Troubleshooting Guide

for Airzeen Q10 pro Vacuum Cleaner

Thank you for choosing Airzeen! This guide helps resolve common issues for Airzeen J10 Vacuum Cleaner.

1. The robot vacuum cleaner failed to recharge and cannot charge normally

Possible Causes:

- Improper installation of the mop bracket can cause the vacuum cleaner to not charge. The vacuum cleaner docks for charging by contacting the spring clip above the charging base station. If the user does not install the mop bracket correctly, that is, fails to properly align the mop bracket with the vacuum cleaner body, the height of the vacuum cleaner will increase, preventing the spring clip at the bottom of the body from contacting the spring clip on the charging base station. This will prevent the vacuum cleaner from charging.

Solutions:

- When installing the mop holder, ensure it fits snugly against the bottom of the robot vacuum.
- Also, make sure all four clips connecting the mop holder to the water tank are properly installed.

Mop bracket installation video:

https://www.amazon.com/live/video/0ab039b01f7542bc8c21ea313a053225?ref_=dp_vse_ibvc1

2. The suction from the machine to the base doesn't work.

Possible Cause:

- If you don't clean large pieces of cardboard off the floor before using the sweeper, it will suck these foreign objects into the machine during operation. These foreign objects will get stuck in the dust bin's air duct, thus hindering air circulation and preventing the suction force between the sweeper and the base from functioning properly.

Solution:

- Before starting the robot vacuum cleaner, be sure to check and remove any large, hard objects, such as cardboard and other bulky debris, from the floor.
- Regularly check the dust bin and air ducts to ensure they are free of obstructions and keep them clean.

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