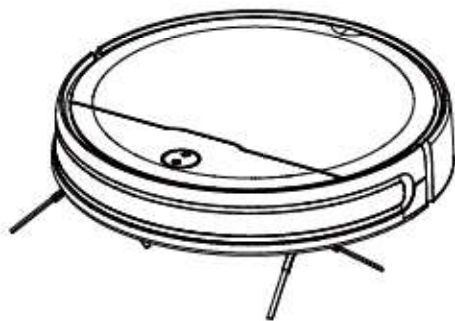


Silver Star

银星智能

Intelligent Sweeper

RS11 User Manual



Thank you for purchasing this product.

Please read the user guide carefully before use.

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Thank you for purchasing the RS11 Intelligent Sweeper, I hope you will enjoy it! If you have any questions about the product during use, please call our service hotline.

Service Hotline: 4006-671-909

Safety Instructions

1 Instructions for use

Please pay attention to the following basic safety precautions before using the product:

- * Read the user manual carefully and follow the instructions in the user manual when using the product.
- * Keep the user manual well for future reference.
- * If you need to transfer the product to a third party, please attach the user manual along with the product.
- * Any operation not in conformity to the instructions in the user manual may result in serious personal injury or damage to the product itself.
- * The appliance is only to be used with the power supply unit provided with the appliance.

2 Safety precautions



Warning



This product can only use the adapter, batteries and charging dock that are provided with this product. Failure to do so may result in damage to the product, electrical shock, or fire caused by high voltage. Do not use this product if the host machine and accessories of this product are found to be damaged.



Contact our after-sales service department. Except for the service technicians designated or authorized by our company, no one may disassemble, repair or modify this product.



Unplug the product before maintenance.



Do not touch the power plug or the product when your hands are wet, as this may result in electrical shock.



If the power cord is damaged, it must be replaced by the manufacturer, its service department or a similar professional to avoid danger.

Warning



To prevent the product from falling accidentally, do not use this product in a suspended place without a protective fence, which may result in personal injury.



The user shall not replace the batteries privately.



Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the vacuum cleaner. Failure to do so may result in personal injury.



Do not place the product near fire or flammable/explosive/corrosive materials.



If the user manual is missing, please contact your local dealer or call the after-sales service department to obtain an electronic user manual.

Caution



This product can only be used indoors.



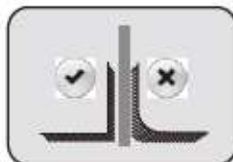
Prevent the suction of water, oil or other liquids, which may damage the vacuum cleaner.



Arrange scattered wires on the floor before use for fear of affecting the normal operation of the vacuum cleaner.



Remove fragile objects before use.



The charging dock shall be placed against the wall and on a flat floor for fear of affecting product functionality.



Caution



Unplug the charging dock if it remains unused for a long time.



When the product is working, removal of the charging dock will affect the normal recharging of the machine.



Do not use this product to suck in sharp objects (e.g. shattered glass and nails) for fear of damage to the product.



Do not use this product in a wet, flammable, explosive or corrosive environment.

3 About child safety



* This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
* Children shall not play with the appliance.
* Cleaning and user maintenance shall not be made by children without supervision.

4 About the batteries



1. This product can only use the battery provided by the manufacturer.
2. Before discarding the product, please remove the battery as follows:
 - A. Use a screwdriver to loosen the screws of the side brush and the base decoration plate;
 - B. Remove the base decoration board;
 - C. Take out the battery and unplug the connection cable between the battery and the main machine.
3. Make sure that the product is powered off before removing the battery. And the battery should be disposed of safely.
4. If you need to replace the battery of the main machine, please contact our after-sales service department. Use of wrong battery may cause a safety accident.
5. If the battery leaks, be careful not to let the liquid stick to the skin or clothing. Immediately wipe it with a dry cloth and send it to the recycling station or designated maintenance point. Do not discard it.
6. Please properly dispose of the old battery of the product. The battery contains hazardous substances harmful to the environment. Please follow the local environmental regulations and send it to the designated recycling site.

5 Scope of use of the product

Scope of application The product is suitable for the following floors:



Wooden floor



Ceramic tile



Short-staple carpet

6 Disclaimers

Under any of the following circumstances, the product will be excluded from the scope of free warranty, but paid repair can be provided:

- A. Damage due to the user's failure to operate the product in strict accordance with our user manual or due to improper storage;
- B. The machine or parts have exceeded the free warranty period;
- C. Damage due to disassembly by those other than the maintenance personnel of our company or authorized by our company;
- D. A valid purchase voucher number cannot be provided;
- E. The product model on the warranty card does not match that of the product to be repaired or is altered;
- F. Damage caused by irresistible factors such as natural disasters;
- G. Product failure or damage caused by unexpected factors or man-made causes (including operational errors, liquid ingress, improper plugging/unplugging, scratching, handling, bumping, input of inappropriate voltage, etc.)

Note: Our company provides a warranty for the product in accordance with the "National New Regulations on Warranty". For details, please check the warranty card provided with the product.

FCC STATEMENT

1. 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.

2. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

FCC Radiation Exposure Statement

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

Product Description

1 Main machine and accessories of the product



Main machine×1



Charging dock×1



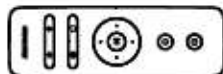
Power adapter×1



Filter combination×1



User manual×1



Remote control ×1
(optional)



Magnetic strip virtual wall×1
(optional)



Mop holder ×1
(optional)

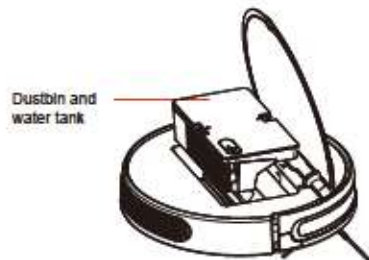
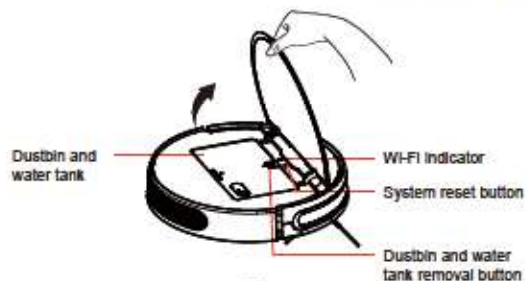
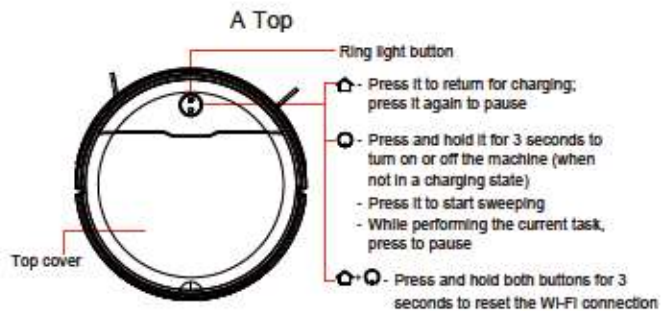


Mop ×1
(optional)

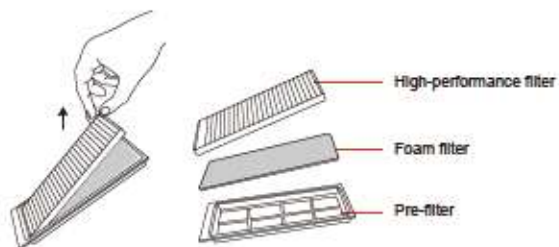
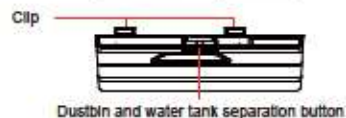
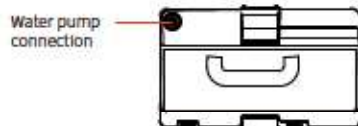
Reminder:

The accessories that have been installed in the main machine are not counted.

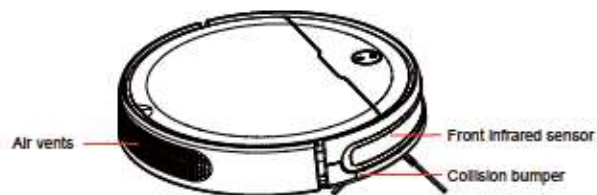
2 Exploded View



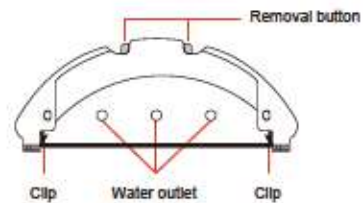
B Water tank and dustbin



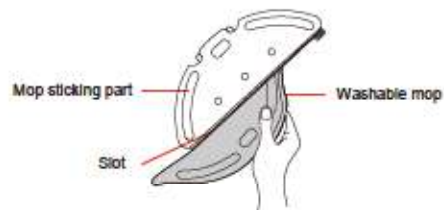
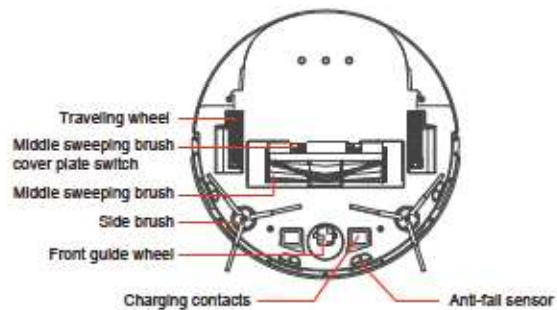
C Side



E Water tank and mop

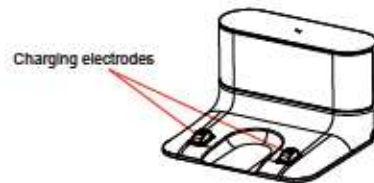


D Bottom

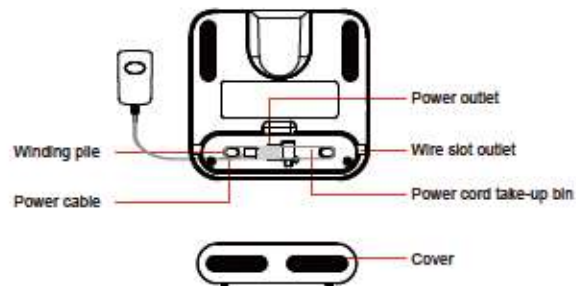


F Charging dock

External view



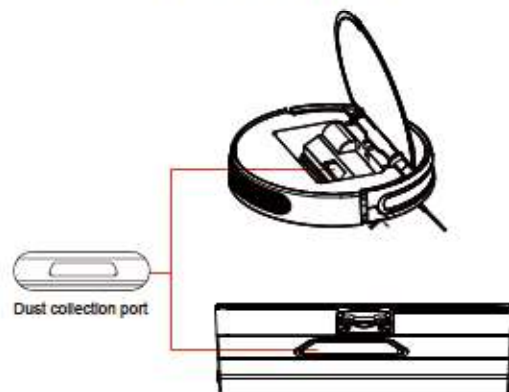
External view



3 LED Indicators

Indicator	State
Ring lights	Operation/pause: Always on in white Recharging: Flashing in white Charging: Breathing in white Charging completed: Always on in white Low battery charging: Breathing in orange Low battery recharging/abnormal operation: Breathing in orange
Wi-Fi indicator	During configuration: Flashing in blue Configuration successful: Always on in blue

G Dust collection port



Product Use

1 Product Installation

A Before use, remove the foam strip beside the collision bumper.



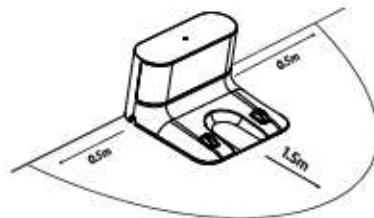
B Connect the adapter to the charging dock, and put the excess cable in the slot, as shown in the figure.



C Place the charging dock on a level surface, keep the surrounding area open, and place it against the wall.



D Remove objects within 0.5 meters on the left and right sides of the charging dock and within 1.5 meters in the front. If the objects cannot be removed, check whether the main machine can return to the charging dock normally, otherwise please contact the customer service center for help.



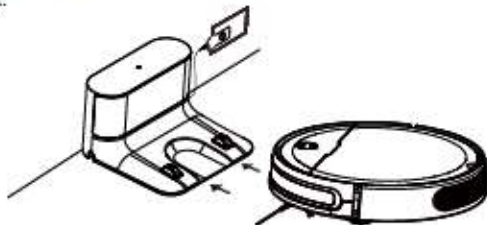
E Connect the adapter to a wall outlet.



2 Charge the Main Machine

- * The main machine is pre-installed with rechargeable batteries, which must be fully charged before use.
- * The main machine will return to the charging dock after sweeping or when the battery is low.

Method 1: Align the charging electrodes of the main machine with the charging pins of the charging dock and connect to the charging dock.




Method 2: Press "⏪" on the main machine to make the main machine return to the charging dock.



3 Mobile Application



Scan the QR code and download and install the mobile application.



 Note: When the mobile phone cannot be connected to the robot, please refer to "Product Use" – "Reset Wi-Fi".

4 Use the Main Machine

Power On/Off

- * Press and hold  for 3s to turn on the machine, then the ring light will be normally on in white, the voice prompt of "Power-on" is broadcast, and the main machine enters the standby state.
- * When the main machine is stationary, press and hold  to turn off the machine.
- * The indicator goes out after power-off, and the current cleaning task ends.



Note: The machine cannot be turned off in the charging state. If the main machine cannot be turned on because the battery is too low, please carry the main machine directly to the charging dock for charging.

Sweeping/Pause

- * After power-on, press  to start cleaning.
- * In the sweeping state, press  to pause.



Note: The main machine cannot be used for cleaning up liquids. If the battery is too low, the sweeping cannot be started. Please charge the battery before starting sweeping. When the battery is low during sweeping, the main machine will automatically return to the charging dock to charge. When the battery is fully charged, the machine will automatically return to the interruption point to continue sweeping. Before sweeping, please arrange all kinds of wires on the floor (including the power cord of the charging dock) to prevent the main machine from dragging the wires, causing power failure and damage to objects or equipment during sweeping.

Recharge/Suspended Recharging

* **Automatic Mode:** After sweeping, the main machine will automatically return to the charging dock to charge.

Manual Mode: press "🏠" to start recharge.

After entering the recharging state, the ring light flashes in white (in the low battery recharging state, it flashes in orange). In the charging state, the ring light breathes in white (when the battery is low, the ring light breathes in orange). When charging is completed, the ring light is always on in white.



Note: If there is a recharging failure, please check the surrounding environment of the charging dock, and manually put the sweeper back into the charging dock for recharging.

Sweeping Modes

* Start the overall sweeping, and the machine will carry out sweeping according to the bow-shaped path, and produce the map in the APP in real time.



Note: During work, please do not move the machine at will, otherwise it may cause positioning failure and loss of the map, which will affect the sweeping efficiency.

A Sweeping along the wall: The user uses the mobile phone APP to turn on the switch of Sweeping Along the Wall, and clicks to start sweeping. Then the machine will carry out sweeping along the wall. After half an hour, the sweeping along the wall will end, and the machine will enter the recharge mode.

B Partial sweeping: The user uses the mobile APP to remotely control and make the machine move to the point to be swept, and clicks the sweeping switch on the remote control interface. Then the sweeper will carry out spiral sweeping in a circular area with a radius of 1m centered on this point.

C Timed sweeping: The user can use the mobile APP to set timed sweeping, and the machine will start sweeping at the preset time and automatically return for charging after the sweeping is completed.

Reset Wi-Fi

* When the mobile phone cannot be connected to the sweeper or you needs to bind a new device, please open the top cover to expose the Wi-Fi indicator, then press and hold the "🏠" button and "🔄" button for 3 seconds, and there will be the voice prompt "Reset Wi-Fi, and enter the network configuration". Then the "Wi-Fi indicator" flashes, indicating that the Wi-Fi reset is successful.

Suction Adjustment

* The user can use the mobile APP to switch between four suction modes: Quiet, Standard, Medium and Powerful. The default is the Standard mode.

Water Level Adjustment

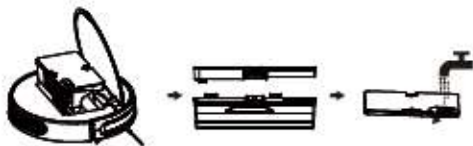
* The user can switch between low, medium and high water level settings using the mobile APP, and the default is low water level.

Online Upgrade

* The firmware system supports online upgrades. For actual operations, please follow the internal guidelines of the APP.

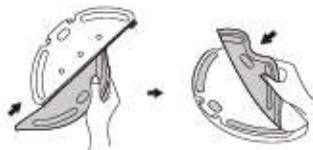
5 Use the mopping module

A Take out the water tank, fill it with water, and put it back inside the main machine.



- Do not use any cleaning liquid other than water. Even if the cleaning liquid is natural, it will block the water discharge system and damage the internal structure of the machine.
- If you want to add water to the water tank or install the mopping module, please pause the sweeping first. Do not move the machine manually.

B Wet the mop and wring it out until it stops dripping. Install the mop along the slot of the holder and fix it tightly.



C Insert the mopping module into the bottom of the main machine until you hear a click.



* After inserting the mopping module, the main machine will automatically switch to the mopping mode.

D Select the sweeping mode to start sweeping.

- * The main machine will automatically sweep and mop the floor in the selected mode.
- * The user can also select the mopping water level (3 levels) in the APP according to needs.



- To achieve a better mopping effect, it is recommended to use the main machine to sweep the floor three times before installing the mopping module.

E After the main machine has finished its work and returns to the charging dock, hold the clip on both sides and drag it backwards to remove the mopping module.



6 Restart the System

If you press any button on the main machine and there is no response, you can restart the system. Use a paperclip to press the restart button, and the main machine will automatically restart.

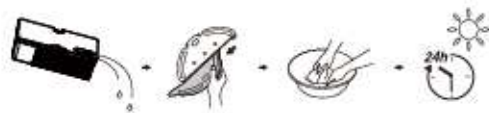


* When the mopping module is removed, the main machine will automatically exit the mopping mode without water leakage.



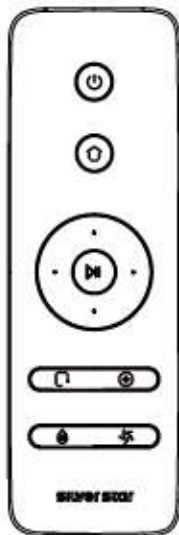
- Although water discharge is stopped when stopping sweeping, the mop is still wet. Be careful not to leave the main machine in one place for too long, as excessive moisture from the mop will damage the floor.

F Empty the remaining water in the water tank. Clean the mop to avoid mildew and peculiar smell.



- It is recommended to clean the mop after each mopping.
- When the main machine is in the charging state or idle, please remove the mopping module.

7 Use the Remote Control (Optional)



Description of remote control buttons		Automatic sweeping
		Recharge
	Up	Forward
	Down	Backward
	Left	Counterclockwise rotation
	Right	Clockwise rotation
		Start / Pause
		Sweeping along the wall
		Partial sweeping
		Water level adjustment
	Suction adjustment	

Reminders:

1. When the remote control is used to remotely control the sweeper, it shall be kept within the wireless signal range (20m), otherwise the remote control may fail.
2. When the auto-recharge button is pressed, the sweeper's search for the charging dock may fail if the surrounding obstacles are too complicated or the sweeper battery is used up.

Guide for the use of remote control

Button	Function information
	Automatic sweeping Press this button, and the sweeper will start automatic sweeping.

Button	Function information	
	Recharge	Press this button, and the sweeper will enter the recharge mode.
Up	Forward	Press this button, and the sweeper will move forward; release the button, and the sweeper will stop moving forward.
Down	Backward	Press this button, and the machine will turn around (180-degree rotation) and then move forward; release the button, and the sweeper will stop moving forward.
Left	Counterclockwise rotation	The sweeper will rotate counterclockwise in the same place.
Right	Clockwise rotation	The sweeper will rotate clockwise in the same place.
	Start/Pause	1. When the sweeper is in standby mode, press this button and then the sweeper will enter the automatic sweeping mode; 2. When the sweeper is in any sweeping mode, press this button and then the sweeper will enter the standby mode.
	Sweeping along the wall	Press this button, and then the sweeper will start sweeping along the wall.
	Partial sweeping	Press this button, and then the sweeper will start partial sweeping.
	Water level adjustment	Press the button once to increase the water level by one level. Press the button at the highest water level, and the water level drops to the lowest level. It can be operated in the sweeping or standby state.
	Suction adjustment	Press this button once to increase the suction by one level; when pressing this button at the highest level of suction, the suction will drop to the lowest level; it can be operated in the sweeping or standby state.

Remote control code pairing steps (The remote control has completed the code pairing at the factory):

1. Simultaneously press and on the remote control for 3 seconds, and the remote control will enter the code pairing mode;
2. When the sweeper is in standby mode, press and hold the on the sweeper for 3 seconds to enter the code pairing mode, and the sweeper will beep;
3. When the code pairing is successful, the sweeper beeps again.



Note: If the remote control has no response, please check the battery charge level of the sweeper. If the sweeper cannot be operated when the battery is fully charged, please conduct the remote control code pairing again. If you can't hear "beep" sound, it means that the code pairing fails, and you can repeat the above process.

Cleaning and Maintenance

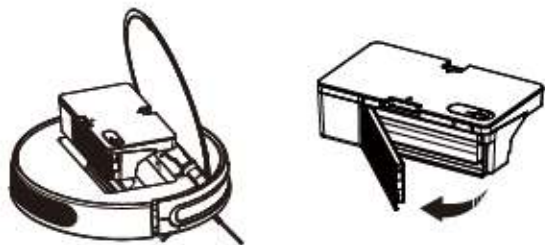
Please turn off the machine and unplug the adapter before cleaning and maintenance. To ensure the best performance of this equipment, please follow the instructions below to clean and maintain the main machine regularly. The frequency of cleaning/replacement depends on the use conditions of the main machine.

Recommended Cleaning/Replacement Frequency

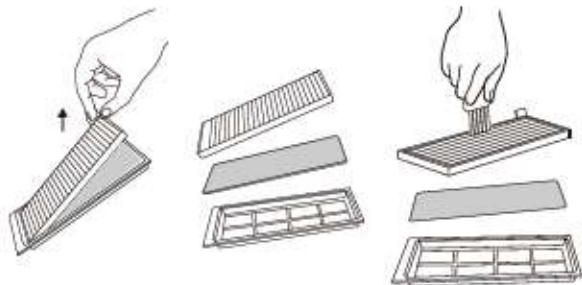
Parts of main machine	Cleaning frequency	Replacement frequency
Dustbin	After each use	-
Filter	Once a week	Every 6 months
Rolling brush	Once a week	Every 6-12 months
Side brush	Once a month	Every 3-6 months (or when there is obvious wear)
Brush cover	Once a month	Every 3-6 months (or when the silicone strip on the brush cover is obviously worn)
Sensor	Once a month	-
Charging electrodes	Once a month	-
Universal wheel	Once a month	-
Mopping module	After each use	-
Mop	After each use	Every 3-6 months (or when there is obvious wear)
Water pump	After each use	-

1 Clean the Dustbin

- A Open the cover of the main machine, then press the release button, and remove the dustbin.
- B Take out the filter assembly.



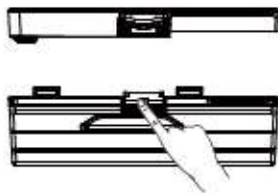
- C Take out the pre-filter, foam filter and high-performance filter.
- D Use a cleaning tool (which can be purchased separately) to brush the filters. The user can also rinse the filters thoroughly.



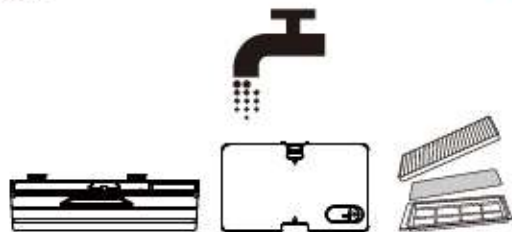
E Empty the dustbin. Tap the dustbin gently to knock off excess dirt.



F Press the release button of the dustbin to separate the dustbin from the water tank.



G Rinse the water pump, dustbin and filter assembly thoroughly with water.



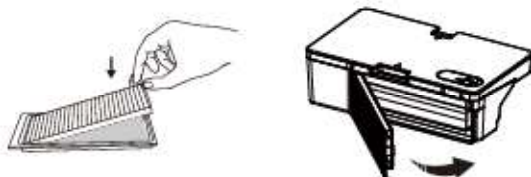
- Do not use hot water or any detergent to clean the filter assembly.

H Air dry the water pump, dustbin and filter assembly completely for further use.

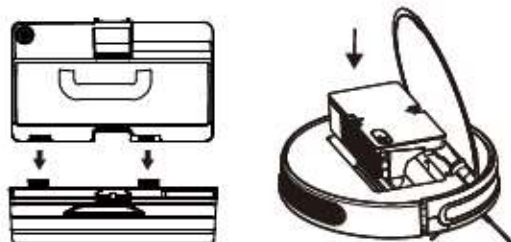


I Put back the pre-filter, foam filter and high-performance filter.

J Put the filter assembly back into the dustbin.

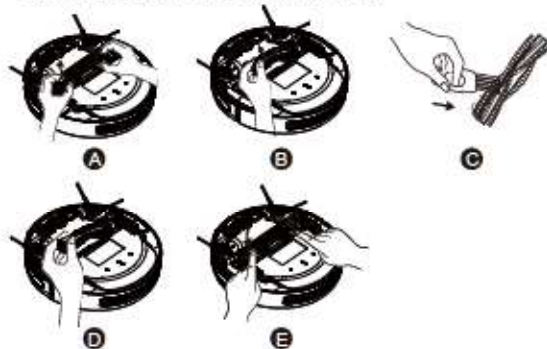


K Reinstall the water tank and dustbin, and install the components back inside the main machine.



2 Clean the Rolling Brush

- A As shown in the figure, press down the clasp to take out the protective cover.
- B Remove the rolling brush upwards.
- C Use a cleaning tool (which can be purchased separately) to clean the rolling brush.
- D Put one end of the rolling brush into the corresponding hole first, and then press it down into place.
- E Press the brush cover and fix the clasp.



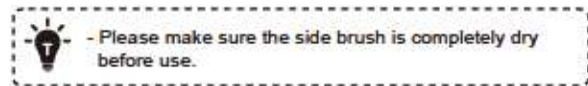
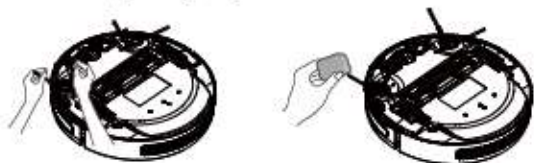
3 Clean the Side Brush

Foreign objects including hair are easy to entangle in the side brush, and dirt may affix to it. Be sure to clean it regularly.

- A Unscrew the screws with a Phillips screwdriver.



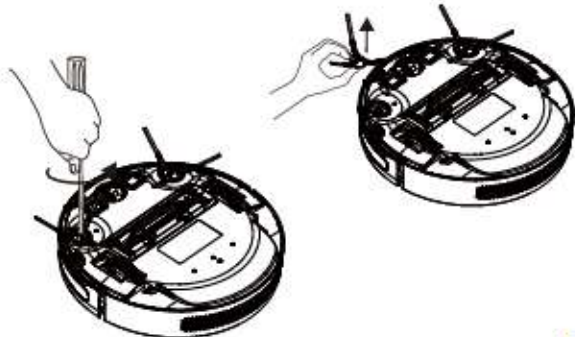
- B Carefully rotate and pull out the hair or thread entangled between the main machine and the side brush.
- C Use a cloth dampened with warm water to remove dust on the brush or straighten it gently.



4 Replace the Side Brush

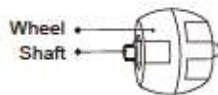
After a period of use, the side brush may be bent or damaged. Follow the instructions below to replace it.

- A Use a Phillips screwdriver to unscrew the screws on the side brush.
- B Remove the old side brush and put in the new side brush.
- C Tighten the screws to fix the side brush.



5 Clean the Universal Wheel

Hair or dust particles tend to affix to the universal wheel. The universal wheel must be cleaned regularly or as needed.



A Pull out the universal wheel upwards.



B Clean away the hair or debris entangled around the wheel or in the wheel cavity.

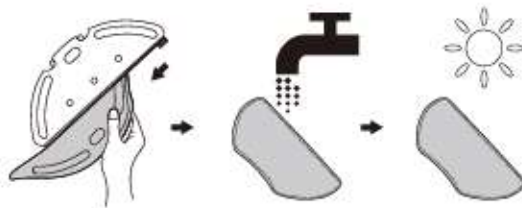
C Reinstall the wheel and push it in till it clicks into place.



- Please do not rinse the universal wheel with water.

6 Clean the mopping module

It is recommended to clean the mop after each use.



A Take out the mop from the module.

B Rinse with water and air dry to avoid mildew or peculiar smell.






Troubleshooting

When the main machine is running abnormally, the orange light flashes and a voice prompt is broadcast. Please refer to the table below to solve the error.

Error name	Error performance and solution
Left wheel error	The left wheel does not rotate, as the wheel is overloaded. Please check whether the left wheel gets entangled.
Right wheel error	The right wheel does not rotate, as the wheel is overloaded. Please check whether the right wheel gets entangled.
Off-the-floor error	The wheels are off the floor. Please place the sweeper on a level floor and restart it.
Seizure error	The main machine is stuck and cannot move forward. Please clear the obstacles around the sweeper and restart it.
Floor inspection error	Please check whether the cliff sensor is dirty or blocked. Wipe the cliff sensor and move the main machine to another position to start.
Low battery error	The battery charge level is low. Please put the sweeper back into the charging dock for recharge.
Front collision error	Check whether the left, right and front shell collision switches work well. Check whether the front bumper is stuck.
Middle sweeping error	The middle sweeping wheel is overloaded or does not rotate. Please check whether the main brush gets entangled, and clean the middle sweeping brush.

Error name	Error performance and solution
Side sweeping error	The side sweeping wheel is overloaded or does not rotate. Please check whether the side brush gets entangled, and clean the side brush.
Wall inspection error	Please check whether the wall sensor is dirty or blocked. Wipe the wall sensor and move it to another position to start.
Fan error	The fan does not rotate, and the current is large. Please check whether there are foreign objects in the fan and remove them.
Dustbin error	The dustbin is not detected. Please check whether the dustbin is installed properly.
Charging error	The charging area is polluted. Please clean the charging pole pieces. Charging with liquid is prohibited.
Virtual wall error	A virtual wall is detected. Please move the sweeper to another position to start.
System error	Please reset the sweeper.
Water pump error	Please shut down the machine to dry and restart it.
Insufficient water in the water tank	The water in the tank is insufficient, please add water in time.

Technical Parameters

Functional parameters of the main machine		Functional parameters of accessories	
Operating voltage	14.4 V 	Power adapter	
Rated power	About 25 W	Input voltage	100-240 V AC
Battery	Lithium battery	Input current	0.5A MAX
Battery capacity	Nominal 2600mAh	Output voltage	19 V 
Charging time	4-5 hours	Output current	0.6 A 
Operating time	Approx. 90min (standard level)	Charging dock	
Working temperature range	0°C-35°C	Output voltage	19 V 
Operating humidity range	≤90%RH	Output current	0.6 A 
Noise	≤68dB (standard level)		
Service life	1000h (continuous work)		
Dimensions	φ355*83mm		
Maximum suction	2200Pa		

Reminder : Our company reserves the right to make any technical or design changes to the product due to continuous product improvement needs.

Environmental Statement(Optional)

■ Names and contents of harmful substances in the product

Component Name	Harmful Substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr (VI))	Polybrominated biphenyl (PBB)	Polybrominated diphenyl ethers (PBDE)
Shell component	○	○	○	○	○	○
Internal plastic parts	○	○	○	○	○	○
Metal parts	X	○	○	○	○	○
Electrical components and control components	X	○	X	○	○	○
Dry batteries	X	○	○	○	○	○
Rechargeable batteries	X	○	○	○	○	○

This form is prepared in accordance with the provisions of SJ/T 11364.
 ○: It indicates that the contents of the hazardous substance in all homogeneous materials of this part are below the required limit specified in GB/T 26572.
 X: It indicates that the content of the hazardous substance in at least one of the homogeneous materials of this part exceeds the required limit specified in GB/T 26572.
 (All parts marked with "X" in the form are in conformity to the EU RoHS Directive, or cannot be replaced by hazardous substances due to global technological development limits.)
 (This form indicates that these hazardous substances exist in our company's products, but not all of the products included in the package contain all of the above parts.)

③ The service life of the dry batteries used with the product is 3 years.

⑤ The service life of the rechargeable battery used with the product is 5 years.

Warranty Card II



Warranty Card I

User name		(II) Settlement form of the warranty provider
Address		
Tel.		
Postal code		
Product model		
Purchase date		
Invoice number		
Warranty period		
<p>Product warranty description:</p> <ol style="list-style-type: none"> From the date of the user's purchase of this product, the warranty period is one year for the host machine, and six months for the adapter, rechargeable batteries and other accessories. After receiving the product repair request, the after sales service staff will solve the problem within 15 working days. The user can learn about relevant technical problems through the user manual of the product or the after sales service hotline, and get a clear solution. Hotline: 4008-871-909 When a performance failure occurs during the user's normal use, our company promises to provide the above warranty services unless otherwise stipulated by the applicable laws, rules and regulations of the state. During the warranty period, paid maintenance services will be provided under any of the following circumstances: <ol style="list-style-type: none"> Damage caused by man made factors or irresistible natural phenomena; Failure or damage caused by improper operation of the user; Malfunction or damage due to the user's disassembly or alteration without authorization. 		

User name		(I) To be kept by the user as warranty certificate, which will not be reissued if lost																											
Address																													
Tel.																													
Postal code																													
Product model																													
Purchase date																													
Invoice number																													
Warranty period																													
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Shenzhen Silver Star Intelligent Technology Co., Ltd.

Address: Silver Star High-Tech Industrial Park, Guanguang Road, Guanlan
Sub-district, Longhua District, Shenzhen, Guangdong, China

After-sales Service Hotline: 4006-671-909