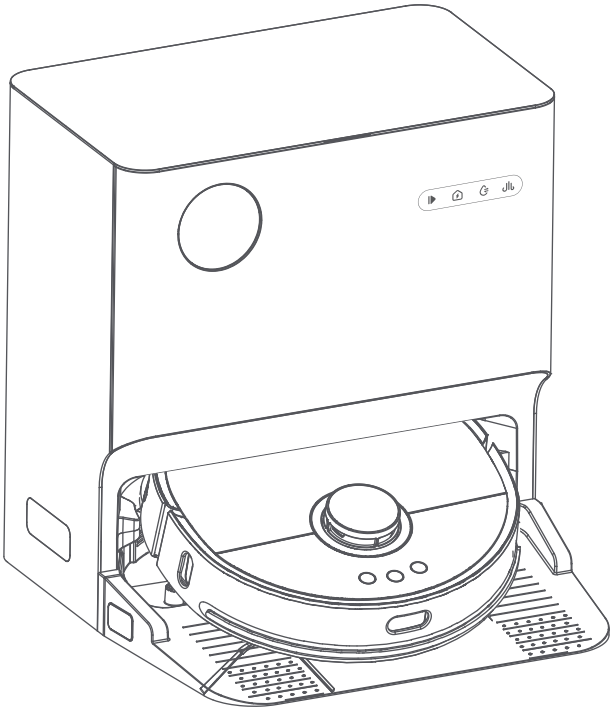
ULTENIC



USER MANUAL

Model: MC1

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

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SAFETY WARNING

IMPORTANT SAFETY INSTRUCTIONS FOR HOME USE ONLY

Basic precautions should always be observed when using any electrical equipment, including the following:

WARNING: READ ALL SAFETY INSTRUCTIONS AND THE ENTIRE MANUAL. Failure to heed the warnings and instructions may result in electric shock, fire, or serious injuries. Please read all instructions before using this robot.

WARNING:

- This robot is intended for children 8 years of age and older. People with reduced physical, sensory, or intellectual abilities, or those who lack experience and knowledge, should be supervised or instructed in safely using the robot; they must also be aware of possible hazards. Children should not play with this robot. Cleaning and user maintenance should not be performed by children without supervision.
- The robot must be used in accordance with the instructions in this manual. The company is not responsible for any damage or injury caused by improper use.

To reduce the risk of injury or damage, please observe the following safety precautions when installing, using and maintaining the robot:

- Please read all instructions regarding safety and operation before using the robot.
- Keep the safety and user manual for future reference. If you accidentally lose the manual, you may visit the official website to download the electronic version. (https://www.ultenic.com).
- Heed all warnings on the robot, battery, charging station, and user manual.

Follow all operating and usage instructions.

The product's labels or packaging indicate that: Do not dispose of the electrical appliances as unsorted waste or, use a separate waste collector.

Contact your local authority for information on the appropriate disposal method. If electrical appliances are discarded in landfills, hazardous substances can leach into groundwater, enter the food chain, and damage people's health. Contact your local or regional waste management agency for more information on their recycling and reuse programs.

RESTRICTIONS

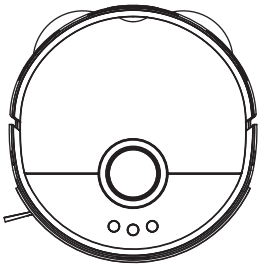
- This robot is for indoor use only. Do not use it outside, or in commercial and industrial environments.
- Before using the robot, remove fragile items such as clothing, loose-leaf paper, rope or curtains, and power cords from the floor. The robot may snag onto an object, table, or shelf if it gets stuck on a cable.
- This robot is not a toy. Do not sit or stand on this robot. Children and pets should be supervised while the robot is operating.
- Store and operate the robot at room temperature.
- Do not use this robot to clean anything that is burning or smoking.
- Do not use the robot to clean bleach, paint, or other chemicals, or anything wet.
- If the cleaning area involves a balcony, a physical barrier should be set up to prevent the robot from accessing the balcony and ensure it operates safely.
- People (including children) with reduced physical, sensory, or intellectual abilities, or those who lack experience and knowledge, should be supervised or instructed in safely using the robot.

- **Children should be supervised to ensure they do not play with the robot. Further, cleaning and maintenance must not be performed without adult supervision.**
- Do not place anything on the robot.
- Please note the robot will move on its own. Try to be careful when walking in the operating area to avoid stepping on it.
- Do not operate the robot in an area where a ground power outlet is exposed.

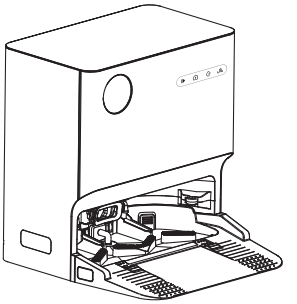
BATTERY AND CHARGING

- Only use rechargeable battery packs with specifications approved by our company.
- Use the standard complimentary charging station for charging. This product must not be used with any type of power adapter; the use of other power adapters will immediately void the warranty.
- Do not use a charging station with a damaged power cord or plug. If the power cord or plug is damaged, it must be repaired by the manufacturer or a similarly qualified party.
- Ensure to charge and remove the batteries in the robot and accessories before long-term storage or transportation.
- The remote control battery type is AAA alkaline battery.
- To replace the remote control's batteries, slide the battery cover on the back of the remote control open, remove the battery cover, and replace the batteries.
- Charge the robot indoors only.
- Your robot's charging station may be protected by a surge protector to prevent power surges.
- Do not operate the charging station with wet hands.
- Before cleaning or maintaining the robot, the plug must be removed from the socket.
- Ensure the voltage rating of the enclosed charging station matches the voltage of the standard outlet.
- Used battery packs should be placed in a sealed plastic bag and disposed of safely in accordance with local environmental regulations.
- Before each use, inspect the battery pack for signs of damage or leakage. Do not charge damaged or leaking battery packs.
- If the battery pack leaks, please contact Customer Service.
- The battery pack must be removed from the robot before disposal.
- Do not crush or disassemble the battery pack. Do not apply heat to the battery pack or place it near any heat source.
- Do not incinerate the battery pack. Do not short-circuit the battery pack.
- Do not immerse the battery pack in any liquid.
- Do not crush or disassemble the robot.

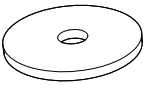
INSIDE THE BOX



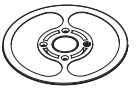
Robot Vacuum



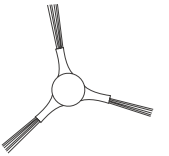
Charging Station



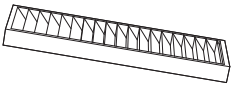
Mop



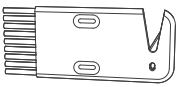
Rag Bracket



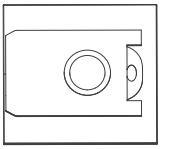
Side Brush



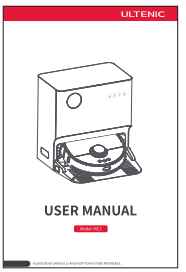
HEPA Filter



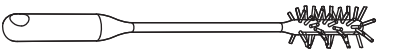
Cleaning Brush



Dust Bag



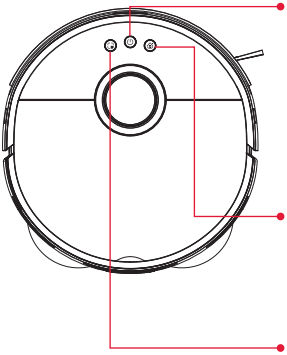
User Manual



Cleaning Brush

PRODUCT DESCRIPTION

Robot Indicator Lights



Power Button

- Press and hold the button for 3s to turn on/off.
- Press the button to start/pause cleaning.

Blue light breathing: in the distribution network
Blue light is always on: standby/normal working status
Red light blinking: alarm

Recharge Button

- Press the button to return the robot to the charging station
- Steady orange light: low battery

Area Cleaning button

- Press the Area Cleaning and automatically recharge after cleaning
- **Steady blue light:** standby/normal working state

Network Configuration

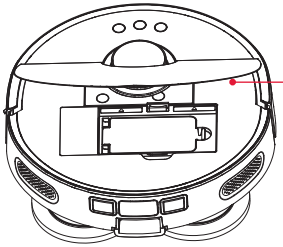
Press and hold the "⏻ " and "⌂" buttons at the same time for 5s to enter network configuration mode.

Initialization:

Press the "⏻ " , "⌂" and "▣" for 5s, and the robot will return to factory settings.

Match the robot with the base station:

The machine needs to press and hold "⏻ + ▣ " for 5S, and the base station needs to press and hold " ⏯ + ⌂ " for 5S, the matching time is 1min, and exit the matching mode after 1min. After the pairing is successful, please place the robot at the base station for charging.

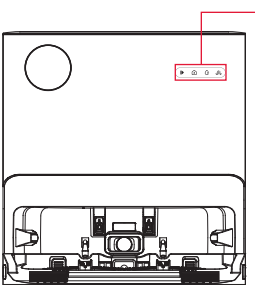


Reset Button

It is used when the machine fails to shut down normally, and the system will shut down when touched

PRODUCT DESCRIPTION

Self-cleaning base stations Indicator Light



Start/pause
- Start: perform the cleaning task
- Pause: pause the cleaning task

Recall

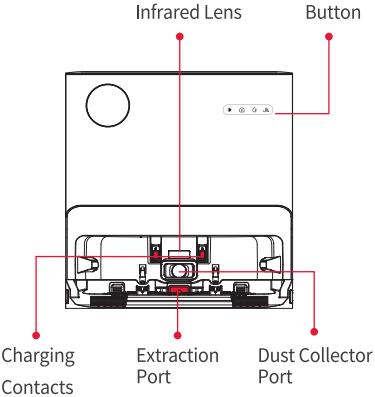
When the robot is at the base station, press the button to maintain the current charging state;

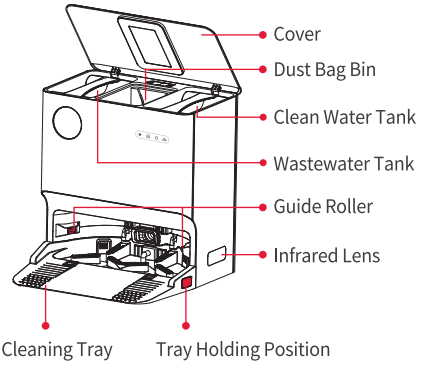
When the robot is not at the base station
- Cleaning/mopping and mopping: press it to return to the base station, dust collecting, mop cloth cleaning, drying and charging;
- Cleaning: press it to return to the base station, dust collecting and charging;

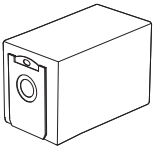
Automatic Dust Collection
- Press it to collect dust

Clean Mop Cloth
- Press it to clean and dry the mop cloth and charge the robot;
- Press and hold it to enter the pumping mode (Note: When this function is used, the robot is at the base station and in the mopping mode.)

Charging Base/Self-cleaning base stations





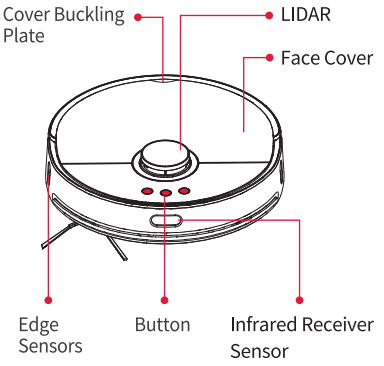


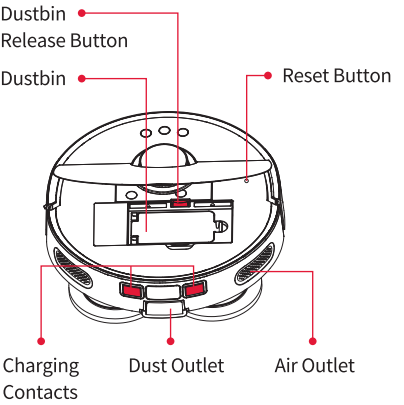
Dust Bag (one installed in the charging station)

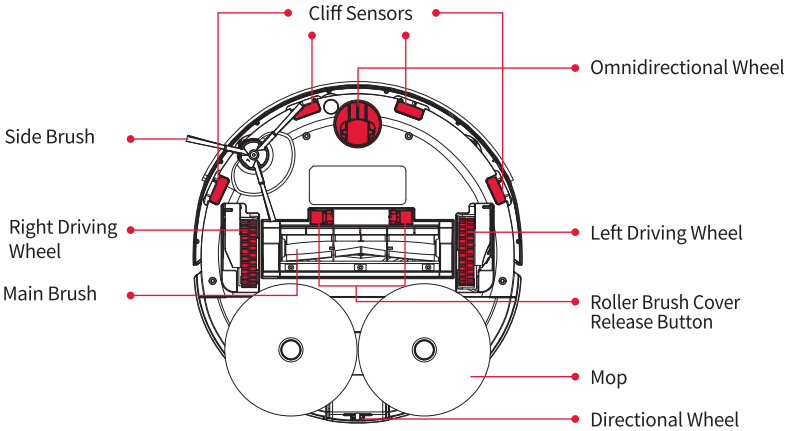
Note: The dust bag is consumable and can not be recycled. Please replace it regularly.

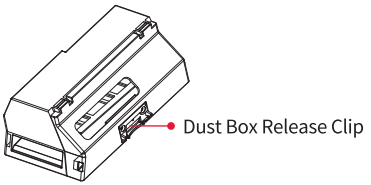
PRODUCT DESCRIPTION

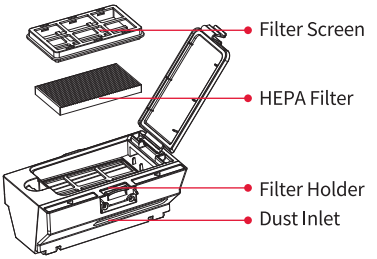
The Robot









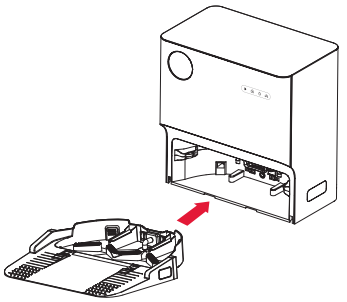


PRODUCT OPERATION

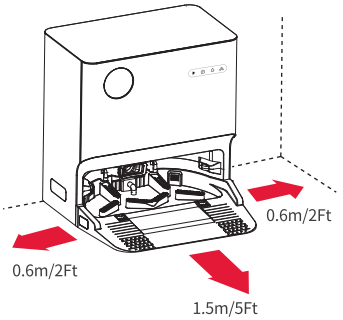
Before Using

Before use, remove all protective parts from the robot and charging station.

1. Assemble the cleaning tray for the charging station

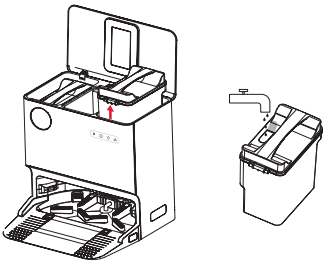


2. Set up the charging station

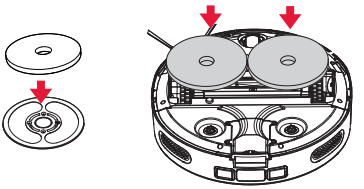


- Please place the charging station against the wall and on a flat and hard ground.
- Ensure that there is a clear space in front and on both sides so that your Robot can return to Base to recharge and empty.

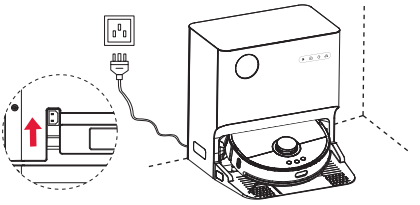
3. Fill the clean water tank with water. (Note: lower than MAX line)



4. Install the mopping module onto the robot



5. Charge Robot



Notes:

1. Don't use this product in the room with infants or pets to avoid danger;
2. In order to facilitate the smooth return of the robot to the charging station after cleaning, it is recommended that the robot starts cleaning from the charging station, and do not move the charging station during cleaning;
3. Do not use the mopping function on the carpet.

PRODUCT OPERATION

App Connection

To use all available functions, we recommend using the app to control your robot.

APP Downloading and Installation

GET IT ON Google Play

Download on the App Store

1. Download app from the App Store (for iOS) or Google Play (for Android).
2. Open the app and create an account.
3. Tap "+" icon to add "MC1" to your account.
4. Follow instructions in the app to set up Wi-Fi connection.

Before starting, ensure to:

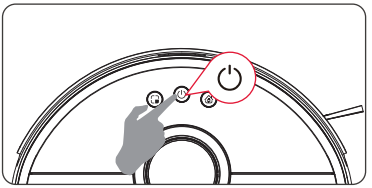
1. Connect your phone to a Wi-Fi network.
2. Activate the 2.4 GHz band on the router.

Manual Connection

1. Press and hold the "⏻" and " " buttons at the same time for 5s to enter network configuration mode.
2. Select the wifi router your phone is connected to, and enter the password.
3. Go to settings and WLAN list to connect to the hotspot "**Ultenic-MC1-xxxx**".
4. Go back to the Ultenic app and complete the wifi connection.

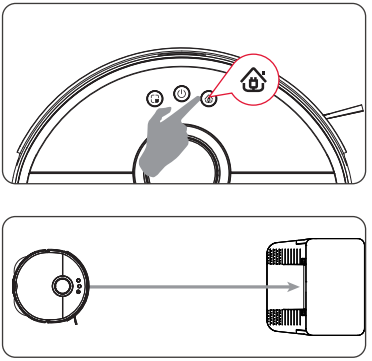
Operate via the Robot's Control Panel

Power on/off



Press and hold ⏻, and the indicator light of the Power on/off button will light up, and the robot will be in the standby state;
Press and hold ⏻, and the indicator light will go out slowly and the robot will be powered off.

Recharge

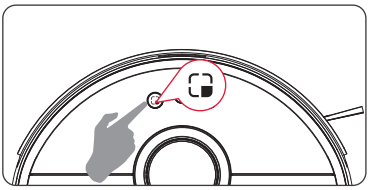


After cleaning, the robot will automatically return to the cleaning base station and recharge;

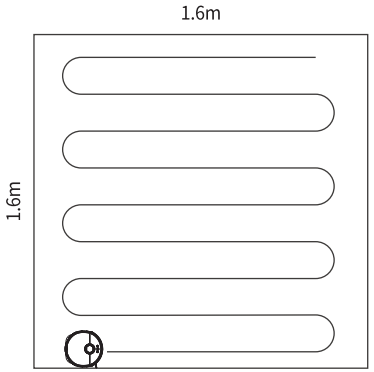
If the robot doesn't start cleaning from the cleaning base station, the recharge function may fail. Press " " or manually place it at the cleaning base station;

PRODUCT OPERATION

Area Cleaning



When the robot is in standby or paused, press the Area Cleaning button to start the Area Cleaning. The cleaning area is a 1.6m x 1.6 square area centered on the robot, the robot will automatically return to the starting position and stop working;



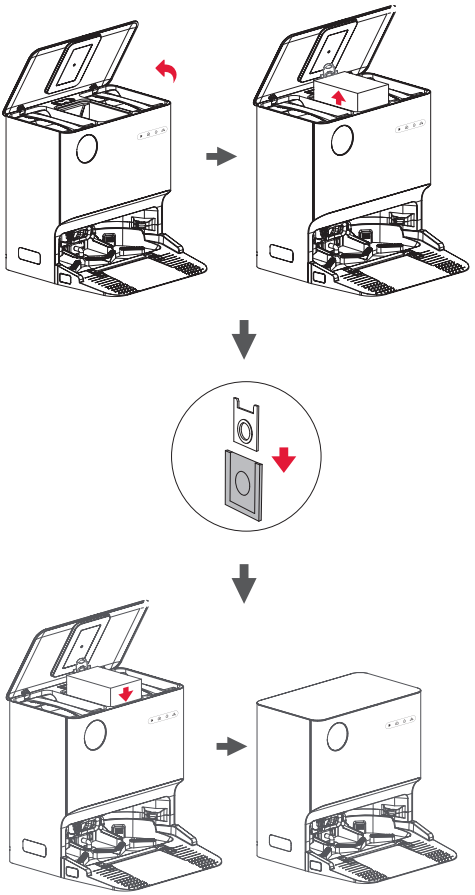
Notes:

1. The robot will be automatically in sleeping mode if it has no operation for more than 20 minutes. After sleeping, the base station cannot control the robot. You need to enter the App or press any key on the robot to activate the robot.
2. Do not stand in front of the robot when it is working, otherwise, the robot cannot identify the area to be cleaned.

Dust Collection System

Note: If the dust collection bag is taken out, the charging station will not collect dust.

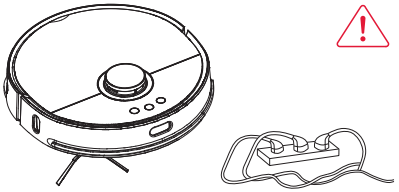
1. Open Cover;
2. Pull up the dust bag from the handle;
3. Discard the old dust bag;
4. Replace with new dust bag;
5. Close Cover.



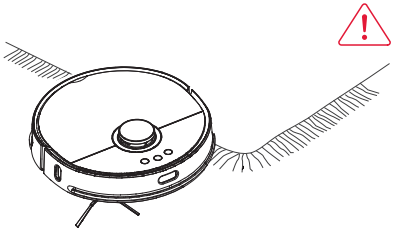
PRODUCT OPERATION

Cleaning Precautions

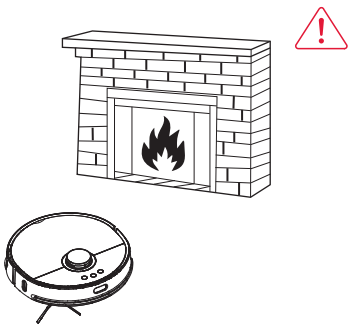
A. Please remove power cords and small objects from the floor that may entangle the robot.



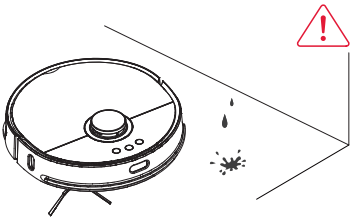
B. Please fold the tasseled edges of area rugs underneath to prevent tangling.



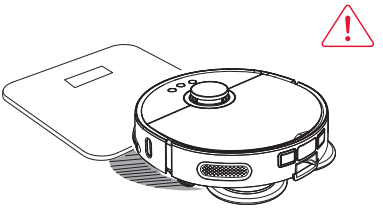
C. We strongly recommend prohibiting the use of robots in front of fireplaces and in certain areas (eg: vents).



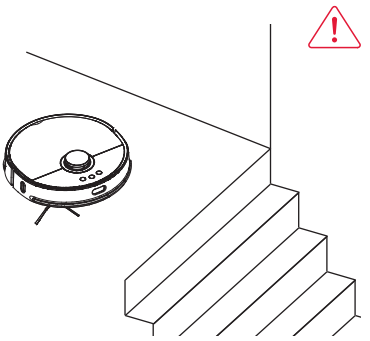
D. Keep the robot away from wet areas.



E. The Robot can climb over objects less than 0.7 in/18 mm in height. Remove these objects if possible.



F. Anti-drop sensors can prevent the robot from tumbling down stairs and dropping. While reflective or dark-colored floors may affect the sensors'effectiveness, we recommend physically blocking off areas where the robot may fall.



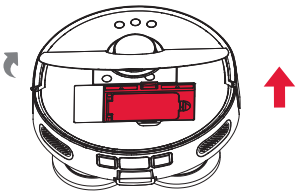
PRODUCT MAINTENANCE

Before cleaning and maintaining the robot, turn the robot off and unplug the charging station from the outlet.

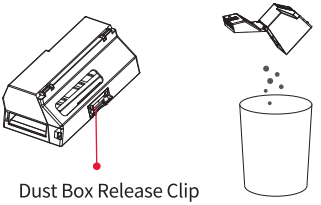
Parts washed with clean water must be dried before use to prevent dust agglomeration and odor.

Dustbin and HEPA Filter

①

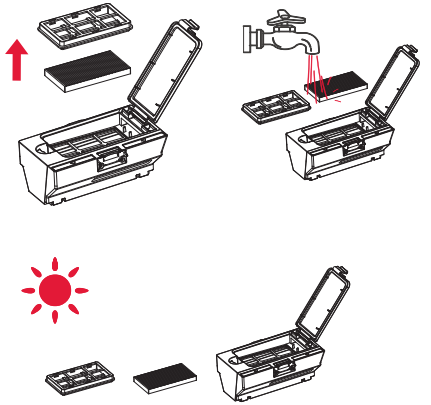


②



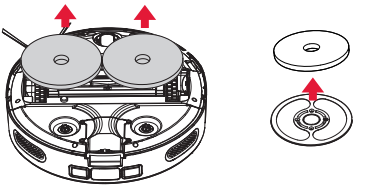
Dust Box Release Clip

③

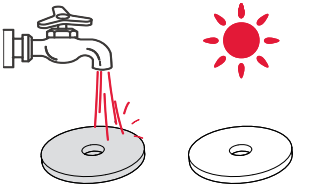


Mopping Modules

①



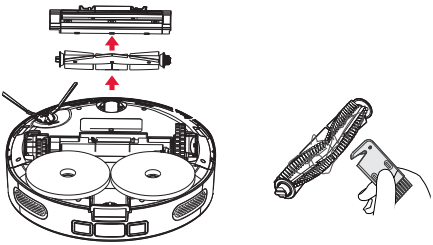
②



NOTE:

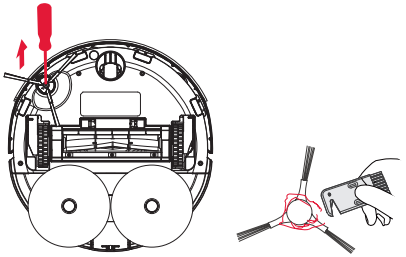
1. It can be used with a cleaning brush during maintenance. Please use the cleaning brush carefully.
2. Please clean the robot sensor, infrared sensor and charging contact with a soft and clean cloth to prevent damage caused by water ingress.
3. Please use a screwdriver carefully to replace parts, so as not to damage parts.

Main Brush

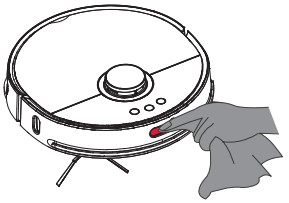


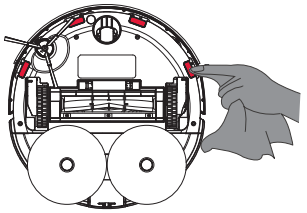
PRODUCT MAINTENANCE

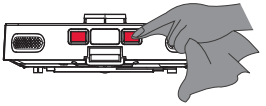
Side Brush



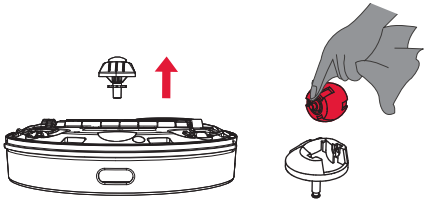
Sensor



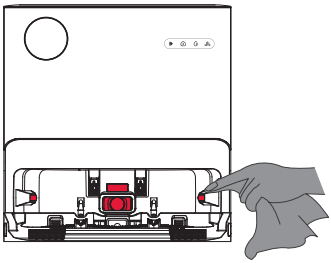


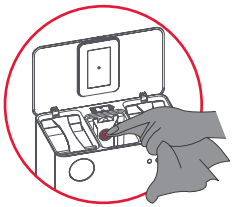


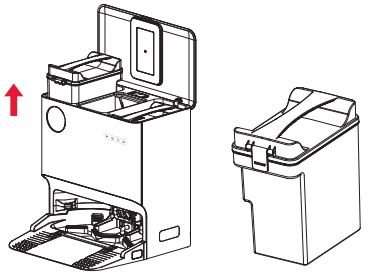
Other Parts



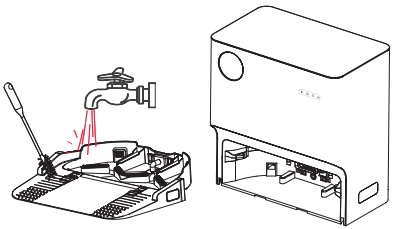
Charging Base/Self-cleaning base stations







Note: The dirty water tank should be cleaned in time to avoid peculiar smell.



PRODUCT MAINTENANCE

Regular Maintenance

Maintain and replace parts at the following intervals to keep the robot running at optimal performance:

Parts	Maintenance Frequency	Replacement Frequency
Mop	Wash mop after each use	Every 3-5 Months
Side Brush	Every 2 Weeks	Every 3-6 Months
Roller Brush	Every Week	Every 6-12 Months
HEPA Filter	Every Week	Every 3-6 Months
Dustbin	Every Week	/
Sensors, omnidirectional wheel, bumpers, robot	Every Week	/

Note: Our company manufactures a wide range of parts and accessories. For more information on accessories, please contact Customer Service.

PRODUCT SPECIFICATIONS

Name	Parameters
Model	MC1
Charing Time	⩽5H
Robot Power Rating	50W
Rated Working Voltage	14.4V
Battery Capacity	5200mAh
Frequency band	2412~2472MHz
Max.radio-frequency power	18.00dbm

TROUBLESHOOTING

Type Of Common Fault	Solution
Failure to start	The battery power is low. Please use it after charging at the base station; The battery temperature is too low or too high, please use it at 0-40 °C
Failure to Recharge	1. The base station is not powered on. Please make sure that both ends of the power cord of the base station are connected properly. 2. The charging contact area may be dirty. Please clean the area with a dry cloth. 3. There are too many obstacles near the base station. Please put the base station in an open area. 4. The robot is too far away from the base station. Please try to place the robot near the base station. 5. The robot will automatically reduce the charging speed at a high or low temperature environment in order to prolong the battery life;
Robot can not connect to APP	1. To connect to the router network, please ensure that the "User Name" and "Password" are correct. 2. Ensure that the robot is within the network signal coverage of the router. 3.The robot should be in the configuration network mode to connect wifi. 4. 5G network is not optional. Please use 2.4G network. 5. Please scan the QR code of this product or go to the App Store to download the APP.
Poor Cleaning	1. Please check and clean the filter and confirm that the filter and dust box are installed in place. 2. The dust outlet of the dust box is blocked by foreign matters. Please clean the dust outlet in time.
During cleaning, the battery is insufficient and recharged, but the cleaning is not continued	1. Please confirm that the robot is not in the undisturbed mode. The robot won't continue cleaning in such mode. 2. After manually recharging or putting the robot back in the base station, the robot will not continue cleaning
Excessive noise when operating	1. Side brushes, main brush, dust box or filter materials are blocked. Please clean them in time. 2. The robot is in the Max mode.

When the robot works, there are disordered lines, deviations, repeated cleaning and missing small areas	1. Please check whether the radar is blocked or stuck by foreign matters, and remove the obstacles or foreign matters. 2. Please check whether there are easily entangled objects such as slippers and wires on the indoor floor which may affect the working of the robot. 3. Drive wheels and side brushes are entangled or jammed by foreign matters. Please clean them in time.
The mop holder can not rotate	The mop holder may be entangled and jammed by foreign matters. Please clean it in time.
Regular cleaning can not work	If the power is insufficient and the remaining power is greater than 15%, regular cleaning will be enabled
Whether the robot consume power at the base station	The power consumption of the robot is extremely low when it is always at the base station, which is conducive to maintaining the best performance of the battery

Fault (self-cleaning base station)	**Solution**
The robot fails to respond to the command of the base station	1. The robot is too far away from the base station 2. The robot and the base station have not finished matching. Please refer to the description of the matching between the robot and the base station in the product overview part.
Abnormal Dust Collection	1. Please check whether the top cover of the base station is closed 2. Please check whether the dust bag is full and replace it in time 3. Please check whether there is any foreign matter at the dust outlet of the base station dust bag, and remove foreign matters at the dust outlet 4. Please check whether the dust box is blocked. Please clean the dust box

Recharge Failed	1. Please clean the obstacles near the self-cleaning base station and ensure that there are no obstacles within 1.5m in front of the base station. 2. The robot will regenerate the map after area cleaning or long-distance moving. If the base station is far away, the robot may not recharge automatically. Please manually put the robot in the base station for charging.
Standby	1. When returning to the base station in the mode of mopping, the clean water tank is not in place or there is no water, and the robot is in the standby mode 2. When returning to the base station in the mopping state, the wastewater tank is not in place or the water is full but not replaced, and the robot is in the standby mode 3. When returning to the base station in the mopping state, the cleaning tray is not in place, and the robot is in the standby mode 4. When returning to the base station, the cleaning tank is full of water, and the robot is in the standby mode

FCC Compliance Statement

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.

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

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 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: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/ TV technician for help.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.