

**2.5.3 Pause/Resume**

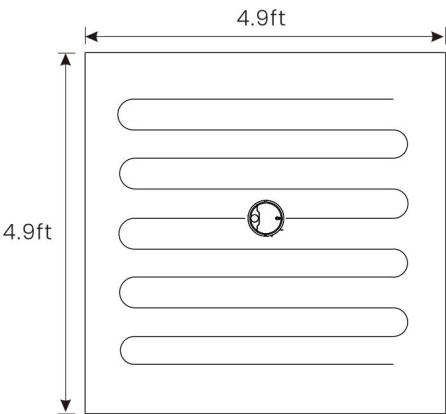
- To pause the robot while it is working, press any button. To resume cleaning, press the power button. If you need to recharge the robot, press the recharge button and it will return to the charging base, ending the cleaning task.
- If the robot is paused for 10 minutes, all of its lights will turn off. To resume cleaning, simply press any button to wake up the robot. Once the lights turn back on, press the power button, and the robot will resume cleaning. You can also start the robot directly from the mobile app.

**2.5.4 Mode setting**

The app offers four cleaning modes that can be set: Quiet, Normal, Boost, and Automatic. The default mode is Normal.

**2.5.5 Spot cleaning**

- To activate the spot cleaning mode, press and hold the recharge button for 3 seconds when the robot is on standby mode or paused.
- Area: 4.9ft(1.5m)square centered on the robot.
- When spot cleaning finished, the robot will return to the starting point and enter stand-by mode.



### 2.5.6 Zone cleaning

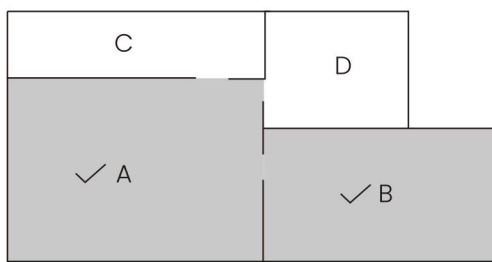
- The robot will clean the zone(s) drawn on the map in the app.

**Note:**

- The robot may move outside the designated zone's border while cleaning. Please remove any obstacles from the floor around the designated zone.

### 2.5.7 Selected area cleaning

- The robot will clean the areas you selected in the app.



**Note:**

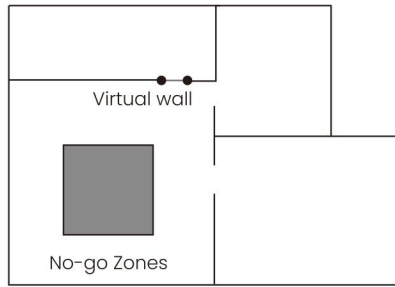
- To use the selected area cleaning feature, allow the robot to create a complete map and save it in the app.
- The robot may enter unselected areas during cleaning. Remove any obstacles from the floor around the selected areas as the robot may enter these spaces.

### 2.5.8 Scheduled cleaning

- You can set cleaning schedules in the app, and the robot will start clean and return to the charging dock as scheduled.

### 2.5.9 No-go zones and virtual wall setting

- The app allows you to create no-go zones and virtual walls to restrict access to specific areas or rooms.

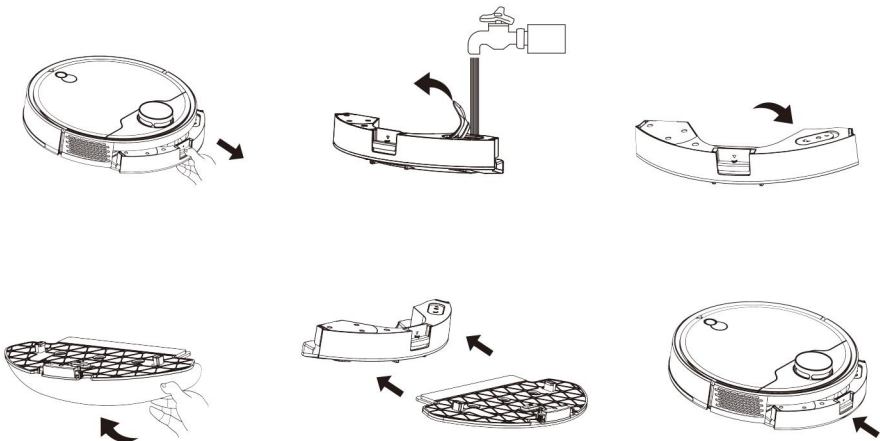


**Note:**

- To use the no-go zones and virtual wall feature, allow the robot to create a complete map and save it in the app.
- Moving the robot manually or making significant changes to the environment may cause the loss of no-go zones and virtual walls.

### 2.5.10 Water tank and mopping pad

- To add water or clean the mopping pad while cleaning, pause the robot and remove the water tank and the mopping module.
- You can select the water volume for the mopping pad in the app: low/medium/high. The default setting is medium.



### **2.5.11 Do Not Disturb(DND) mode**

- The DND period can be customized in the app. During DND mode, cleaning stops, voice prompts are muted, and indicator lights are disabled.

### **2.5.12 Recharging**

- Automatic recharge: the robot will return to the charging dock to recharge itself once the cleaning task is complete.
- Manual recharge: pause the robot and press the recharge button. The robot will then return to the charging dock.

#### **Note:**

- After completing the cleaning task, the robot will automatically return to the charging dock for recharging. If the robot is unable to locate the charging dock, it will return to its previous position at the end of the sweep. In this case, please manually put the robot back to the charging dock.

### **2.5.13 Wi-Fi reconfiguration**

- To reset the connection between the App and the robot, press and hold both the Clean/Power button and the Recharge button simultaneously for 3 seconds. This will be necessary if your home network router configuration is changed, if you forget your password, or if the App fails to connect for any other reason.
- After hearing the voice prompt 'Network Reconfiguration', release the buttons. The robot is now ready for network configuration.

### **2.5.14 Error**

- If an error occurs during the cleaning process, the indicator light will turn red and flash while a voice alert sounds. Please refer to the Troubleshooting section for the appropriate solution.

### **2.5.15 Additional app functions**

- View robot status
- Real-time map view
- Cleaning history

- Map management
- Carpet boost
- Maintenance schedule
- Adjust volume
- Language setting

**Note:**

- The actual app functions and details may differ slightly due to ongoing development and upgrades.

### 3. ROUTINE MAINTENANCE

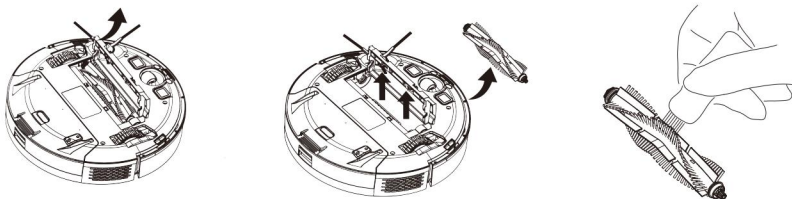
#### 3.1 Maintenance and replacement frequency

| Part                                     | Maintenance Frequency | Replacement Frequency |
|------------------------------------------|-----------------------|-----------------------|
| Main brush                               | 2 weeks               | 6–12 months           |
| Edge-sweeping brush                      | Monthly               | 3–6 months            |
| HEPA Filter                              | 2 weeks               | 6–12 months           |
| Mopping pad                              | After each use        | 3–6 months            |
| Caster wheel                             | Monthly               | /                     |
| Main wheels                              | Monthly               | /                     |
| Charging contacts<br>Robot/Charging dock | Monthly               | /                     |
| Cliff sensor                             | Monthly               | /                     |
| Dock locator                             | Monthly               | /                     |

## 3.2 Maintenance methods

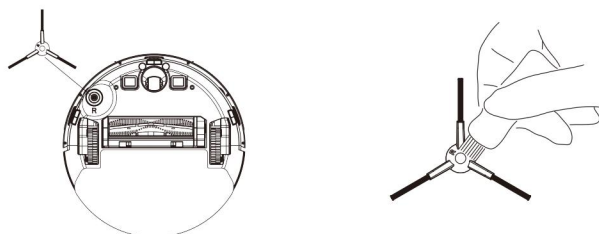
### 3.2.1 Main brush

- Turn over the robot and unlatch the main brush cover.
- Use the provided cleaning tools to clean the rubber brush.



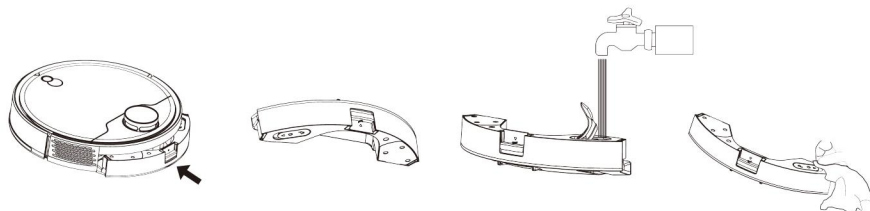
### 3.2.2 Edge-sweeping brush

- Remove the edge-sweeping brush.
- Clean dirt with the provided tool.



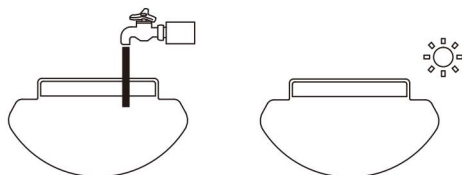
### 3.2.3 Water tank

- Press the release button to remove the water tank and empty any remaining water.
- Thoroughly wash and air dry the tank.



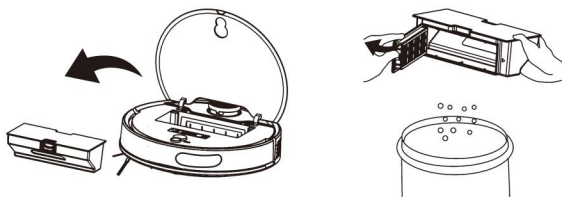
### 3.2.4 Mopping pad

- Remove the mopping pad from the mopping pad mount.
- Thoroughly wash and air dry the mopping pad.



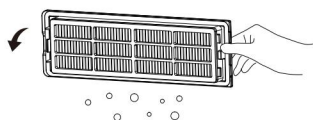
### 3.2.5 Dustbin

- Open the faceplate and take out the dustbin.
- Open the lid and empty the dustbin.
- For thorough cleaning, fill it with clean water and close the lid. Gently shake the dustbin and pour out the dirty water.
- Air-dry the dustbin.



### 3.2.6 HEPA Filter

- Remove the HEPA filter from the dustbin
- Tap the filter repeatedly to shake off dust.

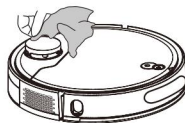


**3.2.7 Sensors and charging contacts**

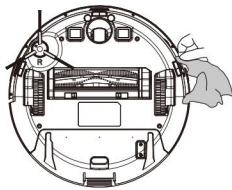
- Use a soft, dry cloth to wipe them clean.



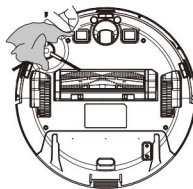
Recharge sensor



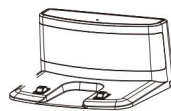
LiDAR



Cliff sensor

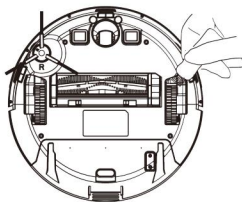
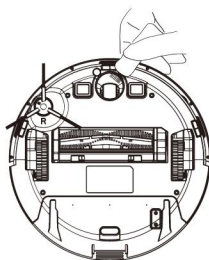


Charging contacts



**3.2.8 Cater wheel and main wheels**

- Use a soft, dry cloth and the provided cleaning tool to wipe them clean.



## 4. PRIMARY PARAMETERS

| Product Model        | T10 SE      |
|----------------------|-------------|
| Rated Input Voltage  | 14.4 V      |
| Battery Capacity     | 3200mA      |
| Rated Power          | 40W         |
| Charging Time        | About 6h    |
| Charging Base Model  | T10 SE-B    |
| Rated Input Voltage  | AC 100-240V |
| Rated Output Voltage | DC 20V      |
| Rated Output Power   | 12W         |
| Rated Output Current | 0.6A        |

**Note:**

We reserve the right to update our product at any time as we strive for continuous improvement. Please note that this manual may not accurately describe the product you received.

# 5. TROUBLE SHOOTING

## 5.1 Common issues

| No. | Problem                                   | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Unable to power on                        | <ul style="list-style-type: none"><li>● The battery level is low. Recharge the robot on the charging dock before use.</li></ul>                                                                                                                                                                                                                                                                                                                |
| 2   | Unable to charge                          | <ul style="list-style-type: none"><li>● Check that the indicator light turns on. Confirm that both ends of the power cord for the charging dock are plugged in.</li><li>● Poor contact. Please clean the charging contactor in the charging base of the main body.</li></ul>                                                                                                                                                                   |
| 3   | Slow charging                             | When the appliance is used in high or low-temperature environments, the charging speed will be automatically reduced to extend the battery life.                                                                                                                                                                                                                                                                                               |
| 4   | Unable to return to the charging dock     | <ul style="list-style-type: none"><li>● There are too many obstacles near the charging dock. Place the charging dock in an open area.</li><li>● The robot is too far from the charging dock. Place it closer and retry.</li></ul>                                                                                                                                                                                                              |
| 5   | Abnormal behavior                         | Restart the robot.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6   | Abnormal noise during cleaning.           | The main brush, edge-sweeping brush, caster wheel or main wheels may be jammed. Turn off the robot and clean them.                                                                                                                                                                                                                                                                                                                             |
| 7   | Poor cleaning ability or dust falling out | <ul style="list-style-type: none"><li>● The dustbin is full and needs emptying.</li><li>● The filter is blocked and needs cleaning.</li><li>● The main brush is jammed and needs cleaning.</li></ul>                                                                                                                                                                                                                                           |
| 8   | The network needs configuring             | <ul style="list-style-type: none"><li>● Turn on the robot.</li><li>● Simultaneously press the power and recharge buttons for 5 seconds. The robot is in network configuration mode when you hear a voice prompt and see the indicator flashing. If you do not hear a voice prompt and the indicator does not flash, repeat from step one.</li><li>● Tap 'Add Device' in the app and follow the in-app prompts to complete the setup.</li></ul> |

|    |                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9  | When connecting to the network for the first time, a pop-up window will appear on the app's home page. What should you do if you accidentally log out at this step? | <ul style="list-style-type: none"> <li>● Restart the device and open the application. The pop-up window will appear again.</li> <li>● When the device is turned on, press the recharge button and the power button simultaneously for 3 seconds. Once you hear the vocal prompt, open the app and the pop-up window will appear again.</li> <li>● If you are still having issues, please reach out to our customer service team.</li> </ul> |
| 10 | Unable to connect to Wi-Fi                                                                                                                                          | <ul style="list-style-type: none"> <li>● The Wi-Fi signal is poor. Ensure the robot is in an area with strong Wi-Fi signals.</li> <li>● Abnormal Wi-Fi connection. Before attempting to connect again, reset the Wi-Fi and download the latest version of the app.</li> <li>● Please make sure the Wi-Fi is 2.4GHz. The robot does not support 5GHz Wi-Fi.</li> </ul>                                                                       |
| 11 | Unable to schedule a cleaning task                                                                                                                                  | <ul style="list-style-type: none"> <li>● The battery level is low. The cleaning schedule can only be initiated if the battery level is above 30%.</li> <li>● Check if DND mode is enabled and if the scheduled time falls within the DND period</li> </ul>                                                                                                                                                                                  |
| 12 | The dock consumes power even when the robot is not charging                                                                                                         | When in the charging dock, the main unit consumes minimal power, which helps preserve battery performance.                                                                                                                                                                                                                                                                                                                                  |
| 13 | Should the robot be charged for 12 hours before the first 3 uses?                                                                                                   | Lithium batteries can be recharged at any time without experiencing memory effect. Additionally, there is no need to wait for 12 hours when the battery is fully charged.                                                                                                                                                                                                                                                                   |
| 14 | No water or little water during mopping                                                                                                                             | <ul style="list-style-type: none"> <li>● Ensure there is water in the water tank.</li> <li>● Use the mobile app to adjust the water volume.</li> <li>● Refer to the manual for complete instructions on how to properly install the mop pad mount and pad.</li> </ul>                                                                                                                                                                       |
| 15 | The robot returns to recharge when the battery is low. However, it does not resume cleaning after the battery has been recharged.                                   | <ul style="list-style-type: none"> <li>● Confirm that the robot is not in the 'Do Not Disturb' mode; it will not continue cleaning while in this mode.</li> <li>● If you manually place the robot back on the charging base after the battery becomes low, it will not resume cleaning.</li> </ul>                                                                                                                                          |
| 16 | The robot vacuum may be unable to return to the charging dock after spot cleaning or if it has been moved manually.                                                 | After spot cleaning or a major move, the robot updates its map. If the dock is out of range, manually return the robot to recharge.                                                                                                                                                                                                                                                                                                         |
| 17 | Certain areas were not cleaned                                                                                                                                      | Ensure that the robot can navigate over all obstacles, including thresholds.                                                                                                                                                                                                                                                                                                                                                                |

# 5.2 Voice prompts in case of errors

| No. | Failure Prompts                                                                                              | Solutions                                                                                                                                                                                                                      |
|-----|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Radar sensor abnormal.<br>Please confirm that the radar is unobstructed.                                     | If there are obstacles obstructing the radar, please remove them. If the sensor does not require cleaning, relocate the robot to a different position and restart it.                                                          |
| 2   | The collision buffer is blocked.<br>Please clean or tap the collision buffer and try again.                  | Objects are blocking the collision buffer. Gently tap the radar collision to clear them. If the objects cannot be removed, relocate the robot to a new position and restart.                                                   |
| 3   | The wheels are suspended.<br>Please move the unit to a new position to start.                                | If the robot's wheel is positioned over an edge, move the robot to a new position and restart it. A failure may also occur if the cliff sensor is covered by dust or obstacles. Please clear the obstacles or wipe the sensor. |
| 4   | The cliff sensor is abnormal.<br>Please wipe and try again.                                                  | If the robot's wheel is positioned over an edge, move the robot to a new position and restart it. A failure may also occur if the cliff sensor is covered by dust or obstacles. Please clear the obstacles or wipe the sensor. |
| 5   | Roller brush abnormal;<br>remove and clean it                                                                | The main brush may be entangled with obstacles. Clear the obstacles and restart.                                                                                                                                               |
| 6   | Side brush abnormal;<br>remove and clean it                                                                  | Clear the edge-sweeping brush if it is jammed, then restart.                                                                                                                                                                   |
| 7   | Please check whether the main wheel is stuck in foreign objects.<br>Move the unit to a new position to start | Clear the main wheel if it is jammed, then restart.                                                                                                                                                                            |
| 8   | The unit is trapped. Please clear the obstacles around the robot and try again.                              | The robot is currently unable to move due to obstacles in its path. Please remove the obstacles or relocate the robot to a different location and attempt the task again.                                                      |
| 9   | Replace the dust box.                                                                                        | To resolve the issue, reinstall the dustbin and filter assembly correctly. If the voice prompt persists, replace the filter assembly.                                                                                          |
| 10  | Low battery; retry after charging.                                                                           | Before use, ensure that the robot is charged to a minimum of 30%.                                                                                                                                                              |
| 11  | Battery abnormal.                                                                                            | Please wait until the battery temperature returns to normal before use.                                                                                                                                                        |
| 12  | The infrared wall sensor is abnormal. Please wipe and try again.                                             | Dust covers the wall sensor. It is recommended to clean the sensor or remove any obstructions.                                                                                                                                 |

| No. | Failure Prompts                                     | Solutions                                                                                                                                                                        |
|-----|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13  | Place the unit on a flat surface and retry.         | The robot is in a tilted position.<br>Please place the robot on a level surface to restart.                                                                                      |
| 14  | Fan abnormal.<br>Try to reset the system.           | The fan is not functioning properly.<br>Please restart the robot.                                                                                                                |
| 15  | Radar collision anomaly.                            | The radar collision sensor is blocked.<br>Tap the sensor lightly to remove any obstructions.<br>If the issue persists, relocate the robot to a different position and try again. |
| 16  | Move the device out of no-go areas before starting. | The robot was in a no-go area.<br>Please move the robot out of the no-go area.                                                                                                   |
| 17  | Internal error;<br>try to reset the system.         | The robot has encountered an internal error and cannot continue operating. Turn off the robot and restart it.                                                                    |

## **FCC 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.

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

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.

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

## **IC Statement**

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.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

## **CAN ICES-003 (B) / NMB-003 (B)**

# **IMPORTANT SAFETY INSTRUCTIONS**

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

## **READ ALL INSTRUCTIONS BEFORE USING ROBOTIC VACUUM CLEANER**

# WARNING

- To reduce the risk of fire, electric shock, or injury:
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or adapter. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- 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.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- 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.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.

# WARNING

To Reduce The Risk Of Electric Shock – Do not use outdoors or on wet surfaces.

# WARNING

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

- Use only with KA1201A-2000600US Power supply and T10 SE Docking Station.
- 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.
- 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.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 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.
- 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.
- 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.

- 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.
  - Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
  - Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- Place the cords from other appliances out of the area to be cleaned.
  - Do not operate the vacuum in a room where an infant or child is sleeping.
  - Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
  - Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
  - Do not allow children to sit on the vacuum.
  - Do not use the vacuum on a wet surface.

## **SAVE THESE INSTRUCTIONS**



