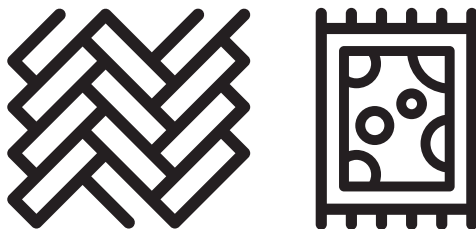




Robot Vacuum Cleaner

User Manual



VRR 94314 VB

EN - FR - IT - PL - RO - SR - AR



01M-8914993200-4023-02
01M-8915003200-4023-02

Please read this guide first!

Dear Customer,

Thank you for choosing a Beko product. We would like you to achieve the optimal efficiency from this high quality product which has been manufactured with the state of the art technology. Please make sure you read and understand this guide and supplementary documentation fully before use and keep it as a reference. Include this guide with the unit if you hand it over to someone else. Observe all warnings and information herein and follow the instructions.

Symbols and their meanings

Following symbols have been used throughout this guide:



Important information and beneficial advices regarding the usage of the device.



WARNING: Warnings about dangerous situations regarding safety of life and property.



Protection class against electric shock.



RECYCLED &
RECYCLABLE PAPER

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1 Important safety and environmental instructions

This section contains safety instructions to prevent hazards that can result in injury or property damage.

Any warranty is void if these instructions are not followed.

1.1 General safety

- This appliance complies with international safety standards.
- This appliance can be used by children 8-years-old over 8 years of age, people with physical, sensory or mental challenges or people with lack of experience or knowledge; as long as control is ensured or information is provided regarding safe usage of the device and the hazards involved. Children must not play with the appliance. Cleaning and user maintenance should not be carried out by unattended children.
- Do not use the appliance if the power cord or the appliance is damaged. Contact authorised service.
- Keep the appliance and its cable out of the reach of children under 8 years of age.
- Do not power your device with multi socket.
- Your mains power supply should be in align with the specified information on the type tag of the appliance.
- Do not use the appliance with an extension cord.
- To prevent damage to the power cord, prevent it from being pinched, crimped or rubbed against sharp edges.
- Do not touch the plug of the appliance with damp or wet hands while the appliance is plugged in.
- Do not pull on the cord while unplugging the appliance.
- Do not vacuum flammable materials and ensure that the cigarette ashes are cooled down before vacuuming them.
- Do not vacuum water and other fluids.

1 Important safety and environmental instructions

- Protect the appliance against precipitation, humidity and heat sources.
- Do not use the appliance in or near explosive or flammable environments and substances.
- Unplug the appliance before cleaning and maintenance.
- This product is not designed for commercial use, it is intended for use at home and in applications as follows:
 - In the staff kitchens of the stores, offices and other working environments,
 - In farm houses,
 - By customers in hotels, motels or other accommodation facilities;
 - In hostels, or similar environments.
 - Sleeping places and breakfast environments
- Do not immerse the appliance or its power cord in water for cleaning.
- Do not disassemble the appliance.
- Use only original parts or parts recommended by the manufacturer.
- To prevent blockage of the filter or damage to the motor, do not vacuum cement, plaster or fragments of compressed paper.
- Use the appliance with the adapter delivered with the appliance only.
- Do not use the appliance without filters, it may get damaged.
- If you keep the packaging materials, keep them out of the reach of children.
- This appliance is not intended to be used by persons, including children, with physical, sensory and mental disabilities or those who have not adequate experience and knowledge regarding its use, unless they are under the supervision of a person responsible for their safety or they are informed about the operation of the appliance.
- The children shall be supervised to prevent them from playing with the appliance.

1 Important safety and environmental instructions

- Unplug the adapter and remove the battery pack before any cleaning or maintenance procedure.
- To avoid any risk of hazard, a damaged adapter shall be replaced by the manufacturer, the authorised representative of the manufacturer or a similarly qualified technician.
- Keep your fingers, hair and loose clothes away from moving parts or clearances while vacuuming.
- Please discard used batteries in accordance with local laws and regulations.
- The batteries in this appliance may only be replaced by the authorised service.
- Do not use batteries of different types or old and new batteries together.
- Do not short circuit the supply terminals.
- Shall be used with ME1XXFG CM 5000 mAh batteries only.
- This appliance shall not be operated by children and people with limited physical, sensory and cognitive skills or people with lack of experience and knowledge unless they are under supervision or they are provided with the relevant instructions.
- The children shall be supervised to prevent them from playing with the appliance.
- Do not put weight on the appliance. Make sure that the children and domestic animals do not get on the appliance.
- Do not run the appliance on high grounds like table or chair.

1.2 Compliance with the WEEE regulations and waste disposal



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This symbol indicates that this product shall not be disposed with other household wastes at the end of its service life. Used device must be returned to official collection point for recycling of electrical and electronic devices. To find these collection systems please contact to your local authorities or retailer where the product was purchased. Each household performs important role in recovering and recycling of old appliance. Appropriate disposal of used appliance helps prevent potential negative consequences for the environment and human health.

1 Important safety and environmental instructions

1.3 Packaging information



The product's packaging is made of recyclable materials, in accordance with the National Legislation.

Do not dispose of the packaging waste with the household waste or other wastes, dispose it to the packaging collection areas specified by local authorities.

1.4 Waste batteries



This symbol on rechargeable batteries/batteries or on the packaging indicates that the rechargeable battery/battery may not be disposed of with regular household rubbish. For certain rechargeable batteries/batteries, this symbol may be supplemented by a chemical symbol. Symbols for mercury (Hg) or lead (Pb) are provided if the rechargeable batteries/batteries contain more than 0,0005 % mercury or more than 0,004 % lead.

Rechargeable batteries/batteries, including those which do not contain heavy metal, may not be disposed of with household waste. Always dispose of used batteries in accordance with local environmental regulations. Make enquiries about the applicable disposal regulations where you live.

1.5 What to do for energy saving

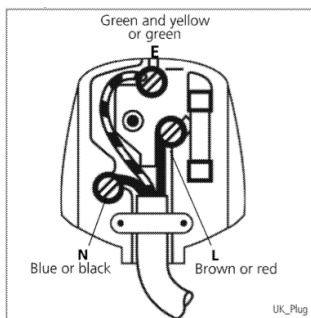
- When using your appliance, adjust the speed settings according to the surface, in order to save energy.
- Normally, lower speeds are used when cleaning hard surfaces while high speeds are used for cleaning carpets.

1.5 Plug Wiring

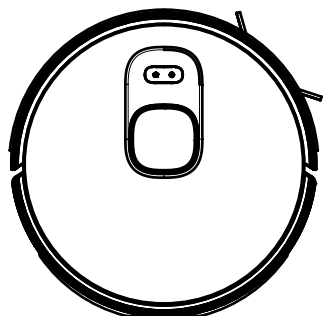
The moulded plug on this appliance incorporates a 13 A fuse. Should the fuse need to be replaced an ASTA approved BS1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover, the plug must not to be used until a replacement fuse cover has been fitted. Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical store.

Fitting a different plug

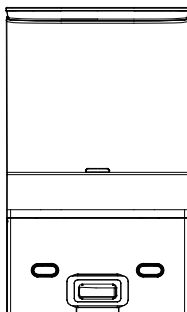
- As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals on your plug, proceed as follows:
- Brown cable = L (Live)
- Blue cable = N (Neutral)
- Green/yellow cable must be connected to ground (E) \equiv line
- With the alternative plugs a 13 A fuse must be fitted either in the plug or adaptor or in the main fuse box. If in doubt contact a qualified electrician.



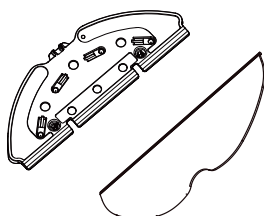
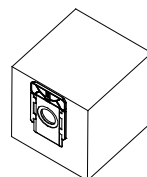
2 Box content



Robot Vacuum



Auto dust collector and charging station + internal dust bag

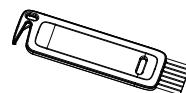


Mopping tool

Mopping cloth



User's manual and product documentation (2 pcs)

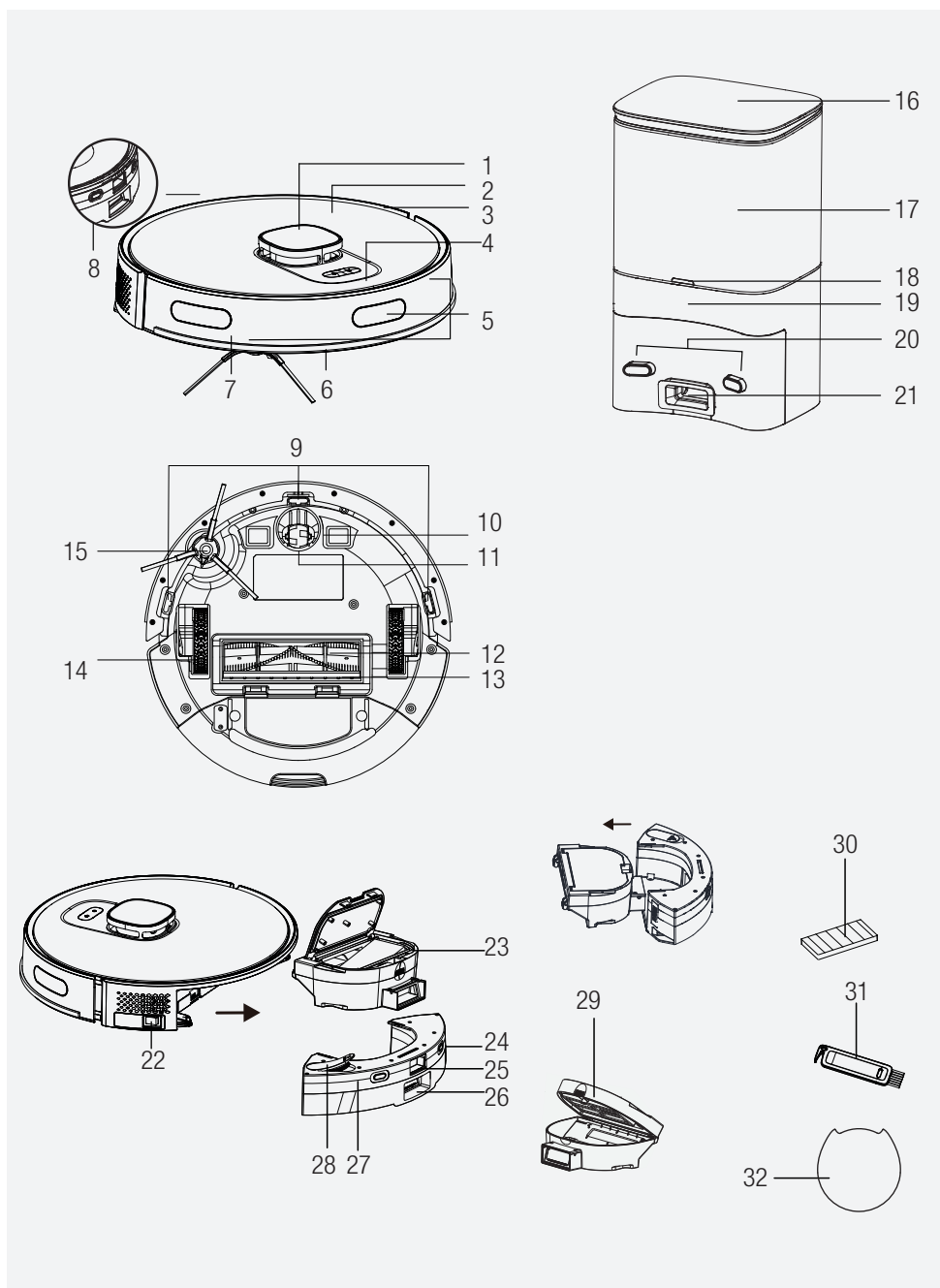


Cleaning brush

Spare accessories supplied

	1 side brush
	1 mopping cloth
	1 filter
	2 dust bags

3 Overview



3 Overview

2.1 Checks and components

1. Lidar
2. Upper body
3. Central body
4. Start Cleaning-Pause Button / Sending to Charging Stand button
5. Bumper sensor
6. Front bumper
7. Front bumper hitting sensor
8. Charging pins
9. Fall prevention sensor
10. Charging pins
11. Front rotating wheel
12. Rotating brush
13. Rotating brush cover
14. Rear wheel
15. Side brush
16. Charging stand upper lid
17. Charging stand dust container
18. Charging stand light
19. Charging and robot vacuum discharge parkland
20. Charging stand charging communication pins
21. Robot vacuum dust container suction nozzle
22. On/Off button
23. Robot vacuum container EPA filter opening lid
24. Robot vacuum container charging communication pins
25. Robot vacuum dust container ejection button
26. Charging stand dust discharge outlet
27. Mop water container
28. Mop water container filling lid
29. Dust container
30. EPA filter
31. Cleaning brush
32. Floor protection pad from wetness

2.2 Technical data

Rated voltage	220-240V~, 50-60 Hz
At charging condition	0.4 A
At dust collection condition	4.5 A
Output	24.0V / 1.5 A
Battery	Li-ion: 14.4V / 5 Ah
Charging period:	6-7.5 hours
Operation time	Up to 250 minutes (in mute position)
Dust container capacity	0.4 L
Water tank capacity	0.3 L
Dust collection station capacity	4 L
2.4G Wi-Fi frequency range	2412-2472 MHz
Supported Connections	WLAN IEEE 802.11 b/g/n wireless
2.4G Wi-Fi maximum RF output power	20 dBm
RF exposure information	2.4G Wi-Fi maximum
2.4G Wi-Fi maximum RF output power	20 dBm
Operating time	Maximum: 65 mins Powerful: 120 mins Standard: 180 mins Quiet: 250 mins

RF exposure information : The maximum allowed exposure level is calculated according to the 20 cm distance between the appliance and the human body. To comply with the RF exposure condition, a distance of 20 cm should be put between the appliance and the person.

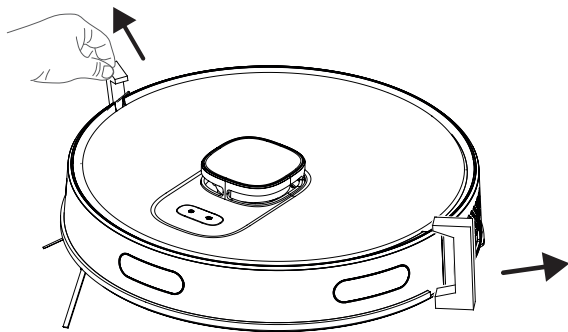
Conformity declaration for CE

Arçelik A.Ş. hereby declares that this appliance complies with Directive 2014/53/EU. The complete text of the EU declaration of conformity is available in the following internet address: – Products, from :beko.com

The rights to make technical and design changes are reserved.

4 Installation

1- Remove the protective sponges.

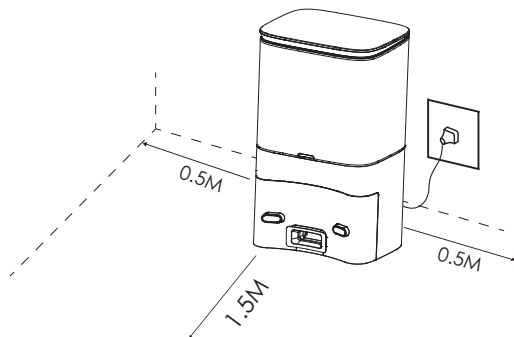


2- Install the dust collection and charging station.



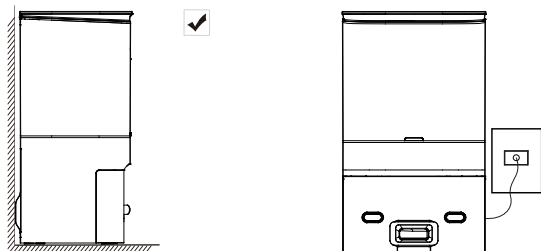
Install the dust collection and charging station in a location where it can easily be accessed by the vacuum cleaner. Install the dust collection and charging station on a hard and level ground rather than a carpet.

To ensure a smooth operation of the robot, it is advised that no obstacles are present within 1.5 m on the front and within 0.5 m on the left and right sides.



4 Installation

Install the dust collection and charging station on a hard and level ground so that its back faces the wall and then plug it.



Always keep the dust collection and charging station plugged, otherwise the robot vacuum cleaner cannot return to the charging station automatically.



For a smooth charging operation, do not move the dust collection station. When the location is changed, it may delete the available map and create a new map due to the positioning error.

5 Operation



Please charge the machine before first use.



If the product will not be used for a long period of time; fully charge it then turn off the power switch to preserve battery life.

The product should be recharged at least once every three months.

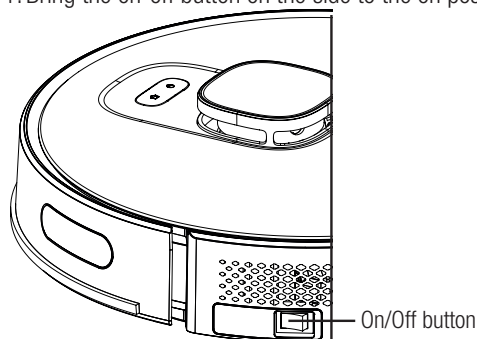
5.1 Intended use

This appliance is intended for household use and it is not suitable for industrial use.

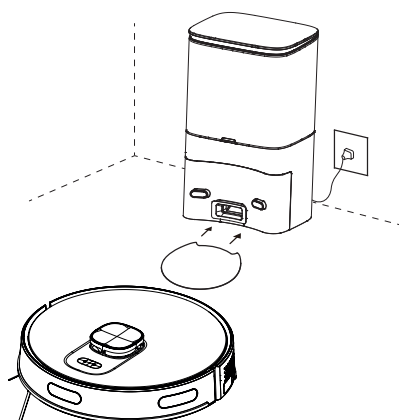
5 Operation

5.2 Charging the appliance

1. Bring the on-off button on the side to the on position for the initial power up.



2. Place the appliance to the dust collection station so that it shall be aligned with the charging communication pins.




Charging starts after the lighting indicator of the dust collection and charging station flashes 3 times and then it is turned off completely.



When the appliance is connected to the dust collection station, the dust collection station starts to collect dust. This operation lasts 15 seconds approximately.

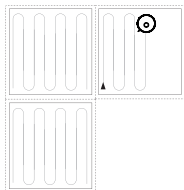
5.3 Operation

For the first operation, bring the ON/OFF button on the side from “0” to “I” position. Press “” button on the robot vacuum cleaner for 3 seconds to turn it on.

- Do not turn off the appliance using ON/OFF button directly during cleaning; otherwise the data of the robot vacuum cleaner cannot be saved.
- If the ON/OFF button is on OFF position, the robot vacuum cleaner will be turned on automatically when it is placed on the charging dock and turned off automatically when it is removed from the charging dock.
- If the robot vacuum cleaner will not be used for a long period of time, bring the ON/OFF button to off position.

5 Operation

Starting the cleaning



Press “①” button to start the automatic cleaning mode. When it is started, the robot vacuum cleaner is removed from the charging dock, performs an automatic scan to create a map, determines the cleaning route in a smart way and divides the area to several regions. The cleaning route is planned along the wall and the robot vacuum cleaner moves forward and backward to clean different regions in order.



WARNING: If the charging level is too low, the cleaning cannot be started. Please charge the appliance before starting the cleaning.



WARNING: Before the cleaning, tidy up all cables to prevent disconnections due to entanglement/pulling of the cables and to prevent damage to the furniture.



WARNING: In the automatic cleaning mode, if the area to be cleaned is less than 10 square meters, the cleaning is performed twice as default.



WARNING: Do not move the charging dock or dust collection station during cleaning and make sure that the station is plugged; otherwise the robot vacuum cleaner may not be able to return for recharging.

Pausing

Press “①” button on the body to stop the robot vacuum cleaner while it is operating. The robot vacuum cleaner switches to pause mode.

Automatic charging: The robot vacuum cleaner returns automatically to recharge after the cleaning is completed.

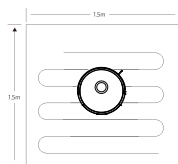
Manual charging: The robot vacuum cleaner returns automatically to the charging station when you press “🏠” button on the upper body when it is in the pause position.

A. If the operation is paused, press “🏠” button to recharge automatically.

B. If the robot vacuum cleaner is caught up anywhere and cannot find the charging dock, please move the robot vacuum cleaner to the dust collection station yourself to allow it to be charged.

5 Operation

Point cleaning



Bring the robot vacuum cleaner to the area to be cleaned and press “①” button twice. When the mode is activated, the robot vacuum cleaner shall clean a square area of 1.5 x 1.5 m by considering itself as the center.

- It cannot start the point cleaning operation from the charging dock or the dust collection station. When the point cleaning is completed, it does not return to the charging station and remains in its position. Bring it to the charging stand or move it to the charging stand by pressing “🏠” button on the upper body.

Vacuum power selection

(Supported with the relevant mobile application only) You may select the desired cleaning power from the application:

- Quiet
- Standard
- Powerful
- Maximum

Remote controlled cleaning

(Supported with the relevant mobile application only) You may direct the robot vacuum cleaner to the area to be cleaned by using the manual remote control mode through the application.

Sleep

The robot vacuum cleaner switches to sleep mode automatically if it remains stationary for 10 minutes. The robot vacuum cleaner switches to sleep mode automatically 10 minutes after it is completely recharged. The sleep mode deactivates the current task.

Resetting the system

For APP account delete, the customer can press “remove the product and clear the account” button on the APP to delete all the data on the APP and cloud like maps, clean histories, shared machine, WIFI account password...etc.

Press “①” button for 15 seconds in standby position to reset the system. When the system is reset, the map and the original settings (including virtual limits) on the robot vacuum cleaner are deleted.

5 Operation

5.3.1 Operation with the application

Download the application

To download the application, search for “HomeDirect-SDA” application in the mobile app store. Review the mobile application manual for detailed information.

Reset Wi-Fi

Press “①” “🏠” buttons simultaneously until you hear the aural warning and see the light blinking.

Add a device

- Open the app, create a new account and follow the instructions in the application.
- Before setting up the Wi-Fi, ensure that the robot vacuum cleaner and the Wi-Fi network meet the following requirements.

A. Robot Vacuum Cleaner:

- The charging level of the robot vacuum cleaner shall be over 20% or the robot vacuum cleaner shall be placed on the charging dock.

B. Wi-Fi network:

- Make sure the password of your wireless network (modem) is correct.
- Do not use any VPN (Virtual private Network).
- Wi-Fi router shall support, 802.11b/g/n and IPv4 protocols.
- The router shall be in the 2.4GHz frequency band or a dual-band router that supports the 2.4GHz band shall be used. The robot vacuum cleaner does not support the 5GHz frequency band.
- If the robot vacuum cleaner cannot connect the 2.4/5GHz dual-band Wi-Fi network, please select 2.4GHz network for Wi-Fi settings. You may switch back to the other frequency band when the setting is completed.
- If you are connecting to a hidden network, please ensure that you enter the network name [SSID (sensitive to capitalization)] correctly and that you are connected to a 2.4GHz wireless network.
- If you are using a wireless network extender, please ensure that the network name (SSID) and the password are the same with the main network.

5 Operation

Wi-Fi connection error

Wi-Fi Status	Root Cause	Solution
White light is illuminated continuously.	The robot vacuum cleaner is connected to the router (modem), but it cannot connect to the network.	<ul style="list-style-type: none">• Ensure that the modem is connected to the network.• Contact your network operator to see if there is a problem in the internet data.
White light is flashing rapidly	The robot vacuum cleaner cannot connect to the modem	<ul style="list-style-type: none">• Ensure that the network name and the password are not changed.• Reset the Wi-Fi connection, if required. Please refer to the “Resetting Wi-Fi” section in the “Downloading the Application and Resetting the Wi-Fi” part of this manual.
White light is flashing slowly.	Wi-Fi is reset.	<ul style="list-style-type: none">• Ensure the Wi-Fi connection of the robot vacuum cleaner. Please review the Mobile Application Manual for detailed directions. Reset the Wi-Fi connection, if required. Please refer to the “Resetting the Wi-Fi” section of this manual

Network security requirements:

Use TKIP, PSK and AES/CCMP encrypted WPA and WPA2 networks.

5.3.2 Operation modes

Map Management

A. Real time mapping

Real time creation of a house map may help you understand the cleaning route and the cleaning environment easily. A map of the house is created after cleaning. The map is updated in real time during each vacuuming operation to ensure a normal navigation. To create a complete house map;

- a. Open the doors of your rooms for the robot vacuum cleaner to map each room;
- b. Remove any objects that may cause obstruction or blockage of the robot vacuum cleaner;
- c. Do not change the location of the charging dock or unplug it after the map is created.

5 Operation

B. Repositioning and remapping

If the robot vacuum cleaner is relocated or significant changes are made in the environment, the robot vacuum cleaner tries to reposition to adapt to the new environment and may create the relevant map again. The details are as follows:

- If repositioning is successful, the robot vacuum cleaner continues on cleaning;
- If repositioning is unsuccessful, the robot vacuum cleaner starts over to scan in order to make the mapping again.

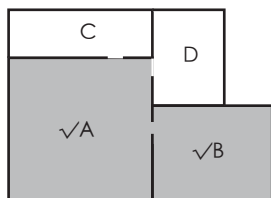


WARNING: Ensure that the robot vacuum cleaner always starts the cleaning operation from the charging dock.

During cleaning, do not intervene in the robot vacuum cleaner or change its location.

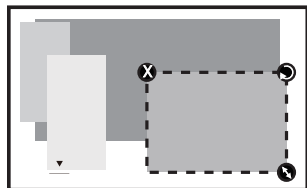
Room cleaning mode (Supported by the relevant mobile application only)

You may specify the rooms you want to be cleaned with the mobile application, then the robot vacuum cleaner cleans only the room(s) that is/are marked in the map.



- The robot vacuum cleaner may also enter the areas other than the selected area after it starts cleaning; thus please remove the obstacles on the ground around the selected area. Area selection does not provide a secure isolation.
- Regional cleaning may only be started after the robot vacuum cleaner successfully creates a map.

Regional cleaning mode (Supported by the relevant mobile application only)



The dimensions of the region can be determined by holding from the right bottom corner. In the meantime, the dimensions of the displayed area are written on the screen with the dotted line.

Select regional cleaning mode in the application and then specify a cleaning area. The robot vacuum cleaner only cleans the selected area and then returns to the charging dock.

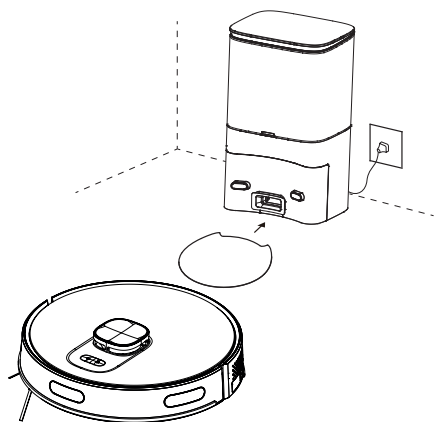
- Regional cleaning may only be started after the robot vacuum cleaner successfully creates a map.

5 Operation



Refer to the mobile application operation manual for detailed usage tips.

5.4 Operation of the mop



It is recommended to place the cushion against humidity in front of the charging station. It is designed to protect the sun from damage caused by damp vadrouille chiffon if the vadrouille appliance is not lifted when the damp cleaning is finished and when the product is charged.



WARNING: Do not use the mopping mode on a carpet.



WARNING: Do not put bleach or detergent in the water tank. These chemicals may damage the liquid channels that ensure the water flow in the robot vacuum cleaner or the pump.



WARNING: Remove the mopping unit while the robot vacuum cleaner is being charged or when it is not operated.



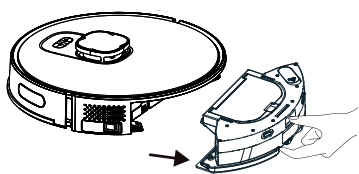
WARNING: Remove the mopping unit immediately after the mopping operation is completed to prevent damage to your wooden floors.



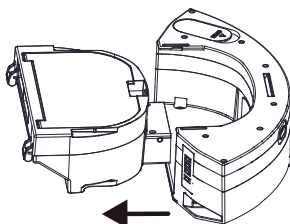
WARNING: The robot vacuum cleaner cuts off the water automatically when mopping is paused or ended. However, the mop remains wet and thus it shall not be kept at this condition for a long period and removed without delay.

5 Operation

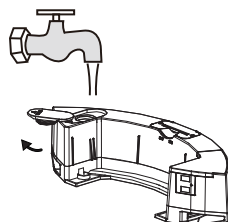
5.4.1 Installation of the wet mopping unit



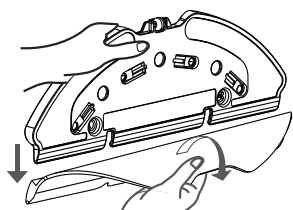
Remove the dust container and the water tank assembly (2 in 1).



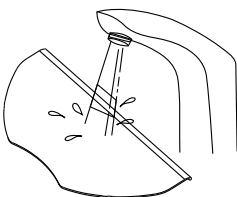
Remove the dust container.



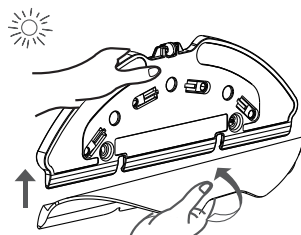
Remove the rubber plug and add water to the water tank from the water inlet.



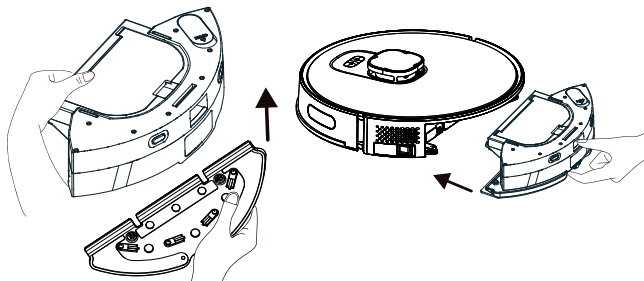
Remove the swab on the mop retainer as it is shown.



Moisten the swab before each mopping.



Place the swab to the mop retainer.



Install the mop retainer to the dust container and the water tank assembly (two in one) in the direction of the arrow.

Install the dust container and the water tank assembly (two in one) to the appliance, their places in the direction of the arrow.

5 Operation

5.4.2 Wet mopping setting

You may start the cleaning operation by selecting the cleaning mode and set the level of wetness during mopping as desired in the application.

It is advised that you remove your carpets or you add a virtual wall (mop prohibited area) to the carpet area on the application in order to keep the vacuum cleaner away from the carpet to prevent the wetting of the carpet by the robot vacuum cleaner during the mopping operation.

6 Cleaning and maintenance

Turn off the appliance and unplug it before cleaning it.



WARNING: Never use gasoline, solvent, abrasive cleaners, metal objects or hard brushes to clean the appliance.

6.1 Cleaning the dust container and filters



You may call our call center to order a new filter when your filter reaches the end of its expected life, is deformed or needs to be replaced for a reason.

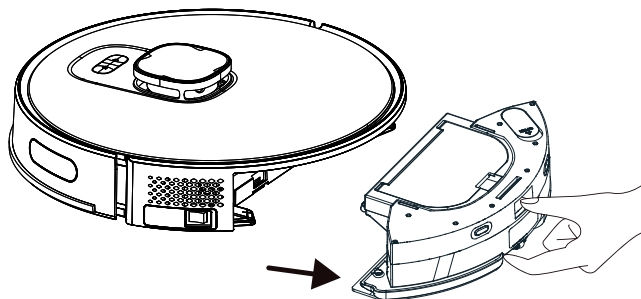


To achieve the maximum performance with EPA filter, clean it with a brush after each cleaning.

EPA filter is a replaceable accessory.

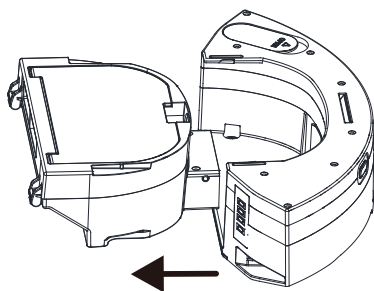
If you performed a cleaning operation in a space where there is construction dust and dust with very tiny particles, replace your filter with a new one in order not to experience a loss of performance.

1. Remove the dust container and the water tank assembly (2 in 1) by pressing the button as shown below.

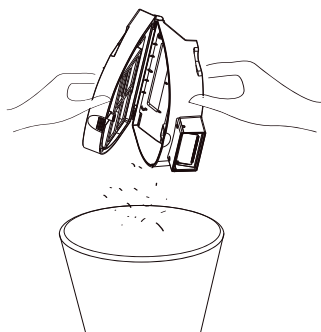


6 Cleaning and maintenance

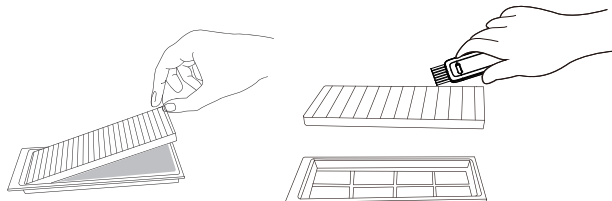
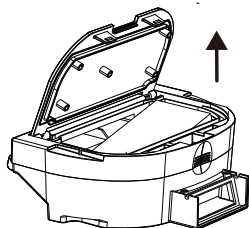
2. Remove the dust container by pulling it in the direction of the arrow.



3. Open the dust container as it is seen below and empty it as it is shown.

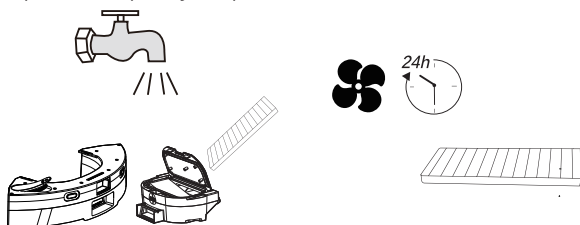


4. Remove the high performance filter and clean the filter using the cleaning brush provided together with the appliance.



6 Cleaning and maintenance

5. Wash the water tank, dust container and filter assembly periodically with **cold water** as required as per the frequency of operation.



6. Leave the water tank, dust container and filter assembly to dry after washing, and ensure that they are completely dried.



Drying may take 24 to 48 hours.

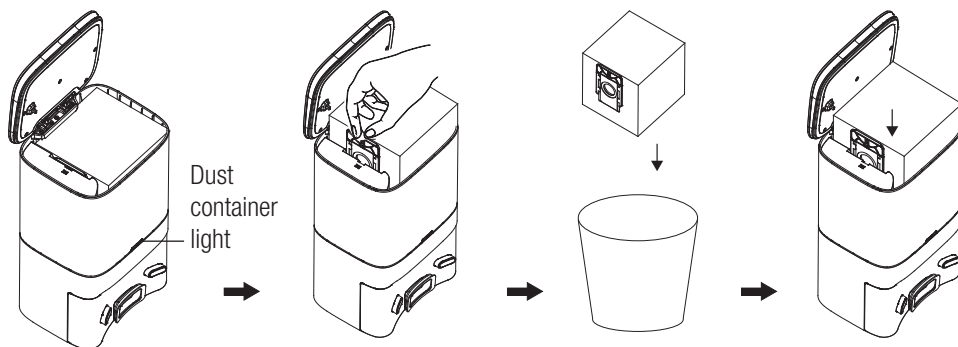
7. Assemble the water tank, dust container and filter assembly after drying them and then install the assembly to the vacuum cleaner.



WARNING: Do not operate the robot vacuum cleaner without installing the filter group. Otherwise, the appliance may get damaged.

6.2 Replacing the dust bag

When the dust container is full, the indicator of the dust collection station flashes in red or a notification is displayed on the application. Replace the dust bag in a timely manner. When the dust bag is under normal operation, the white light on the dust collection station is illuminated stationally or flashes.



Raise the upper cover.	Pull the handle of the dust bag upwards.	Discard the old dust bag	Install a new dust bag and close the upper cover.
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6 Cleaning and maintenance



When the dust bag is not installed inside the station, automatic dust collection operation shall not be started when the robot vacuum cleaner returns to the station after the vacuuming operation. When a dust bag is not available, the dust inside the dust container shall be removed manually.

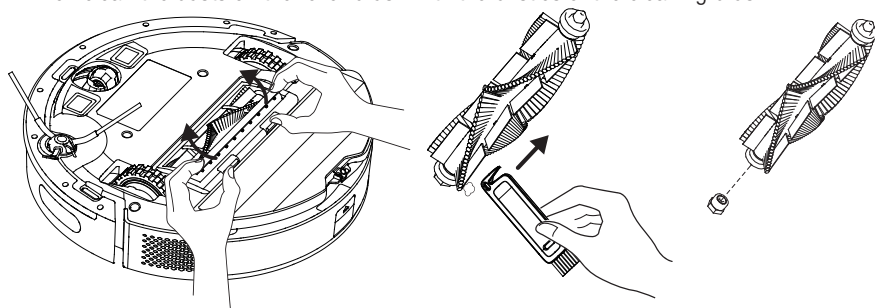


Make the provision of the dust bag in the charging stand from the authorized service. Incompatible and inappropriate bags that you will use in the charging stand of the robot vacuum cleaner may damage the charging stand and your robot vacuum cleaner.

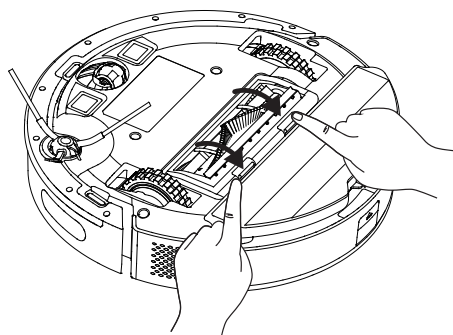
The damage and the reparations caused by the unoriginal dust bags which are used in the charging stand are not under warranty.

6.3 Cleaning of the brush

1. Open the upper cover of the main brush by pressing on the tabs. Pull and remove the main roll upwards. Cut the hair lapped on the roller brush with the cutting and sharp side of the cleaning brush. Then clean the dusts on the roller brush with the bristles of the cleaning brush.

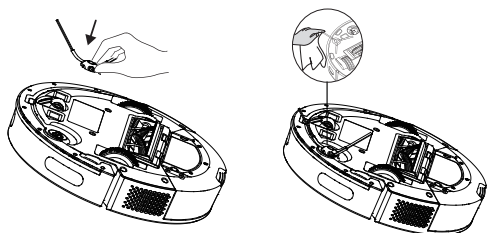


2. Replace the brush after cleaning it and close the cover in the direction of the arrow.



6 Cleaning and maintenance

6.4 Cleaning and installation of the side brush

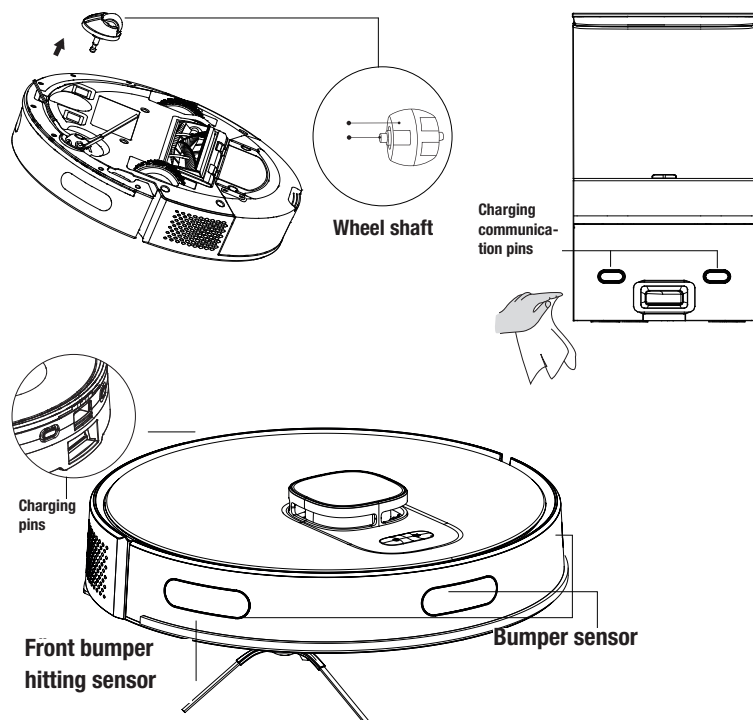


In the long term use, wash the side brush with warm water in order to eliminate the shape deformation. Install it to the robot as it is shown after it has dried.

6.5 Cleaning the sensors

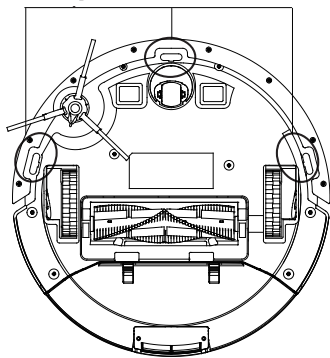
Clean the sensors and charging pins/electrodes regularly and remove the dust using a dry and soft cloth or a cleaning brush.

Information: You get a notification via the application when sensor cleaning is required.



6 Cleaning and maintenance

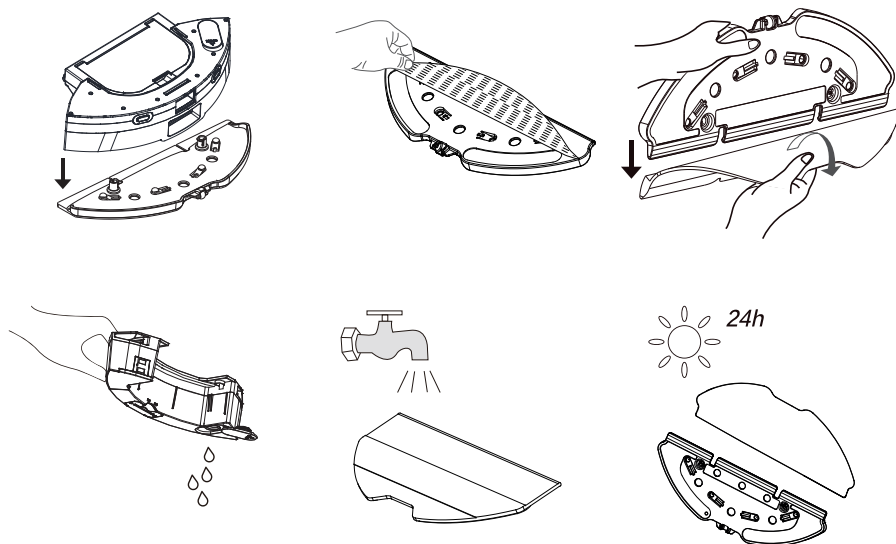
Fall prevention sensor



6.6 Cleaning of the mopping unit

We recommend that you remove the mop holder from one side, drain the water tank, rinse the mop with water and then leave it to dry after each operation of the mopping unit.

You may wash the mop in a washing machine.



7 Troubleshooting

General Error Conditions

Failure	Cause and remedy
Cannot be operated	<ol style="list-style-type: none">1. Charging level is low. Place the robot vacuum cleaner to the charging dock or the dust collection station so that it shall be aligned with the charging poles. Bring the button on the left of the robot vacuum cleaner to position "I"; and the vacuum cleaner shall be operated automatically (When the robot vacuum cleaner is completely discharged, you shall need to charge for a while for automatic operation).2. The ambient temperature is very low (under 0 °C) or very high (above 50 °C). Please use the robot vacuum cleaner at an ambient temperature from 0 to 40 °C.3. Please ensure that the on/off button on the side of the robot vacuum cleaner is brought to position "I".
Battery not charging	<ol style="list-style-type: none">1. Please remove the robot vacuum cleaner and check if the indicator light on the charging dock or the dust collection station is illuminated and ensure that both ends of the power adaptor of the charging dock are connected.2. Loose contact. Please clean the spring contacts on the charging dock and the charging contacts on the robot vacuum cleaner.3. Please ensure that the on/off button on the side of the robot vacuum cleaner is brought to position "I".
Does not return to the dock/ station for charging	<ol style="list-style-type: none">1. There are too many obstacles around the charging dock or the dust collection station. Please place the charging dock or the dust collection station to an area free of obstacles.2. The robot vacuum cleaner is too far away from the charging dock or the dust collection station. Bring the robot vacuum cleaner closer to the charging dock or the dust collection station and try again.3. Make sure that the charging stand station is plugged and there is energy.
Abnormal operation	Turn off and on again.
Operates with abnormal noise.	Foreign materials may have entered to the main brush, side brushes and the wheels. Please turn off the robot vacuum cleaner and clean it.
Cleaning performance is low / dust leaks	<ol style="list-style-type: none">1. Dust container is full. Please clean the dust container.2. Filter is clogged. Please clean or replace the filter.3. Foreign materials may have entered to the main brush. Please clean the main brush.

7 Troubleshooting

Cannot connect to the Wi-Fi network.	<ol style="list-style-type: none"> 1. Wi-Fi signal is weak. Make sure that the Wi-Fi signal in the location of the robot vacuum cleaner is strong. 2. There is a cutoff in Wi-Fi connection. Please reset Wi-Fi, download the latest mobile application and try again. 3. Password is not entered correctly. 4. The router used is a model that operates in 5G frequency band (this robot vacuum supports the 2.4G frequency band only).
Timed cleaning feature does not operate	Charging level is low. Timed cleaning can only be started when the charge level is higher than 20%.
The vacuum cleaner consumes power while it is in the charging dock	The vacuum cleaner consumes very little amount of power while it is in the charging dock or the dust collection station; this feature allows to keep the battery performance in the best level.
Automatic dust collection operation does not start after the robot vacuum cleaner returns to its charging dock and dust collection station.	<ol style="list-style-type: none"> 1. Make sure that the dust collection station and charging dock are powered on. When the vacuum cleaner returns to recharge after more than 5 minutes of cleaning, automatic dust collection is started; 2. Check if the cover of the dust collection station is closed or if it is closed properly (red light is illuminated if it is not properly closed); 3. Make sure that the dust bag is installed in the dust collection station (red light is illuminated if bag is not installed properly); 4. For a smooth dust collection performance, it is recommended to allow the vacuum cleaner to automatically return to charge after cleaning (placing the vacuum cleaner yourself in the dust collection station or charging dock will cause connection imbalance and thus affects dust collection performance); 5. Please regularly check whether the dust bag is full or not; otherwise, the dust bag will be overfilled and torn, the dust collection tube will be clogged, resulting in damage to the dust collection station and the charging dock; 6. If the problem continues although the solutions above are applied, contact the customer service.

7 Troubleshooting

<p>The vacuum cleaner stops after the automatic dust collection operation starts and the dust collection performance is low.</p>	<ol style="list-style-type: none"> 1. Check if the dust bag is full. Replace the dust bag if it is full; 2. The dust collection outlet of the vacuum cleaner's dust container is clogged with foreign material, causing the container compartment not to open; 3. Check for blockage on the air duct of the dust collection station; 4. The vacuum cleaner is moved during dust collection (Please do not move the vacuum cleaner during dust collection, otherwise damage may occur); 5. Water may have entered the vacuum cleaner's dust container, thus preventing the dust from being easily vacuumed. Please do not let the vacuum cleaner to vacuum water; otherwise, dust collection performance shall decrease.
<p>The internal compartment where the dust bag is located in the dust collection station is dirty.</p>	<ol style="list-style-type: none"> 1. Small dust particles may have passed through the dust bag and adhered to the inner wall of the dust container. Please check and clean these parts regularly; 2. The dust bag may be damaged. Please check and replace it if required; 3. Excessive accumulation of dirt in the interior affects the fan and air pressure sensor to a certain extent. It is recommended to regularly clean the accumulation of dirt in the interior compartment.

Failure List

When the robot vacuum cleaner switches to the error position, the illuminated home button on the upper body starts to blink red and gives an audible warning. Follow the audible warning to resolve the fault.

Audible Warning	Solution
<p>Error 1: Battery error. Please refer to the manual or the application.</p>	<ul style="list-style-type: none"> • Battery temperature is very high or very low. Wait until the battery temperature reaches the normal values (0 °C~40 °C/32 °F~104 °F).
<p>Error 2: Wheel error. Please refer to the manual or the application.</p>	<ul style="list-style-type: none"> • Please check for any foreign material stuck in the wheels and restart the vacuum cleaner.
<p>Error 3: Side brush error. Please refer to the manual or the application.</p>	<ul style="list-style-type: none"> • Please check for any foreign material stuck in the side brush and restart the vacuum
<p>Error 4: Main motor error. Please refer to the manual or the application.</p>	<ul style="list-style-type: none"> • Please check whether there is any foreign material stuck at the rear of the rotating brush (in the air flow path) and restart the vacuum cleaner. • Please check the dust container and the filter, and restart the vacuum cleaner.

7 Troubleshooting

Error 5: Turbo brush error. Please refer to the manual or the application.	<ul style="list-style-type: none">• Please remove the rotating brush, and clean the connection part of the rotating brush, rotating brush cover and the dust nozzle. Restart the vacuum cleaner after cleaning.
Error 6: Water pump error. Please refer to the manual or the application.	<ul style="list-style-type: none">• Please clean the water tank and the water flow under the vacuum cleaner and check the mopping module. Please try to restart the vacuum cleaner after cleaning.
Error 7: Laser sensor error. Please refer to the manual or the application.	<ul style="list-style-type: none">• Please check for any foreign material inside the laser sensor, clean if required and restart the vacuum cleaner.
Error 9: Charging operation error. Please clean the charging contact area.	<ul style="list-style-type: none">• Please check for any contamination in the charging area and clean the charging poles.
Error 10: Software error. Please turn off and restart again.	<ul style="list-style-type: none">• Please bring the main button to position 0 and back to position I and restart the vacuum cleaner
Error 12: Abnormal operation. Please make sure that the main button is turned on.	<ul style="list-style-type: none">• Please bring the main button to on position initially

Product Guarantee

12 months breakdown and repair guarantee

Guarantor: **Beko plc, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8UF**

The guarantee does not in any way diminish your statutory or legal rights.

Your **appliance** has the benefit of our manufacturer's guarantee which covers the product for 12 months from the date of original purchase.

This gives you reassurance that if within that time, your **appliance** is proven to be defective because of either workmanship or materials, we will at our discretion either repair or replace your **appliance**.

The **appliance** must be correctly installed, located and operated in accordance with the instructions contained in the user manual. The guarantor disclaims any liability for accidental or consequential damage.

The Guarantee is subject to the following conditions:

- Documentary proof of the original purchase date is provided.
- The appliance has been installed and operated correctly and in accordance with our operating and maintenance instructions.
- The appliance is used only on the electricity supply on the rating plate.
- The appliance has only been used for normal domestic purposes.
- The appliance has not been altered, serviced, dismantled or otherwise interfered with by any person.
- The appliance is used in the United Kingdom or Republic of Ireland.
- Any parts removed during repair work or any product that has been replaced becomes our property.
- The guarantee is not transferrable if the product is resold.

The Guarantee does not cover:

- Transit, installation or delivery damage.
- Accidental damage.
- Misuse or abuse.
- Replacement of any consumable item or accessories. These include but are not limited to: plugs, cables, light bulbs, knobs, filters and flaps.
- Repairs or replacements required as a result of unauthorised repairs or inexperienced installation that fails to meet the requirements contained in the user guide or instruction book.
- Repairs to products used in commercial or non-residential household premises.

How to obtain after sales service, help or general advice

Please keep your purchase receipt or other proof of purchase in a safe place as you will need to show us this document if your product requires attention within the guarantee period.

Please also record your product details below, which will allow you to access our services more quickly and help us identify your product. The model number is printed on the front of the user guide and the serial and model number is shown on your products rating plate.

Model number	Serial number	Purchased from	Date of purchase

Please call our UK based Customer Service department if you need help or advice from us:

United Kingdom and Northern Ireland: **0333 207 9710**

Republic of Ireland: **01 862 3411**

You can also contact us through our website: **www.beko.co.uk**