



**DI XIAO SONG
Intelligent Food
Delivery Robot**



Sendi DI XIAO SONG Intelligent Food Delivery Robot User Manual

[Home](#) » [Sendi](#) » Sendi DI XIAO SONG Intelligent Food Delivery Robot User Manual 

Contents

- 1 [Sendi DI XIAO SONG Intelligent Food Delivery Robot](#)
- 2 [Product Information](#)
- 3 [Product Usage Instructions](#)
- 4 [Safety Regulations](#)
- 5 [DI XIAO SONG – R2](#)
 - 5.1 [Product Parameter](#)
- 6 [Turning On/Turning Off](#)
- 7 [Charging](#)
- 8 [Emergency Stop](#)
- 9 [Function Description](#)
- 10 [Product Use & Maintenance Instructions](#)
- 11 [Common Faults & Treatment Measures](#)
- 12 [FCC Statement](#)
- 13 [Documents / Resources](#)
 - 13.1 [References](#)
- 14 [Related Posts](#)



Sendi DI XIAO SONG Intelligent Food Delivery Robot



Product Information

Specifications

- **Product Name:** DI XIAO SONG – Intelligent Food Delivery Robot
- **Manufacturer:** Guangzhou Sendi Computer System Co., Ltd.
- **Model:** R2

Product Usage Instructions

• Turning On/Turning Off

To turn on the DI XIAO SONG robot, locate the power switch and press it. To turn off the robot, press and hold the power switch until the robot powers down.

• Charging

1. Ensure to use the original battery and charging adapter provided by the manufacturer.
2. Connect the charging interface of the robot to the power supply after inserting it into the robot.
3. Disconnect the power supply after charging is complete and then remove the charging interface.
4. Keep the robot storage and charging interfaces dry and away from heat sources.

• Emergency Stop

In case of an emergency, press the emergency stop button to halt the robot's operation immediately.

• Function Description

The DI XIAO SONG robot is designed for intelligent food delivery with features such as a depth camera, lidar, interactive screen, transparent door, and signal light.

• Product Use & Maintenance Instructions

Refer to safety regulations mentioned in the manual for proper use of the robot. Ensure to follow guidelines for safe and efficient operation. Regular maintenance of the robot is recommended for prolonged use.

• Common Faults & Treatment Measures

If you encounter any faults or issues with the robot, refer to the troubleshooting section of the manual for guidance on resolving common problems. If the issue persists, contact customer support for assistance.

FAQ

• Q: Can I use non-original charging equipment for the robot?

A: It is recommended to only use the original battery and charging adapter provided by the manufacturer to avoid damaging the robot.

• Q: What should I do if the robot encounters obstacles during delivery?

A: If obstacles are encountered, ensure that the robot's path is clear before resuming delivery. In case of persistent obstacles, pause the robot using the screen or press the emergency stop button.

Document Description

1. This manual applies to customers who use DI XIAO SONG intelligent food delivery robots.
2. Please be sure to read and master this manual before use.

Safety Regulations

Use only after you are familiar with the safety regulations to avoid causing accidents and endangering property and personnel safety.

Please keep the instructions!

Instructions For Use

1. It is forbidden to use spare parts other than those sold by the manufacturer.
2. It is forbidden to dismantle robots and power adapters by yourself.
3. Please ensure that the camera is clean before use.
4. Only use on flat indoor ground.
5. Don't stack objects near the robot. Please ensure that the robot's path is clear.
6. Don't use the product for delivery with the door open.
7. Don't take or place food items during delivery.
8. The bottom of the robot should not be flooded. Please don't use the robot in an environment with water.
9. It is forbidden to use external force to prevent the robot from running. If you need to move the robot, please click the screen to pause or press the emergency stop button and then push the robot by hand.
10. Soup distribution is not recommended, so as not to spill soup resulting in robot or human damage; For delivery of soup, please wrap a waterproof film.
11. If you haven't used the product for a long time, please power it off.

Charging Instructions

1. Be sure to use the original battery and charging adapter provided by the manufacturer. Don't use non-original equipment to charge the robot.

2. Be careful with power cables. Don't use the power cord to drag or pull the product and power adapter. Don't clamp the power cord in the door. Don't pull the power cord at sharp corners or corners.
3. Ensure that the power adapter voltage (220V) is used for charging. Otherwise, the adapter or robot may be damaged.
4. Please charge the robot in time when the battery power is lower than 10%. Long-term low-power operation may cause battery damage and reduce the service life.
5. Insert the charging interface of the robot before charging, and then connect to the power supply.
6. Disconnect the power supply after charging, and then disconnect the charging interface.
7. Keep the robot storage and charging interfaces dry. Don't charge near a heat source.
8. Don't use detergent or water in direct contact with the robot or power adapter. Please ensure that it is completely dry before using power.
9. Don't use damaged power adapters and power cables. If it is damaged, please inform the manufacturer to repair or replace it in time. It is forbidden to handle it without permission.

DI XIAO SONG – R2

Product Composition



Product Parameter

Product Size	543*510*1316mm
Product weight	50kg
Pallet Size	500*420mm
Pallet bearing	10kg/pallet
Battery capacity	DC24V, 21Ah
Charging Time	4h
Endurance Time	≥10h

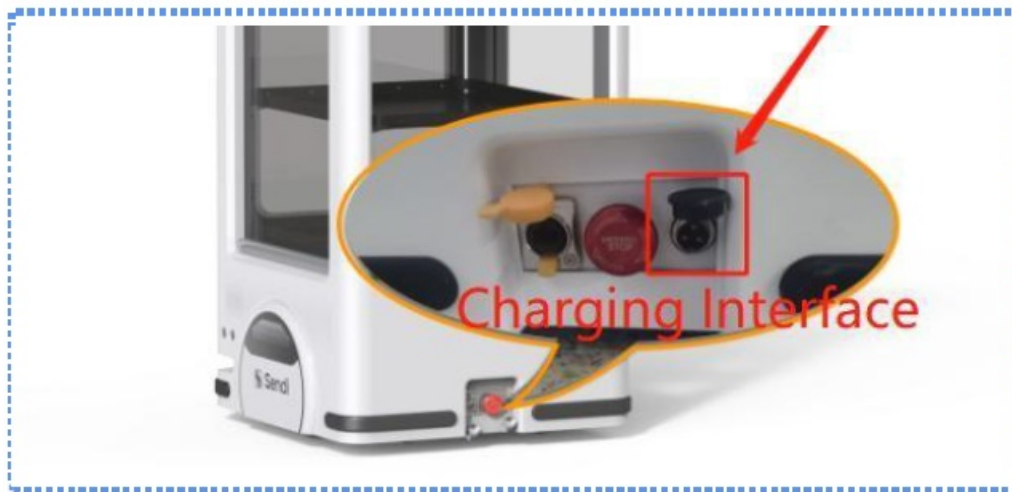
Turning On/Turning Off

Hold down the robot power switch for three seconds to turn on/turn off the robot.



Charging

- Find the concave point at the interface of the charging adapter and the convex point at the charging interface of the robot respectively, align, and insert for charging.
- When the battery power of the robot is less than 20%, the charge reminder tips will appear on the robot screen. At this time, then need to move the robot recharge area to charge.

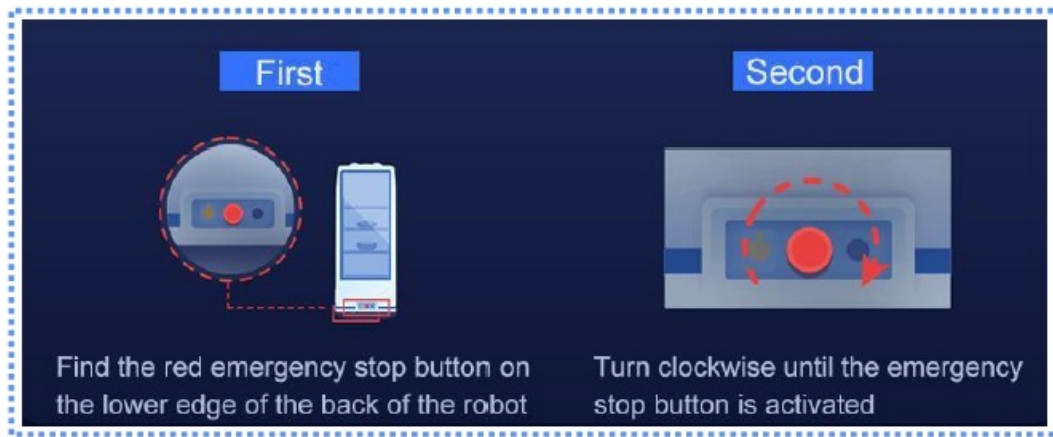


Emergency Stop

In case of an emergency, you can immediately press the emergency stop button of the robot to interrupt the robot's task and make an emergency stop. Attention: Emergency stop refers to the operation under sudden circumstances. If you want to carry out some operations during the robot's movement, you can click any position on the screen to pause the robot.



To release the emergency stop state of the robot, please twist in the direction of the button (clockwise) until the emergency stop springs back, then you can select continue/cancel the current task on the screen.

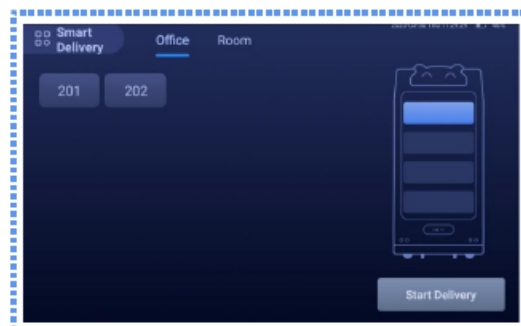


Function Description

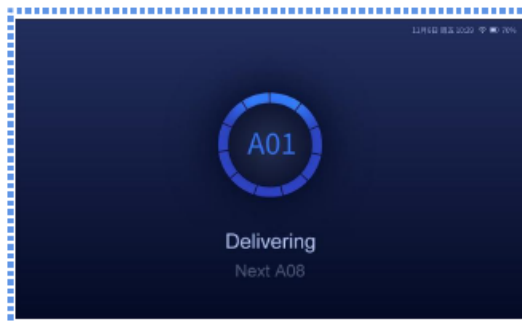
Delivery mode

It is single-point to multi-point delivery, the most common mode, which can deliver up to 5 tables at a time.

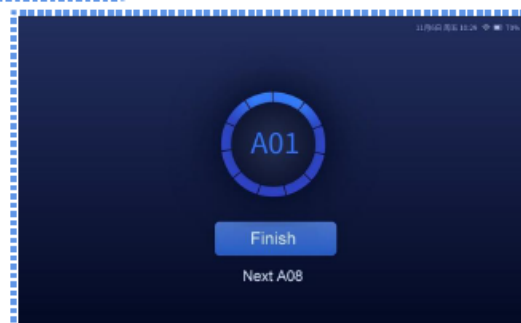
Select the table number that needs to be delivered, click [Start Delivery], and immediately start delivery.



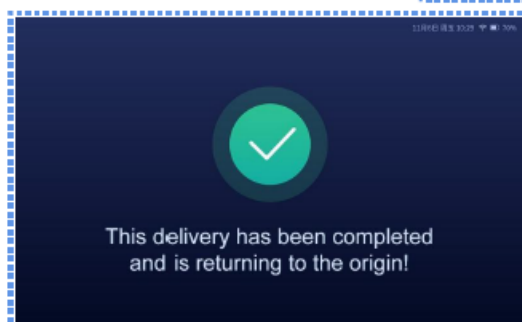
During delivery, click anywhere on the screen to pause the robot.



Click [Finish] after taking the food, then the robot will automatically carry out the remaining distribution tasks.



The robot will automatically return to the kitchen, after all tasks is completed.

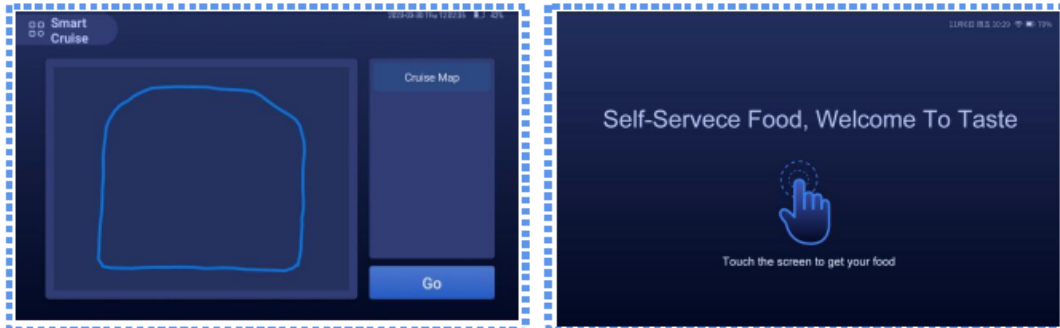


Cruise mode

Select the established route for cruising, and place snacks in the robot for autonomous distribution to attract customers.

Attention: Don't take food while the robot is moving.

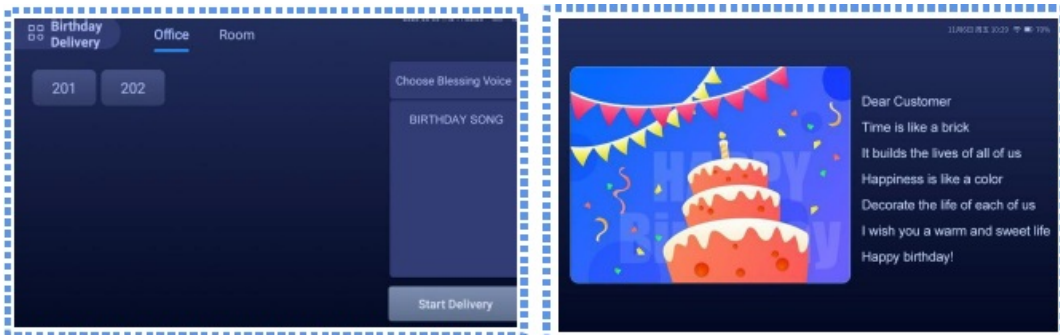
- Select the cruise route and click [Start] to start the cruise immediately.
- During the cruise, click any position on the screen to pause the robot and take food.



Birthday mode

Choose a table and music to play. The robot will deliver your gift, creating a cheerful atmosphere and enhancing human-computer interaction.

- Select the number of the table and the background music, click [Start], then the robot will immediately start delivery.
- In the process of birthday delivery, play the blessing page. Click any position on the screen to pause the robot.



Product Use & Maintenance Instructions

Basic Maintenance

The robot needs to be maintained after use:

1. Clean the robot shell, pallet, and non-slip pad with a semi-dry and wet rag.
2. Wipe the camera surface with 75% alcohol dish soap or hand sanitizer.
 - **Attention:** The camera is the eye of the robot. If it is stained, it will cause abnormal operation of the robot.



3. Charge the robot.

Check the accumulation of garbage inside the wheel every 3 months, whether it is adhered to or involved in debris, and clean it.

Battery Maintenance

- When the robot's battery is less than 20%, it will display a charging reminder. Please charge it in time to avoid damage to the battery caused by long-term low-power operation.
- The charging time should not exceed 5 hours. Disconnect the power adapter in time after charging.

Long-term Parking Maintenance

- Store in a dry and ventilated environment.
- Please turn off the power and replenish it every 6 months.

Common Faults & Treatment Measures

If the robot encounters the following issues during use, please refer to the solutions provided.

1. The robot cannot be turned on.

Check if the robot has power: Connect the power adapter to charge the robot and check the battery level.

2. The robot fails to turn on.

Turn off and restart the robot.

3. The robot does not show charging status when connected to the power adapter.

Please troubleshoot as follows:

1. Check if the socket is supplying power.
2. Check if the power adapter is properly connected to the socket and the robot.
3. Check if the power adapter light is on.

4. The robot runs unstably and stumbles while walking. Clean the robot's camera.

5. The robot stops moving in an unobstructed passage.

1. Check if it is the dispatch page. If so, the robot is being dispatched with another robot and will continue to run after the dispatch is completed.

Tips: Dispatch is the passing rule between robots, displayed as one robot avoiding and the other passing.

2. Click on the screen to pause, push the robot, and then click to continue delivery.

6. The robot reports an error.

Please follow the instructions on the page:

1. "Crashed" – Move the robot under the tag and resend the task.
2. "Saw a gray plane" – Turn off and restart the robot.
3. "Taking a break" – Resend the task.

If the problem persists, please take a photo and contact technical support.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, under part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used by the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution:

Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Guangzhou Sendi Computer System Co., Ltd.

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**Documents / Resources**



DI XIAO SONG
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User Manual V1.0

Geangzhou Sand Computer System Co. Ltd.

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2BDVN-R2, 2BDVNR2, DI XIAO SONG Intelligent Food Delivery Robot, DI XIAO SONG, Intelligent Food Delivery Robot, Food Delivery Robot, Delivery Robot, Robot

References

-  _____
- **User Manual**

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