



# WINBOT **W2** OMNI

## Instruction Manual

## Important Safety Instructions

When using an electrical appliance, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.**

**SAVE THESE INSTRUCTIONS**

1. This appliance can be used by 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. The appliance is not to be used if it has been dropped, if there are visible signs of damage or if it is leaking. Keep the appliance out of reach of children when it is energized.
2. Do not use and charge the Appliance in extremely hot or cold environments (below 0°C/32°F or above 40°C/104°F, above 85% humidity), or it may affect battery life span.
3. The Appliance can be used to clean exterior windows if it is properly tethered to a safe position with the Carabiner, winds are calm, and it is not raining or snowing.
4. Before use, please use the Carabiner to lock the safety tether to a strong indoor railing, and make sure WINBOT is securely attached to it.
5. Do not leave the Appliance unattended when using it. To prevent bodily injury or property damage caused by accidental falling of the Appliance, please make sure there are no people, animals, or valuable, fragile objects under the working area of WINBOT.
6. Do not use the Appliance in whole gale storms and force-10 winds, or in areas where the altitude exceeds 2000 meters (6562 feet).
7. Do not leave the Appliance unattended when it is plugged in.
8. For household use ONLY (including exterior window). Do not use the Appliance in commercial or industrial environments.
9. Do not use on broken or uneven glass, such as glass with static cling stickers, advertising posters, or raised patterns, so as to prevent glass breaking or Appliance's falling. Do not use on surfaces with gaps, such as a piece of glass with gaps or holes, or two pieces of adjacent, frameless glass with a gap between them, so as to prevent the Appliance from falling due to poor attachment.

10. Only use accessories recommended or supplied by the manufacturer. Only use the Power Adapter supplied by the manufacturer.
11. Please make sure your power supply voltage matches the power voltage marked on the Power Adapter.
12. Do not use the Appliance on a framed glass with a frame smaller than 5 mm (0.2 in).
13. Do not use on glass less than 3 mm (0.12 in) thick or mirrors less than 4 mm (0.16 in) thick.
14. Do not use on glass or mirrors with a handle height of 70~105 mm (2.76~ 4.13 in).
15. Do not use the Appliance on greasy windows.
16. When used in high humidity environment, the cleaning performance will be affected.
17. Store the Appliance away from heat and flammable materials.
18. In rainy weather, do not use the Appliance on the exterior window to avoid the risk of Appliance's damage or falling.
19. Do not use the Appliance if it does not firmly attach to the glass or has visible signs of damage.
20. To reduce the risk of electrical shock, do not put the Appliance in water or other liquid. Do not place or store Appliance where it can fall or be pulled into a tub or sink.
21. Do not touch power plug with wet hands.
22. When charging the Appliance, do not place it on other electrical appliances and keep it away from fire and liquid.
23. Take care not to damage the power cord. Do not pull on or carry the Appliance by the power cord, use the power cord as a handle, close a window on the power cord, or put heavy weights on the power cord. Keep power cord away from hot surfaces.
24. Do not use with a damaged power cord or receptacle. Do not use the Appliance if it is not working properly, has been dropped, damaged, or come in contact with water. It must be repaired by the manufacturer or its service agent in order to avoid a hazard.
25. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
26. The plug must be removed from the receptacle before cleaning or maintaining the Appliance. Do not unplug the Power Adapter by pulling on the power cord.
27. The Safety Battery must be replaced by the manufacturer or its service agent in order to avoid a hazard.
28. The Safety Battery must be removed and discarded according to local laws and

regulations before disposal of the Appliance.







29. The Appliance must be disconnected from the receptacle before removing the battery for disposal of the Appliance.
30. Please dispose of used batteries according to local laws and regulations.
31. Do not incinerate the Appliance even if it is severely damaged. The battery can explode in a fire.
32. The Appliance must be used in accordance with the directions in this Instruction Manual. The company cannot be held liable or responsible for any damages or injuries caused by improper use.
- 33. WARNING:** For the purposes of recharging the battery, only use the detachable supply unit GM65-240275-3D provided with this Appliance.
34. The robot contains batteries that are only replaceable by skilled persons.
35. The plug and the Power Adapter must be used indoor.
36. If the vacuum glass, which WINBOT is working on, is leaking, remove WINBOT immediately after cleaning is completed.
37. Before cleaning, please observe the area to attach WINBOT for any small particles. If there

are any, please remove them or switch to a particle-free area to avoid scratching the glass.

38. Clean the Mopping Pad in time and make sure that any small particles on it are completely removed to avoid scratching the glass.

To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended. The antenna used for this transmitter must not be co-located in conjunction with any other antenna or transmitter.

	<b>Class II</b>
	<b>Short-circuit-proof safety isolating transformer</b>
	<b>Switch mode power supply</b>
	<b>For indoor use only</b>
	<b>Direct current</b>
	<b>Alternating current</b>

## For EU Countries

For EU Declaration of Conformity information, visit  
<https://www.ecovacs.com/global/compliance>



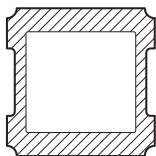
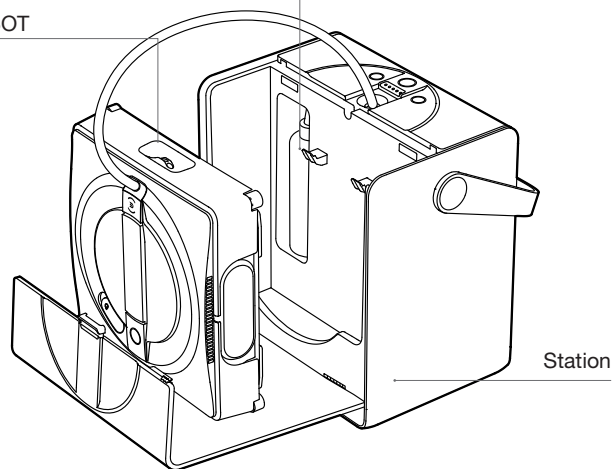
## Correct Disposal of this Product

This marking indicates that this product should not be disposed of with other household waste 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 recycle your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can safely recycle this product.

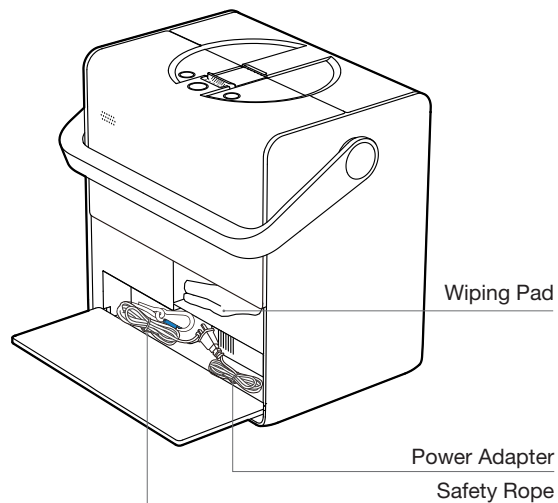
## Package Contents

ECOVACS WINBOT Cleaning Solution

WINBOT



Wiping Pad

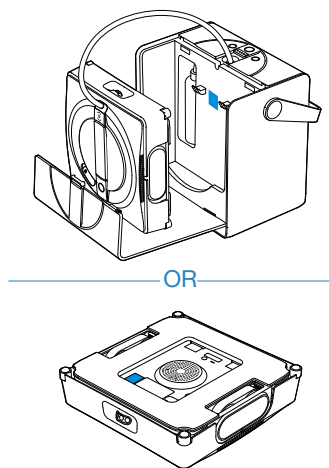


Instruction Manual

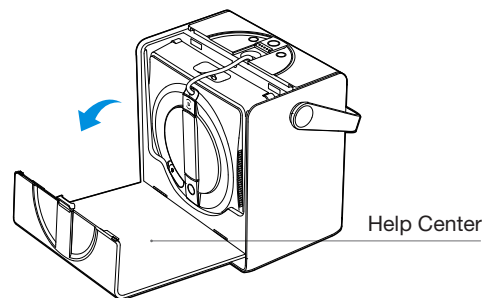
\* Note: Figures and illustrations are for reference only and may differ from actual product appearance.  
Product design and specifications are subject to change without notice.

## Locations of Essential Information

❶ The network setup QR code is located in following 2 positions.



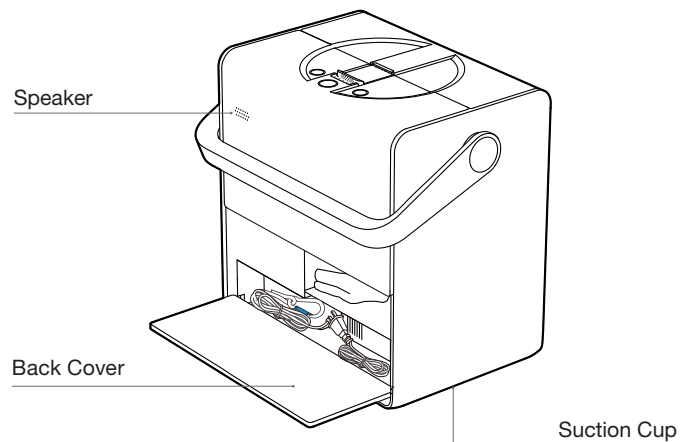
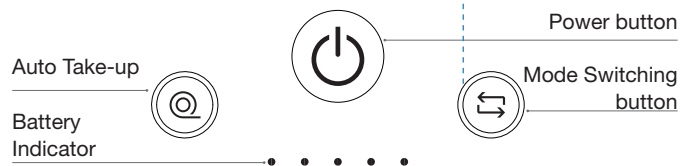
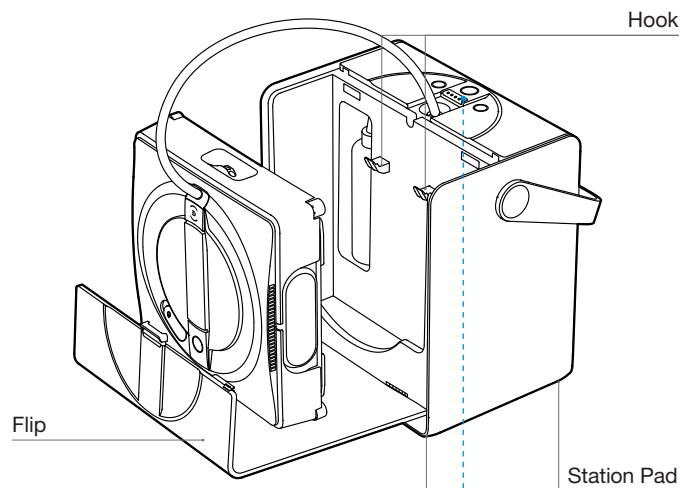
❷ For common usage and applicability issues, refer to the Help Center that is attached at the back of the Flip.



❸ For troubleshooting, go to ECOVACS HOME App.

## Product Diagram

### 1. Station





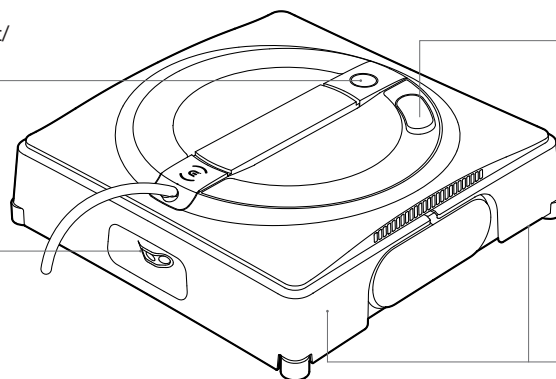
## 2. WINBOT

Status Indicator Light/  
START button

Filling Opening

Spray Nozzles

Bumper Rail



## 3. Bottom View

Self-cleaning Brush

Driving Wheel Track

Status Indicator

Suction Sensor

Reset Button

Fan

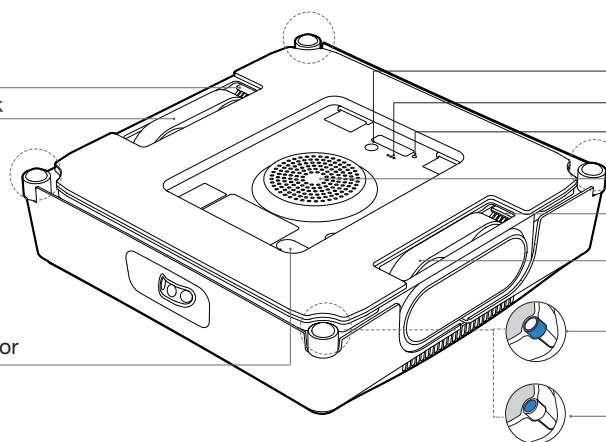
Self-cleaning Brush

Driving Wheel Track

Side Rollers

Liquid Level Indicator

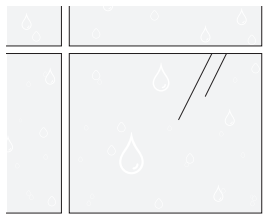
Spherical Sensors



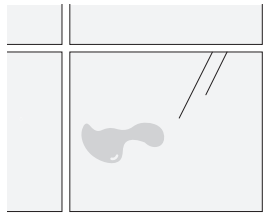
## Notes Before Cleaning

- 1 Do not use WINBOT on windows with condensation or oil stains or in extremely cold or hot environments.

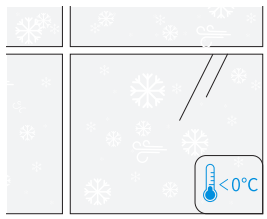
WINBOT may have difficulty moving in the following conditions.



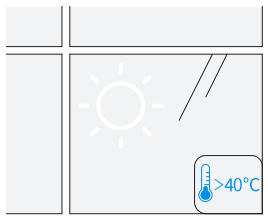
Condensation



Oil stains



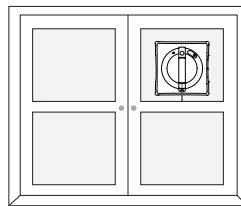
below 0°C



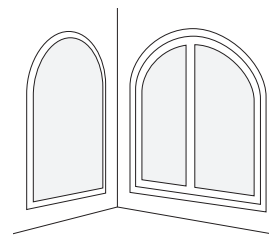
above 40°C

- 2 Do not use WINBOT on windows that are too small or have irregular shapes.

WINBOT cannot move around in the following conditions.



Small Glass



Irregular Shapes



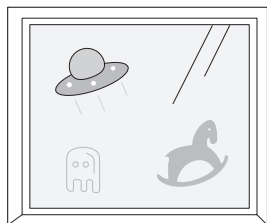
WINBOT delivers optimal performance on square and large windows.



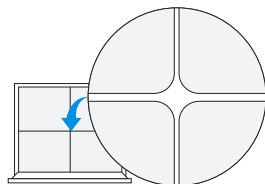
WINBOT delivers optimal performance on dry surfaces and in temperatures above 0°C.

**3 Do not use WINBOT on uneven windows.**

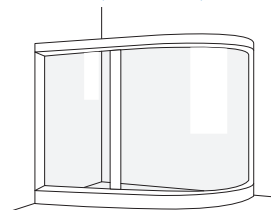
**WINBOT may experience insufficient air pressure in the following conditions.**



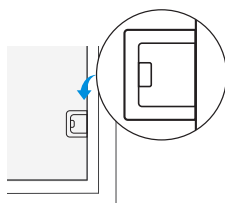
Electrostatic Window  
Decals, Stickers, etc.



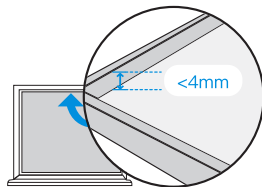
Cracks



Arched Windows



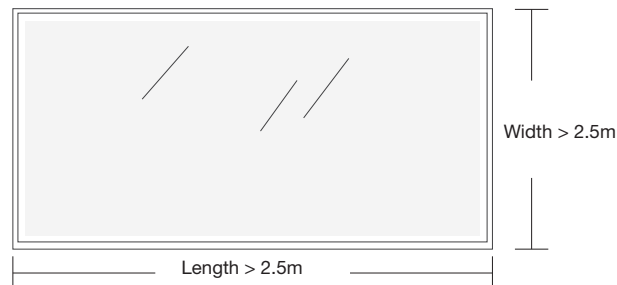
The height of obstacles is  
less than 4 mm.



The height of frames is less than 4 mm.

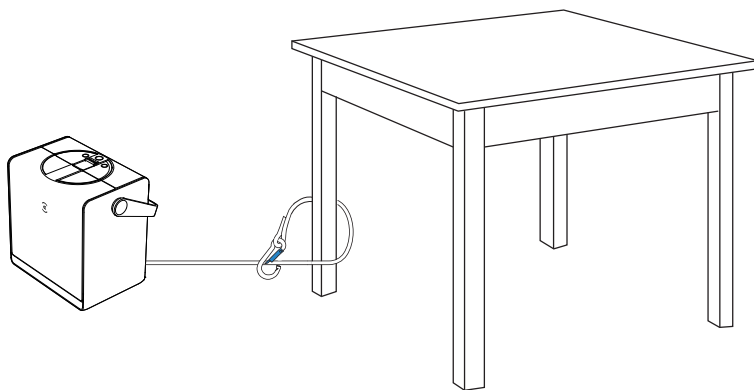
**4 Do not use WINBOT on super large windows.**

Limited by the length of Compound Cable, WINBOT may face challenges navigating across the entire window when it exceeds dimensions of 4m \* 2.5m.



**Before use, please ensure that Station's safety rope is securely fastened to an immovable and stable object, such as a table leg, chair leg, bed leg, sofa leg, curtain rod, stair railing, etc. Also, lock the Safety Rope to prevent any potential risks.**

Safety Rope is assembled by default. Do not disassemble it at will.



## Preparations Before Cleaning

### 1 Station and Status Indicator Lights

#### Buttons



Short Press  
Pause/Continue

Long Press  
Turn ON/OFF




Short Press  
Auto take up the cable





Short Press  
Switch modes

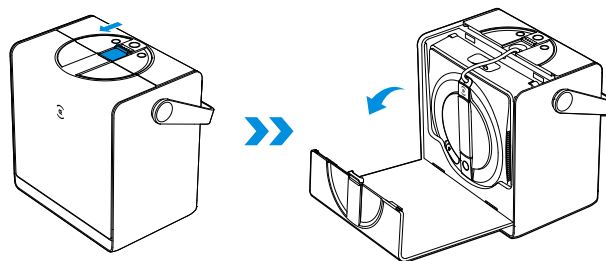
• • • • • Battery Indicator

When WINBOT is working:

Return to the Initial Spot: long press .

Release the Suction Cup: hold down  ≥ 2s and short press  at the same time.

#### How to open the Flip



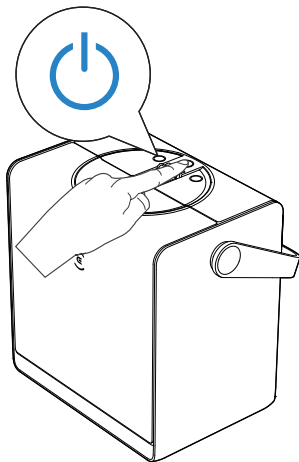
#### Status Indicator Lights

Indicator	Light Effect	Light Effect Interpretation
WINBOT Status Indicator Light	Solid Blue	WINBOT is in standby or is currently cleaning.
	Flashing Red	WINBOT is spraying.
	Breathing Blue	WINBOT is upgrading.
	Flashing Red	WINBOT is unable to function properly.
Station Status Indicator Light	Solid Blue	WINBOT and Station are in normal conditions.
	Breathing Blue	WINBOT and Station are upgrading.
	Flashing Red	WINBOT and Station are unable to function properly.
Station Battery Indicator Light	Solid Blue	Battery is sufficient.
	Breathing Blue	Station is charging.
	Flashing Red	Low battery. WINBOT cannot continue cleaning.
Adapter Status Indicator Light	Solid Green	Station consumes a low current, for instance, in Standby mode.
	Solid Red	Station consumes a high current, for instance, in charging mode.

## 2 Turn ON Station and WINBOT

Press and hold the Power button on the Station for at least 2 seconds to turn on Station and WINBOT.

Before use, make sure Station has sufficient battery. If Station battery is low, refer to the [Charging](#) section. Under room temperature, charging time is approximately 3 hours.



\* If WINBOT is powered on but Fan is not working, WINBOT will shut down after 10 minutes of inactivity. To restart, press and hold the Power button.

## 3 Fill up the Water Tank

It is recommended to use with ECOVACS WINBOT Cleaning Solution. The maximum volume of the Water Tank is about 60 ml, and a full tank can sustain spraying for about 60 minutes. In Fast Cleaning mode, a full tank can cover an area of approximately 30 m<sup>2</sup>.

Use ECOVACS WINBOT Cleaning Solution for better cleaning performance.

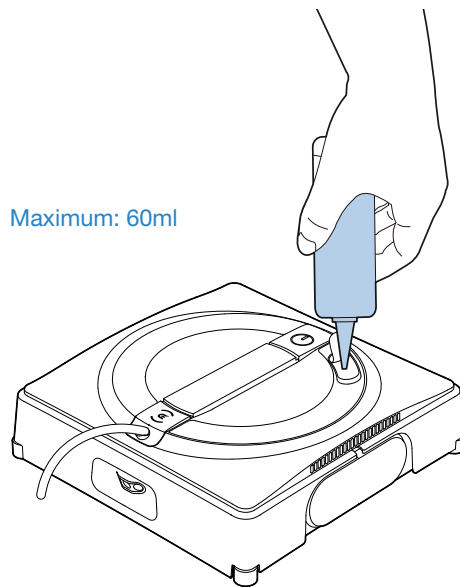


\* If ECOVACS WINBOT Cleaning Solution is used up, use tap water as a temporary substitute.



To avoid product damage, do not use any cleaning solution other than the dedicated ECOVACS WINBOT Cleaning Solution.  
Do not use distilled water or filtered water.

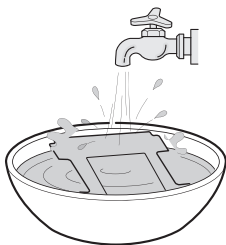
Maximum: 60ml



## 4 Install the Wiping Pad

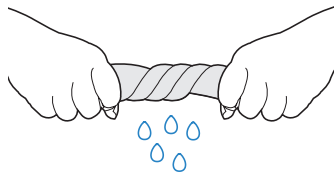
### 1.Wet the Wiping Pad

Wet the Wiping Pad manually before use.



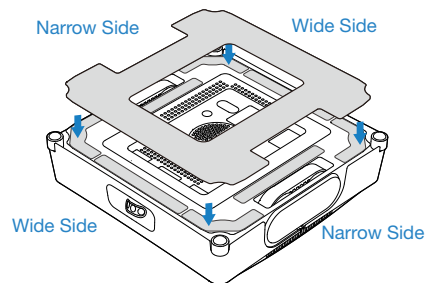
### 2.Dry the Wiping Pad

Wring water out as much as possible.



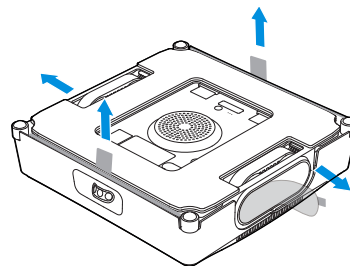
### 3.Stick the Wiping Pad

Attach the Wiping Pad to the velcro at the bottom of WINBOT, then press it firmly to ensure it sticks securely.



### Note

**Remove all protective materials, including but not limited to the EPE protective strips around WINBOT and the protective film on its side.**



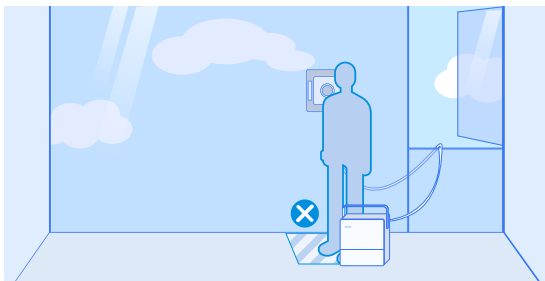
## Ready for Cleaning

### 1 Properly Place the Station

Place the Station next to the window you want to clean.

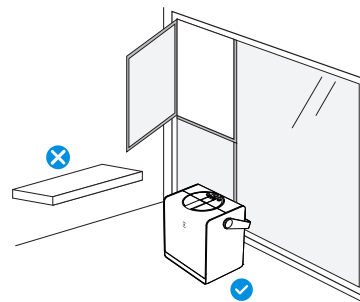
#### Notes:

1. Try to place the Station as close to the window as possible to prevent people or animals from being tripped over by the Compound Cable.
2. For cleaning larger floor-to-ceiling windows, place the Station on the ground near the window opening in case the Compound Cable is not long enough.



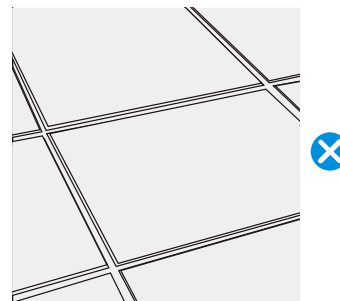
\* The effective length of Compound Cable is 5.5m, suitable for a maximum window size of 4m in width and 2.5m in height.

3. Place Station on a flat and seamless ground surface.



Do not place Station on desks or shelves.

4. Do not place the Station on uneven surfaces, such as carpets, floors with gaps, as it may result in loose attachment of the Suction Cup.



\*\* Suction Cup can only attach on flat, smooth, and seamless surfaces, such as smooth and seamless flooring, tiles, and marble.



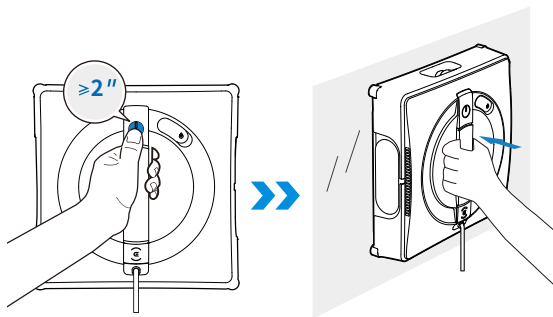
## 2 Start Cleaning

Make sure Station and WINBOT is turned on.

1. Press and hold START button on WINBOT for 2 seconds to start the fan.
2. Place WINBOT's bottom close to the glass. WINBOT will automatically attach itself and start cleaning.

### Notes:

- \* When Station is charging, fan cannot be started. Use WINBOT after Station is fully charged and the power plug is unplugged.
- \* Do not place WINBOT too close to the edge of the window. It is recommended to keep a distance of at least 10cm from the edge of the window.
- \* WINBOT is only suitable for flat surfaces without gaps.
- \* After the fan is started, do not bring small objects such as hair close to the fan to prevent them from being sucked in and blocking the fan.
- \* Before cleaning, please observe the area to attach WINBOT for any small particles. If there are any, please remove them or switch to a particle-free area to avoid scratching the glass.



## 3 Switch Modes

When WINBOT is working, you can switch cleaning modes by pressing Mode Switching button on the Station. After switching the modes, WINBOT will start the new cleaning mode immediately.

Note:

- \* Press Mode Switching button to switch between Thorough Cleaning, Fast Cleaning, and Edge Cleaning in sequence. To learn and use more modes, refer to ECOVACS HOME App.

### Select Cleaning Modes

Select the proper cleaning modes via buttons on the Station. If no mode is selected, WINBOT follows the last remembered mode by default.

Suggested Modes:

For moderately dirty interior windows, use Fast Cleaning.

For heavily soiled exterior windows, use Thorough Cleaning.

For detailed information on cleaning modes, please refer to the app.

Edge Cleaning is not remembered. Thorough Cleaning is the default cleaning mode.



## 4 Pause Operation and Move Station

### Pause

Short press the Power button on the Station to pause WINBOT's current work. Short press the Power button on the Station again to have WINBOT resume and continue the unfinished cleaning task.

### Move Station:

If you wish to move the Station during the cleaning process:

1. Press and hold the Power button  on the Station for at least 2 seconds, and then short press . WINBOT will pause its work, and the Suction Cup will automatically release its grip.
2. Move the Station to the new location as needed, ensuring that it is placed on a flat and smooth surface.
3. Press the Power button on the Station again. The Suction Cup will automatically attach, and WINBOT will resume and continue the

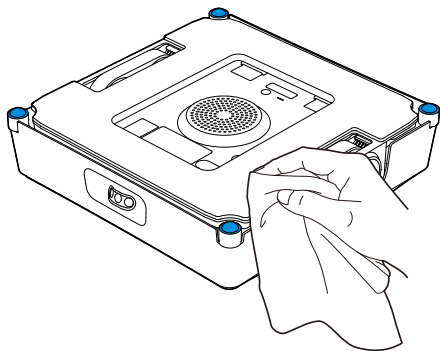
unfinished cleaning task.

**Note:**

\* After Suction Cup releases its grip, if there is no button operation within one minute, the suction cup will automatically attach to prevent Station from accidentally tipping over.

## 5 Maintenance during Cleaning



For heavily stained glass, wash or replace the Wiping Pad multiple times and clean the four Spherical Sensors in time.



\* Clean the Wiping Pad in time and make sure that any small particles on it are completely removed to avoid scratching the glass.


## 6 Finish Cleaning

### Finish Cleaning When WINBOT is Working

1. Press and hold  for 2 seconds or more, then WINBOT will immediately halt its current task, return to its Initial Spot, and wait to be removed.
2. Press and hold the  on WINBOT for 2 seconds or more to stop the fan. Then, take WINBOT off according to voice prompts.

### Finish Cleaning when Cleaning Task is Completed

After finishing the cleaning task, WINBOT will automatically return to its Initial Spot and wait to be removed.

Press and hold  on WINBOT for 2 seconds or more to stop the fan. Then, remove WINBOT according to voice prompts.

\* When removing WINBOT, firmly grasp its handle to prevent accident falling.

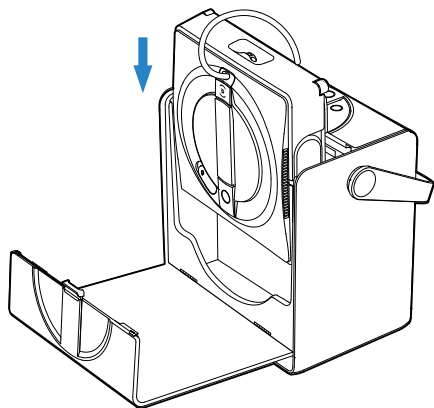
## Storage

### Steps:

#### 1. Store WINBOT

Place WINBOT with its front facing outward and the Compound Cable exit end facing upward. Then, insert WINBOT from top to bottom into the container. Ensure that WINBOT hangs on the hooks


\* When storing WINBOT, remove the wet Wiping Pad. Store the Wiping Pad after it is dried to avoid any unpleasant odors.

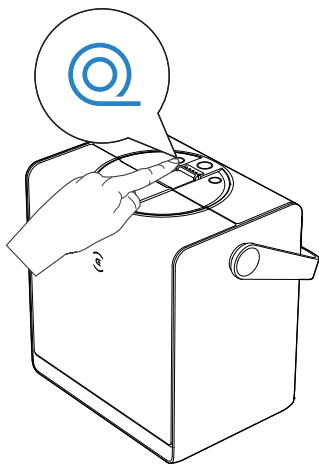


## 2. Auto Take up the Compound Cable


After placing WINBOT in the container, press , and the Station will immediately start reeling in the Compound Cable.

\* As the reeling-in process nears completion, the reeling-in speed slows until the cable is fully reeled in. This is a normal occurrence.

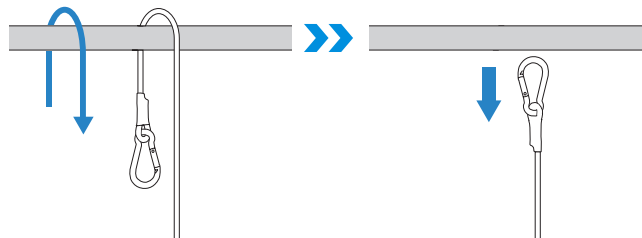
\* During the reeling-in process, the Compound Cable may become twisted. Do not worry and help straighten it. Then press  again to complete the reeling-in process.



## 3. Power Off

Press and hold  on the Station for 2 seconds and more to power WINBOT off.

## 4. Unfasten the Safety Rope



## 5. Charge the Station

Place the Station near a power outlet and connect it to the power source. The charging time is approximately 3 hours at room temperature.

## 6. Store the Station

Station should be stored in a dry environment to prevent moisture affecting the battery and motherboard.

### Notes:

1. Charging speed may slow down in low temperatures.
2. WINBOT and its Station are suitable for use in temperatures ranging from 0° C to 40° C. Do not charge the Station in temperatures outside this range.
3. WINBOT's fan cannot operate while charging. Please use WINBOT after charging is completed.
4. If you do not use WINBOT for an extended period, it is recommended to periodically charge the Station to help maintain its battery health.

## Advanced Features

To enjoy all available features, it is recommended to control your WINBOT via the ECOVACS HOME App.

### a. Multiple Cleaning Modes

**Thorough Cleaning:** A denser cleaning path with edge cleaning for thorough and complete cleaning.

**Deep Cleaning:** A dense cleaning path for removing heavy dirt.

**Fast Cleaning:** Fast cleaning for removing light dirt.

**Edge CLeaning:** Dedicated edge cleaning for clearing residue in corners and edges.

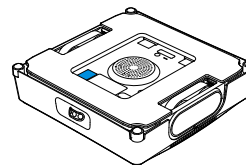
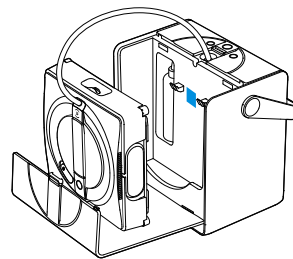
### Troubleshooting

Do not panic when WINBOT alarms. Go to app for a comprehensive troubleshooting guide.

### c. Omni-directional Navigation

In the app, you can use the round D-pad to control WINBOT. This feature supports WINBOT navigation from both the front and bottom view; 360° navigation, spot cleaning, and manual water spraying.

- ① Scan the QR code on the Station or at the bottom of WINBOT to download and install the ECOVACS HOME App.
- ② Open ECOVACS HOME App to scan the QR code on the Station and follow the wizard to connect WINBOT.



OR



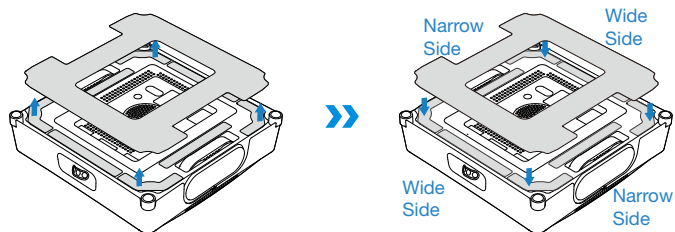
# Maintenance

## Wiping Pad

### a. Replace the Wiping Pad

Remove the dirty Wiping Pad and place a clean new one on WINBOT. Then, press the Wiping Pad to help it stick firmly. Make sure the Wiping Pad is correctly attached.

\* Make sure Wiping Pad does not cover the Spherical Sensors.



If velcro is dirty, clean it with a brush. Avoid washing the Velcro to prevent water from entering the WINBOT and causing damage.

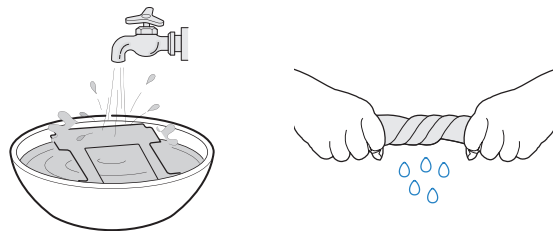
\* Washing the Wiping Pad regularly can extend its service life.

If the Wiping Pad is worn or cannot adhere closely with the Velcro, replace it with a new one for optimal cleaning performance.

Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com/global>.

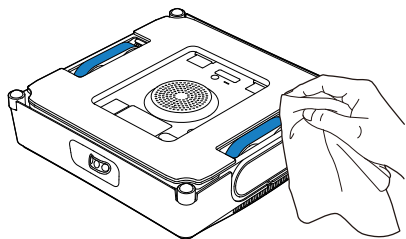
### b. Wash the Wiping Pad

Remove the Wiping Pad. Wash it with tap water, and wring water out before use.

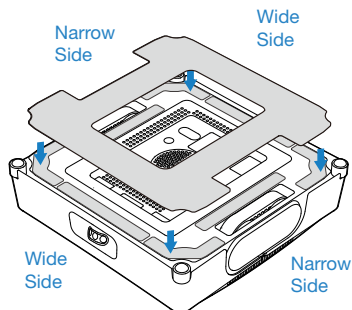


## Driving Wheel Tracks

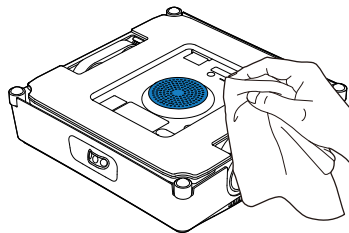
Before cleaning, ensure fan is not working. Control WINBOT via the ECOVACS HOME App and check the Driving Wheel Tracks. If stains are found, pause and clean the tracks with a clean cloth.



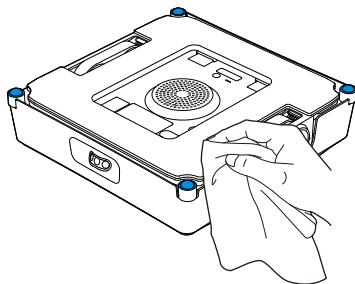
After Driving Wheel Tracks are cleaned, install the Wiping Pad and continue cleaning.



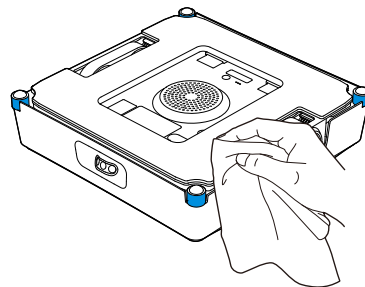
Fan



Spherical Sensors



Side Rollers



## Troubleshooting

No.	Malfunction	Possible Causes	Solutions
1	WINBOT moves in an irregular pattern during cleaning.	Wiping Pad is too wet.	Replace the Wiping Pad as described in Maintenance.
		WINBOT has cleaned unrecommended stains, such as grease.	Replace the Driving Wheel Tracks as described in Maintenance.
2	Voice prompt: "Not enough air pressure."	Wiping Pad is attached improperly.	Remove the Wiping Pad and reattach it.
		There are gaps or cracks on the window surface.	Do not use WINBOT on windows with gaps or cracks.
		There are low obstacles on the window surface.	Cover the obstacles with your hand.
3	Voice prompt: "WINBOT is trapped."	Driving Wheel Tracks are stuck.	Check if there is any dust or debris on the Driving Wheel Tracks. If so, clean them as described in Maintenance. If the problem persists, contact Customer Service.
		There are low obstacles on the window surface.	Currently, WINBOT cannot detect obstacles or window frames lower than 4m,m. Help WINBOT navigate via the app.
4	WINBOT does not spray.	No ECOVACS WINBOT Cleaning Solution in the Water Tank.	Add ECOVACS WINBOT cleaning solution.
		Auto Spray is disabled.	Enable Auto Spray via the app.
		Insufficient ECOVACS WINBOT Cleaning Solution	1. Turn WINBOT off. Then, restart and reattach WINBOT. 2. If the problem persists, go to the app for solutions or contact Customer Service.



No.	Malfunction	Possible Causes	Solutions
5	Voice prompt: "WINBOT encountered an obstruction."	Components malfunction	Hold the Compound Cable tightly, pull WINBOT back, long press Start button for 2 seconds to take WINBOT off. Please be sure not to stand directly beneath WINBOT to prevent being hit by its accidental falling. Power off and then restart WINBOT. If the problem persists, contact the Customer Service.
6	WINBOT cannot be take off as it does not return to Initial Spot.	Algorithmic error	Due to algorithmic error, WINBOT may deviate significantly from its Initial Spot, making it difficult to take WINBOT off. Control WINBOT via the app to a more accessible location.
		WINBOT loses track of the Initial Spot when manual control or mode switching is initiated immediately after its attachment.	Control WINBOT to a more accessible location via the app.
7	Voice prompt: "Avoid window edges."	When cleaning frameless glass, WINBOT's attachment location is too close to the window frame.	Hold WINBOT's handle, long press Start button for 2 seconds, and take WINBOT off. Reattach WINBOT. The attachment location should be at least 10 cm away from window frames.

# App Connection

**Before connection, make sure WINBOT and the mobile phone meet the following requirements:**

1. The Bluetooth of the mobile phone is turned on.
2. The WINBOT power switch has been turned on and the indicator light has been lit.
3. Please pair WINBOT in ECOVACS HOME App instead of the phone setting.
4. Co-frequency interference might occur between Bluetooth and Wi-Fi. It is recommended to keep WINBOT close to the mobile phone and distant from the Wi-Fi router during pairing.
5. If the connection failed, please try to disconnect other Bluetooth devices, make sure WINBOT is not connected to other mobile phones, and try again.
6. Bluetooth may be disconnected if WINBOT is too distant from the phone. Try to reconnect at a short distance.
7. For using WINBOT, you need to allow ECOVACS HOME App to obtain access to the location, Bluetooth, and mobile phone storage.

If the problems persist after trying the above methods, please contact customer service.

## Technical Specifications

<b>Model</b>	<b>WG821-11</b>		
Rated Input	24V=== 4A	Rated Power	126W
<b>Power Adaptor</b>	<b>GM65-240275-2D or GM65-240275-3D</b>		
Input	100-240V~ 50-60Hz 2A	Output	24V === 2.75A
Station Dimensions (mm)		312*215*327	
WINBOT Dimensions (mm)		271*271*77	

Output power of the wireless module is less than 100 mW.

**Note:** Technical and design specifications may be changed for continues product improvement.



**Scan the QR code for  
more information.**

# 重要安全指引







使用電器時務必遵守基本預防措施，包括下列事項：

## 使用本電器前，請先閱讀所有指引。 請妥善保管本指引

1. 本電器可供身體官能或心智能力退化者，或缺乏操作經驗和知識的人士使用；前提是需要有人從旁監督，或就如何安全使用本電器及了解潛在危險提供適當指引。請勿讓兒童玩弄本電器。若電器曾經掉落、出現明顯損壞或漏水，則請勿使用。啟動時，請勿讓兒童接觸電器。
2. 請勿於極度炎熱或寒冷的環境下使用電器和充電（溫度低於 0°C/32°F 或高於 40°C/104°F、濕度高於 85%），否則可能會影響電池壽命。
3. 在無風雨且沒有降雪的日子，使用安全鎖扣將電器正確固定於安全位置，電器就可以用於清潔外窗。
4. 使用前，請以安全鎖扣將安全繩繫於堅固的室內扶手，並確保 WINBOT 已安裝穩固。
5. 使用時，必須有人看管電器。為防止電器意外掉落而造成人身傷害或財物受損，當 WINBOT 運作時，請確保其下方區域沒有任何人、動物或貴重及易碎物品。
6. 請勿在狂風、10 級強風或海拔超過 2000 米（6562 英尺）的環境中使用本電器。
7. 接通電源時，必須有人看管電器。
8. 僅限家居使用（包括外窗）。請勿在商業或工業環境中使用本電器。
9. 請勿在破損或不平整的玻璃表面上使用（例如貼有靜電貼紙、廣告海報或凸起圖案的玻璃），以免導致玻璃破裂或電器掉落。請勿在有空隙的表面上使用（例如有空隙或穿孔的玻璃，或兩塊相鄰而中間有空隙的無框玻璃），以免因吸附不牢而導致電器掉落。
10. 只可使用製造商建議或提供的配件。只可使用製造商提供的電源適配器。
11. 請確保家居電源電壓與電源適配器上標示的電源電壓相符。
12. 請勿在框架小於 5 毫米（0.2 英吋）的有框玻璃上使用本電器。
13. 請勿在厚度小於 3 毫米（0.12 英吋）的玻璃或厚度小於 4 毫米（0.16 英吋）的鏡子上使用。
14. 請勿在手柄高度為 70~105 毫米（2.76~ 4.13 吋）的玻璃或鏡子上使用。
15. 請勿在沾有油脂的玻璃上使用本電器。
16. 在高濕度的環境下使用時，本電器的清潔性能會受到影響。
17. 請將電器存放於遠離熱源及易燃物料的地方。
18. 雨天時，請勿在外窗使用本電器，以免導致電器損壞或掉落。

19. 如本電器未能穩固吸附在玻璃上，或本電器有明顯的損壞跡象，則請勿使用。
20. 為減低觸電風險，請勿將電器放入水中或其他液體中。請勿將電器放置或存放在可能會掉落或被拉入浴缸或水槽的地方。
21. 請勿用濕手觸摸電源插頭。
22. 為電器充電時，請勿將其放置在其他電器上，並遠離火源和液體。
23. 小心避免電源線損壞。請勿以電源線拉動或搬運電器、將電源線用作把手、關窗時卡住電源線，或用重物壓住電源線。電源線應遠離高溫表面。
24. 請勿使用損壞的電源線或插座。如果電器無法正常運作、曾經掉落、損壞或接觸過水，則請勿使用。維修工序必須由製造商或其服務代理商執行，以免發生危險。
25. 如果電源線損壞，必須由製造商或其服務代理商更換，以免發生危險。
26. 清潔或維護電器前，務必將插頭從插座上拔除。請勿拉動電源線來拔除電源適配器。
27. 安全電池必須由製造商或其服務代理商更換，以免發生危險。
28. 棄置本電器前，務必根據本地法律與法規取出並丟棄安全電池。
29. 棄置本電器前，必須先從插座上拔除插頭，然後取出電池。
30. 請根據本地法律與法規棄置舊電池。
31. 即使電器嚴重損毀，亦請勿焚燒電器。電池起火後可能會爆炸。
32. 請務必依照本說明書的指引使用電器。本公司對因使用不當而造成的任何損壞或傷害概不承擔任何責任。
- 33. 警告：**只能使用電器隨附的可拆式電源供應器 GM65-240275-3D 為電池充電。
34. 主機內的電池僅可由專業人員更換。
35. 插頭及電源適配器必須在室內使用。
36. 如果 WINBOT 正在處理的真空玻璃出現漏水，請於清潔完成後立即移走 WINBOT。
37. 進行清潔前，請仔細查看 WINBOT 吸附的範圍是否有任何微小顆粒。如果有，請清除顆粒或轉移至無顆粒的位置，以免刮花玻璃。
38. 請及時清潔擦窗抹布，並確保完全清除上面的微小顆粒，以免刮花玻璃。

為滿足射頻暴露要求，在操作裝置期間，操作人員應與裝置保持 20 厘米或以上的間隔距離。為確保符合法規，不建議在更近距離下操作裝置。本發射器使用的天線不得與任何其他天線或發射器一起放置。

	二類電器
	防短路安全隔離變壓器
	開關模式電源
	僅限室內使用
	直流電
	交流電

## 歐盟國家

有關歐盟符合性聲明的資訊，請瀏覽 <https://www.ecovacs.com/global/compliance>



## 妥善棄置本產品

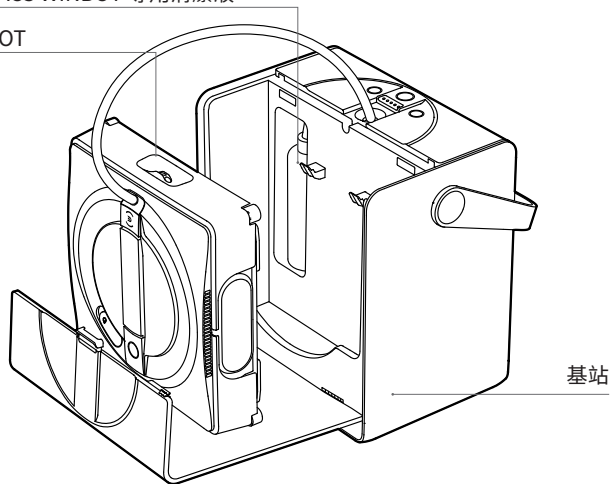
此標記表示本產品在歐盟內不得與其他家居廢物一併棄置。為避免因無節制地棄置廢料而損害環境或人類健康，請以負責任的態度回收，以促進對物料資源的可持續再利用。如要回收使用過的產品，請使用回收系統或聯絡您向其購買產品的零售商。他們能夠安全妥善地回收產品。

# 1. 產品概述

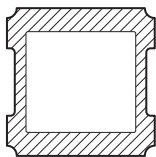
## 1.1 包裝內容物

ECOVACS WINBOT 專用清潔液

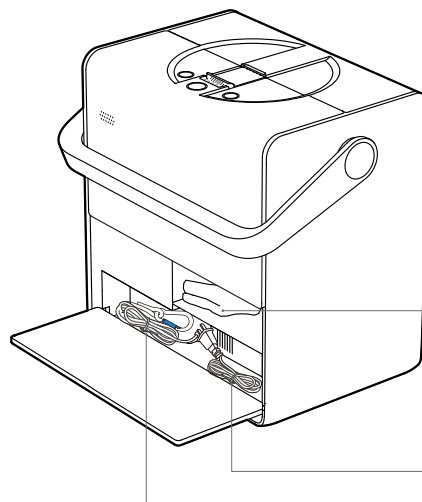
WINBOT



基站



抹布



抹布

適配器  
安全繩

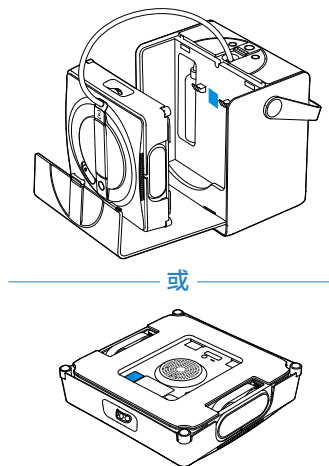


產品使用資料

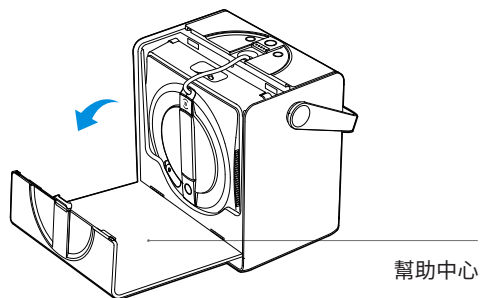
\* 本說明書圖示僅供參考，實際外觀請以實物為準。

## 1.2 資訊指引

❶ 配網 QR Code 位於基站內部和 WINBOT 底部。

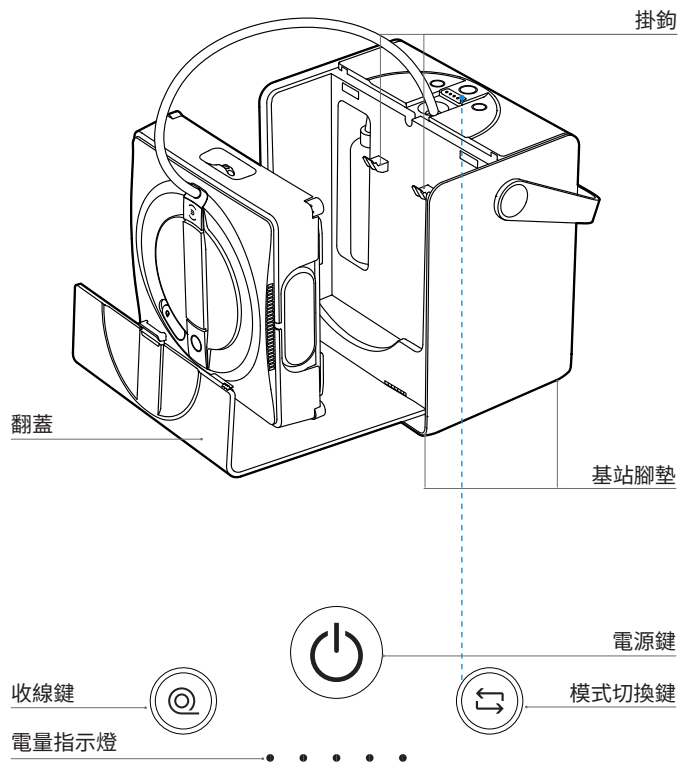


❷ 常見的使用和適用性問題，見基站翻蓋內側的「幫助中心」。

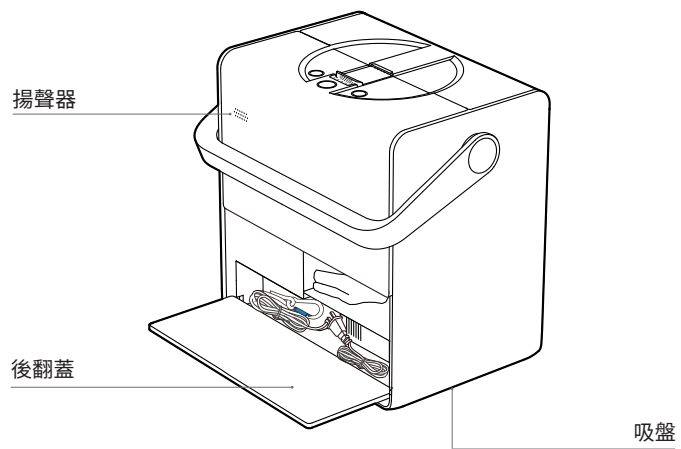


❸ 故障排除，請登入 ECOVACS HOME App

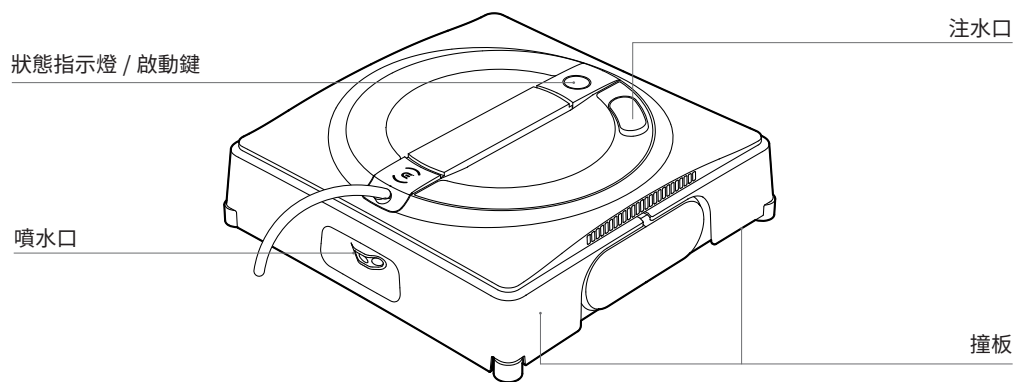
## 1.3 部件名稱



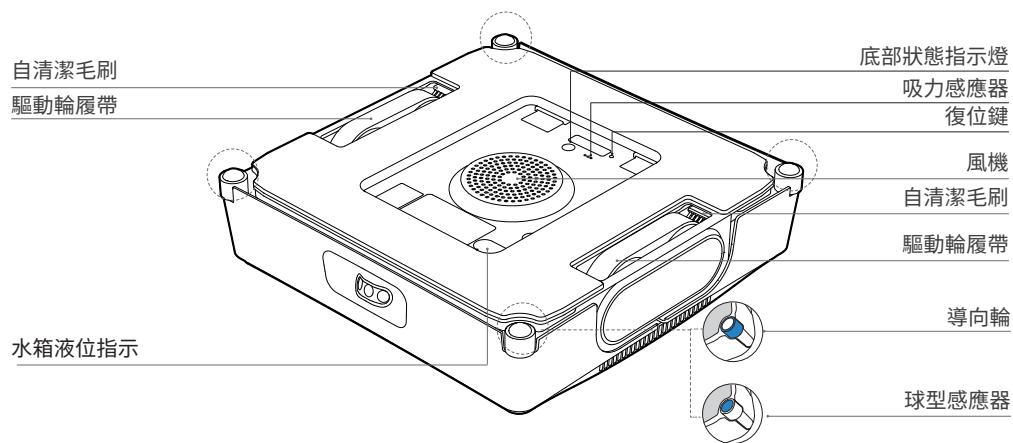




## WINBOT 正面



## WINBOT 背面



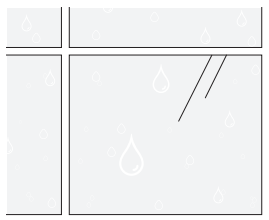
## 2. 產品使用

### 2.1 使用前注意事項

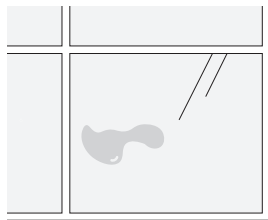
以下情形不推薦使用 WINBOT：

#### 1 高濕、油污、極冷、極熱環境

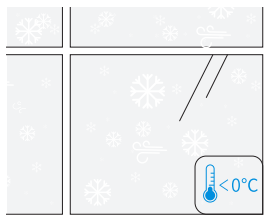
於此情形下，WINBOT 不易行走。



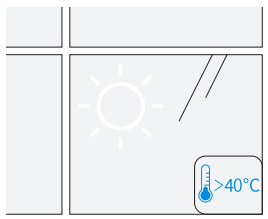
有水汽



有油污



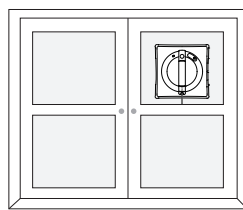
氣溫低於 0°C



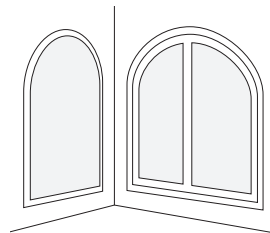
氣溫高於 40°C

#### 2 玻璃太小, 異形

於此情形下，WINBOT 施展不開。



太小



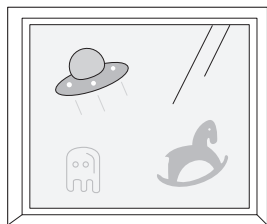
異形

**建議：**方方正正的大玻璃清潔效果更好！

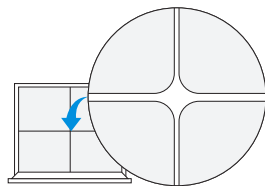
**建議：**表面乾燥，氣溫大於 0°C，WINBOT 可以工作地更好！

### 3 玻璃表面不平整

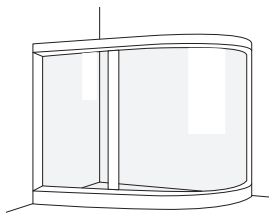
於此情形下,WINBOT 易氣壓不足。



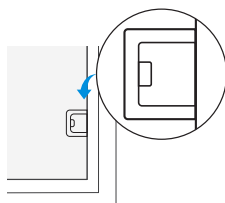
有裝飾物



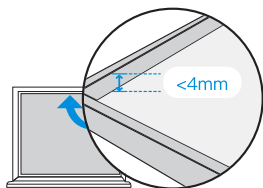
有縫隙



弧形



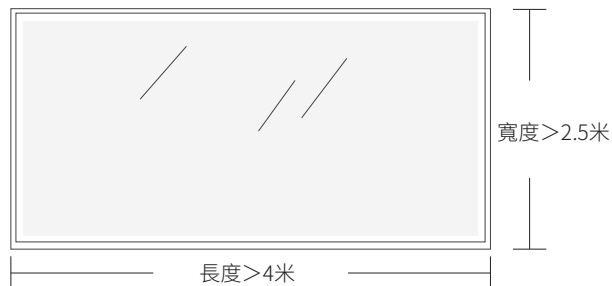
玻璃上的障礙物高度  
小於 4mm



窗戶邊框高度小於 4mm

### 4 外窗玻璃太大

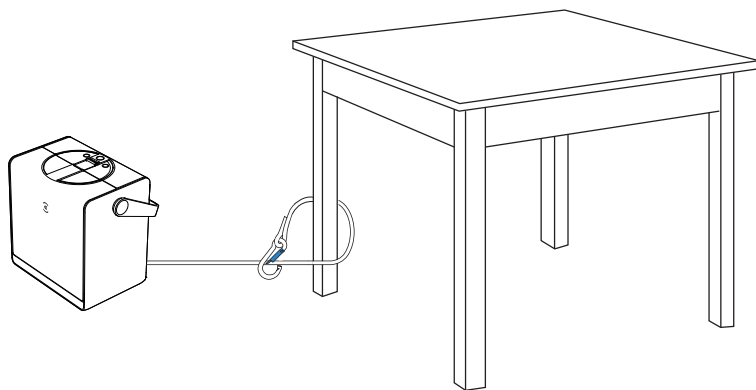
於此情形下,WINBOT 有可能受限於複合線長度而無法完成工作。



**建議:** 表面平整, WINBOT 氣壓更穩定, 運動能力更好!

**使用前請確保基站安全鎖扣已綁於不易移動的穩固物體上如桌腿椅子腿、床腿、梳化腿、窗簾杆、樓梯扶手等, 並鎖好安全鎖扣, 以免發生危險。**

\* 安全鎖扣元件出廠已預裝好, 請勿隨意取下。



## 2.2 使用前準備

### 1 了解基站和燈效

#### 按鍵功能



短按  
暫停 / 繼續

長按  
開 / 關機



短按  
自動收線



短按  
切換模式

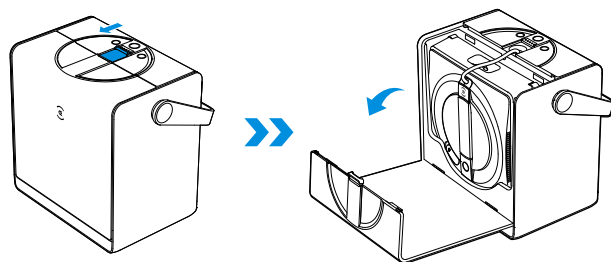
● ● ● ● ● 電量指示燈

WINBOT 工作時

返回原點:長按 ⓪ 鍵

基站解除吸附:長按 ⓪ ≥ 2 秒, 不鬆手同時短按 ⓪ 。

#### 開蓋方式



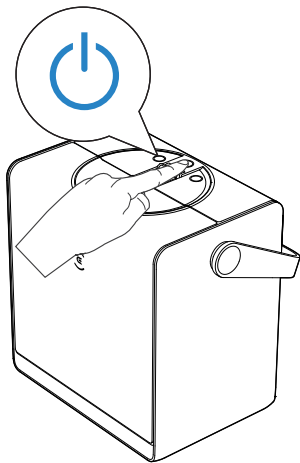
#### 燈效提示

指示燈	燈效	涵義
WINBOT 啟動鍵 / 底部狀態指示燈	藍色常亮	WINBOT 待機或正在清潔
	藍色閃爍	WINBOT 正在噴水
	藍色呼吸	WINBOT 正在升級
	紅色閃爍	WINBOT 異常,無法正常工作
基站電源鍵 / 收線鍵 / 模式鍵指示燈	藍色常亮	WINBOT 和基站狀態正常
	藍色呼吸	WINBOT 和基站正在升級
	紅色閃爍	WINBOT 和基站異常,無法正常工作
基站電量指示燈	藍色常亮	電量充足
	藍色呼吸	基站正在充電
	紅色閃爍	電量低, WINBOT 無法繼續清潔
基站適配器工作指示燈	綠色常亮	基站處於待機等電流較小的狀態
	紅色常亮	基站處於充電等電流較大的狀態

## 2 開機

長按電源鍵 2 秒以上開啟基站和 WINBOT。

請確保基站電量充足後再使用。倘若基站電量不足，請參考「2.4 使用後收納與充電」章節，為基站充電。室溫下，充電時間約為 3 個小時。



\* WINBOT 處於開機但風機未工作的狀態下，若您長時間（ $\geq 10$  分鐘）未操作基站或 WINBOT 按鍵，WINBOT 將自動休眠關機，再次長按基站電源鍵，可重新開機使用。

## 3 添加清潔液

請向水箱中加入 ECOVACS WINBOT 專用清潔液，水箱最大容量約為 60ml，滿水箱大約可持續噴水 60min。快速模式下，滿水箱可持續噴水約 30  $\text{m}^2$ 。



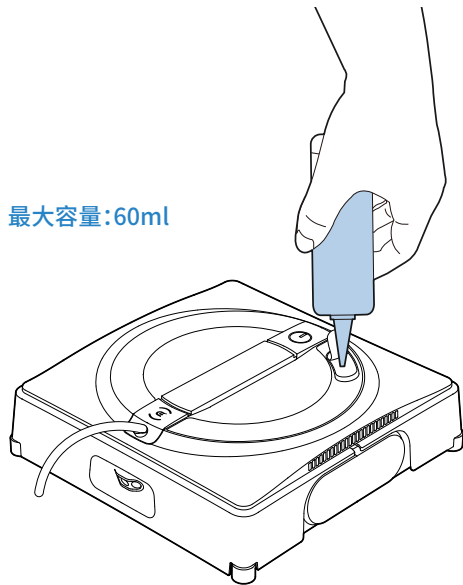
請使用【ECOVACS WINBOT 專用清潔液】，以獲得更佳的清潔效果。

\* 若【ECOVACS WINBOT 專用清潔液】用完了，可暫時用自來水代替。



為避免產品損傷，請勿使用【ECOVACS WINBOT 專用清潔液】以外的其他清潔液；請勿使用純淨水 / 過濾水。

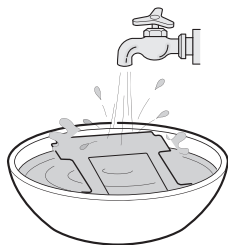
最大容量: 60ml



## 4 安裝抹布

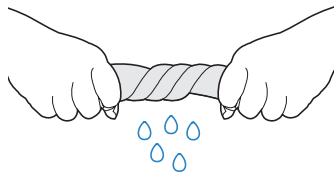
### 1. 打濕抹布

使用前將抹布手動打濕



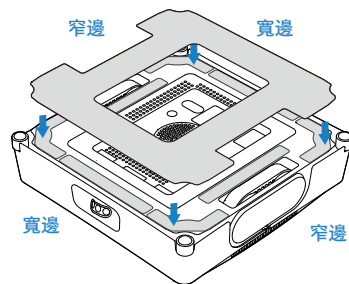
### 2. 擰乾抹布

建議儘可能擰乾抹布



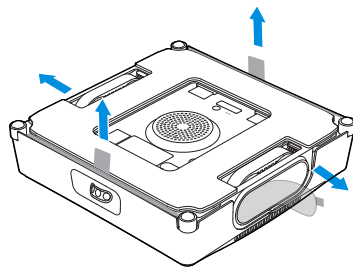
### 3. 粘貼抹布

按照寬窄邊方向，將抹布黏貼於機器底部的抹布支架魔術貼上，並用手按壓抹平，使得抹布粘貼牢固。



注意：

請移除所有防護材料，包括但不限於包裹 WINBOT 的 EPE 防護條，WINBOT 側面的保護膜。





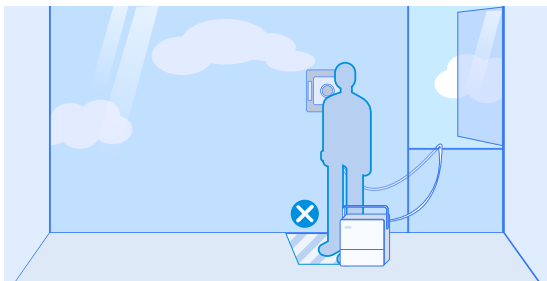
## 2.3 開始使用

### 1 放置基站

將基站放置於準備清潔的窗戶旁邊

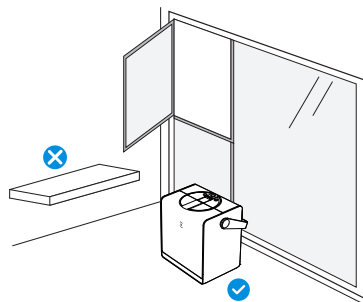
#### 注意：

1. 請儘量將基站放置於靠近窗戶的位置，以防使用過程中複合線絆倒人或動物。
2. 若需要抹較大的落地窗，請確保將基站放置於靠近開窗位置的地面，以防電源線拉扯 \*



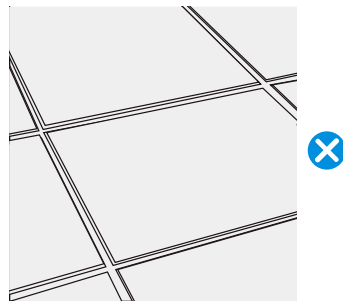
\* WINBOT 電源線有效長度為 5.5m，最大可適用的單面窗戶尺寸為寬 4m，高 2.5m。

3. 務必將基站放置於平整無縫隙的地面上。



\* 切勿將基站放置於桌面、檯面等高台上。

4. 請勿將基站放置於不平整的地面上，如地毯、有縫地磚 / 地板等



\*\* 基站底部的吸盤，僅適用於平整光滑無縫隙的地面，如平整無縫的地板、地磚、大理石等。

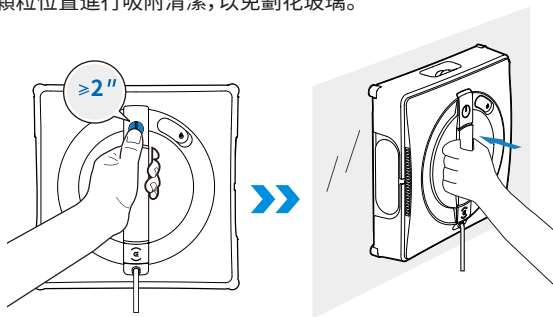
## 2 啟動清潔

請確保基站電源已打開。

1. 長按 WINBOT 啟動鍵 2 秒，啟動風機
2. 聽到風機啟動後，將 WINBOT 底部 (有抹布的一面) 放於玻璃上。  
WINBOT 將自動完成吸附並啟動清潔

### 注意：

- \* 基站充電時，不能啟動風機。請完成充電拔掉充電插頭後再使用 WINBOT
- \* 請勿將 WINBOT 放置於離窗戶邊緣太近的地方，建議 WINBOT 距離窗戶邊緣 10cm 以上；
- \* WINBOT 僅適用於平整的、沒有縫隙的表面
- \* 風機啟動後，請勿將頭髮等細小物體靠近風機，以免捲入和堵塞風機。
- \* 清潔前請先觀察吸附的位置是否有細小顆粒，若有，請先清除或更換至無顆粒位置進行吸附清潔，以免劃花玻璃。



## 3 切換模式

WINBOT 正常工作時，可透過短按基站模式鍵來切換清潔模式。模式切換後，WINBOT 將按新模式立即自動啟動清潔。

### 注意：

- \* 基站模式按鍵可按順序切換深度模式、快速模式、沿邊模式。若想了解更多和使用更多模式，請參考 App。

## 選擇清潔模式

請透過基站按鍵選擇適合的清潔模式。若不選擇，WINBOT 默認使用上次記憶的模式\*。

常用模式建議：

內窗：一般情況下，內窗髒污不嚴重，建議使用快速模式。

外窗：一般情況下，外窗髒污嚴重，建議使用深度模式

若想了解清潔模式的詳細資訊，請前往 App。

\* 沿邊模式不記憶。WINBOT 出廠記憶模式為深度模式



## 4 暫停和挪動基站

### 暫停

若需要暫停 WINBOT 當前工作，短按基站電源鍵。再次短按基站電源鍵，WINBOT 將立即啟動並繼續未完成的清潔任務。

### 挪動基站

於清潔過程中，若想移動基站：

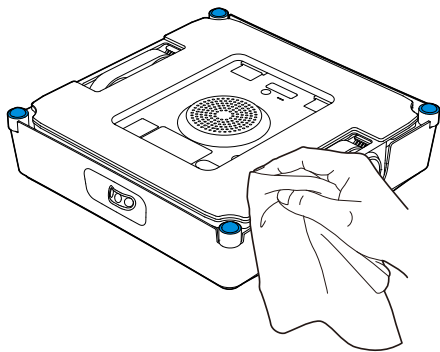
1. 按住基站  ≥ 2 秒，同時，再短按下  (短按)，WINBOT 立即暫停工作，基站吸盤隨即自動解除吸附。
2. 按需移動基站至新位置，並確保基站放置於平整光滑的地面。
3. 再次短按基站電源鍵，基站吸盤將自動吸附，同時 WINBOT 立即啟動並繼續未完成的清潔任務。

### 注意：

注意：基站吸盤解除吸附後，若一分鐘後仍未操作按鍵，吸盤將自動吸附，以防基站意外傾倒。

## 5 中途清潔及保養指導

針對重髒污的玻璃，建議換洗抹布進行多次擦拭，並且及時清潔 WINBOT 底部的四個球型感應器，以確保清潔效果。





\* 抹布髒了請及時清洗，並確保抹布上細小顆粒被清除完畢，以免劃花玻璃。


## 6 結束工作

### 中途結束工作

WINBOT 工作時，若您希望 WINBOT 中途結束工作：

1. 長按基站  2s 以上，WINBOT 立即中止當前任務，並返回原點，等待取下；
2. 長按 WINBOT  2s 以上，WINBOT 風機停止工作，根據語音提示，取下 WINBOT；

### 清潔工作已完成

WINBOT 工作結束工作，將自動返回原點，等待取下；  
長按 WINBOT  2s 以上，WINBOT 風機停止工作。此時，根據語音提示，取下 WINBOT。

\* 取下 WINBOT 時，請抓緊 WINBOT 把手，以防掉落。

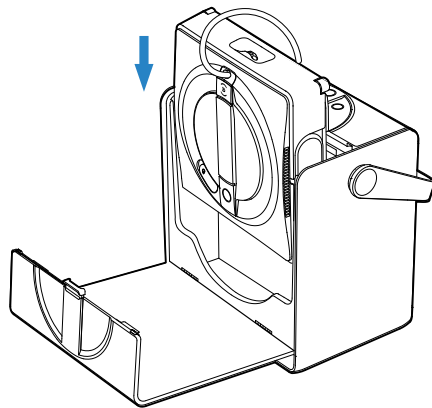
## 2.4 使用後收納與充電

### 步驟：

#### 1. 收納 WINBOT

請將 WINBOT 正面朝外，複合線出口端朝上，然後從上而下放入基站收納倉，並確保 WINBOT 掛於收納倉的掛鉤上。

\* 收納 WINBOT 時，請取下濕抹布。濕抹布晾乾後再收納，以免產生異味。

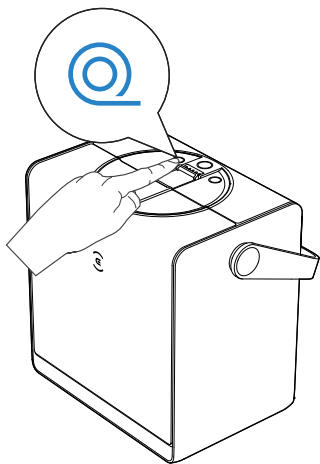


## 2. 收線

WINBOT 放入收納倉後，短按收線鍵，基站立即開始快速收線。

\* 收線臨近結束時將自動調整為緩慢收線直至收線結束。這是正常現象，請勿擔心。

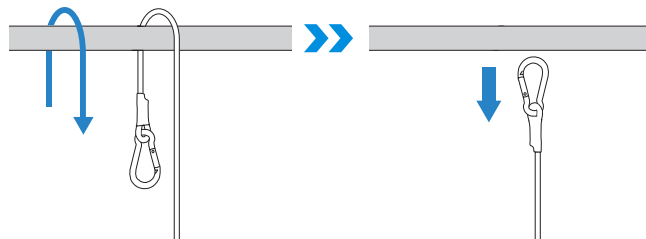
\* 收線過程中，電源線可能發生捲曲，請勿擔心，這是正常現象。此時請您幫助 WINBOT 捋順電源線，再次短按收線鍵完成收線。



## 3. 關機

長按基站電源鍵 2s 以上，關閉 WINBOT

## 4. 解鎖安全繩



## 5. 充電

將基站放於電源插座附近，連接電源。室溫下充電時間約為 3 小時。

## 6. 收納基站

基站應收納於乾燥的環境中，以防電池和主機板受潮。

### 注意：

1. 低溫 (例如 5°C) 會導致充電變慢，充電時間較長。
2. WINBOT 適用於 0-40°C 的環境，請勿於溫度超過此範圍的位置對 WINBOT 進行充電。
3. 充電時 WINBOT 風機不能工作，請充電完成後再使用 WINBOT。
4. WINBOT 工作時，基站無法充電。請等 WINBOT 結束工作，取下 WINBOT 後再充電。
5. 若計劃長時間不使用 WINBOT，請充滿電後再關機儲存 WINBOT。建議每半年充一次電，以防電池損傷而導致無法充電。

## 2.5 高階功能

下載 ECOVACS HOME App, 體驗 WINBOT 更多功能

### a. 多種清潔模式

深度模式: 路徑更密, 有沿邊功能, 抹得更全更乾淨;

精細模式: 路徑密, 清除重灰;

快速模式: 抹得快, 清除輕灰;

沿邊模式: 抹邊緣, 除堆灰。

### b. 故障排除

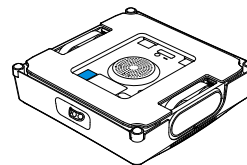
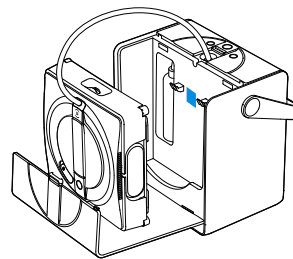
若 WINBOT 報警, 請勿驚慌, 可前往 App 查看詳細的故障排查指導。

### c. 全向遙控

透過 App 您可以使用全向遙控功能控制 WINBOT 該功能支援內外窗視角、360°遙控、定點清潔和手動噴水。

① 打開「掃一掃」, 掃描基站內部或機身底部 QR Code, 或打開手機應用商店搜尋「ECOVACS HOME」下載並安裝 App。

② 打開 App 的「掃一掃」, 掃描基站內部 QR Code, 根據 App 引導連接 WINBOT。



或

iOS

Android



ECOVACS HOME

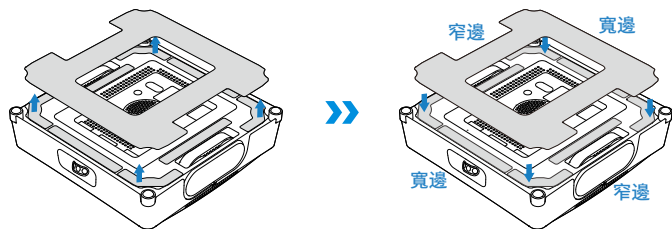
### 3. 部件保養

#### 抹布

##### a. 更換抹布

移除髒污抹布，將新的抹布平整地貼於 WINBOT 底部抹布支架以內，並用手按壓抹平，使得抹布粘貼牢固。請注意抹布寬窄邊與抹布支架寬窄邊相對應。

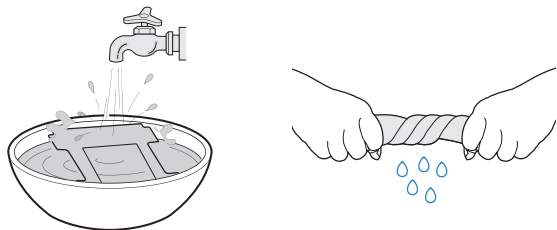
\* 注意抹布**不要黏貼於抹布支架以外**，以免影響 WINBOT 正常運行。



\* 抹布支架魔術貼沾灰，可用乾淨清潔刷清理。請勿用水清洗，避免機器底部進水導致損壞。

##### b. 清洗抹布

取下抹布，清水洗淨，儘可能擰乾後使用。

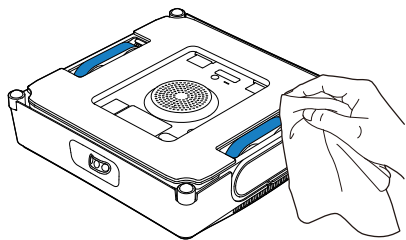


\* 定期清洗抹布，以延長其使用壽命。當抹布破損，無法和魔術貼緊密黏貼時，請及時更換以達到最佳清潔效果。

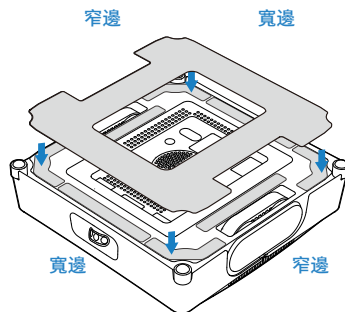
若需購買配件，可訪問 ECOVACS HOME App 或 ECOVACS 官方商城：<https://mall.ecovacs.cn>。

## 清潔驅動輪履帶

清潔前，請確保風機處於不工作狀態。透過 ECOVACS HOME App 遙控 WINBOT，檢查驅動輪履帶。若發現髒污，請先暫停，用乾淨的除塵抹布將履帶擦拭乾淨。

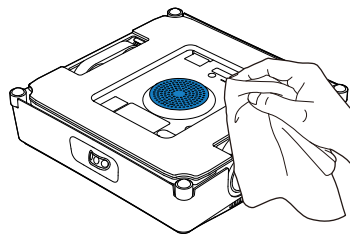


清理完畢後，可安裝好抹布繼續工作。

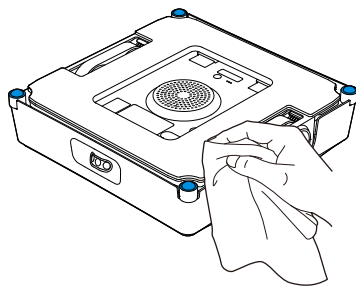


## 底部組件

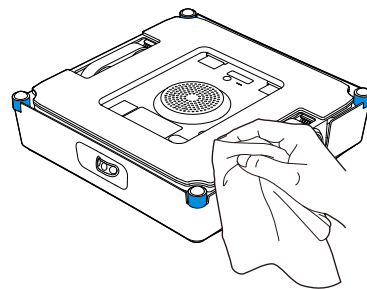
風機：用乾抹布抹淨，以免 WINBOT 吸力受損。



球型感應器：用乾抹布抹淨，保持其靈敏度。



導向輪：用乾抹布抹淨，保持其靈敏度。



## 4. 常見問題排查

### 4.1 故障排除

序號	故障情況	可能原因	解決方法
1	WINBOT 發生打滑,例如側向滑動、機身抖動。	抹布過濕。	參考本說明書中的【維護保養】章節更換抹布。
		WINBOT 抹了不推薦的污漬,如油污。	參考本說明書中的【維護保養】章節清理履帶。
2	WINBOT 語音提示「氣壓不足」。	抹布安裝不正確。	請取下抹布重新裝貼,抹布的寬窄邊與抹布支架的寬窄邊互相對應。
		窗戶表面有縫隙。	請勿於有縫隙的平面使用 WINBOT。
		窗戶表面有低矮障礙物。	手動遮擋障礙物後再使用 WINBOT。
3	WINBOT 語音提示「卡住了」。	驅動輪履帶卡住了。	檢查驅動輪履帶是否有異物,若有異物,請嘗試用工具清理,清理過後重新啟動 WINBOT 進行自動清潔倘若故障仍未消除,請聯絡售後服務。
		窗戶表面有低矮障礙物	WINBOT 現時依靠撞板和球頭進行障礙物和邊框探測時,無法探測到高度低於 4mm 的障礙物或邊框。於這種情況下,請前往 App 根據指引說明 WINBOT 脫困。
4	WINBOT 不噴水。	水箱中沒有清潔液。	請及時添加 WINBOT 專用清潔液。
		App 中關閉了自動噴水功能。	請前往 App 打開自動噴水功能。
		WINBOT 於低水位清潔。	1. 關機並重啟,並重新吸附 WINBOT。 2. 若問題仍存在,請前往 App 查看故障排除方案。 3. 若問題持續存在,請聯絡客服人員。



序號	故障情況	可能原因	解決方法
5	WINBOT 語音提示「WINBOT 遇到阻礙」。	內部元器件異常。	牢牢抓住複合線,且不要站於 WINBOT 正下方,以防 WINBOT 掉落砸傷。慢慢拖拽 WINBOT 直至可以夠到 WINBOT,長按啟動鍵 2 秒,取下 WINBOT。關機斷電後,重新開機。倘若重啟後,異常未消失,請聯絡售後服務。
6	WINBOT 未返回原點,無法取下。	演算法誤差。	受計算精度影響,可能會有稍許誤差。若 WINBOT 返回原點誤差過大,不便取回 WINBOT,請前往 App,利用全向遙控幫助 WINBOT 回到易於取下的位置。
		WINBOT 吸附後,立即使用了遙控功能或切換了模式,因此 WINBOT 不知道原點的位置。	前往 App,利用全向遙控幫助 WINBOT 回到易於取下的位置。
7	WINBOT 語音提示「請避開窗戶邊緣」	清潔無框玻璃時,WINBOT 吸附位置離窗戶邊框太近。	握住 WINBOT 把手,長按 WINBOT 啟動鍵 2 秒,取下 WINBOT。重新吸附 WINBOT,吸附位置建議距離窗戶邊緣 >10cm

## 4.2 App 連接

於使用 ECOVACS HOME App 對主機進行藍牙連接時,請確保主機、手機狀態符合以下要求:

1. 手機藍牙已打開。
  2. 基站電源開關已經打開,指示燈亮起。
  3. 請於 ECOVACS HOME App 介面中進行 WINBOT 藍牙配對;避免使用手機設定介面中的藍牙與主機配對。
  4. 藍牙和 Wi-Fi 於配對時可能出現同頻干擾,建議配對時 WINBOT 靠近手機、遠離 Wi-Fi 路由器。
  5. 倘若 WINBOT 無法連接 App,請嘗試斷開其他已連接的藍牙裝置,並確認 WINBOT 未與其他手機連接,然後重試。
  6. 遙控 WINBOT 時,手機距離過遠或穿牆使用可能造成藍牙斷開。若斷開,請嘗試近距離重新連接。
  7. 使用 WINBOT 時,需允許 ECOVACS HOME App 獲取定位、藍牙、手機儲存空間的許可權。
- 若嘗試以上多種方式仍然無法連接,請聯絡售後服務。

# 技術規格

型號	WG821-11		
額定輸入	24V === 4A	額定功率	126W
電源適配器	GM65-240275-2D 或 GM65-240275-3D		
輸入	100-240V~ 50-60Hz 2A	輸出	24V === 2.75A
充電站尺寸（毫米）		312*215*327	
WINBOT 尺寸（毫米）		271*271*77	

無線模組的輸出功率小於 100 mW。  
**備註：** 因產品持續改善的需要，本公司保留對產品進行任何技術、設計變更的權利，解釋權歸本公司所有。



請掃描二維碼以了解更多資訊。



**Ecovacs Home Service Robotics Co., Ltd.**

中國江蘇省蘇州市吳中區郭巷吳淞江工業園淞葦路 518 號

451-2250-0406