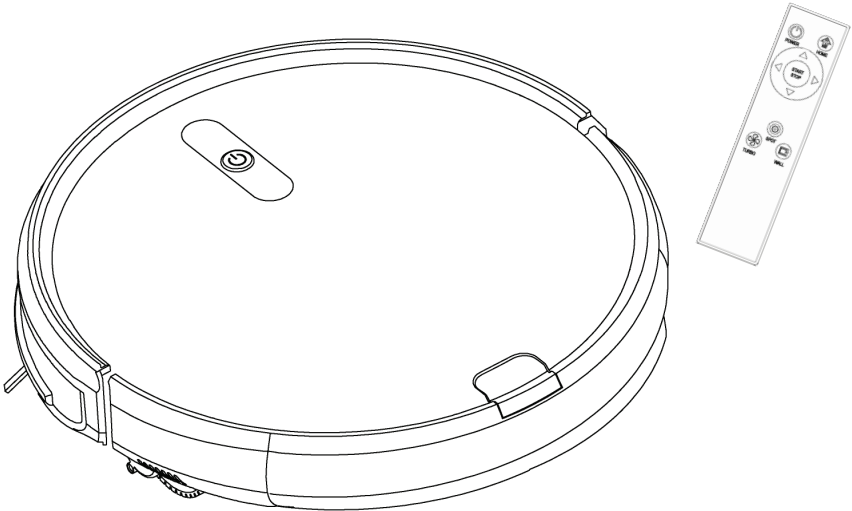


# anko

## Instruction Manual For Household Use Only



Model No.: MT-600  
Rev 2

**Note:** The specifications and/or components of this appliance are subject to change without prior notice.

If any Accessories should fail during use, please call 1300 105 888 (Australia) or 09 8870 447 (New Zealand) for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us.



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# 1 Warnings

Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

# 2 Safety Direction



Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

**DO NOT** vacuum water, wet objects, liquids, ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.

**DO NOT** pick up flammable or combustible materials (i.e., lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

**DO NOT** pick up toxic material (i.e., chlorine bleach, ammonia, drain cleaner, etc.)

**DO NOT** vacuum Toner (for laser printer, copy machines etc.) as there is a risk of fire and explosion.

**DO NOT** vacuum plaster dust, cement dust etc. as the filter will block very quick.

**DO NOT** use the vacuum without all filters fitted.

**DO NOT** store or use the appliance near high temperature areas.

**DO NOT** run over the charger cable with the Robot cleaner.

**DO NOT** use the Robot cleaner if it is blocked. Turn off and clear all blockages before continuing.

**DO NOT** use the Robot cleaner with a blocked filter. Clean filter before continuing. (refer to User Maintenance section).

**DO NOT** use the Robot cleaner if the appliance malfunctions, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.

For electrical safety, any repairs to the product must be performed by a qualified electrical person only, or the product must be disposed of.

**DO NOT** misuse the Charger Cable. Never pull the appliance by the cable or pull to disconnect it from the outlet. Instead, grasp the charger body and pull to disconnect.

**DO NOT** use with damaged Charger Cable or Charger Body.

**DO NOT** handle Charger or Robot cleaner with wet hands.

**DO NOT** sit or stand on this appliance.

**DO NOT** place any objects on top of this appliance.

**DO NOT** use in wet or moist areas such as bathrooms, showers, etc.

**DO NOT** place the appliance on tables or chairs etc. where it may fall off.

**DO** empty the Dust Canister regularly for optimal operation of the Robot.

**DO** clean the filter regularly for optimal operation of the Robot.

**DO** keep hair, loose clothing, fingers, feet and body parts away from openings or moving parts such as the wheels and spinning brushes.

**DO** disconnect the Charger from the power supply when not in use for extended periods.

**DO NOT** use the Robot cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.

**DO NOT** use Robot cleaner if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.)

**DO NOT** put any objects into openings.

**DO NOT** use with any openings blocked and do not restrict airflow.

**DO NOT** use without the filter in place.

**DO NOT** attempt to modify this product in any way.

**DO** use extra care when vacuuming on stairs.

**DO** ensure children and babies cannot play with plastic bags or any packaging materials

**DO** use only on indoor surfaces. Not for Outdoor Use.

**DO** use only as described in this manual. Use only manufacturer's recommended attachments.

**DO** Keep Charger Cable away from heated surfaces.

**DO** Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

**DO** keep your work area well lit.

**DO** store your appliance indoors in a cool, dry area.

**DO** operate the Charger from a power source of the same voltage, frequency and rating as indicated on the product identification plate.

**DO** Only use the Battery Charger which was supplied with this appliance.

**DO** ensure appliance is switched off before handling or picking up.

When handling the appliance, to avoid injury take care that your fingers or other parts of your body do not touch the wheels or spinning brushes.

Take care that your clothing or other items do not touch the wheels or spinning brushes as damage may occur.

## **WARNING**



Only use the Battery Charger which was supplied with this appliance.  
Model No. ZD12D260050AU 100–240V~ 50-60Hz 0.5A Output: 26.0V --- 500mA

Battery Pack Specification:

Type: Li-ion, 18650 14.8Vd.c., 2200mAh

Consumers are cautioned against using and/or purchasing counterfeit and/or inferior quality batteries. These batteries have the potential to cause fire, personal injury, and/or damage to property. These batteries are typically found on online-auction websites or from other retailers and are known to pose a potential safety risk.

Never try to recharge Non-Rechargeable batteries as they may explode, catch on fire or cause personal injury and/or damage to property.

- May explode if disposed of in fire.
- To prevent injury or burns, do not allow metal objects to contact battery terminals.
- Do not use or store in temperatures above 40°C



The Battery Pack must be removed from the Robot cleaner before disposal.

Contact your local waste management authority for more information on Battery Recycling and disposal regulations in your area.



This symbol on the product or its packaging indicates:

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities. Contact your local council for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. Please contact your local council or regional authority for more information on collection, reuse, and recycling programmes.

If this appliance is used by a third party, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of appliance.

This product has not been designed for any uses other than those specified in this manual.

**ONLY** for domestic use. Industrial or commercial use invalidates the warranty.

Only use a genuine battery and other accessories/parts from the supplier, as using a non-genuine battery and other parts may harm the product and could be a risk to the user and bystanders.

## Read and Save These Instructions

### 3 Please observe the following points

#### Electrical devices are not for children



Never allow children to use electrical devices unsupervised.

If used, Batteries / rechargeable batteries can be extremely dangerous if swallowed, therefore: keep the device and batteries out of reach of small children.

If a battery is swallowed, seek medical help immediately.

#### Proper Recycling



Batteries and packaging material should not be disposed of in domestic waste.

Contact your local authority for instruction on proper disposal and collection points.

Batteries must be handed in to a used-battery collection point.

Remove the battery from the remote control and from the appliance prior to recycling.

Ensure the battery in the appliance is not being charged when removing.

Separated disposal of packaging materials cares for the environment.

#### Moisture and Cleaning



This product is not waterproof! Do not immerse the unit in water or let it come in contact with water.

If water penetrates the unit, it can cause serious damage.

Do not use cleaning agents which contain alcohol, ammonia, benzene or abrasives, as these can damage the unit. Use a soft, damp cloth for cleaning.

#### Heat

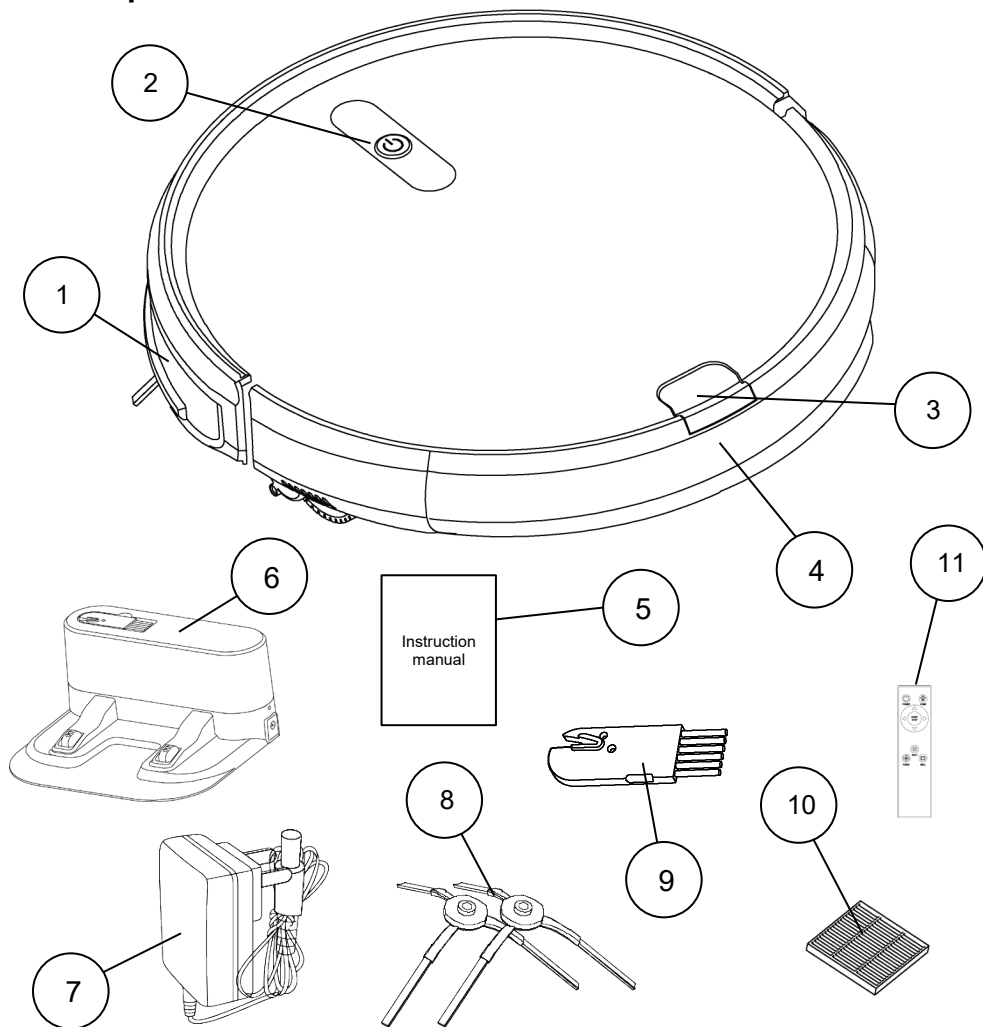


Do not expose the unit to direct sunlight.

Ensure that the device is not exposed to any direct heat sources, such as radiators or open fires. Ensure that the unit is not covered.



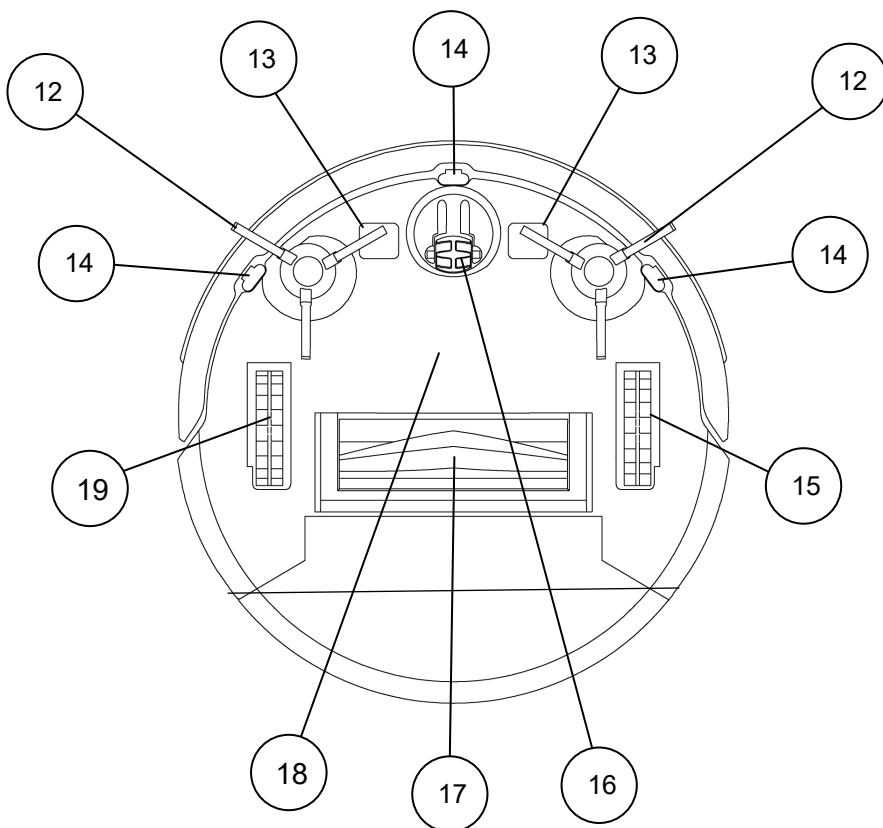
## 4 Components



1	Bumper / Sensor Window	7	Battery Charger ZD12D260050AU
2	Start / Pause Button	8	Side Brushes x 4
3	Dust Canister release button	9	Cleaning Brush with Hair Cutter
4	Dust Canister	10	Filter
5	Instruction Manual	11	Remote Control
6	Charging Dock		

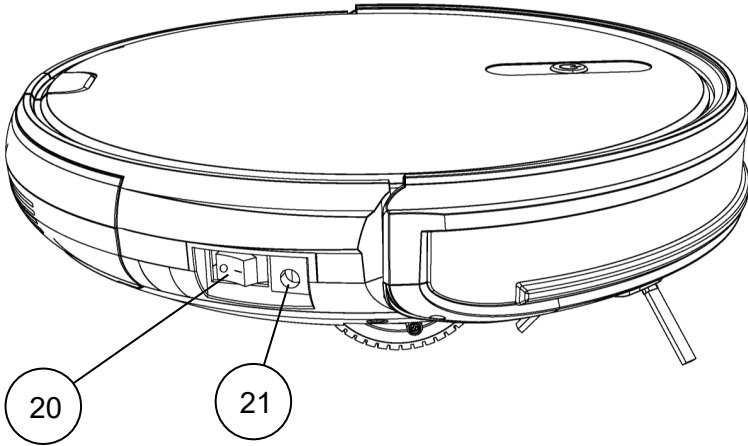
Note: The specifications and/or components of this appliance are subject to change without prior notice

## 4.1 Robot Bottom View



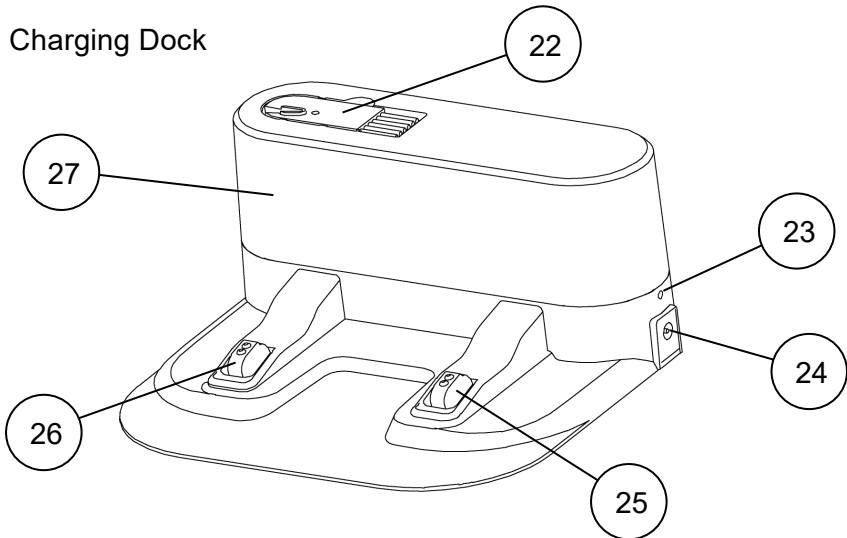
12	Side Brushes	16	Front Castor Wheel
13	Charging Contacts	17	Roller Brush
14	Sensors	18	Battery Compartment
15	Left Drive Wheel	19	Right Drive Wheel

## 4.2 Robot Right Side View



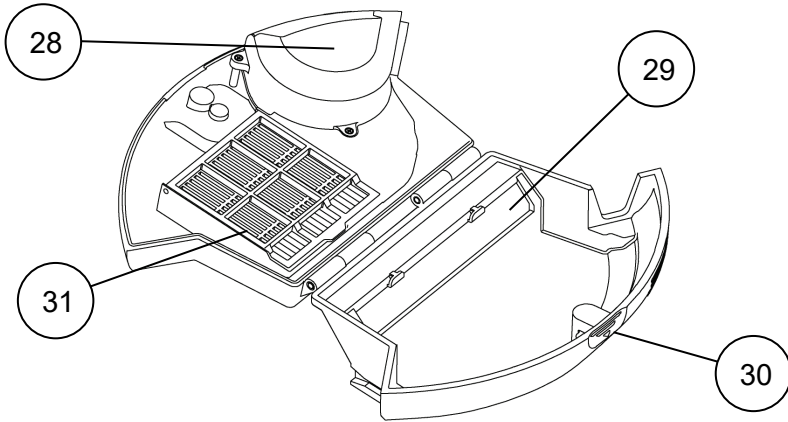
20	On / Off Switch	21	Direct Charging Port
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## 4.3 Charging Dock



22	Brush / Hair Cutter Storage Recess	25	Positive Charging Terminal
23	Power Indicator Light	26	Negative Charging Terminal
24	Battery Charger Jack	27	IR Sensor Window

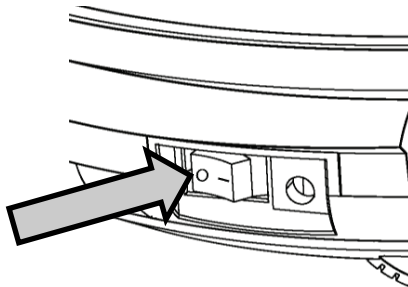
#### 4.4 Dust Canister (Opened)



28	Vacuum Motor Assembly	30	Dust Canister Latch Release Button
29	Dust Flap	31	Air / Debris Filter

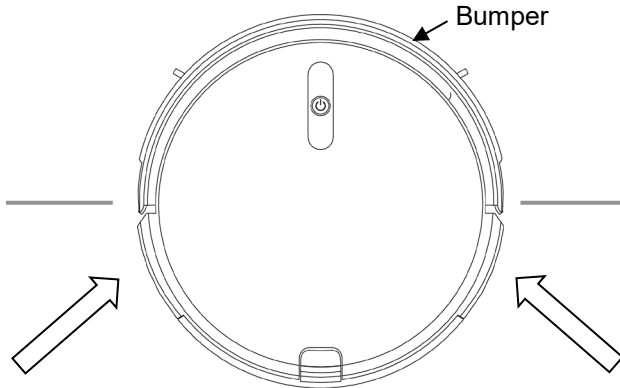
### 5 Transporting the Robot

When picking up the Robot, first ensure the On / Off Switch located on the side of the Robot is in the “0” Off Position.



## **IMPORTANT:**

Never grab or lift the Robot by the Bumper (which is shown in front of the lines in the diagram below). Only Hold the body back from the bumper as suggested where indicated by the arrows.



## **6 Environment**

### **IMPORTANT:**

To avoid tripping, inform all people in the household when this appliance is working.

Remove all breakable objects from the floor, and any objects that may get caught in the spinning brushes such as power cords, clothing, rugs, curtains, blinds, blind cords, phone charging cables, pet water & feeding bowls, string, thread, shoes laces, etc.

Do not use on rugs or the like which have tassels or frayed edges as it will get tangled and may cause damage to the Robot and / or the rug.

For the robot to vacuum under furniture, there needs to be a minimum of 8cm clearance.

If using near a drop off, such as at the top of stairs, you will need to place a barrier on the floor to prevent the robot driving off the step.

Ensure the battery charger is plugged into the wall outlet properly and that the charging plug end is connected properly to the charging dock.

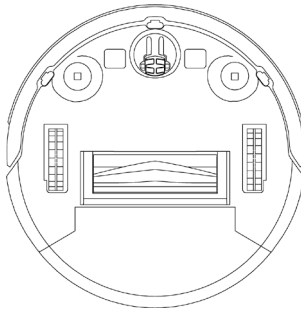
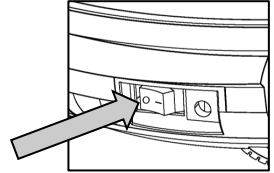
## 7 Before Use

The following steps **must** take place before a cleaning session is to occur.

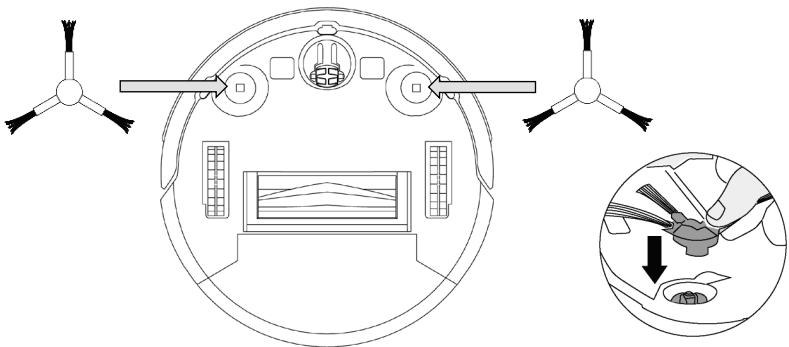
### 7.1 Side Brush Installation

**IMPORTANT:** The side brushes need to be installed before any cleaning takes place.

- Ensure that the robot's power is off. Turn off the power by flipping the power switch on the side of the robot to "O".
- Gently pick up the robot and lay it with its wheels facing up.

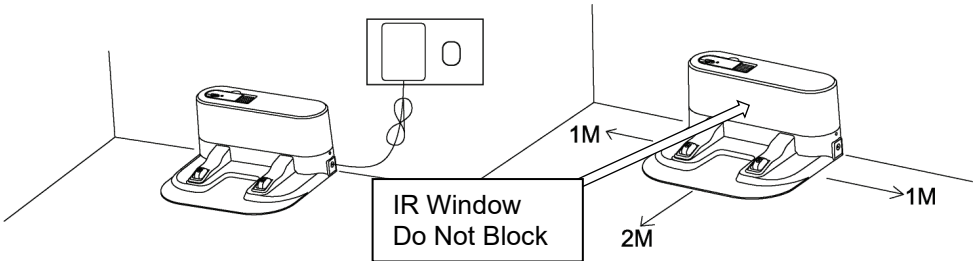


- Position the side brushes, with the square holes pointed down, and the brush bristles angled up. Align the square hole, on the underside of the side brush, over the square post, located inside the hollow circle. Push down hard until it clicks in place. It does not matter which brush goes on which side.



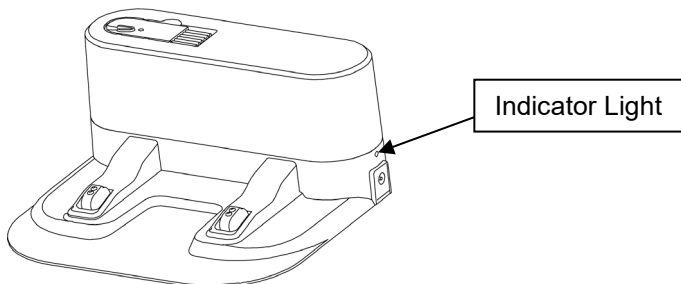
## 7.1 Charging Dock Setup

- Place the charging dock in a position flat on the ground with the back pushed up against a wall.
- There should be no other objects or obstructions two meters in front of and one meter to the left, right and above the charging dock.



**NOTE:** If the IR signal emission window is blocked, the robot will be unable to locate the charging dock.

- Connect the Battery Charger to the power supply jack on the side of the charging dock.
- Locate an electrical outlet on the wall close to the ground and plug in the Battery Charger.
- An indicator light on the side of the charging dock will illuminate indicating Power is supplied.

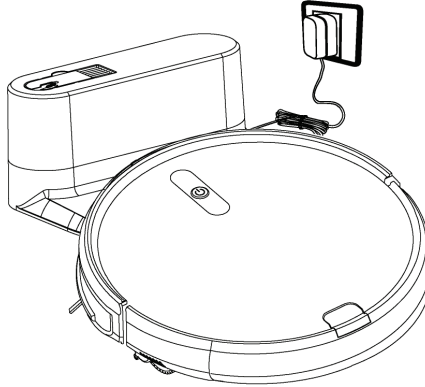


- Tidy the excess battery Charger cable as the cable must not be on the floor or obstructing the charging dock front window as it will result in the robot being unable to find the charging dock.
- The charging dock should always be plugged in to ensure charging when needed.

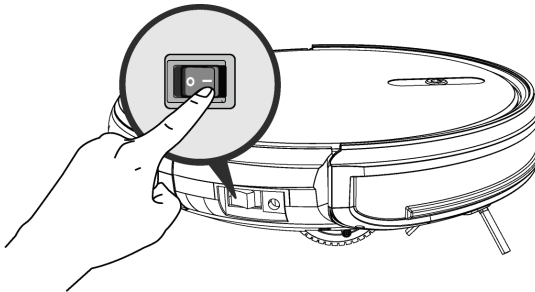
**NOTE:** The Robot might have difficulty finding the charging dock in a larger room or a room full of obstacles.


## 7.2 Charging the Robot – Charging Dock

- Setup the charging dock as described beforehand.
- Place the robot on top of the charging dock and align centrally as shown.



If not already switched On, flip the switch on the side of the Robot to the On (I) position.



While charging, or when the Robot needs charging, the On / Off button  on top of the Robot will illuminate a different colour as follows:

- Red light blinking indicates that the battery needs to be charged.
- Blue light blinking indicates the battery is charging.
- When the Blue light is off, this means charging is completed.

**Important:** Before the first cleaning session, please charge continuously for at least 8 hours.

- After the first cleaning session, allow the robot to charge for at least 16 hours before re-use.
- For first time use, allow the Robot to clean until the battery power is used up.

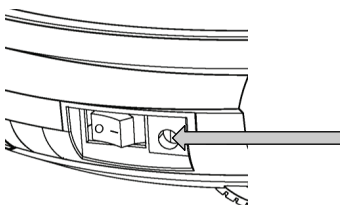


- The Robot will return to its charging dock when the battery is low.
- Once fully charged, the Robot is ready to use again.

**Note:** Carpeted surfaces will use more power so the battery will not last as long as if just cleaning a hard-smooth floor surface.

### 7.3 Charging the Robot – Direct Charging

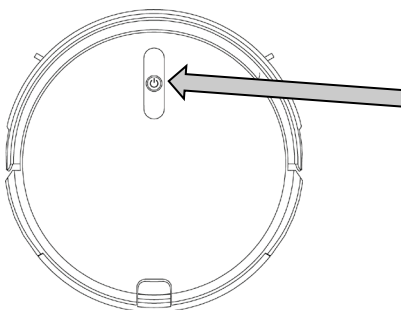
- The Robot can also be charged by connecting the Battery Charger plug directly into to the DC recharging port on the side of the robot.



- The average charging time between cleanings is approximately 5 hours.
- If the robot is not used on a regular basis recharge the robot at least once a month to maintain the battery.

## 8 Controls

### 8.1 Robot Top Control Button



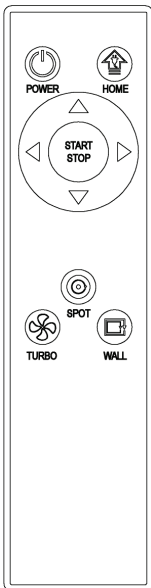
This Button is used to Start and to Pause the Robot.

- Press this button while in standby mode and the robot will begin to clean in Normal Mode.
- The button will be illuminated Blue colour when in standby mode

**Note:** If the Robot is asleep (no Blue Light in the button) press this button to wake the Robot, and then press again to start normal cleaning mode.

- Press this button while the robot is cleaning to pause the cleaning session.
- If you wish to cancel the cleaning altogether, you need to use the remote control to send it back to the charging dock. Refer to the section “Remote Control” for further instructions.

## 9 Remote Control



**Power:** Press to wake up or to enter sleep mode.

When using to wake up, wait 5 seconds before pressing any other commands on the remote control.

**Home:** Press for the robot to stop cleaning and return to the charging dock.

**Start / Stop:** When the robot has been woken up, wait 5 seconds then press start the Start / Stop button. When the robot is in use, press to stop.

**Note:** The following (manual steering) will not function if already cleaning. Stop cleaning first.



**Forward** - Press and the robot will move a short distance in a forward direction with each press.



**Backwards** - Press and the robot will move a short distance in a backwards direction with each press.



**Left** - Press and the robot will turn in a circle to the left.



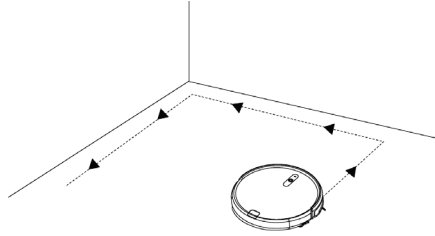
**Right** - Press and the robot will turn in a circle to the right.



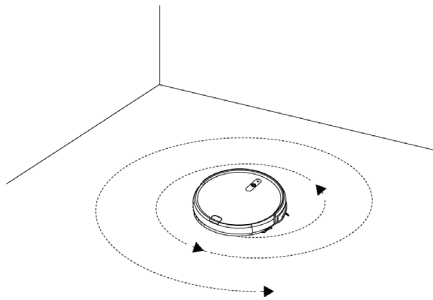
**Turbo:** Press and the robot will enter turbo cleaning. The suction power will increase until another button is pressed.



**Wall Following:** Press and the robot will enter wall following mode until finished or another button is pressed.



**Spot Cleaning:** Press and the robot will enter spot cleaning mode until finished or another button is pressed.



## 9.1 Battery Installation / Replacement

Note: The Remote control is not supplied with batteries.

To use the first time, you will need to install 2 “AAA” alkaline batteries.

**NOTE:** Do not dispose of batteries in the rubbish bin. Contact your local authority for instruction on proper disposal and collection points.

To install / replace the batteries in the remote control, turn the remote control over so that the back is facing you.

Slide the back cover off to access the battery compartment.

Install / replace with new batteries ensuring the polarity of the batteries match the polarity marked inside the battery compartment.

**Important:** Never mix old and new batteries and never mix battery types.

Slide the back cover back on to the remote control and push all the way on until it locks in place.

The remote control must be pointed at the front or rear of the Robot and inline of sight for it to operate just like a TV remote control.

**Note:** If you try to use the remote control when the Robot is cleaning near the charging dock, the Robot may not recognise the command as the charging dock signals have priority to ensure the Robot does not hit the charging dock.

## 10 Types of Floor Surfaces

The Robot is suitable for domestic use only, such as family homes, units, home offices, etc. It is not for commercial use.

It is best suited for short pile carpet (0.5cm or less), wooden floors, tiled floors, linoleum floors, sealed cork tiled floors etc.

Please note that the Robot does not “deep clean” carpet.


The Robot will sweep and pick up debris on the surface and just a few millimetres below if on carpet.

To deep clean carpet, use a more substantial professional vacuum cleaner.

## 11 Using the Robot Cleaner

### 11.1 Start / Pause / Sleep

#### Start-up

- Ensure the Battery is fully charged and the On / Off Switch on the side of the Robot is in the “I” On Position.
- Press the  button on the control panel on top of the Robot or press the **START/STOP** button on the remote control to start the Robot Cleaning in Normal mode.

**Note:** If the Robot is in Sleep Mode, you will need to press the button a second time. The first press will wake the Robot, the second press will start the Robot.

## **Pause**



- To Pause while cleaning, Press the  button on the control panel on top of the Robot or press the **START/STOP** button on the remote.
- Press either of these buttons again to resume cleaning.

**Note:** If the Robot is Paused for approximately 15 minutes, the Robot will go to sleep. You will need to press either of these two buttons a second time. The first press will wake the Robot, the second press will start the Robot.

## 11.2 Manually Finishing a Cleaning Session

The Robot will automatically end the cleaning session when the battery is too low.

Four beeps will sound, the On / Off button will flash Red, and the robot will begin to manoeuvre back to the charging dock.

- If you wish to end the cleaning process early, press the  button on top of the Robot, or the **START/STOP** button on the remote control to Pause the cleaning.
- To return the Robot to the charging dock to recharge, press the  Home button on the remote control and the Robot will begin to find the charging dock.

**Note:** You may manually drive the robot back to near the charging dock by using the direction arrows on the remote control so as to save time, or, you may pick up the Robot and place it on the charging dock if it has run out of battery before locating the charging dock, or to save time.





## 12 Advanced Cleaning

For a deeper and more precise clean, incorporate an advanced cleaning feature to the cleaning session.

Before selecting an advanced cleaning method, ensure the Robot is Paused.

Four Cleaning Modes are provided to meet all your cleaning needs.

Refer to section “Using the Robot Cleaner” for instructions of use.

Cleaning Method	Function	How to Select
Normal: Start / Stop	Normal is the default cleaning setting.  The Start / Stop function is used to start the Robot, and also allows the Robot to be stopped and started during cleaning.	Press the  Start / Stop Button on the remote control.
Turbo	Robot will increase suction. Suitable for a very dirty floor or a thicker carpet.	Press the  button on the remote control.
Wall Following	Robot will move to the wall and will clean the floor by following the perimeter of the room.	Press the  button on the remote control.
Spot	Robot will begin cleaning in a spiral pattern leading to a one-meter diameter circle for two to three minutes.  Recommended for deep cleaning in smaller areas covered in debris	Press the  button on the remote control.

## 13 User Maintenance

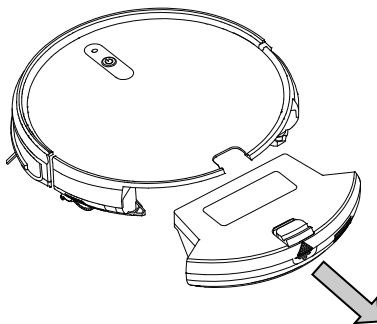
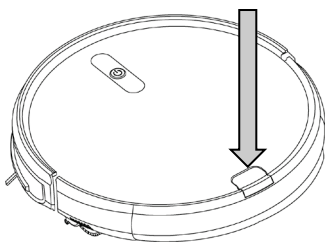
### 13.1 Cleaning the Dust Canister

The Dust canister will need emptying and cleaning when it is full or after every use.

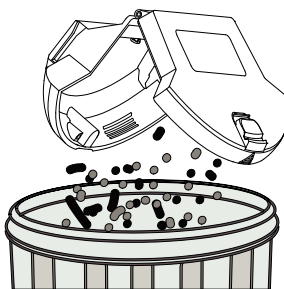
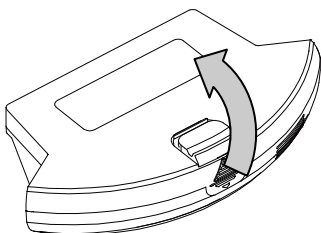
Depending how much debris, pet hair, etc. that needs to be cleaned up, you may need to empty the dust canister more often during a cleaning session.

**WARNING:** The Robot must be removed from its battery charger and must be switched Off by selecting “O” Off Position on the switch located on the side of the Robot before any maintenance, cleaning or replacement of parts.

- Remove the dust canister from the Robot by pressing the release button down while at the same time pulling the dust canister straight out.



- Pry open the dust canister lid and swing open, then empty into the bin.



## 13.2 Cleaning / Replacing Filters

**Important Note** – the Filters must be cleaned regularly for best suction performance and to prevent over-heating and damage to your Robot cleaner.

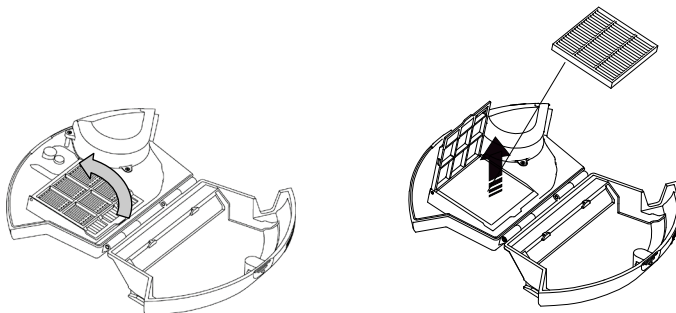
Cleaning is best done at the same time when emptying the Dust Canister after you have finish cleaning for the day.

**NOTE:** Never use the Robot cleaner with wet or damp filters or without **ALL** filters fitted.

Using wet or damp filters will damage the filters, may cause serious damage to the Robot cleaner and will void your warranty.

**Note:** The removable white filter should be replaced every 3 - 6 months and cleaned weekly if used regularly.

- To remove the white filter, first swing open the mesh filter, which is holding the white filter in place.

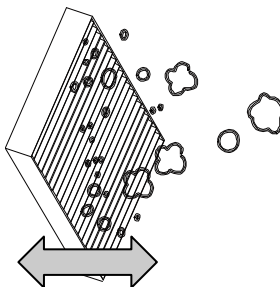


- Grasp the tag on the white filter and pull up and out

**Note:** The small brush stored on the top of the Charging Dock can be used to help clean the dust canister, mesh filter and white filter.

**DO NOT** wash the white filter, mesh filter or the dust canister, or get them wet. Use a dry clean cloth to wipe over the dust canister.

- Tap the white filter on the side of the rubbish bin to dislodge the dirt and dust and give it a brush to remove the small particles, or use a normal vacuum cleaner with a hose attachment to suck the dirt and dust out.



- Refit the filter (or replace with a new one), then close the mesh filter.
- Refit the dust canister to the vacuum cleaner.



### 13.3 Cleaning Robot Body and Accessories.

**Do Not** clean the Robot, components or accessories with petrol, solvents, any other flammable liquids, harsh abrasives, etc.

Clean only the outside of the Robot and in the dust canister compartment.

Use only a damp cloth and mild detergent for cleaning the Robot, components and accessories.

After cleaning, wipe any moisture off the Robot, components and accessories with a dry cloth.

**Do Not** place accessories and components in a dishwasher.

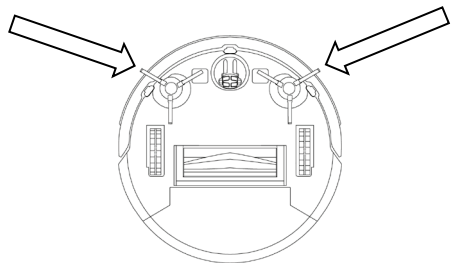
### 13.4 Cleaning / Replacing the Robot Spinning Brushes.

Before each use, check the brushes for damage, wear and tear, or whether they have foreign objects stuck in them.

The side brushes should only be replaced if they are damaged

Ensure the Robot is switched off. The switch on the side of the Robot must be in the “O” Off Position.

- Remove the Dust Canister.
- Turn the Robot upside down to access the brushes.
- Visually inspect the brushes and if tangled with hair, thread or any other foreign objects, remove them before using.
- To remove, grasp the brush firmly and pull straight up until it releases and lifts away.
- Refit new side brushes.



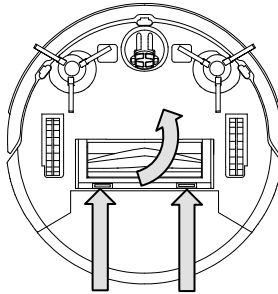
Spare Brushes can be purchased from our Customer Service.

## 13.5 Cleaning the Roller Brush

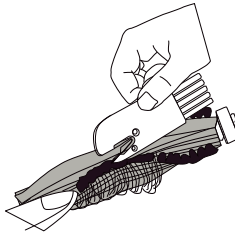
Before each use, check the Roller Brush for damage, wear and tear, or whether it has any foreign objects stuck in it.

To Remove the Roller Brush:

- Ensure the Robot is switched off. The switch on the side of the Robot must be in the “O” Off Position.
- Remove the Dust Canister.
- Gently turn the Robot upside down to access the Roller Brush.
- Unclip the two tabs on the back of the Roller Brush Surround and swing open, then pull out.



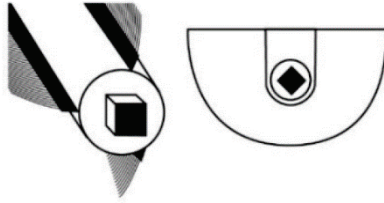
- Remove the roller brush from robot by grasping the left side of the brush and lift up, then slide out to the right.
- Use the pick end of the small brush, (located in the top of the charging dock), to help cut away any debris on the brush strips.



**NOTE:** To avoid build-up of hair and debris around the roller brush, clean the roller brush regularly.

Scissors may also be used to remove hair and thread etc. from the roller brush.

- Re-insert the roller brush by placing the square spoke on the brush right end into the corresponding square hole on the right side of the brush recess.



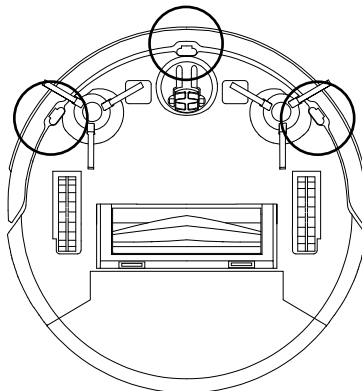
- Lower the left side of the roller brush into the semi-circle slot on the left side of the brush recess.



- Refit the Roller Brush Surround and push down until it clips in place.

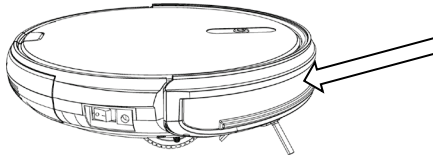
## 13.6 Cleaning the Robot Sensors

The Robot has three sensors located on the underneath as shown.



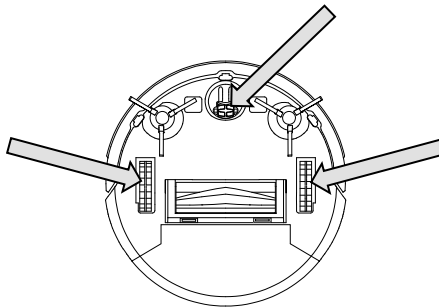
- Keep these sensors clean by wiping with a dry cloth or brush them using the cleaning brush supplied.

- Keep the window on the bumper clean as there are sensors located behind.
- Wipe the window with a damp cloth and dry with a dry cloth.



### 13.7 Cleaning the Wheels

Should the drive wheels or front castor wheel become tangled with debris, hair etc., clean away before continuing use.

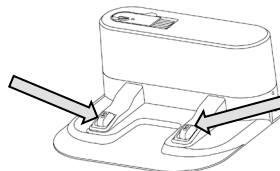
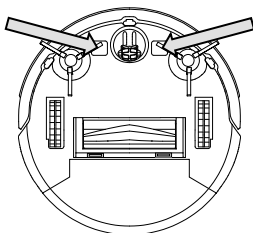


### 13.8 Cleaning the Charging Contacts Robot / Charging Stand

The electrical charging contacts on the Robot and the Charging Stand must be kept clean to ensure proper charging.

To clean, switch off and unplug the Battery Charger from the wall outlet.

Using a dry cloth, wipe the contacts until they are clean and shiny.



# 14 Troubleshooting

## 14.1 Indicator Lights and Beeping

Robot Status	Visual and Audio Indications	Solution
Side brush error	Red light on (not flashing) Two Beeps Three times	Please check if the side brushes are entangled and jammed, then clean the side brushes and underneath the side brushes.
Vacuum Suction motor error	Red light on (not flashing) Three Beeps Three times	Please check the air ducts and air exhaust outlet for blockages, then unblock.
Rotary floor brush error	Red light on (not flashing) Four Beeps Three times	Please check if the rotary floor brush is entangled and jammed, then clean the rotary floor brush.
Dust Canister error	Red light on (not flashing) Five Beeps Three times	Please check whether dust canister is fitted correctly to vacuum cleaner.
Ground sensor error	Red light flashing Two Beeps Three times	Clean the ground sensors. The Robots wheels may be off the ground. Pick up and move to a flat area and start again.
Robot trapped	Red light flashing Three Beeps Three times	Please move Robot to an open space.
Low battery power. Cannot Drive any longer.	Red light flashing Four Beeps Three times	Not enough power for Robot to drive back to charging dock. Pick up and manually place Robot on charging dock.
Battery Charger failure	Red light flashing Five Beeps Three times	Contact Customer service for a replacement Battery Charger Model Number ZD12D260050AU

**Note:** If the above methods do not solve the problem, please try the following:

Turn Off the Robot with the switch on the side and then wait 2 minutes, switch on again then retry.

## 15 Storage

When finished using the Robot cleaner, either place back on the charging stand to recharge the battery, or, store away in a dry cool place.

If Storing away for a long period, ensure the battery in the Robot is fully charged first, switch the Robot off by selecting the “O” Off Position on the switch located on the side of the Robot, then disconnect battery from the Robot.

Ensure the dust canister and filters are clean and dry.

Remove batteries from the remote control.

### 15.1 FAQ

Q: What if the strength of vacuuming is weak?

A: Check whether the dust canister is full, all filters are clean and the robot is fully charged. Also check that the Rotary floor brush is free to rotate and that there are no blockages.

If all looks okay, you can try to switch the robot to the higher TURBO mode.

For debris which is difficult to collect, try to clean the area with Spot Cleaning Mode.

Q: What if the robot wont charge?

A: Ensure the battery charger is plugged into the wall socket and switched on.

Ensure the battery charger is plugged into the side of the Charging Dock correctly.

Ensure the Charging contacts on the underneath of the Robot, and the contacts on the charging dock are clean.

If you still cannot get the Robot to charger, plug the battery charger directly into the side of the Robot and see if it charges. This will determine if you have a faulty Battery Charger or a faulty Charging Dock.

Q: What if the robot cannot find the charging dock?

A: The charging dock should be placed against the wall with at least 1 meter clearance each side and 2 meters in front.

Ensure there are no barriers in between the Robot and charging dock as they need to see each other to automatically dock.

Ensure the front window on the Robot and the front window on the charging dock are clean and unobstructed.

Q: What should I do if the remote control does not work?

A: The remote control has an effective control distance of approximately 5 meters.

Please make sure that the remote control is pointed directly at the Robot t

Replace the remote control batteries with new ones.

Please make sure the Robot's power switch is turned on and has sufficient battery power to complete the operation.

Ensure the front window on the Robot and the front window on the charging dock are clean and unobstructed.

Q: Why does the Robot return to the charging dock after cleaning for different times?

A: The working time of the Robot varies depending on the complexity of the room, the amount of debris it has to pick up, the cleaning mode and the type of floor surface being cleaned.

## 15.2 Operation Troubleshooting

Robot will not turn On	Check that the Battery is fully charged.
	Ensure the Switch on the side of the Robot is in the "I" On Position
	Robot may have gone to sleep. Press the "On/Off" button to wake Robot up.
Robot will not drive along when wheels are turning	Carpet pile too long
	Brushes may be caught. Remove obstacles
Excessively Noisy operation	Clean the Filters and empty the Dust Canister
	Check for partial blockages and unblock.
Dirt / Debris not being picked up.	Clean the Filters and empty the Dust Canister.
	Check for blockages and unblock
	Check that the Battery is fully charged.
	Dirt / Debris particles too heavy or too large. Carpet Pile too long
Robot Will not go Home to the Charging Dock Automatically	The power to the Charging Dock has been switched off or unplugged. Ensure there is power to the charging dock at all times.
	The charging Dock may have been moved. Ensure the Charging Dock is secure, against a wall and facing outward with a 2 meter Radius clear environment around it.
	There may be obstacles preventing the Robot from reaching the charging dock. Remove all obstacles within a 2 meter radius.
Robot gets Stuck	The robot may get stuck occasionally (i.e., in a corner) if it does not sense the wall or object. If you leave the robot for a few minutes, it will detect it is not moving and will get free by itself. It may turn off, reverse, and will then continue to clean.  Alternatively, you may pick up the Robot and reposition it yourself. Once repositioned, restart Robot.
Remote Control will not work	Batteries have been installed back to front. Ensure the + goes to + and - goes to -
	Batteries are flat. Replace with new batteries of same specification.
	Remote Control needs a direct line of sight to the robot.  The remote control needs to be pointed directly at the sensor in front or rear of the Robot.



<p>Cannot manually steer the Robot with the Arrow Keys</p>	<p>This function will not work if the Robot is already in a cleaning mode.</p> <p>Stop cleaning first, and then you will be able to use the Arrow Keys for manually driving the Robot.</p>
<p>Robot battery will not charge</p>	<p>The power to the Charging Dock has been switched off or unplugged. Ensure there is power to the charging dock at all times</p>
	<p>Contacts on the charging dock and / or underneath the robot may be dirty. Refer to Cleaning section on how to clean these parts.</p>
	<p>Battery may have reached its end of life. Contact our Customer service department to order a new battery.</p>
<p>Static Shock when touching the Robot Body.</p>	<p>In some rare instances, one or two users may feel an electric discharge when touching the Robot cleaner during or after use. This is a well know phenomena of Static Electricity discharge that happens mostly when the Robot vacuums a synthetic fibre carpet or other synthetic surfaces. It can also be more prevalent in dry and cool environments. Although the feeling of the Static Electricity can be unpleasant for the user, it is not dangerous and is not a fault of the Robot cleaner. If this static discharge is a problem for the user, the user could try wearing insulating footwear (i.e., rubber or leather soles), before handling the Robot or increase the humidity / heat level in the surrounding environment or both.</p>

Please Note: if you are having problems and you are unable to resolve the issue using the troubleshooting tables, try to reset the Robot by switching it off (Switch on the side of the Robot), let it rest for 2 minutes and then switch back on. If this still fails to resolve the problem, please call our Customer Service for further advice.

You can call our customer service toll free number: 1300 105 888 (Australia) and 09 8870 447 (New Zealand) or via email [info@hegrou.com.au](mailto:info@hegrou.com.au)

## 16 Specifications

### 16.1 Technical Specification for the Robot

No.	Item	Parameter
1	Rated voltage	DC 14.8V
2	Rated power	30W
3	Operating temperature range	-10°C ~ 45°C
4	Input voltage/current	DC26V/0.5A
5	Infrared remote control	38KHZ
6	Dimension	Dia. 310mmx68mm
7	Weight	2.9KG
8	Battery	Lithium-ion 2200mAh
9	Dust canister capacity	500ml

### 16.2 Technical Specification for the Charging Dock

No.	Item	Parameter
1	Input voltage/current	DC26V/0.5A
2	Operating temperature range	-10°C ~ 45°C
3	Operating humidity range	≤85 RH

### 16.3 Technical Specification for the Remote Control

No.	Item	Parameter
1	Battery	2 x AAA
2	Remote control method	Infrared
3	Emitting and receiving distance	≤5M
4	Operating temperature range	-10°C ~ 45°C
5	Operating humidity range	≤85 RH

Note: \* all dimensions are approximate.

## 17 Warranty Against Defect

### 12 Month Warranty

Thank you for your purchase from Kmart.

Kmart Australia Ltd warrants your new product to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law.

Kmart will provide you with your choice of a refund, repair or exchange (where possible) for this product if it becomes defective within the warranty period. Kmart will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or alternatively, via Customer Help at [Kmart.com.au](http://Kmart.com.au) for any difficulties with your product. Warranty claims and claims for expense incurred in returning this product can be addressed to our Customer Service Centre at 690 Springvale Rd, Mulgrave Vic 3170.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

### **IMPORTANT!**

**For all technical queries or difficulties in operating the product and for spare parts, contact H.E. Group customer service 1300 105 888 (Australia) and 09 8870 447 (New Zealand).**

