INXNI

Automatic Robotic Dust Collection and Mopping Cleaner

User Manual

Thank you for purchasing this product. Please read this user manual carefully before use, and keep it properly.

Welcome to Use

Thank you for choosing INXNI Robotic Mopping Cleaner, and we hope our product will bring you a better life!

If you have any questions during the use of the product, please contact the after-sales customer service in the following ways:

1. Call our hotline at 400-995-1018

- 2. Contact the customer service staff of the sales platform;
- 3. Scan the code to follow our official public account.

4. You can scan the QR code to download "INXNI" APP to connect to the robot, unlock more functions, and start a more convenient and intelligent life.

APP download:

iPhone:

Search for "INXNI" in the app store or scan the QR code below to download the APP

Phone with Android system:

Scan the QR code below to download the "INXNI" APP, or log in to https://www.inxni.com/download to download the APP







iPhone user ios Scan the code to download

Android users Scan the code to download

Official public account

Warm tip for Wi-Fi connection:

- The WiFi connection only supports networks in the 2.4Ghz band. If it is a 2.4G/5G dual-mode Wi-Fi, please be sure to set it to the 2.4G band, otherwise the network configuration will fail.

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Safety Specifications

When using the product, please keep cautious and observe the following precautions.

Precautions

- 1. Problems that may arise during the operation of the product shall be eliminated as soon as possible. Remove power cords and small items from the floor to avoid product obstruction during operation. Fold the edges of the rug under the rug and keep the hanging curtains, tablecloths and similar items out of the floor.
- 2. If there is a suspended area such as stairs, guardrails shall be set up on the edge of the suspended area to prevent the product from falling. It shall be ensured that the safeguards will not cause tripping or other personal injuries.
- 3. Please use the product according to the instructions in the user manual. Use only accessories recommended or sold by the manufacturer.
- 4. Make sure the power supply voltage conforms to the rated input voltage of the dust bucket.
- 5. Make sure the product components are installed in place before using the product.
- 6. If the power cord is damaged, it must be replaced by the manufacturer to avoid danger.
- 7. Before cleaning and maintaining the dust bucket, please unplug the adapter plug from the power outlet.
- 8. Before disposing of the product, please remove the product from the dust bucket, turn off the product and take out the battery.
- 9. If the product is not used for a long time, please power off the product.
- 10. Before disposing of the product, the battery of the product must be removed and discarded in accordance with local laws and regulations.
- 11. Children under the age of 8 or mentally handicapped persons are not allowed to use this product unless under the supervision of a guardian. Please do not allow children to ride on the product or play with the product as a toy.
- 12. For use in indoor home environments only. Do not use in outdoor, commercial and industrial locations.
- 13. Do not use the product in the room where infants and young children sleep.
- 14. Do not use the product with a damaged power cord or power outlet. Do not use the product when it is not working properly due to falling, damage, outdoor use, or water ingress. To avoid damage, the product shall be repaired by the manufacturer or its after-sales service department.
- 15. Please use the product according to the instructions in the user manual. The company is not responsible for any loss or damage caused by improper use.

Safety Specifications

Warning

- 1. Only use the original charging dock specially designed by the manufacturer. Users are not allowed to replace the battery without permission. If you suspect that the battery is damaged, please contact the manufacturer or authorized dealer for replacement.
- 2. It is forbidden to use the product in an environment with open flames or fragile items. It is forbidden to use the product in humid, flammable, explosive and corrosive environments.
- 3. It is forbidden to use the product in extremely hot (above 50 °C) or cold (below 0°C) environments.
- 4. It is forbidden to get your hair, clothes, fingers or other parts of your body close to the openings and operating parts of the product.
- 5. It is forbidden to collect items that may block the product, such as stones and waste paper.
- 6. It is forbidden to collect any flammable items, such as gasoline and toners for printers or copiers. It is forbidden to use the product in clean areas with flammable items.
- 7. It is forbidden to collect any burning items, such as cigarettes, matches, ashes and other items that may cause a fire.
- 8. It is forbidden to place objects at the suction port. Do not use the product when the suction port is blocked. Clean the dust, cotton wool, hair, etc. at the suction port to ensure smooth air circulation.
- 9. Use the power cord carefully to avoid damage. It is forbidden to use the power cord to drag or pull the product or its dust bucket, use the power cord as a handle, clamp the power cord in the door gap, or pull the power cord at sharp corners. It is forbidden to run the product on the power cord, and the power cord shall be kept away from heat sources.
- 10. It is forbidden to use the damaged charging dock. If the charging dock is damaged, it must be repaired or replaced by professionals from the manufacturer or authorized dealer to avoid danger.
- 11. Incineration of the product is prohibited even if the product has been severely damaged, as the battery of the product may explode.

Instructions for disposing of the battery

If you want to dispose of the battery in this machine, please do not discard it with household waste, but hand it over to the nearest waste battery recycling station or the after-sales service center for centralized disposal. The following instructions are not intended for the general users, but disposal instructions for the ultimate battery disposer.

The chemical substances contained in the battery built into this machine may pollute the environment. Before disposing of the robot, be sure to take out the battery from the machine in advance, and hand it over to a professional battery recycling point for centralized disposal.

Caution

The leakage of the battery may cause personal injury!

If the battery leaks, be sure to avoid contact with eyes or skin.

In case of accidental contact, wash hands and eyes immediately with water. If you still feel unwell, seek medical attention immediately.

02

Package Information



Main machine



Mop holder $\times 1$ (including mop)



Additional mop $\times 2$







User Manual and other items $\times 1$

Cleaning brush $\times 1$

 $\begin{array}{l} \text{Dust collection dock} \times 1 + \text{dust bag} \\ \times 1 \text{ (already installed in the dust collection dock)} \end{array} \\ \end{array} \\$

* Warm Tip: A high-performance filter has been installed in the main machine

Product Description

Basic parameters

Main Machine				
External dimensions	340×340×78.5mm			
Weight	Approx. 3.65kg			
Battery capacity	2600mAh			
Rated voltage	14.4V			
Rated input	24V 1.5A			
Rated powder	30W			
Dust Bucket				
Rated input voltage	220 -240V 50-60Hz			
Rated output	24V 1.5A			



- ()Cleaning/On/Off button
 - •Press once: Start cleaning
 - Press twice: Start fixed-point cleaning.
 Press and hold for 3 seconds: Turn on/off
 - Press and hold for 3 seconds: Turn on/off the machine

Recharge button

- Press once: Return for recharge
- Press and hold for 15 seconds: Restore factory settings Recharge button + Cleaning/On/Off button
 - Press and hold the two buttons simultaneously for 3 seconds: Enter the network configuration mode

Power indicator

- White: battery charge level≥20%
- Pink: battery charge level < 20%
- Red: Fault or error

Product Description

Dust Collection Dock



Dust collection dock indicator

White light normally on: The dust collection dock on standby White light off: Correct connection between the main machine and the dust collection dock, or the dust collection dock in the sleep state Red light normally on: The dust bag not in place Red light flashing: Abnormal state

Introduction of Main Modules





Dust box opening



Filter opening

Dust box



Filter

Introduction of Main Modules



Installation Instructions

(1) Installation of the dust collection dock

Place the dust collection dock against and perpendicular to the wall on a level, hard floor, then insert the power plug into the socket that meets the requirements and turn on the power.

2 Placement of the dust collection dock

Make sure to install it within Wi-Fi signal coverage. Place the charging dock against and perpendicular to the wall on a level, hard floor, without obstacles within 1.5 m in front and 0.5m on the left and right.





Installation Instructions

(3) Remove the protective strip

Before use, remove the protective strips on both sides of the front bumper.



④ Install the side brush

Side brush installation: align with the holes and press gently to fix the side brush on the machine.





⁽⁵⁾ Startup and charging

For initial use, press and hold the ${}^{\mbox{O}}$ button for 3 seconds to turn on the machine

The main machine needs to be fully charged (approximately 4 hours) to ensure normal operation



*Manually place the robotic vacuum cleaner on the dust collection dock and align with the charging port. When the white indicator light of the dust collection dock flashes 3 times and goes out, charging will start.

*Warm Tip: After the robotic vacuum cleaner is connected with the dust collection dock, the dust collection dock will start dust collection.

APP Download and Network Operation

① Download

Search for "INXNI" in the mobile app store or scan the QR code below to download the APP.





iPhone ios user

Android user

0 Reset the network

Press and hold the **b** button and the **b** button simultaneously until the indicator light flashes fast in white, and the machine enters the EZ network configuration state.

Press and hold the Δ button and the $\dot{\Box}$ button simultaneously until the indicator light flashes fast in white, and the machine enters the AP network configuration state.



Indicator light: White light flashing slowly: AP mode, compatible with hotspots White light flashing quickly: EZ mode, direct Wi-Fi connection White light normally on: Wi-Fi connected

3Add a device

Open the APP, create a new account, and follow the operation instructions in the App.

* Before setting the Wi-Fi, please make sure that the main machine and Wi-

Fi network meet the following requirements.

A. Main machine:

* The battery charge level of the main machine is greater than 20% or the main machine is placed on the charging dock.

B. Wi-Fi network:

- * Use the correct wireless network password.
- * Do not use a VPN (Virtual Private Network) or proxy server.
- * The Wi-Fi router supports 802.11b/g/n and IPv4 protocols.

* The router frequency band is 2.4GHz or a dual-band router that supports the 2.4GHz frequency band is used. The main machine does not support the 5GHz frequency band.

* If the main machine cannot be connected in the 2.4/5GHz dual-band Wi-Fi network, please switch to the 2.4GHz network for Wi-Fi settings. After the setting is completed, you can switch back.

* When connecting to a hidden network, please make 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 that of the main network.

* Set the firewall and port of the Wi-Fi router to allow the main machine to connect to the APP server. Network security requirements:

* Use a WPA or WPA2 network encrypted with TKIP, PSK, AES/CCMP.

Wi-Fi connection failure

If you cannot use your smart phone to control the main machine, please try the following solutions. If the problem persists, please contact our customer service personnel in time.

Wi-Fi status indicator	Cause	Solution	
White light normally on	The main machine is connected to the router, but cannot be connected to the network.	Check whether the router is connected to the network. Contact the network operator to find out whether there are any network connection problems.	
White light flashing slowly	The main machine cannot be connected to the wireless router	 Check whether the network name and password have been changed. If necessareset the Wi-Fi connection. 	
	The Wi-Fi connection has been reset or has not been set before.	 Establish Wi-Fi connection with the main machine. If necessary, reset the Wi-Fi connection. 	
White light flashing quickly	The main machine cannot receive network signal.	Please put away the electronic products around the cleaner. If necessary, reset the Wi- Fi connection and select the hotspot configuration mode.	

* If other operations are triggered during the networking process, the indicator light will change, and the device will still maintain the network configuration state.

* If the connection between the mobile phone and the robotic vacuum cleaner fails, you can reset the Wi-Fi again to enter the network configuration mode, and add the device again.

* Due to version upgrades and updates, please follow the APP internal guide for actual operation.

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Operating Instructions

Power on/off

Press and hold the 0 button for 3 seconds to turn on the machine. Press and hold the 0 button for 3 seconds to turn off the machine.

Start cleaning

Press the button to start the automatic cleaning mode. After starting, the robotic vacuum cleaner will leave the charging dock, conduct cleaning in a "bow" shape first and then complete the cleaning of the area along the wall; the above process will be repeated until the entire room is cleaned. For the parts that have not been cleaned in the process, supplementary cleaning will be conducted, and the main machine will return for recharge after cleaning.

* If the battery is too low, the cleaning cannot be started. Please charge first and then start the cleaning.

- * Before cleaning, all cables on the floor shall be organized to avoid power interruption or damage to items caused by pulling the power cord during cleaning.
- * In automatic cleaning mode, if the cleaning area is less than 10 m², it will conduct cleaning twice by default.
- * Do not move the dust collection dock during cleaning, and make sure that the dust collection dock is powered on, otherwise the robotic vacuum cleaner may not be able to return for charging.

Pause

During the operation of the robotic vacuum cleaner, the operation will pause by pressing any button.

Charging

* Automatic recharge: After the cleaning task is completed, it will automatically return for charging.

* Manual recharge: a. At the time of pause, you need to press the \triangle button for automatic recharge; b. When the robotic vacuum cleaner is stuck or cannot find the dust collection dock, please manually put the robotic vacuum cleaner back on the dust collection dock for charging.

Fixed-point cleaning

Move the robotic vacuum cleaner to the area that needs to be cleaned, and press the D button twice. After the mode is activated, the robotic vacuum cleaner will clean a rectangular area of 1.5 m \times 1.5 m centered on itself.



*The robotic vacuum cleaner cannot start the fixed-point cleaning mode on the charging dock.

Suction level selection (only applicable to APP operation)

The cleaning level can be selected according to the needs in the APP:

- * Quiet level
- * Automatic level
- * Powerful level
- * Super level

System resetting

In standby mode, press and hold the \bigtriangleup button for 15 seconds to reset the system.

After resetting the system, the robotic vacuum cleaner will restore factory settings.

0

Operating Instructions

Use of the mopping assembly A Installation of the wet mopping assembly

- ① Take out the two-in-one dust box and water tank assembly.
- ② Open the rubber plug and add water to the water tank from the water injection port. Be careful not to get the dust box wet.
- ③ Install the mop on the mop holder.
- ④ After drying the water spilled or attached to the surface, put the two-in-one dust box and water tank assembly back into the machine, and make sure it is installed in place. Install the mop holder on the two-in-one dust box and water tank assembly.





2 Add water to the water tank

1 Take out the dust box and water tank assembly





③ Install the mop ④ Install the mop holder

⑤ Install the dust box and water tank assembly

B Wet mopping settings

You can start cleaning by selecting the cleaning mode, and you can select the mopping water level in the APP according to your needs.

* When mopping the floor, in order to prevent the robotic vacuum cleaner from wetting the carpet, it is recommended to place a virtual wall magnetic stripe in the carpet area to protect the carpet (The virtual wall magnetic stripe is purchased separately).

C Notice

* It is recommended to remove the mop holder from one side after each use of the mopping assembly, empty the water tank, wash the mop with water, and air dry to avoid mold or odor.



* Do not use the mopping mode on the carpet.

* When the robotic vacuum cleaner is in the charging state or idle, remove the mop holder, and the water level can not be set in the APP at this time . * To achieve better mopping, it is recommended to clean the floor three times using the cleaning mode before mopping.

* To avoid damaging the wooden floor, please make sure to take out the mopping assembly immediately after the main machine finishes mopping. * When the mopping is suspended or ends, the main machine will automatically cut off the water, but the mop is still wet, and it should not be placed in the same place for too long, and needs to be handled in time.

Daily Maintenance

Clean the dust box

- ① Empty the dust box, put the dust box close to the trash can, and tap the dust box gently to knock off the excess dirt.
- O Take out the high-performance filter, and clean the filter with the supplied cleaning brush.
- ③ The water tank, dust box and filter assembly can be thoroughly rinsed with water as needed (Note: The filter cannot be cleaned with hot water or detergent).
- ④ After cleaning, the water tank, dust box and filter assembly must be thoroughly air-dried. (Note: Repeated washing will destroy the material of the high-performance filter and make it ineffective. Please clean it with caution)
- (5) Reassemble the air-dried dust box and filter assembly, and put it back into the robotic vacuum cleaner.







Clean the main brush

- ① As shown in the figure below, press the buckle to take out the protective cover, and take out the main brush upwards.
- ⁽²⁾ Clean the main brush with a cleaning tool, and the blade can cut off the hair entangled on the main brush.
- ③ Remove the spool at one end of the main brush and clean away the hair entangled on it.
- ④ After cleaning, put the main brush back and make sure it is installed in place.



Clean the side brush

- ① Remove the side brush and clean away the hair or foreign objects on it. You can choose whether to wipe it with a damp cloth according to your needs.
- 0 Put the side brush back and press it tightly to ensure it is installed in place.



* It is recommended to replace the side brush every 3-6 months to ensure the cleaning effect.

Daily Maintenance

Clean the caster

As hair is entangled on the caster or dust particles adhere to it easily, be sure to clean the caster regularly or as needed.

1) Pull the caster upwards.

2 Clean up the hair or debris entangled around the caster or in the chamber of the caster.

③ Reinstall the caster and push it in until it clicks into place.



Clean the sensor

Please clean the sensor regularly, and wipe off the dust on the sensor with a soft dry cloth or cleaning brush.



Anti-drop sensor



Daily Maintenance

Clean the charging electrode

Please clean the charging electrode regularly, and wipe off the dust on the charging electrode with a soft dry cloth or cleaning brush.



Clean up the dust channel

If the main machines stops collecting dust after a short period of dust collection and the dust collection dock indicator flashes in red after the dust bag is replaced, it is recommended to unplug the power plug, reverse the dust collection dock, and check whether the dust channel is blocked by foreign objects. If the dust channel is blocked, refer to the figure below, use a screwdriver to remove the transparent cover of the dust channel, and clean out foreign objects.

Note: Violent disassembly is prohibited. After cleaning, put it back as it is.



When the dust bag is full, the dust collection dock indicator flashes in red or the APP gives a notice to remind you to replace the dust bag in time. The dust collection dock indicator is normally on in white or flashes in white when the dust bag is in normal use.



Open the top cover



handle of the dust

bag to take out

the dust bag



Discard the

old dust bag



Install a new dust bag and close the top cover

Common Faults

Fault	Cause and Solution			
Startup failure	 The battery level is low. Please place the vacuum cleaner on the dust collecting dock and align with the charging pole pieces, 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). 			
	 The ambient temperature is too low (below 0°C) or higher than (50°C). Please use it within the environmental temperature range of 0-40°C. 			
Charging failure	1. Please remove the vacuum cleaner and check whether the indicator light of the dust collecting dock is on, and make sure that the power adapter are plugged in.			
	2. Poor contact. Please clean up the spring contacts on the charging dock and the charging contacts on the vacuum cleaner.			
Declare feiler	 There are lots of obstacles near the charging dock or the dust collecting dock. Please place the charging dock or the dust collecting dock in an open area. 			
Kecharge failure	 The vacuum cleaner is far from the charging dock or the dust collecting dock. Please place the vacuum cleaner near the charging dock or the dust collecting dock and try again. 			
Abnormal operation Shut down and restart.				
Abnormal noise during cleaning There may be foreign objects entangled in the main brush, side brush or wheels. Please clean up after shutdown.				
1. The dust box is full. Please clean the dust box.				
Despessed algoning shility on dist lookage	2. The filter is clogged. Please clean or replace the filter.			
Decreased cleaning ability of dirt leakage	3. The main brush is entangled by foreign objects. So please clean the main brush.			
	1. The Wi-Fi signal is poor. Please make sure the vacuum cleaner is in a good Wi-Fi signal coverage area.			
Failure to connect to W1-F1	2. Wi-Fi connection is abnormal. Please reset Wi-Fi and download the latest mobile APP and try again.			
	3. The Wi-Fi password is entered incorrectly.			
	4. The router is a 5G frequency band model, and this robotic cleaner only supports the 2.4G frequency band.			
Timed cleaning doesn't work	The battery level is low. Timed cleaning will be started when the remaining battery level is $\geq 20\%$.			
Whether the vacuum cleaner consumes power when it is placed on the charging dock all the time	The power consumption is very low when the vacuum cleaner is placed on the charging dock or the dust collecting dock all the time, which helps to keep the battery in the best status of performance.			
Whether the machine needs to be charged for 16 hours for the first three times	Lithium battery has no memory effect when in use, and there is no need to wait when it is fully charged.			

Common Faults

Fault	Cause and Solution		
	1. Please check whether the dust collecting dock is normally powered on. When the cleaning time is more than 5 minutes, the main machine will automatically return for recharge. After recharge, automatic dust collection will start;		
After the robotic vacuum cleaner returns	2. Please check whether the cover of the dust collecting dock is not closed or improperly closed; (If closed improperly, the red light will be on);		
automatic dust collection does not start	3. Please check whether a dust bag is installed in the dust collecting dock; (If a dust bag is not installed, the red light will be on);		
	4. To ensure smooth dust collection, it is recommended to let the main machine recharge automatically after cleaning; (manually moving the main machine back to the dust collecting dock may lead to instable connection, thus affecting dust collection);		
	Please regularly check whether the dust bag is full, because overloaded dust bag may break, block the dust collection pipe and cause damage to the dust collecting dock;		
	6. If the problem persists after the above possible causes have been considered, the components may be abnormal, please contact the customer service department.		
	1. Check whether the dust bag is full. If the dust bag is full, replace it;		
Automatic dust collection is interrupted	2. The dust collection outlet of the dust box of the main machine is jammed by foreign objects, causing the dust box baffle to fail to open;		
after startup or garbage collection is not thorough	3. Check whether the air duct of the dust collecting and charging dock is blocked;		
liorougi	 During dust collection, the main machine is moved ; (To avoid damage, please avoid moving the main machine during dust collection); 		
	5. There may be water in the dust box of the main machine, so that dust can not be extracted easily. Please try to prevent the main machine extracting excessive water, which will affect the dust collection performance.		
The inner chamber for the dust bag of	1. Fine particles will pass through the dust bag and be adsorbed on the inner wall of the dust barrel. Please check and clean up them regularly;		
the dust collecting dock is dirty	2. The dust bag may be damaged, please check and replace if necessary;		
	 Severe dirt accumulation in the inner chamber has a certain impact on the fan and air pressure sensor. It is recommended to clean up the garbage in the inner chamber regularly. 		

Note: If the corresponding fault cannot be excluded by referring to the above solutions, please contact our customer service staff in time.

List of Faults

When the robotic vacuum cleaner fails, the power indicator will flash in red, and the buzzer will give a prompt. Please refer to the table below for troubleshooting.

Beep prompt/meaning	Solution		
"Beeb" "Beeb""Beeb""Beeb"—"Beeb""Beeb""Beeb" (2S interval, repeat 10 times): The battery is abnormal.	• The battery temperature is too high or too low. Please wait until the battery temperature becomes normal $(0^{\circ}C \sim 40^{\circ}C/32^{\circ} \sim 104^{\circ} \text{ F})$ before operation.		
"Beeb""Beeb""Beeb"(2S interval, repeat 10 times): The wheel module is abnormal.	Please check whether there are foreign objects stuck in the wheels, and restart the machine.		
"Beeb"(2S interval, repeat 10 times): The side brushing module is abnormal.	• Please check whether there are foreign objects stuck in the side brush, and restart the machine.		
"Beeb""Beeb""Beeb"—"Beeb""Beeb" (2S interval, repeat 10 times): The fan is abnormal.	Please check whether there are foreign objects stuck in the fan port, and restart the machine.Please clean the dust box and filter, and restart the machine.		
"Beeb""Beeb"(2S interval, repeat 10 times): The rolling brush is abnormal.	• 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 machine after cleaning.		
"Beeb""Beeb""Beeb""Beeb"—"Beeb""Beeb" (2S interval, repeat 10 times): The pump is abnormal	Please clean the water tank, water pump connectors on the water tank and machine, and the water outlet at • the bottom of the machine, and check the mop assembly. Please restart the machine after cleaning.		
"Beeb""Beeb""Beeb" (2S interval, repeat 10 times): The charging is abnormal.	• Please check whether the charging area is contaminated, and clean the charging pole pieces.		

Note: If the corresponding fault cannot be excluded by referring to the above solutions, please contact our customer service staff in time.

Environmental Statement

Names and contents of harmful substances in the product

	Harmful Substances					
Component Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominat ed biphenyl (PBB)	Polybrominat ed diphenyl ethers (PBDE)
Metal (included in the main machine + charging dock)	×	0	0	0	0	0
Printed circuit board assembly	×	0	0	0	0	0
Plastic (included in the main machine + charging dock)	0	0	0	0	0	0
Standard parts (screws, washers, etc.)	0	0	0	0	0	0
Other metal structural parts (motor, decoration, etc.)	×	0	0	0	0	0
Battery	0	0	0	0	0	0
Accessories (brush, main brush, etc.)	0	0	0	0	0	0

This form is prepared in accordance with the provisions of SJ/T 11364.

- ○: It indicates that the contents of the hazardous substance in all homogeneous materials of this part are below the required limit specified in GB/T 26572.
- ×: It indicates that the content of the hazardous substance in at least one of the homogeneous materials of this part exceeds the required limit specified in GB/T 26572.



Warranty Instructions of INXNI Automatic Robotic Dust Collection and Mopping Cleaner

INXNI Innovation Technology strictly implements the after-sales warranty service (repair, replacement and return) in accordance with the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and *Product Quality Law of the People's Republic of China*. The service contents are as follows:

Return and placement policy:

1. Return within 7 days without reason

- Within 7 days from the day after the date of receipt, on the premise that the product (including the packaging and accessories) is in good condition without affecting resale, the customer can apply for a return without reason, and the freight shall be borne by the customer;
- Within 7 days from the day after the date of receipt, if the product has performance faults listed in the *Performance Fault Table of INXNI Robotic Mopping Cleaner*, and such faults are tested and confirmed by the after-sales service center of *INXNI Innovation Technology*, the customer can enjoy return and replacement services free of charge.
- 2. Replacement within 15 days in case of a quality problem
 - Within 15 days from the day after the date of receipt, if the product has performance faults listed in the *Performance Fault Table of INXNI Robotic Mopping Cleaner*, and such faults are tested and confirmed by the after-sales service center of *INXNI Innovation Technology*, the customer can enjoy replacement or repair service free of charge.

Warranty Policy:

After 15 days from the day after the date of receipt of the product, if the product, still within the warranty period, has performance faults listed in the *Performance Fault Table of INXNI Robotic Mopping Cleaner*, and such faults are tested and confirmed by the after-sales service center of *INXNI Innovation Technology*, the customer can enjoy repair service free of charge.

Туре	Warranty content	Warranty period
Main machine	 Robot (1 year for the built-in lithium battery) Charging dock 3. Power cord 	2 years
Accessories	ccessories Dust box and water tank (excluding filter and mop)	

Note: There is no warranty period for the consumables provided with the product (rolling brush, side brush, rolling brush protection cover, filter, cleaning tool, dust box, water tank, mop, etc.)

Warranty content:

Under the following circumstances, INXNI Innovation Technology will not provide you with free warranty service, but paid maintenance

- Maintenance, inspection, disassembly and other operations of the product conducted by organizations and personnel without the authorization of INXNI Innovation Technology;
- Failure to use the product in conformity to the user manual, misuse, collision, abuse, liquid intrusion, accident, alteration, use of improper accessories, tearing or alteration of labels or anti-counterfeiting marks, etc.;
- Normal wear and tear, and wearing parts (such as wheel wearing and shell scratches);
- 4. Damage caused by force majeure;
- Expiry of the warranty service (repair, replacement and return) period (Free warranty service is provided for paid accessories within three months from the date of receipt);
- 6. Circumstances not covered in the *Performance Fault Table of INXNI Robotic Mopping Cleaner*;
- 7. The product and its accessories have performance faults listed in the *Performance Fault Table of INXNI Robotic Mopping Cleaner* due to man-made causes.

Warranty record

User name:
Tel:
Mailing address:
Product name and model:
Serial number:
Date of purchase:

Performance Fault Table of INXNI Robotic Mopping Cleaner

Name	Performance Fault		
Main machine	The functions listed in the user manual are invalid; start-up fault; charging fault; the rolling brush, side brush, fan or the left/right wheel fails to work		
Dust collecting dock	The dust collecting dock cannot supply power to the main machine		
Power cord	It cannot supply power to the charging dock		

Notes:

- 1. As the packaging box is needed to ensure the safety of the product during transportation, it is recommended that you keep the packaging box for at least 30 days from the date of receipt;
- 2. The product is only sold in the Chinese mainland (excluding Hong Kong, Macao and Taiwan), so the after-sales service and warranty regulations of the product are only applicable and provided to users in the Chinese mainland (excluding Hong Kong, Macao and Taiwan).

Maintenance record

	Date of maintenance	Fault description and replacement of accessories	Maintenance Centre	Maintenance engineer
1				
2				



Official public account

Shenzhen INXNI Innovative Technology Co., Ltd.

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