

OPERATING GUIDELINES

■ Startup methods

1. WHEN PLACING THE MACHINE INTO THE CHARGING DOCK FOR CHARGING, THEN THE MACHINE WILL START AUTOMATICALLY (RE-COMMENDED METHOD);
2. LONG PRESS "⏻" FOR 3 SECONDS, THEN THE POWER INDICATOR FLASHES, AND THE MACHINE MAKES A CHORD SOUND. WHEN THE POWER INDICATOR IS ALWAYS ON, THE MACHINE STARTS SUCCESSFULLY.

■ Start the cleaning

1. When the machine is in standby, briefly press "⏻" for 1 second, and it will start to clean the whole room;
2. If mopping is required, confirm the mopping assembly has been installed properly.

■ Pause the cleaning

1. During the cleaning, briefly press "⏻" for 1 second, and the machine will pause the cleaning and enter its standby status.

■ Return to charge

1. After completion of the cleaning, the machine will enter its return-to-charge status;
2. If return-to-charge is required during the cleaning, proceed as follows:
 - ① When the machine is in standby, briefly press "⏻" for 1 second, and the machine will start to return to charge;
 - ② During the cleaning, briefly press "⏻" for 1 second, and the machine will pause the cleaning; press "⏻" for another 1 second, and the machine will start to return to charge;
3. The main unit may be unable to return to charge automatically in some special conditions (e.g. energy depletion, machine getting stuck etc.), manually put the main unit back to the charging dock.

■ Troubleshooting

1. When the machine reports a fault, the return-to-charge indicator turns red, please briefly press "⏻" for 1 second to eliminate the fault;
2. After the fault is eliminated, briefly press "⏻" for 1 second to enter the cleaning status;
3. After completion of the cleaning, the machine will automatically return to charge. It is recommended that the machine should be kept in the charging dock. (Remove the mopping plate after completion of the charging)

■ Shutdown

1. If the machine will not be used for a long time period and needs to be shut down, long press "⏻" for 3 seconds, and the power indicator begins to flash;
2. The cleaner makes a chord sound, and when the power indicator turns off, the machine shuts down successfully;
3. The cleaner cannot shut down when put in the charging block, and if shutdown is required, please remove the machine from the charging dock.

⚠ Notes

1. The machine will not start to clean when the battery energy is too low, please charge it before starting to clean;
2. During the cleaning, the machine will automatically return to charge when the battery energy is too low, and then go back to its interruption point to resume after the machine is fully charged;
3. The machine will enter its sleep mode when it has been in standby for more than 10 minutes, and in the sleep mode, pressing any key will wake up the machine;
4. During the charging, the power indicator flashes, and then it is always on after completion of the charging.

USING APP

⚠ Notes

If your home WiFi name or password is changed, you will need to reestablish connection with your robot vacuum.

1. App supports iOS 9.0 and above, Android 4.4 and above phone system versions, but Pad device is not accepted; generally the phone system version may be checked by clicking "Settings-About Mobile Phone" in the mobile phone;
2. This model does not support WEP encrypted router;
3. The network accessing configuration of the cleaner requires WiFi network of 2.4GHz frequency range, 5GHz frequency range is not currently compatible;
4. Do not configure network accessing under the charging state;
5. WiFi is mandatory for network accessing configuration of the cleaner; once the network accessing is configured successfully, App may be operated in WiFi/2G/3G/4G network environment and the cleaner may be controlled remotely;
6. If your home WiFi password is changed or the router is replaced, the cleaner will be display without any changes of
7. App account number, one just needs to configure network accessing for the cleaner once again;
8. If others want to use App to operate same cleaner, they need be invited on App by the family creator to join in (on the condition that the invitee has downloaded App and registered an account);
9. When App changes, the old users may be invited to remove device on mobile App and the new users just need to configure directly network accessing in accordance with network accessing instructions (if the old users don't remove the device on mobile App, it will be removed automatically after the new users configure successfully network accessing);
10. Once the cleaner is configured successfully network accessing, the following operations will result in clearance of WiFi settings and secondary network accessing configuration is required; Long press the network accessing configuration key on the device over 3 seconds and after a tick sound is heard, all Wi-Fi information will be cleared;

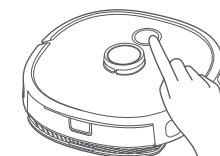
1. Ensure mobile phone is connected to your home WiFi.



2. Download the eureka app and register your vacuum:
 - a. Scan the QR code or search for the eureka app in the Apple or Google Play store. Download the app.
 - b. Open the app and create your personal account. Follow instructions on the screen.



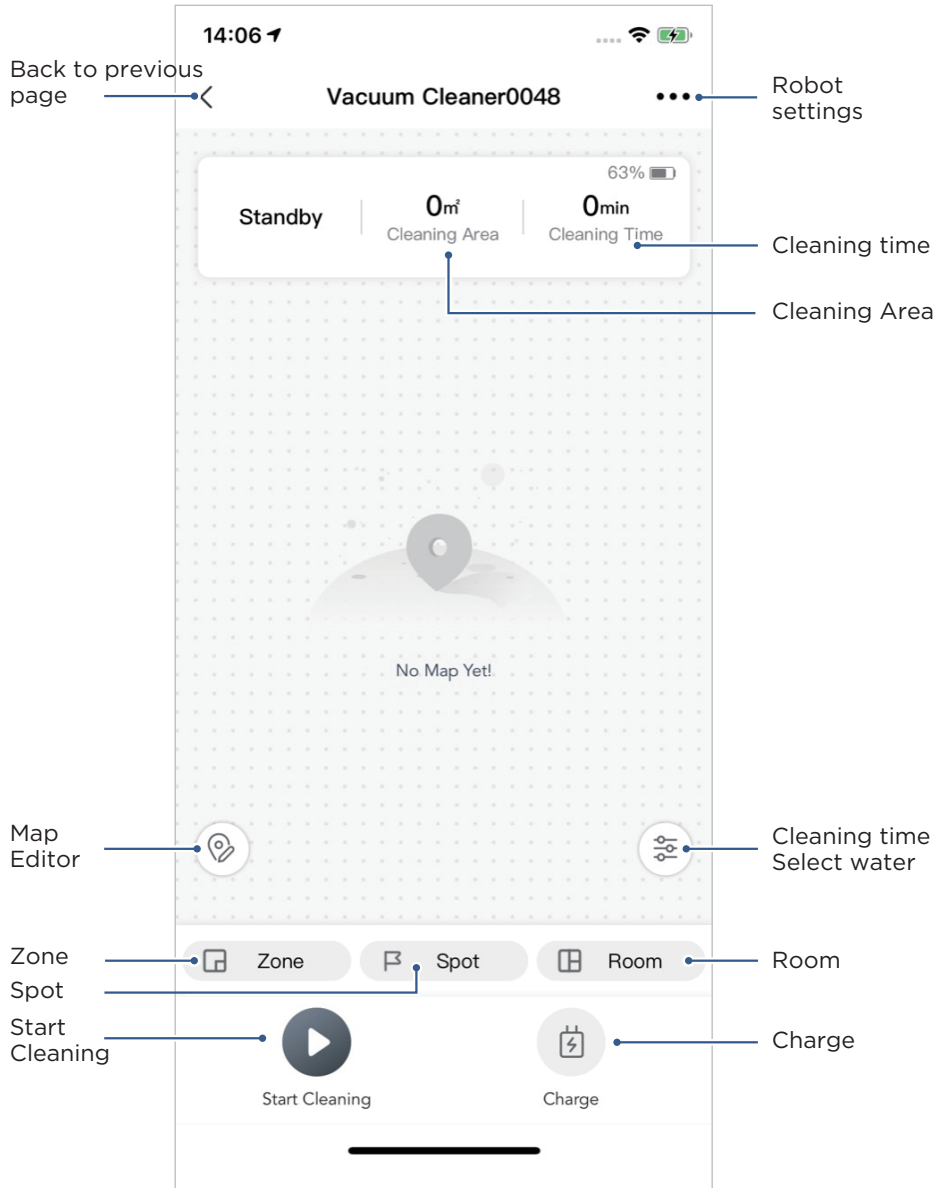
3. Add your robot vacuum to your app
Press the "+" button on the main screen of the app and select NER600 from the available list of products.
4. Connect your robot to your WiFi
After assembling and powering on the robot, press and hold down the "⏻" button for 3 seconds until a beep is heard. The WiFi indicator light should start to flicker. Follow instructions on app for next steps.



EUREKA ROBOT APP QUICK GUIDE

Notes

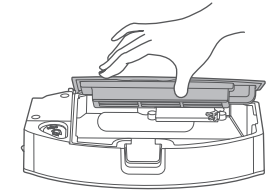
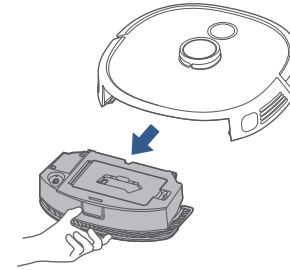
If the Wi-Fi in your home is unstable, it may cause a certain delay in the related operations of the Eureka Robot App. (The content of the Eureka Robot App is subject to the upgraded version of App. Please refer to the Eureka Robot interface for details).



DAILY MAINTENANCE AND SERVICING

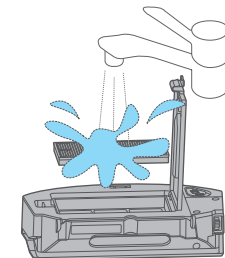
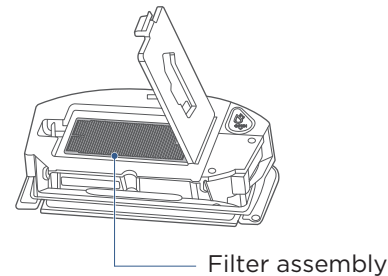
Dustbin maintenance (weekly cleaning recommended)

1. Press the box release key to pull out the box backwards;
2. Open the top cover of the Dustbin to pour out dust from the box;



3. Remove the filter assembly according to prompt texts on the assembly;

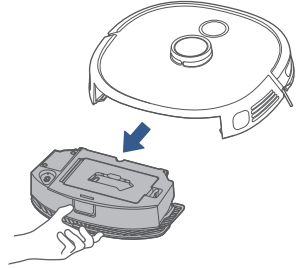
4. Clean components: clean the Dustbin and filter assembly; replace them after cleaning and drying completely, and check whether they are installed in place after the rear cover is closed.



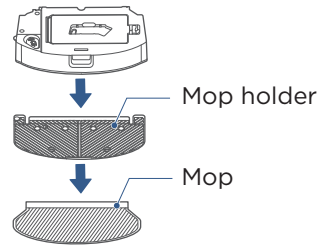
DAILY MAINTENANCE AND SERVICING

■ Water tank maintenance (weekly cleaning recommended)

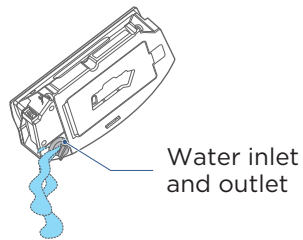
1. Press the tank release key to remove the tank assembly;



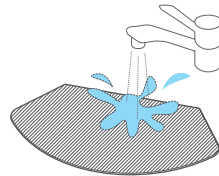
2. From the tank body, slightly bend the mop holder inwards to remove, and tear down the mop from it holder;



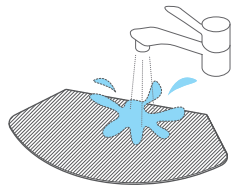
3. Pull out the rubber plug for water inlet and outlet of the tank to empty water from the tank thoroughly;



4. Wash the mop;



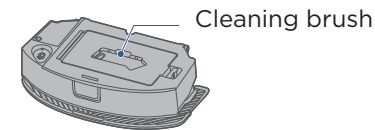
5. Dry the tank and mop.



DAILY MAINTENANCE AND SERVICING

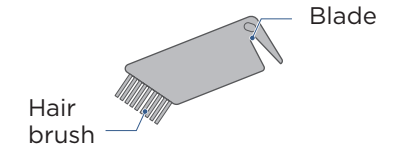
■ Cleaning tools

1. Cleaning tools are located above the dustbin;



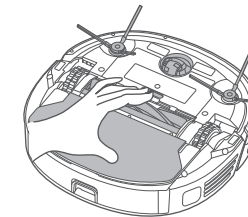
2. Cleaning brushes are used for the following purposes:

- ① The blade is used to cut off hair from rolling brushes;
- ② The hair brush is used to brush off the cut hair.

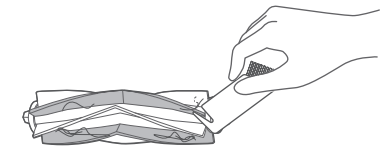


■ Rolling brush maintenance (weekly cleaning recommended)

1. Turn over the main unit, and by putting your hand at the upper dent of the rolling brush cover, press to remove the cover and pull it out, then take out the rolling brush from the red end cover of the brush;

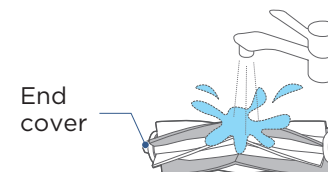


2. Clean the rolling brush cover and rolling brush with a cleaning brush or soft cloth;



3. When needed, pry out the red end cover with hard objects, to clean up hair or foreign matters entangled in the end-cover gap with a cleaning tool or soft cloth;

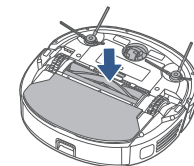
4. Clean the rolling brush with water and dry it;



5. After completion of the cleaning, push back the end cover into the rolling brush body;

6. Insert the rolling brush body in the rolling brush chamber in the indicated direction;

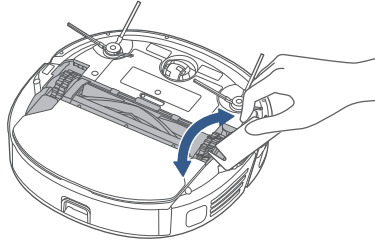
7. Push the rolling brush cover to fasten to the machine.



DAILY MAINTENANCE AND SERVICING

■ Drive wheel cleaning (weekly cleaning recommended)

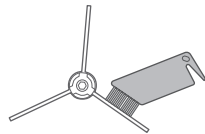
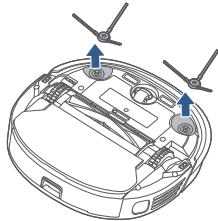
1. Turn back and forth the wheel to remove foreign matters. By using a cleaning tool or soft cloth, clean the wheel and remove hair or foreign matters therefrom.



■ Side brush cleaning (weekly cleaning recommended)

1. Remove the side brush;

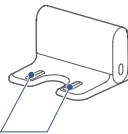
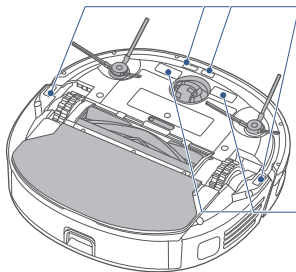
2. Clean dust accumulating on the side brush.



■ Sensor and chip cleaning (weekly cleaning recommended)

Use soft cloth to slightly wipe the sensor and remove dust on its surface

Use soft cloth to slightly wipe charger contact chips to ensure normal charging



FAQs

Fault description	Treatment methods
Main unit moves back	<ul style="list-style-type: none"> - Tap the guard to check whether it is stuck by foreign matters - Clean away obstacles in front of the machine - Tap the bumper plate to check whether it is stuck by foreign matters - Clean dust accumulation on the surface of lens in the bottom-view sensor
Machine shows no voice	<ul style="list-style-type: none"> - Shut down the silence mode - Turn up the volume with Eureka App
App shows the machine is disconnected	<ul style="list-style-type: none"> - Reconnect with cellar network - Restart the router - Turn on the power switch of the robot cleaner - Add a new appliance to the App - After system startup, long press the network pairing key for 3 seconds, and release it after a beep is heard, and then add a new device according to guidelines in your mobile
App operations show delayed reactions	<ul style="list-style-type: none"> - Restart the router and reduce the number of users connected to the router - Check the settings of your mobile itself - Increase network bandwidth
QR codes on machine body cannot be scanned by App	<ul style="list-style-type: none"> - Add devices by product classification
Unable to charge	<ul style="list-style-type: none"> - Verify whether the power outlet or plug is loose - Make sure that the main unit is in sufficient contact with charging chips of the charging dock - The power indicator of the main unit flashes to indicate the main unit is charging, or please observe the power level display through App - Prompt customers to recharge the main regularly unit when being not used for a long time period - The battery cannot be charged below freezing. It is recommended to put the robot vacuum cleaner under normal temperature and use it after warming up.

FAQs

Fault description	Treatment methods
Main unit cannot return to charge	- See the "Initial Use" section in the "Quick Start Guide"
Main unit trapped	- The main unit will activate its escape mode automatically, and if not, please help it manually - Clean the entanglement from side brush, and restart the main unit to check for normal operation, or otherwise contact service department - Clean away obstacles
Return to charge without completing the cleaning	- Charge the main unit
Cleaning made not according to appointment time	- Reset the appointment - Shut down the Do Not Disturb mode
Main unit does not work	- Charge the machine - Place the machine flat against the ground - Contact the service department
Machine does not clean at appointment time	- Ensure the main unit is turned on - Ensure the remaining battery energy is sufficient - Check appointment times in the App: check whether the status key is turned on, the appointment time is correct, and the cleaning frequency is only one time (if you want the machine to respond to the appointment again, reset the appointment time) - After the last appointed cleaning is responded, the cleaning is not completed due to abnormal alarms or manual interventions. Please make the main unit to enter its return-to-charge status, or simply put it in the charging block - In "Setup" menu items, click "Device Info Item", then click "Syn Now" under the time zone to solve the influence due to difference of time zones - Solve relevant alarms according to prompts from the App

FAQs

Fault description	Treatment methods
Machine cannot shut down	- Move the main unit out of the charging dock, and long press the power key for about 3s, then withdraw your hand after the power indicator begins to flash - Turn over the main unit, press the red key under the nameplate for 1s with a small cleaning tool or pointed object
Left / right wheel does not rotate or gets stuck, Side brush does not rotate	- Turn over the main unit, and turn the wheel back and forth to check for foreign matters - Clean the side brush regularly in hairy environment
Rolling brush does not rotate or gets stuck, trigger an alarm	- Turn over the main unit, and turn the rolling brush back and forth to check for foreign matters Note: Clean the rolling brush regularly in hairy environment
Abnormal noise from the rolling brush	- Turn over main unit, remove the rolling brush cover and then the rolling brush, cleaning up foreign matters entangled in the rolling brush
Abnormal laser radar	- Press around the radar house to verify whether it will rebound, and whether there is a "click" sound from switch closure - Check for any foreign matters, and then manually turn the radar slightly to see whether it can rotate - Wipe the radar with tissue
Front bumper fault	- Tap the front bumper to see whether it will rebound smoothly, and check the bumper for foreign matters around the front and bottom - Wipe the radar with tissue
No water out	- Install the mopping plate and verify whether it is in place - Ensure the water tank has sufficient water - If the magnet in the mopping plate falls off, please contact the service department for plate replacement