

**AMAZROCK**

**AVE-L10**  
**User Manual**

Smart Robot Vacuum Cleaner

# Getting to Know Your AVE

Hi, I am AVE as my designers would affectionately call me. Or otherwise I am known as **"Autonomous Vacuum Equipment"** aka Smart Robot Vacuum Cleaner.

Thank you for choosing Amazrock, the brand owner behind the Smart AVE products lineup !

I am a high-end and intelligent planning cleaning robot which uses high accuracy LIDAR-based navigation technology and various sensors to deliver the best cleaning experience. Through the smart navigation algorithm, I can draw up a room map in real time and plan the cleaning route and execute your instruction for automatic cleaning and automatic charging without requiring manual intervention from you.

Equipped with "Cyclone Vacuuming System", I am capable of strong suction power (up to 2,000Pa) and handle carpet cleaning. My high-capacity drawer type dust box, washable HEPA filter screen and split type mopping module gives you versatility with Dry & Wet cleaning. You would be pleased to know I am programmed to adopt an efficient cleaning mode of first cleaning and then mopping.

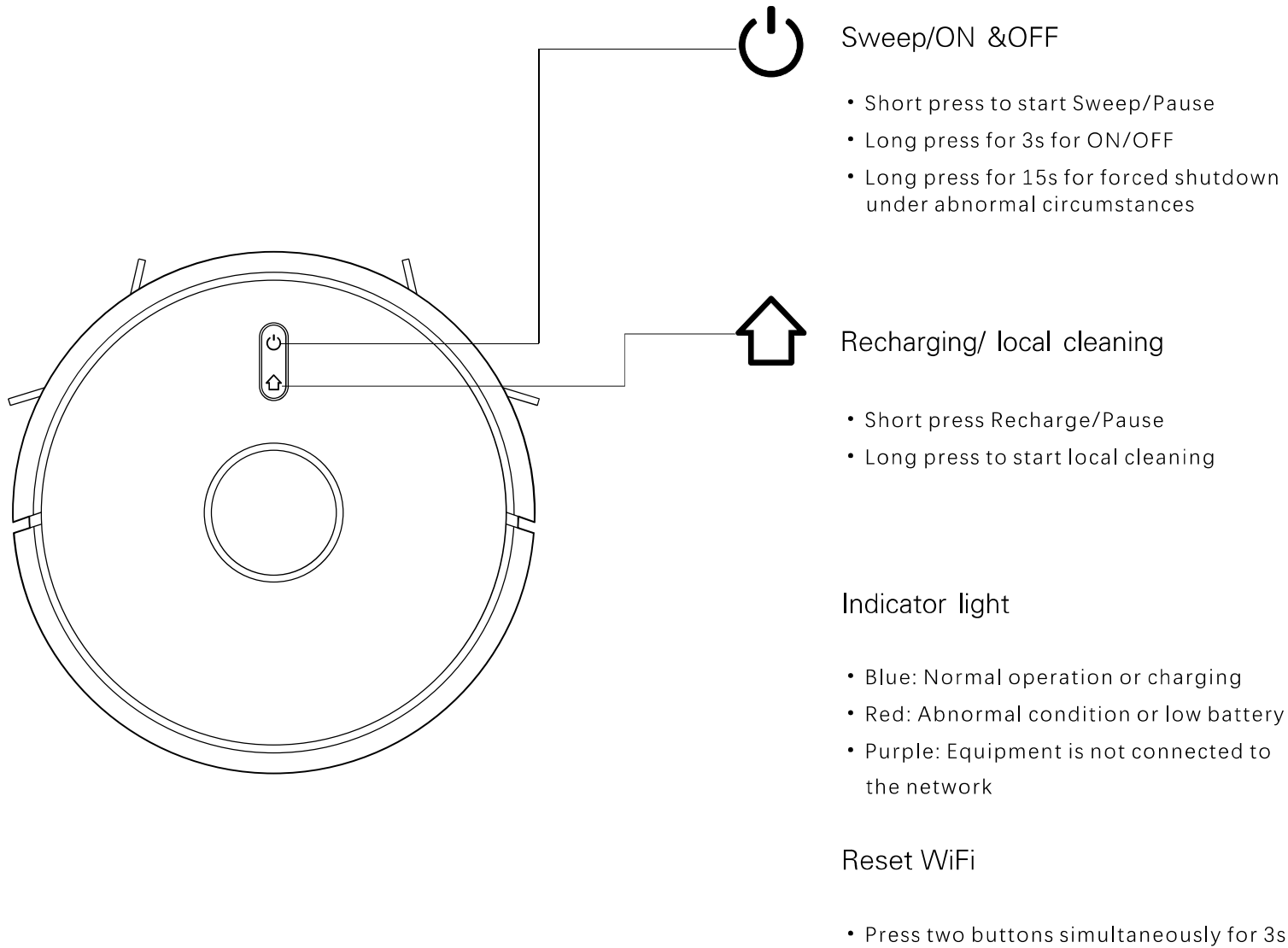
You can download the mobile APP by smart phone to check the cleaning map and running status in APP in real time, define the cleaning area and schedule. I can be controlled remotely via the APP.

Looking forward to be your smart assistant at home and office – Cleaning Experience REDEFINED.

***"When AVE Cleans, You Play"***

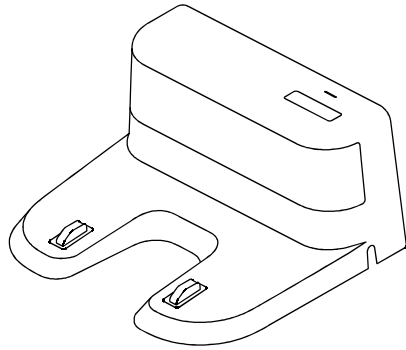
# Product Introduction

## Key Function

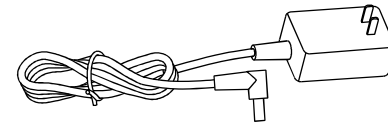


# Product Introduction

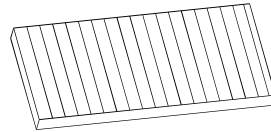
## Parts List



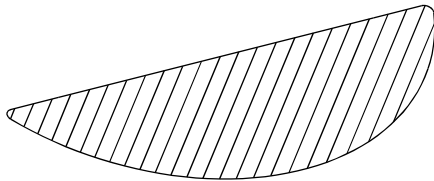
Charging baseX1



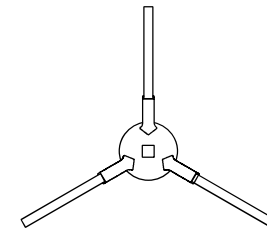
AdapterX1



HEPA filter+sponge filterX1



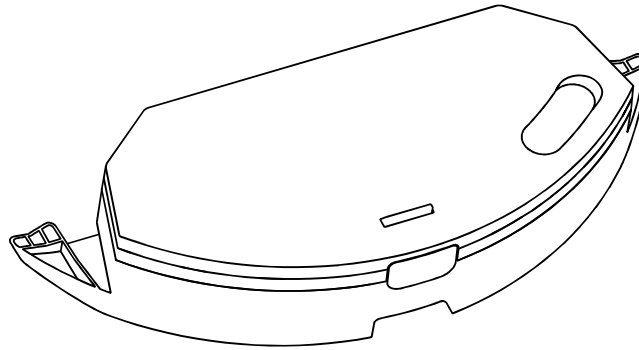
Duster clothX1



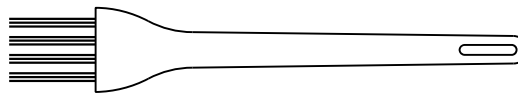
Left side brushX2  
Right side brushX2

# Product Introduction

## Parts List



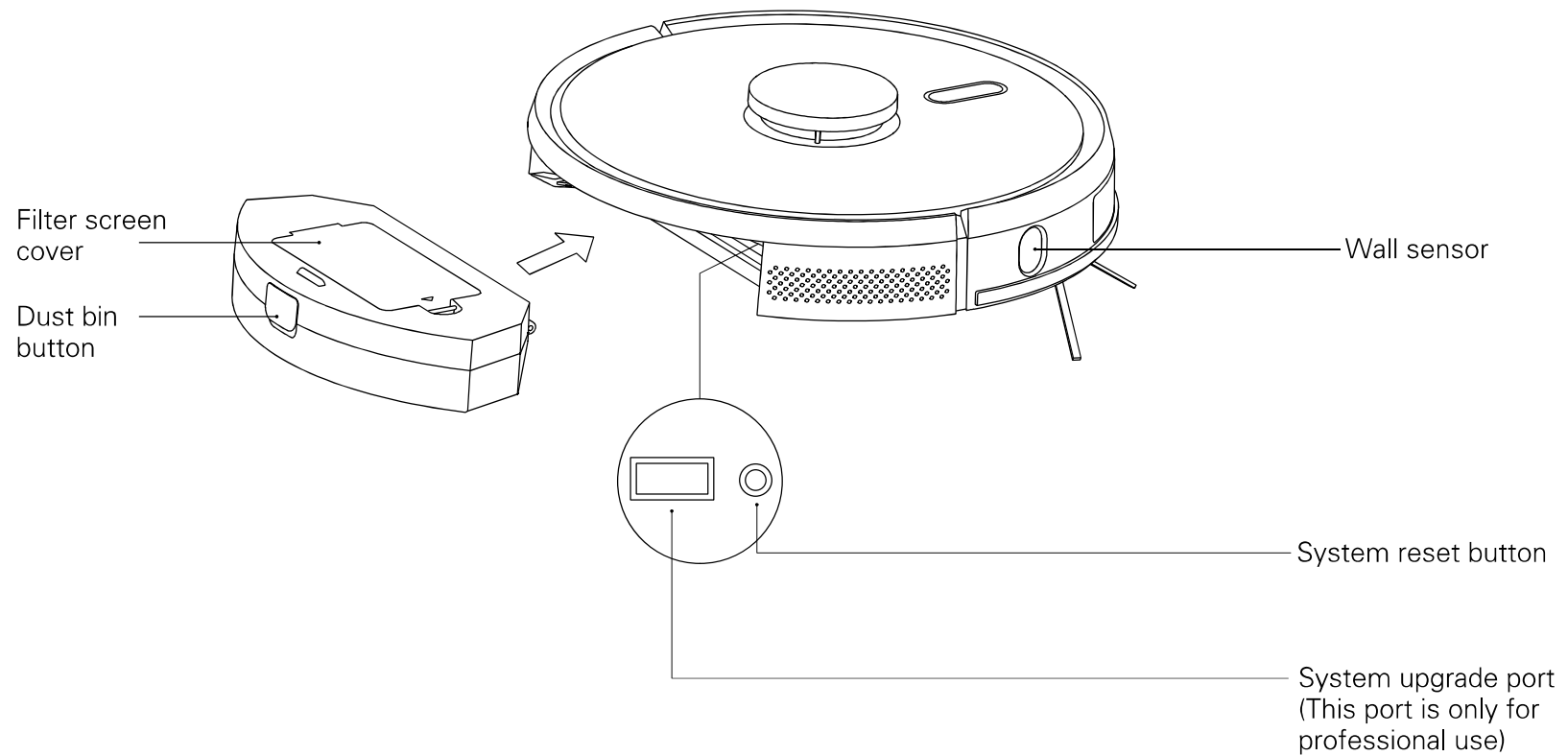
Electric-controlled  
water tank X 1(optional)



Cleaning brush X 1(optional)

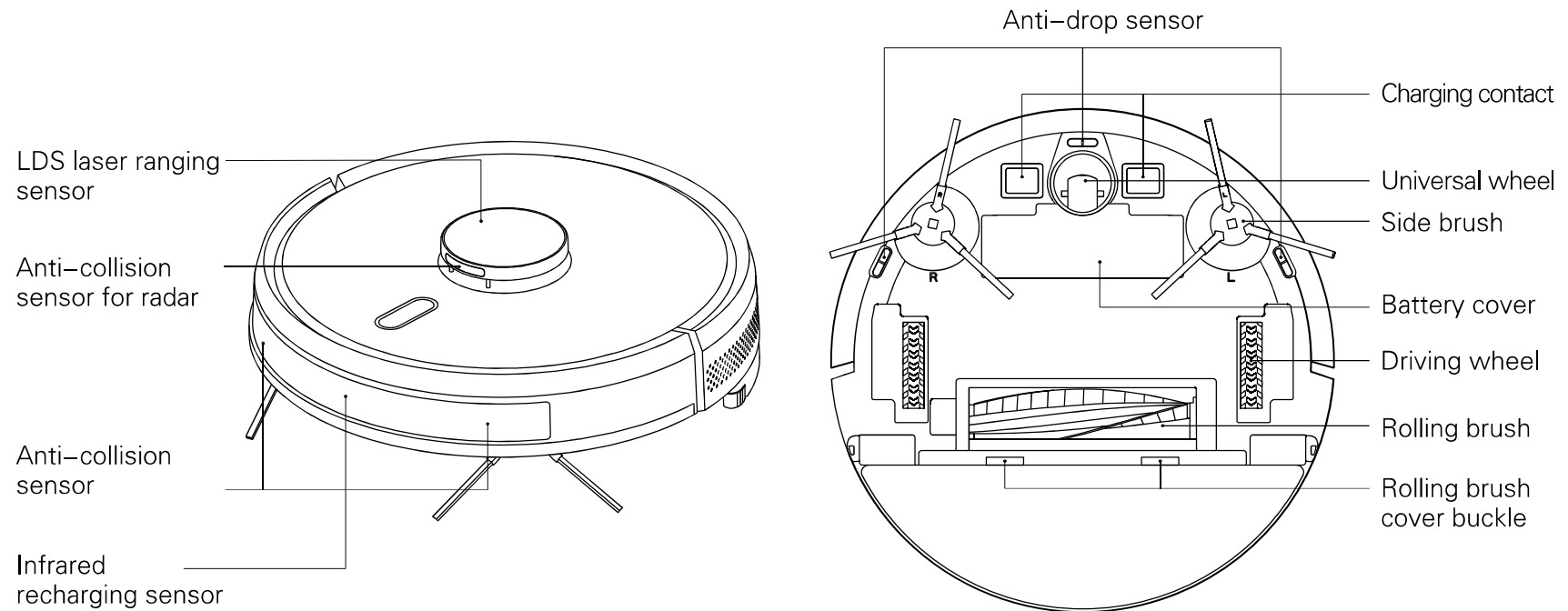
# Product Introduction

## Robot



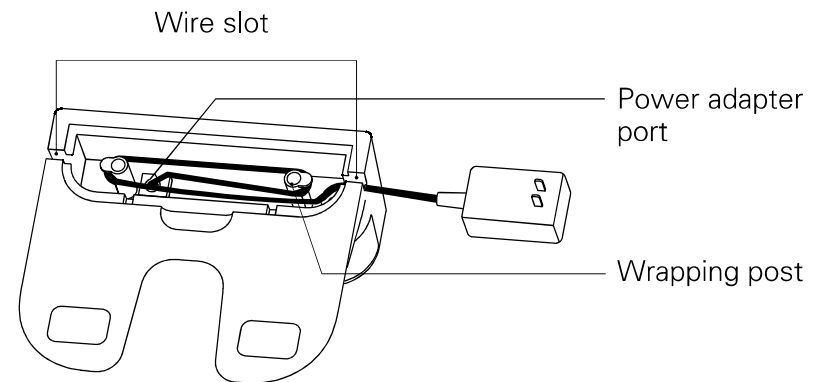
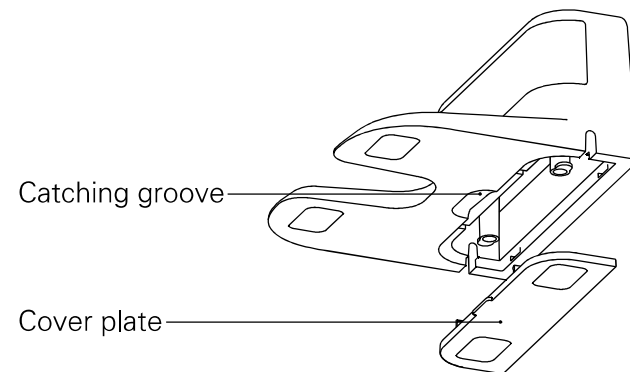
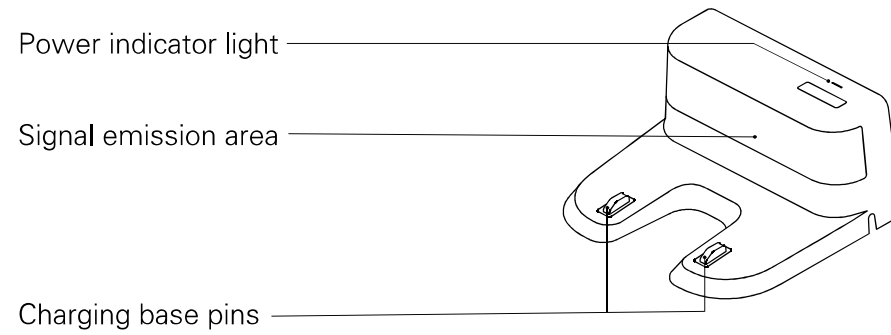
# Product Introduction

## Sensor and Structure



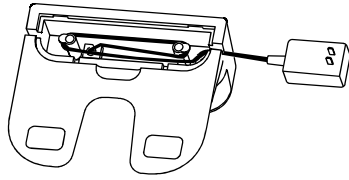
# Product Introduction

## Charging Base

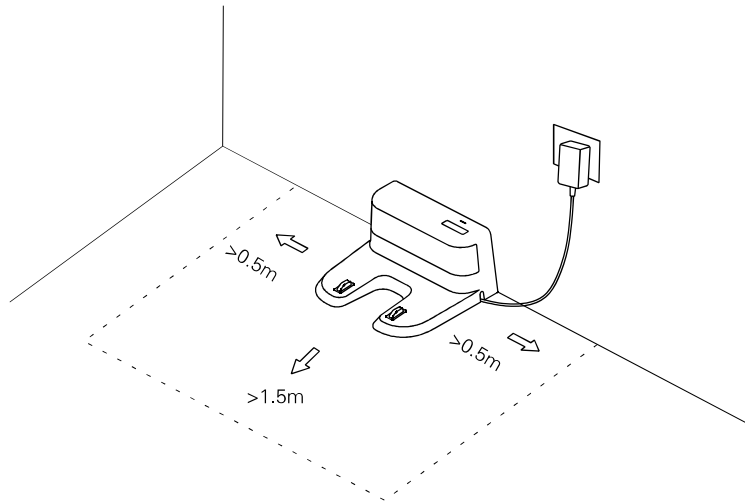


# Installation

- 1、Connect power line and feed the excess wire into the slot



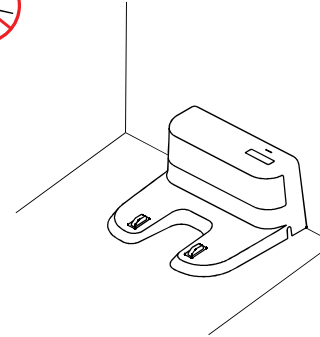
- 2、Place charging base against the wall and connect the power



Note :

- Ensure a space of above 0.5m on both sides of the charging base and a space of above 1.5m in the front
- If the power line is vertical to the ground, it may be dragged by the host and consequently the charging base may be powered off
- The charging indicator is normally on when powered on and off when charged

- 3、Please do not move the charging base arbitrarily and keep it out of direct sunlight

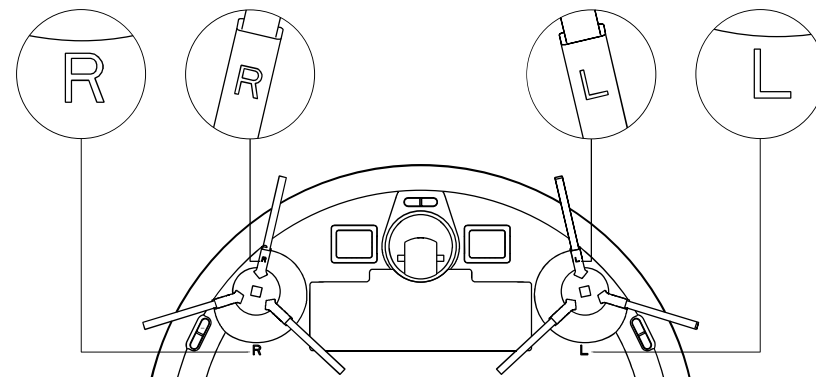


Note :

- If the charging base is relocated, the host may fail in positioning and lose the map. When restarted, the host will rebuild and memorize the map and the rebuilt map may lose cleaning information of forbidden areas and other areas
- Direct sunlight will interfere with recharging signal and consequently the host may be unable to return to the charging base


- 4、Installation of side brush

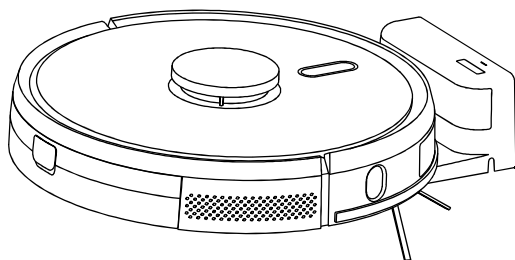
Make the left side brush (L) and the right side brush (R) correspond to L and R on the bottom casing, press L and R and the side brushes are installed till you hear a “cracking” sound



# Installation

## 5、Starting up and charging

Long press  to switch on the robot. Charge the robot on charging base when the power indicator light is normally on




Note : If the machine cannot be started due to low battery, please charge the host on the charging base and the machine will be started automatically. The machine can work normally only when the battery level is  $\geq 20\%$

## 6、Connect mobile APP(this step can be skipped)

Please refer to WiFi connection guideline, then connect mobile APP

## 7、Start cleaning

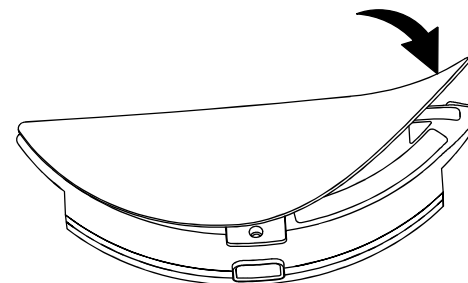
After the robot is powered on, short press key  on the robot or use mobile APP to start cleaning.(press any button to pause during using)

Note:

- The sweeping robot cannot be used to remove liquids
- If the battery level is less than 20, the machine cannot work. Please charge it
- The machine will return to the charging base automatically if the battery level is less than 20% in use and will be powered off and start cleaning automatically after the battery level reaches 80%
- Please clear various wires (including power line of charging base) on the ground before use so as to avoid outage and damage of objects or wires when wires are dragged by the host

## 8、Installation of mopping module

① Installation of mopping cloth: paste the mopping cloth flatly to the bottom of water tank

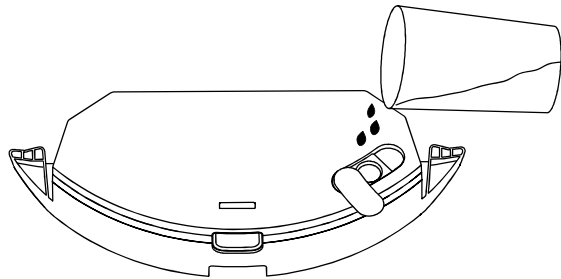


( Electric-controlled water tank )

Note: please clean the mopping cloth after using to keep it in good cleaning condition

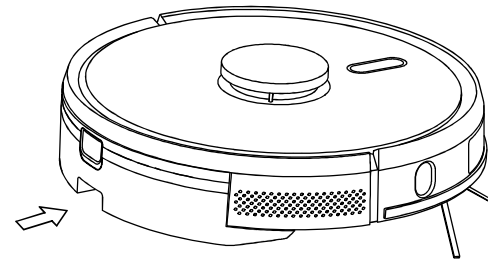
# Installation

② Fill the water tank: uncap the cover and fill with water



( Electric-controlled water tank )

③ Intall the module: Push the module horizontally along the rear part of the robot. The module is installed in place if you hear a "click" sound

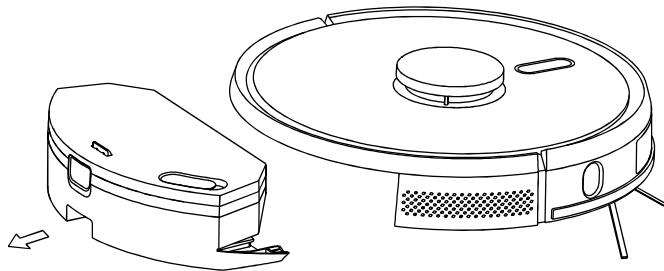


( Electric-controlled water tank )

# Installation

## 9、 Remove the mopping module

When the robot is finished working, press the button in the middle of the water tank to remove the mopping module backwards, empty the water in the water tank and clean the mopping cloth (do not move or turn the robot over during cleaning)



( Electric-controlled water tank )


# Installation


## 10、Instructions for mopping module

- ①Please do not use the mopping module when it is left unused
- ②For the sake of safety, please be sure to remove the mopping module when it is being charged or left unused
- ③Please do not mop the carpet. Set a forbidden area in APP to prevent the machine from entering the carpet
- ④To achieve a better mopping effect, the mopping module should be installed after the floor is swept for three times
- ⑤To add water or clean the dust cloth when the machine works, please pause it, and take out and reassemble the mopping module according to steps 8 and 9. Please do not move or turn over the host so as to avoid failing in positioning and losing the map
- ⑥Mopping function of the machine is intended for wiping and is conducive to deep cleaning. it cannot remove stubborn stain effectively and replace labor force

# Instructions


## ON/OFF

Long press  key for 3s, the indicator light is on and the machine is started

Long press  key for 3s when the machine is under standby mode, the indicator light is off and the machine shuts down

NOTE : The machine cannot shut down when the host is being charged

## Sweep/Pause


After the machine is started, short press  key on the host or start the machine using mobile APP  
( Press any key to pause in use )

Note :

- The cleaning robot cannot be used to remove liquids
- If the battery level is less than 20, the machine cannot work. Please charge it
- The machine will return to the charging base automatically if the battery level is less than 20% in use and will be powered off and start cleaning automatically after the battery level reaches 80%
- Please clear various wires (including power line of charging base) on the ground before use so as to avoid outage and damage of objects or wires when wires are dragged by the robot

## Charging

Automatic mode : The robot will return to the charging base automatically after work

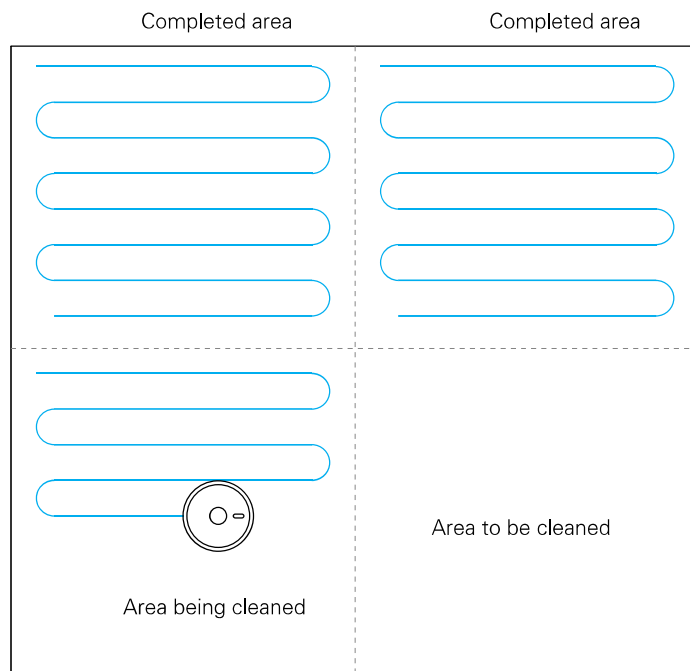
Manual mode: Under suspended state, short press  key to start recharging or when the recharging host is charged under the control of mobile APP, The indicator light is under breathing mode when the recharging host is charged

Note : if the robot could not find the charging base, it will automatically return to the starting position. Please manually put the robot back to the charging base for charging

# Instructions

## Cleaning mode

After the robot is powered on, it will scan and generate the map and divide it into areas intelligently. Then sweep the areas one by one along the wall orderly, efficiently and thoroughly and plan the cleaning route in a bow/S shape. The robot will return to the charging base automatically after cleaning




### Note:

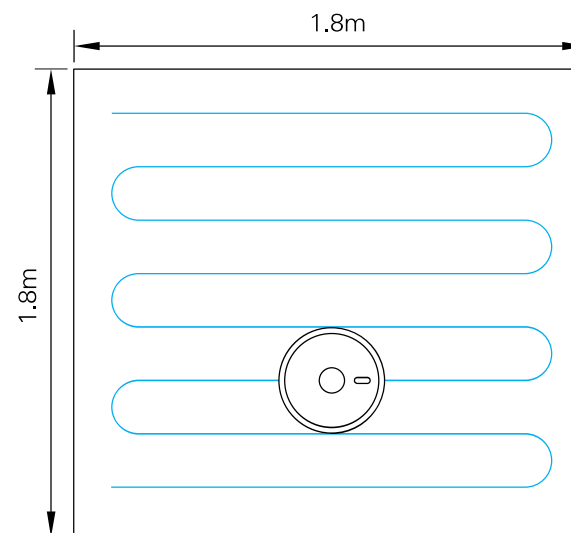
Do not move the robot casually and frequently when it is cleaning. After moving, please put the robot near the original position. When it starts again, it will try to reposition itself. After successful positioning, it would follow the planned path and continue to work. If the positioning fails, the robot would abort previous mission, make a map and do the cleaning again. Even it may not find the charging base

## Spot cleaning

When a local area needs a deep sweep, the user specifies a point on the map on the APP, the machine will automatically drive to the vicinity of the point, take the point as the center, and clean within 1.5m x 1.5m

## Partial cleaning

When the robot cannot be controlled by the mobile APP, please remove the robot to the place you want to clean. Long press the  button for 3 seconds, and the robot will clean twice within the scope of 1.8mx1.8m centering on itself



# Instructions

## User-defined area cleaning

Use the mobile APP to set the size and location of the area you want to clean. You can set one or more areas. The robot would clean according to the areas you set

## Restricted area

Set one or more forbidden areas using mobile APP. The robot will not sweep forbidden areas but other areas



Note :

- The robot may intrude into the restricted area due to positioning errors, abnormal sensors and other reasons.
- The permanent closed zone may become invalid due to the big change of the position of the charging seat and furniture. Therefore, please try not to move or interfere with the robot during cleaning.
- The permanent restricted area would be lost when the map is rebuilt

## Schedule cleaning

Schedule cleaning can be set by mobile APP. The robot will start cleaning automatically at the appointed time and return to the charging base after cleaning.

## WiFi reset

If the mobile phone cannot be connected to the machine due to modification of router configuration and password or for other reasons, please press  key and  key simultaneously for 3s till a voice prompt “WiFi has been reset” is given and the indicator light turns purple and flickers slowly

Launch APP and follow the given instructions to configure robot for connection via WIFI 2.4 GHz



## DND mode

The robot will neither sweep the floor nor issue a voice automatically under DND mode. The available time of DND mode can be startup or modified using mobile APP

## Adjustment of suction power

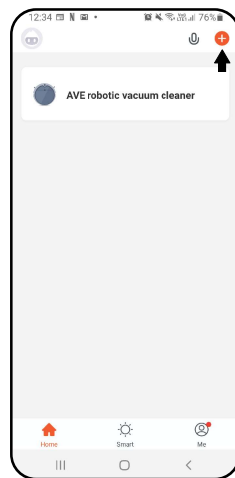
You can adjust the suction power to silent level, standard level and high level by mobile APP

## Adjustment of water flow (only for electric-controlled water tank)

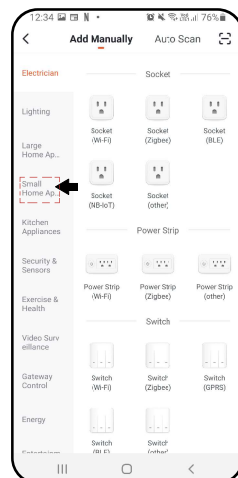
You can adjust the water flow to low level, standard level and high level by mobile level

# Instructions

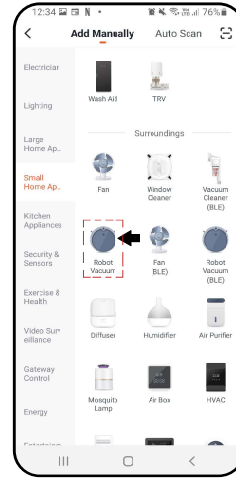
## Setting up Tuya Smart APP and Robot the first time



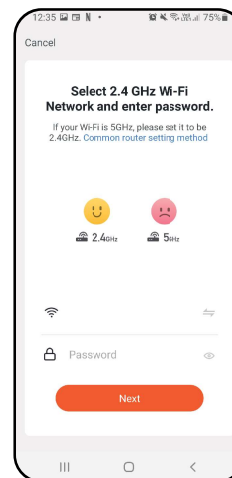
1. Download and open the "Tuya Smart" APP from Apple or Google Store, Register New User Account, Thereafter add device by pressing '+' or use the 'Add Device' button.



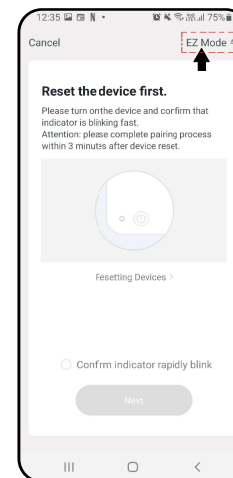
2. Choose the 'Smart Home Appliance' category.



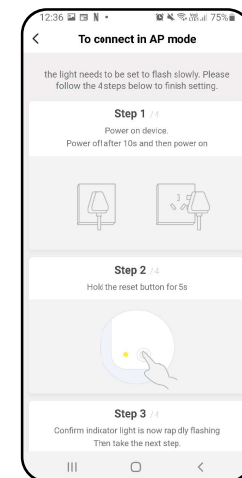
3. Select 'Robot Vacuum' as the device to add.



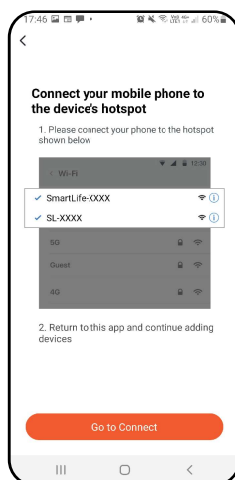
4. Connect your mobile device to your router via 2.4GHz WIFI. Enter the password for 'Tuya Smart' App use to connect robot with 2.4GHz WIFI later.



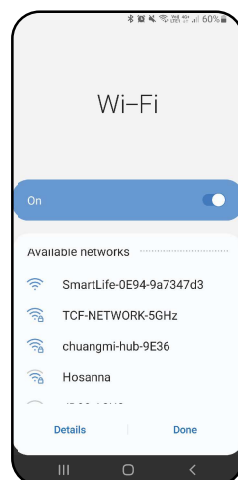
5. Now is the turn to connect 'Tuya Smart' App to robot device. Select and change to 'AP Mode' as shown on App.



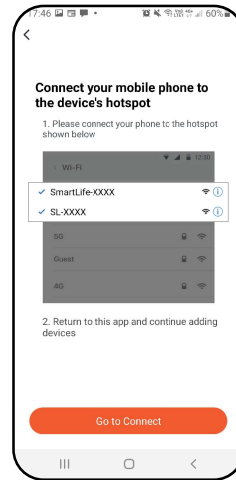
6. Reset robot device WIFI by pressing both key down for at least 3 sec and you will hear voice prompt 'WIFI Reset', Device indicator will start blinking slowly. Now click 'Next' on App.



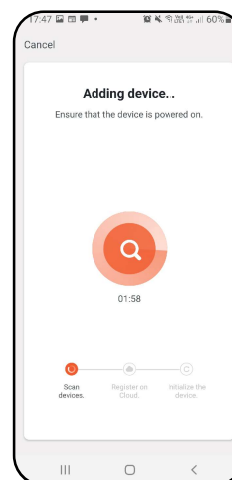
7. Robot device hotspot is now 'live'. Search for 'SmartLife-xx' hotspot.



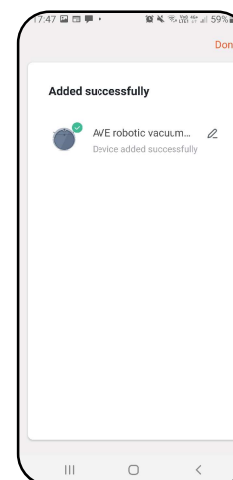
8. Select and connect your mobile to this hotspot.



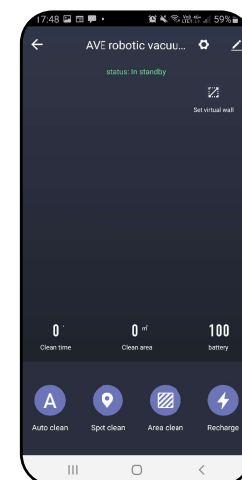
9. Click on 'Go to Connect' button to start connecting process



10. Robot device will now connect to router 2.4 GHz WIFI.



11. Robot will be added as device once connection is successful.

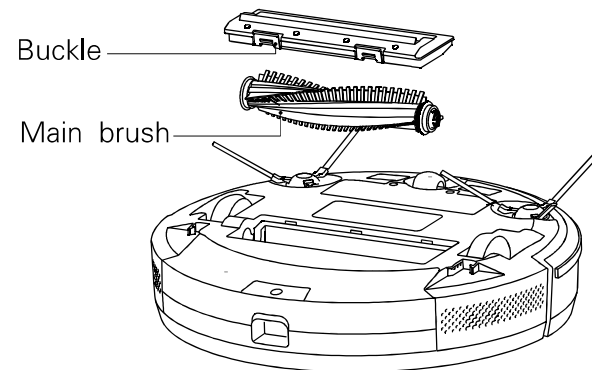


12. AVE is ready to serve, Please do fully charge for the first time before clean.

# Daily maintenance

## Rolling brush (clean it regularly )

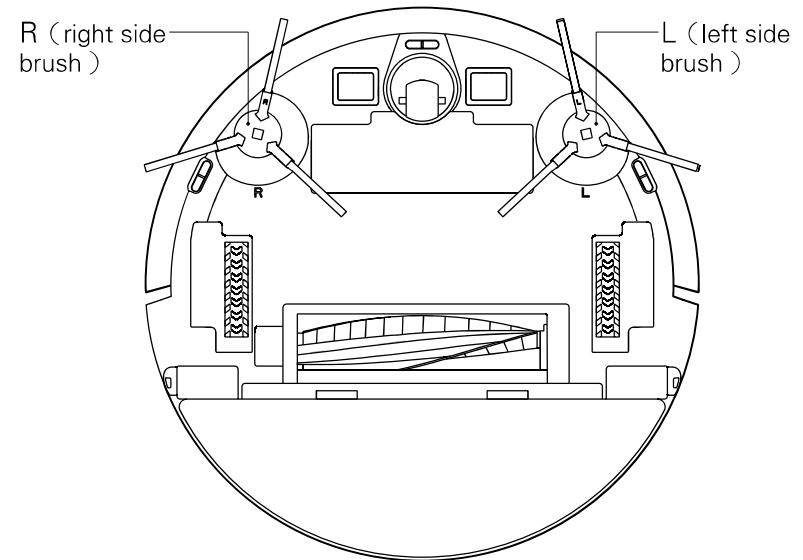
1. Turn over the machine and press the buckle on the Rolling brush cover to take out the Rolling brush
2. Remove dust outside and inside the Rolling brush using tiny brush and clean the Rolling brush
3. Reassemble the Rolling brush and press the Rolling brush cover tightly to fix the buckle



## Side brush (clean it regularly )

1. Turn over the machine and pull out the side brush upwards
2. Remove hair and dirt and reassemble the side brush
3. Make the left side brush (L) and the right side brush (R) correspond to L and R on the bottom casing, press L and R to reinstall them

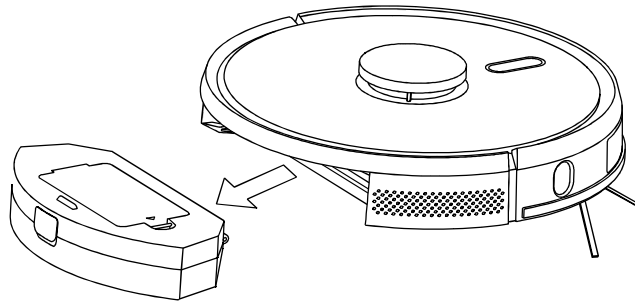
Note : Replace the side brush every 3–6 months so as to ensure the cleaning effect



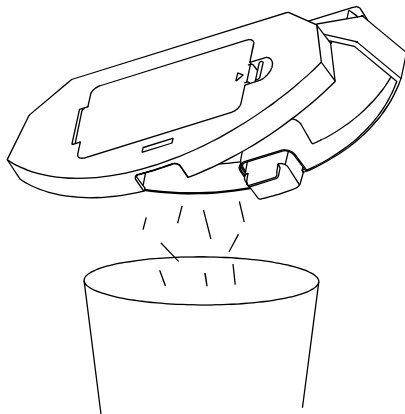
# Daily Maintenance

## Dust box and filter screen (clean it regularly)

1. Press the button and pull out the dustbin backward

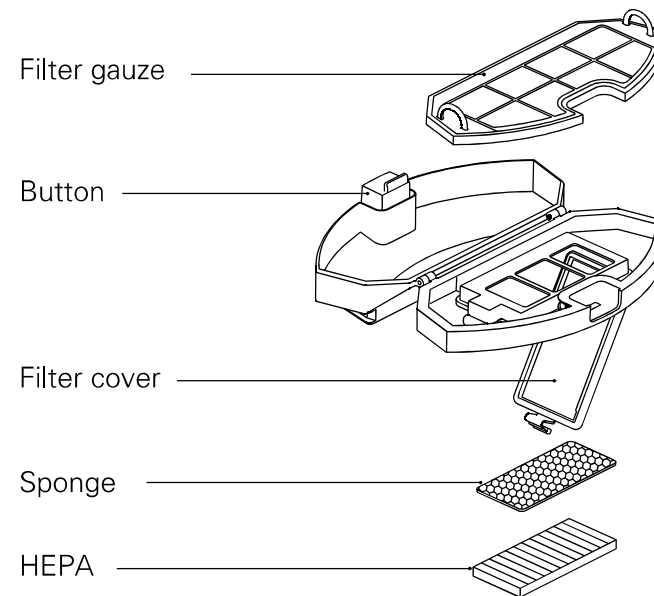


2. Open and clean dustbin



## Filter screen cleaning (clean it regularly)

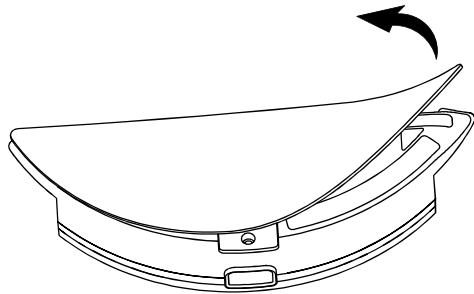
1. After a long time usage, remove the filter gauze, sponge and HEPA
2. Clean the removed filter gauze, sponge and HEPA under water
3. Shake off the water drops and dry it naturally, then use it after completely dried
4. After dry, install it well in sequence, filter gauze - sponge - HEPA



# Daily Maintenance

Mopping module ( cleaned it every time )

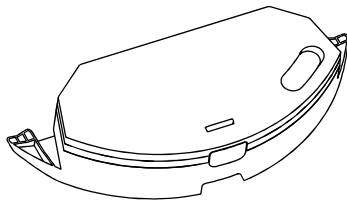
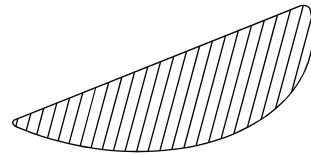
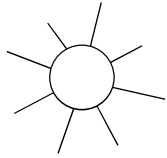
1. Remove the mop, pour out the water from water tank



( Electric-controlled water tank )

# Daily Maintenance

2. Clean the mop, dry the water tank and mop

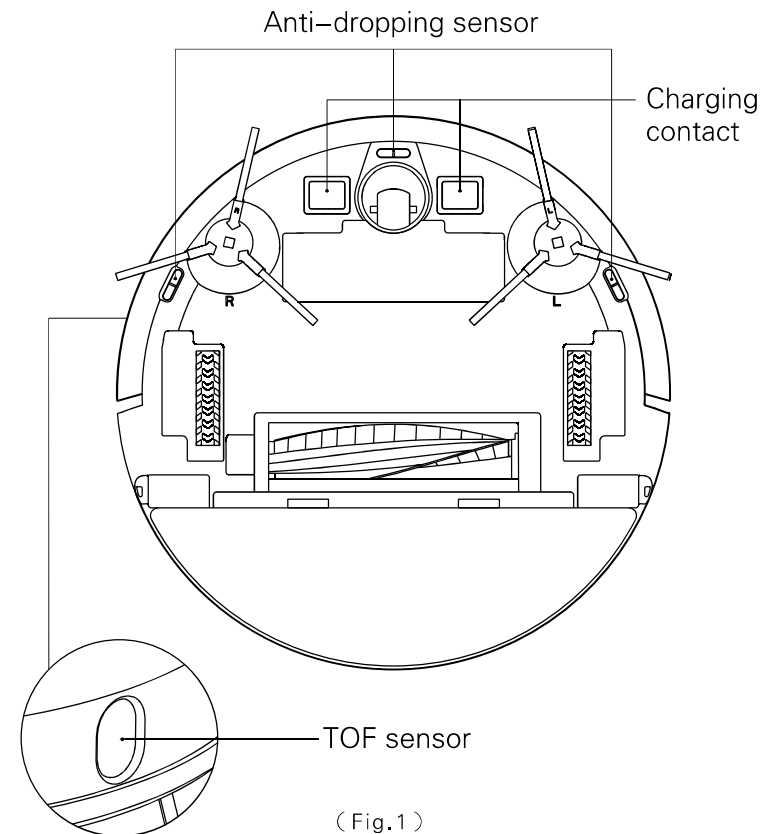


( Electric-controlled water tank )

Sensor ( clean it regularly )

Clean the sensors by soft mop, include :

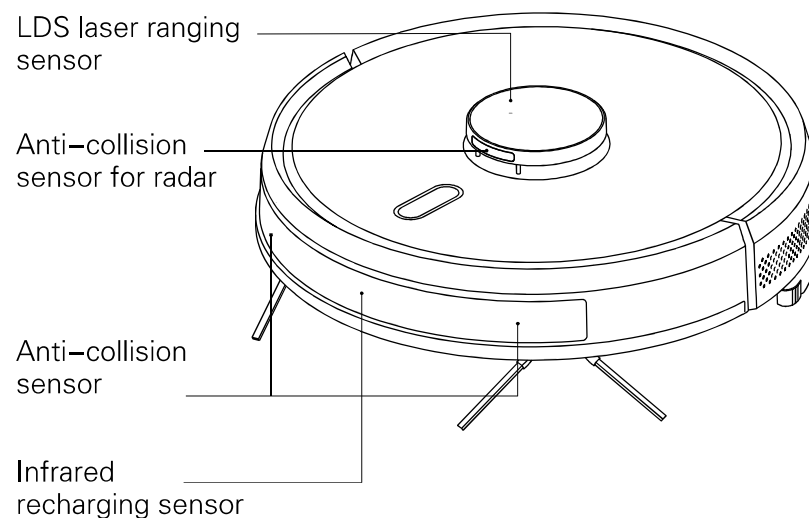
- 1.Clean the sensors along the wall on the right
- 2.Three anti-dropping sensors at the bottom of the host
- 3.Infrared avoidance sensor in the front of the host
- 4.Radar avoidance sensor on the top of the host
- 5.Electric shock protector and charging base shrapnel at the bottom of the host (please cut of the power during cleaning)
- 6.Signal transmission area of charging base



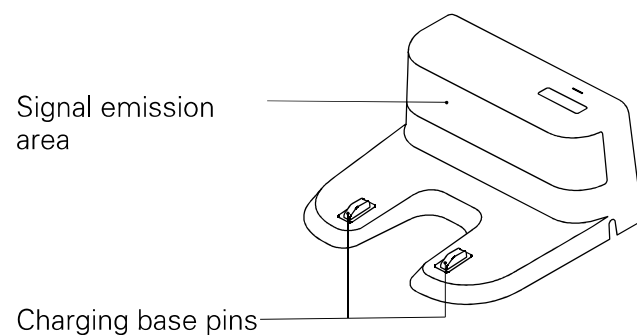
( Fig.1 )

# Daily Maintenance

## Sensor (cleaned monthly)



( Fig.2 )



( Fig.3 )

## Battery

- The host is furnished with high-performance lithium-ion batteries. To maintain battery performance, please keep the host charged in daily use
- If the machine is left unused long, please shut down and keep it properly. Charge it at least every 3 months to avoid damaging batteries due to excessive discharge

## Firmware upgrade

Upgrade firmware using mobile APP. If new firmware is detected, upgrade it according to prompt. The battery level should be  $\geq 50\%$  during firmware upgrade, so the machine should be placed on the charging base

## System reset

Take down the dust box, open the rubber plug and press Reset key (refer to page 3). Current map will be lost and timing, WiFi and personalized settings will be reserved after reset

# Basic Parameters

## Machine

Item	
Model	AVE-L10
Overall dimension	350X350X100mm
Product weight	3.2kg
Li-battery	2400mAh
Rated voltage	14.4V
Rated power	30W


## Charging base

Item	
Overall dimension	160X143X80mm
Rated power	24W
Rated output	24W

## Power Adaptor

Item	
Brand & Model Type	Nalin AC Adaptor NLD100240W1A4
Input	100-240V~ 50/60Hz 0.6A Max
Output	24V 1A

# Frequently Asked Questions

FAQ	Answers
The robot cannot startup	<p>In case of a low battery level, please place the robot on the charging base and align it at the electrode plate for charging. The machine will startup automatically</p> <ul style="list-style-type: none"> <li>It may take a while for the robot to recharge before powering up if battery level is very low or depleted</li> </ul> <p>Do note that the robot operates optimally at environment temperature above 0 °C and below 50°C.</p>
The robot is not charging	<p>Please remove robot from charging base. Next check whether the indicator light of the charging base is on and confirm the power adapter is switched on and connected well to charging base.</p> <ul style="list-style-type: none"> <li>In case of poor contact, please clear away any foreign object on charging base and the charging contact on the robot. Also ensure the side brush is not hindering proper charging contact</li> </ul>
The robot does not return to charging base	<p>This may be due to the robot become disoriented in navigation or the charging base is too far away. Please put the robot near the charging base and make another attempt to return for recharge. (It is recommended that robot starts "auto clean" from charging base position and base is "powered on" for robot detection of charging base's position in map)</p>
Abnormal behavior	<p>Shut down and restart the robot</p>
Abnormal noise in use	<p>Main brush, side brush or wheel may be twined by foreign objects. Please shut down the robot and clean up the brushes and wheel.</p>
Cleaning ability degrades or dust falls out	<ul style="list-style-type: none"> <li>The dust box is full - please empty it</li> <li>The filter screen is blocked - please clean or replace it</li> <li>The main brush is twined by foreign objects - please clean it</li> </ul>
Robot cannot connect to WIFI Router	<ul style="list-style-type: none"> <li>This could be due to poor WiFi signal coverage. Please ensure adequate WiFi signal coverage - place robot within 1m range from router and check your router is functioning normally</li> <li>This could be due to intermittent WiFi connection. Please reset WiFi, download the latest APP and try reconnecting</li> <li>This could be due to wrong password. Pls enter the correct Password</li> <li>This could be due to the router configured ONLY for 5G frequency band. Please reconfigure router to add 2.4GHz band transmission as the cleaning robot connects and communicate via 2.4G frequency band only</li> </ul>
Scheduled cleaning fails	<p>Scheduled cleaning fails due to low battery level. Please recharge and ensure that the battery level is no less than 30%</p>
Whether the robot consumes power if it is left on the charging base	<p>For energy savings, you can choose to switch off the power outlet and power off the robot after full recharge. The robot also has energy savings efficiency setting when rested at charging base (power on). Please press and hold both "Power" and "clean/operate"  button simultaneously for 10 sec to reset WIFI followed by power down of robot.</p>
Whether the robot needs to be charged for 16h for the first 3 times	<p>The robot can be used immediately after being fully charged for the 1st time. You can switch off the power outlet and power down the robot after each full recharge</p>

# Troubleshooting

Prompt Tone	Solution
Error 1: Oh dear! I cannot find the dust collector	Cleaning is triggered when the dust box is take out
Error 2: Please check if the radar on top has been covered or blocked	The top radar is covered or placed in an open area (there is not obstacle within an area of 6×6m <sup>2</sup> )
Error 3: Please place me in a new location and try again	Pick the robot up or hang it in the air
Error 4: Please scrub the cliff sensor, and restart me from a new location	The cliff sensor is covered or placed at height
Error 5: Please scrub the front sensor, and restart me from a new location	The infrared avoidance sensor is dirty or covered
Error 6: Please scrub the right-hand sensor, and restart me from a new location	The wall sensor is dirty or covered
Error 7: Please scrub the radar housing on top, and restart me from a new location	The radar avoidance sensor is dirty or covered
Error 8: Please check if the bumper has been blocked in some way	The edge or collision sensor is stuck
Error 9: Master, please clean the dust container and filter	The dust box is full or the filter screen needs to be replaced
Error 10: Dust container has been removed, please clean the container and filter	After error 9 is issued, user takes out the duct chamber and error 10 is triggered
Error 11: I'm stuck, please help me!	The robot is stuck

# Troubleshooting

Prompt Tone	Solution
Error 12: Please place me correctly!	The robot is tilt
Error 13: Please check if my wheels have become blocked somewhere	The driving wheel is stuck or twined
Error 14: Please check if the main brush has become stuck	The main brush is twined or stuck
Error 15: Please check if the side brushes have become stuck	The side brush is twined or stuck
Error 16: What's going on? Where is the docking station?	The charging base cannot out found or is not plugged in
Error 17: Oh dear! Program error, please restart me	Abnormalities are caused by unknown breakdown, restart the robot
Error 18: Error encountered initiating shutdown	The robot reminds the user and shuts down automatically or is recharged
Error 19: Low battery, please recharge	When the battery level is too low and the robot is not on the charging base, cleaning is triggered (the battery level is lower than 10%)
Error 20: To shut me down, please place me away from the docking station	The robot shuts down when charged on the charging base

## Content and Name of Hazardous Substances

Hazardous Substance	Part Name					
	Plastic casing	Circuit board	Power line	Battery	Metal part	Adapter
Lead (Pb)	○	×	×	×	○	×
Mercury (Hg)	○	○	○	○	○	○
Cadmium (Cd)	○	○	○	○	○	○
Chromium VI (Cr (VI))	○	○	○	○	○	○
Polybrominated biphenyls (PBB)	○	○	○	○	○	○
Polybrominated diphenyl ethers (PBDE)	○	○	○	○	○	○

Environmental life of components: circuit board components: 10 years; power line: 10 years; battery: 5 years. The environmental life labeled on the product refers to the safe service life of the products in leakage of which hazardous and noxious substances will not be caused under service conditions specified in the User Manual

○ :means that the content of hazardous and noxious substances in the component is less than the limit stipulated by SJ/T11363-2006

× :means that the content of hazardous and noxious substances in at least the component exceeds the limit stipulated by SJ/T11363-2006

Note:

The lead content of a few pasteur electronic components for special use (such as high voltage resistor, ceramic resistor and diode, etc.) in "X" in the table may be greater than 0.1%. Core of bolt and the lead content of high-performance alloy contained in USB cable also may be greater than 0.1%. Such components comply with exemption clauses of EU ROHS. For technologies and components which cannot be replaced due to restrictions of technological development level, the lead content of external contact elements complies with environmental protection requirements.

# Safety Information

## Usage Limitations

- The product is used for floor cleaning in a home environment only and cannot be used for outdoor (such as open terrace), non-ground (such as sofa) and commercial or industrial environment
- Please do not use the product in midair areas (such as penthouse, open terrace and furniture top) without protective fence
- Please do not use the product at a temperature of above 40°C or below 0°C or when there are liquids and sticky substances on the ground
- Please hang cables on the ground before use so as to avoid being dragged by the host
- Please clear fragile objects and impurities (such as vase and plastic bag, etc.) on the ground so as to avoid damaging valuables when the host is stuck or impacted slightly
- People with physical, spiritual or perceptual disorder (including children) are not allowed to use or operate the product
- Children cannot use the product as a toy. Please keep children and pets away when the host is working
- Please keep main brush and other cleaning tools out of reach of children
- Please do not place objects (including children and pets) on a stationary or moving machine.
- Please keep hair, fingers and other parts of human body or pets away from the suction inlet when the machine is works
- Please do not use the product to sweep burning objects (such as burning cigarette end)
- Please do not use the product to clean long-haired carpet (some dark carpets may not be cleaned normally)
- Please prevent the host from suctioning hard or sharp objects (such as waste decorative materials, glass and iron nail, etc.)
- Please do not move the machine by holding the protective cover of laser distance sensor and collision bumper
- Please clean or maintain the host and the charging base under shutdown or power-off state
- Please do not wipe any part of the product using wet cloth or any liquid
- Please use the product according to User Manual. User should be responsible for any damages and injuries caused by improper use
- Please do not use mopping function for carpet and furniture top
- Please be sure to remove the water tank when the machine is being charged.

# Safety Information

## Battery and Charging

- Please do not use battery, charging base or charger provided by any third parties
- Please do not dismantle, report or refit battery or charging base arbitrarily
- Please keep the charging base away from heat source (such as heating plate)
- Please do not wipe or clean the charging base shrapnel using wet cloth or wet hand
- Please do not abandon used batteries arbitrarily. Used batteries should be disposed of by professional recycling agency
- If power line is damaged or broken, please disuse it immediately and replace it through official channels
- Please ensure the host shuts down during transportation and the product should be transported in original packaging
- If the machine is left unused long, it should be fully charged and then placed in a cool and dry place. Charge the machine at least every 3 months so as to avoid damaging batteries due to excessive discharge

## Laser Safety Information

- Laser distance sensor of the product complies with the standard for class1 laser products of IEC60825 and does not produce dangerous laser radiation

## FCC compliance statement

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.

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

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. The Maximum Permissible Exposure Limit (MPE) is based on an average of 30 minutes at close proximity within 20cm. This equipment should be installed and operated normally with minimum distance 20cm between the transmitter and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

# Limited Warranty Policy

Warranty Period (12 months from order-purchase date upon online warranty registration)



Please scan this QR-code and register your product warranty with us.

[BRANDS.AMAZROCK.COM/product-register](https://BRANDS.AMAZROCK.COM/product-register)

1. If the product has any performance failures set out in Product Performance Failure Table of Smart Robot Vacuum Cleaner within 7 days from receiving of product and upon detection of any manufacture defects, you will be entitled to a 1-1 FREE Exchange or file a Returns-refund application, subject to Terms & Conditions.
2. If the product has any performance failures set out in Product Performance Failure Table of Smart Robot Vacuum Cleaner thereafter, please note that the limited warranty covers spare parts ONLY. You can contact us to request for repair & service quotation options.
3. All requests are to be submitted online or via email : at [custservice@brands.amazrock.com](mailto:custservice@brands.amazrock.com).

Friendly reminder: To ensure product safety during transportation for 1-1 Exchange or Returns, packing box should be reserved and properly stored for such use during the Warranty period.

## Warranty content

Name	Content	Warranty Period
Host	Host (including built-in lithium battery )	1 Year
Accessories	Charging base, power line and water tank	1 Year
Consumables	Main brush, side brush, main brush cover, filter screen, main brush cleaning tool, duster cloth and dust box	Not Included

Note: Warranty coverage does not include consumables as listed. Please get in touch with us to order replenishment sets for consumables.

# Limited Warranty Policy

The Warranty would be considered void or non-applicable under the following stated conditions or circumstances.

1. The Robot vacuum is subject to unauthorized maintenance, misuse, collision, negligence, abuse, exposure to liquid , accident, incorrect use of machine and other accessories, or tearing up, altering label and false proof mark
2. The validity period expires or the product warranty is not registered and validated
3. Damages caused by force majeure
4. Other failures outside of the performance failures as set out in Product Performance Failure Table of Smart Robot Vacuum Cleaner
5. Performance failures of the product and accessories that is caused or due to human intervention

Smart Robot Vacuum Cleaner – Performance Failure Table

Name	Performance failure
Host	AVE functions are not working according to specification
	AVE does not start up
	The main brush, side brushes, draught fan and main wheel fail to function according to specification
Adapter	The charging base does not power on
Charging base	AVE does not charge and power on

# Service Maintenance Record

## User Information (Official correspondence)

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Order-ID: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Product Information

Model : AVE-L10

Color : \_\_\_\_\_

Serial No.: \_\_\_\_\_

Order date : \_\_\_\_\_

AVE Maintenance Record - Update & Keep these history information to report for repair/servicing

No.	Date	Reported problem / device malfunction	Service Resolution
1			
2			
3			
4			

**Cleaning Experience REDEFINED**

AVE Cleans, You Play