



Shenzhen Trifo Technology MAX-S AI Home Robot User Manual

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Welcome to the Trifo Family

At Trifo, our vision is to build breakthrough AI appliances that help people better organize, interact, and enjoy their home. We genuinely want you to focus more on the things you love in your life, so we developed Ollie. He is our latest AI Home Robot that can keep your floors clean and monitor your home while you aren't around. He's so excited to join the family and take care of your home for many years to come!

Ollie is an advanced cleaning robot engineered with the latest artificial intelligence technology for room navigation and mapping. His patented vacuum cleans with unmatched suction strength, while his 1080P HD and infrared camera system captures live video, perfect for watching your pet when you're away. There are many features to learn about, and this Owner's Guide will provide you with easy instructions and troubleshooting to properly operate, clean, and maintain this appliance. There is also a 'Safety Instructions & Warranty' booklet that goes over important safety and product information you should read before operating this appliance.

Lastly, your privacy is important to us. At Trifo, we're committed to being open and honest about how we use data. We'll always ask for permission before sharing personally identifiable information like your email address, and we work hard to keep your data safe. To learn more about our Privacy Policy, go to www.trifo.com/privacy-policy.

Designed with  in California,
The Trifo Team

PLEASE READ ALL DOCUMENTS COMPLETELY.
THESE INSTRUCTIONS MUST BE PASSED ON WITH OWNERSHIP.

REMOVE THE PROTECTIVE STRIP BEFORE OPERATING



NOTE: Ollie comes with a partial charge. We recommend that you charge Ollie for 4 hours before first use. He will automatically return to the Charging Base when below 15% battery.

OLLIE MODEL SPECIFICATIONS:

Model	Installed	Accessories
Standard (S)	3,000 Pa Vacuum & Roller Brush	None
Mopping (M)	3,000 Pa Vacuum, Roller Brush, & Water Tank Dustbin	Mopping Pad
Pet (P)	4,000 Pa Vacuum & Pet Hair Extractor	Roller Brush
Ultra (U)	4,000 Pa Vacuum, Pet Hair Extractor, & Water Tank Dustbin	Roller Brush & Mopping Pad

SYSTEM REQUIREMENTS: To set up and get the most use out of Ollie, you'll need a compatible iOS or Android phone or tablet with the Trifo Home App and a free Trifo Account, a Wi-Fi 802.11 a/b/g/n (2.4GHz) network connection, and an indoor power outlet.

This document contains information that is subject to change without notice. Please visit www.trifo.com/user-manuals. v.06/2021

USE THE LARGE VISUAL GUIDE FOR REFERENCE

A – PRIMARY COMPONENTS

- A1** – Ollie AI Home Robot
- A2** – Charging Base and Power Adapter
- A3** – Multi-Surface Roller Brush and Roller Brush Cover (Installed: S & M Models)

A4 – Owner's Guide and Safety Instructions & Warranty

B – FIRST THINGS FIRST

The Trifo Home App will show you how to set up, install, and test everything. Make sure Ollie is turned on.

B1 – Get the App, for Android or iOS.

B2 – Create an account.

B3 – Tap the “+” to add Ollie. Select “Ollie” to get started.

B4 – Enter your Wi-Fi password.

B5 – Hold the QR code up to Ollie's camera (8-15in or 20-40cm) to connect.

B6 – Once the connection is complete, Ollie is ready!

C – ALL ABOUT OLLIE

CA – Top View

CA1 – Protective Lid

CA2 – Dustbin & Filters

CA3 – Intelligent Depth Sensor

CA4 – 1080P HD Camera

CB – Bottom View

CB1 – Caster Wheel

CB2 – Cliff Sensors (6)

CB3 – Edge-Sweeping Brush

CB4 – Multi-Surface Roller Brush

CB5 – Roller Brush Cover

CB6 – Roller Brush Release Tabs

CB7 – Drive Wheels (2)

CB8 – Optical Track Sensor

CB9 – Charging Contacts

CC – Dustbin (S & P Models)

CC1 – Dustbin

CC2 – Dustbin Door

CC3 – HEPA Filter

CC4 – Primary Filter (Activated Charcoal Filter) (S & P Models)

CD – Charging Base

CD1 – Signal Indicator

CD2 – Charging Contacts

CD3 – Power Adapter

CE – Buttons & Indicators (Lid Open)

CE1 – Dustbin Door Release Button

CE2 – Dustbin Release Button

CE3 – Wi-Fi Indicator CE4 – Reset Button

CE5 – Power Button & Indicator


CE6 – Recharge Button & Indicator

CF – Buttons & Indicators (Lid Closed)

CF1 – Power Button & Indicator


CF2 – Recharge Button & Indicator

Indicator Meaning:

 Wi-Fi	
Solid Blue	Connected
Blinking Blue	Connecting
Off	Not Connected
 Power	
Solid White	Operating
Solid Red	Not Functioning
Slow Flashing White	Booting Up
Blinking White	Upgrading or Resetting
 Recharge	
Solid Orange +  Power: Solid Red	Low Battery (<15%)
Solid Orange +  Power: Of	Fully Charged
Slow Flashing Orange +  Power: Of	Charging
Slow Flashing Orange	Returning to Charging Base
Solid Green	Camera: On
Blinking Green	Motion Detection: On

D – HOW TO OPERATE OLLIE

DA – Positioning the Charging Base

 **WARNING:** To prevent the risk of Ollie falling down stairs, place the Base at least 6.5ft (2m) away from stairs.

Place the Base against the wall in an open, uncluttered area, leaving the following distances around the Base:


DA1 – At least 1.5ft (0.5m) on each side of the Base.

DA2 – At least 4.5ft (1.5m) in front of the Base.

DA3 – Always keep the Base plugged in.

DA4 – Always keep the Base near consistent Wi-Fi coverage.


DB – Charging

 **NOTE:** Charge Ollie once every three months while not in use.

DB1 – Place the Charging Contacts to those on the Base.

DB2 – To send Ollie back to his Base, short press the Button.


DC – Vacuum Cleaning

 **NOTE:** Remove excess clutter from floors before cleanings to improve Ollie's efficiency.

While cleaning, Ollie will automatically map your home. He will return to the Base when complete and whenever he needs to recharge.

DC1 – Long press the Button to start him up or shut him down. Short press the Button to start or pause cleaning.
– To spot clean an area use Remote App Control.


DD – Video Streaming and Recording

 **NOTE:** For your privacy, all recordings can only be saved on your mobile device.

DF1 – You can only access Ollie's video stream through the Trifo Home App. Get notifications when movement is detected.


DF2 – Video recording range, Day: 68° horizontal, 42° vertical. Night: 60° horizontal 45° vertical. Audio recording range is up to 10ft (3m).

DE – Voice Commands

 **NOTE:** Using this feature requires Wi-Fi connection to a compatible device.

DE1 – Use various Voice Commands to direct Ollie's functions. (For more information, visit: www.trifo.com/support)

DF – Remote App Control

 **WARNING:** Improper operation can lead to unwanted damage or injury.

In the Trifo Home App:

DF1 – You can manually control Ollie's movement and suction power.

DF2 – You can program Ollie by designating specific areas to clean or areas to avoid.

Troubleshooting (visit: www.trifo.com/troubleshooting)

Wi-Fi Issues or Offline: Long press the Button to reset connection. Reset: Long press the Reset Button.

E – CARE AND MAINTENANCE

Perform the procedures here to keep Ollie in peak performance. Instructional videos are in the Trifo Home App and www.trifo.com/support.

EA – Emptying the Dustbin

EA1 – Press the Release Button and lift the Dustbin out.

EA2 – Press the Door Release Button to open the Door—discard debris.

– Close Door before reinstalling.


EB – Cleaning the Dustbin

– Remove Filters and Empty Dustbin.

EB1 – Rinse the inside of the Dustbin with water.

EB2 – Dry completely before reinstalling.

EC – Cleaning the Filters

 **NOTE:** Placing Primary Filter in the sun can extend its lifespan.

EC1 – Detach the Filters by pulling the edge of the HEPA Filter.

EC2 – Discard debris from both Filters and wash ONLY the HEPA Filter.

EC3 – Dry HEPA Filter completely before reinstalling.

ED – Cleaning the Multi-Surface Roller Brush

 **NOTE:** Using scissors to cut debris makes it easier to untangle.

- Install by inserting the square peg. Attach the Roller Brush Cover.
- ED1 – Pinch both Release Tabs and remove the Cover.
- ED2 – Remove the Brush and discard debris–reinstall.


EE – Cleaning the Edge-Sweeping Brush

- EE1 – Use a screwdriver to remove the screw holding the Brush in place.
- Pull out the Brush to discard debris–reinstall.


EF – Cleaning Caster Wheel and Drive Wheels

- EF1 – Wet a clean soft cloth and wipe carefully–dry.

EG – Cleaning Camera Lenses, Sensors, and Charging Contacts

-  **WARNING:** Do not spray any liquids onto the Lenses, Sensors, or Contacts.
- EG1 – Wipe Lenses, Sensors, and Contacts using a clean, dry soft cloth.

Part	Care Frequency	Replacement Frequency*
Dustbin (S & P Models)	Wash as needed	
HEPA Filter & Primary Filter	Once a week (twice a week if you have a pet)	Every 3 months
Caster Wheel	Every two weeks	
Edge-Sweeping Brush and Multi-Surface Roller Brush	Every two weeks (every week if you have a pet)	Every 6-12 months
Camera Lenses	Once a week	
Sensors and Charging Contacts	Once a month	

-  **NOTE:** Visit: www.trifo.com/accessories for replacement parts. *Replacement frequency may vary. Replace part if visible wear appears.

Trifo Customer Care

Questions or comments? Please contact Trifo before contacting a retailer. Visit www.trifo.com for support tips, frequently asked questions, and information about accessories. You can also find this information in the Trifo Home App.

USA & Canada

If you need further assistance, call our Customer Care team at (866) 908-7436 or write an email to support@trifo.com that includes your name, contact information, and product serial number.

Trifo USA Customer Care Hours

Everyday, 6AM – 9PM PDT.

Outside USA & Canada

Find local support at www.trifo.com/support.

IMPORTANT SAFETY INSTRUCTIONS



WARNING: READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

This robot vacuum is for: **INDOOR HOUSEHOLD USE ONLY**

- Read all safety and operating instructions before using your robot.
- Your robot contains many electrical parts. Do not spray, rinse, or submerge it in water. Clean and maintain only as directed.
- Do not attempt to repair or adjust any electrical or mechanical functions on your robot. There are no user-serviceable parts inside. Tampering with these functions may create a hazardous condition, and it will void your warranty.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

	Safety alert symbol: Alerting you to potential physical injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.
	Risk of electric shock
	Risk of fire
	Keep out of reach of children
	Helpful information

WARNING: Hazardous Situation: If not avoided, could result in death or serious injury.

CAUTION: Hazardous Situation: If not avoided, could result in minor or moderate injury.

NOTICE: Hazardous Situation: If not avoided, could result in property damage.

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT: Your robot contains a software interface that enables the manufacturer to provide updates to the internal firmware if any such updates are made available to users. Any attempt to access, retrieve, copy, modify, distribute, or otherwise use any of the Trifo software is strictly prohibited.

GENERAL



WARNING

- Your robot is not a toy. Small children and pets should be supervised when the product is operating.
- Do not sit or stand on your robot or Charging Base.
- Do not use unauthorized power adapters. Use of an unauthorized power adapter could cause the battery to generate heat, smoke, catch fire, or explode.
- Do not handle your robot or Charging Base with wet hands.
- Do not touch the outlet or Power Adapter with wet hands.
- Do not use your robot or place Charging Base near any source of heat or open flame.
- Do not burn the robot. It can lead to battery explosions.
- Store and operate your robot in room temperature environments only. Do not use in extremely hot or cold environments (above 104°F/40°C or below 32°F/0°C). Do not operate in wet and humid environments.
- Both the HEPA Filter and Primary Filter are washable. Dry completely before installation.



CAUTION

- Do not use your robot to pick up large debris, sharp objects, glass, liquid spills, bleach, paint, petrol, or flammable materials such as cigarettes and matches.
- If your robot passes over a power cord and drags it, there is a chance an object could be pulled off a table or shelf. Before using your robot, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords, and any fragile objects.
- Be aware that your robot moves on its own. Take care when walking in the area that the robot is operating in to avoid stepping on it.
- Do not operate your robot in an area where there are lit candles or fragile objects on the floor to be cleaned.
- Do not operate your robot in a room that has lit candles on furniture that the robot may accidentally hit or bump into.
- Do not bend wires excessively.

NOTICE:

- Clear the area to be cleaned before operating your robot. Remove power cords and small objects from the floor. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
- Do not block the suction intake of your robot. Keep suction intake free of debris.
- Do not place anything on top of your robot.
- Do not scratch the camera lenses. Clean the lenses with a dry, soft cloth every week.
- Do not operate the vacuum in a room where an infant or child is sleeping.
- Do not use the robot on top of furniture or staircase to prevent from falling off.

MOPPING MODULE



WARNING

- Remove the Mopping Module before charging.
- Do not operate your robot with Mopping Module in areas with exposed electrical outlets in the floor.



CAUTION

- Be aware that floors may be slippery after wet cleaning.
- Do not place a Mopping Module full of water in an upright position. It may leak.

NOTICE:

- Do not mop on carpets.

CHARGING BASE



WARNING

- Stop using the robot if the Charging Base is damaged.
- Do not use a Charging Base with a damaged cord or plug if the cord or plug is damaged; it must be replaced.
- To prevent the risk of your robot falling down stairs, ensure that the Charging Base is placed at least 6.5ft (2m) away from stairs.

NOTICE:

This appliance may not be used with any type of power converter. Use of power converters will immediately void the warranty.

BATTERY



WARNING

The battery is a non-user-replaceable battery. The appliance contains a battery that is only replaceable by an experienced technician.



This symbol indicates DO NOT DISPOSE: Electrical appliances cannot be disposed of with unsorted municipal waste; use separate collection facilities for proper recycling. Proper disposal and recycling help protect natural resources, human health, and the environment. For more information on the disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought it.

MAINTENANCE:

- Before storing your robot, turn the power off and wipe it clean with a clean, dry soft cloth.
- Charge your robot once every three months while not in use.
- Clean the hair and debris stuck on the Wheels every week.
- Clean the Multi-Surface Roller Brush every week, and replace it every 6 to 12 months.
- Clean the Edge-Sweeping Brush every month, and replace it every 3 to 6 months.
- Wash the Dustbin every other week. Dry the Dustbin completely before reinstallation.
- Clean the Camera Lenses with a clean, dry soft cloth every week.
- Clean the Sensors and Charging Contacts with a clean, dry soft cloth every week.

Operating Voltage: 14.4VDC,

Rated Power: 40W

Input: 20VDC, 2A;

Battery Capacity: 5200mAh

REGULATORY INFORMATION

FCC COMPLIANCE STATEMENT

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 7.8in (20cm) between the radiator and your body.

HARMFUL SUBSTANCES

Harmful substances such as lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBBs), polybrominated diphenyl ethers (PBDEs) and phthalates such as bis (2 ethylhexyl) phthalate (DEHP), butyl benzyl phthalate (BBP), dibutyl phthalate (DBP), and diisobutyl phthalate (DIBP) comply with the limits as set by RoHS Directive (EU) 2015/863 amending Annex II to Directive 2011/65/EU.



Executive Standard:

IEC 60335-2-2: 2019 | IEC 60335-1: 2010 + A1:2013 + A2: 2016

EN 60335-2-2: 2010 + A11: 2012 + A1: 2013 | EN 62233: 2008

EN 60335-1: 2012 + A11: 2014 + A13: 2017 + A1: 2019 + A14: 2019 + A2: 2019

The robot is a Class 1 laser product that is safe under all conditions of normal use, including eye exposure. The laser safety label is attached to the product. Users, especially children, should avoid viewing a laser with the naked eye and avoid skin exposure to the laser's beam, especially at close range. Clean the product when the power is off.

WARRANTY

Trifo Lucy AI Home Robot Vacuum & Mop has a one-year limited warranty that covers manufacturing defects in materials and workmanship that might occur during normal use of your robot. In the case of the battery, a warranty period of six (6) months shall apply. All limited warranties begin on the date of purchase.

Trifo Inc

4699 Old Ironsides Dr. Suite 390
Santa Clara, CA 95054

Shenzhen Trifo Technology Co., Ltd.
Room 201, Building A, No.1,
Qianwan Road 1, Qianhai
Shenzhen-Hong Kong Cooperation Zone, Shenzhen, China

USA & (866) 908-7436 support@trifo.com
Trifo USA 69)
USA & www.trifo.com/support

The logo for Trifo, featuring the word 'trifo' in a lowercase, bold, sans-serif font.

Documents / Resources

The logo for Manuals+, featuring a stylized 'M' and the text 'Manuals+'.	Shenzhen Trifo Technology MAX-S AI Home Robot [pdf] User Manual MAX-S, MAXS, 2ARYN-MAX-S, 2ARYNMAXS, MAX-S AI Home Robot, Home Robot, Robot
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