

# Sweeva 3000M/3500M

## User Manual

Thank you for purchasing this product.  
Please read the user manual carefully before use, and keep it properly.

Thank you for choosing Sweeva 3000M/3500M intelligent robotic sweeper. We hope our product can bring about a better life for you!

If you have any questions about the product during use, please call our service hotline: 4006-671-909.

Please pay attention to the following basic safety precautions before using the product:

- \* Read the user manual carefully and follow the instructions in the user manual when using the product.
- \* Keep the user manual well for future reference.
- \* If you need to transfer the product to a third party, please attach the user manual along with the product.
- \* Any operation not in conformity to the instructions in the user manual may result in serious personal injury or damage to the product itself.
- \* If the user manual is missing, please contact your local dealer or call the after-sales service department to obtain an electronic user manual.

\*Due to the constant improvement of the product, the actual product shall prevail. Our company reserves the right to update the product.

# Sweeva 3000M/3500M

## User Manual

### Table of Contents

1.Safety Instructions.....01	7.Daily Maintenance.....15
Scope of use	Clean the dust box
Safety precautions	Clean the main brush
About child safety	Clean the side brush
About the battery	Clean the universal wheel
Disclaimers	Clean the sensor
FCC STATEMENT	Clean the charging electrode
2.Package Information.....04	Clean up the dust channel
3.Product Description.....05	Replace the dust bag
Main machine	8.Common Faults.....18
Charging Dock (Sweeva 3000M)	9.List of Faults.....20
Self-emptying dustbin(Sweeva 3500M)	10.Technical Specifications.....21
4.Installation Instructions.....07	11.Environmental Statement.....22
Introduction of Main Modules	12.Warranty Card.....23
Installation Instructions	
5.APP Download and Network Operation...11	
6.Operating Instructions.....12	

# Safety Instructions

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## Scope of use

- \* Read the user manual carefully and use the product in accordance with the instructions in the manual to avoid damage due to improper operation.
- \* This product can only be used indoors for the cleaning of wooden floors, ceramic tiles and short-staple carpets.
- \* Do not use the product in high-temperature, humid, flammable, explosive or corrosive environments.
- \* To prevent the product from falling accidentally, do not use this product in a suspended place without a protective fence, which may result in personal injury.

## Safety precautions

- \* This product contains a UV-C emitter that cannot be replaced.
- \* Improper use of the machine or damage to the housing may cause UV-C leakage. Even small doses of UV-C radiation can cause damage to the eyes and skin.
- \* Before removing the safety protection accessories of the UV-C lamp, please make sure that the power of the product is disconnected.
- \* This product can only adopt the adapter, battery and charging dock provided. Failure to do so may result in damage to the product. The user shall not replace the battery without authorization.
- \* If the main machine and accessories of this product are found to be damaged, please contact our service technicians for repair. Except for the service technicians designated or authorized by our company, no one may disassemble, repair or modify this product.
- \* Prevent the suction of water, oil or other liquids, which may damage the sweeper.
- \* Do not use this product to suck in sharp objects (e.g. shattered glass and nails) for fear of damage to the product.
- \* Before use, remove fragile objects, and arrange scattered wires on the floor for fear of affecting the normal operation of the sweeper.
- \* The charging dock and dust collection tower shall be placed against the wall and on a flat floor. When the product is working, removal of the charging dock or dust collection tower will affect the normal recharging of the machine.
- \* Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the sweeper. Failure to do so may result in personal injury.
- \* Unplug the product before maintenance. Do not touch the power plug or the product when your hands are wet, as this may result in electrical shock.
- \* A damaged power cord shall be replaced by the manufacturer, its service department or a similar professional to avoid danger.
- \* Unplug the charging dock if it remains unused for a long time.
- \* Appliances that are obviously damaged must not be operated.

## About child safety

- \* Children under the age of 8 are not allowed to use this product. Persons with physical, sensory or intellectual disabilities or lack of relevant experience/knowledge cannot use the machine unless under supervision, operating instructions or awareness of the danger.
- \* Children are not allowed to play with the machine or clean/repair the machine unless under supervision.
- \* Children are not allowed to play with the product's packaging bag for fear of suffocation.

# Safety Instructions

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## About the battery

1. Only the batteries provided by the manufacturer are applicable to the product.
2. The battery shall be removed when the product is discarded.
3. Steps to remove the battery:
  - A. Make sure to disconnect the power of the machine when removing the battery;
  - B. Use a screwdriver to remove the bottom screws, and then remove the front bumper and middle shell in turn;
  - C. Take out the motherboard and the battery cover;
  - D. Unplug the connection line between the battery and the robotic sweeper;
  - E. Remove the battery.
4. If you need to replace the battery of the robotic sweeper, please contact our after-sales service department. Use of wrong batteries may cause a safety accident.
5. Do not damage the battery during disassembly for fear of short circuit or battery leakage. If the battery leaks, prevent the contact of the liquid with the skin or clothing. Immediately wipe it with a dry cloth and send it to the recycling station or the designated maintenance point. Do not discard it randomly.
6. Please properly dispose of the old battery of the product. The battery contains hazardous substances harmful to the environment. Please follow the local environmental regulations and send them to the designated recycling site.
7. This appliance contains batteries that are only replaceable by skilled persons.

## Disclaimers

Under any of the following circumstances, the product will be excluded from the scope of free warranty, but paid repair can be provided:

- A. Damage due to the user's failure to operate the product in strict accordance with our user manual or due to improper storage;
- B. The machine or parts have exceeded the free warranty period;
- C. Damage due to disassembly by those other than the maintenance personnel of our company or authorized by our company;
- D. A valid purchase voucher number cannot be provided;
- E. The product model on the warranty card does not match that of the product to be repaired or is altered;
- F. Damage caused by irresistible factors such as natural disasters;
- G. Product failure or damage caused by unexpected factors or man-made causes (including operational errors, liquid ingress, improper plugging/unplugging, scratching, handling, bumping, input of inappropriate voltage, etc.)

Note: Our company provides a warranty for the product in accordance with the "National New Regulations on Warranty". For details, please check the warranty card for the product.

## 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, and (2) This device must accept any interference received, including interference that may cause undesired operation.

2. Any 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 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.

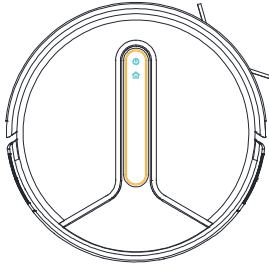
Consult the dealer or an experienced radio/TV technician for help.

### FCC Radiation Exposure Statement

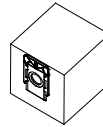
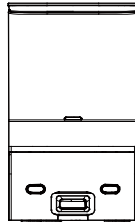
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## Package Information

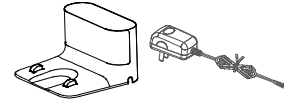
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Main machine×1



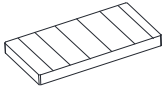
Self-emptying dustbin×1  
dust bag×2  
(Sweeva 3500M)



Charging dock×1  
Power adapter×1  
(Sweeva 3000M)



User Manual×1



Filter×1



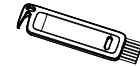
Side brush×2



Washable mop×1  
Disposable mop×2



Magnetic strip×1

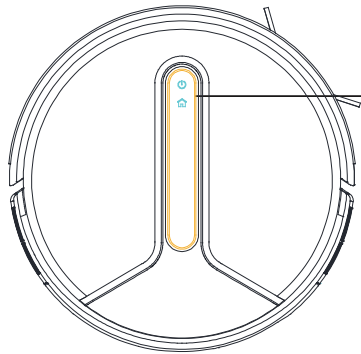


Cleaning brush×1

\* Tip: A high-performance filter has been installed in the main machine.

# Product Description

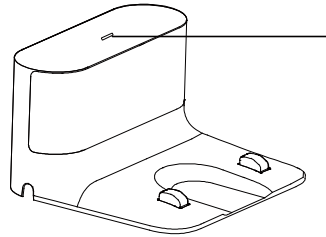
## Main machine



- 🔌 Cleaning/On/Off button
  - Press once: Start cleaning/pause
  - Press and hold for 3 seconds: Turn on/off the machine
  - Press and hold for 10 seconds to force restart in the dead state
- 🏠 Recharge button
  - Press once: Return for recharge
  - Press and hold for 10 seconds: Restore factory settings
- 🏠 + 🔌 Recharge button + Cleaning/On/Off button
  - Press and hold the two buttons simultaneously for 3 seconds: Enter the network configuration mode
- Power indicator
  - Solid white light: standby/(normal battery level)
  - Solid orange light: standby/(low battery)
  - White light breathing: return for charging
  - Orange light breathing: charging at low battery
  - White light flashing: connect to Wi-Fi
  - Red light flashing: error or fault



## Charging Dock (Sweeva 3000M)

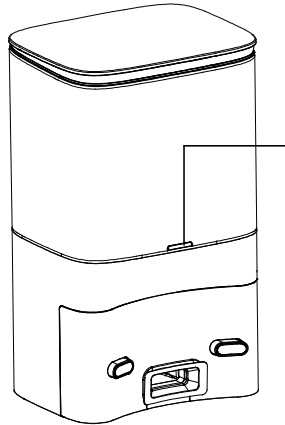


- **Charging dock indicator**

Normally on: When the main machine is not connected to the charging dock

Off: Power off or the main machine and the charging dock are correctly connected

## Self-emptying dustbin (Sweeva 3500M)



- **Self-emptying dustbin indicator**

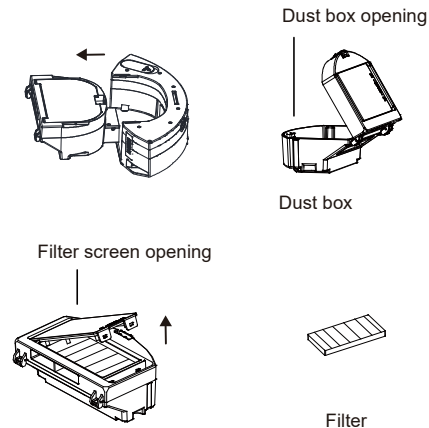
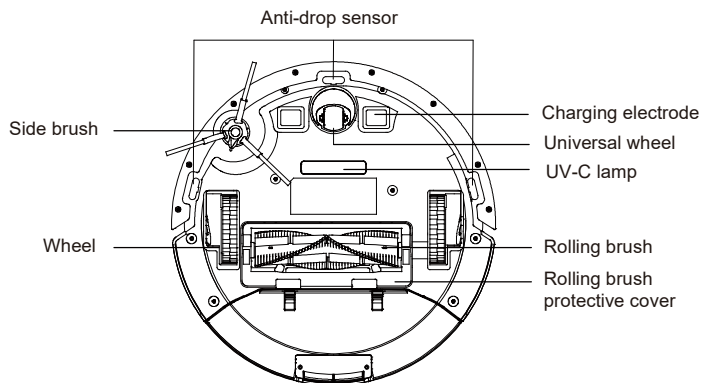
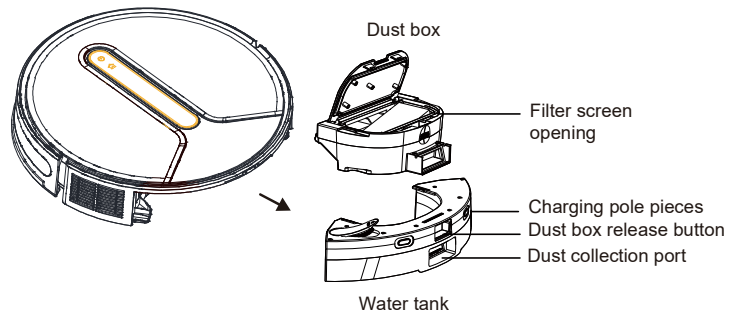
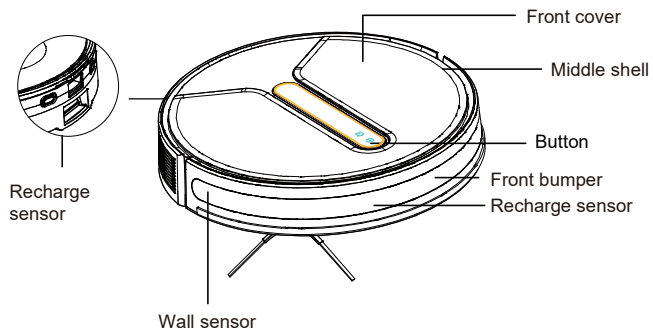
White light normally on: When the main machine is not connected to the Self-emptying dustbin

White light off: The main machine and the Self-emptying dustbin are correctly connected

Red light normally on: The dust bag is not in place

Red light flashing: Abnormal state

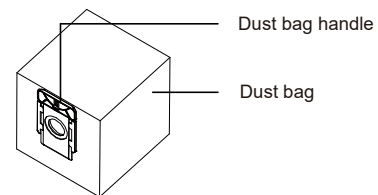
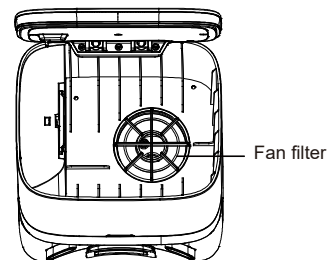
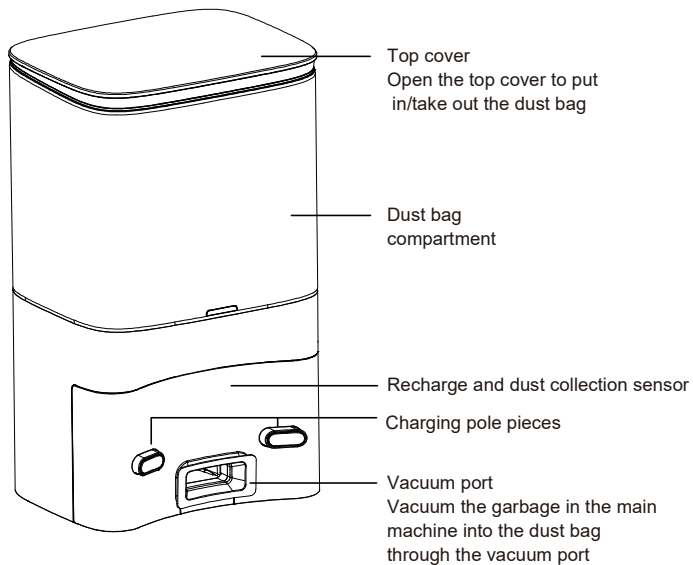
# Introduction of Main Modules



**⚠ Warning:** Take care to avoid direct exposure to human eyes with the UV-C lamp. Improper use of the machine or damage to the housing may cause UV-C leakage.

# Introduction of Main Modules

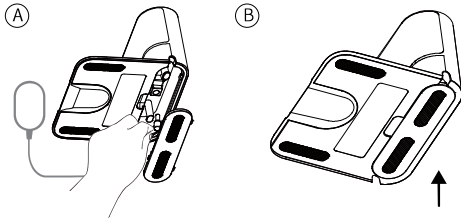
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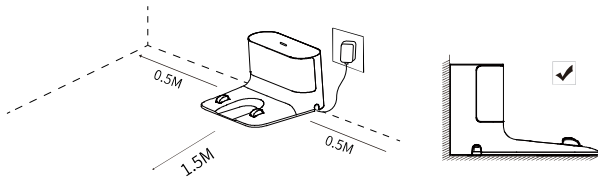
# Installation Instructions

## ① Installation of Sweeva 3000M charging dock

- Connect the charging dock with the power adapter, and be sure to organize the adapter cable to prevent the robotic vacuum cleaner from being entangled during cleaning.



- Place the charging dock against and perpendicular to the wall on a level, hard floor, without obstacles within 1.5m in front and 0.5m on the left and right.

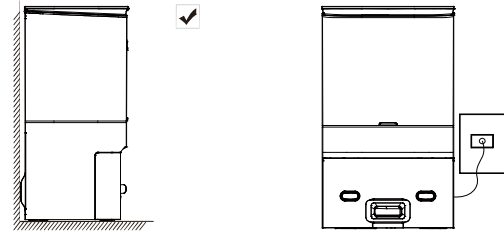


### Notes:

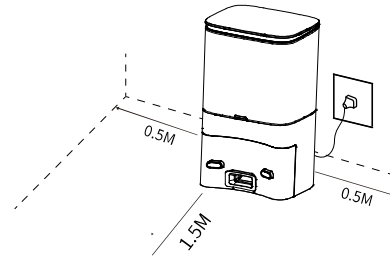
- \* Install the charging dock or the self-emptying dustbin in a position where the robotic vacuum cleaner can easily reach. It is recommended to place the charging dock or the self-emptying dustbin against the wall on a level, hard floor, not on the carpet.
- \* Always keep the charging dock or the self-emptying dustbin powered on, otherwise the robotic vacuum cleaner will not automatically return.
- \* To ensure normal charging, please do not move the charging dock or the self-emptying dustbin frequently.

## ② Installation of Sweeva 3500M Self-emptying dustbin

- Place the Self-emptying dustbin against and perpendicular to the wall on a level, hard floor, then insert the power plug into the socket that meets the requirements and turn on the power.

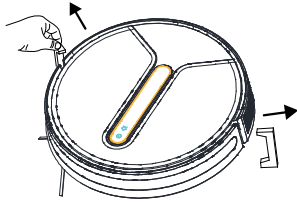


- Place the Self-emptying dustbin against and perpendicular to the wall on a level, hard floor, without obstacles within 1.5m in front and 0.5m on the left and right.



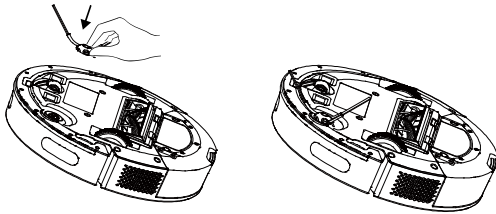
- **Remove the protective strip**

Before use, remove the protective strips on both sides of




- **Install the side brush**

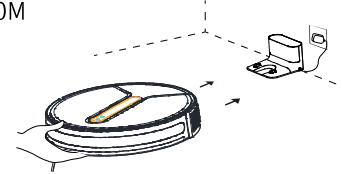
Side brush installation: Align with the holes and press gently to fix the side brush on the machine.



- **Startup and charging**

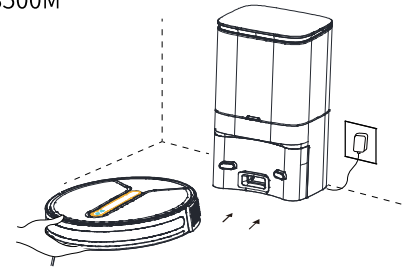
For initial use, press and hold the “” button for 3 seconds to turn on the machine. The main machine needs to be fully charged (approximately 4 hours) to ensure normal operation.

Sweeva 3000M



The color of the power indicator indicates the battery charge level: White light  $\geq 15\%$ , Orange light  $< 15\%$ .

Sweeva 3500M



\* Manually place the robotic vacuum cleaner on the self-emptying dustbin and align with the charging port. When the white indicator light of the self-emptying dustbin flashes 3 times and goes out, charging will start.

\* Tip: After the robotic vacuum cleaner is connected with the Self-emptying dustbin, the self-emptying dustbin will start dust collection.

# APP Download and Network Operation

## ① Download

Search for “ TCL Home ” in the mobile app store or scan the QR code below to download the APP. Look at the picture below. The QR code on the left is for Sweeva 3000M; The QR code on the right is for Sweeva 3500M.



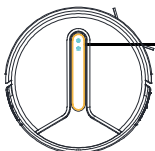
Sweeva 3000M



Sweeva 3500M

### • Reset the network

Press and hold the button and the button simultaneously until a voice prompt is heard, then the indicator light flashes slowly in white, and the machine enters the pairing state.



Indicator light:  
 White light flashing slowly: wait for Wi-Fi connection  
 White light flashing quickly: Wi-Fi connection in progress  
 White light normally on: Wi-Fi connected

## ② Add a device

Open the APP, create a new account, and follow the operation instructions in the App.

\* Before setting the Wi-Fi, please make sure that the main machine and Wi-Fi network meet the following requirements.

A. Main machine:

\* The battery charge level of the main machine is greater than 20% or the main machine is placed on the charging dock.

B. Wi-Fi network:

\* Use the correct wireless network password.

\* Do not use a VPN (Virtual Private Network) or proxy server.

\* The Wi-Fi router supports 802.11b/g/n and IPv4 protocols.

\* The router frequency band is 2.4GHz or a dual-band router that supports the 2.4GHz frequency band is used. The main machine does not support the 5GHz frequency band.

\* If the main machine cannot be connected in the 2.4/5GHz dual-band Wi-Fi network, please switch to the 2.4GHz network for Wi-Fi settings. After the setting is completed, you can switch back.

\* When connecting to a hidden network, please make sure to enter the correct network name---SSID (case sensitive) and connect to a 2.4GHz wireless network.

\* When using a wireless extender/repeater, please make sure that the network name (SSID) and password are the same as that of the main network.

\* Set the firewall and port of the Wi-Fi router to allow the main machine to connect to the APP server.

Network security requirements:

\* Use a WPA or WPA2 network encrypted with TKIP, PSK, AES/CCMP.

## ③ Wi-Fi connection failure

If you cannot use your smart phone to control the main machine, please try the following solutions. If the problem persists, please contact our customer service personnel in time.

Wi-Fi status indicator	Cause	Solution
White light normally on	The main machine is connected to the router, but cannot be connected to the network.	<ul style="list-style-type: none"> <li>• Check whether the router is connected to the network.</li> <li>• Contact the network operator to find out whether there are any network connection problems.</li> </ul>
White light flashing quickly	The main machine cannot be connected to the wireless router.	Check whether the network name and password have been changed. If necessary, reset the Wi-Fi connection. Please refer to the “APP Download and Network Operation > Reset the network” in this manual.
White light flashing slowly	The Wi-Fi connection has been reset or has not been set before.	Establish Wi-Fi connection with the main machine. Please refer to “Use App to Control the Main Machine” in this manual. If necessary, reset the Wi-Fi connection. Please refer to the “APP Download and Network Operation > Reset the network” in this manual.



\* If other operations are triggered during the networking process, the indicator light will change, and the device will still maintain the network configuration state.

\* If the connection between the mobile phone and the robotic vacuum cleaner fails, you can reset the Wi-Fi again to enter the network configuration mode, and add the device again.


\* Due to version upgrades and updates, please follow the APP internal guide for actual operation.

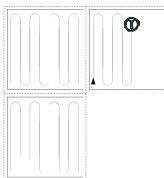
# Operating Instructions

## ① Power on/off

Press and hold the  button for 3 seconds to turn on the machine.  
Press and hold the  button for 3 seconds to turn off the machine.

## ② Start cleaning

Press the  button to start the automatic cleaning mode. After starting, the robotic vacuum cleaner will leave the charging dock or the self-emptying dustbin, then delineate an area of 4m×4m, and first conduct cleaning in a “bow” shape and complete the cleaning along the wall. Then, it will delineate the next area of 4m×4m, and complete the cleaning of area in the same way (cleaning in a “bow” shape first, and then cleaning along the wall); the above process will be repeated until the entire room is cleaned. For the parts that have not been cleaned in the process, supplementary cleaning will be conducted, and the main machine will return to the self-emptying dustbin after cleaning.




- \* If the battery is too low, the cleaning cannot be started, please charge first .
- \* Before cleaning, all cables on the floor shall be organized to avoid power interruption or damage to items caused by pulling the power cord during cleaning.
- \* In automatic cleaning mode, if the cleaning area is less than 10 m2, it will conduct cleaning twice by default.
- \* Do not move the charging dock or the self-emptying dustbin during cleaning, and make sure that the charging dock or the self-emptying dustbin is powered on; otherwise the robotic vacuum cleaner may not be able to return for charging.

## ③ Pause

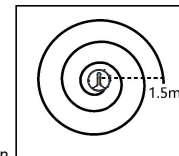
During the operation of the robotic vacuum cleaner, it will be paused by pressing any button.

## ④ Charging

- \* Automatic recharge: After the cleaning task is completed, it will automatically return for charging.
- \* Manual recharge: a. At the time of pause, you need to press the  button for automatic recharge; b. When the robotic vacuum cleaner is stuck or cannot find the charging dock, please manually put the robotic vacuum cleaner back on the charging dock for charging.

## ⑤ Fixed-point cleaning (Only applicable to App operation)

When the robotic vacuum cleaner conducts automatic cleaning and gets to a certain position, or the remote control is used to control the robotic vacuum cleaner to move to the corresponding position, click the fixed-point cleaning function to activate the mode. After the mode is activated, the robotic vacuum cleaner will clean a circular area with a radius of 1.5m centered on itself.



\*The robotic vacuum cleaner cannot start the fixed-point cleaning mode on the charging dock or the self-emptying dustbin.

## ⑥ Suction level selection (only applicable to APP operation)

The cleaning level can be selected according to the needs in the APP:

- \* Quiet level
- \* Standard level
- \* Medium level
- \* Max level


## ⑦ Remote cleaning mode (only applicable to APP operation)

\* The manual remote control mode can be used in the APP to control the robotic vacuum cleaner to the area that needs to be cleaned.

## ⑧ Sleep

If it is inactive for 8 minutes, the robotic vacuum cleaner will automatically switch to the sleep mode.  
Sleep mode will end the current task.

## ⑨ System resetting

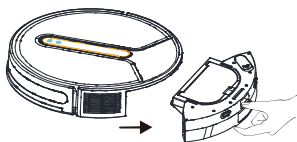
In standby mode, press and hold the  button for 10 seconds to reset the system.

After resetting the system, the data of the robotic vacuum cleaner will be cleared and the factory settings will be restored.

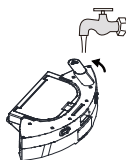
## ⑩ Use of the mopping assembly

### • Installation of the wet mopping assembly

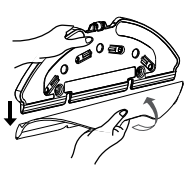
- ① Take out the two-in-one dust box and water tank assembly
- ② Take out the dust box
- ③ Open the rubber plug and add water to the water tank from the water injection port.
- ④ Install the mop on the mop holder.
- ⑤ After drying the water spilled or attached to the surface, put the two-in-one dust box and water tank assembly back into the machine, and make sure it is installed in place.



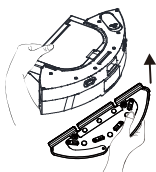
① take out the assembly



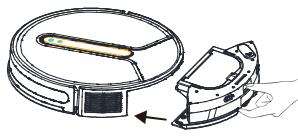
② add water to the water tank



③ install the mop



④ install the mop holder



⑤ install the assembly

### • Wet mopping settings

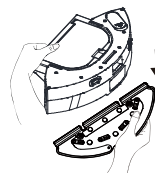
You can start cleaning by selecting the cleaning mode, and you can select the water mopping level in the APP according to your needs.

\* When mopping the floor, in order to prevent the robotic vacuum cleaner from wetting the carpet, it is recommended to place a virtual wall magnetic stripe in the carpet area to protect the carpet.

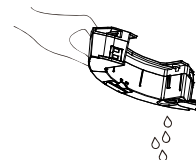
\* It is recommended to replace the mop every 3-6 months to ensure the cleaning effect.

### • Notice

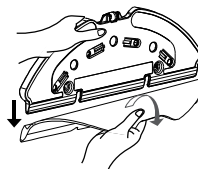
\* It is recommended to remove the mop holder after each use of the mopping assembly, empty the water tank, wash the mop with water, and air dry to avoid mold or odor.



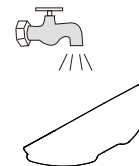
① remove the assembly



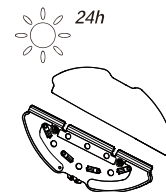
② empty the water tank



③ take out the mop



④ clean the mop



⑤ Sun-dry the mop and holder

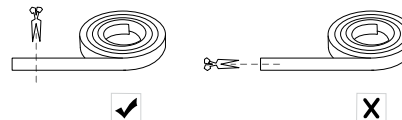


- \* Do not use the mopping mode on the carpet.
- \* When the robotic vacuum cleaner is in the charging state or idle, remove the mop holder, and the water level can not be set in the APP at this time.
- \* To achieve better mopping, it is recommended to use the main machine to clean the floor three times before installing the mopping module.
- \* To avoid damaging the wooden floor, please make sure to take out the mopping assembly immediately after the main machine finishes mopping.
- \* When the mopping is suspended or ends, the main machine will automatically cut off the water, but the mop is still wet, and it should not be placed in the same place for too long, and needs to be handled in time.

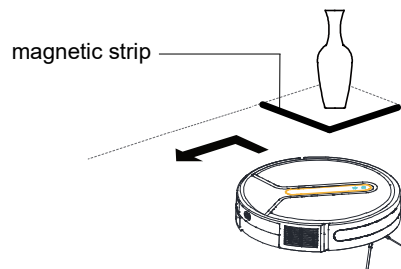
## ⑪ Use of the Magnetic strips

Magnetic strips (virtual walls) can be used to isolate areas that do not want to be cleaned (such as toilets with wet floors or places where the robotic vacuum cleaner may be stuck). When the robotic vacuum cleaner is not expected to enter the cleaning area, tile the magnetic strips along the entrance.

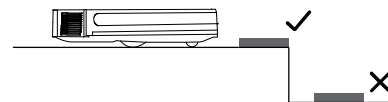
- ① Please crop the magnetic stripe correctly, as shown in the picture.



- ② Please use double-sided tape to fix the tape on the ground to prevent it from falling off, otherwise the effect of the magnetic strip will be affected.



- \* Please place the magnetic strip on the same plane where the robotic vacuum cleaner is running.



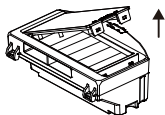
# Daily Maintenance

## ① Clean the dust box

- ① Empty the dust box, put the dust box close to the trash can, and tap the dust box gently to knock off the excess dirt.
- ② Take out the high-performance filter, and clean the filter with the supplied cleaning brush.
- ③ The water tank, dust box and filter screen assembly can be thoroughly rinsed with water as needed (Note: The filter cannot be cleaned with hot water or detergent).
- ④ After cleaning the water tank, dust box and filter screen assembly must be thoroughly air-dried. (Note: Repeated washing will destroy the material of the high-performance filter and make it ineffective. Please clean it with caution)
- ⑤ Reassemble the air-dried dust box and filter assembly, and put it back into the robotic vacuum cleaner.



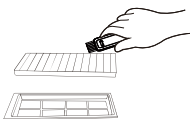
① empty the dust box



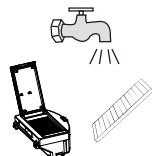
② open the filter cover



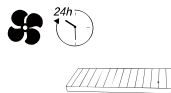
③ take out the filter



④ clean the filter



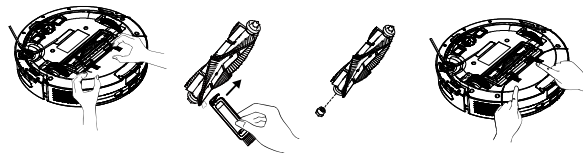
⑤ wash the dust box and filter



⑥ sun-dry the filter

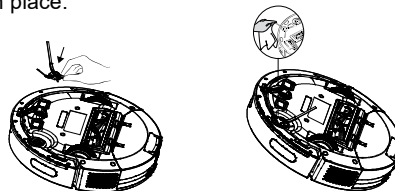
## ② Clean the main brush

- ① As shown in the figure below, press the buckle to take out the protective cover, and take out the main brush upwards.
- ② Clean the main brush with a cleaning tool, and the blade can cut off the hair entangled on the main brush.
- ③ Remove the spool at one end of the main brush and clean away the hair entangled on it.
- ④ After cleaning, put the main brush back and make sure it is installed in place.



## ③ Clean the side brush

- ① Remove the side brush and clean away the hair or foreign objects on it. You can choose whether to wipe it with a damp cloth according to your needs.
- ② Put the side brush back and press it tightly to ensure it is installed in place.



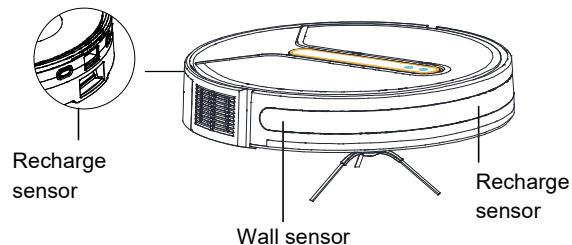
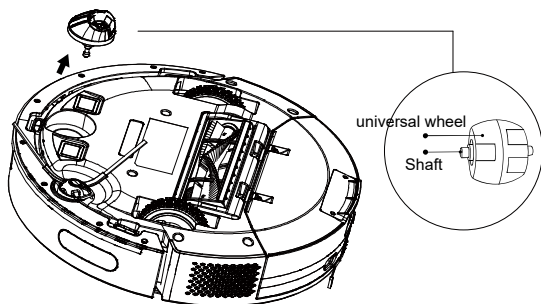
\* It is recommended to replace the side brush and Filter screen every 3-6 months to ensure the cleaning effect.

\* It is recommended to replace the main brush every 6-12 months to ensure the cleaning effect.

#### ④ Clean the universal wheel

As hair is entangled on the universal wheel or dust particles adhere to it easily, be sure to clean the universal wheel regularly or as needed.

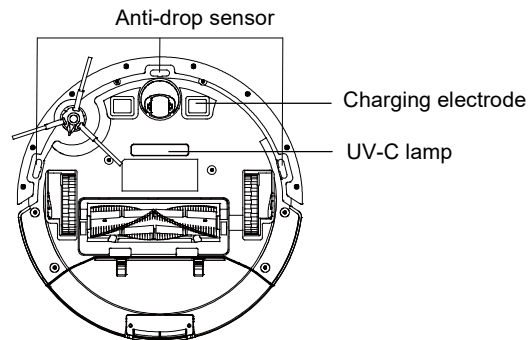
- ① Pull the universal wheel upwards.
- ② Clean up the hair or debris entangled around the universal wheel or in the chamber of the universal wheel.
- ③ Reinstall the universal wheel and push it in until it clicks into place.



#### ⑤ Clean the sensor

\* Please clean the sensor, charging pole piece and UV-C lamp regularly, and wipe off the dust with a soft dry cloth or cleaning brush. Take care to avoid direct exposure of the UV-C lamp to human eyes. Improper use of the equipment or damage to the casing may cause UV-C leakage.

\* Please turn off the power of the robot vacuum before cleaning the "sensor", "charging pole piece", and "UV-C lamp".

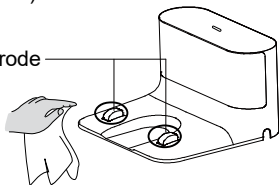


## ⑥ Clean the charging electrode

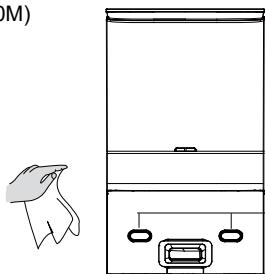
Please clean the charging electrode regularly, and wipe off the dust on the charging electrode with a soft dry cloth or cleaning brush.

Charging dock  
(Sweeva 3000M)

Charging electrode



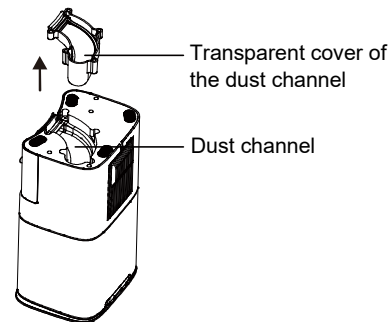
Self-emptying dustbin  
(Sweeva 3500M)



Charging electrode

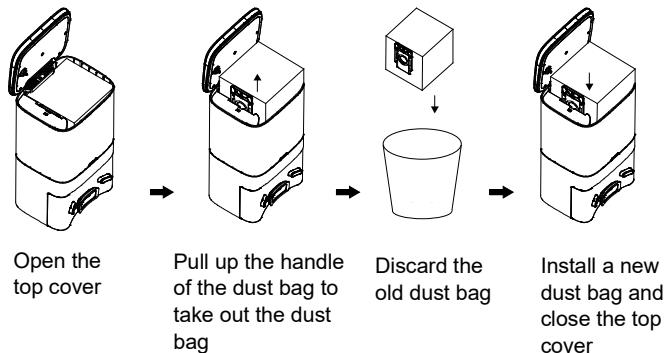
## ⑦ Clean up the dust channel

If the main machine stops collecting dust after a short period of dust collection and the self-emptying dustbin indicator flashes in red after the dust bag is replaced, it is recommended to unplug the power plug, reverse the dust collection tower, and check whether the dust channel is blocked by foreign objects. If the dust channel is blocked, refer to the figure below, use a screwdriver to remove the transparent cover of the dust channel, and clean out foreign objects.




## ⑧ Replace the dust bag

When the dust bag is full, the Self-emptying dustbin indicator flashes in red to remind you to replace the dust bag in time. The Self-emptying dustbin indicator is normally on in white or flashes in white when the dust bag is in normal use.




## Common Faults

Fault	Cause and Solution
Startup failure	<ol style="list-style-type: none"> <li>1. If the battery power is low, please place the main machine on the charging dock or the self-emptying dustbin and align with the charging pole piece, then press and hold  for 3 seconds, and the main machine will automatically turn on (when completely out of power, it will take a while to automatically turn on)</li> <li>2. When the ambient temperature is too low (below 0 °C) or higher than (50 °C), please operate in the temperature range of 0-40 °C.</li> </ol>
Charging failure	<ol style="list-style-type: none"> <li>1. Please remove the main machine, then check whether the indicator light of the charging dock or the self-emptying dustbin is on, and make sure that both ends of the power adapter of the charging dock are plugged in.</li> <li>2. In case of poor contact, please wipe the charging dock charging terminals and the charging pole pieces on the main machine.</li> </ol>
Recharge failure	<ol style="list-style-type: none"> <li>1. If there are many obstacles near the charging dock or the self-emptying dustbin, please place the charging dock or the self-emptying dustbin in an open area.</li> <li>2. If the main machine is too far away from the charging dock or the self-emptying dustbin., please have a try by placing the main machine near the charging dock.</li> </ol>
Abnormal operation	Shut down and restart.
Abnormal noise during cleaning	The main brush, side brush or wheels may be entangled with foreign objects , so please clean them after shutdown.
Decreased cleaning ability or dirt leakage	<ol style="list-style-type: none"> <li>1. The dust box is full, so please clean the dust box.</li> <li>2. The filter screen is clogged, so please clean or replace the filter screen.</li> <li>3. The main brush is entangled with foreign objects, so please clean the main brush.</li> </ol>
Failure to connect to Wi-Fi	<ol style="list-style-type: none"> <li>1. Poor Wi-Fi signal. Please make sure that the main machine is the area well covered by the Wi-Fi signal.</li> <li>2. Abnormal Wi-Fi connection. Please reset Wi-Fi, download the latest mobile client, and try to connect again.</li> <li>3. Incorrect password.</li> <li>4. The router has a 5G frequency band, whereas the robotic vacuum cleaner only supports 2.4G frequency band.</li> </ol>
Timed cleaning doesn't work	Low battery charge level. Timed cleaning will be started only when the battery charge level is $\geq 15\%$ .
Whether the robotic vacuum cleaner consumes power when it is placed on the charging dock all the time?	The main machine has low power consumption when it is placed on the charging dock or the self-emptying dustbin, which is conducive to the best performance of the battery
Whether it is necessary to charge for 16 hours for the first three times	Lithium battery has no memory effect, and it can be used after being fully charged, and there is no need to wait.

Fault	Cause and Solution
<p>After the robotic vacuum cleaner returns to the self-emptying dustbin and charging dock, automatic dust collection does not start</p>	<ol style="list-style-type: none"> <li>1. Please check whether the self-emptying dustbin and charging dock is normally powered on. When the cleaning time is more than 5 minutes, the main machine will automatically return for recharge. After recharge, automatic dust collection will start;</li> <li>2. Please check whether the cover of the self-emptying dustbin and charging dock is not closed or improperly closed; (if closed improperly, the red light will be on);</li> <li>3. Please check whether a dust bag is installed in the self-emptying dustbin and charging dock; (if closed improperly, the red light will be on);</li> <li>4. To ensure smooth dust collection, it is recommended to let the main machine recharge automatically after cleaning; (manually moving the main machine back to the self-emptying dustbin and charging dock may lead to instable connection, thus affecting dust collection);</li> <li>5. Please check the dust bag regularly to see if it is full, because overloaded dust bag may break, block the dust collection pipe and cause damage to the self-emptying dustbin and charging dock;</li> <li>6. If the problem persists after the above possible causes have been considered, the components may be abnormal, please contact the customer service department.</li> </ol>
<p>Automatic dust collection is interrupted after startup or garbage collection is not thorough</p>	<ol style="list-style-type: none"> <li>1. Check whether the dust bag is full. If the dust bag is full, replace it;</li> <li>2. The dust collection outlet of the dust box of the main machine is jammed by foreign objects, causing the dust box baffle to fail to open;</li> <li>3. Check whether the air duct of the self-emptying dustbin and charging dock is blocked;</li> <li>4. During dust collection, the main machine is moved (To avoid damage, please avoid moving the main machine during dust collection);</li> <li>5. There may be water in the dust box of the main machine, so that dust can not be extracted easily. Please try to prevent the main machine extracting excessive water, which will affect the dust collection performance.</li> </ol>
<p>The inner chamber for the dust bag of the self-emptying dustbin and charging dock is dirty</p>	<ol style="list-style-type: none"> <li>1. Fine particles will pass through the dust bag and be adsorbed on the inner wall of the dust barrel. Please check and clean up them regularly;</li> <li>2. The dust bag may be damaged, please check and replace if necessary;</li> <li>3. Severe dirt accumulation in the inner chamber has a certain impact on the fan and air pressure sensor. It is recommended to clean up the garbage in the inner chamber regularly.</li> </ol>

## List of Faults

When the main machine fails, the red indicator light on the main machine will flash, and the relevant Buzzer prompt will be heard at the same time.

Fault description	Buzzer tone	Solution
Error 1: If the battery is abnormal, please refer to the user manual or APP.	bebe x 2	Please open the battery compartment and check whether the battery is properly connected, and restart the machine. When the battery temperature is too high or low, please wait until the battery temperature is normal (0 C ~40 C/32° ~ 104°F) before using.
Error 2: If the wheel module is abnormal, please refer to the user manual or APP.	bebe x 3	Please check whether the wheels are stuck with foreign objects, and restart the machine
Error 3: If the side brush module is abnormal, please refer to the user manual or APP.	bebe x 4	Please check whether the side brush is stuck with foreign objects, and restart the machine.
Error 4: If the fan is abnormal, please refer to the user manual or APP.	bebe x 5	Please check whether foreign objects are stuck in the fan port, and restart the machine. Please clean the dust box and filter screen, and restart the machine.
Error 5: If the roller brush is abnormal, please refer to the user manual or APP.	bebe x 6	Please remove the roller brush, and clean the roller brush, connection part of the roller brush, roller brush cover and the dust suction port. Please restart the machine after cleaning.
Error 6: If the water pump is abnormal, please refer to the user manual or APP.	bebe x 7	Please clean the water tank, water pump interfaces on the water tank and the machine, and the water outlet at the bottom of the machine, and check the mop assembly. Please restart the machine after cleaning.
Error 7: If the charging is abnormal, please clean the charging contact area.	bebe x 8	Please check whether the charging area is contaminated, and clean the charging pole pieces. Please check whether the battery is installed correctly.
Error 8: If the machine is abnormal, please shut down and restart.	bebe x 9	Please press and hold the  button and restart the machine.

## Technical Specifications

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Functional parameters of the main machine	
Operating voltage	14.4V ===
Battery	Lithium battery
Operating hours	Approx. 180min(standard level)
Operating humidity range	≤90%RH
Noise	≤68dB(standard level)
Dimensions	φ342*78.5mm
Working temperature range	0-40 ℃
Charging temperature range	0-35 ℃

Functional parameters of the main machine		
Power adapter and Charging dock		
Input voltage	100-240 V AC	
Input current	0.5A MAX	
Output voltage	19V ===	
Output current	0.6A ===	
Self-emptying dustbin		
Input voltage	120V-60Hz	230V-50Hz
Input current (Charging state)	0.6A MAX	0.4A MAX
Input current (Dust collection state)	9A MAX	4.5A MAX
Output voltage	24V ===	24V ===
Output current	1.5A ===	1.5A ===
Power (Dust collection state)	950W	950W

Tip: Our company reserves the right to make any technical or design changes to the product due to constant product improvement needs and give explanations accordingly.

The running time will change with the change of the suction gear, generally around 90-180min, each suction gear is allowed to have a 20min floating range.



## Environmental Statement(Optional)

■ Names and contents of harmful substances in the product

Component Name	Harmful Substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr (VI))	Polybrominated biphenyl (PBB)	Polybrominated diphenyl ethers (PBDE)
Shell component	○	○	○	○	○	○
Internal plastic parts	○	○	○	○	○	○
Metal parts	X	○	○	○	○	○
Electrical components and control components	X	○	X	○	○	○
Dry batteries	X	○	○	○	○	○
Rechargeable batteries	X	○	○	○	○	○

This form is prepared in accordance with the provisions of SJ/T 11364.

○: It indicates that the contents of the hazardous substance in all homogeneous materials of this part are below the required limit specified in GB/T 26572.

X: It indicates that the content of the hazardous substance in at least one of the homogeneous materials of this part exceeds the required limit specified in GB/T 26572.

(All parts marked with "X" in the form are in conformity to the EU RoHS Directive, or cannot be replaced by hazardous substances due to global technological development limits.)

(This form indicates that these hazardous substances exist in our company's products, but not all of the products included in the package contain all of the above parts.)

③ The service life of the dry batteries used with the product is 3 years.

⑤ The service life of the rechargeable battery used with the product is 5 years.

## Warranty Card II

User name		(II) Settlement form of the warranty provider
Address		
Tel.		
Postal code		
Product model		
Purchase date		
Invoice number		
Warranty period		
<p>Product warranty description:</p> <ol style="list-style-type: none"> <li>From the date of the user's purchase of this product, the warranty period is one year for the host machine, and six months for the adapter, rechargeable batteries and other accessories.</li> <li>After receiving the product repair request, the after sales service staff will solve the problem within 15 working days.</li> <li>The user can learn about relevant technical problems through the user manual of the product or the after sales service hotline, and get a clear solution. Hotline: 4006-671-909</li> <li>When a performance failure occurs during the user's normal use, our company promises to provide the above warranty services unless otherwise stipulated by the applicable laws, rules and regulations of the state.</li> <li>During the warranty period, paid maintenance services will be provided under any of the following circumstances:             <ol style="list-style-type: none"> <li>(1) Damage caused by man made factors or irresistible natural phenomena;</li> <li>(2) Failure or damage caused by improper operation of the user;</li> <li>(3) Malfunction or damage due to the user's disassembly or alteration without authorization.</li> </ol> </li> </ol>		



## Warranty Card I

User name		(I) To be kept by the user as warranty certificate, which will not be reissued if lost
Address		
Tel.		
Postal code		
Product model		
Purchase date		
Invoice number		
Warranty period		
Date	Repairman	Maintenance record

Sweeva

TCL OVERSEAS MARKETING LIMITED