Saved from manuals.plus.
Open the live page for links to other documents and user manuals.

Ultenic T20 Pro+

Ultenic T20 Pro+ Robot Vacuum and Mop with Auto-Empty Station - User Manual

Model: T20 Pro+

1. Introduction

Thank you for choosing the Ultenic T20 Pro+ Robot Vacuum and Mop. This advanced 4-in-1 cleaning device combines powerful vacuuming, efficient mopping, LiDAR navigation, and an auto-empty station to provide a hands-free cleaning experience. With 10,000 Pa suction, carpet boost, and intelligent obstacle avoidance, it is designed to keep your home spotless. This manual provides essential information for setting up, operating, and maintaining your robot vacuum.

Please read this manual thoroughly before using the product and retain it for future reference.

2. Safety Information

To reduce the risk of injury or damage, read these safety instructions carefully and keep them handy for future reference.

- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not use the robot in environments with open flames or fragile objects.
- Ensure the charging station is placed on a flat, stable surface and away from water sources.
- Do not use the robot to pick up large debris, liquids, or burning objects.
- Regularly check the brushes and wheels for tangled hair or debris to prevent damage.

3. Package Contents

Verify that all components are present and in good condition upon unpacking.



Image Description: An exploded view diagram showing all components included in the Ultenic T20 Pro+ package. It highlights the robot vacuum, the auto-empty charging station, cleaning solution, mop pads, mop pad holders, side brushes, dust bags, cleaning brush, quick start guide, and user manual.

- Robot Vacuum (with 2-in-1 dust collector and water tank) x1
- Charging Station / Auto-Empty Base x1
- Cleaning Solution x1
- Mop Pads (1 installed + 1 spare) x2
- Mop Pad Holder x1
- HEPA Filters (1 installed + 1 spare) x2
- Side Brushes (1 installed + 1 spare) x2
- Dust Bags x2
- Cleaning Brush x1
- Quick Start Guide x1
- User Manual x1

4. Product Overview

Key Features:

- **10,000 Pa Suction & Auto-Empty Station:** Powerful suction for deep cleaning, with a 3.5L auto-empty dust bag providing up to 10 weeks of hands-free operation. Ideal for pet owners and busy families.
- **LiDAR Navigation + AI Obstacle Avoidance:** Precise detection of furniture, cables, stairs, and small objects. Real-time 360° mapping, multi-floor map storage (up to 5 maps), and customizable restricted zones for unsupervised cleaning.
- **3-in-1 Cleaning & All-Floor Adaptability:** Three cleaning modes (vacuum+mop, vacuum only, mop only) and three water flow levels. Suitable for tiles, hardwood, carpets, and composite floors. Automatic carpet detection stops mopping on carpets.
- **200-Minute Runtime & Smart Resume:** High-performance battery covers up to 240m². Automatically returns to the charging base and resumes cleaning from where it left off.
- **HEPA H13 Filter:** Anti-allergy filter retains 99.97% of fine particles and allergens for healthier air.

Detailed Features:



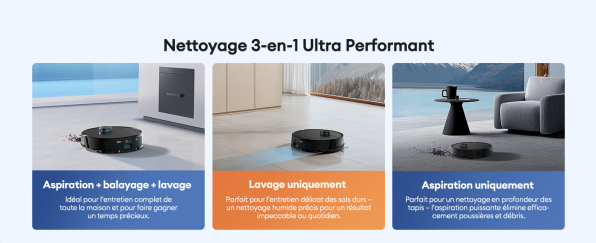
Auto-Empty Station

The 3.5L dust bag in the auto-empty station allows for up to 10 weeks of hands-free dust disposal. The system is designed to trap 99.7% of allergens, ensuring a clean and healthy environment without direct contact with dust.
Image Description: A close-up view of the Ultenic T20 Pro+ robot vacuum connected to its auto-empty station. The station's transparent dust collection channel shows dust being transferred from the robot into the large 3.5L dust bag, with text highlighting "3.5L Dust Bag Capacity" and "99.7% Allergens Trapped".



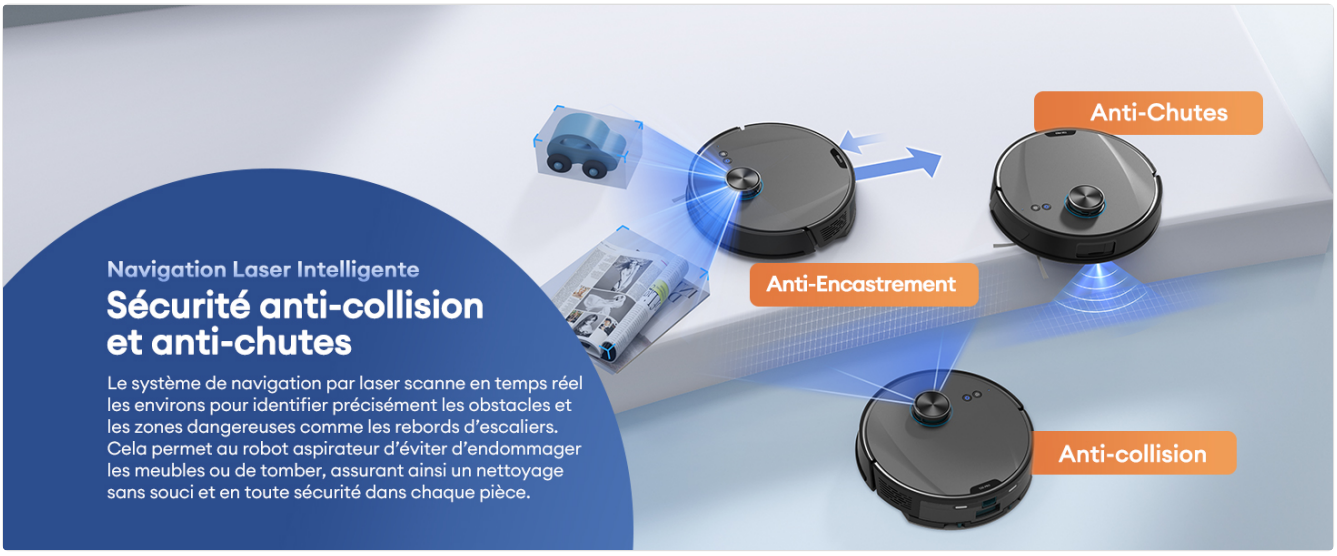
AI Vision Module for Collision Reduction

Equipped with advanced AI intelligence, the robot precisely recognizes and avoids obstacles such as cables, pet waste, and other small objects, even those just millimeters high, using a side laser during cleaning. This ensures smooth navigation and prevents collisions.
Image Description: The Ultenic T20 Pro+ robot vacuum navigating a room, with blue light beams illustrating its AI vision detecting and avoiding various obstacles like a toy car, a crumpled cloth, and a power cable on the floor.



Automatic Carpet Boost

The robot intelligently detects carpets and automatically increases suction power by up to 300% for a deeper clean. This feature is ideal for removing pet hair and embedded dirt from dense carpet fibers.
Image Description: A close-up of the Ultenic T20 Pro+ robot vacuum's underside, showing its brush rolling over a carpet. A blue glow indicates increased suction power, with text stating "Carpet Turbo: +300% power".

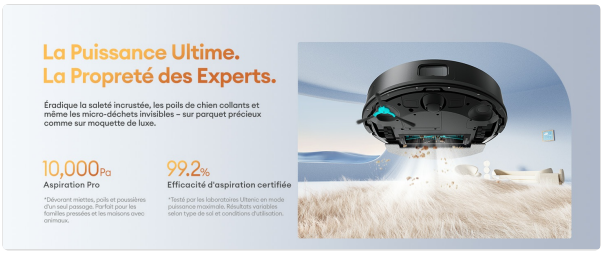


Versatile 3-in-1 Cleaning

The T20 Pro+ offers three distinct cleaning modes to suit various needs:

- **Vacuum + Mop:** Ideal for complete home maintenance, saving time.
- **Mop Only:** Perfect for daily wet cleaning of hard floors, ensuring impeccable results.
- **Vacuum Only:** For deep cleaning carpets, powerfully removing dust and debris.

Image Description: A collage showing the Ultenic T20 Pro+ in three different cleaning scenarios: vacuuming and mopping a kitchen floor, mopping a hard floor, and vacuuming a carpeted area, illustrating its 3-in-1 functionality.



Extended Runtime with Smart Resume

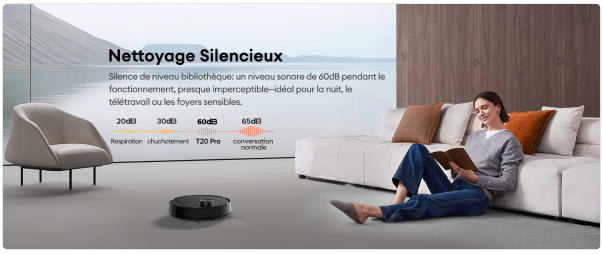
With a 200-minute battery life, the robot can clean large areas up to 240m² on a single charge. If the battery runs low during a cleaning cycle, it automatically returns to its charging station, recharges, and then resumes cleaning exactly where it left off.
Image Description: The Ultenic T20 Pro+ robot vacuum moving away from its charging station, with large blue numbers "200+ Min" and "240m²" indicating its runtime and cleaning area. A path on the floor shows its cleaning route.



Bluebell Freshness Cleaning Solution

The included Bluebell Freshness cleaning solution helps to effectively remove stains and leaves a pleasant scent,

enhancing your home's cleanliness and freshness.
Image Description: A woman relaxing in a living room while the Ultenic T20 Pro+ robot vacuum cleans. Two bottles of "Bluebell Freshness" cleaning solution are prominently displayed in the foreground, with blue flower icons floating around, symbolizing a fresh scent.



Quiet Operation

The T20 Pro+ operates at a low noise level of 60dB, comparable to a quiet conversation. This makes it ideal for use during work hours, at night, or in households sensitive to noise.
Image Description: A woman relaxing on a sofa, reading a book, while the Ultenic T20 Pro+ robot vacuum cleans quietly in the foreground. Text overlays indicate different decibel levels: 20dB (breathing), 30dB (whisper), 60dB (T20 Pro+ operation), 65dB (normal conversation).

5. Setup

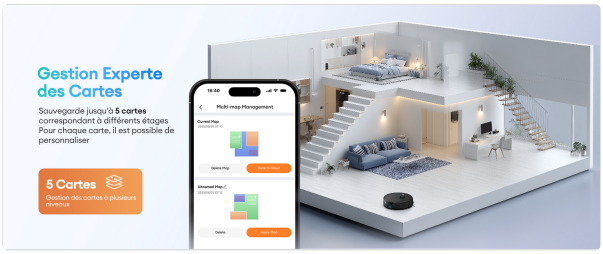
5.1 Unpacking and Placement

1. Carefully remove the robot vacuum and all accessories from the packaging.
2. Remove all protective films and packaging materials from the robot and the charging station.
3. Place the charging station against a wall on a hard, level surface. Ensure there is at least 0.5 meters (1.6 feet) of clear space on both sides and 1.5 meters (5 feet) in front of the station.
4. Plug the power adapter into the charging station and then into a wall outlet.

5.2 Initial Charging

Before first use, fully charge the robot. Place the robot on the charging station, ensuring the charging contacts align. The indicator lights on the robot will show the charging status. A full charge typically takes 4-5 hours.

5.3 App Connection and Mapping



1. Download the 'Smart Life' app from your smartphone's app store.
2. Register or log in to your account.
3. Follow the in-app instructions to add your Ultenic T20 Pro+ device. Ensure your phone is connected to a 2.4GHz Wi-Fi network.
4. Once connected, the robot will perform an initial mapping run of your home using its LiDAR navigation. This creates a detailed map for efficient cleaning.

5. The app allows for multi-floor mapping (up to 5 maps), custom cleaning zones, and setting no-go zones.

Image Description: A smartphone displaying the 'Smart Life' app interface with a map of a house, showing various cleaning settings and advanced features like multi-floor mapping, zone planning, and no-go zones. The robot vacuum is shown navigating a room in the background.



Expert Map Management

The app can store up to 5 maps, allowing you to customize cleaning settings for different floors or areas. You can personalize cleaning modes, sequences, room layouts, and define forbidden zones for each map.
Image Description: A multi-level house diagram with the Ultenic T20 Pro+ robot vacuum cleaning. A smartphone displays the app's map management interface, showing options to save, delete, and apply different maps, indicating support for up to 5 maps.



Smart Suggestions for No-Go Zones

The robot's AI can suggest areas to avoid, such as pet feeding zones or areas with delicate items. Simply confirm these suggestions in the app, and the robot will automatically bypass them, ensuring smooth and uninterrupted cleaning.
Image Description: The Ultenic T20 Pro+ robot vacuum navigating a living room. An overlay shows the app interface with smart suggestions for areas to avoid, highlighted in orange, indicating the robot's ability to intelligently identify and bypass obstacles.

6. Operating Instructions

6.1 Starting a Cleaning Cycle

- **Via App:** Open the 'Smart Life' app, select your device, and tap 'Start' or choose a specific cleaning mode/area.
- **Via Robot Button:** Press the power button on the robot once to start a standard cleaning cycle.
- **Voice Control:** Connect to Alexa, Google Home, or Siri and use voice commands (e.g., "Alexa, start Ultenic T20 Pro+").



Image Description: A three-panel image illustrating the different control methods for the Ultenic T20 Pro+. The first panel shows a Google Home speaker and an Amazon Echo Dot for voice control. The second panel shows a smartphone with a quick start widget for the T20 Pro+ app. The third panel shows a finger pressing the physical button on top of the robot vacuum.

6.2 Customizing Cleaning Settings



Use the 'Smart Life' app to:

- Select specific rooms or areas for cleaning.
- Adjust suction power (3 levels) and water flow (3 levels) for mopping.
- Set cleaning schedules and recurring tasks.
- Define no-go zones or virtual walls.
- Choose between vacuum-only, mop-only, or vacuum & mop modes.

Image Description: A smartphone screen showing the custom mode settings within the app, allowing users to define cleaning cycles, suction power, and water flow. Below, two panels illustrate different settings for a kitchen (standard vacuum, intense mop) and a bedroom (silent vacuum, gentle mop).

6.3 Scheduling Cleaning

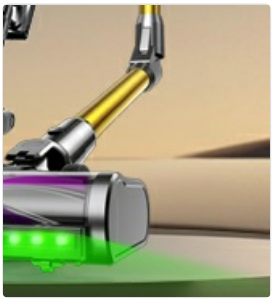


Program your robot to clean automatically at specific times and days using the app. This feature is particularly useful for maintaining cleanliness in busy households or homes with pets.
Image Description: A smartphone displaying the scheduling interface of the Ultenic app, showing options to set cleaning times and recurrence (e.g., "Every day"). The robot vacuum is shown returning to its charging station in a modern living space.

7. Maintenance

Regular maintenance ensures optimal performance and extends the lifespan of your Ultenic T20 Pro+.

7.1 Auto-Empty Station Dust Bag



The 3.5L dust bag typically lasts up to 10 weeks. The app will notify you when it's full. To replace:

1. Open the lid of the auto-empty station.
2. Carefully remove the full dust bag, ensuring the opening is sealed to prevent dust leakage.
3. Insert a new dust bag into the slot.
4. Close the lid securely.

Image Description: A person replacing the dust bag in the auto-empty station of the robot vacuum. The image shows the station's lid open and the dust bag being inserted or removed.

7.2 Robot Dustbin and Water Tank

- Even with auto-emptying, it is recommended to periodically check and clean the robot's internal dustbin and water tank.
- Empty the dustbin and rinse it with water. Ensure it is completely dry before reinserting.
- Refill the water tank with clean water and, if desired, the provided cleaning solution.

7.3 Brushes and Filters

- **Main Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool to remove tangled hair and debris. Clean every 1-2 weeks.
- **Side Brushes:** Check for wear and tear. If damaged, replace them. Clean tangled hair regularly.
- **HEPA Filter:** Tap the filter gently to remove dust. Do not wash the HEPA filter with water. Replace every 3-6

months depending on usage.

7.4 Sensors and Charging Contacts

Wipe all sensors (LiDAR, cliff sensors, wall sensors) and charging contacts on both the robot and the charging station with a clean, dry cloth. This ensures accurate navigation and efficient charging.

8. Troubleshooting

If you encounter any issues with your Ultenic T20 Pro+, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Robot does not turn on.	Low battery; power button not pressed.	Place the robot on the charging station to charge. Press and hold the power button for 3 seconds.
Robot cannot connect to Wi-Fi.	Incorrect Wi-Fi password; 5GHz network; robot too far from router.	Ensure correct 2.4GHz Wi-Fi password. Move robot closer to router. Reset Wi-Fi on robot and try again.
Robot gets stuck frequently.	Too many obstacles; tangled brushes.	Clear the cleaning area of cables, small objects. Clean main and side brushes. Define no-go zones in the app.
Poor cleaning performance.	Full dustbin/water tank; dirty filters/brushes; low suction setting.	Empty dustbin, refill water tank. Clean or replace filters/brushes. Increase suction power in the app.
Robot does not return to charging station.	Charging station blocked; robot too far; dirty charging contacts.	Ensure clear path to charging station. Clean charging contacts. Manually place robot on station.

For further assistance, please contact Ultenic customer support.

9. Specifications

Feature	Specification
Brand	Ultenic
Model Name	T20 Pro+
Max Suction Power	10,000 Pa
Battery Life	200 minutes
Battery Type	Lithium-ion, 14.4 Volts
Dust Bag Capacity (Auto-Empty Station)	3.5 Liters
Filter Type	HEPA H13
Navigation Type	LiDAR
Control Method	App Control, Voice Control (Alexa, Google Home, Siri), On-device button
Noise Level	62 Decibels

Feature	Specification
Product Dimensions (L x W x H)	32L x 32W x 9.7H centimeters
Item Weight	5.7 Kilograms
Recommended Surfaces	Tile, Hardwood, Parquet, Carpet, Composite Floor (Multi-surface)

10. Warranty and Support

Ultenic provides comprehensive support for its products.

- **Manufacturer's Warranty:** The Ultenic T20 Pro+ comes with a 2-year European warranty.
- **Repairability Index:** This product has a repairability index of 9.8/10.
- **Customer Service:** Local French customer service and repair centers are available.
- **Contact Support:**
  - In-app Live Chat
  - 24/7 Email Assistance
  - Visit the official Ultenic website for support resources and contact information.
- **Returns:** Enjoy 30 days of free returns.



Image Description: An infographic detailing Ultenic's support options, including App Live Chat, 24/7 Email Assistance, European Service Centers, 30-day free returns, and up to 30 months of warranty benefits.

© 2026 Ultenic. All rights reserved.
For the latest information and updates, please visit Ultenic Official Store.

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

Email

you@example.com

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

Open the live page

https://manuals.plus/asin/B0GGZ6Z8TB

More documents and user manuals: **https://manuals.plus/**