

NARWAL



T10 Operating Manual

Narwal Vacuuming and Mopping Robot

Model: YJCC007

Dear user:

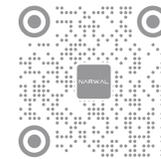
Thank you for buying Narwal product. To fully access our services, please read this manual and related diagrams carefully before using this appliance. Please keep this manual properly. This product is continually being updated, so there may be some differences between your actual product and the specifications in this manual."

If you have encountered any problem during normal use, please contact Narwal after-sales customer service in any of the following ways:

1. Contact Narwal customer center at support@narwal.com
2. Scan the following QR code below to follow our official account [Narwal intelligence] to watch product usage video.

Meanwhile, you can scan the following QR code below to download Narwal APP to access more functions and enjoy a more intelligent life now.

Enjoy the product.



↓ Download APP

CONTENTS

Important Safety Instructions	03
Product Introduction	11
What's Inside	
Product Components	
Operation Panel	
Product Usage	21
APP Operations and Guidance	
Precautions	
Before You Use	
On First Use	
Vacuuming/Mopping Function Introduction	
Cleaning and Maintenance	41
Faults and Troubleshooting	47
FAQs	
Fault No.	
Other Problems	
Product Specifications	61

Important Safety Instructions

When using an electrical robot, basic precautions should always be followed, including the following : **READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE)**

WARNING: To reduce the risk of injury or damage, read the following safety precautions before setting up, operating, and maintaining your robot.

WARNING – To reduce the risk of fire, electric shock, or injury:

1. Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
2. This appliance is provided with double insulation. Use only identical replacement parts. See instructions for Servicing of Double-Insulated Appliances.
3. **SERVICING OF DOUBLE-INSULATED APPLIANCES**

A double-insulated appliance is marked with one or more of the following: The words " DOUBLE INSULATION" or " DOUBLE INSULATED" or the double insulation symbol (square within a square). 

In a double-insulated appliance, two systems of insulation are provided instead of grounding.- No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double-insulated appliance must be identical to the parts they replace.

General

- Do not allow to be used as a toy. Small children, pets and the elderly should be supervised when your robot is operating.
- Do not sit, stand or place any object on your robot or the base station.
- Only use as instructed in this manual.
- Only use attachments recommended or sold by the manufacturer.
- Your robot is not water-proof. Do not spray or pour liquids on your robot. If liquid spills on your robot, dry immediately.
- For INDOOR use ONLY. Do not use your robot in outdoor, commercial or industrial environments. Do not use your robot on wet surfaces or surfaces with standing water.
- Do not use your robot or base station if it is damaged, is not working properly, has been dropped, left outdoors, or come into contact with water. The robot must be repaired by the manufacturer or its authorized service agent.

- Do not use and store in extremely hot or cold environments. Do not operate below 0°C/32°F or above 35°C/95°F. Do not store below -20°C/-4°F or above 70°C/158°F. Charge your robot in temperature between 5°C/41°F and 30°C/86°F. Keep your robot away from fire or places with temperatures higher than 130°C/266°F. Otherwise, your robot may explode.
- Keep the front side of your robot facing upward at all times when transporting, moving, or operating your robot, or replacing any component for it. Your robot may be damaged if turned upside down.
- Do not expose your robot to direct sunlight.

Operating your Robot

- Do not handle plug or your robot with wet hands.
- Ensure a clearance of 1 meter / 3 feet for a 180° range in front of the base station.
- Before using your robot, pick up objects on the floor, including clothing, loose papers, cords for blinds or curtains, power cords, and any fragile objects. If your robot passes over a cord and drags it, there is a chance an object could be pulled off a table or shelf. Ensure that no sharp objects, such as blades, scissors, or screwdrivers, are in the cleaning area.
- Remove lit candles and fragile items from on top of furniture before operating your robot. Your robot may hit or bump into the furniture and knock off items on top.
- Ensure that your robot will operate on indoor flat floors and that there are no stairs or barriers higher than 15 mm / 0.5 inch in areas to be cleaned. If there is a drop off in the cleaning area due to a step or stairs, you should operate your robot to ensure that it can detect the step without falling over the edge, or specify a no-go area by placing a magnetic strip provided by the manufacturer or build a physical barrier of no less than 25 mm / 1 inch high so as to prevent the robot from falling. Make sure the physical barrier is not a trip hazard.
- The robot will move around automatically. Therefore, watch your step in the operation areas of the robot to avoid step on it. Take care of babies, children, pets, the blind and the elderly if they are near a running robot. Never operate your robot in a room where an infant or child is sleeping.
- Ensure network access in the room so that you can view your robot working status through the APP on your phone.
- Do not move the robot randomly because it will result in positioning failure of the robot. If you move items in the cleaning area after map creation, such as couch, tea table, or dining table, your robot may create a map again, which is normal.

- Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
- Do not allow your robot to pick up large objects like stones, large pieces of paper or any item that may clog your robot.
- Your robot may get blocked by objects. Please turn off power and then manually remove the obstacle.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Do not use your robot to pick up flammable or combustible materials, such as gasoline, printer or copier toner, or use in areas where they may be present.
- Do not use your robot to pick up anything that is burning or smoking, such as cigarettes, matches, hot ashes, or anything that could cause a fire.
- Do not use your robot in explosive or volatile areas or areas easy to leak or collect static electricity, such as a gas station.
- Anytime you encounter a liquid leak, stop using your robot, turn off the power, and contact after-sales personnel.
- In cleaning mode, add detergent specified by the manufacturer to the clean water tank. Non-designated detergent may cause damage to your robot.
- During and after mopping, the floor will be wet. Be careful to avoid slipping.
- When using the mopping function, it is normal for overflowed water to collect below the base station. Clean the excess water with a dry towel.
- After mopping operation, the base station will dry the mop. During this process, do not pull out the plug or disconnect power to the base station.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Use extra care when cleaning on stairs.
- Do not use without dust bag and/or filters in place.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Please do not touch the power switch when holding the robot or the base station. Please do not hold the robot or the base station while they are charging.
- Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- To maintain product safety, service must only be performed by a qualified repair person using identical replacement parts.

SAVE THESE INSTRUCTIONS

Cleaning and Maintenance

- Turn off the power switch before cleaning or maintaining your robot.
- Considering the limited capacity of the dust bin and water tank, empty the dust bin and water tank as soon as possible after hearing the alert.
- When not using the base station for a long period of time, please unplug it.
- Do not attempt to repair your robot or the battery pack, except as indicated in the instructions for use and care.
- Do not disassemble or modify your robot or alter the software by yourself. Only authorized maintenance personnel can replace faulty components to ensure device safety.
- Do not use a wet cloth or any liquid to wipe any part of the robot body.
- Vacuuming operation may get the side brush tangled by hair or fur and cleaning operation will result in wastewater in water tank. Clean the side brush and water tank after operation. Keep the water level below the Max mark on the tank so as to prevent overflowing and damaging your robot.
- Do not incinerate your robot even if it is severely damaged. The batteries can explode in a fire. Do not dispose your robot as an unclassified waste. Contact your local regulation department for information about recycling and disposal. If your robot is buried in a landfill or wasteyard, hazardous substances may leak into underground water and enter the food chain, which harms health and well-being. For more information about waste collection and recycling, contact your local sanitation department.

Battery, Power Cord and Charging Warnings

- Use only 100 V AC-240 V AC input power as required by the manufacturer. Otherwise, your robot may be damaged.
- Using your robot's battery improperly may result in fire or explosion. Do not heat, disassemble, puncture, or destroy your robot or its battery, nor incinerate them.
- Do not charge your robot for a prolonged time, otherwise the battery may be damaged.
- Before every use, check the battery pack for any signs of damage or leakage. Do not charge damaged or leaking battery packs. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion and risk of injury.
- Under extreme conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, immediately seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Use your robot only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- Take care not to damage the power cord. Do not pull on or carry your robot or base station by the power cord, use the power cord as a handle, close a door on the power cord, or pull power cord around sharp edges or corners.
- Do not touch the connector of the power cord with wet fingers.
- Do not run your robot over the power cord.
- Keep power cord away from hot surfaces.
- Turn off all controls before unplugging. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not use if power cord is damaged. Power cord must be replaced by the manufacturer or its authorized service agent in order to avoid a hazard.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals may cause burns or a fire.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.

Laser Safety

The laser distance sensor of this product meets the standards for Class I Laser Products in IEC 60825-1: 2014 and will not generate hazardous laser radiation

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to 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 in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that the 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 receiver. Connect the equipment into 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.

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.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC/IC RF RADIATION EXPOSURE STATEMENT CAUTION:

To maintain compliance with the FCC's RF exposure guidelines, place the product at least 7.9" from nearby persons.

Pour rester en conformité avec les consignes d'exposition aux RF, placez le produit à au moins 7.9" des personnes proches.

To maintain compliance with the FCC's RF exposure guidelines, place the product at least 7.9" from nearby persons.

Pour rester en conformité avec les consignes d'exposition aux RF, placez le produit à au moins 7.9" des personnes proches.

CAN ICES-003 (B)/NMB-003(B)

IC CANADA

This device contains licence-exempt transmitter(s)/receiver that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: 1. This device may not cause interference. 2. This device must accept any interference, including interference that may cause undesired operation of the device.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

T10 NARWAL

What's Inside

Body

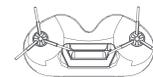


Robot x 1
(a dust bin included)



Base station x 1
(cleaning board, clean water tank, and wastewater tank included)

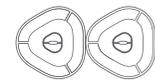
Accessory



Vacuumping module
x 1



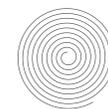
Side brush
x 2



Mopping module
x 2



Mop
x 4



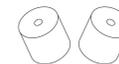
Magnetic strip
x 1



Hook cutter
x 1



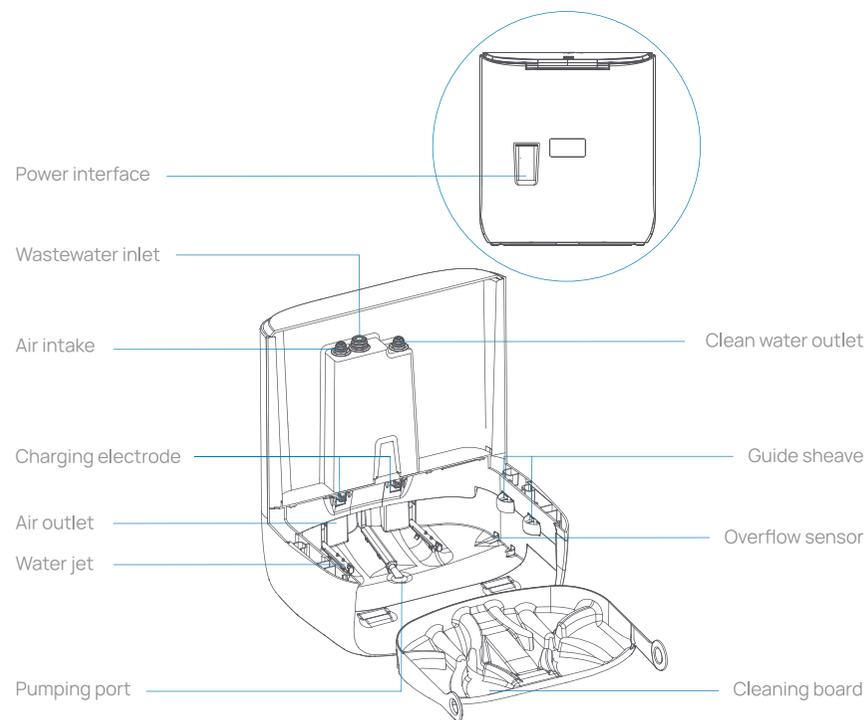
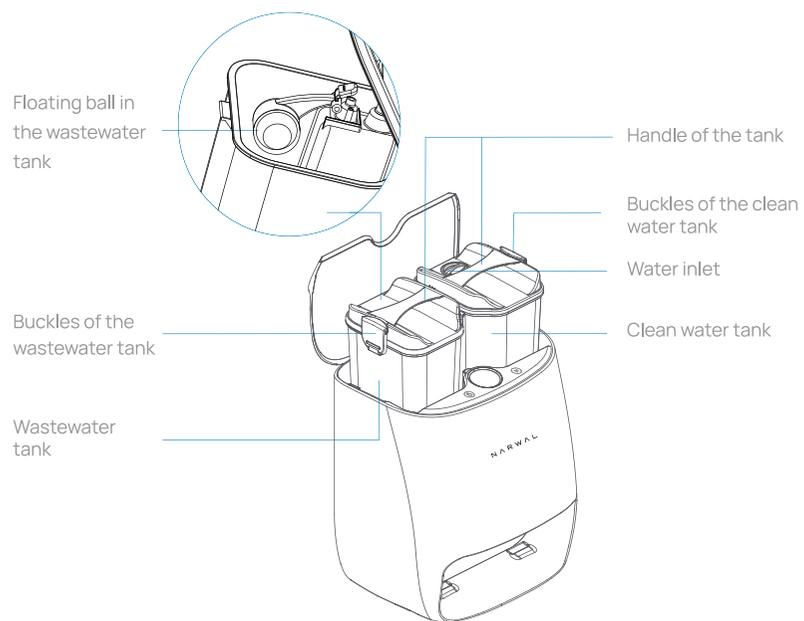
Power cord
x 1



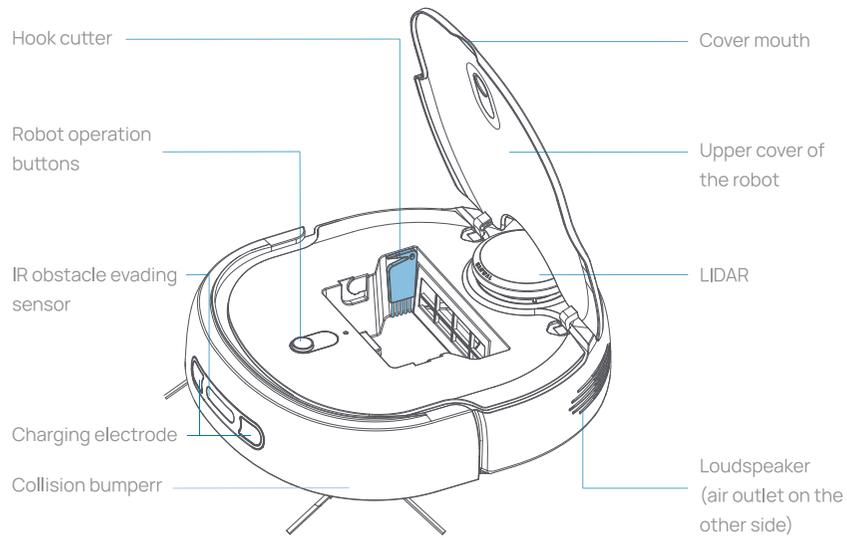
Filter sponge
x 2

Product Components

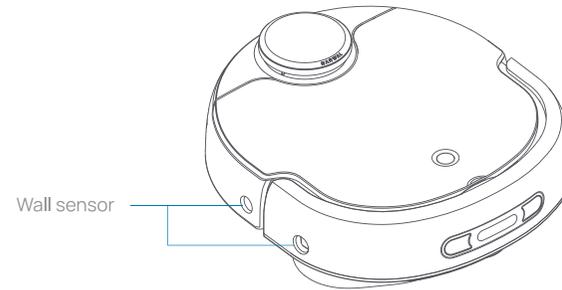
Base station



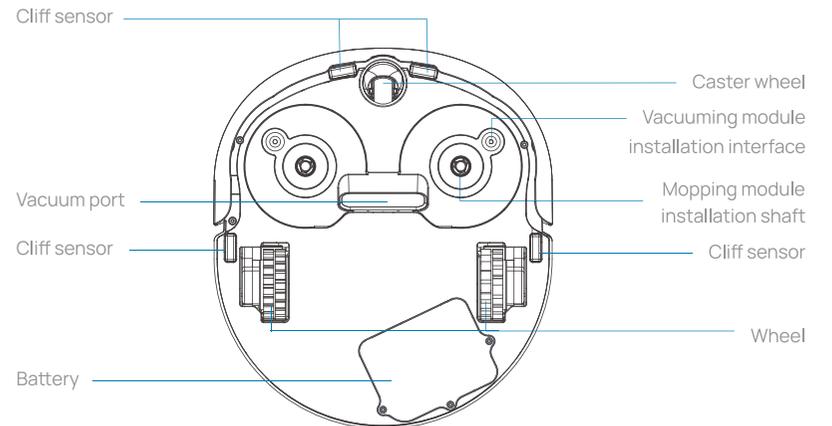
Robot



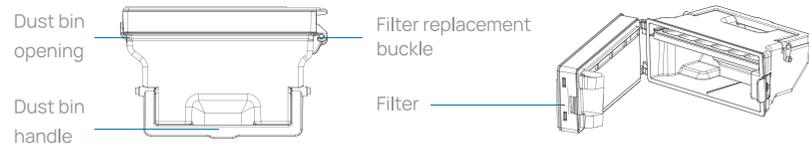
Side of the robot



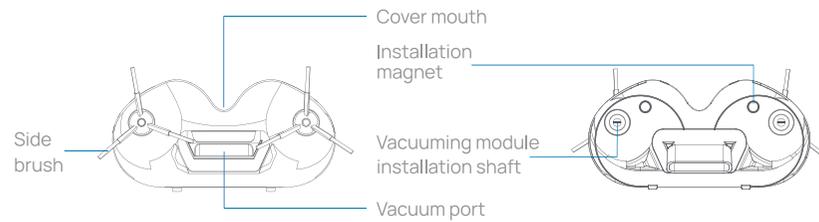
Bottom of the robot



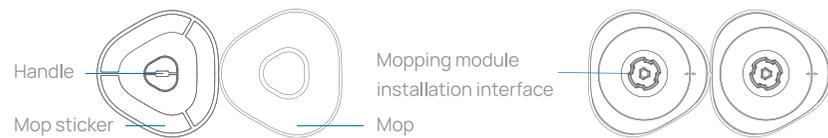
Dust bin



Vacuating module



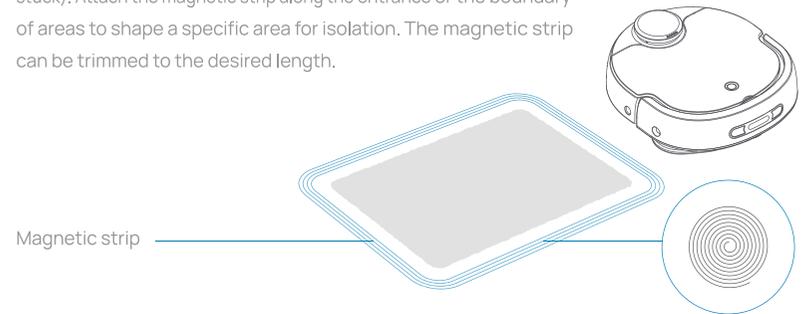
Mopping module



Other accessories

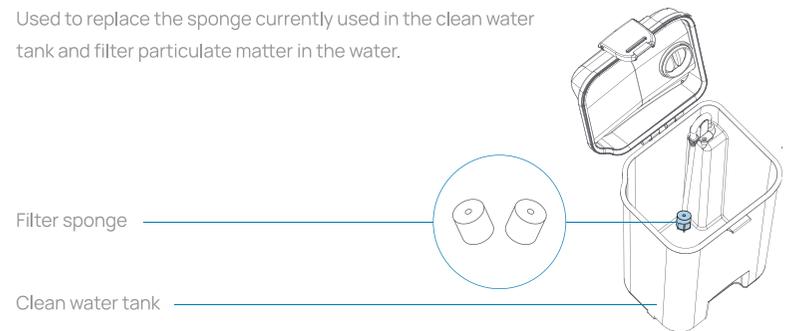
Magnetic strip:

Isolates areas that are not to be cleaned (where the robot may get stuck). Attach the magnetic strip along the entrance or the boundary of areas to shape a specific area for isolation. The magnetic strip can be trimmed to the desired length.



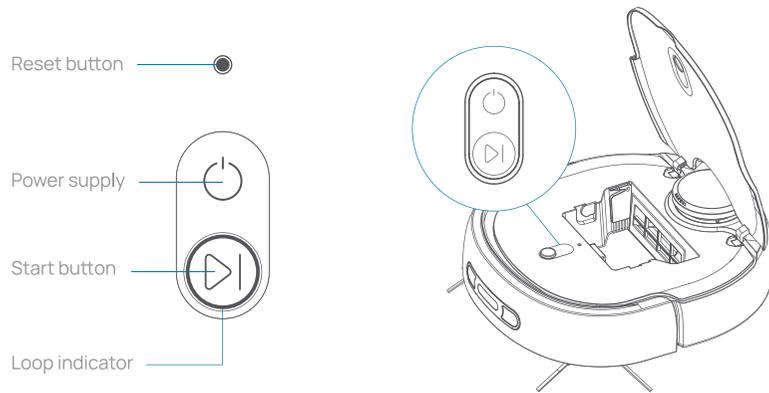
Filter sponge:

Used to replace the sponge currently used in the clean water tank and filter particulate matter in the water.



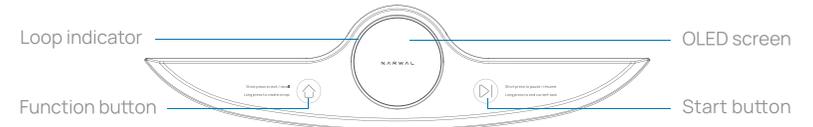
Operation Panel

Operating panel of the robot



Button/Indicator	Operations and Functions
Reset button	Press and hold for 3 seconds to reset the robot
Power supply	Press and hold for 2 seconds to start/stop
Start button	a. Press and hold for 2 seconds to end current task b. Short press to pause/resume
Power supply & Start button	Press both buttons and hold for 2s: Enter network configuration mode or reset Wi-Fi
Loop indicator	Steady white: Stand-by Breathing purple: Suspended Steady purple: Working Breathing red: Fault

Operating panel of the docking station



Button/Indicator	Operations and Functions
Function button	Short press: Recall to/Exit from the base station
Start button	Press and hold for 2s: Start creating a map Short press: Start/Pause a task
Function button & Start button	Press and hold for 2s: Forcibly end the current task and go stand-by Press both buttons for 2s: Enable or disable the child lock
Loop indicator	Steady white: Stand-by Breathing purple: Suspended Steady purple: Working Breathing red: Fault

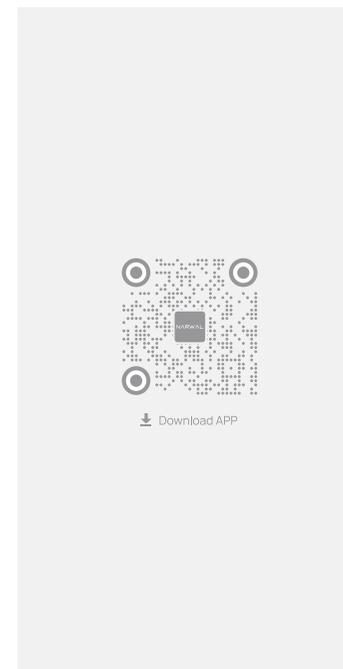
Icons on the OLED screen

	Vacuum icon Shows the current cleaning state		Mop icon Shows the current cleaning state		Child lock icon Indicates that the panel of the base station has been enabled
	Charging icon Indicates the robot properly contacts with the charging electrodes of the base station		Battery icon Shows the current battery level		Child lock icon Indicates that the panel of the base station has been locked

PRODUCT USAGE

APP Operations and Guidance

You can also unlock more advanced functions through the APP. The following introduces how to download the APP and connect the robot.

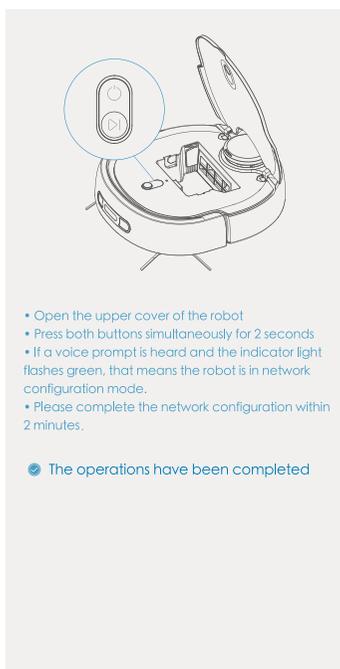


1. Scan the preceding QR code to download and register with the APP.

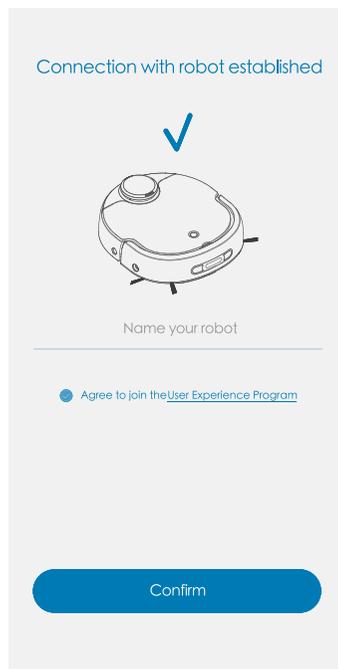


2. Tap to add the robot and then configure the network. Prior to configuring the network, please make sure:

- (1) The robot is turned on (the button indicator is steady on);
- (2) You have access to your home Wi-Fi;
- (3) Your phone is connected to your home Wi-Fi.



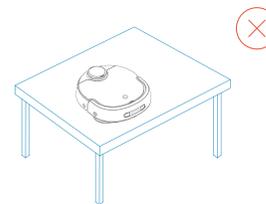
3.Return to the APP and wait for the network configuration to complete.



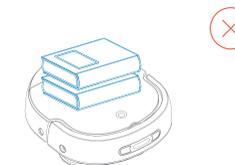
4.Network connection success

Precautions

Suitable for indoor floor cleaning ONLY. Do not use outdoors (such as open balconies), non-floor areas (couch or window), high-rise areas, commercial or industrial environments.



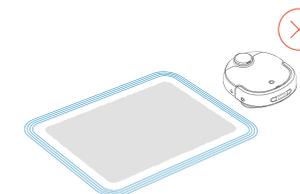
1.Do not use in suspended areas (duplexes or top of furniture) without a fence.



2.Do not place any object (human or pet) on a static or running robot.



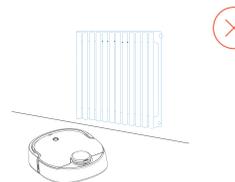
3.To avoid injury, keep hair, fingers, or other parts of the body away from the mop, side brush, LIDAR, vacuum port, or cleaning board of the robot.



4.If you don't want the robot to enter the carpet area or areas with valuables during cleaning, set this area as an off-limit area or attach a magnetic strip to keep the robot away from it to avoid property damage.



5.Do not let the robot pick up hard or sharp objects.



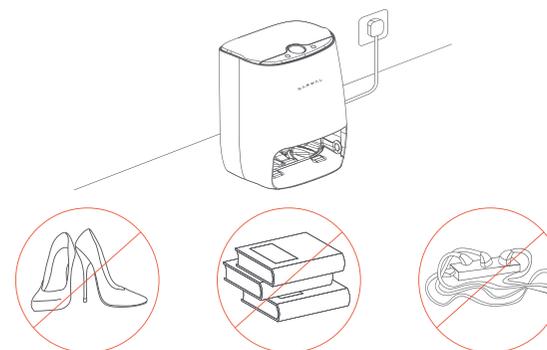
6. Keep the robot away from heat or water sources (such as heating radiators and taps).

Operating Your Robot

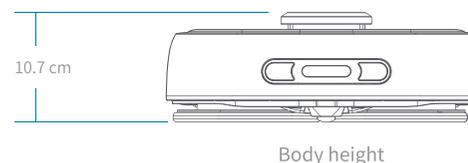
7. Do not operate the robot with an opened upper cover. Otherwise, the robot will be damaged.
8. To move the robot, hold both sides of the robot tight and lift it upward vertically.
9. Do not lift the base station with the robot in it in case that the robot may slip off.
10. Persons (including children) with reduced physical, sensory, or mental capabilities must be given supervision or instruction by a guardian concerning the use of the product.
11. Do not use the robot as a toy. Close attention is necessary when children or pets are nearby. Keep the robot away from them.
12. Do not place the vacuuming module, mopping module, and other parts in areas accessible to children.
13. Do not place the packing parts (bags or foam) in areas accessible to children.
14. Do not use your robot to clean shaggy carpets.
15. Do not use your robot to clean anything that is burning (such as cigarette ends).
16. Do not use the mopping module on carpets.
17. Clean or maintain the robot and the base station only after turning off the power and disconnecting the power cord.
18. Do not use a wet cloth or any liquid to wipe any part of the robot body.
19. Do not use any third-party batteries, chargers, or charging bases.
20. Do not disassemble, repair, or re-configure the robot, base station, or battery.
21. Please turn off the robot and remove the battery before you abandon the product.
22. Do not discard or place battery scraps casually but hand them to professional recycling agencies for disposal.
23. If the power cord is damaged or broken, stop using the product and contact customer service.
24. To transport this product, ensure that the robot is powered off and recommend packing it in the original package.

Before use

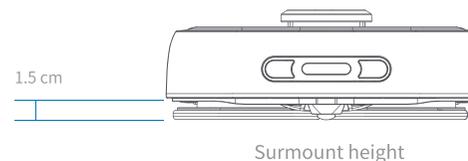
1. Remove items on the floor, such as power cords, clothes, and magazines, to prevent the robot from being entangled during operating. If entangling happens, power outage, item damage, cable weariness, and robot fault may occur.



2. If there is furniture of the same height as the robot, set the furniture as an off-limit area to prevent the robot from being blocked. ⚠️



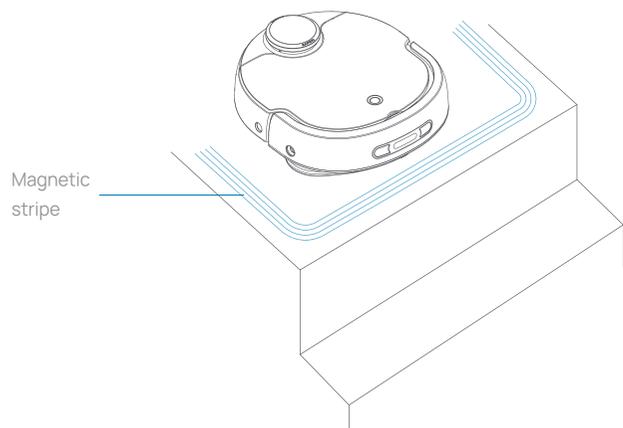
3. The robot can surmount up to 1.5 cm. If the doorsill exceeds 1.5 cm, the robot cannot enter the room. ⚠️



4. If you don't want the robot to enter the carpet area or areas with valuables during cleaning, set this area as an off-limit area or attach a magnetic strip for isolation. ⚠️



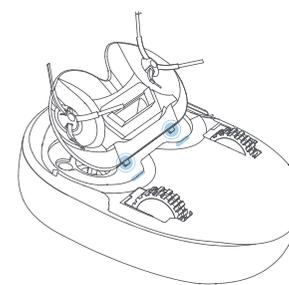
5. It is recommended that the robot be used in two-storey rooms with a fence or magnetic strip presence. ⚠️



Components Installation and Uninstallation

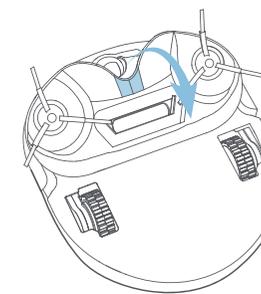
Installing the vacuuming module:

Insert the two buckles at the bottom of the vacuuming module into the slot and click them in.



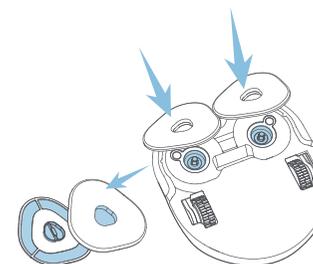
Uninstalling the vacuuming module:

Lift upward the cover and remove the vacuuming module.



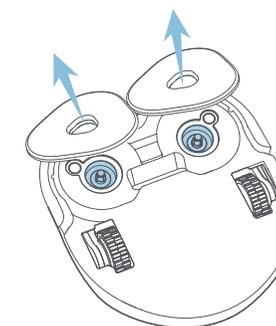
Installing the mopping module:

Align the installation interface of the mopping module with the installation shaft and rotate the module until it clicks in.



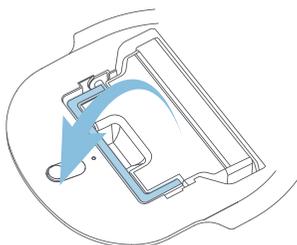
Uninstalling the mopping module:

Hold the handle of the mopping module and lift upward to remove it.



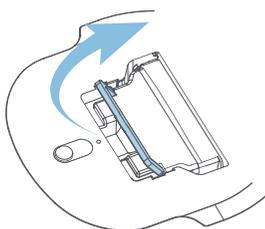
Installing the dust bin:

Align the dust bin to the groove, press the handle downward to tuck the dust bin in.



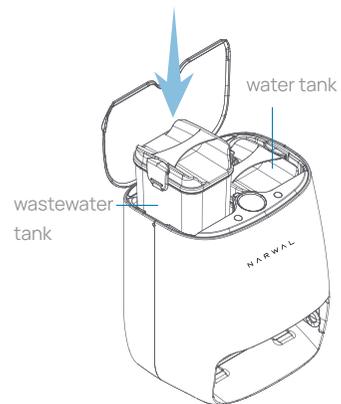
Uninstalling the dust bin:

After the dust bin handle is taken out, lift it upward to remove the bin.



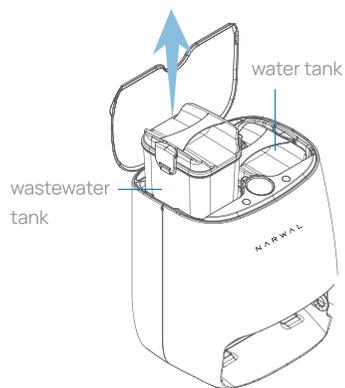
**Installing the clean water tank/
wastewater tank:**

Install the clean water tank on the right side of the base station and the wastewater tank on the left of the base station.



**Removing the clean water tank/
wastewater tank:**

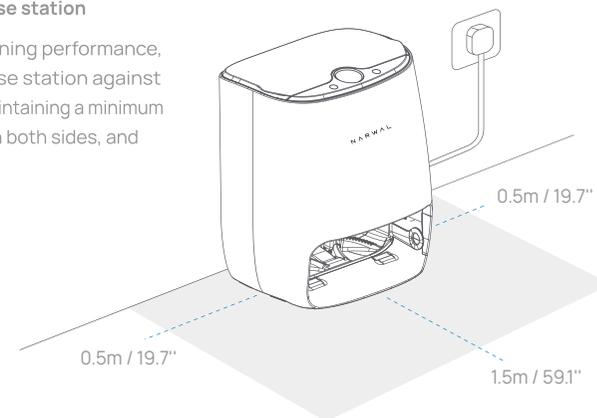
Open the upper cover of the base station and take out the tank.



On First Use

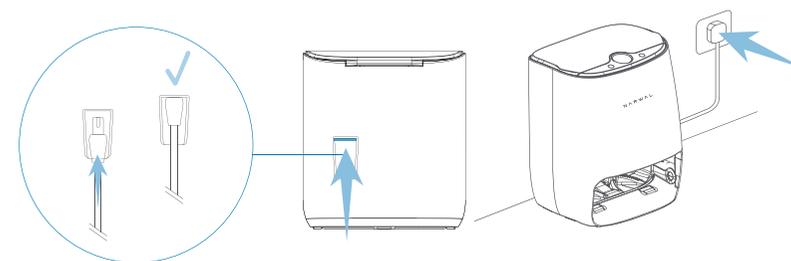
1.Positioning the base station

To optimize the cleaning performance, please place the base station against a wall of the room, maintaining a minimum clearance of 19.7" on both sides, and 59.1" in front.



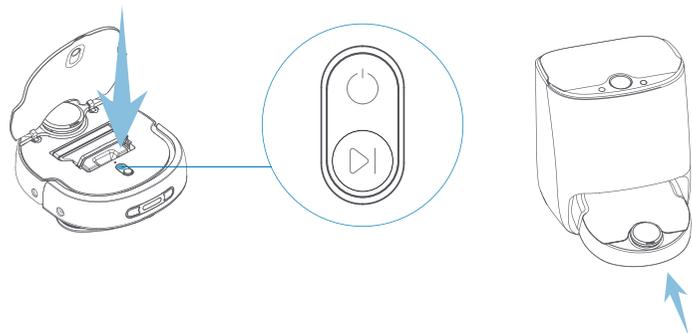
2.Connecting the base station to the power supply

Take the power cord out of the accessory box, and connect one end of the cord to the rear jack of the base station and the other to a power outlet. (Please plug in the power cord tightly to avoid poor contact) ⚠



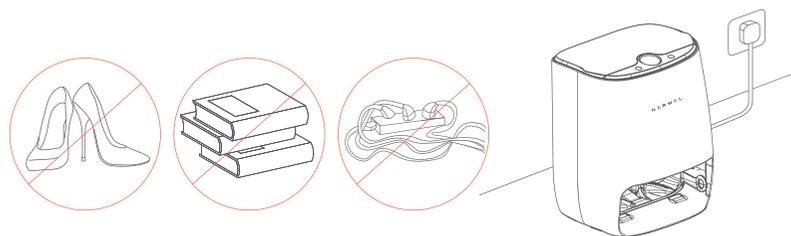
3. Turning on the robot and recalling it to the base station

Lift the upper cover of the robot and long press the power button to turn it on. After that, short press the left button on the base station to recall the robot. (When placing your robot into the base station, please make sure it is placed with the buttons facing toward the base station.)



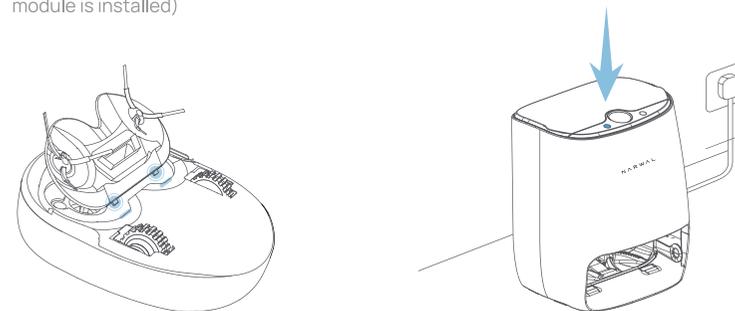
4. Preparations before mapping

Prior to mapping, please remove miscellaneous items on the floor, take in power cords, and open the doors of rooms to be cleaned.



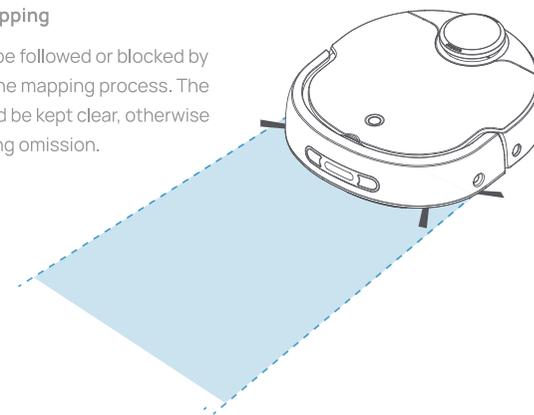
5. The mapping mode

Press and hold the left button on the base station to start mapping, the robot will start scanning and create a cleaning map. (The robot will not start mapping until the vacuuming module is installed)



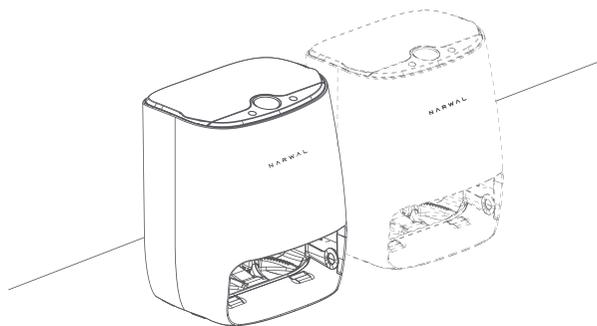
6. Precautions for mapping

The robot should not be followed or blocked by human or pet during the mapping process. The aisle or doorway should be kept clear, otherwise there may be a mapping omission.



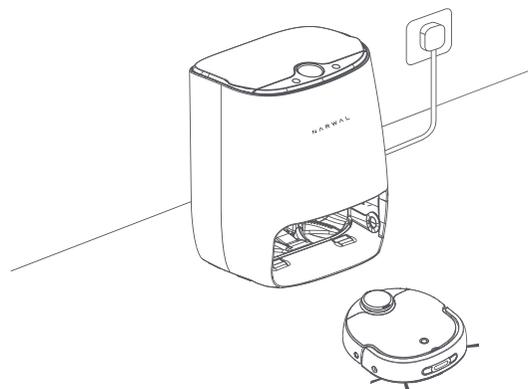
7. Completing mapping and automatic planning

Do not move the base station after a successful mapping. Otherwise, the map would need to be created again. It is recommended to recreate the map if large items in the cleaning area have been relocated.



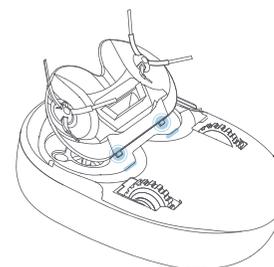
8. Starting cleaning

Select either the vacuuming module or mopping module for cleaning based on needs. Short press the right button of the base station to start a default task.

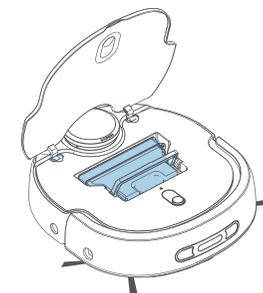


Vacuumping Function Introduction

1. Install the vacuuming module to the robot.



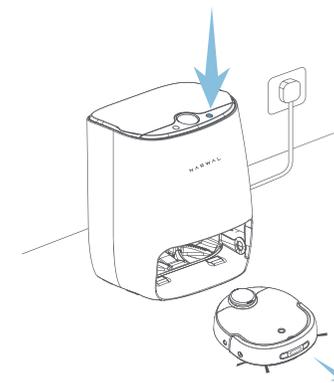
2. Check that the dust bin has been properly installed inside the robot.



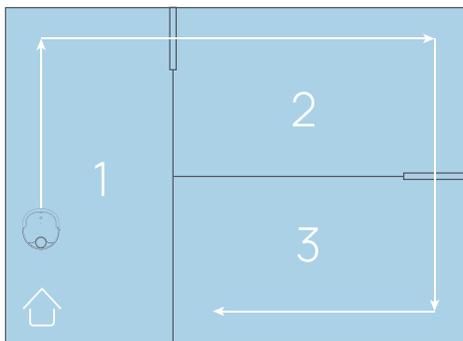
3. Short press the left button on the base station to recall the robot.



4. Short press the right button on the base station to start vacuuming.



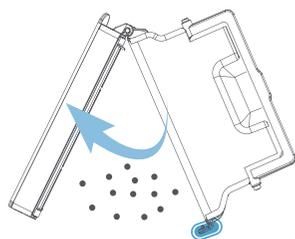
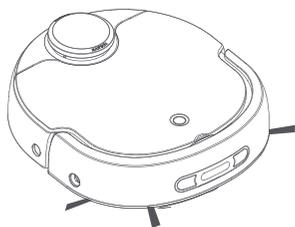
5. The robot will plan an optimal cleaning sequence according to the map created and start by default from the room where the base station is located.



6. If the dust bin is filled up during vacuuming, the robot will give a voice prompt to clean the dust bin.

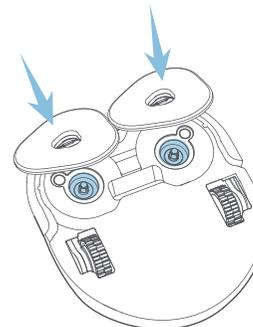
7. After the vacuuming task is completed, clean the dust bin as instructed on P41.

"Please check the dust bin"



Mopping Function Introduction

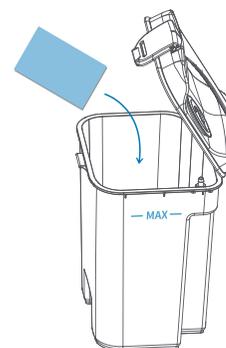
1. Install the mopping module to the robot.



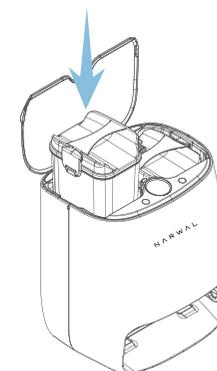
2. Fill up the clean water tank and make sure to keep the water level below the Max mark on the tank. Lift the water tank only when its cover is buckled, so as not to damage the rotating shaft ⚠️



3. Add Narwal detergent sheet into the clean water tank for improved mopping results. Please be reminded not to add detergents of other brands, otherwise the robot may not function properly.



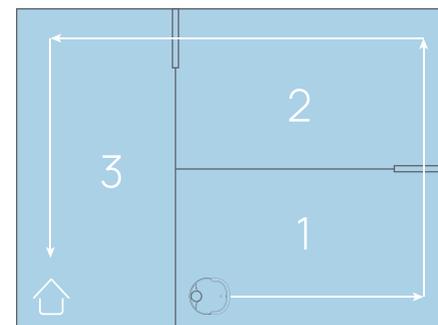
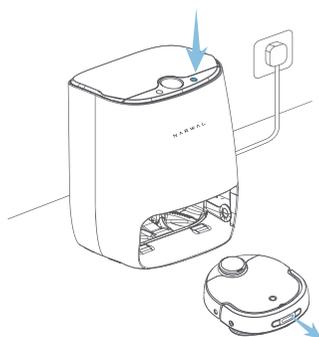
4. Install the clean water tank and wastewater tank properly in the base station after verifying that there is no wastewater in the wastewater tank.



5. Short press the left button of the base station to recall the robot.

6. Short press the Start button on the right of the base station to start mopping.

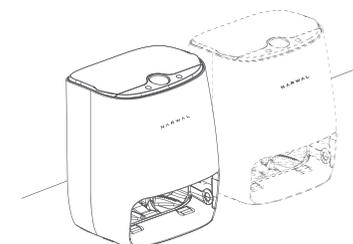
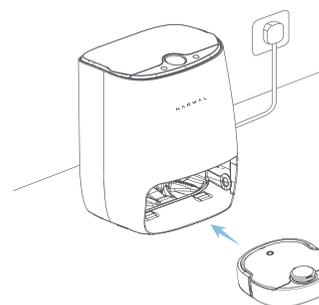
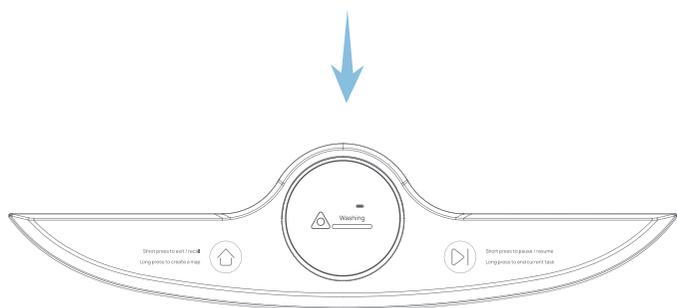
8. The robot will plan an optimal cleaning sequence according to the map created and start by default from the room that is farthest from the base station.



7. Prior to executing a mopping task, a mop cleaning task will be executed. Please wait for the cleaning task completion.

9. During the mopping process, the robot will automatically return to the base station to get the mop cleaned.

10. Please do not move the base station, water tanks, or cleaning board during the mopping process. ⚠️

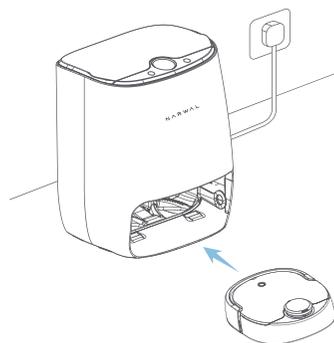


11.When clean water is used up or the wastewater tank is full during the mopping process, the robot will give a voice prompt to check the clean water tank or wastewater tank.

“Check the clean water tank”



12. After completing a mopping task, the robot will return to the base station to get the mop cleaned and air dried automatically.



13. Upon mopping completion, please clean the wastewater tank in time to prevent the wastewater from deteriorating and stinking.

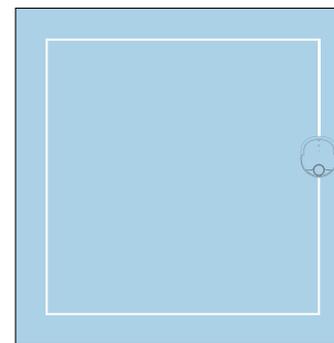


Other precautions

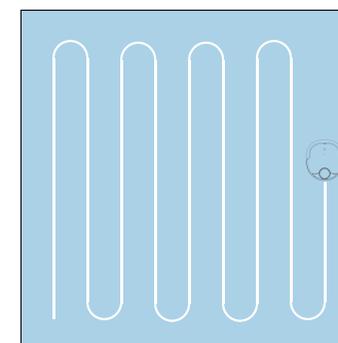
- 1.** If there is no task and the robot has stood by for 5 minutes, it will go into the low power mode.
- 2.** The robot will automatically end the current task and go into the low power mode if the idle time is over 2 hours after the robot task is temporarily suspended or there is an error prompt, or the power of the robot is lower than 10%.
- 3.** The robot will return to the base station to charge after it finishes a task or if the battery level drops below 20%. After being fully charged, the robot will resume an interrupted task automatically.

Cleaning path

The vacuuming mode and mopping mode differ in room cleaning sequences but they share the same logic. Specifically, in both modes, the robot cleans along the walls first, and then zigzags to cover the entire room space. (By default, mopping starts from the room that is farthest from the base station while vacuuming starts from the room that is nearest to the base station)



Cleaning along the wall



Zigzagging to cover the entire room

CLEANING AND MAINTENANCE

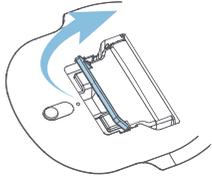
Maintenance cycle

Part location	Part name	Maintenance cycle
Robot	Dust bin	Clean it after each vacuuming operation
	Filter	Clean it every two weeks and replace it every three to six months
	Vacuuming module - side brushes	Clean it every two weeks and replace it every three months
	Mopping module - mop	Replace it every one to three months
	Caster wheel	Clean it monthly
zigzagging to cover the entire room	Cleaning board and bottom slot	Clean it every two weeks
	Clean water tank	Clean it every three months
	Wastewater tank	Clean it after every mopping operation

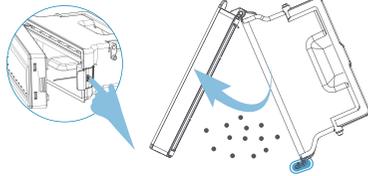
Dust bin

It is recommended to clean it after each vacuuming operation

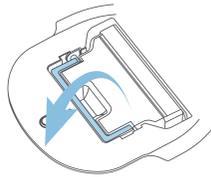
1. Pull out the dust bin handle and lift the dust bin up.



2. Unlock the side buckles with the opening facing down to clean the dust bin.



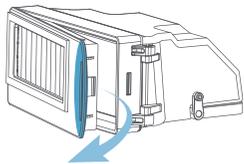
3. Align the dust bin to the groove, press the handle downward to tuck the dust bin in.



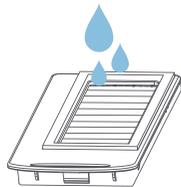
Filter

It is recommended to clean the filter every two weeks and replace it every three to six months

1. Release the filter replacement buckle and take out the filter box.



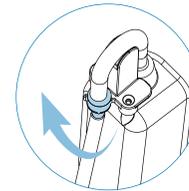
2. Wash the filter and dry it. (Do not use a hook cutter, brush or other tools to clean the filter. It takes 24 hours to naturally dry a water-washed filter. It is recommended to use two filters in turn)



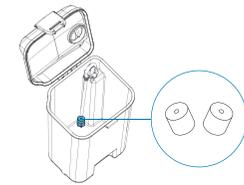
Clean water tank

It is recommended to clean the tank once every three months

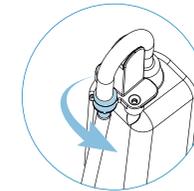
1. Following the instructions in the figure and release the water pipe buckle.



2. Remove the pipe and take out the filter sponge for cleaning or replacement.



3. Put the filter sponge back in place, and buckle the water pipe.



Wastewater tank

It is recommended to clean the tank after every mopping operation

1. Take out the wastewater tank and empty it.



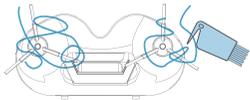
2. Rinse the wastewater tank and put it back in place. (The floating ball in the wastewater tank is a moving part and must be cleaned softly so as not to affect its performance.)



Vacuuming module

It is recommended to clean it every two weeks and replace its side brushes every three months

1. Use the hook cutter included to remove hair tangled on the side brushes.



2. Remove other debris attached to the vacuuming module.

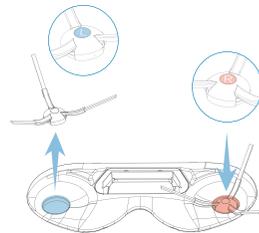
Note: The vacuuming module can be washed directly with water and dried before it is used again.



3. Replace damaged side brushes with new ones if any.

Replacement steps:

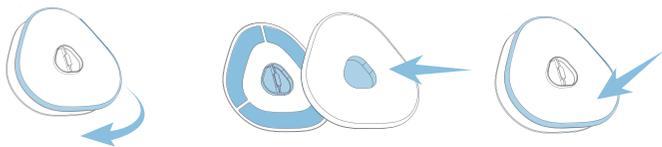
1. Place the vacuuming module as shown in the figure above.
2. Hold the brush head and pull it up.
3. Install the side brush with an L mark on the left side of the vacuuming module, and the one with an R mark on the right side of the vacuuming module. (You must pay attention to the left and right directions of the sidebrush during installation. Incorrect installation may lead to brush deformation). ⚠



Mopping module

It is recommended to replace the mop every one to three months

1. Remove the old mop.
2. Attach a new mop to the mopping module along with its profile.
3. Press the mop with hand to attach it firmly.



Cleaning board and bottom slot

It is recommended to clean them once every two weeks

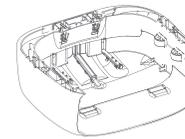
1. Lift the handle of the cleaning board, and take them out.



2. Rinse the cleaning board.



3. Remove stains in the bottom slot of the base station.



4. Put the cleaning board back in place

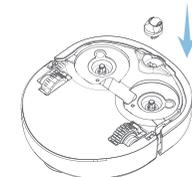
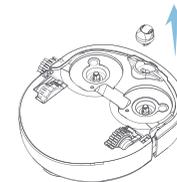


Caster wheel

It is recommended to clean it monthly

1. Pull out the caster wheel and remove the debris on the caster wheel and its spindle. (There is a metal sheet inside the caster wheel, please do remember to put it back)

2. Re-install the caster wheel and press to fasten it.



Faults and Troubleshooting

FAQs

Symptom	Possible Cause	Solution
APP installation and usage		
Failing to install the APP on the phone	Low OS version of the phone	Upgrade the phone OS
Unable to log in or register with the APP	Not authorized to access network	Allow the APP to access network
APP registration		
Failing to register with the APP	The phone number has already been used for binding through third-party login	Log in to the APP by verifying an SMS on the phone
APP network configuration		
The robot does not enter network configuration mode	<ol style="list-style-type: none"> 1. The buttons are not pressed in the expected sequence 2. The robot is not in stand-by state 3. Internal error of the robot system 	<ol style="list-style-type: none"> 1. Press and hold the two buttons of the robot at the same time 2. Ensure that the robot is in stand-by state 3. Restart the robot
APP cannot connect to the Wi-Fi that the phone is connecting	<ol style="list-style-type: none"> 1. The Narwal APP is not authorized to obtain position information 2. GPS positioning is not enabled on the phone 	<ol style="list-style-type: none"> 1. Grant the Narwal APP with authorization to obtain position information on the phone 2. Enable GPS positioning on the phone

Symptom	Possible Cause	Solution
Cannot find a hotspot name starting with Narwal	<ol style="list-style-type: none"> 1. The robot is not in the network configuration mode 2. The robot quits network configuration after 2 minutes 	<ol style="list-style-type: none"> 1. Press and hold the two buttons of the robot at the same time to start network configuration 2. Perform network configuration and complete it in 2 minutes
After manually searching for a hotspot name starting with Narwal and connecting, the APP prompts connection failure	<ol style="list-style-type: none"> 1. Network configuration is done in the APP without connecting to the hotspot with a name starting with Narwal 2. The phone system has identified that the hotspot with a name starting with Narwal is not connected to the Internet 	<ol style="list-style-type: none"> 1. Please connect the hotspot named Narwal-XX-XX-XX-XX 2. Please connect home Wi-Fi first after manually searching for the device. After the connection is successful, select the hotspot with a name starting with Narwal and return to the APP to continue network configuration
The robot prompts network configuration failure	<ol style="list-style-type: none"> 1. The Wi-Fi password is incorrect 2. The robot is assigned with a 5G Wi-Fi 3. Signal of the Wi-Fi that the robot connects to is weak 	<ol style="list-style-type: none"> 1. Input the Wi-Fi password correctly 2. Connect to a 2.4 GHz network 3. Ensure that the robot is well covered by the router network and the Wi-Fi signal strength is stable

The robot is offline

APP shows the robot is offline	<ol style="list-style-type: none"> 1. The robot is not turned on, so it cannot be connected by the APP 2. The robot is in a network with weak signals or poor stability 	<ol style="list-style-type: none"> 1. Press and hold the power button on the robot to turn it on 2. Going offline does not affect ongoing cleaning. After the network improves, the robot will recover an online state
--------------------------------	---	--

Symptom	Possible Cause	Solution
Failing to turn on or turn off		
The robot cannot be turned on/off by long pressing the Power button	<ol style="list-style-type: none"> 1. The robot is at a low battery level 2. An internal error occurs in the robot system 	<ol style="list-style-type: none"> 1. Place the robot in the base station to charge 2. Restore the robot to factory settings. If the problem persists, contact after-sales customer service
Cannot connect the robot		
The base station displays robot connection failure	<ol style="list-style-type: none"> 1. The robot is not turned on 2. An internal error occurs in the robot system. The indicator blinks white 	<ol style="list-style-type: none"> 1. Press and hold the Power button of the robot to turn it on 2. Restart the robot. If the problem persists, contact after-sales customer service
The robot does not respond to button operations		
The robot does not respond to work instructions sent from the base station	<ol style="list-style-type: none"> 1. An internal error occurs in the robot system. The indicator blinks white 2. The radar of the robot does not rotate properly and gives out red light 	<ol style="list-style-type: none"> 1. Restart the robot. If the problem persists, contact after-sales customer service 2. If the robot radar is not rotating and sends out red light, contact after-sales customer service for help
Abnormal noise		
The robot makes a clicking sound when vacuuming the floor	Side brushes of the vacuuming module are entangled with hair	Please check whether the side brushes of the vacuuming module are entangled with foreign objects and clean the side brushes. If the abnormal noise is still heard after cleaning, please dismantle the side brushes, and remove the hair entangled inside.

FAULT NUMBER INDICATION

The robot is faulty when its loop indicator blinks red and the loop indicator on the screen of the base station breathes red. Check the fault number on the base station screen and troubleshoot the fault against the below table.

Base station

Fault No.	Message	Voice	Solution
2001	Place the robot in the base station	Please place the robot in the base station and restart mapping	<ol style="list-style-type: none"> 1. If the robot is not in the base station, short press the left button on the base station to recall the robot 2. If the robot is already in the base station, please check whether the base station is normally powered on and the robot is being charged
2002	Mapping error	Mapping error. Please remove the items that obstruct the robot and move the robot to its original location to work	<ol style="list-style-type: none"> 1. Remove obstructions around the robot 2. If the robot prompts this error in an open location, please check whether there are foreign objects trapped in the robot
2003	Mapping failure, please recreate the map	Mapping failure. Please place the robot in the base station and restart mapping	Place the robot in the base station and short press the right button on the base station to restart mapping
2004	The robot is trapped	Please remove the items that obstruct the robot and move the robot to a new location to work	<ol style="list-style-type: none"> 1. Remove obstructions around the robot 2. If the robot prompts this error in an open location, please check whether there are foreign objects trapped in the robot

Fault No.	Message	Voice	Solution
2005	System error, please restart	System error. Please open the upper cover and press the power button to restart the robot	<ol style="list-style-type: none"> 1. Check whether the base station is properly powered up 2. Restart the robot. If the fault persists, contact after-sales customer service for help
2006	No map available	No map available. Please press and hold the left button on the base station to create a map	For details, refer to P30
2007	Cannot locate base station	Cannot locate the base station. Please place the robot back in the base station. If the base station has been relocated, the map needs to be recreated	<ol style="list-style-type: none"> 1. If the base station has been relocated, the map needs to be recreated 2. If the robot is blocked on the way back to the base station, please remove obstructions and bring the robot back into the base station 3. For any persistent faults, please contact after-sales customer service for help
2008	Failed to exit the base station	Failed to exit the base station, please clear the way near the base station	The way in front of the base station has been blocked. Please remove the obstacle and press the Start button to resume operation
2009	Robot in the off-limit area	The robot is in the off-limit area. Please move the robot out of the off-limit area	If the robot is inside an off-limit area or touches an off-limit area, move the robot outside the off-limit area and press the Start button to resume operation

Fault No.	Message	Voice	Solution
2011	In a mapping task and cannot be recalled	\	Press and hold the right button on the base station to forcibly end the current task and recall the robot
2012	In a cleaning task and cannot create a map	\	Press and hold the right button on the base station to forcibly end the current task, and place the robot back in the base station to start mapping
2013	Do not repeat the operation while mapping	\	Press and hold the right button on the base station to forcibly end the current task, and place the robot back in the base station to start mapping
2014	Abnormal mop moisture level	The mop moisture level is abnormal. Please wait for mopping to continue after the mop is cleaned again	The mop moisture level is not in line with the system requirement, and the robot will have the mop cleaned again. Please wait
2015	Partitioning in progress, do not operate the robot	Intelligent room partitioning in progress, please wait	Do not operate until room planning is completed by the robot
2016	Mapping in progress, cannot be operated	Mapping in progress, cannot be operated. Please short press the right button on the base station to continue mapping	Place the robot back in the base station and short press the right button on the base station to continue mapping
3001	Side brush error	The side brush has encountered an error. Please clean the side brush or replace it	1. If the side brush is entangled by hair or wire, disassemble the side brush and clean it 2. Replace the side brush if it is damaged

Fault No.	Message	Voice	Solution
3002	Install the dust bin	Please install the dust bin correctly	The dust bin is not installed in place or is taken out. Please check whether the dust bin is inside the robot, and install it correctly
3003	Check the dust bin	Please clean the dust bin, the filter or the vent	1. Empty the dust bin, or clean the filter or vent 2. The dust bin filter is not dried after being cleaned. Please dry the filter before assembling it into the robot to work.
3004	Install the vacuuming module	Please install the vacuuming module correctly before creating a map	To create a map, the vacuuming module must be in position. Check whether the module has been installed properly
3005	Install the vacuuming /mopping module	Please install the modules correctly before starting working	Check whether the vacuuming /mopping module has been properly installed before working
3006	Low battery, please wait	Low battery, please wait until the robot is charged to continue operation	The robot will return to the base station to charge when the battery level drops below 20%. The cleaning task will be resumed when the robot is fully charged
3007	Low battery, cannot work	Please wait until the robot is charged to start operation	The robot cannot start operating if the battery level is below 40%. Please wait until the robot is fully charged to start
3008	Robot is by a cliff	Cliff detected, please move the robot to a new location to work	If the cliff sensor is triggered by mistake, please clean the cliff sensor at the bottom of the robot and move the robot to an open area to work

Fault No.	Message	Voice	Solution
3009	Check LIDAR	Check LIDAR	LIDAR is blocked or jammed. Please remove the obstruction or move the robot to a new location to work
3010	Check the collision bumper	Check the collision bumper	Please check whether there are foreign objects stuck in the top and bottom of the collision bumper in the front of the robot. If any, remove them
3011	Check the cliff sensor	The cliff sensor is abnormal. Please remove stains from the sensor surface	Clean the cliff sensor and place the robot on a flat area to work
3012	Abnormal magnetic field	Abnormal magnetic field, please check the nearby environment	Move the robot to an open area away from the base station or the magnetic strip to work
3013	Check the battery	Abnormal battery, please check the battery	The battery temperature is too high or too low. Please wait for the battery temperature to go back to normal before starting the robot
3014	Check the wall sensor	The wall sensor is abnormal. Please remove stains from the sensor surface	Clean the wall sensor and place the robot on a flat area to work
3015	Dust suction fan error	The dust suction fan is abnormal. Please empty the dust bin and ensure proper installation of the dust bin in the robot. Press the Power button to restart the robot	1. Empty the dust bin, or clean the filter or vent 2. The dust bin filter is not dried after being cleaned. Please dry the filter before assembling it into the robot to work.
3016	Check the drive wheels	The wheels are abnormal. Please check the driving wheels	Check whether there are foreign objects stuck in the wheels. Remove the foreign objects and move the robot to a new location and restart it

Fault No.	Message	Voice	Solution
3017	The base station overflows, please check	The base station overflows. Please check the base station according to the instruction manual	1. Check whether the cleaning board, the base station bottom slot, or the overflow sensor are heavily contaminated. If yes, clean them 2. Check whether the sealing strip of the wastewater tank or the silicone sealing rings at the base station air intake, the wastewater inlet, and the clean water outlet have fallen off. If yes, please press them back in position.
3018	Check the clean water tank	Check the clean water tank	The clean water tank is empty. Please fill it up and install it in the base station properly
3019	Check the wastewater tank	Check the wastewater tank	The wastewater tank is full. Please empty it and install it in the base station properly
3020	Check the cleaning board	Please check whether the cleaning board are correctly installed	Please verify that the cleaning board have been properly installed in the base station
3021	Robot skids	The robot skids, please check	1. If the wheels of the robot are contaminated, wipe them with a wet cloth and leave them to dry 2. If there are stains on the base station slope, wipe the slope with a wet cloth, and leave the slope to dry
3022	Base station error	The base station has encountered an error. Please clean the electrodes of the base station	The base station charging base is wet or moldy. Please clean the charging electrodes

1. For faults that cannot be resolved by following instructions in the preceding table, contact Narwal Intelligence customer service for more help.
2. This type of robot works only with the accompanied base station. Do not use other Narwal robots, or third-party robots or base stations.
3. Please follow this manual to use this product. Any loss caused by improper use shall be undertaken by the user.

Other Problems

Q: After network has been configured for my robot, can I control it with several phones?	A: Yes. The robot can be shared. After successful network configuration, the main user can click on Family Member Settings on the setting page of the Narwal APP, and send an invitation to the user account to be shared, hence allowing the robot to be controlled by several phones.
Q: If there are stairs in my home, what precautions should I take for the robot to work properly?	A: The floor sensor of the robot can automatically identify a level difference of more than 10 cm. If the level difference in the scene is smaller than that, the robot will move to a lower location and cannot go back if the stair is higher than 1.5 cm. To prevent the robot from falling, you may attach a magnetic strip along the edge of the place with a level difference, or set this area as an off-limit area on the APP.
Q: If there is more than one floor in my home, can I bring the robot to other floors for cleaning?	A: Currently, only one map can be saved in the robot memory. If you want the robot to clean other floors, please relocate the base station first and recreate a map to start cleaning.
Q: After the robot is turned on and exits the base station, why does it make a full rotation in place before starting to clean?	A: The robot needs to perform a self-check by making a full rotation in place. Self-check is the preparation made for robot operation. In case of any exceptional situation, an error will be prompted.
Q: During map creation, why does the robot not get in certain rooms?	A: While the robot is mapping, for a better mapping effect, open the rooms to be cleaned and do not walk around or follow the robot.

Q: After the robot creates a map, why is the map not saved?	A: The map will not be saved until the robot autonomously completes a mapping scan and returns to the base station, with a voice prompt reminding that mapping has been completed. Before the robot completes the above actions, do not manually move the robot back in the base station or forcibly end the mapping task.
Q: If a room is closed and not covered in the mapping scan, will it be cleaned by the robot if the door is open during a later cleaning operation?	A: For areas not covered in the mapping scan, the robot will provide limited cleaning and cannot clean them completely. If mapping is incomplete, it is recommended to recreate the map so that the robot can develop an optimal cleaning schedule.
Q: Do I need to recreate the map if the furniture has been moved?	A: In case of a major change in the furniture layout at home, it is recommended to recreate the map. If only a single piece of furniture has been moved, there is no need to recreate the map, because the robot can update the map in real time while cleaning.
Q: If there are stairs in my home, and the robot does not get in certain rooms during mapping, can I bring the robot into the rooms for cleaning?	A: The robot needs to position itself in the map saved while it works. In an area that is not included in the map, the robot cannot position itself, hence cannot execute the cleaning task.
Q: Can the dust bin filter be washed with water? Can it be used immediately after being washed?	A: The dust bin filter can be washed with water, but it has to be completely dried before being put back into the dust bin again. Therefore, it is recommended that you dry the washed filter for at least 24 hours so that the robot can work properly.
Q: Why is there still dust on the floor that has been cleaned by the robot?	A: It is recommended that you clean the dust bin on a regular basis to prevent the dust from spilling during the cleaning process.
Q: When the robot is mopping the floor, do I need to take away the carpet?	A: If you don't want the robot to enter the carpet area during cleaning process, you may set the carpet as an off-limit area on the APP, or attach a magnetic strip along the edges of the carpet to keep the robot away from it.

Q: After the robot finishes mopping and the air-drying tasks, the mop is still wet. Is it because the base station does not execute air-drying?

A: After mopping is completed, the robot will return to the base station to get the mop cleaned. The base station will start a fan to dry the mop for 6 hours. Please do not take the robot out of the base station or dismantle the mopping module during this period, otherwise, air drying will be discontinued. The air-drying result will be affected by the ambient humidity. If you are in a relatively humid region or season, the mop air-drying result may not be very good.

Q: I have changed the mop moisture level from regular to low on the APP. Why does water consumption in the clean water tank remain the same?

A: Mop moisture level is dependent on for how long and at what rotation speed the mop is dried after being cleaned. To ensure that mop is always effectively cleaned, the same amount of water is used to clean the mop.

Q: How come the robot ends a cleaning task by itself before the task is completed?

A: During the cleaning process, if the robot is paused for 2 hours with no further operation, or there is no operation in 2 hours after an error prompt, the robot system will forcibly end the current task.

Q: The robot in the base station starts to get its mop cleaned all of a sudden when there is no human intervention. Why?

A: During a mopping cycle, if the mopping task is ended unnaturally, such as forced ending by user, or forced ending by the robot system after being paused for 2 hours, the robot will automatically get the mop cleaned once to ensure the cleanliness of the mop and air dry the mop afterwards.

Q: Do I need to shut down the robot and the base station after cleaning is finished? How do I shut down the base station?

A: After the robot completes a cleaning task, it will automatically return to the base station to get charged. After a while, the robot goes into low power mode and the base station automatically turns off its screen. The base station shuts down only when it is disconnected from power supply. To shut down the base station, please unplug its power cord. While the base station is powered off, the robot cannot be charged. If the robot is not charged for a prolonged period of time, its battery runs out and the robot shuts down. Prior to using the robot again, please connect the base station to power supply and get the robot charged.

Q: The base station screen has been turned off, can the robot be charged in the base station?

A: After the robot goes into low power mode, the base station screen will turn off. As long as the base station is powered up, the robot will be charged in either on or off status.

Q: Why does the robot automatically shut down?

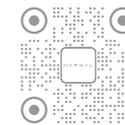
A: The robot automatically shuts down when the battery level drops to 0. If there is no operation for more than 10 hours on a robot on standby, and the robot is not being charged in the base station, it will also automatically shut down.

PRODUCT SPECIFICATIONS

Product Specifications

Robot (Model: YJCC007)	Base station (Model: YJCB007)
Dimensions: 12.36" x 13.58" x 4.21"	Dimensions: 15.79" x 14.09" x 17.2"
Color: White	Color: White
Weight: 3.8kg / 8.3 lb	Weight: 7.3kg / 16.1 lb
Battery: $\geq 5000\text{mAh}$	Rated input: 100-240V~
Rated voltage: 14.4V =	Rated output: 20V = 3.0A
Rated power: 45W	Rated frequency: 50 / 60Hz
	Rated power: 85W

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



WWW.NARWAL.COM

Manufacturer : Yunjing Intelligence Technology (Dongguan) Co.,Ltd.

Zip code: 523808

Address: Building 7, No.4 Xingye Rd.

SongshanLake Park, Dongguan