TELLUR

Smart WiFi
Robot window cleaner, RWC02
TLL331541

🇬🇧 Installation guide and operation instructions
🇷🇴 Ghid de instalare și instrucțiuni de funcționare
🇪🇸 Guía de instalación e instrucciones de funcionamiento
🇫🇷 Guide d'installation et mode d'emploi
🇮🇹 Guida all'installazione e istruzioni per l'uso
🇩🇪 Einbauanleitung und Bedienungsanleitung

INTO YOUR FUTURE

Thank you for choosing Tellur products!
To ensure optimum performance and safety, please read this user manual carefully before using the product. Keep this user manual safe for future references.

CONTENTS

1.GENERAL SAFETY INFORMATIONS:

1.1. WARNINGS ⚠️

• The product cannot be used by children under the age of 8, or persons with physical or mental disabilities. If needed, please use it under the supervision and guidance of the guardian.
• Please keep children away from the product or its accessories when the product is working.
• Do not use this product in extreme temperatures, below 0° and above 40° C.
• Keep away the product or its accessories from heat sources or flammable substances.
• To avoid the risk of electric shock, do not place the product in water or other liquids and do not touch the plug or product with wet hands.
• Always be aware that in its working state, in case of power failure or malfunction, the device needs to be securely removed from the cleaning surface.
• The built-in backup battery is used only to maintain the product on the surface, for a limited time, in case of power failure. Do not use the battery as power supply for normal use.
• Do not use this product on surfaces with cracks or uneven surfaces to avoid the risk of glass breaking or product falling off.
• Make sure the power supply voltage matches with the voltage marked on the adapter.
• Do not use this product on glass with thickness less than 5mm.
• Do not use this product on wet surfaces or when it is raining.
• Don't use the product or its accessories if it is damaged in any way, shape, or form.
• Respect the technical specifications of the product and do not use it outside the declared operating parameters.

1.2. ATTENTION 📖

• Make sure the safety rope is securely fixed and anchored properly before use.
• Set a danger-warning area downstairs for non-balcony windows and doors.
• Make sure the device sticks to the window.
• Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
• Make sure the power cord is not clamped, squeezed, or abnormally twisted.
• When removing the product from the cleaning surface for maintenance or storage, securely hold it before turning the power off. Always unplug the power cable from the power supply before cleaning the device.
• Don't attempt to repair, disassemble, or modify this product.

1.3. NOTES 📖

• Please dispose of this product or components in accordance with local laws and environmental regulations.
• In case of power source cut off, the back-up battery can hold the device in place for 20-30 minutes.
• The window cleaner can be used on frameless or framed surfaces. It has integrated falling sensors and obstacle detection function.
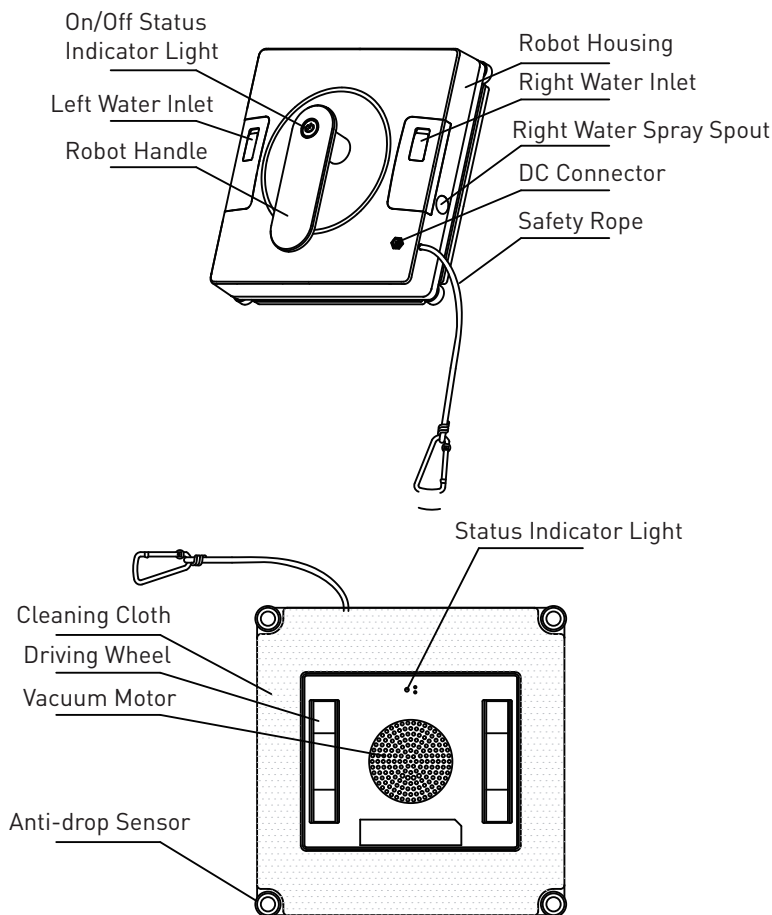
1.4. IMPORTANT NOTES ABOUT WIFI SMART CONTROL WITH TELLUR SMART APP

• Make sure you have an active 2.4GHz Wi-Fi internet network, and you have access to Wi-Fi password.

• This device is compatible with 2.4GHz Wi-Fi networks only. 5GHz Wi-Fi is not supported. If you don't have 2.4GHz Wi-Fi network available, check the router settings, contact a specialized technician or the internet provider for support.

• The app does not support Wi-Fi 6 networks with 802.11ax standard. Please set the 2.4GHz Wi-Fi network to 802.11b/g/n.

• No special gateway or HUB is required to remotely control the product via Wi-Fi.

• Wi-Fi passwords should not include special characters such as ~! @#$%^&*().

• Make sure your Wi-Fi internet is stable and the signal is strong enough in the installation location.

2.PRODUCT OVERVIEW
## 2.1.PRODUCT DIAGRAM

On/Off Status Indicator Light

Robot Housing

Right Water Inlet

Left Water Inlet

Right Water Spray Spout

Robot Handle

DC Connector

Safety Rope

Status Indicator Light

Cleaning Cloth

Driving Wheel

Vacuum Motor

Anti-drop Sensor

MAIN FUNCTIONS

• Multiple protection and safety functions in use: high adhesion power 3000pa, safety cable, spare battery in case of a power failure, sensors for detection of borderless surfaces, detection of obstacles (e.g., mirror frames)

• Better coverage of the washing surface thanks to the square shape. Effective cleaning of the corners of the surfaces.

• Cleaning modes for any situation (Automatic on mixed route N and Z, route N, route Z) + automatic return to the starting place at the end of the cleaning program.

• 2 water tanks, possibility of spraying in 3 directions: left, right, down.

• Automatic return to starting point when cleaning is completed.

• Specially designed cleaning pads suitable for removing various stains and with high level of water absorption.

• Can be controlled using the included remote control or remotely via WiFi network and Tellur Smart APP.
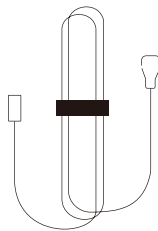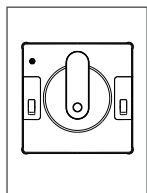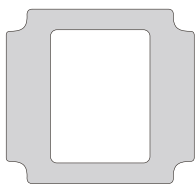
2.2.IN THE BOX
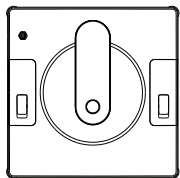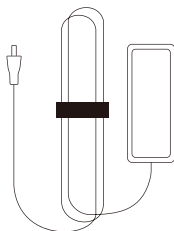
| The Robot | Power Adapter | Safety Rope | Remote Control |

| User Manual | Cleaning Cloth | Battery | Water spraying bottle | Water Injection Bottle |

2.3. REMOTE CONTROL FUNCTIONS
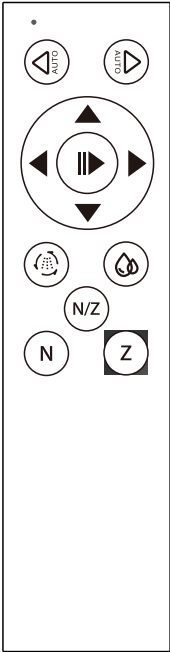
(◁ AUTO)	Auto Left : auto clean from left with N path
(▷ AUTO)	Auto Right: auto clean from right with N path
(arrow key)	Arrow Key: move up/down/left/right manually
(‖▶)	Start/Stop: start automatic cleaning/ stop cleaning
(water)	Auto Water Spray: when the robot is working, it will spray water automatically, press this button to turn off the automatic water spraying mode
(water drop)	Manual Water Spray: spray water once for each short press
(N/Z)	N +Z : start with N path first , and then with Z path
(N)	N path cleaning mode
(Z)	Z path cleaning mode

Start/Stop Cleaning

After the robot adsorbs successfully, short press"On/Off"button on the robot or press (‖▶) on the remote control to start automatic cleaning.
The robot default cleaning mode is N+Z path.

Press (‖▶) to start /stop cleaning

" (N) " for vertical glass.
    Clean with "N" path

In the status of " Stop", press" (◉) "button to control the cleaning direction of the robot, and to switch cleaning path.

" (Z) " for horizontal glass
    Clean with "Z" path

2.4. NOTES - For full technical specifications please check chapter 7

3. PRODUCT INSTALLATION

3.1. NOTES

• Do not use this robot cleaner on surfaces with thickness lower than 5mm, with cracks or uneven surfaces.
• Compatible with framed surfaces larger than 50x70cm.
• If the surface is heavily stained, first clean a small area the size of the robot for a good starting point adhesion.
• The surface to be cleaned should be at least 10.5cm further than other fixed obstacles (ex. protective fence, furniture, etc....)
• The robot cannot be used upside down.

3.2. PREPARATIONS AND CHECKS BEFORE USING

• Make sure the cleaning cloth is aligned and firmly attached to the bottom of the robot.
• Connect the power adapter and secure the robot using the included safety rope.
• Check the status of the back-up battery. If the LED indicator is solid RED means the battery is not charged (It will take about 1h to fully charge)
• After spraying the cleaning solution on the cleaning pad wipe off dry the adhesion wheels with a dry cloth to avoid slipping when the robot is in use.

3.3. HOW TO USE

• Make sure the safety rope is securely fastened and the surface is not broken or fissured.
• Connect the power adapter to the wall outlet and the DC connector to the robot. The light indicator should be blue color.
• Shortly press the power button, the blue light flashes and the vacuum motor starts working.
• Place the robot on the cleaning surface, at least 10cm away from any frame or obstacles. If the adhesion is successful, the blue light remains on.
• After cleaning is completed, the robot will return to the starting place.
• Hold the robot by the handle and press the power button for 3-5 seconds to switch the motor off.
• Unplug the power adapter from the wall outlet.

3.4. NOTES

• If the light indicator is red color, check if the power adapter is still connected and there is no electricity cut-off.

3.5. LED INDICATOR

• Red and Blue light flash alternately – The backup battery is low, charging.
• Blue light is ON – The robot is powered ON and the battery is charged/Successful adhesion to the cleaning surface.
• Blue light flashes – The robot is powered ON, attach the robot to the cleaning surface.
• Red light flashes – The power adapter is powered off.
• Red light is ON – During cleaning the wheels are overloaded / Robot enters standby mode.

3.6. MAINTENANCE

3.6.1. Cleaning the pad

• Take of the cleaning pad and soak in warm water (about 20° C) for a few minutes.
• Wash by hand and make sure it is completely dry before reuse. Air dry is recommended.

•Replace in time the pads when are outworn or damaged for optimal cleaning.
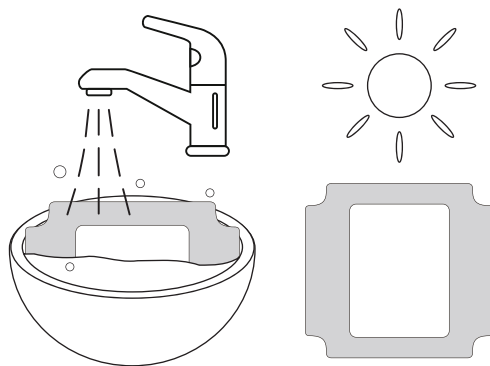
3.6.2.   Cleaning the wheels
• Connect the power adapter, blue light should be on. Turn the robot upside down.
• Using the remote control, press ⟨⟩ the wheels start working.
• Use a clean cloth and soft cleaning solution to wipe the wheels.
• Press ⟨⟩ to stop the wheels.
• To avoid slipping and for optimal performance please clean the wheels periodically
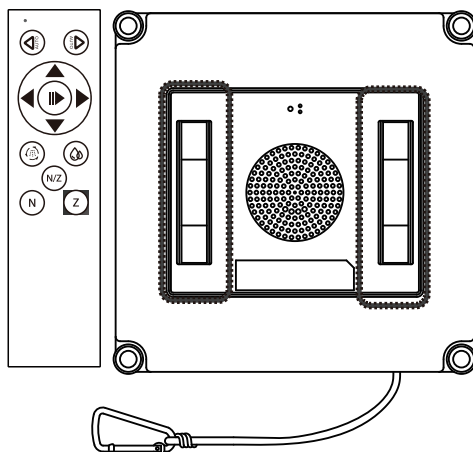
3.7. PRODUCT TROUBLESHOOTING

| 1	Red light remains on	Wheels overloaded	Press"N"path on remote control first then press"Z"path, it will turn to blue light Short press"On/Off"button on the robot, it will turn to blue light
2	Red light flashes with prompt sound	Power adapter disconnect with power supply	a. Connect with power supply, press On/Off button to resume cleaning b. In the case of power failure of the robot, press arrow keys on remote control, move the robot to an easily accessible place and remove the product * There are certain risks associated with using the remote control in the case of power failure of the robot, please make sure there is someone to provide help
3	Wheels-slippage, cleaning path is abnormal	Glass surface is too dirty	a. Clean the wheels b. Change cleaning cloth * This product is not suitable for cleaning those heavily dirty glass
4	Remote control non-working	When the robot is cleaning normally, only"Start/Stop" button on remote control works	Stop cleaning first, then press other buttons on remote control

4. PAIRING THE DEVICE WITH TELLUR SMART APP

4.1. ATTENTION

• This device only supports 2.4GHz frequency band router, does not support 5GHz frequency band router.

• Make sure your phone is connected to the 2.4GHz wireless network and you have access to Wi-Fi password before you start the pairing procedure.

• The app doesn't support Wi-Fi 6 networks with 802.11ax standard. Please set the 2.4GHz Wi-Fi network to 802.11b/g/n

• Wi-Fi passwords should not include special characters such as ~! @#$%^&*().

• Make sure the Wi-Fi signal is strong enough in the area where the device will be installed.

4.2. DOWNLOAD AND INSTALL THE TELLUR SMART APP

Available for either iOS or Android devices.
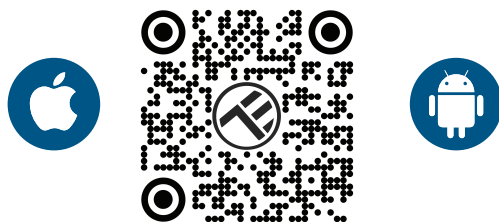
4.3. CREATE AN ACCOUNT

Once downloaded, the app will ask you to create an account (if you don't have any already). Enter your email, select the country you live in and create a password for your Tellur Smart account.
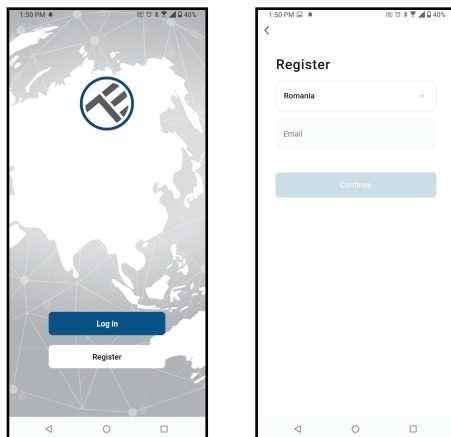
4.4. PRODUCT PAIRING

Activate the Bluetooth function of the smartphone and allow permission to use for easy and fast pairing.

• Open the Tellur Smart app and click "Add device" or "+".

• Power on the robot.

• The app will detect the Window Robot Cleaner and allow you to add.

• Select the Wi-Fi network, input your Wi-Fi password and click "Next".

• Wait for the device to be added automatically. Tap "Done" when finished and the device will appear in your list.
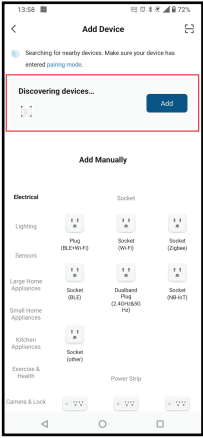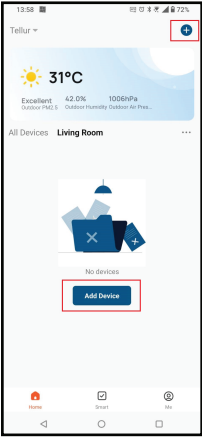
5. TELLUR SMART APP FEATURES
5.1. APP CONTROL INTERFACE
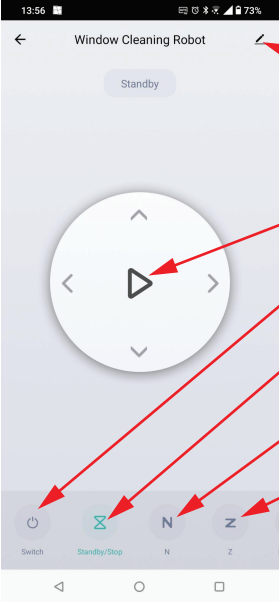
1. Settings

2. Stop/Resume cleaning.

3. Combine N and Z mode cleaning. (Default mode)

4. N mode cleaning

5. Z mode cleaning

5.2.CLEANING MODES
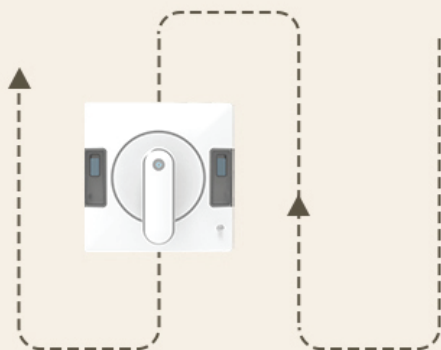
N Path

Suitable for vertical glass, the robot starts cleaning with "N" path

Z Path

Suitable for horizontal glass, the robot starts cleaning with "Z" path

N+Z Path

Start with "N" path first, then with "Z" path, suitable for partial stains
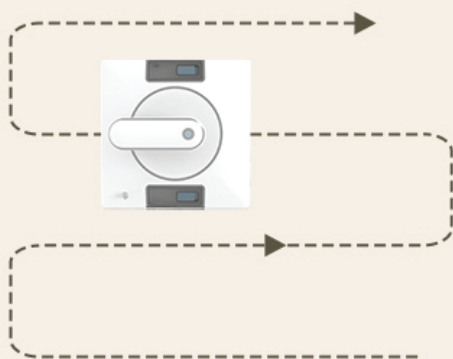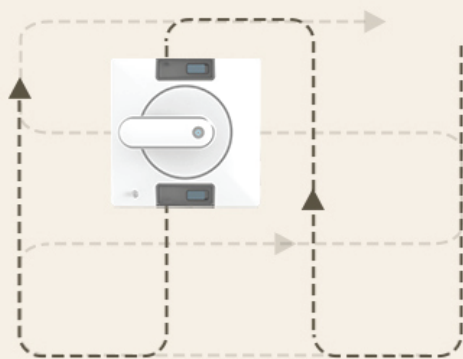
6. APP TROUBLESHOOTING

• Make sure the device is powered on and the connection to the power supply is good.
• Check the Wi-Fi connection of your phone.
• Check if Bluetooth function is enabled.
• Check router or related: If you use a dual-band router, select the 2.4GHz network to add the device. You also need to enable the router's broadcasting function. Set encryption method as WPA2-PSK and authorization type as AES or set both on "auto".
• Check if the Wi-Fi signal is strong enough. To maintain the signal strong, keep your router and the smart device as close as possible.
• Wireless mode should be 802.11.b/g/n (Wi-Fi 6 protocol 802.11ax is not supported)
• Make sure you don't exceed the maximum number of registered devices supported by the app (150).
• Check if the router's MAC filtering function is enabled. If so, remove the device from the filter list and make sure the router is not prohibiting the device connection.
• Make sure the Wi-Fi password entered in the app is correct.

Can I control the device with 3G/4G/5G network?
When adding the device for the first time, the device and the phone need to be connected to the same Wi-Fi network. Once the device has been successfully paired with the Tellur Smart app, you can remotely control it via 3G/4G/5G networks.

How can I share my device with family?
Open Tellur Smart app, go to "Profile" -> "Device sharing" -> "Sharing sent", tap "Add sharing" and share the device with the added family members.
Notice - users must install the Tellur Smart app on their device to see shared devices.

How can I manage the devices shared by others?
Open App, go to "Profile" > "Device Sharing" > "Sharing Received", then you can find the devices shared by other users. To delete a shared device, swipe left.

7. TECHNICAL SPECIFICATIONS

Power consumption:	72W
Input voltage:	100-240V~50/60HZ 1.5A
Output adapter:	24V/3A
AC power cord length:	1.2 meters
DC power cord length:	2.5 meters
Adhesion to window:	Vacuum 3000pa
Power failure battery:	Li-ion 500mAh
Battery support time:	20-30 minutes
Battery Charging time:	1h (charging while working)
Power failure alarm:	Light indicator and audio
Safety rope length:	4 meters
Obstacle detection:	Yes
Frameless surface detection:	Yes, 4 sensors in total
Operating noise:	62db
Cleaning modes:	3 cleaning modes: Automatic (N/Z), Z path, N path
Water tank:	2 water tanks (total 100ml)
Water spray:	3 sides, left, right, down
Self stop:	Yes, automatic return to starting point
Cleaning speed:	6.2 ± 0.5meters/min
Remote control:	Yes
Maximum cleaning area:	Aprox 29 m²
APP Name:	Tellur Smart
Compatibility:	Devices with Android 4.2 / iOS 8 or more recently
Wireless frequency:	2.4GHz
WiFi standard:	IEEE 802.11b/g/n
Security:	WPA-PSK/ WPA2-PSK /WPA/WPA2/WEP/WPS2/WAPI
Encryption type:	WEP/TKIP/AES
Color:	White
Working temperature:	0 - 40° C
Working Humidity:	65% RH
Package includes:	1 x Smart WiFi Robot Window Cleaner 1 x EU AC Cable 1 x US adapter 1 x UK adapter 1 x Power adapter 1 x Extension cable 1 x Safety rope 1 x Remote control 2 x Cleaning pads 1 x Water injection bottle 1 x Water spraying bottle

Disposal and recycling information

The crossed-out wheeled-bin symbol on your product, battery, literature or packaging reminds you that all electronic products and batteries must be taken to separate waste collection points at the end of their working lives; they must not be disposed of in the normal waste stream with household garbage. It is the responsibility of the user to dispose of the equipment using a designated collection point or service for separate recycling of electrical and electronic equipment waste (WEEE) and batteries according to local laws. Proper collection and recycling of your equipment helps ensure EEE waste is recycled in a manner that conserves valuable materials and protects human health and the environment. Improper handling, accidental breakage, damage, and/or improper recycling at the end of its life may be harmful for health and environment.

Declaration of conformity

We, ABN SYSTEMS INTERNATIONAL S.A, Bucharest, Sector 1, Marinarilor street, nr. 31, declare on own responsibility that the product below:

Product description	Brand	Product code
Tellur Smart WiFi Robot Window Cleaner, RWC02, 72W, two water tanks, anti-fall, white	Tellur	TLL331541

Does not endanger life, health, work safety, does not have a negative impact on the environment and corresponds to the standards stated in the manufacturer's declaration of conformity.
The product is compliant with the following standards and / or other normative documents:

RED 2014/53/EU
Safety:
EN 60335-1:2012+A11:2014+A13:2017+A1:2019+A14:2019+A2:2019
EN 60335-2-54:2008+A11:2012+A1:2015
EN 62233:2008
Health:
EN 62479:2010, EN 50663:2017
EMC:
ETSI EN 301 489-1 V2.2.3 (2019-11)
ETSI EN 301 489-3 V2.1.1 (2019-03)
ETSI EN 301 489-17 V3.2.4 (2020-09)
Radio:
ETSI EN 300 328 V2.2.2 (2019-07)
ETSI EN 300 440 V2.2.1 (2018-07)

ROHS - RoHS Directive-2011/65/EU and Amendment (EU) 2015/863/EU (RoHS 2.0)

The product bears CE mark, applied in 2023.

Name: George Barbu
Function: General manager

Place and date: Bucharest, 08.06.2023
Signed: