![Teendow logo]
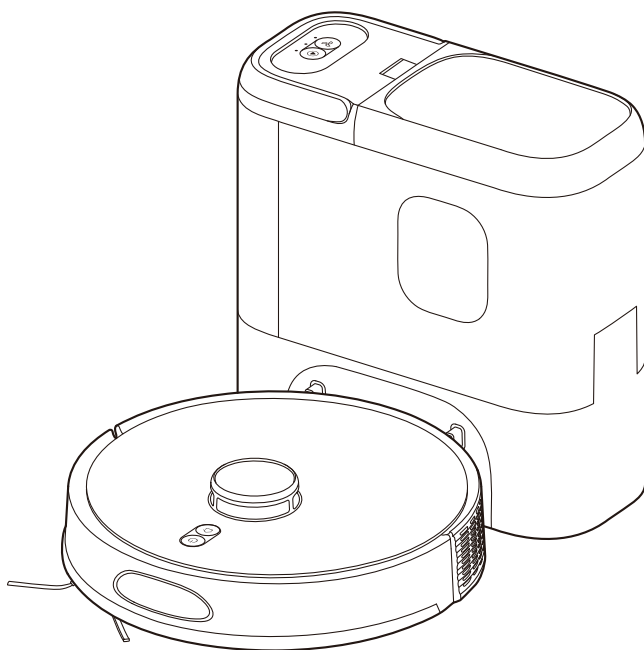
D20S MAX+
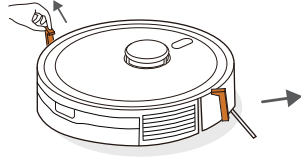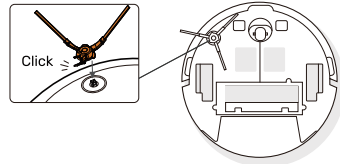## Common Fault Problem

Email: CS@teendow.com

*Please read the manual carefully before using the product and keep it properly.
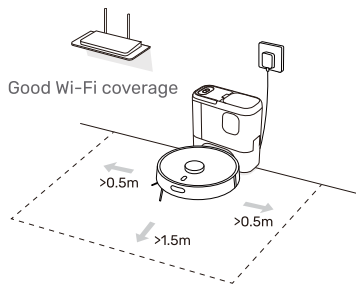
1) Remove protective items

2) Install side brush

Click

3) Place the charging base, connect the power supply and charge the robot

- Place the charging base on a level, non-slip, hard surface and against a wall. Connect the power cable.
- Fully charge the robot before first use.

Good Wi-Fi coverage

>0.5m

>0.5m

>1.5m

for the model with Auto-empty Charging Base

⚠ Note :
   - Ensure that no objects are placed within 1.5m in front of the charging base and 0.5m from both sides.

   - Do not cover the signal transmitting area of the charging base with any object.

   - To avoid recharging failure caused by position change, do not put the charging base on a carpet or blanket.

   - To return to the charging base smoothly after cleaning, it is recommended to start cleaning from the charging base. Do not move the charging base during cleaning.

4) Connect to mobile client

1 Download the app.
   - Search for the "Teendow" app in the app store. Then download and install it.

2 Add a device.
   - Open the app and follow the prompts to register or log in your account.
   - Go to the home page of the app. Tap "+" in the upper right corner of the page to enter the "Add Device" page.
   - Follow the on-screen instructions to connect with the robot.

   ⚠ Note : Only the 2.4GHz band is supported for the Wi-Fi connection.

Teendow

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APP Store

Get it on
Google Play

Troubleshooting

If an error occurs while the robot is working, the indicator light of the robot or the auto-empty charging base will light up in red in different states with corresponding prompt tones. Please solve it by the following table.

Indicator light	Voice prompt	Solution
Robot - **Flashing Red**	**Error 1:** Front bumper stuck. Please clean and retry.	- The front bumper is stuck. Please tap repeatedly to remove any dirt. After confirmation, please relocate it to start.
	Error 2: Side brush stuck. Please clean and retry.	- The side brush may be entangled with trapped dirt. Please clean and retry.
	Error 3: Roller brush stuck. Please clean and retry.	- The roller brush may be entangled with trapped dirt. Please clean the roller brush and retry.
	Error 4: Wheel stuck. Please clean and retry.	- The wheel may be entangled with trapped dirt. Please clean the wheel and retry.
	Error 6: Filter blocked or wet. Please clean, dry and retry.	- The filter may be blocked or wet. Please clean it. If it is not dry, please dry it for at least 24 hours. If it cannot be solved, please replace the filter.
	Error 7: Wheel suspended. Please move it to near its original position and retry.	- The robot may be picked up or suspended, please move it to a new position close to the original position and retry.
	Error 8: Cliff sensor dirty. Please clean and retry.	- The robot is suspended in the air or the cliff sensor may be stuck with dirt or blocked. Please wipe the cliff sensor with a dry cloth and then move it to a nearby place to start.
	Error 10: Device tilted. Please put the robot on a flat surface to start.	- The robot is not on the level ground. Please put the robot on the level ground and retry.
	Error 11: Low Battery. The system is about to shut down. Please charge it.	- The battery power is low (less than 5%) and it is not on the charging base. Please place the robot on the charging base to recharge.
	Error 12: Robot trapped. Please clear obstacles around.	- The robot may be stuck or trapped. Please clear obstacles around the robot.
	Error 13: Charging base blocked. Please clear it.	- The area around the charging base may be blocked by obstacles or dust. Please clean the area around and wipe the charging base location beacon area.
	Error 14: Charging error. Please wipe the charging contacts.	- Please wipe the charging contact pins of the robot and the charging contacts of the charging base with a dry cloth.
	Error 15: Please insert the dust box and filter.	- Please insert the dust box and filter, and confirm that they are in place. If an error still occure, please try to replace the filter.

Indicator light	Voice prompt	Solution
Robot – **Flashing Red**	**Error 16:** Relocalized failed, stop cleaning.	- Please put the robot back to the charging base and restart it.
	Error 17: Relocalized failed, stop recharging.	- Please manually place the robot back to the charging base for charging.
	Error 18: The specified area cannot	- Please move the robot to a new location to start or remove the settings that robot cannot be crossed to the restricted area.
	Error 19: Laser distance sensor stuck. Please clean and retry.	- The laser distance sensor may be entangled with trapped dirt. Please clean and retry.
	Error 20: Laser distance sensor blocked. Please clear it.	- The laser distance sensor maybe blocked by obstacles or dust. Please clean the area around and wipe it with a dry cloth.
	Error 21: No-go zone detected, move to new location to start.	- Please move the robot outside the no-go zone and restart it.
	Error F1: Side brush module fault. Please check and try restarting the system.	- Please check whether side brush is entangled with dirt. Please remove, clean and reinstall the side brush, and then try to turn off and then turn on the system. - If the fault persists, please contact our customer service.
	Error F2: Roller brush module fault. Please check and try restarting the system.	- Please check whether the roller brush is entangled with dirt. Please remove, clean and reinstall the roller brush then try to turn off and then turn on the system. - If the fault persists, please contact our customer service.
	Error F3: Vacuum fan module fault. Please check and try restarting the system.	- Please check whether the dust box, filter or dust suction port is blocked by dirt. Please clear them, and then try to turn off and then turn on the system. - If the fault persists, please contact our customer service.
	Error F4: Wheel module fault. Please check and try to restart the system.	- Please check whether the wheel is entangled with dirt. Please clean it, and then try to turn off and then turn on the system. - If the fault persists, please contact our customer service.
	Error F6: Battery module fault. Please wait until the battery temperature is normal before using.	- The battery temperature is too high or too low. Please wait for the battery temperature to be normal before use. - If the fault persists, please contact our customer service.

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Indicator light	Voice prompt	Solution
Robot – **Flashing Red**	**Error F7:** Laser distance sensor fault. Please check and try to restart the system.	- Please check whether the laser distance sensor are entangled with dirt. Please clean it, and then try to turn off and then turn on the system. - If the fault persists, please contact our customer service.
	Error F8: Water pump malfunction. Try to restart the system.	- Clean the water tank, water pump interfaces of water tank and Robot, and Robot base drain; check the mopping combo module. Then, try to shut off for restart up. - If the fault persists, please contact the sales service.
Charging base – **Solid Red**	**Please check whether the dust bag is installed and close the cover properly.**	- Please check whether the dust bag is missing, ensure that the dust bag is installed in place, and close the dust bag cover.
Charging base – **Flashing Red**	**Long time using dust bag, please replace the dust bag.**	- Please check the status of the dust bag and replace the dust bag in time. If the dust bag is new, please take out the dust bag and reinstall.
	Air duct blocked. Please clean it.	- Please check whether the auto-empty dirt port of the robot and the auto-empty dirt port of the charging base are blocked. - If the above cannot be solved, refer to the chapter "Clean the air duct" to clean the air duct.

If the fault cannot be eliminated according to the above, please contact our customer service. The problems you encounter are also what we are concerned about and hope to help you solve.

Problem type	Solution
Unable to turn on.	1) Insufficient power. Please make sure that the charging base has been connected to the power supply, and then place the robot on the charging base and align with the charging contacts, and the device will automatically start up. 2) If it still cannot be started, please try to restart the system. When it is not charging, press Power button for 10 seconds to force the shutdown, and then press Power button for 3 seconds to start the system.
Unable to charge.	1) Please remove the device and check whether the indicator light of the charging base is on.If not, please make sure that the power cable and charging base's power port have been connected tightly, and the plug and the power socket have been plugged in. (If the light does not on, please contact customer service) 2) If the indicator light of the charging base is on, connect the powered robot to the charging base, and ensure that the charging contact pins of the robot is aligned with the charging contacts of the charging base. Check if the indicator light of the robot changes to the breathing state. 3) If the indicator light of the charging base is on and the robot is turned on, but the robot cannot be charged, please try to turn off the robot and pull out the charging base, wipe the charging contact pins of the robot and the charging contacts of the charging base with a soft dry cloth, and then try the above two steps again. (If the problem still exists, please contact the customer service)
Unable to start.	1) Make sure that the robot is connected to the power supply. 2) Make sure the robot is fully charged. 3) Press and hold Power button for 3 seconds to turn on the robot.
Unable to recharge.	1) Please clear the obstacles near the charging base and put the charging base in an open area. Please ensure that no objects are placed within 1.5m in front of the charging base and 0.5m on both sides. 2) Please use a soft dry cloth to wipe the infrared obstacle avoidance sensor, the recharge sensor, the charging base location beacon, the charging contact pins and charging contacts. 3) Please put the robot near the charging base.
Stop working suddenly.	1) Check whether the robot is trapped or stuck by foreign matters. 2) Check whether the battery power is too low. 3) Check whether there is a red light or fault indication on the robot. Please refer to the chapter "Troubleshooting". 4) If the problem still can be resolved, please restart the system, long press Power button for 10 seconds to force the shutdown, and then press Power button for 3 seconds for starting up.

FQA | Commom Fault Problem

Problem type	Solution
Abnormal behavior.	1) Please check whether there is corresponding fault prompt. Please refer to the chapter "Troubleshooting". 2) Wipe the sensor with a soft dry cloth. Refer to the chapter "Routine Maintenance". 3) Reboot the robot.
The robot suddenly made a loud noise.	1) Please adjust the suction or turn off the auto-boost to see if this setting causes the more noise. 2) Please check whether the roller brush, filter, dust box, dust suction port, wheel and caster wheel are blocked by foreign matters. 3) Please ensure that the filter, roller brush and roller brush cover are installed in place.
Decreased cleaning performance or dust falling.	1) Please clean the dust box. 2) Please clean or replace the filter. 3) Please clean the roller brush. Refer to the "Routine maintenance" section for specific methods.
The roller brush does not rotate.	1) Please clean the roller brush and both ends of the roller brush, and check whether there are hairs and foreign matters. 2) Check whether the roller brush and roller brush cover are installed correctly.
The water in mopping combo module does not flow out or flow less.	1) Please check whether there is water in the water tank and whether the mopping combo module is installed correctly according to the instructions. 2) Please use the APP on mobile to adjust the water flow to a high level. 3) Check whether the water outlet at the bottom of the water tank and the air return hole next the Water filling nozzle are blocked.
Unable to connect Wi-Fi.	1) Make sure the robot is in a good Wi-Fi coverage area. 2) Please download the latest mobile phone client and reset Wi-Fi to try to connect again. 3) Please check whether the password is entered incorrectly or there are special characters in the password. 4) Please check whether the 5G frequency band network is connected. This robot only supports 2.4G frequency band.
Scheduled cleaning is not performed.	1) Please check whether the electric quantity is ≥ 15%, and the regular cleaning can be started only when the electric quantity is ≥ 15%. 2) Please check whether the regular cleaning cycle is set correctly. 3) Please check whether the scheduled cleaning is successful. Try to make an appointment on the mobile phone client again. When the appointment is successful, the robot will report the prompt tone.

If the fault cannot be eliminated according to the above, please contact our customer service.
The problems you encounter are also what we are concerned about and hope to help you solve.

Teendow

MADE IN CHINA

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