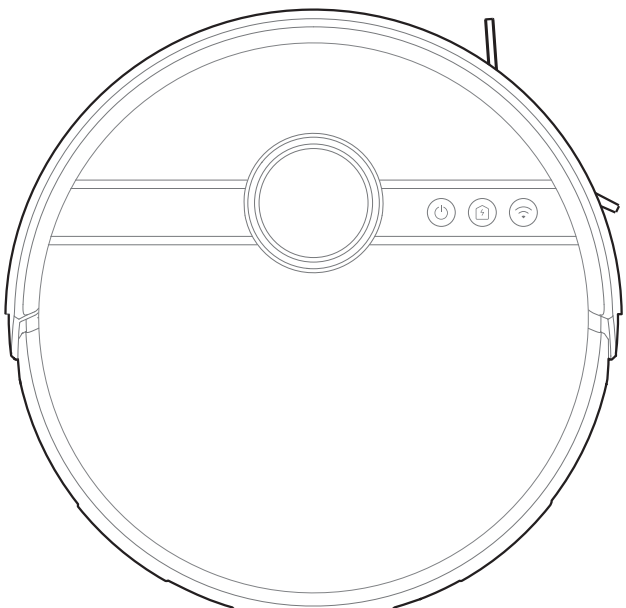
eureka



INSTRUCTION MANUAL

NERN6BK
NERN6WH

ROBOT VACUUM CLEANER

Please read the manual before use.

CONTENTS

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03

SAFETY INSTRUCTIONS

Warning for the machine

- 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.
- Plug must be removed from the socket-outlet before cleaning or maintaining the appliance. Switch off before cleaning or maintaining the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- WARNING: For the purposes of recharging the battery, only use the detachable self empty station provided with this appliance.
  Use only with adapter <BZ015-190060-AG> supply unit.
- This appliance contains batteries that are only replaceable by skilled persons.
- Do not bring the smart robot close to heatsource, radiation or burning cigarette butts. It is strictly forbidden to vacuum the following objects:
  1) All liquids such as water and solvents;
  2) Lime, cement dust and other construction dust and garbage;
  3) Heat generating objects, such as unextinguished carbon butts, cigarette butts;
  4) Sharp fragments, such as glass, etc.;
  5) Flammable and explosive items, such as gasoline and alcohol products.
- Before using, please remove all fragile items from the ground (such as glasses, lamps, etc.), and items that may be tangled with the side brush, Roller brush and drive wheels(such as wires, curtains and other easily-entangled materials).
- Please pay attention to your hair and avoid entanglement on wheels or roller brushes when using, cleaning and maintaining the robot.
- Do not use this product at an altitude of more than 2000m.

SAFETY INSTRUCTIONS

- Correct Disposal of this product.
  This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the
  environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.
  To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



- Warranty Information
  The manufacturer provides a 2-year warranty for the product and a 1-year warranty for the battery, in accordance with the legislation of the customer's own country of residence (Spain: 3 years for the machine and 2 years for the battery), starting from the date on which the appliance is sold to the end user.
  The warranty only covers defects in material or workmanship.
  The repairs under warranty may only be carried out by an authorized service centre. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.
  The warranty will not apply in cases of:
  - Normal wear and tear
  - Incorrect use, e.g. overloading of the appliance, use of non-approved accessories
  - Use of force, damage caused by external influences
  - Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions
  - Partially or completely dismantled appliances
- Wireless network: 2400-2483.5MHz, MAX POWRE: 20dBm,
  BLUETOOTH MAX POWR: 10dBm
  To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during
  device operation. To ensure compliance, operations at closer than this distance
  is not recommended.

05

SAFETY INSTRUCTIONS

Warning for charging station

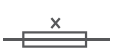
- “IMPORTANT SAFETY INSTRUCTIONS – SAVE THESE INSTRUCTIONS" and "DANGER – TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, CAREFULLY FOLLOW THESE INSTRUCTIONS".
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack 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.
- Plug must be removed from the socket-outlet before cleaning or maintaining the appliance. Switch off before cleaning or maintaining the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Self Empty Station is only applicable to the product NERN6BK/NERN6WH. (Battery pack type: Li-ion, DC 14.4 V, 2600 mAh)
- The Charging Station will automatically start charging after Robot Vacuum Cleaner returned to the Charging Station.
- Warning: The battery charger(Charging Station) is not intended to charge non-rechargeable batteries.
- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

SAFETY INSTRUCTIONS

Warning for battery

- The product must be powered off before removing the battery.
- Please note that do not disassemble the battery by yourself.
- If you need to replace it, please contact the after-sales service center.
- Please dispose of used battery according to local laws and regulations
- Do not dismantle, open or shred the battery.
- Do not expose batteries to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit a battery.
- Do not store batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
- Do not subject batteries to mechanical shock.
- In the event of a leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any battery which is not designed for use with the equipment.
- Do not mix different manufacture, capacity, size or type within a device.
- Keep batteries out of the reach of children.
- Seek medical advice immediately if the battery has been swallowed.
- Keep batteries clean and dry.
- Do not leave a battery on prolonged charge when not in use.
- After extended periods of storage, it may be necessary to charge and discharge the batteries several times to obtain maximum performance.
- The batteries give their best performance when they are operated at normal room temperature (20 °C ± 5 °C).
- Retain the original product literature for future reference.
- The battery may be irreversibly damaged if the battery is in low power for a long time. It is recommended that the battery retain sufficient power before storage.

SAFETY INSTRUCTIONS

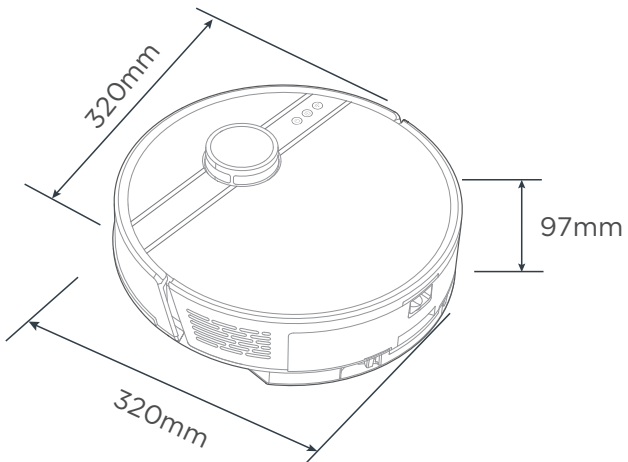
	[symbol IEC 60417-5957 (2004-12)]	for indoor use only
	[symbol ISO 7000-0790 (2004-01)]	read operator's manual
	[symbol IEC 60417-5031 (2002-10)]	direct current
	time-lag miniature fuse-link where X is the symbol for the time/current characteristic as given in IEC 60127	
	[symbol IEC 60417-5032 (2002-10)]	alternating current
	SMPS incorporating a short-circuit-proof safety isolating transformer (inherently or non-inherently)	

SPECIFICATIONS

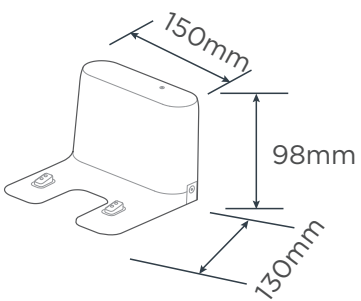
Product Model	NERN6BK NERN6WH
Host Charging Voltage	19V ⎓
Host Rated Voltage	14.4V ⎓
Host Rated Power	45W
Charging Station Model	VCR MS6BK-DS
Charging Station Input	19V ⎓ ,0.6A
Charging Station Output	19V ⎓ ,0.6A
Battery Model	C1251A7
Battery Rated Voltage	14.4V ⎓
Battery Capacity	2600mAh 37.44Wh
Charging Limit Voltage	16.8V

PRODUCT OVERVIEW

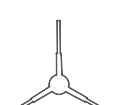
Packaging Contents



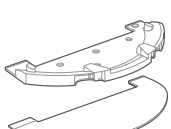
Robot Vacuum



Charging Station



Side Brushe x 1



Mopping Pad x 1



Adapter x 1



Cleaning Brush x 1



User Manual x 1

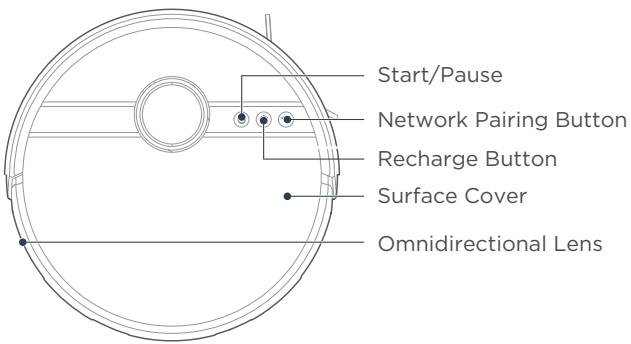


Quick Start Guide x 1

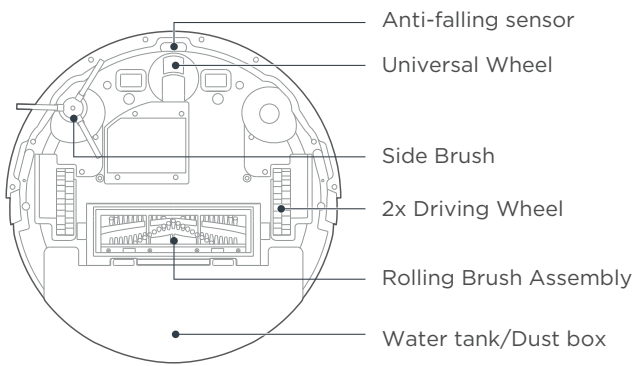
PRODUCT OVERVIEW

Product

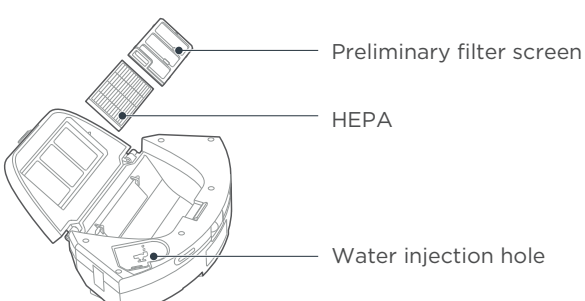
Top View



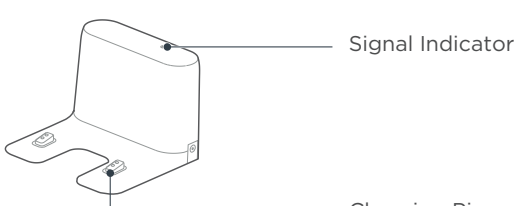
Bottom View



Dust Box Tank



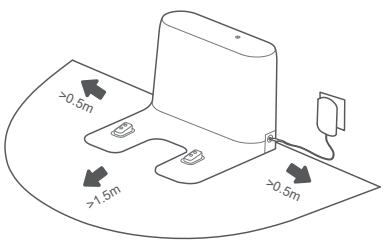
Charging Station



PRODUCT INSTALLATION

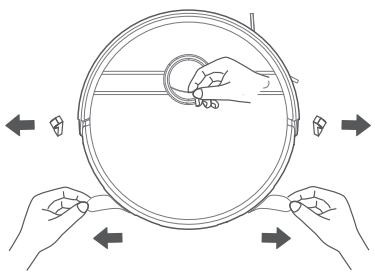
Place the charging station

The charging station should be placed on the wall and on the flat ground. Keep the charging station clear within 0.5m between the left and right sides and 1.5m in front.

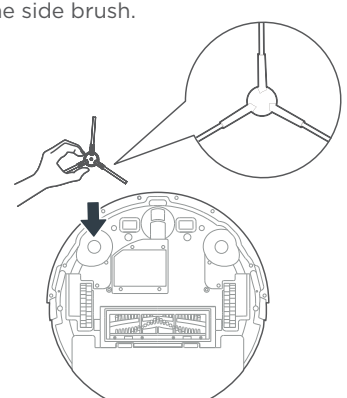


Robotic vacuum cleaner charging

01 Before using the robot, please remove the protective strip from both sides.



02 Install the side brush.



OPERATION INSTRUCTIONS

Preparation

NOTES

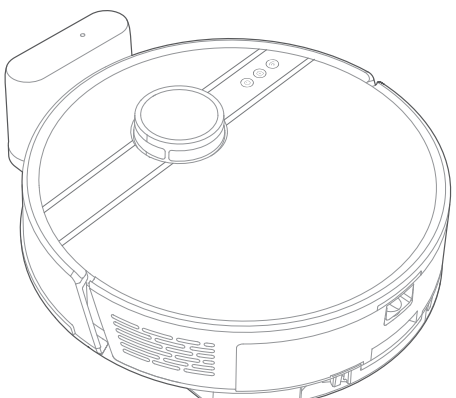
1. Before starting the vacuum cleaner, clean up wires and sundries scattered on the ground, and remove easy-to-fall, fragile, valuable and potentially dangerous items. Avoid being entangled, jammed, dragged, or knocked down by the main unit; otherwise, personal or property damage may be resulted.
2. Avoid using this product in a watery area, otherwise the fan may be damaged and the performance of the vacuum cleaner will be affected.
3. It's forbidden to use the product on a high place where there is no protective barrier.



OPERATION INSTRUCTIONS

Charging Robot Vacuum

Place the Robot on the charging base for charging (the recharging indicator light flashes during charging and it's steady when charging is finished. The charging time is about 5-6 hours.) During the cleaning process, the Robot can sense that the power is insufficient and automatically start the recharging mode to find the charging base. You can also command the robot to start the recharging mode through the APP.



NOTES

Charging attention:

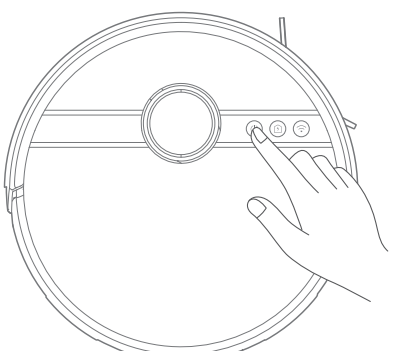
1. The charging station should not be used under direct sunlight or highly reflective environment nearby mirrors.
2. In order to ensure that the robotic vacuum cleaner can be recharged smoothly after cleaning, the charging station should not be moved once the robotic vacuum cleaner starts cleaning.

OPERATION INSTRUCTIONS

Start Cleaning

According to different cleaning needs, this product has a variety of cleaning mode to choose from. You can start various cleaning mode through a Robot, remote control or app.

Auto Cleaning:
Applicable scenario: The most commonly used cleaning method.The robot cleans the house in zig-zag path according to the actual home environment.
Setting method: In the shutdown state, long press the button, the robot is powered on when indicator light is on.
Then short press button to start it.



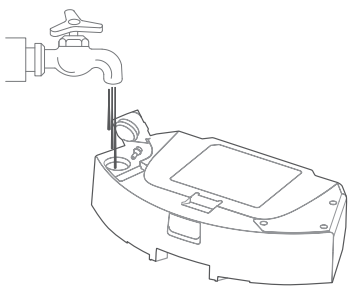
Pause, Wakeup And Turn Off:
Pause: Press the robot button or use APP to pause the robot.
Wake Up: If the robot stops working more than ten minutes, it will automatically enter sleep mode(all the robot lights are off).
You can wake up the robot by clicking the robot button first, then click the robot button or any button on the APP to restart your work.
Turn Off: Long press the robot button after it stops working. Robot indicator lights goes out declares that the robot has turn off.

NOTE: After the Robot finished its work, it is recommended not to shut down the robot and keep it in charging state so as to carry out a better work performance next time.

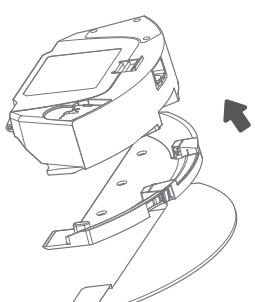
OPERATION INSTRUCTIONS

Water Tank Usage

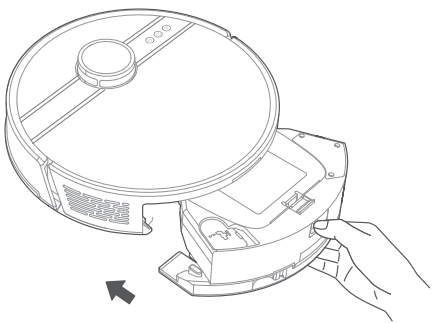
01 | Add water.



02 | Install the mop board.



03 | Install the water tank assembly back to the robotic vacuum cleaner.



NOTES

1. Do not use the mopping function on the carpet, do not start on the carpet when installing the mop.
2. After mopping the floor, please empty the water tank, remove and clean the cloth,Keep the surface of water tank dry before use.

APP SETUP AND OPERATION

NOTES

If your home wireless network name or password is changed, you will need to re-established connection with your robot vacuum.

1. App supports iOS 13.0 and above, Android 8.0 and above phone system versions, but Pad device is not accepted; generally the phone system version may be checked by clicking “Setting- About Mobile Phone.
2. This model does not support WEP encrypted router.
3. The network accessing configuration of the cleaner requires wireless network of 2.4GHz frequency range, 5GHz frequency range is currently incompatible.
4. Wireless network is mandatory for network accessing configuration of the cleaner; once the network accessing is configured successfully, App may be operated in wireless network/2G/3G/4G/5G network environment and the cleaner may be controlled remotely.
5. If your home wireless network password is changed, the cleaner will be displayed as off-line on App; Without any changes of App account number, one just needs to configure network accessing for the cleaner once again.
6. If others want to use App to operate same cleaner, they need to be invited on App by the device owner by sharing the device to the new user’s account (on the condition that the invitee has downloaded App and has registered an account).
7. The device will be removed from the former device owner’s device list if a new account owner connect the device successfully.
8. Once the cleaner is configured successfully network accessing, the following operations will result in clearance of wireless network settings and secondary network accessing configuration is required; Long press the network accessing configuration key on the device for over 3 seconds, and after a tick sound is heard, all wireless network information will be cleared.

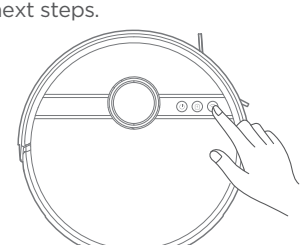
1. Ensure the mobile phone is connected to your home wireless network. Also please turn on the Bluetooth on your phone. If not, go to Settings and turn it on.

2. Download the Eureka APP and register your robot:
   a. Scan the QR code or search for the Eureka APP app in the Apple or Google Play Store. Download the app.
   b. Open the app and create your personal account. Follow instructions on the screen.

3. Add your robot vacuum to your app.
   Press the “ + ” button on the main screen of the app and select NERN6BK/NERN6WH from the available list of products.



4. Connect your robot to your wireless network.
   After assembling and powering on the robot, Long press network pairing button on robot for 3s’, make sure that network indicator light is blink. Follow instructions on app for next steps.



CLEANING AND MAINTENANCE

Scheduled Maintenance

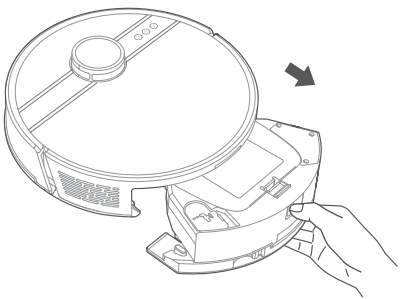
To achieve the best cleaning effect, clean and maintain the machine regularly according to the table below.Please decide the frequency of cleaning and maintenance according to the actual use habits.

Components	Cleaning Frequency	Replacement Frequency
HEPA filter	Every week	Every 2 months
Main brush	Every week	Every 6 to 12 months
Side brush	Every week	Every 3 to 6 months, or when it is obviously damaged
Main brush	Every month	Every 3 to 6 months, or when the rubber silicon strip on the roller brush cover is obviously damaged
Sensor	Every month	When the sensor is obviously damaged
Charging pins	Every month	/
Universal wheel	Every month	/

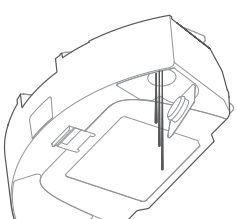
CLEANING AND MAINTENANCE

2 in 1 Water Tank

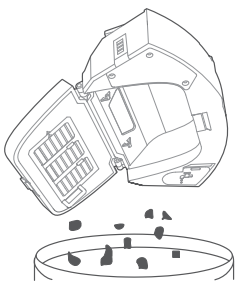
01 | Press the dustbox button and take out the water tank.



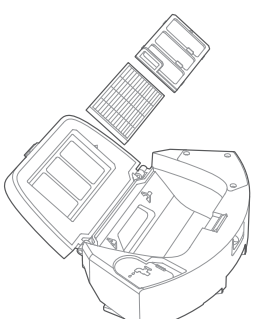
02 | Empty the water tank.



03 | Open the dust box to dump the garbage.

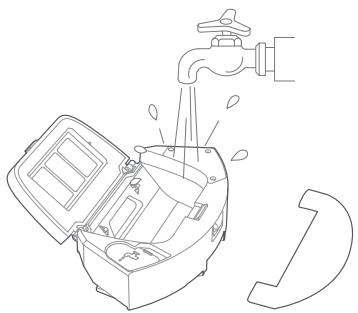


04 | Take out the high efficient filter HEPA and the primary filter, tap the high efficient filter HEPA to remove dust.

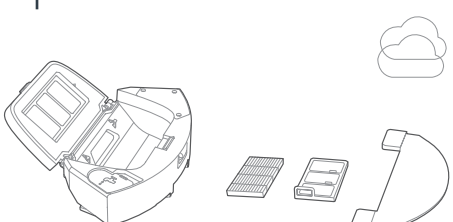


CLEANING AND MAINTENANCE

05 | Wash the dust box, primary filter with water.



06 | Dry the washed components.

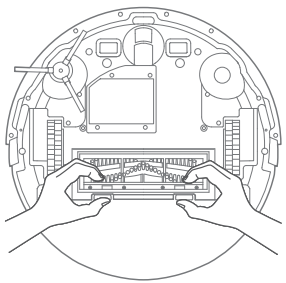


NOTE

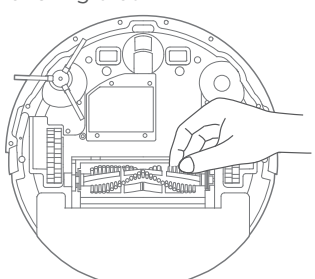
1. Before installing the filters, make sure that the high efficient filter HEPA and the primary filter are dry.
2. Do not expose the primary filter and HEPA filter to the sunlight.

Clean up the rolling brush

01 | Open the roll-brush cover assembly.



02 | Remove the rolling brush.



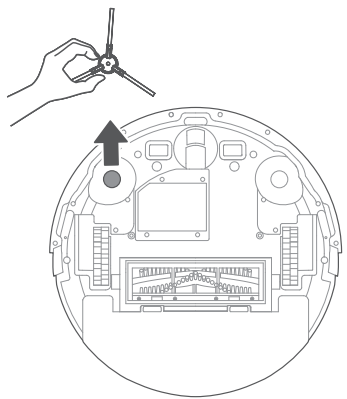
03 | Clean up the roll brush with the tool.



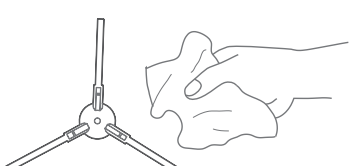
CLEANING AND MAINTENANCE

Clean up the side brush

01 | Take off the side brush.



02 | Clean up the side brush with the tool.

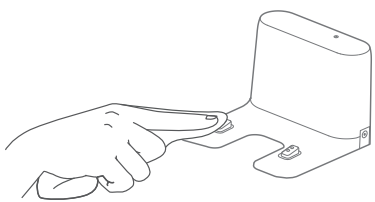


Regular maintenance

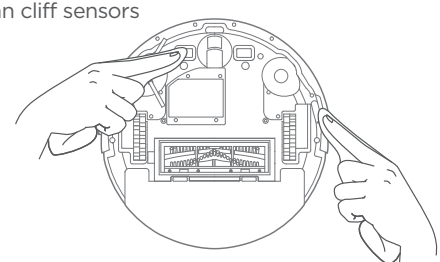
NOTE

Charging pins, cliff sensor and bumper assembly contain sensitive electronic components, please use dry cloth to clean them, and do not use wet cloth to prevent damage caused by water.

01 | Clean the charging pins



02 | Clean cliff sensors



NOTE

1. If you do not use the product for a longtime, please fully charge it before storing. Turn off the robot and charge it every 3 months to prevent the battery from over discharging.
2. If the battery is over discharged or not used for a long time, the product may unable to be charged. Please contact our after-sales service center, and do not disassemble it by yourself.

TROUBLESHOOTING

Operation of your appliance can lead to errors and malfunctions. The following tables contain possible causes and notes for resolving an error message or malfunction. It is recommended to read the tables carefully below in order to save your time and money that may cost for calling to the service center.
If you have after-sales problems, it is recommended to go to Eureka APP-Help-Contact us/Feedback for help.

Problem	Possible reason	Solution
Wheel suspended in air.	Robot suspended.	Put the robot back to the ground and press the cleaning button again.
Left/Right wheel abnormal.	Wheel jammed.	Check whether the wheel is entangled with foreign objects and clean up the entangled.
Bumper stuck.	Bumper stuck.	Check whether the bumper can rebound normally.
Connection failed.	Robot failed to connect to server.	Check whether the wireless network connected during networking can connect to the internet.
Battery low, start to charge.	Battery capacity less than 10%.	Robot automatically enters the recharge mode.
Side brush abnormal.	Abnormal side brush.	Check whether the side brush is wound by wire and clean up the entanglement.
Robot stuck, please restart in new position.	The robot failed to get out of trouble.	Move the Robot to an open area and press the cleaning button again.

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