SwitchBot S20 Floor Cleaning Robot Mop User Manual

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SwitchBot
Floor Cleaning Robot S20 with Auto-Fill & Drain System
User Manual

Please read this user manual carefully before using your device.

Thank you for choosing SwitchBot!

This manual will guide you through a comprehensive understanding and quick installation of this product, and provide important information on product usage and maintenance to help you achieve the best product experience.

If you have any questions during use, please call the service hotline or contact the official email. SwitchBot technical support experts will answer your questions.

Setup and Troubleshooting: **support.switch-bot.com**
Customer Support: **support@switch-bot.com**

Scan the QR code to get the English version of our user manual.

User Manual

https://www.switch-bot.com/pages/switchbot-user-manual

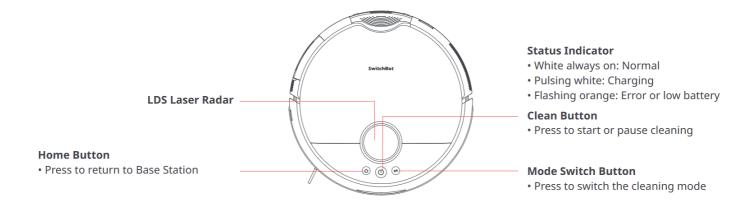Scan the QR code to get started using your product.

https://support.switch-bot.com/hc/en-us/articles/30031530034583

Contents

Product Overview

List of Components

LDS Laser Radar

Status Indicator
• White always on: Normal
• Pulsing white: Charging
• Flashing orange: Error or low battery

Clean Button
• Press to start or pause cleaning

Home Button
• Press to return to Base Station

Mode Switch Button
• Press to switch the cleaning mode

Note: Press any button to stop the robot during cleaning or docking.

Robot Top View

Faceplate (Detachable)

Power Switch
"**I**" - power on
"**O**" - power off

Cleaning Tool
Dustbin

Wall Follow Sensor

Bumper

Front Docking Sensor

Back Docking Sensor

Dust Inlet

Waste Water Box Release Buckle

Auto-Drain Port

Waste Water Box (Detachable)

Roller Mop Cover (Detachable)

Auto-Fill Port

Charging Contacts

Base Sation

Front View

Waste Filter

Lid

LED Status Indicator

Recharging Signal Emitter

Auto-Drain Port
Auto-Fill Port

Debris Evacuation Port

Charging Contacts

Warm Air Outlet

Rear View and Dust Bag Compartment

Air Outlet

Cord Wrap

Clean Water Tube

Waste Water Tube

Power Cord

Dust Bag

Bluetooth
Reset Button

Motor Filter Cover
(not detachable)

Floor Cleaning
Solution Inlet

LED Indicator Light

Device	Indicator Light Status	Description
Robot	On in white	Operating
	Pulsates in white	Charging
	Flashes fast in white	Upgrading firmware or configuring network
	Flashes fast in orange	Error
	Flashes slowly in orange	Realigning
Base Station	On in white	Powered on
	Flashes in white	Bluetooth pairing, docking, or Base Station about to operate.
	On in orange	Error

Preparing for Use

Setting Up the Base Station and Robot
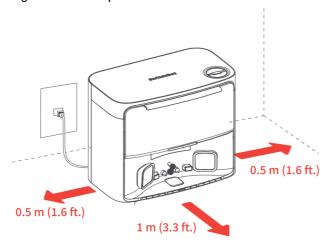
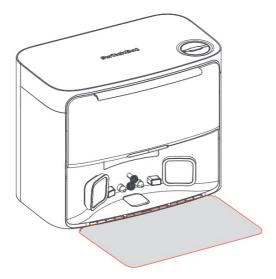1. **Unpack and check package contents.**

   Ensure you have everything listed on our Quick Guide.

2. **Place your Base Station at a proper position.**
   1. Choose a suitable location for your station with a strong Wi-Fi signal.
   2. Plug the station's power cord into an outlet.

   0.5 m (1.6 ft.)

   0.5 m (1.6 ft.)

   1 m (3.3 ft.)

   3. Locate the included Moisture-proof Pad, remove the tape liner, and attach it to the ground in front of the station.
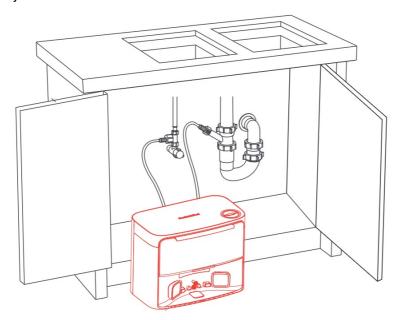

   🔔 **Please note**

   • Organize the power cord. If left on the ground, it may be dragged by the robot, causing the station to move or disconnect from power.

   • Place the station on a level indoor surface, away from open flames, heat sources, water, narrow spaces, or areas where the robot may fall.

   • Placing the station on non-hard surfaces (such as carpets, mats, etc.) poses a risk of tipping over, and the robot may not be able to leave its station properly.

   • Do not place the station under direct sunlight or block its signal emitter area with any objects, as this may prevent the robot from returning automatically.

• Please follow the maintenance instructions for the station and avoid using wet cloths or rinsing it with water.

3. **Connect the Base Station to your home's plumbing system.**

   1. Scan the QR code to watch the installation video. Follow the step-by-step instructions to select the appropriate installation method and accessories, then connect the station to your home's plumbing system.

   2. Once connected, open the water valve to check the tube connections. When using the water exchange function for the first time, carefully inspect for any leaks to ensure proper installation.
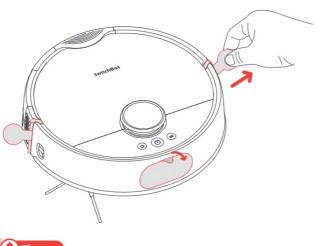

   How to install S20 Base Station
   with Auto-Fill & Drain System

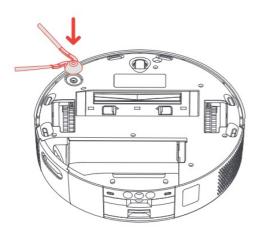   **https://support.switch-bot.com/hc/ja/articles/29896821829143**

4. **Set up your robot.**

   1. Remove the foam strips on both sides of your robot. Install the Side Brush, then power on.
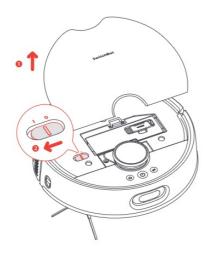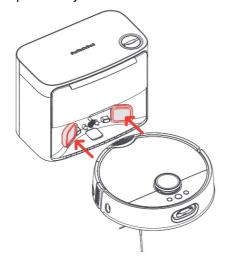

   🔔 **Tips**

   When you hear a clicking sound, it means the Side Brush has been properly installed.

2. Remove the faceplate and turn on the Power Switch. "I" means powering on, and "O" means powering off.

3. Dock your robot to the station. You will hear a sound prompt when docked successfully.

   Tips: Dock your robot for 30 minutes of charging before initial use.

5. Add your robot to the SwitchBot app.

   1. Scan the QR code to download our app. Register an account or directly log in if you already have one.

   2. Tap the "+" icon located at the right-hand corner of the home page, select Add Device.

   3. Follow the instructions to add your robot.

      You will need:

      • A smartphone or tablet using Bluetooth 4.2 or later.

      • The latest version of our app, downloadable via the Apple App Store or Google Play Store.

      • A SwitchBot account, you can register via our app or sign in to your account directly if you already have one.

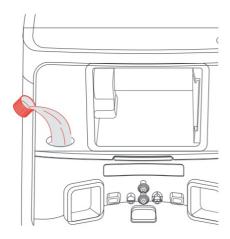**https://apps.apple.com/cn/app/switchbot/id1087374760**

GET IT ON Google Play

https://play.google.com/store/apps/details?id=com.theswitchbot.switchbot&hl=en

iOS and Android system requirements:

https://support.switch-bot.com/hc/en-us/articles/12567397397271

6. Add Floor Cleaning Solution.
    1. Open the dust compartment and locate the rubber seal on the left side.
    2. Pour 150 ml (5 fl oz) of SwitchBot Floor Cleaning Solution into the station.
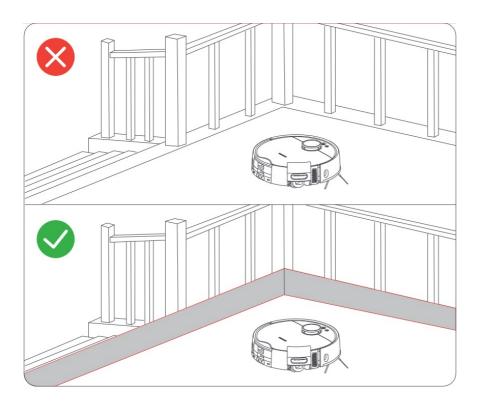

🔔 Please note

• Please use the official SwitchBot cleaning solution, with each bottle containing 150 ml (5 fl oz.) and a cap volume of 6 ml (0.2 fl oz).

• Do not use non-official cleaning agents, as they may cause corrosion and device damage.

• When using with a SwitchBot Humidifier, do not add cleaning solution, as it may damage the device.

Decluttering

Before starting the robot, please check the floor and clean up any scattered items such as wires, socks, slippers, children's toys, etc. to improve the efficiency of the robot.

Clear the floor of hard or sharp objects (e.g., nails, glass), and move away items that are fragile, valuable, or potentially dangerous to avoid being caught, tangled, or knocked over by the robot, causing personal or property damage.

Before cleaning, please use a physical barrier to avoid areas that are hanging in the air or low, ensuring the safety and smooth operation of your robot.

Open the doors of the rooms to be cleaned, arrange the furniture neatly, and try to clear the largest cleaning space.

Please avoid standing in front of your robot, doorways, or narrow passages in case your robot cannot detect the area to be cleaned.

Instructions for Use

Mapping

Before starting mapping, ensure your robot is docked and charged. Follow the in-app instructions to begin fast

mapping. Once mapping is complete, the robot will automatically return to the station and save the map.

Tip: When using for the first-time, short press the ⏻ button, and your robot will start mapping while cleaning.

Starting Your Robot

Control your robot via our app or press the ⏻ button on the robot to start. Your robot will plan cleaning routes based on saved maps. For first-time use, your robot will automatically work on the Vacuum mode.

🔔 **Please note**

- To facilitate the normal water exchange of the robot, please do not move the Base Station during the cleaning and mopping process. If there is a door hiding the station, please keep the door open.
- If the battery is low, please charge it before starting the cleaning task.
- If the battery is insufficient during the cleaning process, the robot will automatically dock to charge.
- When the robot is set to clean carpets, it will automatically raise the Roller Mop. You can choose to bypass carpets in our app.

Switching Mode

You can adjust the cleaning suction power and mopping water volume in the app based on the floor's dirt level. Or short press the ⇌ button on your robot to switch between default cleaning modes.

In Vacuum mode, the Roller Mop will automatically raise and stop rolling.

Pausing Your Robot

Stop your robot via the app or by press any button on the robot. When paused, resume the previous cleaning task via the app or by pressing the ⏻ button.

Recharging

1. After finishing a cleaning task, your robot will automatically dock to the Base Station to charge.
2. When in standby mode, your robot will dock and charge after pressing the ⌂ button.
3. By default, your robot will automatically resume interrupted cleaning tasks (e.g., due to low battery or new commands). If the battery level drops during a task, the robot will dock to recharge and resume the task once the battery reaches above 80%.

If the robot does not find the Base Station, it will automatically return to the starting position. Please manually dock it for charging.

Exchanging Water

1. During a mopping task, your robot will automatically dock to drain waste water and clean water.
2. After completing a mopping or cleaning task, your robot will dock to empty dust, exchange water, deep clean and dry its Roller Mop, then start a recharging session.

Hibernation

If your robot is not operated for more than 10 minutes, it will automatically enter hibernation. Press any button to wake it up.

The robot will not enter hibernation while charging.

Do Not Disturb Mode

The default setting for this mode is from 22:00 to 08:00, and you can modify or disable this via our app. During the Do Not Disturb period, device button lights will stay off, and your robot will not automatically resume cleaning or play voice prompts.

Child Lock

You can use the Child Lock function in our app to lock the robot buttons. You can unlock it via our app.

Restoring to Factory Settings

Press and hold the ⏻+⌂+⇄ Switch buttons simultaneously for 6 seconds to restore the robot to factory settings.

Upgrading Firmware

In order to improve user experience, we will regularly release firmware updates to introduce new functions and solve any software defects that may occur during usage. When a new firmware version is available, we will send an upgrade notification to your account via our app. When upgrading, please make sure your product has sufficient battery or stay powered on and make sure your smartphone is within range to prevent interference. You're advised to enable Automatic Upgrades via the Firmware & Battery page of our app.
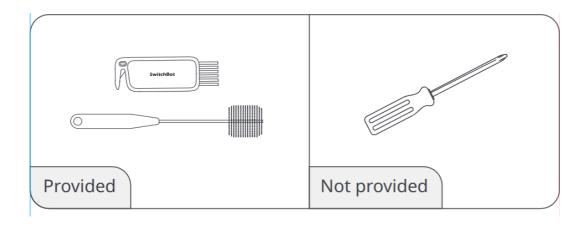
Care and Maintenance

Daily Maintenance (Robot)

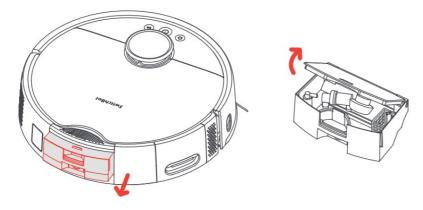To keep your robot and station running at peak performance, perform the procedures on the following pages.

Part	Care Frequency	Replacement Frequency
Front Caster Wheel	Clean as needed	/
Dustbin		
Anti-Tangle Rubber Brush	Once every 2 weeks	6 to 12 months
Waste Water Collection Gutter		
Roller Mop		1 to 3 months
Dustbin Filter		3 to 6 months
Side Brush		
Brush Frame	Monthly	6 to 12 months
Waste Filter (Base Station)		
Waste Water Box		
LDS Laser Radar	Monthly	/
Wall Follow Sensor		
Front Docking Sensor		
Back Docking Sensor		
Infrared Obstacle Avoidance Sensor		
Carpet Sensor		
Cliff Sensor		
Charging Contacts		
Debris Evacuation Port		
Water Inlet		
Dust Inlet (Base Station)		
Recharging Signal Emitter (Base Station)		
Charging Contacts (Base Station)		
Auto-Fill Port & Auto-Drain Port		
Moisture-proof Pad		
Diatom Mud Mat		3 to 6 months
Floor Cleaning Solution	/	Add once every 1 to 3 months
Dust Bag	/	Replace every 1 to 3 months

Cleaning tools needed

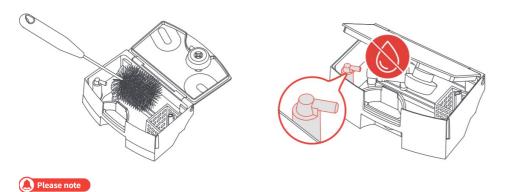| Provided | Not provided |

Waste Water Box

1. Remove the Waste Water Box from the robot and open the lid.
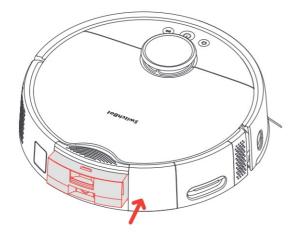

2. Clean the sediment inside the Waste Water Box.

🔔 **Please note**

Avoid getting water into the Air Extraction Port during the cleaning process.

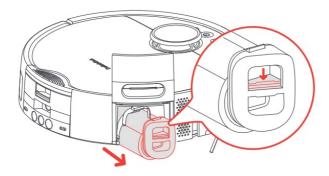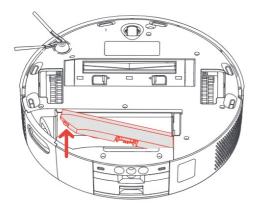3. Install the Waste Water Box back to the robot.

🔔 **Please note**

Before flipping the robot over to clean, empty the Waste Water Box first to prevent waste water spillage.

Waste Water Collection Gutter

1. Remove the Roller Mop from the robot.

2. Filp the robot over, and lift the Waste Water Collection Gutter from its left end to remove.

Documents / Resources

	SwitchBot S20 Floor Cleaning Robot Mop [pdf] User Manual S20, S20 Floor Cleaning Robot Mop, Floor Cleaning Robot Mop, Robot Mop, Mop

References

- **Home | Toronto Region Board of Trade**
- **SwitchBot Help Center**
- **SwitchBot Official Website - Your Simple Switch to a Smart Home – SwitchBot International**
- **Phone Models Corresponding to the Device – SwitchBot Help Center**
- **User Manual**