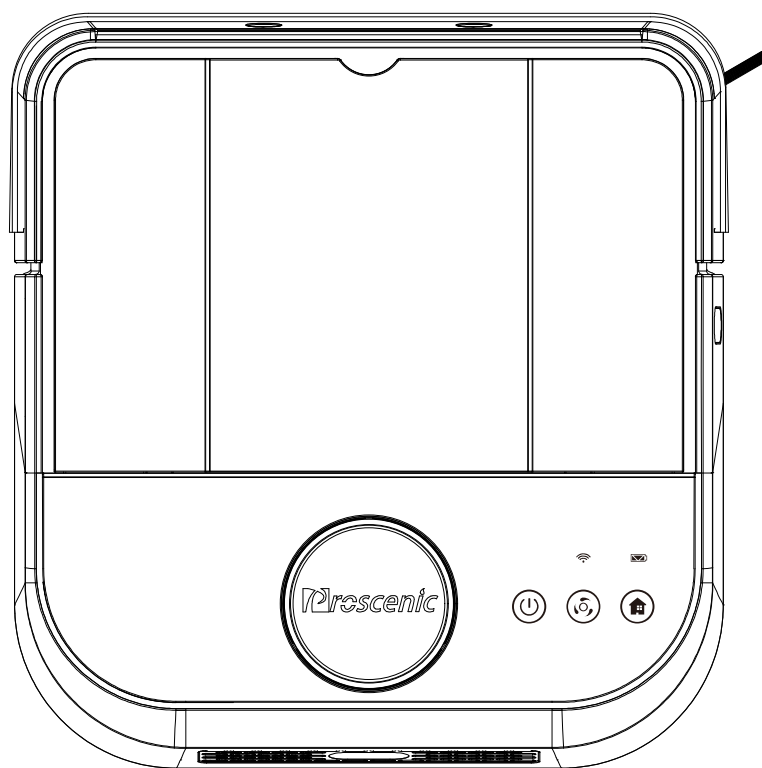




User Manual

LDS D500/D550


- | | |
|----------|----------|
| English | Italiano |
| Deutsch | Español |
| Français | Русский |




Taiwan Proscenic Polytron Technologies Inc
Service support
E-mail: service@proscenic.tw
www.proscenic.com

Please keep this user manual in your sight, read it thoroughly and carefully before using this product.


Important Safety Instructions







 **WARNING:** TO REDUCE THE RISK OF INJURY OR DAMAGE, READ THE FOLLOWING SAFETY PRECAUTIONS WHEN SETTING UP, USING, AND MAINTAINING YOUR ROBOT.


THIS APPLIANCE MAY ONLY BE USED BY CHILDREN AGED 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 MUST NOT PLAY WITH THE APPLIANCE. CLEANING AND USER MAINTENANCE MUST NOT BE CARRIED OUT BY CHILDREN WITHOUT SUPERVISION.

 **WARNING:** TO AVOID ELECTRIC SHOCK DO NOT EXPOSE THE ELECTRONICS OF YOUR ROBOT, OR THE INTEGRATED DOCK-CHARGER KNOWN AS CHARGING BASE. THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL DO NOT HANDLE YOUR ROBOT AND CHARGING BASE WITH WET HANDS.

Important Safety Instruction

- Heed all warnings on your robot and its parts.
-  **WARNING:** Risk of electric shock, use indoors in dry locations only.
- Your robot is not a toy. Do not sit or stand on this device. Small children and pets should be supervised when your robot is operating.
- Store and operate your robot in room temperature environments only.
- Do not use this device to pick up sharp objects, glass, or anything that is burning or smoking.
- Do not use this device to pick up spills of water, bleach, paint, other chemicals, or anything wet.
- Do not spray or pour liquids on your robot.
- Before using this device, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords, and any fragile objects. If the device passes over a power cord and drags it, there is a chance an object could be pulled off a table or shelf.

- If the room to be cleaned has a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.
- Do not place anything on top of your robot.
- Be aware that the robot moves on its own. Take care when walking in the area that the robot is operating in to avoid stepping on it.
- Do not operate the robot in areas with exposed electrical sockets in the floor.
-  **WARNING Shock Hazard:** Your robot comes with a region approved power supply cord. Do not use any other power supply cord. For replacement cords, please contact Customer Care to ensure the proper selection of a country specific power supply cord.
- This robot is intended for dry floor use only.
-  **WARNING Shock and Fire Hazard:** This product is designed to be plugged into a standard electrical socket only. The product may not be used with any type of power converter.
Use of power converters will immediately void the warranty.
- Do not use non-rechargeable batteries. Use only the rechargeable battery supplied with the product. For replacement, purchase an identical Proscenic battery or contact Proscenic Customer Care for alternative battery options.
-  **CAUTION :**Use only rechargeable battery packs with the correct specification approved by Proscenic.
-  **WARNING Shock Hazard:** Do not use a charging base with a damaged cord or plug. If the cord or plug is damaged, it must be replaced.
- Always charge and remove the battery from your robot and accessories before long-term storage or transportation.
- If you live in an area prone to electrical storms, it is recommended that you use additional surge protection. Your robot's charging base must be protected with a surge protector in the event of severe electrical storms.
-  **WARNING Shock Hazard:** Always disconnect your robot from the charging base before cleaning or maintaining it.
- Before every use, check the battery pack for any signs of damage or leakage. Do not charge damaged or leaking battery packs.
-  **WARNING Chemical Exposure:** If the battery pack is leaking, do not allow the liquid to come in contact with skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice. Place the battery in a sealed plastic bag and dispose of safely according to local environmental regulations.
- The battery pack must be removed from the robot before disposal.

-  **WARNING Fire or Explosion Hazard:** Do not crush or dismantle battery packs. Do not heat or place the battery pack near any heat source or in direct sunlight. Do not incinerate or shortcircuit the battery pack. Do not subject batteries to mechanical shock.
- Do not immerse the battery pack in any liquid.
- Contact your local waste management authority for more information on battery recycling and disposal regulations in your area.

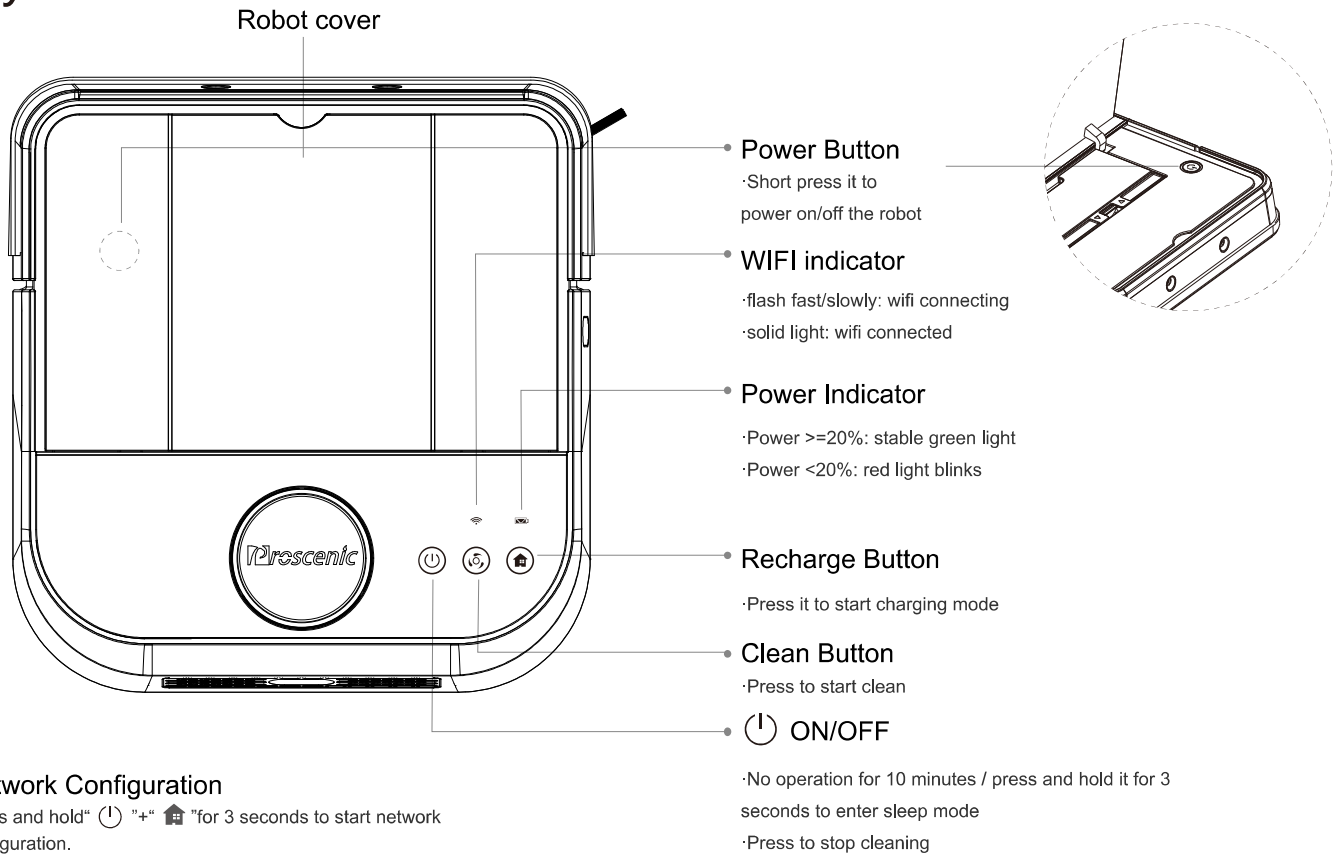


This symbol on the product or its packaging indicates:

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities. Contact your local authority 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 or regional authority for more information on collection, reuse, and recycling programmes.

Product Introduction

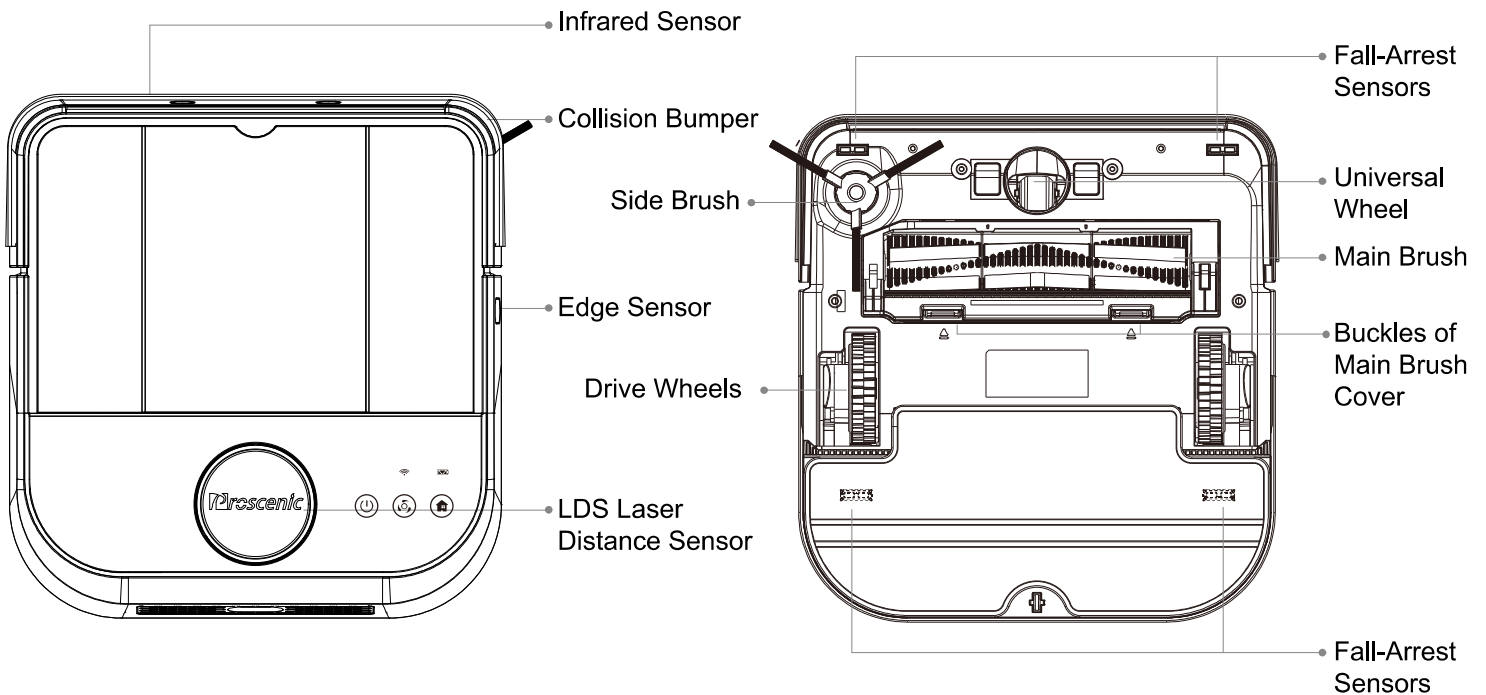
Key Buttons



Network Configuration

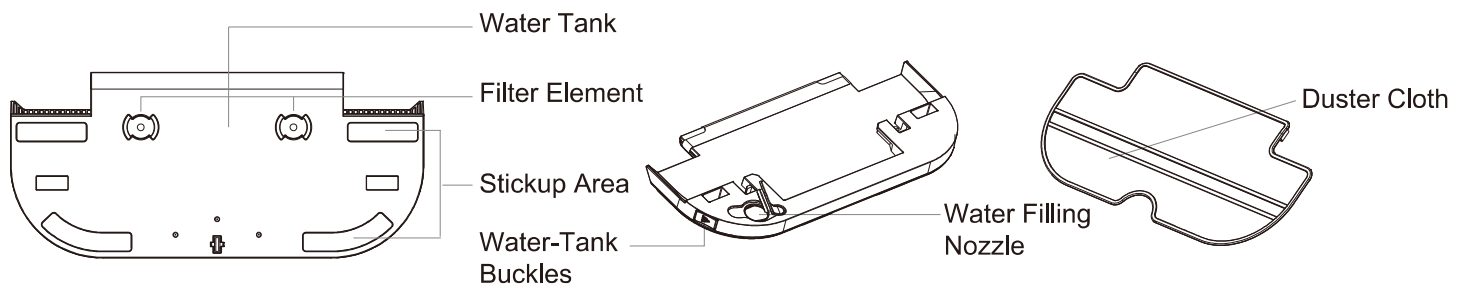
Press and hold "ON/OFF" "+" "Home" for 3 seconds to start network configuration.

Main Body

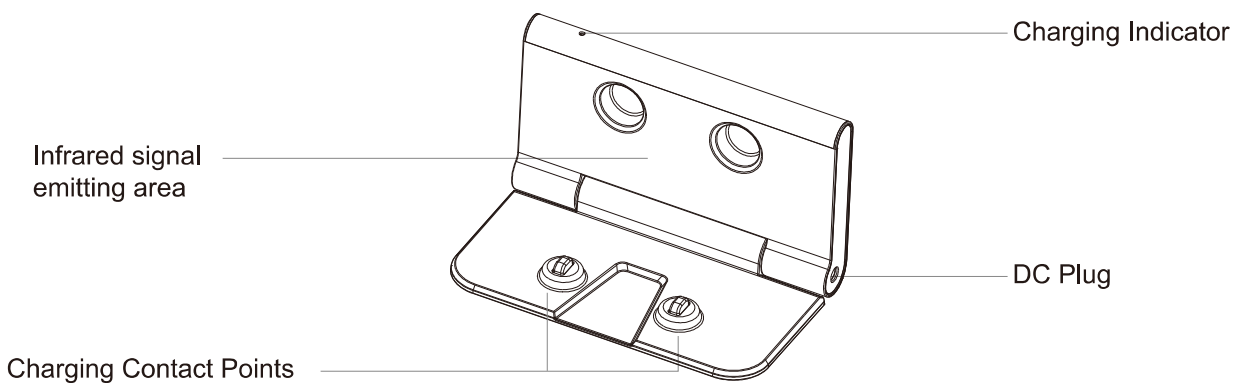


Product Introduction

Mopping Module

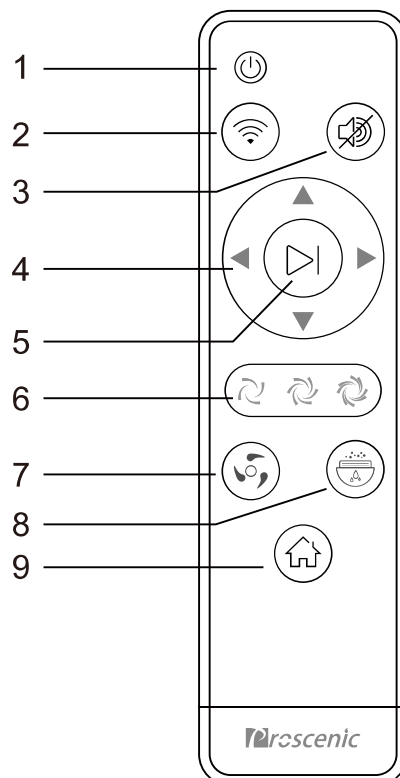


Charging Base

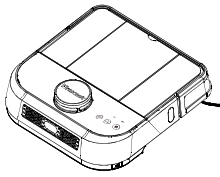


Remote Control

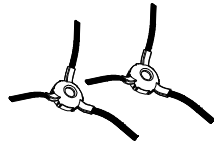
- 1、 Power Button
- 2、 WiFi
- 3、 Mute
- 4、 Direction Button
- 5、 Pause/Start
- 6、 Suction Strength
- 7、 Clean
- 8、 Mopping(Draught Fan does not work)
- 9、 Recharge



Main Body and Accessories



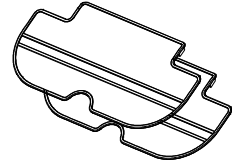
Main Body*1



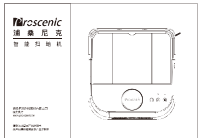
Side Brush*2



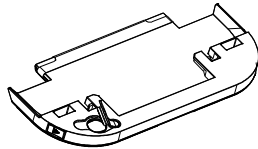
HEPA Filter*1



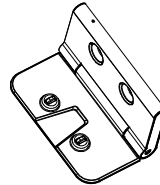
Duster Cloth*2



Manual*1



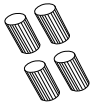
Water Tank*1
(dust bin included)



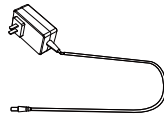
Charging Base*1



Remote Control*1



Filter Elements*4



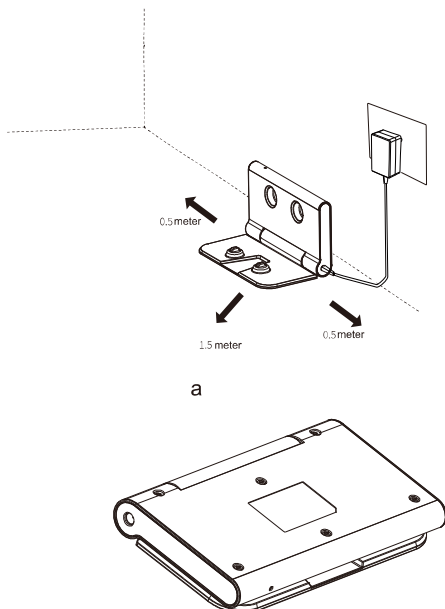
adapter*1

Product Operation

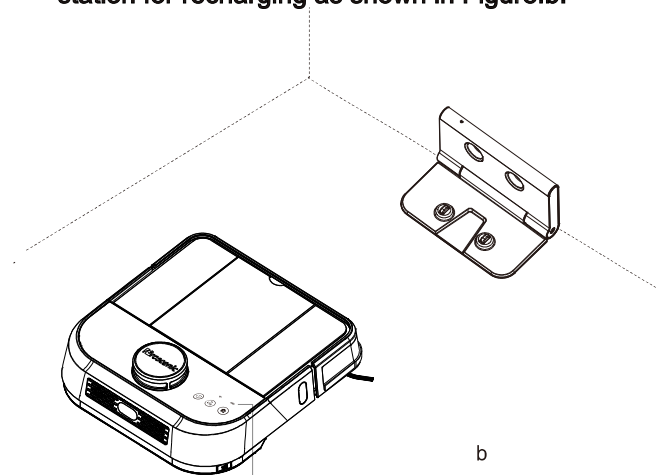
1. Docking station placement

Place docking station against the wall and remove obstacles from within 0.5 meter at two sides and about 1.5 meters in front of the station, as shown in the figure a.

If the robot has been shut down, power on the robot by pressing the power switch under the robot cover.



2. Press on robot or on remote control to operate the robot to go back to the charging station for recharging as shown in Figure.b.



Note: Power Indicator

Flash red : < 20%

Flash green:in charging

Solid green light:fully charged

a.When the cleaning task is completed, the host will automatically return to the charging stand.

b.If the battery runs low, the robot can not be turned on.Please charge it.

c.The robot cannot be shut down while charging.

d.The charging base is foldable for easy carrying.

e.While charging, please remove the water tank.

f.Place the charging base out of direct sunlight .

Product Operation

3.APP installation

Please download APP“ProscenicHome” by scanning the QR code or in Google Play or App Store.

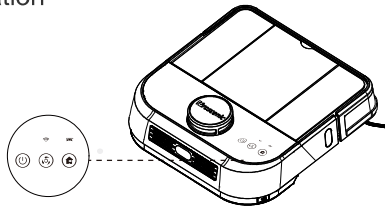


·After the app installation, please follow the APP prompts to enter network configuration. With APP, you can get more robot function after connecting the robot wifi.

·The robot is not compatible with 5Ghz network.

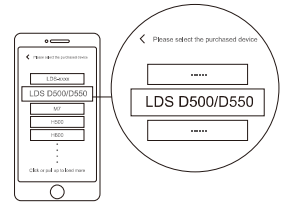
Network Configuration

① Network Configuration

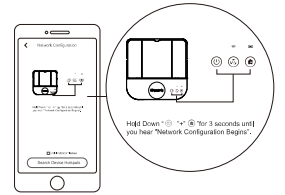


press and hold “⏻” “+” “🏠” for 3 seconds to start network configuration

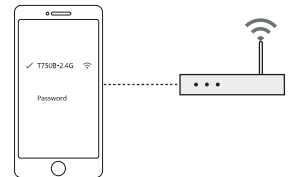
② Add a Device



③ Make sure WIFI indicator flashes



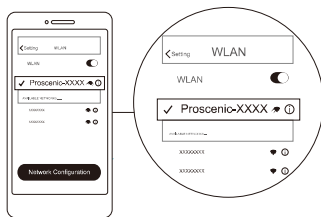
④ Enter wifi password



⑤ Connect to Robot WIFI

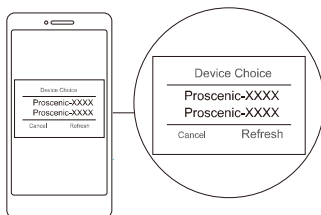
iOS

Enter the page of Setting > WIFI in your phone, choose wifi “Proscenic-XXXX”.Reopen APP after successfully connecting to wifi “Proscenic-XXXX”



Android

Select and connect to the device network according to the APP prompts



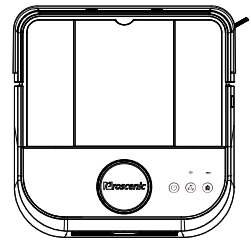
⑥ Start network configuration

The wifi connection between APP and robot begins.

Please wait until the connection completes.

WIFI Resetting

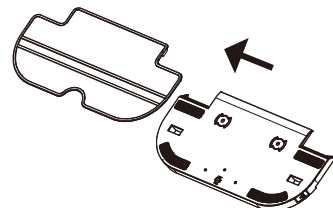
When the wifi connection between the mobile phone and the robot fails, please reset the robot wifi by pressing and holding “⏻” and “🏠” for 3 seconds until you hear a voice prompt “WI-FI has been reset, meanwhile, the WIFI indicator blinks. The possible causes of connection failure includes router configuration change, wifi password change, and etc..



4. Install the mopping module

Not recommended for first cleaning

① Stick Mopping Cloth on the bottom of water tank, and press to make it straight.



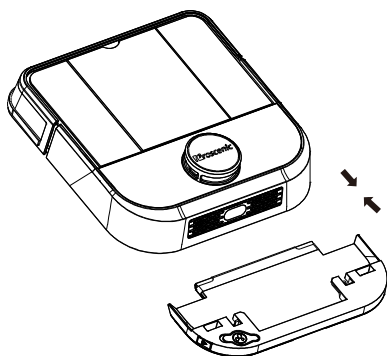
- Do not mop home when no one is at home
- Do not use the mopping module on carpets.

- ② Uncap the water tank, fill it with water, and fasten the rubber cover.



·Some disinfectant or detergent may clog the tank filter

- ③ As shown in the figure, push the mopping module horizontally into the bottom of the robot. Please make sure the buckles on both sides are installed properly. Press the buckles on both sides of the mop module to remove the mopping modules.



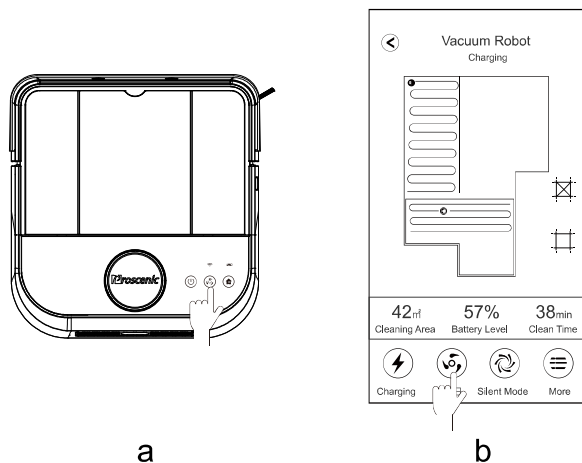
·Please remove the mopping module while charging or not in service

Pause / Resume Clean

1. As the figure a shows, in standby mode, press " ⏸ " on the robot to start clean (Press any button to pause cleaning).
2. As the figure b shows, click the clean button in APP to start clean (Click the pause button to pause the current task)

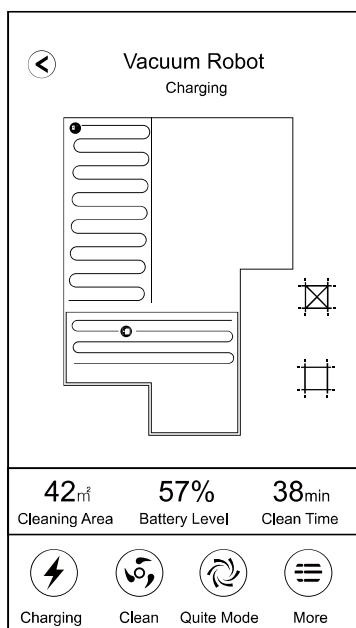
Note:

- The robot vacuum is not recommend for cleaning liquids.
- If the power is less than 20%, the cleaning task will not be performed. Please charge before starting the cleaning.
- Robot automatically shuts down when the battery is below 5%.
- Please put aside wires on the floor before cleaning to avoid power failure or damage to furniture.



Cleaning Cycle

Robot starts by scanning the house, generating a map for the area and intelligently dividing the house into different sections. In each section, the robot firstly cleans along the wall, and then cleans in a zigzag pattern. The robot completes the cleaning of each section in an efficient and orderly way. When finished, the robot returns to its base to get charged.



Note: If you move robot mid-cycle it will clear its map and create a new one when you restart it. It will also be unable to return to its base.

Spot Cleaning

The robot cleans in a square area of 1.5X1.5m. The robot enters spot clean mode via either of the following methods:

- a. When the user specifies a point on the map, the robot will come near that point, and then centering on that point, the robot starts cleaning.
- b. Start spot clean mode by remote control.

Schedule Cleaning

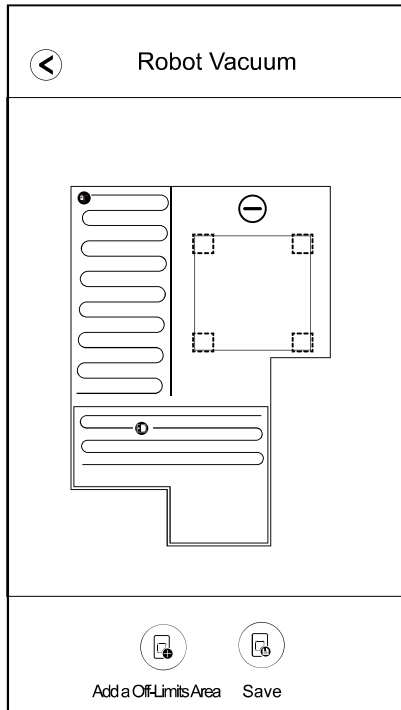
Please use the APP to schedule cleaning. The robot will start cleaning as scheduled, and return to base after finishing cleaning.

Edge cleaning

The robot cleans along the walls, and it returns to its charging base after the current task is finished.

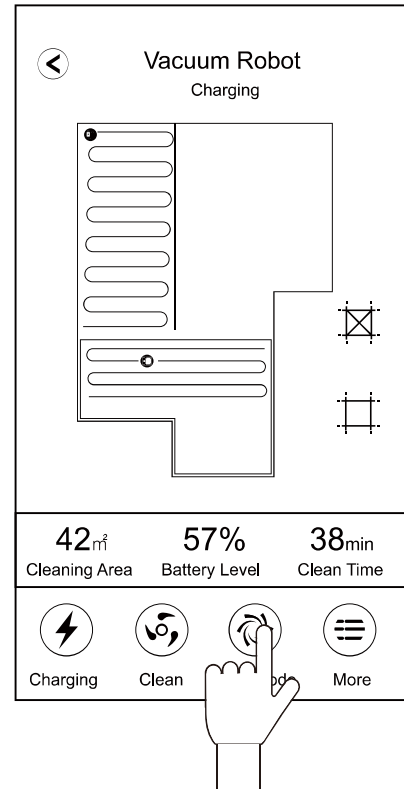
Area Cleaning

Press and hold the recharge button on the robot for 3 seconds. Centering on the start point, the robot cleans in a square area of 2m*2m.



Vacuum Suction Strength

Choose quiet, standard, or strong mode by app or remote control. The default is standard mode.



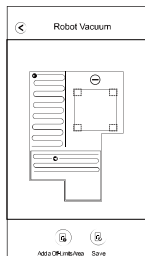
Customize Zone

1) Off-Limits Areas

Set a specific area as an Off-Limits Area to keep the robot out of the place you don't want to be cleaned. You can draw permanent off-limits areas in the map.

Note:

- The robot may enter the off-limits area due to positioning errors, sensor anomalies, etc.
- The setting of permanent off-limits area may be invalid due to great changes of the location of charging base and furniture. Therefore, please do not interfere or move your robot mid-cycle.
- Rebuilding the map will result in the loss of the setting of permanent off-limits areas.



2) Zone Cleaning

Zone cleaning confines the robot to a specific area on-demand. Customized options include: the position, the size, and the quantity of specific areas, and number of clean times. The default number of clean times is once or twice.

Recharge

Automatic Mode: After cleaning, the robot will automatically return to the charging base.

Manual Mode: In the pause state, press the recharge Button on the robot or the APP.

Note:

- If the robot fails to return to its charging base when it completes its cleaning, please pick it up and place it on its base.
- If mid-cleaning the battery power of your robot falls under 20%, it will return to base to charge. As the battery level approaches 80%, it will automatically return to finish cleaning where it left off. If mid-cleaning the battery power of your robot falls under 20%, it will return to base to charge. As the battery level approaches 80%, it will automatically return to finish cleaning where it left off.

Sleep

In order to save power, you can turn the robot into sleep mode from standby mode.

- Press on the remote control to make robot enter or exit sleep mode.
- You can also press and hold on the robot surface to make robot enter sleep mode, and press on the robot surface to make robot exit sleep mode.
- Robot will automatically enter sleep mode if no command is received for more than 5 minutes.
- The robot will not automatically enter sleep mode while being charged by charging base.



Map Rebuilding

1. Robot builds a new map when it starts in a strange area.
2. A great change of the indoor home environment will cause the positioning fail, and hence the robot rebuilds the navigation map.
Rebuilding the map will result in the loss of settings made on the original map (including the Off-Limits Area).

DND mode(Do-not-disturb mode)

During the DND period, the robot does not automatically resume work and actively play the voice. DND mode is enabled by default in the factory, and its opening time is 22:00-07:00. Please disable DND mode by app.



Failure State

When the robot has an error, Clean Button , or Recharge Button  blinks, and the voice prompts.

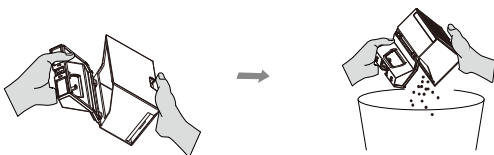
·See troubleshooting for solutions, in Page 11.

No operation after 5 minutes in failure state, the robot will automatically enter sleep mode

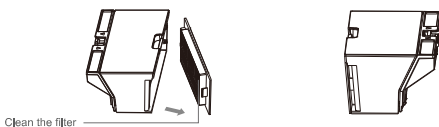
Disassemble the water tank in the middle of cleaning.

If you want to add water in the middle of cleaning, please stop the robot by pressing  of the robot. After adding water and reassemble the water tank, please press , to continue cleaning.

2. Uncap the dust bin to dump trash



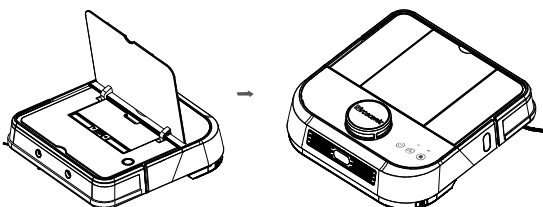
3. Clean the filter



The filter can not be washed with water. It is recommended to replace the filter every 3 months.

To avoid clogging the filter, it is recommended to clean the filter regularly with a cleaning brush;

4. Reassemble the dust bin

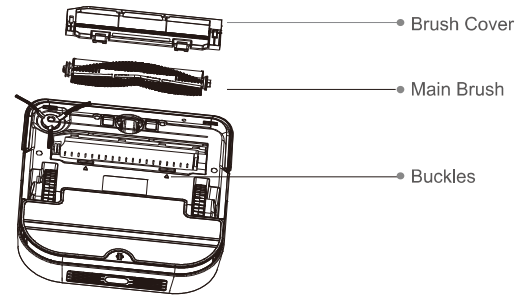


Product Maintenance

Main Brush

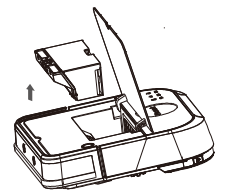
Take out and disassemble the roller brush kit as shown in figure below, and clean it with soft cleaning cloth or tool. (The roller brush axle is washable.)

Note: Recommended to change the main brush per 6-12 months to ensure the cleaning effect.



Clean Dust Bin and Filter

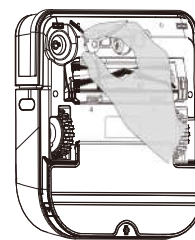
1. Open the robot cover and take out the dust bin.



Side Brush

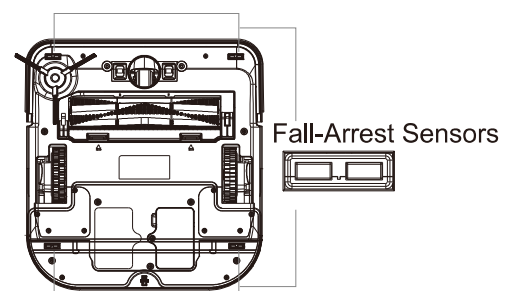
Disassemble and clean the side brush regularly.

Recommended to change the side brush every 3 months to ensure the cleaning effect



Fall-Arrest Sensors

Regularly clean the sensors with a soft rag.



Product Specifications

HOST

Classification	Parameter
Dimension	320mm*300mm*97mm
Weight	3.5kg
Power Rating	14.4V
Rated Power	46.08W
Working Current	3.2A

Charging Base

Dimension	152mm×100mm×47mm
Output Rating	14.4W
Rated Input	100-240V~
Rated Output	24 V—600mA
Input Frequency	50/60Hz

Trouble Shooting

When an abnormality occurs during the running of the robot, the Clean button or the Recharge button flashes, and voice prompts. Please refer to the table below for troubleshooting.

voice prompt	Indicators	Solution
1, Please put back the dust box and filter	Clean button and Recharge button blink: they will slowly blink three times then quickly blink once.	Please try to replace the filter and confirm that the filter and dust box are in place. If the problem remains, please try to replace the filter again.
2, Please move the robot to the horizontal ground to start	Clean button and Recharge button blink: they will slowly blink once then quickly blink once.	The robot is tilted at startup, please put the robot on the horizontal ground to restart;
3. Please check the fall-arrest sensors and move the robot to a new position to start	Clean button and Recharge button blink: they will slowly blink twice then quickly blink twice.	The robot suspends. Please move it to another position and restart it ; Dirty fall-arrest sensors may cause the fault, so please wipe them with soft rag
4, Please clean the right wheel	Clean button blinks: it will slowly blink once then quickly blink twice.	The right wheel is entangled with garbage. Please remove garbage.
5, Please clean the left wheel	Clean button blinks: it will slowly blink twice then quickly blink once.	The left wheel is entangled with garbage. Please remove garbage.

6, Please clean the side brush	Clean button blinks: it will slowly blink three times then quickly flash once	The side brush is entangled with garbage. Please disassemble the side brush and clean it;
7, Please clean the main brush	Clean button blinks: it will slowly blink once then quickly flash once	The main brush may be entangled with garbage. Please remove it and its bearing to clean.
8, Please place the robot on the ground to start	_____	The wheels are suspended. Please place the robot on the ground to start.
9, Please clear the obstacle around the charging base	_____	Please clear the obstruction or other objects around the charging stand; if these cannot be cleared, please move the charging stand to a new position.
10, Please wipe the front infrared sensor and move the robot to a new position	_____	Please wipe the infrared sensor with a dry cloth, and clear the obstruction or foreign objects around the robot. If they cannot be cleared, please move the robot to a new position to start.
11, Please check if the edge sensor needs cleaning.	_____	The edge sensor is covered by dust, please wipe the sensor;
12, The collision bumper is abnormal, please check if you need to clean it.	_____	The collision bumper is stuck. Please tap it for several times to remove foreign objects. If there is no foreign objects, please move the robot to another position to start.
13, Please clear the obstacles around the robot and try again.	_____	The robot may be stuck or trapped. Please clear obstacles around it.
14. Please check if the lidar cover get stuck	_____	Please clear foreign objects around the lidar or move the robot to a new position to restart

Note: Restart the robot can solve some abnormalities

FAQ

Questions	Solution
Unable to start up	The battery is low. Please charge it before use. The ambient temperature is too low (below 0 °C) or too high (over 50 °C). The robot only operates from 0°C to 40°C.
Unable to charge	The battery is low. Please charge it before use.
Unable to return to charging base	There are too many obstacles around the charging stand. Please put the charging stand in the open area. The robot is too far away from the charging stand. Please place the robot near the charging stand and try again;
Abnormal behavior	Reboot after shutdown
There is abnormal noise during cleaning	The main brush, side brush or drive wheel are possibly entangled with garbage. Please turn off the robot and clean them;
Cleaning ability declining or ash dropping	The dust box is full. Please clean it. The HEPA filter is too dirty. Please clean it. The main brush is entangled with garbage. Please clean it.
Unable to connect to Wi-Fi	The Wi-Fi signal is not stable. Please make sure the robot is in a good Wi-Fi signal coverage area. The Wi-Fi connection is abnormal. Please reset Wi-Fi, or download the latest version of application and try to connect again.

Questions	Solution
Cannot return to the charging base after partial cleaning or being moved to another position	Please manually place the robot in the charging stand.
<p>If you can not connect robot to your phone, please refer to the following list for troubleshooting:</p> <ol style="list-style-type: none"> 1. Please make sure that the WIFI password is entered correctly. 2. Please confirm whether the WIFI is 2.4G; If the home router is a dual-band router, please set the SSID name of 2.4G and 5G separately. 3. Please close the 4G traffic when binding. And after binding successfully, open the 4G traffic again. 4. Please check if the router has MAC address filtering set, or if the number of assigned IP addresses is full. 5. Try to avoid network rush hours (18:00 to 23:00) for the first time binding. 6. Please contact customer service if it is still not bound successfully. 	

Laser Safety

The laser distance sensor of this product meets the standards for Class I Laser Products in IEC 60825 and will not generate hazardous laser radiation.

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.

FCC Warning

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,
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Customer Service

✉ Email:service@proscenic.tw

☎ Customer service hotline:

(DE)+49 202 75886417	Mon ~ Fri 13:00-16:00	English & German
(JP)+04 63-68-7447	月曜 ~ 金曜 9:00-17:00	Japanese
(CN)+86 400-0097-087	周一 ~ 周五 9:00-17:00	Chinese

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