

User Manual

D5 Series

Important Safety Instructions

To reduce the risk of injury or damage, please keep these safety precautions in mind when setting up, using and maintaining your robot vacuum cleaner:

- Read all safety and operating instructions before operating your robot.
- Retain the safety and operating instructions for future reference.
- Pay attention to all warnings on your robot, battery, charging dock and in the user manual.
- Follow all operating instructions.
- The external cable or cord of the power supply unit can not be replaced; if the cord or plug is damaged, the power supply unit shall be disposed of.
- This product is designed to be plugged into a standard outlet only. Product may not be used with any other type of power converter. Product may not be used with any other type of power converter which will immediately void the warranty.
- **CAUTION:** Only charge one of the following robot batteries: maximum 14.4V, max 2600mAh Ni-MH or maximum 2600mAh Li-ion battery. Other type of batteries may burst and cause injuries. Please contact Customer Care for the correct replacement of your battery.
- Please charge and remove the battery from your robot and accessories before long-term storage or transportation.
- The battery must be removed from this device before this device is disposed of. Steps to remove the battery from this device, first remove the screws on the bottom, then remove the main PCB and unscrew the battery cover by using a screwdriver. Remove the battery by disconnecting the quick connector.
- **WARNING:** Chemical Exposure: If the battery pack is leaking, do not allow the liquid to come in contact with skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice. Place the battery (the used battery pack included when the robot will be disposed) in a sealed plastic bag and dispose of safely according to local environmental regulation.
- **WARNING:** Fire or Explosion Hazard: Do not crush or dismantle battery packs. Do not heat or place the battery pack near any heat source or direct sunlight. Do not incinerate or short-circuit the battery pack. Do not subject batteries to mechanical shock.
- Contact your local waste management authority for battery recycling and disposal regulations in your area.
- Your robot is not a toy. Do not sit or stand on robot. Children and pets should be supervised when your robot is operating.
- Robot is for indoor use only.
- Do not use non-rechargeable batteries. Use the rechargeable battery provided with the product only. For replacement, purchase identical robot batteries or contact robot Customer Care for alternative battery options.

- Store and operate the robot in a room with moderate temperatures only.
- Do not spray or pour liquids on your Robot.
- Do not use any other power supply cord. For replacement cords, please contact Customer Care to ensure proper selection of country-specific power supply cord.
- Do not use the robot to pick up sharp objects, glass, or anything that is burning or smoking
- Do not immerse the battery pack in any liquid.
- Do not use the robot to pick up spills of water bleach, paint, or other chemicals, or anything wet.
- Picking up objects like clothing, loose papers, pull cords for blinds or curtains, power cords, and any fragile objects before using the robot. If the robot passes over a power cord and drags it, objects on table or shelves are likely to fall off.
- If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.
- Do not place anything on top of your robot.
- Be aware that the robot moves on its own. Take care when walking in the area that the robot is operating in to avoid stepping on it.
- Do not operate the robot in areas with exposed electrical outlets on the floor.
- Do not use this device on an unfinished, unsealed, waxed or rough floor. It may cause damage to the floor and this device. Use only on hard floor surfaces or low pile carpets.
- This device has been designed to be used on floors without scratching them. We still recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.

Battery and Charging Information

Lithium-ion Battery

Important: Lithium-ion batteries and products that contain Lithium-ion are subject to stringent transportation regulations. If you need to ship this product (with the battery included) for service, travel or any other reason, you **MUST** comply with the following shipping instructions:

- Remove the Lithium-ion battery from the product.
- Place a piece of tape over the battery's metal charging contacts.
- Reinstall the battery (with the tape on it) in the product and secure the battery door.
- Package the product in its original packaging or in your own packaging that prevents any movement during transportation.
- Ship via ground transportation only (no air shipping).

Battery Storage

If storing robot off the charging dock, remove the battery first. Then store robot and the battery in a cool, dry place.

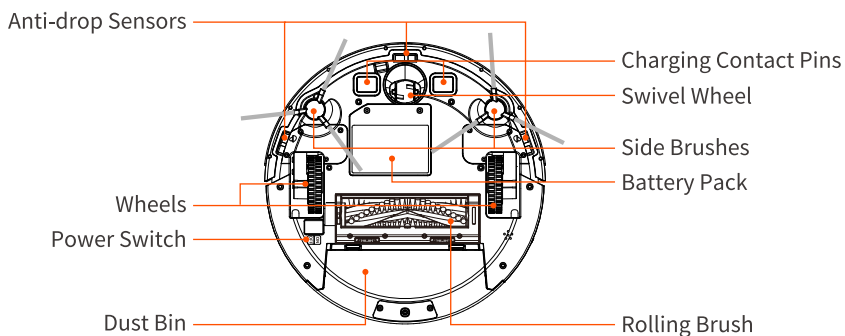
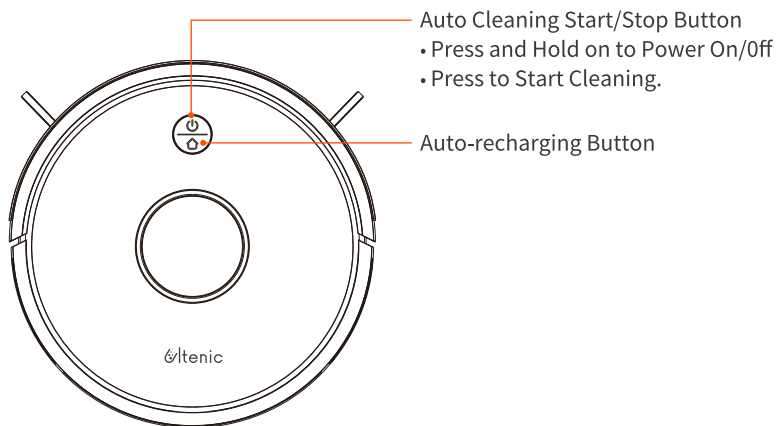


The symbol on the product or its packaging indicates:

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local authority 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 or regional waste authority for more information on collection, reuse and recycling programs.

About Your Robot

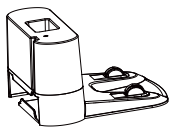
1. Robot



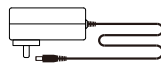
2. Accessories



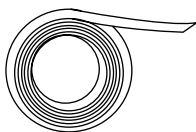
1 x Main Unit



1 x Charging Dock



1 x Adapter



1 x Boundary Strips



1 x Brush



1 x Water Tank



4 x Side Brushes

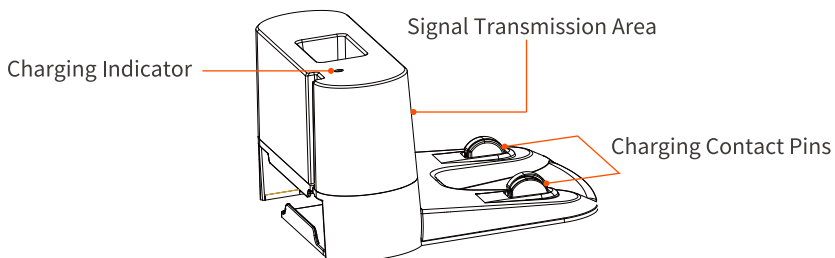


1 x Remote Control
(with 2xAAA batteries)

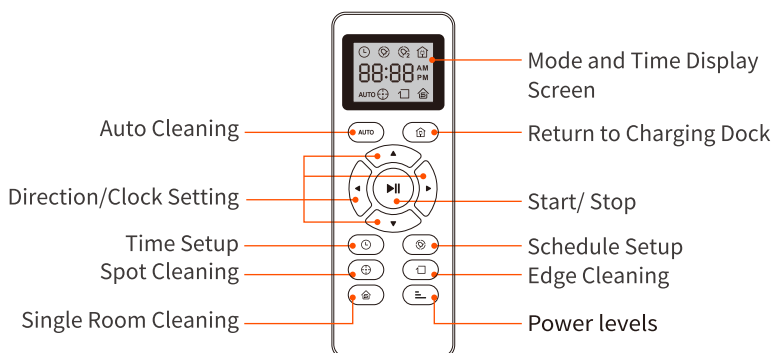


1 x Mop

3. Charging Dock



4. Remote Control



Tips: Install 2 AAA batteries before using the remote control for the first time. Make sure the positive and negative ends are facing the correct polarity direction as marked in the battery compartment. When using the remote control, please aim at the robot and the effective distance is 0-5m.

5. LED Indicator

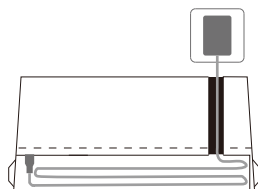
LED light	Status
Solid blue light	Working Normally/Pause/Standby
Blue light flashes	Powering on/Configuring Network/ Upgrading Firmware
Yellow light flashes	Low Battery/Recharging
Green light flashes	Charging
Solid green light	Fully Charged
Red light flashes quickly	Abnormal/Error
Light off	Power Off/Sleep

Using Your Robot

Quick Start

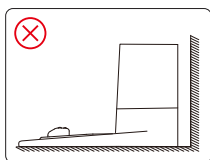
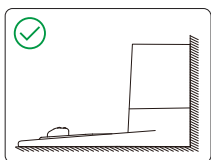
- 1 Plug in the charging dock, and Put the cable into the trunking at the bottom of charging dock.

Note: If you don't put the cable into the trunking, it may stuck the robot while charging or cleaning.



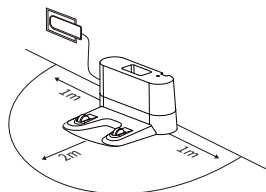
2 Charging Dock Position

- 1) Place the charging dock on a hard, level surface and against a wall.



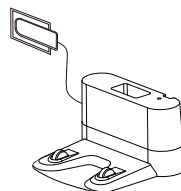
- 2) Place the charging dock against the wall and make sure the place is an open & uncluttered area .

Leaving at least 2 meters (6.5 feet) in front of the charging dock; 1 meter (2.3 feet) on both sides of the charging dock.



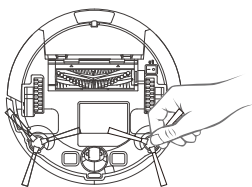
- 3) Connect the round connector of the adapter into the power socket on the charging dock and the other end into a wall outlet.

Note: Please make sure the indicator light is on when the charging dock is plugged in, otherwise the robot can not be charged.

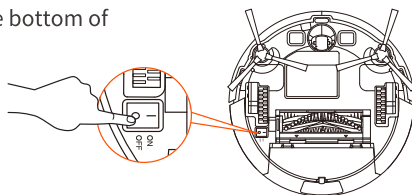


3 Install Side Brushes

Attach side brushes to the bottom of robot by pressing a brush into each slot.

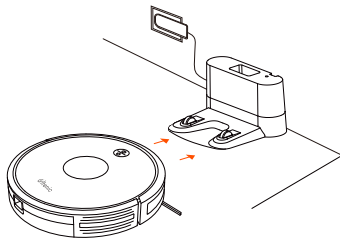


- 4 Turn on the main power switch on the bottom of the robot.



- 5 **Activate the Robot**

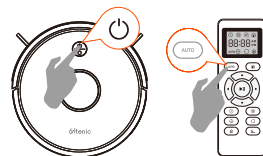
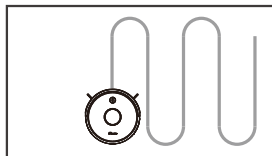
Place the robot on the charging dock, making sure the metal charging contacts on the charging dock match up with those underneath the robot. If successful, you will hear a series of tones.



- 6 **Start Cleaning Cycle**

Press the “⏻” power button once to wake up the robot.

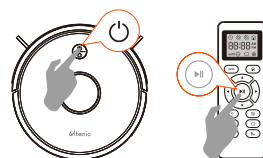
Press the “⏻” power button again or press the “AUTO” button on remote control to start a cleaning cycle.



- 7 **Pause**

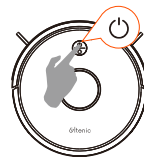
To pause the robot during a cleaning cycle, press the “⏻” button or press the “▶||” button on the remote control.

To start the robot, press the “⏻” button or press the “▶||” button on the remote control.





- 8 **Power OFF**

To end the cleaning cycle and put robot in standby mode, press and hold the “⏻” button until robot indicators turn off.



How Robot Clean Your Home

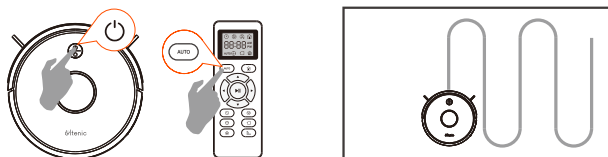
1 Auto Cleaning

Press the “” button on robot or press the “” button on remote control to start auto cleaning.


If the battery is low while the cleaning is not finished, the robot will return to the charging dock for charging.

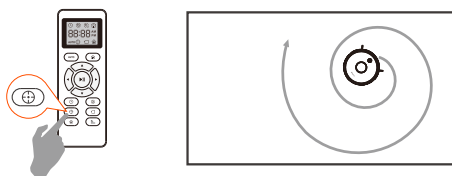
Warm Tips:

During the recharging process, there may be a phenomenon that the charging dock cannot be found. At this time, the robot will flash red light and "BEEP" four times. Please manually put the robot onto the charging dock to charge.



2 Spot Cleaning

When you select spot cleaning, robot intensely cleans a localized area by spiraling outward about 3 feet (1 meter) in diameter and then spiraling inward to where it started. During spot cleaning, robot boosts vacuum power to ensure the best cleaning performance for what you need. To use spot cleaning, place robot on top of the localized debris and press “” (Spot) on the remote control.




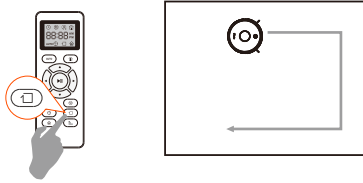
3 Power levels

- When the robot vacuum cleaner is in sweeping mode, press this button to adjust the suction power;
- When the robot vacuum cleaner is in sweeping and mopping simultaneous mode, press this button to adjust the suction power;
- When the robot vacuum cleaner is in mopping mode, press this button to adjust the speed of the water output.




4 Edge Cleaning

After the robot finishes cleaning the open areas of your floor, it enables edge cleaning mode to ensure that it has cleaned along walls and around furniture Legs. If you prefer a quicker edge cleaning, press the “” button on remote control.

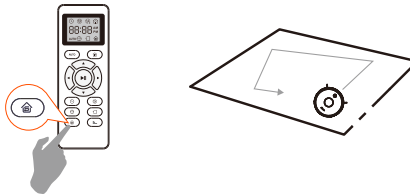


5 Single Room Cleaning

Press the button “” on the remote control to start random cleaning.

Warm Tips:

In this mode, the robot will keep cleaning for about 30 minutes and then stop. Please close the door to ensure the robot will not go out the room.

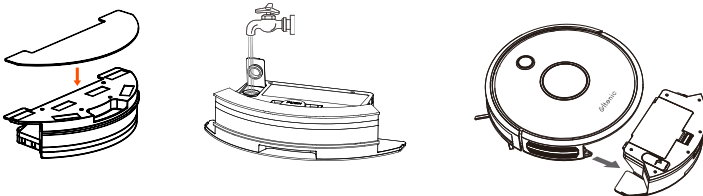


6 Floor Mopping Cleaning

The Robot is equipped with a water tank so that it can clean your home in the mopping mode

- Attach the cloth and fill in the water tank with water.
- Remove the dust bin.
- Put the water tank back and start the robot.

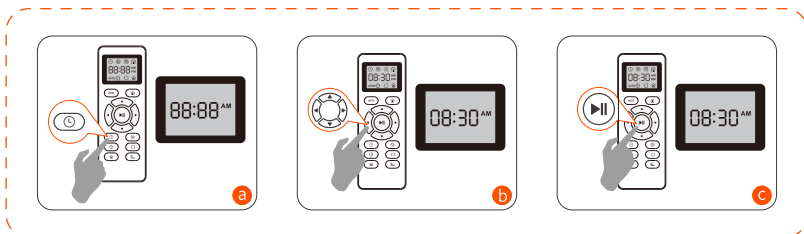
Note: If you are using the dry-sweeping mode, skip the step of filling water.



Cleaning Schedule

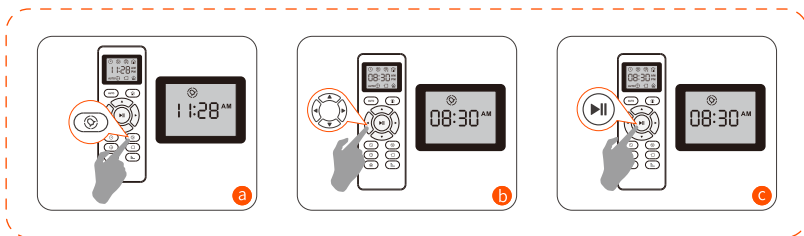
Robot has cleaning schedule settings which allow you to customize when Robot cleans your home.

1 Set the Remote Control's Clock




- a Press the “⏻” button on remote control, and then the hour section begins to flash in the clock display setting window.
- b Press the “◀” or “▶” button to select the minute or hour section. Press “▲” or “▼” button to select the desired figures.
- c And then press the “▶⏸” button, the robot will "BEEP" when the clock setting is completed.

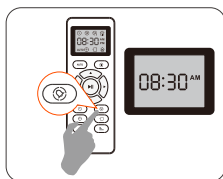
2 Set the Remote Control's Clock



- a Press the “⏻” button on remote control, and then the hour section begins to hash in the cleaning schedule display setting window.
- b Press the “◀” or “▶” button to select the minute or hour section. Press “▲” or “▼” button to select the desired figures.
- c And then press the “▶⏸” button, the robot will "BEEP" when the cleaning schedule setting is completed.

3 Cancel the Cleaning Schedule

Press and hold the “” button approximately 4 seconds on the remote control, the robot will "BEEP" when the cleaning schedule process is canceled.



Regular Robot Care

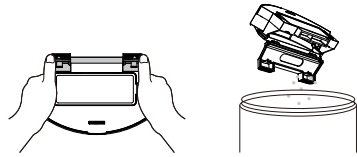
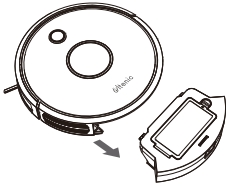
Please perform the following care procedures to keep the robot running at its peak performance. If you notice the robot picking up less debris from your floor, then empty the bin, clean the filter and rolling brush.

Recommended cleaning /replacement frequency:

Robot part	Cleaning	Replacement frequency
Dust bin	After each use	—
Filters	Once every week	Every 2 months
Rolling brush	Once every week	Every 6-12 months
Side brushes	Once every month	Every 3-6 months (or when visibly worn)
Brush guard	Once every month	Every 3-6 months (or when the silicone rubber strip on the brush guard is visibly worn)
Sensors	Once every month	—
Charging pins	Once every month	—
Swivel wheel	Once every month	—

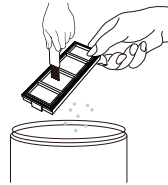
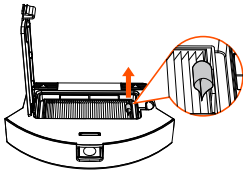
Empty the Robot's Bin

- 1 Press bin release button to remove the bin.
- 2 Open the bin's door to empty it.



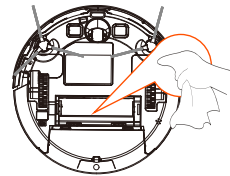
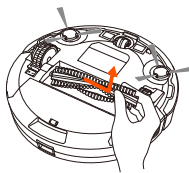
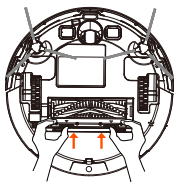
Clean the Robot's Filter

- 1 Remove the filter by grasping the white tab.
- 2 Shake off debris by tapping the filter against your trash container.

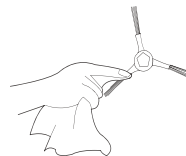
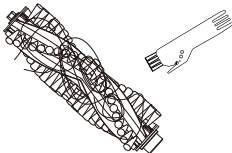


Clean the Robot's Rolling Brush, Side Brush, Swivel Wheel and Sensors

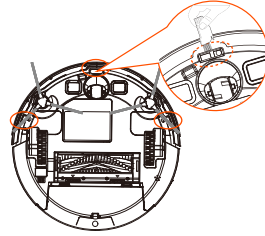
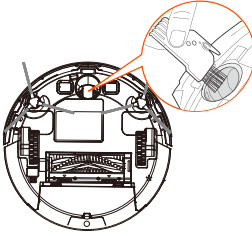
- 1 Take out the rolling brush, clean the vacuuming aisle with a cloth.



- 2 Clean the rolling brush. Cut off the hair winded in the rolling brush with the knife of provided cleaning tools.
- 3 Remove the side brush, use a cloth to remove the dust from the brush.



- 4 Pull out the swivel wheel, then clean it with the cleaning tools provided.
- 5 Dust off the cliff sensors to maintain the best performance.



Troubleshooting

The robot will inform you the error with a two-tone distress sound. The indicator will also blink or turn red. Refer to the chart as below to resolve the robot's problem. If the problem is not resolved, please contact our COST FREE customer service team for further assistance.

Warm Tips: Some errors can be resolved by rebooting the robot. To reboot the robot, press the power button on the bottom of the robot, you will hear an audible tone signifying a successful reboot.

Robot blinks and says		Likely cause	What to do
Flash red indicator light	BEEP once	Gyroscope error.	Keep the robot at a stable place to restart and do not move the machine.
	BEEP twice	Bumper is stuck.	Check whether the bumper is flexible.
	BEEP triple	Robot's cliff sensors are dirty, it is hanging over a drop, or it is stuck on a dark surface.	If the robot is hanging over a drop, or on a dark surface, please start in a new location. Otherwise, wipe its cliff sensors with a dry cloth.
	BEEP quartic	Low power or charging error.	The voltage of robot is too low and needs manually charging.

FAQ

Problems	Solutions
The Robot cannot be activated.	<ul style="list-style-type: none"> • Make sure the main power switch is in the ON position. • Make sure the battery is fully charged. • Replace the batteries (2 x AAA) in the remote control. • Make sure the remote control is within 0-5m. • If you still have trouble, turn off the main power switch and then turn it back on.
The remote control does not work.	<ul style="list-style-type: none"> • Replace the batteries in the remote control. • Make sure the robot is turned on and fully charged.
The Robot stops working suddenly.	<ul style="list-style-type: none"> • Check if robot is trapped or stuck on an obstacle. • Check if the battery level is too low. • If you still have trouble, turn off the main power switch, wait for 2 seconds, and then turn it back on.
You can't set up a cleaning schedule.	<ul style="list-style-type: none"> • Make sure the main power switch on the bottom of robot is turned on • Make sure the time, time of day (AM/PM), and the scheduled time have been set correctly. • Check if the robot's power is too low to start cleaning.
Suction power is weak.	<ul style="list-style-type: none"> • Check if any obstructions are blocking the suction inlet • Empty the dust bin. • Clean the filters with a vacuum cleaner or a cleaning brush. • Check if the filters are wet due to water or other liquid on the floor. Air-dry the filters completely before use.
The Robot can't be charged.	<ul style="list-style-type: none"> • Check if the indicator on the charging dock lights up. If not, contact the service center to repair or replace the charging dock. • Dust off the charging contact pins with a dry cloth. • Check if you can hear a beep when the robot has returned to the charging dock. If not, contact the service center to repair or replace the charging dock.
The Robot can't return to the charging dock.	<ul style="list-style-type: none"> • Remove objects within 3 ft/1 m to the left and right side and within 6 ft/2 m of the front of the charging dock. • When the robot is in the vicinity of the charging dock, it will return more quickly. However, if the charging dock is located far away, the robot will need more time to return. Please be patient as it works its way back. • Clean the charging contact pins.
The rolling brush doesn't rotate.	<ul style="list-style-type: none"> • Clean the rolling brush. • Check if the rolling brush and brush guard have been installed properly.
The Robot movements or travel paths are abnormal.	<ul style="list-style-type: none"> • Clean the sensors carefully with a dry cloth. • Restart the robot by turning the power switch off and on.

After-Sale Service

The professional customer service team from Ultenic will be responsible and provide support to all products that come with a worry-free warranty for one year automatically after purchase.

Please contact Ultenic Support and Service via Email below.

United States	service-us@ultenic.com
Deutschland	service-de@ultenic.com
France	service-fr@ultenic.com
España	service-es@ultenic.com
Canada	service-ca@ultenic.com
United Kingdom	service-uk@ultenic.com
Italia	service-it@ultenic.com
日本	service-jp@ultenic.com

Customer Service

United States	service-us@ultenic.com
Deutschland	service-de@ultenic.com
France	service-fr@ultenic.com
España	service-es@ultenic.com
Canada	service-ca@ultenic.com
United Kingdom	service-uk@ultenic.com
Italia	service-it@ultenic.com
日本	service-jp@ultenic.com



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