EZVIZ

# RS20 Pro

# Robot Vacuum & Mop Combo

# SAFETY WARNING

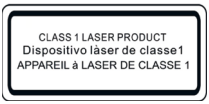
## PRODUCT SAFETY PRECAUTIONS

Before using this product, please read all the contents of this user manual carefully, install the device accordingly and save this manual for future reference properly. To lower the risk of fire, electric shock or other injuries, please observe the following operation requirements:

- This appliance is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- For European, this appliance can be used by children aged from 8 years and above and people with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision. Children should not play with the appliance.
- Please don't suction high-temperature substances (unextinguished cigarette butts, matches, hot ashes and etc.), superfine substances (like lime, cement, sawdust, gesso, ashes and toner), large sharp fragments (not physically definite matters like glass).
- No action needed to shift the product between 50 and 60Hz, product can adapt itself for both 50 and 60Hz.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- When charging, please use the Base Station offered by EZVIZ.

| Robot Model | Base Station Model |
|---|---|
| CS-RS20-PRO-PGA2 | CS-RS20-PRO-PGA2-D |
| CS-RS20-PRO-PGA5 | CS-RS20-PRO-PGA5-D |
| CS-RS20-PRO-TGA2 | CS-RS20-PRO-TGA2-D |
| CS-RS20-PRO-TGA5 | CS-RS20-PRO-TGA5-D |

- WARNING: To Reduce The Risk Of Electric Shock - Do not use outdoors or on wet surfaces, commercial or industrial environments.
- WARNING: To Reduce The Risk Of Electric Shock - Use indoors only.
- WARNING: To Reduce The Risk Of Electric Shock – Unplug Before Servicing.




- Do not look directly at the laser radar and the line laser when the device is working.
- The radar and line laser of this product comply with the Class 1 laser product standard IEC 60825-1, and will not produce dangerous laser radiation.
- CAUTION: Changing the function or performance of the optical module arbitrarily without complying with the provisions of this manual may lead to the danger of laser radiation.
- The Base Station can only charge lithium-ion batteries containing no more than 8 cells with a rated capacity of no more than 5200mAh.
- The Base Station can not be charged to non-rechargeable batteries.

## PROPER USE OF THE DEVICE

- The device is only used for cleaning the floor of the home environment, and should not be used in outdoor environment (such as open balconies), non-ground environment (such as stairs), and industrial environment.
- Don’t use the device in suspended environment (such as duplexes, open balconies and the top of furniture) without protective facilities.
- Children are not allowed to use the device as a toy. Please keep children and pets away from the device when using it. Don’t put accessories such as side brush in the place where children can reach, so as to prevent children from eating by mistake. Don’t place children and pets on the device body.
- Don’t use the device in an environment with open fire or fragile objects.
- Don’t use the device on waterlogged floors or wet ground.

- Don’t use the device in an environment higher than 40°C or lower than 0°C.
- Don’t use the device to clean any flammable materials (such as gasoline, toner). Don’t use the device in the area with flammable materials.
- Don’t use the device to clean burning items, such as matches, cigarettes and other items that may cause fire.
- Don’t use the product to absorb large stones, waste paper and other items that may block the product. When the suction port is blocked, please clean the product in time and remove the dust, cotton, hair, etc. at the suction port.
- Use only the accessories recommended or sold by the manufacturer. Don’t use the batteries or Base Station of any third party, and don’t use damaged batteries or Base Station.
- Dispose of used batteries in accordance with local laws and regulations.
- Don’t burn the device under any circumstances, as the battery may cause explosion.
- If the rear surface of the robot is too dusty, it will affect the recharging of the robot. It is recommended to clean it regularly or as needed. It is also recommended to use a paper towel or soft dry cloth to clean it.
- If the surface of the edge sensor on the side of the Robot is contaminated with lots of dust, it will affect the posture and mapping positioning effect of the Robot when walking along the wall. It is recommended to clean it regularly or as needed. Since the sensor is located inside the body, it is recommended to use the air blowing tool/ paper towel/soft dry cloth for cleaning the camera to wipe the sensor. Don’t put your fingers into it for cleaning.
- The bottom of the Robot is easy to be contaminated with lots of dust, so it is recommended to clean it regularly or as needed.
- Please use the device according to the instructions in the manual. Any loss and injury caused by improper use shall be borne by the user.
- Please don’t touch the plug or any electrified part of the product with your wet hands in case of electric shock hazard.
- If you will not use the product for a long time, please turn off the power and unplug the charging plug.

# Regulatory Information

This product and - if applicable - the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the ErP Directive 2009/125/EC, the RoHS Directive 2011/65/EU.

Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points.

This symbol means: This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point.

# DECLARATION OF CONFORMITY

Hereby, Hangzhou EZVIZ Software Co., Ltd. declares that the radio equipment type [CS-RS20-PRO-PGA2, CS-RS20-PRO-PGA5, CS-RS20-PRO-TGA2, CS-RS20-PRO-TGA5] is in compliance with EU Directive 2014/53/EU . The full text of the DECLARATION OF CONFORMITY is available at the following web link: https://www.ezviz.com/page/declaration-of-conformity.

# EXPOSURE TO RADIOFREQUENCY RF

The frequency bands and the nominal limits of transmitted power (radiated and/or conducted) applicable to this radio device are the following:

| | |
|---|---|
| **Band** | Wi-Fi 2.4 GHz |
| **Frequency** | Form 2.4G to 2.4835 GHz |
| **Power transmission [EIRP]** | ≤100 mW |

# Technical Parameters

| | |
|---|---|
| ⎓ | Direct current |
| ~ | Alternating current |
| | For indoor use. |
| | Before charging, read the instructions. |

| Robot | |
|---|---|
| Model | CS-RS20-PRO-PGA2<br>CS-RS20-PRO-PGA5<br>CS-RS20-PRO-TGA2<br>CS-RS20-PRO-TGA5 |
| Overall Dimension | 365mm * 365mm * 101mm |
| Battery Capacity | 5200 mAh |
| Weight | Approx 4.1Kg |
| Battery Rated Voltage | 14.4V ⎓ |
| Rated Input | 20V ⎓ |
| Rated Power | 65W |

| Base Station | |
|---|---|
| Model | CS-RS20-PRO-PGA2-D<br>CS-RS20-PRO-PGA5-D<br>CS-RS20-PRO-TGA2-D<br>CS-RS20-PRO-TGA5-D |
| Rated Input Voltage | 220-240V~50/60Hz |
| Rated Output | 20V ⎓ 2.5A |
| Rated Power | 60 W ( in charging/mop drying state);<br>965 W( in collecting dust state);<br>1265 W( in cleaning with hot water state) |
| Dimensions | 481mm * 452mm * 529mm |

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**About this Manual**

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ ™ website (http://www.ezviz.com).

**Revision Record**

New release – January 2024

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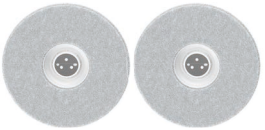
# Overview

## Package Contents

Robot Vacuum & Mop Cleaner *1
(hereinafter referred as to “Robot”)

Base Station *1



Mop Assembly*2 (Mop cloth included)

Power Cord *1

Side Brush *2

Camera Sticker x1

Cleaning Solution *1

Cleaning Tool *1

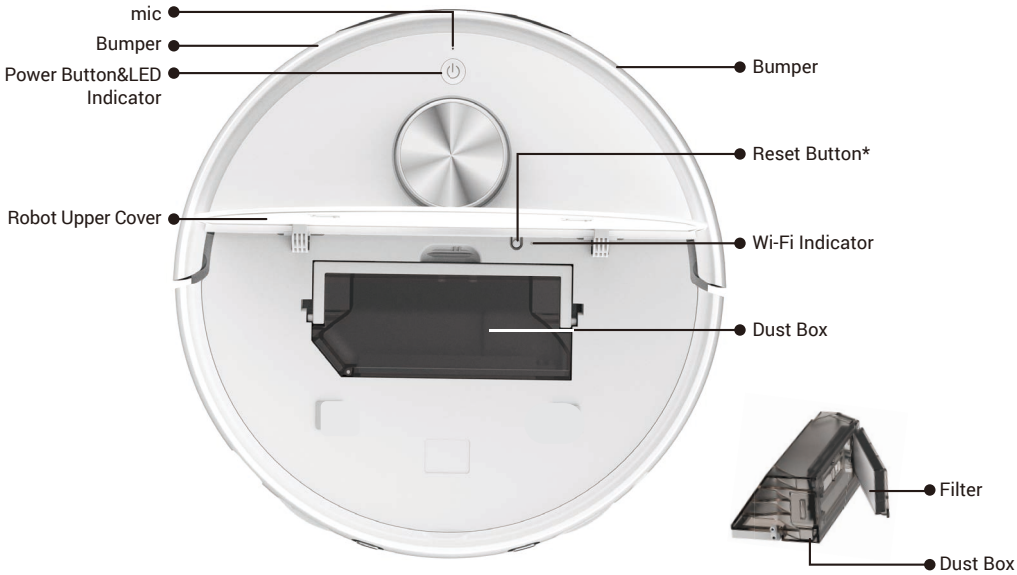
Quick Start Guide *2

Regulatory Information *1

The device’s appearance is subject to the actual one you have bought.

# Basis

## Robot



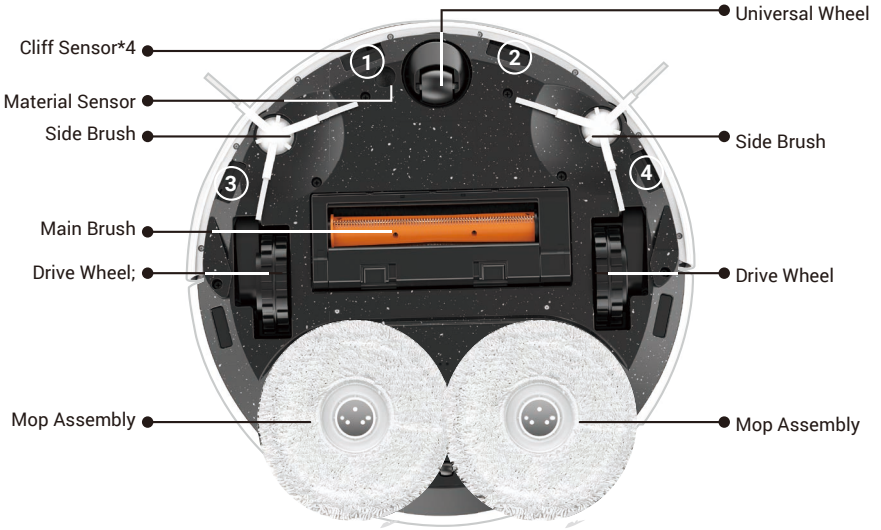

| Power Button | |
|---|---|
| Press and hold for 4s: | Turn on/off the Robot |
| Press once: | Start/pause the task |
| Press twice: | End the task and back to the Base Station |
| Press three times: | Enable/disable child lock (please enable child lock feature on EZVIZ app firstly) |

| LED Indicator | | |
|---|---|---|
| | Orange | In standby mode due to low battery/ task paused |
| | Red | Fault or exceptions, please check the notification on EZVIZ app |
| | Blue | In patrol inspection/ remote video |
| | White | Working properly |

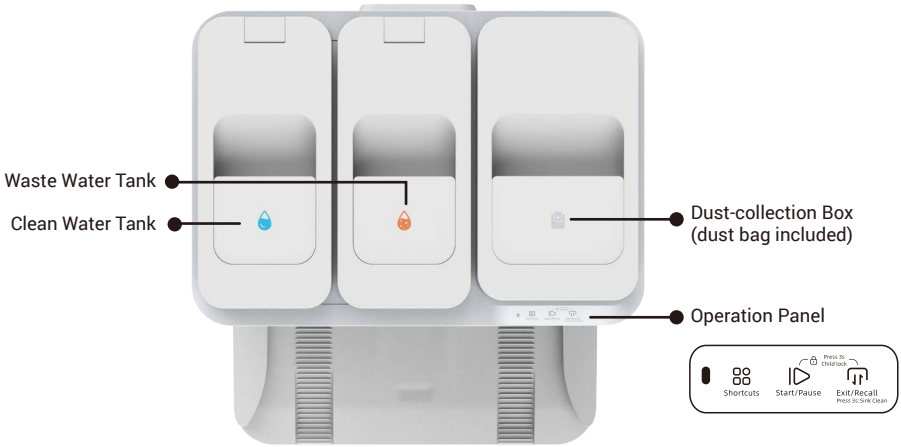
| Reset Button | |
|---|---|
| Press and hold for 4s | Enter network configuration status |
| Press and hold for 10s | Restore to factory settings and restart the Robot |

LDS Lidar
Edge Sensor
Obstacle Sensor
Spotlight
RGB Camera
Infrared Obstacle Sensor

Charging Contact
Dust Collection Port
Speaker
Charging Contact
Water Inlet
Air Outlet

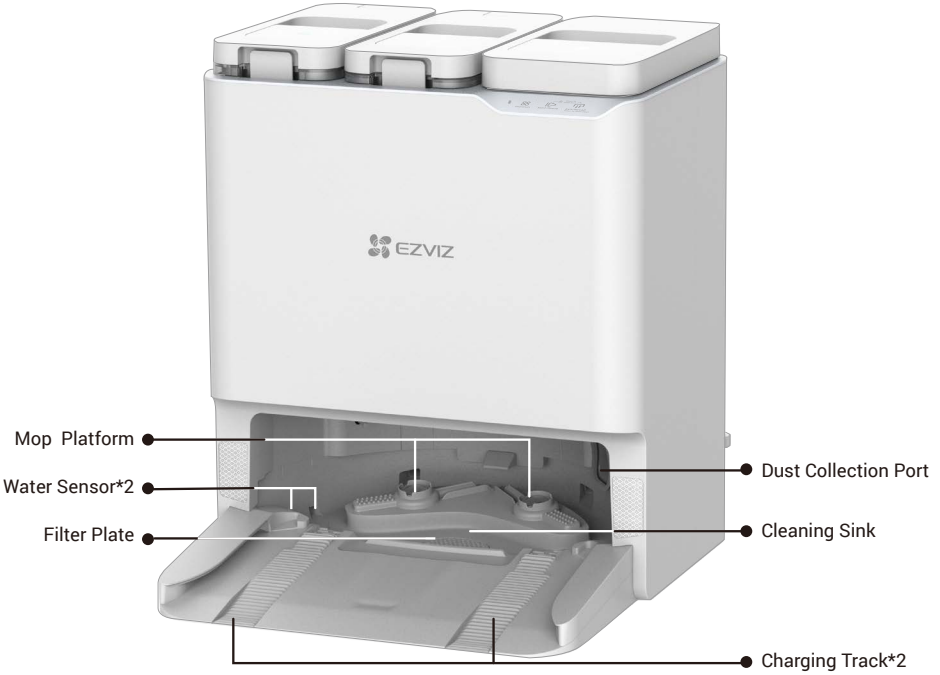

Cliff Sensor*4
Material Sensor
Side Brush
Main Brush
Drive Wheel;
Mop Assembly
Universal Wheel
Side Brush
Drive Wheel
Mop Assembly
1
2
3
4

## Base Station




| Operation Panel | |
|---|---|
| Shortcuts | Start/Pause |
| The corresponding shortcut instructions can be executed through 3 operations (press once, press twice, press and hold for 3s). (Please bind shortcut instructions on EZVIZ app firstly) | Press once: Start/pause task<br>Press and hold for 3s: end the task |
| Exit/Recall | Child Lock |
| Press once: Robot exit/return Base Station<br>Press and hold for 3s: Start cleaning the cleaning sink of the Base Station, the water sprayed after the Robot exits the Base Station.<br>Press and hold for 3s again: The Base Station extract waste water. | Press and hold for 3s: enable/disenable child lock<br>(Please enable child lock feature on EZVIZ app firstly) |

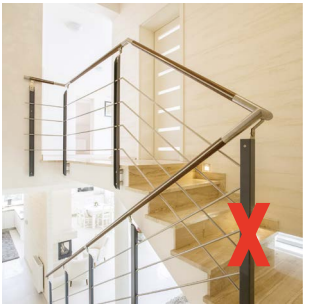
| Indicator on Base Station | | |
|---|---|---|
| | Orange | Slightly exceptions |
| | Red | Exceptions, please check the notification on EZVIZ app |
| | White | Working properly |


EZVIZ
Mop Platform
Water Sensor*2
Filter Plate
Dust Collection Port
Cleaning Sink
Charging Track*2

# Quick Start Guide

## Preparation

Try to avoid using in the environment with stairs (if must, please set up a guardrail), and try to remove the obstacles on the ground before use.



## Connect the Power Supply to the Base Station

Select a proper location, place the Base Station on a horizontal floor against the wall, connect the Base Station and the power socket with the power cord, and the Base Station will start automatically (it is recommended to place the Base Station on a flat light colored tile floor instead of a carpet or wooden floor).

- In order to avoid external heat damage to the Base Station, please do not place it next to radiators, heaters, fireplaces, etc.
- For a normal charging process, please do not place the Base Station in environments subjected to direct sunlight, rain, snow or humidity, otherwise the Robot may not back to the Base Station.

## Add Clean Water

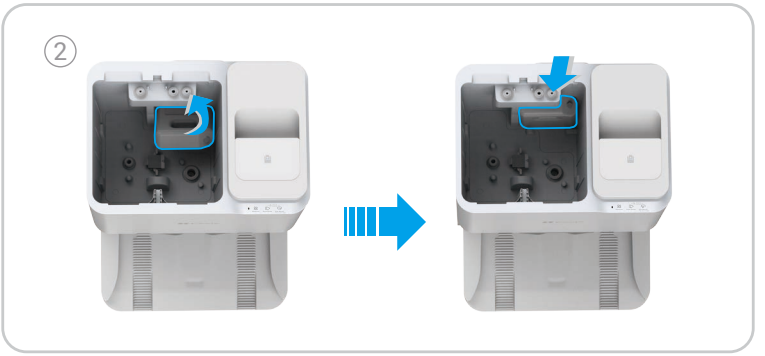
Remove the protective bags of the clean water tank and the waste water tank, fill the clean water tank with clean water, and then install them back.

- Do not fill hot water, otherwise the device may be damaged.
- It is recommended to add tap water in room temperature, please do not add the water filtered by water purifier.
- If you need to use cleaning solution, please use EZVIZ specialized cleaning solution. Other cleaning solution may damage the device.
- Please not the water can not exceed the max water level line.

## Install Cleaning Solution

1. Remove the protective film and the seal on top of the cleaning solution bottle.

2. Take the waste water tank out, and then install the cleaning solution bottle according to the following illustration.
3. After installation, put the waste water tank into place.



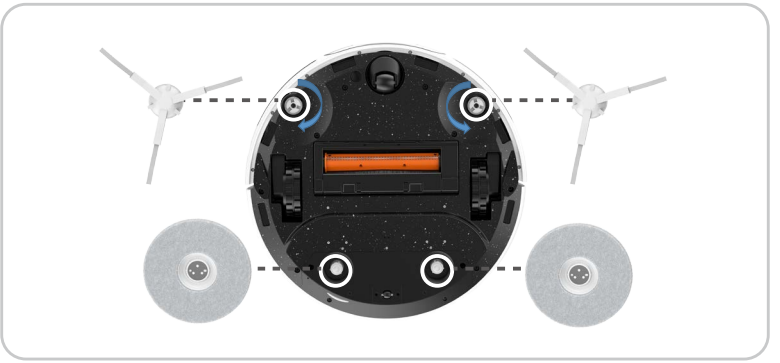

- Please press the cleaning solution bottle into the place when installation.
- Do not use other sterilization solution or cleaning solution not produced by EZVIZ, otherwise the device may be damaged.

## Remove Shields

Before use, remove the shields on both sides of the Front Bumper and all protective films on both of the Robot and the Base Station.

## Install Side Brush and Mop Assembly

1. Align the side brushes with the point as shown in the figure and press them down. Hearing a “click” indicates that they are installed in place.
2. Align the mop assembly with the magnetic point.



## Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi (only 2.4 GHz WiFi is supported).
2. Download and install the EZVIZ App by searching for “EZVIZ” in the App Store or Google Play™.
3. Launch the App and register an EZVIZ user account.

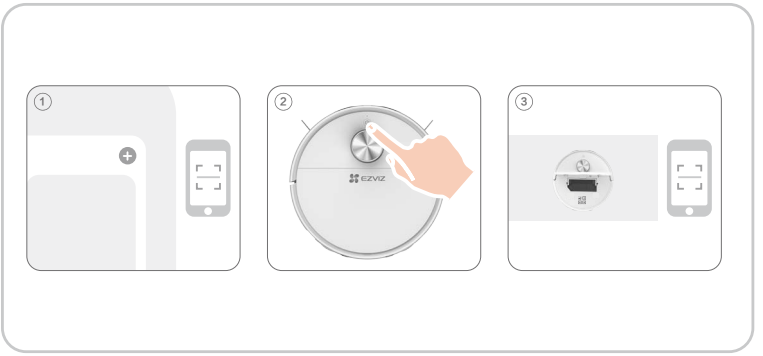
| EZVIZ App | |
|---|---|
| Download on the App Store | GET IT ON Google Play |

- If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the App store or Google Play™ and search for “EZVIZ”.
- The actual process may vary due to ongoing App updates. Follow the instructions provided in the App.

## Add the Robot to EZVIZ App

1. Log in to your account through EZVIZ App, tap the device adding icon and then the QR code scanning interface will be displayed.
2. Press and hold the power button of the robot for 4 seconds until it starts.
3. Open the upper cover of the robot, scan the QR code on the robot body, and complete the network configuration and addition of the robot according to the interface prompts.

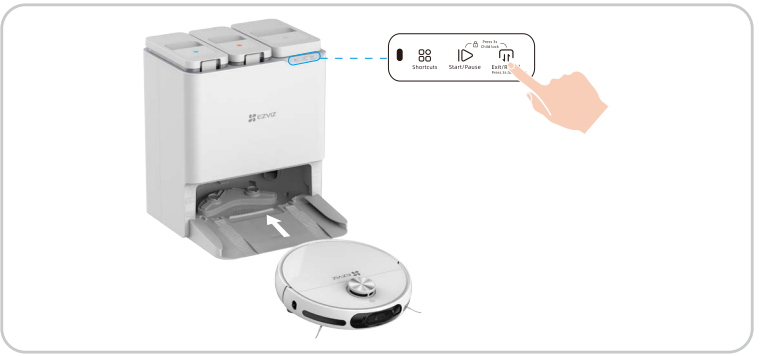
If Wi-Fi connection failed, or you want to connect the robot to another Wi-Fi, you need to press and hold the reset button for 4 seconds, and then the robot will be restarted and you can add the robot to EZVIZ App again.




## Place the Robot

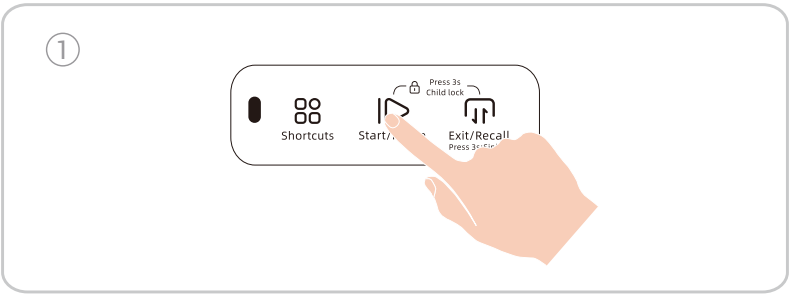
Place the Robot in front of the Base Station, and then press on the operation panel. The Robot will enter the Base Station and start charging.

It is recommended to place the Robot within 50 cm in front of the Base Station to avoid recharging failure.

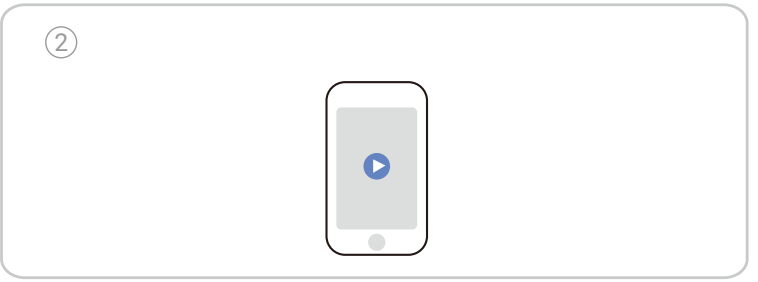


# First Cleaning

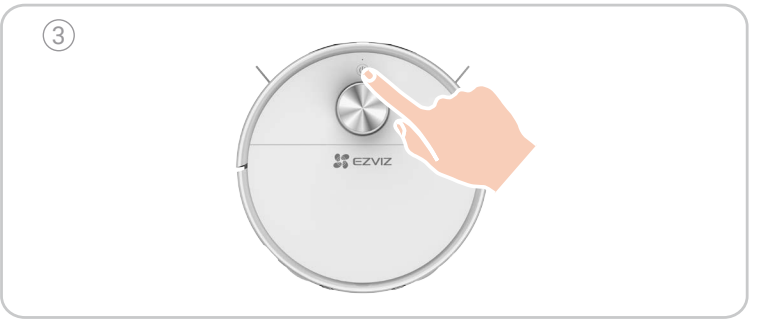
You have three ways to operate:
1. Press button on the Base Station to work.




2. Log in to your account through EZVIZ App, add device and select the cleaning mode on the home page of the device on the App, and click .




3. Press the button on the Robot to work.



## Use the Camera Sticker(optional)

A camera sticker is provided if you need to cover the camera.
1. Tear off the protective film.
2. Clean and wipe up the glass of the camera with wet tissue. Stick and press the camera sticker to the glass of the camera and make sure it sticks firmly.
3. The sticker can be washed and reused.

The visual obstacle avoidance function of this product requires the camera to be on as one of the prerequisites, and the image processing involved is done locally on the product and is not uploaded to EZVIZ Cloud Platform. You can mask the camera to reject the function as needed. The product package comes with a camera sticker for masking, which is electrostatically adsorbed.

# Operations on the EZVIZ App

The App interface may be different due to version update, and the interface of the App you installed on your phone shall prevail.

### Map for Cleaning
Map editing (area dividing, area merging, area building, room naming, no-go zone, invisible wall, rotate, threshold), map zoning, carpet display, real-time cleaning route display and multi-map saving.

### Cleaning Method
General cleaning, personalized cleaning, designated room cleaning and area cleaning.

### Cleaning Settings
Suction setting, water volume setting, cleaning sequence setting, carpet boost, supplementary sweeping for carpet and self-cleaning for main brush.

### Surveillance Feature
Schduled patrol inspection, fixed-point movement, snapshot/record in patrol inspection, voice intercom.

### Information Display
Cleaning history, patrol inspection history, Robot power, consumables and maintenance.

### More Features
Firmware upgrade, volume adjustment, scheduled cleaning, Do Not Disturb mode, night vision light compensation and etc.

# Routine Maintenance

To maintain the best condition of the device, please maintain the device and replace parts with following frequencies:

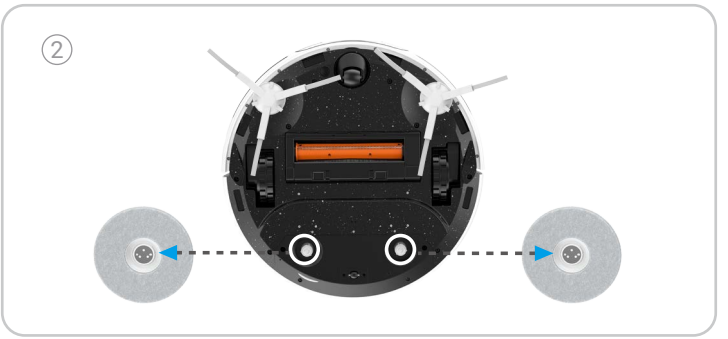
| Robot Part | Maintenance Frequency | Replacement Frequency |
|---|---|---|
| Mop Cloth | / | Every 2-3 months |
| Side Brush | Once every 2 weeks | Every 3-6 months |
| Main Brush | Once per week | Every 6-12 months |
| Dust Bag | / | Every 3-4 months |
| High Efficiency Filter | Once per week | Every 3-6 months |
| LDS Lidar<br>RGB Camera<br>Edge Sensor<br>Obstacle Sensor<br>Cliff Sensor<br>Infrared Receiving Terminal<br>Bumper<br>Charging Contact<br>Universal Wheel/Drive Wheel | Once per week | / |
| Cleaning Sink | Once every 2 weeks | / |
| Clean Water Tank | Once every 3 months | / |
| Waste Water Tank | After each mopping | / |
| Base Station | Once every 2 weeks | / |

- Before performing cleaning and maintenance tasks on the Robot, turn the Robot OFF and unplug the Base Station.
- A multi-function Cleaning Tool is provided for easy maintenance. Handle with care, this Cleaning Tool has sharp edges.
- EZVIZ manufactures various replacement parts and fittings. Please visit www.ezviz.com for more information on replacement parts.
- Accessories are considered consumables and regular maintenance and replacement are recommended. Due to their wear characteristics, they are not subject to the standard product warranty period

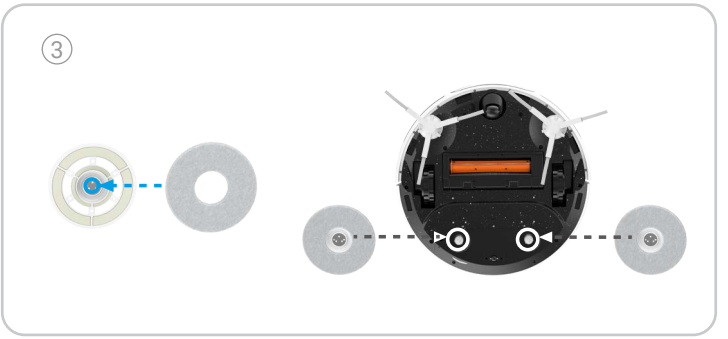
# Replace Mop Cloth

Press button on operation panel of the Base Station, the Robot exits the Base Station.

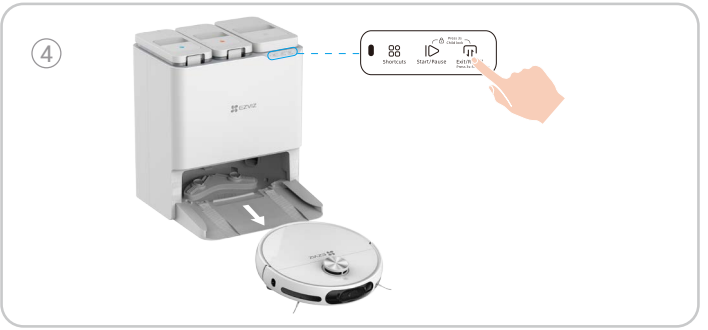
Turn the Robot over, take the mop assembly off.



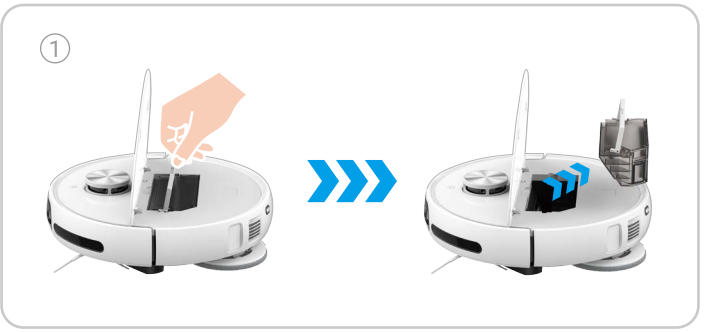

Remove the old mop cloth from the mop assembly and replace a new one, and then put the mop assembly back to the Robot.



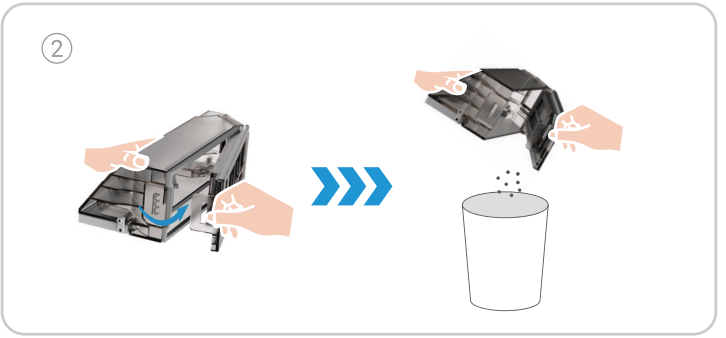
Press button on operation panel of the Base Station again, the Robot returns to the Base Station.




## Dump the Dust Box




Unfasten the buckle on the side of the dust box, open the dust box cover and pour out the garbage inside of it.



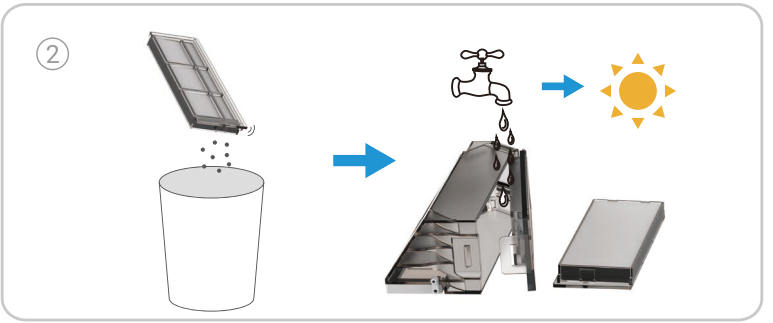
- Please make sure that the Dust Box and Filter is properly installed onto the Robot before cleaning mission.
- Do not schedule a cleaning mission if the dust box or filter is not properly installed.

## Clean/replace Filter

Press button on operation panel of the Base Station, the Robot exits the Base Station.

Open the upper cover of the Robot, take the dust box out and take off the filter assebmly.

Slightly pat the filter assembly or use the cleaning tool to clean the filter, and then rinse with water and thoroughly air dry it.

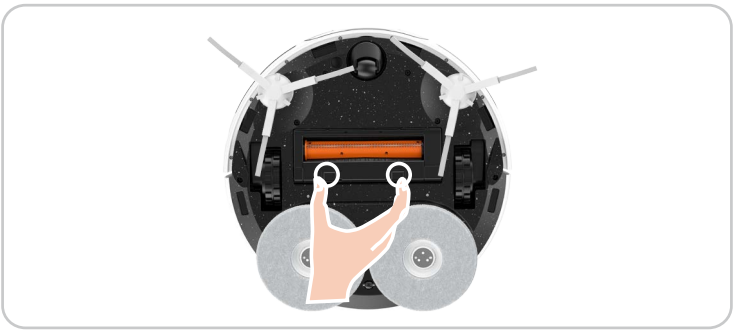


Install it back to the dust box, and then put it into the Robot. Close the upper cover and press button on operation panel of the Base Station, the Robot returns to the Base Station.

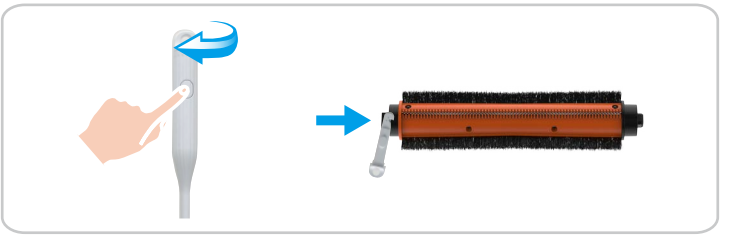
If the filter is required to be replaced, please take it out from the dust box and replace a new one into it.

## Clean the Main Brush

Press the buckles to take out the Main Brush cover and the Main Brush.



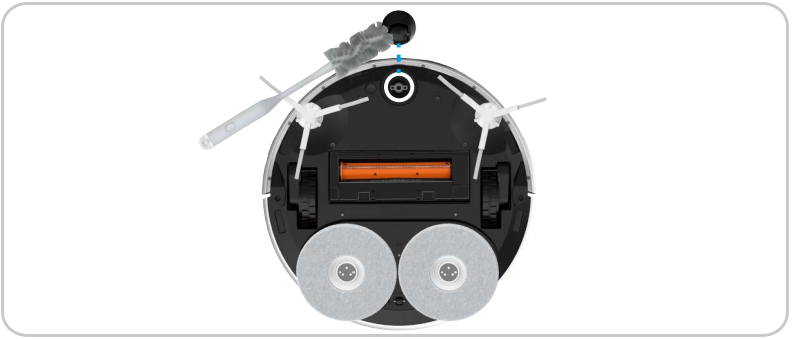
Press the button on the end of the cleaning tool and rotate it to take the blade inside of it. Use the blade to cut off the hair entangled on the Main Brush and remove the roller at one end of the Main Brush to clean it, and then re-install the Main Brush into place.



# Clean Wheels

Pull up the Universal Wheel directly by hand then clean it with the hidden Cleaning Tool and then re-install it into place.

If there is abnormal sounds happened after a long time using, please take the universal wheel off and add lubricant into the metal shaft.



Clean the Driven Wheels with the hidden Cleaning Tool.

## Clean Important Parts

Wipe and clean the cliff sensors, material sensor, charging contacts, RGB camera, obstacle sensors, edge sensor and infrared receiving terminal with soft dry cloth.

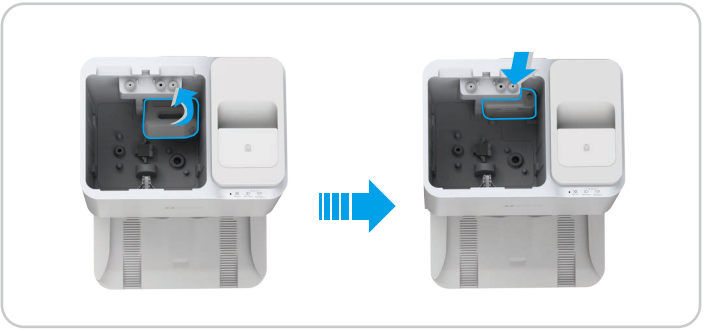
## Clean Clean Water Tank/Waste Water Tank

Open the cover, unfasten the buckle, take the filter upwards out to clean it.

Pour out the sewage, and use cleaning tool to remove the dirt in the waste water tank.

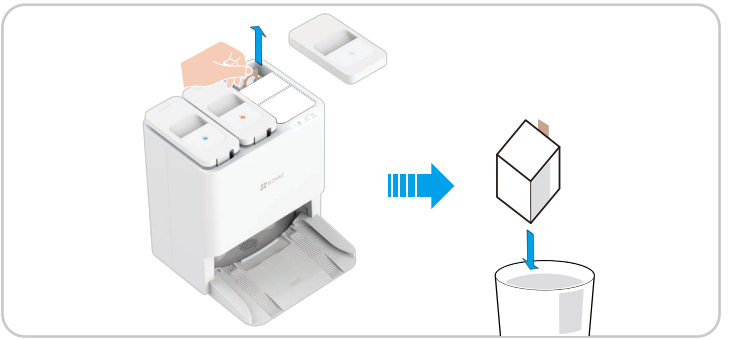
## Replace Cleaning Solution

1. Take the waste water tank out, remove the protective film and seal on the bottle.
2. Install the cleaning solution bottle according to the illustration on the Base Station.
3. After installation finished, put the waste water tank back to the Base Station.

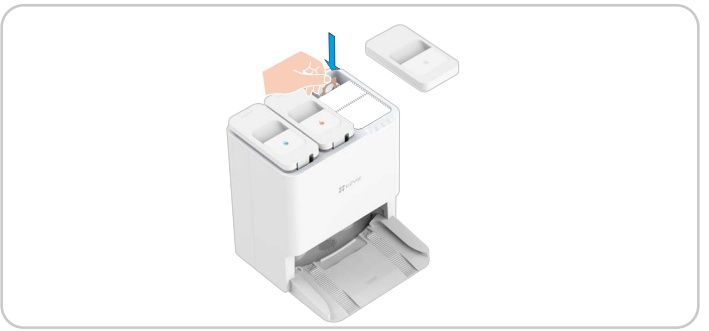


## Replace Dust Bag

Open the upper cover of the dust collection box, lift the handle of the dust bag to take out and discard it.

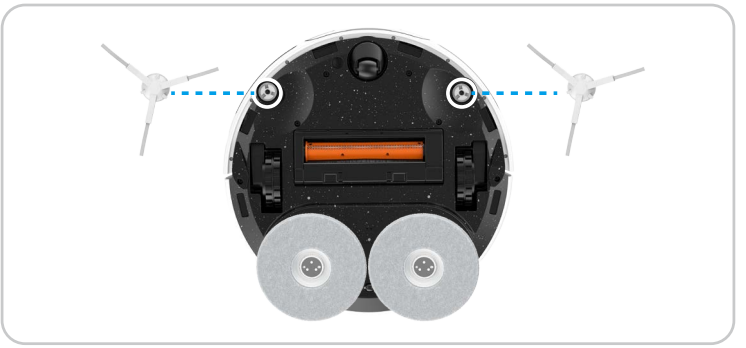


Install a new dust bag into place, and then close the upper cover.



## Replace the Side Brush

Pull out the old side brush and then press the new one into the position.



## Clean the Base Station

1. Press and hold button for 3s, the Robot exits the Base Station and the Base Station will spray water.
2. Clean the interior of the Base Station and the cleaning sink with cleaning tool or rags.

## Clean Inlet Air Filter

1. Open upper cover of the dust collection box and then lift the handle of the dust bag. Rotate and take out of the inlet air filter on the bottom of the dust collection box.
2. Rinse with clean water and dry it, and then install back to the dust collection box.

## Clean Dust Collection Duct

**For Robot:** After take out the dust box, use tool like a thin soft brush to stretch into the dust collection duct to clean.

**For Base Station**: After take out the dust bag, use tool like a thin soft brush to stretch into the dust collection port or dust collection duct to clean it.

# FAQ

| Problem | Solution |
|---|---|
| Charging failure | The Base Station does not connect to the power supply.<br>Please confirm whether the power cord of the Base Station is connected well. |
| Recharge failure | There are lots of obstacles near the Base Station. Please clean the obstacles in front of the Base Station. |
| | Recommended place the Robot back to the Base Station before each cleaning task and ensure the Robot starts working from the Base Station. |
| | High ground resistance. It is suggested to move the Base Station to a flat and light-colored tile floor. |
| | The floor is slippery. Recommended swipe the floor in front of the Base Station. |
| | Incorrect Base Station location. Please check whether the location of the Base Station on the map is correct. |
| | Please do not place the Base Station in direct sunlight. |
| When in recharge, Operation exception nearby the Base Station | There are obstacles within 1.5m in front of the Base Station and within 0.1m on the side. Please clear the obstacles directly in front of the Base Station. |
| | Please use soft material (tissue or soft dry cloth) to swipe the charging contact on the tail of the Robot. |
| | Please Swipe the driven wheels of the Robot and recharge tracks on the bottom of the Base Station. |
| | Please confirm whether the Base Station installation location is directly exposed to sunlight. |
| Abnormal noise/shake during cleaning | Foreign objects entangled to the wheels, side brushes or main brush, please start the Robot after shutting down and clean it. |
| | The rubber strip on dust collection port is scripping the floor, which is a normal phenomenon. |
| | If the mop cloth is rolled up, remove the mop assembly and re-install the mop cloth. |
| Waste water tank keeps pumping water | Clean the Base Station. For more information, please refer to page 28. |
| Cannot connect to Wi-Fi | Poor Wi-Fi signal, please ensure the Robot is in a area with a good Wi-Fi signal. |
| | Wi-Fi connection exception. Please reset the Wi-Fi and download the latest EZVIZ App, and try to scan the QR code on the Robot to reconnect it. |
| Cannot avoid obstacles | Use air blowing tool to clean the glass on the lens, or you can use soft tissues or dry cloth to swipe the glass on the lens. |
| | The obstacle avoidance performance of the Robot will decline when encountering objects with high transmittance (such as glass), high reflectance (such as polished metal), or low reflectance (such as black objects) due to environmental influences. |
| Abnormal obstacle avoidance | Use air blowing tool to clean the glass on the lens, or you can use soft tissues or dry cloth to swipe the glass on the lens. |
| Side brush fell off during cleaning | Turn the Robot over and install the side brush again, make sure install it completely until hearing a “clip” sound. |

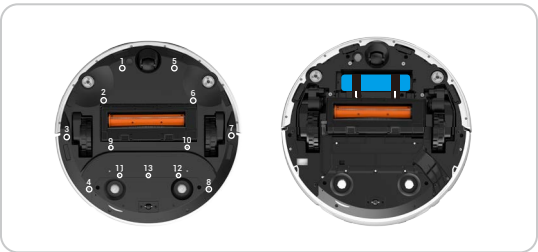
| Problem | Solution |
| --- | --- |
| Anti-dropping detection has failed, the Robot can't avoid stairs or high places. | Use soft tissues or dry cloth to swipe the cliff sensors. |
| Cannot collect dust, poor dust collection effect or abnormal sound in collecting dust | Please check whether the dust collection duct of the Robot and the Base Station is stucked, if so, please refer to the cleaning method of the dust collection duct in this user manual. |
| | Full dust bag. If so, please replace a new disposable dust bag. |
| | The air outlet of the Robot's dust box is stucked, please clean it and take the foreign matters out. |
| Cannot dry automatically | Auto dry feature is off on APP, please check the settings on APP. |
| | During drying, press the button on the Robot or the Robot exits the Base Station, the drying task ended in advance. |
| Abnormal operation | If the problem persists after the above possible causes have been considered, the components may be abnormal. Please contact the customer service department. |

For additional information about the Robot, please refer to www.ezviz.com.

# Environmental Precautions

The chemical substances contained in the built-in lithium-ion battery of this product may cause environmental pollution. Please remove it before scrapping and send it to a professional battery recycling station for centralized disposal.
Steps for removing the battery (the following information is only applicable when discarding the device, not the daily operation instructions):

1.Let the Robot run to a low power state that cannot be cleaned without touching the Base Station.
2.Turn off the Robot and remove the side brush and dust box.
3.Turn the Robot over and remove the screws at the bottom.
4.Remove the battery cover.
5.Take out the battery.




- When disassembling the battery, please ensure that the power is exhausted and operate with the Base Station disconnected.
- Please disassemble the whole battery pack together and do not damage the battery pack casing to avoid short circuit or leakage of hazardous substances.
- If the battery has exudate and accidentally touches it, please flush it with plenty of water and seek medical attention promptly.
- This product should not be discarded after the expiration date or after the repair cannot work normally, please hand it over to an enterprise qualified to dispose of WEEE, please refer to the national or local regulations on the disposal of WEEE for the correct method.
- Standby mode: The Base Station will enter standby mode after the Robot is turned off for 10 minutes: 0.5W.