

User Manual

Manuel d'utilisation

Narwal Wet Dry Vacuum S20 Pro

Narwal Aspirateur humide/sec S20 Pro

Dear users:
Chers utilisateurs :

Thank you for purchasing Narwal products. To access comprehensive support from Narwal, you are recommended to read carefully the manual and illustrations before using the product. Please keep the manual properly.
Merci d'avoir acheté les produits Narwal. Pour bénéficier d'un support complet de Narwal, nous vous recommandons de lire attentivement le manuel et les illustrations avant d'utiliser le produit. Veuillez conserver le manuel correctement.

The manual may be updated from time to time based on product updates and user feedback. Please scan the QR code below to browse the official website and view the latest version.
In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:
Le manuel peut être mis à jour de temps à autre en fonction des mises à jour du produit et des retours des utilisateurs. Veuillez scanner le code QR ci-dessous pour accéder au site Web officiel et consulter la dernière version.
En cas de problème lors de l'utilisation du produit, veuillez contacter le service client après-vente de Narwal par les moyens suivants :

Customer service email:
Email du service client : support@narwal.com (Amérique du Nord) ;
support@narwal.com (North America)
support.eu@global.narwal.com (Germany)
support.it@global.narwal.com (Italy)
support.jp@narwal.com (Japan)
support.fr@global.narwal.com (France)
support.kr@narwal.com (South Korea)
support.es@global.narwal.com (Spain)

*For other countries, please refer to the after-sales contact information provided by your local vendors
*Pour les autres pays, veuillez vous référer aux informations de contact après-vente fournies par vos revendeurs locaux. Nous vous souhaitons une agréable expérience !

We wish you a pleasant experience!
Manuel d'utilisation électronique !

Regional Availability and Compatibility

Based on user experience consideration and relevant legal and compliant requirements, Narwal products normally sold by Narwal (and its authorized retailers) are only available for use and after-sales service support in the country or region in which they were originally sold. If a product is shipped to any other countries or regions, you might not be able to use the Narwal App to bind the product or perform relevant operations. We recommend that you purchase the local version of the Narwal product from Narwal or its authorized retailers in order to obtain the best product use and service experience.

For avoidance of doubt, Narwal products sold by Narwal (and its authorized retailers) in the PRC are only available for use and after-sales service support in the PRC (for this purpose, excluding Hong Kong, Macao and Taiwan).

Regionale Verfügbarkeit und Kompatibilität

Aufgrund der Benutzererfahrungen und entsprechenden Gesetz- und Compliance-Bestimmungen können die von Narwal (einschließlich Narwals autorisierten Händler) offiziellen zur Markteinführung gebrachten Narwal Produkte lediglich in den verkauften Ländern/Regionen verwendet und Kundendienst erhalten werden. Wird das Produkt nach anderen Ländern oder Regionen geliefert, kann es sein, dass das Produkt im Narwal-APP nicht verknüpft wird und entsprechende Bedienung nicht durchgeführt wird. Um die beste Benutzungs- sowie Dienstenerfahrung zu bekommen, schlagen wir Ihnen vor, bei Narwal oder Narwals autorisierten Händlern das vor Ort offizielle zur Markteinführung gebrachte Narwal Produkt zu erwerben.

Um Zweifel auszuschließen, kann Narwals Produkt, das von Narwal (einschließlich Narwals autorisierten Händler) im chinesischen Festland zur Markteinführung gebracht wird, nur im chinesischen Festland (nur zu diesem Zweck sind Hong Kong, Macao und Taiwan ausgeschlossen) verwendet und Kundendienst erhalten werden.

Disponibilità e Compatibilità Regionale

Sulla base di considerazioni relative all'esperienza dell'utente e ai requisiti di conformità legale, i prodotti Narwal rilasciati ufficialmente da NARWAL (e i distributori autorizzati da NARWAL) possono essere utilizzati e ricevere assistenza post-vendita solo nel Paese/regione in cui sono stati rilasciati. Se il prodotto viene spedito in un altro Paese o in un'altra regione, potrebbe non essere in grado di utilizzare l'APP di NARWAL per vincolarlo il prodotto o eseguire operazioni correlate. Per ottenere la migliore esperienza d'uso e di servizio del prodotto, Le consigliamo di acquistare la versione distribuita localmente dei prodotti di NARWAL attraverso NARWAL o i rivenditori autorizzati da NARWAL.

A scanso di equivoci, i prodotti di NARWAL venduti nella Cina continentale da NARWAL (e dai distributori autorizzati da NARWAL) sono limitati all'uso nella Cina continentale e all'ottenimento dell'assistenza post-vendita (solo a questo scopo, esclusi Hong Kong, Macao e Taiwan).

Disponibilité Régionale et Compatibilité

Dans le but d'assurer une expérience utilisateur optimale et de respecter les exigences légales, les produits Narwal vendus officiellement par Narwal (et ses distributeurs agréés) ne peuvent être utilisés et bénéficier du support après-vente que dans le pays/région de vente. Si le produit est expédié dans un autre pays ou une autre région, il se peut que vous ne puissiez pas lier le produit à l'application Narwal ou effectuer les opérations correspondantes. Afin de garantir une utilisation optimale du produit et de bénéficier d'un service de qualité, nous vous recommandons d'acheter la version locale du produit Narwal auprès de Narwal ou d'un distributeur agréé local.

Pour dissiper toute équivoque, les produits Narwal vendus par Narwal (et ses distributeurs agréés) en République populaire de Chine sont strictement réservés à une utilisation et à un service après-vente en République populaire de Chine (à cette fin uniquement, cela n'inclut pas Hong Kong, Macao et Taïwan).

Disponibilidad y compatibilidad regional

Basándose en consideraciones relacionadas a la experiencia del usuario y en los requisitos de cumplimiento legal pertinentes, los productos Narwal (y los vendedores autorizados de Narwal) lanzados oficialmente solo pueden utilizarse y recibir asistencia posventa en el país/región en el que se lanzan. Si el producto se envía a otros países o regiones, es posible que no pueda utilizar la aplicación Narwal para vincular el producto o realizar operaciones relacionadas. Para obtener la mejor experiencia de producto y servicio, le recomendamos que adquiera el producto Narwal distribuido localmente a Narwal o a los vendedores autorizados de Narwal.

Para evitar cualquier duda, los productos Narwal distribuidos por Narwal (y los vendedores autorizados de Narwal) en China continental están limitados al uso y al servicio de asistencia posventa en China continental (a estos efectos únicamente, quedan excluidos Hong Kong, Macao y Taiwán).

Региональная доступность и совместимость

Для обеспечения оптимальной работы пользователей и соблюдения соответствующих законов и правил продукты Narwal, официально выпущенные компанией Narwal (и дистрибьюторами, уполномоченными компанией Narwal), могут использоваться и получать послепродажное обслуживание только в стране/регионе, в котором они выпущены. Если продукт поставляется в другие страны или регионы, вы не сможете использовать приложение Narwal Free для привязки и управления продуктом. Чтобы получить наилучшие впечатления от продукта и обслуживания, мы рекомендуем приобретать продукцию Narwal, продаваемую на местах компаний Narwal или дистрибьюторов, уполномоченных компанией Narwal.

Во избежание сомнений, продукция Narwal, выпущенная на территории материкового Китая компанией Narwal (и дистрибьюторами, уполномоченными компанией Narwal), может использоваться и получать послепродажное обслуживание только на территории материкового Китая (за исключением регионов Гонгконг, Макао и Тайвань).

지역 가용성 및 호환성

최고의 사용자 경험 보장과 관련 법률 및 규정 준수를 고려하여 나르왈(나르왈 공인 판매 대리점)이 공식적으로 판매하는 나르왈 제품은 해당 판매 국가/지역에서만 사용 가능 및 서비스 지원을 받을 수 있습니다. 제품이 다른 국가 또는 지역으로 배송되는 경우 나르왈 프레임 앱에 제품 바인딩 및 제품 사용이 불가능할 수도 있습니다. 최상의 제품 및 서비스 경험을 위하여 나르왈 또는 해당 지역의 나르왈 공인 판매 대리점에서 제품을 구매하는 것을 권장 드립니다.

중국 본토에서 판매되는 나르왈(나르왈 공인 판매 대리점) 제품은 중국 본토(홍콩, 마카오 및 대만 제외)에서만 사용 및 서비스 지원이 가능합니다.

地域ごとの可用性及び互換性

ユーザーの使用状況への考慮、及び関連法令法規に基づいて、Narwal (及びNarwal公認販売業者)が正式に販売したNarwal製品は、発売国/地域のみで使用し、アフターサービスを受けることができます。その他の国や地域に持ち出す場合は、Narwalアプリを使用して当該製品の紐付けを行い、関連操作を行わない場合があります。製品を便利にご使用頂き、適切なサービスを受けるために、NarwalまたはNarwal公認販売業者から現地で販売されているNarwal製品を購入してください。

疑問や不透明な点が生まれるのを避けるため、Narwal (及び公認販売業者)が中国大陸で販売しているNarwal製品は、香港、マカオ、台湾地域を除く中国大陸でのみ使用可能で、アフターサービスを受けることができます。

區域可用性及相容性

基於用戶體驗考慮及相關法律合要求，雲鯨（及雲鯨授權銷售商）正式發售的雲鯨產品，僅可在該發售國家/地區使用及獲取售後服務支援。如產品被運至其他國家或地區，您可能無法使用雲鯨APP綁定該產品或執行相關操作。為了獲得最佳的產品使用及服務體驗，我們建議您於雲鯨或雲鯨授權銷售商處購買當地發售版的雲鯨產品。

為免疑義，雲鯨（及雲鯨授權銷售商）於中國大陸地區發售的雲鯨產品，僅限於在中國大陸（僅為該目的，不包括香港、澳門及臺灣）使用及獲取售後服務支持。

Dostępność i kompatybilność regionalna

Aby zapewnić optymalne wrażenia użytkownika i zgodność z odpowiednimi przepisami prawa i regulacjami, produkty oficjalnie sprzedawane przez Narwal (i dystrybutorów autoryzowanych przez Narwal) mogą być używane i uzyskac obsługę posprzedażową tylko w kraju/regioie, w którym zostały wydane. Jeśli produkt zostanie wysłany do innego kraju lub regionu, może nie być możliwe korzystanie z aplikacji Narwal Free w celu powiązania i obsługi produktu. Aby uzyskać najlepszą jakość produktu i obsługi, zalecamy zakup produktów Narwal sprzedawanych lokalnie przez Narwal lub dystrybutorów autoryzowanych przez Narwal.

W celu uniknięcia wątpliwości, produkty Narwal sprzedawane w Chinach kontynentalnych przez firmę Narwal (i dystrybutorów autoryzowanych przez Narwal) mogą być używane i objęte obsługą posprzedażową wyłącznie w Chinach kontynentalnych (z wyłączeniem regionów Hongkongu, Makau i Tajwanu).

Bölgesel Kullanılabilirlik ve Uyumluluk

En iyi kullanıcı deneyimini ve ilgili yasa ve düzenlemelere uyumu sağlamak için satış sonrası hizmet ve kullanım, Narwal'ın ürünlerini resmi olarak piyasaya sürdüğü ülke veya bölgeyle (veya Narwal tarafından yetkilendirilen distribütörlerle) sınırlıdır. Ürün başka ülke veya bölgelere gönderilirse Narwal Free Uygulaması kullanılarak bağlantı çalıştırması mümkün olmayabilir. En iyi ürün ve hizmet deneyimi için Narwal ürünlerini bölgenizdeki yetkili distribütör veya perakendecilerden satın almanız öneririz.

Çin Ankarasında dağıtılan ve satış sonrası hizmet için erişilen Narwal ürünlerinin, Hong Kong, Makao ve Tayvan hariç olmak üzere, yetkili distribütörler ve Çin Ankarası ile sınırlı olduğu açıkça belirtiliyor.

Tính Khả Dung Tại Khu Vực và Đô Tương Thích

Để đảm bảo trải nghiệm người dùng tốt nhất cũng như tuân thủ luật pháp và quy định hiện hành, các sản phẩm của Narwal chính thức phân phối tại Narwal (và các nhà phân phối do Narwal ủy quyền) chỉ có thể sử dụng và nhận diện vụ sau bán hàng tại quốc gia/huộc nơi sản phẩm được bán ra. Nếu sản phẩm được vận chuyển đến các quốc gia hoặc khu vực khác, quý vị có thể không thể sử dụng ứng dụng Narwal Free để liên kết và vận hành sản phẩm. Để có được trải nghiệm sản phẩm và dịch vụ tốt nhất, chúng tôi khuyến nghị quý vị mua các sản phẩm của Narwal được bán bởi Narwal hoặc các nhà phân phối do Narwal ủy quyền tại địa phương.

Đề tránh nghi ngờ, các sản phẩm của Narwal được Narwal (và các nhà phân phối do Narwal ủy quyền) phát hành tại Trung Quốc Đại Lục chỉ có thể sử dụng và nhận dịch vụ sau bán hàng ngay trong Trung Quốc Đại Lục (không bao gồm các khu vực Hồng Kông, Ma Cao và Đài Loan).

ความพร้อมใช้งานและความเข้ากันได้ในระดับภูมิภาค

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x 6D< >x6M6: jWsk>Blt j 6snp>4Gw0d0d0d#(t k G) gU0d j 0dsn6> lt>rkBj #w0d0d4G tj ed0 s8s: dsnp>lp sUsn6<>mj " nysn0>W sn4s0d#(t k G) gU0d G
 x4G6t hU6G U lUv5716WUsx 6t>nR0/dh

Disponibilité Régionale et Compatibilité

Pour garantir une expérience utilisateur optimale et se conformer aux lois et réglementations pertinentes, les produits Narwal officiellement commercialisés par Narwal (et les distributeurs autorisés par Narwal) ne peuvent être utilisés et bénéficier d'un service après-vente que dans les pays ou la région où ils sont commercialisés. Si le produit est expédié vers d'autres pays ou régions, il se peut que vous ne puissiez pas utiliser l'application Narwal Free pour lire et faire fonctionner le produit. Pour obtenir la meilleure expérience produit et service, nous vous recommandons d'acheter des produits Narwal vendus localement par Narwal ou par des distributeurs autorisés par Narwal.

Pour éviter toute confusion, les produits Narwal commercialisés en Chine continentale par Narwal (et les distributeurs autorisés par Narwal) ne peuvent être utilisés et bénéficier d'un service après-vente qu'en Chine continentale (à l'exclusion des régions de Hong Kong, de Macao et de Taiwan).

זמינות ותאימות אזורית

כדי להבטיח חיות משתמש אופטימלית תוך כדי ציות לחוקים ולתקנות הרלוונטיים, ניתן להשתמש במוצרי נרואל שהופצו באופן רשמי על ידי נרואל (מפצים המורשים על ידי נרואל) ולקבל שירות לאחר המכירה רק במדינה/אזור שבה הם הופצו. אם המוצר נשלח למדינות או אזורים אחרים, ייתכן שלא תוכל להשתמש באמלקציה נרואל פראו כדי לקשר ולהפעיל את המוצר. כדי לקבל את חוות המוצר והשירות הטובים ביותר, אנו ממליצים לרכוש מוצרי נרואל הנמכרים באופן סדום על ידי נרואל או מפצים המורשים על ידי נרואל.

למען הסר ספק, ניתן להשתמש במוצרי נרוואל שהופצו ביבשת סין על ידי נרוואל (ומפיצים המורשים על ידי נרוואל) ולקבל שירות לאחר המכירה רק ביבשת סין (לא כולל באזורי הונג קונג, מקאו וטייוואן).



WWW.NARWAL.COM



Electronic version of the user manual
Elektronische Version des Benutzerhandbuchs
Versione elettronica del manuale d'uso
Version électronique du Manuel d'utilisateur
Versión electrónica del manual de usuario
Электронная версия руководства пользователя

전자 설명서
電子説明書
電子説明書
Wersja elektroniczna instrukcji obsługi
Kullanım kılavuzunun elektronik versiyonu
Bản điện tử sách hướng dẫn sử dụng
776kbit/s "eye R/4ned3 4
גרסה אלקטרונית של המדריך למשתמש
Version électronique du Manuel d'utilisateur

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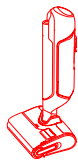
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Product At A Glance

Check List

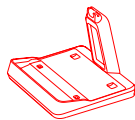
Main components



Main unit ×1
(including roller brush ×1, filter ×1)



Handle ×1

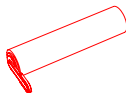


Self-cleaning base ×1

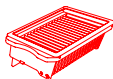
Accessories



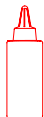
Adapter ×1



Disinfection roller brush ×1
(Accessory)



Disinfection filter ×1
(Accessory)



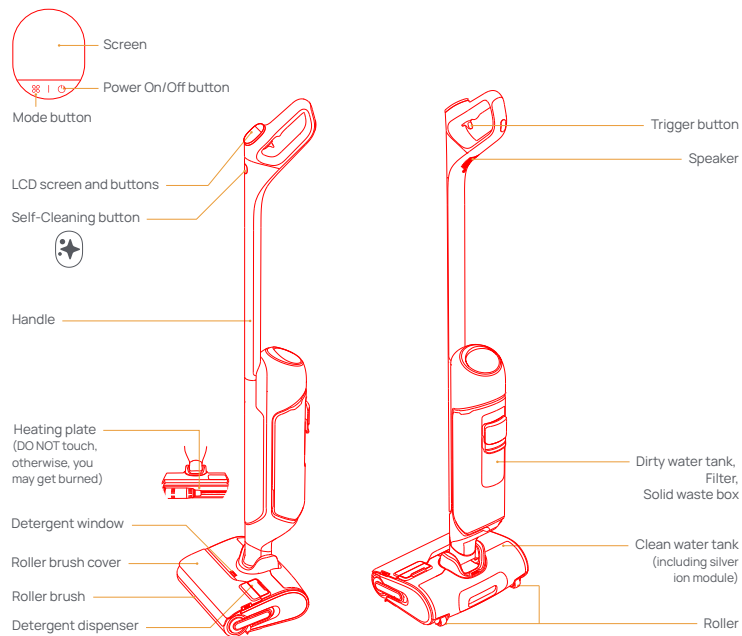
Floor detergent ×1
(Accessory)



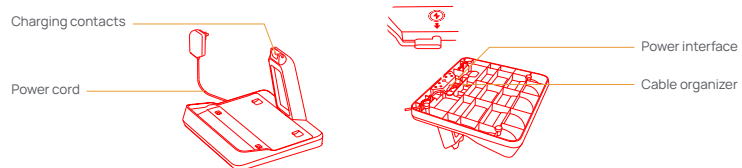
Cleaning brush ×1
(Accessory)

Main Parts

Vacuum Mop



Self-cleaning base

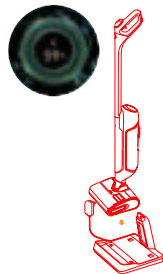
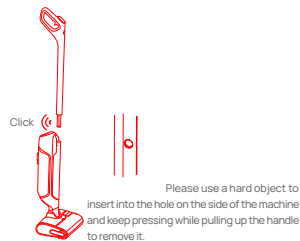


How to Use

First-Time Use

How to install the handle

Insert the end of the handle vertically into the main unit until it clicks into place. Make sure the handle is firm without loosening.



How to charge the product

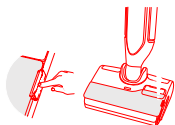
After the self-cleaning base is connected to a power supply, put the vacuum mop on the base. When it rings ding-dong, the screen shows the charging animation, and charging starts.

How to fill the clean water tank

Pull out the clean water tank to take it out.



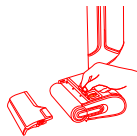
• Slightly press the right button to pull up the roller brush cover.



Open the sealing cover and fill water from the tank opening.

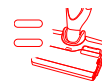
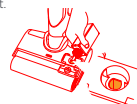


• Open the detergent dispenser.



• Pour detergent into the detergent dispenser (Please use the detergent from Narwal, otherwise, the device may be damaged). The detergent is full when at the MAX level. A full dispenser can last around 40 days (approx. 20 tanks of water).

Note: There detergent has a sealing film. Please unscrew the cap and remove it.



• Please check the see-through window and add detergent as needed when the color changes from orange to white.

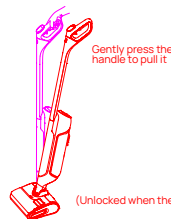
Note: When the detergent is added, the window will only change to orange when the vacuum works for a period of time (15-120s). This is normal and the product performance remains unaffected.

How to unlock and start the machine

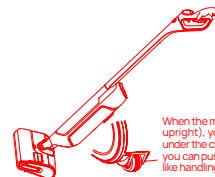
Remove the machine from the self-cleaning base. Short press the  Power On/Off button and then follow the voice prompts to slightly press and recline the handle to start cleaning (locked when the handle is upright). You can also recline the handle and then short press the  Power On/Off button to use the machine.

Lock

Unlock



(Unlocked when the angle is < 90°)



Instructions for Use

Button functions

*Note: When the vacuum mop is on the base and the screen is dark, you can press any button to wake up the screen.

Status	Action	Function
Power On/Off button 	When cleaning the floor	Short press: power on/pause Press and hold for 2s: power off
	During self-cleaning or iron drying	Short press: end the current task
Mode button 	When cleaning the floor	Short press: switch the mode (Smart/Turbo/Quiet/Suction)
	During self-cleaning or charging with the screen on	Short press: start iron drying only
	During charging with the screen on	Press and hold for 2s: Switch volume (high/low/mute)
Trigger button (Below the handle) 	When cleaning the floor	Press and hold: start MAX enhancement; release to end MAX enhancement Double tap: turn on/off auto detergent filling
	During charging with the screen on	Short press: start self-cleaning and ironing&drying (ironing&drying will start after self-cleaning is completed) Press and hold for 2s: start self-cleaning only

About the screen

Shows the cleaning mode/dirt level

Remaining battery power



Smart Mode: Auto adaption to a variety of dirty surfaces powered by smart detection of floor dirt level and smart adjustment of suction power, clear water volume, and other indicators.

Suction Mode: Used to remove water buildup on the floor.

Turbo Mode: Tailored for stubborn stains through increased water and suction power.

Quiet Mode: Suitable for relatively clean floors to deliver a noise-free experience and secure a longer battery life to clean more floors.

MAX Enhancement: The most powerful cleaning performance to tackle extremely stubborn stains.

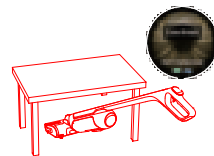
Dirt detected: The washer will detect the floor dirt level in real time. When the floor or the roller brush is found to be dirty and the screen animation shows a yellow background, and you are recommended to clean the current location repeatedly. If the background remains yellow when the floor is already clean, you should start self-cleaning.

High dirt level: When the floor or the roller brush is found to be dirty and the screen animation shows a red background, and you are recommended to switch to Turbo Mode to clean the current location. If the background remains red when the floor is already clean, you should start self-cleaning as prompted or manually clean the pipe and the roller brush.

Floor Cleaning

When the angle between the handle and the floor is below 25°, the vacuum mop will automatically switch to the Low Areas Mode. As such areas are generally filled with lots of hairs, dust, and fluff, the machine will intelligently adjust the suction power to avoid dust floating around.

Note: DO NOT lay the machine horizontally when not in use to prevent backflow of sewage and damage to the machine.



- During cleaning, you can short press the Mode button to switch the mode (Smart/Turbo/Quiet/Suction);
- During cleaning, you can activate MAX enhancement by pressing and holding the Mode button for maximum cleaning strength to remove extremely stubborn stains.

- To pause the machine during cleaning, please short press the Power On/Off button or pull the handle upright to lock it;

- To shut off the machine, please press and hold the Power On/Off button for 2s. You can also pause the machine and place it on the self-cleaning base. The machine will start charging and turn on the screen automatically. After charging is completed, the machine will turn it off automatically.

Note: When pausing/turning off the machine, the motor will keep running for a while to remove residual water.

Self-cleaning and Iron Drying

Please put the vacuum mop back onto the self-cleaning base for self-cleaning and iron drying.

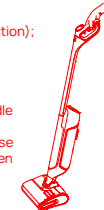
- To start self-cleaning and drying at the same time, please short press the Self-Cleaning button;
- To start self-cleaning only, press and hold the Self-Cleaning button for 2s;
- To start drying only, short press the Mode button;

- When self-cleaning starts, the vacuum mop will intelligently select the right cleaning strategy based on the dirt level, including high-temperature roller brush disinfection and cleaning, pipe disinfection and cleaning, and intensive disinfection.
- When iron drying starts, the vacuum mop will iron dry the roller brush and hot-air dry the pipe and filter by default.

Note: Self-cleaning intelligently lasts for 3-5 minutes depending on the dirt level and clean water volume.

Note: Iron drying lasts for at least 30 minutes, and the vacuum intelligently adjusts the time based on the roller brush humidity and wearing.

Warning: DO NOT touch the heating plate during or shortly after iron drying, otherwise, you may get burned.



Heating plate

To end self-cleaning or iron drying, short press the Power On/Off button or the Self-Cleaning button.

Cleaning and Maintenance

Suggested Maintenance Cycle

Main Part	Part	Suggested maintenance cycle
Vacuum Mop	Dirty water tank	Clean after every use
	Filter	Clean after every use and replace every 3-6 months
	Roller brush cover	Clean regularly on demand
	Roller brush	Clean regularly on demand and replace every 3-6 months The vacuum mop can intelligently detect the roller brush wearing and reminds the user to replace it timely
	Pipe	Clean regularly on demand

Maintenance Methods

Dirty water tank

- Remove the dirty water tank, filter, and solid waste box in order.



Press the dirty water tank release button to remove the dirty water tank.



Pull out the filter from the top of the solid waste box.

Pull up to remove the solid waste box.

- Empty the solid waste box.



- Rinse the solid waste box and the filter slot.



Please rinse the filter slot

You can open it to rinse

Filter

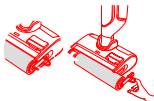
- Clean up the filter with clean water. You can open the filter cover. Shake dry the filter and then put it back into the machine for filter drying.



You can open it to clean

Roller brush

- Grab the tab on the right and pull it out gently, and then clean the roller brush.



Roller brush cover

- Slightly press the roller brush release button to remove the roller brush cover.



Pipe

- If the machine prompts a high dirt level when the floor is free from obvious dirt and several rounds of self-cleaning have been completed, the pipe may be dirty;
- The vacuum mop prompts that the pipe gets clogged. (Use the cleaning brush to clean the pipe for the above two situations)



1. Clean the dirt suction port. DO NOT rinse it.



2. Stick the brush inside to clean the interior of the pipe.

Vacuum mop and self-cleaning base

- To ensure optimal performance, you are recommended to maintain all parts regularly;
- Before cleaning any part, please turn off the machine and unplug the power cord;
- Use a clean and dry cloth to scrub clean the machine and the base and prevent water ingress into electrical components;



DO NOT rinse with water



Problem Analysis and Troubleshooting

FAQ

In case of any fault when the product is working (no action or fault prompt on the screen or via voice), please refer to the following table:

Description	Possible causes or solutions
The vacuum voice prompts "Roller brush not in place"	Check whether the roller brush is properly installed
The vacuum voice prompts "Roller brush stuck. Please clean it"	Manually clean the pipe and roller brush
The vacuum voice prompts "Filter of the dirty water tank not in place. Please install it and check the dirty water tank"	Check whether the dirty water tank is installed properly
The vacuum mop voice prompts "Dirty water tank full. Please empty it" and pauses	Rinse the dirty water tank and the filter
The vacuum mop voice prompts "Clean water tank short of water. Please refill it" and pauses	Fill water into the clean water tank or check whether the clean water tank is installed properly
The vacuum voice prompts "Pipe clogged. Please manually clean the pipe and the roller brush" during cleaning or self-cleaning	As a consistently high dirt level is detected, there may be residual dirt in the pipe. You are recommended to clean the pipe with the cleaning brush.
The vacuum voice prompts "Uneven roller brush iron drying. Please check whether it is installed properly"	Check whether the roller brush is properly installed
There is residual water inside the vacuum after unboxing	Each vacuum will receive strict functional tests before delivery, and there may be a small amount of water remaining, which will not affect the vacuum
The floors get dirtier when the vacuum is working	There is too much dirt on the roller brush, so it is recommended that you put the vacuum back on the base for self-cleaning
The vacuum loses suction power after a period of time	There may be stubborn stains and waste residue affecting the normal performance of the washer. It is recommended that you remove and clean the roller brush cover, roller brush, pipe, and filter.

The roller brush suddenly stops rotating when the vacuum is working

The roller brush may be entangled with or the space between the roller brush and the cover is clogged with foreign objects, causing the roller brush to stop rotating. You can turn off the vacuum mop and remove the roller brush cover and the roller brush to clear the foreign objects. It is recommended to put away the data cables, plastic bags, and shoelaces on the floor before cleaning, to prevent them from entangling the roller brush and stopping its rotation, which may damage both the vacuum mop and items on the floor