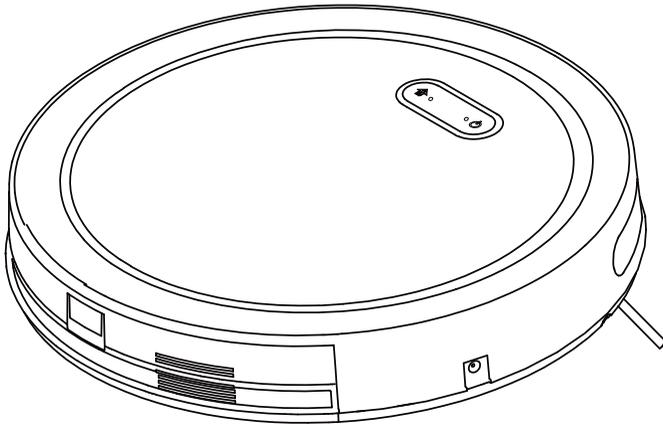


anko

Robotic Vacuum Cleaner Instruction Manual For Household Use Only



Model No.: MT-300

Rev 2

Note: The specifications and/or components of this appliance are subject to change without prior notice.

If any Accessories should fail during use, please call 1300 105 888 (Australia) or 09 8870 447 (New Zealand) for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us.

1	Warnings.....	4
2	Safety Direction.....	4
3	Please observe the following points.....	8
4	Components.....	9
	4.1 Robot Bottom View.....	10
	4.2 Charging Dock.....	11
	4.3 Dust Canister (Doors Open).....	11
5	Transporting the Robot.....	12
6	Environment.....	12
7	Before Use.....	13
	7.1 Side Brush Installation.....	13
	7.1 Charging Dock Setup.....	14
	7.2 Charging the Robot – Charging Dock.....	15
	7.3 Charging the Robot – Direct Charging.....	16
8	Controls.....	16
	8.1 Robot Top Control Buttons and Indicator Lights.....	16
9	Remote Control.....	17
	9.1 Battery Installation / Replacement.....	18
10	Types of Floor Surfaces.....	19
11	Using the Robot Cleaner.....	19
	11.1 Start / Pause / Sleep.....	19
	11.2 Manually Finishing a Cleaning Session.....	20
12	Advanced Cleaning.....	21
13	Mopping Function.....	22
14	User Maintenance.....	23
	14.1 Cleaning the Dust Canister.....	23
	14.2 Cleaning / Replacing Filters.....	24
	14.3 Cleaning the Mop Pad.....	25
	14.4 Cleaning Robot Body.....	25
	14.5 Cleaning / Replacing the Robot Spinning Brushes.....	26
	14.6 Cleaning the Robot Sensors.....	26
	14.7 Cleaning the Wheels.....	27
	14.8 Cleaning the Charging Contacts Robot / Charging Stand.....	27
15	Wi-Fi Connection.....	28
	15.1 Smartphone Control App.....	28
	15.2 Wi-Fi Pairing.....	29
16	Troubleshooting.....	30
	16.1 Indicator Lights and Beeping.....	30
17	Storage.....	31
	17.1 FAQ.....	31
	17.2 Operation Troubleshooting.....	33
18	Warranty Against Defect.....	35

1 Warnings

Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

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.

Children should be supervised to ensure that they do not play with the appliance.

2 Safety Direction



Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

DO NOT vacuum water, wet objects, liquids, ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.

DO NOT pick up flammable or combustible materials (i.e., lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

DO NOT pick up toxic material (i.e., chlorine bleach, ammonia, drain cleaner, etc.)

DO NOT vacuum Toner (for laser printer, copy machines etc.) as there is a risk of fire and explosion.

DO NOT vacuum plaster dust, cement dust etc. as the filter will block very quick.

DO NOT use the vacuum without all filters fitted.

DO NOT store or use the appliance near high temperature areas.

DO NOT run over the charger cable with the Robot cleaner.

DO NOT use the Robot cleaner if it is blocked. Turn off and clear all blockages before continuing.

DO NOT use the Robot cleaner with a blocked filter. Clean filter before continuing. (refer to User Maintenance section).

DO NOT use the Robot cleaner if the appliance malfunctions, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.

For electrical safety, any repairs to the product must be performed by a qualified electrical person only, or the product must be disposed of.

DO NOT misuse the Charger Cable. Never pull the appliance by the cable or pull to disconnect it from the outlet. Instead, grasp the charger body and pull to disconnect.

DO NOT use with damaged Charger Cable or Charger Body.

DO NOT handle Charger or Robot cleaner with wet hands.

DO NOT sit or stand on this appliance.

DO NOT place any objects on top of this appliance.

DO NOT use in wet or moist areas such as bathrooms, showers, etc.

DO NOT place the appliance on tables or chairs etc. where it may fall off.

DO empty the Dust Canister regularly for optimal operation of the Robot.

DO clean the filter regularly for optimal operation of the Robot.

DO NOT use without the filter in place.

DO keep hair, loose clothing, fingers, feet, and body parts away from openings or moving parts such as the wheels and spinning brushes.

DO disconnect the Charger from the power supply when not in use for extended periods.

DO NOT use the Robot cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.

DO NOT use Robot cleaner if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.)

DO NOT put any objects into openings.

DO NOT use with any openings blocked and do not restrict airflow.

DO NOT attempt to modify this product in any way.

DO use extra care when vacuuming on stairs.

DO ensure children and babies cannot play with plastic bags or any packaging materials.



Indoor Use Only. Not for Outdoor Use.

DO use only as described in this manual. Use only manufacturer's recommended attachments.

DO Keep Charger Cable away from heated surfaces.

DO Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

DO keep your work area well lit.

DO store your appliance indoors in a cool, dry area.

DO operate the Charger from a power source of the same voltage, frequency and rating as indicated on the product identification plate.

DO Only use the Battery Charger which was supplied with this appliance.

DO ensure appliance is switched off before handling or picking up.

When handling the appliance, to avoid injury take care that your fingers or other parts of your body do not touch the wheels or spinning brushes.

Take care that your clothing or other items do not touch the wheels or spinning brushes as damage may occur.

WARNING



Only use the Battery Charger which was supplied with this appliance.
Model No. ZD12D150050AU 100–240V~ 50-60Hz 0.5A Output: 15V --- 500mA

Battery Pack Specification:
Type: Li-ion, 18650 11.1Vd.c., 2600mAh

Consumers are cautioned against using and/or purchasing counterfeit and/or inferior quality batteries. These batteries have the potential to cause fire, personal injury, and/or damage to property. These batteries are typically found on online-auction websites or from other retailers and are known to pose a potential safety risk.

Never try to recharge Non-Rechargeable batteries as they may explode, catch on fire, or cause personal injury and/or damage to property.

- May explode if disposed of in fire.
- To prevent injury or burns, do not allow metal objects to contact battery terminals.
- Do not use or store in temperatures above 40°C.



The Battery Pack must be removed from the Robot cleaner before disposal.

Contact your local waste management authority for more information on Battery Recycling and disposal regulations in your area.

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities.

Contact your local council for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

Please contact your local council or regional authority for more information on collection, reuse, and recycling programmes.

If a third party uses this appliance, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of appliance.

This product has not been designed for any uses other than those specified in this manual.

ONLY for domestic use. Industrial or commercial use invalidates the warranty.

Only use a genuine battery and other accessories/parts from the supplier, as using a non-genuine battery and other parts may harm the product and could be a risk to the user and bystanders.

Read and Save These Instructions

3 Please observe the following points

Electrical devices are not for children.



Never allow children to use electrical devices unsupervised.

If used, Batteries / rechargeable batteries can be extremely dangerous if swallowed, therefore: keep the device and batteries out of reach of small children.

If a battery is swallowed, seek medical help immediately.

Proper Recycling



This symbol on the product or its packaging indicates:

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities. Contact your local council for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. Please contact your local council or regional authority for more information on collection, reuse, and recycling programmes.

Moisture and Cleaning



This product is not waterproof! Do not immerse the unit in water or let it come in contact with water.

If water penetrates the unit, it can cause severe damage.

Do not use cleaning agents which contain alcohol, ammonia, benzene, or abrasives, as these can damage the unit. Use a soft, damp cloth for cleaning.

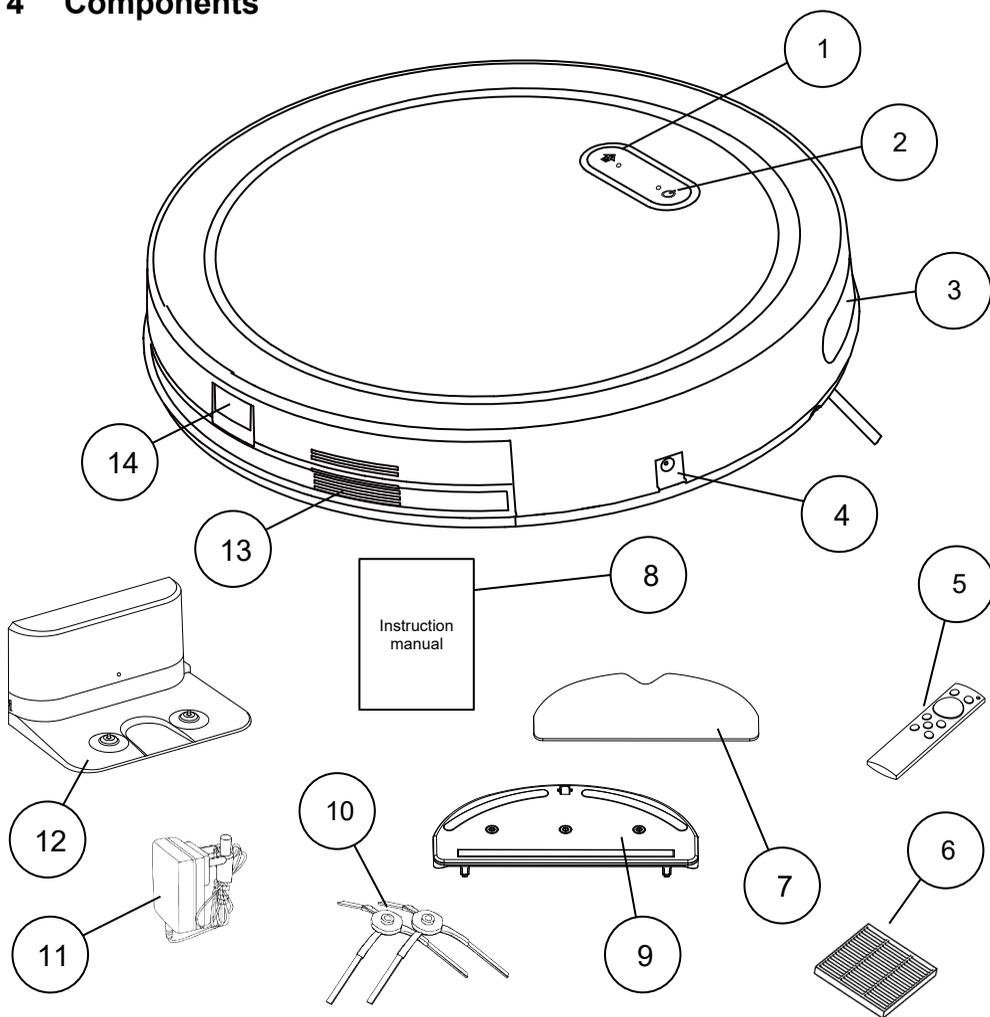
Heat



Do not expose the unit to direct sunlight.

Ensure that the device is not exposed to any direct heat sources, such as radiators or open fires. Ensure that the unit is not covered.

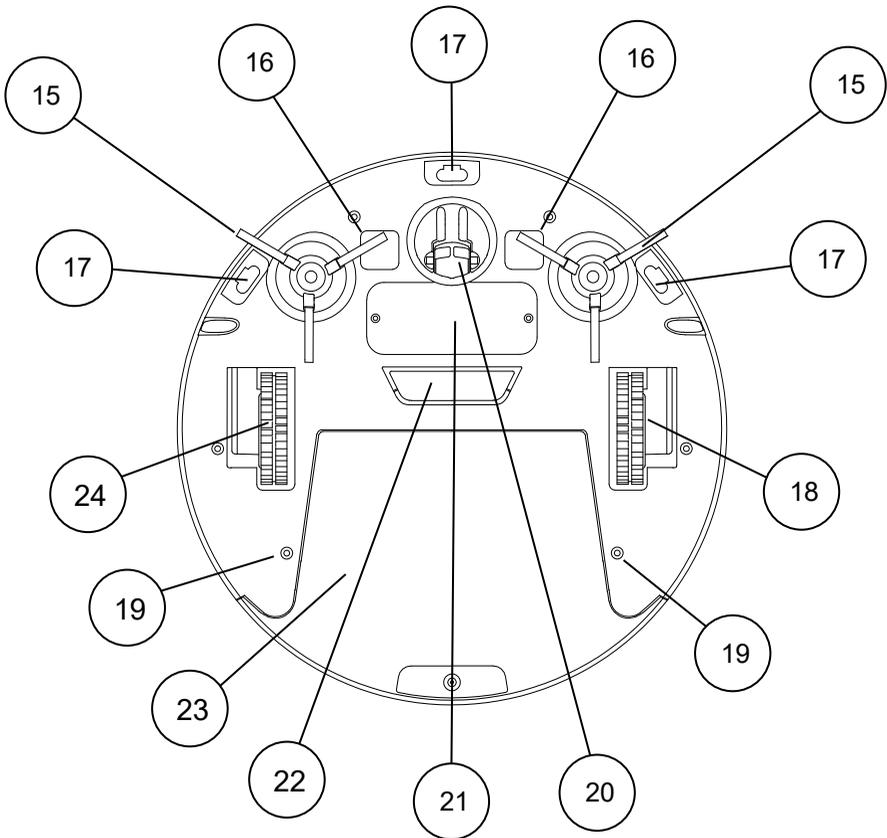
4 Components



1	Go Home Button	8	Instruction Manual
2	Start / Pause Button	9	Water Tank
3	Bumper / Sensor Window	10	Side Brushes x 4
4	Direct Charging Port	11	Battery Charger ZD12D150050AU
5	Remote Control	12	Charging Dock
6	Filter x 2	13	Air Exhaust
7	Mop Pad x 2	14	Dust Canister release button

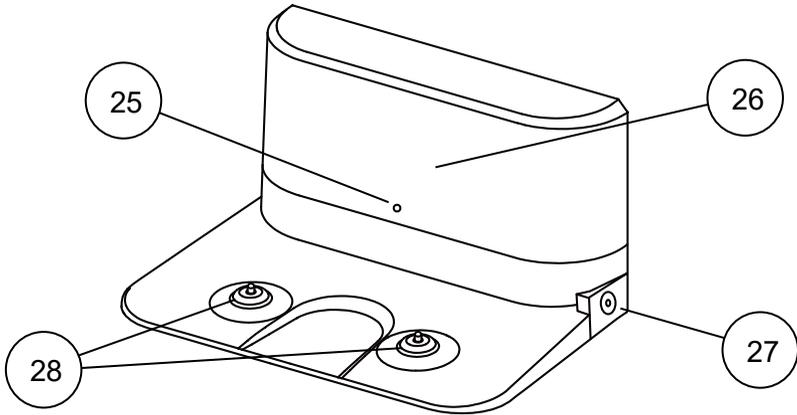
Note: The specifications and/or components of this appliance are subject to change without prior notice

4.1 Robot Bottom View



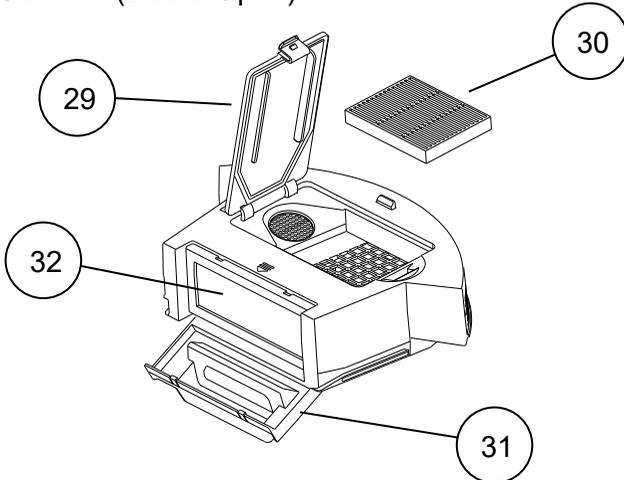
15	Side Brushes	20	Front Castor Wheel
16	Charging Contacts	21	Battery Cover
17	Down View Sensors	22	Suction Entry
18	Left Drive Wheel	23	Dust Canister
19	Water Tank Location Holes	24	Right Drive Wheel

4.2 Charging Dock



25	Power Indicator Light	27	Battery Charger Port
26	IR Sensor Window	28	Charging Terminals

4.3 Dust Canister (Doors Open)



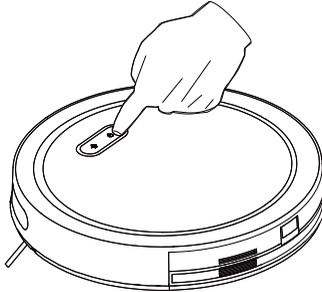
29	Filter Access Door	31	Dust / Debris Access Door
30	Filter	32	Inner Dust Canister

5 Transporting the Robot

When picking up the Robot, first ensure the Robot is turned Off.

Turn Off the Robot: Press and hold the “  “ button for approximately 5 seconds and the robot and the blue light will turn Off.

Turn the Robot back On: Press and hold the “  “ button for approximately 3 seconds and the robot will enter standby mode.



6 Environment

IMPORTANT:

To avoid tripping, inform all people in the household when this appliance is working.

Remove all breakable objects from the floor, and any objects that may get caught in the spinning brushes such as power cords, clothing, rugs, curtains, blinds, blind cords, phone charging cables, pet water & feeding bowls, string, thread, shoes laces, etc.

Do not use on rugs or the like which have tassels or frayed edges as it will get tangled and may cause damage to the Robot and / or the rug.

For the robot to vacuum under furniture, there needs to be a minimum of 9cm clearance.

Ensure the battery charger is plugged into the wall outlet properly and that the charging plug end is connected properly to the charging dock.

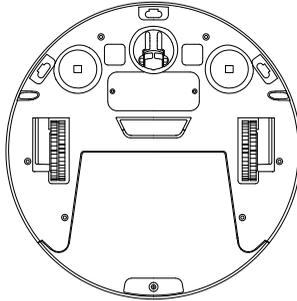
7 Before Use

The following steps **must** take place before a cleaning session is to occur.

7.1 Side Brush Installation

IMPORTANT: The side brushes need to be installed before any cleaning takes place.

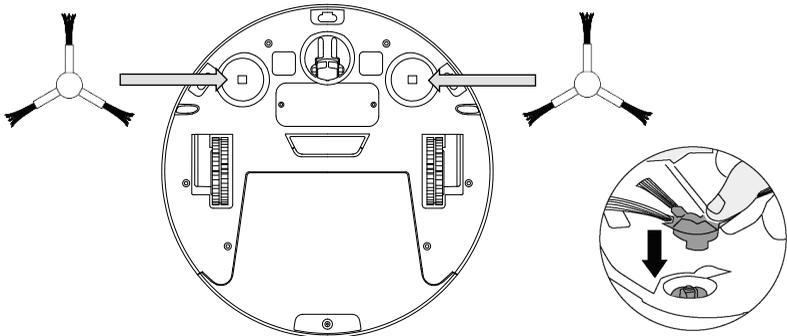
- Ensure that the robot's power is off.
- Gently pick up the robot and lay it with its wheels facing up.



- Position the side brushes, with the square holes pointed down, and the brush bristles angled up.

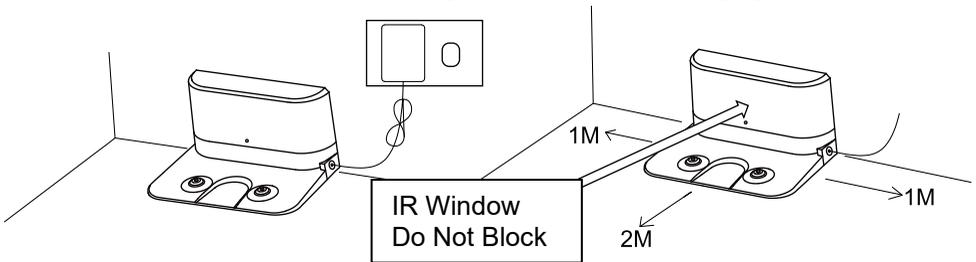
Align the square hole, on the underside of the side brush, over the square post, located inside the hollow circle.

Push down hard until it clicks in place. It does not matter which brush goes on which side.



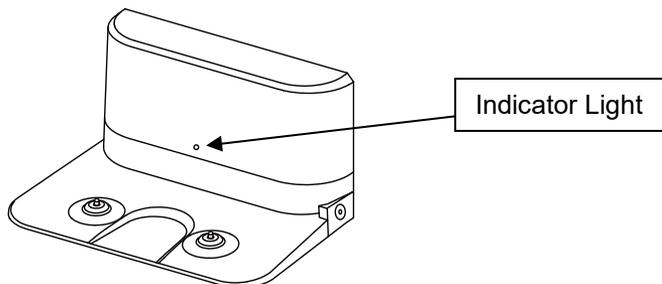
7.1 Charging Dock Setup

- Place the charging dock in a position flat on the ground with the back pushed up against a wall.
- There should be no other objects or obstructions two meters in front of and one meter to the left, right and above the charging dock.



NOTE: If the IR signal emission window is blocked, the robot will be unable to locate the charging dock.

- Connect the Battery Charger to the power supply jack on the side of the charging dock.
- Locate an electrical outlet on the wall close to the ground and plug in the Battery Charger.
- An indicator light on the front of the charging dock will illuminate indicating Power is supplied.

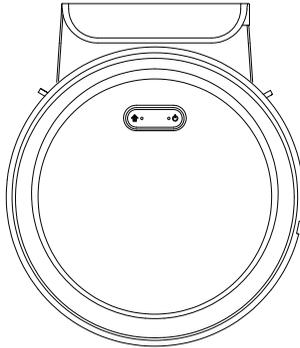


- Tidy the excess battery Charger cable as the cable must not be on the floor or obstructing the charging dock front window as it will result in the robot being unable to find the charging dock.
- The charging dock should always be plugged in to ensure charging when needed.

NOTE: The Robot might have difficulty finding the charging dock in a larger room or a room full of obstacles.

7.2 Charging the Robot – Charging Dock

- Setup the charging dock as described beforehand.
- Place the robot on top of the charging dock and align centrally as shown.



The LED light on top of the robot will glow different colours depending on the battery charge status.

- If the battery power remaining is less than 50%, the light will be PURPLE and will slowly pulse on and off.
- If the battery power remaining is above 50%, the light will be BLUE and will slowly pulse on and off.
- When the battery is fully charged the light will be solid BLUE and will turn off after a few minutes.

Important: Before the first cleaning session, please charge for at least 8 hours.

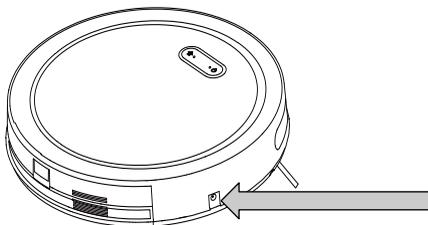
- The Robot will return to its charging dock when the battery is low (The red indicator light will illuminate).
- During the recharging process, the indicators lights will pulse on and off.
- Once fully charged, the indicator lights will be solid blue, and the Robot is ready for use again.

Note: Carpeted surfaces will use more power so the battery will not last as long as if just cleaning a hard-smooth floor surface.

- If the robot is not used on a regular basis recharge the robot at least once a month to maintain the battery.

7.3 Charging the Robot – Direct Charging

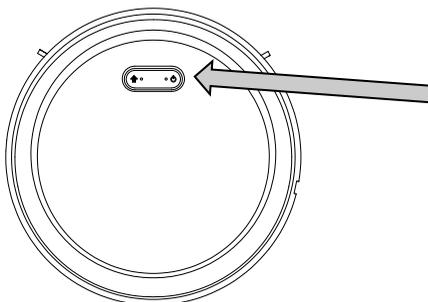
- The Robot can also be charged by connecting the Battery Charger plug directly into to the DC recharging port on the side of the robot.



- If the robot is not used on a regular basis recharge the robot at least once a month to maintain the battery.

8 Controls

8.1 Robot Top Control Buttons and Indicator Lights



This Button “” is used to Turn On / Turn Off / Start and Pause the Robot.

- If the robot is turned Off. press and hold the  button for 3 seconds and the robot will enter standby mode.
- Press the button again and the robot will start to clean, and the blue light will turn on permanently.

Note: it can take up to 10 seconds for the robot to start moving after starting the cleaning function. During this time, the robot is initialising.

- Press and hold the button for 5 seconds and the robot and the blue light will turn Off.
- Press this button while in standby mode, the blue light will illuminate and then after the robot has initialised, the robot will begin to clean in Normal Mode.

Note: If the Robot is asleep in standby mode (no Blue Light) press this button to start normal cleaning mode.

- Press this button while the robot is cleaning to pause the cleaning session.
- Press this button again and the robot will resume the cleaning session.
- If you wish to cancel the cleaning altogether, press the Return Home  Button to send the robot back to the charging dock.

9 Remote Control



Power: Press to wake up or to enter sleep mode.

When using to wake up, wait 10 seconds before pressing any other commands on the remote control.

Home: Press for the robot to stop cleaning and return to the charging dock.

Start / Stop: When the robot has been woken up, wait 10 seconds then press start the Start / Stop button. When the robot is in use, press to stop.

Note: The following (manual steering) will not function if already cleaning. Stop cleaning first..

 **Forward** - Press and the robot will move a short distance in a forward direction with each press.

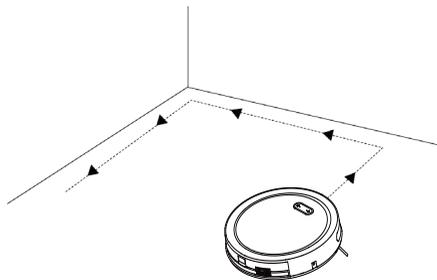
 **Backwards** - Press and the robot will move a short distance in a backwards direction with each press.

◀ **Left** - Press and the robot will turn in a circle to the left.

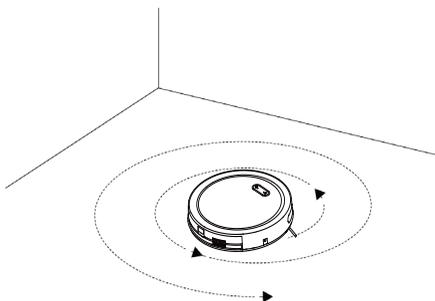
▶ **Right** - Press and the robot will turn in a circle to the right.

🌀 **Turbo**: Press and the robot will enter turbo cleaning. The suction power will increase.

📐 **Wall Following**: Press and the robot will enter wall following mode until finished or another button is pressed.



🌀 **Spot Cleaning**: Press and the robot will enter spot cleaning mode until finished or another button is pressed.



9.1 Battery Installation / Replacement

Note: The Remote control is not supplied with batteries.

To use the first time, you will need to install 2 “AAA” alkaline batteries.

NOTE: Do not dispose of batteries in the rubbish bin. Contact your local authority for instruction on proper disposal and collection points.

To install / replace the batteries in the remote control, turn the remote control over so that the back is facing you.

Slide the back cover off to access the battery compartment.

Install / replace with new batteries ensuring the polarity of the batteries match the polarity marked inside the battery compartment.

Important: Never mix old and new batteries and never mix battery types.

Slide the back cover back on to the remote control and push all the way on until it locks in place.

The remote control must be pointed at the Robot and inline of sight for it to operate just like a TV remote control.

Note: If you try to use the remote control when the Robot is cleaning near the charging dock, the Robot may not recognise the command as the charging dock signals have priority to ensure the Robot does not hit the charging dock.

10 Types of Floor Surfaces

The Robot is suitable for domestic use only, such as family homes, units, home offices, etc. It is not for commercial use.

It is best suited for short pile carpet (0.5cm or less), wooden floors, tiled floors, linoleum floors, sealed cork tiled floors etc.

Please note that the Robot does not “deep clean” carpet.

The Robot will sweep and pick up debris on the surface and just a few millimetres below if on carpet.

To deep clean carpet, use a more substantial professional vacuum cleaner.

11 Using the Robot Cleaner

11.1 Start / Pause / Sleep

Start-up

- Ensure the Battery is fully charged.
- Press the  button on the control panel on top of the Robot or press the **START/STOP** button on the remote control to start the Robot Cleaning in Normal mode.

Note:

If the Robot is turned Off and pressing the  button does not start the robot, you will need to press and hold the  button for approximately 3 seconds to turn the robot On.

Pause

- To Pause while cleaning, Press the  button on the control panel on top of the Robot or press the **START/STOP** button on the remote.
- Press either of these buttons again to resume cleaning.

Note: If the Robot is Paused for approximately 5 minutes, the Robot will go to sleep. You will need to press either of these two buttons to start the Robot.

It can take up to 10 seconds for the robot to start moving after starting the cleaning function. During this time, the robot is initialising.

11.2 Manually Finishing a Cleaning Session

The Robot will automatically end the cleaning session when the battery is too low.

Four beeps will sound, the On / Off button will flash Red, and the robot will begin to manoeuvre back to the charging dock.

- If you wish to end the cleaning process early, press the  button on top of the Robot, or the **START/STOP** button on the remote control to Pause the cleaning.
- To return the Robot to the charging dock to recharge, press the  Home button on the remote control and the Robot will begin to find the charging dock.

Note: You may manually drive the robot back to near the charging dock by using the direction arrows on the remote control to save time, or you may pick up the Robot and place it on the charging dock if it has run out of battery before locating the charging dock, or to save time.

12 Advanced Cleaning

For a deeper and more precise clean, incorporate an advanced cleaning feature to the cleaning session.

Before selecting an advanced cleaning method, ensure the Robot is Paused.

Four Cleaning Modes are provided to meet all your cleaning needs.

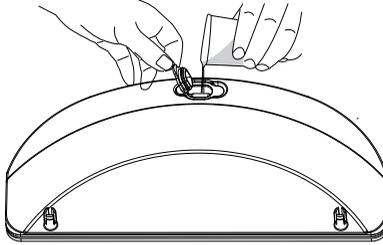
Refer to section “Using the Robot Cleaner” for instructions of use.

Cleaning Method	Function	How to Select
Normal: Start / Stop	<p>Normal is the default cleaning setting.</p> <p>The Start / Stop function is used to start the Robot and allows the Robot to be stopped and started during cleaning.</p>	<p>Press the  Button on the remote control or the  button on the robot.</p>
Turbo	<p>Robot will increase suction. Suitable for a very dirty floor or a thicker carpet.</p>	<p>Press the  button on the remote control.</p>
Wall Following	<p>Robot will move to the wall and will clean the floor by following the perimeter of the room.</p>	<p>Press the  button on the remote control.</p>
Spot	<p>Robot will begin cleaning in a spiral pattern leading to a one-meter diameter circle for two to three minutes.</p> <p>Recommended for deep cleaning in smaller areas covered in debris</p>	<p>Press the  button on the remote control.</p>

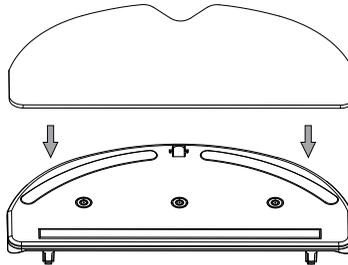
13 Mopping Function

Your Robot is equipped with a Water Tank and Mop Pad to use in conjunction with the vacuuming function. This will allow the Robot Vacuum to lightly mop you floors while vacuuming.

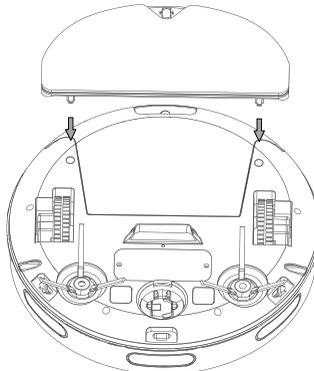
- Open the water filler rubber cap and fill the water tank as shown below. Only use cold water. A floor cleaning solution can be added but must be a special type specifically for Robot Mops.



- Lightly dampen the Mop Pad with water before use then turn the water tank over and attach the mop pad to the water tank by using the Velcro strips.



- Install the water tank to the bottom of the robot as shown below. Align the posts on the water tank with the holes in the robot and push down.



To remove, grasp the water tank and pull straight up and off.

- Turn the robot over and place on the floor. The water in the water tank will start to slowly drip out so start your robot as soon as possible.
- Continue to follow the standard instruction in this manual on how to use as a vacuum cleaner and the robot will vacuum and lightly mop the floor at the same time.
- The use of the Water Tank and Mopping Function is optional and will not impact the standard vacuuming instructions.

NOTE: The Robot will not know the difference between hard floors and carpet, so to prevent the robot driving onto your carpet with a wet mop pad, you will need to block off the carpet area to prevent the robot driving onto your carpet.

Remove the Water Tank immediately after mopping has completed to prevent any water pooling on the floor or near the charging dock.

14 User Maintenance

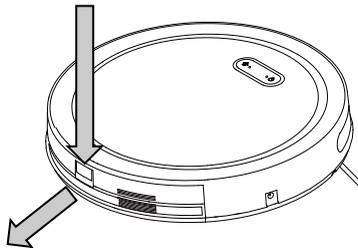
14.1 Cleaning the Dust Canister

The Dust canister will need emptying and cleaning when it is full or after every use.

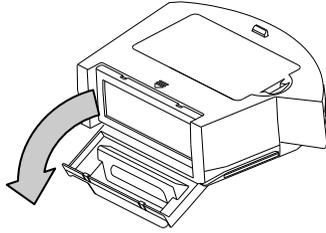
Depending how much debris, pet hair, etc. that needs to be cleaned up, you may need to empty the dust canister more often during a cleaning session.

WARNING: The Robot must be removed from its battery charger and must be switched Off by pressing the  button located on the top of the Robot for approximately 5 seconds before any maintenance, cleaning, or replacement of parts.

- Remove the dust canister from the Robot by pressing the release button down while at the same time pulling the dust canister straight out.



- Take the dust canister to the rubbish bin then pry open the dust canister door, swing fully open, then empty the contents into the bin.



14.2 Cleaning / Replacing Filters

Important Note – the Filter must be cleaned regularly for best suction performance and to prevent over-heating and damage to your Robot cleaner.

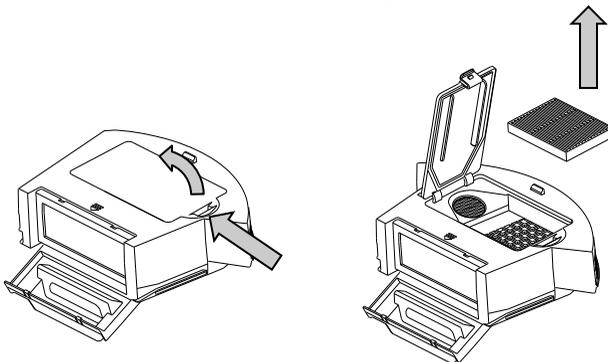
Cleaning is best done at the same time when emptying the Dust Canister after you have finish cleaning for the day.

NOTE: Never use the Robot cleaner with a wet or damp filter or without the filter fitted.

Using a wet or damp filter will damage the filters, may cause severe damage to the Robot cleaner and will void your warranty.

Note: The removable filter should be replaced every 3 - 6 months and cleaned weekly if used regularly.

- To remove the filter, first unclip and swing open the filter door.

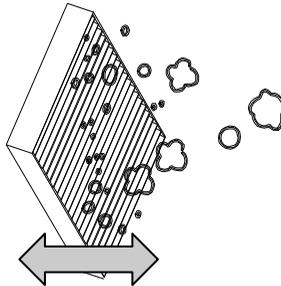


- Grasp the tag on the filter and pull up and out.

DO NOT wash the filter or the dust canister or get them wet.

Use a dry clean cloth to wipe over the dust canister.

- Tap the filter on the side of the rubbish bin to dislodge the dirt and dust and give it a brush to remove the small particles or use a normal vacuum cleaner with a hose attachment to suck the dirt and dust out.



- Refit the filter (or replace with a new one), then close the filter door.
- Refit the dust canister to the vacuum cleaner.

14.3 Cleaning the Mop Pad

Important Note – The Mop Pad must be cleaned regularly for the best cleaning performance.

Simply wash it in warm mild soapy water, rinse in clean fresh cold water and let dry.

The Mop Pad may be washed in a washing machine on a Normal Wash.

DO NOT scrub or Tumble Dry the Mop Pad.

14.4 Cleaning Robot Body.

Do Not clean the Robot, components or accessories with petrol, solvents, any other flammable liquids, harsh abrasives, etc.

Clean only the outside of the Robot and in the dust canister compartment.

Use only a damp cloth and mild detergent for cleaning the Robot, components, and accessories.

After cleaning, wipe any moisture off the Robot, components, and accessories with a dry cloth.

Do Not place accessories and components in a dishwasher.

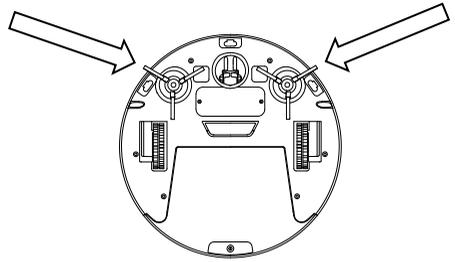
14.5 Cleaning / Replacing the Robot Spinning Brushes.

Before each use, check the brushes for damage, wear and tear, or whether they have foreign objects stuck in them.

The side brushes should only be replaced if they are damaged.

Ensure the Robot is switched off as described previously.

- Turn the Robot upside down to access the brushes.
- Visually inspect the brushes and if tangled with hair, thread, or any other foreign objects, remove them before using.

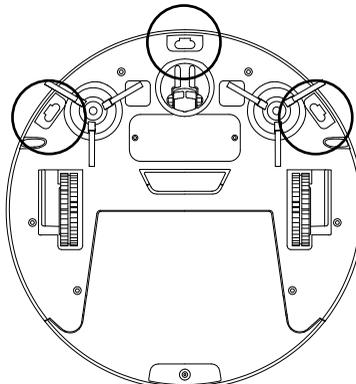


- To remove, grasp the brush firmly and pull straight up until it releases and lifts away.
- Refit new side brushes.
- Refer to the Section “Side Brush Installation” in this manual for reference.

Spare Brushes can be purchased from our Customer Service.

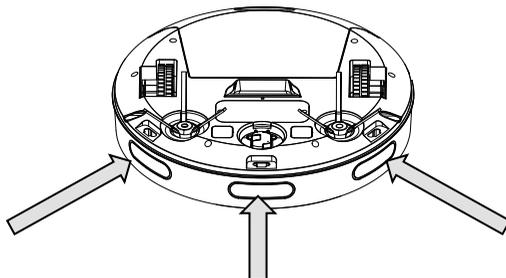
14.6 Cleaning the Robot Sensors

The Robot has three sensors located on the underneath as shown.



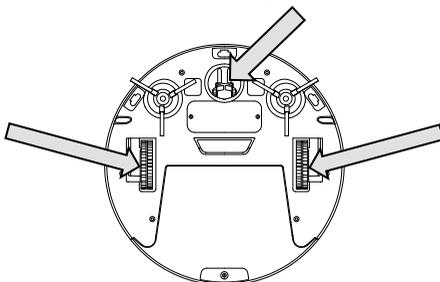
- Keep these sensors clean by wiping with a dry cloth or brush them.

- Keep the three small windows on the front of the robot clean as there are sensors located behind.
- Wipe the windows with a damp cloth and dry with a dry cloth.



14.7 Cleaning the Wheels

Should the drive wheels or front castor wheel become tangled with debris, hair etc., clean away before continuing use.

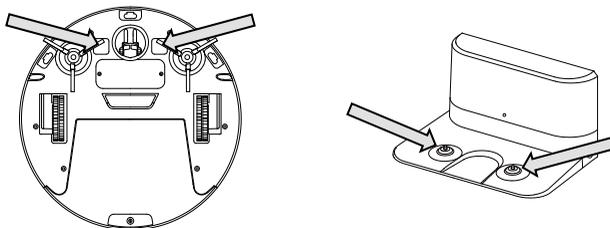


14.8 Cleaning the Charging Contacts Robot / Charging Stand

The electrical charging contacts on the Robot and the Charging Stand must be kept clean to ensure proper charging.

To clean, switch off and unplug the Battery Charger from the wall outlet.

Using a dry cloth, wipe the contacts until they are clean and shiny.



15 Wi-Fi Connection

15.1 Smartphone Control App

Note: The Robot and Tuya Smart App "smart life" only supports a 2.4GHz Wi-Fi network. It will not work on a 5GHz network.

To download the Tuya Smart App, either search your smartphone App store for **Tuya Smart**, search this link smartapp.tuya.com/tuyaSmart in your smartphone web browser or scan this QR code (on the right), and follow the instruction on how to download, install and register.

If the "Allow" message appears, press "Allow" Tuya Smart to access your location.

Note:

If you get a Network Error Message during the registration setup, this means it has timed out as the information was not entered quick enough.

You will need to close the App, restart it, and input the information again.



Register with an email address, agree to the conditions and press "Get Verification Code" and a code will be sent to your email address.

Input this code number and then this will take you to the "Set Password" page.

Enter a Password of your choice. Note: The Password must contain 6 – 20 characters, including alphabets and numbers, then press Complete.

Press on "Add Device".

If the "Allow" messages appear, press "Allow" Tuya Smart to access your location, Wi-Fi, and Bluetooth networks.

On the left of the screen, scroll down and select "Small Home Appliances".

On the right, scroll down until you find "Robot Vacuum (Wi-Fi) and select this icon.

Input your Wi-Fi network Password and press "Next".

This will take you to the page where it is waiting for you to set up Wi-Fi pairing.

To get the Robot into Wi-Fi pairing mode follow the next steps.

15.2 Wi-Fi Pairing

Note: The Robot and Tuya Smart App only supports a 2.4GHz Wi-Fi network. It will not work on a 5GHz network.

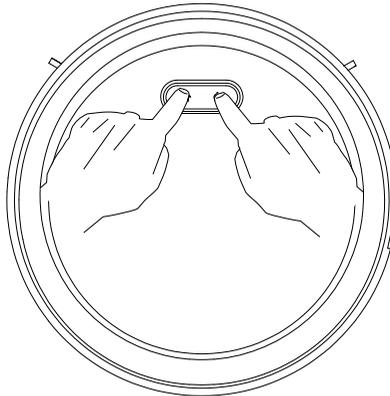
After downloading, installing the Tuya Smart App to your smartphone and registering, you need to pair your Robot and smartphone to operate the Robot through your smartphone.

1. Firstly, after fully charging the Robot, ensure the Robot is On.

If you press the  button and no indicator lights light up, press and hold the  button for approximately 5 seconds to turn the robot On.

You will then see the two blue lights briefly flash with an audible tone.

2. Press both Buttons on top of the vacuum cleaner and at the same time, as shown until you hear a short “Beep”.



3. The two indicator lights will start blinking rapidly.

Note: You will only have approximately 2½ minutes to complete the next steps before the Robot’s lights stop blinking and returns to Normal Mode. If you run out of time, just repeat from step 2 again.

4. Open your Tuya Smart App and press the “Confirm the Indicator is Blinking” button.
5. Press the “EZ Mode” option. The Robot will now be installed to your smartphone.
6. Once connected, it will confirm “Device added successfully” and you can enter the operation interface to control the Robot through your Smartphone.

Note: You can change the name of your Robot if you desire. To do this, press the small pencil icon next to the Robot image then change the name. For example, you can rename it “Vacuum” then press save.

To learn more about what the Tuya Smart App can do, or if you have any questions, please visit Tuya Smart website.

<https://smartapp.tuya.com/tuyasmart/faq>

16 Troubleshooting

16.1 Indicator Lights and Beeping

Robot Status	Visual and Audio Indications	Solution
Drive wheel Failure	Red light on (not flashing) One Beep Three times	Please check if the wheels are entangled and jammed, then clean the wheels of all tangles and anything else jamming them.
Side brush error	Red light on (not flashing) Two Beeps Three times	Please check if the side brushes are entangled and jammed, then clean the side brushes and underneath the side brushes.
Vacuum Suction motor error	Red light on (not flashing) Three Beeps Three times	Please check the dust canister, air ducts and air exhaust outlet for blockages, then unblock.
Ground sensor error	Red light flashing Two Beeps Three times	Clean the ground sensors underneath the robot. The Robots wheels may be off the ground. Pick up and move to a flat area and start again.
Trouble Initialising (getting started)	Red light flashing Three Beeps Three times	Move robot to a different location and press Start again.
Low battery power. Cannot Drive any longer.	Red light flashing Four Beeps Three times	Not enough power for Robot to drive back to charging dock. Pick up and manually place Robot on charging dock.
Battery Charger failure	Red light flashing Five Beeps Three times	Contact Customer service for a replacement Battery Charger Model Number ZD12D150050AU
Charging Failure	Red light flashing Six Beeps Three times	Ensure the Robot is turned "On". Check that Battery is connected correctly.

Note: If the above methods do not solve the problem, please try the following:

Turn Off the Robot: Press and hold the “” button for approximately 5 seconds and the robot and the blue light will turn Off.

Turn the Robot back On: Press and hold the “” button for approximately 3 seconds and the robot will enter standby mode then retry.

17 Storage

When finished using the Robot cleaner, either place back on the charging stand to recharge the battery, or store away in a dry cool place.

If storing away for a long period, ensure the battery in the Robot is fully charged first, switch the Robot off by pressing and holding the “” button for approximately 5 seconds and the robot and the blue light will turn Off.

Ensure the dust canister and filters are clean and dry.

Remove batteries from the remote control.

17.1 FAQ

Q: What if the strength of vacuuming is weak?

A: Check whether the dust canister is full, all filters are clean, and the robot is fully charged. Also check that the vacuum suction chute has no blockages.

If all looks okay, you can try to switch the robot to the higher TURBO mode.

For debris, which is difficult to collect, try to clean the area with Spot Cleaning Mode.

Q: What if the robot wont charge?

A: Ensure the battery charger is plugged into the wall socket and switched on.

Ensure the battery charger is plugged into the side of the Charging Dock correctly.

Ensure the Charging contacts on the underneath of the Robot, and the contacts on the charging dock are clean.

If you still cannot get the Robot to charger, plug the battery charger directly into the side of the Robot and see if it charges. This will determine if you have a faulty Battery Charger or a faulty Charging Dock.

Q: What if the robot cannot find the charging dock?

A: The charging dock should be placed against the wall with at least 1 meter clearance each side and 2 meters in front.

Ensure there are no barriers in between the Robot and charging dock as they need to see each other to automatically dock.

Ensure the front windows on the Robot and the front window on the charging dock are clean and unobstructed.

Q: What should I do if the remote control does not work?

A: The remote control has an effective control distance of approximately 5 meters.

Please make sure that the remote control is pointed directly at the Robot.

Replace the remote-control batteries with new ones and ensure they are installed with the correct polarity. i.e. + to + and – to –.

Please make sure the Robot is turned on and has sufficient battery power to complete the operation.

Ensure the front windows on the Robot and the front window on the charging dock are clean and unobstructed.

Q: Why does the Robot return to the charging dock after cleaning for different times?

A: The working time of the Robot varies depending on the complexity of the room, the amount of debris it must pick up, the cleaning mode and the type of floor surface being cleaned.

17.2 Operation Troubleshooting

Robot will not turn On	Check that the Battery is fully charged.
	Ensure the Robot is On and in standby mode.
	Robot may have gone to sleep. Press the “Power” button to wake Robot up.
Robot will not drive along when wheels are turning	Carpet pile too long
	Brushes may be caught. Remove obstacles
Excessively Noisy operation	Clean the Filters and empty the Dust Canister
	Check for partial blockages and unblock.
Dirt / Debris not being picked up.	Clean the Filters and empty the Dust Canister.
	Check for blockages and unblock
	Check that the Battery is fully charged.
	Dirt / Debris particles too heavy or too large.
	Carpet Pile too long
Robot Will not go Home to the Charging Dock Automatically	The power to the Charging Dock has been switched off or unplugged. Ensure there is power to the charging dock at all times.
	The charging Dock may have been moved. Ensure the Charging Dock is secure, against a wall and facing outward with a 2 meter Radius clear environment around it.
	There may be obstacles preventing the Robot from reaching the charging dock. Remove all obstacles within a 2 meter radius.
Robot gets Stuck	<p>The robot may get stuck occasionally (i.e., in a corner) if it does not sense the wall or object. If you leave the robot for a few minutes, it will detect it is not moving and will get free by itself. It may turn off, reverse, and will then continue to clean.</p> <p>Alternatively, you may pick up the Robot and reposition it yourself. Once repositioned, restart Robot.</p>
Remote Control will not work	Batteries have been installed back to front. Ensure the + goes to + and – goes to -
	Batteries are flat. Replace with new batteries of same specification.
	<p>Remote Control needs a direct line of sight to the robot.</p> <p>The remote control needs to be pointed directly at the Robot.</p>

Cannot manually steer the Robot with the Arrow Keys	<p>This function will not work if the Robot is already in a cleaning mode.</p> <p>Stop cleaning first, and then you will be able to use the Arrow Keys for manually driving the Robot.</p>
Robot battery will not charge	The power to the Charging Dock has been switched off or unplugged. Ensure there is power to the charging dock at all times
	Contacts on the charging dock and / or underneath the robot may be dirty. Refer to Cleaning section on how to clean these parts.
	Battery may have reached its end of life. Contact our Customer service department to order a new battery.
Water is pooling on the floor after mopping has completed.	Remove the water tank immediately after the mopping has completed.
Static Shock when touching the Robot Body.	<p>In some rare instances, one or two users may feel an electric discharge when touching the Robot cleaner during or after use. This is a well know phenomena of Static Electricity discharge that happens mostly when the Robot vacuums a synthetic fibre carpet or other synthetic surfaces. It can also be more prevalent in dry and cool environments. Although the feeling of the Static Electricity can be unpleasant for the user, it is not dangerous and is not a fault of the Robot cleaner. If this static discharge is a problem for the user, the user could try wearing insulating footwear (i.e., rubber or leather soles), before handling the Robot or increase the humidity / heat level in the surrounding environment or both.</p>

Please Note: if you are having problems and you are unable to resolve the issue using the troubleshooting tables, please try the following:

Turn Off the Robot: Press and hold the “  “ button for approximately 5 seconds and the robot and the blue light will turn Off.

Turn the Robot back On: Press and hold the “  “ button for approximately 3 seconds and the robot will enter standby mode then retry.

If this still fails to resolve the problem, please call our Customer Service for further advice.

You can call our customer service toll free number: 1300 105 888 (Australia) and 09 8870 447 (New Zealand) or via email info@hegroup.com.au

18 Warranty Against Defect

12 Month Warranty

Thank you for your purchase.

Your new product is warranted to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law. For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible) or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expenses incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact for Kmart purchases	Contact for Target purchases
Kmart Australia Ltd. C/- Customer Service Centre, 690 Springvale Road, Mulgrave Vic 3170 Customer Service: 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or via Customer Help at kmart.com.au	Target Australia Pty Ltd. C/- Customer Service Centre, 2 Kendall Street, Williams Landing, Vic, 3027 Customer Service: 1300 753 567 or via Customer Help at target.com.au/help/contact-us

