Mova V50 Ultra Complete

Mova V50 Ultra Complete Robot Vacuum and Mop User Manual

Model: V50 Ultra Complete

Introduction

This user manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your Mova V50 Ultra Complete Robot Vacuum and Mop. Please read this manual thoroughly before using the product to ensure safe and efficient operation. Keep this manual for future reference.

Safety Information

Always adhere to the following safety precautions to prevent injury or damage to the product:

- Ensure the robot and charging base are placed on a stable, level surface.
- Keep loose cables, curtains, and other objects that could entangle the robot out of its path.
- Do not allow children or pets to operate the robot without supervision.
- Use only the original power adapter and charging base provided with the product.
- Do not expose the robot to water or other liquids, except for the designated water tanks.
- Unplug the charging base before performing any maintenance or cleaning.
- Do not use the robot in environments with open flames or flammable materials.

Package Contents

Verify that all items are present in the package:

- Mova V50 Ultra Complete Robot Vacuum (x1)
- Base Station (x1)
- Base Station Ramp Extension Plate (x1)
- Auto Solution Dispenser Module - Dual Compartment (pre-installed)
- Cleaning Solution (x1 bottle)

- Pet Odor Solution (x1 bottle)
- Dust Bags (x3, 1 pre-installed)
- Mop Pads (x12, 2 pre-installed)
- Mop Pad Holders (x2)
- Main Brush (x1)
- Side Brushes (x2)
- Dust Box Filters (x3)
- User Manual (x1)



Image: The Mova V50 Ultra Complete Robot Vacuum and Mop with its base station, alongside a diagram illustrating the various included accessories such as cleaning solutions, dust bags, mop pads, and brushes.

Product Overview

The Mova V50 Ultra Complete is an advanced robot vacuum and mop designed for comprehensive floor cleaning. Key features include:

FlexiRise Navigation

The Versalift LDS sensor automatically retracts when detecting narrow spaces, such as under furniture, allowing the robot to achieve a more compact size for thorough cleaning in tight areas. In open spaces, the sensor extends to ensure precise navigation and efficient route planning.

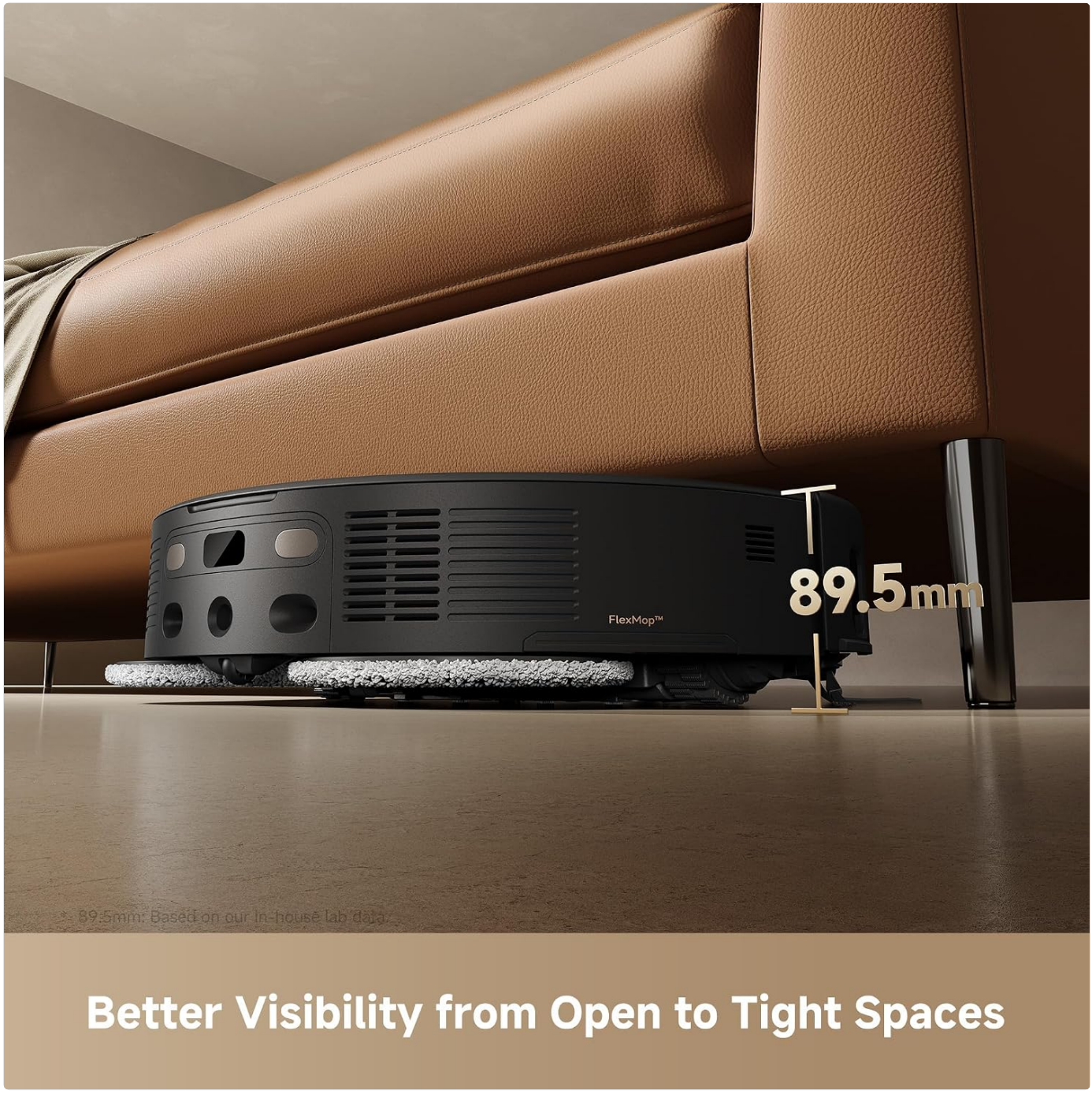


Image: The Mova V50 Ultra Complete robot vacuum demonstrating its ability to navigate under low furniture, highlighting its compact height of 89.5mm for better visibility and access in tight spaces.



Image: A visual representation of the robot's robust 24,000Pa suction power and its HEPA self-cleaning system, illustrating how it effectively captures and manages debris.

Powerful Suction & Anti-Tangle Mechanisms

Equipped with a robust 24,000 Pa suction power, the V50 Ultra Complete effectively cleans carpets and hard floors, removing hair, dirt, and debris. The triple anti-tangle mechanisms, including the TroboWave DuoBrush, are designed to prevent hair from tangling around the brushes, minimizing maintenance and improving cleaning efficiency.

DuoSolution System for Warm Water Mopping

This system allows the robot to remove stubborn stains using warm water mopping. Users can select between an all-purpose cleaning solution or a pet odor removal agent, which is automatically dispensed onto the mop pads. The FlexiPress mop pad ensures even pressure for optimal cleaning results.



Image: The robot vacuum actively mopping with warm water, demonstrating the DuoSolution System's ability to dispense cleaning agents for effective stain removal.



Image: The Mova V50 Ultra Complete showcasing its StepMaster system, which allows it to overcome obstacles such as steps up to 4.2cm and U-shaped furniture legs, with a combined height capability of up to 6cm.

StepMaster System for Obstacle Overcoming

The StepMaster system features extendable wheels that lift the device, enabling it to effortlessly overcome obstacles like steps, thresholds, door edges, and U-shaped furniture legs. It can handle two-layer sleepers up to 6cm tall and single vertical steps up to 4.2 cm.

JetSpray Dryboard & OmniDry System

The optimized JetSpray Dryboard features 20 spray nozzles for even water distribution and improved cleaning of the mop pads. A central filter collects dirt and removes used water, minimizing water stains. The OmniDry System further enhances hygiene by drying the mop, dust box, and dust bag with 60°C hot air in 1 hour, preventing odors and mold.



Image: A detailed view of the JetSpray Dryboard in action, showing water jets cleaning the mop pads, ensuring streamlined maintenance and a lasting clean.



Image: An internal view of the OmniDry System, illustrating how 60°C hot air is used to dry the mop and dust bag, preventing odors and mold buildup.

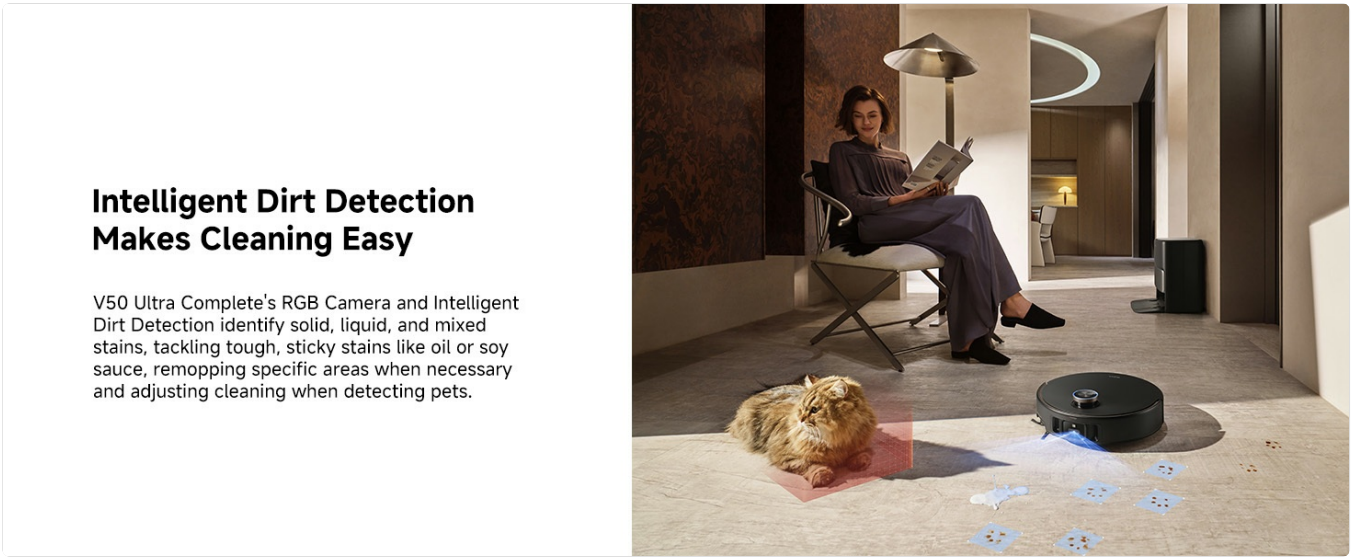


Image: The robot vacuum utilizing its AI SmartSight and Structured Light 3D Scanner to precisely detect and avoid over 200 types of obstacles, ensuring smooth navigation.

AI SmartSight & Intelligent Dirt Detection

The AI SmartSight with Structured Light 3D Scanner precisely detects obstacles, while a built-in LED fill-light boosts visibility in low light. Side-edge laser enhances cleaning around irregular furniture and power cords. The RGB Camera and Intelligent Dirt Detection identify solid, liquid, and mixed stains, allowing the robot to re-mop specific areas and adjust cleaning based on pet detection.

Built-in Intelligent Voice Assistant

Control your Mova V50 Ultra Complete with simple voice commands. The integrated voice assistant allows you to start cleaning, adjust settings, and manage tasks effortlessly, providing a hands-free operating experience.

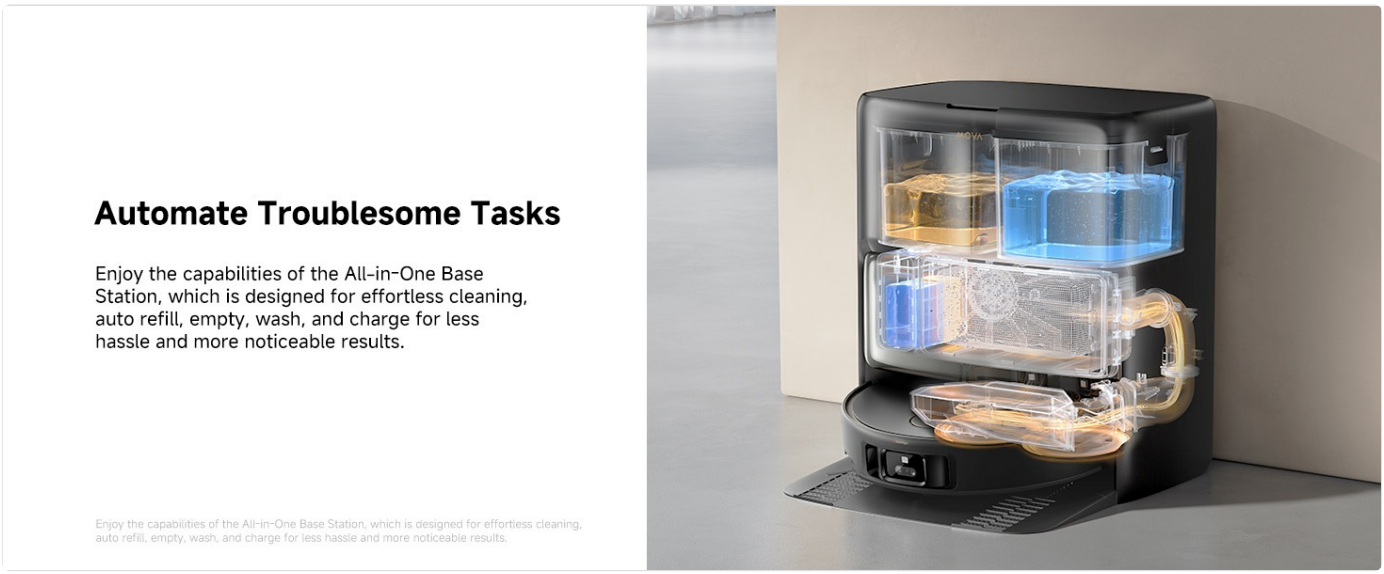


Image: A user interacting with the Mova V50 Ultra Complete, demonstrating the convenience of its built-in intelligent voice assistant for hands-free control.

Setup Guide

1. ### Unboxing and Base Station Placement

   Carefully remove all components from the packaging. Choose a suitable location for the Base Station. Ensure it is placed against a wall, on a hard, level surface, with at least 0.5 meters (1.6 feet) of clear space on both sides and

1.5 meters (4.9 feet) in front. Plug the Base Station into a power outlet.

2. ### Initial Charging

   Place the Mova V50 Ultra Complete robot onto the Base Station. Ensure the charging contacts align. The robot will automatically begin charging. For first-time use, allow the robot to fully charge before operation (approximately 3.5 hours).

3. ### App Installation and Connection

   Download the official Mova app from your smartphone's app store. Follow the in-app instructions to create an account and connect your Mova V50 Ultra Complete. This typically involves scanning a QR code on the robot or manually selecting the device from a list.

4. ### Filling Solution Tanks

   Open the covers of the solution dispenser module on the Base Station. Fill the designated tanks with the provided cleaning solution and/or pet odor solution as needed. Ensure the tanks are properly seated before closing the covers.

Operating Instructions

1. ### Starting a Cleaning Cycle

   Press the power button on the robot or use the Mova app to start a cleaning cycle. The robot will automatically map your home and begin cleaning based on its intelligent navigation.

2. ### Selecting Cleaning Modes

   Through the Mova app, you can select various cleaning modes: Vacuum Only, Mop Only, or Vacuum & Mop. You can also customize suction power, water flow, and cleaning frequency for specific areas.

3. ### Scheduling and Zone Cleaning

   Use the app to set cleaning schedules for specific times and days. You can also define "no-go zones" or "no-mop zones" on the map to restrict the robot from certain areas. For targeted cleaning, select specific rooms or draw custom zones for the robot to clean.

4. ### Voice Control

   Activate the built-in voice assistant by saying "Hey, MOVA..." followed by your command. Refer to the app for a list of supported voice commands.

5. ### Carpet Detection and Management

   The V50 Ultra Complete automatically detects carpets. In Vacuum & Mop mode, it will lift its mop pads when crossing carpets to prevent wetting. You can also configure carpet boost settings for increased suction on carpeted surfaces.

Maintenance

Regular maintenance ensures optimal performance and extends the lifespan of your Mova V50 Ultra Complete. Perform these tasks as recommended:

- **Dustbin and Filter Cleaning:** Empty the robot's dustbin after each cleaning cycle. Clean the dustbin filter regularly

by tapping out debris or rinsing with water (ensure it's completely dry before re-inserting). Replace filters every 3-6 months depending on usage.

- **Main Brush Cleaning:** Remove the main brush and use the cleaning tool to cut and remove any tangled hair or debris. Clean the brush bearings as well.
- **Side Brush Cleaning:** Check side brushes for tangled hair or damage. Remove and clean as needed. Replace if bristles are worn.
- **Mop Pad Cleaning:** The JetSpray Dryboard in the Base Station performs automatic cleaning of the mop pads. However, it is recommended to manually remove and wash the mop pads periodically, especially after heavy mopping sessions. Ensure they are dry before reattaching.



Image: The JetSpray Dryboard actively cleaning the mop pads, demonstrating the automated self-cleaning process within the base station.

- **Sensor Cleaning:** Gently wipe all sensors (LDS sensor, cliff sensors, wall sensors) on the robot with a clean, dry cloth to ensure accurate navigation.
- **Base Station Maintenance:** Periodically clean the charging contacts on both the robot and the Base Station. Empty and clean the dirty water tank and refill the clean water tank in the Base Station as needed. The OmniDry System will dry the dust box and bag, but ensure the dust bag is replaced when full.

Troubleshooting

If you encounter issues with your Mova V50 Ultra Complete, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Robot does not start or respond.	Low battery; Power switch off; Robot stuck.	Ensure robot is fully charged. Check if the main power switch is on. Clear any obstructions around the robot.
Poor cleaning performance.	Full dustbin; Clogged filter; Tangled brushes; Low water in mop tank.	Empty dustbin and clean filter. Remove and clean main and side brushes. Refill water/solution tanks.
Robot gets stuck frequently.	Obstacles (cables, rugs); Dirty sensors; Robot navigating complex areas.	Clear floor of small objects. Clean all sensors. Use "no-go zones" in the app for problematic areas.
App connection issues.	Wi-Fi signal weak; Incorrect Wi-Fi password; Robot offline.	Ensure strong 2.4GHz Wi-Fi signal. Re-enter Wi-Fi password. Restart robot and router. Re-pair device in app if necessary.
Mop leaves streaks or doesn't clean well.	Dirty mop pads; Insufficient water/solution; Uneven mop pressure.	Clean or replace mop pads. Ensure solution tanks are full. Check FlexiPress mop pad for proper installation.

For issues not covered here, please contact Mova customer support.

Specifications

Feature	Detail
Brand	Mova
Model Name	Mova V50 Ultra Complete
Colour	Black
Robot Dimensions (L x W x H)	47 x 45.5 x 42 cm
Overall Package/Base Station Dimensions (L x W x H)	57.2 x 49.2 x 58.2 cm
Item Weight	13.8 kg
Suction Power	24,000 Pa
Battery Life	3.5 Hours
Battery Cell Composition	Lithium Ion
Controller Type	App Control
Surface Recommendation	Hard Floor, Marble, Wood, Tile

Feature	Detail
Special Features	FlexiRise Navigation, DuoSolution Warm Water Mopping, StepMaster Obstacle Overcoming, JetSpray Dryboard, OmniDry System, AI SmartSight, Intelligent Dirt Detection, Triple Anti-Tangle Mechanisms, Built-in Voice Assistant

Warranty and Support

The Mova V50 Ultra Complete comes with a**3-year warranty**, ensuring reliable quality. For detailed warranty terms and conditions, please refer to the official Mova website or contact customer support.



Image: The Mova V50 Ultra Complete robot vacuum and its base station, featuring a display that highlights a "3-Year Warranty" for reliable quality.

Customer Support

If you require further assistance, have questions, or need to report an issue, please contact Mova customer support:

- **Phone:** +1 (866) 977-5177
- **Online Store:** Visit the Mova Store on Amazon
- For additional resources and FAQs, please visit the official Mova website.

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

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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