

# User Manual

U11 PRO

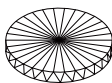
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## Precaution

- Please read all contents of this manual carefully before using this product.
- Please do not use the vacuum cleaner to vacuum detergents, kerosene, broken glasses, needles, soot, wet items, sewage, matches, etc.
- Please do not use the vacuum cleaner to vacuum cement, plaster, building materials etc., or toy balls and other large objects, as these can cause failures such as the vacuum cleaner being blocked, the motor burning out, etc.
- Please keep the vacuum cleaner away from fires and places with high temperatures.
- When using the vacuum cleaner, please make sure to install the filter module and the roller brush of the floor brush.
- When using the vacuum cleaner, please be sure not to block the suction inlet or block the rotation of the brush roller, as this may cause motor failure.
- Please do not pour or splash water or other liquids into the machine, so as to avoid short circuits and burning out the electronics.
- When using a new battery, or for the first time after long-term storage, please fully charge the battery. When the machine is not going to be used for a long time, please make sure to charge and discharge the battery at least once every three months.
- When your vacuum cleaner is fully charged and needs to be cleaned or serviced, unplug the charger promptly and do not pull it by the power cord.
- When cleaning the vacuum cleaner, use a dry cloth to wipe it, do not use gasoline, thinners or other cleaners as they may crack the housing or cause discoloration.
- Please do not use or store the vacuum cleaner in extreme conditions such as very high or low temperatures. It is recommended to use the vacuum cleaner indoors at ambient temperatures between 0 and 40°C. Please store it in a cool and dry place, and do not expose it to sunlight for a long time.
- Do not allow children to use or play with the machine.
- If the machine does not work when it's fully charged, it must be inspected and repaired at a designated service centre. Do not disassemble the machine without permission.
- Old battery packs should be recycled safely and not be discarded in the normal garbage.
- If the power cord is damaged, in order to avoid any danger, it must be replaced by a professional in the manufacturer's local service department or a similar service centre.
- After use, it is necessary to put it back on the wall or hanger, and it cannot be put on its own to prevent hitting people.

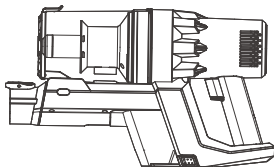
## What's in the Box



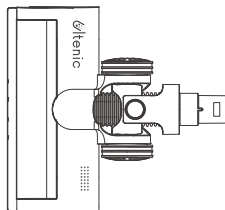
1 x Filter Sponge



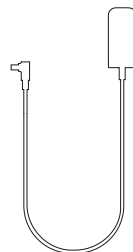
1 x Metal Extension Tube



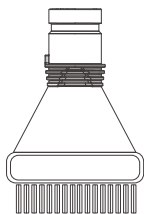
1 x Main Body



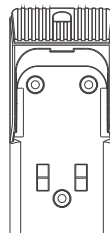
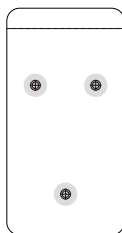
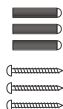
1 x Electric Floor Brush



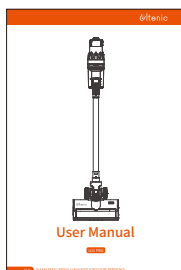
1 x Power Adapter



1 x Round Dusting Brush



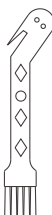
1 x Wall-mounted Charging Stand Installation Kit



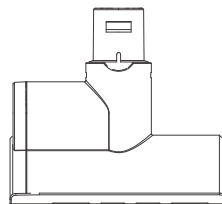
1 x User Manual



1 x Crevice Brush

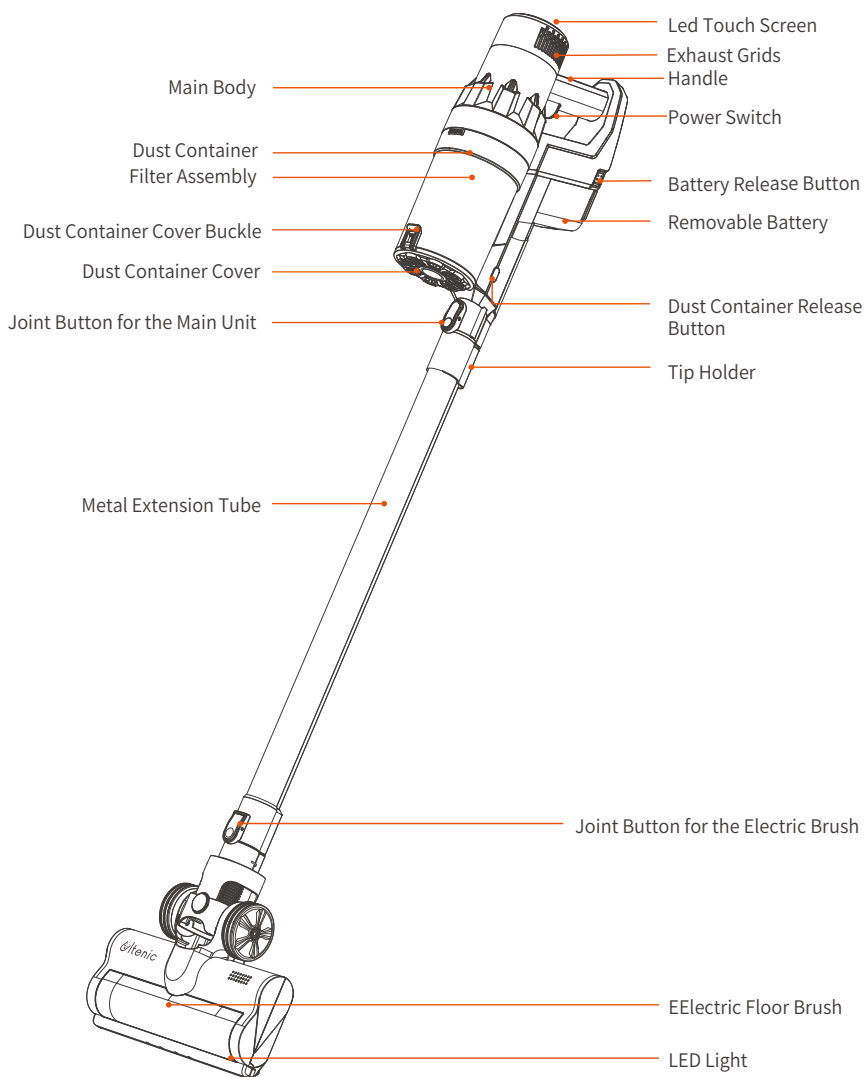


1 x Cleaning Tool



1 x Mini-Motorized Tool

## Product Overview

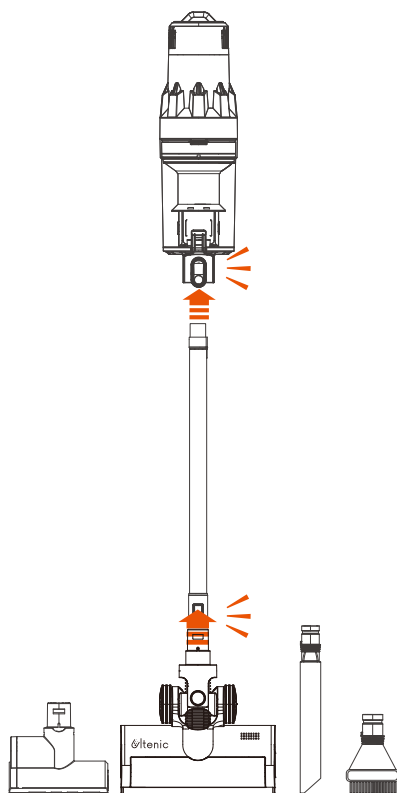


### ! Note:

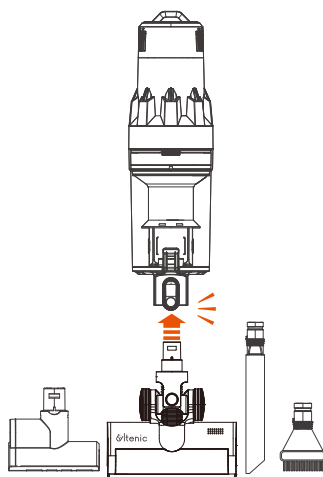
1. Wash filters with cold water regularly. Ensure the filters are completely dry before refitting.
2. Your vacuum cleaner is designed to be used regularly. Regular use may cause build-up around brushes and HEPA filter. We recommend performing regular maintenance to keep your vacuum cleaner running at optimal

## Accessory Installation

1

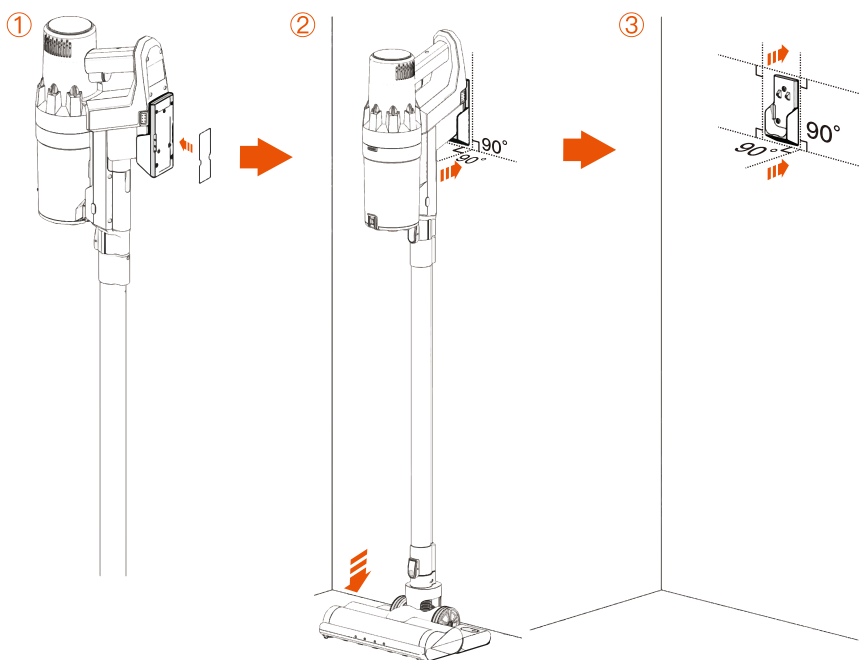


2



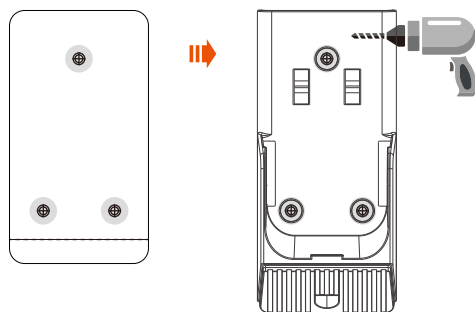
## Wall-mounted Charging Stand Installation

### Method 1: Sticker Installation



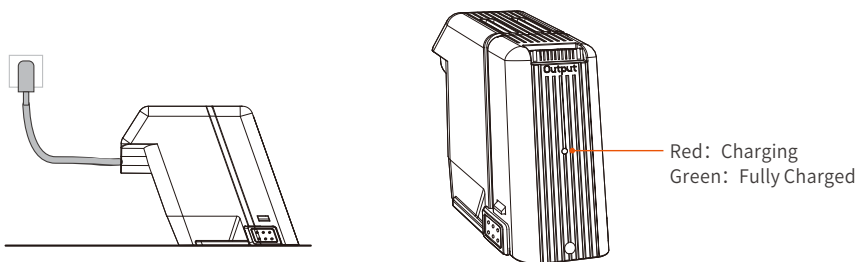
### Method 2: Screw Installation

1. Drill 3 screws according to the hole position of the alignment sticker;
2. Insert the plastic expansion tube into the screw hole;
3. Align the hanger with the screw holes, and then install and tighten the screws.



## Main Body Charging

### DC port charging

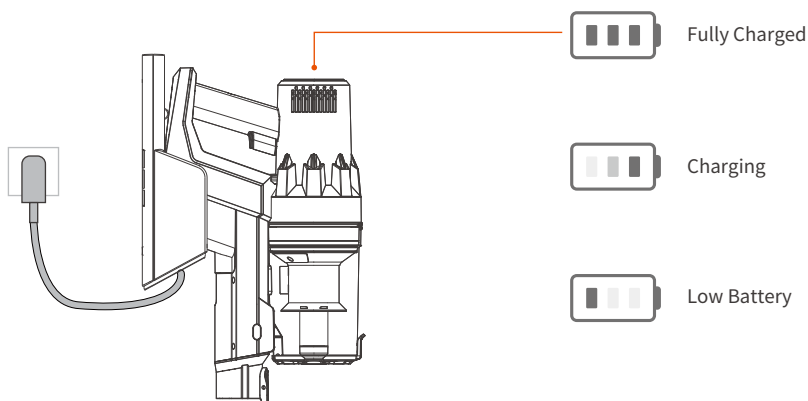


### Wall-mounted charging dock charging

When the battery gets low, the first bar of the power indicator light is flashing white, please charge it in time.

When the power is too low, the machine will automatically shut down to protect the battery.

At this time, the machine will not work when the power button is pressed. The first bar of the power indicator light flashes white. You must charge the battery or replace with a fully charged battery.



#### ! Note:

1. This machine can only be charged with the original power adapter;
2. The machine can not be operated and the power switch does not work during the process of charging.

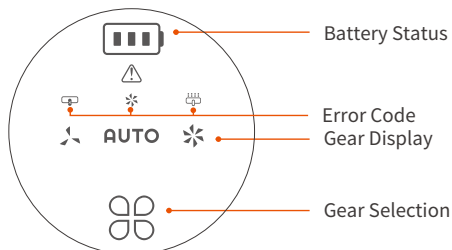


## Product Usage

### Usage of the main body

Power on/off: Press the Power On/Off button to start the machine; Press again to stop the machine.

There are 3 levels of suction power in total. Press the icon "88" on the display panel at the end of the main body to adjust power levels by selecting the ECO mode, AUTO mode and MAX mode.



#### ! Note:

The power switch is a push button which only needs to be turned on/off with a single tap.

#### ! Note:

In order to achieve the best cleaning effect, the vacuum cleaner will automatically switch to the strong gear for 3 seconds after you press the power-off button. This is a normal phenomenon, please rest assured to use it.

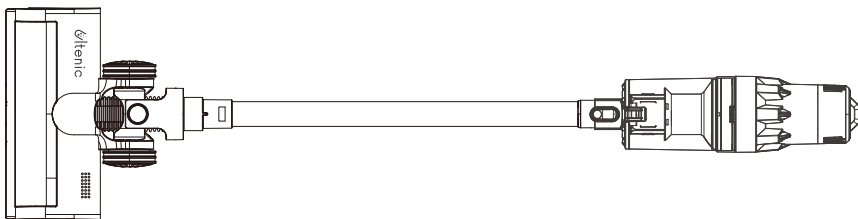
### Usage of attachments

Attach the required suction nozzle into the holder.

The metal extension tube can be added depending on the actual situation.

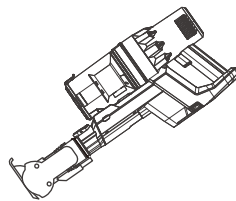
### Usage of the electric floor brush

The electric floor brush can be used to clean hard floors, floor tiles or short-haired carpets. It is recommended to use a metal extension tube for a better experience.



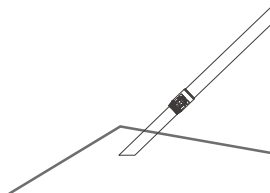
## Usage of the electric mini motorized tool

The mini motorized tool can be used to clean sofas, mattresses, cribs, etc.



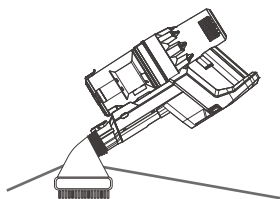
## Usage of the crevice brush

The crevice brush can be used to clean hard-to-reach spots, such as ceilings, bookshelves, keyboards and narrow gaps etc.

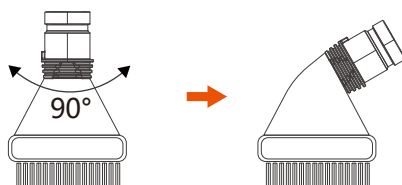
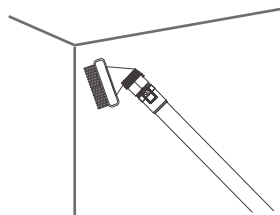


## Usage of the round dusting brush

- 1 Connect the round dusting brush to the main unit directly. It can be used to clean the desktop, cabinet, sofa, low pile carpet and so on.

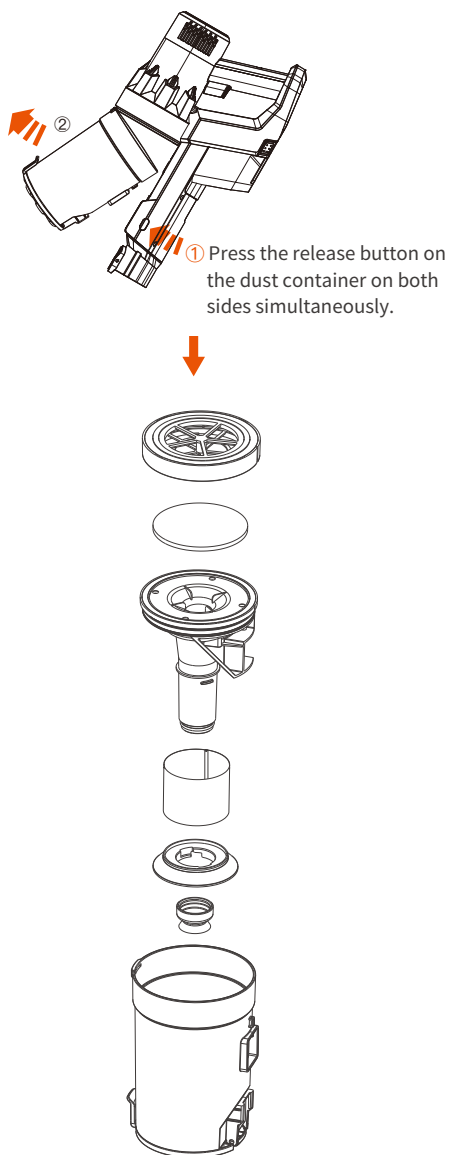


- 2 The metal extension tube can be attached to the round dusting brush for cleaning high places such as the ceiling, curtains, etc.

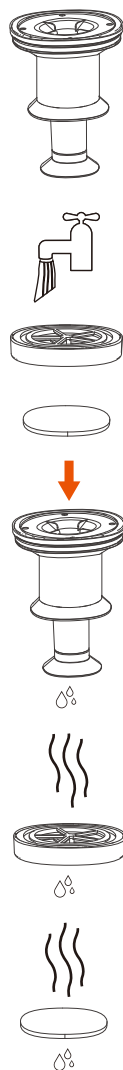


## Disassembly and Maintenance

Remove the dust container



Clean filter assembly

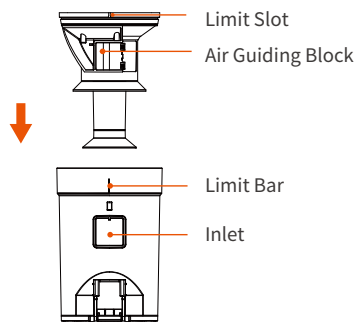


### ! Note:

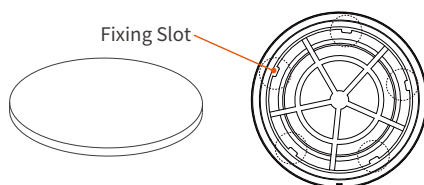
The HEPA filter and sponge filter can be washed with cold water. Ensure the filters are completely dry before refitting.  
(Do not expose them to the sun)

## Installation of filter components

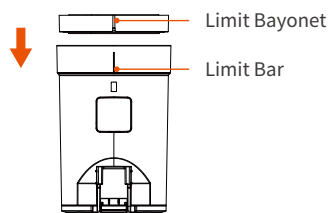
- 1 Keep the air guiding block of the stainless steel filter assembly on the same side as the dust container inlet, and install the stainless steel filter assembly into the dust container from the top of the dust container. Note that the limit slot must be aligned with the dust container limit bar.



- 2 Put the filter sponge into the bottom of the HEPA cover. The filter sponge needs fixing completely with 5 slots. Otherwise it will affect the filtering effect.

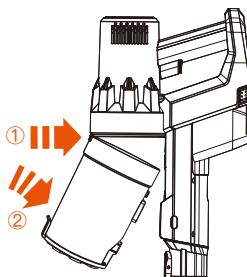


- 3 Keep the side of the HEPA assembly with the rope upward and put it into the dust container from the top. Please note that the limit slot of the HEPA assembly must be aligned with the dust container's limit bar.

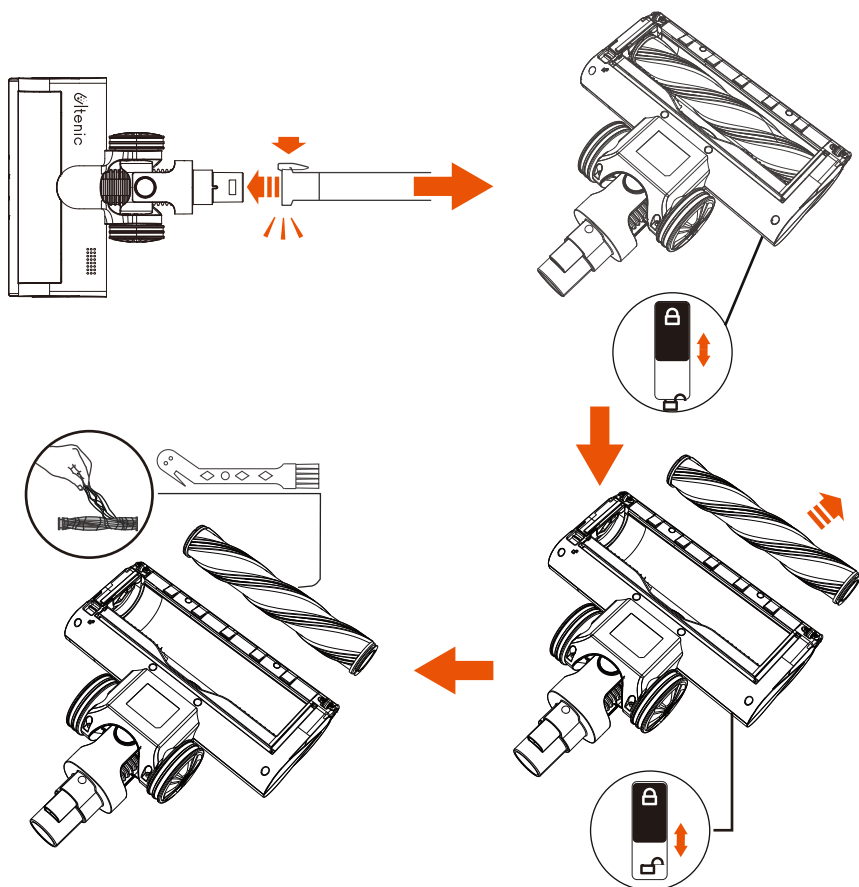


## Installation of the dust container

- 1 Snap the dust container into the main unit. Please note that the snap must be in place.
- 2 Push the bottom of the dust container in the direction shown in the picture, until you hear a click.

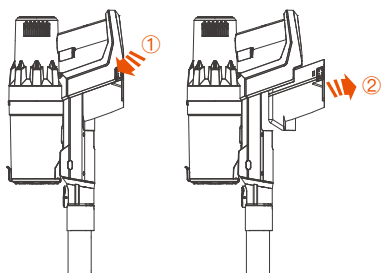


## The floor brush and the roller brush

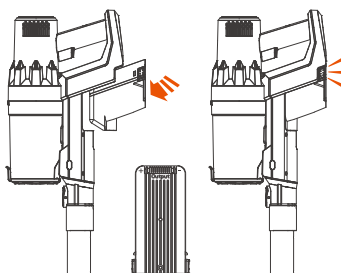


## Battery disassembly

- 1 Remove the battery: Press the battery release buttons on both sides simultaneously, then grab and pull the battery at the same time to take it out.






- 2 Install the battery: Align the battery slot with the card slot, press the bottom to slide into the battery slot until it snaps tightly.



- Battery Type: Li-ion battery;
- Dispose of the battery in accordance with local ordinances or regulations.
- Do not use non-rechargeable battery.
- In the unlikely event that liquid leaks from the battery, do not allow the liquid to come in contact with skin or eyes. Place the battery in a sealed plastic bag and dispose of safely according to local environmental regulation.

## Troubleshooting

Fault scenarios	Causes	Solutions
The machine does not work	Battery is not installed	Please install the battery correctly
	Battery is flat	Charge the battery
Suction diminishes	The dust container and the HEPA filter are not installed well	Install the dust container and HEPA filter correctly
	The HEPA filter is used for a long time	Replace the HEPA filter
	The dust container is full of dust	Empty the dust container
	The blockages happens in hose, accessories, and inlet openings.	Check and clear any blockage
Charging indicator does not light up while charging	The charging terminal is not fully inserted into the DC terminal	Insert the charging terminal completely into the charging port
Insufficient use time	Insufficient charging time	Fully charge the battery according to the instructions in the charging section
	Battery age	The battery is a consumable item and needs to be replaced at a designated service center
Rolling brush stops	Oversized foreign bodies are sucked up The roller brush is entangled an excessive amount of fiber	Clean the roller brush and restart the machine
Error code 	The floor brush is blocked	Clear the windings of the floor brush
		Ensure that the floor brush and metal extension tube are assembled firmly
Error code 	Short circuit of the floor brush	Please contact Ultenic customer service to replace the floor brush
Error code 	The fan is abnormal	Check if the suction port is blocked and clean up the blockage.
		If the machine is hot, turn it off and wait for a while
The air outlet is hot	The filter assembly is blocked	Clean the dust container and the HEPA filter

**Note:**

If the power cord is damaged, it must be replaced at a manufacturer's designated service center in order to avoid a hazard.

If you need to purchase spare parts such like HEPA filter, battery etc., please contact Ultenic customer service.

**Adapter:**

Information published	Information declared
Manufacturer's name or trademark, commercial registration number and address	Manufacturer: Dong Guan City GangQi Electronic Co., Ltd Address: Privately Operated Industrial District, ShiYong 532600 Heng Li Town, Dong Guan, Guangdong PEOPLE'S REPUBLIC OF CHINA
	Importer name: xxx Address: xxx Commercial registration number: xxx
Model identifier	GQ48-324100-AG
Input voltage	100-240
Input AC frequency	50/60
Output voltage	34.2V
Output current	1.0A
Output power	34.2W
Average active efficiency	84.31
Efficiency at low load (10%)	81.97
No-load power consumption	0.09

**Parameters**

Nominal voltage	28.8V
Rated power	350W
Rated input current	1A
Adapter rated input	100-240V~50/60Hz
Adapter rated output	34.2V
Charging time	2-2.5h

## After-Sale Service

Ulenic professional customer service team will be responsible and provide support to all products that come with a warranty of 12 months from the date of your purchase.

Please contact Ulenic Support and Service via Email below.

United States	service-us@ulenic.com
Deutschland	service-de@ulenic.com
France	service-fr@ulenic.com
España	service-es@ulenic.com
Canada	service-ca@ulenic.com
United Kingdom	service-uk@ulenic.com
Italia	service-it@ulenic.com
日本	service-jp@ulenic.com



## Customer Service

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