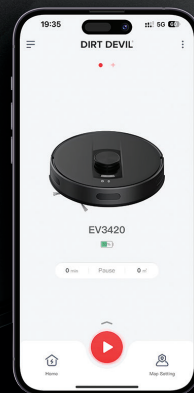




WiFi  
ENABLED



# USER GUIDE

Smart Robot Vacuum

with Lidar Technology

Model EV3420

# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

READ ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USING THIS PRODUCT

**⚠ WARNING: WHEN USING AN ELECTRICAL PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO AVOID ELECTRIC SHOCK, FIRE, AND/OR SERIOUS INJURY, INCLUDING THE FOLLOWING:**

- Fully assemble product prior to use.
- Do not expose to rain. Store indoors.
- Do not allow to be used as a toy. Not intended for use by children aged 12 and under. Close supervision is necessary when used by or near children. To avoid injury or damage, keep children away from product and do not allow children to place fingers or other objects into any openings.
- Use only as described in this user manual. Use only Dirt Devil® Robot Vacuum recommended attachments and parts.
- Do not use charging dock with damaged cord or plug. If product or charger is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, email customer service at [service@eproselect.com](mailto:service@eproselect.com) prior to continuing use.
- Do not pull or carry charging dock by cord. Keep cord away from heated surfaces.
- Do not unplug charging dock by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle charging dock, plug, or terminals with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Do not use to suction liquids of any kind as they may damage the robot vacuum cleaner
- Do not use to pick up flammable or combustible liquids, such as gasoline, or sawdust, or use in areas where they may be present. Do not pick up anything burning or smoking, such as cigarettes, matches, or hot ashes. Do not use without filter and dirt cup in place.
- Do not use this product to suck in sharp objects (e.g. shattered glass and nails) for fear of damage to the product.
- Remove fragile objects and scattered wires on the floor before use to avoid interference with the normal operation of the robot vacuum.
- Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the vacuum cleaner. Failure to do so may result in personal injury.
- Prevent unintentional starting. Ensure that the power button is off when picking up or carrying the product. Carrying the appliance with your finger on the button or energizing appliances with the power button on invites accidents.
- Recharge only with the Dirt Devil® charging dock. A charger that is suitable for one type of battery pack may create a risk of injury and fire when used with an incompatible product.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from battery may cause irritation or burns.
- Do not use if the robot vacuum is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance (or the built-in battery) except as indicated in the instructions for use and care.
- Immediately stop using the robot vacuum if it shows signs of abnormal operation such as loss of suction, liquid or debris in the exhaust, or any abnormal motor noises.
- Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the products from falling, always place product at bottom of stairs or on floor. Do not place product on stairs or furniture.
- Do not expose battery operated appliance to fire or excessive temperatures. Exposure to fire or temperature above 265°F/130°C may cause explosion.
- Do not use the robot vacuum or charger outdoors
- Do not charge robot vacuum in a damp or wet location. Do not use, store, or charge in locations where the temperature is less than 50°F or more than 100° F. Do not store outside or in vehicles. During charging, the ambient temperature should be between 41 ° to 86°F (5° and 30°C).
- The product does not have to be plugged into an electrical outlet. Therefore, it is always in operating condition. Be aware of possible hazards when using the product.
- Check for misalignment or binding of moving parts, breakage of parts, and any other condition that may affect the product's operation. If damaged, call customer service prior to use. Many accidents are caused by poorly maintained products.
- Save these instructions. Refer to them frequently and use them to instruct others who may use this product. If you loan someone this product. Loan them these instructions also.
- Put product away after use to prevent tripping accidents.

# IMPORTANT SAFETY INSTRUCTIONS

## CAUTION - TO REDUCE THE RISK OF DAMAGE:

- Avoid picking up hard, sharp objects with this product as they may cause damage.
- Do not place anything on top of this device.
- Do not use this vacuum on an unfinished, unsealed, waxed, or rough floor surface as it may result in damage to the floor and this device. Use only on hard floor surfaces or low-pile carpet. Not recommended for uneven Mexican Saitillo tile.
- Store appropriately indoors in a dry place. Do not expose vacuum to freezing temperatures.

## WARNING: RISK OF FIRE, PROPERTY DAMAGE, AND INJURY. NEVER EXPOSE YOUR BATTERY PACK OR CHARGER TO WATER, MOISTURE, DR FLUIDS, INCLUDING BUT NOT LIMITED TO CORROSIVE OR CONDUCTIVE FLUIDS, OR ALLOW FLUIDS TO FLOW INSIDE THESE ITEMS:

- Corrosive or conductive fluids, such as salt water, chlorine, certain industrial chemicals, and bleach or bleach containing products, etc., can cause a short circuit in the robot vacuum.
- If the internal battery is exposed to a corrosive or conductive fluid, do not attempt to use, or charge the battery pack and immediately perform the following steps:
  - Wear appropriate personal protective equipment including eye protection and rubber gloves.
  - Place your exposed battery pack in a large bucket, such as a 5 gallon, or similar bucket and fill the bucket with regular tap water.
  - Locate the bucket outdoors in an area inaccessible to children and pets and away from all buildings, garages/ sheds, structures, vehicles, and combustible/flammable materials.
  - Leave the battery pack(s) in the bucket filled with tap water and email customer service at [service@eproselect.com](mailto:service@eproselect.com) for additional instructions on the proper disposal of the robot vacuum with compromised battery.

## BATTERY REMOVAL & DISPOSAL

### WARNING—RISK OF EXPLOSION OR EXPOSURE TO TOXIC MATERIAL

This robot vacuum includes a built-in Lithium Ion battery. You can not dispose of this product with household waste. It must be disposed of safely at a hazardous waste collection site, recycling facility or an electronic retailer that recycles. Check your local or state laws for proper disposal procedures.

## DO NOT RETURN TO STORE

Contact ePro Select Support for assistance with your vacuum. Please email [service@eproselect.com](mailto:service@eproselect.com) or visit our website [eProSelect.com](http://eProSelect.com)



**FCC Statement:** This equipment has been tested and is found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

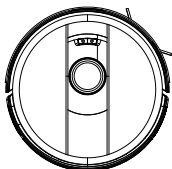
Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## RF Exposure Compliance Statement

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this device.

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. It shall be installed and used such that users are maintained at a distance of approximately 8 inches (20 cm) or more.

## IN THE BOX



Robot Vacuum



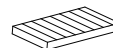
Charging Dock



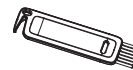
Power Adapter



Side Brush

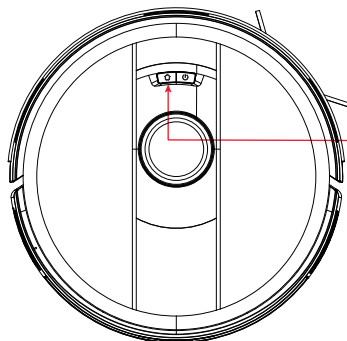


High-performance Filter



Cleaning Brush

## ROBOT VACUUM



- 🔌 CLEANING • ON/OFF BUTTON**  
To turn robot vacuum on, toggle the main switch from "0" to "I":
- Press once (1X): start CLEANING.
  - Press twice (2X): start SPOT Cleaning.
  - Press and hold for 3 seconds to turn robot vacuum ON/OFF.

- 🏠 RECHARGE BUTTON**
- Press once (1X): RETURN for recharge.
  - Press and hold for 15 seconds: to RESTORE FACTORY SETTINGS.

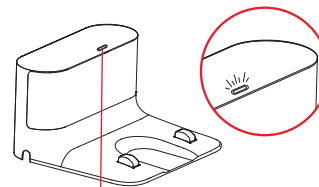
### POWER INDICATOR (*illuminated icons*)

- **White color:** battery level  $\geq$  15%
- **Pink color:** battery level  $<$  15%
- **Red color:** Fault or abnormality

### 🏠 + 🔌 RECHARGE BUTTON + CLEANING/POWER BUTTON

- Press both buttons at the same time and hold for 3 seconds: to enter **NETWORK Configuration Mode**

## CHARGING DOCK

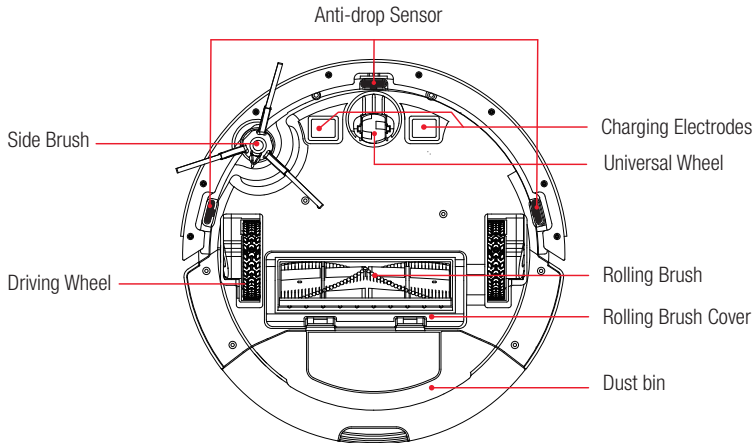
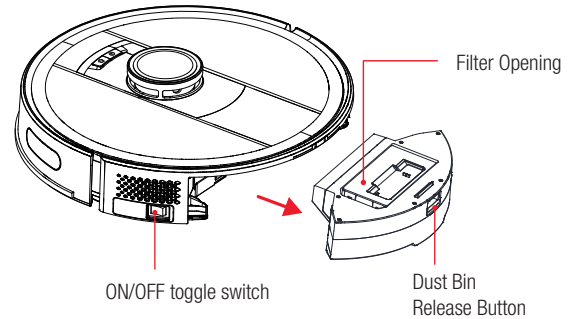
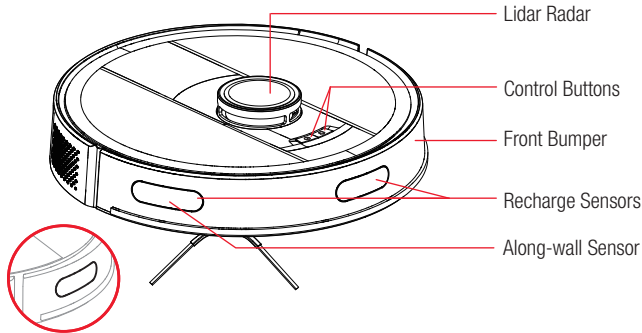


### CHARGING DOCK INDICATOR

- **Light ON:** The charging dock has been connected to a power supply
- **Light OFF:** Power off or the robot vacuum is correctly connected with the charging dock

# LOCATION OF CONTROLS

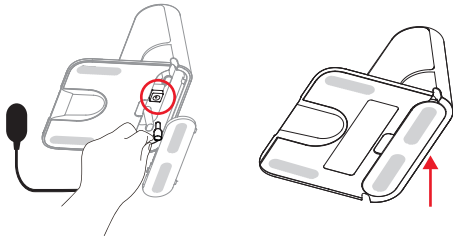
## Smart Robot Vacuum



# CHARGING INSTRUCTIONS

## 1 CONNECT CHARGING DOCK

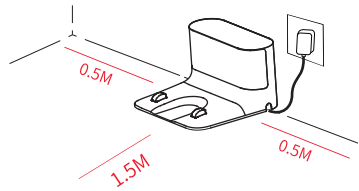
Remove cover from underside of charging base. Insert power adapter wire and wrap excess wire inside base to leave just enough wire for connection to power outlet.



**NOTE:** Use cord management to prevent the adapter wire from winding the robot vacuum during sweep or return.

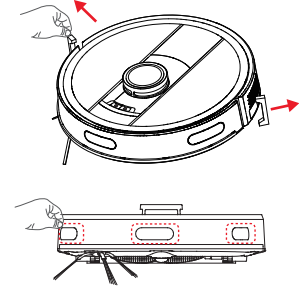
## 2 PLACE CHARGING DOCK

Locate the charging dock where it is easily accessible by the robot vacuum with 5' (1.5M) clearance in front, and 1.5" (0.5M) clearance to each side. Place it against a wall near a power source and keep the dock powered for auto return and charging.



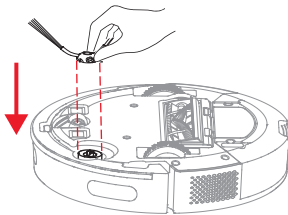
## 3 BEFORE FIRST USE

Remove the protective strips on both sides of the front bumper and the protective film on the front.



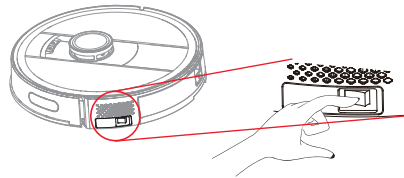
## 4 INSTALL SIDE BRUSH

Align the holes and press gently to fix the side brush on the device.



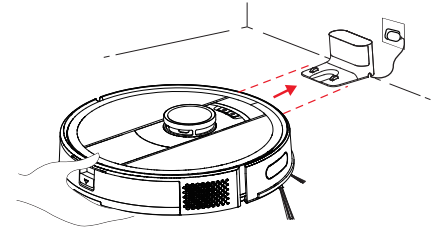
## 5 STARTUP

For the first use, toggle the rocker switch to "I" to turn on the device. The robot vacuum shall be fully charged (about 4 hours) to ensure normal operation.



## 6 CHARGING

Place the robot vacuum on the charging dock and align it with the charging port. When the white indicator light on the charging dock goes off, charging will begin.



# MOBILE APP

## 1 DOWNLOAD APP

Scan the code with the camera on your mobile device (or find the **ePro Clean App** in your app store). Open the app to create an account and complete the set up process.



For iOS



For Android

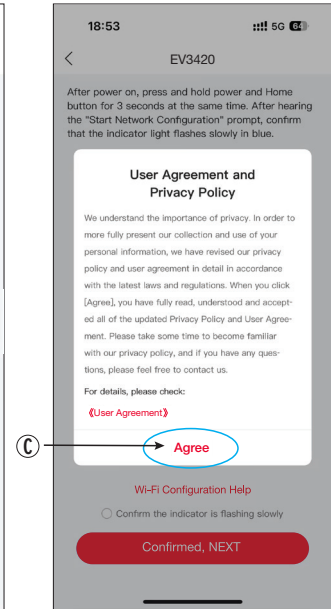
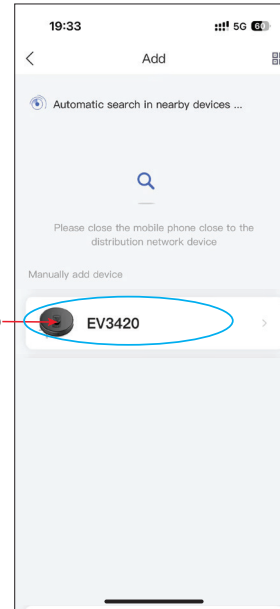
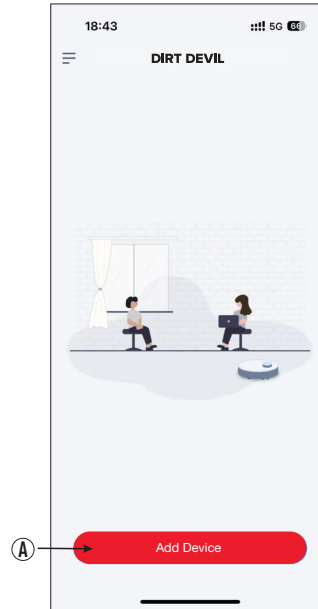


## 2 ADDING DEVICE

- Ⓐ Click "**Add Device**" button
- Ⓑ Find and select "**EV3420**" from the list of available devices.

- Ⓒ Read the User Agreement and Privacy Policy and click "**AGREE**".

**NOTE:** Before setting up Wi-Fi, the battery level on the robot vacuum should be greater than 20%.



**NOTE:** The contents of this document will not be updated regularly due to the version upgrading of app software or other reasons. Unless otherwise specified, this document shall serve as an application instruction only. All the statements, information and recommendations herein shall not constitute any express or implied warranty.

# MOBILE AP

## 3 INITIAL APP SETUP

For New Account, click "**Sign Up Now**"

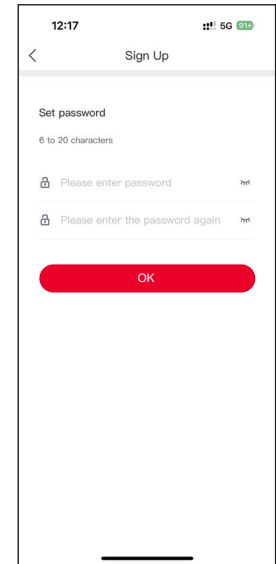
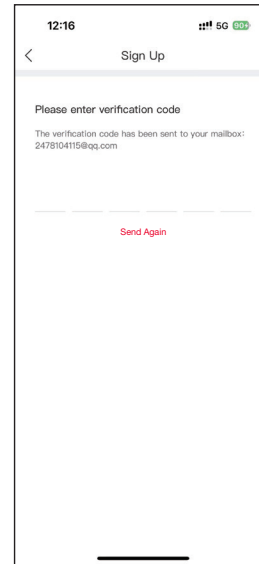
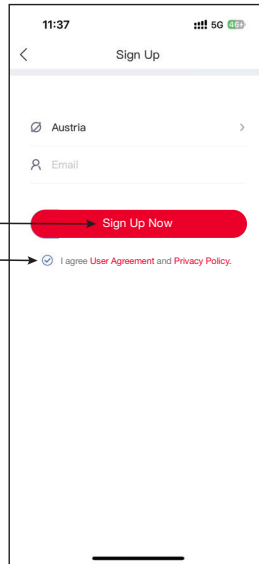
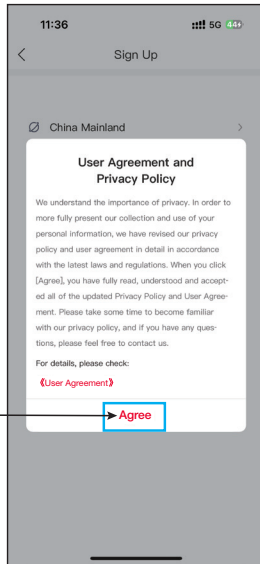
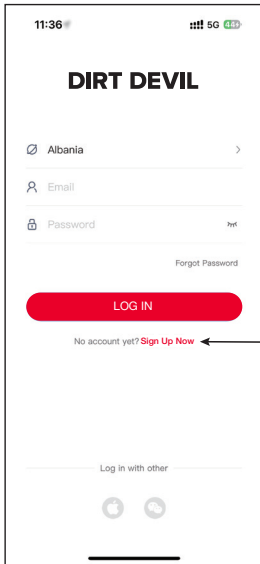
Read the User Agreement & Privacy Policy and Click "**Agree**" to continue.

Select **Region**, enter **email address** for verification and click "**Sign-Up Now**"

Make sure User Agreement/ Privacy Policy is checked.

Enter the **Verification Code** sent to the email address provided.

Set a **Password** you will remember using a minimum of 6 and a maximum of 20 characters.





# NETWORK SETUP

## INITIAL Wi-Fi SETUP

Before setting up, have your home Wi-Fi network password ready and make sure your network meets the following requirements:

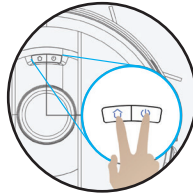
- The Wi-Fi router supports 802.11b/g/n and IPv4 protocols
- **EV3420 vacuum cleaner ONLY supports 2.4GHz frequency band,** it does not support the 5GHz frequency band

### NETWORK RECOMMENDATIONS:

- Do not use a VPN (Virtual Private Network) or proxy server.
- If the vacuum cleaner cannot be connected in a dual-band (2.4/5GHz) Wi-Fi network, make sure to select the 2.4GHz network for Wi-Fi Setting prior to pairing the robot vacuum with your home network. After initial setup you can switch back to 5GHz frequency band for other devices.
- When connecting to a hidden network, please be sure to enter the correct network name SSID (case sensitive) and connect to a 2.4GHz wireless network.
- When using a wireless extender/repeater, please make sure that the network name (SSID) and password are the same as those of the main network.
- Set the firewall and port of the Wi-Fi router to allow the vacuum cleaner to connect to the app server.
- Network security requirements:  
Use WPA and WPA2 networks encrypted with TKIP, PSK, AES/CCMP.

## RESETTING NETWORK

- 1 Press and hold the “⏻” and “🏠” button at the same time for 3 seconds on the unit, until you hear the voice say “**Start Network Configuration.**”

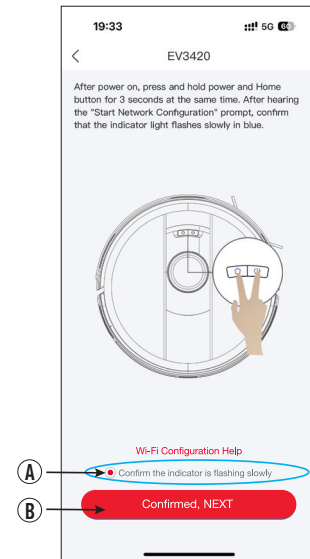


- Light flashes **SLOWLY**: in pairing mode, waiting for connection
- Light flashes **QUICKLY**: connection to Wi-Fi in progress
- White light is normally **ON**: Wi-Fi is connected successfully

**NOTE:** as the robot vacuum enters the PAIRING STATUS, you can see both buttons flashing slowly in white as an indicator that the unit is in pairing mode.

- 2 When the lights on the robot vacuum begin to flash,

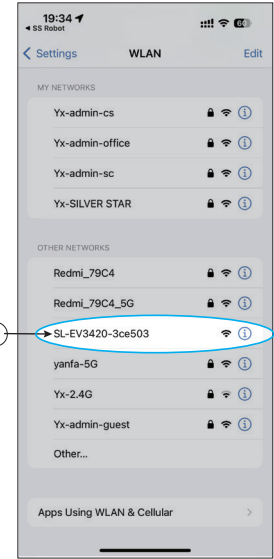
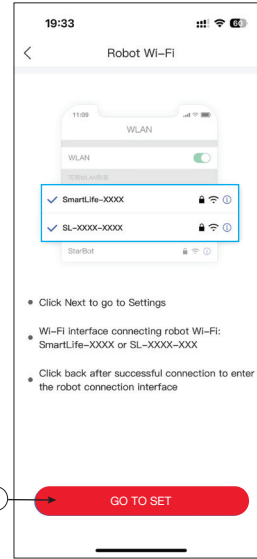
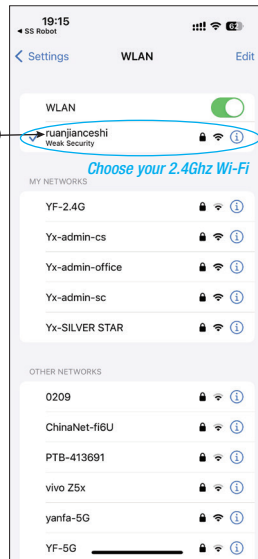
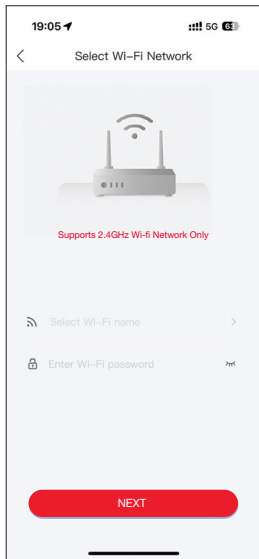
- A Select “**Confirm the indicator is flashing slowly**”
- B Then click “**CONFIRMED, NEXT**”



# NETWORK SETUP *continued*

- 3 C Connect to your home's Wi-Fi Network
- D Type in your home Wi-Fi password and click "Next" to start network configuration.

- 4 E Click "GO TO SET" pictured below and the interface of the screen switch to Wi-Fi selection
- F Select the Wi-Fi with the following pre-fix sequence followed by 6 unique characters "SL-EV3420-XXXXXX"



**NOTE:** In order to maximize the unit's Wi-Fi range in your home, please make sure to switch from 5Ghz to 2.4Ghz Wi-Fi network.

# OPERATING STEPS

## POWER SWITCH

For the first use, toggle the main switch from **0** to **I**, and the robotic vacuum cleaner will turn on.

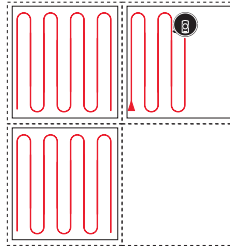
- Press and hold “⏻” for 3 seconds to start it up.
- Press and hold “⏻” for 3 seconds to shut it down.
- If the robotic vacuum cleaner fails to respond, toggle the main switch from **I** to **0** to forcibly turn off the device.

### TIPS:

- DO NOT TURN OFF THE MAIN SWITCH DIRECTLY DURING CLEANING MODE, otherwise the data of the robotic vacuum cleaner cannot be saved.
- If the main switch is in the (**0**) OFF position, the robotic vacuum cleaner will turn on automatically if placing it on the charging dock, and will turn off if removing it from the charging dock.
- If not in use for a long time, please toggle the main switch to OFF position (**0**).

## CLEANING

Press “⏻” to start the AUTO SWEEP mode. Once it is started, the robot vacuum will leave the charging dock, scan automatically to generate a map, intelligently determine its sweep route, and divide the space into multiple areas. The sweep route will be planned along the wall to sweep back and forth in a zigzagging way to sweep different areas one after another.



### NOTE:

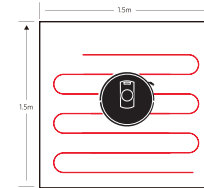
- If the battery level is too low to start sweep, please charge it first.
- Before sweep, all wires on the ground should be well organized for fear of power interruption or damage to articles caused by pulling the power cord during sweep.
- In the auto sweep mode, by default the robot vacuum will do sweeping twice if the sweep duration is shorter than 10 square meters.
- Do not move the charging dock during cleaning, and make sure that the charging dock is powered on, otherwise the robotic vacuum cleaner may not be able to return for charging.

## PAUSING ROBOT

During the operation of the machine, pressing any key will stop the operation.

## SPOT CLEANING

Move the sweeping robot to the area to be cleaned, press “⏻” button twice to start the cleaning mode. The robotic vacuum cleaner will sweep a rectangular area of 1.5m X 1.5m centered on itself. After such specific area has been swept, the robot vacuum will automatically return to the charging dock.



**NOTE:** The spot cleaning mode can not be started when the robotic vacuum cleaner is on the charging dock.

## AUTO/MANUAL CHARGING

- **AUTO RECHARGE:** After sweep, the robot vacuum will automatically return to the charging dock for charging.
- **MANUAL RECHARGE:**
  - a. If it is paused, press “⏻” to recharge the robot vacuum automatically
  - b. When the robot vacuum is stuck or cannot find the charging dock, manually return it to the charging dock for charging.

### SUCTION INTENSITY MODES

Select an sweep intensity in the ePro Clean app as needed: **Quiet** • **Standard** • **Power** • **Max**

### REMOTELY CONTROLLED SWEEP

Manual Remotely-Controlled Sweep is available in the app to make the robot vacuum go to the area to be cleaned.

### SLEEP MODE

If robot vacuum is inactive and the charging dock is not connected for 10 minutes, the robot vacuum will automatically switch to "SLEEP" mode. The robot will shut down automatically if it sleeps for more than 12 hours. The robotic vacuum cleaner will switch to the SLEEP mode automatically, if there is no operation within 10 minutes after it is fully charged.

### SYSTEM RESET

In STANDBY mode, press and hold the "⏏" button for 15 seconds to reset the system.

After resetting the system, the robotic vacuum cleaner will lose the original settings including the map and virtual boundary

### REAL-TIME MAPPING

Real-time mapping helps you easily understand the sweep route and environment. After sweep, a floor plan of your room(s) will be generated. Maps will be updated in real time during each sweep to ensure normal navigation. To generate a complete floor plan of your home?

- Open room doors so that the robot vacuum generates a map of each room;
- Remove any object(s) that may block or jam the robot vacuum;
- After generating maps, please do not disassemble or move the charging dock;

### REPOSITIONING and MAP REGENERATION

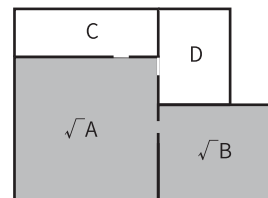
If the location of the robot vacuum/charging dock is adjusted or the surrounding environment changes significantly, the robot vacuum will try repositioning and may regenerate a map to adapt to the surrounding environment. Details are as follows:

- If repositioning is successful, the robot vacuum will resume sweep;
- If repositioning fails, the robot vacuum will regenerate a map to ensure normal navigation for new sweep;
- If repositioning fails and virtual boundary information (restricted area) is available in the original map, the robot vacuum will not start a new sweep to avoid crossing any restricted area.

**NOTE:** Make sure that the robot vacuum always starts sweep from the charging dock. Do not move the equipment frequently during sweep. Otherwise, put the robot vacuum back to its home position.

### SELECTIVE ROOM CLEANING

Select one or multiple rooms for cleaning in the app.



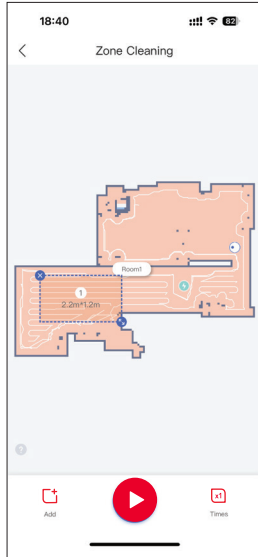
**NOTE:** The robot vacuum may enter unselected areas during cleaning. Clear obstacles from the ground around the selected rooms as the robot vacuum may enter unselected areas.

Area-specific Sweep can only be started after a map is created.

# APP FEATURES

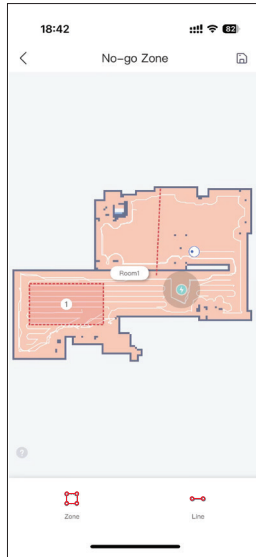
## MAPPING FUNCTIONS

### Zone Selection



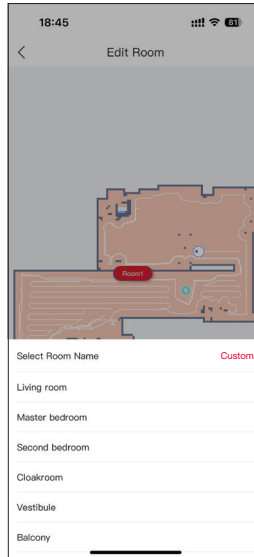
**Select Zone** in the app and set a sweep area. The robot vacuum will sweep this area only and return to the charging dock after sweep.

### Zone Restrictions



**NO-GO Zone Setting:** You can add cleaning restricted areas or virtual walls, supporting rectangular areas or straight virtual walls, so that the robot will not clean the corresponding area.

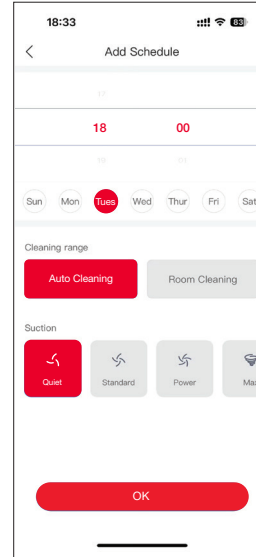
### Room Editing



Explore **Room Editing** feature where you can name rooms, divide room, merge rooms.

## ADDITIONAL APP FEATURES

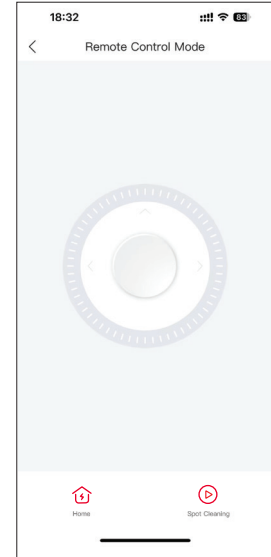
### Schedule Set Up



Customize your cleaning plan, you can set any time period, any area, and support suction settings.

**Cleaning History:** You can view the robot's previous cleaning records (cleaning time and area) to allow you to manage cleaning.

### Remote Control



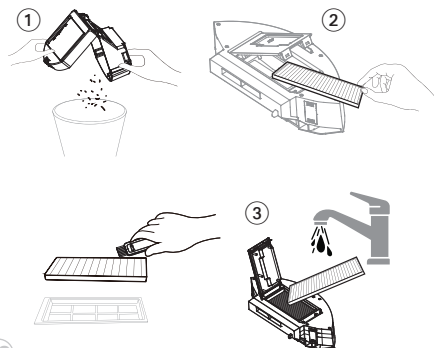
Within the app, you can manually control the robot vacuum using the touch screen on your mobile device.

**Auto Boost:** After being turned on, the robot will automatically increase the suction power when cleaning the carpet.

# MAINTENANCE

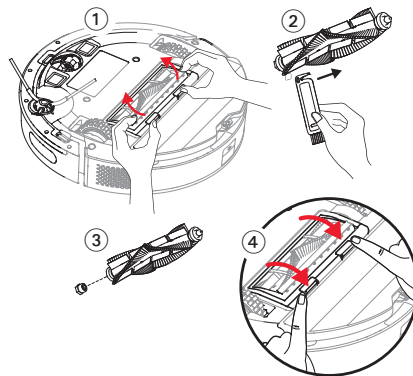
## CLEANING THE DUST BIN

- 1 **Empty the dust bin.** Put the dust bin close to the trash can, and tap the dust bin gently to knock off excess dirt.
- 2 **Remove the high-performance filter,** and clean the filter with the supplied cleaning brush.
- 3 If necessary, **rinse the dust bin and filter** assembly thoroughly with water. (NOTE: The filter cannot be cleaned with hot water or detergent.)
- 4 After rinsing, the dust bin and filter assembly must be thoroughly **air-dried for 24 hours.** (Note: Repeated rinsing will destroy the high-performance filter material and make it ineffective. Please clean it carefully.)
- 5 **Reassemble** the air-dried dust bin, and filter assembly, and put them back into the robot vacuum cleaner.



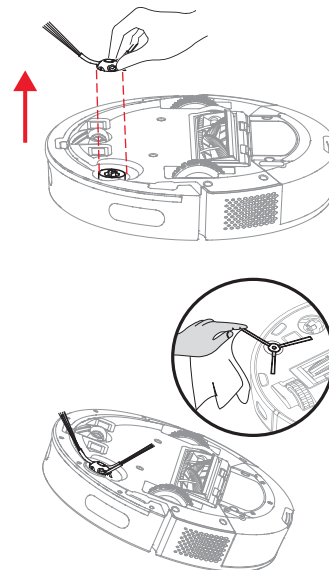
## CLEANING ROLLER BRUSH

- 1 As shown below, press down the buckle to take out the protective cover, and remove the driving roller brush upwards.
- 2 Clean the main brush with the supplied cleaning tool. The blade can cut off the hair entangled on the main brush.
- 3 Remove the roller at one end of the main brush and clean the hair entangled on the roller.
- 4 After cleaning, re-install the main brush in place by placing one end at a time.



## CLEANING SIDE BRUSH

- 1 Remove side brushes, clear them of hair or foreign matters, and decide whether to use a wet cloth based on your personal needs.
- 2 Re-install the side brush and press it tightly to ensure it is installed in place. (NOTE: It is recommended to replace side brushes every 3-6 months to ensure cleaning results.)

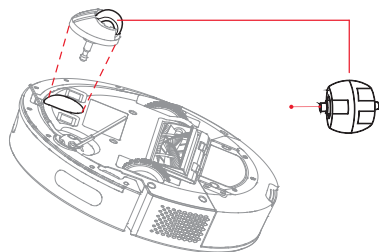


# MAINTENANCE

## CLEAN UNIVERSAL WHEEL

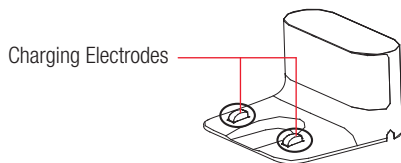
Hair or dust particles tend to be entangled around wheels. Clean the them regularly or as needed.

- 1 Pull up wheels to take them out.
- 2 Clean any hair or debris entangled around wheels, or in any caster chamber.
- 3 Reinstall wheels and push them in till they click into place.



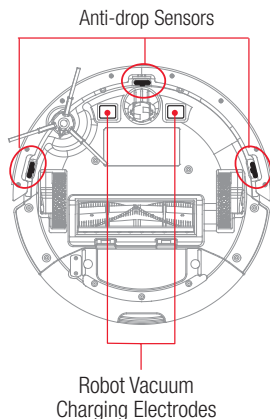
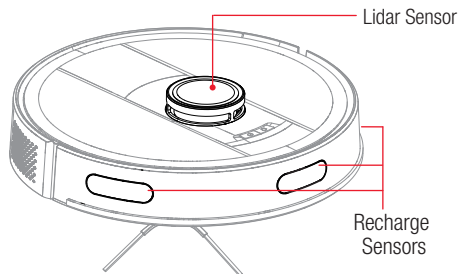
## CLEAN THE CHARGING DOCK

In order to ensure optimum operating conditions, please clean charging electrode regularly, and wipe dust off them with a soft dry cloth or sweep brush.



## CLEAN ROBOT SENSORS

Please clean sensors regularly, and wipe dust off them with a soft dry cloth or sweep brush.



### Technical Specifications

Battery Type: **Lithium-Ion battery**  
Battery Capacity: **2600mAh**  
Dust Bin Capacity: **800ml**  
Operating Time: **100 minutes** (Std. mode)  
Suction Power: **4,000 Pa**  
Sound level: **70dBA** (Std. mode)  
Charging Time: **4.5 - 5.5 hours**  
Rated Voltage: **14.4V**  $\overline{\text{---}}$   
Rated Power: **45W**  
Rated Input: **19V**  $\overline{\text{---}}$  **0.6A**

#### POWER ADAPTER:

Input voltage: **100-240V -50/60Hz**  
Rated Output: **19V**  $\overline{\text{---}}$  **0.6A**

Unit Dimensions (WDH):  
**13.6" x 13.6" x 3.75"** (345x345x95mm)  
Weight: **6.3 lbs.** (2.87kg)

### FOR SERVICE TECHNICIANS ONLY

- Press the front bumper of the robot vacuum first to ensure that Sensors are triggered, and then press and hold the "⏻" button for 10-15 seconds, until the LED turns off, and it will enter the **Energy Saving Mode**.
- In this mode, only the charging feature will work, other function will not work, such as LEDs will be off, sensors will be disabled, and Wi-Fi will be disconnected.
- To EXIT Energy Saving Mode, press the "⏻" button on the robot vacuum, it will restart automatically and resume normal operation.

# TROUBLESHOOTING

## COMMON ISSUES

OBSERVATION	SOLUTION
Cannot start the machine	<ul style="list-style-type: none"> <li>• Make sure that the main switch of the robot vacuum is turned on</li> <li>• Make sure that the host is powered on.</li> <li>• If the problem persists, please reset the robot vacuum (see the "Operating Instructions / System Reset" section on page 10).</li> </ul>
Robot vacuum suddenly stops working	<ul style="list-style-type: none"> <li>• Check whether the robot vacuum is stuck or blocked by obstacles</li> <li>• Check whether the battery is too low</li> <li>• If the problem persists, please shut it down, wait for 3 seconds, and then restart it</li> </ul>
Cannot make a sweep schedule	<ul style="list-style-type: none"> <li>• Make sure the robot vacuum has been powered on.</li> <li>• Set the time and schedule the time for automatic sweep with the app</li> <li>• Make sure the schedule time has been set correctly</li> <li>• Check whether the robot vacuum power is too low to start sweep.</li> </ul>
Suction too weak	<ul style="list-style-type: none"> <li>• Check the suction inlet for any obstruction.</li> <li>• Empty the Dust bin.</li> <li>• Clean filters with water.</li> <li>• Check whether filters are wet due to water or other liquids on the floor. Let filters dry naturally thoroughly before use.</li> </ul>
Cannot charge the machine	<ul style="list-style-type: none"> <li>• Please check whether the charging dock is correctly connected to the power supply, and the indicator light illuminates when the power is on.</li> <li>• When the robotic vacuum cleaner is normally connected to the charging dock, the indicator light extinguishes.</li> <li>• If the robotic vacuum cleaner is connected to the charging dock, but the indicator light does not extinguish and the robotic vacuum cleaner does not respond, please use a dry cloth to wipe the charging pole piece at the bottom of the robotic vacuum cleaner and the charging piece of the charging dock, and then try again.</li> <li>• If the device still can not be charged after performing the above operations, please contact <a href="mailto:service@eProSelect.com">service@eProSelect.com</a></li> </ul>

## Wi-Fi CONNECTION FAILURE

If you cannot use your smart phone to control the robot vacuum, try the following solutions.

If the problem persists, please email our customer service staff at [service@eProselect.com](mailto:service@eProselect.com)

Wi-Fi Status	CAUSE	SOLUTION
The white light is normally on	Robot vacuum is connected to the router, but cannot be connected to the network.	<ul style="list-style-type: none"> <li>• Check whether the router is connected to the network.</li> <li>• Contact the network operator to find out whether there are any network connection problems.</li> </ul>
The white light flashes QUICKLY	Robot vacuum cannot be connected to the wireless router.	<ul style="list-style-type: none"> <li>• Check whether the network name and password have been changed.</li> <li>• If necessary, reset the Wi-Fi connection</li> </ul>
The white light flashes SLOWLY	The Wi-Fi connection has been reset or has not been set up before.	<ul style="list-style-type: none"> <li>• Establish a Wi-Fi connection to the robot vacuum.</li> <li>• If necessary, reset the Wi-Fi connection.</li> </ul>

- If other operations are triggered during the networking process, the indicator light changes, and the device still maintains the network configuration status.
- If the connection between the mobile phone and the robot vacuum fails, you can reset the Wi-Fi again to enter the network configuration mode and add it again.
- Due to version upgrades and renewals, please follow the ePro Clean app internal guide for actual operation.



# TROUBLESHOOTING

## COMMON ISSUES

OBSERVATION	SOLUTION
Startup Failure	<ul style="list-style-type: none"><li>• The battery level is low. Please place the vacuum cleaner on the charging dock or the dust collecting barrel and align with the charging pole pieces, toggle the switch on the left side of the vacuum cleaner to "I", and the vacuum cleaner will start automatically (When it is completely out of power, it needs to be charged for a while before automatic startup).</li><li>• The ambient temperature is too low (below 32°F) or higher than (122°F). Please use it within the environmental temperature range of 32-104 °F (0-40°C)</li><li>• Please confirm whether the switch on the left side of the vacuum cleaner is toggled to "I"</li></ul>
Charging Failure	<ul style="list-style-type: none"><li>• Please remove the vacuum cleaner and check whether the indicator light of the charging dock or dust collecting barrel is on, and make sure that both ends of the power adapter of the charging dock are plugged in.</li><li>• Poor contact. Please clean up the spring contacts on the charging dock and the charging contacts on the vacuum cleaner.</li><li>• Please confirm whether the switch on the left side of the vacuum cleaner</li></ul>
Recharge Failure	<ul style="list-style-type: none"><li>• There are lots of obstacles near the charging dock. Place charging dock or the dust bin in an open area.</li><li>• The robot vacuum is far from the charging dock. Place the robot vacuum near the charging dock and try again.</li></ul>
Abnormal Noise During Cleaning	<ul style="list-style-type: none"><li>• There may be foreign matter entangled in the main brush, side brush or wheels. Please clean up after shutdown.</li></ul>
Decreased Cleaning Ability or Dirt Leakage	<ul style="list-style-type: none"><li>• The Dust bin is full. Please clean the Dust bin.</li><li>• The filter is clogged. Please clean or replace the filter.</li><li>• The main brush is entangled by foreign matter. So please clean the main brush.</li></ul>
Failure to Connect to Wi-Fi	<ul style="list-style-type: none"><li>• The Wi-Fi signal is poor. Please make sure the vacuum cleaner is in a good Wi-Fi signal coverage area.</li><li>• Wi-Fi connection is abnormal. Please reset Wi-Fi and download the latest mobile app and try again.</li><li>• The password is entered incorrectly.</li><li>• The router is a 5G frequency band model, and this <b>ROBOT VACUUM ONLY SUPPORTS THE 2.4G FREQUENCY BAND.</b></li></ul>
Timed Cleaning Doesn't Work	<ul style="list-style-type: none"><li>• The battery level is low. Timed cleaning will be started when the remaining battery level is <math>\geq 20\%</math></li></ul>

# TROUBLESHOOTING

VOICE PROMPTS	SOLUTION
<b>ERROR 1:</b> <i>“The battery is abnormal. Please refer to the manual or app”</i>	<ul style="list-style-type: none"><li>• Please open the battery compartment and check whether the battery is properly connected, and restart the machine.</li><li>• The battery temperature is too high or too low. Wait until the battery temperature becomes normal (0-40° C /32° 104°F) before operation.</li></ul>
<b>ERROR 2:</b> <i>“The wheel module is abnormal. Please refer to the manual or app”</i>	<ul style="list-style-type: none"><li>• Please check whether there are foreign objects stuck in the wheels, and restart the machine.</li></ul>
<b>ERROR 3:</b> <i>“The side brushing module is abnormal. Please refer to the manual or app.”</i>	<ul style="list-style-type: none"><li>• Please check whether there are foreign objects stuck in the side brush, and restart the machine.</li></ul>
<b>ERROR 4:</b> <i>“The fan is abnormal. Please refer to the manual or app”</i>	<ul style="list-style-type: none"><li>• Please check whether there are foreign objects stuck in the fan port, and restart the machine.</li><li>• Please clean the dust bin and filter, and restart the machine.</li></ul>
<b>ERROR 5:</b> <i>“The rolling brush is abnormal. Please refer to the manual or app”</i>	<ul style="list-style-type: none"><li>• Please remove the rolling brush and clean the rolling brush, the connection part of the rolling brush, the rolling brush cover and the dust suction port. Please restart the robot vacuum after cleaning.</li></ul>
<b>ERROR 6:</b> <i>“The laser sensor is abnormal. Please refer to the manual or app”</i>	<ul style="list-style-type: none"><li>• Please check whether there are foreign objects in the laser sensor, and restart the robot vacuum after cleaning.</li></ul>
<b>ERROR 7:</b> <i>“The charging is abnormal. Please clean the charging contact area”</i>	<ul style="list-style-type: none"><li>• Please check whether the charging area is contaminated, and clean the charging pole pieces.</li><li>• Please check whether the battery is installed correctly.</li></ul>
<b>ERROR 8:</b> <i>“The robot vacuum is abnormal. Please shut down and restart”</i>	<ul style="list-style-type: none"><li>• Please toggle the main switch to “0” first, then to “I”, and restart.</li></ul>
<b>ERROR 9:</b> <i>“The operation is abnormal. Please check whether the rocker switch is turned on”</i>	<ul style="list-style-type: none"><li>• Please turn on the main switch</li></ul>

If the corresponding issues cannot be eliminated by referring to the above solutions, please contact our customer service personnel via email at [service@eproselect.com](mailto:service@eproselect.com)

## 2-YEAR LIMITED WARRANTY

ePro USA, LLC., (the "Company") warrants that their products (the "Product") are free of defects in material and workmanship for a period of 2-YEAR (the "Warranty Period") from the date of purchase by end user. In the event that the Product qualifies for coverage under this warranty, the Company at its option and at no charge may either repair or replace the Product (not including, shipping, handling, delivery or installation) with an identical product or product having similar features and functionality as determined by the Company. The Company does not warranty the installation, maintenance, or service of its Product. The Company is not responsible for ancillary equipment not supplied by the Company, which is attached to or used in connection with the Company's Product, or for the operation of the Product with any ancillary equipment, and all such equipment and operation of such equipment with the Product, is expressly excluded from this limited warranty. Furthermore, the Company shall not be responsible for any damage to the Product resulting from the use or operation of the ancillary equipment not furnished by the Company for use with the Product.

The Company extends this limited warranty only to the original end-user. This limited warranty and the remedies hereunder are limited to Products properly used, maintained, stored, installed and used for their intended purpose and use only, in accordance with the Company instructions. This warranty shall not apply to Product installed, operated or maintained in or under abnormal conditions. This warranty is not applicable to any Product, which is not operated and/or installed in accordance with the Company's specifications and or industry practices and standards. This warranty does not extend to any battery power supply included in/with the Product.

This warranty also does not extend to the purchase of opened, used, repaired, repackaged and/or resealed products, including but not limited to sale of such products on Internet auctions sites and/or sales of such products by surplus, bulk resellers, or any individual unauthorized resellers.

Any and all warranties or guarantees shall immediately cease and terminate as to any products or parts thereof which are repaired, replaced, altered, or modified, without the prior express and written permission of the Company.


This warranty sets forth all of the Company's responsibilities for the Product.

**THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. IMPLIED WARRANTIES, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT, INCLUDING WITHOUT LIMITATION, IN CONTRACT, TORT, STRICT LIABILITY OR WARRANTY, SHALL THE COMPANY BE LIABLE TO THE PURCHASER OR TO ANY THIRD PARTY, FOR ANY DAMAGES OR FOR ANY LOSS OF USE, LOSS OF TIME, LOSS OF LIFE, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT. TO THE FULL EXTENT THAT SUCH MAY BE DISCLAIMED BY LAW, COMPANY'S SOLE LIABILITY SHALL BE TO REPLACE OR REPAIR THE PRODUCT.**



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

If you have any questions or for further support, please email us at [service@eproselect.com](mailto:service@eproselect.com)

 **WARNING:** This product can expose you to chemicals including Lead, which is known to the State of California to cause reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)



For assistance with your product, please email [service@eproselect.com](mailto:service@eproselect.com)  
or visit our website [eProSelect.com](http://eProSelect.com)

MADE IN CHINA

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**PLEASE RECYCLE**

Facilities may not exist in your area.