



Instruction Manual

PURE ONE S12
Smart Vacuum Cleaner



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Important Safety Instructions

SAVE THESE INSTRUCTIONS

Household use only.

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

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE), Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

WARNING To reduce the risk of fire, electric shock, or injury:

1. 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.
2. For **INDOOR** use **ONLY**. Do not use the appliance in outdoors, nor in commercial or industrial environments. Do not use the appliance on wet surfaces or surfaces with standing water.
3. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
4. Use only as described in this manual. Use only manufacturer's recommended attachments.
5. Do not use with damaged cord or plug. If appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, return it to a service center.
6. Do not handle charger, including charger plug, and charger terminals with wet hands.
7. Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
8. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
9. Use extra care when cleaning on stairs.
10. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
11. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
12. Do not use without filter.
13. Prevent unintentional starting. Ensure the switch is in the off position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
14. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
15. For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
16. Use appliances only with specifically designated TINECO battery packs. Use of any other battery packs may create a risk of injury and fire.
17. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.

18. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
19. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
20. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F (130°C) may cause explosion.
21. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
22. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
23. This appliance contains battery cells that are non-replaceable. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
24. Always turn off this appliance before connecting or disconnecting motorized nozzle.
25. Do not charge or store the appliance outdoors or inside the car. Only charge, store or use the battery in a dry indoor area where the temperature is higher than 39.2°F (4°C) but lower than 104°F (40°C). The charger is for indoor use only.

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.
 - (2) This device must accept any interference received, including interference that may cause undesired operation.
2. 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 of the following measures:

- (1) Reorient or relocate the receiving antenna.
- (2) Increase the separation between the equipment and receiver.
- (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- (4) Consult the dealer or an experienced radio/TV technician for help.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. such modifications could void the user's authority to operate this equipment

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

IC Note

This device complies with Industry Canada RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) il ne doit pas produire de brouillage et

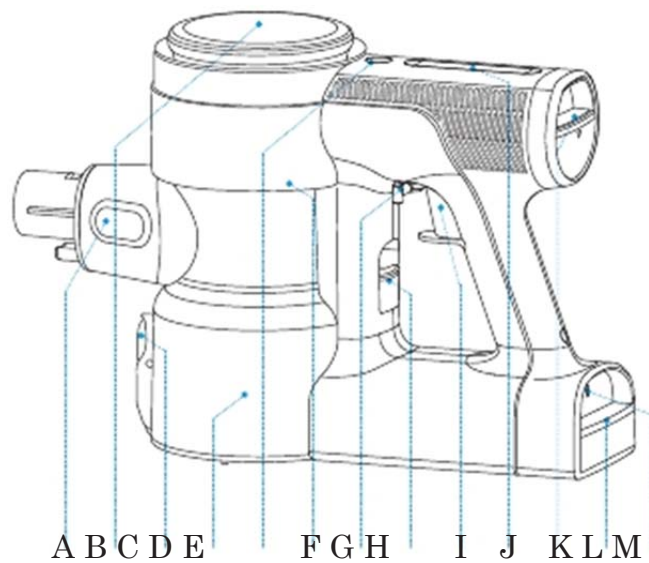
(2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

- This Class B digital apparatus complies with Canadian ICES-003.

- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the exemption from the routine evaluation limits in section 2.5 of RSS-102. It should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

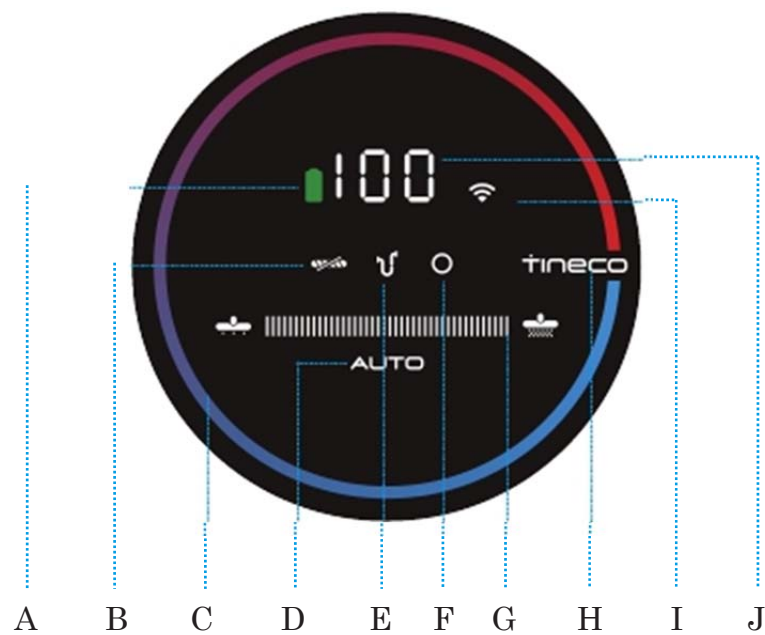
Overview



- | | |
|--|----------------------------|
| A. Dust sensor | G. Switch lock |
| B. Digital display screen | H. Dustbin release button |
| C. Dust empty release button | I. Switch button |
| D. Dustbin | J. Power control slider |
| E. AUTO mode | K. HEPA release button |
| F. WiFi reset button (remove the dustbin to find the button) | L. Battery release button |
| | M. Battery indicator light |

Overview

Digital display screen



A. Battery icon

B. Brush roller tangled

C. Dust monitoring loop

(Red to blue according to the
dust amount)

D. AUTO mode

E. Air channel blocked

F. Dust sensor defective

G. Power indicator

H. Tineco logo

I. WiFi indicator

J. Battery level

Item	PURE ONE S12 PURE ONE S12 PLUS
Main body	
Tube	
Direct-drive LED multi-tasker power brush	
Mini power brush	
2-in-1 dusting brush	
Crevice tool	
Soft dusting brush	
Flexible long crevice tool	
LED soft-roller power brush	
Multi-angle folding tube	
Flexible extension hose	
Automatic pre-filter cleaning tool + Extra pre-filter	
Extra lithium battery	
Wall-mounted dock	
Dual adaptor	
Hair cleaning tool	

***Actual accessories may vary from shown or change without notice.**
Available accessories may vary by market.

Note:

- **Test an inconspicuous area of a sensitive surface before using an accessory on it.**
- All accessories can be directly connected to the main body or to the tube.

Direct-drive LED multi-tasker power brush

Direct-drive technology increases the cleaning efficiency and creates a highly dynamic operation, very effective for agitating dirt embedded in the carpet, easy to clean fine dust and debris. Ideal for both hard floors and carpets.

Mini power brush

For vacuuming upholstered furniture, mattresses etc.
Vacuums pet hair and removes ingrained dirt.

2-in-1 dusting brush

Composed of a wide and a soft brush, and is able to switch from wide brush to soft brush by pressing the release button. The soft brush is for hard surface furniture and the wide brush to vacuum upholstered furniture, curtain, etc.

Crevice tool

For corners, niches and other hard-to-reach places, such as car seat and mat, picture frame, etc.

Soft dusting brush

Angled bristles on slender, oval shape provide anti-static cushioned contact. Suitable for dusting shelves, lighting, delicate surfaces, electronics, and more.

Flexible long crevice tool

Easy to bend, easily gets into the tight spots. Suitable for cleaning dust beneath furniture, along side the refrigerator, tight space behind sofa, and more.

Full-size LED soft-roller power brush

Perfect for hard floors, especially sensitive wood floor.
Picks up coarse and fine dirt at the same time.

Multi-angle folding tube

One articulated joint makes it adjustable, clean from high to low place with flexibility.

Flexible extension hose

Excellent extension and flexibility to get into hard-to-reach spaces, great for in-car usage.
Use with TINECO accessories, except motorized brush.

Automatic pre-filter cleaning tool

Dirty filter is a main cause of suction loss, this tool is designed for a deeper & easier cleaning solution with no suction loss. For using this tool, put inside the dirty filter into the cleaning tool and cover it. Connect the tool to the main body and start cleaning. The appliance will automatically shut off in 1 min once finished.

Hair cleaning tool

Use the end with small blade to remove the hair and debris wrapped around the roller.
Use the end with little brush to clean the brush window, also can be used to clean the dustbin.

Install the Tube

Insert tube.

Press the release button and remove tube.

Install the Brush

Inset the power brush.

Press the release button and remove power brush.

Install the Dustbin

①

To better clean the dustbin, press the dustbin release button and pull out.

②

Incline the dustbin, the slot on the dustbin towards the hook on the main body. Push upward until the hook fixed into the slot. A 'click' sound will be heard when it has been successfully accomplished.

Install the Battery

Press the battery release button, then pull the battery out.

Slide the battery into the bottom of the main body. The battery will click into position when correctly fitted.

Start to Work

Note:

- Before the first use, please charge the appliance (see“Charging the battery”) for 3-4 hours in an area where the temperature is higher than 39.2°F (4°C) but lower than 104°F (40°C), and the above charging time based on the condition that the battery is cooled.
- Select the accessories according to needs (see "Accessory Instructions").

Press the switch button, the appliance will start to work.

Pull the switch lock for continuous power mode.

Digital display screen

AUTO mode

Power control slider

Power up

The appliance is activated in AUTO mode by default, swipe the power control slider to switch to Manual mode. Press the AUTO button for 2s to switch back.

· After using the appliance, it is recommended to put it on the wall-mounted dock for recharge and storage.

Assemble the two parts of the bracket, a 'click' sound will be heard when it has been successfully accomplished. Then install the wall-mounted dock to the wall with the nails provided by Tineco.

Plastic Expansion Size:

φ 4.8mm Φ 7.6mm Length 37.7mm

Screw Size: φ 5*38

Warning:

- Please make sure there is no gas, water or electrical cables and wires behind the mounting area.
- To avoid the dock dropping down, please make sure it must be installed firmly.

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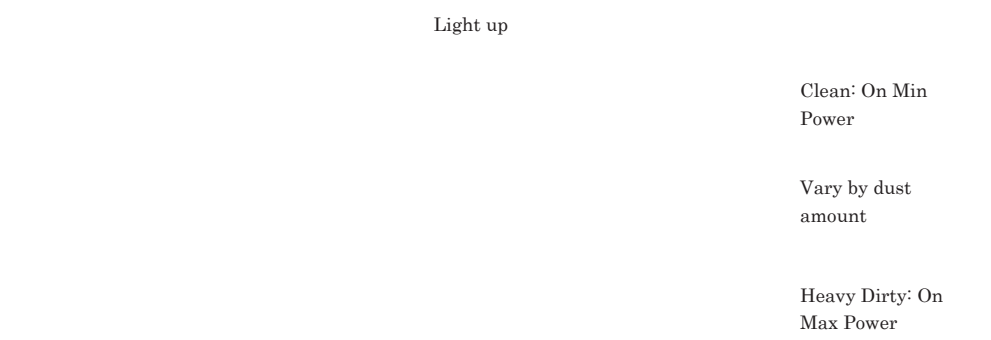
Place the main body on the docking station.

To avoid the deformation of the bristles, always put away the accessories on the docking station after use, a 'click' sound will be heard when it has been successfully accomplished. The rest parts can be stored in the tools bag.

Cleaning Mode Selection

AUTO mode

· In AUTO mode, the power indicator and the color of dust monitoring loop change along with the dust amount. The color change from red to blue as the place getting cleaner. You can get the best cleaning solution automatically.



Note: Please do not use sharp objects to scratch or scrape the digital display screen.

2 ways to enter AUTO mode:

①

②

The default setting is AUTO mode after starting up, 3s to check blockage and then detect the amount of dust. If no dust detected, the power is reduced to cruise power.

Or in the Manual mode, press AUTO for 2s, AUTO indicator lights up and enters the AUTO mode.

Product Operation

Manual mode



In AUTO mode, swipe the power control slider, and the appliance switches to Manual mode with “AUTO” indicator off.

In Manual mode, you can control the power as needed.

Note:

Please keep your hands dry when using it.

Oil and water stains on your finger may affect screen swiping.

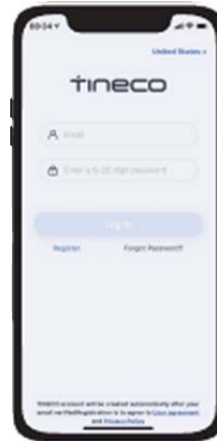
Product Operation

App User Guide

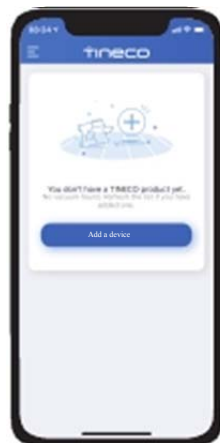
· All the functions can be performed using the Tineco App. Download Tineco App to access more features.



Download App

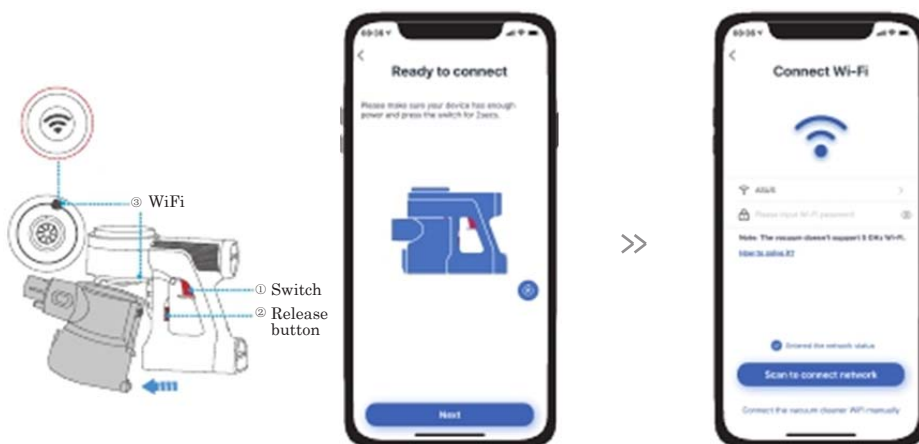


Register and log in



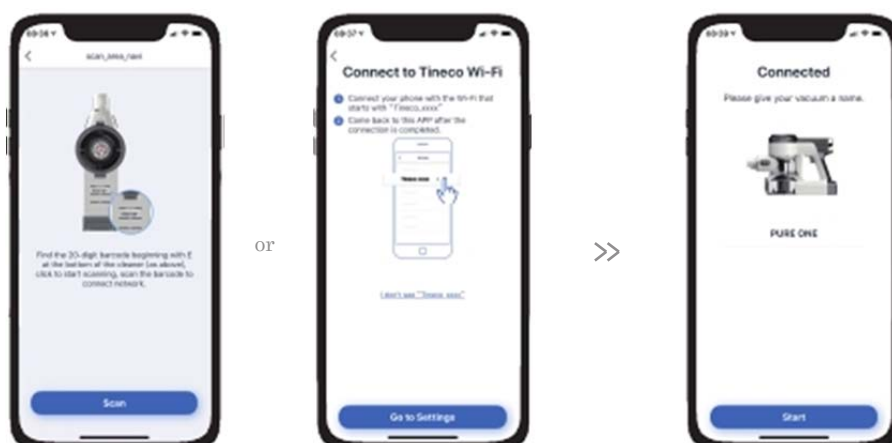
Click "Add a device", select the model and connect to the network.
(iOS users may need to set WiFi network manually.)

Product Operation



Ensure that the appliance has enough power, press the switch for 2s to activate.
Press release button to remove the dustbin, hold WiFi reset button for 2s and wait for connection.

Please choose your network and enter the password for the first connection.



Two ways to connect:
Find a barcode beginning with E at the vacuum's bottom or the package box, align the barcode within frame to scan.
Or connect your phone with the WiFi that starts with "Tineco_xxxx", come back to this APP after the connection is completed.

Connected and Start.

Empty the Dustbin

When finished, press the release button on the side of the dustbin and empty the contents.

Reattach the dustbin's bottom cover.

Charging the Battery

Connect the adaptor to docking station and outlet.

Charge the battery installed on the main body, or charge the battery separately.

Dual adaptor can charge two battery packs at the same time.

Warning:

- Charge the unit only with the adaptor from TINECO.

- When you won't use the lithium battery for a long time, please store in a cool dry place.

In this situation, please charge the battery every 3 months, and insure that the battery has been at least half charged (Battery level > 50%).

- Store appropriately indoors in a dry place. Do not expose machine to sunlight or freezing temperature. Recommended temperature range: 39.2°F (4°C)~104°F (40°C).

Product Operation

Working Time

- Working time last about 50 mins. on AUTO mode, about 10.5 mins. on MAX power.
- Data is obtained by Tineco laboratory using one battery and non-motorized accessories.

Charging Time

- A full charge takes about 3-4 hours.
- Based on results from Tineco lab tests. Lab test environment: temperature between 39.2°F (4°C) to 104°F(40°C).

Indicator Light

- If you see the fault lights, please check Troubleshooting.

On Work



Battery level > 20%: Solid green light.



Battery level \leq 20%: Solid red light.



Blinking red light: Fault.



Indicator blinking: The brush roller is blocked, please remove blockages.

Indicator blinking: The appliance is blocked, full of dust in filter or dustbin.

Indicator blinking: The sensor inside the dustbin is blocked or the dustbin is not installed properly.

Power indicator blinking: Motor failure.

Product Operation



Light up: Successfully connected.

Blinking: Connecting to the network.

Off: WiFi is not connected, please connect to the network.

During Charging

Charging (Battery level 0%~99%)

Battery icon: Solid green light.

Battery indicator: Green light blinking.

Tineco indicator: Blinking.

Fully charged (Battery level up to 100%)

In 5 mins

Battery icon & Battery indicator: Solid green light.

Tineco indicator lights up.

5 mins later: All off.

Battery icon blinking green light:

No battery pack or battery pack installed improperly.

Both blinking red light: Fault.

In order to maintain appliance performance, it is recommended that you clean the components periodically.

Note:

- Clean the dustbin and filters every time after use.
- The HEPA and pre-filter are consumable. Replace them with new ones when the suction performance cannot get back to normal after cleaning.

Dustbin and Filters (mesh filter, pre-filter and HEPA filter)

①

②

Press the dustbin release button, pull out the dustbin.

Clean with wet cloth. Do not allow water to enter the appliance, especially not into motor and battery.

③

④

Twist anti-clockwise and remove the filters.

Clean the dustbin and mesh filter with wet cloth. The two parts should be air dried completely before reinstalling.

Warning:

- Do not wash the dustbin as there is a dust sensor inserted.
- Please make it completely dry with a hair dryer if it meets water.

Pre-filter

Please turn off the appliance before cleaning and take out the dirty pre-filter from the mesh filter-holder.

Activate the appliance to clean the pre-filter and it will automatically shut off in 1 min once finished.
Then remove the filter for backup after cleaning.

HEPA filter

In order to maintain appliance performance, it is recommended that you clean the filter periodically.

Press the HEPA release button and gently pull out the HEPA to remove the dust.

The HEPA can be washed under running water if necessary, and should be dried completely before reinstalling.

Brush Roller

It is recommended to clean the brush roller periodically.

Hold the button, open the end cover in anti-clockwise direction to pull out the brush roller.

Remove the brush roller, gently clean the brush window and suction mouth, remove the debris wrapped around the roller with Tineco Hair Cleaning Tool.

Insert the brush roller into the brush window, and align the two fitting marks. Push down the cover until it securely in place.

Warning:

· The power brush contains electrical components that cannot be soaked or washed with water.

Model	PURE ONE S12 SERIES
MODEL &Voltage	A12NA-02 21.6V
Rated Power	500W
Dustbin Capacity	0.6L
Charging Time	3-4 hrs
Charging Input	100-120V~
Running Time(Two batteries)	50*2 min. (MAX mode: 10.5*2

Adapter Model: CHA12NA



Disposal

- The battery contains materials that are harmful to the environment and must be removed from the appliance before it is discarded.
- When removing the battery, the appliance must be powered off.
- Waste batteries should be handled properly. Do not put them into fire, water or soil.
- If the battery leakage touches the skin or clothing, flush with water immediately to avoid skin injury and seek medical help.



Troubleshooting

Troubleshooting

Problem		Possible cause	Solution
Brush roller tangled indicator blinking		The brush roller is blocked	Remove blockages
Power indicator blinking		Motor failure	Remove blockages, or restart
Air channel blocked indicator blinking		The appliance is blocked, full of dust in filter and dustbin	Remove blockages, clean the filter and dustbin
Dust sensor defective indicator blinking		1. The sensor inside the dustbin is blocked 2. The dustbin is not installed	1. Clean the dust on the inner sensor 2. Install the dustbin correctly
WiFi indicator is off		WiFi is not connected	Follow the steps to connect WiFi
WiFi indicator blinking		The appliance is not connected to the network	Check the network status
Battery indicator blinking red light on work		The battery is overheated	Remove the battery pack and cool it down
Battery indicator & Battery icon blinking red light during charging		Abnormal charging condition	The adaptor is not designed for PURE ONE S12
Battery icon on screen blinking green light		No battery pack or battery pack installed improperly during charging	Install the battery on the main body properly

Note:

In any other case or if the solution explained above did not solve the problem, please contact us at support@tineco.com or visit our website www.tineco.com for further support.

Warranty

The 2-Year Limited Warranty applies to purchases made from authorized retailers of TINECO. Warranty coverage applies to the original owner and to the original battery only and is not transferable. According to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

WHAT IS COVERED?

Your TINECO machine has a 2-year warranty against original defects in material and workmanship, when used for private household purposes in accordance with the TINECO Instruction Manual. This warranty provides, at no extra cost to you, all labor and parts necessary to ensure your machine is in proper operating condition during the warranty period.

This limited warranty is subject to the following terms:

WHAT IS NOT COVERED?

TINECO shall not be liable for costs, damages or repairs incurred as a result of:

Machines purchased from an unauthorized dealer.

Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the TINECO Instruction Manual.

Use of the machine other than for normal domestic purposes, e.g. for commercial or rental purposes.

Use of parts not in accordance with the TINECO Instruction Manual.

Use of parts and accessories other than those produced or recommended by TINECO.

External factors unrelated to product quality and use, like accidental water damage.

Repairs or alterations carried out by unauthorized parties or agents.

Failing to clear blockage and other hazardous material from the machine.

Normal wear and tear, including normal wearing parts, such as clear bin, belt, filter, HEPA, brush bar, and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.

Reduction in battery discharge time due to battery age or use.

Warranty

WARRANTY SERVICE

Please contact the TINECO customer service Email: support@tineco.com

Please inform us your model name/number, serial number, purchase date, order number, machine problem and your requirement.

Please keep your purchase receipt in a safe place to ensure you have this information.

All work will be carried out by TINECO or its authorized agency.

Any replaced defective parts will become the property of TINECO.

Service under this warranty will not extend the period of this warranty.

If your machine is not functioning properly, please email us: support@tineco.com.

WARRANTY LIMITATIONS AND EXCLUSIONS

Any implied warranties relating to your machine including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. This limitation is not allowed by some regions and so this limitation may not apply to you.

Your remedy for breach of this warranty is limited to the warranty service described above.

TINECO will not be liable for any consequential damage or incidental damages you may incur in connection with your purchase and use of your machine. This limitation is not allowed by some regions and so this limitation may not apply to you.

This limited warranty gives you specific legal rights. You may also have other rights which vary by region.

This limited warranty is not transferable.

Visit TINECO Website:

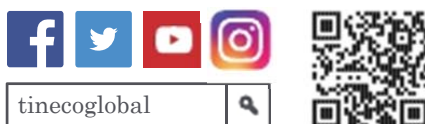
www.tineco.com

Or email our Customer Service:

support@tineco.com

Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from.

Please review the warranty carefully, and contact the manufacturer if you have any questions.



tinecoglobal 

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 Support and Feedback

 Support@tineco.com

 www.tineco.com

Contact us - We'll get back to you within 1 business day.