RS20 HairFree

Robot Vacuum & Mop Combo
User Manual

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 ᴇᴢᴠɪᴢ ™ website (http://www.ezviz.com).

Revision Record

New release – January 2025

Trademarks Acknowledgement

ᴇᴢᴠɪᴢ ™, 🦊 ™, and other EZVIZ's trademarks and logos are the properties of EZVIZ in various jurisdictions. Other trademarks and logos mentioned below are the properties of their respective owners.

Legal Disclaimer

Table of Contents

Appendix 24

Overview

1. Package Contents

Robot Vacuum & Mop Cleaner ×1
(hereinafter referred as to "Robot")
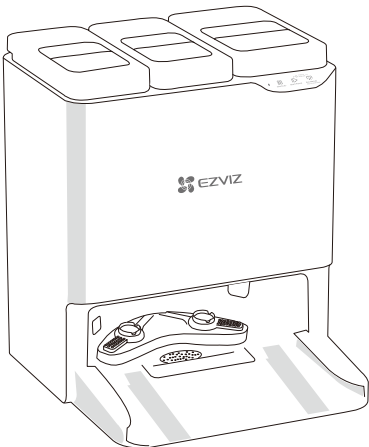
Base Station ×1
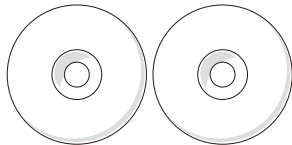
Mop Assembly ×2
(Mop pad included)
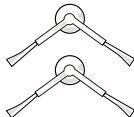
Side Brush ×2
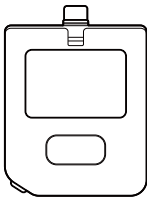
Cleaning Solution ×1

Cleaning Tool ×1

Camera Sticker ×1
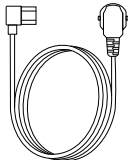
Power Cord ×1

Quick Start Guide ×2

Regulatory Information ×1

2. Basics

Robot

MIC

Bumper

* Power Button &
LED Indicator

Robot Upper Cover

Reset Button *

Wi-Fi Indicator

Dust Box

Filter

Dust Box
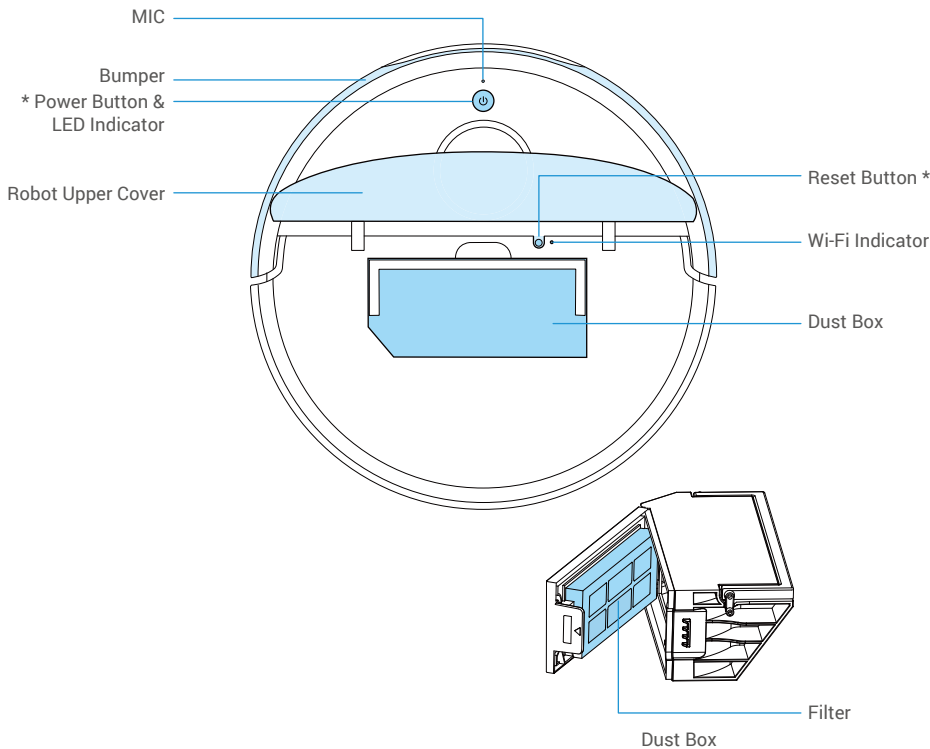
Power Button	
Press and hold for 4 seconds	Turn on/off the Robot
Press once	Start/pause the task
Press twice	End the task and return to the Base Station
Press three times	Enable/disable child lock (please enable child lock feature on EZVIZ App in advance)

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 4 seconds	Robot ready for network configuration
Press and hold for 10 seconds	Restore to factory settings and restart the Robot

LDS LiDAR

Spotlight

Infrared Obstacle Sensor

Edge Sensor

Obstacle Sensor

RGB Camera

Charging Contact

Water Inlet

Dust Collection Port

Speaker

Air Outlet

Cliff Sensor×4

Universal Wheel

Material Sensor

Side Brush×2

Main Brush

Driving Wheel×2

Mop Assembly×2
(Mop Pad and Mop Bracket)

Base Station

Dirty Water Tank

Clean Water Tank

Dust Collection Box
(Dust bag included)

Operation Panel/LED Indicator *

EZVIZ

Shortcuts   Start/Pause   Exit/Recall
Press 3s: Sink Clean
Press 3s
Child lock

Operation Panel		
	Shortcuts	You can trigger the shortcut commands by performing one of the following: press once, press twice, or press and hold for 3 seconds. Ensure the commands are configured in the EZVIZ App beforehand.
	Start/Pause	• Press once: Start/pause task • Press and hold for 3 seconds: End the task
	Exit/Recall	• Press once: Robot exit/return Base Station • Press and hold for 3 seconds: Start sink cleaning of the Base Station, the Base Station will spray water after the Robot exits. • Press and hold for 3 seconds again: The Base Station will extract dirty water.
+	Child Lock	Press and hold for 3 seconds: Enable/disable child lock (Please enable the child lock feature in the EZVIZ App first)

LED Indicator		
▬	Orange	Slight exceptions
▬	Red	Exceptions, please check the notification on EZVIZ App
▭	White	Working properly

Mop Platform

Water Sensor×2

Dust Suction Port

Cleaning Sink

Filter Plate

Charging Track×2

Handle

Power Port

Seal Ring

Filter

Clean Water Tank

Dirty Water Tank
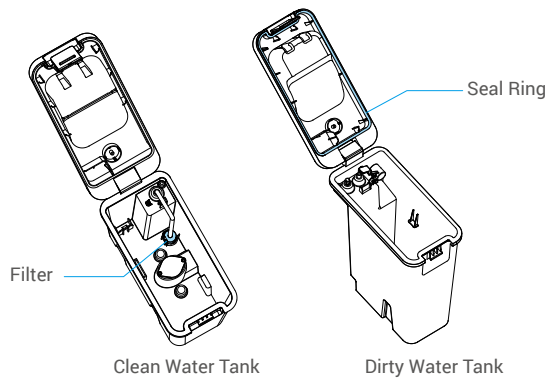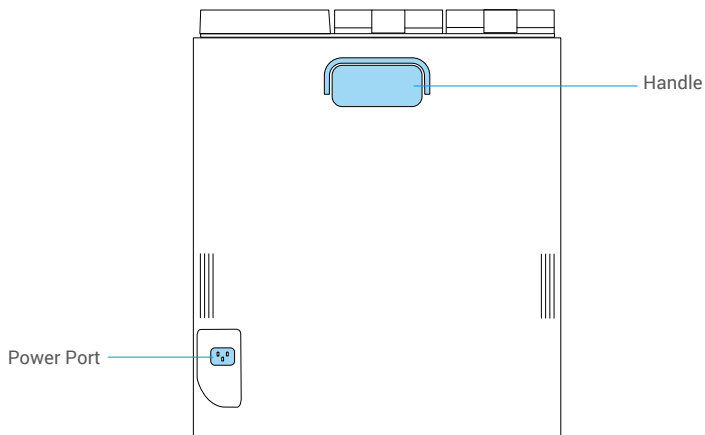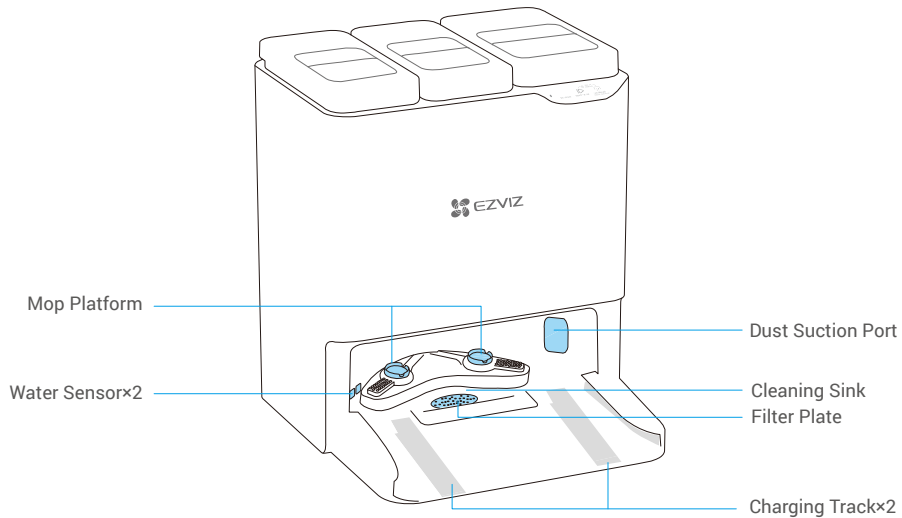
Quick Start Guide

1. Preparation

- Do not use the Robot in an environment with stairs (if unavoidable, use a guardrail).
- Remove any obstacles on the floor before use.
- Keep the Base Station and Robot away from any heat source, such as fireplaces, stoves, radiators or heaters.
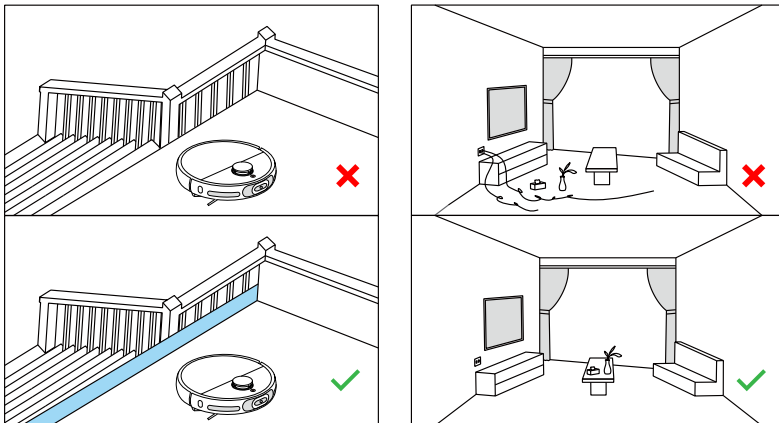
2. Connect the Power Supply to the Base Station

ⓘ
- It is recommended to place the Base Station on a flat, light colored tile floor instead of a carpet or wooden floor to avoid wetting them.
- Do not place the Base Station in damp, rainy, or direct sunlight areas as it may cause damage to the Robot or the Robot can not return to the Base Station.

1. Place the Base Station on a horizontal floor against the wall.
2. Connect the Base Station and the power socket with the power cord, and the Base Station will start automatically.

>5cm(0.164')

>5cm(0.164')

>80cm(2.62')
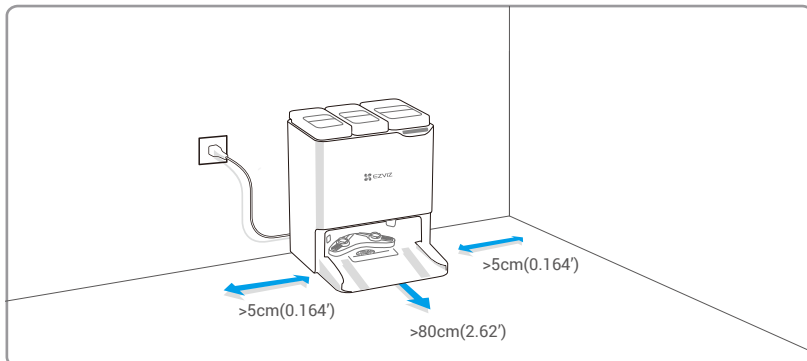
3. Remove Shields

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.
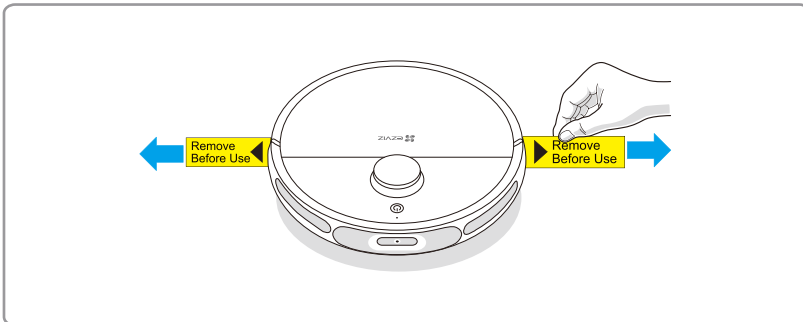
4. Add Clean Water

1. Take out the clean water tank.
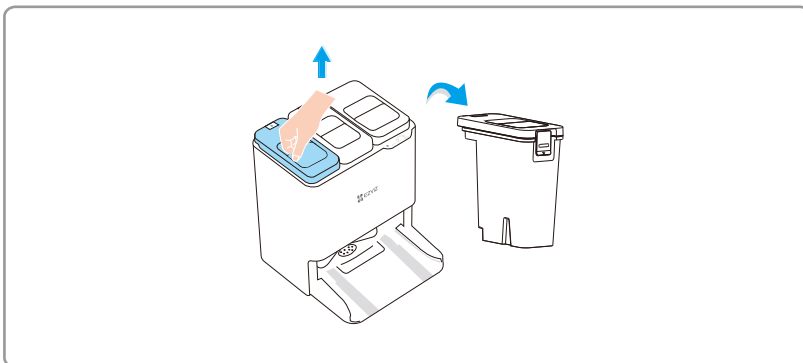
2. Fill the clean water tank with clean water, then install it back.
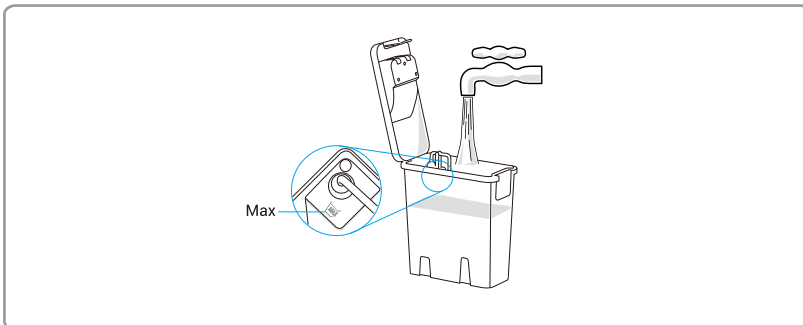
- · Do not add hot water, otherwise the device may be damaged.
- · Do not add the water filtered by water purifier. It is recommended to add tap water.
- · The water can not exceed the max water level line.

5. Install Cleaning Solution

1. Remove the protective film and the seal on top of the cleaning solution bottle.
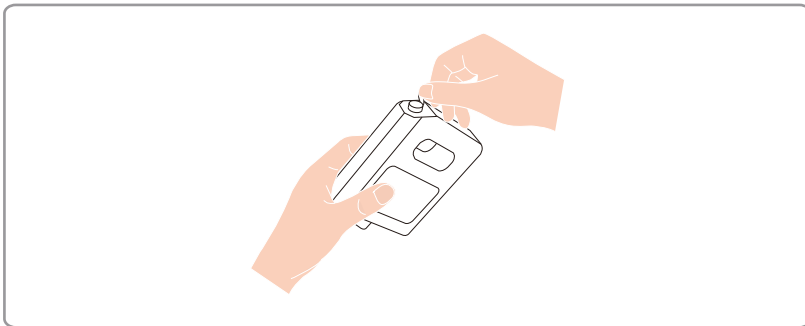
2. Take out the dirty water tank.
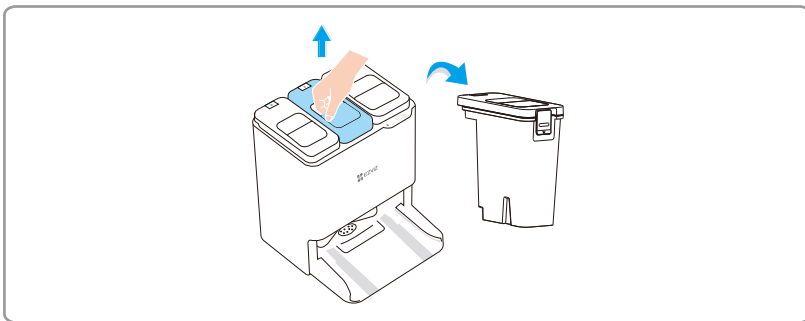
3. Place the cleaning solution bottle and push it inward, then put back the dirty water tank.
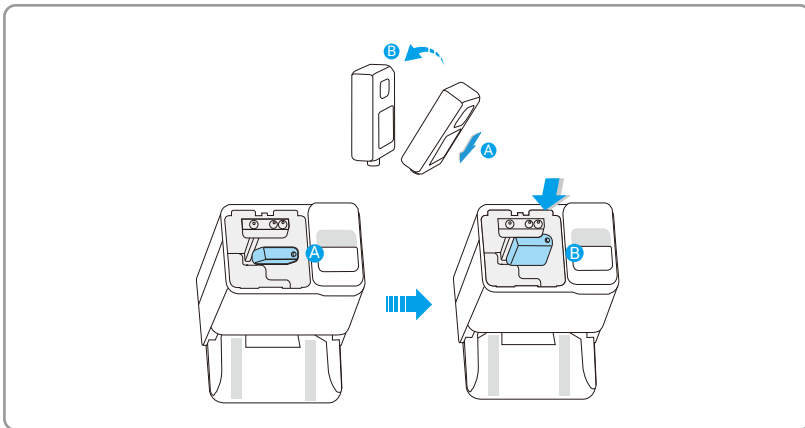
ⓘ · Please press the cleaning solution bottle into the place during installation.
   · Do not use other sterilization solution or cleaning solution not produced by EZVIZ, otherwise the device may be damaged.

6. Install Side Brushes and Mop Assemblies

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 assemblies with the magnetic point.
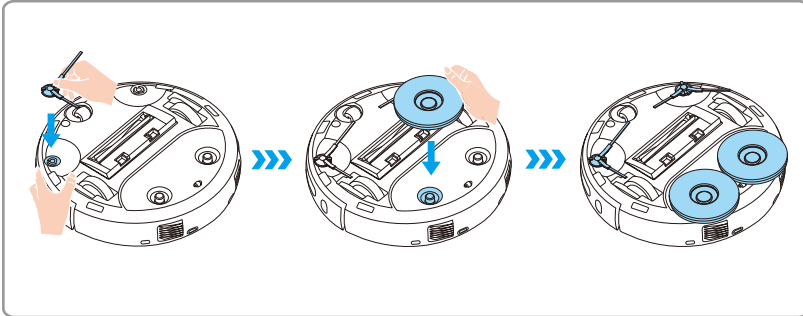
7. Robot Charging

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.
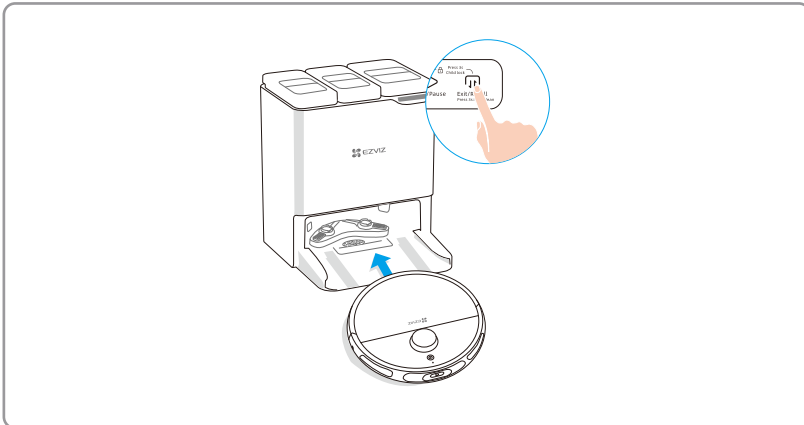
ⓘ For the first time use, a full charge (approximately 5 to 7 hours) is required for normal operation of the Robot. The indicator ⏻ turns off when the Robot is fully charged.

8. Get the EZVIZ App

1. Connect your mobile phone to 2.4 GHz Wi-Fi (suggested).
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**
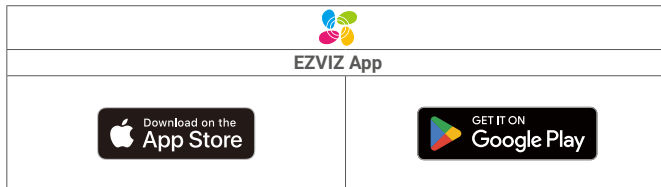
ⓘ If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the App store or Google Play™ and search for "EZVIZ".

9. 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 and complete network configuration and device adding according to the interface prompts.

ⓘ ・ Before Wi-Fi configuration, please ensure the following conditions:
    1. The Robot has enough power (over 20%) or docked to the Base Station;
    2. The Robot does not support 5GHz Wi-Fi, please connect it to 2.4GHz Wi-Fi.
  ・ If Wi-Fi connection failed, or you want to reconfigure the network, press and hold the Reset button on the Robot for 4 seconds and try again.
  ・ You can reconfigure Wi-Fi through Settings > Wi-Fi Network in App.
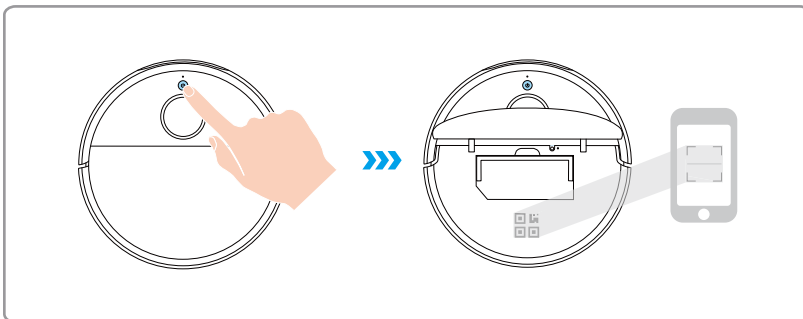
Basic Operations

1. Mapping

After configuring the network for the first time, follow the instructions on EZVIZ App to quickly create a map, and the Robot will start mapping without cleaning. The mapping process will be completed when the Robot returns to the Base Station, and the map will be saved automatically.

2. Start Cleaning

Start cleaning in one of the following three ways:
- Press   button on the Base Station.
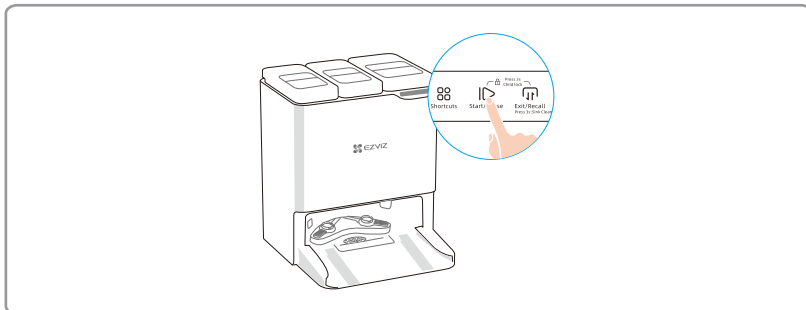
- Short press the   button on the Robot to start cleaning (full-house cleaning mode by default).
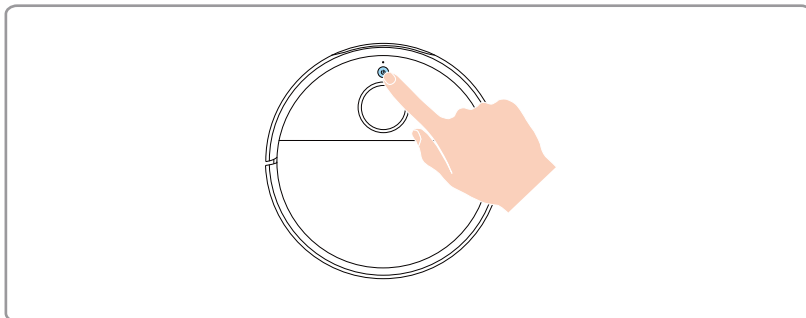
ⓘ The Robot will leave the Base Station to clean the area along the wall, and then clean in a zigzagging way. After cleaning, the Robot will return to the Base Station automatically.
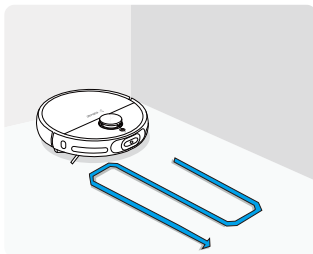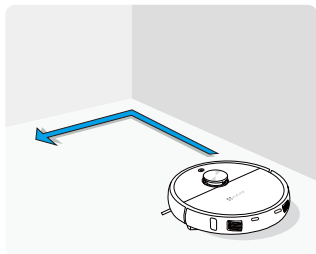
• After adding the Robot to your EZVIZ App, select the cleaning mode on the home page of the Robot on your App, and tap ▷.

ⓘ • If the Robot gets stuck or fails to return to the Base Station, please manually place it onto the Base Station.
   • After cleaning, or if only vacuuming is needed, please remove the Mop Aseembly to prevent the carpet or wooden floor from getting wet.
   • If the battery level is too low to start cleaning, please charge it first.
   • Do not move the Base Station or disconnect its power while the Robot is working.

ⓘ The Robot will automatically enter Sleep Mode in the following two situations:
   • The Robot is inactive and the Base Station is disconnected for 10 minutes.
   • There is no operation within 10 minutes after the Robot is fully charged.

3. Use the Camera Sticker(optional)

An electrostatic camera sticker is provided if you need to cover the camera.
1. Remove the protective film.
2. Clean and wipe up the the camera with wet tissue. Stick the camera sticker to the camera and press to make it stick firmly.
3. The sticker can be washed and reused.

ⓘ The visual obstacle avoidance is realized through the RGB camera. Covering the lens will affect some of the obstacle avoidance effect. The image processing is done locally and will not be uploaded to EZVIZ Cloud Platform.

Operations on the EZVIZ App

ℹ️ 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

ℹ️ • 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.

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

Please maintain the device and replace parts with following frequencies to keep a best performance.

Robot Part	Maintenance Frequency	Replacement Frequency
Mop Pad	/	Every 2-3 months
Side Brush	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/RGB Camera/Edge Sensor/Obstacle Sensor/Cliff Sensor/Infrared Obstacle Sensor/Bumper/Charging Contact/Universal Wheel/Driving Wheel	Once per week	/
Cleaning Sink	Every 2 weeks	/
Clean Water Tank	Every 3 months	/
Dirty Water Tank	After each mopping	/
Base Station	Every 2 weeks	/

1. Clean the Dust Box and Filter

1. Open the upper cover of the Robot, take out the dust box.
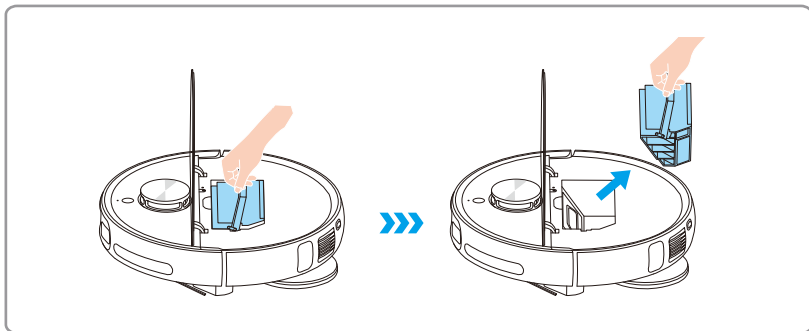
2. Unfasten the buckle on the side of the dust box, open the dust box cover and pour out the garbage inside of it.
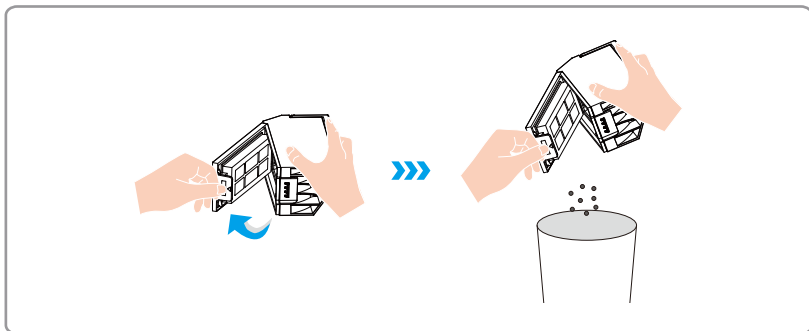
3. Remove the filter from the dust box, gently tap the filter to shake off dust and debris or clean it with the cleaning tool.
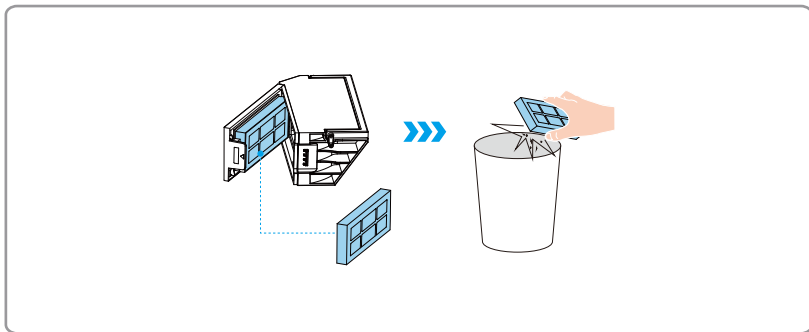
4. Rinse the dust box and filter under running water and let them dry completely.
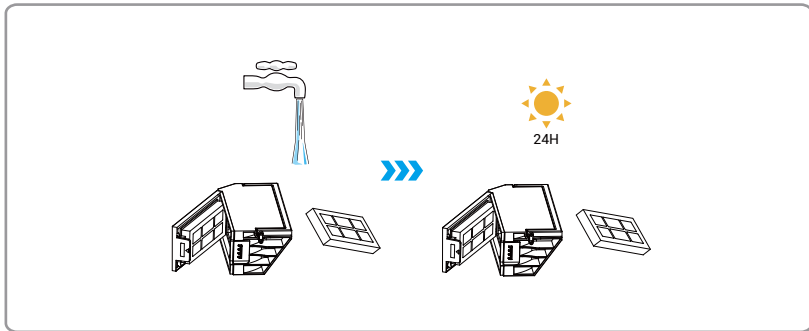
5. Put back the filter and dust box properly and close the upper cover of the Robot.

ⓘ Do not schedule the cleaning mission if the dust box or filter is not properly installed.

2. Clean the Mop Pad

1. Flip the Robot over, take off the mop pad.
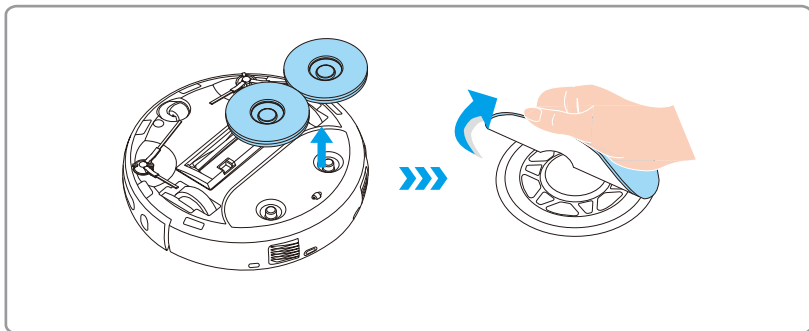
2. Clean the mop pad with water and let it dry completely.
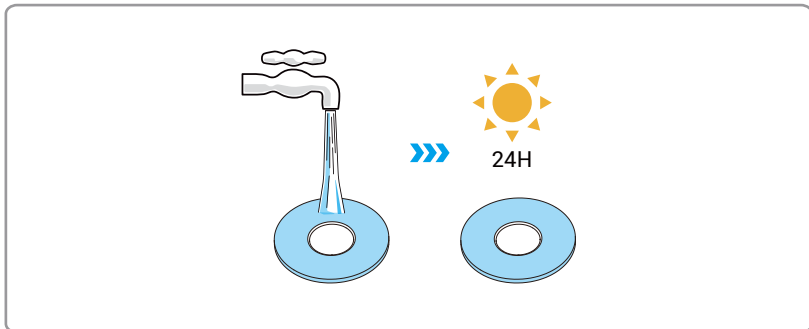
3. Clean the Main Brush

1. Press the buckles to take out the main brush cover and the main brush.
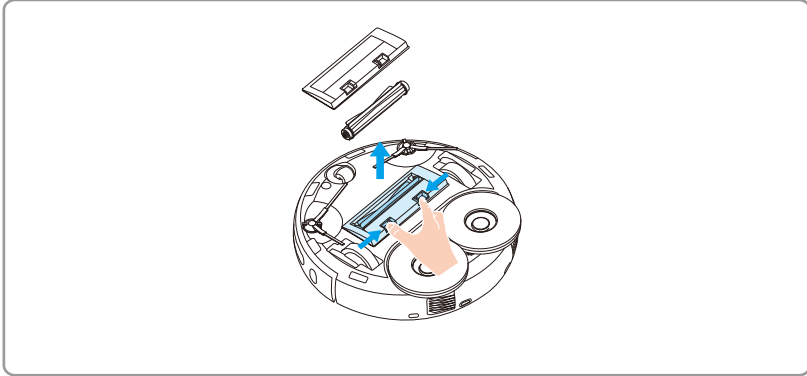
2. Press the button on the end of the cleaning tool and rotate it to take the blade inside of it. Cut off the tangled hair and remove debris from the main brush with blade. After cleaning, install the main brush into place.
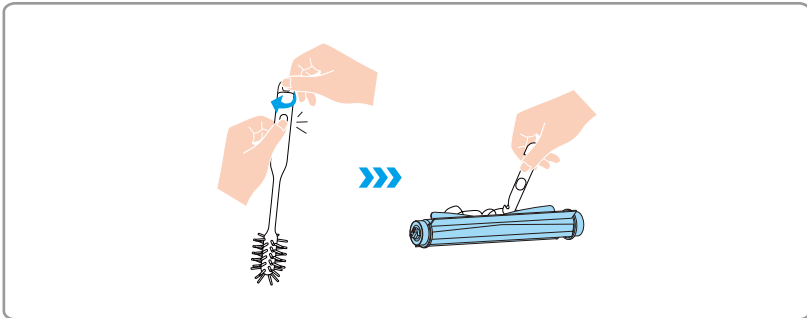
4. Clean the Side Brush

Pull up the side brush directly and cut off the tangled hair and remove debris from the side brush with blade. After cleaning, install the side brush into place.
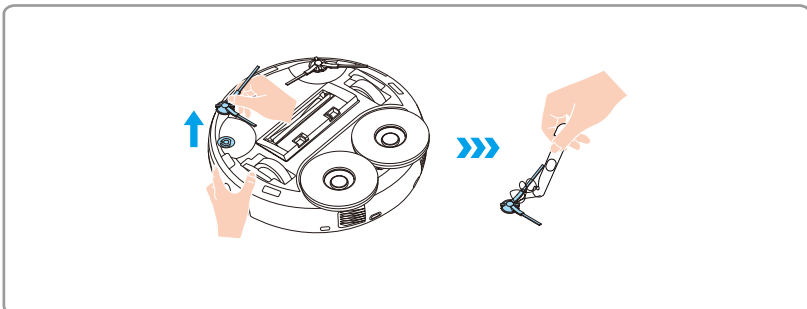
5. Clean Universal Wheel and Driving Wheels

1. Pull up the universal wheel directly, cut off the tangled hair and remove debris from it with the blade and then install it into place.

   ℹ If abnormal noise occurs from the universal wheel after extended use, remove the universal wheel and apply lubricant to its metal shaft.
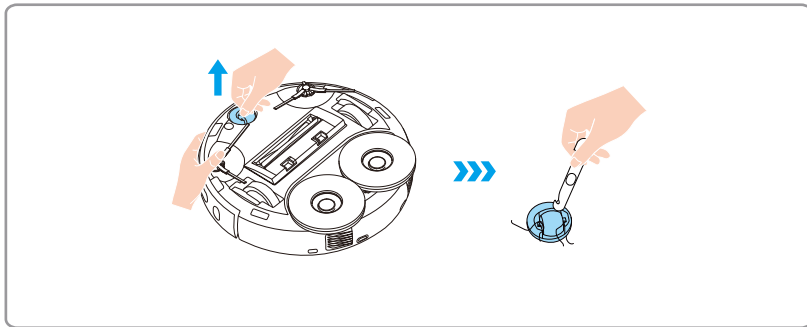
2. Clean the driving wheels with the cleaning tool.
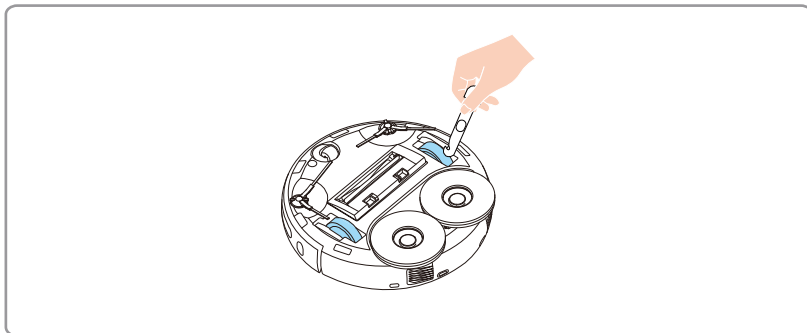
6. Clean Important Parts

Wipe sensors and charging contacts of the Robot and Base Station by a soft and dry cloth.
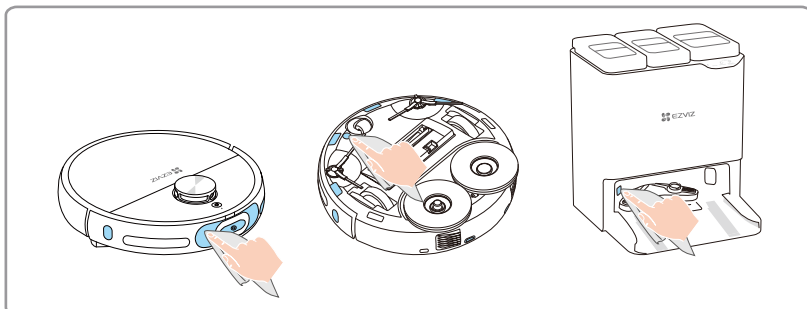
7. Clean Water Tank

1. Open the cover of the clean water tank, unfasten the buckle and take out the filter upwards to clean it.
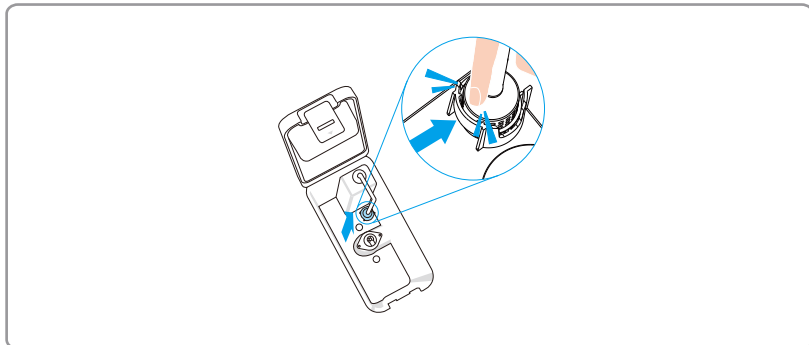
2. Pour out the sewage, and use cleaning tool to remove the dirt in the dirty water tank.
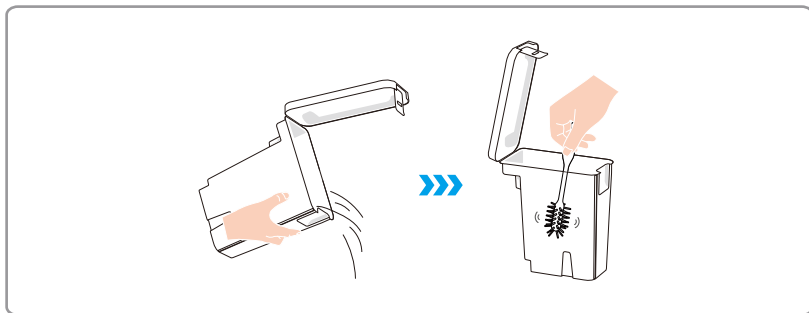
8. Replace Cleaning Solution

1. Remove the protective film and the seal on top of the cleaning solution bottle.
2. Take out the dirty water tank. Place the cleaning solution bottle and push it inward, then put back the dirty water tank.
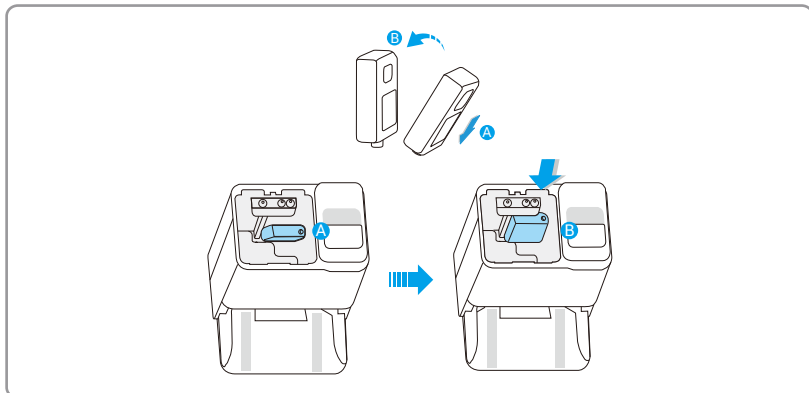
9. Replace Dust Bag

Open the upper cover of the dust collection box, take out the dust bag and discard it.
Install a new dust bag into place, and then close the upper cover.
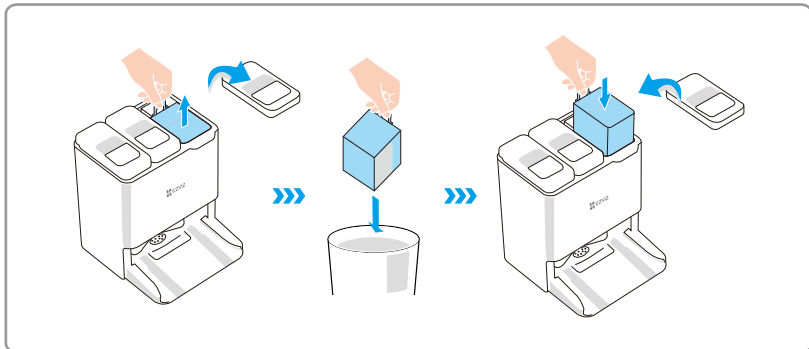
10. Clean Inlet Air Filter

Rotate and take out of the inlet air filter on the bottom of the dust collection box.
Rinse with clean water and dry it, and then install it back.
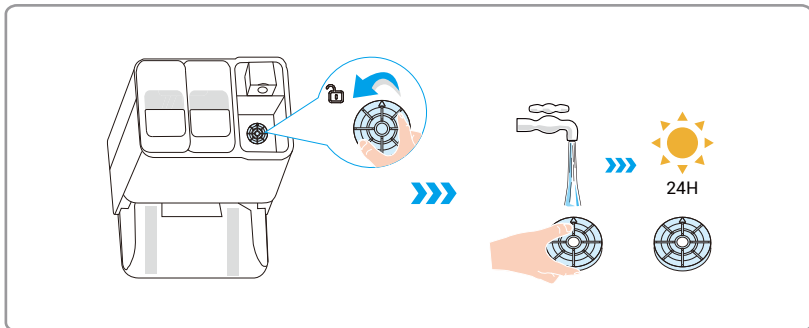
11. Clean the Base Station

Clean the interior of the Base Station and the cleaning sink with cleaning tool.

12. Clean Dust Collection Duct/Dust Suction Port

• Take out the dust box, clean the dust collection duct with a soft brush.
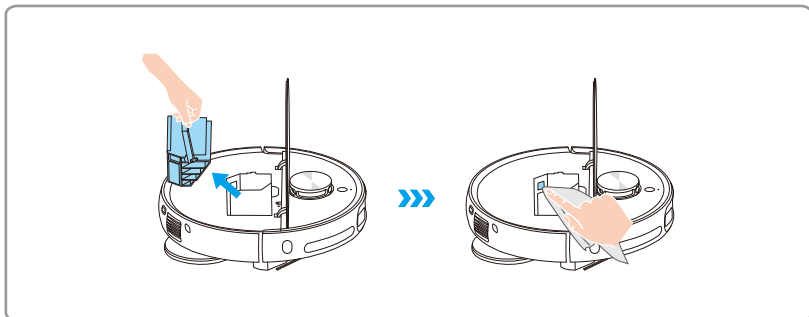
• Take out the dust bag, clean the dust suction port and dust collection duct with a soft brush.
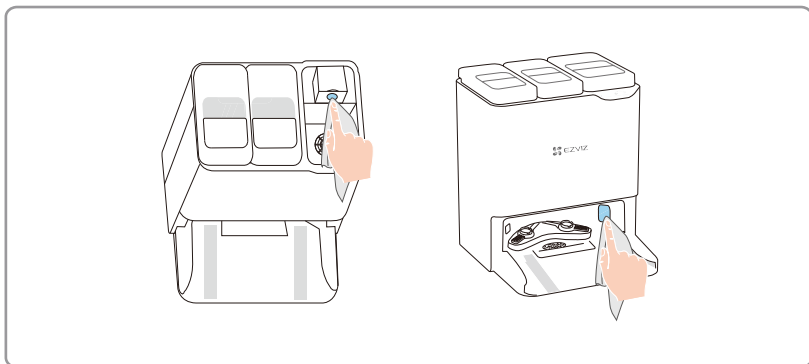
EZVIZ Connect

1. Use Amazon Alexa

These instructions will enable you to control your EZVIZ devices with Amazon Alexa. If you run into any difficulties during the process, please refer to **Troubleshooting**.

Before you start, make sure that:

1. EZVIZ devices are connected to the EZVIZ App.
2. You have an Alexa-enabled device (i.e Echo Spot, Echo-Show, All-new Echo-Show, Fire TV (all generations), Fire TV stick (second generation only), or Fire TV Edition smart TVs).
3. The Amazon Alexa app is already installed on your smart device, and you have created an account.

To Control EZVIZ devices with Amazon Alexa:

1. Open the Alexa app and select "Skills and Games" from the menu.
2. On the Skills and Games screen, search for "EZVIZ", and you will find "EZVIZ" skills.
3. Select your EZVIZ device's skill, then tap ENABLE TO USE.
4. Enter your EZVIZ username and password, and tap Sign in.
5. Tap the Authorize button to authorize Alexa to access your EZVIZ account, so that Alexa can control your EZVIZ devices.
6. You will see "EZVIZ has been successfully linked", then tap DISCOVER DEVICES to allow Alexa to discover all your EZVIZ devices.
7. Go back to Alexa app menu and select "Devices", and you will see all your EZVIZ devices.

Voice Command

ⓘ To use this function, please modify your Robot's name(for example: "RS20 Pro") in the EZVIZ App. Every time you change the name of the Robot, you will need to discover the device again to update the name.

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function.
Once the device is found, you can control it with your voice. Speak simple commands to Alexa, such as "turn on/turn off + name". For example, speak "turn on RS20 Pro", the Robot will start cleaning.

Troubleshooting

What do I do if Alexa fails to discover my device?
Check if there are any Internet connecting problems.
Try to reboot the smart device and re-discover the device on Alexa.
Why does the device's status show "Offline" on Alexa?
Your wireless connection might have been disconnected. Reboot the smart device and re-discover on Alexa.
Internet access on your router could be unavailable. Check if your router is connected to the Internet and try again.

ⓘ For details about countries that support the using of Amazon Alexa, see its official website.

2. Use Google Assistant

With the Google Assistant, you can activate your EZVIZ device by speaking Google Assistant voice commands.

The following devices and apps are required:

1. A functional EZVIZ App.
2. A TV with functional Chromecast connecting to it.
3. The Google Assistant app on your phone.

To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play™ and log into your Google account.
3. On the My home screen, tap "+" on the upper-left corner, and select "Set up device" from the menu list to go to the Set up interface.
4. Tap **Works with Google**, and search for "EZVIZ", where you will find "EZVIZ" skills.
5. Enter your EZVIZ username and password, and tap **Sign in**.

6. Tap the **Authorize** button to authorize Google to access your EZVIZ account, so that Google can control your EZVIZ devices.
7. Tap **Return to app**.
8. Follow the above steps to complete the authorization. When synchronization is completed, EZVIZ service will be listed under your list of services. To see a list of compatible devices under your EZVIZ account, tap on the EZVIZ service icon.
9. Now try some commands with the name of the Robot that you created when you set up the system, such as "start/stop/dock/pause/unpause + name". For example, speak "start RS20 Pro", the Robot will start cleaning.

Users can manage devices as a single entity or in a group. Adding devices to a room allows users to control a group of devices at the same time using one command.

See the link for more information:

https://support.google.com/googlehome/answer/7029485?co=GENIE.Platform%3DAndroid&hl=en

FAQ

Problem	Solution
Charging failure	The Base Station does not connect to the power supply. 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 80cm in front of the Base Station and within 5cm 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 pad is rolled up, remove the mop assemblies and re-install the mop pad.
Dirty water tank keeps pumping water	Clean the Base Station. For more information, please refer to "Clean the Base Station".
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.

Problem	Solution
Cannot avoid obstacles	Use air blowing tool to clean the glass on the lens, or you can use soft tissues or dry pad 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 pad 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.
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/eu.

Appendix

1. 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. Run the Robot to a low battery status and unable to work, and during this period, do not allow it to return to the base station.
2. Turn off the Robot and remove the side brushes 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.
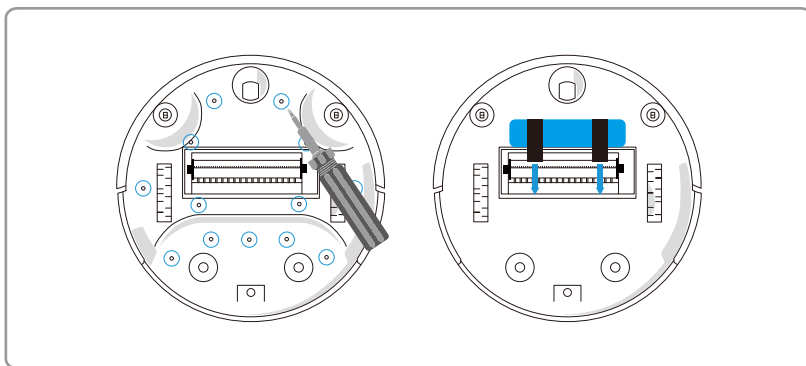
ⓘ • When disassembling the battery, please ensure that the power is exhausted and operate with the Base Station disconnected.
• Please disassemble the whole battery pack together and do not damage the battery pack casing to avoid short circuit or leakage of hazardous substances.
• If the battery has 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.

2. Rechargeable Lithium ion Battery

The battery type of the device: Portable battery.

Chemical Composition	Chemical Formula	CAS No.	Weight (%)
Cobalt lithium manganese nickel oxide	Ni, Co, Mn	346417-97-8	36.80%
Graphite	C	7782-42-5	20.20%
Copper foil	Cu	7440-50-8	7.10%
Aluminium	Al	7429-90-5	3.30%
Electrolyte	$LiFP_6$	21324-40-3	11.70%
Steel shell	Fe	12597-68-1	14.40%
Steel pouring	Fe	12597-68-1	3.10%
Lead	Pb	7439-92-1	Not Detected
Cadmium	Cd	7440-43-9	Not Detected
Mercury	Hg	7439-97-36	Not Detected

3. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.
2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.
3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.
4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.
5. Meaning of the symbol "crossed-out wheelie bin": The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1. Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.

2. Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.

3. Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.

4. The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.

5. Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.