

NARWAL FLOW 2

NARWAL Flow 2 Robot Vacuum and Mop Instruction Manual

Model: FLOW 2

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1. INTRODUCTION

Thank you for choosing the NARWAL Flow 2 Robot Vacuum and Mop. This advanced cleaning system is designed to provide efficient and thorough cleaning for your home. This manual contains important information regarding the safe use, operation, and maintenance of your device. Please read it carefully before use and keep it for future reference.

2. IMPORTANT SAFETY INFORMATION

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury. This includes:

- Read all instructions before using the appliance.
- Do not allow children to operate the robot. Supervise children and pets when the robot is operating.
- Use only as described in this manual. Use only manufacturer-recommended attachments.
- Do not handle the charging dock or robot with wet hands.
- Do not use the robot on wet surfaces or in areas with standing water.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bin and/or filters in place.
- Ensure the power voltage matches the voltage marked on the charging dock.
- Unplug the charging dock from the outlet when not in use and before cleaning.

- Do not modify the robot or charging dock. Repairs should only be performed by authorized service personnel.

3. PACKAGE CONTENTS

Verify that all components are present and in good condition upon unpacking. If any items are missing or damaged, please contact customer support.

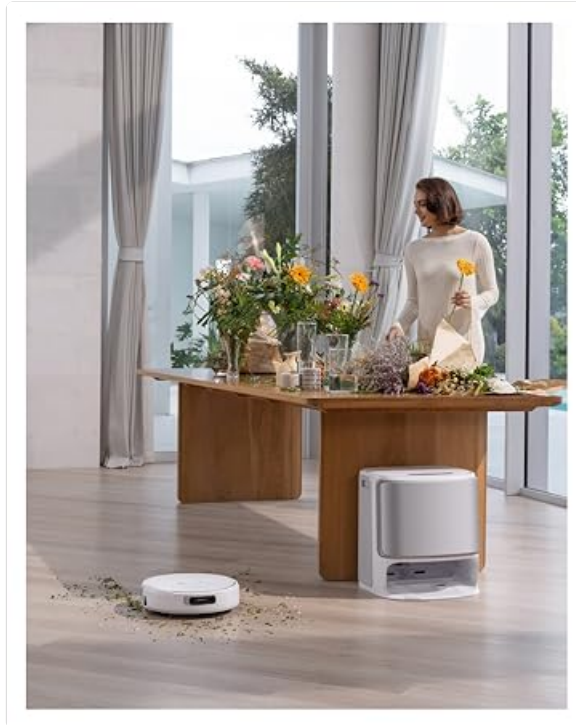


Image: NARWAL Flow 2 Robot Vacuum and Mop and its accessories. This image shows the robot, the compact workstation, detergent solution, power cable, a dust bag, a HEPA filter, and an anti-tangle side brush.

- NARWAL Flow 2 Robot
- Compact Workstation (Base Station)
- Detergent Solution (1x)
- Power Cable (1x)
- Dust Bag (1x)
- HEPA Filter (for robot dustbin) (1x)
- Anti-tangle Side Brush (1x)

4. PRODUCT OVERVIEW

4.1 Robot Components

The NARWAL Flow 2 robot features advanced sensors and cleaning mechanisms for efficient navigation and thorough cleaning.



Image: Top view of the NARWAL Flow 2 Robot Vacuum, showing its circular design and central control button.

- **Lidar Sensor:** For precise mapping and navigation.
- **Front Bumper:** Detects obstacles.
- **Side Brush:** Sweeps debris from edges and corners.
- **Main Roller Brush:** For deep vacuuming.
- **Track Mop:** For wet mopping with hot water.
- **Driving Wheels:** For movement across various surfaces.
- **Charging Contacts:** For automatic recharging at the base station.
- **Dustbin:** Collects vacuumed debris.
- **Water Tank (internal):** Supplies water to the mop.

4.2 Base Station (Compact Workstation)

The base station serves as the robot's charging dock, water supply, and self-cleaning hub.



Image: The NARWAL Flow 2 Base Station with the robot docked. The image highlights the sleek design and the robot's integration with the station.

- **Clean Water Tank:** Holds fresh water for mopping and mop washing.
- **Dirty Water Tank:** Collects used water from mopping and mop washing.
- **Dust Collection Bag:** Automatically empties the robot's dustbin.
- **Mop Washing Tray:** Area where the robot's mop is cleaned and dried.
- **Charging Contacts:** Connects with the robot for charging.
- **Control Panel/Display:** For basic controls and status indicators.

5. SETUP

5.1 Unpacking and Placement

1. Carefully remove all components from the packaging.
2. 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 (5 feet) in front. Avoid areas with direct sunlight or strong Wi-Fi interference.
3. Plug the power cable into the base station and then into a wall outlet.

NARWAL

Cogli l'ultima occasione



Image: The NARWAL Flow 2 Robot Vacuum and Mop with its base station, illustrating its compact design and modern aesthetic.

5.2 Filling Water Tanks

1. Remove the clean water tank from the base station.
2. Fill the clean water tank with tap water up to the MAX line. You may add a small amount of NARWAL-approved cleaning solution if desired.
3. Return the clean water tank to its position.
4. Ensure the dirty water tank is empty before starting a cleaning cycle.

Autopulizia completa ad acqua calda a 100 °C*

Mantiene il sistema interno pulito e igienico dopo ogni ciclo.

>99,99%*
di pulizia del mocio

*Dati forniti dai test di laboratorio Narwal. I risultati effettivi possono variare.



Image: Diagram illustrating the internal water tanks and the hot water self-cleaning process within the base station.

5.3 Initial Charging and App Connection

1. Place the robot onto the charging contacts of the base station. Ensure it is properly docked. The robot will begin charging automatically.
2. Download the "NARWAL" app from your mobile device's app store.
3. Follow the in-app instructions to create an account and connect your NARWAL Flow 2 to your home Wi-Fi network. This will enable smart features like mapping, scheduling, and remote control.

6. OPERATING INSTRUCTIONS

6.1 Starting a Cleaning Cycle

You can start a cleaning cycle in several ways:

- **On the Robot:** Press the power button on the robot once to start a default cleaning cycle. Press again to pause.
- **Via App:** Open the NARWAL app, select your device, and tap "Start Cleaning." You can choose specific rooms, cleaning modes (vacuum, mop, or both), and adjust settings.



Image: The NARWAL Flow 2 robot actively cleaning a floor, demonstrating its movement and coverage.

6.2 Cleaning Modes and Features

- **Vacuuming:** The robot uses its powerful 31,000 Pa suction to remove dust, debris, and pet hair from hard floors and carpets. The anti-tangle system prevents hair from wrapping around brushes.
- **Mopping (FlowWash System):** The FlowWash system uses 60°C hot water and 12N downward pressure with a soft Track Mop roller for effective stain removal. The mop is continuously rinsed with clean water during operation.
- **Vacuum & Mop:** The robot can perform both functions simultaneously or sequentially, depending on your settings.
- **CarpetFocus™ Technology:** Automatically detects carpets and increases suction power by 4.2 times for deep cleaning, while intelligently lifting the mop by 12mm to avoid wetting carpets.
- **NarMind™ Pro 2.0 Autonomous System:** Utilizes VLM OmniVision and dual HD cameras for precise navigation and obstacle avoidance, recognizing objects like cables, pet waste, and toys.
- **Edge Cleaning:** The robot is designed to clean close to walls and corners, with a minimal distance of less than 5mm from edges and 0mm from corners.
- **Threshold Crossing:** Capable of crossing thresholds up to 40mm high.
- **Low Profile Design:** At 95mm height, it can clean under most furniture.

Pulizia profonda di angoli e bordi

La spazzola laterale in retromarcia raggiunge in profondità angoli e pareti, rimuovendo polvere e detriti incastrati. Il Track Mop si estende per pulire a fondo bordi e battiscopa.

<5 mm*

distanza minima dal bordo

0 mm*

distanza di pulizia angoli

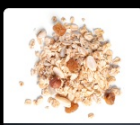
*Dati forniti dai test di laboratorio Narwal. I risultati effettivi possono variare.



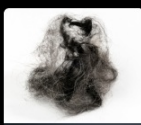
Image: Diagram illustrating the NARWAL Flow 2's edge cleaning capability, showing its proximity to walls and corners.

Aspirazione da 31.000 Pa

Un motore aspirante ad alte prestazioni estrae sporco e capelli da fessure profonde, fughe del parquet e fibre dei tappeti, per pavimenti visibilmente più puliti a ogni passaggio.



Briciole di snack



Peli di animali



Crocchette per cani e gatti



Granuli di terriccio



Image: Diagram demonstrating the 31,000 Pa suction power and the anti-tangle system of the NARWAL Flow 2, showing debris being lifted.

Tecnologia CarpetFocus™

12 mm*

Sollevamento automatico del mocio di



- Rileva i tipi di pavimento
- Solleva il mocio di 12 mm

4,2x*

potenza di aspirazione istantanea



- Sigilla un flusso d'aria potente
- Rimuove la polvere dalle fibre profonde

*Dati forniti dai test di laboratorio Narwal. I risultati effettivi possono variare.

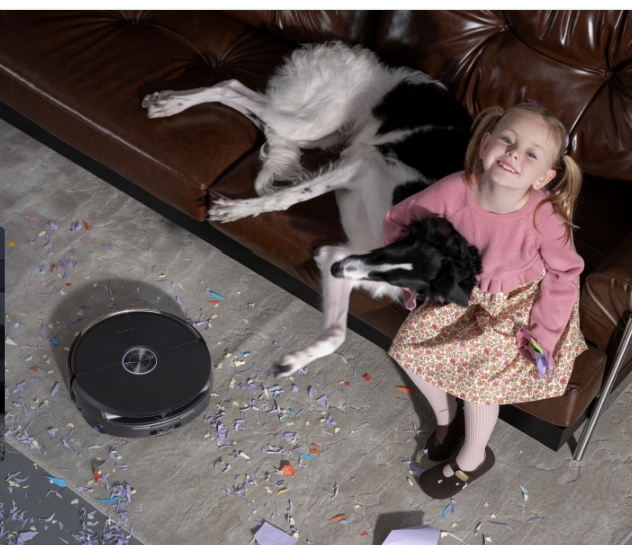


Image: Diagram illustrating the CarpetFocus technology, showing the robot detecting a carpet, increasing suction, and lifting its mop.

Sistema autonomo NarMind™ Pro 2.0

Alimentato da VLM OmniVision modello e da doppie fotocamere HD 1080P, Flow 2 comprende la tua casa in tempo reale e vi si adatta evitando gli ostacoli.

1,5 M di punti
136° FOV
750× più veloce
1080P HD (doppia fotocamera)



Image: The NarMind Pro 2.0 system in action, showing the robot navigating around obstacles in a living room.

6.3 Using the NARWAL App

The NARWAL app provides comprehensive control and customization options:

- **Mapping:** Create and manage detailed maps of your home, including multi-floor mapping.
- **Zone Cleaning:** Define specific areas for cleaning or no-go zones.
- **Scheduling:** Set cleaning schedules for different times and days.
- **Cleaning Modes:** Select vacuum, mop, or combined modes, and adjust suction power and water flow.
- **Pet Care/Baby Care Modes:** Optimized cleaning strategies for homes with pets or babies, focusing on specific needs like pet hair or quiet operation.
- **Real-time Tracking:** Monitor the robot's cleaning progress and location.

Strategia Pet Care

Modalità Pet Care

Flow 2 rileva le zone degli animali e ottimizza subito potenza di pulizia e rumorosità, garantendo una pulizia profonda senza disturbare.

Trova il tuo animale

Non perdere mai un momento con il tuo amico peloso. Usa il comando "Trova animale" e la voce integrata per interagire con lui a distanza.



Strategia Baby Care

Modalità Baby Care

Flow 2 rileva l'ambiente della cameretta per garantire la massima pulizia del pavimento con il minimo rumore, creando uno spazio silenzioso e igienico.

Image: Illustration of the specialized Pet Care and Baby Care modes, highlighting tailored cleaning for different household needs.

7. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your NARWAL Flow 2. Always power off the robot and unplug the base station before performing any maintenance.

7.1 Robot Maintenance

- **Dustbin:** The base station automatically empties the robot's dustbin. However, periodically check the dustbin

for any blockages or remaining debris.

- **HEPA Filter:** Clean the HEPA filter weekly by tapping it against a trash can. Replace every 3-6 months, or as needed.
- **Main Roller Brush:** Remove the main brush and clean any tangled hair or debris. Use the cleaning tool provided.
- **Side Brush:** Check for tangled hair or debris. Replace if bristles are worn.
- **Track Mop:** The mop is self-cleaned by the base station. Periodically inspect the mop roller for excessive wear or damage.
- **Sensors and Charging Contacts:** Wipe all sensors and charging contacts on both the robot and base station with a clean, dry cloth.

7.2 Base Station Maintenance

- **Clean and Dirty Water Tanks:** Empty the dirty water tank after each cleaning cycle. Refill the clean water tank as needed. Clean both tanks regularly to prevent mold or odors.
- **Mop Washing Tray:** The base station performs a 100°C hot water self-cleaning of the mop washing tray. Periodically remove and clean the tray manually to remove any accumulated residue.
- **Dust Bag:** Replace the dust bag in the base station when full (approximately every 120 days, depending on usage).
- **Detergent Dispenser:** Refill the detergent solution as needed.



Image: Diagram illustrating the various self-maintenance features of the multi-function base station, including dust collection, mop washing, and hot air drying.

8. TROUBLESHOOTING

If you encounter issues with your NARWAL Flow 2, refer to the following table for common problems and solutions.

Problem	Possible Cause	Solution
Robot does not start or respond.	Low battery; not properly docked; power switch off.	Ensure robot is fully charged and properly docked. Check if the main power switch is on.
Poor cleaning performance.	Full dustbin; clogged filter; worn brushes/mop; low water in clean tank.	Empty dustbin. Clean/replace filter. Clean/replace brushes/mop. Refill clean water tank.

Problem	Possible Cause	Solution
Robot gets stuck frequently.	Obstacles (cables, small items); dirty sensors.	Clear the cleaning area of obstacles. Clean all sensors on the robot.
Base station not self-cleaning or emptying dust.	Dirty water tank full; clean water tank empty; dust bag full; blockages in ducts.	Empty dirty water tank. Refill clean water tank. Replace dust bag. Check for blockages in the base station's ducts.
App connection issues.	Weak Wi-Fi signal; incorrect Wi-Fi password; router issues.	Ensure strong 2.4GHz Wi-Fi signal. Re-enter Wi-Fi password. Restart router and robot.

9. SPECIFICATIONS

Feature	Detail
Brand	NARWAL
Model Name	FLOW 2
Suction Power	31,000 Pa
Mopping System	FlowWash with 60°C Hot Water
Mop Washing Temperature	100°C Hot Water
Mop Drying Temperature	60°C Hot Air
Navigation System	NarMind™ Pro 2.0 (VLM OmniVision, Dual HD Cameras, LiDAR)
Obstacle Avoidance	Yes (Cables, pet waste, toys)
Carpet Detection	CarpetFocus™ Technology (Auto mop lift 12mm, 4.2x suction boost)
Threshold Crossing Capability	Up to 40 mm
Robot Height	95 mm
Battery Capacity	7000 mAh Lithium-ion
Dust Collection Capacity (Base Station)	Up to 120 days
Control Type	App Control
Recommended Surfaces	Laminate, Wood, Tile, Carpet
Item Dimensions (L x W x H)	60L x 40W x 42H cm (Base Station)
Item Weight	15 Kilograms



Image: Diagram illustrating the 7000 mAh battery capacity and the potential cleaning coverage area of up to 289 m².

10. WARRANTY AND SUPPORT

NARWAL products are manufactured to high-quality standards and come with a limited warranty from the date of purchase. For specific warranty terms and conditions, please refer to the warranty card included in your package or visit the official NARWAL website.

If you experience any issues with your product or have questions, please contact NARWAL Customer Support. You can typically find contact information on the official website or through the NARWAL app.

- **Online Support:** Visit the NARWAL official website for FAQs, troubleshooting guides, and contact forms.
- **In-App Support:** Access support resources directly through the NARWAL mobile application.