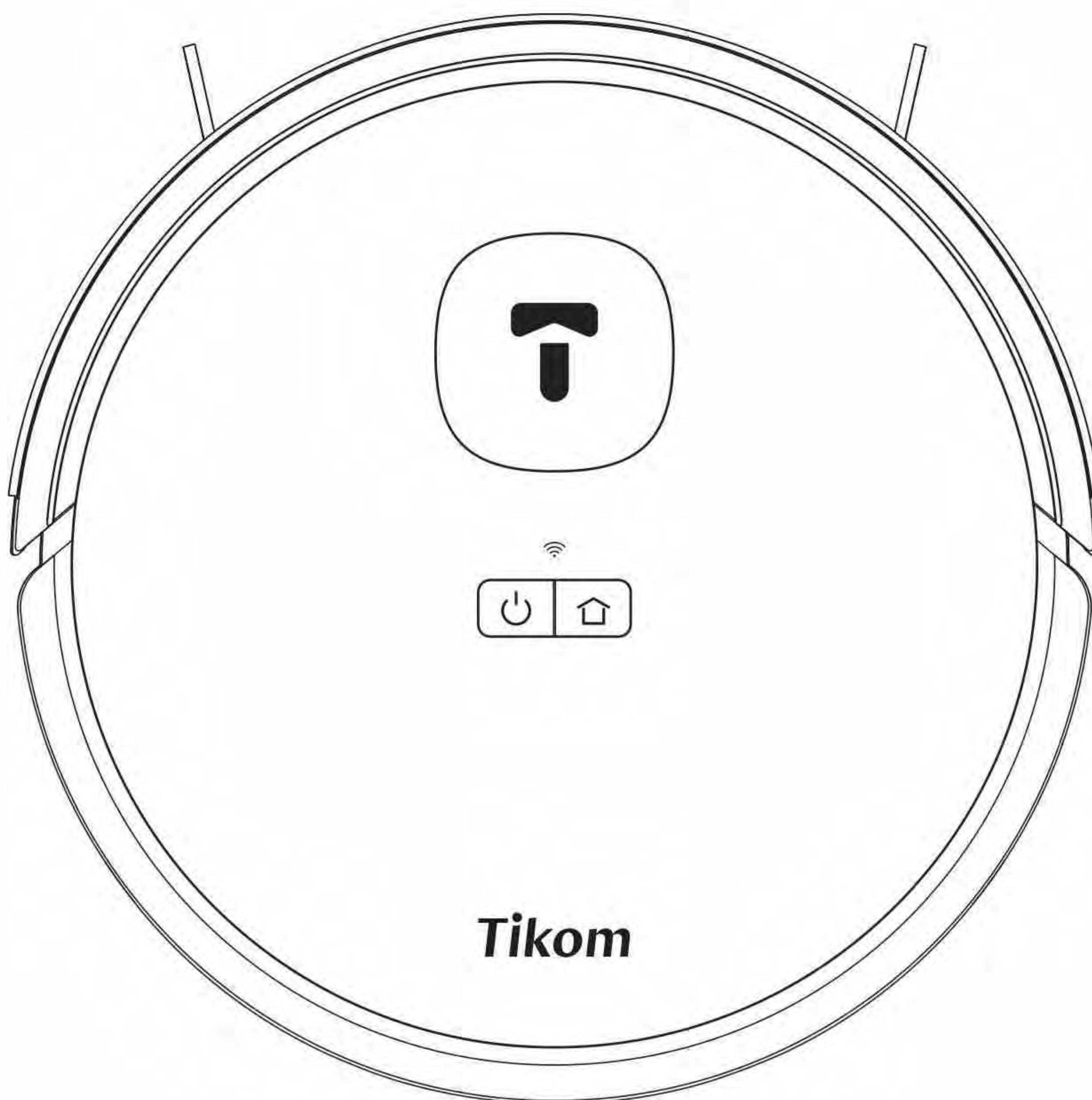


Tikom

L9000

Robotic Vacuum Cleaner



User Manual

Please read all the instructions before using and keep it well for future reference.

CONTENTS

1. Important Safety Instructions	01
2. About Robot	04
2.1 What's in the Box	04
2.2 Product Overview	05
2.2.1 Top View	05
2.2.2 Side View	05
2.2.3 Bottom View	06
2.2.4 Charging Station	06
2.2.5 Dust Bin & Water Tank	07
2.3 LED Indication	08
3. Using Robot	10
3.1 Getting Started	10
3.2 Important Tips Before Usage	14
3.3 Power On/Off Robot	16
3.4 Connect Robot with App	17
3.4.1 App Downloading and Installation	17
3.4.1.1 App Downloading	17
3.4.1.2 App Registration and Login	17
3.4.2 Wi-Fi Connection Requirement	18
3.4.2.1 Mobile Device Requirement	18
3.4.2.2 Robot Requirement	18
3.4.2.3 Wi-Fi Requirement	18
3.4.3 Wi-Fi Status Light	19
3.4.4 Connect Robot with Wi-Fi	19

3.5 APP Page Introduction	21
3.5.1 Robot APP Main Page	21
3.5.2 Robot Functional Setting Page	23
3.6 APP Function Introduction	25
3.6.1 Smart Cleaning	25
3.6.1.1 First time cleaning (No map in APP)	25
3.6.1.2 Smart Cleaning with map in APP	26
3.6.2 Map Edit	27
3.6.3 Restricted Zone Setting	28
3.6.4 Map Management	30
3.6.5 Suction Power Setting	31
3.6.6 Spot Cleaning	31
3.6.7 Select Room Cleaning	32
3.6.8 Zone Cleaning	32
3.6.9 Schedule Cleaning	32
3.6.10 Customized Cleaning	33
3.6.11 Do-Not-Disturb Mode	34
3.6.12 Carpet Boost	35
3.6.13 Resume Cleaning	35
3.6.14 Work with Amazon Alexa or Google Assistant	35
3.6.15 Firmware Update	38
3.6.16 Other APP Function	38
3.7 Start with Tuya Smart APP	39
3.8 Charging	41
3.9 Mopping the Floor	42
3.10 Sleep Mode	45

3.11 Error	45
3.12 Restart Robot	46
4. Maintenance and Care	47
4.1 Cleaning and Replacement Frequency	47
4.2 Clean Dust Bin, Filter & Water Tank	48
4.3 Cleaning Mopping Cloth	50
4.4 Clean Main Brush	52
4.5 Clean Side Brush	53
4.6 Clean Sensor and Charging Contacts	54
4.7 Clean Caster Wheel	54
5. Troubleshooting	55
5.1 Error & Voice Alarm	55
5.2 Frequently Asked Question	58
5.3 Wi-Fi Connection	65
5.3.1 Wi-Fi Setup Requirement	65
5.3.1.1 Mobile Device Requirement	65
5.3.1.2 Robot Requirement	65
5.3.1.3 Wi-Fi Requirement	65
5.3.2 Wi-Fi Connection troubleshooting	66
6. Specifications	68
7. Customer Service	69

1.Important Safety Instructions

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

To reduce the risk of injury or damage, read these safety instructions carefully and keep them at hand when setting up, using, and maintaining this device.

- This robot could be used by users aged from 8 years and above, but for the persons with reduced physical, sensory or mental capability, or by people who are lack of related experience and knowledge, only if they have received proper supervision or instructions by a professional who knows how to use the robot in a safe way and understand the hazards involved.
- DO NOT let children or your pet play with the robot. Do not allow them to sit or stand on the robot either.
- DO NOT let the robot to clean a room where an infant or child is unattended.
- DO NOT handle any part of the robot with wet hands.
- DO NOT operate the robot on the wet surfaces, or in a bathroom, or near a pool.
- DO NOT spill any water on the robot, or expose it to any moisture, rain or snow.
- DO NOT allow robot to clean anything wet, like paint, chemicals, etc.
- DO NOT utilize the robot to clean flammable or combustible liquids, such as petrol, perfume.
- DO NOT utilize the robot to pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes, etc., to avoid catching fire.
- DO NOT operate the robot in the room where there are open fireplaces, lit candles or fragile objects on the floor or where there are candles on candlesticks, tables, etc., which may accidentally hit or bump into, thus leading to fire or causing damage to the appliance.
- DO NOT place anything on the robot or hit against the robot.
- NEVER use the power cable or plug that partly damaged.
- DO NOT operate this robot in areas where exist exposed electrical outlets on the floor.
- DO NOT operate the robot on waxed floor, which may result in the damage to the robot or the floor. It's recommended to use the robot on any hard or carpeted floors.
- This robot is designed to be used on floors without scratching them. Before cleaning your whole house, it's advised to perform a pre-test on your floor to ensure that no scratches are made.
- Ensure that everyone in the room is aware of the robot when cleaning to avoid stepping on it or the tripping hazard.
- Make sure the Dust Bin or the Filter are in place before using this robot.
- Remove all power cords and other items that could get tangled in the robot from the area to be cleaned before use.
- Before cleaning, please pick up some objects like loose clothing or paper due to the limited size of the openings. Otherwise, the openings may be blocked.
- Keep the robot free of line, hair, and anything that may reduce airflow.
- Clean the robot with a dry or damp cloth.

- The Power Adapter of Charging Station must be removed from the socket before cleaning robot or maintaining robot.
- Cleaning and maintenance shall not be done by the children without any adult supervision.
- Unplug the Charging Station when not in use for extended periods.
- DO NOT use the accessories or replacement parts from unauthorized channels. Only use the ORIGINAL parts provided by Tikom. Please directly contact us whenever they are needed.
- We assume no liability or responsibility for any fire, explosion or electrical shock caused by improper operation.

BATTERY

- A rechargeable Li-ion battery is installed in the robot.
- DO NOT attempt to disassemble or replace the battery in the robot by yourself as the incorrect operation might cause overheating, fire or injury.
- DO NOT expose the battery pack inside of the robot to any fire, heat source, direct sunlight or high temperature, which may result in the risk of explosion.
- DO NOT dispose of this robot or the battery pack in fire, any water or other liquids to avoid the risk of explosion.
- The Li-ion battery in the robot should be serviced or recycled by an authorized service provider, and must be recycled or disposed of separately from household waste. Dispose of the battery according to your local environmental laws and regulations.

FCC Caution

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

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- this device must accept any interference received, including interference that may cause undesired operation.

Note:

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

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED/C Warning

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- this device may not cause interference, and
- this device must accept any interference, including interference that may cause undesired operation of the device.

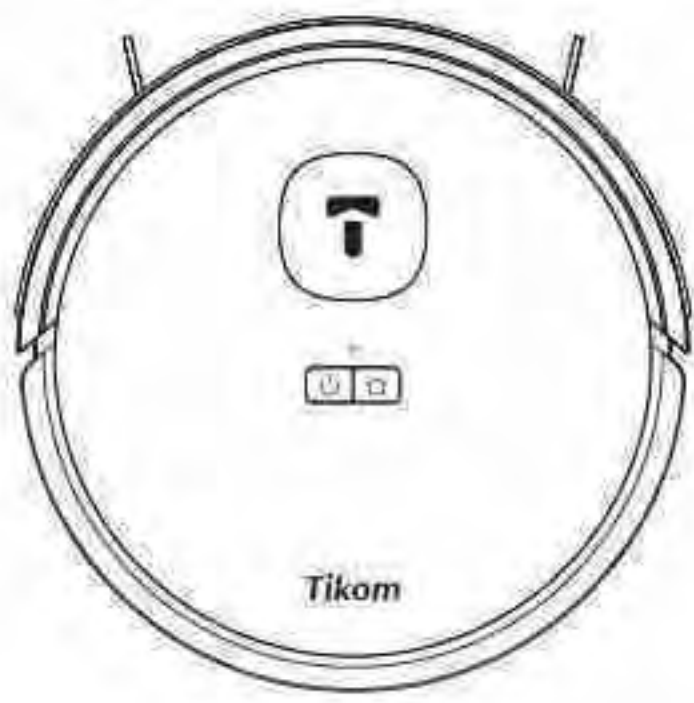
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- l'appareil ne doit pas produire de brouillage, et
- l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

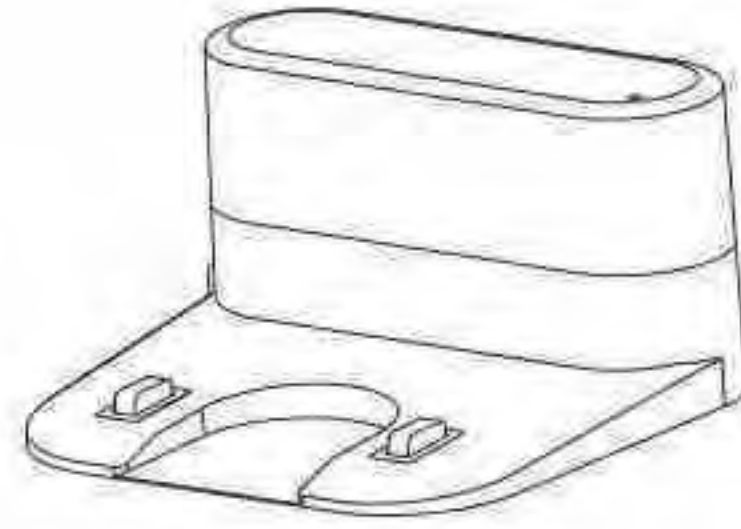
The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm. Le présent appareil est conforme. Après examen de ce matériel aux normes ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité et la conformité d'acquies les informations correspondantes.

2. About Robot

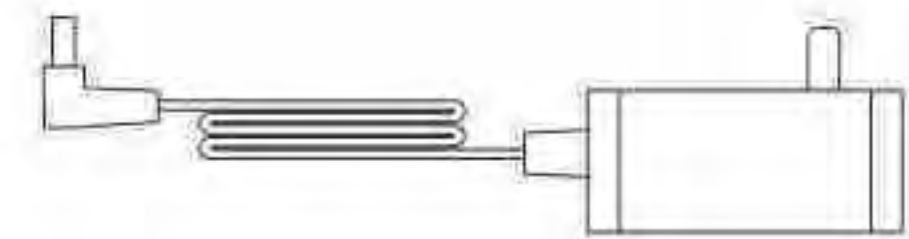
2.1 What's in the Box



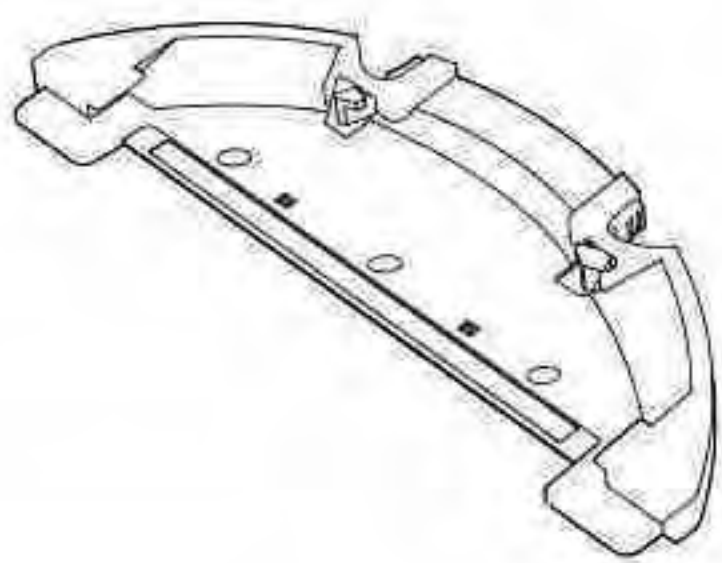
Robot Vacuum Cleaner
(Dust Bin & Water Tank included)



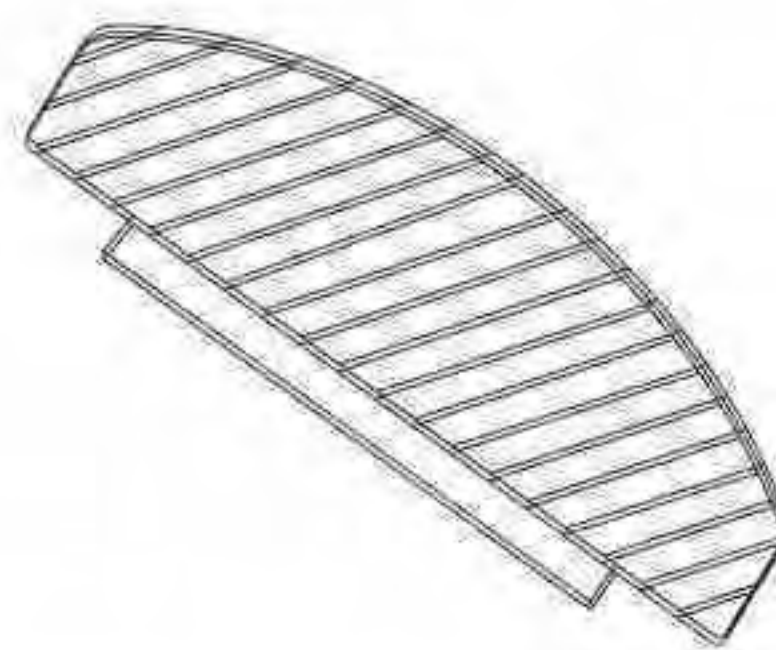
Charging Station



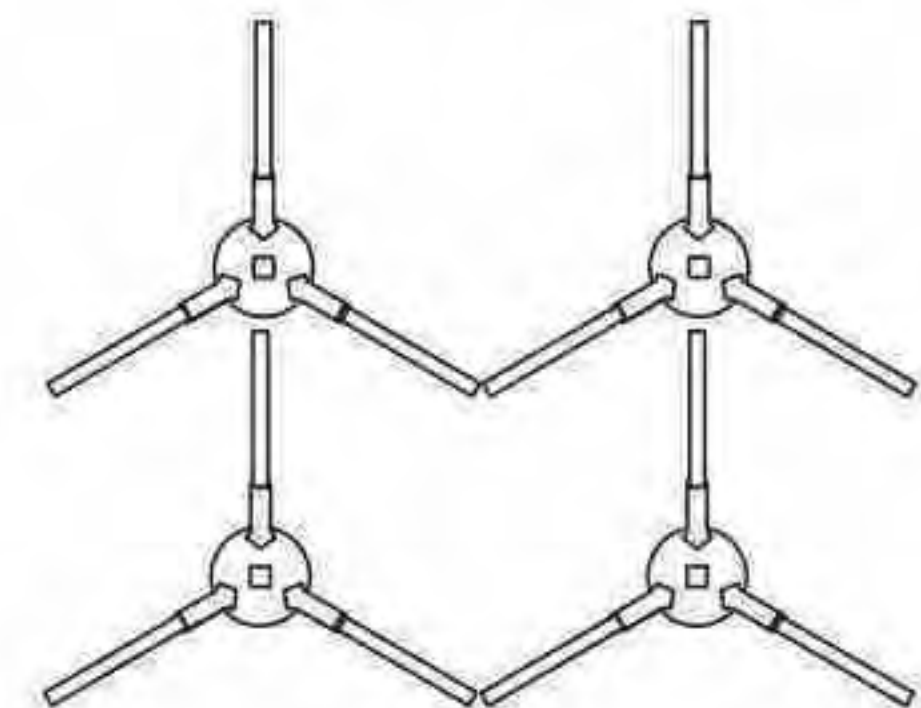
Power Adapter
(for Charging Station)



Mopping Cloth Holder



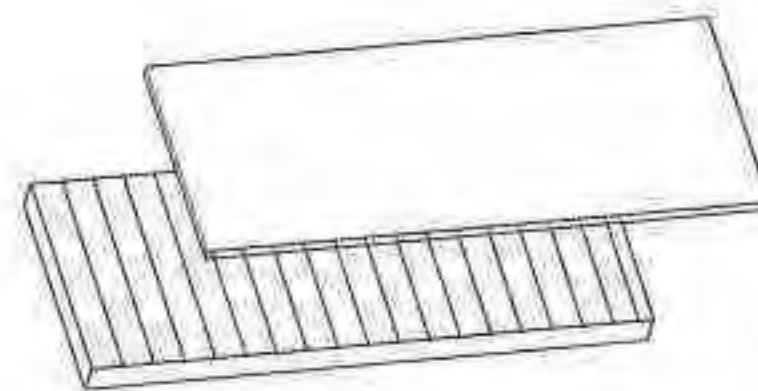
Spare Mopping Cloth



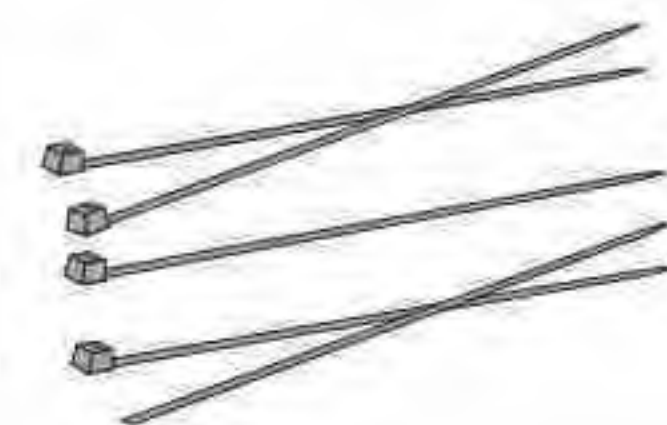
Side Brushes x 4



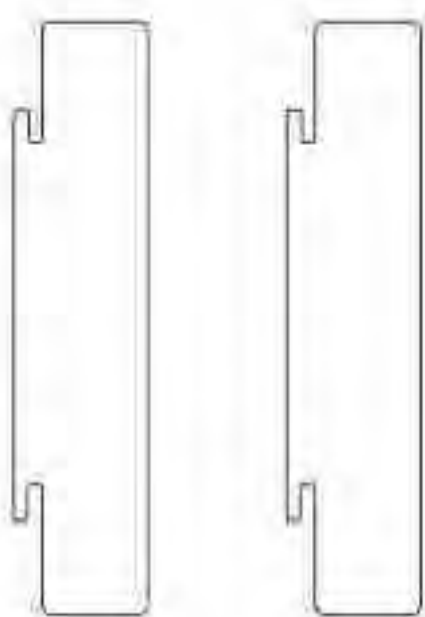
Cleaning Brush



Spare HEPA Filter & Sponge



Cable Ties x 5



Spare Dust Bin Transparent
Blocking Plate x2
(In the User Manual Bag)



User Manual



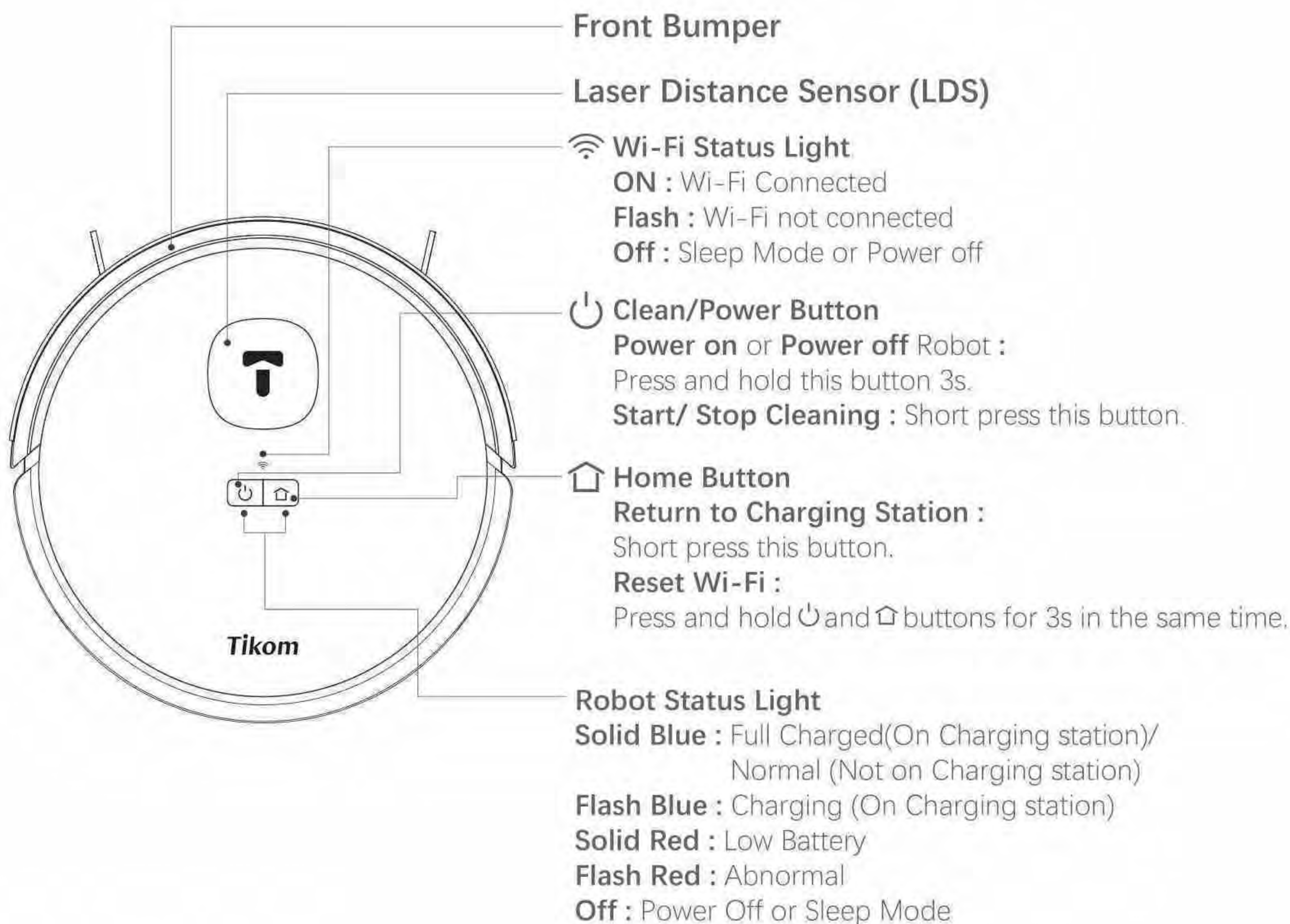
Quick Start Guide

Notes:

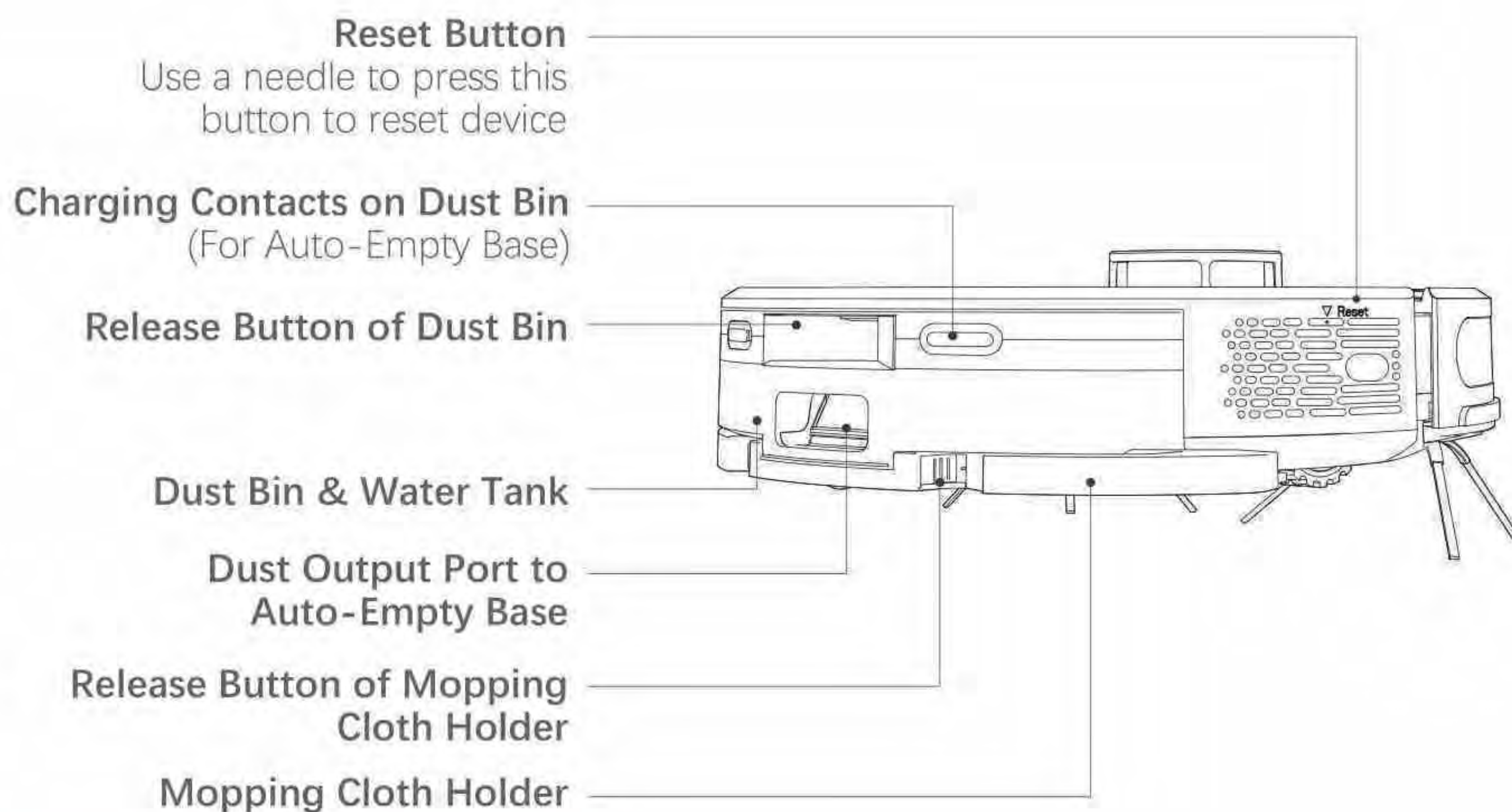
Figures and illustrations are for reference only and may differ from actual product appearance.
Product design and specifications are subject to changes without notice.

2.2 Product Overview

2.2.1 Top View



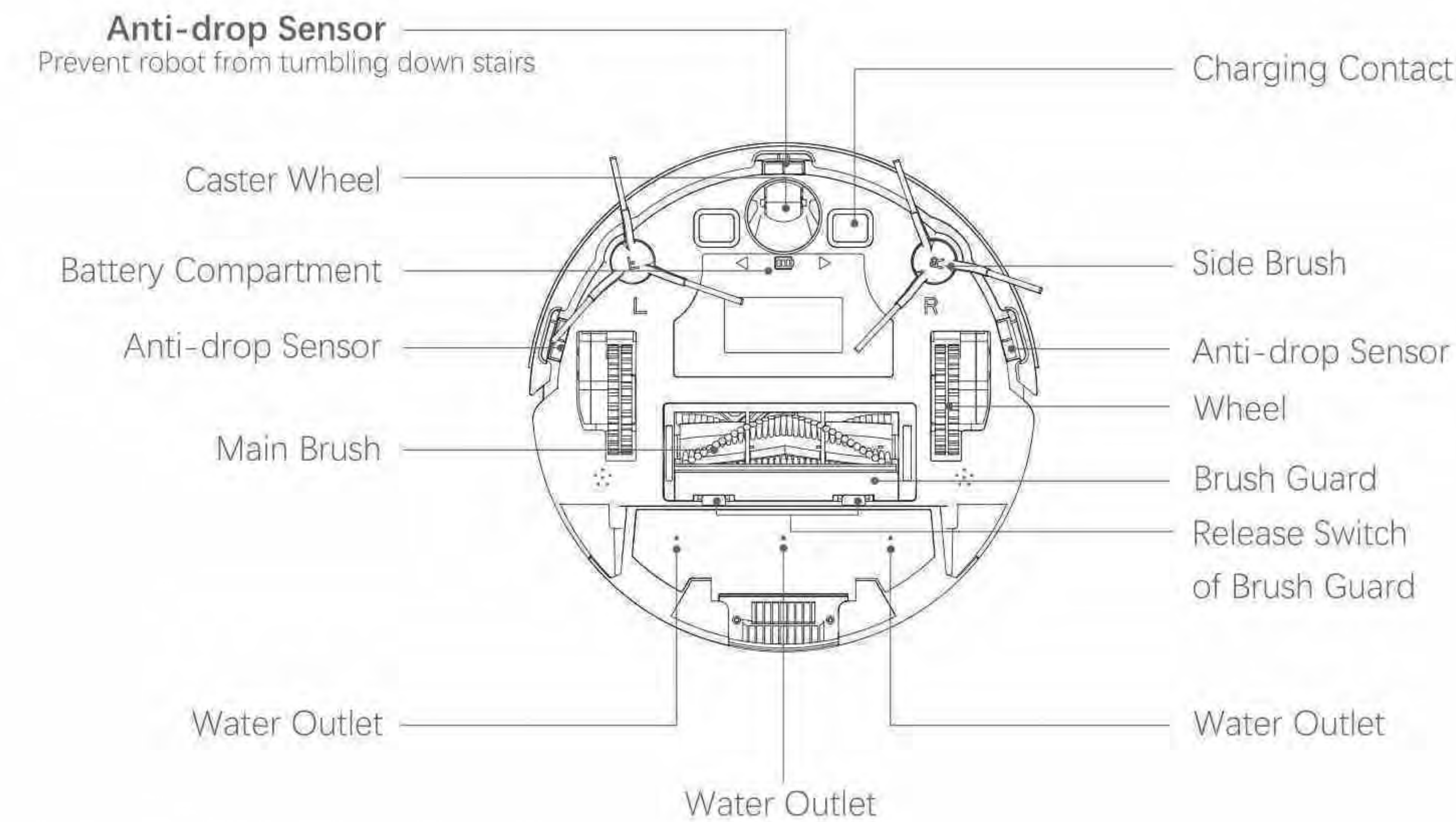
2.2.2 Side View



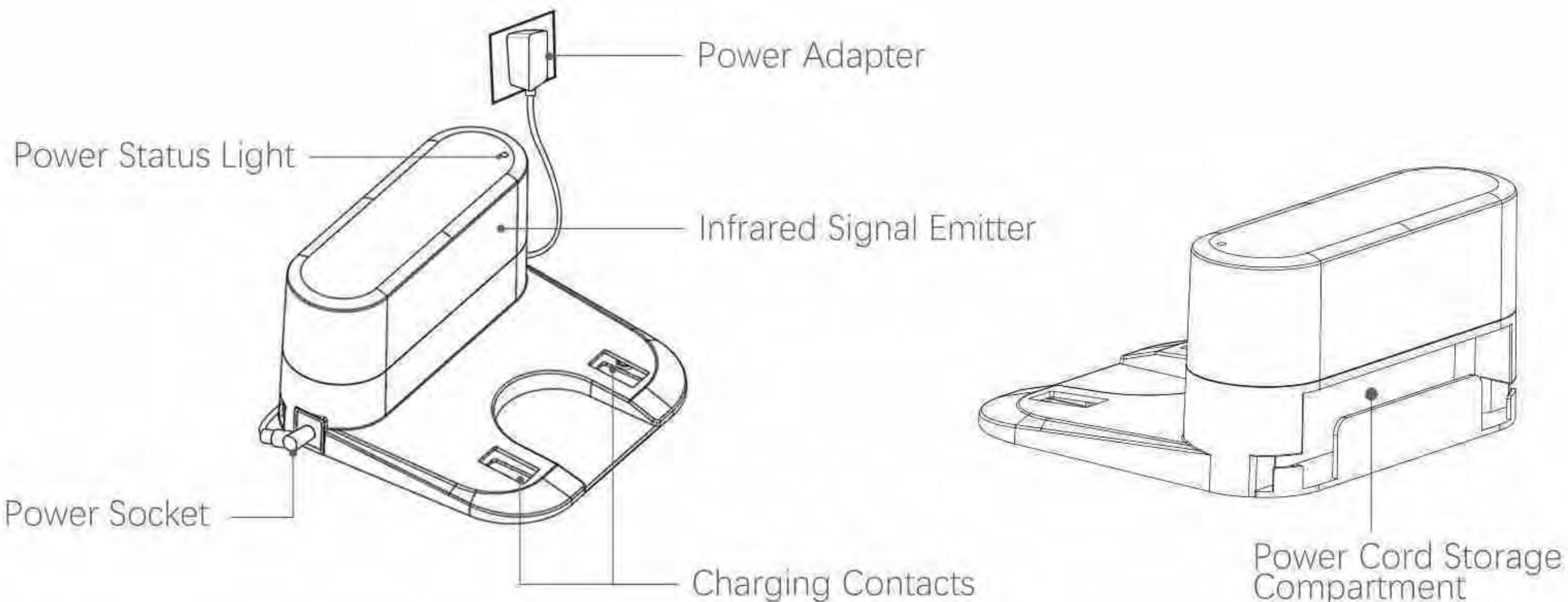
Notes:

Auto-Empty Base is optional accessories, need order separately. If you need, please contact with support.us@tikom.cc.

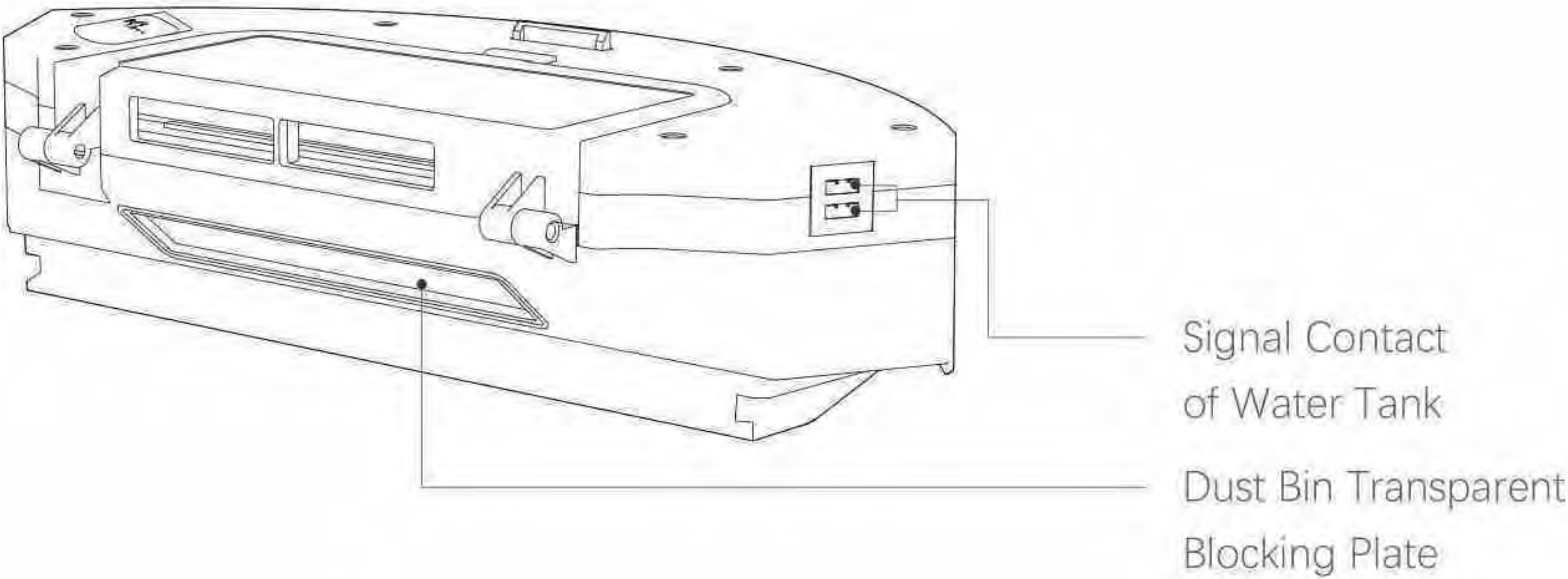
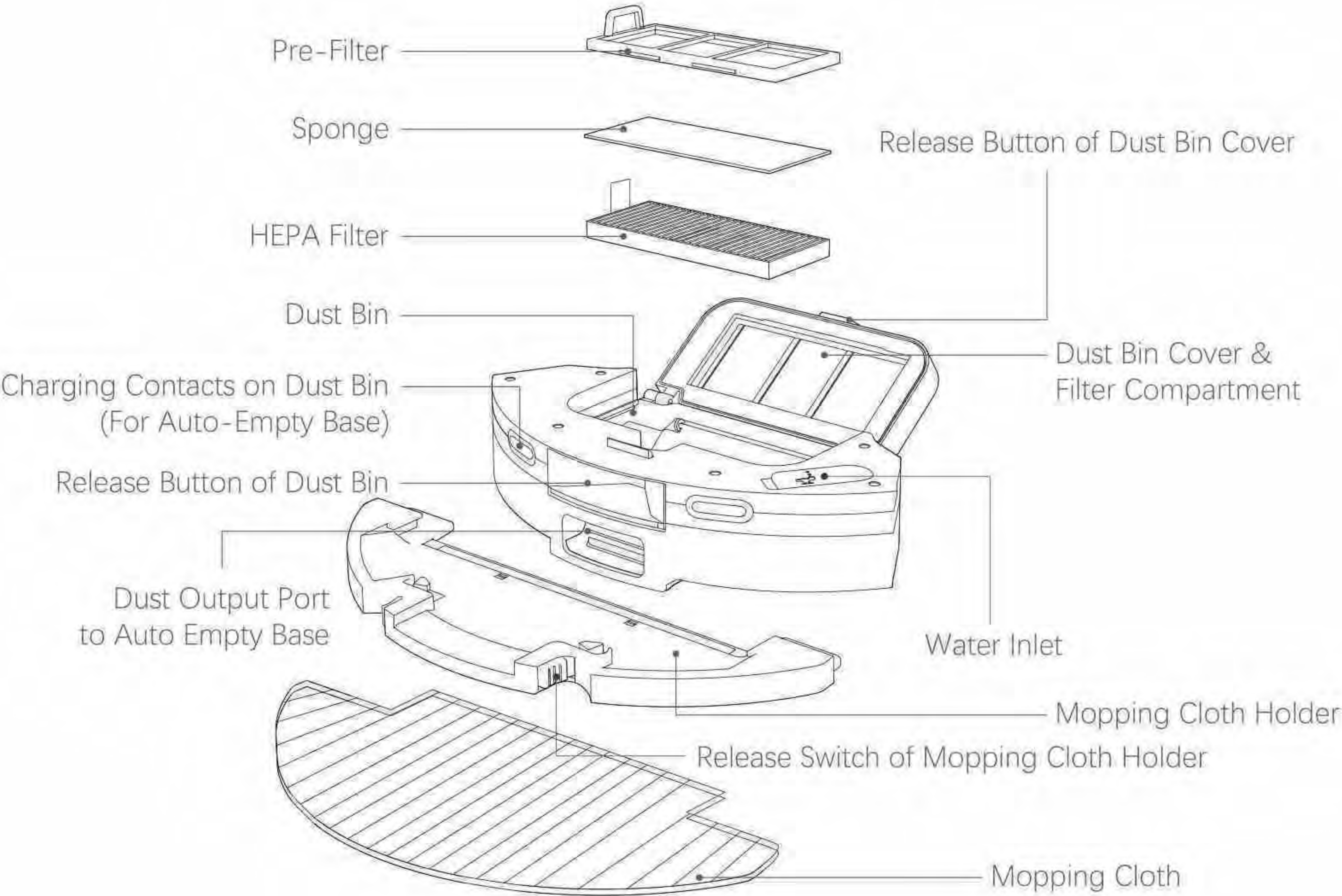
2.2.3 Bottom View



2.2.4 Charging Station



2.2.5 Dust Bin & Water Tank



2.3 LED Indication

Robot Status Light	Robot Condition	Status
Off	Not on Charging Station	In Sleep Mode: When robot stop cleaning or have errors, will enter Standby Mode; In Standby Mode for 10mins, will enter Sleep Mode. Short press power button or use Tuya Smart App could awake robot.
Solid Blue	On Charging Station	Full Charged
	Cleaning	Cleaning Mode
	Back to Charging Station	Automatically go back to Charging Station to recharge after finish cleaning or by user control
	Stop & Not on Charging Station	In Standby Mode: Robot is stopped manually by user.
Flash Blue	On Charging Station	Charging
Solid Red	Back to Charging Station	Low Battery and Back to Charging Station to recharge. If setting "Resume Cleaning " in Tuya smart APP, once robot electricity is charged above 80%, robot will continue cleaning from the place where robot stopped cleaning for low power in last time.
Flash Red	Stop	Robot has error, Robot will have voice prompt to alarm which error , or could use Tuya Smart App to check exact error, For error troubleshooting details, please check "5.1.Error & Voice Alarm", on Page 55 in this manual.

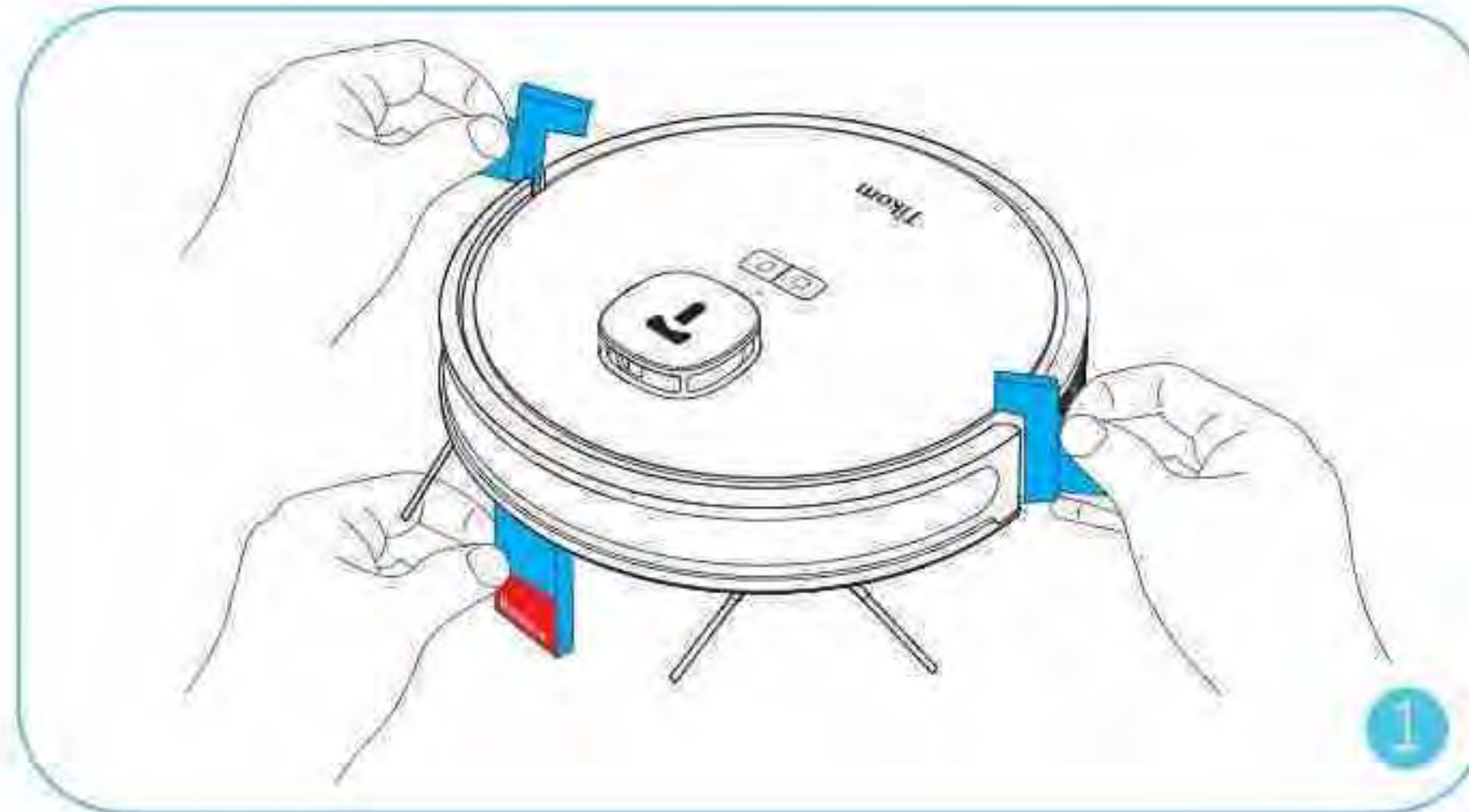


Wi-Fi Status Light	Robot Condition	Status
Flash Blue	at Wi-Fi Setup	After press and hold  and  buttons at the same time for 3 seconds, Robot will have "Wi-Fi reset,ready for Wi-Fi connection" Voice, then follow Tuya Smart App instruction for Wi-Fi Connection.For Wi-Fi connection details, please check "3.4 Connect Robot with App",on Page 17 in this manual.
	Robot Power on	1.Wi-Fi is not connected successfully, please reset Wi-Fi or restart robot. 2.If Robot have "Wi-Fi connected"voice, then means Robot has connected your home router successful, but didn't connect Tuya Smart App server successfully. Wait several hours to recheck again.
Solid Blue	Robot Power On	Wi-Fi and App server connected Successfully.
Off	/	Robot is at Sleep Mode or Power Off .

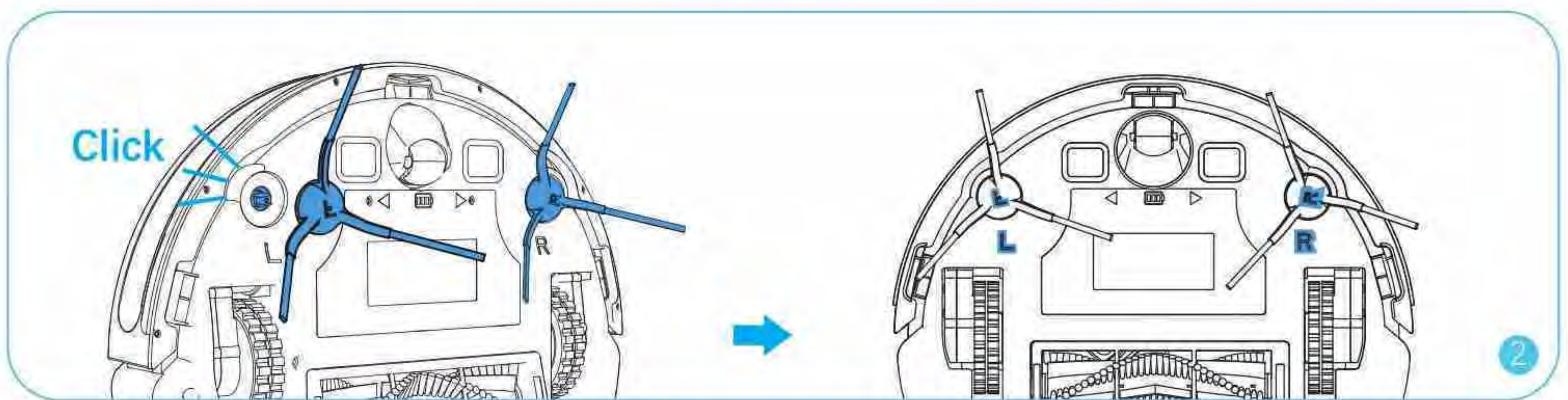
3. Using Robot

3.1 Getting Started

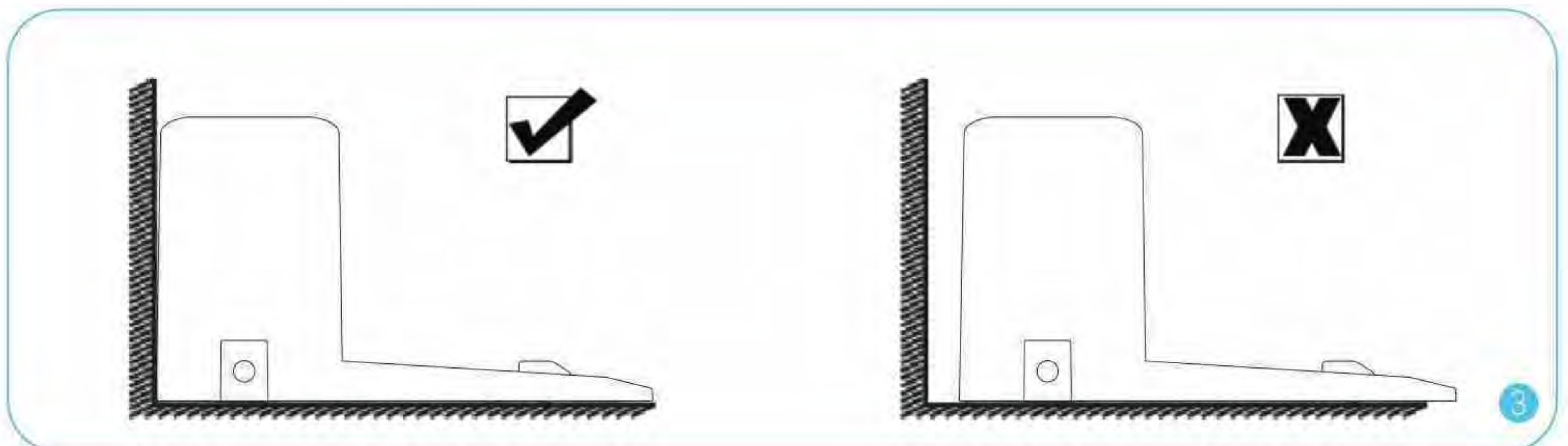
1. Remove the protection material from 3 sides of the robot.



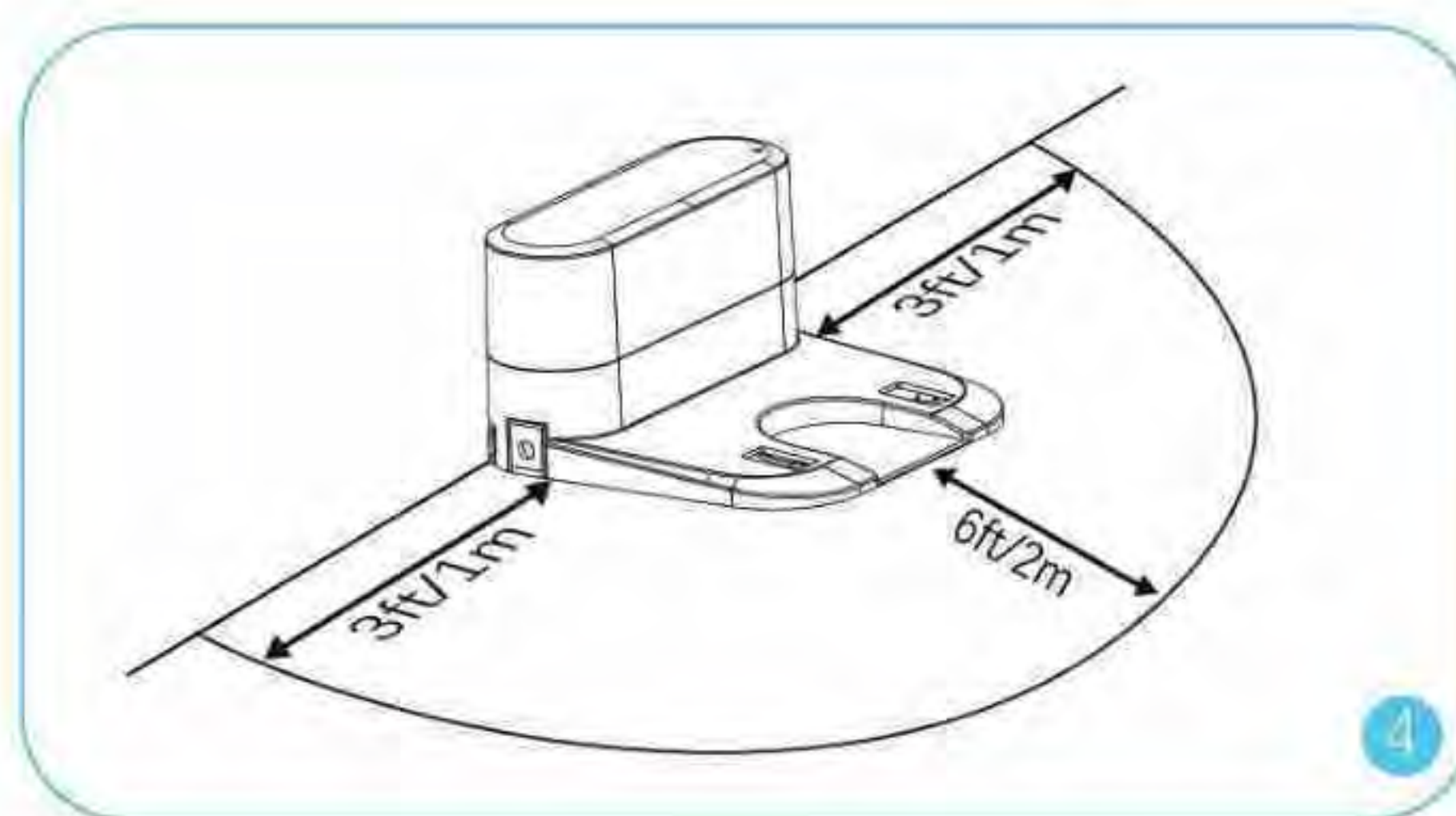
2. Install the side brushes before use.
Put the left brush (L) and right brush (R) against the letters "L" and "R" on the bottom respectively.
Press side brushes until have "click" sound, then means side brush install well.



3. It is recommended to place the Charging Station against a wall, and on a hard-level surface rather than on rugs or carpets.
Recommend to use adhesive tapes to fix Charging Station on the ground.



4. Remove objects within 3 ft/1m of the left and right side and within 6 ft/2m of the front of the Charging Station.

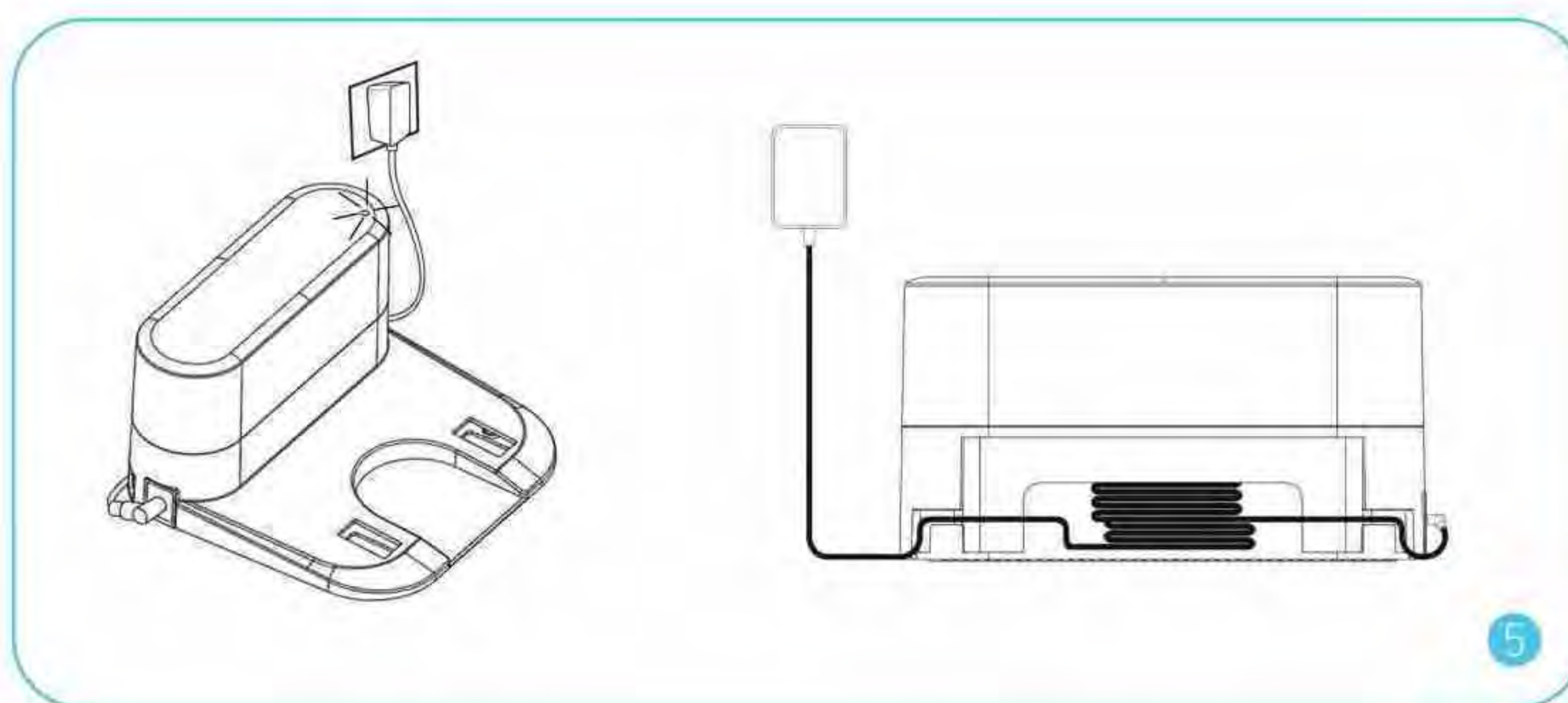


5. Connect the round connector of the adapter into the power socket on the Charging Station and the other end into a wall outlet.

When the Charging Station connects to AC power, the Power Status Light on the Charging Station is SOLID WHITE.

Always keep the Charging Station plugged in, otherwise Robot could not automatically return to it when Robot battery gets low.

Please put spare cable into storage compartment at back of Charging Station to avoid spare cable be exposed on the ground to entangle robot.

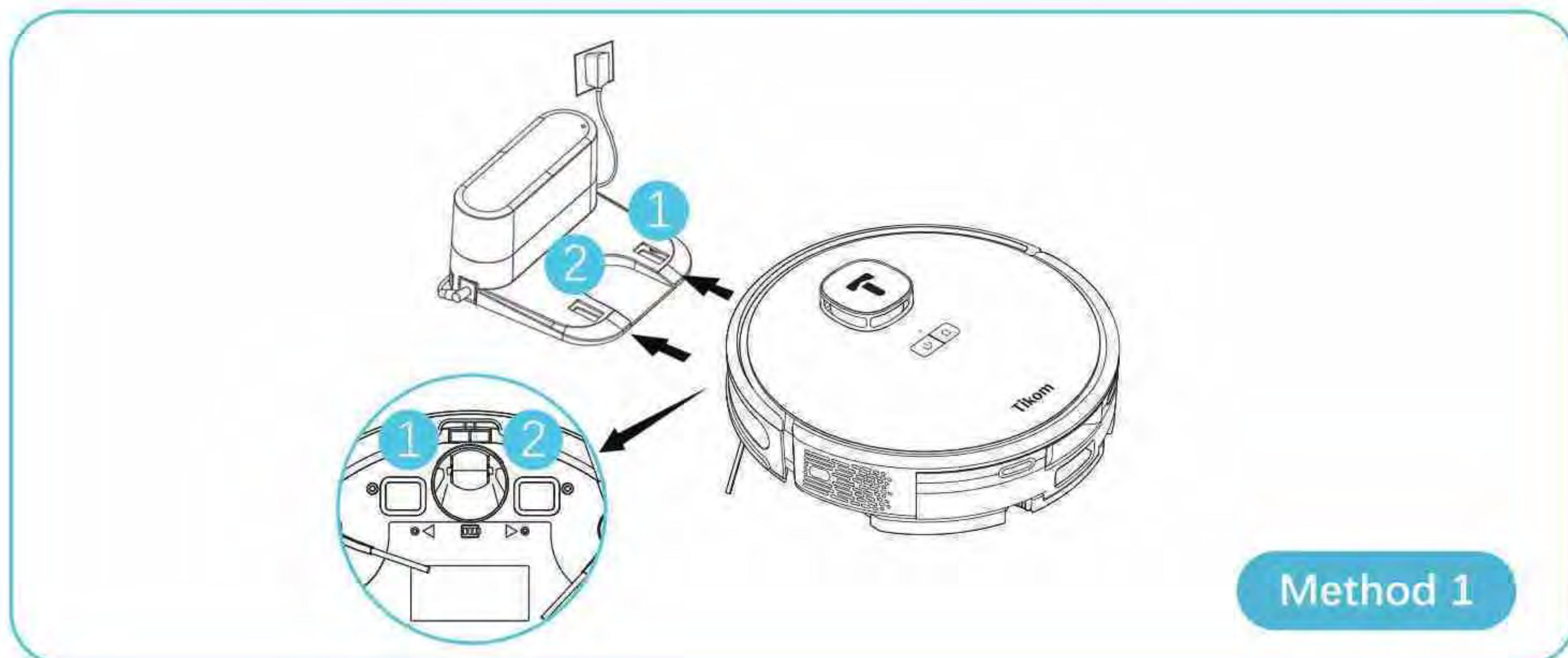


6. Please fully charge your robot before your first usage.

Method 1:

Attach Robot to the Charging Station by aligning its charging Contacts with the charging Contacts on the Charging Station.

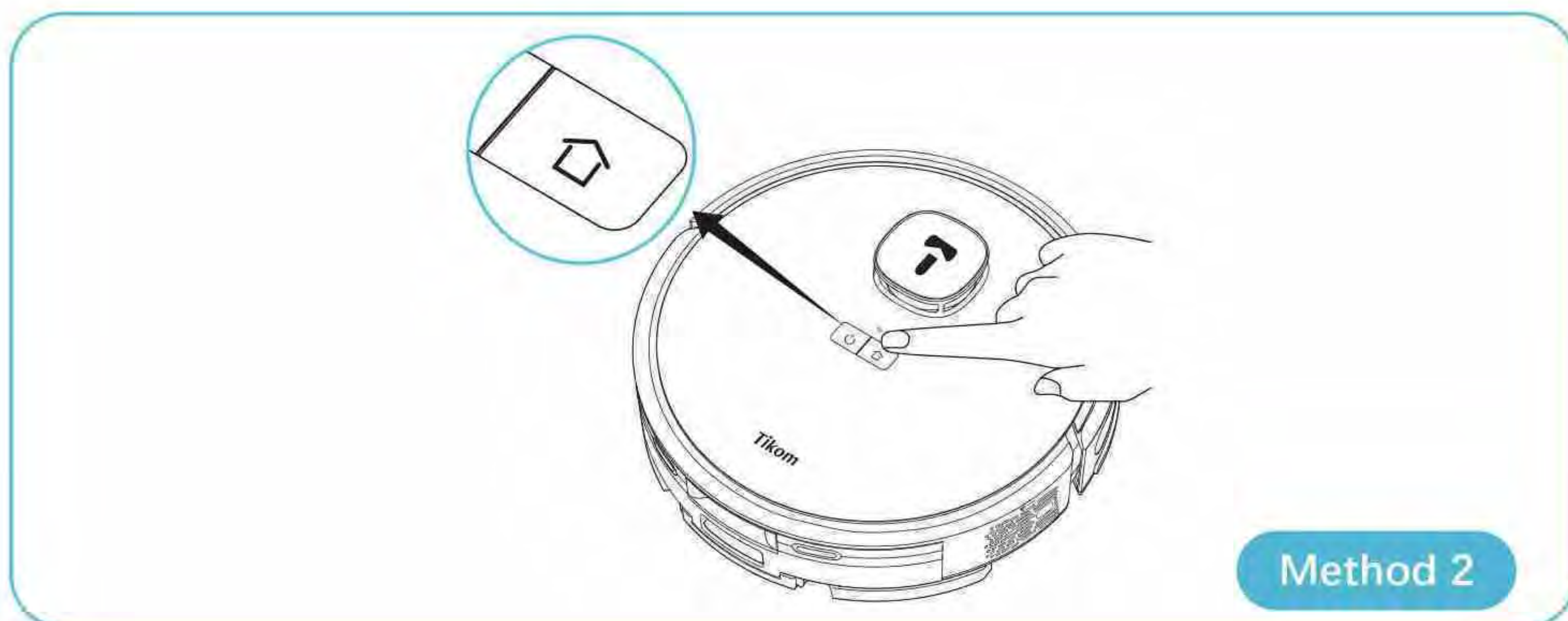
Once robot successfully attach to Charging Station, the voice announces "Start Charging".



Method 2:

Press  on the robot to return robot to the Charging Station automatically.

Once robot successfully attach to Charging Station, the voice announces "Start Charging".



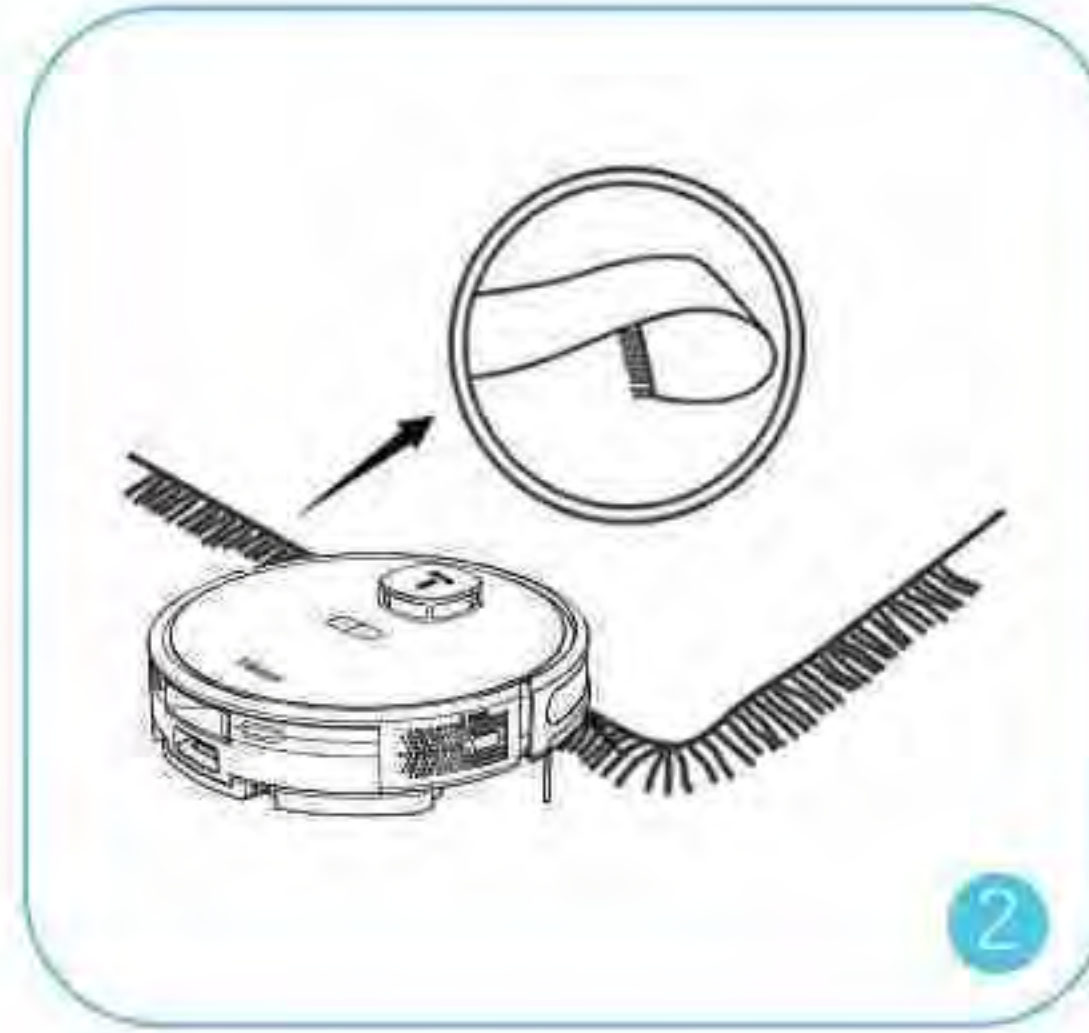
Status light for Battery



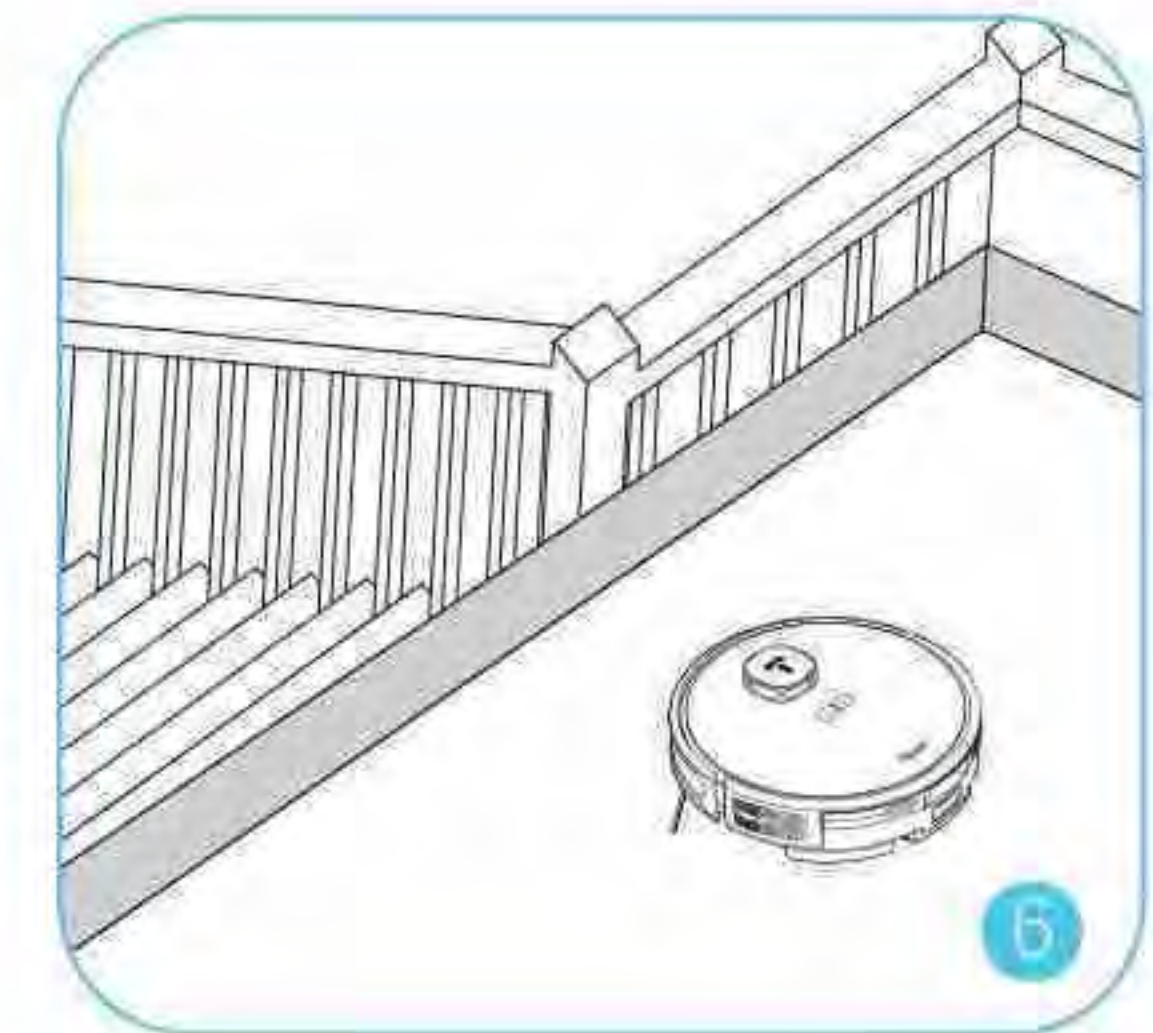
Notes:

- 1 It takes 6-6.5 hours to reach a full charge.
- 2 The robot will find and return to the Charging Station when the battery gets low; while it will not move when the battery gets critical low, please manually get it to charge.
- 3 In no cleaning time, we recommend to let the robot always dock on the charging station for full charged, then robot could clean in any time if needed. And there is low power consumption for Charging Station once robot is full charged.
- 4 There is circuit protection for Charging Station. So it would be safe to dock Robot on the Charging Station all the time.
- 5 To extend the battery's lifespan, please recharge the robot at least once every 3 months if not using for longtime.
- 6 If the robot won't charge, please contact **support.us@tikom.cc** for further assistance.

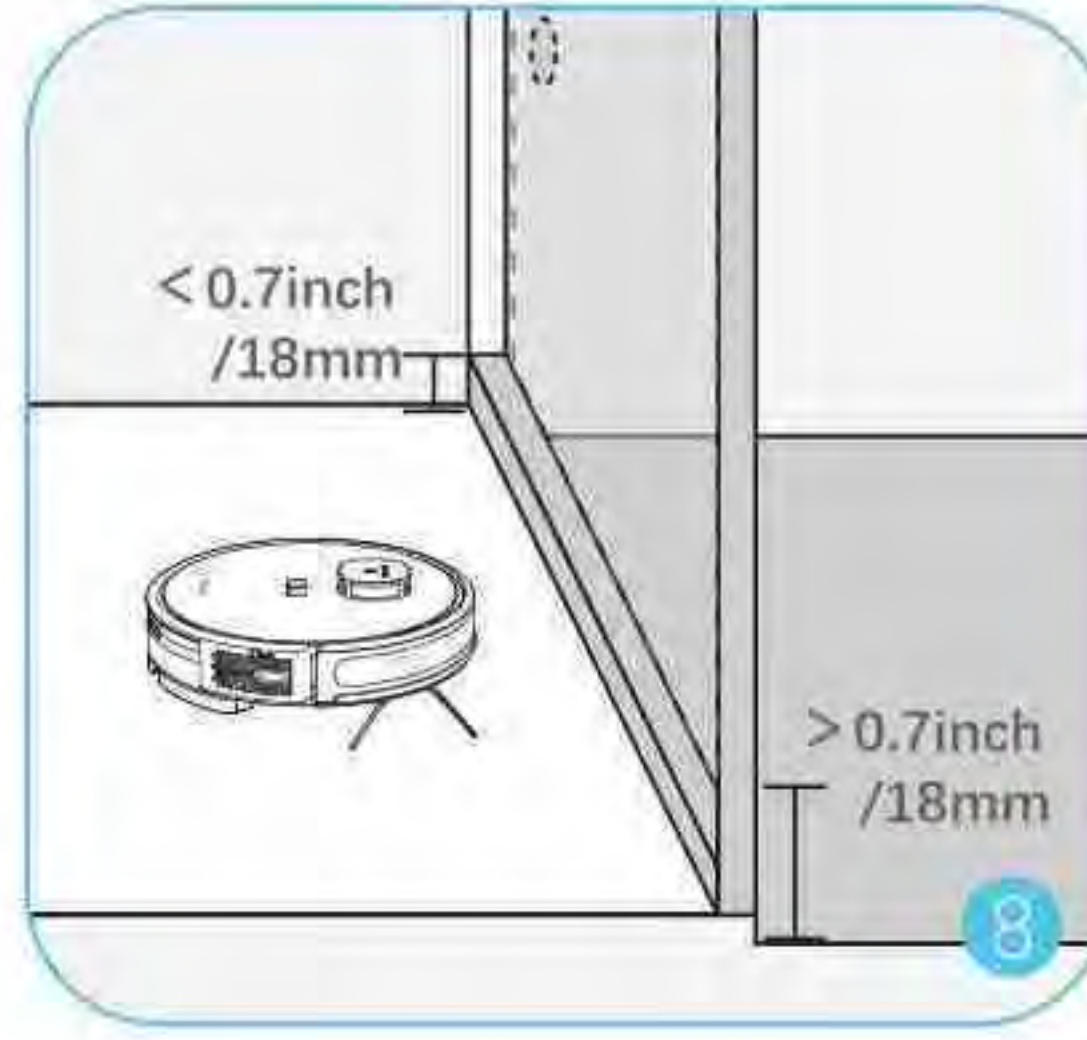
3.2 Important Tips Before Usage



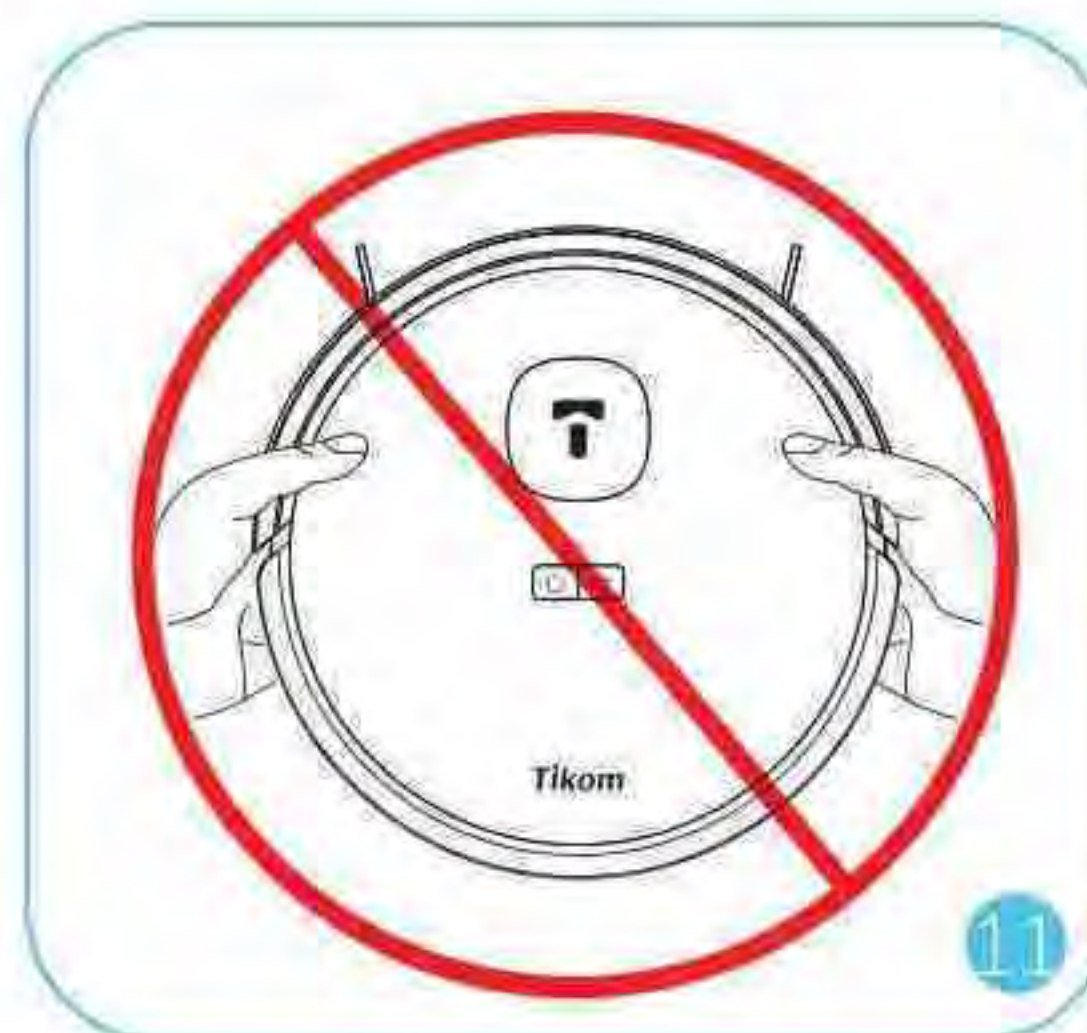
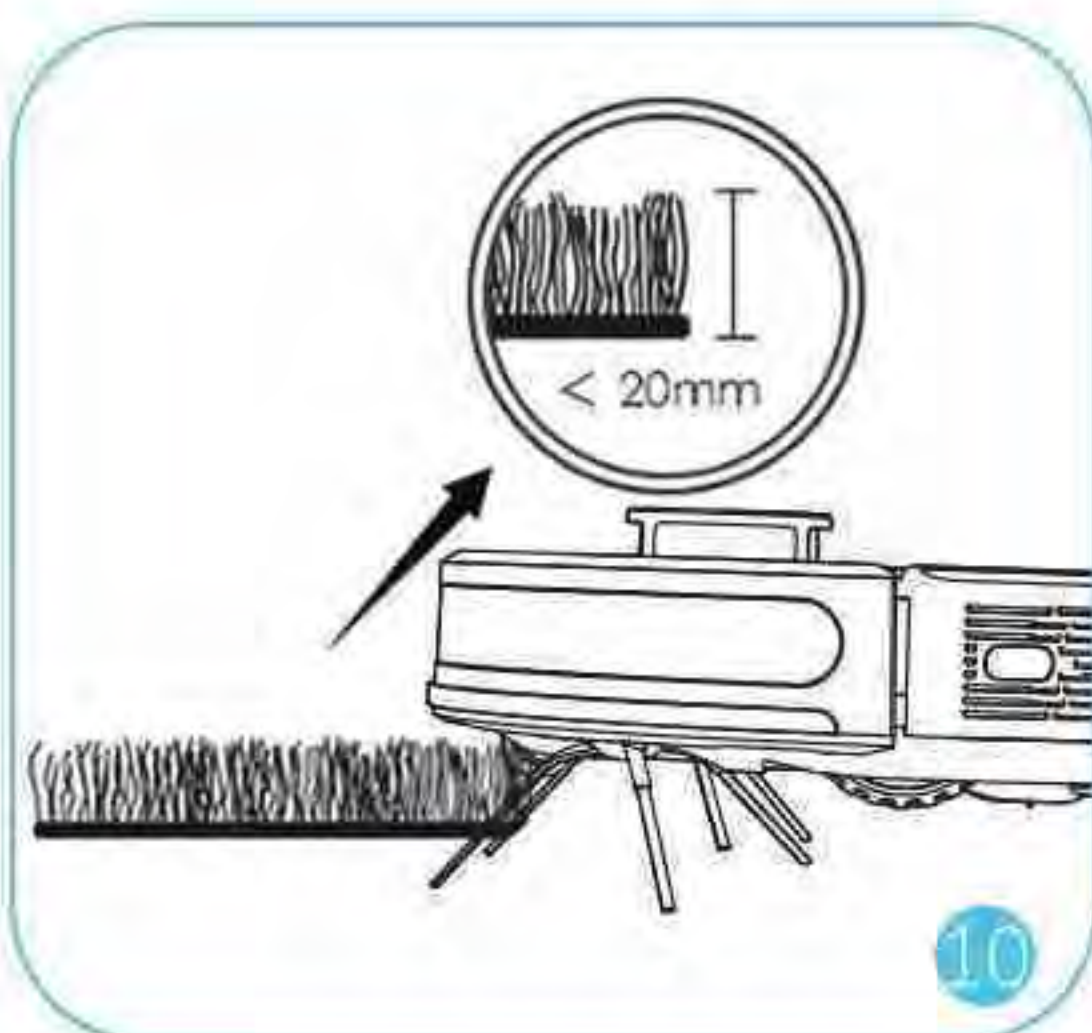
1. Please remove any objects from floor that may entangle robot vacuum, such as pet poop, socks, cloths, tissue, toys, slippery and power cords. You can use supplied Cable Ties to organize your wires and power cords.
2. Before using the robot on a rug with tasseled edges, please fold the rug edges under.
3. Keep robot away from wet areas, such as kitchen or bathing room. Robot would be damaged by water.



4. The round base of some Bar Chairs, Pedestal Tables, Pedestal Fans and Floor Lamps which robot could climb onto will affect robot mapping & navigation. So when robot cleaning, please remove these Bar Chairs, Pedestal Tables, Pedestal Fans and Floor Lamps with round base, or set this place as "NO-GO Zone" or set "Virtual Wall" on Tuya smart APP as instructed in page 28.
5. Keep robot away from spaces between 3.15inch/80mm - 4.33inch/110mm (Robot thickness is 3.66inch/93mm) to prevent robot from getting stuck, like sofa, cabinet or other furniture. Please set this place as "NO-GO Zone" or set "Virtual Wall" on Tuya smart APP as instructed in page 28.
6. Anti-drop sensors will prevent robot from tumbling down stairs and steep drops in most cases. Anti-drop sensors are less effective if dirty or used on carpeted / reflective / very dark-colored floors.
It's recommended to place secure physical barrier to block off areas where Anti-drop sensors are less effective as described above.



7. During the first use, make sure each room door is open to help Robot fully explore your house.
8. Because robot could go across max 0.7inch(>18mm) threshold, If any room outer threshold is less than 0.7inch(<18mm) but inner threshold is higher than 0.7inch(>18mm), that means robot could enter this room but couldn't come out this room, then robot would be trapped in this room, and couldn't finishing mapping work and future cleaning work. So please help to close this room door when robot is mapping whole house. And set "No-Go Zone" or "Virtual Wall" for this room as instructed in page 28.
9. The Robot may not run on certain darker black colored surfaces since the Anti-drop Sensors that recognize an edge or a stair may regard black color as an edge, then the robot will not clean over it.



10. Avoid cleaning high-pile rugs thicker than 0.78 in/20 mm, as they may cause Robot to malfunction.
11. While your robot is cleaning, do not pick it up and move it, or move the charging station this could impact the robot's ability to map your home or back to charging station.
12. Please don't put any toy or other things near Laser Distance Sensor (LDS), these would block laser signal and influence Robot navigation.

3.3 Power On/Off Robot

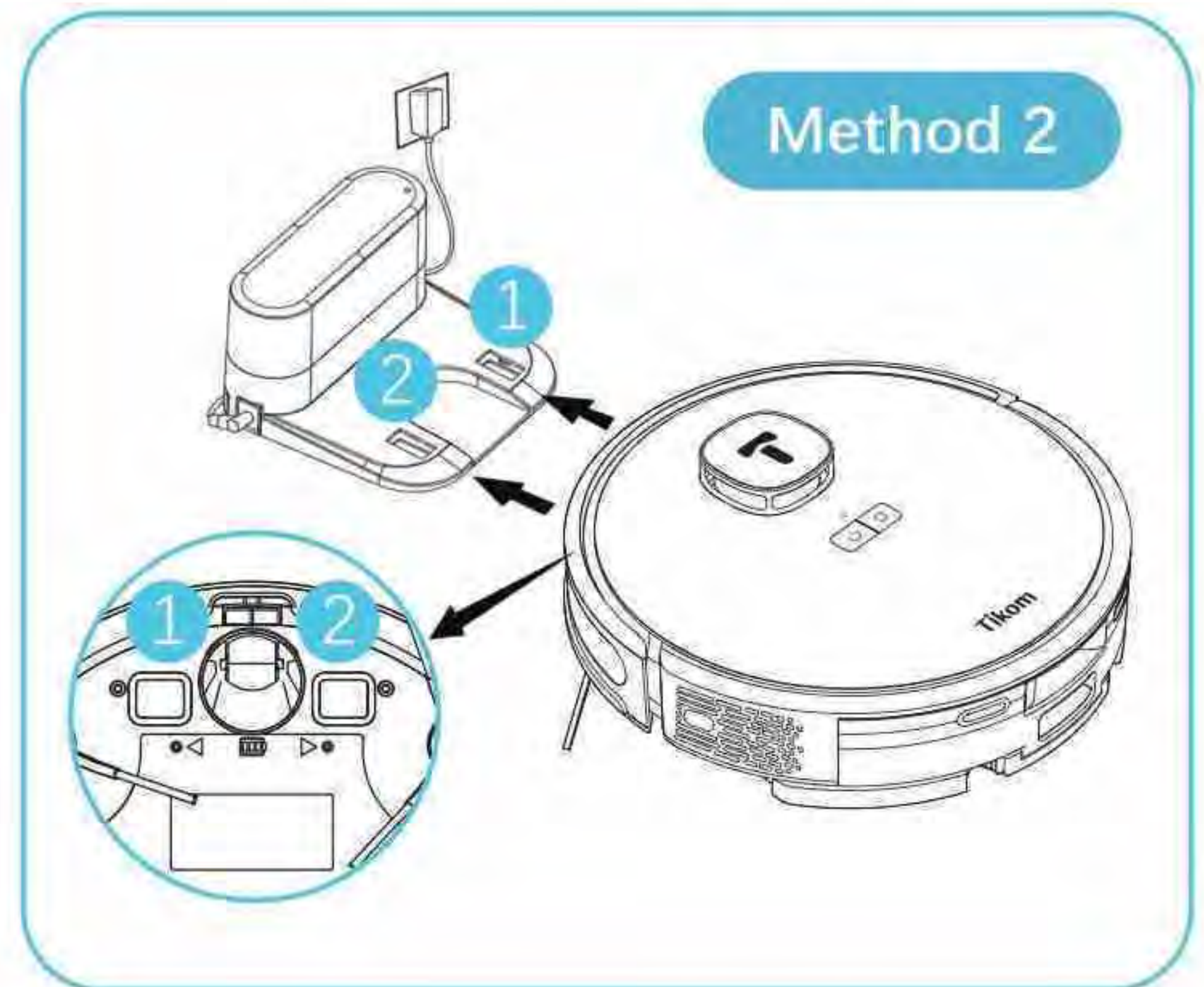
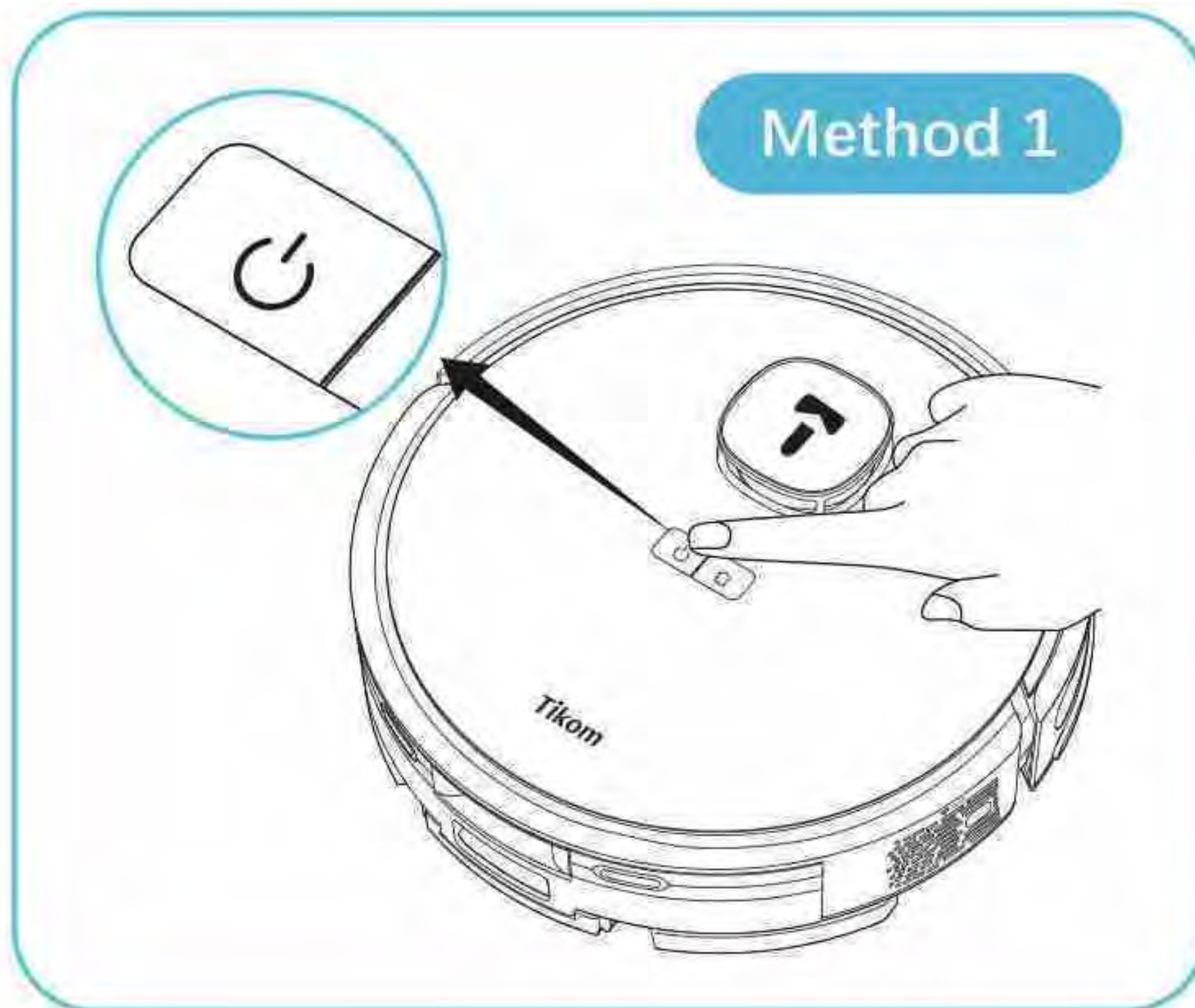
Power On Robot

Method 1:

Press and hold  button on robot for 3 seconds.

Method 2:

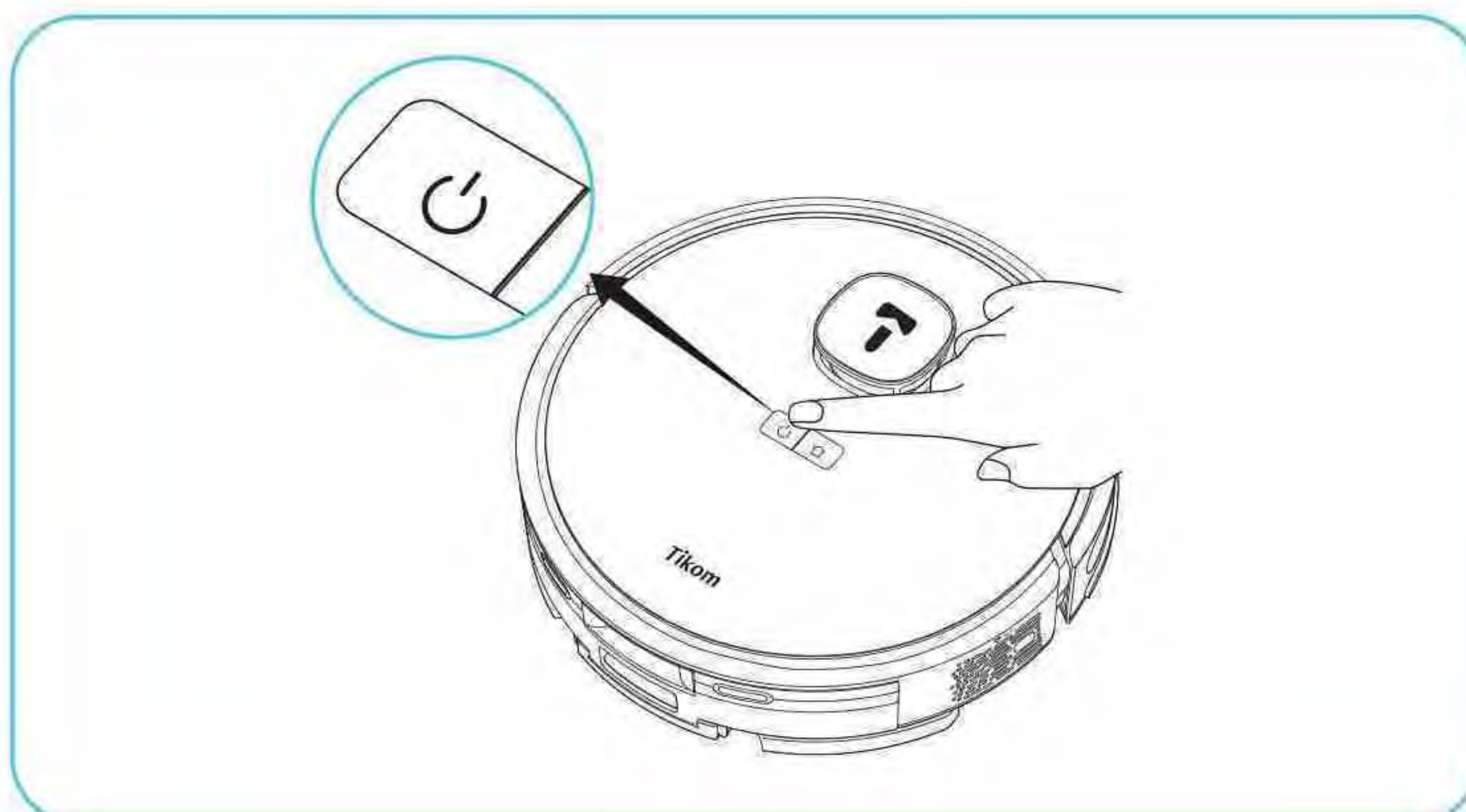
Attach robot onto Charging Station by hand, robot will automatically power on.



Notes: When Robot is powered on, robot Status light will be on and flash, Robot need about 15seconds to power on whole system, and status light will be solid on, then robot say "power on".

Power Off Robot

1. Take off robot from Charging Station.
2. Press and hold  button on robot for 3 seconds.



3.4 Connect Robot with App

To enjoy all available features, it is recommended to control your Robot via the Tuya Smart App thru 2.4GHz Wi-Fi.

3.4.1 App Downloading and Installation

3.4.1.1 App Downloading

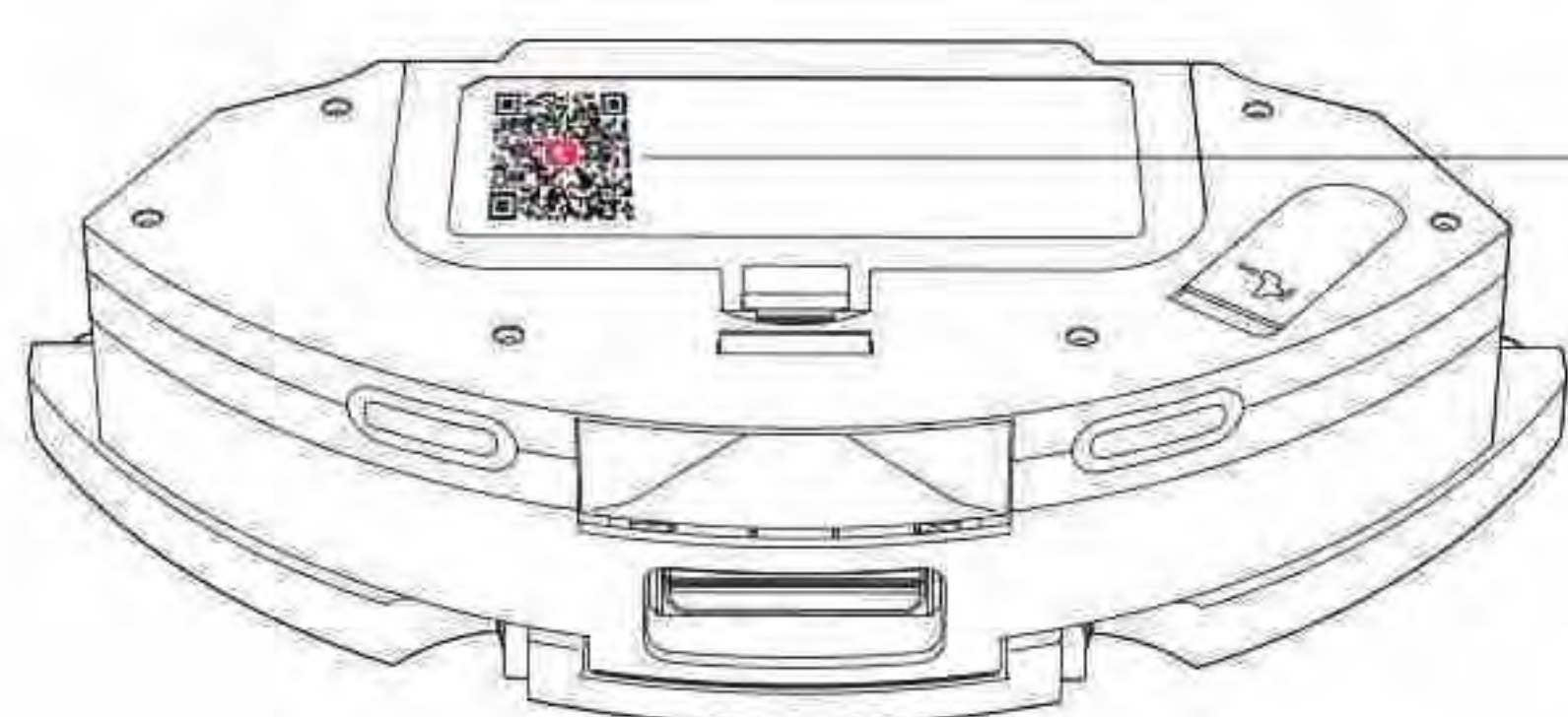
Notes: Please make sure your smart Phone or tablet is running iOS 11.0 (or above) or Android 6.0 (or above).

Option 1:

Search for Tuya Smart from App Store/Google Play, then download and install it onto your mobile device.

Option 2:

Scan the QR codes on robot or below to download and install onto your mobile device.



3.4.1.2 App Registration and Login

Launch Tuya Smart App, register an account with your mobile phone number or a valid email address at your first use, then login.

Notes: For a successful connection, please allow Tuya Smart App to use your WLAN & Cellular Data when running it.

3.4.2 Wi-Fi Connection Requirement

3.4.2.1 Mobile Device Requirement

Make sure your Smartphone or tablet is connected to a 2.4GHz Wi-Fi.
Make sure Bluetooth  on your smartphone or tablet is ON.

3.4.2.2 Robot Requirement

1. The Wi-Fi Status Light on Robot is flashing blue.
2. Robot is attached to the Charging Station to ensure it has enough power during setup.

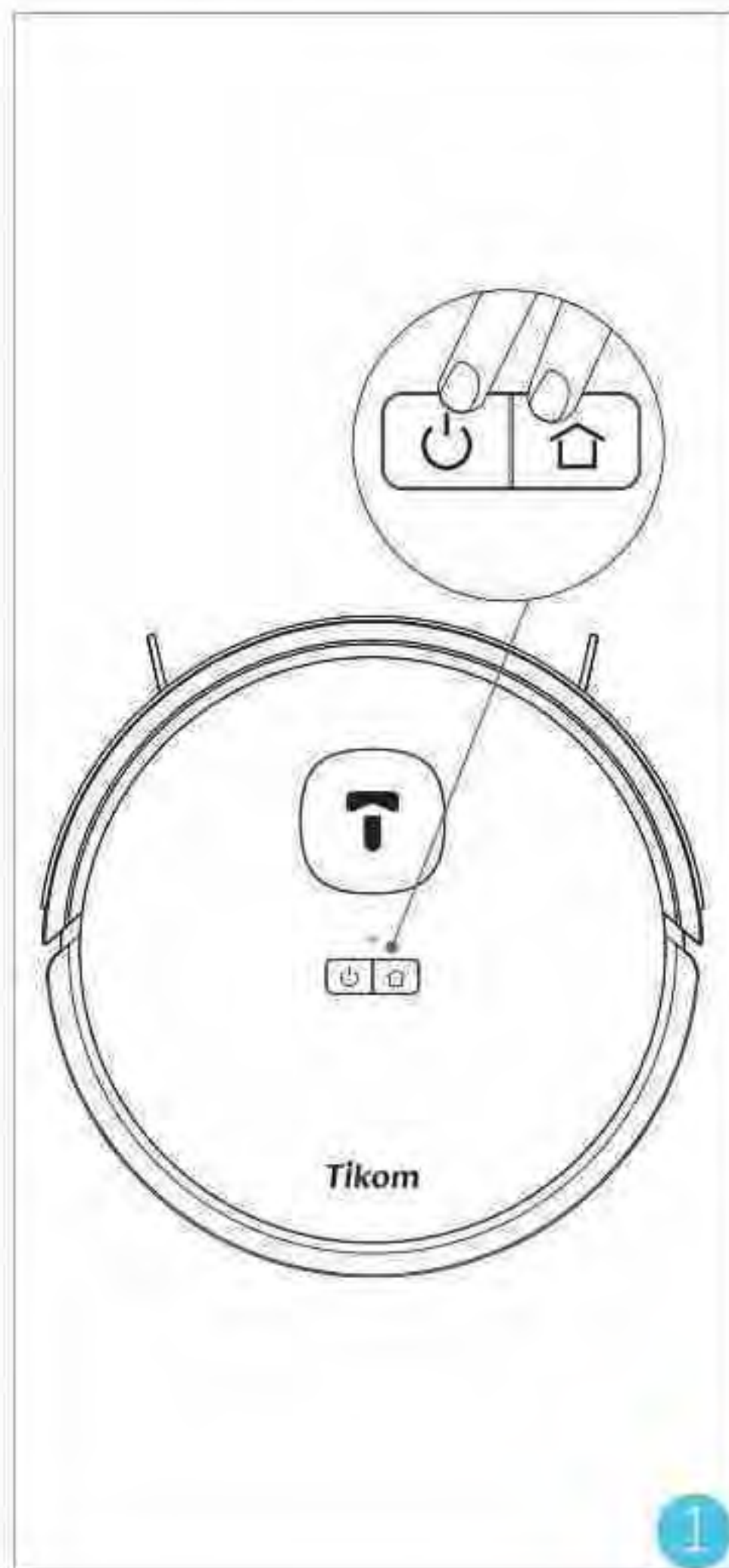
3.4.2.3 Wi-Fi Requirement

1. Make sure the robot and your mobile device are close to the router when connection.
2. Make sure you've entered the correct Wi-Fi name and password when connecting.
3. Avoid using an emoji or special characters or symbols in your Wi-Fi name and password.
4. It's not recommended to use a VPN (Virtual Private Network) or Proxy Server.
5. If your router is a 2.4GHz / 5GHz dual-band router, please select the 2.4GHz network, robot only support 2.4GHz network.
If 2.4GHz and 5GHz Wi-Fi use same Wi-Fi name in router, please enter router control page to rename 2.4GHz Wi-Fi . Then make mobile phone to connect with this new name 2.4GHz Wi-Fi.
6. When connecting to a hidden network, make sure you enter the correct network name, SSID (case sensitive), and connecting to a 2.4GHz wireless network.
7. When using a network extender/repeater, make sure the network name (SSID) and password are the same as your primary network.
8. Your Wi-Fi router supports 802.11b/g/n and IPv4 protocol.
9. WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
10. WEP EAP (Enterprise Authentication Protocol) is not supported.
11. Use Wi-Fi channels 1-11 in North America and channels 1-13 outside North America (refer to local regulatory agency).

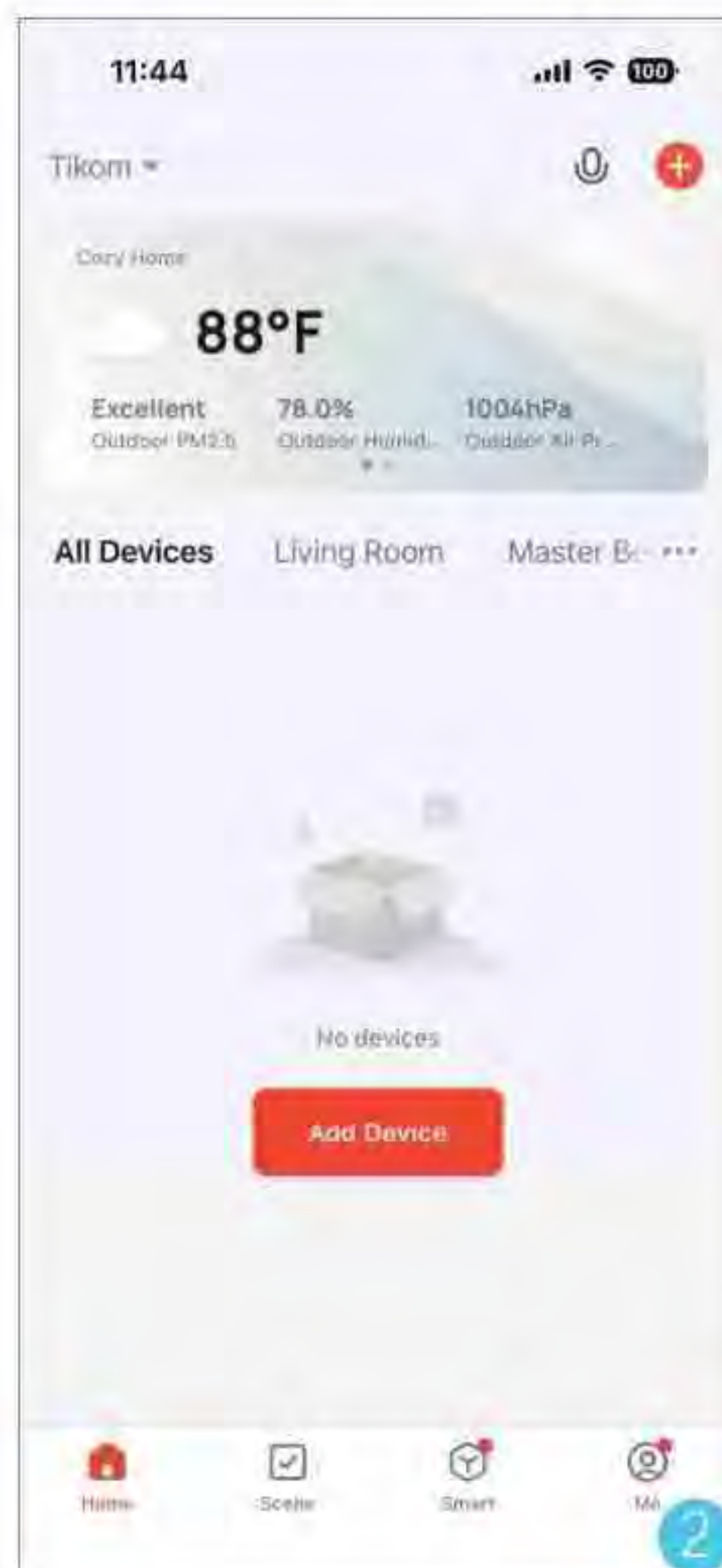
3.4.3 Wi-Fi Status Light

Wi-Fi Status Light	Robot condition	Meaning
Flash Blue	At Wi-Fi Setup	After press and hold  and  buttons at the same time for 3 seconds, Robot will say "Wi-Fi reset, ready for Wi-Fi connection", then follow Tuya Smart App instruction for Wi-Fi Connection.
	Robot Power on	1. Wi-Fi is not connected successfully, could reset Wi-Fi or restart Robot. 2. If Robot have "Wi-Fi connected" voice, means App server have problem, Robot couldn't connect Tuya Smart App server successfully. Wait several hours to recheck again.
Solid Blue	Robot Power On	Wi-Fi and Tuya Smart App server connected Successfully.
Off	/	Robot is at Sleep Mode or Power Off Mode.

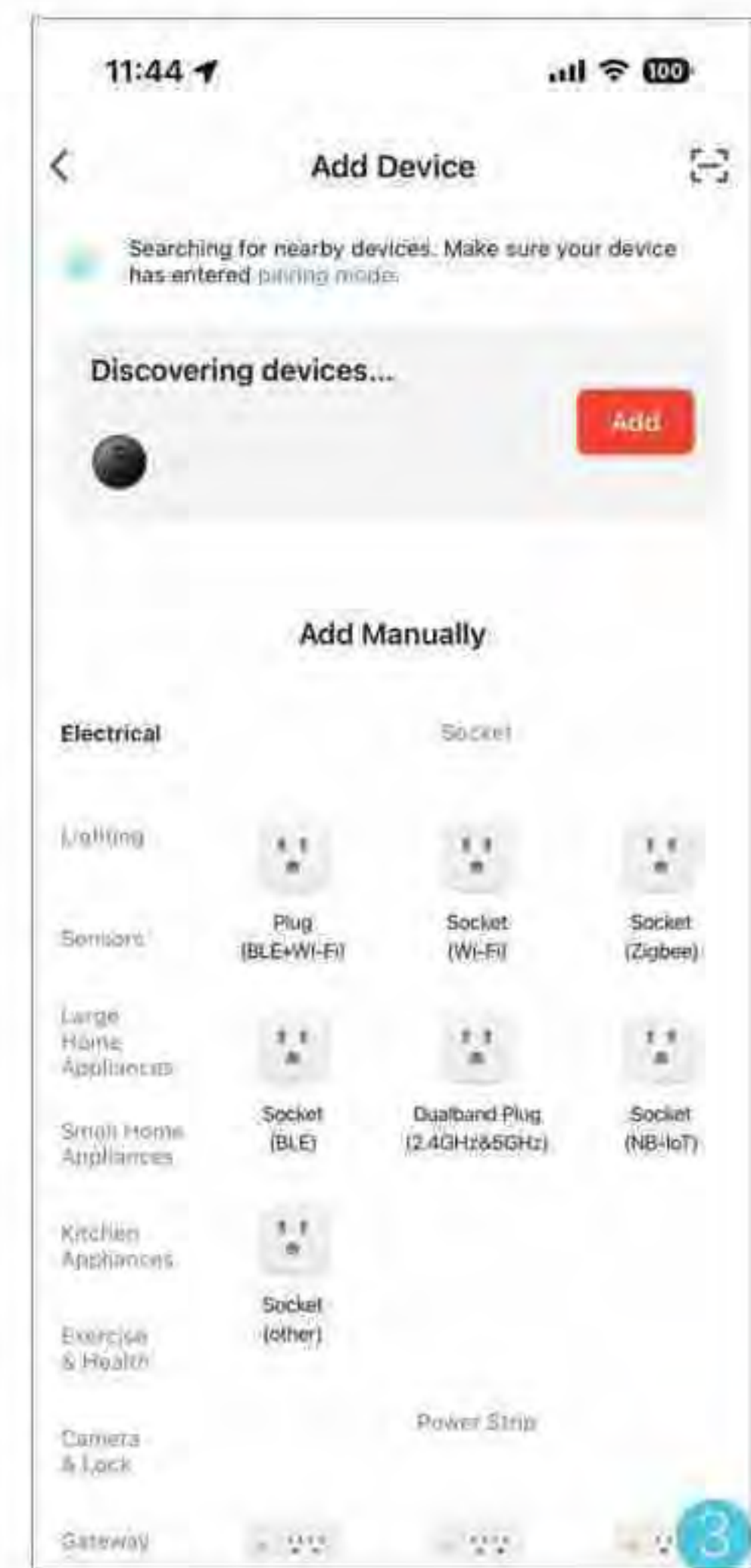
3.4.4 Connect Robot with Wi-Fi



1. Press and hold and buttons on the robot at the same time for 3 seconds, Robot will say "Wi-Fi reset, ready for Wi-Fi connection", and Wi-Fi Status Light will Fast Flash.



2. Open Tuya Smart App, Tap "Add Device" or "+" at the upper right corner.



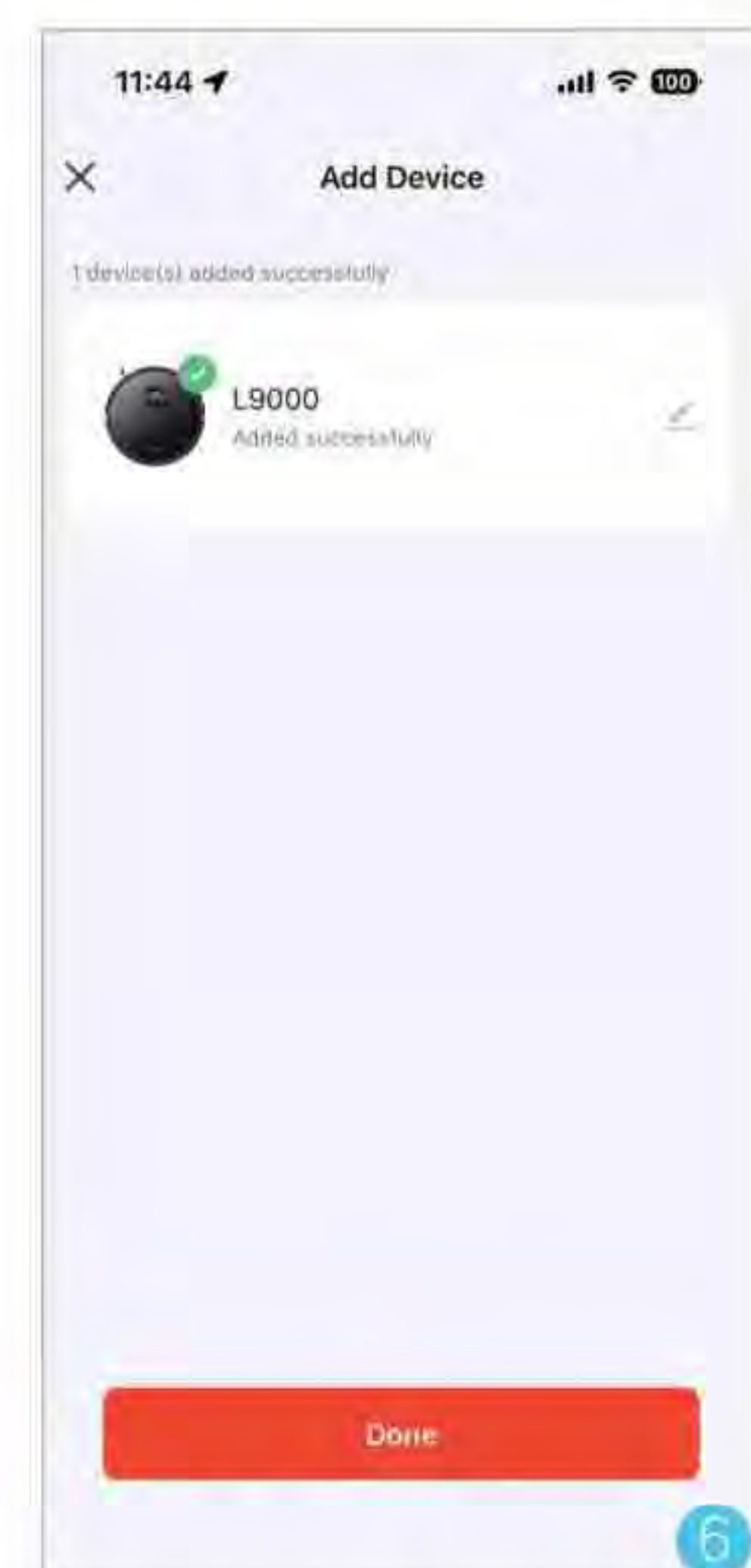
3. Robot is discovered, then tap "Add" button.



4. Select the same router's 2.4GHz Wi-Fi as mobile phone and enter the correct password. Tap "Next"



5. Connecting to Wi-Fi. Robot will say "Connecting to Wi-Fi".



6. Connection successful, and Robot will say "Wi-Fi Connection Successful", and Wi-Fi Status light will be solid.

Notes:

After finish setting robot vacuum Wi-Fi, Mobile Phone could use anyway to control robot vacuum thru App as you want, not only 2.4GHz Wi-Fi which is used to set robot vacuum Wi-Fi.

In other words, after finish setting robot vacuum Wi-Fi, Mobile Phone could use 2.4GHz/5GHz Wi-Fi or 3G/4G/5G Cellular Data to control robot vacuum thru Tuya Smart App in anywhere and anytime.

3.5 APP Page Introduction

3.5.1 Robot APP Main Page



Number	Function	Detail Information
1	Go to Robot Non-Functional Setting Page	/
2	Real Time Map	/
3	Restricted Zone Setting	Page 28
4	Map Edit	Page 27
5	Go to Functional Setting Page	/
6	Cleaning Time	/
7	Cleaning Area	/
8	Remaining Electricity of Battery	/
9	Smart Cleaning	Page 25
10	Spot Cleaning	Page 31
11	Select Room Cleaning	Page 32
12	Zone Cleaning	Page 32
13	Go Back to Charging Station	/

3.5.2 Robot Functional Setting Page



Number	Function	Detail Information
14	Manual Cleaning	/
15	Map Management	Page 30
16	Seek Robot	/
17	Set Schedule Cleaning	Page 32
18	Suction Power Setting	Page 31
19	Mopping Water Output Setting	/
20	Resume Cleaning Function Switch	Page 35
21	Customized Cleaning Function Switch	Page 33
22	Voice Language Setting & Volume Setting	/
23	Cleaning Record	/
24	Accessories Remaining Life	/
25	Do-Not-Disturb Mode Setting	Page 34
26	Dust Collection: Only work with Self-Empty Base, which is Optional Accessories	/
27	Device Information	/
28	Carpet Boost Function Switch	Page 35
29	Mopping Cloth Holder Installation Status	/
30	Cleaning Mode	/

3.6 APP Function Introduction

L9000 all function is almost finished thru APP.

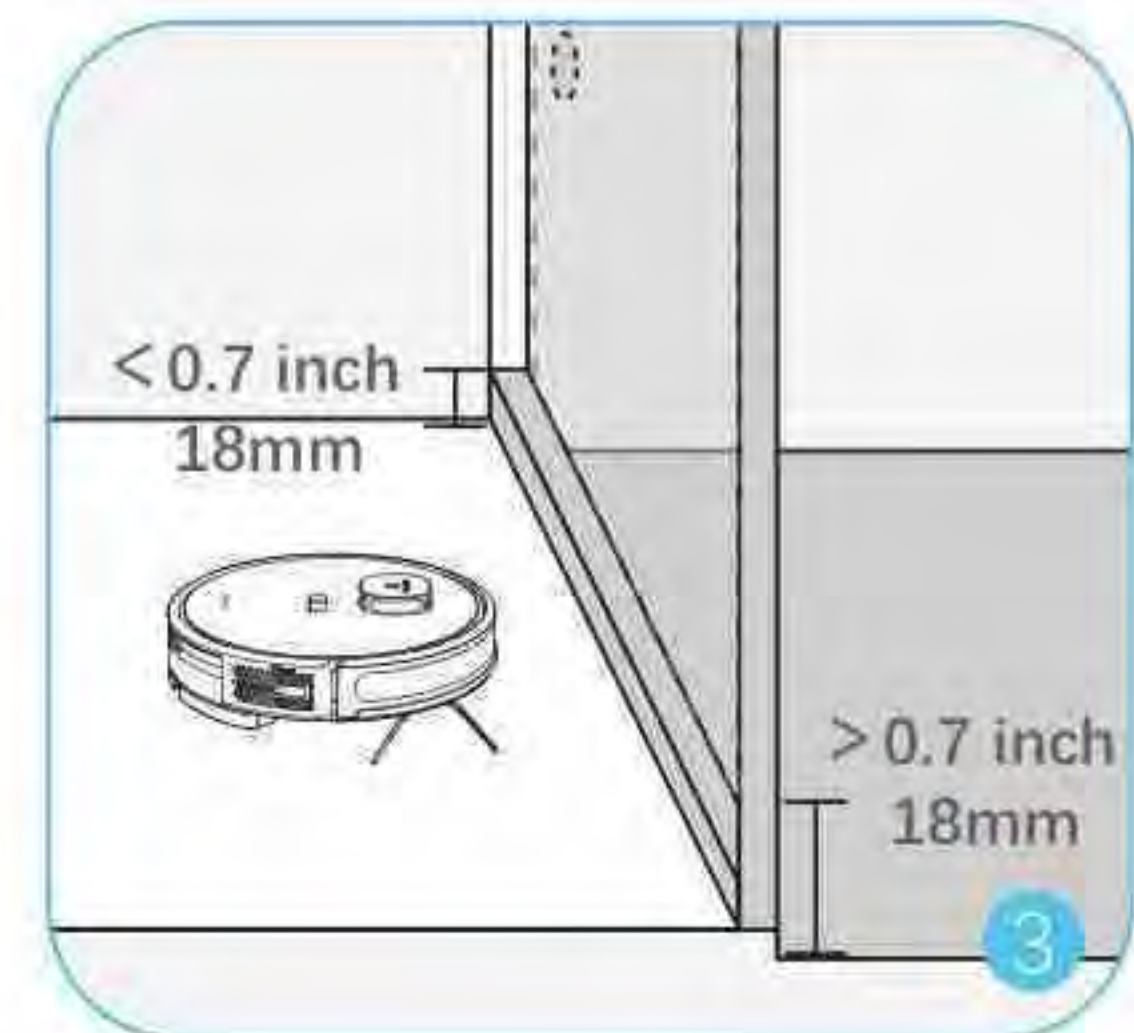
3.6.1 Smart Cleaning

3.6.1.1 First time cleaning (No map in APP)

In first time cleaning, which no map in APP, after press 📶 Button on APP or press ⏻ on Robot, robot would map whole house layout and generates a map and then intelligently divides each room firstly.

It will completely clean each room one by one by Zig-Zag route. After finishing the cleaning, the robot vacuum cleaner will automatically return to the Charging Station for charging.

Notes:



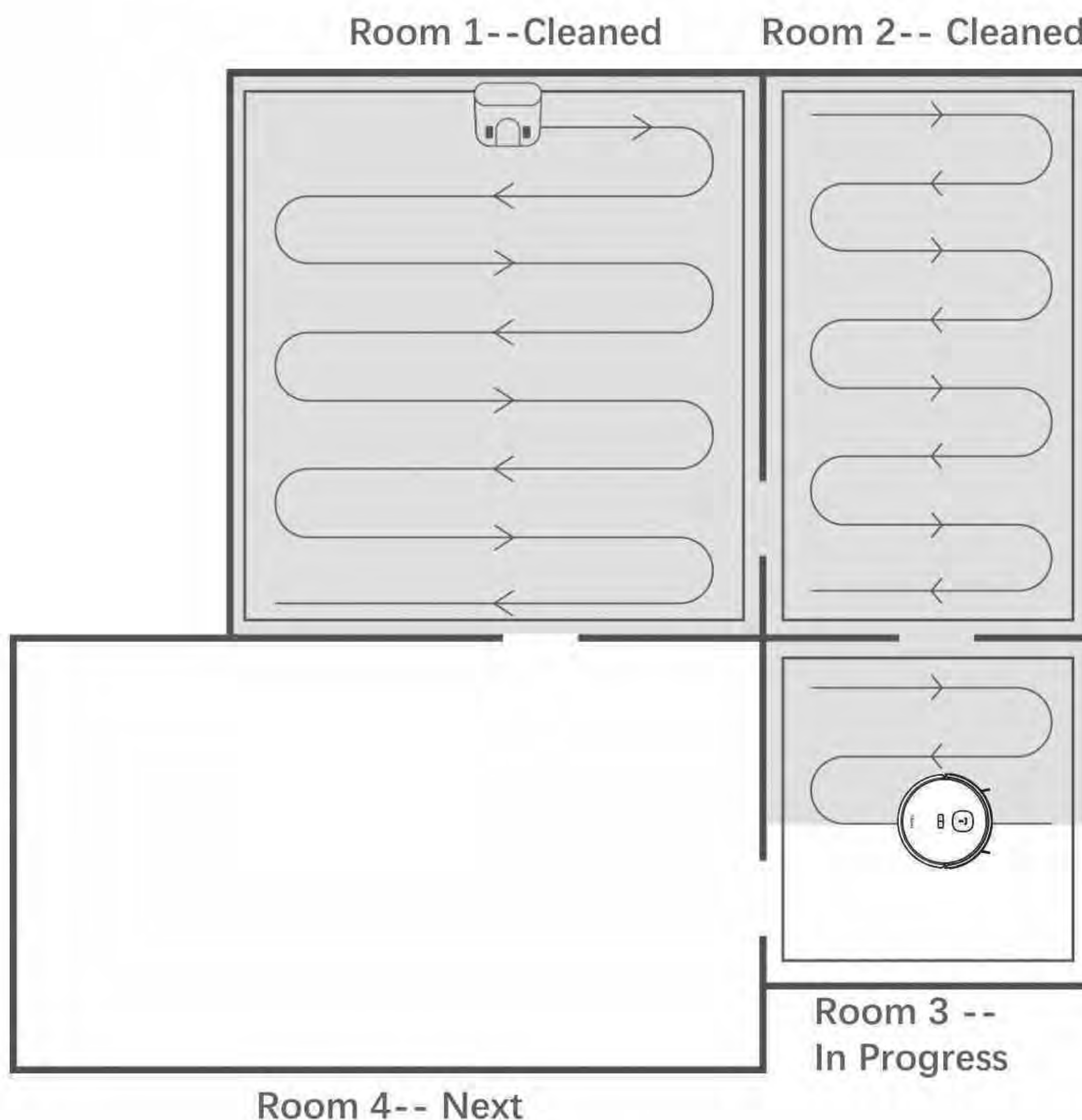
- 1 Please remove any objects from floor that may entangle robot vacuum, such as pet poop, socks, cloths, tissue, toys, slippery and power cords. You can use supplied Cable Ties to organize your wires and power cords.
- 2 During the first time cleaning, make sure each room door is open to help Robot fully explore your house.
- 3 Because robot could go across max 0.7inch/18mm threshold, If any room outer threshold is less than 0.7inch(<18mm) but inner threshold is higher than 0.7inch(>18mm), that means robot could enter this room but couldn't come out this room, then robot would be trapped in this room, and couldn't finish mapping work and future cleaning work. So please help to close this room door when robot is mapping whole house. When map is available, please set "No-Go Zone" or "VirtuaWall" for this room.

3.6.1.2 Smart Cleaning with map in APP

After press  Button on APP or press  on Robot, robot would plan its route based on map in APP. It will clean edges of one room first, then Robot will clean this room all accessible space in Zig-Zag route. Afterward, robot would moves to next room do the same cleaning until every room has been efficiently cleaned.

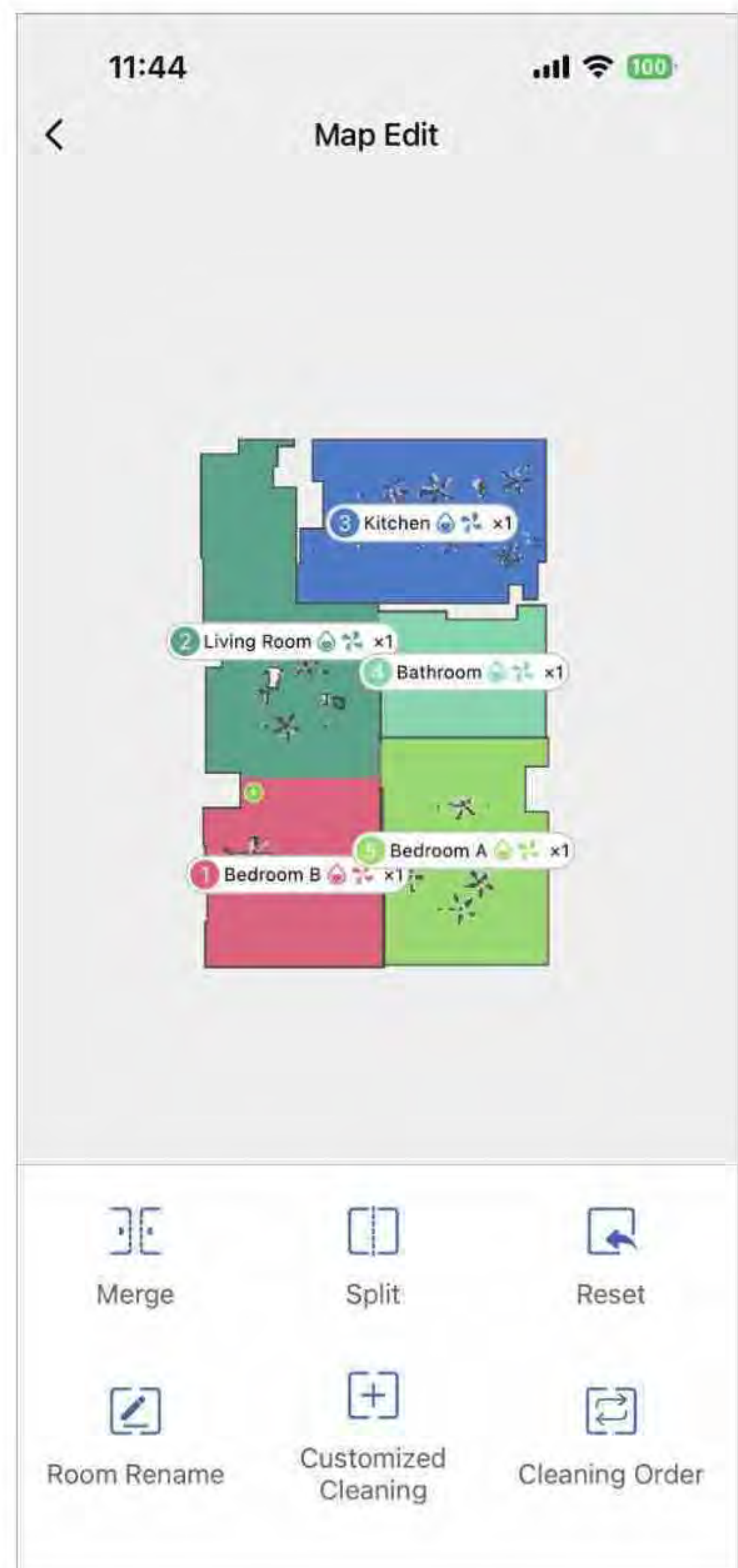
Once finish all cleaning or battery is low, robot will return to Charging Station Automatically.

If setting "Resume Cleaning " in Tuya smart APP, once robot electricity is charged above 80%, robot will continue cleaning from the place where robot stopped cleaning to recharging for low power in last time.



3.6.2 Map Edit

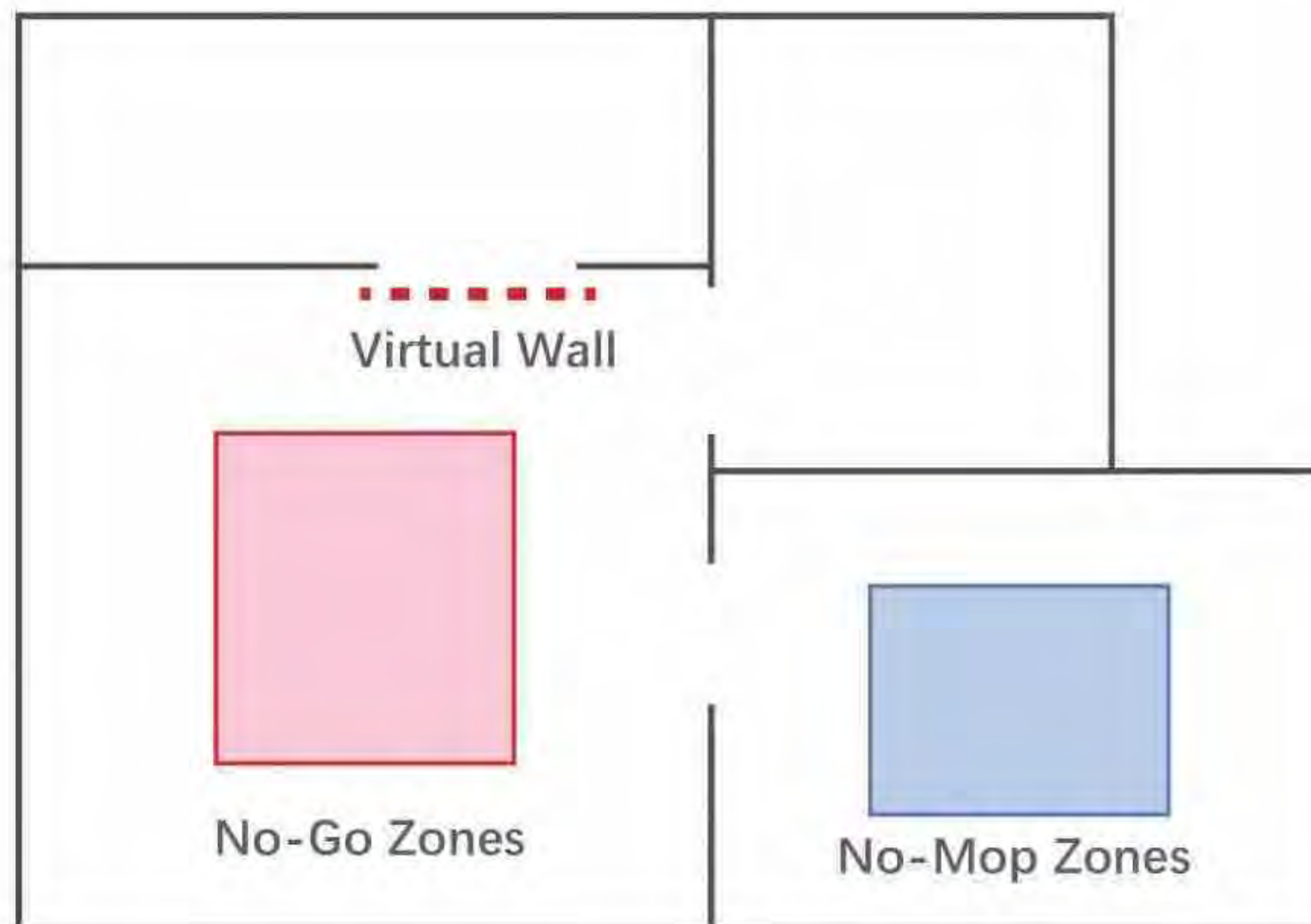
Once house map is drew after first time cleaning, it is suggested to edit map. As you check on "Map Edit" page, you could Merge, Split , Rename each room.



And also you could set each room Suction, Mopping Water , Cleaning times and Cleaning Room order for Customized Cleaning.

3.6.3 Restricted Zone Setting

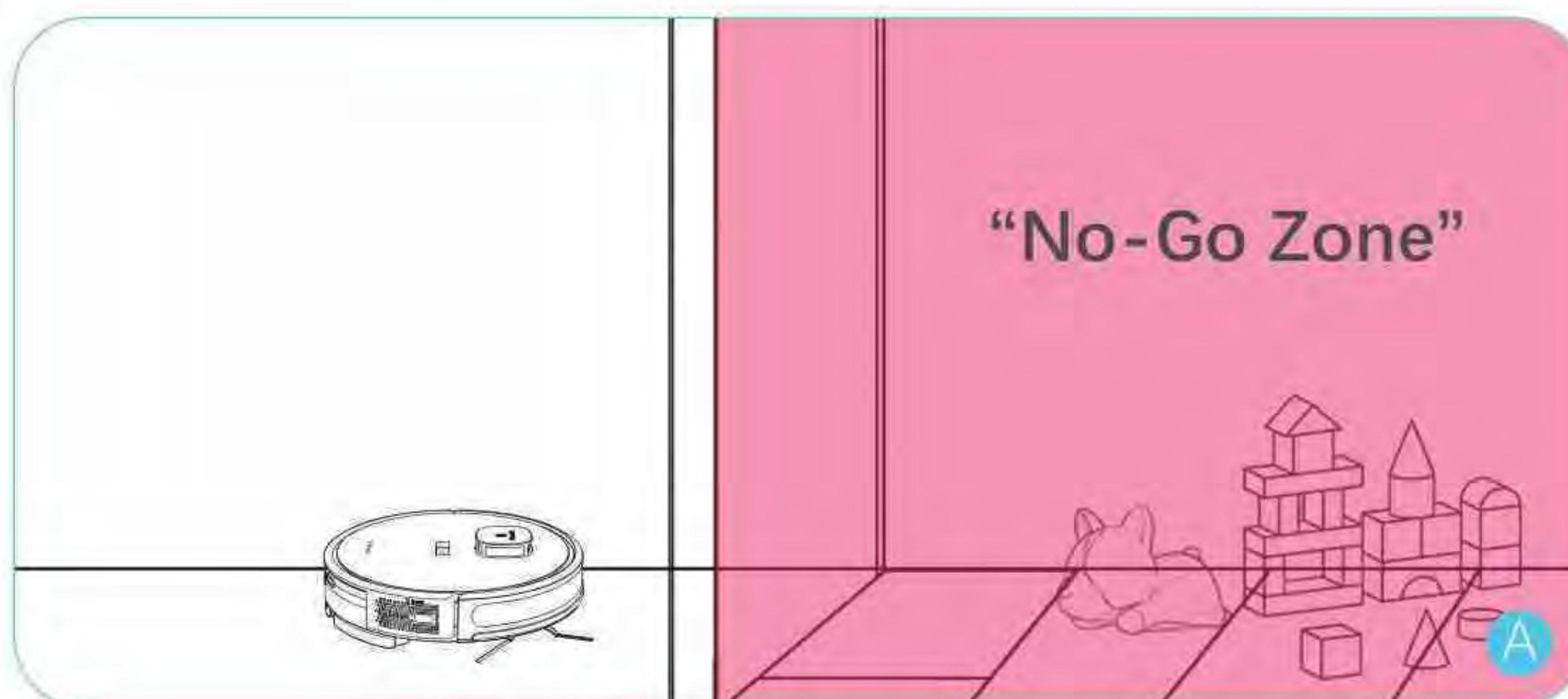
Restricted Zone Setting include “No-Go Zone”, “No-Mop Zone” and “Virtual Wall”.



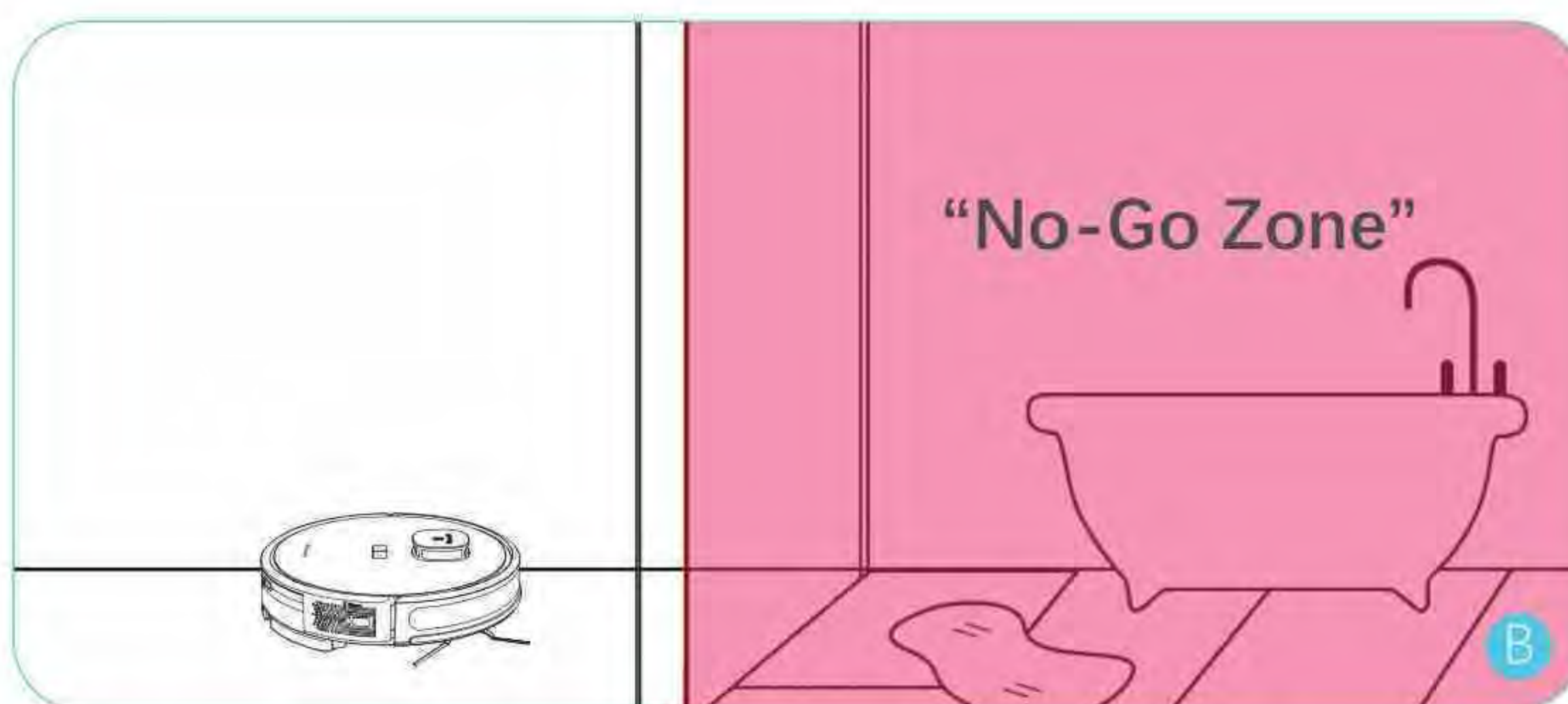
“No-Go Zone” : Robot couldn't enter this zone. It means robot couldn't sweep and mop in this zone.

“No-Go Zone” is normally set to some place where robot couldn't clean , or don't want robot enter , or robot is easily stuck or trapped, like as below:

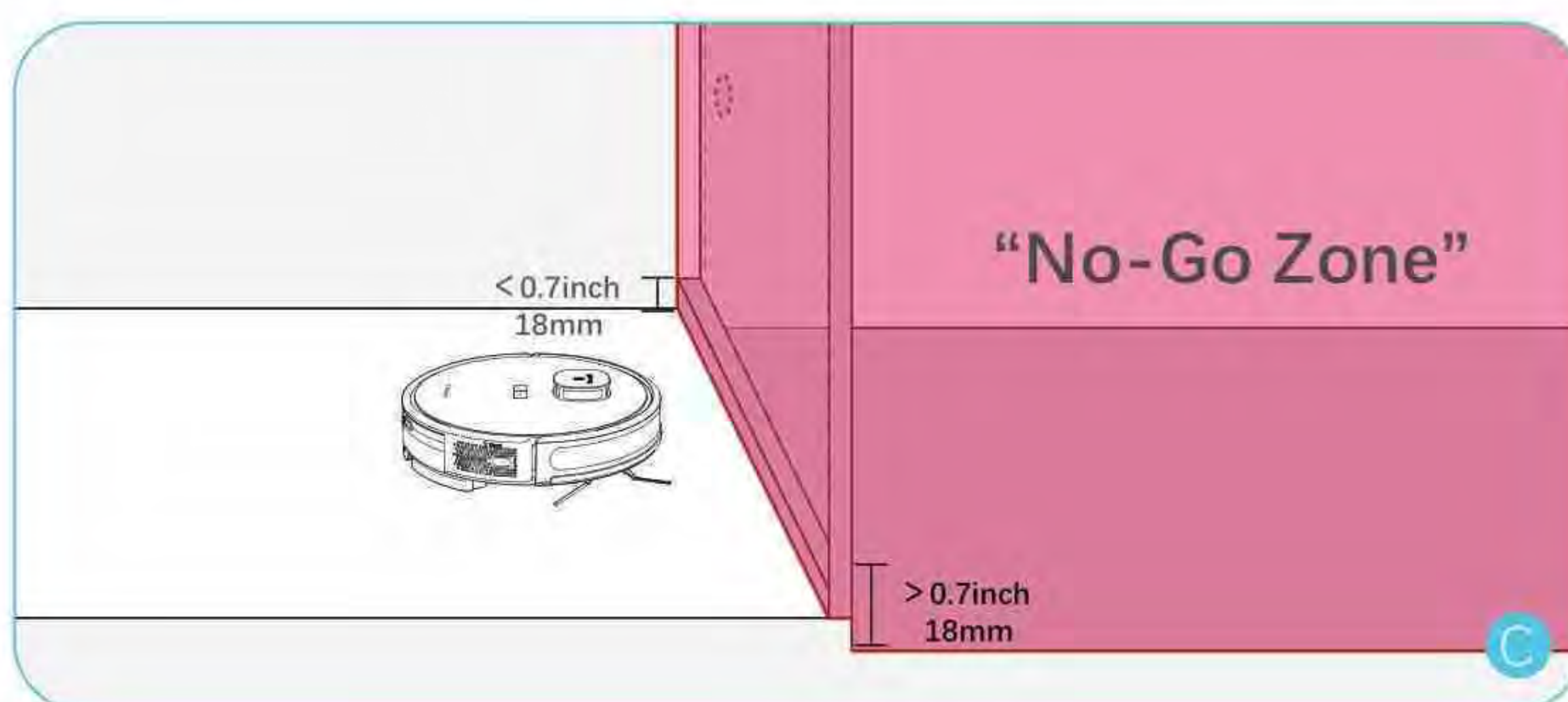
A. Children's playroom: where have too much toy on ground, robot is easily stuck.



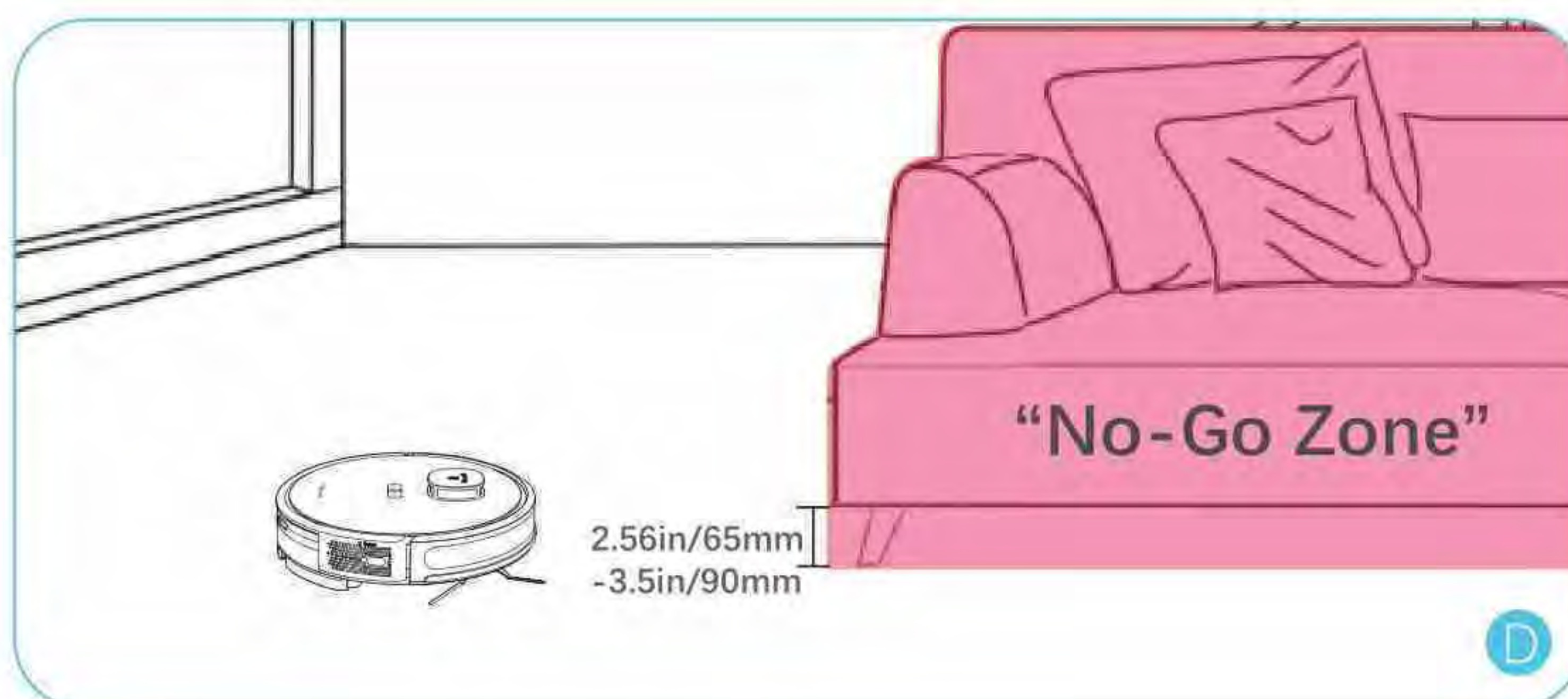
B. Bathroom: where there is too many water on ground, and robot would be damaged by water.



C. Certain Room: where have too higher inner threshold ($> 0.7\text{inch}$, 18mm), robot could enter but couldn't come out. Robot would be trapped in this room.



D. Some furniture: where robot would be easily stuck for height.



Max number of " No-Go Zone " is 7.

“No-Mop Zone” : Robot couldn't mop in this zone.

It means if robot didn't install mopping cloth holder, robot only have sweep function and could sweep in this zone.

Once robot installed mopping cloth holder, robot will automatically clean with sweeping & mopping in the same time, then robot couldn't enter this zone.

Because carpet couldn't be mopped, “No-Mop Zone” normally is set to Carpet Zone. Max number of “No-Mop Zone ” is 7.

“Virtual Wall” : “Virtual Wall ” has almost same function as “No-Go Zone”. If set “Virtual Wall”, robot couldn't go across “Virtual Wall”.

Max number of “ Virtual Wall ” is 20.

So it is suggested to mixed use “No-Go Zone”, “No-Mop Zone” and “Virtual Wall”. Then Robot couldn't be stuck or trapped in your house, and wouldn't mop on carpet, and automatically return to Charging Station once finish cleaning.

3.6.4 Map Management

After editing map and setting Restricted Zones, it's suggested to store current map in the Map Management.

In future, once working Map in Tuya smart APP is missing or wrong for some reason, you could recover right map from map list.

Max number of map list is 5.

Once storage map number reach 5 and store new map now, map list will automatically remove oldest map.

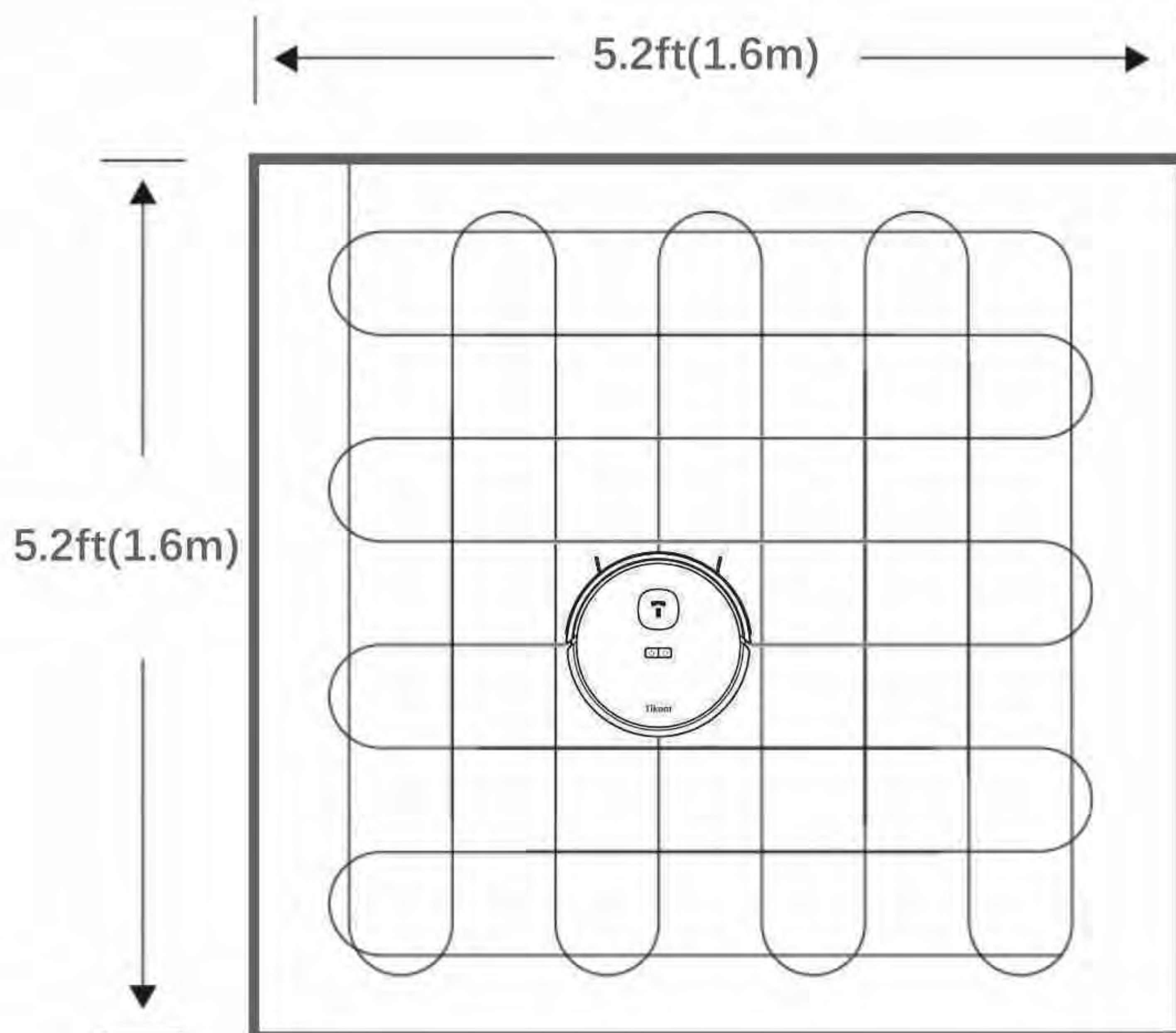
3.6.5 Suction Power Setting

Suction Power could be set in "Settings".
There is 3 Suction Power, Low / Middle / High.

Cleaning time, cleaning ability and noise is different for different suction power.
After Full charged robot, which electricity shown in APP is 100%,
Cleaning time for Low level: about 150mins
Cleaning time for Middle level: about 120mins
Cleaning time for High level: about 90mins
Above working time is just for reference, will decrease after long time usage.

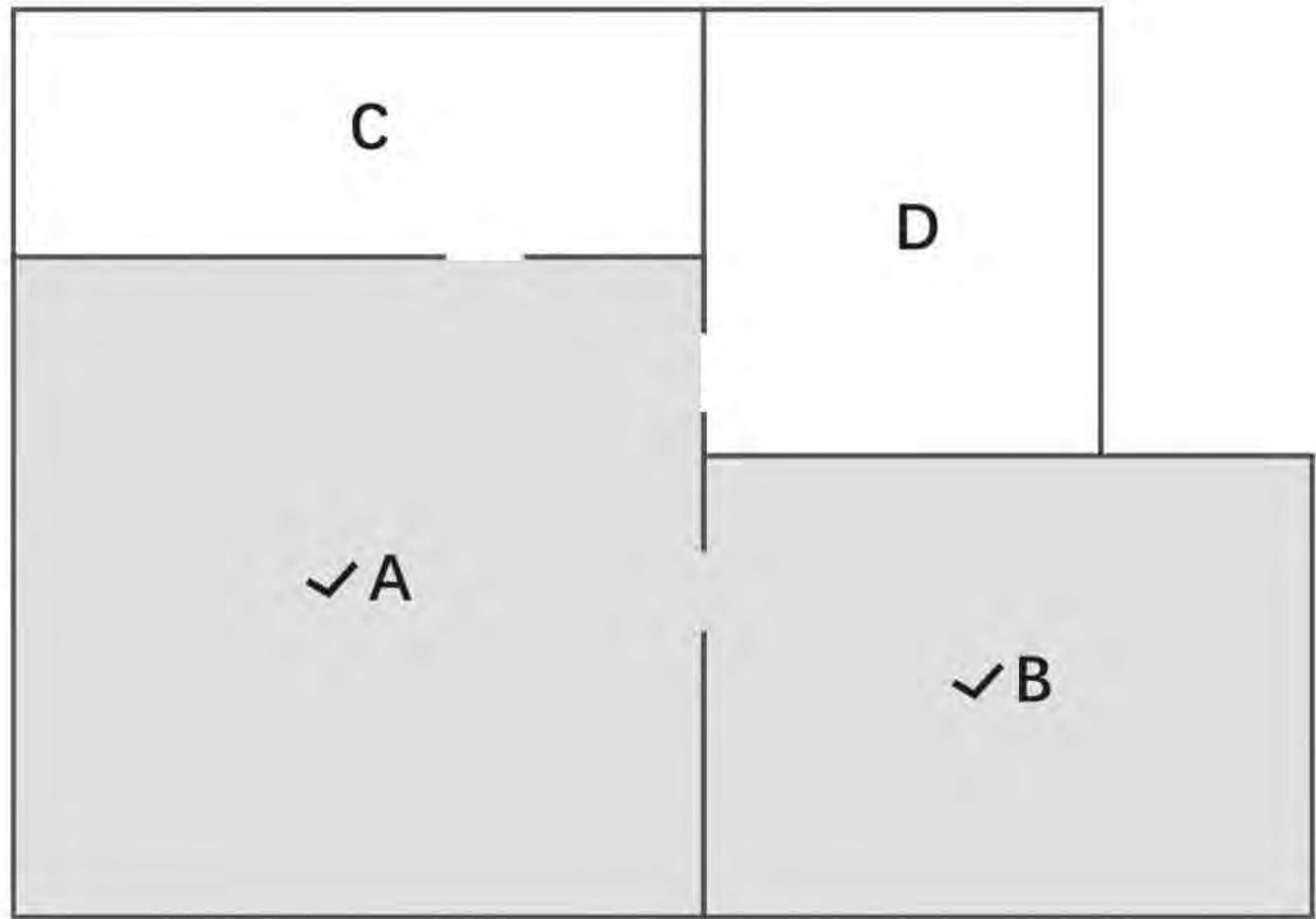
3.6.6 Spot Cleaning

Press  in APP, and select one spot on house map in APP, then robot will cleaned about 5.2ft(1.6m) * 5.2ft(1.6m) square centered with selected spot. Once finish this 5.2ft(1.6m) * 5.2ft(1.6m) square cleaning, robot will return to Charging Station Automatically.
Robot suction power will be increased to High level when working in Spot Cleaning.



3.6.7 Select Room Cleaning

Press  in APP, and select rooms you want to clean on house map in APP.
Then robot would plan its route to clean each selected rooms.
And once finish all selected rooms, robot will return to Charging Station Automatically.



3.6.8 Zone Cleaning

Press  in APP, and draw desired zones on house map in APP.
Then robot would plan its path to clean designated zone in Zig-Zag route.
And once finish all zones cleaning, robot will return to Charging Station Automatically.

3.6.9 Schedule Cleaning

After set cleaning schedules, and at the defined times, robot will clean and return to Charging Station once finish cleaning.

3.6.10 Customized Cleaning

1. Enter "Map Edit" page
2. Press "Customized Cleaning " Button to set each room Suction, Mopping Water and Cleaning times in Customized Cleaning
3. Press "Cleaning Order" Button to set each room cleaning order in Customized Cleaning



4. Set "Customized Cleaning " on "Settings" menu.



5. Then Each time robot start "Smart Cleaning", Robot would clean each room as "Customized cleaning setting "(Suction, Mopping Water and cleaning times) and "Cleaning Order" which set in "Map Edit " page.

3.6.11 Do-Not-Disturb Mode

When robot is set to Do-Not-Disturb mode, the robot will be prevented from "Resuming Cleaning", "Voice" & "Dust Collection". Do-No-Disturb mode could be disable in "Settings".

3.6.12 Carpet Boost

When enable this function in App, the robot automatically increases the suction power to High on carpet to provide a deeper clean for carpet.

When on a hard surface, the robot will return to the setting suction power to provide just the right amount of power to save power.

This function will reduce the total cleaning time, and increase the noise level. If clean time is less or noise, you can disable this function in App.

3.6.13 Resume Cleaning

During Cleaning, once robot battery is low (<15%), Robot will stop cleaning and return to Charging Station.

If set "Resume Cleaning", once robot electricity is charged above 80%, robot will continue cleaning from the place where robot stopped cleaning for low power in last time.

This function would be disabled if Do-Not-Disturb Mode is set and "Resume Cleaning" time is just in the Do-Not-Disturb period.

3.6.14 Work with Amazon Alexa or Google Assistant

Amazon Alexa or Google Assistant is a smart voice control device that enables you to control Robot with your voice.

Before you start, make sure that:

1. Robot is attached to the Charging Station to ensure Robot has enough power.
2. Robot is connected with the Tuya Smart App successfully.
3. You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot and Amazon Tap, Echo Show, Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.

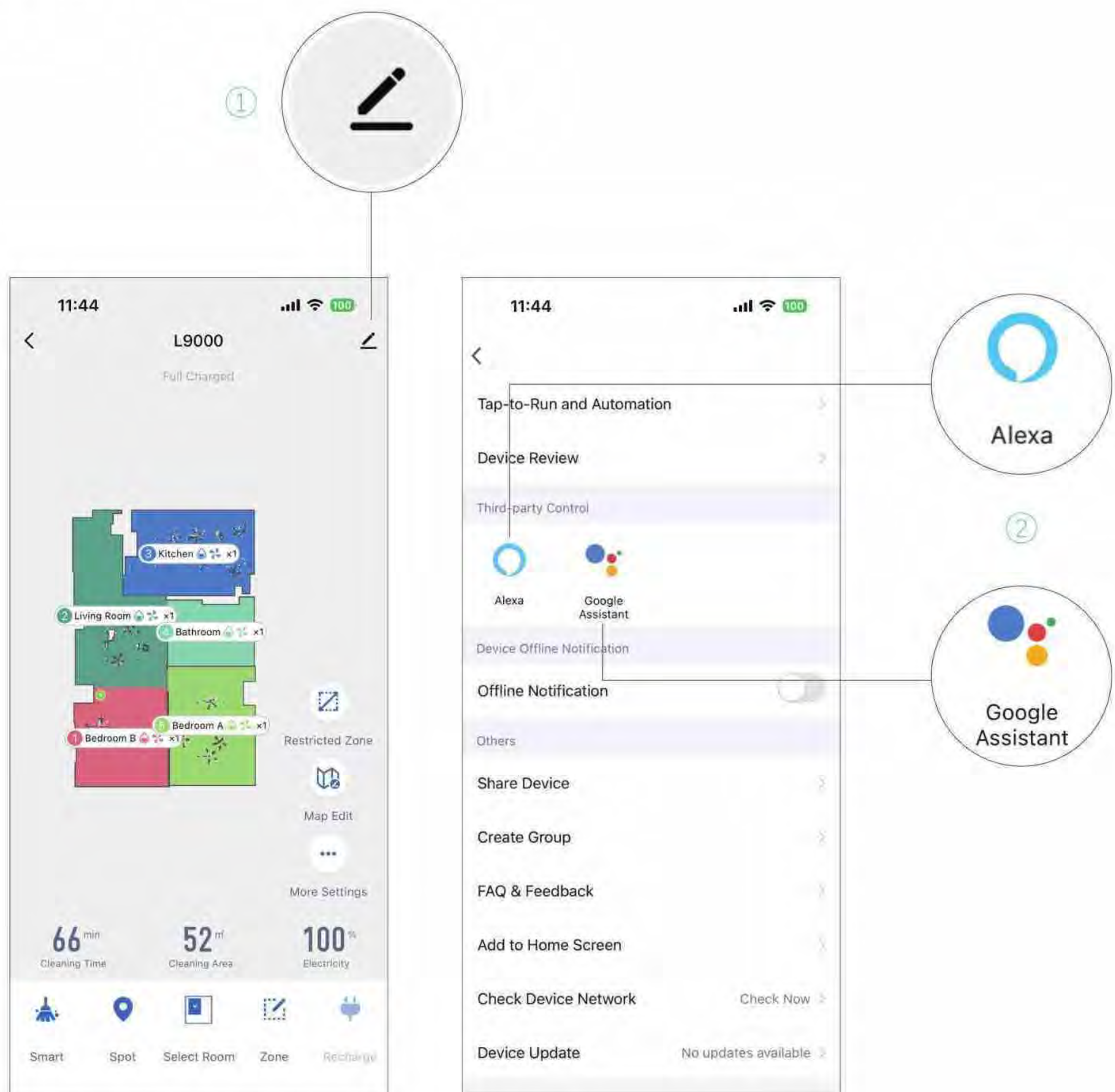
4. The Amazon Alexa App or Google Home App is already installed on your smart device, and you have created an account.
5. You have registered your Amazon Alexa-enabled device onto Amazon Alexa App or your Google Assistant-enabled device onto Google Home App.

To control Robot with Amazon Alexa or the Google Assistant

Step 1: Open Tuya Smart App and enter robot page, and tap top-right Pen icon;

Step 2: Tap Amazon Alexa icon or Google Home icon to link with Alexa or Google Home.

Just follow App instruction, then could add your robot into Amazon Alexa App or Google Home App.



You could talk below voice instruction to Amazon Alexa-enabled device or Google Assistant-enabled device to control your robot.

Voice instruction of Amazon Alexa or Google Home device

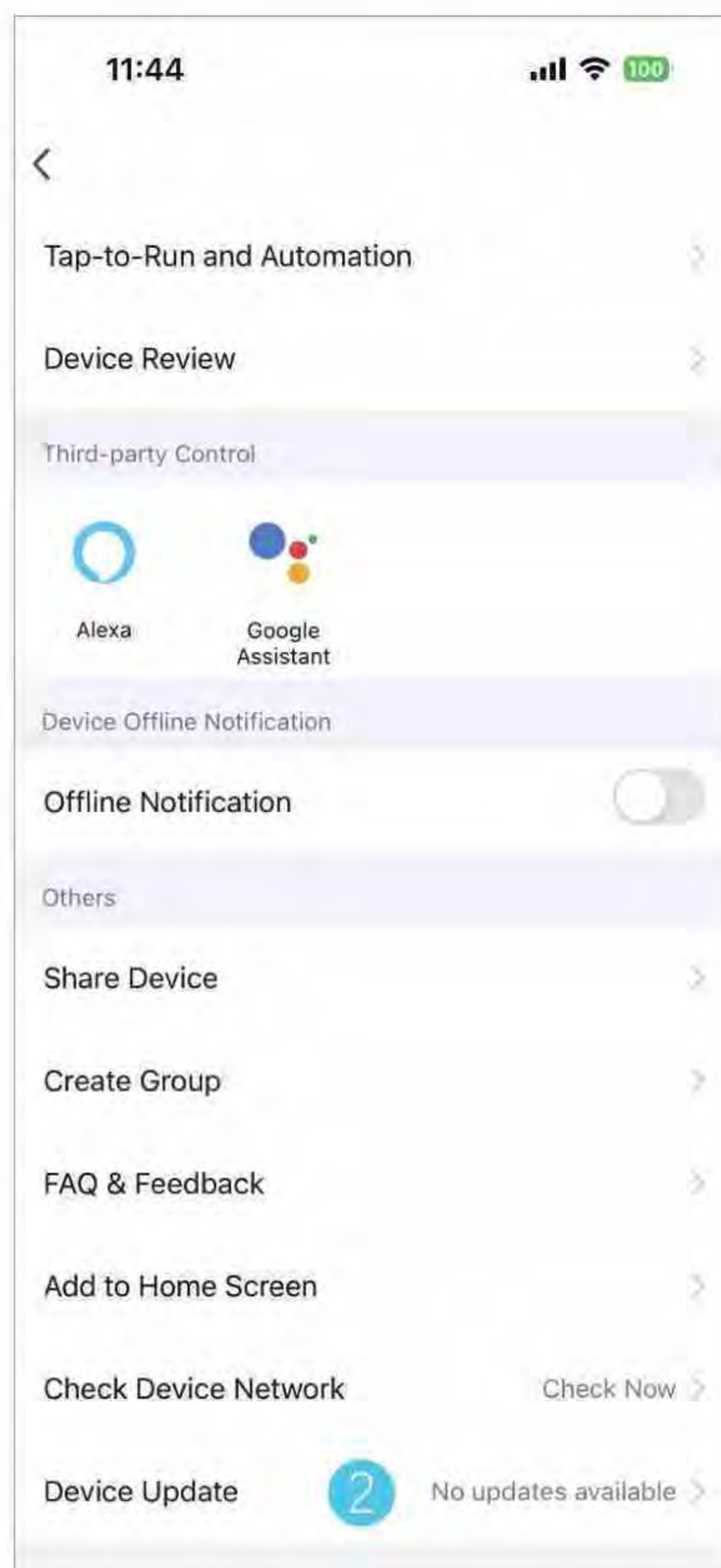
Device	Voice Instruction	Meaning
Amazon Alexa	"Alexa, turn on robot (or your robot's name if you changed the robot name)."	Auto Cleaning
	"Alexa, turn off robot."	Stop Cleaning
Google home	"OK Google, turn on robot(or your robot's name if you changed the robot name)."	Auto Cleaning
	"OK Google, turn off robot."	Stop Cleaning

3.6.15 Firmware Update

Update robot firmware thru Tuya Smart App as below picture.

To upgrade the firmware, battery power must be equal to or greater than 50%.

It is recommended that you place the Robot on the Charging Station for upgrade.



3.6.16 Other APP Function

Manual Cleaning	Mopping Water Setting	Voice Language & Volume Setting
Cleaning Record	Accessories Remaining Life	Mopping Cloth Holder Status
Cleaning Mode Setting	Device Information	/

3.7 Start with Tuya Smart APP

For easily use Tuya Smart APP, please help to do as below.

Step 1: Mapping whole house layout

Put Robot onto Charging Station . Press  on robot or press  button on APP to map your house layout. Then robot will leave Charging Station and map your house. Charging Station will be marked as "Lighting" sign on the map.

Notes:



- 1 Please remove any objects from floor that may entangle robot vacuum, such as pet poop, socks, cloths, tissue, toys, slippery and power cords. You can use supplied Cable Ties to organize your wires and power cords.
- 2 During the first time cleaning, make sure each room door is open to help Robot fully explore your house.
- 3 Because robot could go across max 0.7inch/18mm threshold, If any room outer threshold is less than 0.7inch(<18mm) but inner threshold is higher than 0.7inch(>18mm), that means robot could enter this room but couldn't come out this room, then robot would be trapped in this room, and couldn't finish mapping work and future cleaning work. So please help to close this room door when robot is mapping whole house. When map is available, please set "No-Go Zone" or "VirtuaWall" for this room.

Step 2: Set Restricted Zone

No matter when robot is cleaning or mapping, you could stop robot and set "No-Go Zone", "No-Mop Zone" or "Virtual Wall" in Tuya smart APP "Restricted Zone Setting" as you want.

"No-Go Zone" and "Virtual Wall" is to prevent robot to enter certain Zone to sweep and mop.

"No-Mop Zone" is to prevent robot to enter certain Zone to mop, And if no mopping cloth holder, robot will enter this zone to sweep.

For example, if robot is mapping or cleaning in the first time, and robot is stuck by one cabinet or is trapped in a certain room. You could stop robot and set "No-Go Zone" or "Virtual Wall" in "Restricted Zone Setting" on Tuya Smart APP to this cabinet or room to prevent robot is trapped in this cabinet and room again. Then take robot to a safe place and press Press  on robot or Press  button on APP to continue mapping or cleaning.

During robot is mapping/cleaning in the first time, It is suggested that user keep eyes on robot to set restricted zone for robot in any time. Because when robot is stuck or trapped during this time, robot would stop at these problem place and alarm error, then you could be easily locate these problem place on house map and set "Restricted Zone"

Then in future cleaning, robot wouldn't be stuck or trapped again, and could finish all cleaning work by itself and automatically return Charging Station automatically.

Step 3: Edit room layout on APP

After finishing first time cleaning and setting "Restricted Zone Setting", please enter "Map Edit" in APP to merge ,split and rename each room to make sure whole map is same as your house layout.

Step 4: Enter "Map Management" to store current Map

In future, once working Map in Tuya smart APP is missing or wrong for some reason, you could recover right map from map list.

3.8 Charging

Auto Charging

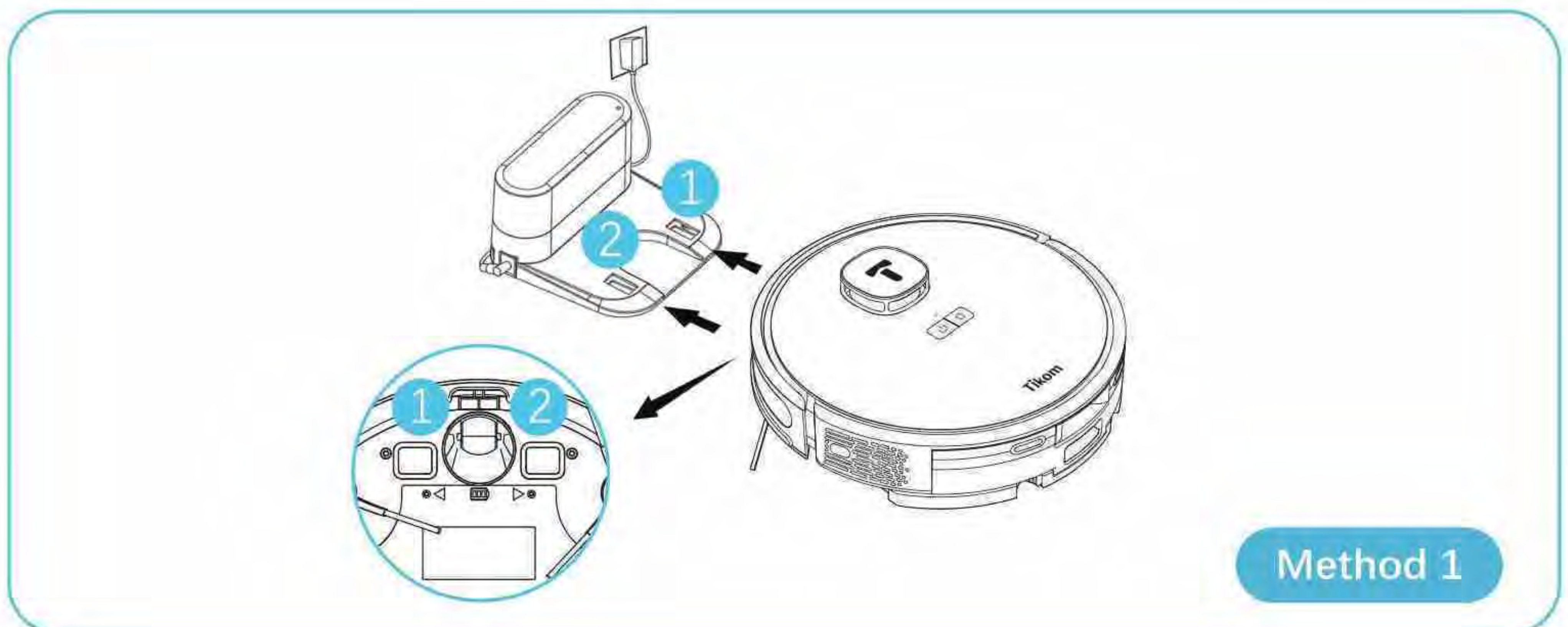
1. When the battery gets low or cleaning finish, the robot will return automatically to the Charging Station to make a self-charging.
2. In no cleaning time, we recommend to let the robot always dock on the charging station for full charged, then robot could clean in any time if needed.
And there is low power consumption for Charging Station once robot is full charged.
3. There is circuit protection for Charging Station. So it would be safe to dock Robot on the Charging Station all the time.
4. If the robot is not managed to find the Charging Station due to obstacles or getting stuck, please manually get it to contact with the Charging Station.

Manual Charging:

Method 1:

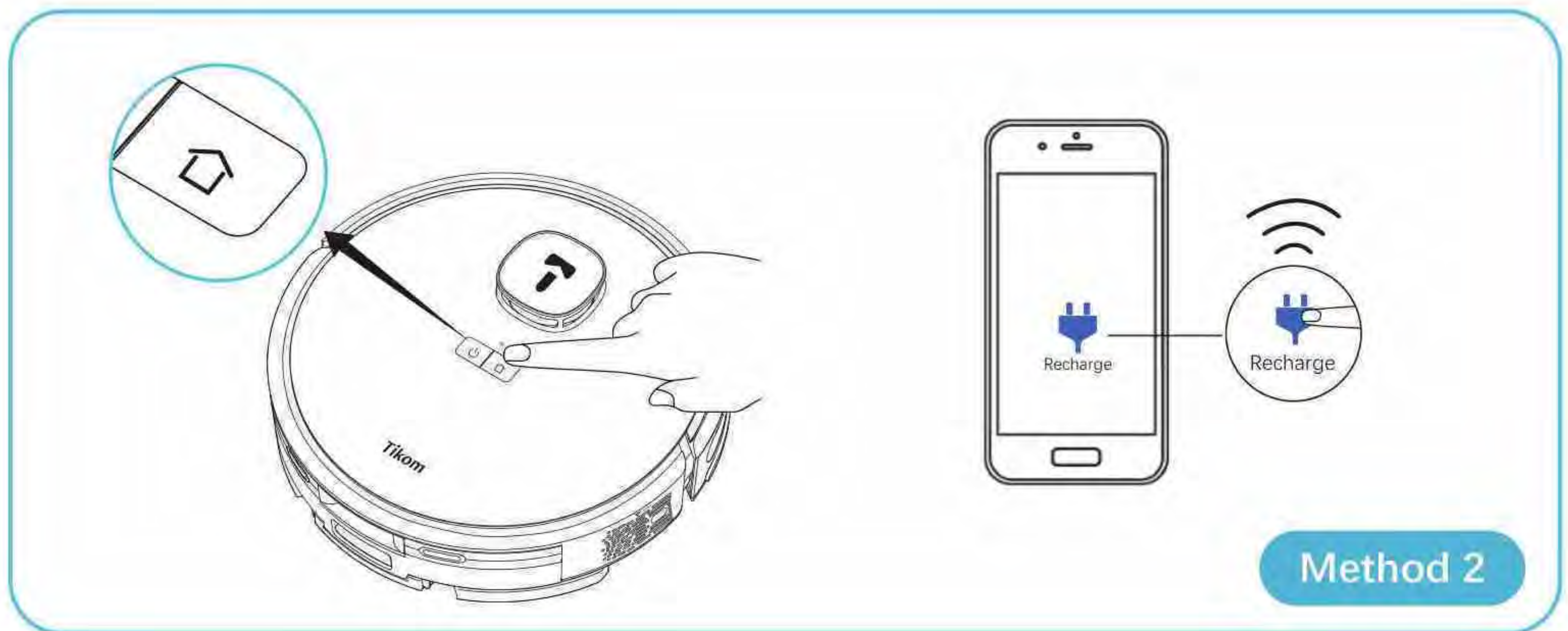
Attach Robot onto the Charging Station by aligning its charging pins with the charging pins on the Charging Station.

Once robot successfully attach to Charging Station, the voice announces "Start Charging".



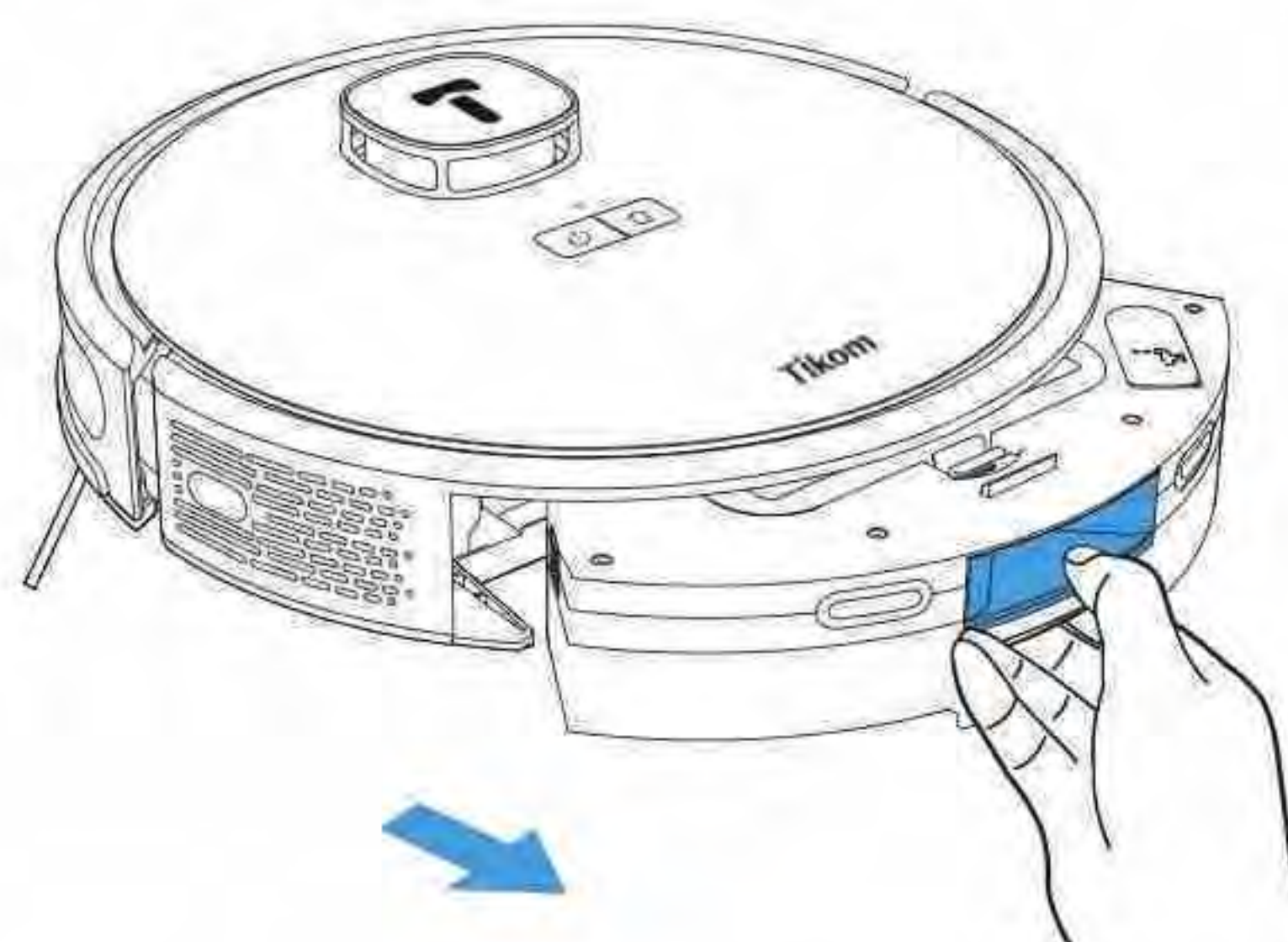
Method 2:

Press  on the robot or  on App to return robot to the Charging Station automatically. Once robot successfully attach to Charging Station, the voice announces "Start Charging".

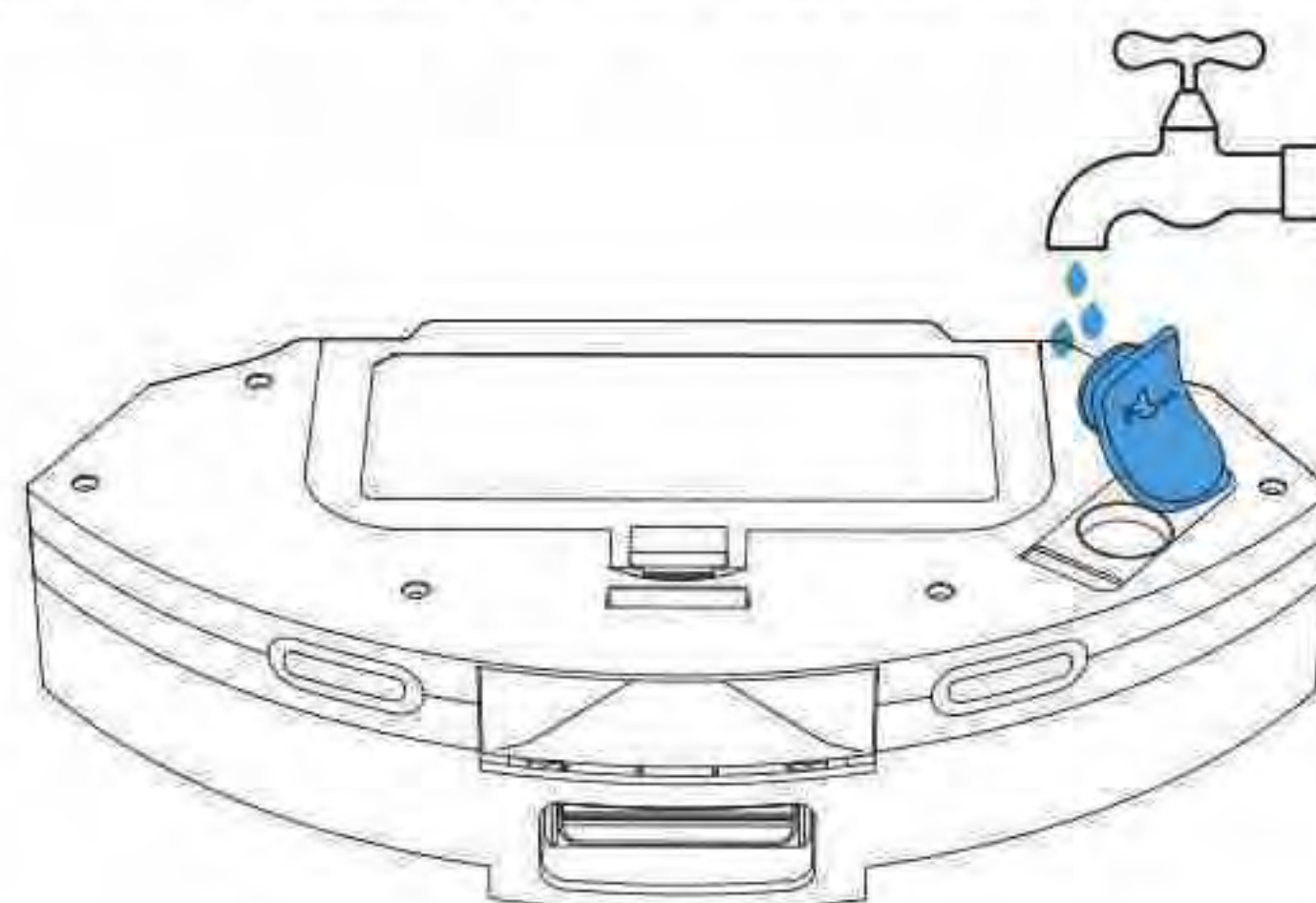


3.9 Mopping the Floor

1. Take out Water Tank



2. Open the water tank cover, fill water and reseal it carefully.

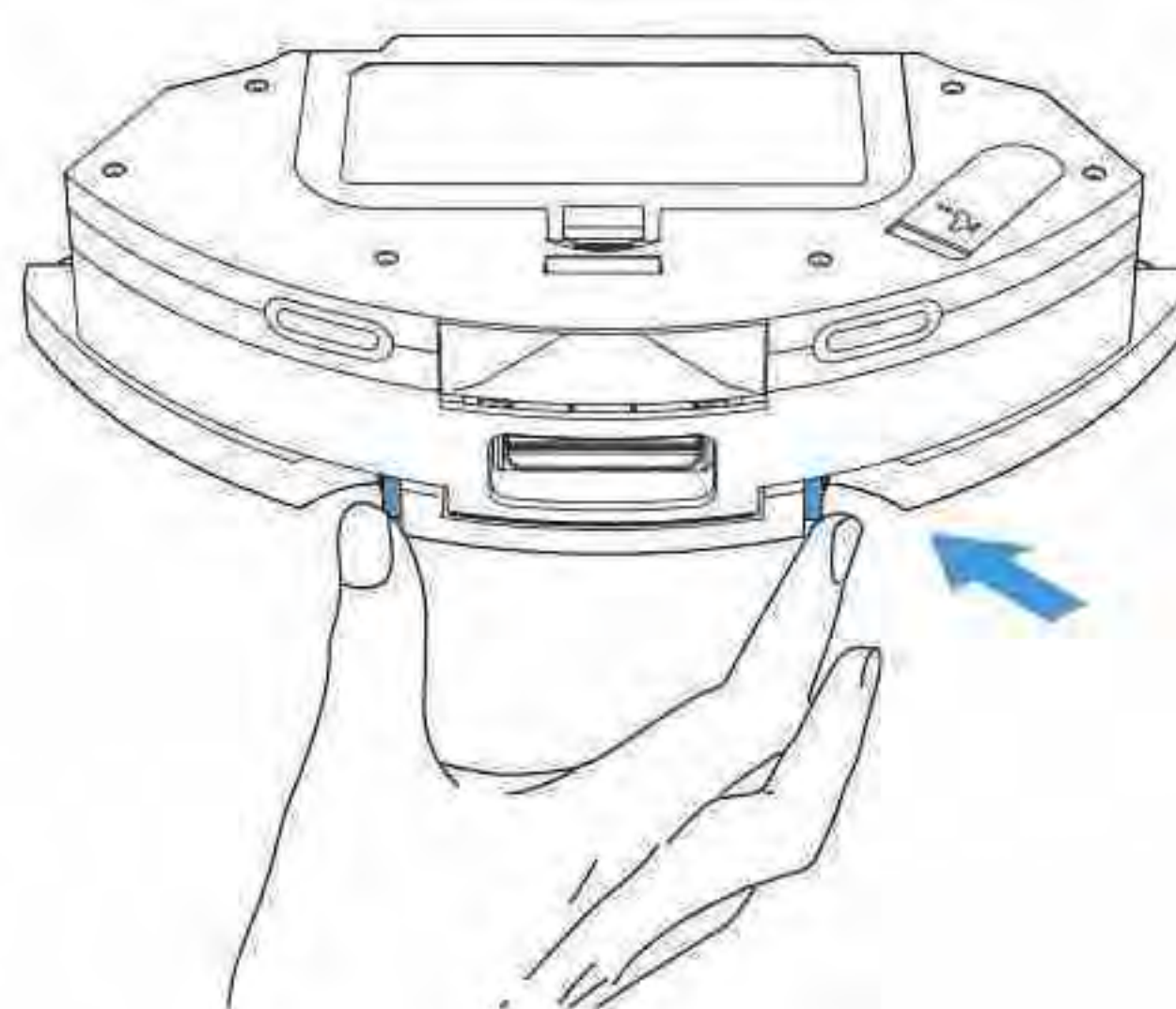


Notes:

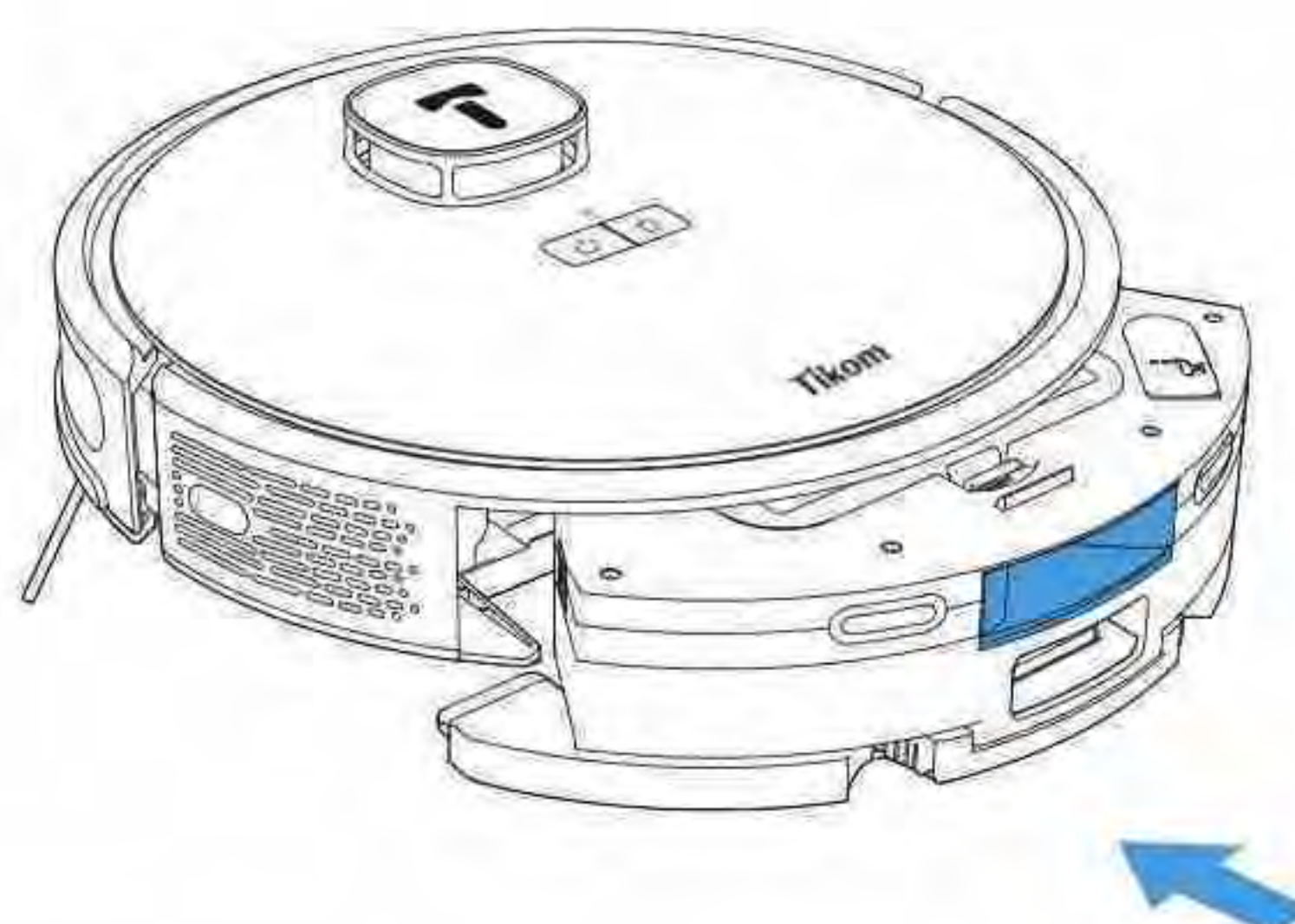
Floor cleaners or disinfectants may damage the water tank, Don't add them into water tank.

Only Clean water is suggested.

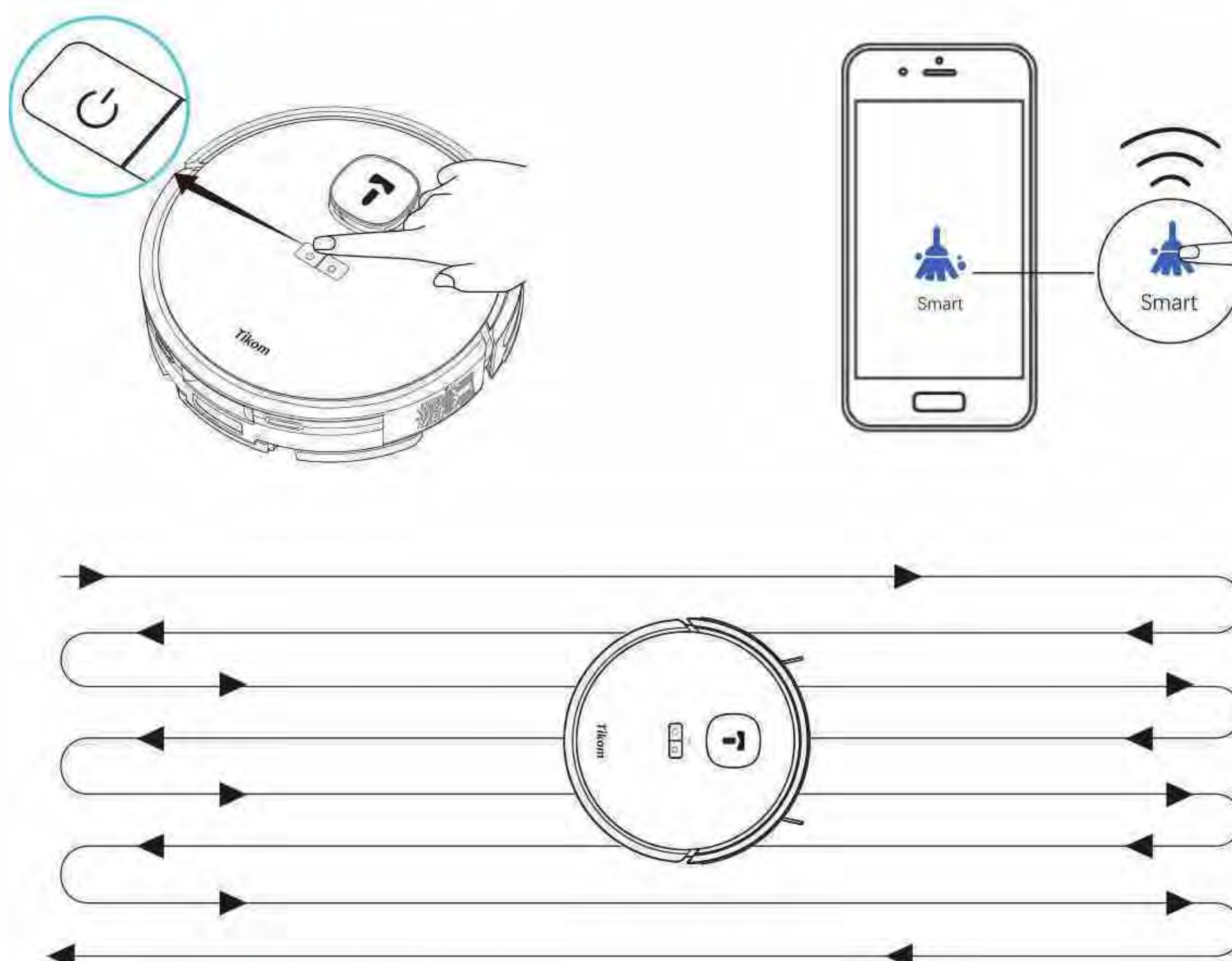
3. Install Mopping cloth holder onto water tank



4. Install water tank back to robot.



5. Press  on Robot or  in APP to start mopping. The voice announces "Start Sweeping and Mopping". In this time, robot will sweep and mop in the same time.



There is 3 level mopping water level setting in APP , High/Middle/Low.

When change mopping water level thru APP,

Low level have 1 "Di", Middle level have 2 "Di", High level have 3 "Di" .

If water tank is full, High level mopping time is about 60mins, Middle is about 80mins, Low is about 100mins.

Robot will detect mopping cloth holder for mopping function. so before mopping, please install well mopping cloth holder onto robot.

So if no water come out when mopping, please check as below

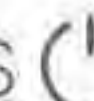
Mopping Problem	Robot Voice	Action
No or Little Water	Start Sweeping	This means mopping cloth holder doesn't install well, please help to re-install mopping cloth holder.
	Start Sweeping and Mopping	This means robot has detect mopping cloth, 1.Maybe water tank water outlet is blocked. Please help to use needle to poke 3 small water outlet under water tank as instructed in page 7. 2.Maybe Signal from Robot to Water Tank isn't well. Please help to use dry cloth to clean signal contacts as instructed in page 7.
Too many water	/	1.Please make sure blue rubber water inlet has been well sealed. 2.Please change "Mopping Water" in APP to Low.

Notes:

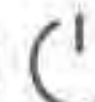
- ① *To avoid stinky smell of dirty mopping cloth, Suggest to wash mopping cloth after each time mopping, and air-dry mopping cloth for next mopping. Please help to check at page 50 to how to wash mopping cloth.*
- ② *For good mopping with dry mopping cloth, suggest wet dry mopping cloth before mopping.*
- ③ *Because Carpet couldn't be mopped, so please help to set "No-Mop Zone" in the Carpet place on APP, then when robot is installed with mopping cloth holder, robot wouldn't sweep and mop this "No-Mop Zone". And when robot doesn't install mopping cloth holder, robot would sweep this "No-Mop Zone". Please check at page 28 to "No-Mop Zone" introduction.*

3.10 Sleep Mode

To reduce battery consumption, the robot will go into the Sleep Mode when it is in Standby Mode for 10 minutes; In sleep mode, all lights on robot will be off.

Press  on the robot or any clean button on App to wake robot up.

Robot will be in Standby Mode in below condition:

1. Stop cleaning thru  button on robot /APP.
2. Robot has error and stop cleaning.

3.11 Error

If an error occurs, the Robot Status Light will flash red and a voice prompt will sound.

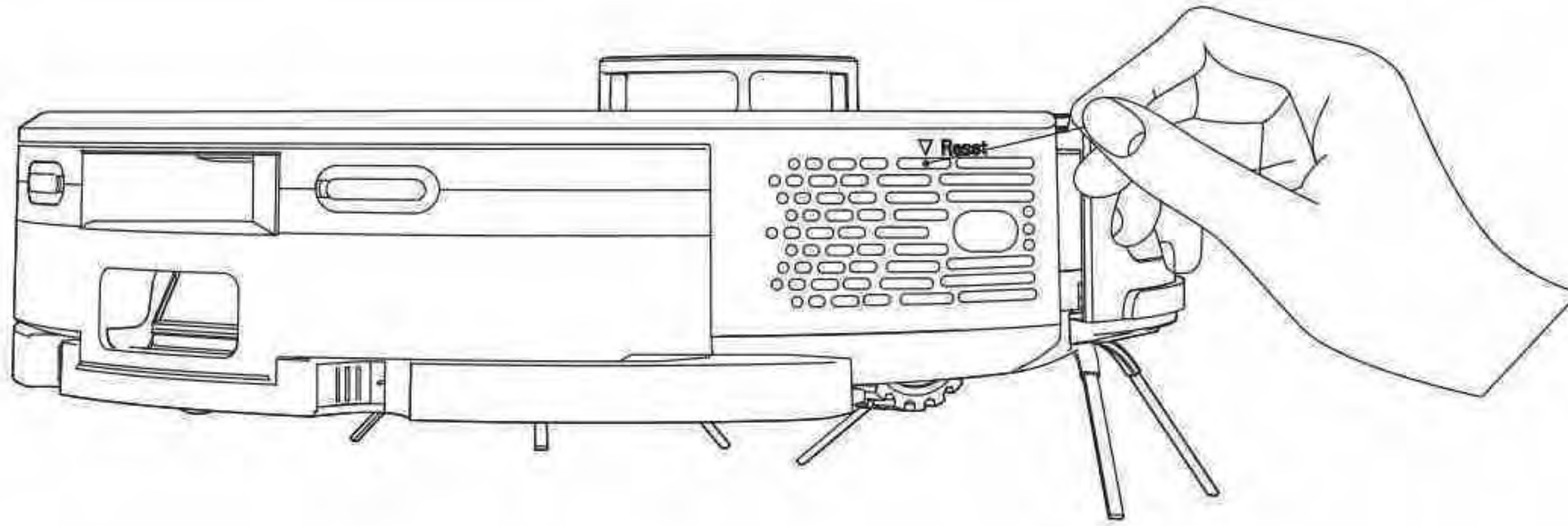
Robot will stop automatically and enter standby mode. Refer to "5.1 Error & Voice Alarm" on page 55 for troubleshooting.

After 10mins of standby mode, robot will enter sleep mode which all light will be off.

3.12 Restart Robot

When robot is in any malfunction condition,
please follow below step to restart Robot

1. Take off robot from Charging Station
2. Use a needle to press Reset button at the side of robot.



3. Long press power button or put robot onto Charging Station to power on robot.

4. Maintenance and Care

4.1 Cleaning and Replacement Frequency

To optimize the performance of your robot, we recommend to perform a regular maintenance and cleaning for some parts in the robot.

CLEANING AND REPLACEMENT FREQUENCY

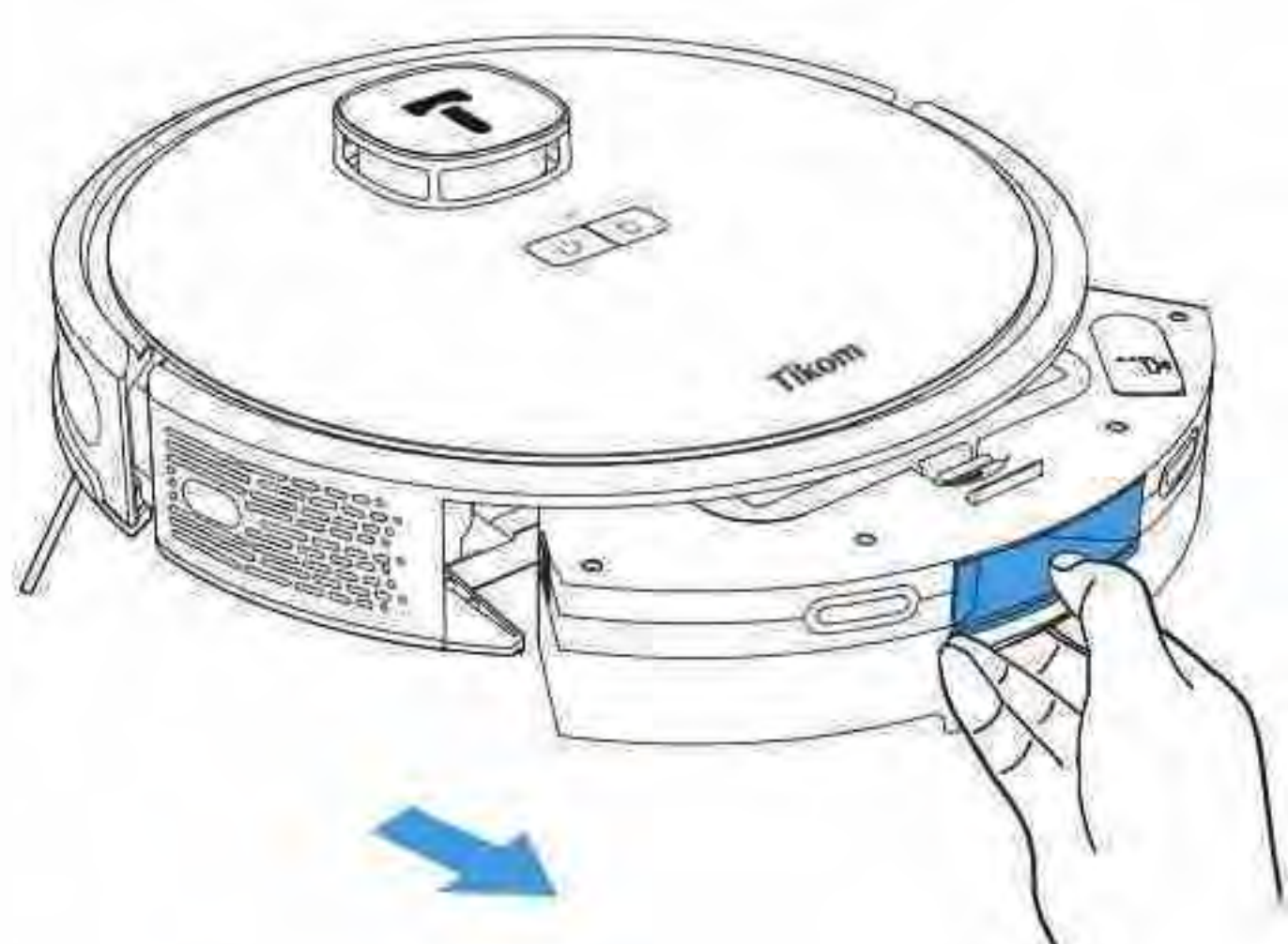
Part	Cleaning Frequency	Replacement Frequency
Dust Bin & Water Tank	After each use	/
HEPA Filter	Once per week (Twice per week if you have pets)	1. Every 2 months. 2. On App, Filter life time is end. Replace filter meet above any condition.
Side Brush	Once per week	1. Every 3-6 months. 2. When it's visibly worn. 3. On App, Side Brush life time is end. Replace Side Brush meet above any condition.
Main Brush	Once per week	1. Every 6-12 months. 2. When it's visibly worn. 3. On App, Main Brush life time is end. Replace Main Brush meet above any condition.
Brush Guard	Once per month	/
Sensors	Once per month	/
Charging Contacts	Once per month	/
Caster Wheel	Once per month	/
Mopping Cloth	After each use	When it's visibly worn

Notes:

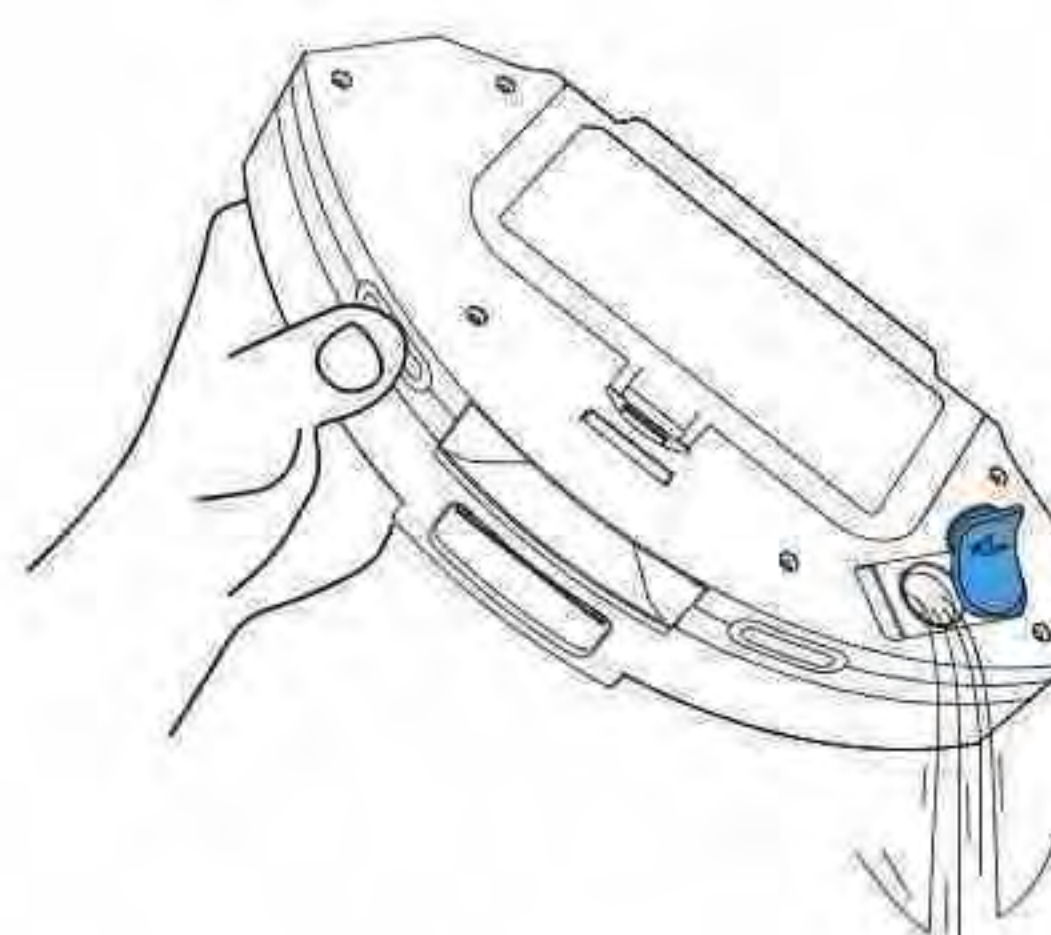
Tikom manufactures various replacement parts and fittings, Please contact Customer Service (support.us@tikom.cc) for more information on replacement parts.

4.2 Clean Dust Bin, Filter & Water Tank

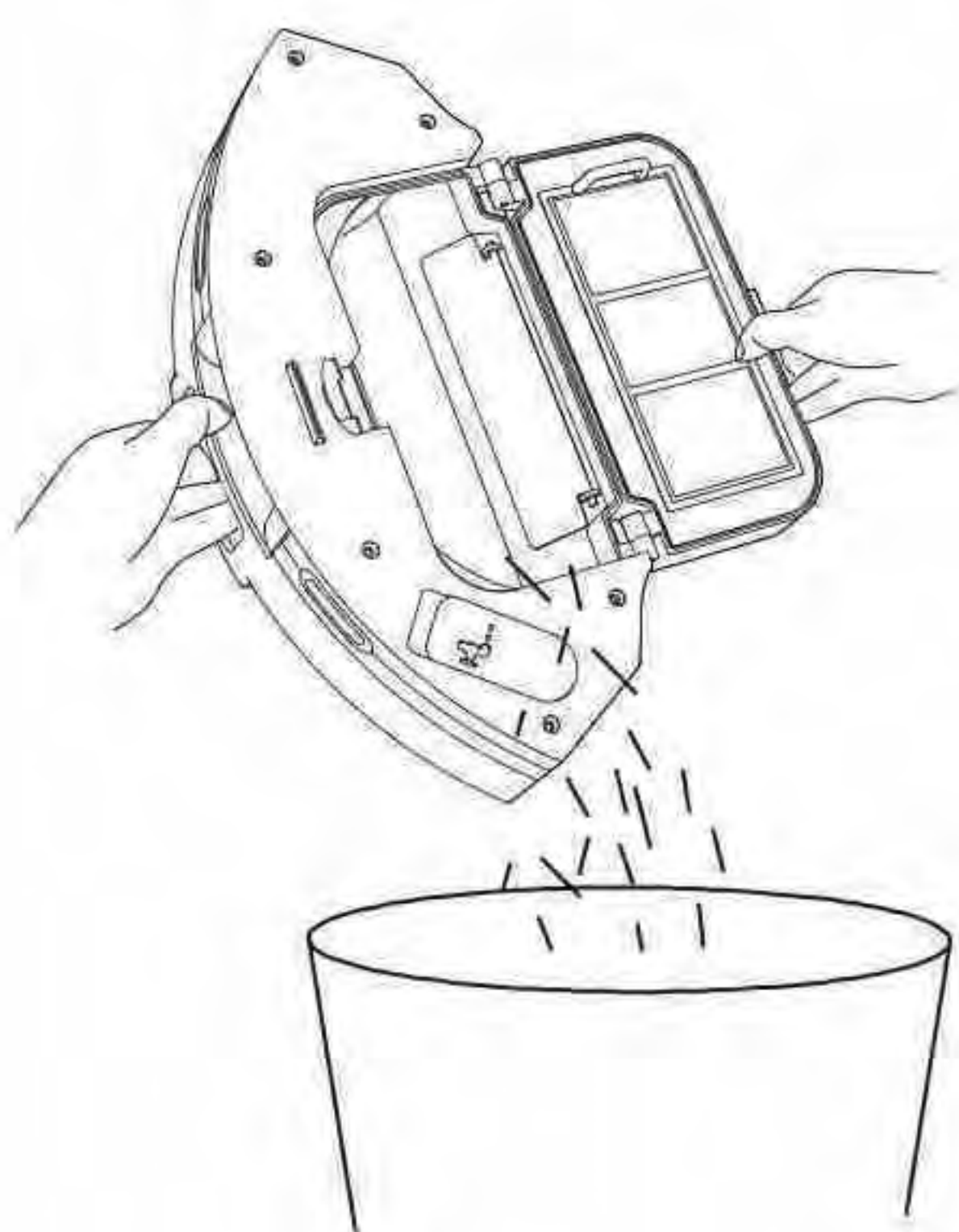
1. Take off Dust Bin & Water Tank from Robot.



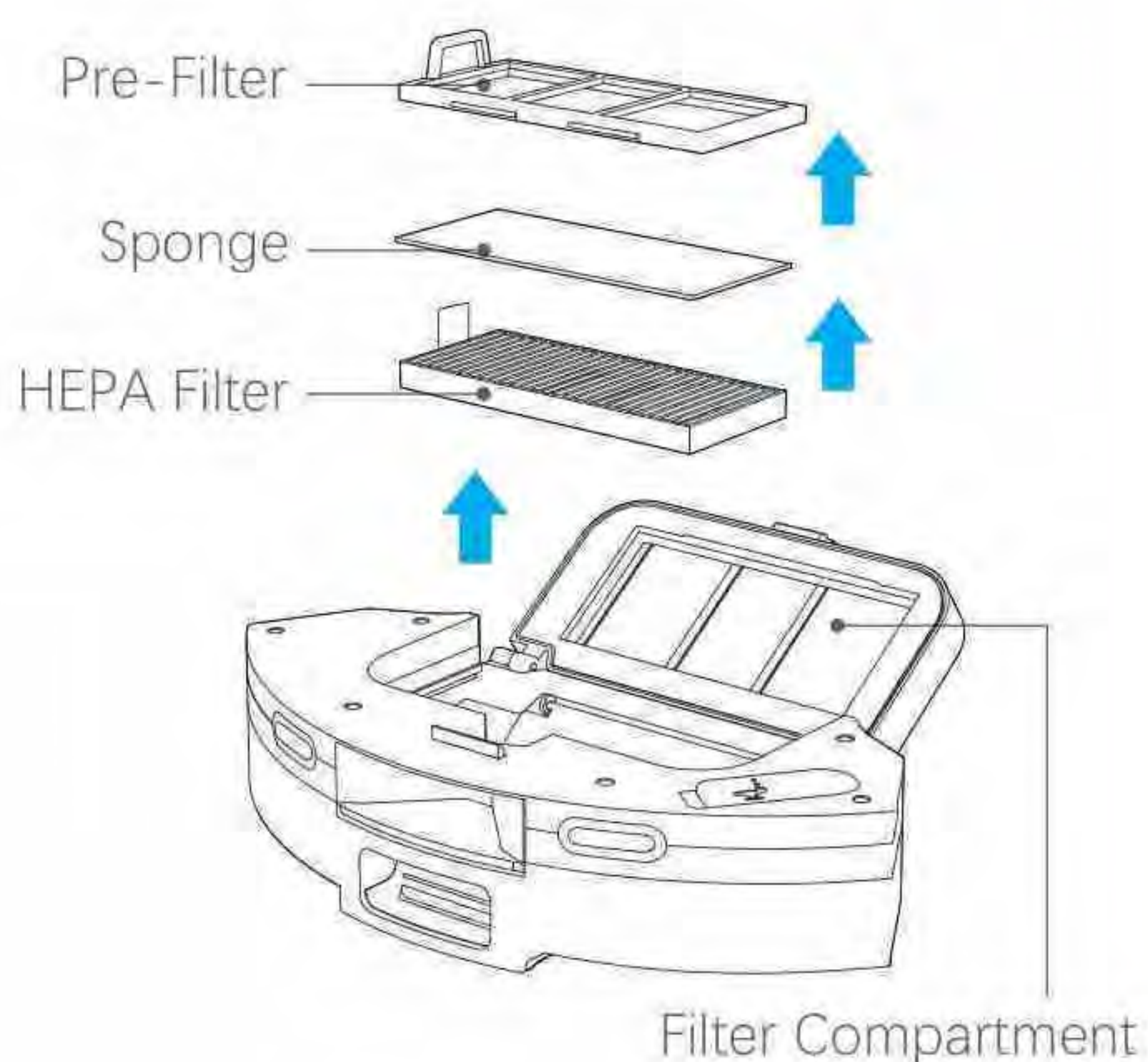
2. Open blue rubber cover of Water Inlet and empty remaining water from water tank.



3. Press Release Button of Dust Bin Cover to Open Dust Bin and pour out dust into trash bin.

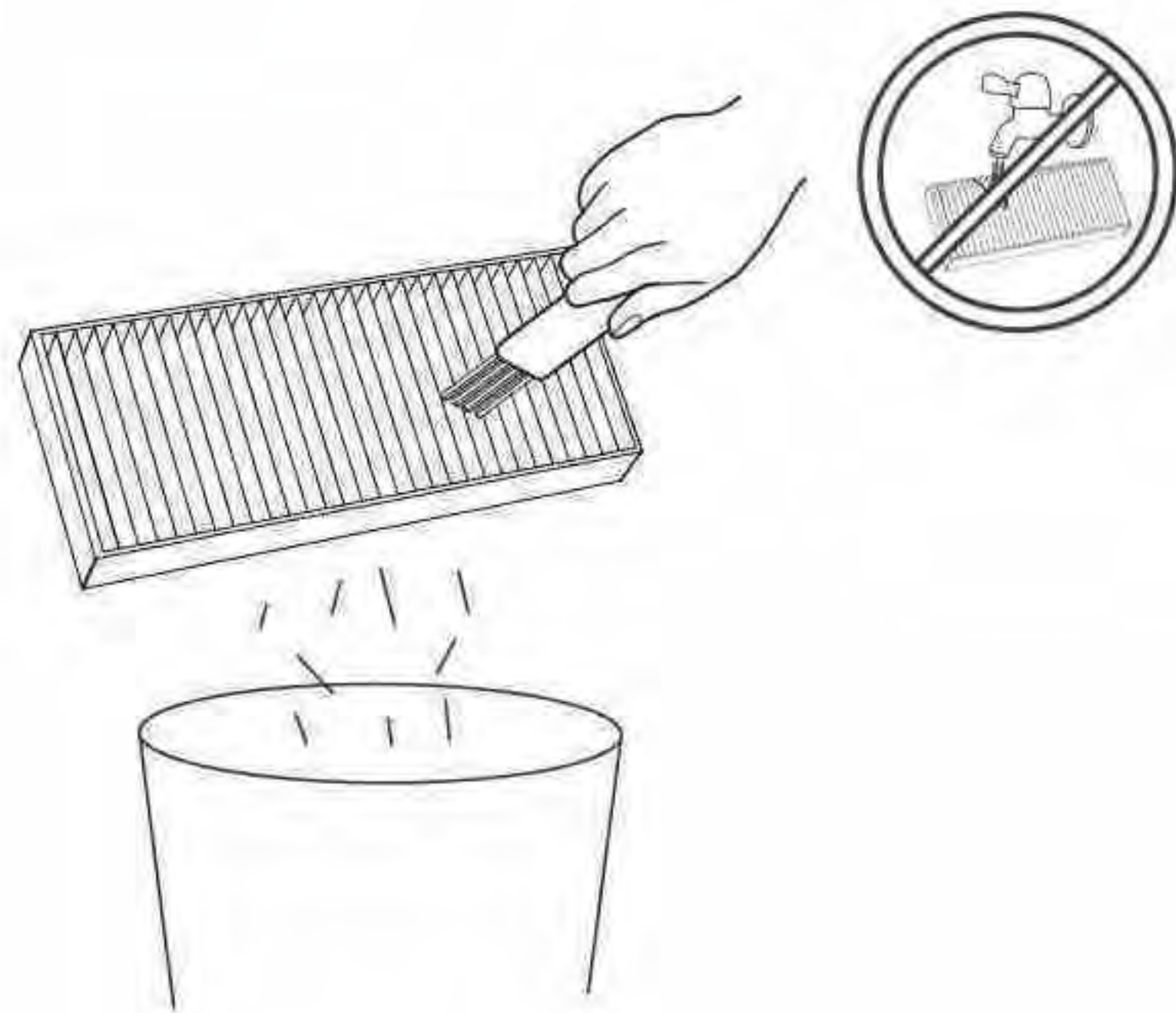


4. Open Pre-Filter to take out Pre-Filter, Sponge and HEPA filter from Filter Compartment on the Dust Bin Cover.

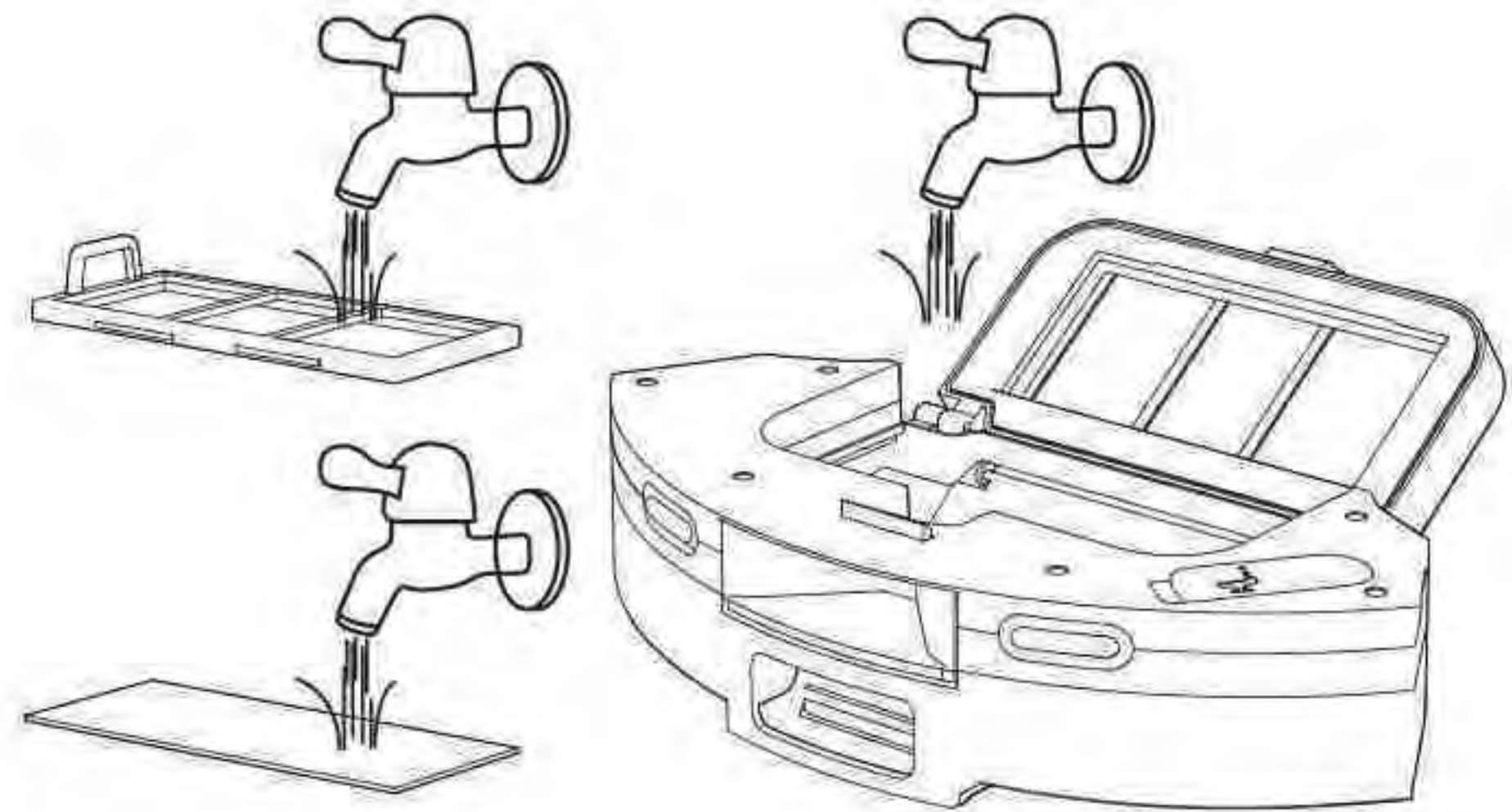


5. Clean HEPA Filter with the supplied cleaning brush.

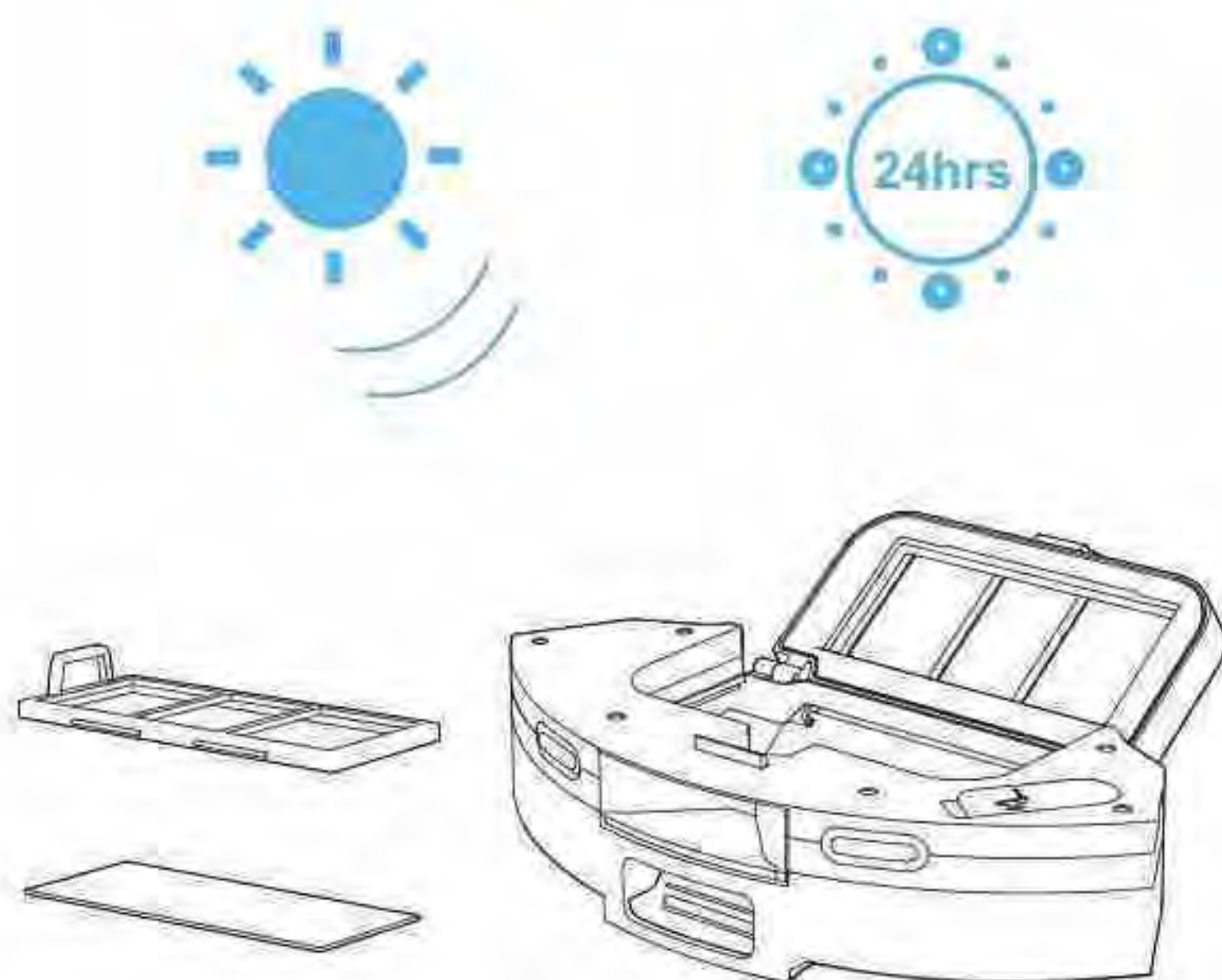
Notes: *Couldn't wash HEPA with water.*



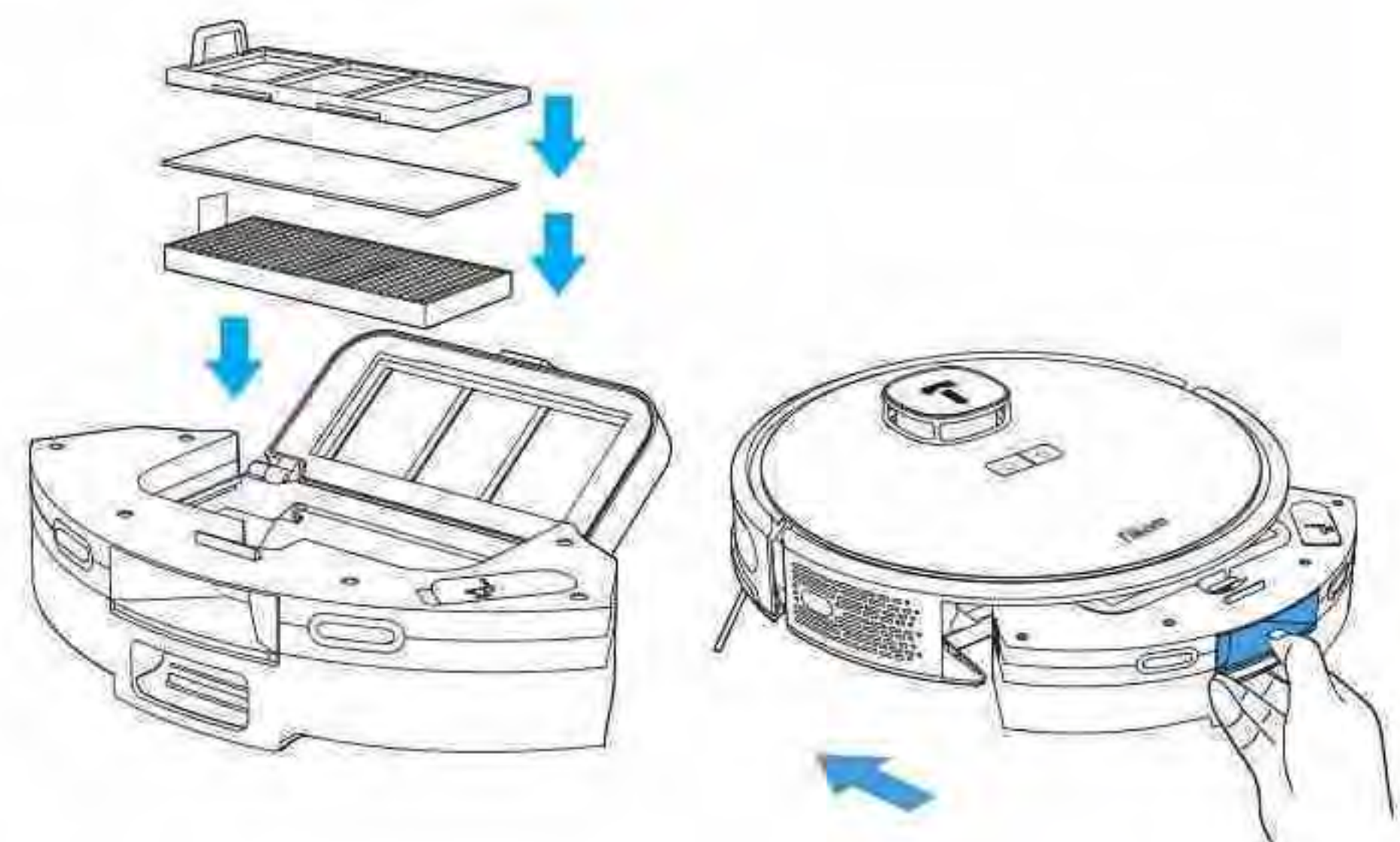
6. Rinse Pre-Filter, Sponge and dust bin with clean water without any detergent.



7. Dry Pre-Filter, Sponge and dust bin before usage.



8. Re-install HEPA Filter, Sponge and Pre-Filter into Filter Compartment, then put back dust bin into robot.

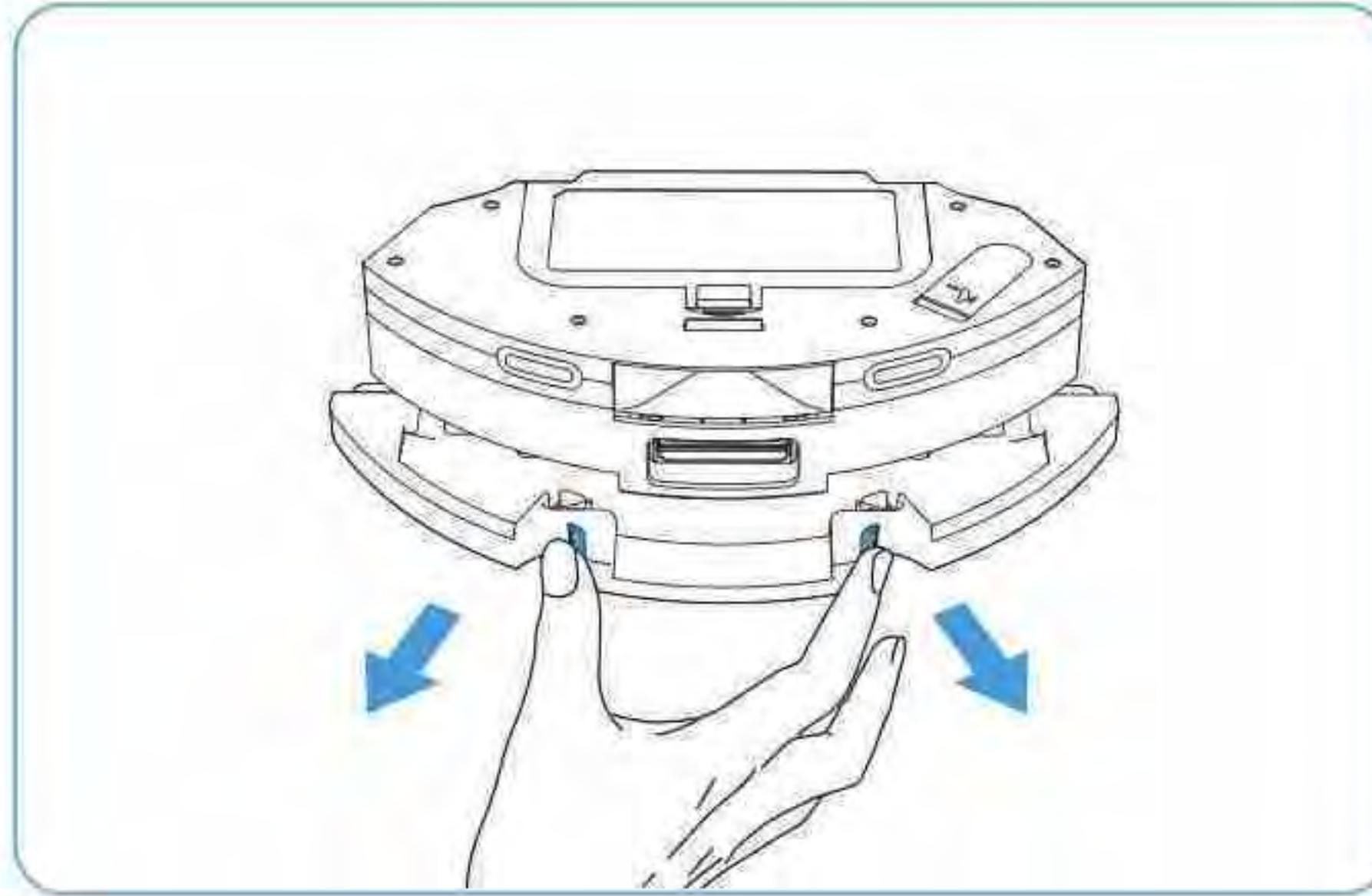


Notes:

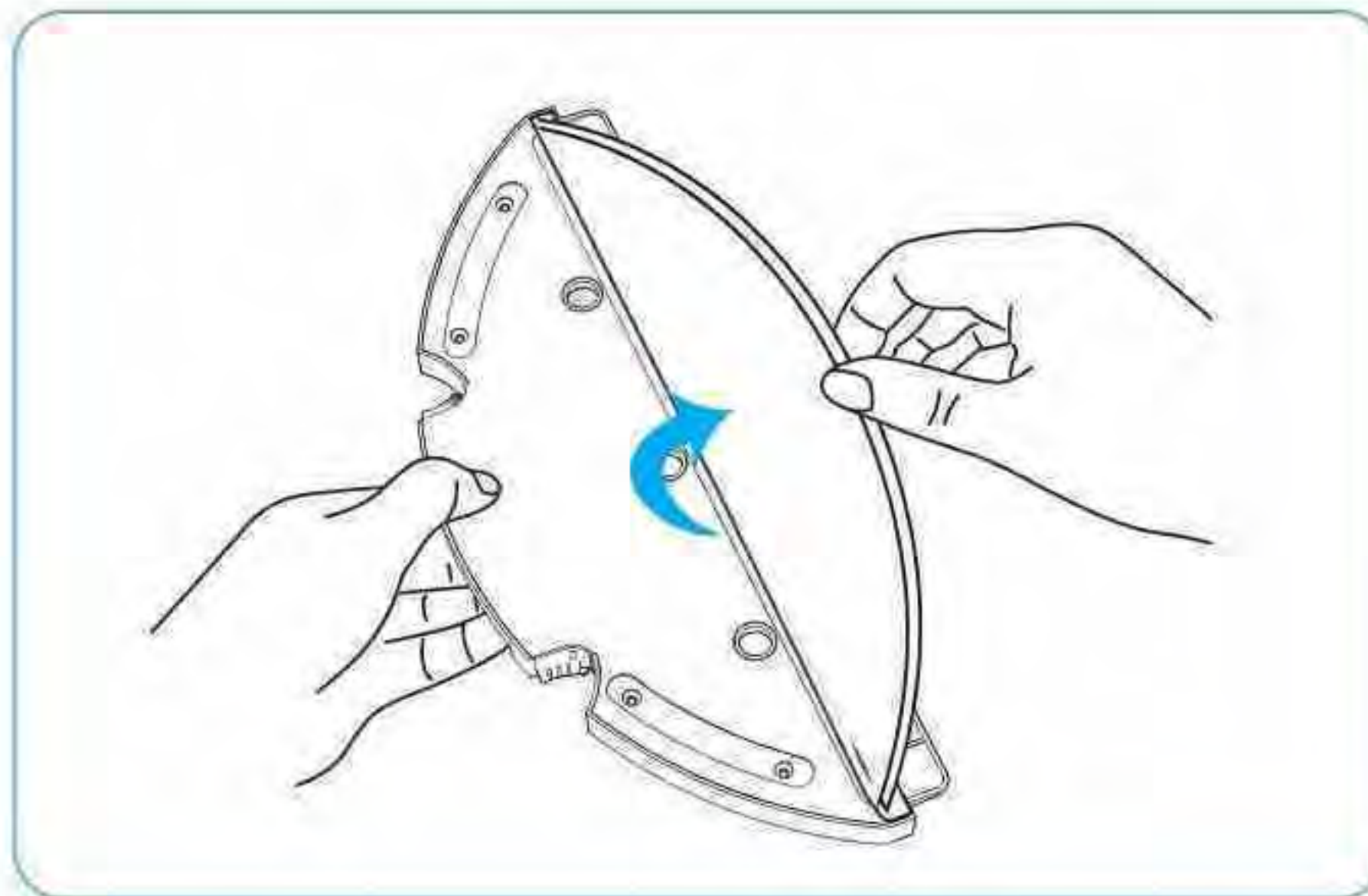
- ① The filters effectively prevent dust and dirt from entering the inside of the robot, which will protect its ventilation system and avoid secondary air pollution.
- ② You can wash Dust Bin & Water Tank, Pre-filter and Sponge with Clean water. Be sure to air-dry them thoroughly before reassembling.
- ③ Do not wash the HEPA Filter with water, as it may damage the HEPA Filter and reduce the suction power.

4.3 Cleaning Mopping Cloth

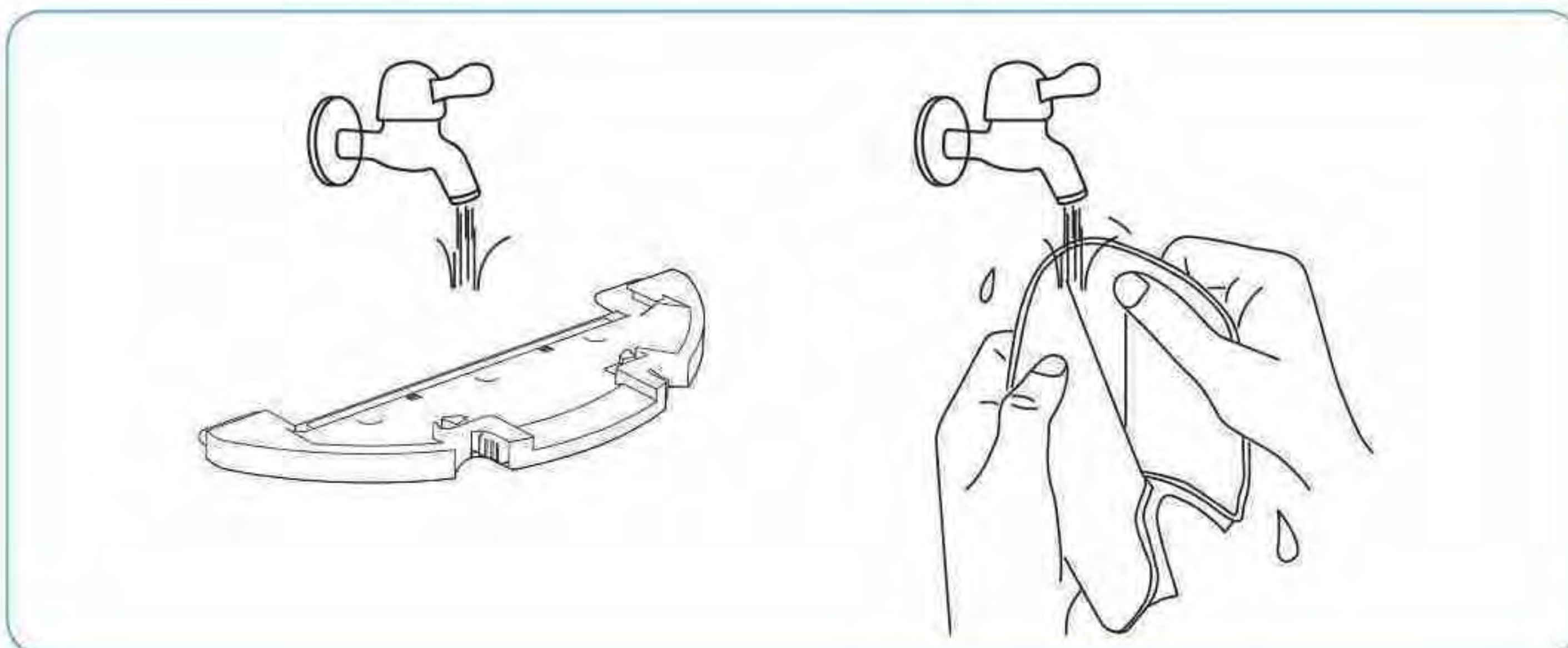
1. Take off Mopping Cloth Holder from Robot.



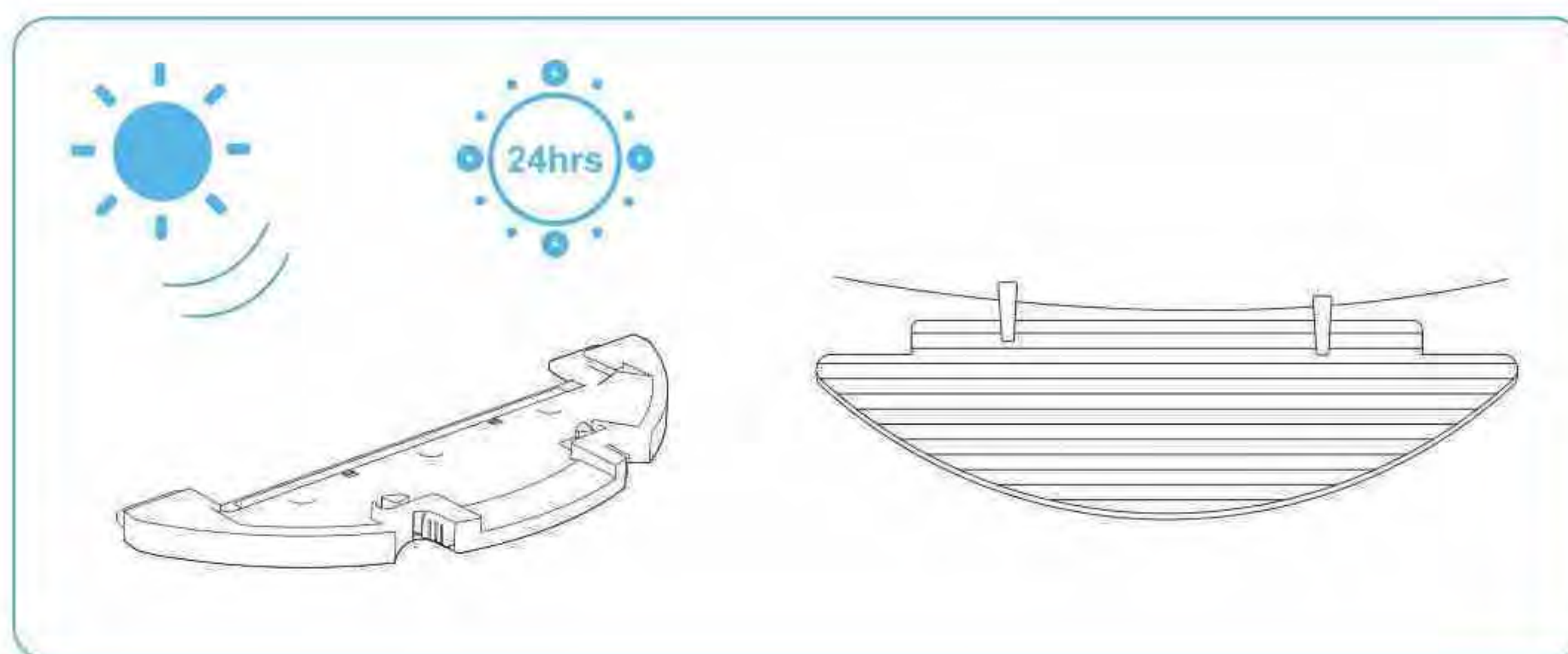
2. Remove Mopping Cloth from the Mopping Cloth Holder.



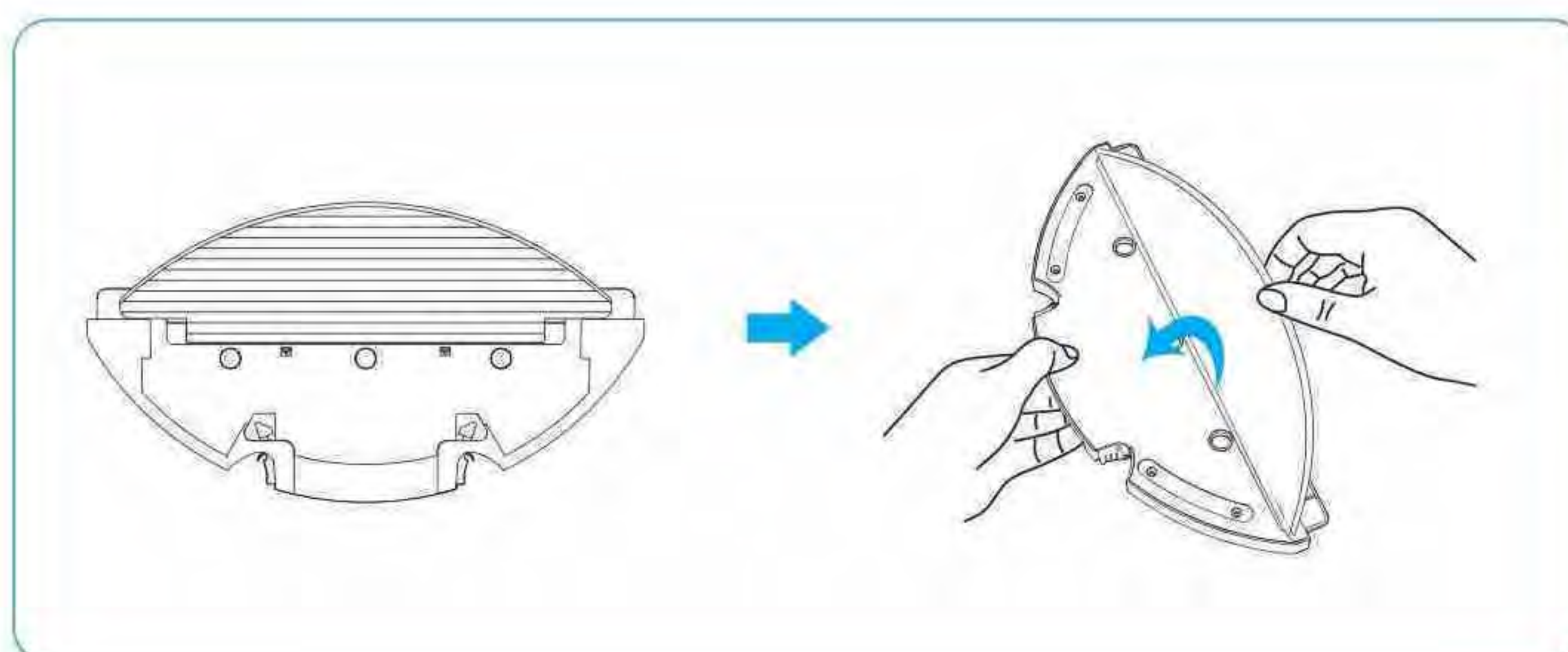
3. Use clean water to wash Mopping Cloth and Mopping Cloth Holder.



4. Take off Mopping Cloth Holder from Robot.

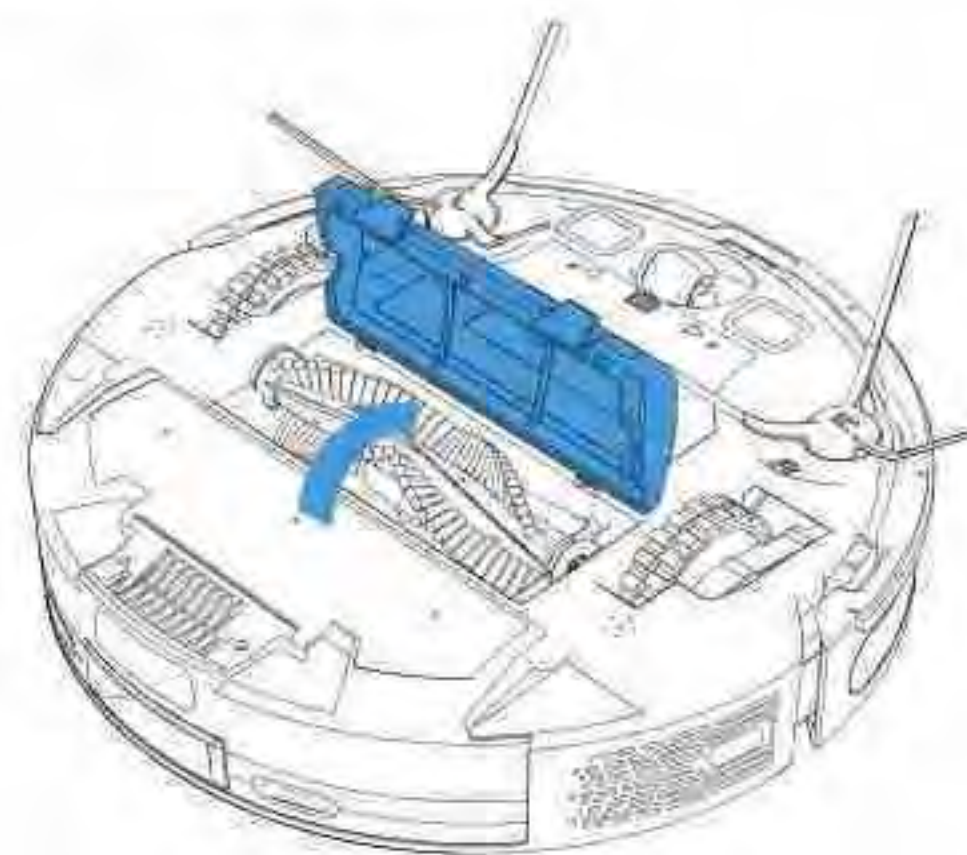


5. Stick Mopping Cloth onto Mopping Cloth Holder.

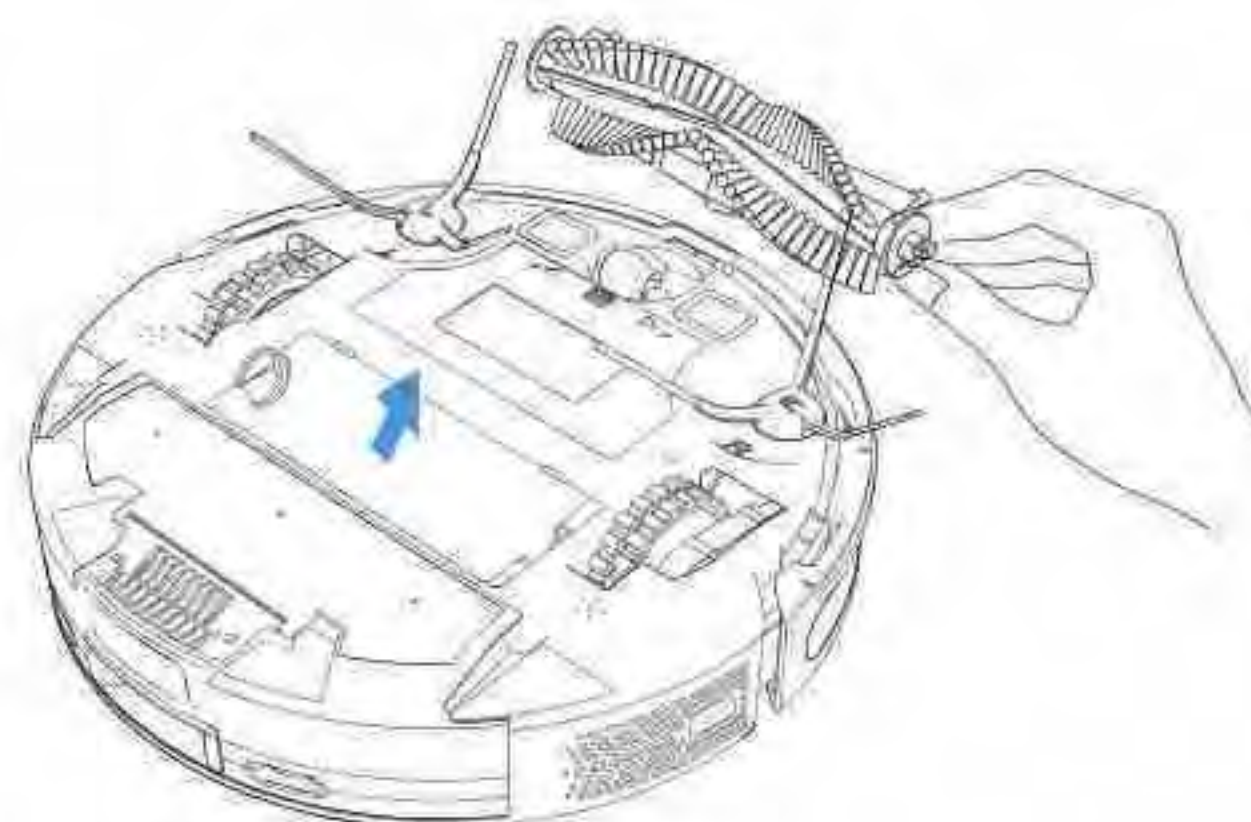


4.4 Clean Main Brush

1. Press Release Switch on the brush guard to open it.



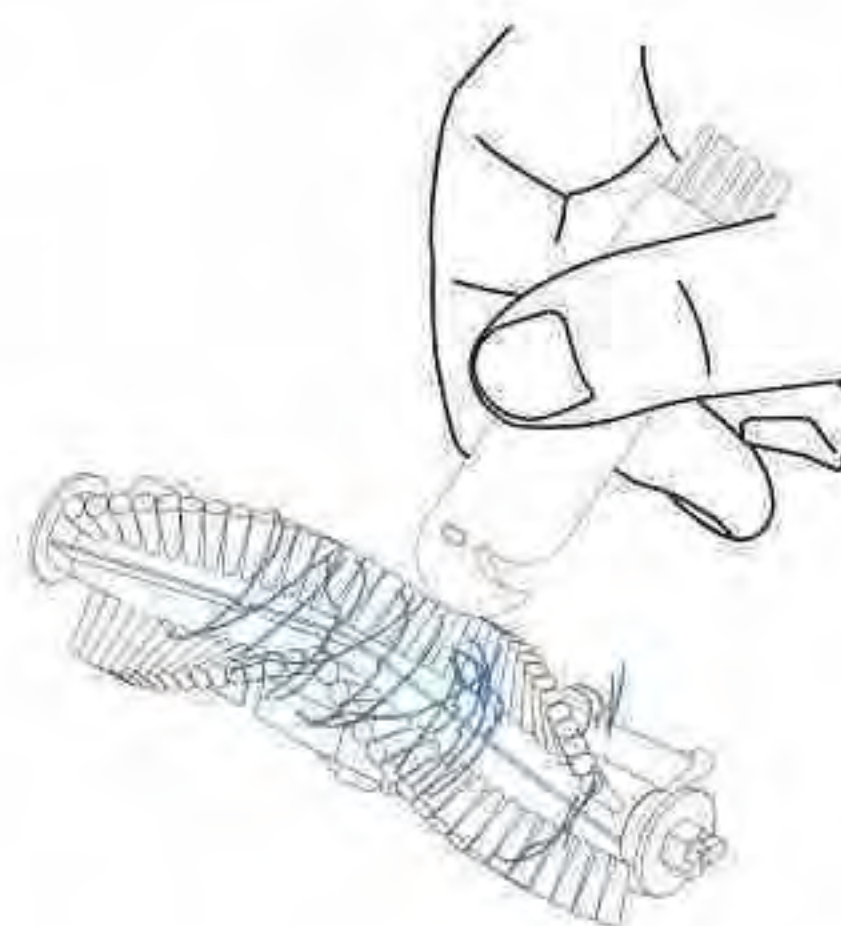
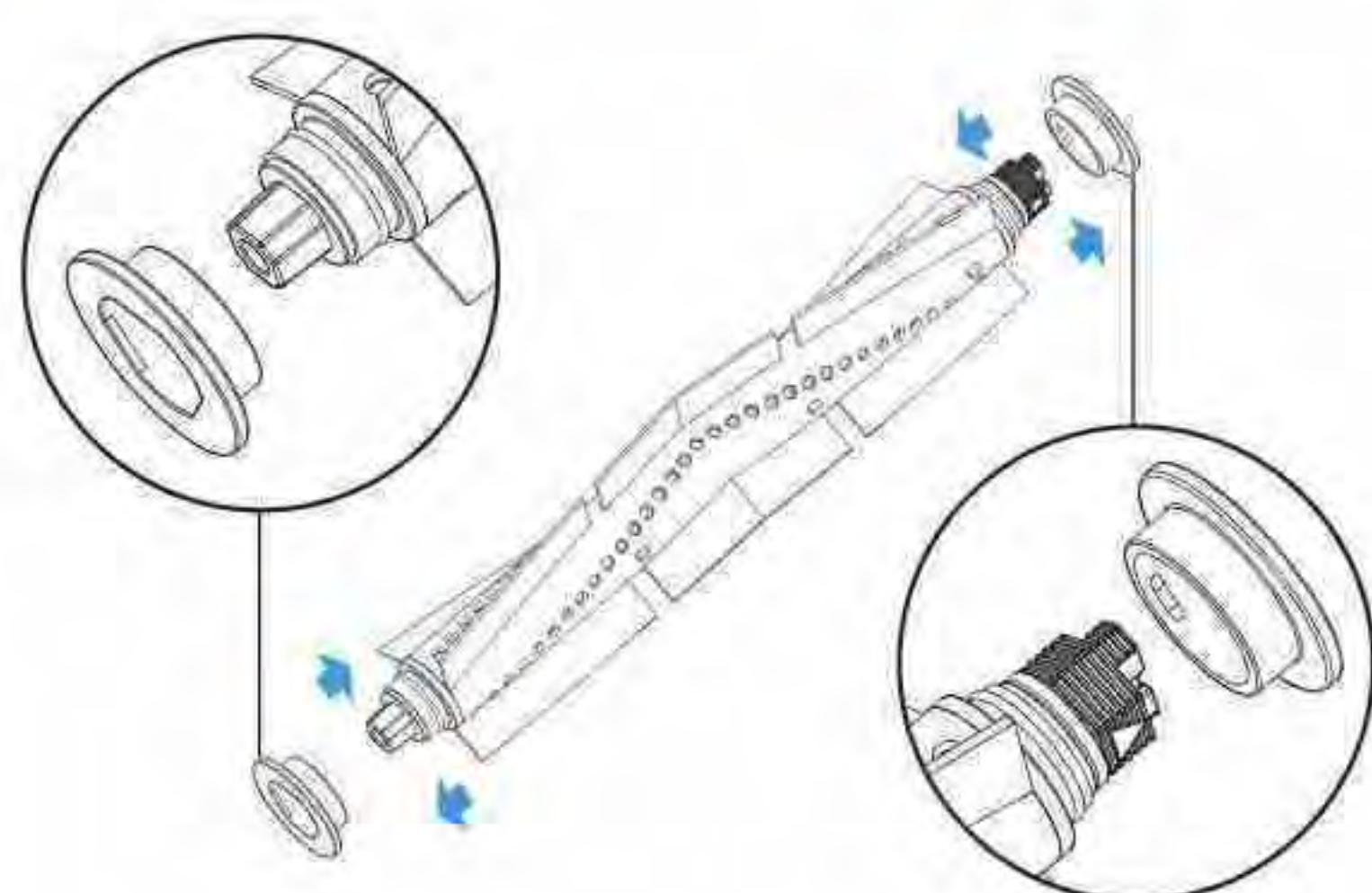
2. Take out main brush.



3. Open two caps on two sides of main brush, remove and clean hair or dirt on two side. Re-install two caps onto main brush.

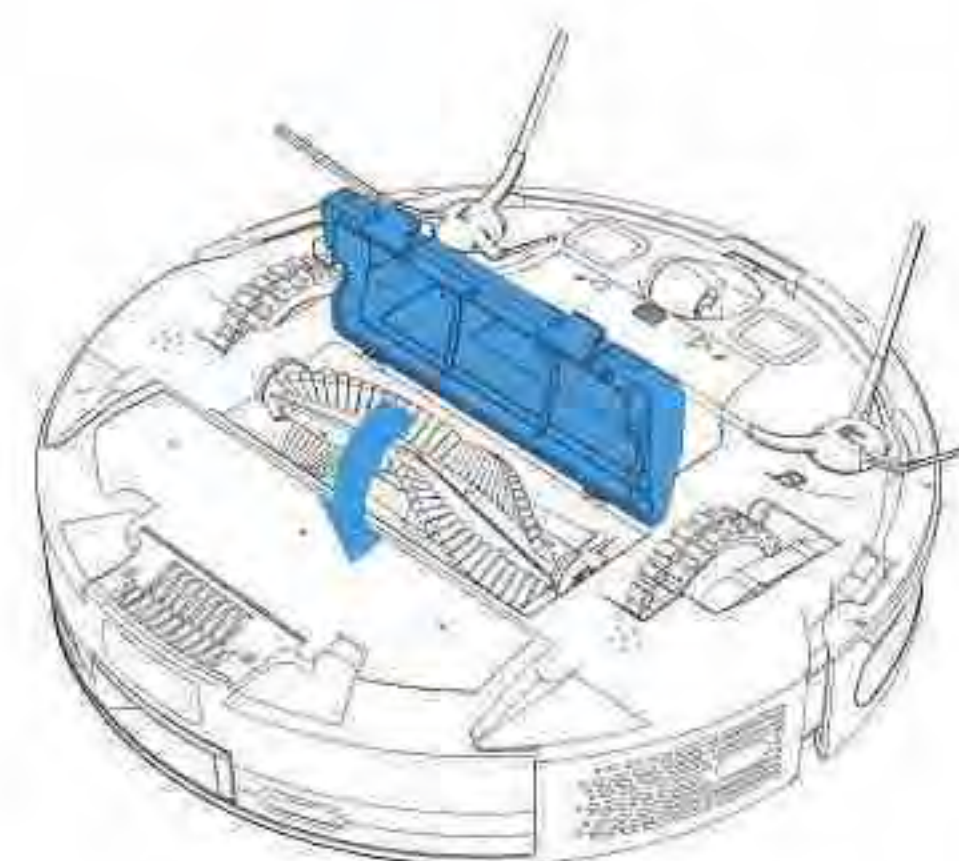
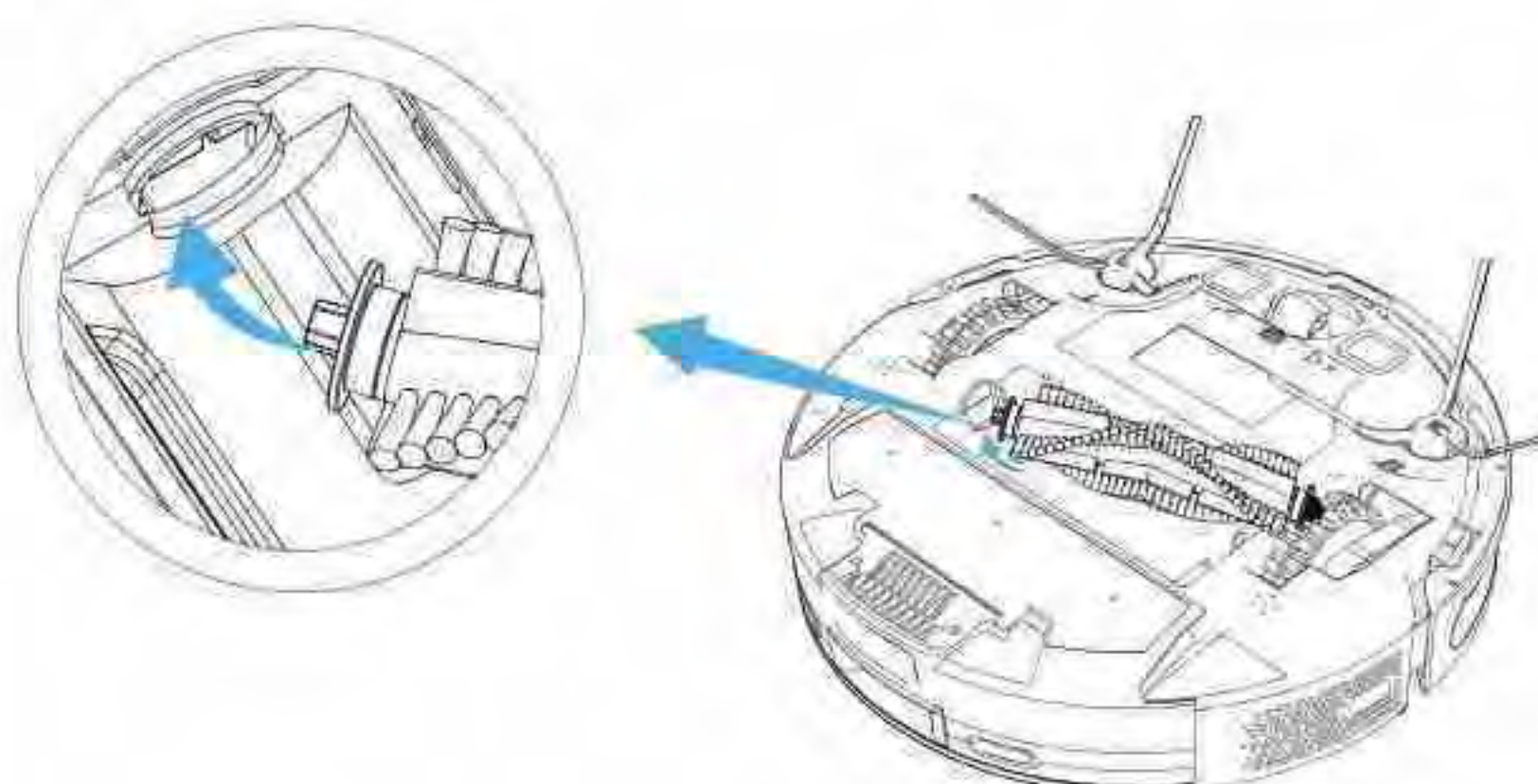
4. Use the blade on the supplied Cleaning Brush to cut any hair or string that is wrapped on the main brush, and use brush to remove dirt on main brush.

Please attention cap installation direction



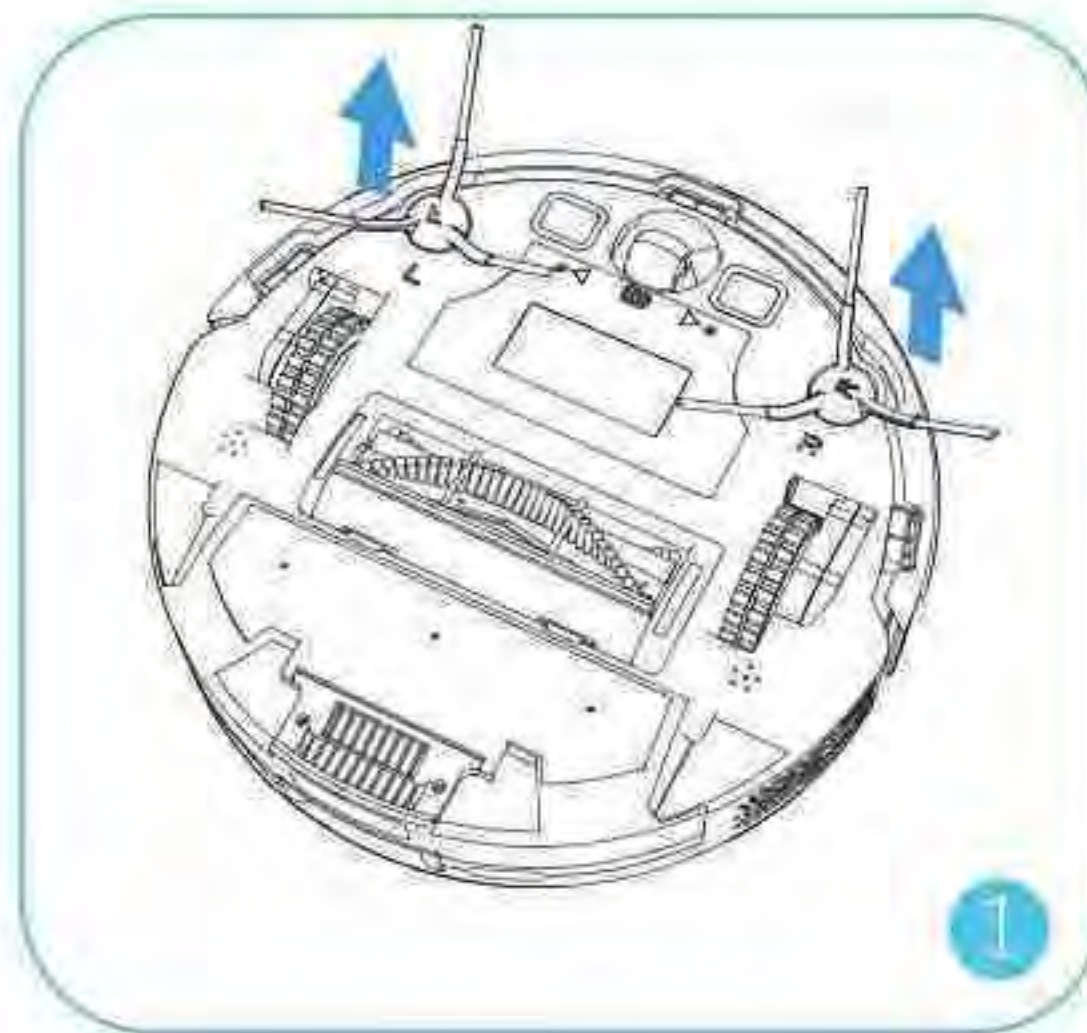
5. Install Main Brush into robot, please attention the direction, inserting the fixed protruding end first, then clicking into place.

6. Press down to install the brush guard into place.



4.5 Clean Side Brush

1. Remove the side brushes.



2. Carefully unwind and pull off any hair or string that is wrapped between the robot and the side brushes.
3. Use a cloth dampened with warm water to remove dust from the brushes or to gently reshape them.



4. Reinstall side brush onto robot.

Notes:

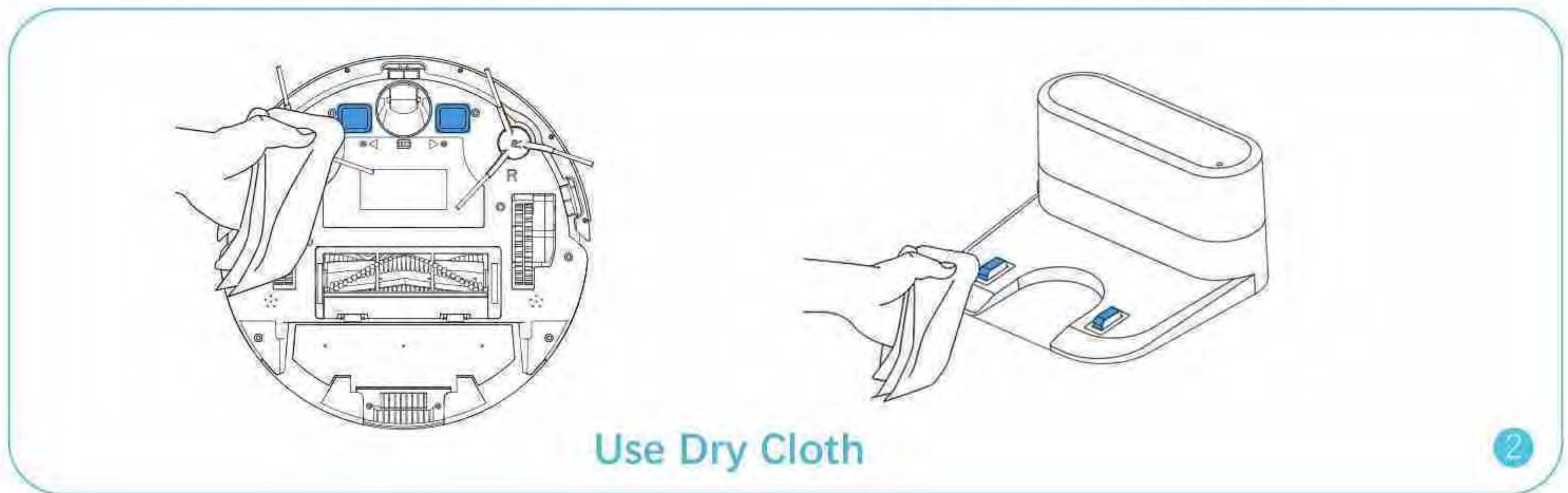
- ① Only use the side brushes when they are completely dry.
- ② To protect your wooden or carpeted floor, our side brushes are made of soft materials and may become curled after used for some time, but it will not affect the cleaning effect.
- ③ If side brush bristles are curled, please put bristles into boiled water about 2mins, then use dry cloth to dry and reshape bristles.

4.6 Clean Sensor and Charging Contacts

1. Use a damp cloth to clean all sensors on the robot and the Charging Station.



2. Use a dry cloth to clean the charging contacts on the robot and Charging Station.



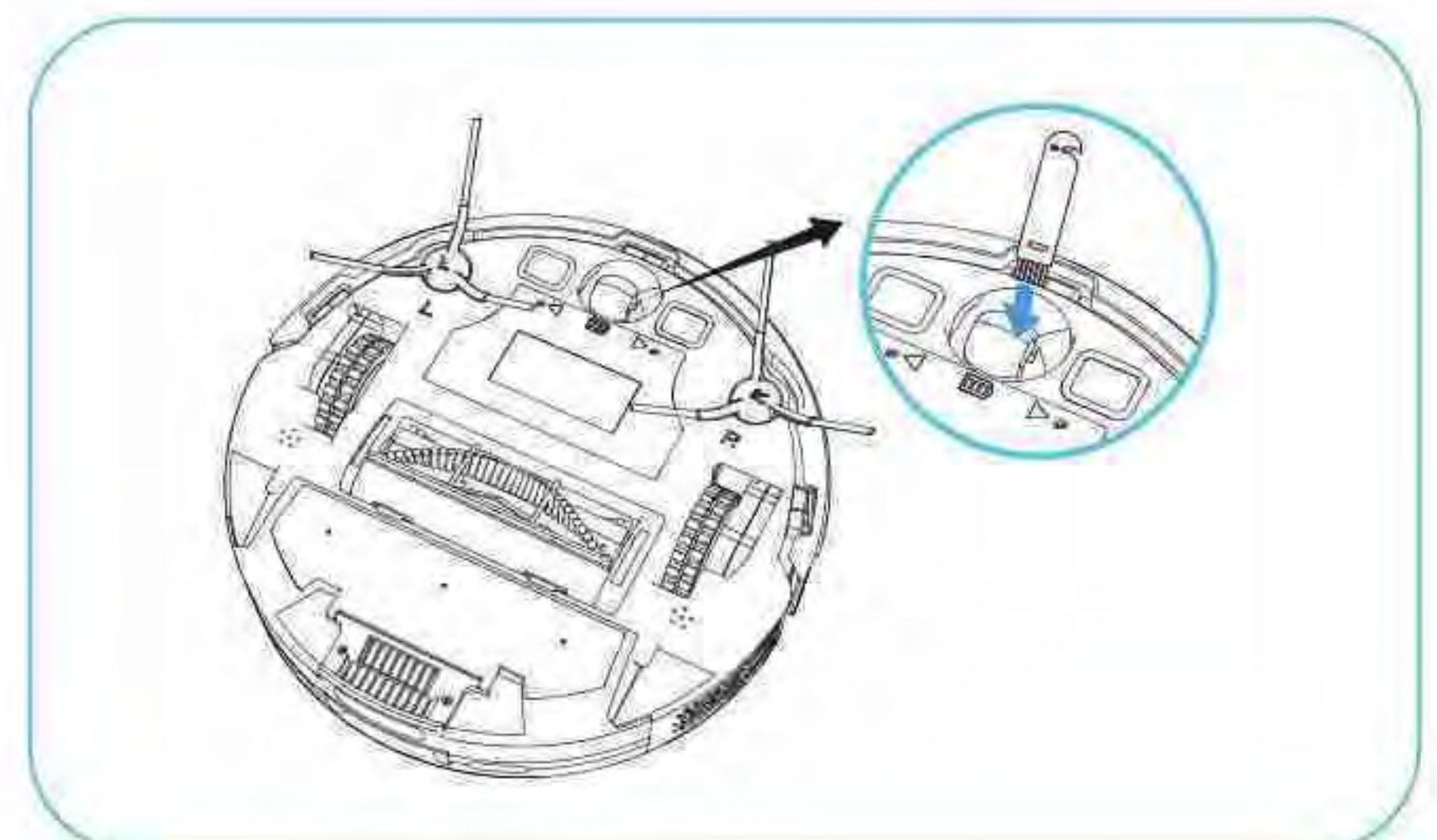
Notes: Before Cleaning the charging contacts on the robot and Charging Station, turn the robot OFF and unplug the Charging Station.

4.7 Clean Caster Wheel

The Caster Wheel can't be pulled out, please remove any hair or debris that is wrapping the wheel or entangled inside the wheel cavity with the provided Cleaning Brush.

Notes:

Do not clean the Caster Wheel with water.



5. Troubleshooting

5.1 Error & Voice Alarm

When a runtime error occurs, the Robot Status Light flashes red and a voice prompt is given, also have error displayed on App.Robot will stop on the ground and enter standby mode.

Please use the table below to solve the problem.

Error Voice Prompt / APP Message	Cause	Solution
Main brush is stuck.	Main brush is stuck.	Power Off robot and take off main brush guard, please clean main brush as "4.4 Clean Main Brush" in Page 52.
Wheel is stuck.	1.Left or right wheels may be stuck or entangled with foreign objects inside wheels. 2.Robot is stuck or trapped by foreign objects on the ground, which robot couldn't move.	1.Power Off robot, turn over robot, Use hand to push wheels and rotate wheels to check if there is foreign objects inside wheels. 2.Move robot to open space.
Side brush is stuck.	Side brush is stuck.	Power off robot, then please check the side brush and remove the foreign objects as "4.5 Clean Side Brush" in Page 53.

Front bumper is stuck.	Front bumper is stuck.	Please gently press the left, middle and right part of the bumper to check whether it can pop out. If still have error, please contact support.us@tikom.cc for assistance.
Insert dust bin.	1.Dust bin doesn't install well. 2.Dust bin is taken out.	Re-install dust bin and slightly press dust bin.
Put Robot on the floor before starting.	1.Robot is picked up or suspended in the air. 2.Anti-drop sensor is dirt. 3.Robot is on the black carpet which anti-drop sensor feel black carpet is cliff.	1.Please move robot to a flat surface and restart robot. 2.Clear Anti-Drop Sensor by Damp cloth as "4.6 Clean Sensor and Charging Contracts" at page 54. 3.Set "No-Go Zone" or "Virtual Wall" to black carpet to prevent robot go onto black carpet. 4.Restart Robot as "3.12 Restart Robot " in page 46. If still have error, please contact support.us@tikom.cc for assistance.
Put the machine flat on the ground before starting.	Robot is on the tilt surface.	1.Move Robot to a flat surface. 2.If still have problem, please Restart Robot as "3.12 Restart Robot " in page 46.
Robot is trapped. Please move Robot to an open area.	1.Robot is trapped. 2.Laser Distance Sensor (LDS) is blocked by strange thing.	1.Please move robot to an open area. 2.Please check around Laser Distance Sensor (LDS) if there is strange thing. If yes, please remove strange thing.

Recharge failed, please manually put Robot onto Charging Station	1.Charging Station is blocked by strange thing. 2.Charging Station don't have power. 3.Contact Pins on Charging Station is dirty. 4.Charging Station has been moved to other place when robot is cleaning.	1.Remove objects within 3 ft/1 m to the left and right side and within 6ft/2m of the front of the Charging Station. Please place the Charging Station against a wall, and on a hard-level surface. 2.Check if the Power Status Light on the Charging Station lights up. If not, please check if used correct charger with Charging Station. Our charger specification is DC 19V 0.6A output. 3.Clear the charging contact pins on Charging Station and robot with a dry cloth as instructed at page 54. 4.Manually put Robot onto Charging Station.
Please check if Laser Distance Sensor is stuck.	Laser Distance Sensor(LDS) doesn't rotate.	Restart Robot as "3.12 Restart Robot " in page 46. If still have error, please contact support.us@tikom.cc for assistance.
Please check if Laser Distance Sensor is blocked.	Laser Distance Sensor (LDS) is blocked by strange thing.	Please check around Laser Distance Sensor (LDS) if there is strange thing. If yes, please remove strange thing. If still have error, please contact support.us@tikom.cc for assistance.

If above solution don't work, please contact **support.us@tikom.cc** for assistance.

5.2 Frequently Asked Question

Problems	Solutions
Robot cannot be activated.	1. Make Sure the battery is full charged, which in App robot battery electricity is shown 100%. 2. The robot only could work well among the ambient temperature 32°F /0°C to 104°F /40°C, if beyond this temperature range, robot will work abnormal. 3. Please use a needle to press Reset button as "3.12 Restart Robot " in page 46. 4. If Still have problem, please contact support.us@tikom.cc for assistance.
Robot stops working suddenly.	1. Check if robot is trapped or stuck on an obstacle. 2. Check if robot has error alarm in voice or APP displayed (for details, please check "5.1 Error & Voice Alarm" on page 55). 3. Check if the battery level is too low. 4. Please use a needle to press Reset button as "3.12 Restart Robot " in page 46. 5. If Still have problem, please contact support.us@tikom.cc for assistance.
Robot misses cleaning spots to be cleaned, or repeats cleaning the area cleaned.	1. Make sure the floor wax is dried before Robot starts cleaning. 2. Please Check if there is strange thing around Laser Distance Sensor (LDS). 3. Please check if Laser Distance Sensor (LDS) is rotating or not. 4. Please check if Map on Tuya Smart APP is wrong or missing, if yes, please recover right map from the map list in "Map Management". 5. If Still have problem, please contact support.us@tikom.cc for assistance.

I have set "Restricted Zone" on the map in Tuya Smart APP, why Robot will enter these "Restricted Zone".	1. Please check if Map on Tuya Smart APP is wrong or missing, if yes, please recover right map from the map list in "Map Management". 2. Please check if Restricted Zones have been set correctly. 3. If still have problem, please contact support.us@tikom.cc for assistance.
Robot movements or travel path are abnormal.	1. Check wheels, side brushes and Main Brush if have foreign objects on them; if yes, please remove foreign objects. And clean main brush and side brush as chapter 4 at page 52. 2. Please Check if there is strange thing around Laser Distance Sensor (LDS) to influence LDS. 3. Please check if Laser Distance Sensor (LDS) is rotating or not. 4. If still have problem, please contact support.us@tikom.cc for assistance.
Schedule Cleanings couldn't be activated.	1. Make sure the robot is turned on. 2. Make sure the scheduled time has been set correctly. 3. Check if robot has error alarm (for details, please check "5.1 Error & Voice Alarm" on page 55), it can't start the scheduled cleaning. 4. Check if Robot power is too low to start cleaning, Scheduled cleaning will be started only when the remaining power is 15% or above. 5. If still have problem, please Disconnect Robot and wipe data from Tuya smart APP and add robot into APP again.
Poor cleaning ability or dust falling out.	1. Check if dust bin is full and needs emptying. 2. Check if Main Brush is stuck by some foreign objects and clean main brush as "4.4 Clean Main Brush" in Page 52.

Poor cleaning ability or dust falling out.	3. Check if any obstructions are blocking the suction inlet. 4. Check if HEPA filter is blocked and needs cleaning. 5. Check if the HEPA filter is wet due to water or other liquid on the floor. Air-dry the filter completely before use, or change new HEPA filter. 6. Check if Dust Bin Transparent Blocking Plate work well, there is 2pcs spare plate in package for replacement. 7. If Still have problem, please contact support.us@tikom.cc for assistance.
Robot produces loud or sharp noises.	1. It is a normal phenomenon that Robot produces certain sound during cleaning. Arrange your cleaning time properly to avoid being interrupted by the sound. 2. If a sharp noise is heard, check if the Main Brush, Side Brush or Wheel is intertwined by any foreign objects. Remove the foreign objects twisted around Main Brush, Side Brush or Wheel. And clean main brush and side brush as chapter 4 at page 52. 3. Check if the robot collected the objects that can make noise inside of the Dust Bin. 4. If still have trouble, please contact support.us@tikom.cc for assistance.
Robot cleaning time is too short.	1. Full charged robot and check if robot battery electricity shown in App is 100%. 2. Change the suction power in App to "Low", and try cleaning. 3. In our lab test, Low suction could clean about 150mins, Normal suction is 90mins and Strong suction is 60mins. If after full charged and cleaning time is shorter than our lab test, please contact support.us@tikom.cc for assistance.

Why need dock robot onto Charging Station in all time? Is it safe?	1. In no cleaning time, we recommend to let the robot always dock on the Charging Station for full charged, then robot could clean in any time if needed. Please don't worry, there is low power consumption for Charging Station once robot is full charged. 2. There is circuit protection for Charging Station. So it would be safe to dock Robot on Charging Station all the time.
Robot cannot be charged.	1. Check if the Power Status Light on the Charging station lights up. If not, please check if used correct charger with Charging Station. Our charger specification is DC 19V 0.6A output. 2. Clear the charging contact pins on Charging Station and robot with a dry cloth. 3. Please use a needle to press Reset button as "3.12 Restart Robot" in page 46. 4. If still have trouble, please contact support.us@tikom.cc for assistance.
Slow charging speed.	1. When used at high or low temperatures(>104°F /40°C, <32°F /0°C), the robot will automatically reduce the charging speed so as to extend battery life. 2. Clear the charging contact pins on Charging Station and robot with a dry cloth as instructed at "4.6 Clean Sensor and Charging Contacts" at page 54. 3. Check if used the right power adapter with with Charging Station. Our charger specification is DC 19V 0.6A output.
Robot cannot return to Charging Station.	1. Remove objects within 3 ft/1 m to the left and right side and within 6ft/2m of the front of the Charging Station. Please place the Charging Station against a wall, and on a hard-level surface.

Robot cannot return to Charging Station.	2. Check if the Power Status Light on the Charging Station lights up. If not, please check if used correct charger with Charging Station. Our charger specification is DC 19V 0.6A output. 3. Clear the charging contact pins on Charging Station and robot with a dry cloth as instructed at "4.6 Clean Sensor and Charging Contacts" at page 54. 4. Please Check if there is strange thing around Laser Distance Sensor (LDS) to influence LDS. 5. Manually put Robot onto Charging Station.
Main Brush does not rotate.	1. Check if the Main Brush is stuck by some foreign objects; if yes, please remove them and Clean the main brush as "4.4 Clean Main Brush" at Page 52. 2. Check if the Main Brush and brush guard have been installed properly. 3. If still have trouble, please contact support.us@tikom.cc for assistance.
Side Brush does not rotate.	1. Check if the Side Brush is stuck by some foreign objects; if yes, please remove them and Clean the side brush as "4.5 Clean Side Brush" in Page 53. 2. Check if the Side Brush have been installed properly. 3. If still have trouble, please contact support.us@tikom.cc for assistance.
What's the mopping cloth holder function?	1. Robot will detect mopping cloth holder for mopping function. So before mopping, please help to install mopping cloth holder onto robot. 2. When mopping, there is no water come out, please check and re-install mopping cloth holder again.

What's the mopping cloth holder function?	3. When start robot with mopping cloth holder, robot will say "Start Sweeping & Mopping"; Robot will sweep and mop in the same time. When start robot without mopping cloth holder, robot will say "Start Sweeping"; Robot will sweep only.
No or little water during mopping.	1. Please check whether there is water in the water tank. 2. Please make sure that the water tank and Mopping cloth holder are properly installed in place, and adjust the water volume switch to high on App. If mopping cloth holder is installed well, when robot cleaning, there is voice prompt "Start Sweeping & Mopping". 3. Use dry cloth to clean Signal Contacts of Water Tank and Robot as instructed in "2.2.5 Dust Bin & Water Tank" at page 7. 4. Use a needle to poke 3 small water outlet under water tank to avoid water tank clogging as instructed in "2.2.5 Dust Bin & Water Tank" at page 7. 5. If still have trouble, please contact support.us@tikom.cc for assistance.
Too much water during mopping.	1. Please make sure blue rubber water inlet has been well sealed. 2. Please change "Mopping Water" in APP to Low. If still have trouble, please contact support.us@tikom.cc for assistance.
Robot cannot connect to a Wi-Fi network.	1. Please Put Robot near Wi-Fi Router. 2. Make sure your mobile phone is connecting with 2.4GHz Wi-Fi. 3. If your router is 2.4GHz and 5GHz Dual band, please connect your mobile phone with 2.4GHz Wi-Fi. 4. In your router, if 2.4GHz and 5GHz Wi-Fi use same Wi-Fi name, please enter router control page to rename 2.4GHz Wi-Fi with new Wi-Fi name. Then make your mobile phone to connect with this new name 2.4GHz Wi-Fi.

Robot cannot connect to a Wi-Fi network.	5. Please make sure Bluetooth switch  on your mobile phone or tablet is ON. 6. Please reset Wi-Fi and download the latest Tuya Smart App to retry connecting. For details, refer to the "3.4. Connect Robot with App", page 17 in this manual.
In App, robot is shown offline.	1. Make sure robot has powered on. 2. Make sure Wi-Fi is connected successful, and Wi-Fi Status Light is solid blue. 3. It's normal that Wi-Fi signal is weak when robot is far away Wi-Fi router. Once robot goes near router, Robot will reconnect Wi-Fi again. 4. Please remove robot from Tuya Smart APP and add robot into APP again.
You cannot control Robot with Amazon Alexa.	1. Check if there are any Internet connection problems. 2. Check if you have installed the Amazon Alexa App onto your smart device. 3. Make sure you have a Tuya Smart account and have connected to Robot successfully. 4. Make sure you have connected Alexa on Tuya Smart App, for detail please check "3.6.14 Work with Amazon Alexa or Google Assistant" on page 35. 5. Make sure you are using correct Alexa voice commands which are also listed in 3.6.14 on page 37.
You cannot control Robot with the Google Assistant.	1. Check if there are any Internet connection problems. 2. Check whether you have installed the Google Home App onto your smart device. 3. Make sure you have a Tuya Smart account and have connected to Robot successfully. 4. Make sure you have connected Google assistance on Tuya Smart App, for detail please check "3.6.14 Work with Amazon Alexa or Google Assistant" on page 35. 5. Make sure you are using correct Google home voice commands which are also listed in 3.6.14 on page 37.

Do I need to charge the battery for at least 16 hours for the first three uses?	The lithium battery has no memory effect, so it's okay to just fully charge it.
---	---

If above solution don't work, please contact support.us@tikom.cc for assistance.

5.3 Wi-Fi Connection

5.3.1 Wi-Fi Setup Requirement

Before Wi-Fi setup, make sure your mobile device, Robot and your Wi-Fi network meet the following requirements.

5.3.1.1 Mobile Device Requirement

Make sure your Smartphone or tablet is connected to a 2.4GHz Wi-Fi.
Make sure Bluetooth switch  on your smartphone or tablet is ON.

5.3.1.2 Robot Requirement

1. The Wi-Fi Status Light on Robot is flashing blue for waiting for Wi-Fi connection.
2. Robot is attached to the Charging Station to ensure it has enough power during setup.

5.3.1.3 Wi-Fi Requirement

1. Make sure the robot and your mobile device are close to the router when connection.
2. Make sure you've entered the correct Wi-Fi name and password when connecting.
3. Avoid using an emoji or special characters or symbols in your Wi-Fi name and password.
4. It's not recommended to use a VPN (Virtual Private Network) or Proxy Server.
5. If your router is 2.4GHz and 5GHz Dual band, please connect your mobile phone with 2.4GHz Wi-Fi.
In your router, if 2.4GHz and 5GHz Wi-Fi use same Wi-Fi name, please enter router control page to rename 2.4GHz Wi-Fi with different Wi-Fi name. Then make your mobile phone to connect with this new name 2.4GHz Wi-Fi.

6. When connecting to a hidden network, make sure you enter the correct network name, SSID (case sensitive), and connecting to a 2.4GHz wireless network.
7. When using a network extender/repeater, make sure the network name (SSID) and password are the same as your primary network.
8. Your Wi-Fi router supports 802.11b/g/n and IPv4 protocol.
9. WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
10. WEP EAP (Enterprise Authentication Protocol) is not supported.
11. Use Wi-Fi channels 1-11 in North America and channels 1-13 outside North America (refer to local regulatory agency).

5.3.2 Wi-Fi Connection troubleshooting

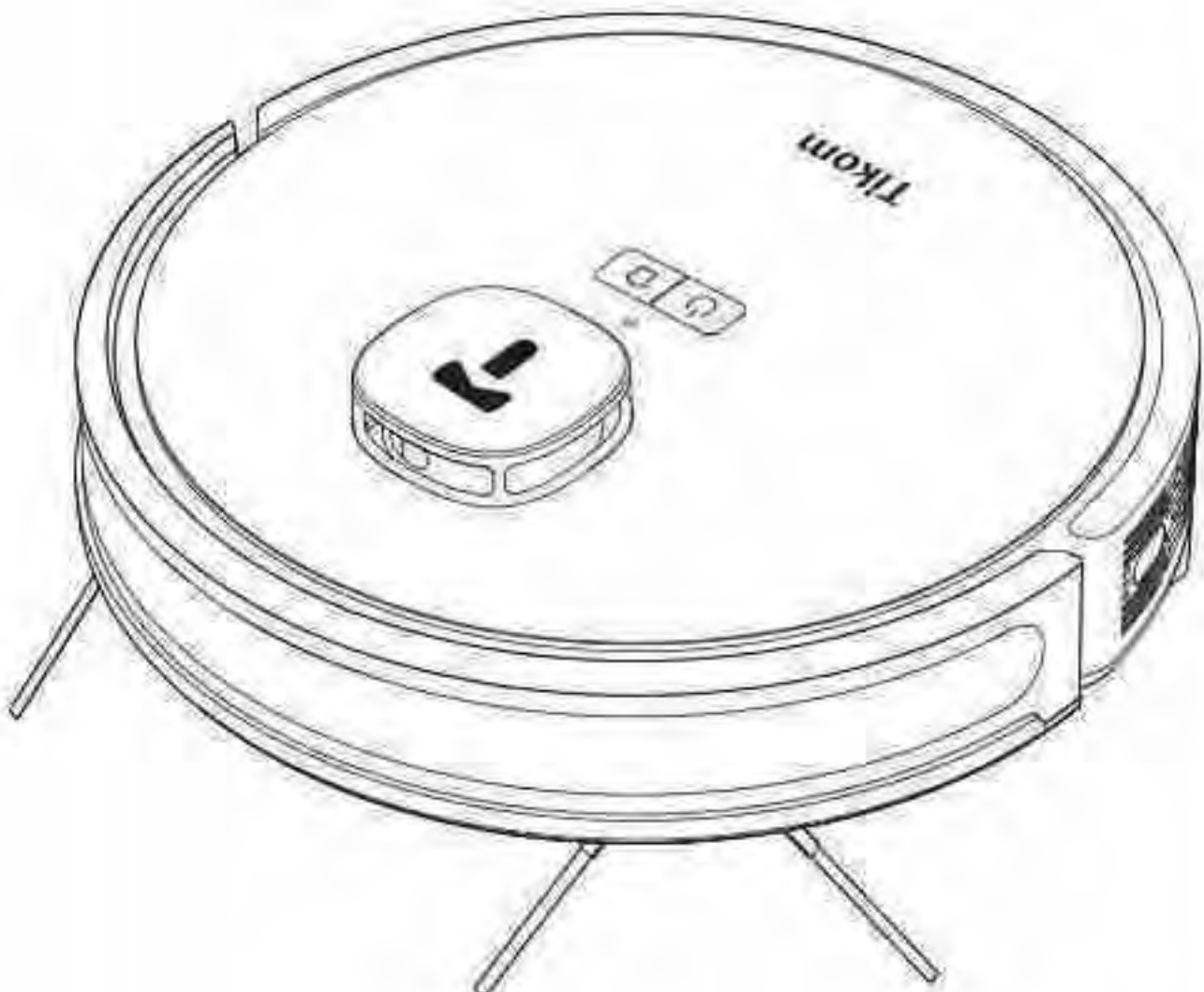
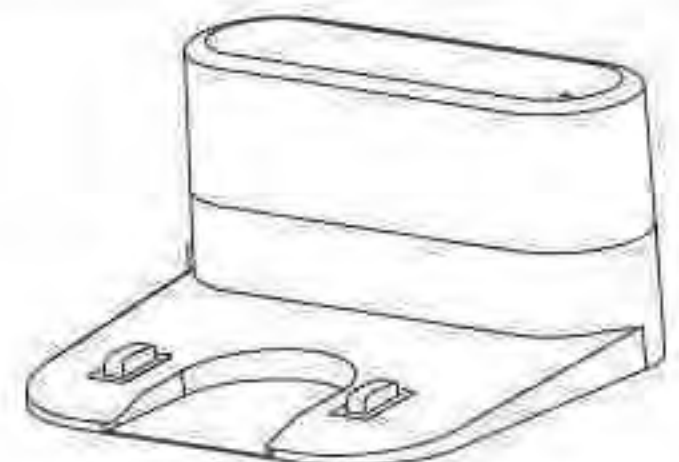
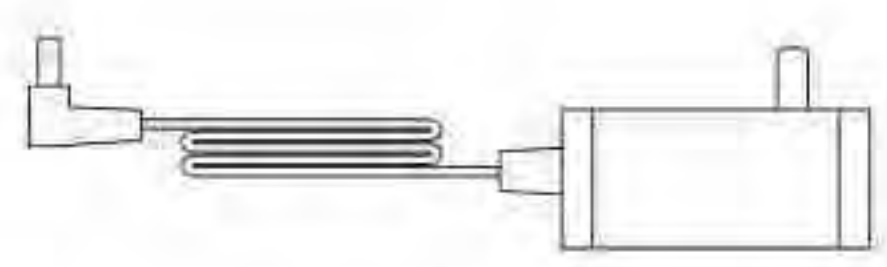
If you cannot control Robot with your smart device, try the solutions below to solve the problem.

Wi-Fi Status Light	Voice Prompt	Cause
Flash Blue	Wi-Fi Connected	1.Robot has connected to your router, but cannot access the Internet. 2.App Serve has problem.
Solution		
1.Check if your router is connected to the Internet. Check with your Internet provider to see if there is any Internet connection problem. 2.Wait several hours, to check App control again to check if App server is ok.		

Wi-Fi Status Light	Voice Prompt	Cause
Flash Blue	/	1.Robot cannot connect to your wireless router. 2.Wi-Fi connection is reset or has not been set up before.
Solution		
1.Please Put Robot near Wi-Fi Router 2.Make sure your mobile phone is connecting with 2.4GHz Wi-Fi. 3.If your router is 2.4GHz and 5GHz Dual band, please connect your mobile phone with 2.4GHz Wi-Fi. 4.In your router, if 2.4GHz and 5GHz Wi-Fi use same Wi-Fi name, please enter router control page to rename 2.4GHz Wi-Fi with different Wi-Fi name. Then make your mobile phone to connect with this new name 2.4GHz Wi-Fi. 5.Please make sure Bluetooth switch  on your mobile phone or tablet is ON. 6.Please reset Wi-Fi and download the latest Tuya Smart App to retry connecting. For details, refer to the "3.4.Connect Robot with App", page 17 in this manual		
Wi-Fi Status Light	Voice Prompt	Cause
Off	/	1.Robot is turned off. 2.Robot power level is low. 3.Robot is in Sleep Mode.
Solution		
1.Fully charge Robot by attaching it to the Charging Station. 2.After fully charged, Power on robot to recheck.		

If above solution don't work, please contact support.us@tikom.cc for assistance.

6.Specifications

	Model No	L9000
	Navigation	Laser Lidar
	Suction Power	4000Pa
	Dust Bin Capacity	300ml
	Water Tank Capacity	250ml
	Battery	DC 14.4V 2600mAh
	Running Time	After Full Charged Low: about 150mins Middle: about 120mins High: about 90mins Will change after usage
	Mopping Time	Water Tank if full Low: about 100mins Middle: about 80mins High: about 60mins
	Size	Φ320 * 93 mm
	Power Input/Output	DC 19V 0.6A
	Station Size	147*142*81mm
	Power Input	AC 100-240V~ 50/60Hz 0.4A max
	Power Output	DC 19V 0.6A

7.Customer Service

For FAQs and more information, please visit www.tikom.cc.

✉ Email: support.us@tikom.cc

We also update many robot troubleshooting video and maintenance video onto our Youtube channel.

You could search “**Tikom Technology**” in Youtube to find our channel.

Tikom



@TikomOfficial



@TikomOfficial



@TikomOfficial



@TikomOfficial

Manufacturer: Shenzhen Tikom Technology & Innovation Co.,LTD

Address: 217, C Building, Chengshishanhai Center, Bantian, Longgang District, Shenzhen, Guangdong, China

Website: **www.tikom.cc**
Email: **support.us@tikom.cc**