

## Redkey W12

# Redkey W12 Cordless Wet and Dry Vacuum Cleaner User Manual

Model: W12 | Brand: Redkey

## 1. INTRODUCTION

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The Redkey W12 is an innovative 3-in-1 cordless wet and dry vacuum cleaner designed to simplify your cleaning routine. It combines vacuuming, mopping, and self-cleaning functions into a single, efficient device. Featuring an intelligent screen and voice reminders, the W12 provides a user-friendly experience for maintaining clean floors.

This manual provides essential information for the safe and effective use of your Redkey W12. Please read it thoroughly before operating the device and retain it for future reference.

## 2. PRODUCT OVERVIEW

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The Redkey W12 is engineered for versatile cleaning across various hard floor surfaces, tackling both wet and dry messes with ease. Its dual-tank system ensures that you always clean with fresh water, while the self-cleaning feature maintains the roller brush for consistent performance.

# Vacuum & Wash & Mop at the Same Time

All in One for Saving  
50% Housework Time



Figure 2.1: Redkey W12 Cordless Wet and Dry Vacuum Cleaner in use.

# Separate Two-Tank Technology

Never Mop with Dirty Water



Figure 2.2: Illustration of the Redkey W12's separate clean and dirty water tanks.

## 3. SETUP INSTRUCTIONS

Follow these steps to set up your Redkey W12 for first use:

1. **Unpack Components:** Carefully remove all components from the packaging. Ensure all parts listed in the packing list are present.
2. **Assemble the Handle:** Insert the handle into the main body of the vacuum cleaner until it clicks securely into place.
3. **Fill the Clean Water Tank:** Remove the clean water tank from the device. Open the cap and fill it with clean tap water. For enhanced cleaning, you may add a small amount of Redkey-approved cleaning solution. Do not overfill. Reattach the cap and securely place the tank back into the device.
4. **Charge the Device:** Place the Redkey W12 onto its charging station. Connect the power adapter to the charging station and plug it into a wall outlet. The intelligent screen will indicate the charging status. Ensure the device is fully charged before its first use.

Video 3.1: Quick guide to assembling and preparing the Redkey W12 for use.

## 4. OPERATING INSTRUCTIONS

The Redkey W12 is designed for intuitive operation with voice prompts guiding you through the cleaning process.

1. **Power On:** Press the Power button on the handle to turn on the device. The intelligent LED screen will illuminate, and voice prompts will confirm the device status.
2. **Select Cleaning Mode:** The Redkey W12 typically operates in a combined wet and dry cleaning mode. If other modes are available, they can be selected via the mode button on the handle.
3. **Begin Cleaning:** Gently push the vacuum cleaner forward and pull it back over the area to be cleaned. The device will automatically vacuum and mop simultaneously. For stubborn stains, you may need to pass over the area multiple times.
4. **Voice Reminders:** Pay attention to the voice reminders for alerts regarding low battery, full dirty water tank, or other operational statuses.
5. **Power Off:** After cleaning, press the Power button again to turn off the device.

### Smart LED Screen Smart Voice Assistant



Figure 4.1: The intelligent LED screen provides real-time information and voice prompts.

Video 4.1: Comparison of Redkey W12 cleaning efficiency versus traditional mopping methods.

## 5. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your Redkey W12.

1. **One-Button Self-Cleaning:** After each use, place the device on its charging station. Press the dedicated Self-Clean button on the handle. The device will automatically clean the roller brush and internal pathways, preventing odors and maintaining hygiene.
2. **Emptying the Dirty Water Tank:** Remove the dirty water tank. Use the included cleaning tool to separate solid waste from liquid waste for easy and hygienic disposal. Dispose of the dirty water and solid debris appropriately.
3. **Cleaning the Roller Brush:** While the self-cleaning function is effective, it is recommended to periodically remove and rinse the roller brush under running water to remove any trapped debris or hair. Ensure it is completely dry before reinserting.
4. **Cleaning the Filter:** The cartridge filter should be cleaned regularly. Remove it from the dirty water tank and rinse it under running water. Allow it to air dry completely before reassembling.
5. **Wastewater Tank Cleaning:** The automatic wastewater tank cleaning after washing the roller brush helps prevent smells. Ensure the tank is regularly emptied and rinsed.

### AutoClean the roller with a push of the Self Clean button



Figure 5.1: The AutoClean button initiates the self-cleaning cycle for the roller brush.



Figure 5.2: The wastewater tank is designed for easy cleaning to prevent odors.

## 6. TROUBLESHOOTING

If you encounter issues with your Redkey W12, refer to the following common troubleshooting steps:

- **Device Not Turning On:** Ensure the device is fully charged. Check if the power button is pressed firmly.
- **Poor Suction/Cleaning Performance:** Check if the dirty water tank is full and needs emptying. Ensure the clean water tank has sufficient water. Clean the roller brush and filter for any blockages or debris.
- **Water Leaks:** Verify that both the clean and dirty water tanks are correctly installed and sealed. Check for any cracks or damage to the tanks.
- **Unusual Noise:** Turn off the device and inspect the roller brush area for any foreign objects that might be causing obstruction.
- **Voice Prompts Not Working:** Check the volume settings on the device. If the issue persists, try restarting the device.

If the problem persists after attempting these steps, please contact Redkey customer support for further assistance.

## 7. SPECIFICATIONS

Feature	Specification
Brand	Redkey
Model Name/Number	W12
Special Feature	Wet/Dry Cleaning, Self-Cleaning, 3-in-1
Power Source	Cordless (Battery-powered)
Battery Life	Up to 45 Minutes
Wattage	150 Watts
Noise Level	72 Decibels
Filter Type	Cartridge

Surface Recommendation	Hard Floors (e.g., wood, tile, laminate)
Color	White
Item Weight	3.8 Kilograms
Controller Type	Voice Control
Connectivity Technology	USB (for charging dock)
Included Components	1 Brush

## 8. WARRANTY AND SUPPORT

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The Redkey W12 comes with a **2-year warranty** covering manufacturing defects and breakage under normal use. Please retain your proof of purchase for warranty claims.

For technical support, warranty inquiries, or replacement parts, please contact Redkey customer service through the following channels:

- **Website:** Visit the official Redkey website for FAQs and support contact information.
- **Email:** Refer to your product packaging or the Redkey website for the dedicated support email address.
- **Phone:** Check the Redkey website for regional customer service phone numbers.

When contacting support, please have your product model (W12) and serial number (if applicable) ready.