
USER MANUAL

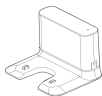
HOMEVIZ Robotic Vacuum Cleaner G1

CONTENTS

WHAT'S IN THE BOX	01
PRODUCT INTRODUCTION	02
INSTALLATION INSTRUCTIONS	05
OPERATION INSTRUCTIONS	09
DAILY CARE	13
BASIC PARAMETERS	19
TROUBLESHOOTING	20
COMMON PROBLEMS	21
SPECIAL PROMPTS	22
SERVICE RESTRICTION	22
CONTACT US	25

WHAT'S IN THE BOX

Main Device *1



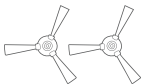
Charging Base *1



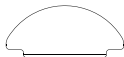
Water Tank *1



Adapter *1



Spair Brush *2



Rag *2



Rag Support *1



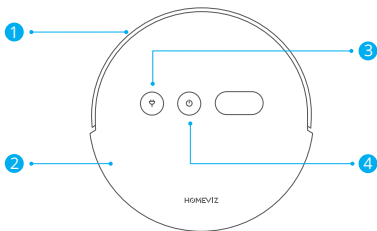
Aroma Stick *2



Quick Start Guide *1

Before using the product, please check whether the package contains the following items, if there is any loss, please contact customer service.

· Main Device



1 Front Bumper

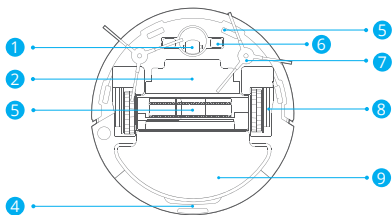
2 Top Cover

3 Auto-recharge Button
Short Press: start the auto-recharge.

4 Power on, off/Global Cleaning
Short Press: Start/Stop Cleaning
Long Press: hold for 3 seconds for power on/off

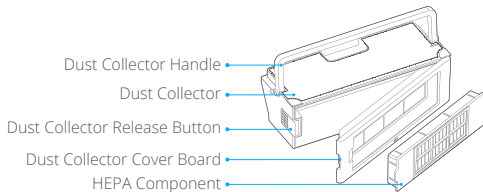
4 Power Indicator Lamp Color
Steady white light: works normally
White light blinking: enter the network configuration mode
Yellow light blinking: recharging/low battery
Yellow light breathing: charging
Red light blinking: error state

3 Network Configuration
In the power-on state, press and hold "Smart Recharge"+"Power on/off" at the same time for 3 seconds to enter the network configuration.

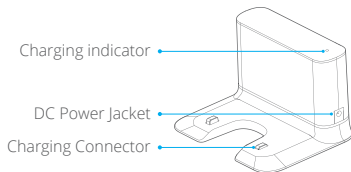


- | | |
|----------------------|---------------------|
| ① Universal Wheel | ⑥ Main Device |
| ② Battery Cover | Charging Pole Piece |
| ③ Rolling Brush | ⑦ Spair Brush |
| ④ Water Tank | ⑧ Driving Wheel |
| ⑤ Sensor of Hovering | ⑨ Rag |

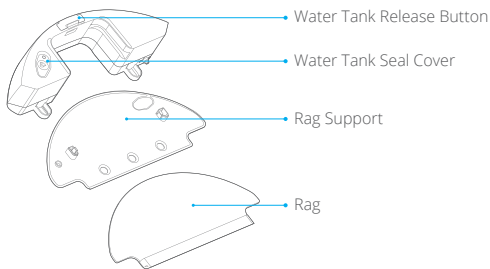
· Dust Collector Components



· Charging Base



· Water Tank Component

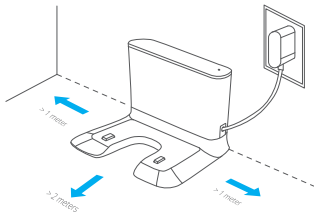


INSTALLATION INSTRUCTIONS

1. Set the Charging Base

Place the charging base on a flat surface against a wall.

Note: Ensure a space of at least 1.0 m/3.3 ft on both sides of the charging base, and a space of at least 2.0 m/6.6 ft in front. Do not put the charging base near the objects with strong reflective surfaces such as mirrors.

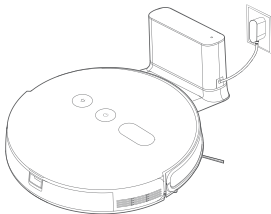


2. Power on and Charge


To charge, manually align the charging pole piece at the bottom of the device with the terminal of the charging stand.

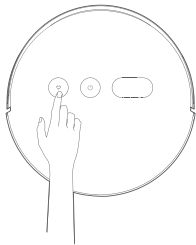
Charging Mode A:

Put the whole device on the charging base directly.

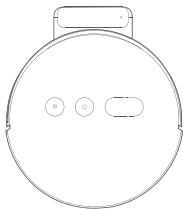


Charging Mode B:

In the power-on mode, press the  button on the device or click the App recharge button, the machine will be auto-recharged.

**Automatic Charging:**

The device will start searching the charging base to charge automatically when it completes cleaning or under low battery state. Keep the charging base in power-on state, or the device may fail to find the charging base.

**Note:**

Hold and press the power button to turn off the device if not used for long term.

Charge the device ASAP when it runs out of power.

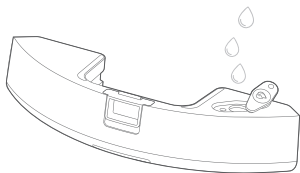
This product can only use the adapter and charging base equipped with the factory.

Battery is maintained and replaced by after-sales department.

3. Install Water Tank

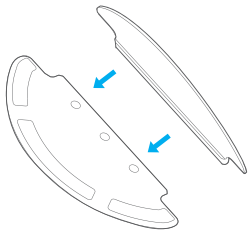
1) Add Water

Open the water tank plug, add water into the water tank and buckle the plug.



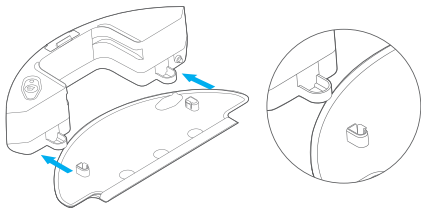
2) Rag Assembly

Put the pocket on one end of the rag into the rag support, and then stick the rag to the magic sticker of the rag support.



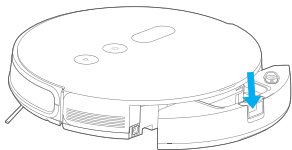
3) Rag Support Assembly

Insert the rag support into the slot at both ends of the water tank according to the figure.



4) Install Water Tank

Press the water tank release button and install the water tank into the main device as shown in the picture.





OPERATION INSTRUCTIONS

1. Power On/Off

- ① It will automatically turn on when the main device is on the charging base.
- ② It cannot be turned off when the main device is on the charging base.
- ③ Press and hold the POWER button to shut it down when the main device is stationary, and a voice prompt will be given.
- ④ Press and hold the POWER button, the power indicator will light up, and the main device will be turned on, and you will hear a voice prompt after the power-on is completed.

2. Cleaning

- ① Press the POWER button in the power-on state, there will be a voice prompt "Global Cleaning Mode Start".
- ② Press the  button in the power-on state, there will be a voice prompt "Enter Recharging Mode".
- ③ Open the app and enter the device page, tap on the "Start cleaning" button to start cleaning task, there will be a voice prompt "Global Cleaning Mode Start".
- ④ Open the app and enter the device page, tap on the  button to start recharging task, there will be a voice prompt "Enter Recharging Mode".


Note:

The cleaning function cannot be activated when the battery is too low.

3. Device Recharge

- ① When the main device finished cleaning, there will be a voice prompt "Cleaning is over, enter recharging mode", and it will recharge automatically.
- ② When the power of the device is less than 20% during cleaning, the main device will automatically recharge.
- ③ When the battery of the main device runs out and shuts down automatically, you can manually put it on the charging base. Make sure that the charging connector is in good contact.

4. Distribution Network and Firmware Upgrade

Scan the QR code on the device to download the app, and long press the  button and POWER button to enter the reset Wifi Internet work configuration mode device will be turned on, and you will hear a voice prompt after the power-on is completed.

- ① Open the TuyaSmart app and tap "+" in the upper right corner or "Add Device".
- ② Choose "Add Manually" and "Small Home Appliances". Scroll down and choose "Robot Vacuum (Wi-Fi)" in the "Clean" section.
- ③ Select a 2.4 GHz Wifi network and enter the password, then tap "Next".
- ④ Choose "AP Mode" in the upper right corner, then confirm that the indicator light is blinking slowly.
- ⑤ Connect your phone to the device's hotspot. The Wifi name starts with "SmartLife" followed by "-xxxx".
- ⑥ After connecting, go back to the TuyaSmart app and wait for its response.

The device firmware can be directly inquired and upgraded through the app. Make sure that the device is charged, and the battery level is not less than 30% when upgrading. Please refer to instructions in the app for the upgrade steps.

Note:

- ① Follow the prompts in the app to configure the network once completed download. After the main device is connected to the network, you can use the APP to remotely start the cleaning and reservation functions.
Click the device that you added. In this interface, you can select different cleaning modes and check the cleaning time and power consumption of the device. Tap "More" and "Adhesion" to adjust the scale of the suction ability, and choose "Water Control" to adjust the water tank level.
- ② The main device does not support 5G band Wi-Fi network currently.

5. Pause

- ① Press the POWER button to pause the device, press again, cleaning continues.
- ② Press the stop cleaning button on the app to pause the device, and press start cleaning button to continue.

6. Sleep Mode

If there is no operation for more than 3 minutes in the standby state, the main device automatically enters sleep mode, and during sleep, it can be awakened by pressing the buttons on the device or the app.

Note:

- ① The main device does not enter sleep mode when it is charged on the charging base.
- ② It will automatically shut down when the power is less than 10% in sleep mode.
- ③ The main device will automatically shut down if there is no operation for 30 minutes.

7. Cleaning Preference

Choose Off, Quiet, Standard, Strong, and Max modes on the phone app, default is standard mode.

8. State of Accident

During the motion of the main device, fault occurs, button light starts rapidly flashing red, accompanied by a voice indication. Ways to solve emergency problems, see: "Troubleshooting".

Note:

The main device goes into sleep mode automatically if there is no operation for 3 minutes in the fault condition.



9. Mopping Mode

Install the rag support on the main device, default is I-shaped cleaning and mopping route.

The water output can be adjusted through the app, which are:

- ① Low mode;
- ② Middle mode;
- ③ High mode.

10. Add Water to the Water Tank or Wash Rag

If you need to add water or clean the rag to the main device during the cleaning process, press the  button first, and then remove the water tank after pausing. After adding water or cleaning the rag, replace the water tank and the rag, and press the  button to continue working.

11. DND Mode

In Do Not Disturb mode, the main device will not respond to reservation cleaning and actively broadcast voices. Do Not Disturb mode configured to 22:00 to 07:00 by default. You can use the mobile APP to turn it off.

12. Reservation Cleaning

Use the mobile app to set the schedule cleaning time, and the unit will automatically start cleaning at a selected time, and automatically return to base to recharge after cleaning.

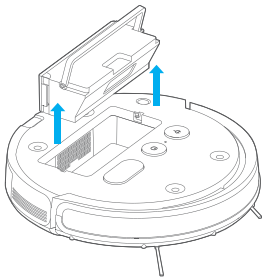
13. Partial Cleaning

The machine starts sweeping clockwise in a spiral manner from the starting point. Its algorithm is cleaning zone 0.5m * 0.5m around the device. When the maximum radius is reached, it returns to the starting point in a counterclockwise direction in a spiral manner. When the spiral sweep encounters an obstacle, it turns back to the starting point in a counterclockwise direction.

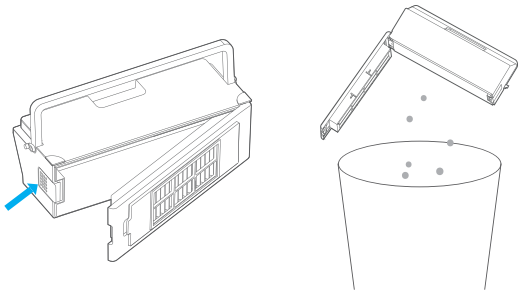
DAILY CARE

1. Dust Collector

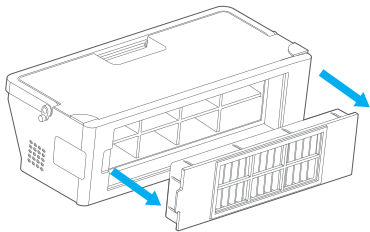
1) Remove the flip cover and lift the handle to take out the dust collector.



2) Press the dust box button as shown in the figure, open the front cover, and empty trash from the dust collector.



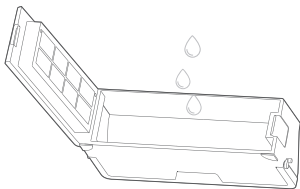
3) Remove and change a filter grid, as illustrated.



Note:

Filter grid cannot be washed with water, please tap to remove the dust.

4) Open the dust collector, rinse it and the cover.



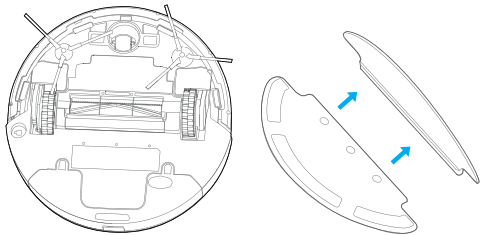
Note:

Hang up the dust collector, HEPA and filter components, keep them dry to ensure the service life.

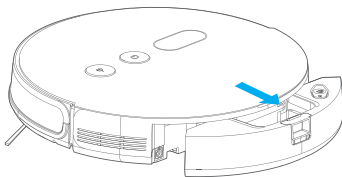
It is recommended to change filter grid every 3 months to ensure cleaning efficiency.

2. Water Tank Components

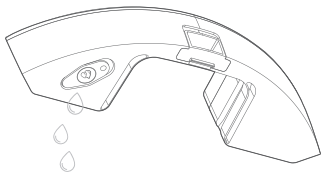
1) Remove the clean cloth and the bracket, rinse and hang up the clean cloth.



2) Press the water tank release button to take out the components.

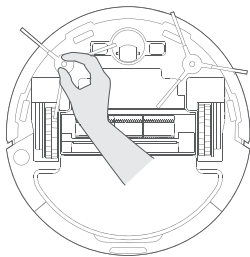


- 3) Drain the remaining water from the water tank, wipe the tank components and hang them up.

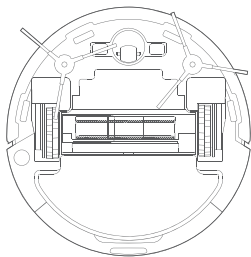


3. Spair Brush

Check the condition of the spair brush from time to time to see if it is damaged or entangled with foreign objects. Use a cleaning tool or a cloth to clean the spair brush. Replace it in time when the spair brush is damaged and cannot be used. Notice that L (left) and R (right) correspond to each other.



4. Rolling Brush

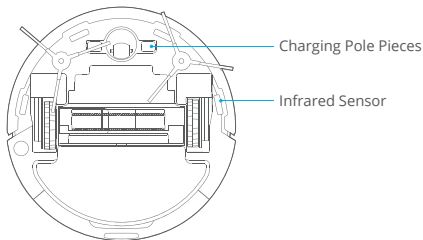


Note:

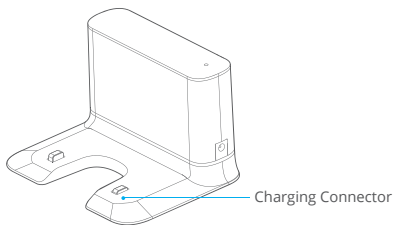
Because the cutting rolling brush components cannot be replaced by yourself, contact the customer service or after-sales if there is any problem.

5. Other Components

1) Irregularly use a cleaning tool or a dry soft cloth to gently wipe the charging pole pieces and sensor window on the chassis of the device.

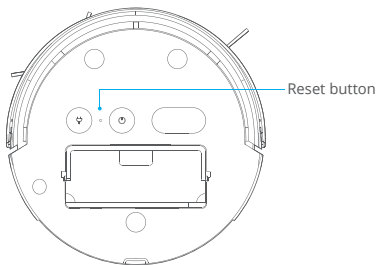


2) Clean the charging connector of the charging base and charging connector with a dry cleaning tool or a soft cloth.



3) Reset Switch

When using the device, if encountered system stuck, no response or other problems, and the power button and APP cannot be used to recover, you can open the flip cover and press the reset button to force the device to shut down.



BASIC PARAMETERS

1. Main Device Parameters

Dimensions	L340*W340*H80mm
Battery Capacity	2500mAH
Weight	3.4kg
Rated Voltage	14.8V
Rated Power	65W

2. Charging Base Parameters

Dimensions	L164*W133*H104mm
Rated Input	20V-0.5A
Rated Output	20V-0.5A
Rated Frequency	50/60Hz

3. The Name and Contents of Harmful Substances

Parts	Harmful Substances					
	Pb	Hg	Cd	Cr VI	PBB	PBDE
Plastic	O	O	O	X	O	O
Metal	O	O	O	O	O	O
Circuit Board	O	O	O	O	O	O
Other Metal Parts	O	O	O	X	O	O
Standard Parts (screws/washers, etc.)	O	O	O	X	O	O

This specification is designed on the basis of requirements, established by SJ/T 11364-2014 regulations.

O indicates that the content of the hazardous substance in all materials of the part is below the limit requirement specified in GB/T 26572-2011.

X indicates that the content of the hazardous substance in at least one of the homogeneous materials of the part exceeds the limit requirement of GB/T 26572-2011.



Hazardous Substance
Restriction Sign

Environmental protection use period of 10 years

It means that the harmful substances contained in this product will not leak or change, and the normal use of this product according to the product manual will not cause serious pollution to the environment or cause serious damage to the person or property of the user.

Arrow cycle sign

It means that this part can be recycled. It should not be discarded after its expiration date or after being repaired and unable to work normally. Please hand it over to a formal recycling channel and a company qualified for disposal of waste electrical and electronic products. For the correct method of disposal, please refer to the national or local regulations on the disposal of old electrical and electronic products.

TROUBLESHOOTING

Prompt Tone	Failure Cause	Solution
Fault 01 Please place the device on a level ground to start	The device was picked up during cleaning.	Put the device on the ground.
Fault 02 Please put back the dust container and filter.	The dust container is removed.	Put the dust container back into the main device.
Fault 03 Please clear the obstacles around the device and try again	The device can be stuck.	Put the device in a new location and run.
Fault 04 The main brush is abnormal, please check and clean the main brush	The main brush is blocked for more than 3s.	Check whether the main brush is entangled by foreign objects and clean the entanglement.
Fault 05 The left/right wheel drive wheel is abnormal, please check and clean the drive wheel	The wheels are blocked.	Check whether the wheels are blocked by foreign objects and clean them.
Fault 06 Please wipe the sensor of hovering and move to a new location to start	The sensor of hovering is continuously triggered for more than 6s	Check whether the sensor of hovering is blocked by foreign objects and clean them
Fault 07 The spair brush is abnormal, please check and clean the spair brush	The spair brush is tangled and blocked for more than 12s	Check whether the spair brush is entangled by the thread and clean the entanglement

Fault 08 Please check and remove foreign objects from the collision sensor	Trigger collision continuously for more than 12s	Check whether the front bumper can rebound normally
Fault 09 The fan is abnormal	The fan is locked for more than 3s (the current is greater than the locked-rotor threshold)	Clean up dust collector, HEPA components

COMMON PROBLEMS

Problem	Solution
1. Unable to boot.	The power is low, charge it on the charging base before using. The ambient temperature is too low (below 0°C) or too high (above 50°C).
2. Unable to start cleaning.	The power is low, charge it on the charging base before using.
3. Unable to recharge.	There are too many obstacles near the charging base. Please place the charging base in an open area. The main device is too far away from the charging base. Put the main device near the charging base.
4. Abnormal performances.	Restart after shut down.
5. Abnormal noises during cleaning.	The roller brush, spair brush or left/right wheel may be entangled with foreign objects, please clean it after shutdown.
6. Reduced cleaning ability or dust falling.	The dust container is full/the HEPA components have been blocked/the roller brush is entangled by foreign matter, please clean.
7. Unable to connect to Wi-Fi.	Make sure that the phone and the main device are in the Wifi coverage area and the signal is good; reset the Wifi according to the Quick Start Guide before pairing (make sure to operate under the 2.4G Wifi ring wall in strict accordance with the APP prompts).
8. Unable to return to the charging base after partial cleaning/moving the position.	The main device will regenerate the map after partial cleaning or long-distance moving. It may not be able to automatically recharge if the charging stand is too far away. Please manually put the main device back into the charging base.
9. Unable to charge.	Make sure there is enough space around the charging base, and there is no dust and obstructions on the surface of the charging connector on the charging base.

10. Reservation cleaning does not work.	Please confirm that the device is connected to the Internet. Otherwise, the scheduled cleaning task cannot be synchronized.
11. The main device is always offline.	Please ensure that the device is successfully configured to the network and is always within the Wifi coverage.

Note:

- ① If the above methods cannot solve the problem, please press the reset switch to restart the device.
- ② If restarting does not solve the problem, please contact 301-670-7335 for consultation.

SPECIAL PROMPTS

Please clean up the cables and debris scattered on the ground before starting the sweeper, and remove shaky, fragile, valuable and potentially dangerous items to avoid being entangled, stuck, dragged or knocked over by the main device, which may cause personal or property damage.

If you use this product in a suspended environment, be sure to add a protective fence to prevent the main device from accidentally falling and causing personal or property damage.

If you use this product in a suspended environment, please be sure to add a protective fence to prevent the main engine from accidentally falling down and causing personal or property damage.

SERVICE RESTRICTION**Main device and accessories related using restriction warning**

1. Do not disassemble, repair or modify the device by yourself, otherwise the product will be damaged and cause danger.
2. Do not use this product in an environment where fire or explosion may occur.
3. Use only the original power adapter, otherwise it may cause damage to the product and fire.

4. Do not stand or sit on the product, otherwise it may damage the product or cause a fall.
5. When dust adheres to the metal part of the power plug, be sure to wipe it with a dry cloth.
6. The power adapter uses 100-240V AC voltage, please insert the plug correctly into the socket and avoid the touch of children.
7. Do not wash and soak the main device and electronic accessories, otherwise it will cause short circuit damage.
8. Please do not damage the processing power cord, do not put heavy objects, heat, pull or bend the power cord.
9. When the product is running and cleaning, please pay attention to the safety of children and elders at home to avoid tripping and causing danger. Do not touch the wheels and spair brushes with your hands to avoid being twisted and injuring. (Especially for young children.)
10. Do not use the product outdoors for it's an indoor household product.
11. Do not contact the battery contacts with metal or conductive materials, otherwise it may cause a short circuit.

Main device and accessories related using restriction notice

1. Be sure to rinse with clean water immediately if the battery leakage comes into contact with your skin or clothes to avoid potential personal safety hazards.
2. Do not use the rechargeable battery of this product on other equipment. The battery is only applicable to smart vacuum cleaner.
3. To avoid danger, it is forbidden to charge or continue to use when the battery outer box is deformed and the electrolyte flows out.
4. Do not apply strong impact to the battery or throw the battery, otherwise it will cause leakage heating or rupture.
5. Do not disassemble the battery pack, otherwise it will break the battery pack and the electrolyte will flow out, causing fire, explosion or other dangers.

Main device and accessories related using restriction risk

1. Be sure to use a dedicated power adapter, otherwise it will cause leakage heating or rupture.
2. Do not short-circuit the battery or disassemble the battery, otherwise it will cause leakage heating or rupture.
3. Do not transport or store with metal objects such as necklaces, hairpins, etc., otherwise it will cause leakage heating or rupture due to a short circuit.
4. Do not throw the battery into fire or heat the battery, otherwise it will cause leakage heating or rupture.

Main device and accessories related using restriction notice

1. If abnormal overheating is found during charging, stop using it immediately, otherwise it will cause leakage heating or rupture.
2. In order to extend the battery life, please unplug the battery when it is not in use for a long time and place it in a cool and dry environment, otherwise it may cause leakage heating or rupture.
3. Do not immerse in water or contact with liquid, otherwise it will cause leakage heating or rupture.
4. Please stop using it when there is any abnormality (such as discoloration or deformation), otherwise it will cause leakage heating or rupture.
5. The electrodes must be partially insulated with adhesive tape when recycled or discarded.
6. If the battery leaks, please wipe it with a dry cloth, recycle it in time, or discard it.
7. Place the recycled batteries in battery recycling bins or hazardous waste bins set up in communities, hotels, schools, large shopping malls and supermarkets, which will be collected by professional recycling agencies.

Main device and accessories related using restriction notice

1. Do not touch with wet hands, otherwise it may cause electric shock.
2. Do not place this product in places where it is easy to drop, such as tables, chairs, and high tables in the room.
3. The product is a precision electronic device. Avoid prolonged exposure to sunlight.
5. Do not place the product near cigarette butts, lighters and other open flames.
6. Please clean the product after charging.
7. Before use, carefully check whether the power adapter has been connected with the socket, otherwise it will cause damage to the device.
8. Before using the product, please remove all the vulnerable items on the ground, such as glasses, lamps, and objects that may be entangled in the spair brushes and suction channels, such as wires and curtains.
9. When the trash box is full, please empty the trash before using the device.
10. Do not use the device to clean construction waste.
11. The operating temperature range of this product is 0 degrees Celsius to 40 degrees Celsius. Do not use it at high or low temperature.
12. Please remove the battery from the device before scrapping the product. When removing the battery, make sure that the product is not connected to the power source. Please recycle the waste battery safely and environmentally friendly.

CONTACT US

For any inquiries about HOMEVIZ products, please feel free to contact us.
We will respond within 24 hours.

Tel: 301-670-7335 (US)

Email: support@homeviz.net

Official website: www.homeviz.net

FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

RF Exposure Information

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 and your body.