# **INXNI**<sup>®</sup>

# **Intelligent Mopping & Cleaning Robot**

### User Manual

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

### Welcome to use this product

Thank you for choosing INXNI intelligent mopping & cleaning robot, and we hope our products will bring you a better life!

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

- 1. Call our hotline: 4000-955-1018;
- 2. Contact the customer service personnel of the sales platform;
- 3. Scan the QR code to follow our WeChat official account number;
- 4. You can scan the QR code to download "INXNI", and connect to the robot to unlock more functions, starting 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 OS:

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







iPhone users ios Scan the QR code to download Android OS user Android Scan the QR code to download

WeChat official account number

Wi-Fi connection tip:

- The cleaning robot only supports the 2.4g frequency band. If it is a 2.4/5g dual-mode Wi-Fi, please be sure to set to the 2.4g frequency band, otherwise the network configuration may fail.

01-03

Package Information

04-05

Product Introduction

06-08

Installation Instructions **09-11** 

APP Download and Networking Operation

11-12

**Operating Instructions** 

13-15

Daily Maintenance

16-17

Common Faults **18-18** 

List of Faults **19-19** 

Environmental Statement

20-20

Warranty Instructions

21-22

Table of Contents

### Scope of use

\* Read the user manual carefully, and use the product according to the instructions of the user manual to avoid damage due to improper operation.

\* The product can only be used indoors. The product is suitable for the following indoor floors: wooden floors, ceramic tiles and short-staple carpets.

- \* Do not use the product in any hot, humid, flammable, explosive or corrosive environment.
- \* To prevent the product from falling accidentally, do not use this product in a suspended place without a protective fence, which may result in personal injury.

\* Please supervise children and pets to keep them away when the machine is working.

### Safety precautions

\*This product can only use the adapter, batteries and charging dock that are provided with this product. The user cannot change the battery without authorization, otherwise the product may be damaged.

- \* If the main machine and accessories of this product are found to be damaged, please contact the service technicians designated or authorized by our company. Any other person are not allowed to disassemble, repair or modify this product.
- \* Prevent the suction of water, oil or other liquids, which may damage the vacuum cleaner.
- \* Do not use the product to suck in sharp objects (e.g. shattered glass and nails) for fear of damage to the product.
- \* Remove fragile objects before use. Arrange scattered wires on the floor before use for fear of affecting the normal operation of the vacuum cleaner.
- \* Do not sweep anything that is burning.
- \* The charging dock shall be placed against the wall and on a flat floor. When the product is working, removal of the charging dock will affect the function of the machine.
- \* Prevent clothing or any part of your body (hair, fingers, etc.) from getting caught in the brush or wheel of the robotic vacuum cleaner. Failure to do so may result in personal injury.
- \* Unplug the product before maintenance. Do not touch the power plug or the product when your hands are wet, as this may result in electrical shock.
- \* If the power cord is damaged, it must be replaced by the manufacturer, its service department or a similar professional to avoid danger.
- \* Unplug the charging dock if it remains unused for a long time.

### About child safety

- \* Children under the age of 8 are not allowed to use this product.
- \*Persons with physical, sensory or intellectual disabilities or lack of relevant experience/knowledge cannot use the machine unless under supervision, operating instructions or awareness of the danger.
- \*Children are not allowed to use, play with the machine or clean/repair the machine unless under supervision.
- \*Children are not allowed to play with the product's packaging bag for fear of suffocation.

### About the batteries

- 1. Only the batteries provided by the manufacturer are applicable to the product.
- 2. The batteries shall be removed when the product is discarded.
- 3. Steps to take out the battery:
  - A. Be sure to turn off the power before taking out the battery;
  - B. Use a screwdriver to remove the bottom screws, and then remove the front bumper and middle shell;
  - C. Take out the motherboard and battery cover;
  - D. Unplug the connection line between the battery and the vacuum cleaner;
  - E. Remove the battery.
- 4. If you need to replace the battery of the vacuum cleaner, please contact our after-sales service department. If the wrong type of battery is used for replacement, it may cause a safety accident.
- 5. Do not damage the battery during disassembly for fear of short circuit or battery leakage. In the event of battery leakage, be careful not to let the liquid stick to your skin or clothing. You should wipe it off with a dry cloth immediately and send the battery to a recycling station or designated maintenance point. Don't throw it away randomly.
- 6. Please properly dispose of the old battery of the product. The battery contains harmful substances that are harmful to the environment. Please follow the local environmental protection regulations and dispose of it at the specified recycling site.

### Disclaimers

- Under any of the following circumstances, the product will be excluded from the scope of free warranty, but paid repair can be provided:
- A. Damage due to the user's failure to operate the product in strict accordance with our user manual or due to improper storage;
- B. The machine or parts have exceeded the free warranty period;
- C. Damage due to disassembly by those other than the maintenance personnel of our company or authorized by our company;
- D. A valid purchase voucher number cannot be provided;
- E. The product model on the warranty card does not match that of the product to be repaired or is altered;
- F. Damage caused by irresistible factors such as natural disasters;
- G. Product failure or damage caused by unexpected factors or man-made causes (including operational errors, liquid ingress, improper plugging/unplugging, scratching, handling, bumping, input of inappropriate voltage, etc.)

Note: Our company provides a warranty for the product in accordance with the "National New Regulations on Warranty". For details, please check the warranty card provided with the product.

# **Package Information**

Main machine and accessories:



### **Package Information**









Big dust box filter screen  $\times$  1

Glove  $\times 1$ 





User Manual  $\times 1$ 



Quick Guide Card  $\times 1$ 

# **Product Introduction**

### **Basic Parameters**

Main machine		
Name	Parameters	
Dimensions	362×342×95 mm	
Product weight	2.9 kg	
Battery capacity	3200 mAh	
Rated voltage	14.4 V	
Rated powder	30 W	

Cleaning/On/Off button For the first use, toggle the C · Press once: start cleaning. main switch from O to I · Press twice: start fixed-point cleaning. • Press and hold for 3 seconds: turn on/off the machine. \* For the first use, toggle the main switch from O to I  $\odot$ Recharge button. • Press once: return for recharge. • Press and hold for 15 seconds: restore factory settings. • Press the two buttons at the same time and hold for 3 seconds: network configuration mode Power Indicator • White: battery level≥20% Main machine • Pink: battery level < 20%

• Red: Fault or abnormality

\* Warn tips:

1. A high-performance filter screen has been installed in the main machine.

2. When using the product for the first time, please use the large dust box module for cleaning in order to avoid wetting the carpet.

3. The illustrations of the product, accessories and user interfaces in the user manual are schematic diagrams and are for reference only. Due to product renewals and upgrades, there may be slight differences between the actual product and the schematic diagrams, and the actual product shall prevail.

# **Product Introduction**

Main introduction



# **Product Introduction**

### Main introduction



### **Installation Instructions**

1. Install the charging dock

Connect the adapter to the charging dock, and secure the cable.

- 2. Install the bottom plate of the charging dock
- 3. Place the charging dock

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



Notes:

- \* Install the charging dock or the dust collecting dock in a position where the vacuum cleaner can easily reach. It is advisable to place the charging dock or the dust collecting dock against the wall on a level, hard floor, not on the carpet.
- \* Always keep the charging dock or the dust collecting dock powered on, otherwise the vacuum cleaner will not automatically return.
- \* To ensure normal charging, please do not move the charging dock or the dust collecting dock frequently. After the location of the vacuum cleaner is changed, the main machine may regenerate a map due to failure to relocate (for details, please refer to this Manual>Instructions for Operation>Map Management).

### Special tips

Please clean up the scattered wires, hard objects, sharp objects (such as iron nails and glass) and other sundries on the floor before starting the machine, and remove the fallible, fragile, valuable and potentially dangerous items.





# **Installation Instructions**

4. Remove the protective strips

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



### 6. Install the large dust box

For the first use, please install the large dust box module first. After the map is completed, you can set the forbidden area through the APP settings.



5. Install the side brush

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



7. Start up and charge

I.

(1) For the first use, toggle the switch of the main machine from O to



### **Installation Instructions**

- 7. Start up and charge
  - (2) Press and hold the button "<sup>(1)</sup>" for 3 seconds to start up the machine
  - (3) The main machine needs to be fully charged (about 5 hours) to ensure its normal operation.



\* Manually place the cleaning robot on the charging dock and align it with the charging contacts. The white indicator of the charging dock goes out after flashing 3 times, and the charging starts.

During daily use, you can directly press the button "<sup>(1)</sup>" to start the smart recharge.

### **APP Download and Networking Operation**

### 1. Download

#### iPhone:

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

### Phone with Android OS:

Scan the QR code below to download the "INXNI" APP, or log into the website: <u>https://www.inxni.com/download</u>



### 2. Connect to the Internet

Press and hold the buttons  $\bigcirc$  and  $\bigcirc$  (recharge button + cleaning/On/Off button) at the same time until a voice prompt is heard, then the indicator flashes slowly in white, and the machine enters the Wi-Fi pairing state.



## **APP Download and Networking Operation**

#### 3. Add a device

Open the APP, then create a new account, and operate according to the instructions inside the APP.

Before conducting Wi-Fi settings, please make sure the cleaning robot and Wi-Fi network meet the following requirements:

- A. Main machine:
  - \* The charge level of the main machine is greater than 20%, or put the cleaning robot 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 use a dual-band router that supports the 2.4GHz frequency band. The cleaning robot does not support the 5GHz frequency band.
  - \* If the cleaning robot 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 settings are 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, make sure the network name (SSID) and password are the same as the main network.
  - \* Set the firewall and port of the Wi-Fi router to allow the cleaning robot to connect with the APP server.

C. Network security requirements:

\* WPA or WPA2 network using TKIP, PSK or AES/CCMP encryption.

### Wi-Fi connection failure

If you cannot control the main machine with your smartphone, try the following solutions. If the problem still exists, please contact our customer service personnel in time.

Wi-Fi status indicator	Cause		Solution
The white light is normally on	The main machine is connected to the router, but cannot connect to the network	•	Check if the router is connected to the network. Contact your network operator to see if there are any network connection problems.
The white light flashes quickly	The main machine cannot connect to the wireless network	•	Check if the network name and password have been changed. If necessary, reset the Wi-Fi connection. Please refer to the "Download APP and Networking Operation > Reset the Network" section in the user manual.
The white light flashes slowly	The WiFi connection is reset or not set previously	•	Wi-Fi connection is being established with the main machine. Please refer to the "Control the Main Machine with the App" section in the user manual. If necessary, reset the Wi-Fi connection. Please refer to the "Download APP and Networking Operation > Reset the Network" section in the user manual.

\* If other operations are triggered during the networking process, the indicator light changes, and the device remains in the network configuration state.

- \* If the connection between the mobile phone and the cleaning robot fails, you can reset the Wi-Fi again to enter the network configuration mode and add it again.
- \* Due to version upgrades and updates, the actual operation shall be carried out according to the internal guidelines of the APP.

# **Operating Instructions**

#### 1. On/Off

For the first use, toggle the main switch from O to I.

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

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

If the vacuum cleaner fails to respond, toggle the main switch from I to O to forcibly turn off the machine.

- \* Do not turn off the main switch directly during cleaning, otherwise the data of the vacuum cleaner cannot be saved.
- \* If the main switch is in the O position, the vacuum cleaner will automatically turn on when charged on the charging dock, and will turn off when leaving the charging dock.
- \* If it is not in use for a long time, please toggle the main switch to O.

### 2. Start cleaning/mopping & cleaning

If you only need cleaning, install the large dust box, and if you need to mop the floor, install the mopping & cleaning integrated module. Please install the large dust box for the first use.

Press the button **'D** to start the automatic cleaning mode. After starting, the vacuum cleaner will leave the charging dock, automatically scan to generate a map, intelligently determine its cleaning route, and divide the space into multiple zones. The cleaning path will be planned along the wall, and then cleaning will be conducted back and forth in a "bow" shape to complete the cleaning of each zone one by one.

- \* If the battery level is too low, the cleaning cannot be started. Please charge first and then start the cleaning.
- \* Before cleaning, all wires on the floor should be organized to avoid power interruption or damage to items caused by wire pulling during cleaning.
- \* In automatic cleaning mode, if the cleaning area is less than 10 square meters, it will be cleaned twice by default.
- \* Do not move the charging dock or dust collecting dock during cleaning, and make sure that the charging dock or the dust collecting dock is energized, otherwise the vacuum cleaner may not be able to return for recharge.

#### 3. Pause

During the operation of the vacuum cleaner, press any button to pause the operation.

#### 4. Charging

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

\* Manual recharge: a. When paused, press the button  $\triangle$  for automatic recharge; b. When the vacuum cleaner is stuck or cannot find the charging dock, please manually put the vacuum cleaner back on the dust collecting dock for charging.

### 5. Fixed-point cleaning

Move the vacuum cleaner to the area that needs to be cleaned, and press the button 0 twice. After the mode is activated, the vacuum cleaner will clean a rectangular area of  $1.5 \text{m} \times 1.5 \text{m}$  centered on itself.



\* The vacuum cleaner cannot start the fixed-point cleaning mode on the charging dock or the dust collecting dock.

# 6. Selection of suction level (The operation is supported only in the APP after installing the large dust box module)

The cleaning intensity can be selected in the APP as needed:

\*Quiet level: suction – 600Pa

\*Standard level: suction - 1,000Pa

\* Strong level: suction - 1,500Pa

\*Super strong level: suction - 2,000Pa



۲

# **Operating Instructions**

7. Remote cleaning mode (It is only supported with the mobile App) The manual remote control mode can be used in the APP to control the vacuum cleaner to get to the area that needs to be cleaned.

#### 8. Sleep

If it is inactive for 10 minutes, the vacuum cleaner will automatically switch to the sleep mode. The vacuum cleaner will automatically switch to the sleep mode 10 minutes after fully charged. Sleep mode will end the current task.

#### 9. System reset

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

After resetting the system, the vacuum cleaner will lose the map and the original settings including the virtual borders.

#### 10. Map management

A. Real-time drawing of room map

Real-time drawing of a room map can help you easily understand the cleaning path and environment. After cleaning, a map of the room will be generated. The map will be updated in real time during each cleaning to ensure normal navigation.

Generate a complete room map:

- a. Open the door so that the vacuum cleaner generates a map of each room;
- b. Remove any objects that may block or jam the vacuum cleaner;
- c. After the map is generated, please do not move the charging base or disconnect the power supply.

B. Repositioning and regeneration of a map

When the position of the vacuum cleaner is moved or the surrounding environment changes significantly, the vacuum cleaner will try to reposition and may regenerate a map to match the surrounding environment. The details are as follows:

- a. If the repositioning is successful, the vacuum cleaner will resume cleaning;
- b. If the repositioning fails, the vacuum cleaner will regenerate a map to ensure normal navigation for cleaning.
- \* Make sure that the vacuum cleaner starts cleaning every time from the charging dock.
- \* During cleaning, do not move the vacuum cleaner frequently. If it is moved, place the vacuum cleaner back in its original position.
- 11. Zone cleaning mode (It is only supported with the mobile App) Use the mobile APP to set the zone cleaning, and the robotic vacuum cleaner will clean one or more rooms checked on the APP zoning map.



- \* After starting to clean, the vacuum cleaner may enter the zone outside the selected zone, so please clear the floor obstacles around the selected zone. The zone selection cannot ensure safe isolation;
- \* Zone cleaning can be started only after the vacuum cleaner successfully creates a map.

# **Operating Instructions**

12. Selected zone cleaning mode (It is only supported with the mobile App)

Select the zone cleaning mode in the APP and set a cleaning area. The vacuum cleaner will only clean this zone and return to the charging dock after cleaning.



- \* Zone cleaning can be started only after the vacuum cleaner successfully creates a map.
- 13. Use of the mopping & cleaning module

A. Installation of the mopping & cleaning assembly



① Take out the water tank of the mopping & cleaning module



4 Check whether the mop is firmly attached



<sup>(2)</sup>Open the cap, and fill the water tank with water from the water filling port



<sup>(3)</sup>Add 2.5mL cleaning

⑤Wipe up the water that overflows or adheres to the surface, then reinstall the double-spinner water tank into the machine, and ensure that it is installed in place

### B. Wet mopping settings

It automatically switches to the wet mopping mode after inserting the water tank, and the mopping water output can be selected according to the needs in the APP.

\* In order to prevent the cleaning robot from getting the carpet wet, please use the dust box module for the first cleaning. After the first cleaning is completed and a map is created, add a virtual wall (no mopping) to the carpet area in the APP to protect the carpet.

#### C. Precautions

It is recommended that after each use of the mopping assembly, take out the mop holder from one side, empty the water tank, wash the mop with water, and air-dry it to avoid mould or odor.



- water tank
- mop ③ Clean the mop
- ④ Dry the mop and the map holder

- \* Do not use the mopping mode on carpets.
- \* When the cleaning robot is in the charging or idle state, the water output cannot be set in the APP if the mop holder is removed.
- \* To achieve better mopping effect, it is recommended to use the main machine to clean the floor three times before installing the mopping assembly.
- \* To avoid damage to the wooden floor, please make sure to remove the mopping assembly from the machine immediately after the mopping is completed.
- \* When mopping pauses or ends, the main machine will automatically cut off the water supply, but the mop is still wet, so it is not advisable to leave it in the same place for too long, and it needs to be taken away in time.

## **Daily Maintenance**

### 1. 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 excess dirt.
- <sup>(2)</sup> Take out the high-performance filter and clean the filter with the supplied cleaning brush.
- ③ If necessary, rinse the water tank, dust box and filter assembly thoroughly with water. (Note: The filter cannot be cleaned with hot water or detergent.)
- ④ After rinsing, the water tank, dust box and filter assembly must be thoroughly air-dried. (Note: Repeated rinsing will destroy the high-performance filter material and make it ineffective. Please clean it carefully.)
- (5) Reassemble the air-dried water tank, dust box, and filter assembly, and put them back into the vacuum cleaner.











- 2. 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 around the main brush.
  - (3) Remove the terminal at one end of the main brush and clean away the hair entangled around the terminal.
  - (4) After cleaning, reinstall the main brush and make sure it is in place.



3. Clean the side brush

- Remove the side brush and clean away the hair or debris in it. You can choose whether to wipe it with a damp cloth according to your needs.
- (2) Reinstall the side brush and press it tightly to ensure that it is installed in place.



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

# **Daily Maintenance**

### 4. Clean the universal wheel

Be sure to clean the universal wheel periodically or as needed, as hair or dust particles can easily adhere to the universal wheel.

- (1) Pull up the universal wheel to remove it.
- (2) Clean away the hair or debris around the universal wheel or in the universal wheel cavity.
- (3) Reinstall the universal wheel and push it in until it clicks into place.



5. Clean the sensor

Use a soft dry cloth or cleaning brush to clean each sensor, including:

- (1) Front and rear recharge sensors.
- (2) Anti-drop sensor at the bottom.
- (3) The charging electrode at the bottom of the machine.
- (4) The charging electrode on the charging dock.



# **Common Faults**

Fault	Cause and Solution	
Failure to start up/failure to start cleaning function	<ol> <li>The battery level is low. Please place the vacuum cleaner on the charging dock or the dust collecting dock 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 0°C) or higher than (50°C). Please use it within the environmental temperature range of 0-40°C.</li> <li>Please confirm whether the switch on the left side of the vacuum cleaner is toggled to "I".</li> </ol>	
Charging failure	<ol> <li>Please remove the vacuum cleaner and check whether the indicator light of the charging dock or dust collecting dock 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 is toggled to "I".</li> </ol>	
Recharge failure	<ol> <li>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.</li> <li>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. Please place the vacuum cleaner near the charging dock or the dust collecting dock.</li> </ol>	
Abnormal operation	Shut down and restart.	
Abnormal noise during cleaning	There may be foreign matter entangled in the main brush, side brush or wheels. Please clean up after shutdown.	
Decreased cleaning ability or dirt leakage	<ol> <li>The dust box is full. Please clean the dust box.</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> </ol>	
Failure to connect to Wi-Fi	<ol> <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 robotic cleaner only supports the 2.4G frequency band.</li> </ol>	
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.	

# **List of Faults**

When the main machine fails, the red indicator on the main machine will flash, and the relevant voice prompts will be heard at the same time. Follow the voice prompts to solve the fault.

Voice Prompt	Solution
Error 1: The battery is abnormal. Please refer to the manual or APP.	<ul> <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. Please wait until the battery temperature becomes normal (0°C~40°C/32°~104 F) before operation.</li> </ul>
Error 2: The wheel module is abnormal. Please refer to the manual or APP.	Please check whether there are foreign objects stuck in the wheels, and restart the machine.
Error 3: The side brushing module is abnormal. Please refer to the manual or APP.	• Please check whether there are foreign objects stuck in the side brush, and restart the machine.
Error 4: The fan is abnormal. Please refer to the manual or APP.	<ul> <li>Please check whether there are foreign objects stuck in the fan port, and restart the machine.</li> <li>Please clean the dust box and filter, and restart the machine.</li> </ul>
Error 5: The rolling brush is abnormal. Please refer to the manual or APP.	• 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.
Error 6: The pump is abnormal, please refer to the user manual or APP.	• 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 try restarting the machine after cleaning.
Error 7: The laser sensor is abnormal. Please refer to the manual or APP.	• Please check whether there are foreign objects in the laser sensor, and restart the machine after cleaning.
Error 8: The charging is abnormal. Please clean the charging contact area.	<ul><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>
Error 9: The machine is abnormal. Please shut down and restart.	• Please toggle the main switch to O first, then to I, and restart.
Error 10: The operation is abnormal. Please check whether the rocker switch is turned on.	• Please turn on the main switch before operation.

# **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))	Polybrominated biphenyl (PBB)	Polybrominated diphenyl ethers (PBDE)	
Shell component	0	0	0	0	0	0	
Internal plastic parts	0	0	0	0	0	0	
Metal parts	×	0	0	0	0	0	
Electrical components and control components	×	0	×	0	0	0	
Dry batteries	×	0	0	0	0	0	
Rechargeable batteries	×	0	0	0	0	0	

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

O: 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.

X: 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.

(All parts marked with "X" in the form are in conformity to the EU RoHS Directive, or cannot be replaced by hazardous substances due to global technological development limits.)

(This form indicates that these hazardous substances exist in our company's products, but not all of the products included in the package contain all of the above parts.)

**11** The service life of the rechargeable battery used with the product is 3 years.

(1) The service life of the rechargeable battery used with the product is 5 years.

Note: The material restrictions in this form shall be based on the China RoHS report. If there is no RoHS report, this form shall not be marked.

# Warranty Instructions of Intelligent Mopping & Cleaning Robot X3 of INXNI Innovation Technology

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 Cleaning Robot of INXNI Innovation Technology*, 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 due to a quality problem
  - Within 8 to 15 days from the day after the date of receipt, if the product has
    performance faults listed in the *Performance Fault Table of Cleaning Robot of
    INXNI Innovation Technology*, 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:

Within 24 months from the day after the date of receipt of the product, if the product has performance faults listed in the *Performance Fault Table of Cleaning Robot of INXNI Innovation Technology*, 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, and the freight shall be borne by INXNI Innovation Technology.

#### Warranty content:

Туре	Warranty content	Warranty period
Main machine	Main machine and its components	2 years
Wearing parts	Battery	1 year
Accessories Power cord, charging dock		2 years

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

# Warranty Instructions of Intelligent Mopping & Cleaning Robot X3 of INXNI Innovation Technology

#### **Non-warranty Regulations:**

- Repair without the authorization of INXNI Innovation Technology, misuse, collision, abuse, liquid intrusion, accident, alteration, use of improper accessories, tearing or alteration of labels or anti-counterfeiting marks, etc.;
- 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);
- Normal wear and tear, and wearing parts (such as wheel wearing and shell scratches);
- 4. Damage caused by force majeure;
- 5. Circumstances not covered in the *Performance Fault Table of Cleaning Robot*;
- 6. The product and its accessories have performance faults listed in the *Performance Fault Table of Cleaning Robot* due to man-made causes.

### Performance Fault Table of Intelligent Mopping & Cleaning Robot X3 of INXNI Innovation Technology

Name	Performance Fault			
Robot	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			
Charging dock	The charging 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).



WeChat official public account

# Shenzhen INXNI Innovation Technology Co., Ltd.

After-sales service phone number: 400-995-1018

www.inxni.com