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Mova P20 Ultra

MOVA P20 Ultra Robot Vacuum Cleaner Instruction Manual

Model: P20 Ultra

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your MOVA P20 Ultra Robot Vacuum Cleaner. Please read this manual thoroughly before using the product and retain it for future reference.

The MOVA P20 Ultra is designed to automate your home cleaning, offering advanced features such as 75°C hot water mop cleaning, MopExtend technology, and powerful 12,800Pa suction. It is engineered to handle various floor types, including hardwood, tile, and low-pile carpet.

2. SAFETY INFORMATION

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury. This device is for indoor household use only.

- Do not allow children to play with the robot. Supervise children and pets when the robot is operating.
- Ensure the power adapter voltage is compatible with your local power supply.
- Do not operate the robot in wet environments or near water.
- Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts.
- Do not use the robot to pick up large objects, sharp objects, or burning/smoking materials.
- Before cleaning or performing maintenance, ensure the robot is turned off and unplugged from the charging base.
- Only use manufacturer-specified attachments and accessories.

3. PACKAGE CONTENTS

Carefully unpack your MOVA P20 Ultra and check that all items are present. If any items are missing or damaged, please contact customer support.

- MOVA P20 Ultra Robot Vacuum Cleaner

- Base Station
- HyperStream Detangling Brush (pre-installed or separate accessory)
- Dust Bag (one pre-installed, additional may be included)
- Water Tank (for clean water and dirty water)
- Mop Pads (set of two)
- Cleaning Pad (for base station washboard)
- Power Cord
- User Manual (this document)

4. PRODUCT OVERVIEW

Familiarize yourself with the components of your robot vacuum and base station.



Image: The MOVA P20 Ultra Robot Vacuum Cleaner docked in its base station. The robot is round and white, with sensors visible on top. The base station is a larger white unit designed to automatically empty dust, refill water, and clean the mop pads.

Robot Vacuum Features:

- **MopExtend RoboSwing:** Exclusive auto mop extension and retraction for thorough cleaning in corners and under low furniture.
- **12,800Pa Suction Power:** Provides strong vacuuming for effective dirt, dust, and hair removal.
- **HyperStream Detangling Brush:** Designed to prevent hair tangles, ensuring consistent cleaning performance.
- **Navigation Mapping Sensor:** Utilizes Dual-Line Laser, 3D Structured Light + AI for precise navigation and 3D mapping.
- **Object Recognition & Avoidance:** Advanced sensors help the robot identify and avoid obstacles.

Base Station Features:

- **Auto Self-Cleaning Washboard 2.0:** Cleans the mop pads and washboard with 75°C hot water.
- **Warm Air Drying:** Dries mop pads after cleaning to prevent odors and mildew.
- **Auto Dust-Emptying:** Automatically empties the robot's dustbin into a 2.5L dust bag, providing up to 75 days of hands-free cleaning.
- **Auto Refilling of Water & Detergent:** Automatically refills the robot's water tank and adds Mova cleaning solution for effective mopping.
- **99.99% End-to-End Sterilisation:** Helps eliminate mold and odors in the dust bag and water tank.

5. SETUP

5.1 Unpacking and Placement

1. Remove all packaging materials and protective films from the robot and base station.
2. Place the base station on a hard, level surface against a wall. Ensure there is at least 0.5 meters of clear space on both sides and 1.5 meters in front of the base station for optimal robot navigation.
3. Plug the power cord into the base station and then into a wall outlet. Ensure the power indicator on the base station illuminates.

5.2 Initial Charging

Place the robot onto the charging contacts of the base station. Ensure the robot is properly aligned and the charging indicator on the robot or base station confirms charging has begun. For first-time use, fully charge the robot before operation, which typically takes several hours.

5.3 App Connection

1. Download the official MOVA app from your smartphone's app store (iOS or Android).
2. Open the app and create an account or log in.
3. Follow the in-app instructions to add your MOVA P20 Ultra. This typically involves connecting the robot to your home Wi-Fi network (2.4GHz only).
4. Once connected, the app will guide you through initial mapping of your home.

6. OPERATING INSTRUCTIONS

The MOVA P20 Ultra offers various cleaning modes and smart features for a customized cleaning experience.

6.1 Starting a Cleaning Cycle

- **Via Robot:** Press the power button on the robot once to start a standard cleaning cycle. Press again to pause.

- **Via App:** Open the MOVA app, select your device, and tap "Start Cleaning". You can choose specific rooms, zones, or cleaning modes (e.g., vacuum only, mop only, vacuum & mop).

6.2 Cleaning Modes and Features

- **Vacuuming:** The robot provides 12,800Pa suction power for effective dry cleaning. It automatically boosts suction on carpets.
- **Mopping:** The MopExtend RoboSwing feature ensures thorough mopping, reaching into corners and along edges. The base station supplies 75°C hot water for effective stain removal.
- **Scheduled Cleaning:** Use the MOVA app to set up daily or weekly cleaning schedules.
- **Voice Control:** Integrate your robot with Google Assistant, Amazon Alexa, or Siri for hands-free control. Refer to the app for specific voice commands.
- **Remote Video Supervision:** Utilize the app for remote monitoring of your home via the robot's camera.

7. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your MOVA P20 Ultra.

7.1 Robot Maintenance

- **HyperStream Detangling Brush:** Periodically check the main brush for tangled hair or debris. Use the included cleaning tool to remove any obstructions.
- **Side Brushes:** Inspect and clean side brushes regularly. Replace if worn or damaged.
- **Filters (Cloth, Foam):** The robot's internal filters should be cleaned weekly and replaced every 3-6 months, depending on usage. Tap out dust and rinse if washable (check specific instructions in the app).
- **Sensors:** Wipe all sensors (cliff sensors, wall sensors, charging contacts) with a clean, dry cloth to ensure proper function.

7.2 Base Station Maintenance

- **Dust Bag:** The 2.5L dust bag in the base station needs replacement approximately every 75 days, or when the app indicates it is full.
- **Water Tanks:** Regularly empty the dirty water tank and refill the clean water tank. Clean both tanks to prevent mold and odors.
- **Self-Cleaning Washboard 2.0:** The base station automatically cleans its washboard. However, occasional manual cleaning of the washboard and cleaning pad may be necessary to remove stubborn residue.
- **Mop Pads:** The robot's mop pads are automatically cleaned and dried by the base station. Replace mop pads every 1-3 months depending on usage and wear.

8. TROUBLESHOOTING

If you encounter issues with your MOVA P20 Ultra, refer to the following common problems and solutions. For more detailed troubleshooting, consult the MOVA app or customer support.

Problem	Possible Cause	Solution
Robot does not start or respond.	Low battery; power switch off; robot stuck.	Charge the robot; ensure power switch is ON; clear any obstructions.

Problem	Possible Cause	Solution
Poor cleaning performance.	Full dustbin; clogged brushes/filters; worn mop pads.	Empty dustbin; clean/replace brushes and filters; replace mop pads.
Robot cannot return to base station.	Base station obstructed; robot too far; dirty charging contacts.	Clear area around base station; manually place robot on base; clean charging contacts.
App connection issues.	Incorrect Wi-Fi password; 5GHz Wi-Fi network; robot too far from router.	Verify Wi-Fi password; ensure 2.4GHz network; move robot closer to router or reset Wi-Fi.

9. SPECIFICATIONS

Brand	Mova
Model Name	P20 Ultra
Part Number	MV-P20U+EXW-1Y
Robot Dimensions (L x W x H)	35 x 35 x 10.8 cm
Base Station Dimensions (L x W x H)	39.6 x 41.5 x 45.7 cm
Suction Power	12,800Pa
Water Tank Capacity (Base Station)	4.5L (Clean Water) / 4L (Dirty Water)
Dust Bag Capacity (Base Station)	2.5L (Up to 75 Days)
Mop Raising Height	10.5mm
Mop Cleaning Temperature	75°C Hot Water
Navigation System	Dual-Line Laser, 3D Structured Light + AI, 3D Mapping
Object Recognition & Avoidance	Yes
Connectivity	Wi-Fi (2.4GHz), Smartphone App
Voice Assistant Compatibility	Google Assistant, Amazon Alexa, Siri
Surface Recommendation	Hardwood, Tile, Low-pile Carpet
Power Source	Battery Powered

10. WARRANTY AND SUPPORT

Your MOVA P20 Ultra Robot Vacuum Cleaner comes with a **2-year local warranty**. This warranty covers

manufacturing defects and ensures your product performs as expected under normal use. Please retain your proof of purchase for warranty claims.

For technical support, warranty claims, or further assistance, please contact MOVA customer service through the official MOVA app or website. Our support team is available to help you with any questions or issues you may encounter.