

Proscenic Q20 Plus

Proscenic Q20 Plus Robot Vacuum and Mop User Manual

Model: Q20 Plus

1. INTRODUCTION

Thank you for choosing the Proscenic Q20 Plus Robot Vacuum and Mop. This manual provides essential information for the safe operation, maintenance, and troubleshooting of your device. Please read it thoroughly before use and keep it for future reference. The Proscenic Q20 Plus is designed to provide efficient and hands-free cleaning with its powerful 10000Pa suction, 3-in-1 sweeping, vacuuming, and mopping functions, and intelligent LDS navigation. Its bagless auto-empty station offers up to 90 days of maintenance-free operation.

2. PRODUCT OVERVIEW

2.1 Package Contents

Ensure all items are present and in good condition upon unpacking.



Image: All necessary accessories included with the Proscenic Q20 Plus. This includes the main robot unit, the charging base, a remote control, a cleaning brush, the user manual, two HEPA filters, two side brushes (one pre-installed, one extra), and two mop pads.

- Main Robot Unit
- Auto-Empty Charging Base
- Remote Control

- Cleaning Brush
- User Manual
- HEPA Filter (x2)
- Side Brush (x2, one pre-installed)
- Mop Pad (x2)

2.2 Robot Components

Familiarize yourself with the main parts of your robot vacuum.

10000Pa Potente Aspirazione

Rimuove polvere e peli di animali domestici per una pulizia profonda senza residui.

100%

Capacità del Cestino
della Polvere

0%

di Allergeni



Image: Top view of the robot, highlighting the LDS laser navigation sensor, power/clean button, and dustbin access.

- LDS Laser Navigation Sensor
- Power/Clean Button
- Dustbin Cover
- Front Bumper

- Charging Contacts
- Side Brushes
- Main Brush
- Driving Wheels
- Omnidirectional Wheel
- Cliff Sensors
- Water Tank & Mop Holder

2.3 Auto-Empty Charging Base Components

Understand the parts of the auto-empty station for proper use and maintenance.

Svuotamento Trasparente senza Sacchetto

Svuotamento con un solo tocco grazie alla base trasparente senza sacchetto. Goditi una manutenzione senza problemi e risparmia circa 70€ all'anno sui sacchetti di ricambio.



Onters

3 Bags/month × \$8/bags
= \$24/month



Economica

Q20 Plus

0/month



Cestino Ecologico - Design senza sacchetto, pratico e senza complicazioni.

Image: The robot docked with its auto-empty charging base. The base features a large dust collection bin and charging contacts.

- Dust Collection Bin (4L capacity)
- Charging Contacts
- Power Indicator Light
- Dust Suction Port

- Power Cable Port

3. SETUP

3.1 Unpacking and Placement

1. Remove all packaging materials and protective films from the robot and the charging base.
2. Place the charging base against a wall on a hard, level surface. Ensure there is at least 1 meter (3.3 feet) of clear space on both sides and 2 meters (6.6 feet) in front of the base for optimal robot navigation.
3. Connect the power cable to the charging base and plug it into a power outlet.

3.2 Initial Charging

Before first use, fully charge the robot.

1. Place the robot onto the charging base, ensuring the charging contacts align.
2. The robot will automatically begin charging. The indicator light on the robot will show charging status.
3. Allow the robot to charge completely before its first cleaning cycle (approximately 4-6 hours).

3.3 App Installation and Mapping

For full functionality, download the Proscenic app and set up your device.

1. Download the 'Proscenic' app from the App Store (iOS) or Google Play Store (Android).
2. Register an account and follow the in-app instructions to add your Q20 Plus robot.
3. During the first cleaning cycle, the robot will use its 360° LDS LiDAR navigation to create a detailed map of your home. Ensure all doors are open and obstacles are minimized for accurate mapping.
4. The app allows you to save up to 5 maps for multi-floor homes, set no-go zones, virtual walls, and customize cleaning schedules.

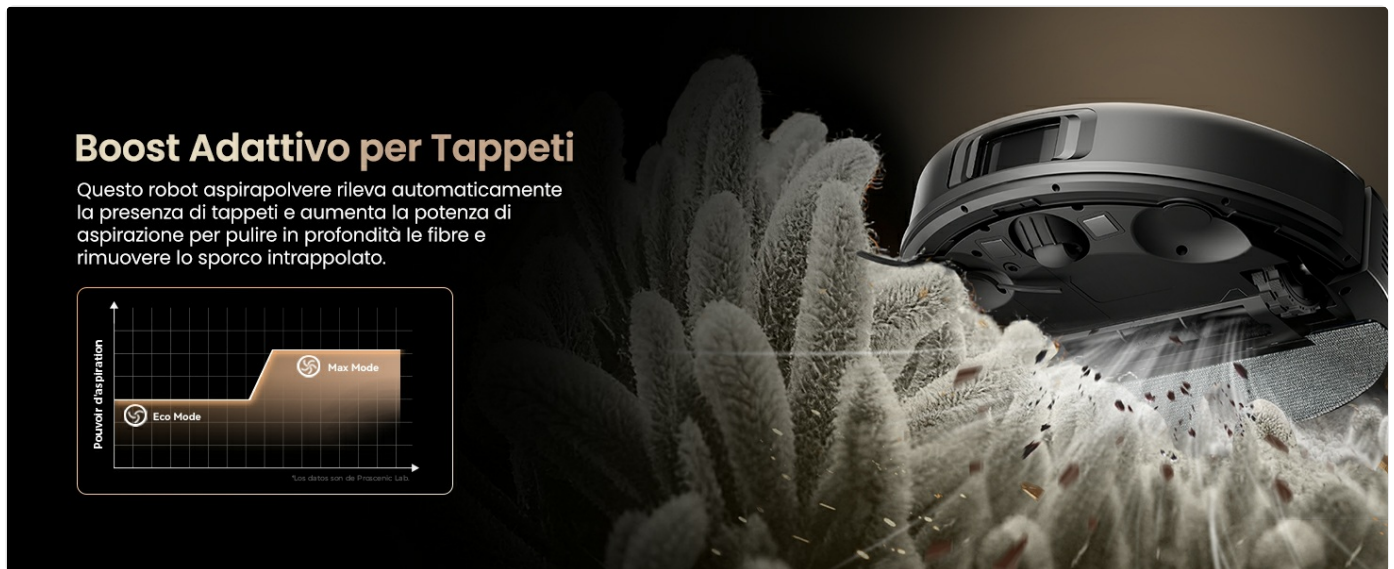


Image: The Proscenic app displaying multi-level mapping capabilities, allowing users to manage up to 5 different floor plans.

4. OPERATING INSTRUCTIONS

4.1 Cleaning Modes

The Q20 Plus offers versatile cleaning options:

- **Vacuum Only:** For dry debris and dust.
- **Mop Only:** For light mopping with water.
- **Vacuum & Mop (3-in-1):** Sweeps, vacuums, and mops simultaneously for comprehensive cleaning.

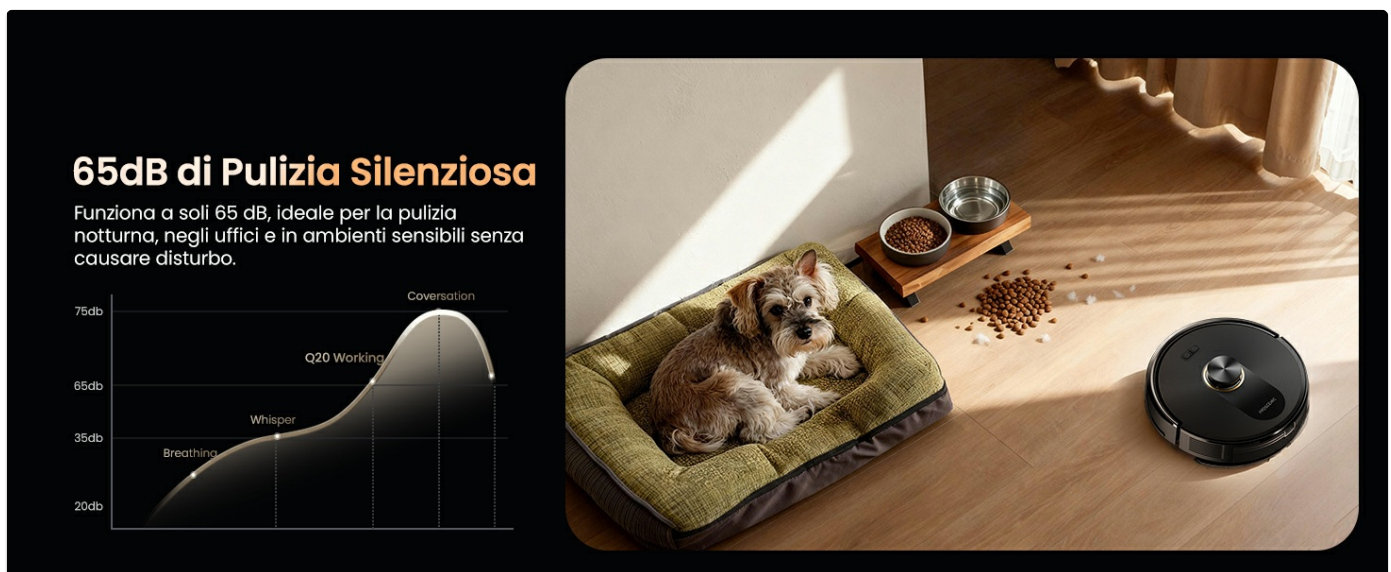


Image: The robot demonstrating its 3-in-1 cleaning capabilities: vacuuming, mopping, and a combined mode.

You can adjust suction power (Silent, Standard, Powerful) and water flow (3 levels) via the app or remote control.

4.2 Starting a Cleaning Cycle

- **From Robot:** Press the Power/Clean button once to start an automatic cleaning cycle.
- **From App:** Use the Proscenic app to select cleaning modes, specific rooms, or initiate a full clean.
- **Remote Control:** Use the provided remote control to start/pause cleaning, direct the robot, or adjust settings.
- **Voice Control:** Compatible with Amazon Alexa, Google Assistant, and Siri. Use commands like "Alexa, turn on Q20 Plus."

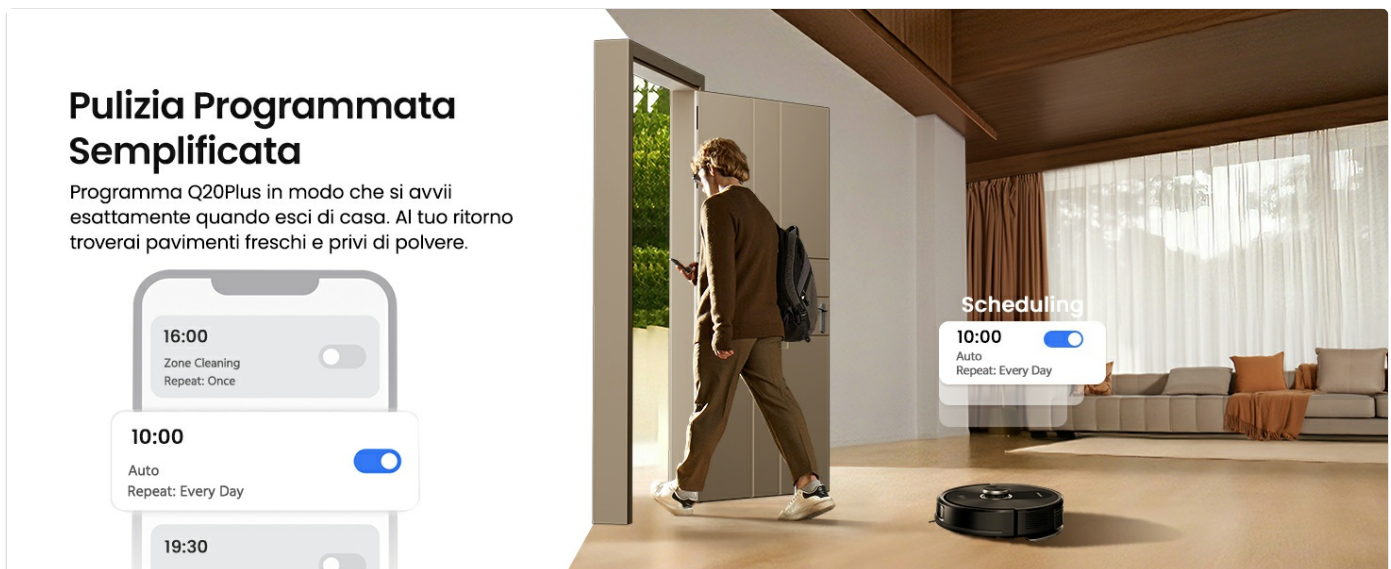


Image: Voice control integration with smart home assistants like Alexa, Google Assistant, and Siri.

4.3 Automatic Recharge and Resume

The robot automatically returns to its charging base when the battery is low (below 15%). Once charged to 80%, it will resume cleaning from where it left off.

Mappatura Multi-Livello

Salva fino a 5 mappe nell'app. Per ogni mappa, personalizza le modalità di pulizia, il loro ordine, la disposizione/connessione delle stanze, i nomi delle stanze e le zone vietate.



Image: The robot's automatic recharge and resume function, ensuring complete cleaning coverage.

4.4 Smart Features

- **No-Go Zones:** Define areas the robot should avoid using the app.
- **Scheduled Cleaning:** Set daily or weekly cleaning schedules.
- **Adaptive Carpet Boost:** Automatically increases suction power on carpets.
- **Obstacle Avoidance:** Advanced sensors help the robot navigate around furniture and obstacles.
- **Overcomes Obstacles:** Capable of climbing over thresholds and carpets up to 20mm high.

Spazzola Anti-Grovigli

La spazzola a rullo in gomma a V-forma riduce significativamente l'aggrovigliamento dei peli, migliorando le prestazioni anti-groviglio del 14%, rendendola ideale per i proprietari di animali domestici e le famiglie in cui i peli si accumulano frequentemente sui pavimenti.



Design Anti-Groviglio



Image: Setting up smart no-go zones via the Proscenic app to prevent the robot from entering specific areas.

5. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your robot.

5.1 Auto-Empty Dust Collection Bin

The 4L dust collection bin in the charging base should be emptied when full, typically every 90 days depending on usage.

1. Open the lid of the auto-empty station.
2. Lift out the dust collection bin.
3. Empty the contents into a trash can. The bagless design allows for easy disposal without replacement bags.

4. Wipe the interior with a dry cloth if necessary.
5. Replace the dust collection bin and close the lid.



Stazione Base senza Sacchetto

Svuotamento con un solo tocco grazie alla base trasparente senza sacchetto. Goditi una manutenzione senza problemi e risparmia circa 70€ all'anno sui sacchetti di ricambio, 90 giorni di pulizia manuale. Capacità di raccolta della polvere di 4L + 99,7% di allergeni

4L

Capacità del Cestino della Polvere

99.7%

di Allergeni

Image: Demonstrating the bagless auto-empty station, showing how to remove and empty the dust collection bin.

5.2 Robot Dustbin and Filters

Clean the robot's internal dustbin and filters regularly (after each use or as needed).

1. Open the robot's top cover and remove the dustbin.
2. Empty the dustbin.
3. Remove the HEPA filter and primary filter. Tap them gently to remove dust. Do not wash HEPA filters with water.
4. Rinse the dustbin with water if needed, ensuring it is completely dry before reinstallation.
5. Reinstall the filters and dustbin.

5.3 Main Brush and Side Brushes

Inspect and clean brushes weekly.

- **Main Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool to cut and remove tangled hair.
- **Side Brushes:** Check for tangled hair or debris. If damaged, replace them.



3D Ostacoli Evitamento

3D Ostacoli Evitamento consente al Proscenic Q20Plus di navigare e pulire senza rimanere intrappolato.

Image: The anti-tangle V-shaped roller brush, designed to minimize hair entanglement and improve cleaning efficiency.

5.4 Mop Pads and Water Tank

Clean mop pads after each mopping session.

1. Remove the mop pad from the water tank module.
2. Wash the mop pad with water and mild detergent. Air dry completely.
3. Empty any remaining water from the water tank and allow it to air dry.

5.5 Sensors and Charging Contacts

Wipe all sensors and charging contacts with a clean, dry cloth monthly.

- Cliff Sensors (on the bottom of the robot)
- LDS Laser Sensor (on top of the robot)
- Charging Contacts (on robot and base)

6. TROUBLESHOOTING

If you encounter issues, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Robot does not turn on.	Low battery; Power switch off.	Place robot on charging base; Ensure power switch is on.
Robot cannot return to charging base.	Base obstructed; Robot too far from base; Charging contacts dirty.	Clear area around base; Manually place robot near base; Clean charging contacts.
Poor suction performance.	Dustbin full; Filter clogged; Main brush tangled.	Empty dustbin; Clean/replace filter; Clean main brush.
Robot gets stuck frequently.	Too many obstacles; Cliff sensors dirty.	Clear floor of cables and small objects; Clean cliff sensors.
Mopping function not working.	Water tank empty; Mop pad not installed correctly.	Fill water tank; Ensure mop pad is securely attached.

For further assistance, please contact Proscenic Customer Support.

7. SPECIFICATIONS

Feature	Detail
Brand	Proscenic
Model	Q20 Plus
Suction Power	10000 Pa
Battery Life	Up to 200 minutes
Cleaning Area	Up to 230 m²

Feature	Detail
Dust Collection Bin Capacity (Base)	4 Liters
Navigation Type	360° LDS LiDAR
Noise Level	60 dB (Silent Mode)
Voltage	14.4 Volts
Product Dimensions (Robot)	31 x 31 x 9.8 cm (12.2 x 12.2 x 3.86 inches)
Item Weight	8.34 kg (18.39 lbs)
Compatible Devices	Google Home, Smartphone, Smartwatch (Apple Watch), Amazon Alexa, Siri
Special Features	Bagless Auto-Empty, 3-in-1 Function (Vacuum, Sweep, Mop), Obstacle Detection, Anti-Drop Protection, Automatic Recharge & Resume, Multi-Map Saving (up to 5), No-Go Zones (up to 15), Quiet Motor, Multi-Mode Control (Voice/APP/Remote/Smartwatch), Customizable Cleaning

8. WARRANTY AND SUPPORT

Proscenic offers reliable after-sales service to ensure your satisfaction.

- **Customer Support:** 24/7 support is available for any questions or issues you may encounter.
- **Service Centers:** Proscenic has service and repair centers located throughout Europe.
- **Warranty:** Enjoy up to 24 months of warranty coverage.
- **Return Policy:** Satisfaction guaranteed or your money back within 30 days.

For detailed warranty information or to contact support, please visit the official Proscenic website or refer to the contact information provided in the product packaging.