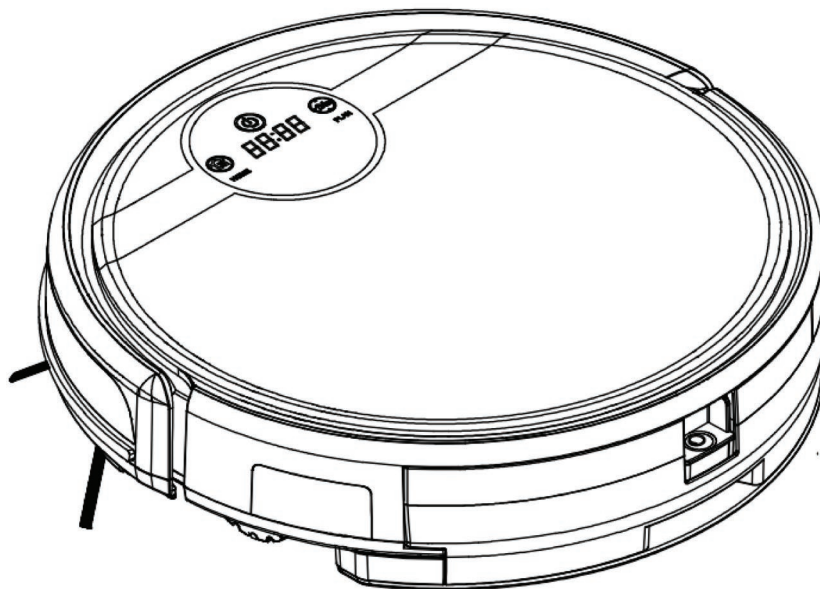


Cleanmate

Robotic Vacuum Cleaner

Cleanmate S 970

USER MANUAL



Contents

Safety Instructions	1-6
Product Feature	7
User Friendly Design	7
Washable Dust Bin	7
Product Components	8
Main Body and Accessories	8
Main Body Diagram	9
Dust Bin / Rolling Brush Kit	10
Charging Docking / Remote Control	11
Product Operation	12
Touch Panel Operation	12
Battery Charging	13
Starting Up/ Standby/ Sleeping	14
Schedule	15
Cleaning Modes	17
Rolling brush and microfiber installation	18
Watertank and dust bin installation	19
Product Maintenance	20
Cleaning Side Brush	21
Cleaning Dust Bin and Filters	22
Cleaning Sensors and Wheels	23
Cleaning Charging Poles	23
Cleaning Rolling Brush Kit	23
Product Specification	24
Battery Removal	25
Usage of Magnetic Strip	25
Trouble Shooting	26
Customer support & Warranty	27

Safety Instructions

Before using this product, please read the safety instructions and follow all regular safety precautions. Warranty service is not applicable to any damage caused by violation of instructions. S 970 sweeping robot is a sophisticated product which is restricted for indoor cleaning only. DO NOT use the robot for non-cleaning purpose. Please refer to user manual.

Warning Sign



Danger

It indicates that any violations of instruction or improper operation are probably to cause casualties or severe injuries.



Caution

It indicates that any violations of instruction or improper operation are probably to cause casualties or severe injuries.



Notice

It indicates that any violations of instruction or improper operation are probably to cause injuries to people and damage to property.

Graphic and Sign explanation



It indicates prohibited behavior. Detailed content refer to the sign or the explanation of the sign.



It indicates enforcement behavior. Detailed content refer to the sign or the explanation of the sign.



It indicates attention (including warning) content. Detailed content refer to the sign or the explanation of the sign.

*1. Possible Severe injuries: Blindness, Burns, Electricity Injury, Fracture, Poisoning and other severe injuries that leave sequela and lead to longterm hospitalization.

*2. Possible Injuries: Burns, and electricity wound that does not require hospitalization.

*3. Possible Property Damage : Damage to furniture, valuable objects and injuries to pets.

Warning

When the appliance is to be used by a child, the child must be of 8 years old and above. It is recommended for first time users to keep sight of the appliance during vacuuming to ensure safe operation. For persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, proper supervision or instruction should be given concerning use of the appliance in a safe way to help them understand the hazards involved. Children should not play with appliance. Cleaning and maintenance should not be made by children without supervision.

Safety Instructions

Safety Instructions of Product, Charging dock, virtual wall, power adapter and other accessories.

Warning



No Disassembling

Only authorized technicians can disassemble the product. Users are not allowed to disassemble, repair or modify the product. Otherwise it may cause electric shock, malfunction and leading to injuries.



Prohibited

It is prohibited to dismantle the battery case. Dismantling battery case may cause damage or leakage of battery that leads to fire or explosion.



Prohibited

Prohibit using metal or other conducting substance to connect battery positive and negative ends. It will lead to short circuit and cause explosion.



Prohibited

Do not use a power adapter with AC inverter. It may lead to over heating, malfunction or fire.



Clean Dirt

If there are dust accumulations on the metal terminals of the power plug and surroundings, be sure to clean the dust with a dry cloth. Otherwise it may lead to electric shock, over temperature or fire.



Alternating Current

The adapter must use an alternating voltage from 100-240 Vac. Please plug in the socket correctly.



Prohibited

Only use the original power adapter.



Prohibited

Do not destroy or modify the power cord. Do not over-bend, heat, pull or press the inflexible cord with heavy objects. Otherwise it will cause damage to cord and may lead to fire or electric shock



Prohibited

Never use the product in an environment with volatile substances to avoid possibility of fire and danger.



Only use the product indoors

This product is a sophisticated machine for indoor use only.



Prohibited

DO NOT leave the product to children without supervision. Otherwise it may cause injury.



Prohibited

Do not use this product around flammable substances or in a combustible environment. Do not use this product around propane gas, gasoline and other flammable gas and in dusty environment; it may lead to explosion or fire.



Prohibited

Do not wash and do not leave this product in a wet or damp environment. Do not wash main body, charging device. Washing or soaking will cause internal short circuit.



Prohibited

Do not sit on top of this product. Do not allow adults, children or animals to sit on this product to avoid damage to the product.



Do not touch

To avoid stumbling on the product, all people in the household should be noticed when this product is on. Do not touch the wheels or roller brush while product is working to avoid being pinched by the machine.

Notice



Do not touch

Do not touch the power cord, plug or adapter with wet hands. Otherwise, it may cause electric shock.

Safety Instructions



Turn off the power

Turn the power switch to off when you don't need to use this product for a long time. Battery leakage may cause fire, injury or pollution to environment. Cut off power source when unplugging the power adapter and disconnect the plug from the charging socket. Otherwise, it may cause fire.



Prohibited

Do not have the product covered or wrapped while using.



Prohibited

This product is for indoor use only. Do not use this product to clean bathrooms, warehouses, factories or bed etc.



Prohibited

Air outlet
Putting a small or sharp object into air outlet will damage this product.



Prohibited

Do not wash this product.



Prohibited

Only dustbin and primary filter are washable. Do not wash HEPA-filter or other parts of this product.
Put dustbin and primary filter back into main body when dry. Do not expose the product under the sun.

Charging Notice

Danger



Prohibited

Use dedicated battery and charging base only. Use of other batteries or docking station can cause leakage, overheating and explosion.



No Disassembling

Unplug when you are not using the product to avoid short circuit. Do not disassemble the battery, otherwise, it may cause leakage, overheating and explosion.



Prohibited

Do not keep necklaces, hairpins and other metal materials together with this product during transportation.



Prohibited

Do not throw the battery into a fire or heat the battery.

Attention



Prohibited

If there is overheating during charging, stop using the product immediately.



To extend the battery's life, take out the battery and put it in a cool and dry place when not in use.



Do not immerse this product in water or wash it under running water.



Do not use this product if there are signs of color changes or changes to the shape.



The battery must be insulated with tape if recycled or disposed. Contact with other metal will lead to heating, burst or fire. Bring the used battery to technical service center, recycler or authorized reseller for disposal. Or dispose the battery according to local laws.

Safety Instructions

Warning



Prohibited

Do not keep necklaces, hairpins and other metal materials together with this product during transportation.



Prohibited

Do not charge this battery on other devices. This chargeable battery is designed for this robot cleaner only.



Prohibited

Do not put the battery back to main body or charge it if there is deformation, swelling and/or electrolyte leakage from battery case.



Prohibited

Wash off any battery leakage immediately with clean water if there is contact with skin or clothes. No measures taken may lead to skin inflammation. Do not crush or throw the battery.


It's not allowed to copy, publish or record this user manual and related material in any searchable media or translate to any other languages without our written authorization.

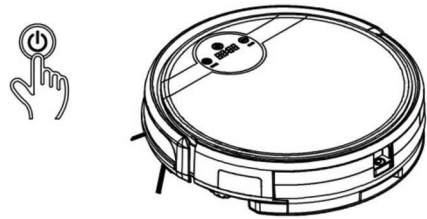
We have made our best efforts to make sure the precision and completeness of this user manual. If there are any mistakes or omissions found, we sincerely thank you for giving us feedback through your local retailer.

Product Feature

Cleanmate S 970 is an automatic cleaning robot, it has a common sweeping function, double side brush, strong vacuum power, and also a rolling brush kit. It can determine how best to work in order to make it more efficient in cleaning the floor.

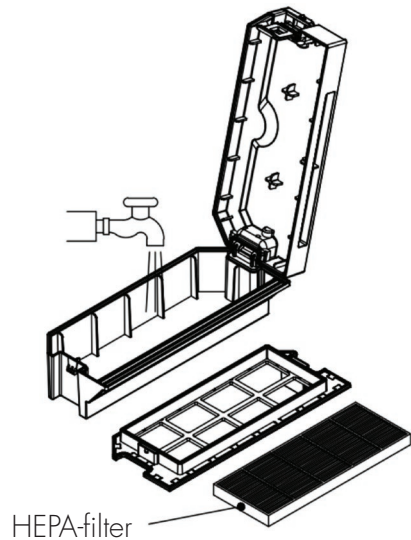
User Friendly Design

Operation is greatly simplified, touch the  on robot, to start the robot.



Washable Dust Bin

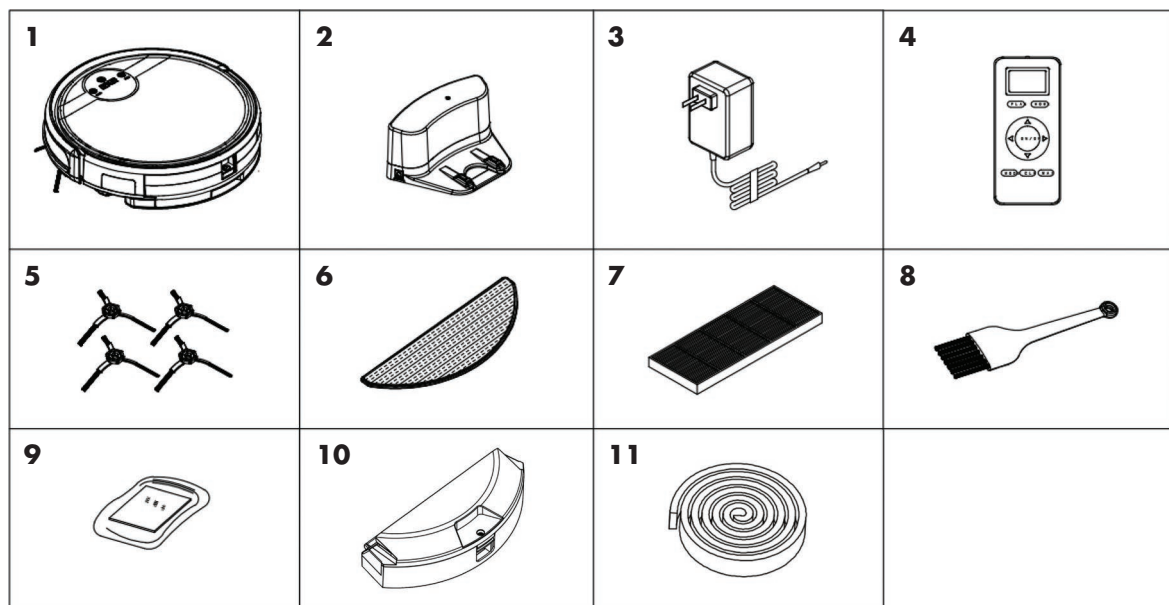
Dust bin and primary filter can be washed with water. Do not wash the HEPA-filter. Simply wash the dust bin under water after use to avoid dust blowing in the air and cause a second pollution.



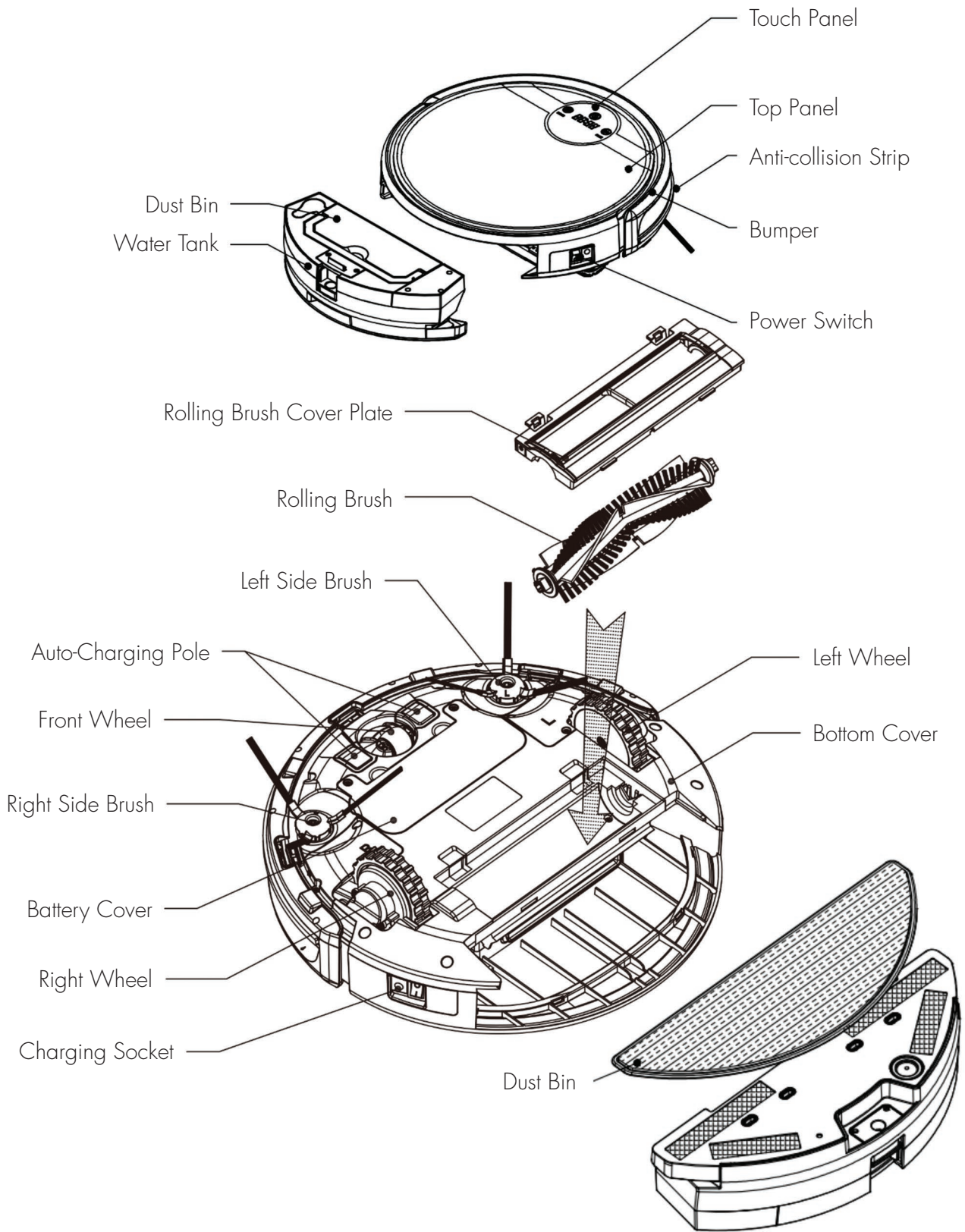
Product Components

Main Body and Accessories

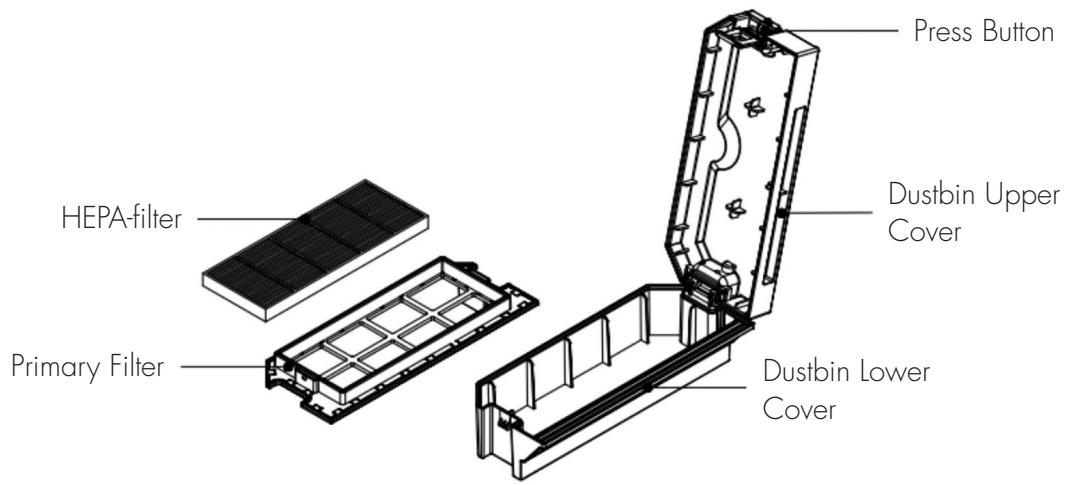
Item	Description	Quantity
1	Main Body	1
2	Charging Docking	1
3	Power Adapter	1
4	Remote Control (no battery inside)	1
5	Side Brush	4
6	Mop Cloth	2
7	HEPA Filter	1
8	Cleaning Brush	1
9	User Manual	1
10	Dust Bin	2
11	Magnetic Strip	1



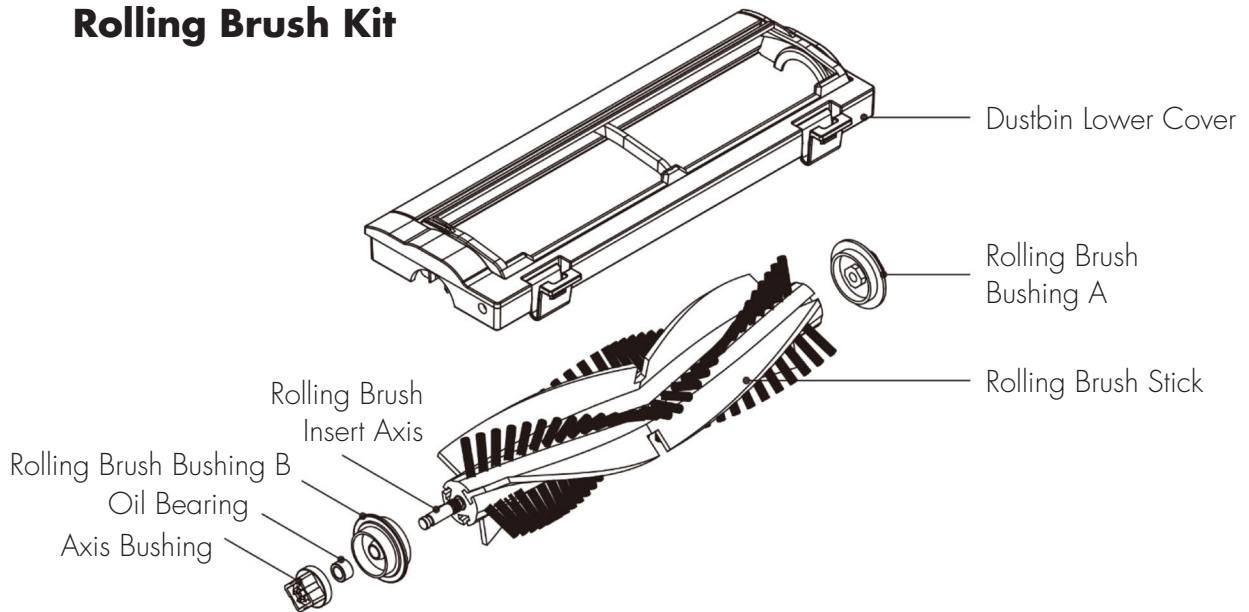
Main Body Diagram



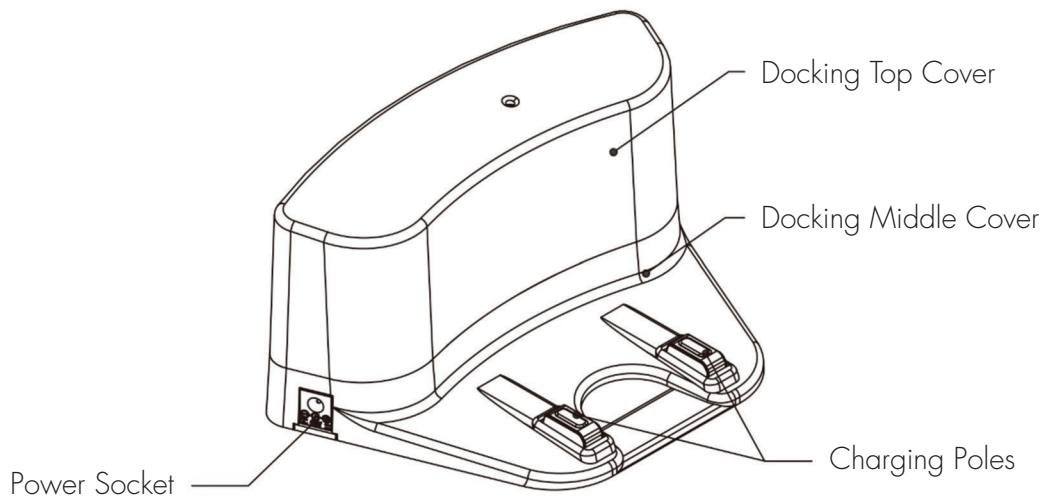
Dust Bin



Rolling Brush Kit

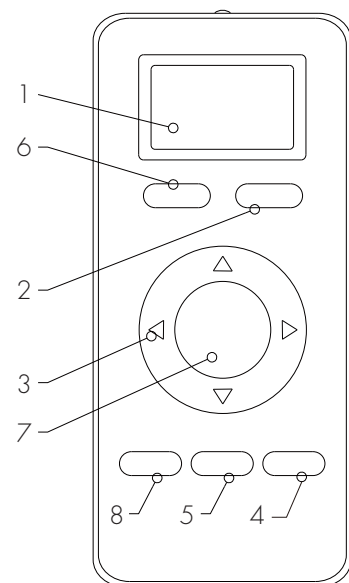


Charging Docking



Remote Control

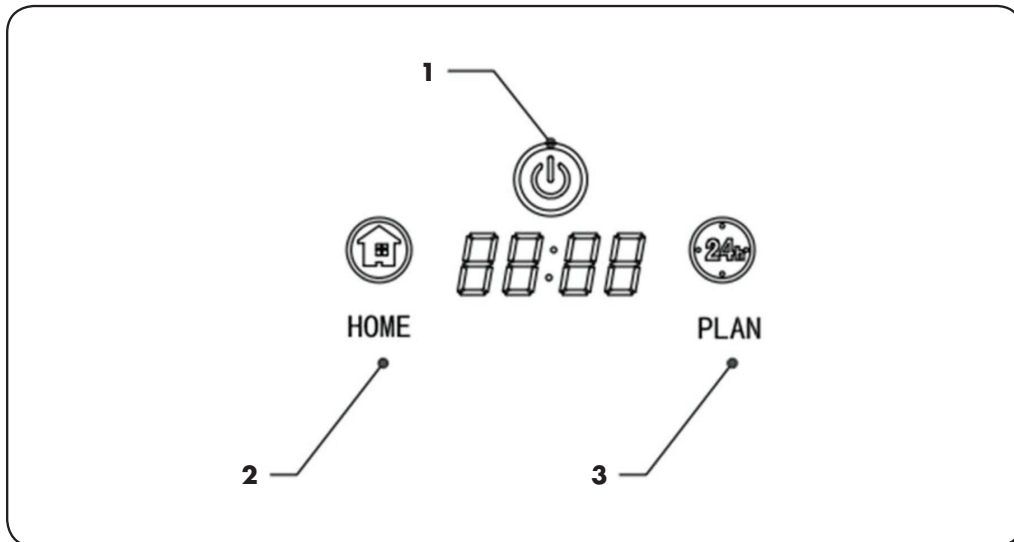
1. LED display
2. HOME: Auto-recharging
3. Direction Buttons: control robot move to certain direction.
(Only works when robot in standby status)
4. Max: robot change to powerful cleaning mode.
(Only works when robot in standby status)
5. CLK: robot timer setting
6. PLAN: robot schedule cleaning time setting
7. ON/OFF: turn on/off the robot
8. Mode: robot cleaning modes
(Only works when robot is in standby status)



Note:


- A. Please install AAA type batteries into the remote control before use it.
- B. Remove the batteries if the remote control will be left unused for a long period.
- C. If you use the remote control near the charging docking, the robot may not recognize the command and may not respond.

Product Operation



Touch Panel Operation

1. Cleaning Operation

- A. Press  to start the robot, and press again to enter auto cleaning mode.
- B. Make the robot change from Sleeping status to Standby; or press over 3 second make the robot change from Standby to Sleeping status.
- C. In Schedule cleaning process, press this to confirm the schedule setting.
- D. In time setting process, press it to confirm the time setting.
- E. In Standby status, press this to start the robot.

2. "HOME" auto-charging/ number increase (+) operation

- A. In Schedule setting process, press this to make the setting time increase or system time number increase; when you keep pressing this button, the number will increase automatically.
- B. When robot in other mode, press this to make the robot start looking for auto-charging docking.

3. "PLAN" schedule setting operation

In Standby or Charging status, press this to Enter/Quit System Time Setting process; press this over 5 second to Enter/Quit Schedule Setting

4. "PLAN" + "HOME" operation

In Standby , press "PLAN"+"HOME" together at the same time to Cancel / Activate voice notification

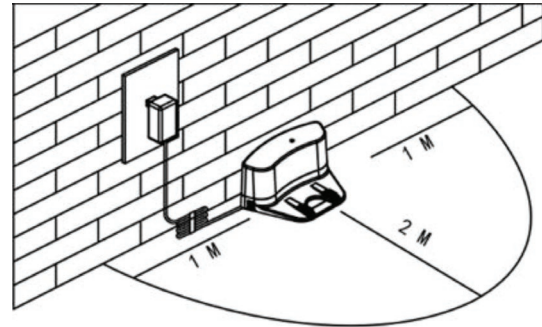
Battery Charging

1. Battery Charging

Place charging station against the wall, and remove obstacles about 1m at two sides and 2m in front of the station as show in the right figure.

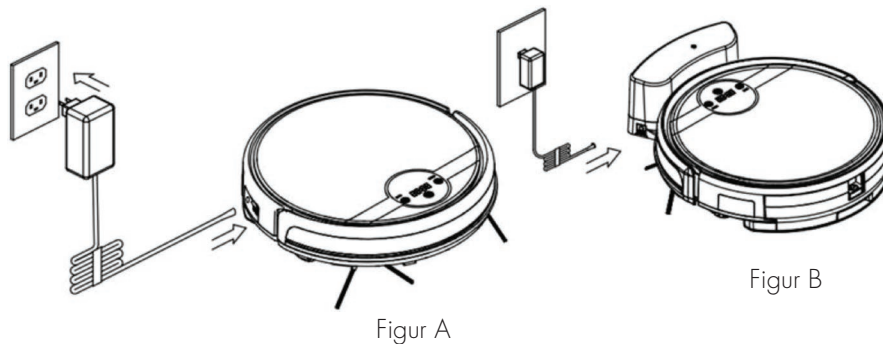
Note:

If the robot is powered off, then switch on the robot first before charging.



2. Charge the robot in either way as shown below:

- A. Plug one end of the adapter into the robot and the other end into the power socket as shown in Fig a.
- B. Press "HOME" button on remote control or robot to make the robot search for the charging station and dock automatically as shown in Fig b



Note:


- A. When the robot is charging, the LED panel will gradually show "1111" from left to right.
- B. When charging is done, LED panel will show "FULL"
- C. In standby status, the robot will broadcast voice "Please Charge" when battery level is low.
- D. In working status, the robot will start searching for the charging station automatically when battery level is low.

In Order to Extend Battery's Life:


- A. Please charge the robot up to 12 hours before first use.
- B. Charge the robot as soon as possible when battery capacity is low
- C. The robot will return to the charging docking automatically when accomplish cleaning or battery capacity is low.
- D. When you will not use the robot for some time, please fully charge the battery first, then switch off the robot and keep it in a cool but dry place.

Starting Up/ Standby/ Sleeping

1. Starting Up


- A. Switch on the robot by turn on the switch button on the right side of the robot.
- B. In Standby status, press  on robot or "ON/OFF" on the remote control to start the robot.

Note:


If the robot is in Sleeping status, press  on robot or "ON/OFF" on remote control to wake up the robot first, then press again to make robot start up cleaning.


2. Standby

Standby means the robot is power on, waiting for users operation. Could be achieved by:

- A. When robot in working status, press  on robot o standby status.

3. Sleep

When robot in Sleep status, press  on robot or "ON/OFF" on remote control to wake up the robot. To make robot enter Sleep Status by following ways could maximize battery's life:




- A. in Standby status, keep pressing  on robot over
- B. in Standby status, if the robot is connected to the APP and left for 10 minutes without any commands, the robot will enter Sleep status automatically.
- C. in Standby status, if the robot isn't connected to the APP and left for 2 minutes without any commands, the robot will enter Sleep status automatically.

Schedule



You can schedule the robot to make it start cleaning automatically at a certain time every day.

1. Make schedule setting by LED display on robot body

A. robot system time setting (make sure the robot in Standby or Power on status)

- a. Press "PLAN" on robot body to enter robot system setting, LED display will show current time set.
- b. the left two number on LED panel will flash. Press "HOME" on robot to increase hour number one by one till the number you want to set. When you keep press "HOME" on robot, the number will continuous increase automatically till you release it.
- c. Press  to confirm the hour number setting and enter into minute setting, right side two number will flashing, press "HOME" to increase the number till you get the number want to set. If you keep press "HOME" on robot, the number will continuous increase automatically till you release it.
- d. Press  to save the setting, and press "PLAN" to quit the setting. (If you not press  to save the setting but press "PLAN" directly to quit the setting, it will quit without save the setting).

B. Schedule Time Setting (make sure the robot in Standby or Power On status)

- a. Keep press "PLAN" over 5 second to enter robot schedule setting, the left two number on LED display panel will flashing.
- b. Press "HOME" on robot to increase the number till you find the one you want to set.
- c. Press  to confirm the hour setting and enter minutes setting, right side two number will flashing, press "HOME" to increase the number till you find the one want to set. Please note: when you keep pressing "HOME", the number will increase continues automatically till you release it.
- d. Press  to save previous step setting, then press "PLAN" to quit schedule setting. (If you not save the setting before you press "PLAN" to quit schedule setting, robot would not save this data setting)

C. Cancel Schedule Setting

Set the schedule time to be "00:00"

Note:

- a. Schedule setting by robot body is based on the robot system time. So you need to set the robot system time to be correct first, after that you could set the schedule time.
- b. once schedule cleaning time setting was confirmed, robot will clean automatically every day at the schedule time. When switch off the robot, the schedule would be canceled, if need the robot work schedule, need to make schedule setting again.

2. Make Schedule Setting by Remote Control

A. Schedule time setting

- a. Make sure robot is in standby or charging status, press and hold "PLAN" on remote control over 5 second, remote control will enter schedule setting;
- b. Left two number on remote control LCD panel will flashing, press direction keys on remote control to change the number till you find the time would like to set.
- c. When you find the time you could like to set, make the remote control point to the robot, and then press "ON/OFF" key on remote control to confirm the setting. When setting success, the LED display panel on robot body will show the schedule time.

Note:


Schedule setting time by remote control is the delay time after current robot system time. E.g: robot current system time is 8:00 am, time on remote control number is: 01:30, this means robot will start work at 9:30am and set this time 9:30am every day as the schedule time

B. Cancel Schedule Setting

When remote control in schedule setting status, press again "ON/OFF" key on remote control. (If robot display 00:00 on robot body that means schedule was canceled, if not, press again "ON/OFF" to cancel the setting.)

Note:

A. in time setting process, press "ON/OFF" key on remote control to confirm the hour and minutes setting. Press "PLAN" on remote control to enter or quit time setting.

B. "ON/OFF" on remote control is the same function as  on robot body.


3. Set up scheduling via the Cleanmate app

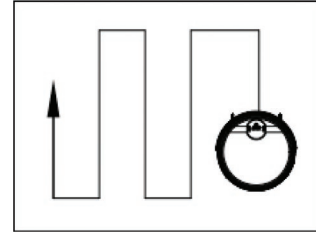
Scheduling can also be set in the Cleanmate app. There you can set a weekly schedule and choose any time on any weekday. The scheduled time will continue until you delete it in the app.

Cleaning Modes

Cleanmate S 970 have 4 different cleaning modes to meet different cleaning request.

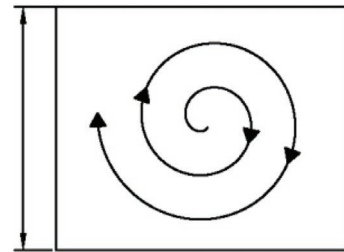
1. Automatic Cleaning Mode

In standby status, press  on robot body or press "ON/OFF" on remote control, robot will enter automatic cleaning mode.



2. You can also select the cleaning mode when the robot is cleaning, press the MODE button on remote control to select the cleaning mode, the mode type will appear on the robot's 4 Digits LED Display as follow:

- A. 1111: Spot Cleaning Mode
- B. 2222: Auto Cleaning Mode
- C. 3333: Edge Cleaning Mode
- D. 4444: Zig-Zag Cleaning Mode



3. Schedule Cleaning

You can set the schedule cleaning time according to your personal request.

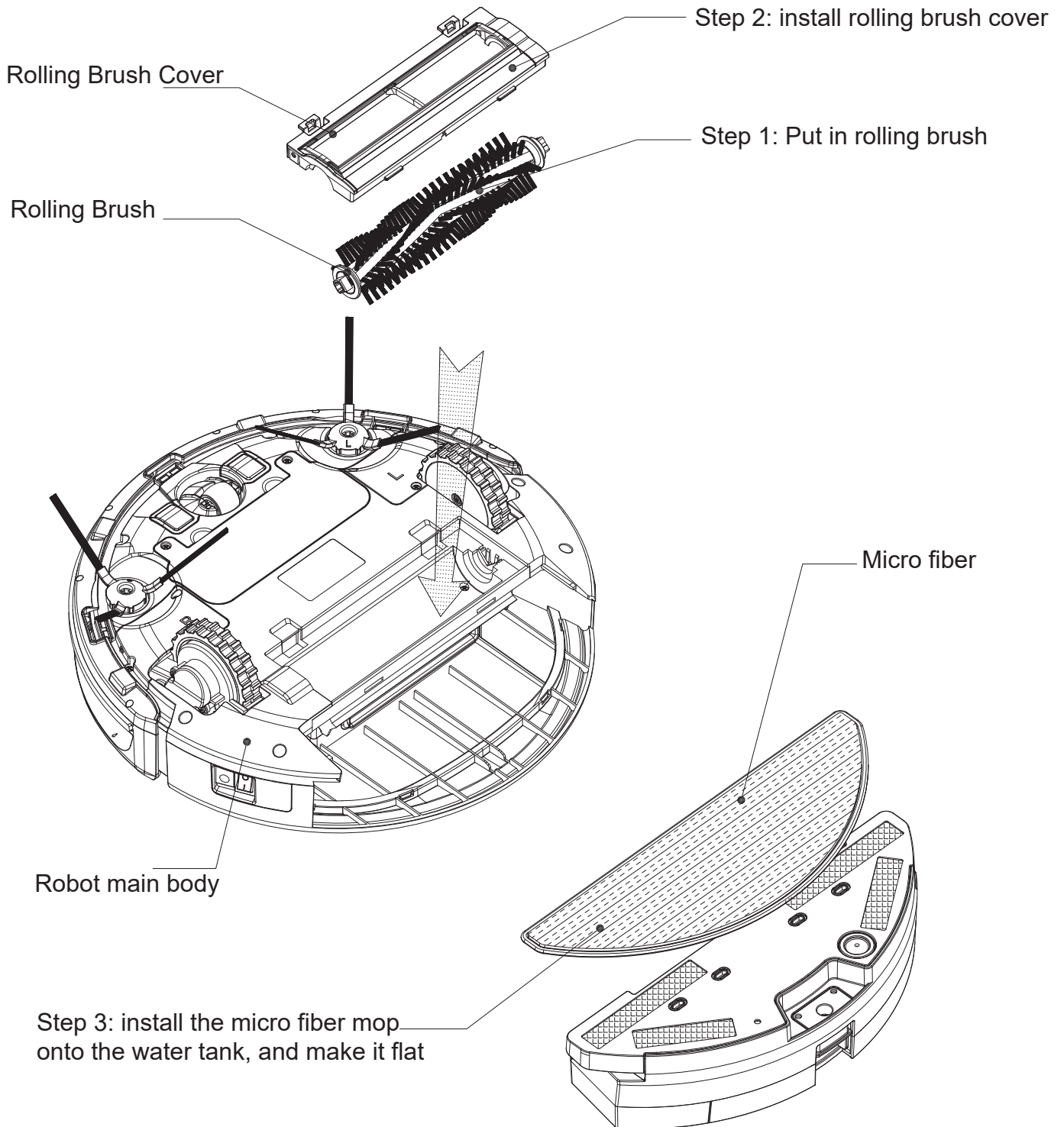
4. MAX-cleaning

Press "MAX" on the remote control to enter powerful cleaning mode, The Cleanmate increases the vacuum power.

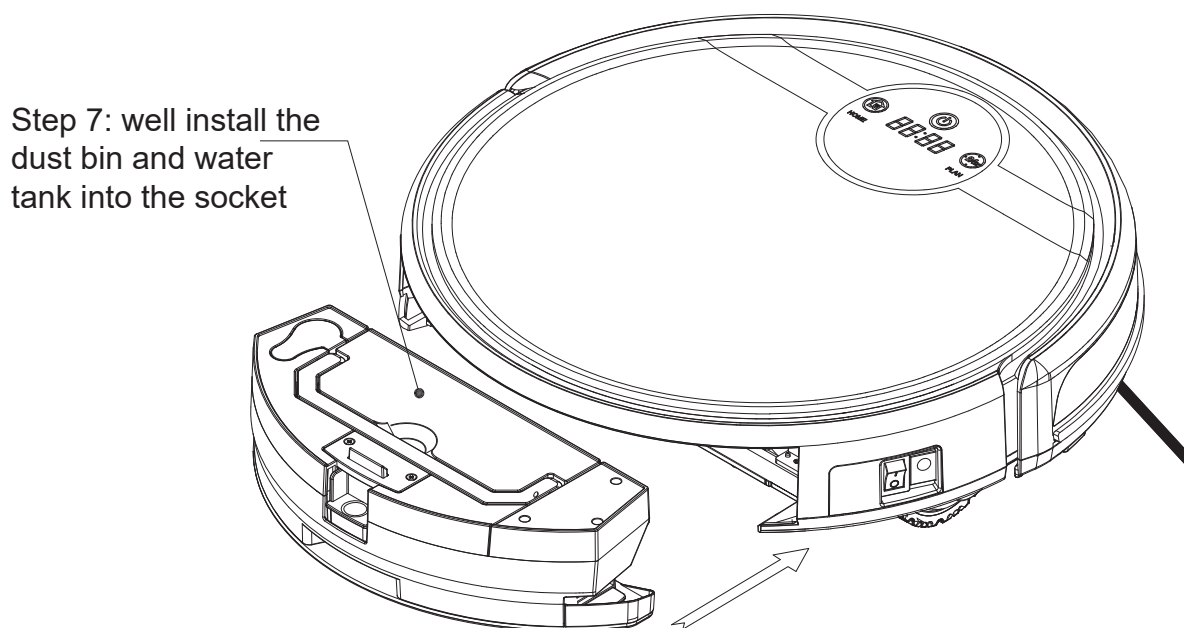
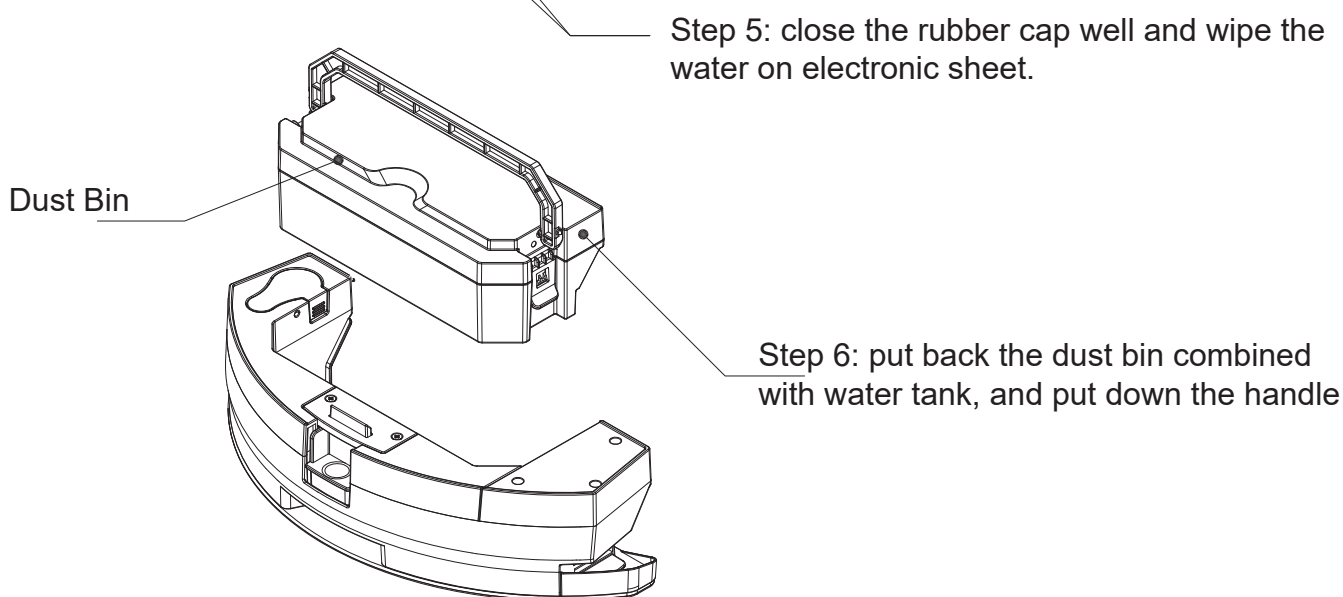
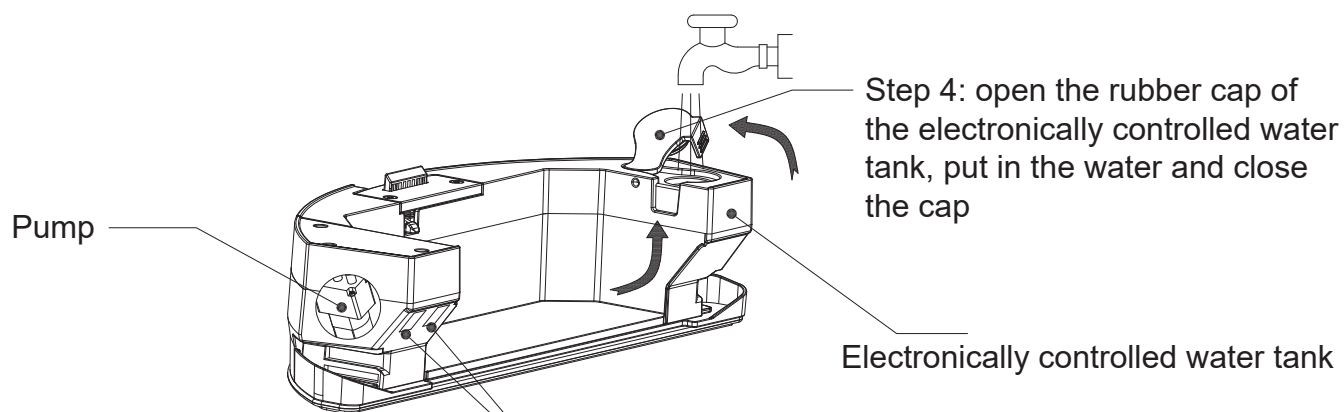
Product Operation

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

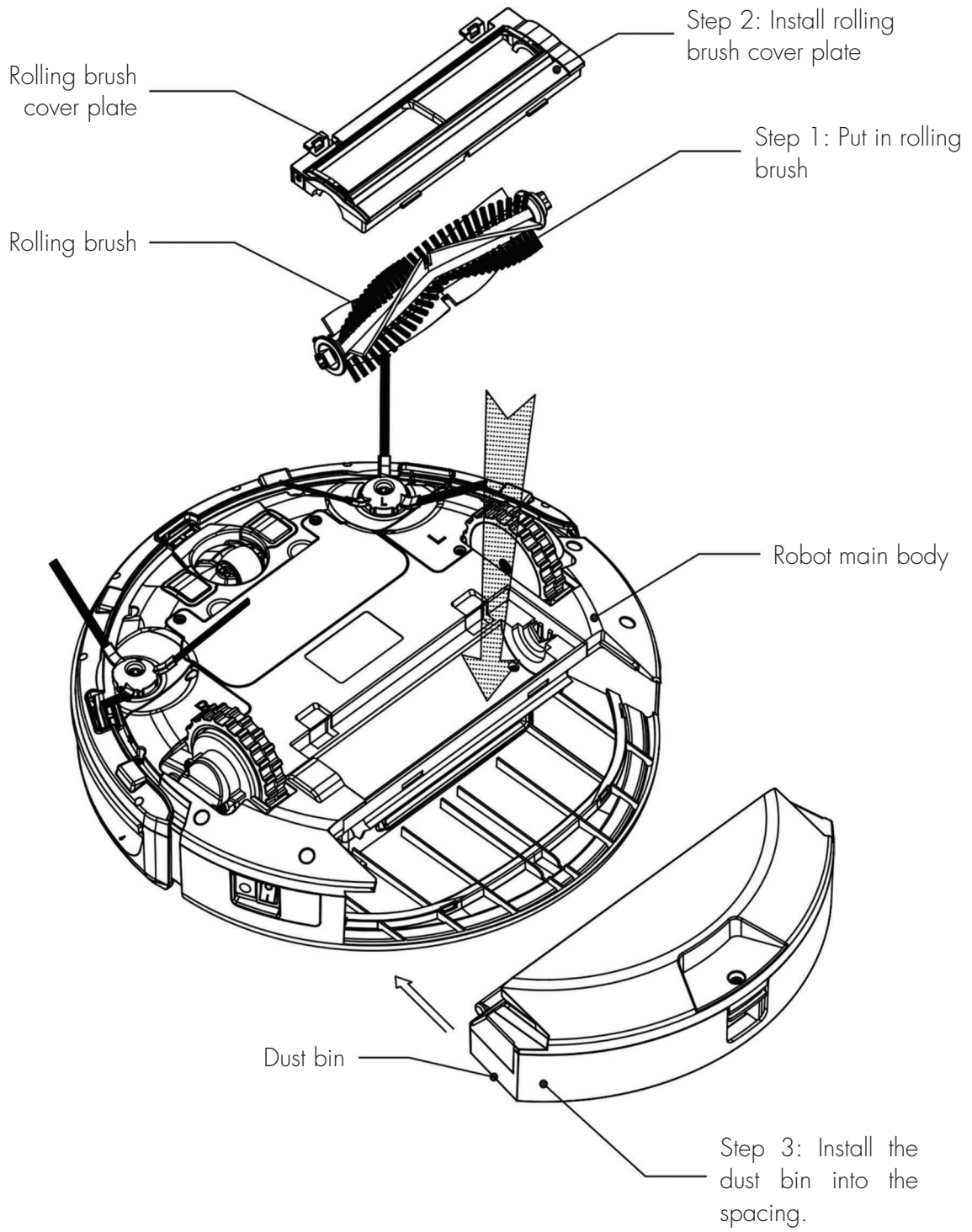
Rolling brush and micro fiber installation



Water Tank and Dust Bin Installation



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

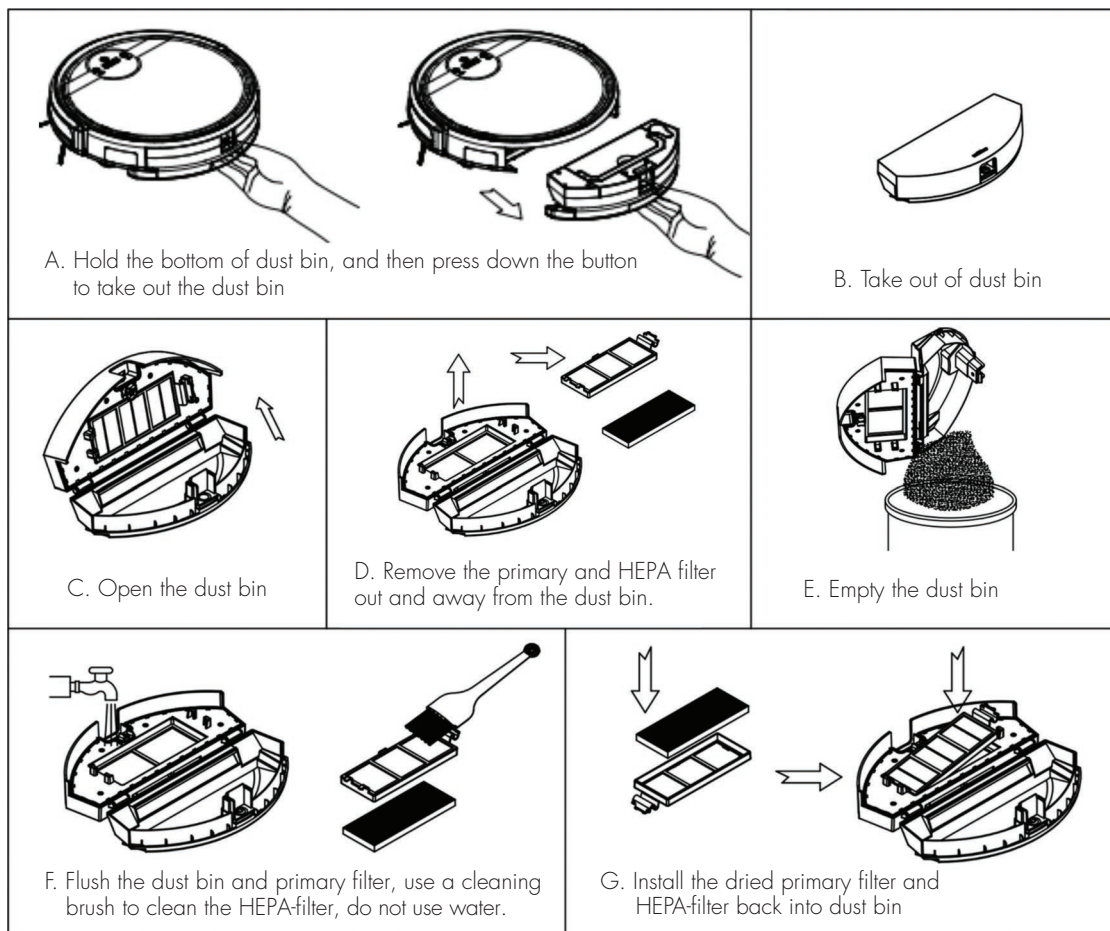
Cleaning Dust Bin and Filters

Empty and clean 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 or at your local retailer.



Product Maintenance

Cleaning Side Brush

- 1, check if side brush is broken or something is stuck underneath
- 2, pull the sidebrush straight up and remove dust and fibers
- 3, if a side brush is curly or deformed, please replace it

Cleaning 2-in-1 Dust Bin and Filters

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

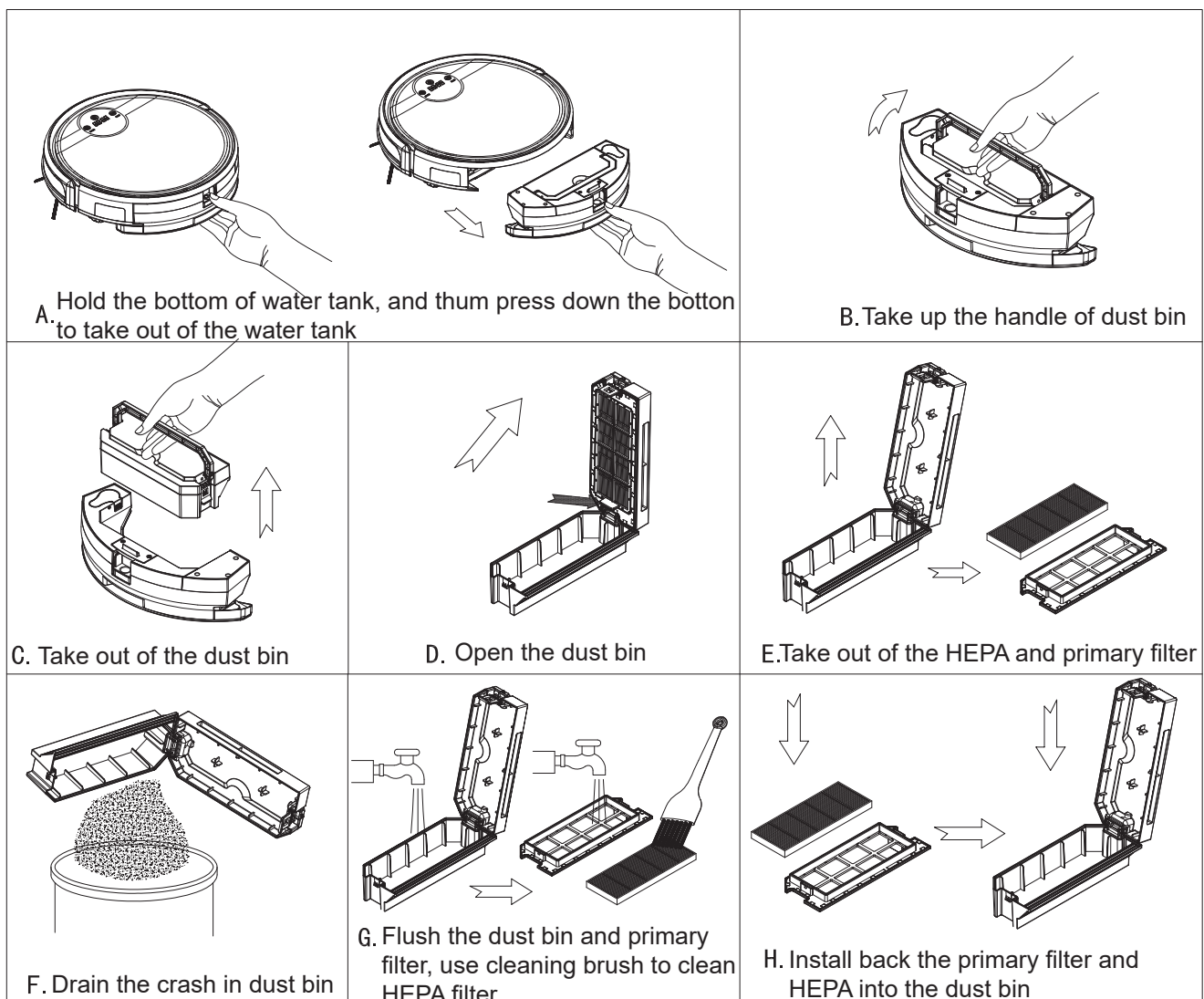
Wash the nylon primary filter after every cleaning session (not the HEPA-filter)

Before installing the nylon primary filter make sure it is dry.

HEPA filter should be replaced if it has lost its shape or no longer fit tight against the filter frame.

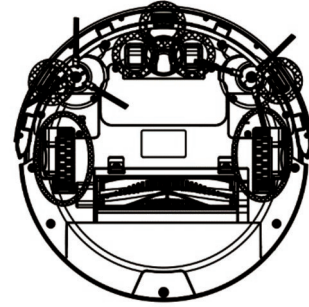
Recommended changing intervalls for the HEPA filter:

- 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.



Cleaning Sensors and Wheels

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



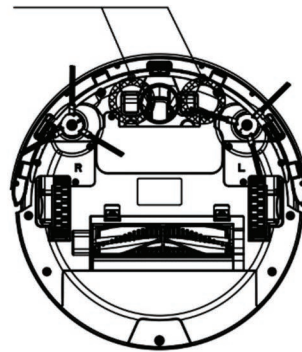
Cleaning Charging Poles

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



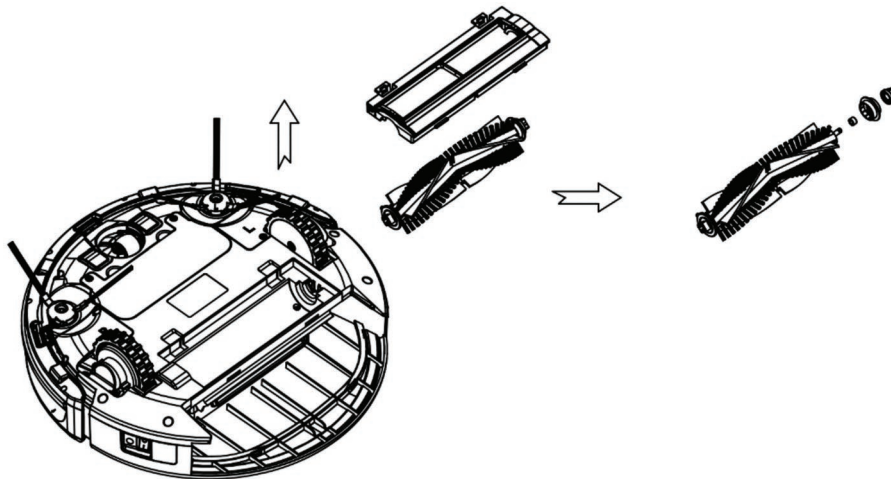
Use dry micro fiber to wipe poles if the connection is not well.

Use a dry micro filber to wipe poles if the connection is not well.



Cleaning Rolling Brush Kit

Remove the rolling brush kit from robot, remove the rolling brush stick, cleaning the rolling brush stick and cover clapboard with cleaning tools or soft micro fibers. (Rolling brush stick is washable).



Product Specification

Classification	Item	Details
Mechanical Specifications	Diameter	330 mm
	Height	80 mm
	Weight	2,3 Kg
Electrical Specifications	Voltage	14,6V
	Battery	2600mAH Li-Ion
Function Specifications	Dust Bin Capacity	0.5 L
	Recharge System	Manual charge / auto recharge
	Cleaning Mode	Auto/ Max/ Mode/ Zig-Zag/Plan
	Charging Time	About 300 minuter
	Cleaning Time	Up to120 minuter
Main Body Button Type		Touch (LED display)

Battery

1. Remove the screws on battery cover with a screw driver.
2. Remove the battery cover.
3. Unplug the wire connector that links the battery and robot.
4. Install battery inside the battery house, make sure the side printed words upside
5. Connect the cable of battery and robot
6. Tidy the cables and connection
7. Put the battery inside the battery house
8. Lock the battery cover screw

Note:

Only use the original battery of the product, otherwise it may cause product damage.

Usage of Magnetic Strip

Function of Magnetic strip

There is magnetic sensor inside the robot, when it detects that there is a magnet, the robot will automatically change direction or turn back. The magnetic strip will let you decide where your robot can go and where it should "keep out". During cleaning, simply place the magnetic strip in doorways, around pet bowls, cords, or anywhere you don't want the robot to go. For example, stick the magnetic strip in front of the washing room.

Trouble Shooting

Item	Error Code	Cause
1	E2	During charging, the power off
2	E3	Charging power voltage low or auto-recharge fail
3	E11	Left side anti-fall error
4	E12	Right side anti-fall error
5	E13	Front side anti-fall error
6	E21	Left wheel fall error
7	E22	Right wheel fall error
8	E23	Front wheel lift up
9	E31	Left side bumper switch error
10	E32	Right side bumper switch error
11	E33	Front side bumper switch error
12	E41	Left wheel overload error
13	E42	Right wheel overload error
14	E43	Left side brush overload error
15	E44	Right side brush overload error
16	E45	Fan motor overload error
17	E46	Rolling brush overload error
18	LO	Power low
19	11:11	In charging
20	FULL	Charge complete
21	CONN	Wi-Fi connecting
22	FAIL	Wi-Fi connect error
23	SUCC	Wi-Fi release success

Note:

If above solution does not work, please try as below:

1. Switch off the robot and restart.
2. If re-start robot not works, contact your retailer.

Cleanmate

Customer support & Warranty

Do you have questions regarding your Cleanmate product?

Please contact us at www.cleanmate.se

For service & warranty issues

Visit www.cleanmate.se

Welcome!