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› NARWAL Freo Mate Robot Vacuum and Mop User Manual

NARWAL YJCC012

NARWAL Freo Mate Robot Vacuum and Mop User Manual

Model: YJCC012 | Brand: NARWAL

1. INTRODUCTION

The NARWAL Freo Mate Robot Vacuum and Mop is an advanced cleaning device designed to automate floor maintenance. It combines vacuuming and mopping functionalities with intelligent features for a comprehensive cleaning experience. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your device to ensure optimal performance.

2. SETUP

2.1 Unboxing and Initial Placement

Carefully remove all components from the packaging. Place the base station on a hard, flat surface against a wall, ensuring there is adequate space around it for the robot to maneuver. Connect the power cord to the base station and a power outlet.



Figure 2.1: NARWAL Freo Mate Robot Vacuum and Mop with Base Station.

2.2 Water Tanks and Cleaning Solution

The base station houses two water tanks: one for clean water and one for dirty water. Fill the clean water tank with tap water. The device supports automatic detergent addition; ensure the specially formulated floor cleaner is placed in its designated slot within the base station. The robot will automatically add the correct ratio of cleaner during mopping tasks.



Figure 2.2: Automatic Cleaning Solution Dispensing System.

2.3 App Setup and Mapping

Download the NARWAL Freo app from your device's app store. Follow the in-app instructions to connect your robot to your home's 2.4G WiFi network. Note: While most routers support both 2.4G and 5G, it is recommended to switch to 2.4G WiFi for optimal stability during setup and operation. The app will guide you through the initial mapping process, creating a detailed layout of your home's floor plan.

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Video 2.1: Adjusting Drying Intensity via the App. This video demonstrates how to access and modify the drying intensity settings for the mop pads through the Narwal Freo app, ensuring optimal drying after cleaning cycles.

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Video 2.2: Map Editing - Split Function. This video illustrates how to use the map editing feature in the Narwal Freo app to split rooms, allowing for customized cleaning zones and improved navigation.

3. OPERATING THE NARWAL FREO MATE

3.1 Cleaning Modes

The NARWAL Freo Mate offers various cleaning modes to suit your needs:

- **Freo Mode:** An intelligent mode that automatically determines optimal cleaning decisions, including mop self-cleaning, self-washing, and drying, integrating both vacuum and mop functions.
- **Vacuum and Mop:** The robot vacuums and mops simultaneously.
- **Vacuum then Mop:** The robot completes a full vacuuming cycle before starting a mopping cycle.
- **Vacuum Only:** The robot performs only vacuuming.
- **Mop Only:** The robot performs only mopping.

4 Modes of Vacuum and Mop



Vacuum Mode



Mop Mode



Vacuum
then Mop Mode



Vacuum
and Mop Mode

Figure 3.1: Four Available Cleaning Modes.

3.2 Intelligent Cleaning Features

- **DirtSense™ Ultra Clean:** Intelligently detects how dirty the mops are and cleans them with the precise amount of water and cleaner.



DirtSense*

- Smartly detects how dirty the mops are
- Wash mops with optimum water & cleaner

Figure 3.2: DirtSense™ Technology in action.

- **Smart Swing Mopping:** Utilizes Corner-Traps™ technology to periodically activate Smart Swing, ensuring thorough cleaning of corners and baseboards.

Smart Swing Mopping Tech

Deeply mopping stains along
walls and baseboards



Figure 3.3: Smart Swing Mopping in action.

- **Arcuate-Route™**: Employs an overlapping cleaning route to ensure no streaks or stains are left behind.

Arcuate-Route*

- Overlapping cleaning route
- Leave no streaks and stains behind

Width Maximum

14 cm

Width Minimum

5 cm



Figure 3.4: Arcuate-Route™ Cleaning Path.

- **Intelligent Heat Drying:** Features dual air tunnels with 40°C gentle heat to thoroughly dry mop pads after each use, preventing odors and bacterial growth.

Intelligent Heat Drying



Dual Air Tunnels



3 Modes



Super Low Noise



Figure 3.5: Intelligent Heat Drying System.

- **Carpet Detection:** The robot can detect carpets and adjust its cleaning strategy accordingly, lifting mop pads to prevent wetting carpets during mopping tasks.
- **No-Go Zones & Spot Cleaning:** Use the app to define areas the robot should avoid or to initiate targeted spot cleaning for spills.

4. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your NARWAL Freo Mate.

4.1 Cleaning and Replacing Components

- **Mop Pads:** The mop pads are self-cleaned and dried by the base station. Replace them every 6-12 months depending on usage.
- **Dust Bin:** Empty the dust bin regularly, ideally after each vacuuming session, especially in pet-friendly homes. Clean the bin and filter as needed to prevent clogs and maintain suction performance.

- **Filter:** Tap the filter to remove dust. Replace the filter every 3-6 months.
- **Side Brushes:** Check side brushes regularly for wear and tear. Replace them when bristles are worn or damaged.
- **Roller Brush:** Inspect the roller brush for tangled hair or debris. Clean it regularly and replace if worn.
- **Base Station Cleaning Tray:** Periodically remove and rinse the cleaning tray to prevent bacterial growth and ensure effective mop washing.
- **Caster Wheel & Sensors:** Clean the caster wheel and sensors regularly to ensure smooth mobility and accurate navigation.

5. TROUBLESHOOTING

If you encounter issues with your NARWAL Freo Mate, refer to the following common problems and solutions:

- **Robot not connecting to WiFi:** Ensure your router is set to 2.4G WiFi. Restart your router and the robot, then attempt to reconnect via the app.
- **Poor cleaning performance:** Check the dust bin and filter for clogs. Ensure mop pads are clean and properly attached. Verify that the cleaning solution tank is not empty.
- **Robot getting stuck:** Remove obstacles like cables, small toys, or loose rugs from the cleaning path. Use the app to set No-Go Zones for persistent problem areas.
- **Mop pads not drying properly:** Check the drying intensity settings in the app. Ensure the base station's air tunnels are clear of obstructions.
- **Unusual noises:** Inspect the roller brush, side brushes, and wheels for any tangled hair or foreign objects.

For persistent issues not covered here, please refer to the official user manual PDF or contact customer support.

6. SPECIFICATIONS

Feature	Detail
Brand	NARWAL
Model Name	YJCC012
Product Dimensions	18"L x 16.1"W x 25.59"H
Item Weight	9.57 pounds
Color	White
Battery Life	3.5 Hours
Voltage	110 Volts (AC)
Compatible Devices	Amazon Echo
Included Components	1 * Robot, 1 * Base station, 1 * Floor cleaner (31 oz / 930ml), 1 * Power cord, 2 * Mop pads, 2 * Side brushes, 2 * Filter sponges, 1 * Cleaning hook

7. WARRANTY AND SUPPORT

For detailed warranty information and customer support, please refer to the official user manual PDF provided with your product. You can access the PDF version of the user manual [here](#). NARWAL also offers optional protection plans for extended coverage.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question