

# electriQ

## eiQ-C11E

### Intelligent Robotic Vacuum Cleaner USER MANUAL



Thank you for choosing electriQ

Please read this user manual before using this robotic vacuum cleaner  
and keep it safe for future reference.

Visit our page [www.electriQ.co.uk](http://www.electriQ.co.uk) for our entire range of Intelligent Electricals

## Warnings

● We have provided instructions with this appliance so that you will know how to use it safely.

● The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.

● This appliance can be used by children aged 8 years and above people with reduced physical, sensory or mental capabilities or persons who lack experience and knowledge providing they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Do not let children play, clean or maintain the appliance without supervision.

● Only use this appliance with the power supply unit it came with.

● Only use this appliance at home.

## Contents

1. Safety instructions.....2-4	
1.1 Please read these instructions	
1.2 Safety Precautions	
1.3 Child Safety	
1.4 About the Battery	
1.5 Where can it be used?	
2. Product Parts.....5-6	
2.1 Main Body and Accessories	
2.2 Accessories Introduction	
3. Building your Vacuum Cleaner... 7-8	
3.1 Main Body	
3.2 Remote Control	
3.3 Zone Divider	
3.4 Charging Station	
4. Using your Vacuum cleaner.....8-14	
4.1 How to use the robot	
4.2 Remote Control	
4.3 Zone Divider	
4.4 Charging Station	
4.5 Charging Methods	
5. Looking after your Vacuum Cleaner.....14-18	
5.1 Daily Storage	
5.2 Cleaning the Main Body	
5.3 Cleaning the Dust Box	
5.4 Cleaning the Filter	
5.5 Cleaning the Main Brush	
5.6 Cleaning the Side Brush	
5.7 Cleaning the Wheels	
5.8 Cleaning the Left Wheel and Right Wheel	
5.9 Cleaning the Sensors	
5.10 Cleaning the Trailing Bar Assembly	
6. Common Faults..... 18-19	
6.1 Alarm and Prompt Facility	
6.2 Processing Methods	
7. Technical Specifications.....19	

Thanks for purchasing the intelligent vacuum cleaner eIQ-C11E, we hope you enjoy using it!

# 1. Safety instructions

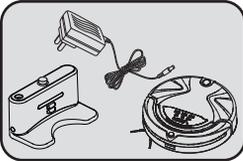
## 1.1 Use Notes

Please read and remember the following safety precautions:

- \* Read the instructions carefully; only use this product in line with this operating instructions.
- \* Keep the instructions in case you need to look up anything in the future.
- \* If you want to give the product to others, please give them the instructions to go with it.
- \* Using it wrongly could lead to injuring yourself or damaging the product.

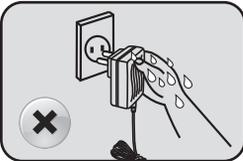
## 1.2 Safety Precautions

### Caution



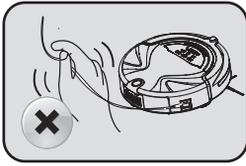
 Only use the original adaptor, battery and charging station or else it will damage the machine, making fires more likely to start through electric shocks or high voltages.

 If you find that the main body and accessories are damaged, please do not use the cleaner and contact the after-service department. No one is allowed to disassemble or tamper with the machine.



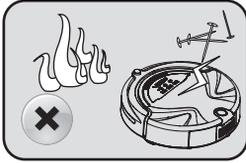
 Do not touch the battery socket and the machine when your hands are wet as this will cause an electric shock.

 Do not use the robot cleaner in areas such balconies or corridors without handrail protection where risk of fall exists.



⚠ Do not pull the machine by the power cord. Do not twist or bend the wire or put anything heavy on it.

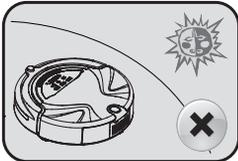
⚠ Do not put the machine near the fire, inflammable, explosive and corrosive materials.



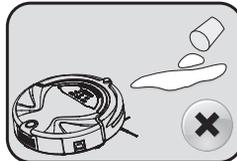
⚠ Do not place any clothing or parts of your body (hair, fingers, etc.) into the the main brush and wheels as it will cause personal injury.

⚠ Do not place metal objects close to the negative ion function area or it may cause electric shock.

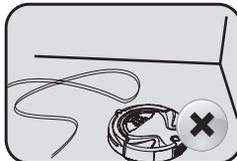
## ⚠ Attention



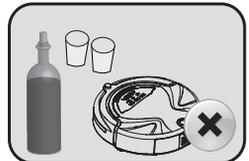
Only use this machine indoors.



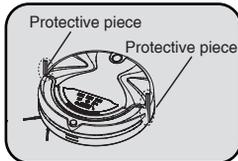
Prevent water, oil and other liquids from getting into the machine.



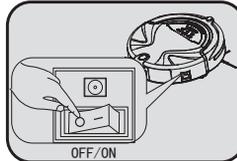
Do not leave any electrical cables in the way of a working robot as it can damage them.



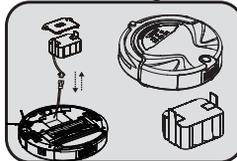
Please remove all fragile objects from the floor.



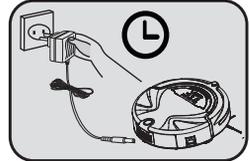
Please take down the two protective pieces before using, so the cleaner can work efficiently.



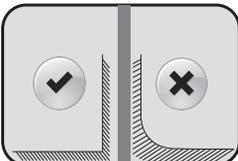
If you're not using the machine, please turn off the power or else it will damage the battery.



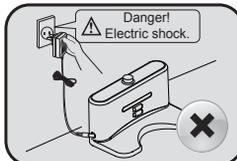
If the machine is not used for a long time, please fully charge the battery, take it out and put it in a cool dry place, keeping the bottom of cleaner dry.



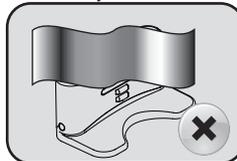
The battery should be charged for 12 hours if it hasn't be used for a long time or for the first time. Use the cleaner for up to 3-4 charges for the best battery efficiency.



Place the charging station and zone divider next to a wall and on a flat surface, otherwise it might effect the performance quality of the machines.



If the charging station doesn't need to be used for a long time, turn it off at the mains socket and pull out the plug.



Do not cover the signal window of the charging station or else the function of auto-charging won't work properly.

### 1.3 Child Safety



- \* Do not let children use the vacuum cleaner by themselves.
- \* Packaging could cause suffocation, so keep it away from children.

### 1.4 About Battery

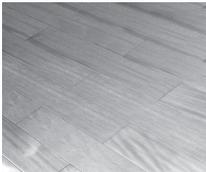
1. Only use the machine with the original battery.
2. Please turn off the power switch before taking out the battery .
3. The battery must be taken out before disposing of the robot.
4. If you want to replace the battery, please contact the after-sale department. If the wrong battery is put into the machine, it will lead to an accident.
5. If the battery is leaking, do not touch the liquid, wipe the liquid with dry cloth and put the battery straight into a recycling bin or take to the nearest maintenance point. Do not throw it away at random.
6. Please handle the old battery parts carefully. The battery contains hazardous substances, so dispose of it properly at your nearest recycling centre, according to local environmental protection regulations.



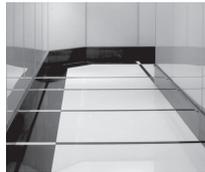
### 1.5 Where can I use it?

#### Applicable Range

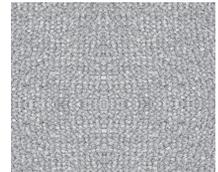
The cleaner is suitable in the following environments:



Wooden Floor

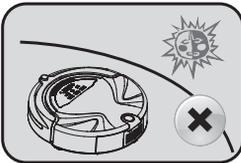


Tiles



Carpet

#### Not Applicable Range



\*Do not use in extremely hot or cold environments.

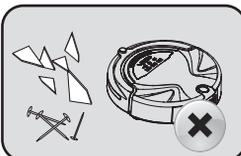
\*Do not use this machine outdoors.

\*Do not use the robot cleaner in areas such balconies or corridors without handrail protection where risk of fall exists.



\*Do not use this machine in wet, flammable, explosive and corrosive environments.

\*Do not let the machine clean up flaming or flammable objects, such as cigarette butts and matches.



\*Do not use the robot on spilled toner from laser printers or copiers as this will increase the risk of fire.

\*Do not use the robot in areas with sharp glass or small metal objects as those may damage it.

## 2. Product Parts

### 2.1 Main Body and Accessories



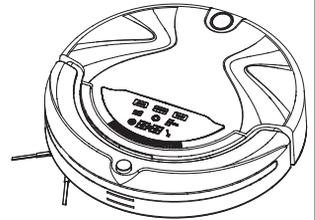
Remote Control  
\*1piece



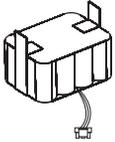
Zone divider  
\*1piece



Charging Station  
\*1piece



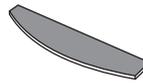
Main Body  
\*1piece



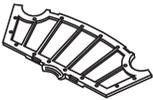
Battery  
\*1piece



Trailing Bar Assembly  
\*1piece



Mop  
\*1piece



Filter  
\*2pieces



Side Brush  
\*3pieces



Clean Brush  
\*1piece



Instruction  
\*1piece



Screwdriver  
\*1piece



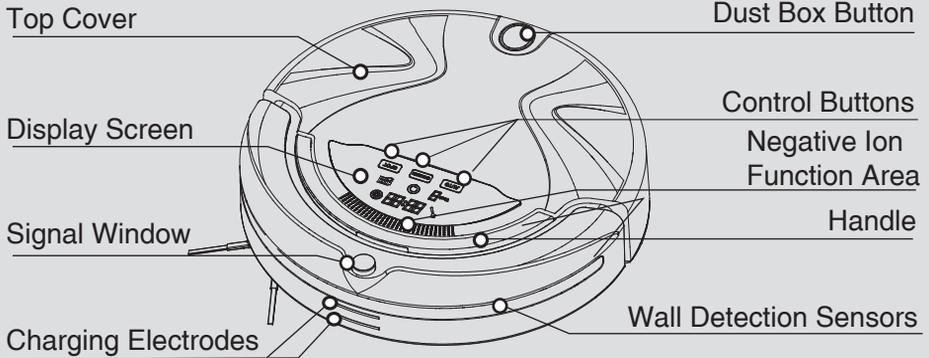
Power adaptor  
\*1piece

#### Tips:

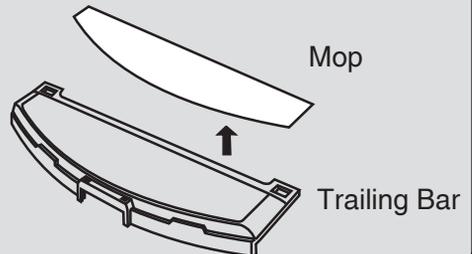
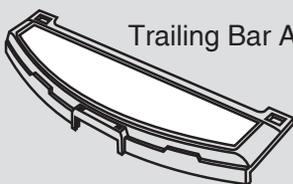
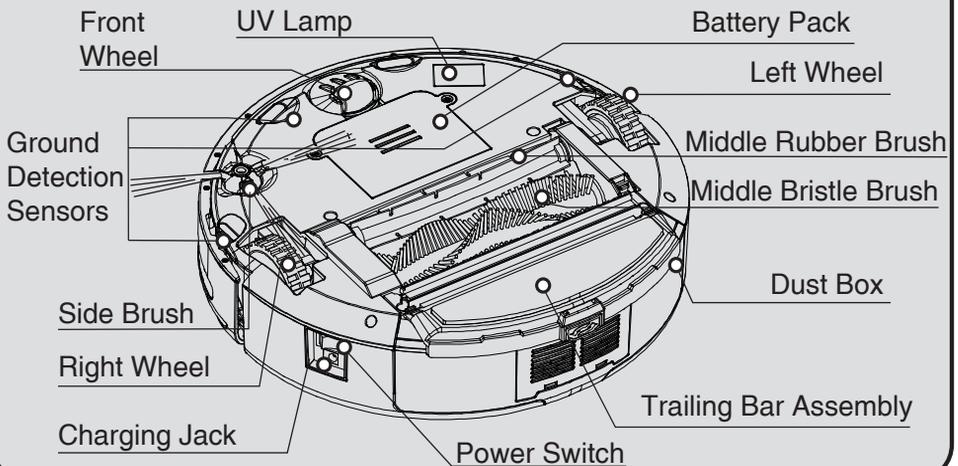
- \* There is a side brush and a filter assembled in the main body and another side brush and filter is inside.
- \* The trailing bar assembly includes a mop that can be used directly.

## 2.2 Accessories Introduction

### Front View



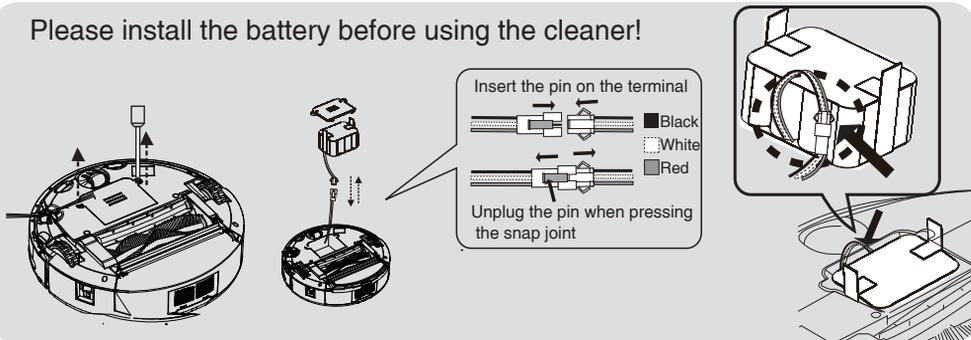
### Bottom View



# 3. Building your Vacuum Cleaner

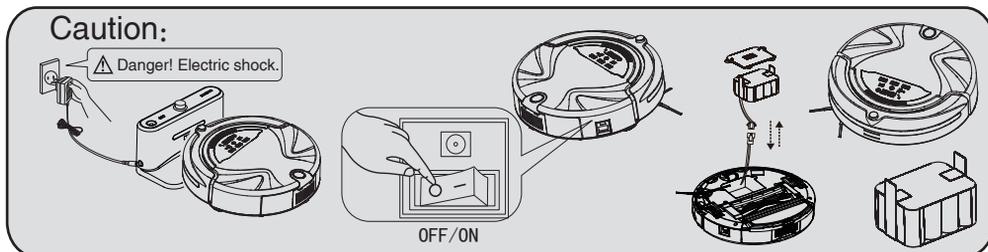
## 3.1 Main Body

Please install the battery before using the cleaner!

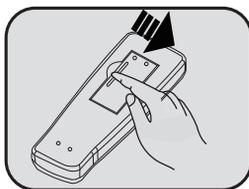


1. Loosen the screw with a screwdriver to unfold the battery cover.
2. Take out the connector between the battery and cleaner, join the two terminals and make sure the relevant colours are in the right order and joining up to their matching colour on the other terminal. Method to disassemble snap joint: Unplug the pin when pressing the snap joint.
3. Firstly, put the wire terminal buckle and wire into the battery pack gap according to the top right image. Then put the battery into battery compartment. Finally, close the battery cover and lock screw.

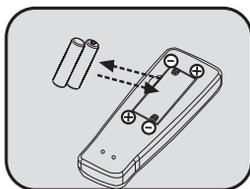
### Caution:



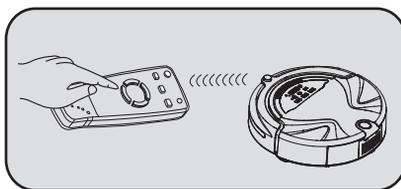
## 3.2 Remote Control



1. Open the battery cover

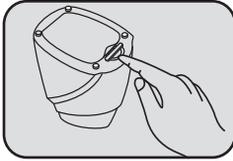


2. Put 2 AAA alkaline batteries into the battery slot, making sure to match the positive and negative signs on the battery to the correct end of the battery slot.

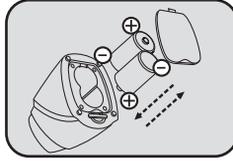


3. Turn on the power switch after installing the battery to check whether the remote control can control the cleaner.

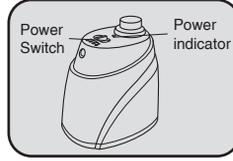
### 3.3 Zone Divider



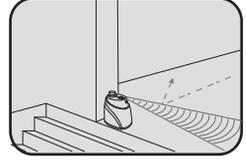
1. Unfold the battery cover



2. Put 2 D alkaline batteries into the battery slot, making sure to match the positive and negative signs on the battery to the correct end of the battery slot.

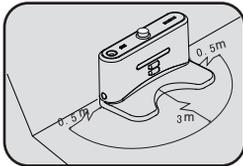


3. Turn on the power switch, the power indicator will flash.



4. Put the zone divider on a flat bit of floor and against a wall as a barricade from where you want to stop the vacuum from going.

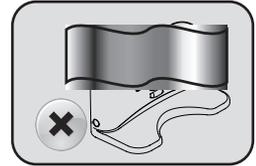
### 3.4 Charging Station



1. Put the charging station on a flat floor and against the wall, to make sure the vacuum can get back to the station. Ensure there are no obstacles or drops in the floor for 3 metres in front and 0.5 metres on the left and right of the charging station.



2. Insert the adaptor into the power socket side and another side in the charging station.

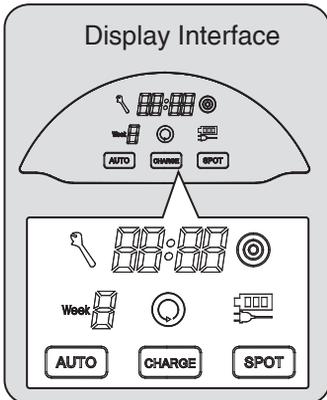


3. Do not cover the signal window of the charging station, otherwise the auto-charging function won't work.

# 4. Using your Vacuum Cleaner

## 4.1 How to use the robot

### 4.1.1 Introduction to display



Menu Display			
	Malfunction display		Spot cleaning display
	Current week display		Time/Error code display
	Auto cleaning display		Charging/Power display
Control Button			
	Press the button, the Cleaner will clean in the Auto Cleaning mode; If you press this button for a long time whilst the vacuum is in standby mode, it will turn itself off.		
	Press the button, the Cleaner will clean in the Spot Cleaning mode.		
	Press the button, the Cleaner will goes into the Auto Charging mode.		

# Setting up your Vacuum

## Setting the current time

1. Turn on the power switch of the robot cleaner then press the **AUTO** button. Then the screen will flash and the robot will go into standby mode.
2. Press and hold **CHARGE** button for at least three seconds, the robot will go to time setting and the hour digits on the screen will flash **00:00**.
3. Press **SPOT** button and the flashing number will increase each time you press **SPOT** cycling back. To advance to next digit and move to minutes and eventually to day of the week by pressing **CHARGE** button. Follow this process to set up the two minute numbers to get the correct time.
4. After setting up the current time, press **CHARGE** button again and the robot will go into current day of the week setting. The week digit on the screen will flash.
5. Press the **SPOT** button and the day of the week number will increase than cycle back to 0. You can set up the correct day of the week. 0 stands for Sunday and 6 for Saturday.
6. After finishing the time settings press **AUTO** button for at least three seconds to save the current time settings and exit to normal operation.

## Scheduling the cleaning time

You must set the current time before scheduling the robot to clean. Follow the steps below:

1. Turn on the power switch on the robot cleaner then press the **AUTO** button. Then the screen will flash and the robot will go into standby mode.
2. Press and hold **SPOT** button for at least three seconds, the robot will go to time setting and the hour digits on the screen will flash **00:00**.
3. Press **SPOT** button and the flashing number will increase each time you press **SPOT** cycling back. To advance to next digit and move to minutes and eventually to day of the week by pressing **CHARGE** key. Follow this process to set up the two minute numbers to get the correct time. Once you set up the correct cleaning start time press **AUTO** button, once to confirm the settings and the robot will keep confirming schedule times are set.
4. After time scheduling is set and confirmed, press **CHARGE** button again and the robot will go into the day of the week selection. The **Week**  will flash on the screen.
5. Press the **SPOT** button and the day of the week number will increase than cycle back to 0. You can set up the correct day of the week. 0 stands for Sunday and 6 for Saturday.
6. After finishing the week settings press **AUTO**, the screen will show **00:00** then press **AUTO** button again for at least three seconds to save the current week settings and resume normal operation.
7. You can set the cleaning time for each week day, but the cleaning start time will be the same, and you need to set the time day by day. You can also choose the day of the week the cleaning will be initiated.

### Notes:

Pressing **SPOT** button for 3 seconds will enable you to check and change the cleaning schedule time. (When **Week**  flashes, press **AUTO** button to cancel the cleaning schedule, press **AUTO** button again and will recover the schedule.) Press **AUTO** button for at least 3 seconds and will return the robot normal operation.

8. If you do not need the time scheduling, you can disable it by pressing the **SPOT** button for at least 3 second, then the robot will show you the time setting as you did before. Press **AUTO** button, you will see **88:88** and then press **AUTO** button for at least 3 second to save the setting. You can do the same process to disable the time setting for each day.

## Full Go Function

After you set the weekly cleaning schedule you can also set the **FULL GO** function. Your robot will come out every day at the time set automatically. If you want to override this function and start the robot after it is fully charged you need to use the **FULL GO** function. Note: **FULL GO** and the schedule cleaning cannot be set during the same hour setting.

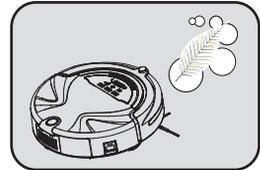
**Full GO:** After finishing cleaning schedule week set up, press **SPOT** button until **Week 7** icon flashes. Then press **AUTO** button. The LCD screen will display **00:01** which means **FULL GO** is set. Pressing **AUTO** button for 3 seconds will save **FULL GO** mode and exit and the robot will start cleaning once fully charged.

You can also disable the **FULL GO** function, press **SPOT** button until **Week 7** icon flashes, press **AUTO** button, then the screen will display **88:88** then press **AUTO** button for 3 seconds to save the settings.

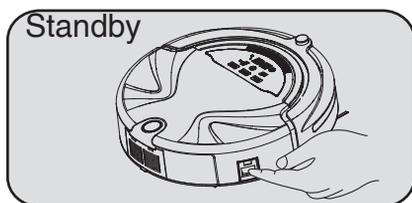
### 4.1.2 Introduction of the Negative Ion Function

The cleaner will produce negative ions which can improve indoor air quality and kill germs when the cleaner is running.

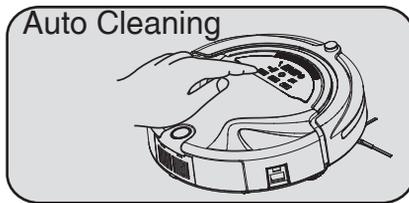
 **Tip:** Do not place metal objects close to the negative ion function area or it may cause electric shock.



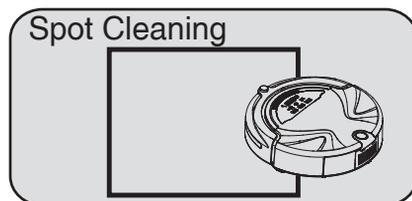
## 4.1. Working Modes.



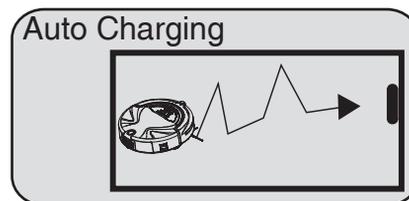
1. Press AUTO on the vacuum or the power button on the remote control. The display will light up, meaning that the robot is on standby.



2. Press the AUTO button again and the robot will start to clean automatically. To stop the cleaning, press any button on the vacuum.



3. When you press the SPOT button, the robot will start to work under spot mode. To stop the cleaning, press any button on the vacuum.

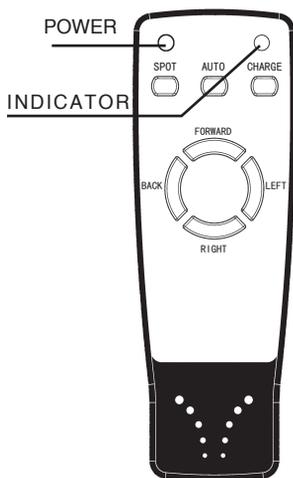


4. When you press the CHARGE button, the robot will return to the charging dock. To stop the vacuum, press any button on it.

**Tips:** When the battery power is low, the machine will emit the sound “ di di ”, the main brush will stop and will look for the charging station automatically.

## 4.2 Remote Control

Use Guide of Remote Control:

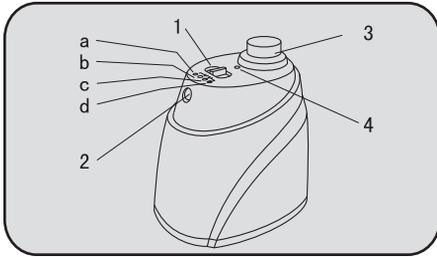


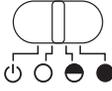
	When the vacuum is working or standing by, press the power button one time to turn the machine off and the indicator light will go out.
	When you press any button on the remote, this indicator will blink.
<b>SPOT</b>	Press to start Spot Cleaning mode.
<b>AUTO</b>	Press to start Auto Cleaning mode.
<b>CHARGE</b>	Press to let the machine start searching for the charging dock.
<b>FORWARD</b>	Press to move the machine forwards.
<b>BACK</b>	Press to move the machine backwards
<b>LEFT</b>	When you press this button, the machine will turn left and will stop turning when you let go of the button.
<b>RIGHT</b>	When you press this button, the machine will turn right and will stop turning when you let go of the button.

**Tips:**

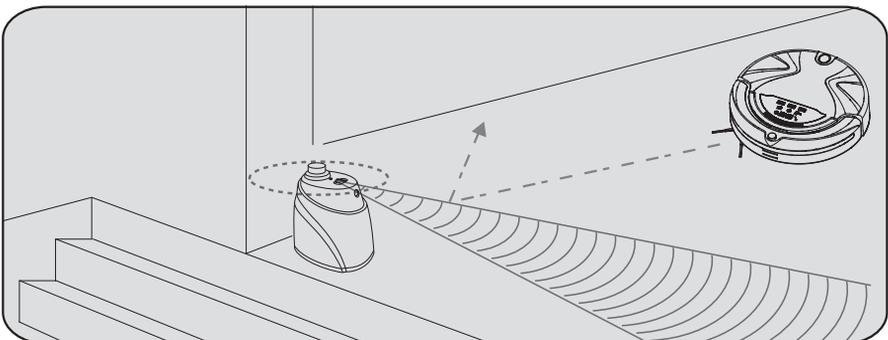
1. Remote control range is 4 meters.
2. Don't use the remote when you're near the zone divider, otherwise it might disturb the signal, and the remote control won't be able to control the machine.
3. If you keep pressing the FRONT or BACK button, the vacuum cleaner might not be affected by the zone divider and fall down the stairs or enter the area you didn't want it to go into.

### 4.3 Zone Divider



1. Slide Switch	
	<ul style="list-style-type: none"> <li>a.  Close power</li> <li>b.  Low gear</li> <li>c.  Middle gear</li> <li>d.  High gear</li> </ul>
2. Signal emitter	
3. Infrared emitter	
4. Power indicator	

NO.	Name	Function
1	 Slide Switch	Slide the button from left to right. Each click of the slider will indicate when you've switched to another function: close power, low gear, middle gear and high gear.
a	 Close power	Sliding the button to Close Power means the zone divider has turned off.
b	 Low gear	Sliding the button to Low Gear means that the power is on and the zone divider has a control range within 2 metres.
c	 Middle gear	Sliding the button to Middle Gear means that the power is on and the zone divider has a control range within 4 metres.
d	 High gear	Sliding the button to High Gear means that the power is on and the zone divider has a control range within 6 metres.
2	Signal emitter	This point will emit an infrared signal, forming a virtual wall that will stop the vacuum from going past it.
3	Infrared emitter	The infrared signal emitted by the Infrared emitter will limit where the vacuum can go outside 0.5 metres from the zone divider, which will avoid any collisions between the two.
4	Power indicator	When you slide the button  to low gear  , middle gear  and high gear  , the indicator will blink every 8 seconds and it will stop blinking, when the power is low.

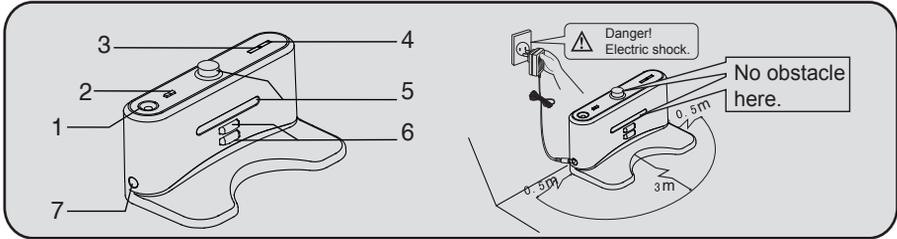


Usage: 1. Turn on the power switch, the power indicator will blink.

2. Put the zone divider on the flat floor and against the wall.

(Tips: Put the zone divider back to the wall or else the cleaner will push the zone divider onto its back or side.)

## 4.4 Charging Station



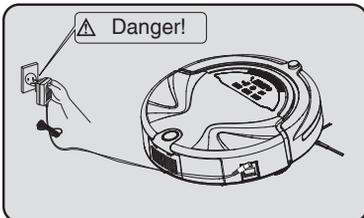
How to use:

1. Follow the instructions from page 8, and use the photos above.
2. Turn on the power switch, press the button " Charge " and the cleaner will move back to the charging station.
3. In the mode " Auto Cleaning ", when the battery power is low, the machine will go back to the charging station.

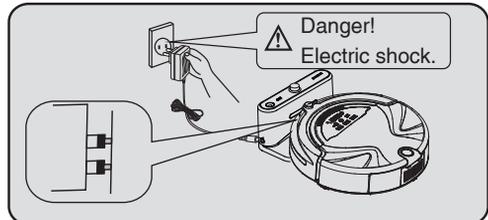
NO.	Name	Function
1	LED decorative lamp	To revitalise the room, this charging station comes with a decorative lamp that you can open up and put a fragrance in that will be spread around the room after it reaches a certain temperature.
2	Switch of LED decorative lamp	Press the button, and the LED decorative lamp will open or close.
3	Power indicator	The indicator will illuminate when the charging station is on.
4	Charging indicator	When charging station connects to the cleaner, the indicator will blink.
5	Signal window	This signal is the only way for the cleaner to reconnect and recharge with the charging station, so make sure the window is cleaned regularly to ensure sensitivity and accuracy.
6	Charging electrodes	The charging electrodes should connect well with cleaner electrodes or else the charging will fail.
7	DC socket	Output end jack of adaptor.

## 4.5 Charging Methods

### 4.5.1 Manual Charging:

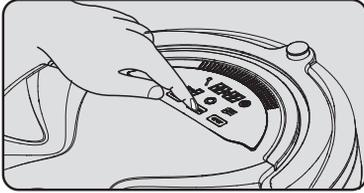


1. Charging the machine with an adaptor: Connect the plug between the machine and the adaptor, then insert into the socket.

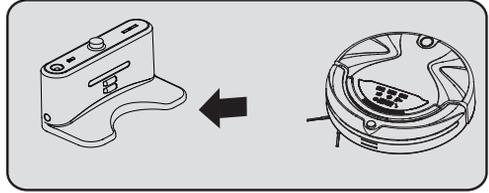


2. Connect the plug between the adaptor and charging station. Then, put the electrodes on the vacuum against the electrodes on the charging station. Finally, connect the power socket.

### 4.5.2 Auto Charging:



3. Controls for finding the dock:  
Turn on the power switch, press “ AUTO ” button, then press the “ CHARGE ” button. The vacuum will then start to search for the charging dock in a certain range.

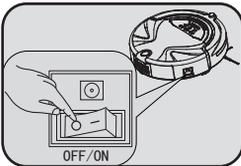


2. Auto charging:  
When the battery power is low during the cleaning, the cleaner will emit the sound “ di di ”, the main brush will also stop working and the machine will get back to the charging station automatically.

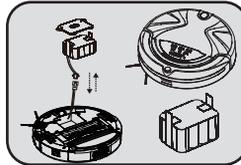
## 5. Looking after your Vacuum Cleaner

**Tips:**  
Please clean the cleaner regularly according to how much you use it.

### 5.1 Daily Storage

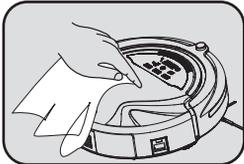


When you're not using the cleaner, please make sure you turn it off to save the battery.



If you haven't used the vacuum for a long time, fully charge the battery, take it out, and keep it in a cool, dry place, keeping the bottom of the cleaner dry.

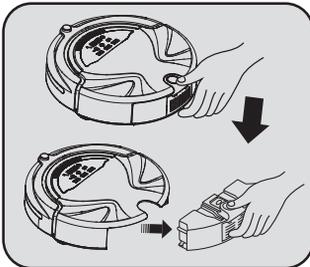
### 5.2 Cleaning the Main Body



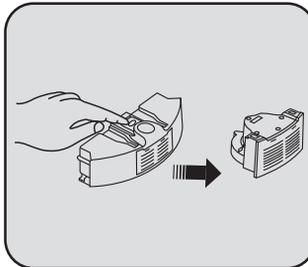
1. Before cleaning the main body, please turn off the power switch and take out the power plug.
2. Please wash the main body with water and neutral detergent and make sure the mop is dry, do not get water in the machine!
3. Do not wash the machine with oil.

### 5.3 Cleaning the Dust Box

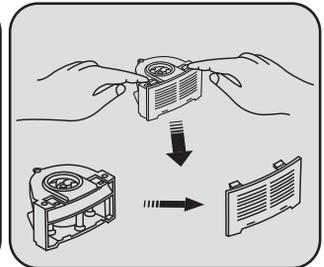
#### 5.3.1 Install the Dust Box



1. Push the buckle on the double side, then take off the front panel.

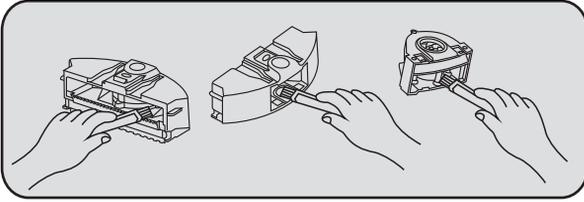


2. Press the red button on dust box and the fan assembly will automatically pop up.



3. Turn out the fan assembly and pull the two buckles, then the fan will be opened.

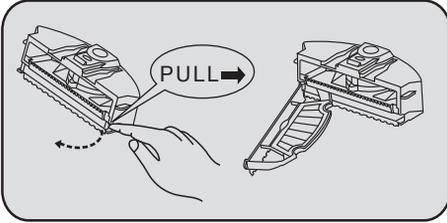
## 5.3.2 Cleaning the Dust Box



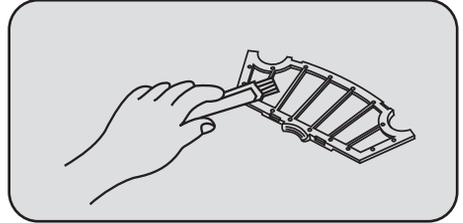
Pour out the dust, then use a clean brush to clean the dust box and fan assembly. Take out the fan assembly and then clean the dust box.

(note: the fan assembly cannot be cleaned directly with water.)

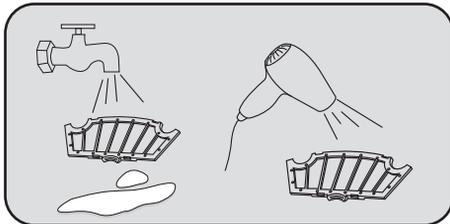
## 5.4 Cleaning the Filter



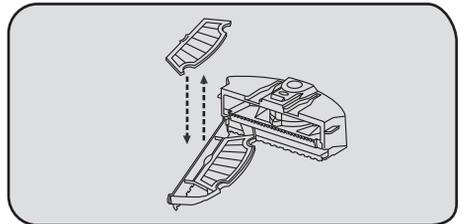
1. First, pull out the dust box, then push the buckle on the double side and open the panel.



2. Take out the filter and then clean the dust with a clean brush.



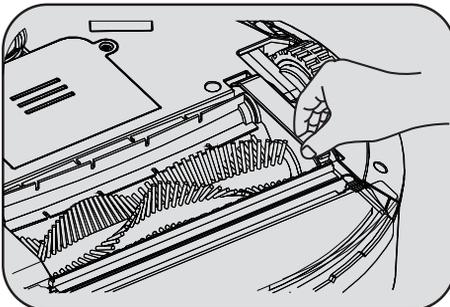
3. If you find there is a lot of dust on the dust box and filter, you can wash them on the side. (Note: only use it after it has been dried thoroughly).



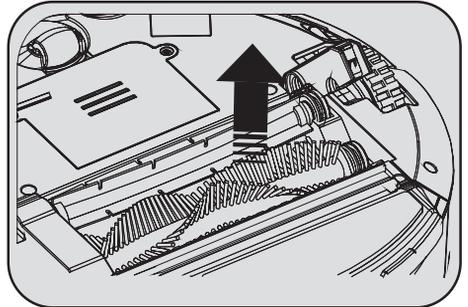
4. Push the old filter out from the buckle and then replace with a new and clean one .

## 5.5 Cleaning the Main Brush

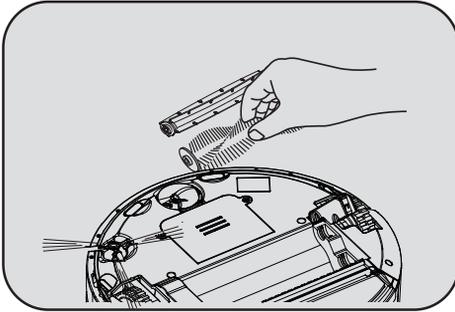
### 5.5.1 Putting together and taking apart the main brush



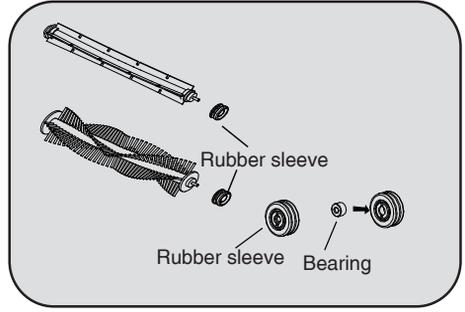
1. As shown on the above photo, push the buckle and lift it up.



2. Grasp the middle bristle brush or middle rubber brush and lift it up.



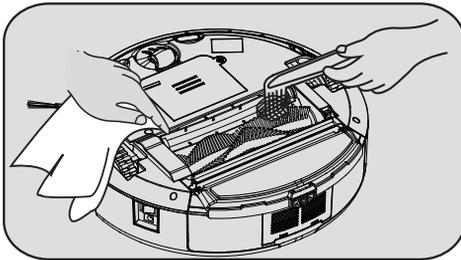
3. Take out the middle bristle brush or middle rubber brush.



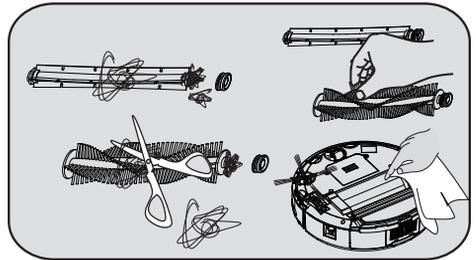
4. Take out the rubber sleeve from the middle bristle brush or middle rubber brush.

Tips: There is a small bearing in the rubber sleeve. When cleaning the main brush, keep an eye out if the bearing falls out. If it does, then remember to put it back in the rubber sleeve.

### 5.5.2 Cleaning the Middle Bristle Brush or Middle Rubber Brush

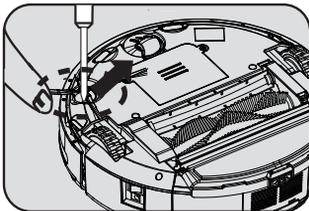


1. As shown on the above photo, please clean the middle bristle brush or middle rubber brush regularly with a clean brush.

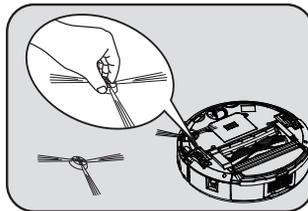


2. As shown on the above photo, clean every part of the middle bristle brush, or middle rubber brush regularly.

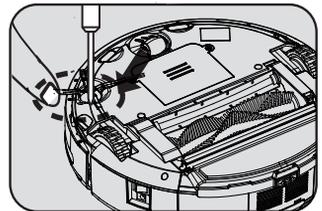
### 5.6 Cleaning the Side Brush



1. Take out the screw on the side brush with a screwdriver.

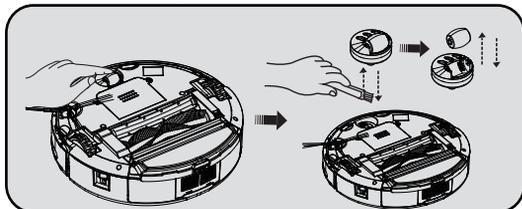


2. Take out the side brush, clean the hair on the side brush, then clean the entanglement in the slot.



3. Put the side brush back in its hole, and put the screw back in the side with a screwdriver.

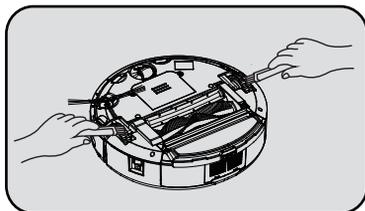
## 5.7 Cleaning the Front Wheel



1. Pull out the front wheel with fingers or a tool. (as picture)
2. Clean the front wheel with a clean brush.
3. When putting the front wheel back in place, put it in the correct place and press down.

(Tips: The hair or cloth strips from the brush may get tangled in the axle of the wheels, so make sure to clean it regularly.

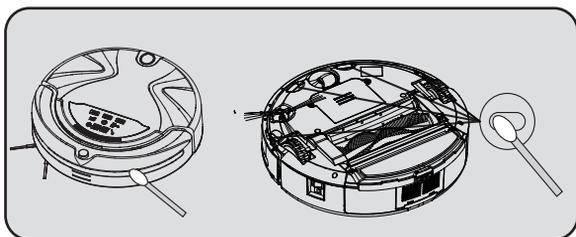
## 5.8 Cleaning the Left Wheel and Right Wheel



1. Clean with a clean brush, do not clean with water.  
(Tips: Same as the tips comment above.)

## 5.9 Cleaning the Sensors

We recommend you mop the sensor window with a dry cloth after cleaning the sensors, in case dust has collected on the window, which will effect the function of the sensors.



## 5.10 Cleaning the Trailing Bar Assembly

🗨️ Tips:the trailing bar assembly works best on flat flooring, so use it in the most suitable place in your home.



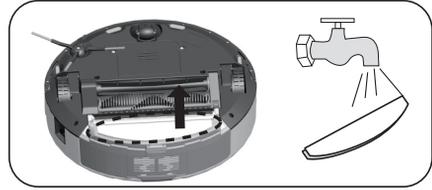
Please put together and take apart the trailing bar assembly according to the above photo.

Tips: 1.When installing the snap joint on both sides, either press or take it out carefully at a 90o (degree)angle to the cleaner, to keep the joint in good condition.

2.Press the middle of the trailing bar, it is successful when you hear the sound “ ka ka ” .

## Cleaning the Mop

1. There is a sticker on the trailing bar, so it is easy to put together and take apart.
2. The mop can be dry or wet when used.



# 6. Potential Faults

## 6.1 Alarm and Prompt Facility

- 💬 Tips: 1. If the cleaner stops working, it will emit the alarm sound “ di di ” .  
2. Match the error code on the vacuum display to the table below to help you solve it.

Fault Code	Reason	Faults performance	Solution	Tips
00:01	Fault in the ground detection sensors.	1. There's something blocking or covering the sensor window. 2. Blocked on the step.	1. Clean the ground detection sensors. 2. Take out the cleaner.	Clean the ground detection sensors regularly.
00:02	There is poor contact between the brush and the floor, causing the motor to not work properly	1. The main brush is blocked. 2. Hairs or strips of cloth from the brush	Check and clean the main brush.	Clean the main brush regularly.
00:03	Battery power is low.	1. The cleaner can not work 2. It can not charge automatically.	1. The cleaner changes the charging mode automatically. 2. charge the machine manually.	The battery power is exhausted, it can not get back to the charging station.
00:04	Fault detected in the left or right wheels.	1. The wheels are blocked 2. Hairs and strips of cloth have got entangled in the main brush.	Check the left and right wheels, clean the entanglement on the left and right wheels.	Clean the wheels regularly.
00:05	Dust box	1. No dust box in the machine 2. Dust box not put back in properly.	1. Install the dust box 2. Check whether the dust box is installed properly.	

## 6.2 Processing Methods

No.	Faults	Solution
1	the cleaner works backwards all the time	1. Avoid the cleaner working in the strong bright environment. 2. Avoid using the cleaner on black carpet. 3. Check whether the ground detection sensors are covered by dust or other objects. If so, clean them away with a dry cloth.
2	The cleaner does not work	1. Check whether the power switch is on and the power indicator is on. 2. Check whether the cleaner has enough power, if not, please charge the machine.

No.	Faults	Solution
3	The cleaner does not charge automatically	1. Check whether the LED indicator of charging station is on. 2. Check whether there are obstacles between cleaner and charging station. 3. When the battery power is low, please charge the machine by inserting the power supply directly into the robot.
4	The cleaner does not detect the zone divider.	Check whether the installation of zone divider is correct. Turn on the power of zone divider, check whether the power indicator is on.
5	The cleaner stops when it has been working for a while	Check whether the cleaner is in "Spot Cleaning" mode, this mode only lasts 3-5 minutes.
6	The machine can not be charged when power is inserted directly into the robot body	1. Check whether you use the original adaptor and insert the plug. 2. If the appearance of the cleaner is deformed, damaged and so please stop using the cleaner and call our customer servicers.
7	The remote control does not work	1. Check whether the installation of the batteries in the remote control is correct. 2. Check whether the signal receiver is dirty or damaged.

☞ if there are still faults after doing those steps like the solutions mentioned above, please contact our customer servicers.

## 7. Technical Specifications

Main Body Specifications		Accessories Specifications	
Working Voltage	DC14.4 V	Adaptor	
Rated Power	24W	Output Voltage	DC24V
Battery	Ni-MH	Output Current	1000mA
Battery Capacity	2200mAh	Remote Control	
Charging Time	About 4-5H	Remote Distance	7M
Working Time	≥ 90 min	Battery	AAA alkaline Batteries *2
Work Temp Range	-10°C45 °C	Space Isolator	
Work Humidity Range	≤ 90%RH	Control Distance	5M
Dust box Capacity	350ml	Battery	D alkaline Batteries *2
Specification	320*320*87mm	Charging Station	
Voice	≤ 65dB	Input Voltage	DC 24V

☞ Remarks: Our company reserves the right to make any changes to this product if we believe it will improve it. The power to alter the product is owned by our company.



Disposal: Do not dispose this product as unsorted waste. Collection of such waste must be handled separately as special treatment is necessary.

Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centres.

electriQ UK SUPPORT

[www.electriQ.co.uk/support](http://www.electriQ.co.uk/support)

If the unit still fails to operate call: 0871 620 1057

or complete the online form

Office hours: 9AM - 5PM Monday to Friday

[www.electriQ.co.uk](http://www.electriQ.co.uk)

Unit 2, The Nursery

Berristow Lane

South Normanton

Derbyshire, DE55 2FX