

NOΞSIS

Robot Vacuum Cleaner C10 Series

User Manual

EN	Robot Vacuum Cleaner C10 Series	User Manual	P03
FR	Aspirateur Robotique Série C10	Manuel de l'utilisateur	P30

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WELCOME

Thank you for purchasing a NOESIS Robot Vacuum Cleaner.
Please read this user manual carefully before using the product and store it properly for future reference.

To fully enjoy our comprehensive services:

1. Any questions or concerns please contact our customer service team at our toll-free number: 855-813-8377
2. You can find more related information on the website: <https://noesisrobotics.com/>
3. Scan the QR code below to watch the product usage video and download the App to use your robot.

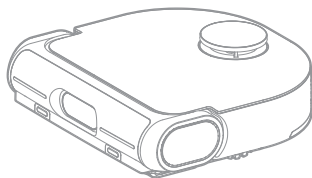


VIDEO

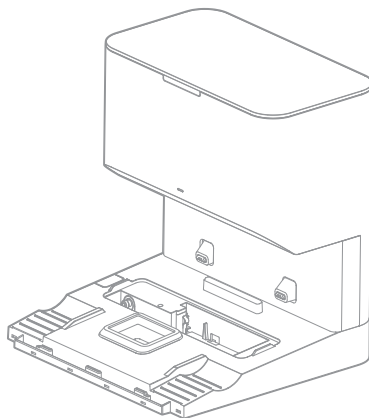


APP

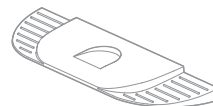
WHAT'S IN THE BOX



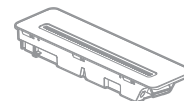
Robot Vacuum Cleaner*1



Base Station*1 (with a Dust Bag and a Cleaning Tool)



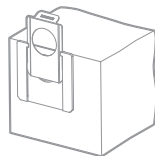
Guide Plate*1



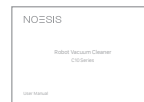
Hair-cutting Module*1



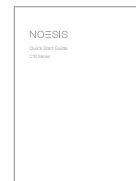
Power Cord*1



Dust Bag*1



User Manual*1



Quick Start Guide*1

**The illustrations in this manual are for reference only. The actual appearance may vary.*

PRODUCT SAFETY



WARNING: This product can expose you to chemicals including lead and Di(2-ethylhexyl)phthalate (DEHP) which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

ROBOT VACUUM CLEANER SAFETY WARNINGS

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

WARNING – To reduce the risk of fire, electric shock, or

injury:

1. Do not leave appliance when plugged in. Unplug from outlet when

not in use and before servicing.

2. To Reduce The Risk Of Electric Shock – Do not use outdoors or on wet surfaces.
3. Do not allow to be used as a toy. Close attention is necessary when used by, or near, children and pets. Children should be supervised to ensure that they do not play with the machine. Do not allow children or pets to sit on the machine.
4. Use only as described in this manual. Use only manufacture's recommended attachments.
5. Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the adaptor, not the cord.
8. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
9. Do not charge the unit outdoors.
10. Use only the charger supplied by the manufacturer to recharge.
11. Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
12. Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
13. Do not handle charger, including charger plug, charger terminals and appliance with wet hands.
14. Turn off all controls before unplugging.
15. Do not use to sweep flammable or combustible liquids, such as gasoline, or use in areas where they may be present.

16. To Reduce the Risk of Fire, do not use a flammable or combustible liquid to clean a floor.

FOR ALL BATTERY – OPERATED APPLIANCES:

1. Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
2. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
3. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
4. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
5. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
6. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
7. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C (265°F) may cause explosion.

8. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
9. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
10. Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

ADDITIONAL SAFETY WARNINGS

1. Do not expose the vacuum cleaner to rain. Water entering the vacuum cleaner will increase the risk of electric shock or malfunction.
2. The vacuum cleaner service must be performed only by qualified repair personnel. Service or maintenance performed by unqualified personnel could result in a risk of injury.
3. Do not allow children to play with the vacuum cleaner as a toy.
4. Use this battery operated vacuum cleaner only for its intended use as described in this manual. Use only the attachments recommended in this manual.
5. Do not put any objects in ventilation openings. Do not use with any opening blocked.
6. Use only manufacturer's attachments and spare parts.
7. Do not use to pick up hard objects such as nails, screws, coins, etc. damage or injury could result.
8. Use only the charger recommended for your cordless vacuum cleaner. Do not substitute any other charger. Use of another

charger could cause batteries to explode causing possible serious injury.

9. To reduce the risk of electric shock, use the vacuum indoors only.
10. Electric shock could occur if charged outdoors or on wet surface.
11. The hair-cutting module on the base station is sharp and dangerous, do not touch it to avoid your hands being injured.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Do not use without dust bag and/or filters in place.
14. This appliance contains batteries that are only replaceable by skilled persons.
15. WARNING: For the purposes of recharging the battery, only use the detachable supply unit NA0005 provided with this appliance.
16. WARNING: Do not use non-rechargeable batteries.
17. WARNING: Operate the disabling device before carrying out any servicing or maintenance.

SAFETY WARNINGS FOR BATTERY PACK INSIDE THE TOOL

- a) Do not dismantle, open or shred battery pack.
- b) Do not expose battery pack to heat or fire. Avoid storage in direct sunlight.
- c) Do not short-circuit a battery pack. Do not store battery packs haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or fire.
- d) Do not subject battery pack to mechanical shock.

- e) In the event of battery leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- f) Do not use any battery pack which is not designed for use with the equipment.
- g) Keep battery pack out of the reach of children.
- h) Always purchase the battery pack recommended by the device manufacturer for the equipment.
- i) Keep battery pack clean and dry.
- j) Wipe the charging terminals with a clean dry cloth if they become dirty.
- k) Battery pack need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
- l) Do not leave battery pack on prolonged charge when not in use.
- m) After extended periods of storage, it may be necessary to charge and discharge the battery pack several times to obtain maximum performance.
- n) Recharge only with the charger specified by NOESIS. Do not use any charger other than that specifically provided for use with the equipment.
- o) Retain the original product literature for future reference.
- p) Use only the battery pack in the application for which it was intended.
- q) Dispose of properly.
- r) Do not mix cells of different manufacture, capacity, size or type within a device.
- s) Keep the battery away from microwaves and high pressure.

User manual requirements for wireless product

- a) 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.
- b) Caution: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- c) This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
 - (1) This device may not cause interference.
 - (2) This device must accept any interference, including interference that may cause undesired operation of the device.
- d) 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.

For mobile device

- a) To satisfy FCC & IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.
- b) To ensure compliance, operations at closer than this distance is not recommended.

Region selection (for Wi-Fi 2.4G device)

Limited by local law regulations, version for North America does not have region selection option.

Band application caution (for Wi-Fi 5G device)

- (ii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
- (iii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits as

appropriate;

(iv) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

SAVE THESE INSTRUCTIONS

SAFETY PRECAUTIONS WHEN USING THIS PRODUCT

CAUTION: Remain alert and follow the procedure below: please read this manual carefully before using the product and keep it properly. The robot is not a toy. Supervise children and pets when the robot is cleaning DO NOT place anything on top of the unit. Take care when walking in work areas to avoid stepping on or tripping over the unit as it moves on its own. DO NOT operate unit on floors with exposed electrical outlets. DO NOT immerse robot in water or other liquids.

1. In an environment that has stairs or drop-offs, please test the product first to check if it can detect ledges. Consider blocking off stairs or edges of drop-offs with a protective fence to prevent the product from falling. It should be ensured that the protective device will not cause personal injury such as by tripping.
2. Please use the product by following the instructions in the manual. Only use accessories recommended or sold by the manufacturer.
3. Ensure that the supply voltage matches the voltage rating shown on the charging stand.
4. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
5. Please turn off the product before cleaning and maintaining the

product.

6. Always pull the plug from the power socket before cleaning and maintaining the product.
7. Before discarding the product, please remove it from the charging stand, turn off the power switch.
8. If the product will not be used for a long time, please disconnect the product from the power supply.
9. The product must be discarded in accordance with local laws and regulations.
10. The used battery must be discarded in accordance with local laws and regulations.
11. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
12. Use the product only in an indoor home environment. Do not use the product in outdoor, commercial, or industrial places.
13. Do not use the product with a damaged power cord or power socket. Do not continue to use the product when the product cannot work properly due to falling, damage, outdoor use or water ingress. The product should be repaired by the manufacturer or its after-sales service in order to avoid accidental injury.
14. Please use the product by following the instructions in the manual. Our company is not responsible for any loss and damage caused by improper use.

WARNING

15. Only use the original charging stand provided by the manufacturer. Users shall not replace the battery by themselves. If the battery is suspected to be damaged, please contact the manufacturer,

- authorized dealer or similarly qualified persons to replace it.
16. The product should not be used in an environment with open flames or fragile objects.
 17. The product should not be used in an overly hot (above 40°C) or overly cold (below 0°C) environment.
 18. Do not allow hair, clothes, fingers, or any other parts of human body to be close to the opening and operating parts of the product.
 19. The product should not be used on wet or watery ground.
 20. The product should not vacuum any burning items, such as cigarettes, matches, ashes and other items that may cause a fire.
 21. Use the power cord carefully to avoid damage. It is forbidden to use the power cord to drag or lift the product and its charging stand. It is forbidden to use the power cord as a handle. It is forbidden to run the power cord through a door gap. It is forbidden to pull the power cord around a sharp corner or edge. Do not operate the product over a power cord. Keep the power cord away from heat sources.
 22. It is forbidden to use the damaged charging stand. If the charging stand is damaged, it must be repaired or replaced by the manufacturer, authorized dealer or similarly qualified persons in order to avoid a hazard.
 23. It is prohibited to burn the product even if it is severely damaged. The product battery may cause an explosion.

INSTRUCTIONS FOR DISCARDING BATTERY

If you want to discard the battery contained in this machine, please do not discard it along with household garbage. Instead, hand it over to the nearest used battery recycling station or after-sales service center

for centralized disposal.

The following instructions are not for general users, but are to be used as the disposal instructions for the final battery disposer.

The chemical substances contained in the batteries of this machine will pollute the environment if handled improperly. Before discarding the robot, please be sure to take out the battery from the robot body in advance. The battery should be handed over to a special battery collection point for centralized disposal.

Be careful! Leakage of the battery can cause human injury!

If the battery leaks, do not allow the leakage to come into contact with eyes or skin. In case of accidental contact, please thoroughly wash your hands and eyes with clean water immediately. If you still feel uncomfortable, consult a doctor immediately.

SYMBOLS



For indoor use only



To reduce the risk of injury, user must read instruction manual



Caution



Li-Ion battery, battery must be recycled



Do not burn



Batteries may enter water cycle if disposed improperly, which can be hazardous for ecosystem. Do not dispose of waste batteries as unsorted municipal waste.

call2recycle®

POSITEC Inc. has established a partnership with the RBRC Corporation to recycle any Positec batteries with the RBRC-call2recycle seal. For environmental protection, please do not discard batteries in the trash. After the batteries' life cycle is ended, then please call 1-800-822-8837 for a free service that will properly dispose of the battery.



Direct current



Alternating current

TECHNICAL SPECIFICATIONS

Robot Vacuum and Cleaner	
Model	NR102L
Weight	10.8 lbs (4.9 kg)
Battery capacity	Li Battery 7.8 Ah
Rated voltage	18 V
Frequency bands for Bluetooth	2400-2483.5 MHz
Maximum Output Power for Bluetooth	8 dBm
Frequency bands for Wi-Fi (2.4G)	2400-2483.5 MHz
Maximum Output Power for Wi-Fi	30 dBm
Frequency bands for Wi-Fi (5G)	5150-5250 MHz, 5725-5850 MHz
Maximum Output Power for Wi-Fi	24 dBm

Base Station	
Model	NA0005
Weight	13.2 lbs (6 kg)
Adapter input	120V ~60Hz 1.0 A
Rated output	24.5 V  2 A
Rated current	8 A (dust collection)
Frequency bands for Wi-Fi (2.4G)	2412-2462 MHz
Maximum Output Power for Wi-Fi	30 dBm

** Actual product may vary due to the continuous product enhancement. Our company reserves the right to make improvement to the product at any time. For household use only.*

FOR BATTERY TOOLS

The ambient temperature range for the use and storage of tool and battery is 0 °C-45 °C (32 °F-113 °F).

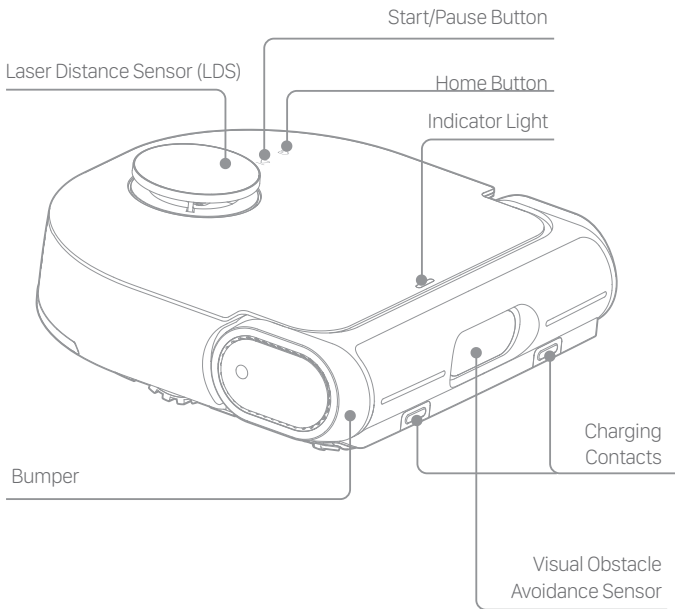
The recommended ambient temperature range for the charging system during charging is 4 °C-40 °C (39 °F-104 °F).

DETAILS REGARDING SAFE DISPOSAL OF USED BATTERIES

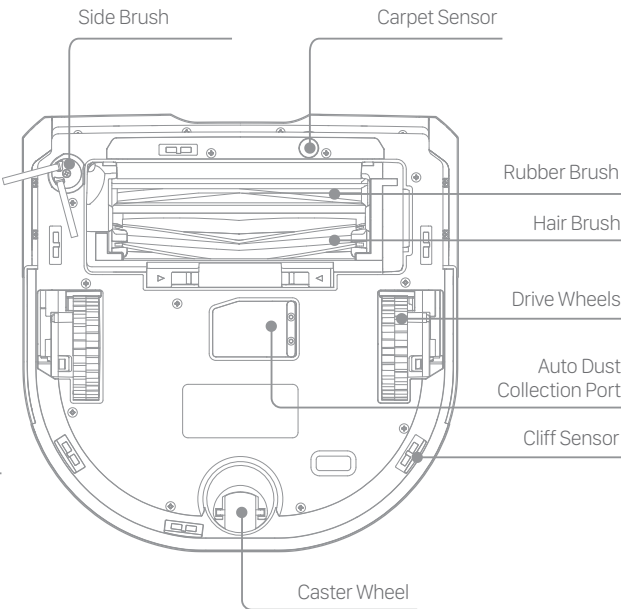
At the end of the life of the appliance, remove the battery pack safely before disposing of the appliance. Do not throw batteries away or throw them in the normal trash can. Also do not dispose of the battery with the machine. Remove the used battery pack from the appliance and dispose of it at the nearest or convenient dedicated recycling facility. If in doubt, consult your local environmental protection department. Batteries may enter water cycle if disposed improperly, which can be hazardous for ecosystem. Do not dispose of waste batteries as unsorted municipal waste.

DETAILED PRODUCT COMPONENTS

TOP VIEW

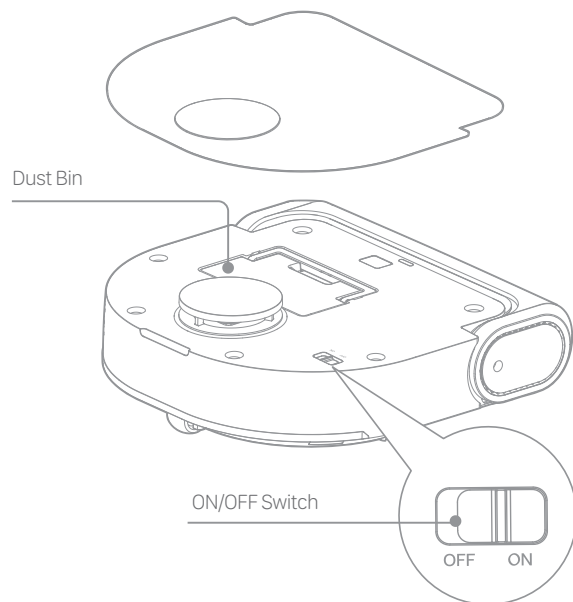


BOTTOM VIEW

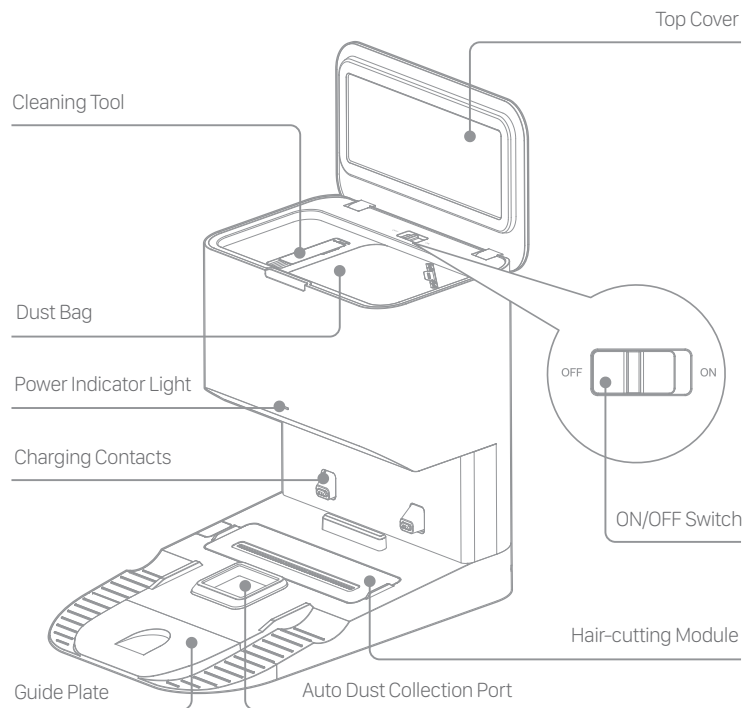


DETAILED PRODUCT COMPONENTS

INSIDE VIEW



FRONT VIEW



GETTING TO KNOW YOUR ROBOT

OPERATION PANEL FOR ROBOT



START/PAUSE BUTTON



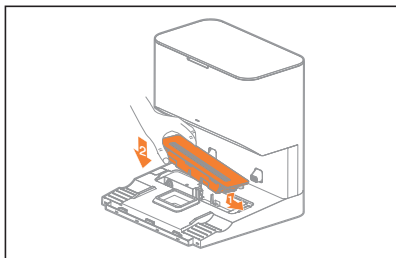
HOME BUTTON

Button	Operation and function
	Short press: start/pause cleaning Long press for 2 seconds: start spot cleaning mode
	Short press when robot is cleaning: pause the robot Short press when robot is paused/in standby: send robot home to charge Long press for 8 seconds: restore factory settings
 + 	Long press for 3 seconds: Wi-Fi configuration

PREPARATION BEFORE CLEANING

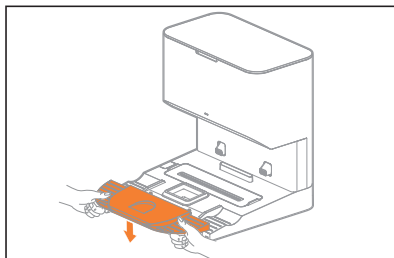
1. Install hair-cutting module

Insert the right end of the hair-cutting module into the corresponding groove. Press down on the component to install it into the base station.



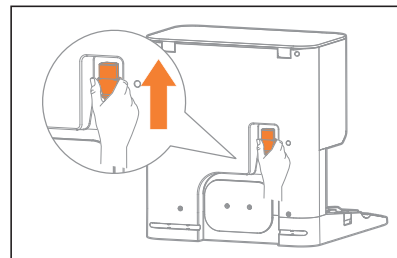
2. Install guide plate

Align the guide plate with the slots in the front of the base station and snap to install.



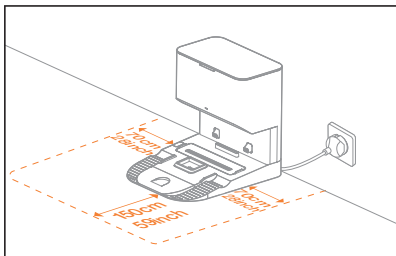
3. Insert power cord into the base station

Take out the power cord and insert it into the base station (please insert the power cord firmly).



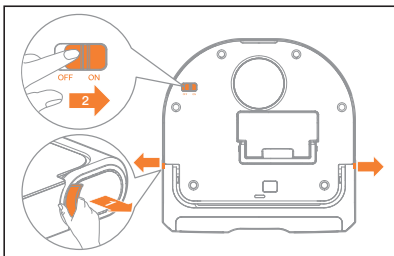
4. Place and power on the base station

Place the base station against the wall and connect the power. Please ensure enough space on each side of the base station as shown.



5. Turn on the robot

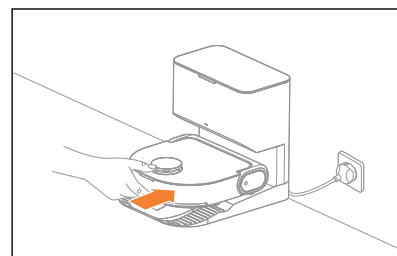
Remove the protective strips on either side of the robot. Remove the cover of the robot. Push the ON/OFF switch to turn on the robot.



6. Charge the robot

Gently push the robot into the base station to charge.

NOTE: The robot will provide a voice alert when charging has started.



Note: Please confirm that the base station switch is in the 'ON' state.

DOWNLOAD THE APP

For the best experience, download the NOESIS App to customize your cleaning, set a schedule and access even more features.

Scan the QR code below or visit your mobile application store to download the "NoesisHome" App



NOTE:

1. After installation, please follow the instructions on the App page to complete registration, login, and network configuration.
2. Before starting, please ensure that your phone is connected to the Wi-Fi network.

TIPS BEFORE CLEANING

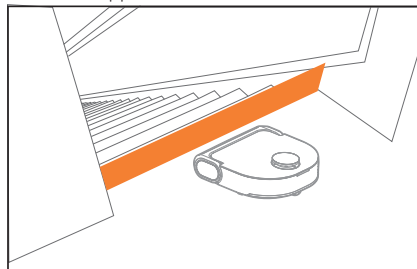
Organize the space to be cleaned

Before using the robot, pick up any cords, items or low objects (like a weight scale) to maximize the space for cleaning.



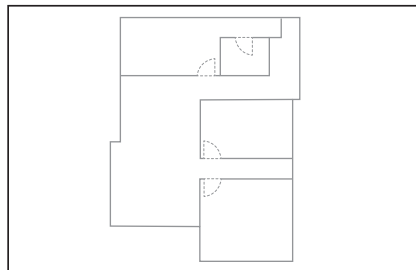
Prevent the robot from falling

The robot is equipped with cliff sensors to prevent falling, but for extra security, place a protective fence or set areas with drop-offs as a “no-go” area in the App.



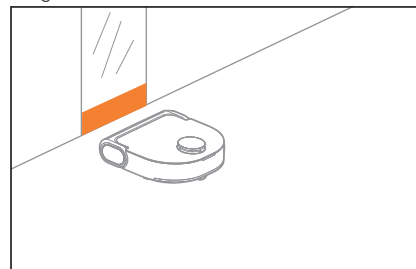
Open doors for an accurate floorplan map

In order to better help the robot explore the entire space and build a home map, please open the door of each room before running the robot for the first time.



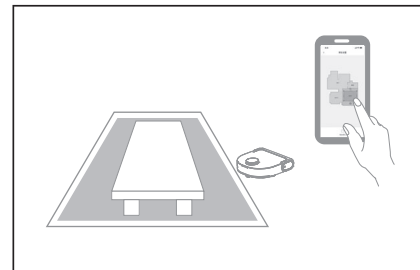
Cover objects with strong reflective surfaces

Ensure that there is no object with a strong reflective surface (ex: mirror) within 10cm/3.5 inches on the ground as it will confuse the robot navigation lasers.



Create virtual boundaries

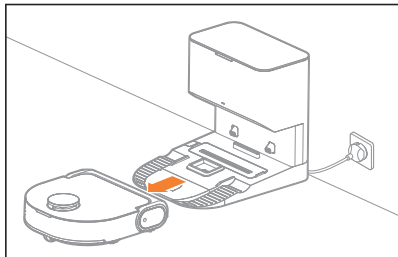
After creating the map, create virtual “keep out” areas via the NOESIS App to limit areas/rooms that you do not want the robot to clean and ensure that the robot runs smoothly.



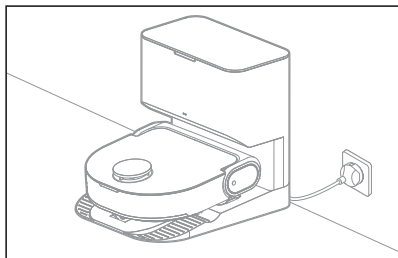
START CLEANING

1. Start cleaning

Short press "▷|" on the robot, or
Short press "▷|" in App,
and the robot will start cleaning. (In order to have a
better cleaning experience, it is recommended to
build map with App for the first use.)



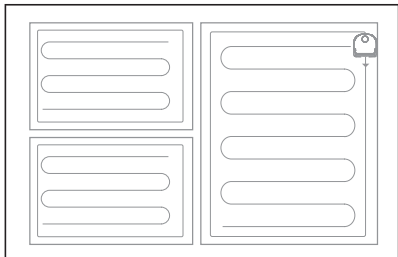
3.2 After each cleaning task is completed,
the robot will return to the base station and
automatically empty itself into the dust bag.
Note: You can also manually trigger this function
through the App or adjust settings to empty
more frequently during cleaning.



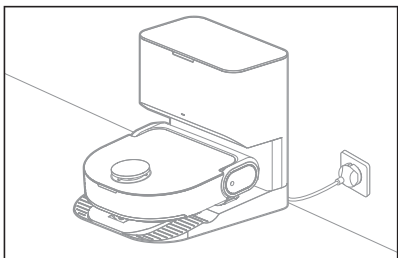
2. Mapping and planning cleaning

During the first cleaning, the robot will be building
a map of your home.

NOTE: You can access your map in the App.

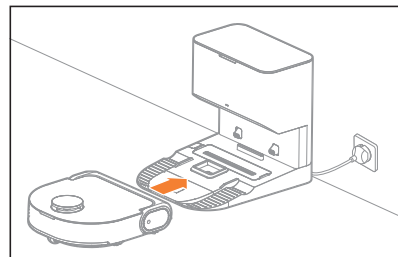


3.3 After the cleaning task is completed and
the robot returns to the base station, the hair
tangled on the brush will be cut by the hair-
cutting module and collected by the robot.



3. Cleaning task completed

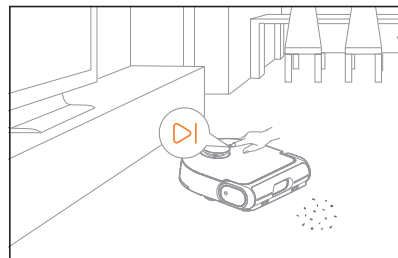
3.1 When cleaning has completed, the robot will
return to the base station to recharge.
NOTE: The robot will automatically return to the base
station to recharge if the power is less than 15%.
Once fully recharged, it will return to finish cleaning.



4. Spot cleaning

To spot clean a certain area, place the robot
in the targeted area, long press "▷|" on the
robot; or select a specific area on your map
with App.

NOTE: The spot cleaning area is an
1.6m*1.6m/5.2ft*5.2ft square around the robot.

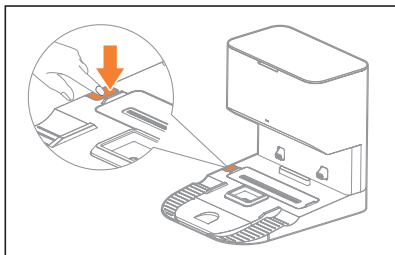


MAINTENANCE: BASE STATION

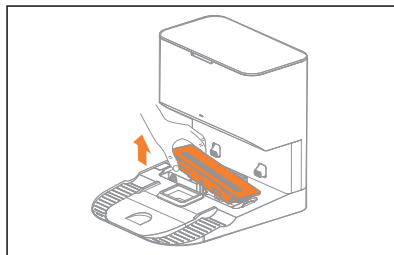
NOTE: Please turn off the base station before performing cleaning and maintenance.

Clean the hair-cutting module

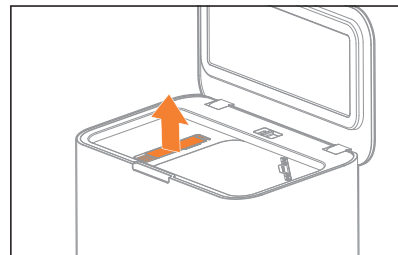
1. Press the locking latch on the base station to pop out one side of the hair-cutting module.



2. Remove the hair-cutting module from the base station.

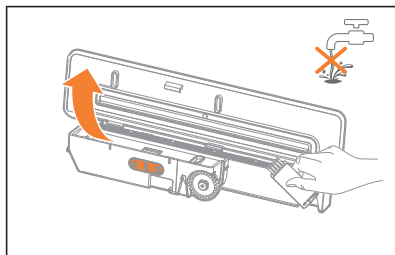


3. Open the top cover of the base station to take out the included cleaning tool.

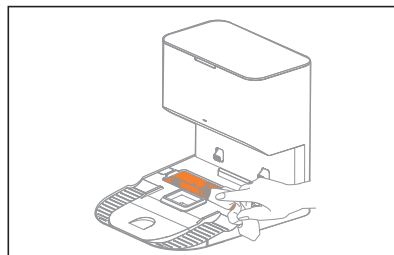


4. Open the lid by pressing the unlock button and use the included cleaning tool to clean any remaining hair.

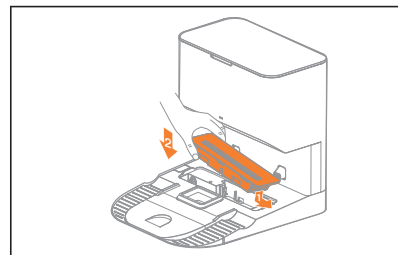
NOTE: Do not use water to clean the module.



5. Use a dry cloth to clean the slot in the base station.



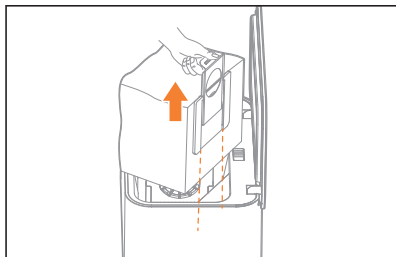
6. Place the hair-cutting module back into the base station.



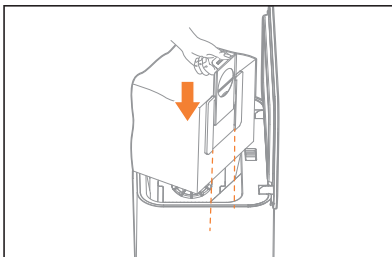
MAINTENANCE: BASE STATION

Replace the dust bag

1. When completely full, open the top cover of the base station and lift the dust bag out.

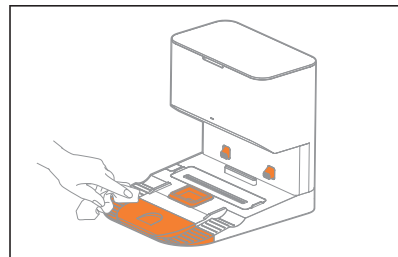


2. Put a new dust bag by aligning it with the upper slot in the base station.



Wipe the base station

Wipe the charging contacts, the auto dust collection port and the guide plate on the base station with a clean, dry cloth.

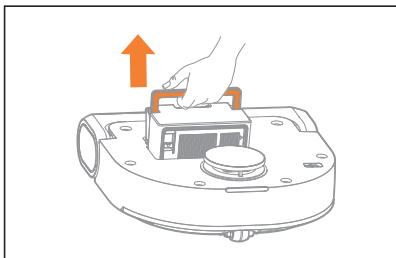


MAINTENANCE: ROBOT

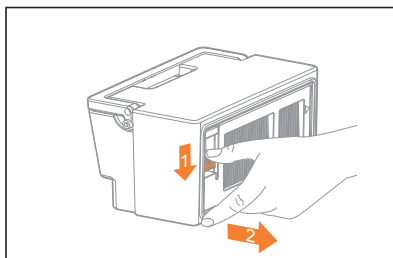
Clean the dust bin

NOTE: in normal use, the robot will self-empty the dust bin at the base station.

1. Remove the cover of the robot and take out the dust bin.

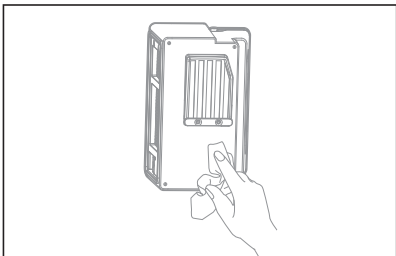


2. Remove the HEPA filter from the dust bin.
Dump the debris from the dust bin.

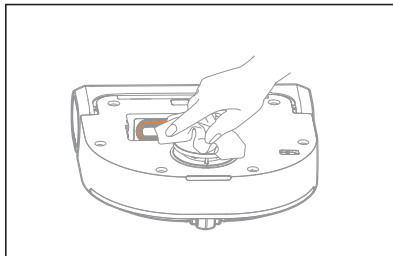


4. Wipe the port at the bottom of the filter with a dry cloth.

NOTE: Errors may occur if the port is not totally dried.

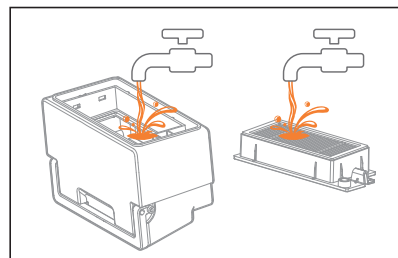


5. Wipe the dust bin compartment with a dry cloth.



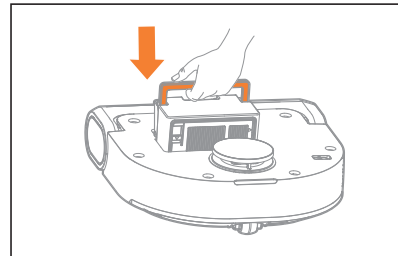
3. Rinse the dust bin and filter with water (do not use a brush to scrub the filter).

Note: In normal use, the robot will self-clean the filter and users can also perform regular maintenance as needed.



6. After drying the dust bin and filter, reinstall it back to the robot.

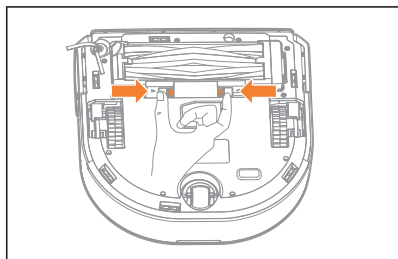
NOTE: Ensure the dust bin and filter are completely dry before reinstalling.



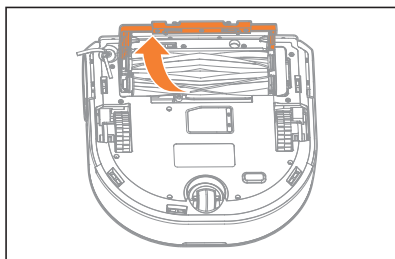
MAINTENANCE: ROBOT

Clean the brushes

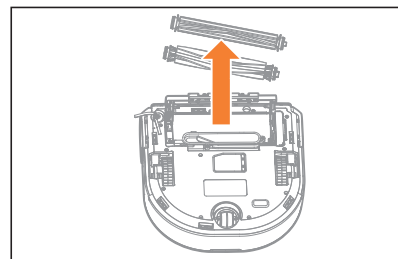
1. Gently turn the robot over and press the locking latches inward.



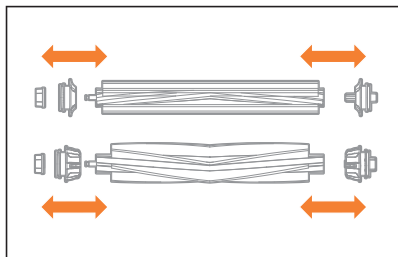
2. Open the lid.



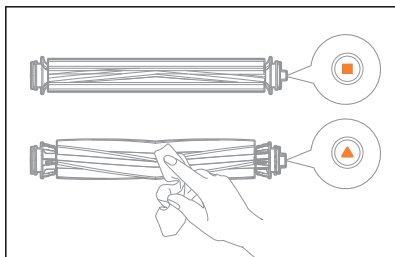
3. Remove the two brushes.



4. Pull out the end caps on the brushes, use the included cleaning tool to clean the tangled hair or debris, then reinstall the end caps.

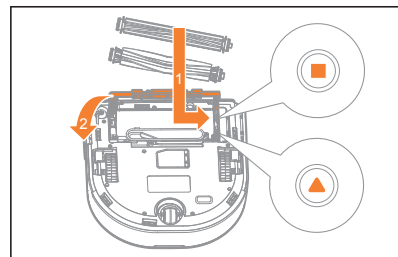


5. Wipe or rinse the two brushes.



6. Ensure that the two brushes are completely dry before reinstalling.

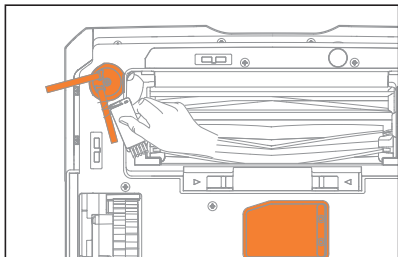
NOTE: Ensure the shape of the roller brush head matches the shape of the slot.



MAINTENANCE: ROBOT

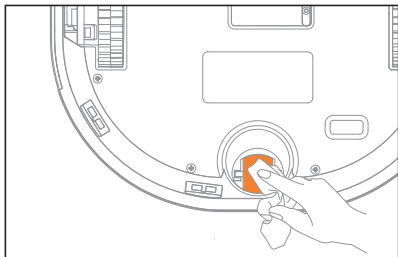
Clean the side brush and the auto dust collection port

Gently turn the robot over. Remove any tangled hair or debris from the side brush. Using a dry cloth, wipe the auto dust collection port.



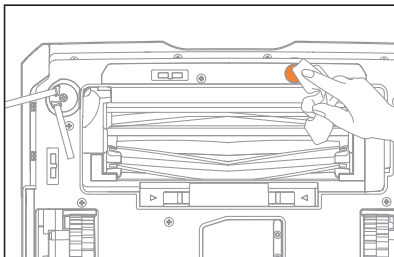
Clean up the caster wheel

Gently turn the robot over. Using a dry cloth, wipe the caster wheel.



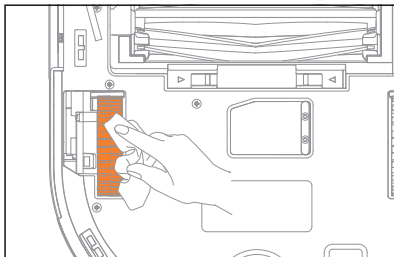
Wipe the carpet sensor

Gently turn the robot over. Using a dry cloth, wipe the carpet sensor.



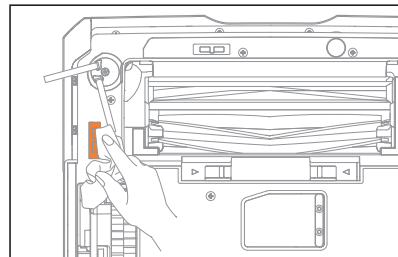
Clean up the drive wheels

Gently turn the robot over. Using a dry cloth, wipe the drive wheels.



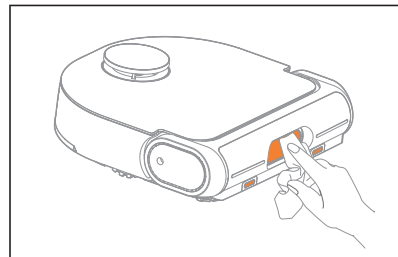
Wipe the cliff sensor

Gently turn the robot over. Using a dry cloth, wipe the 6 cliff sensors.



Wipe the robot

Using a dry cloth, wipe the visual obstacle avoidance sensors, the charging sensors and the bumper.



TROUBLESHOOTING

APP

Error	Possible Cause	Solution
Cannot Connect To The App	Mobile phone OS version is out of date	Update your mobile phone under settings to the latest OS.
	App is not authorized to access the network	Set to allow App to access the network in your mobile phone.
Failure to Add Robot	The robot is not in the network connection mode	1. Download the NoesisHome App: 1) Search and download the App directly: Search for NoesisHome App download via App store/Google play. 2) Scan the QR code to download the App by: Removing the cover of the robot to find the QR code attached; Checking the QSG or product manual for the QR code; After scanning, you can directly jump to the APP download interface. 2. Follow the prompts on the App page for account registration or login. 3. Add the machine according to the prompts on the App page to prepare for use.
	The mobile phone or robot is not connected to Wi-Fi / Weak Wi-Fi signal	
	The robot is powered off	
	Failed to connect the hotspot starting with NOESIS. It is recommended to turn off the 4G or 5G data of the mobile phone before connecting to the Wi-Fi.	
	Incorrect input of Wi-Fi password	
Robot Offline	App can not be connected to the robot if the robot is powered off	1. Please check whether your robot is powered on. 2. Please place the robot in a normal network area and refresh the device status in the App. 3. Please check whether your home network and phone network is working normally. 4. Please restart the robot and try again. 5. Please reconnect the Wi-Fi following the instructions on App and try again.
	The network signal is weak or unstable at the location of the robot	

Error	Possible Cause	Solution
Failure To Update Firmware	User error	Firmware update prompt: Errors may occur if firmware directions are not followed correctly. 1. Before the firmware update, ensure the base station is powered on and the robot is in the base station fully charged. 2. During the firmware upgrade, please do not take the robot out of the base station, do not try to operate the robot or base station buttons, and do not try to use the robot. 3. Please keep the robot connected, make sure the Wi-Fi network is normal, and click on the App to start the firmware upgrade. The firmware upgrade takes about 5-15 minutes. 4. The previous firmware version will be overwritten once the firmware is successfully upgraded. Please contact us if you have any questions.

ROBOT AND BASE STATION

Error	Possible Cause	Solution
Bumper Error	1. The bumper is stuck 2. The bumper is dirty	1. Inspect the bumper for any foreign objects. Ensure the bumper can operate properly by being able to push it in and out 2. Wipe the bumper clean with a dry cloth
Please Wipe The Cliff Sensor	The surface of cliff sensor is dirty	Wipe the cliff sensor and start it again after moving to a new position
Please inspect the carpet sensor	The carpet sensor is blocked by foreign objects	Remove the foreign objects blocking the carpet sensor
Please clean the drive wheels	The drive wheels of robot are stuck by foreign objects	Remove foreign objects stuck in the drive wheels
Please clean the brush roll	The brush roll is entangled or stuck by foreign objects	Remove foreign objects entangled or stuck in the brush roll

Error	Possible Cause	Solution
Please clean up the side brush	Side brush entangled	Clean up the entanglement from side brush
Please help the robot charge	1. The base station is not connected with the power supply 2. The communication window of the base station is blocked or moved	1. Ensure that the base station is properly connected with the power supply 2. Wipe the communication window of the base station or move the base station back to its original location 3. If the above actions do not solve the problem, please manually place the robot into the base station
Please put the robot back on the ground	The robot is suspended in the air	Please put the robot back on the ground
Please help the robot out of trouble	1. The robot is entangled 2. The robot is trapped	1. Please check whether the robot is entangled 2. Put the robot back in an open area
Please wipe the vision sensor	The vision sensor is dirty	Please wipe the vision sensor and remove the dirt from its surface
Dust collection failed	1. The top cover does not close 2. The dust bag is not installed properly	1. Close the top cover 2. Reinstall the dust bag properly

For additional troubleshooting please contact customer service at 855-813-8377

CEC mode operation instructions (the base station and the robot need to enter this mode at the same time)

The C10 Robot enters the CEC Mode when

1. The robot is placed in the base station in the charging station
2. Press the Start and recharge button at the same time for 15 seconds

When the robot indicator effect turns off, the robot has entered the CEC Mode.

Exits the CEC mode:

1. Restart the robot with the switch
2. Disconnect the robot with the charging station

Base station (shared by NR102L) enters the CEC Mode when

1. Open the lid of the base station
2. press the left pole plate optocoupler switch for three consecutive times in 10 seconds

After the display light flashes for 3 times, the base station has entered the CEC mode (you can close the base station cover now)

Exits the CEC Mode: Restart the base station with the switch again

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BIENVENUE

Merci d'avoir acheté un aspirateur robotique NOESIS. Veuillez lire attentivement ce manuel de l'utilisateur avant d'utiliser le produit et conservez-le pour référence ultérieurement.

Pour profiter pleinement de nos services complets :

1. Pour toutes questions ou inquiétudes, veuillez contacter notre équipe de service à la clientèle à notre numéro sans frais : 855-813-8377
2. Vous trouverez plus d'informations sur le site web : <https://noesisrobotics.com/>
3. Numérisez le code QR ci-dessous pour regarder la vidéo de démonstration du produit et téléchargez l'application pour utiliser votre aspirateur robotique.



Vidéo



Application