Troubleshooting Guide for Airzeen J10 Vacuum Cleaner

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

1. Ineffective at Deep Cleaning

Possible Causes:

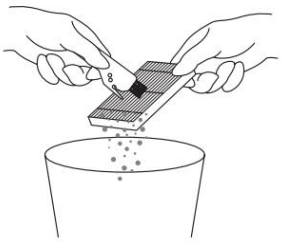
- The user's home environment is cluttered with furniture and other items, which affects the robot's efficiency and the likelihood of repeated or missed sweeps, resulting in small areas of dust being missed.
- The user uses the robot for extended periods without properly cleaning and maintaining its components and consumables (such as the roller brush and HEPA), causing entanglement and blockage, leading to a decrease in suction performance after the robot has been operating for a period of time.

Solutions:

- Before starting the robot vacuum cleaner, please clean the wires and sundries scattered on the ground.
- Please regularly maintain and clean all parts of the machine to ensure optimal cleaning performance.

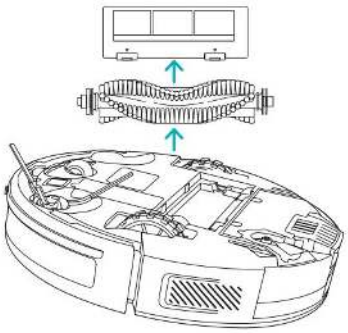
（We recommend cleaning the hair on the side brush and roller brush every two weeks and cleaning the HEPA brush every month.）

4. Clean the filter and filter slot with the cleaning brush.

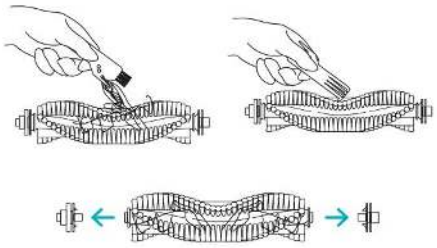


7.2 Cleaning the Roller Brush

1. Remove the roller brush as shown in the picture.



2. Use the cleaning knife to cut off any hair wrapped around the roller brush. Then use the cleaning brush on the other end of the cleaning knife to clean the roller brush. If necessary, you can remove the covers on both sides of the roller brush with some effort to clean off the hair.



3. Reinstall the roller brush and roller brush cover, and press to secure the latch.

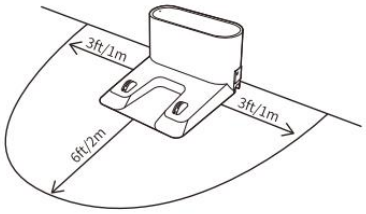
2. Failure to Return to Charging Dock

Possible Cause:

- Before starting the robot vacuum cleaner, please clean the wires and sundries scattered on the ground.
- Please regularly maintain and clean all parts of the machine to ensure optimal cleaning performance. We recommend cleaning the hair on the side brush and roller brush every two weeks and cleaning the HEPA brush every month.

Solution:

- Ensure the charging station is placed in an open area. Leave at least 1.5 meters of open space in front of the station and 0.5 meters on each side.
- Clean the charging springs on the robot vacuum and charging station with a dry cloth weekly to ensure they are clean and maintain good contact between the two electrodes.



Note:

· Place the remaining wire into the cord slot on the bottom of the charging dock.

· Do not place the charging dock on the carpet to prevent the robot vacuum failing to recharge.

· Make ensure the charging dock be at lighting status when connected the power supply, otherwise, the robot vacuum unable to be automatically return charging.

3. Gets stuck easily

Possible Causes:

- Mop bracket is not properly installed (not secured into the mounting holes), lifting the machine and reducing wheel traction.
- EVA bumper was not removed before use, preventing effective collision detection.
- Complex home environment with narrow corners or excessive obstacles.
- Mop bracket (attached to the 2-in-1 dust box) was used on carpets, causing jams.

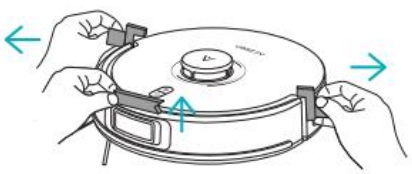
Solutions:

- Reinstall the mop bracket, ensuring it clicks into the mounting holes.

Mop holder installation video:

https://www.amazon.ca/vdp/057fb3bf94d54ca2be3d4b4e6643246c

- Remove the EVA bumper before operation as instructed.



Place robot on flat surface, remove protective strips.

- Clear obstacles in narrow areas or restrict access to high-risk zones via the app (if applicable).
- Remove the mop bracket before using the machine on carpets.

4.Stops working

Possible Causes:

- When the user started the robot vacuum, the battery level was less than 15%, causing it to stop and automatically recharge.
- The user left the robot vacuum unpowered after an extended period of inactivity, causing the battery to deplete and stop functioning.

Solutions:

- Ensure the battery is fully charged before starting the sweeper. Turn off the power when the sweeper is not in use for an extended period of time. Recharge the main unit every three months to prevent battery damage.
- If the battery is low, complete the charge before starting the sweeper.

5. Short Battery Life (≈30 Minutes)

Possible Causes:

- The user failed to fully fill the water tank before starting the sweeper. This resulted in the tank being empty or insufficient, preventing the mop from getting wet, thus affecting mopping performance.
- The user failed to securely close the water tank cap after filling it with water, causing corrosion in the water tank's springs and preventing water from flowing out.

Solutions:

- Before operating the sweeper in mopping mode, ensure there is sufficient water in the water tank.
- After filling the water tank, ensure the blue sealing cap is securely closed.

Last updated: August 8, 2025