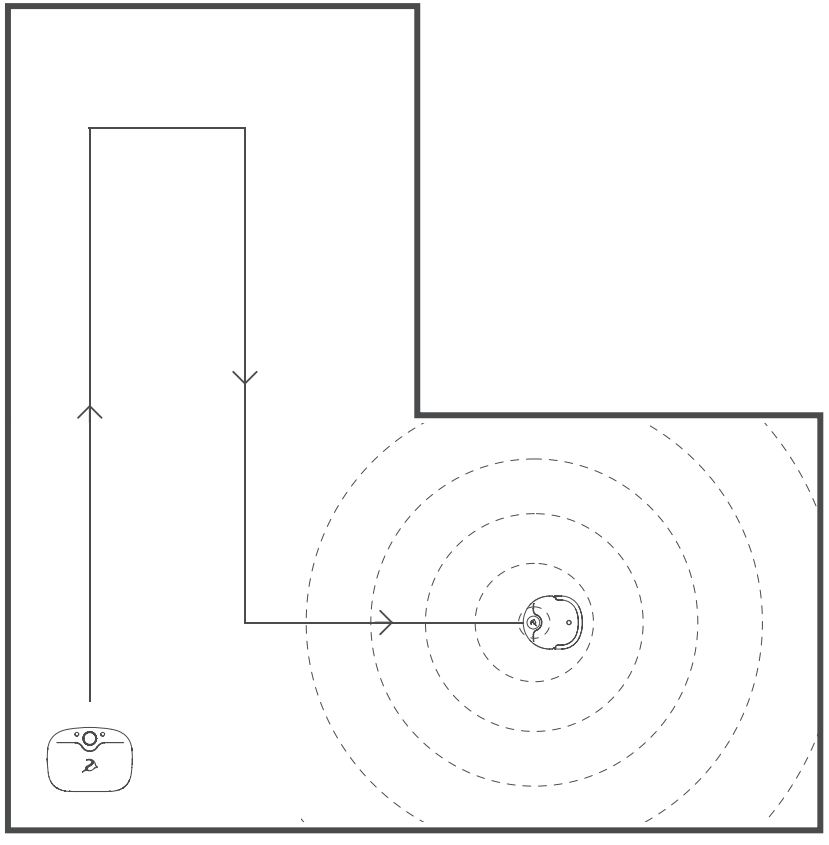
Mapping

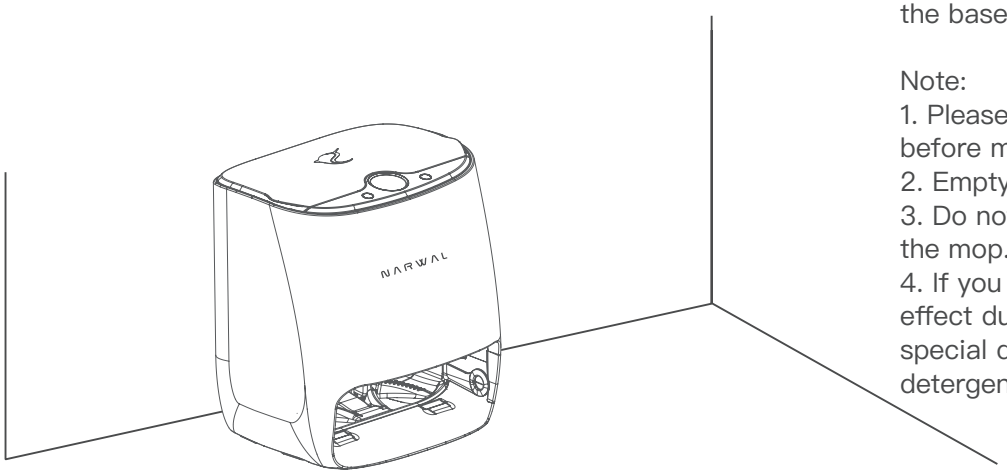
1. Long press the home button on the base station to start the mapping.
2. The robot scans all rooms along the contour of the room to create a map of the entire house.
3. After mapping, the robot will return to the base station for room division and charging.

Note:
1. The robot needs to install the sweeping module for mapping.
2. The robot must be in the base station before mapping starts.
3. Wait one minute or so after the construction is completed, so that the robot can start cleaning after successfully completing the room division task.
4. Please do not move the base station after mapping. it has to rebuild the map once moving the base station.
5. It is recommended to remap for better experience if there is any large object been moved or added (such as a closet) in the cleaning area.



Vacuuming

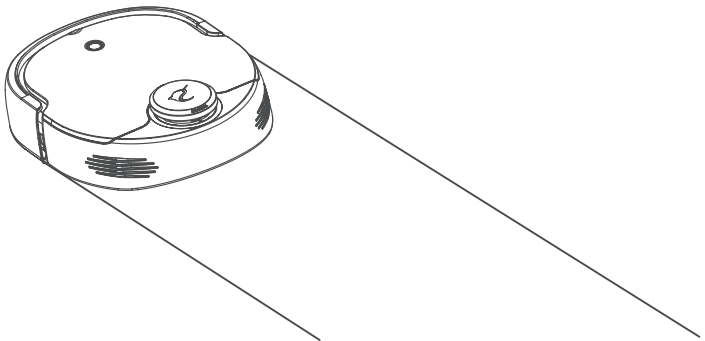
1. Install the sweeping module.
2. Short press the start button ▷II on the base station or on the robot to start vacuuming.
3. After vacuuming, the robot will automatically return to the base station for charging.



Mopping

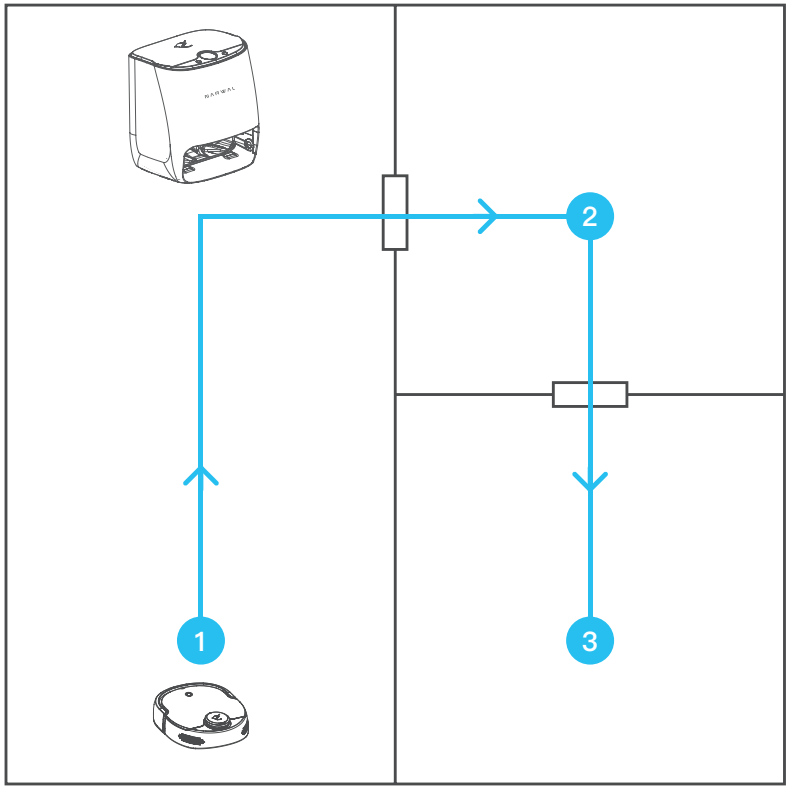
1. Install the mopping module.
2. Short press the start button ▷II on base station or robot to start mopping.
3. During mopping, the robot will automatically return to the base station to wash the mop to keep it clean.
4. After mopping, the robot will automatically return to the base station for charging.

Note:
1. Please put a proper amount of water in the water tank before mopping the floor.
2. Empty the sewage tank after mopping.
3. Do not move the water tank while the robot is cleaning the mop.
4. If you need to use detergent to enhance the mopping effect during the mopping process, please use the special detergent for this product. Do not use any other detergent.



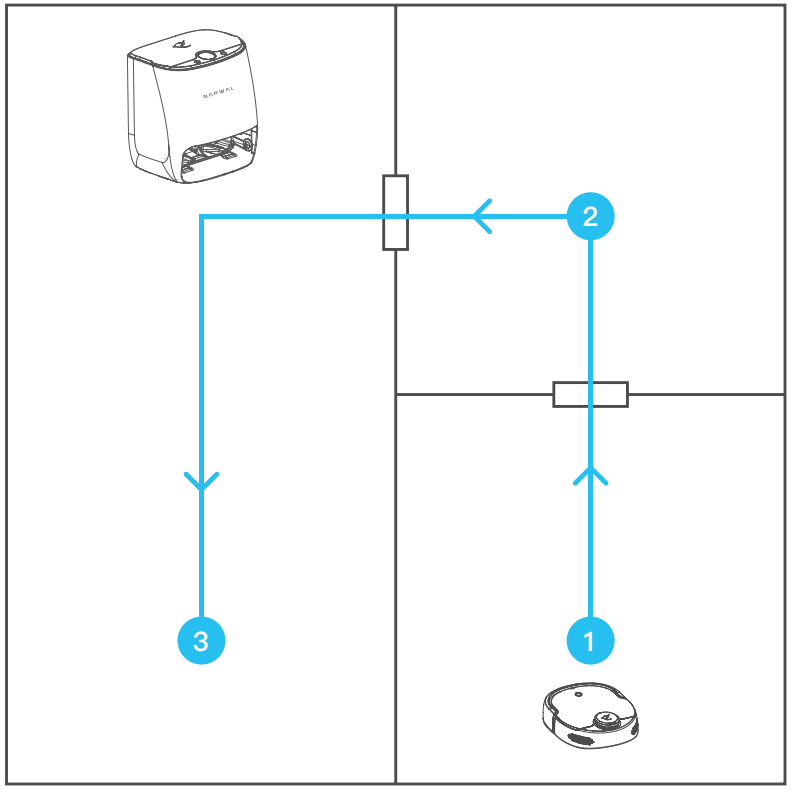
Cleaning path

Vacuuming path



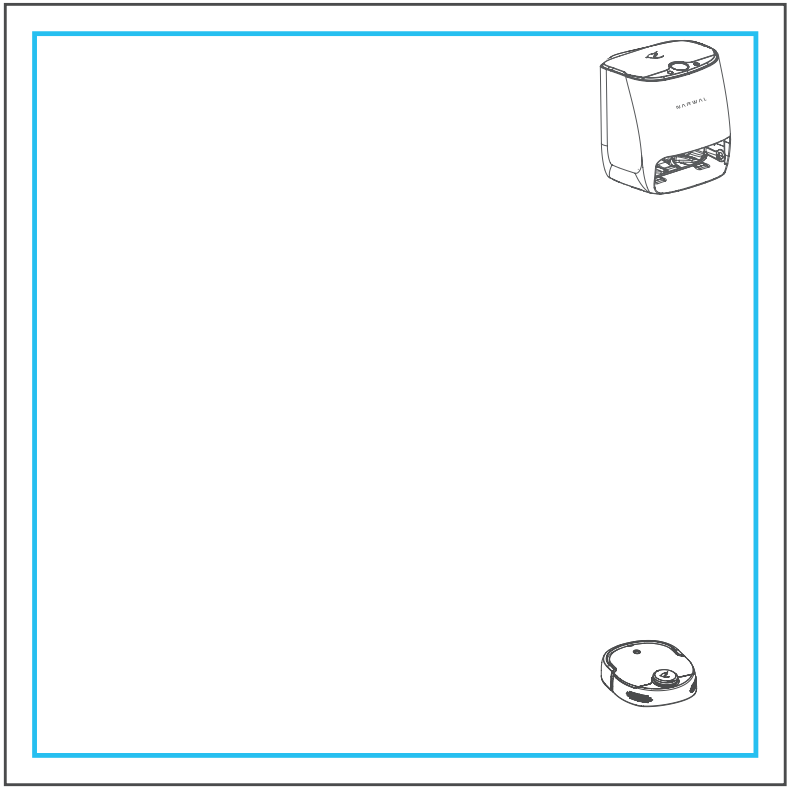
The robot will clean from the room of base station for vacuuming by default.

Mopping path



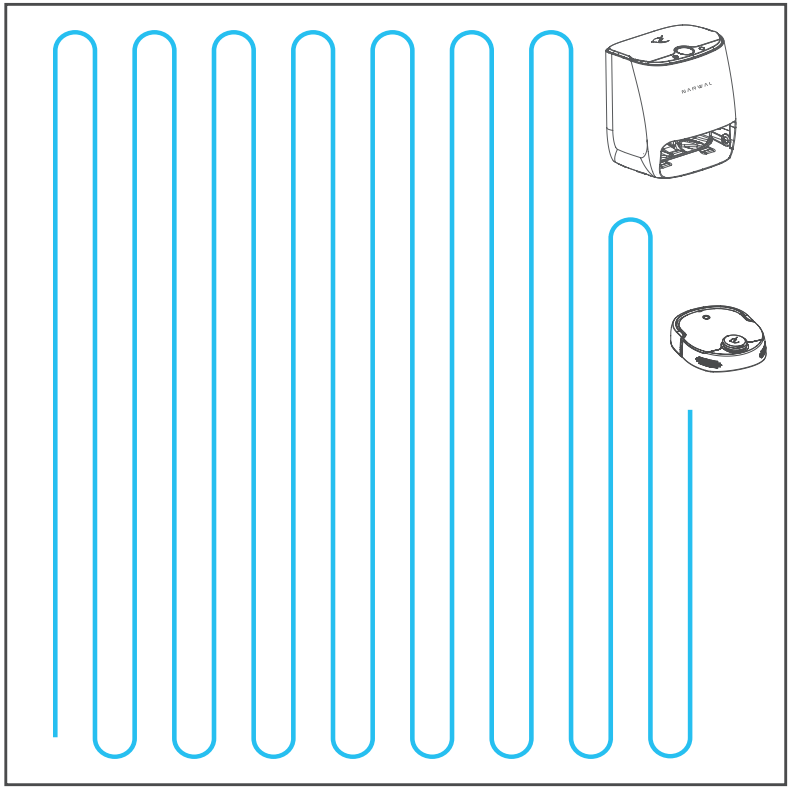
To avoid secondary contamination, the robot will clean from the farthest room for mopping by default.

Clean along the edges



1. The robot will clean along the walls of the room first.

Zigzag cleaning

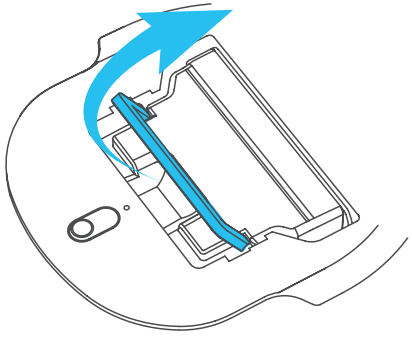


2. After step 1, the robot will clean the room in a zigzag way.

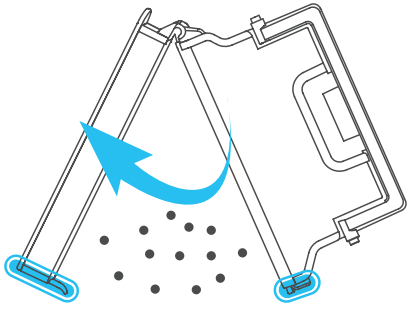
Maintenance–Robot

Dust box – It is recommended to clean the dust bin after vacuuming

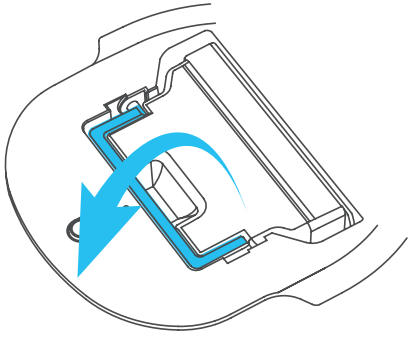
1. Pull the handle to take out the dust bin.



2. Open the buckle of dust bin to empty the dirt inside.



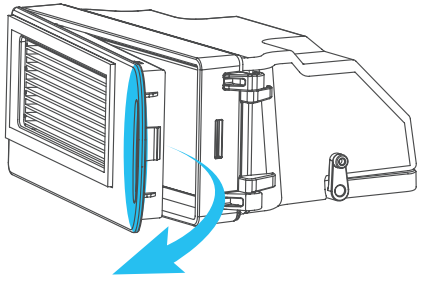
3. Install the dust bin and press the handle.



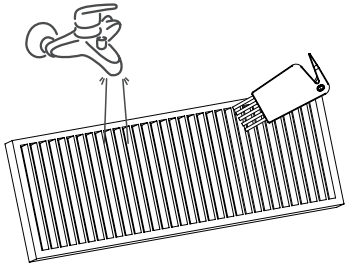
Filter

It is recommended to clean the filter once every two weeks

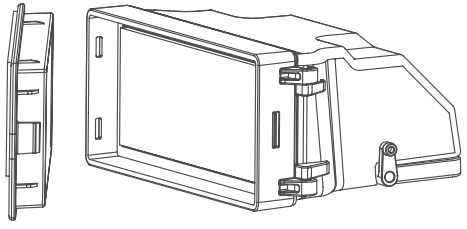
1. Open the buckle to take out the filter.



2. Rinse the filter and use the bird knife to clean, let it air-dry after cleaning.



3. Put the filter back and buckle to the dust bin.

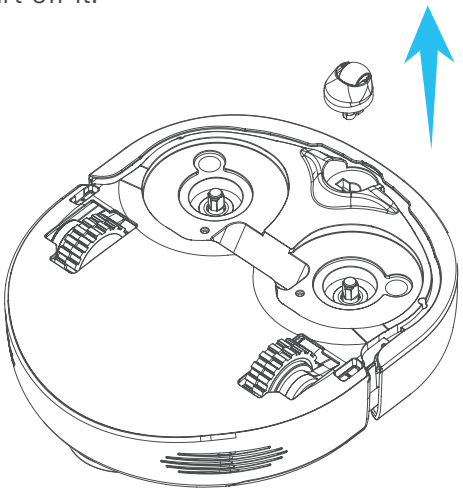


Note: after washing, the filter should be air-dried for 24 hours before use. It is recommended to use two filters alternately.

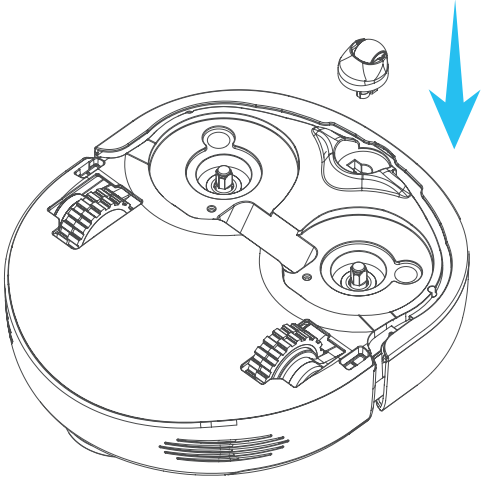
Maintenance–robot

It is recommended to clean the omni–directional wheel once a month.

1. Take out the wheel by pulling, clean the dirt off it.

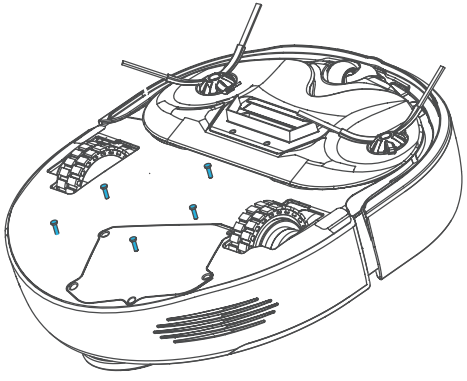


2. Re–install the omni–directional wheel and press it tight.

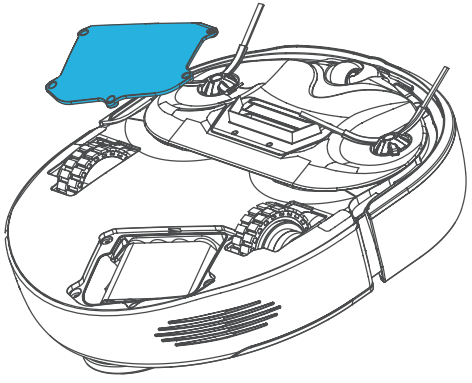


Note:
1. The omni–directional wheel can be washed. Please install it after air–drying.
2. You will find a piece of metal slice when removing, keep it and put it back with the wheel.

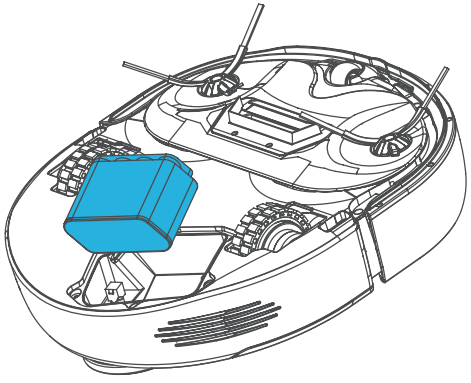
If you need to disassemble the battery yourself, please follow the steps below.



1. Unscrew the battery cover at the button of robot.



2. Open and take out the battery cover.

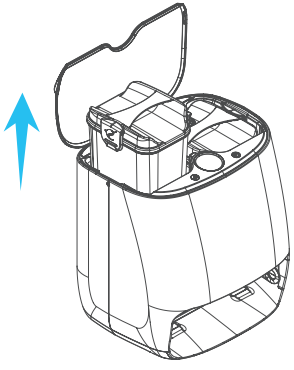


3. Remove the battery.

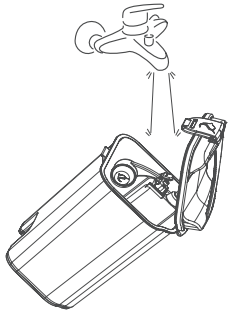
Maintenance–base station

It is recommended to clean the sewage tank after every time cleaning.

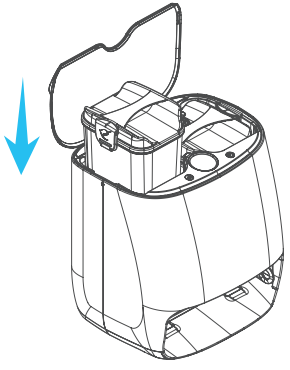
1. Take out the sewage tank.



2. Wash the sewage tank and use the matching brush to clean the inside.



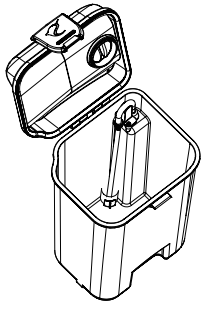
3. Put it back to the base station.



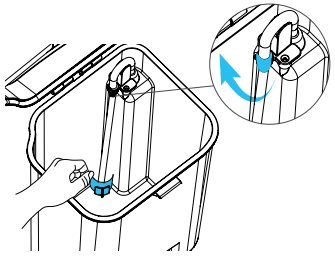
Note: the floating ball in the sewage tank is a movable part.
Do not wash it with excessive force to avoid damage.

It is recommended to clean the clean water tank once every three months.

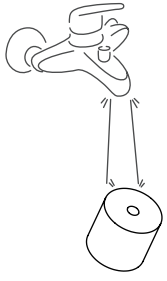
1. Open the clean water tank.



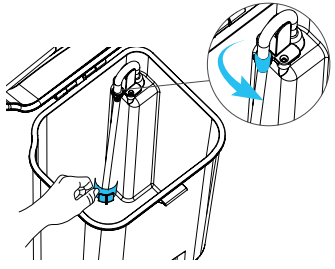
2. Open the buckle of water pipe and take out the filter sponge.



3. Wash the filter sponge with clean water.



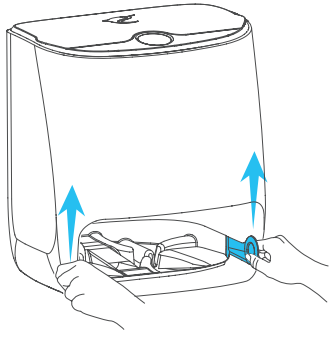
4. Put the sponge back and buckle the water pipe.



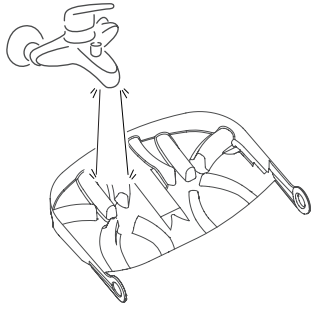
Maintenance–base station

It is recommended to clean the washboard and the base station's bottom slot once every two weeks.

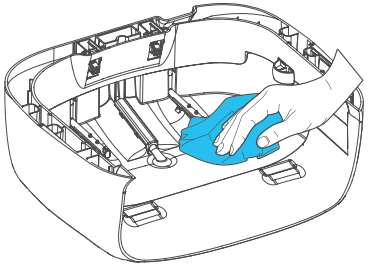
1. Lift the handle of the washboard and remove it.



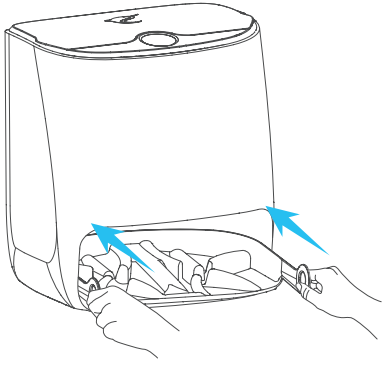
2. Remove the washboard and rinse them in water. Use a matching brush to clean the adhering dirt on it.



3. Wipe off the stains in the bottom slot of the base station with a paper towel or a rag.



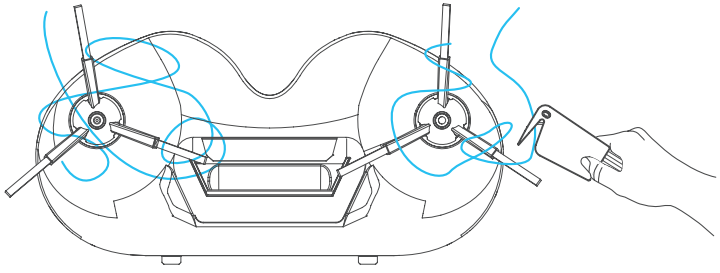
4. Put the washboard back to the base station.

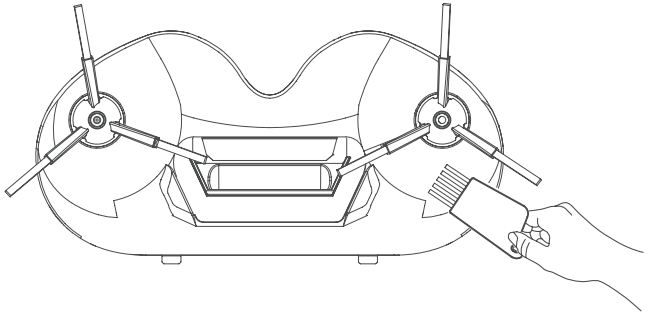


Maintenance–accessories

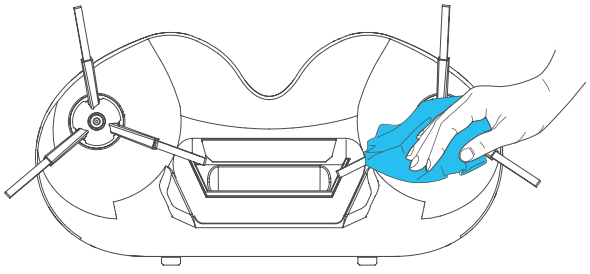
To ensure cleaning effect, it is recommended to clean the sweeping module once every two weeks, replace the side brush every three to six months.

1. Use the bird knife to cut the hair wrapped around the side brush.

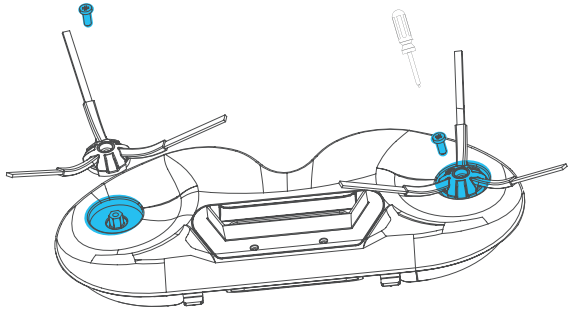




2. Clean the dirt on the sweeping module.



3. Replace with the new side brush when it is broken.

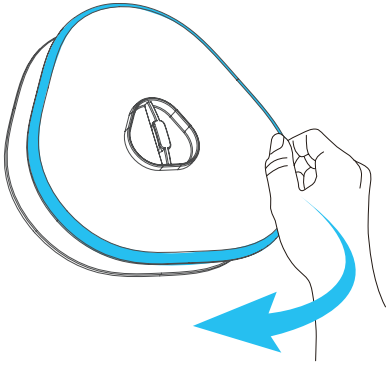


Note：1. To replace the new side brush, remove the side brush fixing screw; attach the new side brush and tighten the screw.
2. The sweeping module can be rinsed with water and should be dried before use.

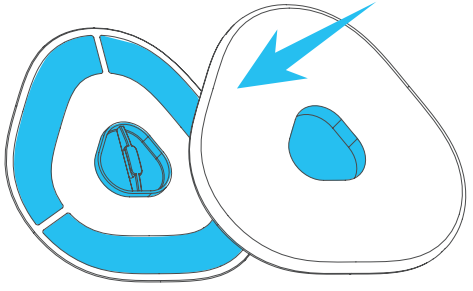
Maintenance–accessories

To ensure the cleaning effect, it is recommended to replace the mop once every three months.

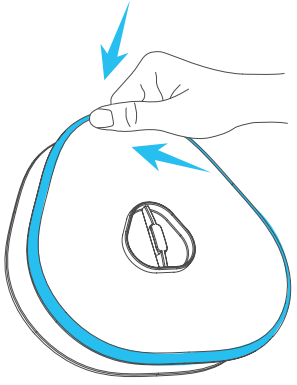
1. Tear down the old mop.



2. Attach a new pad along the shape of the mopping module.



3. After installation, press the mop firmly.



Troubleshooting

Error #	Voice guide	Info on the base station	How to solve the problem
1001	Network connection failed, please check and try again.	/	Please put the robot to a place with better Wi-Fi signal.
1002	Network connection failed, Wi-Fi password is incorrect.	/	Please input the correct Wi-Fi password and try again.
1003	Network connection failed, please try again.	/	Please follow the guidance on APP to connect to network.
1004	Updating failed, please open the robot's top cover, and press the power button to restart.	/	Please open the robot's top cover and press the power button to restart.
1005	The robot has been registered, please follow the direction on APP to submit the application to the main user or reset the robot.	/	The robot has been registered, please follow the direction on APP to submit the application to the main user or reset the robot.
2001	Please put the robot in the base station and start mapping.	Please put the robot in the base station before mapping	Please put the robot in the base station before mapping.
2002	Mapping error, please remove the obstacles around the robot and start the robot at previous position.	Mapping error	1. Please remove the obstacles around the robot and start it at an open position. 2. The robot is picked-up, please place and start it on the ground.
2003	Mapping failed, please put the robot back to the base station and re-map.	Mapping failed, please try again	Please put the robot back to the base station and long press the home button of base station to re-build the map. Do not move the robot when it is mapping.
2004	Please clean the obstacles around the robot and start the robot in a new position.	The robot is trapped	Please remove the obstacles and start the robot at a new position.
2005	System error, please open the robot's top cover and press the power button to restart.	System error, please restart	System error, please open the robot's top cover, press and hold the power button for 2 seconds to shutdown, and long press the start button to restart. Restarting could not solve the problem if it is caused by malfunction of the base station.

Troubleshooting

Error #	Voice guide	Info on the base station	How to solve the problem
2006	No map, please long press the home button on the base station to build the map.	No map	Map has not been created, please build the map and start cleaning.
2007	The robot cannot find the base station, please put it back. If the base station has been moved, please re-map.	Cannot find the base station	1. The robot can not find the location of the base station. Please put it back to the base station. 2. The robot is getting stuck when returning to the base station. Please clear the way and put the robot back to the base station. 3. The base station has been moved, please put the robot back and rebuild the map.
2008	Exiting failed, please remove the obstacles around the base station.	Exiting failed	Please remove the obstacles around the base station. Press the start button to continue.
2009	The robot is in no-go zone, please take it out.	The robot is in no-go zone	The robot is in no-go zone, please move it out.
2010	/	The robot cannot be connected	1. The robot is not started. Please start the robot to connect the base station. 2. Robot system error. Please restart the robot to connect the base station. 3. The robot may lose the connection with the base station in long distance, it will not affect the cleaning task. Please put the robot back to the base station to operate if it is standby.
2011	/	Cannot send home when mapping	The robot cannot be recalled when mapping, it will return to the base station automatically after mapping.
2012	/	Cannot build the map when cleaning	Mapping is not available when the robot is cleaning. Please long press the start button to end the current task and put it back to the base station to build the map.
2013	/	Do not repeat the operation when mapping	If it is needed to rebuild the map, please long press the start button to end current task, put the robot back to the base station to re-map.
2014	Wash cycle incomplete, the robot will continue to mop after cleaning, please wait.	Wash cycle incomplete.	The self-cleaning session is not completed, the robot will resume to work after self cleaning, please wait.

Troubleshooting

Error #	Voice guide	Info on the base station	How to solve the problem
2015	Room sectioning, please wait	Please do not operate the robot during room sectioning	It takes 1–3 mins for room sectioning after mapping, please wait.
3001	Side brush malfunction, please clean or replace the brush module.	Side brush malfunction	1. Please clean the hair and dirt on side brush by bird knife. 2. Replace the side brush if it is broken.
3002	Please install dust bin	Please install dust bin	Please install the dust bin correctly and try again.
3003	Please check dust bin, filter and air vent	Please check dust bin	1. Please empty the dust bin if it is full. 2. Please clean the filter and air vent if they are blocked. 3. Please air–dry the filter if it is still wet. 4. If the suction inlet is blocked, please clean it and try again.
3004	Please install the sweeping module before mapping.	Please install the sweeping module	Please install the sweeping module before mapping.
3005	Please install sweeping module or mopping module before working.	Please install sweeping module / mopping module	Please install the sweeping module/ mopping module.
3006	Low power, the robot will continue to work after charging.	Low power, please wait	Low power. The robot will continue to work after charging.
3007	Please wait for the robot to charge and continue working.	Low power, please charge the robot	Please use the robot after it is charged.
3008	The robot is picked–up, please put the robot to a new position to start.	The robot is picked–up	Please put the robot on the ground to start.
3009	Please check the lidar	Please check the lidar	Please clean the lidar if there is dirt on it.

Troubleshooting

Error #	Voice guide	Info on the base station	How to solve the problem
3010	Please check the collision bumper.	Please check the collision bumper.	Please tap the bumper to remove trash stuck in it.
3011	Cliff sensor error, please wipe the stains on the sensor.	Cliff sensor error, please wipe the stains on the sensor.	Please wipe the stains on the sensor and start it at an open position.
3012	The robot is in strong magnetic field environment, please check the surrounding.	Strong magnetic field environment.	1. The robot is in strong magnetic field environment, please put it away and start working again. 2. The robot is outside the base station and next to the magnetic strip, please move the robot away from the magnetic strip and start working again.
3013	Battery malfunction, please check.	Please check the battery	The temperature of battery is too high / low, please wait and restart after the battery is in normal temperature.
3014	Wall sensor error, please clean the surface of the sensor.	Please check the wall sensor.	Wall sensor error, please clean the surface of the sensor.
3015	Vacuuming motor malfunction, please open the top cover of the robot, press the power button to restart.	Vacuuming motor malfunction.	Vacuuming motor malfunction, please open the top cover of the robot, press the power button to restart the robot.
3016	Tire malfunction, please check the wheel.	Please check the wheel.	The tires are stuck, please clean the trash inside the wheel.
3017	The base station overflows, please check it according to user manual	The base station overflows, please check	1. Please clean the washboard if it is too dirty. 2. Please check whether the sewage tank is sealed. 3. Please check the seal of the base station's air-inlet, sewage inlet, clean water inlet. 4. Please clean the bottom of the base station and overflow sensor if they are dirty.

Troubleshooting

Error #	Voice guide	Info on the base station	How to solve the problem
3018	Please check the clean-water tank.	Please check the clean-water tank	1. Please check if the clean water tank is installed correctly. 2. Please add water to clean water tank if it is empty. 3. Please wash the sponge inside clean water tank.
3019	Please check the sewage tank.	Please check the sewage tank.	1. Please check if the sewage tank is installed correctly. 2. Please empty the sewage tank if it is full. 3. Please clean the floating ball.
3020	Please check if the washboard has been installed correctly	Please check the washboard.	Please check if the washboard is in the bottom of the base station and installed correctly.
3021	Tires slipping, please check	Tires slipping	1. Please clean the dirt on the wheel with wet cloth and air-dry after cleaning, use alcohol to clean if there is too much oil on the wheel. 2. Please clean the dirt on the slope of the base station. 3. The robot is picked-up, please put it on the ground and press the start button to continue.
3022	Base station error, please wipe the charging electrodes.	Base station error	Please wipe the charging electrodes and ensure it is dry and clean.
3023	The robot can not connect with the base station, please try again later.	/	The robot can not connect with the base station, please try again later, if the problem has not been solved, please try again after restarting.

1. Please contact support@narwalrobotics.com if the problem can not be solved.
2. The robot and the base station of this model are paired. Do not mix with other models or third-party robots or base stations.
3. Please use the product according to the manual. Any loss or damage caused from improper use will be borne by the user.

Toxic substance

Items	Toxic substance					
	Pb	Hg	Cd	Cr(VI)	PBB	PBDE
PCB board	×	○	○	○	○	○
Metal piece	×	○	○	○	○	○
Shell	○	○	○	○	○	○
Battery	○	○	○	○	○	○
Other parts	○	○	○	○	○	○

This form is settled in accordance with the stipulations of SJ/T11364.

○ Indicates that the content of this hazardous substance in all homogeneous materials of this part is below the limit requirement specified in GB/T 26572.
× Indicates that the hazardous substance is at least in a homogeneous material of the part exceeding the limit specified in GB/T 26572.

Specifications

Robot	Base station
Size：31.4*34.5*10.7cm	Size：40.1*35.8*43.7cm
Color：White	Color：White
Weight：3.6kg	Weight：7.8kg
Battery：⩾5000mAh	Rated input：100–240V~50/60Hz , 85W
Rated voltage：14.4V ⎓	Rated output ：20V ⎓ 2.5A
Rated power：45W	Rated frequency：50/60Hz

Warranty policy

Item	Performance failure
Robot	① Functional failure； ② Start-up failure； ③ . sweeping module, mopping module, vacuuming motor, main wheel does not work
Base station	① Start-up failure； ② Power supply failure； ③ Water pump, air pump, vacuuming motor does not work； ④ OLED screen display malfunction
Power cord	Unable to supply power to the base station.

Item	Warranty	Warranty
Main unit	① Robot (include lithium battery inside) ； ② Base station； ③ Power cord	1 year
Accessories	① Sweeping module (not include side brush) ； ② . Mopping module (not include mop)； ③ Dust bin (not include filter) ； ④ Water tank (not include sponge inside) ； ⑤ washboard	6 months
Consumables	① Side brush； ② Mop； ③ Filter； ④ Bird knife； ⑤ Magnetic strips	

The manufacturer provides warranty in accordance with the legislation of the customer‘s own country of residence, with 1 year, starting from the date on which the appliance is sold to the end-user.

- The warranty only covers defects in material or workmanship.
- The repairs under warranty may only be carried out by an authorized service center. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.
- The warranty will not apply in cases of:
  - Normal wear and tear
  - Incorrect use, e.g. overloading of the appliance, use of non-approved accessories, torn or alter the anti-fake label.
  - Use of force, damage caused by external influences
  - Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions
  - Partially or completely dismantled appliances
  - The failures are not included in the Performance Failure Form.

Warranty information

Warranty card

User name	
Address	
Phone No.	
Product name and nodel number	
Serial numbe	
Purchase date	

Maintenance record

	Date	Error description or accessories replacement	After-sales center	After-sales engineer
1				
2				
3				

Yunjing Intelligence Technology (Dongguan) Co., Ltd.

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