

# Cleanmate

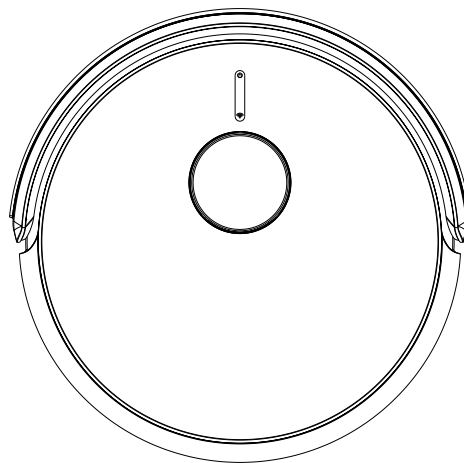
## Robotic Vacuum Cleaner

Cleanmate S 990

Laser Mapping / APP Control / Electrical water tank



## Instruction Manual



**Please keep this instruction manual in your sight,  
read it thoroughly and carefully before using this product**

---

## Contents

---

<b>Safety Instructions</b>	1
<b>Product Features</b>	2
User Friendly Design	2
Washable Dust Bin	2
Smart Navigation	2
<b>Product Components</b>	3
Main Body and Accessories	3
Main Body Diagram	4
Dust Bin / Main Brush	5
Docking Station / Remote Control	6
<b>Product Operation</b>	7
Control Panel	7
Battery Charging	8
Starting Up/ Standby/ Sleeping	9
Scheduling	9
Cleaning Modes	11
Main Brush and Dust Bin Installation	12
<b>Product Maintenance</b>	13

Cleaning Side Brushes-----	13
Cleaning Dust Bin and Filters-----	13
Cleaning Sensors and Wheels-----	14
Cleaning Charging Poles-----	14
Cleaning Rolling Brush Kit-----	14
How to assemble 2-in-one Water Tank-----	15
How to clean the Dust Bin in 2-in-one Water Tank-----	16
<b>Troubleshooting-----</b>	<b>17</b>
<b>Product Specifications-----</b>	<b>18</b>
<b>Battery Removal-----</b>	<b>18</b>

---

## Safety Instructions

---

Before using this product, please read the safety instructions and follow all regular safety precautions.

1. Only authorized technicians should disassemble the product. Users are not allowed to disassemble or repair the product.
2. Only use the original battery and power adapter (Model: GQ15-24006-AG) of the product for charging. Using an unmatched adapter may cause electric shock, fire or product damage.
3. Do not touch the power cord, plug or adapter with wet hands.
4. Do not use this product in wet or moist environment (any environment with liquid), e.g. bathroom or laundry.
5. Do not have curtains, any kind of wrapping material, clothes or loose objects caught in the wheels.
6. Before use, clear the floor (remove all fragile objects and cords, clothing, paper, loose cables, as well as make sure to lift curtains and drapes off the floor to avoid any possible accidents.)
7. Make sure this product is not close to cigarette butts, lighters, matches or any flammables.
8. Never use the product to clean combustible or highly volatile liquids, such as gasoline.
9. Only use the product indoors, do not use it outdoors.
10. If the product needs cleaning, clean it after the power is switched off.
11. Do not over-bend or put pressure on the flexible cord with heavy or sharp objects.
12. Do not sit on or attach an item on the top of this product. Beware of children or pets while the product is in operation.
13. Do not place this product where it's possible for the robot to drop off (table, chairs, etc.)
14. Turn off the power switch during transportation or for long term storage.
15. Before charging, check whether adapter and outlet are properly connected.
16. To avoid tripping, all the people in the house should be noticed when this product is on.
17. Check that the dustbin is empty prior to use.
18. Use this product in temperature from 0°C to 40°C.
19. Do not use this product in high-temperature environment or under intense sunlight for a long time.

20. This appliance contains batteries that should only be replaceable by skilled persons. The battery must be removed from the product before it is scrapped. The battery should be disposed of properly for safety and environmental sake.
22. For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.
- 23 This appliance contains batteries that are only replaceable by skilled persons.
24. Do not press or lift the LIDAR housing by hand this may cause damage to the LIDAR module.

**Warning:**

The appliance is not intended for children under 8 years old. **First time users should monitor the robot during work to ensure safe operations.** People with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, proper supervision or instruction should be given to help them understand the hazards involved, and how to use the appliance in a safe way.

First time users should keep sight of the appliance during vacuuming to ensure safe operation.

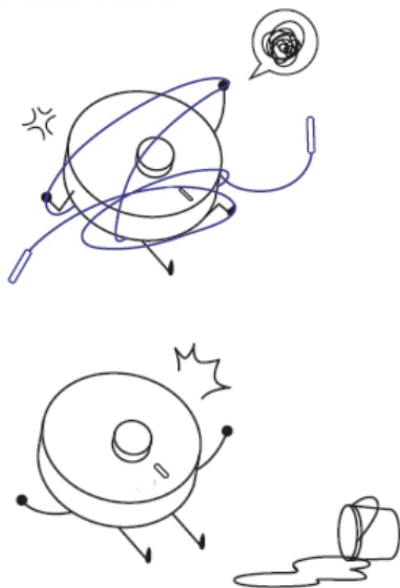
Do not use the product in any area higher than the height of the user, so as to prevent the machine from falling to cause injury.

Children should not play with the appliance. Cleaning and user maintenance should not be made by children without supervision.

For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.

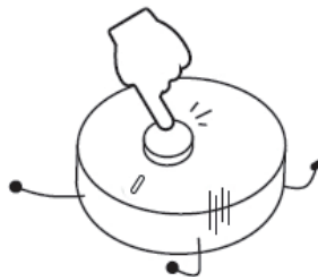
Please avoid below operation.

Please clear the floor in order to avoid getting the robot stuck.



Do not use the robot to clean up any liquids.

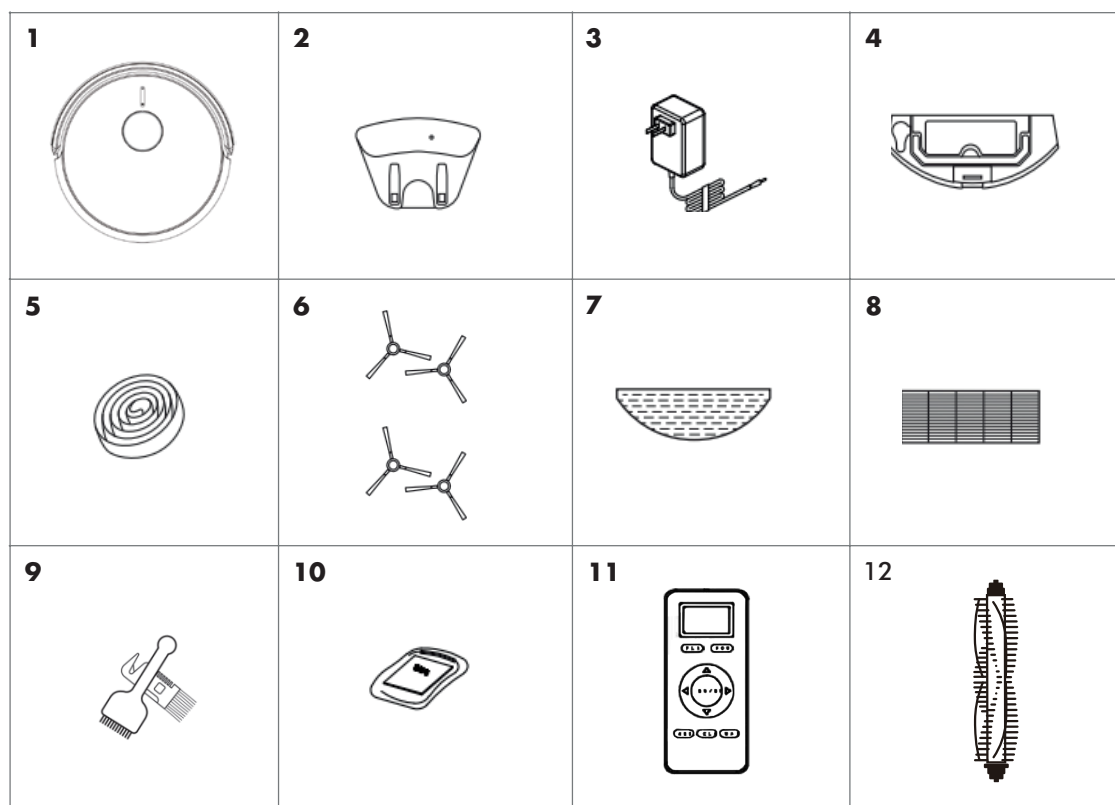
Do not push or pull on the laser sensor.



# Product Components

## Main Body and Accessories

Item	Description	Quantity
1	Main Body	1
2	Charging dock	1
3	Power Adapter	1
4	2 in 1 Electronic Water Tank	1
5	Magnetic strip	2
6	Side Brush	4
7	Mopping Cloth	2
8	HEPA	1
9	Cleaning Brush	2
10	Manual	2
11	Remote control	1
12	Main brush	1

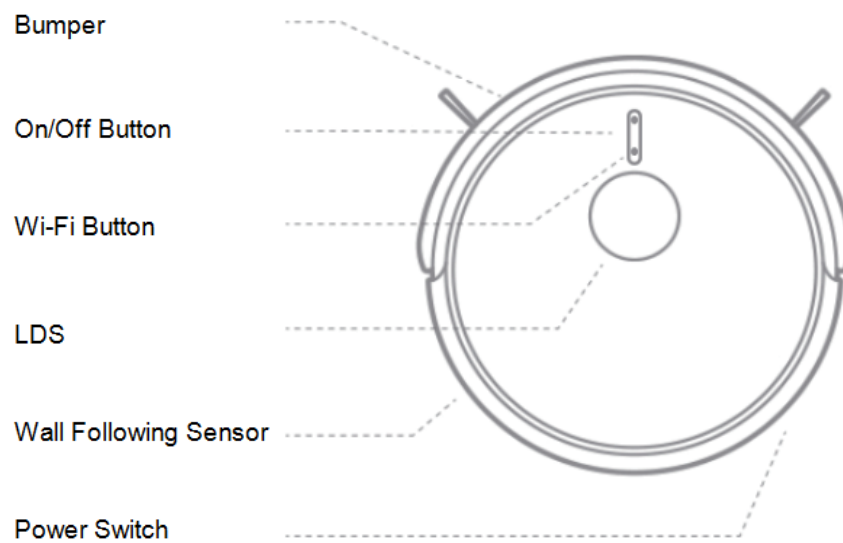


---

## Product Components

---

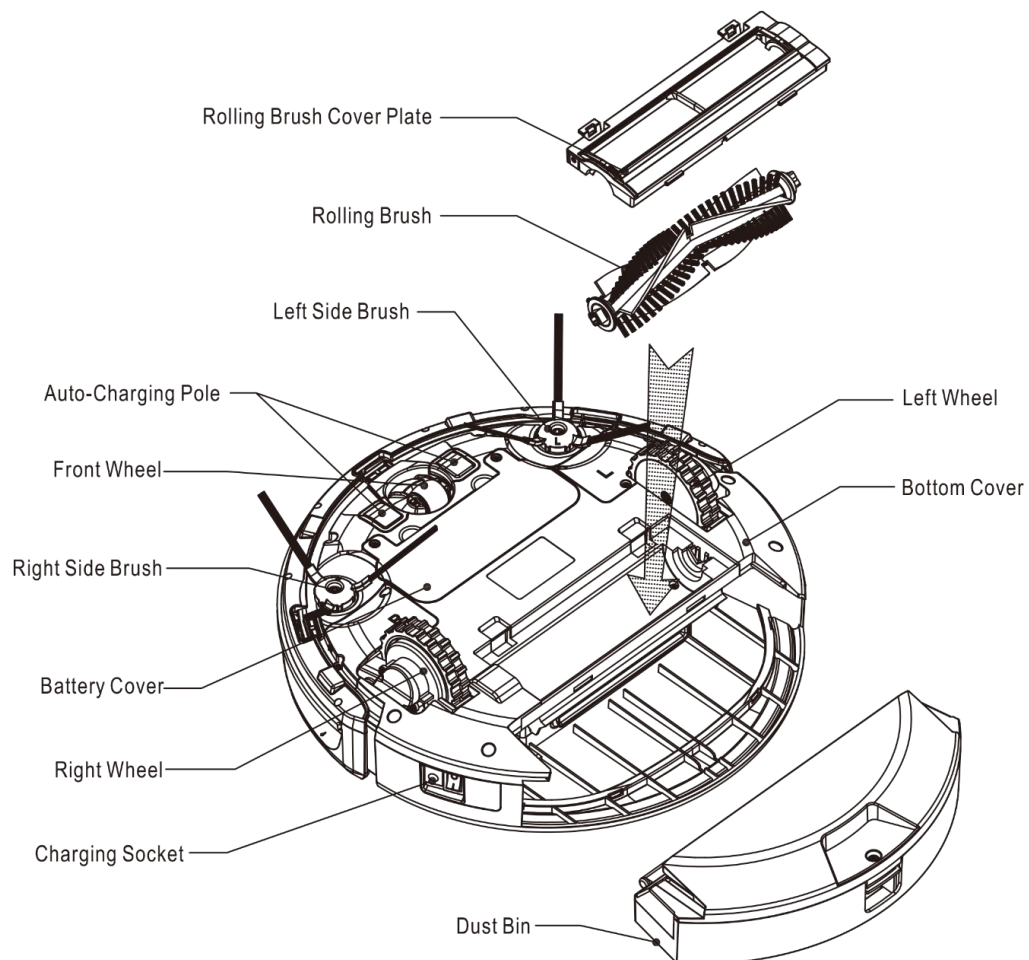
### Main Body Diagram



---

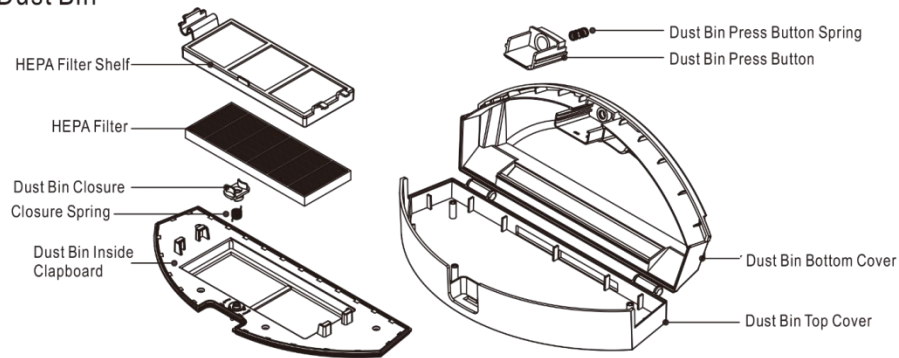
## Product Components

---



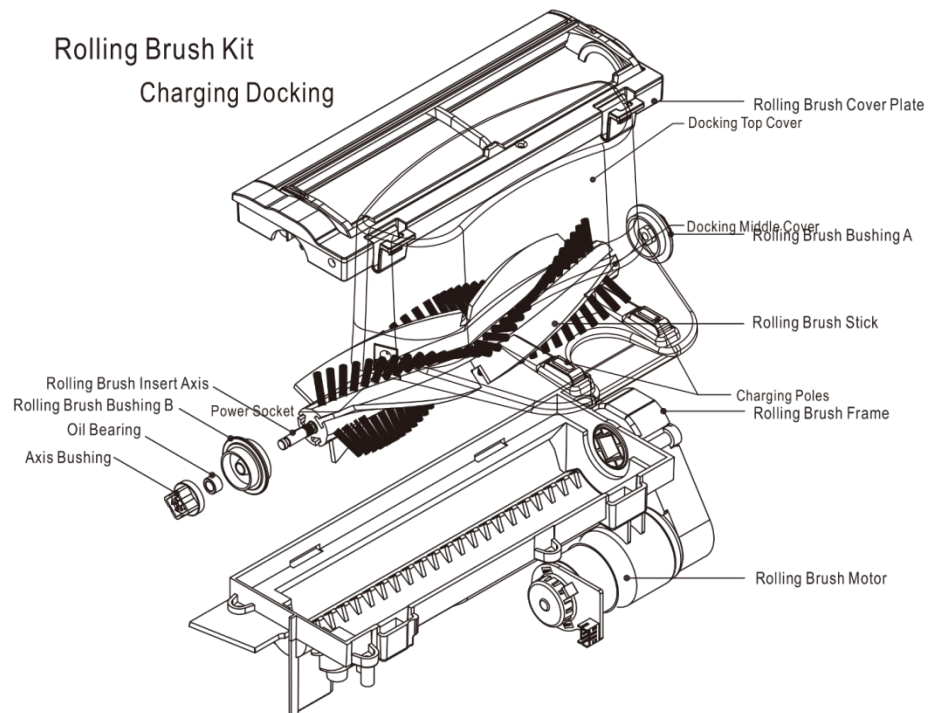
# Product Components

## Dust Bin



## Rolling Brush Kit

### Charging Docking



---

## Product Operation

---

### 1. APP Connection

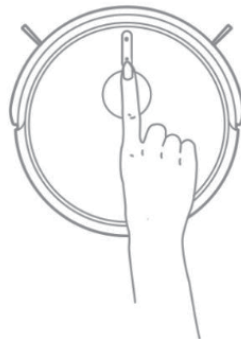
Step 1: Download the APP

Step 2: Connect the robot to the WiFi network per the instruction in the APP

Step 3: Control the robot, set up schedule or select cleaning mode via the APP

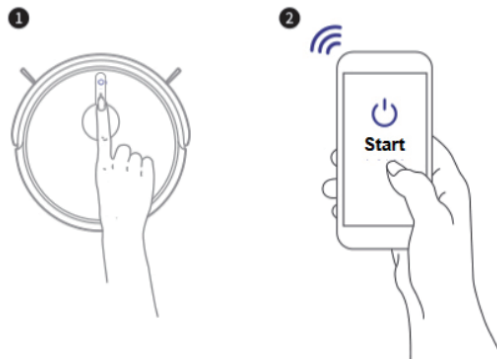
### 2. Robot Standby

Press the ON/OFF button till the circle LED light on the button is on, or Press the “Pause” button on the APP to let robot enter standby mode.



### 3. Start Cleaning

Press the ON/OFF button on the robot, or press the START button on the APP and the robot will start cleaning.



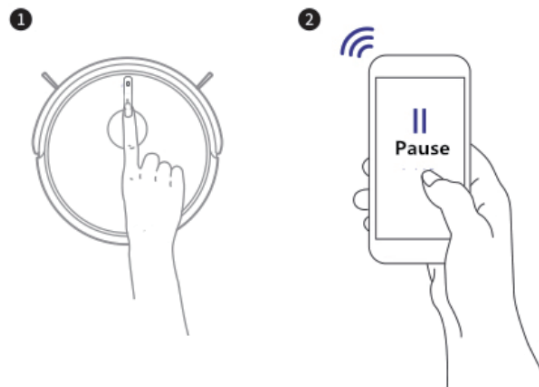
---

## Product Operation

---

### 4. Stop Cleaning

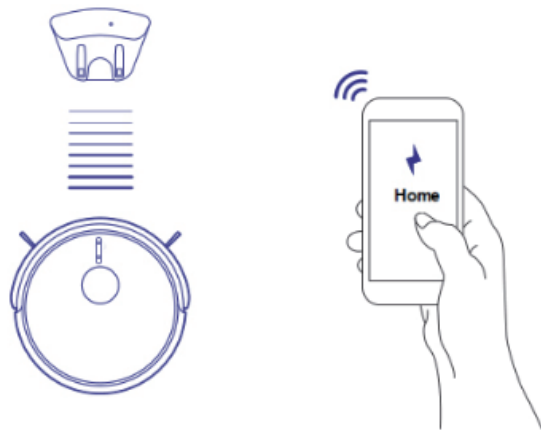
Press the ON/OFF button on the robot, or press the “Pause” button on the APP and the robot will stop cleaning.



### 5. Auto-charging

A, When the robot runs out of power, it will look for the charging station automatically. After automatically charging, robot will continue to clean the remaining area if cleaning was not completed before re-charging.

B, When robot is in stand by mode, press “Re-charge” button on the APP or remote and the robot will start looking for its charging station.



---

## Product Operation

---

### 6. Schedule setting operation

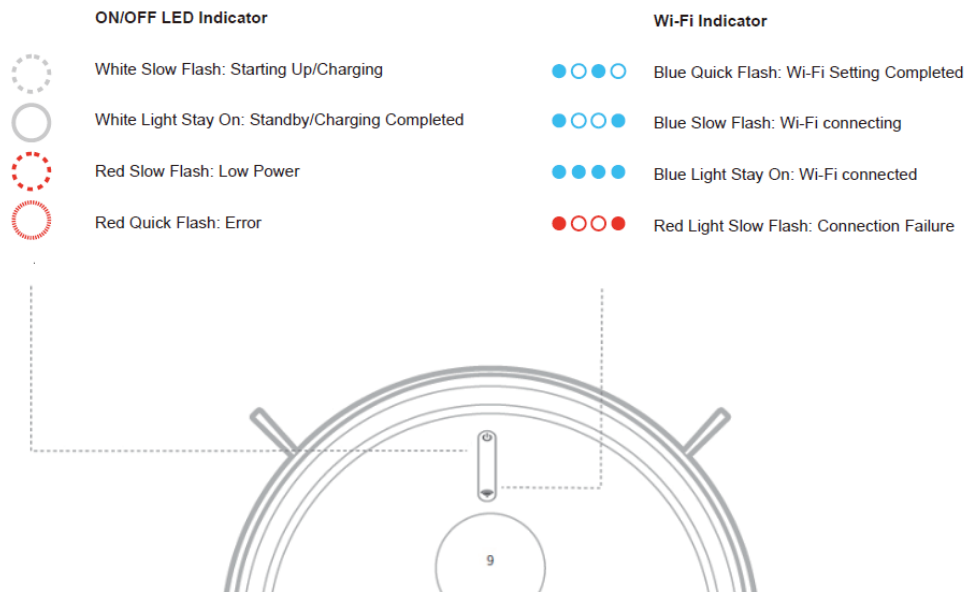
In standby or charging status, press “Schedule” button on the APP to set up schedule, and robot will start cleaning on scheduled time.



#### **Note:**

- a, When the robot is connect to the APP, the robot system time will synchronize with your mobile phone's time.
- b, Once the cleaning time schedule setting is confirmed, robot will start cleaning automatically at the scheduled time.
- c, If the robot is powered off, its schedule will be canceled. The robot must be kept in standby on the charging station in order to keep the schedules.

## 7. LED Indication



---

## Product Operation

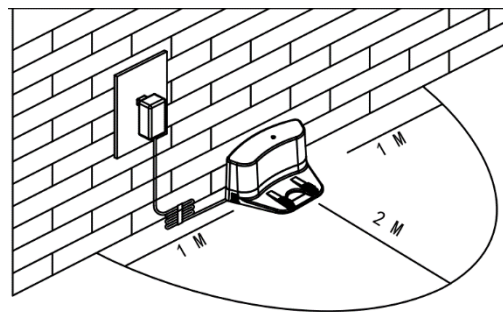
---

### Battery Charging

#### 1, Charging Station Placement

Place the charging station against the wall, remove obstacles about 1 meter at both sides and 2 meters in front of the station as

show in the right figure.



Note: if robot is switched off, then switch on the robot firstly before charging.


#### 2, Charge the robot in either way as shown below:

- plug one end of the adapter into the robot and the other end into the power socket
- Press “Re-charge” button on APP to operate the robot looking for the charging station automatically.

---

## Product Operation

---

C. Press the “” button twice in a short time, robot will go back to charging station for charging.

Note:

- A. In standby or working status, the robot will look for charging docking automatically when battery capacity is low.
- B. During the process of looking for charging station, if the robot runs out of power before arriving the charging station, it will broadcast voice “Battery low, robot is shutting down” and shut down within twenty minutes.
- C. When the robot is in working status, you should “Pause” it first, let it “Standby”, then press “Re-charge”.

In Order to Extend Battery's Life

- A. Please charge the robot up to 12 hours upon first charge.
- B. Charge the robot as soon as possible when battery capacity is low.
- C. The robot will return to the charging station automatically when accomplished cleaning or battery capacity is low.
- D. When you will not use the robot for an extended period of time, please fully charge the battery, then switch off the robot and keep it in a cool but dry place.
- E. If the robot has been put aside over 3 months, please charge the robot for 12 hours before using it for cleaning.

---


## Product Operation

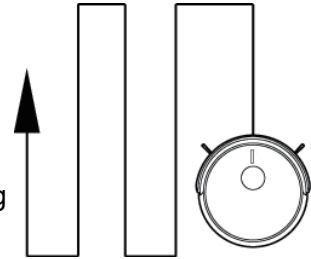
---

### Cleaning Modes

Below are the cleaning modes to meet different cleaning requirements of you.

#### 1. Automatic Cleaning Mode

In standby status, press “” on robot body or press “ON/OFF” on APP, robot will enter automatic cleaning mode. Robot will start along the wall and plan the cleaning of a 4X4 m<sup>2</sup> area with Zig-zag mode, and then after that moves to next 4X4 m<sup>2</sup> area.



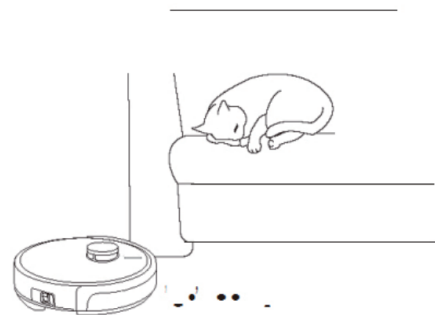
#### 2. Max Cleaning Mode

Press “MAX” on APP to enter powerful cleaning mode,

Robot will slow down its speed and increase its vacuum power, and speed up the mainbrush rotation for a deeper cleaning.

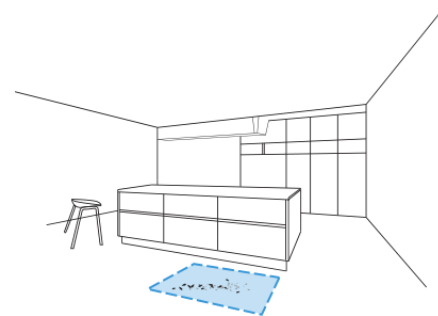
#### 3. Mute Cleaning Mode

Press “Mute” on APP to enter low noise cleaning mode. The robot will slow down its moving speed and mainbrush rotating speed, and decrease its vacuum power to minimize the noise level.



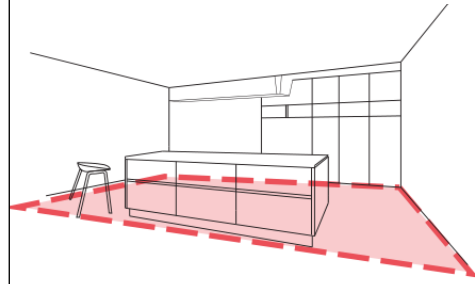
#### 4. Area Cleaning

Based on the existing complete map of house, press “Area” on the mapping page of APP, chose the size and location of a target area, and confirm it and start cleaning. Robot will go straight for cleaning the target area



## 5. Forbidden Area Setting

Based on the existing complete map of house, press “Forbidden area” on the mapping page of APP, chose the size and location of the forbidden area, and confirm it and start cleaning. Robot will then clean the remaining area.

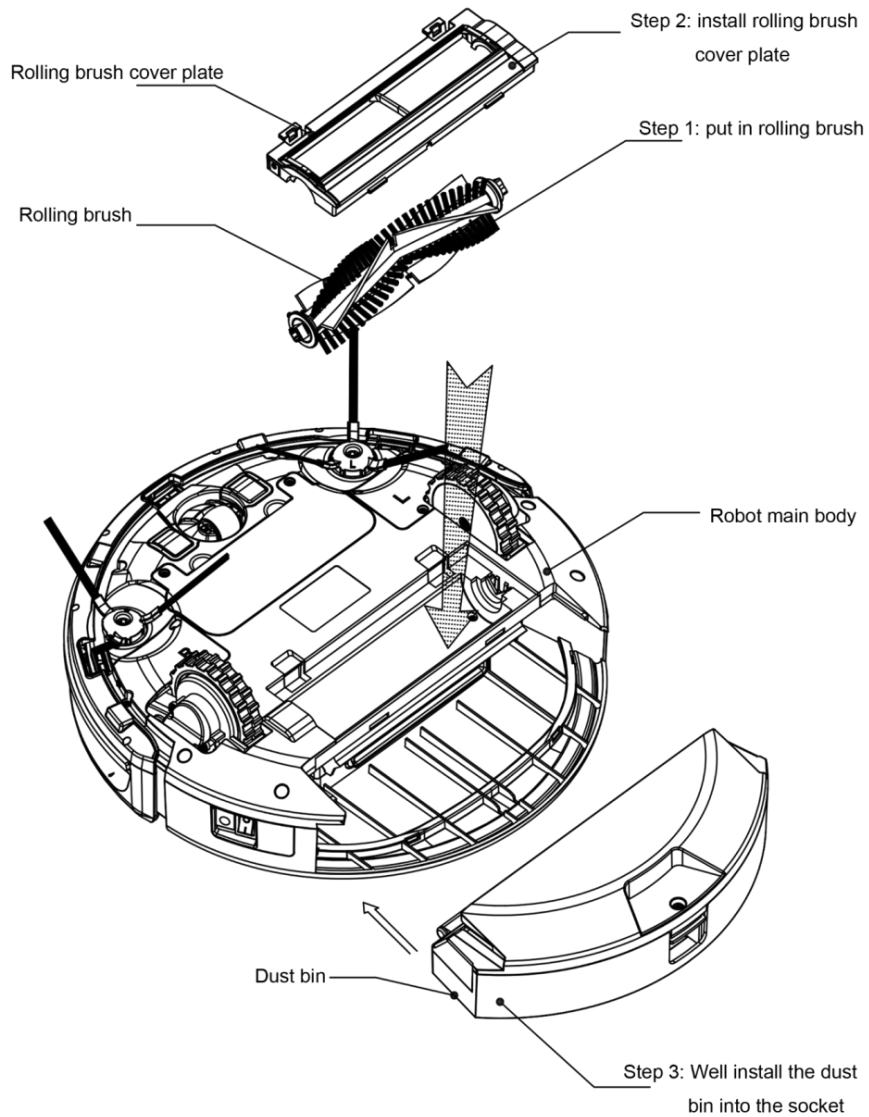


---

## Product Operation

---

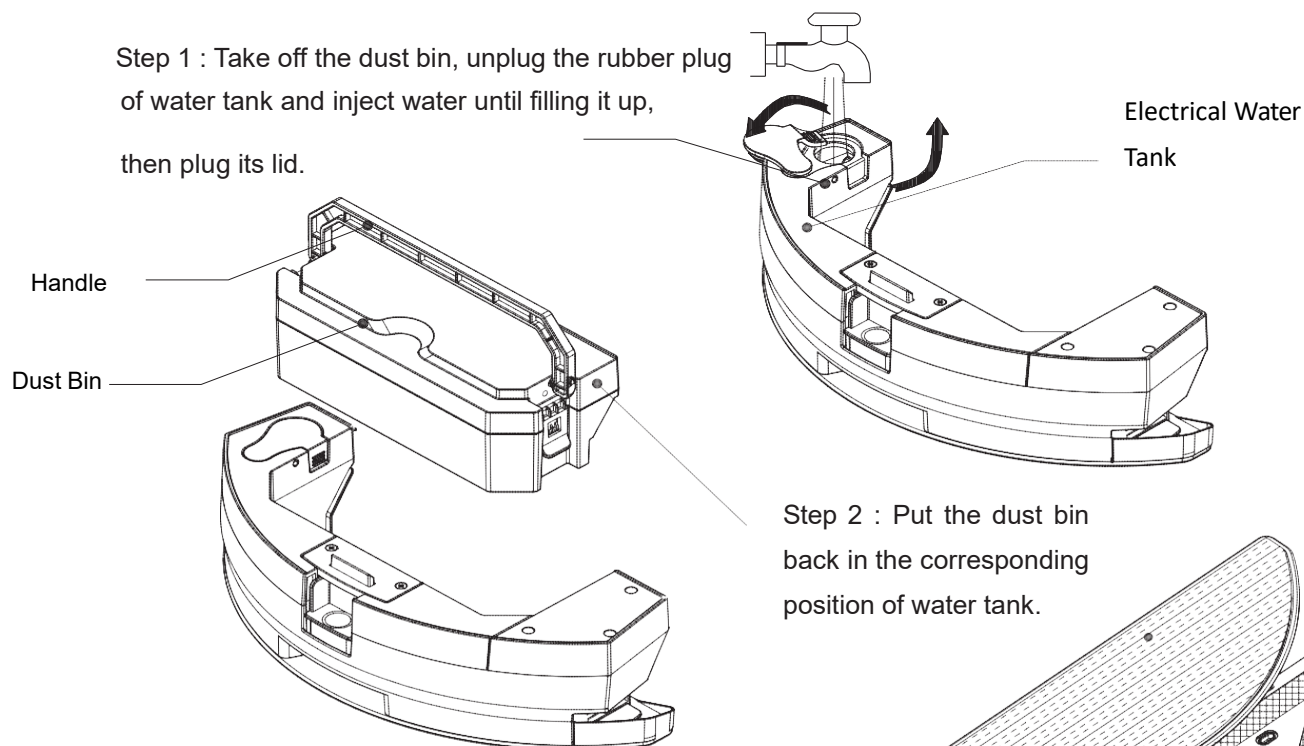
Rolling brush kit, dust bin kit should be well installed in the corresponding position (refer to below diagram)



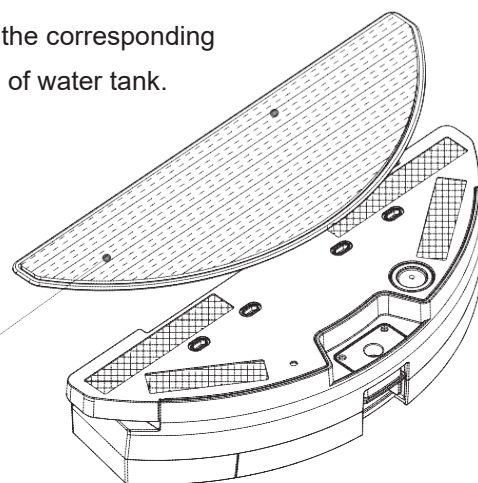
# Product Operation

## How to assemble 2-in-one Water Tank

Step 1 : Take off the dust bin, unplug the rubber plug of water tank and inject water until filling it up, then plug its lid.

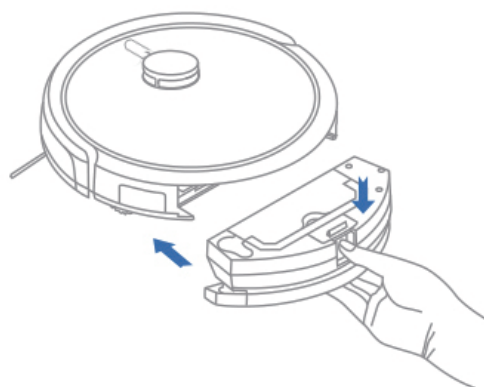


Step 2 : Put the dust bin back in the corresponding position of water tank.



Step 3 : Align the mop cloth to the edge of water tank's bottom, then stick the mop cloth on water tank and press it flat.

Step 4 : Put the 2-in-one water tank into the corresponding position of the machine. You can replace the original Dust Bin for your needs.



## Product Maintenance

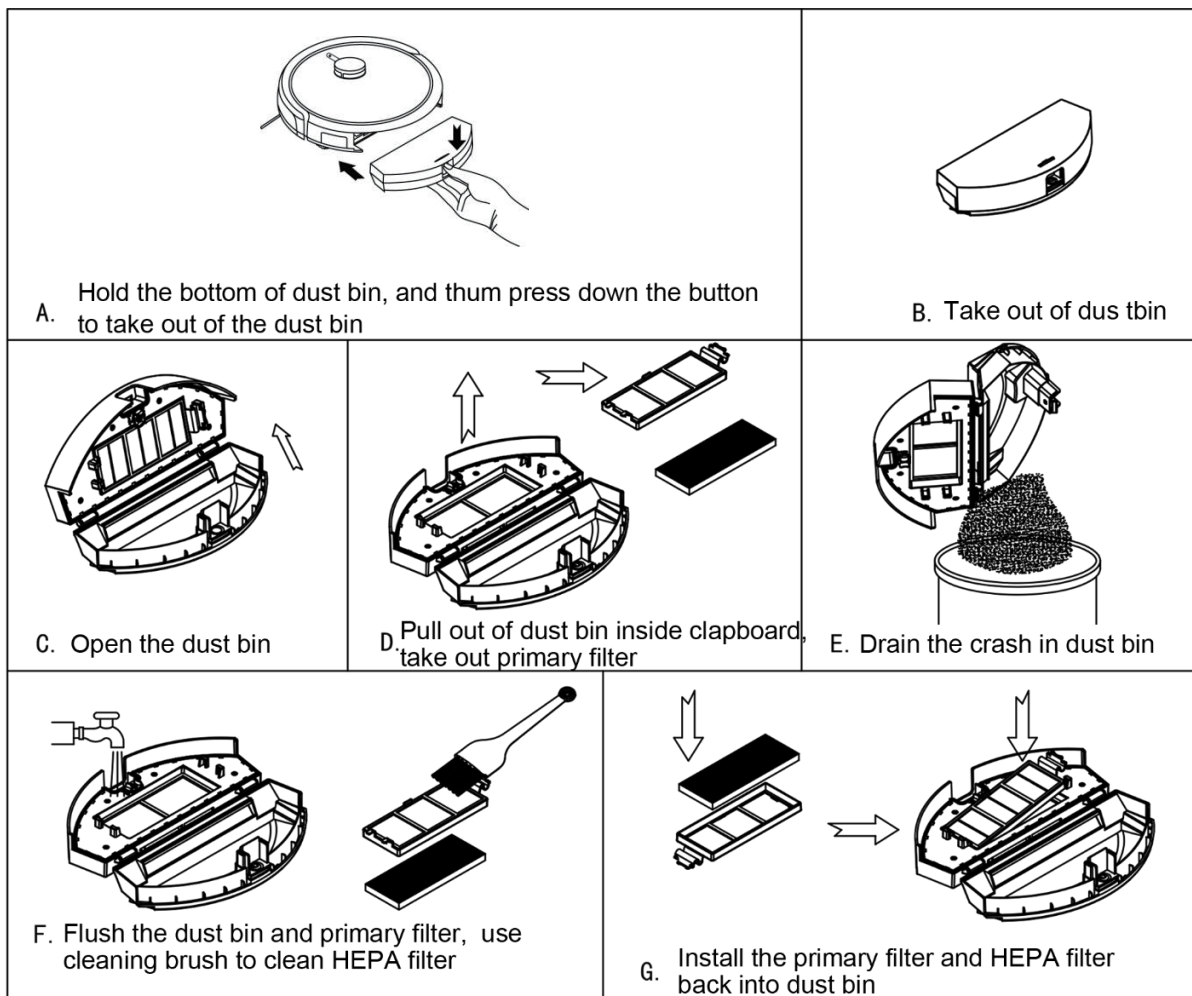
### Cleaning Side Brush

1. Check if side brush is broken or something is stuck
2. Clean the side brush
3. If side brush is curly or deform, put them in hot water for 5 seconds
4. If side brush is worn out then please change

### Cleaning Dust Bin and Filters

Empty and clean dust bin every time when you use it, cleaning steps as below:

- A. Wash the primary filter after every cleaning session, at least every 15-30 days to maximize its use life.
- B. Before installing the primary filter make sure it is dry.
- C. HEPA filter should be replaced if it has lost its shape or no longer fit tight against the filter frame.
- D. Recommended changing intervalls for the HEPA filter:
  - i. Once per month if the robot is vacuuming seven days a week
  - ii. Every other month if it is used 3-4 days per week
  - iii. Every four months if used less than once per week.



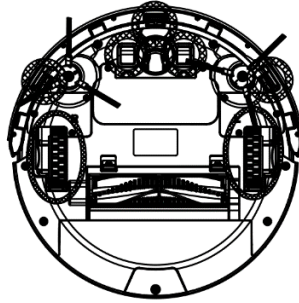
---

## Product Maintenance

---

### Cleaning Sensors and Wheels

Use cleaning tools or soft micro fiber to wipe the sensors and wheels as below:



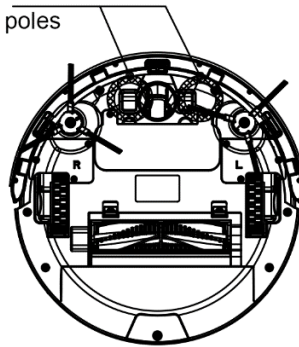
### Cleaning Charging Poles

use cleaning tools or soft micro fibers to wipe charging poles of charging docking and robot as below:



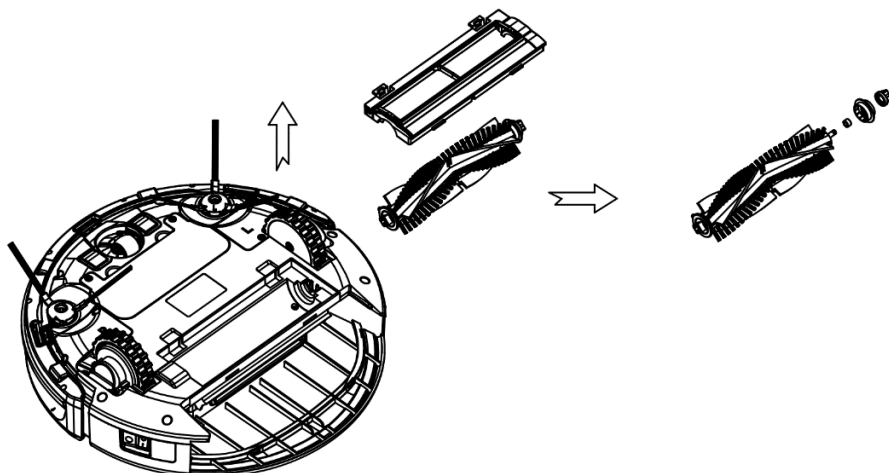
Use dry micro filber to wipe poles  
when connection not well.

Use dry micro filber to wipe poles  
when connection not well.



### Cleaning Rolling Brush Kit

Remove the rolling brush kit from robot, take out of the rolling brush stick, cleaning the brush rolling brush stick or cover clapboard with cleaning tools or soft micro fibers. (rolling brush stick is washable)



## Product Maintenance

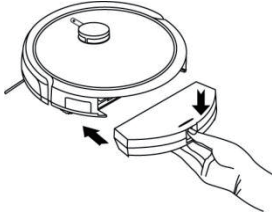
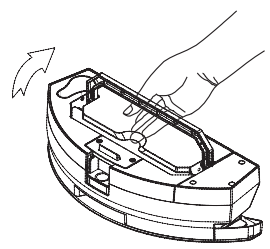
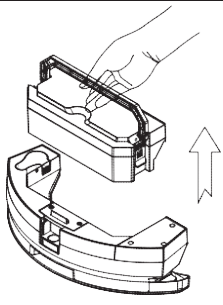
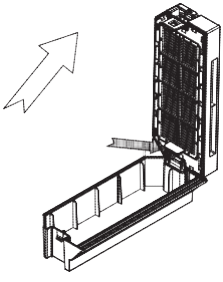
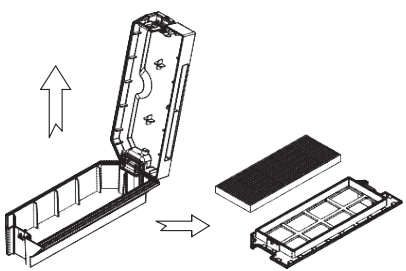
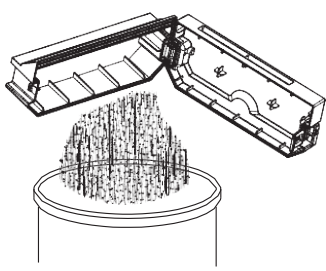
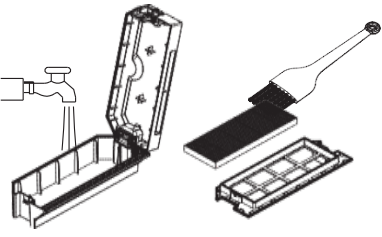
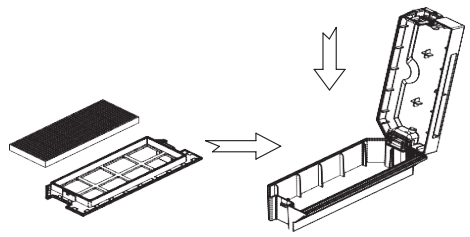
### Cleaning Dust Bin and Filters

Empty and clean the dust bin before or after every cleaning session. Follow the cleaning steps as below.

**Note:**

- a. Wash the primary filter after every cleaning session, at least 15-30 days to maximize its use life.
- b. Before installing the primary filter make sure it is dry.
- c. HEPA filter should be replaced if it has lost its shape or no longer fit tight against the filter frame.
- d. Recommended changing intervals for the HEPA filter:
  - i. Once per month if the robot is vacuuming seven days a week
  - ii. Every other month if it is used 3-4 days per week
  - iii. Every four months if used less than once per week.

New filters can be bought at [www.cleanmate.se](http://www.cleanmate.se) or at your local retailer.

 <p>A. Hold the bottom of dust bin, and then press down the button to take out the dust bin</p>		 <p>B. Lift the handle</p>
 <p>C. Separate the dust bin</p>	 <p>D. Open the dust bin</p>	 <p>E. Remove the primary and HEPA filter out and away from the dust bin.</p>
 <p>F. Empty the dust bin</p>	 <p>G. Flush the dust bin and primary filter, use a cleaning brush to clean the HEPA-filter, <b>do not</b> use water.</p>	 <p>H. Install the dried primary filter and HEPA-filter back into dust bin</p>

---

## Product Specifications

---

Classification	Item	Details
Mechanical Specifications	Diameter	325mm
	Height	96mm
	Weight	2.4kg
Electrical Specifications	Voltage	14.8V
	Battery	2600 mAh Li-ion
Function Specifications	Big Dust Bin Capacity	475ML
	Two-in-One Water tank & Dustbin Capacity	Water Tank 220ML/ Dustbin 230ML
	Recharge System	Manual charge / Auto recharge
	Charging Time	4 Hours
	Cleaning Time(Auto)	<120minutes
	Cleaning Time(Max)	<60minutes
	Cleaning Time (Eco)	<140 minutes

## Battery Removal

1. Remove the screws on battery cover with a screw driver.
2. Remove the battery cover.
3. Grasp the insulating tape at two sides of the battery and lift the battery.
4. Unplug the wire connector that links the battery and robot.

---

## Trouble Shooting

---

If error occurs, LED indicator on the button will be red flash and there will be voice prompt for the instructions as follows.

Item	Fault Prompt	Cause	Solution
1	Main brush fault, please clean the main brush.	Main brush locked or binded	Pls dismantle and clean main brush. Pls remove all fragile objects and cords, clothing, paper, loose cables, make sure No scattered items on the ground.
2	Side brush fault, please clean the side brush.	Side brush locked or binded	Pls dismantle and clean side brush. Pls remove all fragile objects and cords, clothing, paper, loose cables, make sure No scattered items on the ground.
3	Wheel overload, please clean the wheel assembly.	Wheel locked or binded	Pls check and clean the wheel. Pls remove all fragile objects and cords, clothing, paper, loose cables, make sure No scattered items on the ground.
4	Front bumper fault, please tap the bumper	Front bumper locked	Pls tap the bumper times to clean it
5	Please clean the front bumper lens.	Something stick or shaded on the front bumper lens	Pls clean the front bumper lens
6	Please clean the anti-drop sensors	Something stick or shaded on the anti-drop sensors	Pls clean the anti-drop sensors
7	Please put the machine in a safe place.	Machine doesn't in a safe place	Pls move the machine and restart it
8	Please turn on the power switch.	Power switch turn off during charging	Please turn on the power switch
9	Please poke the surface of the laser sensor.	The laser sensor locked or shaded by something	Pls clean the laser sensor

10	Please clean the laser sensor lens on top.	Something stick or shaded on the laser sensor	Pls clean the laser sensor and start-up robot in a safe place
11	Please click the start button again.	Button locked	Please click the start button again
12	Dust fan fault. Please contact after-sale service	Robot Fault	Pls Turn off the power switch and restart try again. Pls contact the after-service if no still no working.
13	Front wheel fault, pls restart	Robot Fault	Pls Turn off the power switch and restart try again. Pls contact the after-service if no still no working.
14	Communication error, please restart or contact after-sale service	Robot Fault	Pls Turn off the power switch and restart try again. Pls contact the after-service if no still no working.
15	Battery fault, please contact after-sale service	Battery temperature abnormal	Pls restart try again after the battery temperature recover. Pls contact the after-service if no still no working.
16	The robot is trapped. Please move to a new place	The robot trapped by something	Pls move robot to a new place and restart it.
17	Please put the robot on the charging station	Battery too low to find the charge station	Pls place robot on the charge station for charging.

Note: if above solution don't work, please try as below:

1, switch the robot off then on and restart it.

2, if restarting robot doesn't work, please contact after-sales service center.

# Cleanmate

## **Customer support & Warranty**

### **Do you have questions regarding your Cleanmate product?**

Please contact us at [www.cleanmate.se](http://www.cleanmate.se)

### **For service & warranty issues**

Visit [www.cleanmate.se](http://www.cleanmate.se), fill out the warranty form under the tab "Service" and your info & issue will be sent to our customer support.

**Welcome!**