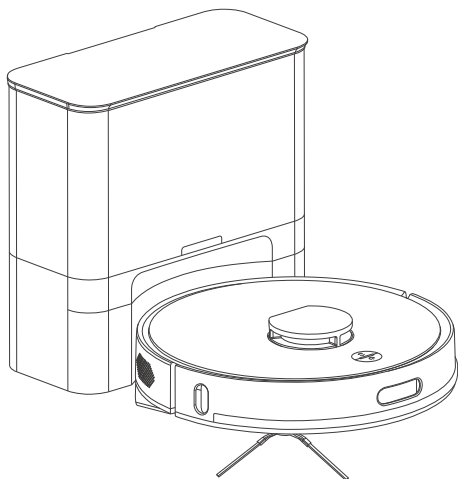


ILIFE-T20s Ultra

Self-Empty Robotic Vacuum Cleaner

User Manual



English

Français

Español

Polski

Русский

For more detailed information,
please visit: www.iliferobot.com

ILIFE

Dear Customer,

Thank you for purchasing the ILIFE T20s Ultra Robotic Vacuum Cleaner! You've joined the millions of people cleaning with robots - the smartest way to do it.

Please take a few moments to read through this manual and familiarize yourself with your robot to achieve the best performance. If you encounter any issues with your robot, feel free to contact our customer service or visit our website at www.iliferobot.com for further assistance. Stay connected with us on "X" to enjoy these exclusive benefits:

- Get tailored support for your specific robot, including answers to your questions, maintenance tips, video demonstrations, live chat, and more.
- Receive product updates and other valuable information, be among the first to discover new robots, exclusive discounts, and special promotions.

Connect with us now on
X: https://x.com/ilife_Global

Enjoy comprehensive cleaning every day! Best regards,
ILIFE Innovation

ILIFE Customer Service



warranty_repair_EU@iliferobot.com (Europe)
support@lifecare.in (India)

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1.1 Safety Information

Important Safety Instructions

- 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.
- Remove hazards such as power cords, small items, or loose objects from the floor before cleaning.
- Fold carpet tassels under the rug and lift hanging curtains or tablecloths off the floor.
- For staircases or elevated areas, test whether the robot detects edges. Use barriers if necessary.
- Use only manufacturer-recommended accessories and original rechargeable battery and charging dock.
- Ensure the voltage matches the specifications on the charging dock.
- This device is for indoor home use only. Do not use outdoors or in commercial environments. 🏠
- Do not use water to rinse the device or wipe it with a wet cloth.
- Do not operate the robot on wet or flooded surfaces.
- Do not use near open flames or fragile items.
- Keep hair, fingers, and loose clothing away from moving parts and openings.
- Do not vacuum hard, sharp, flammable, or burning objects.
- Do not use a damaged charging dock or power cord.
- Keep the power cord away from heat sources and do not allow the robot to run over it.
- If the power cord is damaged, have it replaced by a qualified technician.
- Ensure the dustbin and filter are installed correctly before use.
- Do not operate in a room where an infant is sleeping.
- Stop using the device if it has been dropped, damaged, exposed to water, or used outdoors. Contact customer service.
- Not suitable for high-pile carpets or certain dark-colored carpets.

Danger – Critical Safety Warnings

- Disconnect the product from power if not used for a long period.
- Remove the battery before cleaning or performing maintenance.
- Always unplug the charging adapter before maintenance.
- Warning: Non-rechargeable batteries must not be recharged.
- Only qualified personnel may replace the battery.
- Use only the provided auto-empty station (Model: P500) for recharging.
- Do not power the device via external switches or circuits controlled by utility services.
- If the power cord is damaged, it must be replaced by the manufacturer or authorized agent.
- Maintain at least 20 cm distance between the antenna and your body during operation.
- Frequency bands: Bluetooth 2402–2480 MHz; Wi-Fi 2412–2472 MHz.
- Maximum RF transmission power:
Bluetooth <10 dBm (EIRP), Wi-Fi <20 dBm (EIRP).
- Before discarding the product, power it off and remove the battery.
- Dispose of batteries according to local regulations.
- Do not incinerate the product or battery even if damaged.
- Use the product only as described in this manual. ILIFE is not responsible for loss or injury from misuse.

CLASS 1 CONSUMER LASER PRODUCT

Laser model: PXA2
 Invisible laser radiation
 Laser energy --
 Exposure near aperture may cause burns
 Wavelength: 905nm
 Output power: 1mW
 Frequency: Steady on
 Laser of vacuum cleaner complies
 with the standard for Class 1 laser
 products of EN 50689:2021 &
 EN 60825-1:2014+A11:2021

CLASS 1 CONSUMER LASER PRODUCT

Laser model: D3A3
 Invisible laser radiation
 Laser energy --
 Exposure near aperture may cause burns
 Wavelength: 940nm
 Output power: 6mW
 Frequency: Steady on
 Laser of vacuum cleaner complies
 with the standard for Class 1 laser
 products of EN 50689:2021 &
 EN 60825-1:2014+A11:2021

Network Interface

Bluetooth (Bluetooth LE) Interface: The device will enable Bluetooth by default before network distribution. Its primary function is for near-field device discovery and initial connection. When you are ready to connect the device to a network, your mobile phone and other smart devices can quickly find the device via Bluetooth and establish an initial communication link, preparing it for the subsequent Wi-Fi networking process.

Wi-Fi Interface: Before network distribution, the device's Wi-Fi interface is in an unconnected, configurable listening mode. It continuously listens for surrounding Wi-Fi signals and waits for commands sent by the user through the mobile application. Once it receives the correct connection command to a specified Wi-Fi network, the device supports the 2.4GHz Wi-Fi band, which is suitable for stable connections with other smart devices in your home.

P2P Interface: When the robot vacuum is powered on, it automatically broadcasts its location to the local network. After the mobile app obtains the device's address through the router, it establishes a direct communication channel with the robot vacuum. Identity verification is done using a key, enabling remote real-time control and point-to-point transmission of cleaning data.

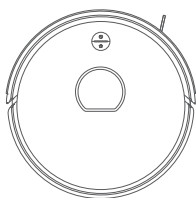
Service

Device Broadcast Service: The device continuously broadcasts its own information via Bluetooth, including the device name, type, and unique identifier. This broadcast information is received by nearby smart devices with Bluetooth capabilities, allowing users to quickly identify and select the network device they want to connect to on the mobile application interface.

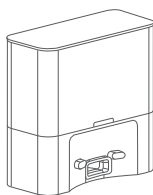
Network Service: Whether establishing the initial connection with the mobile app via Bluetooth or the subsequent network configuration via Wi-Fi, the device provides the corresponding network services. The router's Wi-Fi network name and password are transferred from the app to the device via Bluetooth. During the Wi-Fi distribution process, the device will attempt to connect to the specified Wi-Fi network based on the received distribution information and will provide feedback on the distribution progress and results to the mobile app.

P2P Service: The primary purpose of the P2P service for the home robot vacuum is to allow it to connect to the home Wi-Fi and mobile app as soon as it is powered on. This enables automatic network configuration and remote control, allowing you to use the app to give real-time commands to the robot vacuum, such as starting/stopping or selecting specific areas to clean. It also facilitates data synchronization, such as syncing cleaning maps and progress to the mobile app, so you can always have a clear, real-time understanding of the device's status.

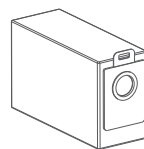
2.1 What's in the Box



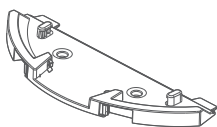
Robot Vacuum



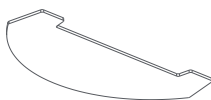
Self-empty Station



Dust Bag × 5



Mopping Support



Mop Cloth × 2



Remote Control



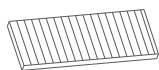
Cleaning Brush



Extra Side Brush



User Manual



High Performance Filter



AAA Battery ×2

Note:

Product illustrations in this manual are for reference only. Due to updates and improvements, actual products may differ slightly from illustrations.

2.2 Technical Specifications

Robot

Specification	Details
Model	T20s Ultra
Dimensions	335 × 335 × 95 mm
Battery Type	Li-ion
Charging Time	< 360 minutes
Dustbin Capacity	0.3 L
Water Tank Capacity	0.2 L
Net Weight	3.4 kg

Self-Empty Station

Specification	Details
Dimensions	323 x 153 x 321 mm
Rated Input	220V–240V ~ 50/60 Hz
Rated Output	19V $\overline{\text{—}}$ 1A
Dust Bag Capacity	3.5 L
Net Weight	3.7 kg

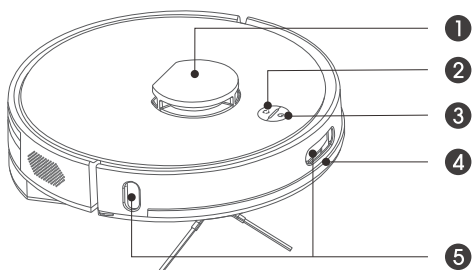
Note:

Specifications are subject to change without notice as we continuously improve our products.

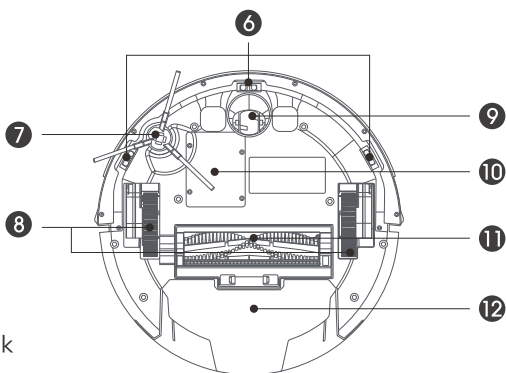
2.3 Product Overview

Robot Components

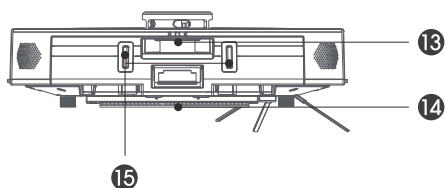
- 1 LiDAR Sensor
- 2 Recharge Button
- 3 Power/Clean/Pause Button
- 4 Bumper
- 5 Infrared Receiver Sensor



- 6 Cliff Sensors
- 7 Side Brush
- 8 Side Wheels
- 9 Nose Wheel
- 10 Battery Compartment
- 11 2-in-1 Roller Brush
- 12 2-in-1 Dustbin & Water Tank

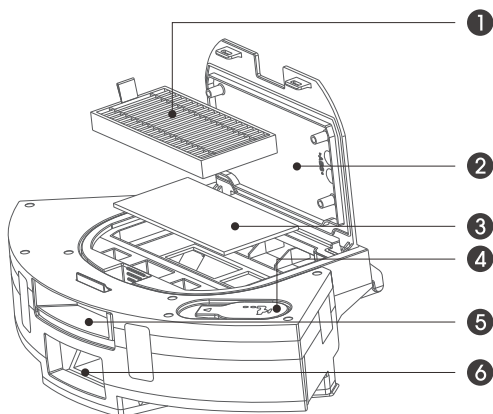


- 13 Dustbin Release Button
- 14 Cleaning Scraper
- 15 Charging Pins



Water Tank Assembly

- ① High Performance Filter
- ② High-efficiency Filter Cover
- ③ Sponge Filter
- ④ Water Inlet Plug
- ⑤ Dustbin Button
- ⑥ Dust Outlet

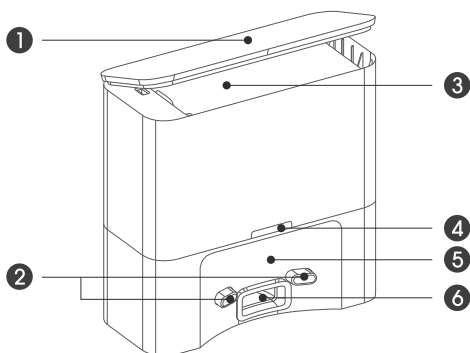


*Note:

When filled with water, the robot's ability to climb over obstacles may be slightly reduced.

Self-Empty Station Components

- ① Top Cover
- ② Charging Pins
- ③ Dust Bag
- ④ Status Indicator Light
- ⑤ Lens Sensor
- ⑥ Dust Inlet



2.4 Buttons and Indicator Lights Instruction

Robot

• Robot Button Instruction

Button	Operation	Function
 Power	Press and hold 3 seconds	Power on
	Short press	Start/Pause cleaning
	Press and hold 3 seconds	Power off
	Press and hold 25 seconds	System reset
 Recharge	Short press	Return to charging dock

• Robot Indicator Lights Instruction

Light Color	Status	Description
Green	Solid	Cleaning
	Blinking	Recharging
	The green light is on until it extinguishes	Fully charged
Orange	Blinking	Low battery
Red	Flashing	Alarming
Off	No light	Standby

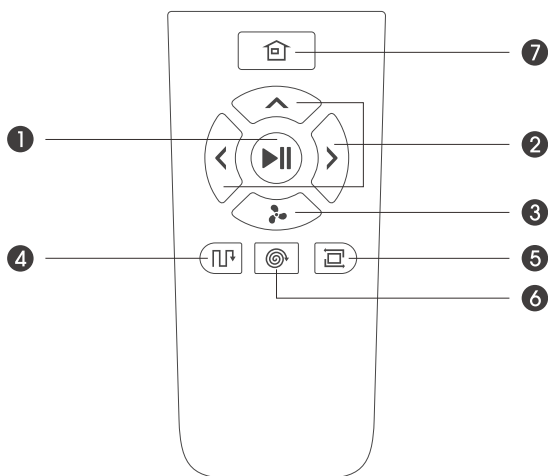
Self-Empty Station

• Self-Empty Station Indicator Lights Instruction

Light Color	Status	Description
Green	Solid	Robot fully charged
	Blinking slowly	The station is powered on
Orange	Blinking	Dust collection in progress
	Blinking slowly	Robot charging
Red	Flashing	No dust bag
Off	No light	Standby/sleep mode

2.5 Remote Control Guide

Before using the remote, insert two AAA/R03 batteries.
Remove the batteries if not used for a long time.



• Remote Control Buttons

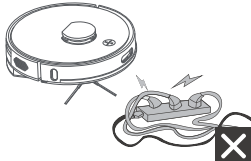
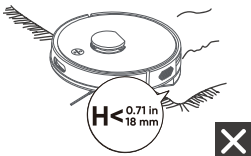
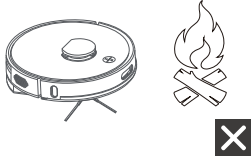
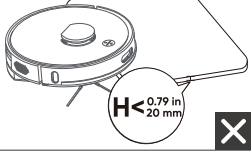
Button	Function
1 Power	Wake the robot from sleep / Start or pause cleaning
2 Direction	In standby mode: Forward, Left, Right (Not functional during running)
3 Suction	Switch Suction Level by Each Press: Standard → Strong → Max → Silent → Standard
4 Path Mode	Starts standard zigzag cleaning across the entire area
5 Edge Mode	Cleans along walls and furniture edges
6 Spot Mode	Deeply cleans a 1.5m × 1.5m area in a spiral pattern
7 Home	Send the robot back to the charging dock manually

3.1 Important Pre-Cleaning Notes

Daily Use Encouraged

Frequent use helps the robot learn your home layout for more efficient path planning and reduced missed spots.

Follow these guidelines before each use to protect your home and maximize the robot's cleaning efficiency:

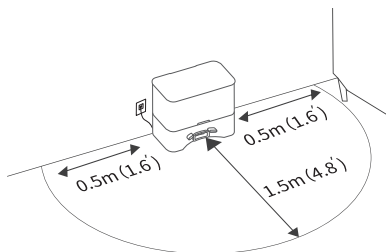
	A. Remove loose items from the floor Clear cables, clothing, or small objects that could get tangled in the wheels or brushes.
	B. Fold the rug's tassel trim underneath Prevent tangling during cleaning. Avoid using on high-pile or thick rugs (>18mm or 0.71").
	C. Block off dangerous zones For areas like fireplaces, vents, or staircases, place physical barriers or set "No-Go Zones" in the app.
	D. Avoid use on floor with excessive water Avoid vacuuming large amounts of water as it will potentially damage the
	E. Obstacle height limit The robot can climb over thresholds up to 20mm (0.79").
	F. Cliff sensor limitations Although the robot includes anti-drop sensors, performance may decrease on dark carpets or reflective surfaces, or in the situation the sensors get stained. Use physical barriers as needed.

3.2 Installing and Using the Self-Empty Station

Installation Steps

• Placement Guidelines

1. Place the station on a hard, flat surface against a wall.
2. Ensure there are no obstacles within 1.5 meters in front and 0.5 meters on both sides.
3. Avoid placing it in areas with strong sunlight or reflective surfaces.
4. Keep it away from places where pets sleep to avoid noise disturbance.

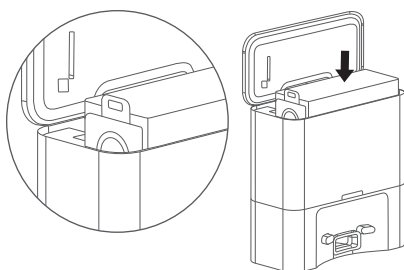


• Power Connection

Plug in the power cable. Once powered, the station's indicator light will turn on.

• Dust Bag Installation

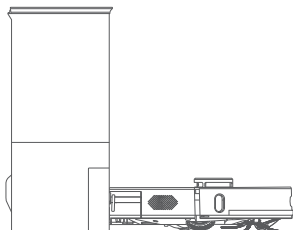
1. Open the top cover of the station.
2. Install the new dust bag into the station and ensure that the dust bag handle is not pulled out.
3. Close the cover.



How Self-Emptying Works

• Self-Emptying Triggered Automatically

Once the robot returns to the station and the charging pins align for 3 seconds, the station automatically starts dust collection. The inside fan motor runs for about 15 seconds, indicated by a blinking orange light, and the station is back to standby mode after finished.



• Set Self-Emptying Frequency in App

In the ILIFE Clean App, you can choose the frequency for how often the auto-emptying is triggered.

The default option is “Collect dust after each sweep” that means robot returns and starts self-emptying automatically after each cleaning session. You are free to switch to other option like Collect dust after two sweeps or three sweeps.

Note:

If the robot returns but fails to start self-emptying automatically, it might be the last cleaning task is less than 5 minutes.

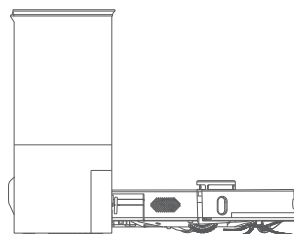
3.3 Charging the Robot

Charging Steps

• Proper Placement

Align the robot with the charging pins on the station.

When connected properly, the robot's orange charging light will blink slowly, indicating it is charging.



• Charging Completes

When all indicator lights turn off, the battery is fully charged.

Tip: Recharge the robot after each use to extend battery life.

Important Notes

• In Daily Use

1. Make sure the charging pins on the robot and station remain clean to avoid poor contact.
2. Store the robot on the station with the station powered on.

• When Not in Use

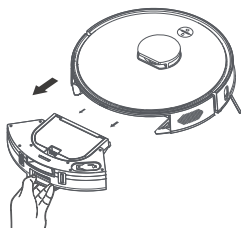
For long-term storage, fully charge the robot, turn it off (press and hold power for 3 seconds), and store it in a dry, ventilated place.

3.4 Installing and Using the Water Tank & Mop

Installation Steps

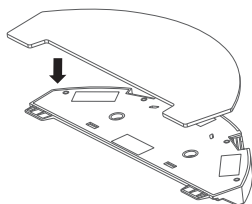
• Remove the Water Tank

Press the water tank's release button and pull the tank backward to remove it.



• Attach the Mop Cloth

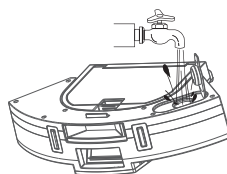
Smooth the mop cloth onto the bracket and use velcro to secure it.



• Fill the Water Tank

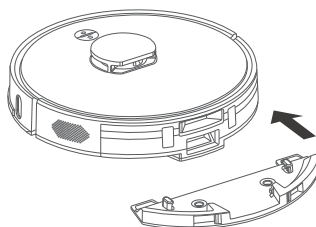
Open the rubber plug on the tank and fill with clean water.

Tip: Use purified water to reduce limescale buildup. Reseal the plug tightly to prevent leakage.



• Start Mopping

Align the bracket with the bottom of the tank and slide it in until it clicks into place. The robot will automatically detect the mop and switch to mop mode.



Important Notes

• Where Not to Use Mopping Mode

- ❌ Do not use the mop on carpets. For best practice, zone out the carpet on app while mopping.
- ❌ Do not use hot water or cleaning agents (it may damage or clog the tank).

• Maintenance Tips:

Monitor water levels during mopping; refill when low.

After mopping, remove the mop and wash/dry it to avoid mildew or odors.

4.1 Download the App

To access all features, it's recommended to control the robot through the ILIFE Clean App.

Network Compatibility

Supports 2.4GHz or dual-band 2.4GHz/5GHz networks.

Does not support 5GHz-only networks.

Step-by-Step Setup

1 Download the App

Scan the QR code or search for "ILIFE Clean" in your app store.



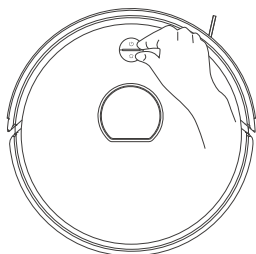
2 Register/Login

Open the app and sign up or log in with your credentials.



3 Enable Pairing Mode

First start the robot vacuum cleaner, press and hold the  and  keys on the main unit at the same time for 3 seconds, and when you hear the voice prompt of "Start pairing the WIFI", it means that the robot has entered the networking mode.



4 Add Device

Tap "Add Device" or the "+" icon in the top right corner to begin connecting.



4.2 Wi-Fi Pairing Modes

Bluetooth Pairing Mode ⇌

Enable Bluetooth on Your Phone

• Pairing Steps

1. Go to your phone's settings, turn on Bluetooth and enable Bluetooth permission for ILIFE Clean app .
2. Return to the ILIFE Clean app — the device will appear automatically and tap "Add" to begin.
3. Select your 2.4GHz Wi-Fi network and enter the password to go next.
4. The device starts downloading
5. Device is added successfully and done.



AP (Access Point) Pairing Mode ⇌

1. In the app, choose your specific robot model.
2. Choose your 2.4GHz Wi-Fi network and enter the password.
3. Go to your phone's Wi-Fi settings and connect to a network that starts with "SmartLife". Return to the app once connected.
4. Wait for the app to complete the device connection process.



4.3 Map Management

How to Access

Open the ILIFE Clean app → Tap "Settings" → Select "Manage Map"

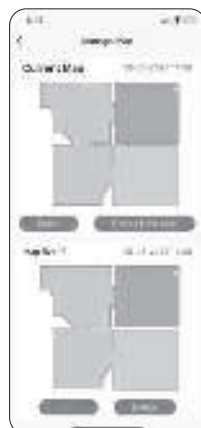
Available Functions

Create/Switch Maps:

Perfect for multi-floor homes (up to 5 maps supported).

Reset/Delete Maps:

Delete or reset a saved map.



4.4 Setting No-Go and No-Mop Zones

Tip: It's recommended to complete a full-home mapping before setting restricted zones.

Zone Types

No-Go Zone: Robot avoids both vacuuming and mopping in this area.

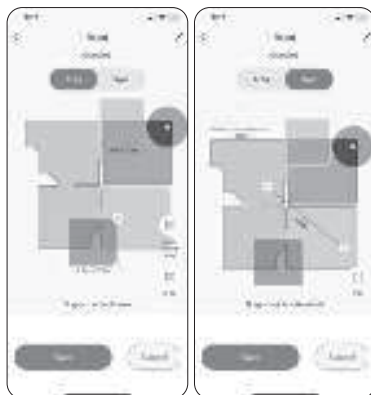
No-Mop Zone: Robot vacuums but does not mop in this area.

Virtual Wall: Acts as an invisible barrier the robot won't cross.

How to Set Zones

1. Go to "forbidden edit" in the app. →
2. Tap Set Restricted Areas. →
3. Draw your desired zone and select the type. →
4. Save "Settings".

Note: These features are for convenience and do not replace physical barriers in high-risk areas like staircases.



4.5 Scheduling Cleanings

• Before You Start

Ensure the charging station remains powered on. The robot should have sufficient battery charge.

How to Schedule

1. Open the ILIFE Clean app. →
2. Go to Scheduled Cleaning. →
3. Set the desired time and recurrence (e.g., daily or weekly). →
4. Choose your preferred cleaning mode. →
5. Confirm your settings.



After Scheduling

1. The robot will start cleaning automatically at the scheduled time.
2. After cleaning, it will return to the charging station.

4.6 Selecting Cleaning Modes

Start / Pause Cleaning

In the App: Tap the “Start/Pause” button.

On the Robot: Press the power button once to start or pause cleaning.

Tip:

It's recommended to create a full-house map before using room-by-room or zone cleaning.

Smart Cleaning Mode

1. Tap “Start” in the app.
2. The robot will leave the station and automatically plan a cleaning route.
3. It will return to the station when cleaning is complete.



Room Cleaning Mode

Select specific room in the app for targeted cleaning.

Note:

Please refer to 4.8, you can customize suction power, water volume, and cleaning sequence per room.



Zone Cleaning Mode

1. Draw a rectangular zone on the map in the app.
2. Set the size and number of cleaning passes (e.g., clean 2x).
3. The robot will clean that area and return to the station.



Spot Cleaning Mode

1. For localized messes like pet food or snack spills.
2. Tap the target spot on the map.
3. The robot will deep-clean a 1.5m × 1.5m area in a spiral pattern, then return to base.



Do Not Disturb Mode

- **Ideal for nighttime or rest hours.**

In the app: Go to “Settings” → “Robot Settings” → Do Not Disturb.

- **Once enabled, the robot will:**

1. Pause auto-charge and auto-resume cleaning.
2. Stop self-emptying automatically.
3. Shut down voice prompts.



4.7 Dust Collection Frequency

Adjust in the app via:
“Settings” → “Dust collection” → Frequency
e.g. Collect dust after each sweep;
Collect dust after two sweeps, etc.



4.8 Cleaning Plan Customization

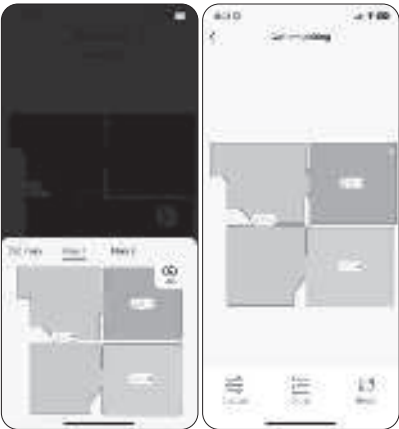
● Suction & Water Level Adjustment

In the app via: “Cleaning Plan” →
Adjust suction power (Silent /
Standard / Strong / Max) and
water flow (Low / Medium / High)



● Per-Room Customization

In the app via: “Cleaning Plan” →
“Plan 1 / Plan 2” Set specific suction,
water flow, number of passes, and
cleaning sequence for each room.



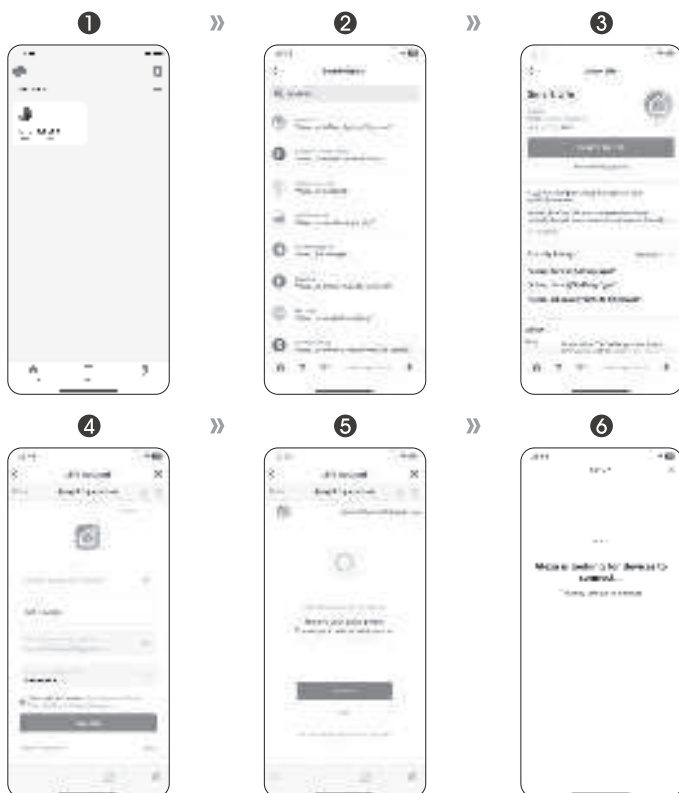
5.1 Voice Assistant Setup (Alexa/Google Assistant)

Before setting up, please make sure:

1. T20s Ultra is fully charged and connected to ILIFE Clean app.
2. You own a supported voice assistant device (e.g., Amazon Echo, Google Nest). **These devices are sold separately.**
3. Alexa or Google Home app is installed on your mobile device.
4. You have an active account for your voice assistant.

● Alexa Setup

1. Connect your robot to the ILIFE Clean app.
2. Open the Alexa app → Tap Skills & Games → Search SmartLife.
3. Tap "Enable to Use".
4. Enter your ILIFE Clean account credentials and authorize access.
5. Tap "Authorize".
6. Alexa will search and link your robot automatically.



6.1 Recommended Maintenance Frequency

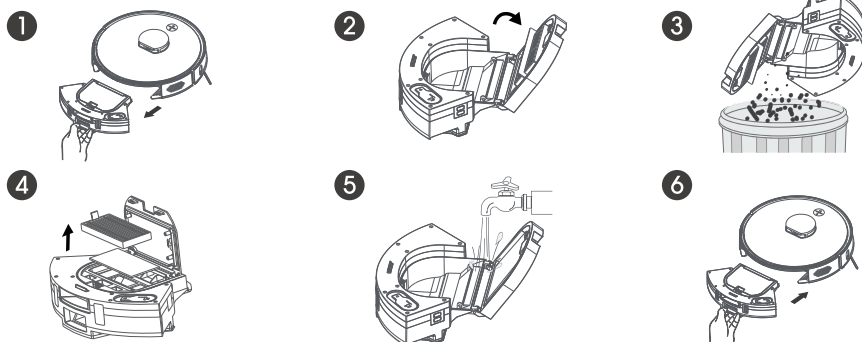
Always turn off the robot and unplug the power adapter before performing maintenance.

Component	Clean Frequency	Replace Frequency
Mop Cloth	As needed	Every 3–6 months
Dustbin	Weekly	N/A
Filter	N/A	Every 1–1.5 months
Side Brush	Weekly	Every 3–6 months (or if damaged)
Roller Brush	Weekly	Every 6 months
Side Wheels	Monthly	N/A
Cliff Sensors	Monthly	N/A
Charging Contacts	Monthly	N/A
Disposable Dust Bag	N/A	Every 1–1.5 months (or if damaged)

6.2 Cleaning the Dustbin and Filter

1. Press the release button to remove the 2-in-1 dustbin.
2. Open the dustbin lid.
3. Empty the dustbin.
4. Remove the filters and rinse the dustbin with water.
5. Dry thoroughly with a clean cloth.
6. Replace the filter if necessary and reinsert the dustbin.

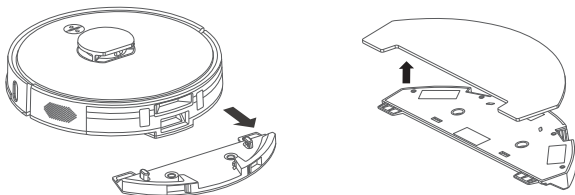
Note: The filter is unwashable.



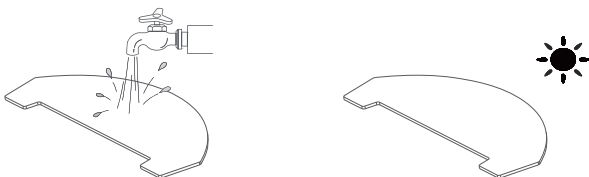
6.3 Cleaning the Water Tank and Mop Cloth

Mop Cloth

1. Remove the mop bracket and peel off the cloth.

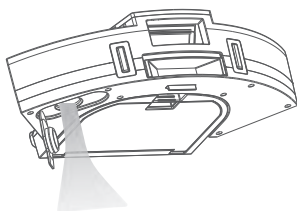


2. Rinse with clean water and let it air-dry completely.

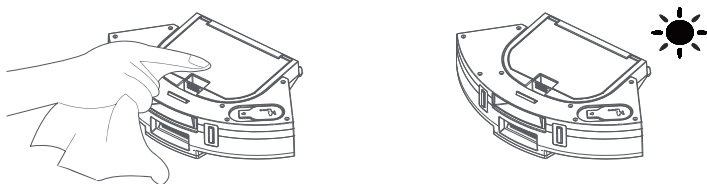


2-in-1 Water Tank

1. Open the rubber plug and drain any leftover water.

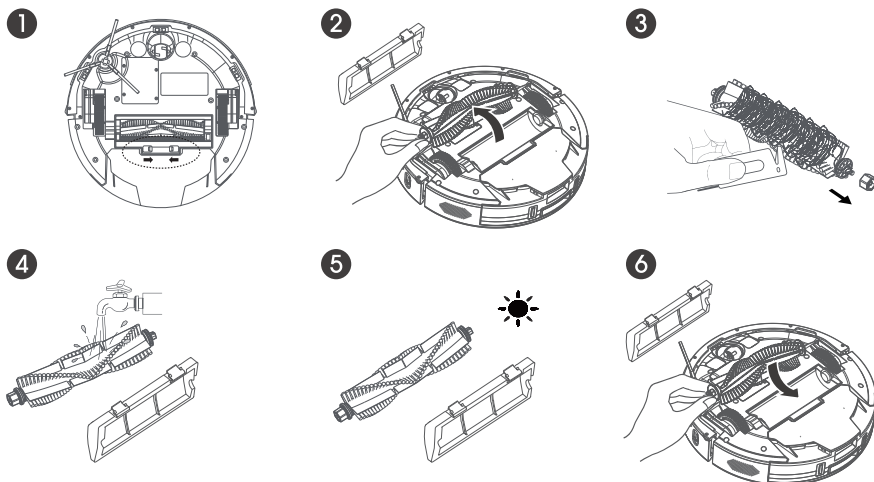


2. Wipe the tank clean and let it dry thoroughly.



6.4 Cleaning the Roller Brush

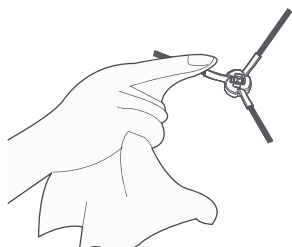
1. Unlock and lift the brush cover.
2. Remove the roller brush by pulling it upward.
3. Use the provided tool to cut away tangled hair or debris.
4. Rinse the roller brush and cover with water.
5. Air-dry those components.
6. Reinstall the roller brush and snap the cover back into place.



6.5 Cleaning the Side Brushes and Side Wheels

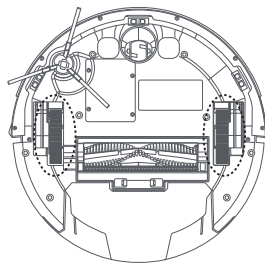
Side Brushes

Unscrew and remove the brushes. Clear hair or debris wrapped around them.



Side Wheels

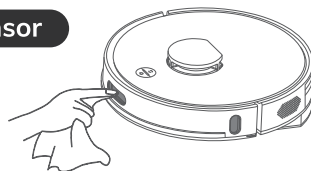
Check and remove any obstructions caught in the wheels.



6.6 Cleaning the Sensors and Charging Pins

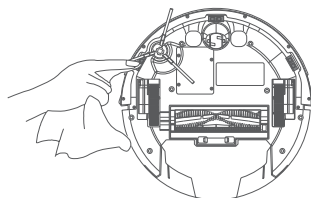
Clean the infrared obstacle avoidance sensor

Wipe both the infrared obstacle avoidance sensor with a dry cloth to maintain charging efficiency.



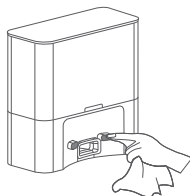
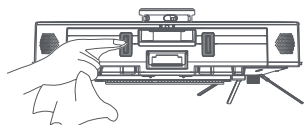
Cliff Sensors

Use a soft brush to gently clean the sensors on the underside of the robot.



Charging Pins

Wipe both the robot's and station's charging pins with a dry cloth to maintain charging efficiency.

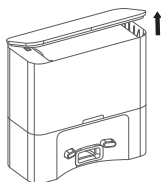


6.7 Replacing the Dust Bag and Cleaning the Station

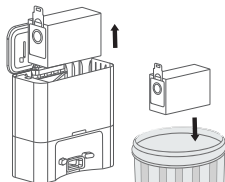
Replace Dust Bag

1. Open the top cover.
2. Remove and dispose of the used dust bag.
3. Install the new dust bag.

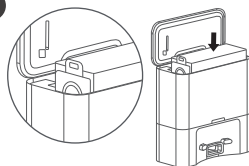
1



2



3



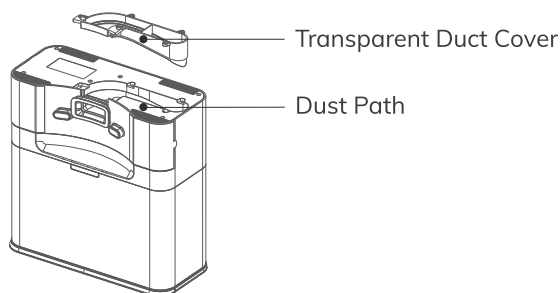
Reminder:

1. Damaged bags can impair performance and damage the station.
Check regularly.
2. Check the metal filter at the inside bottom of the station in case of clogging.

Clear the Dust Path

If the suction is weakened or blocked:

1. Unplug the station.
2. Flip it over and unscrew the transparent duct cover.
3. Remove debris and reinstall the cover.



6.8 Battery Care and Activation

For Long-Term Storage

1. Charge the robot fully.
2. Power it off (hold the power button for 3 seconds).
3. Store in a dry, ventilated place. Recharge every 3 months to avoid battery degradation.

Battery Activation (After Deep Discharge or Long Inactivity)

1. Align the robot on the charging station.
2. Charge it for 3 minutes and then remove it away.
Repeat this process 3 times.
3. Then charge continuously for 5–6 hours until it is fully charged when the indicator turns off.

7.1 Voice Alerts & Error Codes

When a malfunction occurs, the robot's indicator light will flash red and a voice alert will play. Use the table below to identify and resolve the issue.

Voice Alert	Possible Cause	Solution
Side wheel/ Side brush blocked	Hair or debris is caught	Check and clean side wheels/brushes
Please check the cliff sensor/Bumper is stuck	Bumper gets caught or stained/cliff sensors get stained	Clear and clean those components
Robot is stuck	Trapped by cords or obstacles	Remove the obstruction
Gyroscope initialization failed	Gyroscope failed to position due to robot skidding	Remove and relocate the robot

7.2 Water Tank / Mopping Issues

Issue	Possible Cause	Solution
Water tank leaking	Rubber plug not sealed	Reseal the plug
No water output while mopping	The water tank not installed properly or empty	Reinstall or refill the tank
Mop cloth falling off	Velcro not attached well or worn out	Secure the mop cloth or replace it

7.3 Self-Empty Station Issues

Issue	Possible Cause	Solution
Station not working	Dust bag not installed properly or clogging happens	Reinstall or replace dust bag, or refer to 6.7 to clear inside filter and dust path
Indicator light blink orange but the dust is not emptying	Robot not properly docked	Adjust position to align charging pins

7.4 App Issues

Issue	Possible Cause	Solution
Can't connect to the app	• Incorrect router username/ password • Out of Wi-Fi signal coverage • Robot not in pairing mode • Incompatible network type • Wrong app installed	• Re-enter correct Wi-Fi credentials • Move the robot closer to the router • Hold the power button for 6 seconds until "WiFi pairing" prompt is heard • Only supports 2.4GHz or mixed 2.4/5GHz networks, not 5GHz-only • Use the QR code or app store to download ILIFE Clean app
Map not generated	• The robot does not start cleaning from station • Robot was moved during cleaning • Task has not completed	• Start cleaning from charging station • Avoid moving the robot in mid of cleaning • Let robot finish the cleaning session and return to the station automatically.

7.5 Robot Issues

Issue	Possible Cause	Solution
Can't return to the station	• Improper station placement or power loss • The robot does not start cleaning from station • Obstructed return path (e.g., door closed)	• Please refer to 3.2 on how to place the station correctly • Suggest to start from station • Keep the return path clear

Issue	Possible Cause	Solution
Robot returns before finishing	- Battery gets low in large areas - Cleaning coverage may be poor due to complex home layout.	- Enable "Auto Resume" feature in the app - Tidy the environment for better navigation
Can't charge	- Charging pins not aligned or dirty - The station is not powered - Battery over-discharged from long storage	- Adjust position and clean pins - Ensure the station is plugged into a power supply. - Manually charge 3 times for 3 mins each, then full charge for 5–6 hours
Loud noise during operation	Brushes or dustbin clogged; in high suction mode	Clean components or switch to standard mode
Frequently gets stuck	- Tangled in wires/ carpet fringe or get stuck under low furniture - Climbing ability is weakened with mop installed	- Tidy up or use virtual walls in app - Remove the mop bracket, or assist robot over high thresholds if needed
Skipped or repeated cleaning areas	- The floor is too much cluttered - The robot can not navigate correctly due to wheel is skidding in failure to climb the threshold, or on a slippery floor - Top LiDAR does not work due to dust or foreign objects caught on sensor	- Tidy up the cables, shoes - Close doors to problematic rooms to avoid threshold, avoid waxed floors - Clean the LiDAR with soft cloth

***If the issue persists:**

1. Press and hold the power button for 3 seconds to turn off, then press for 3 seconds to restart.
2. If still unresolved, please contact customer support.

