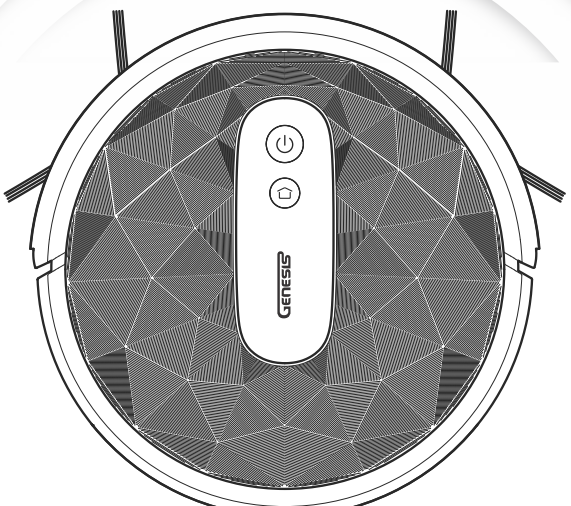
GENESIS

ROBOVAC

P20

User Manual



PLEASE READ THIS MANUAL **BEFORE** FIRST USE AND KEEP SAFE FOR FUTURE REFERENCE.

Contents

Important information P01-P02

Product overview P02-P03

Installation and operation P04-P05

Cleaning and Maintenance P05-P06

FAQ and Troubleshooting P06-P07

After-sales Service P07-P07

Specifications P07-P07

Thank you for purchasing GENESIS ROBOVAC ROBOT VACUUM CLEANER (Hereinafter referred to as robot).

- It is strongly recommended to read the user manual comprehensively, including proper use, safety information and maintenance instructions for the GENESIS robot **BEFORE** using.
- The user manual offers instructions only. If any other situations that you encounter are not addressed in this user manual, please contact our customer service **customercare@verimark.co.za** for product technical support.
- This user manual will be updated upon new software or hardware updates, content and images will be updated without further notice.

Part 1 Important information

1.1 Before first use

- Unbox it and remove all protective packaging and wrapping. Check if all parts are included.
- Before first use, please make sure that the power switch is switched on and you have removed all obstacles from the surroundings. It will pass over each section of the floor several times to build up the map through cleaning.
- The side brushes may occasionally flick small particles around, but the robot will pick them up eventually. Please empty the dustbin after each use to guarantee the optimal performance afterwards.
- The robot may not be able to clean up dirt and dust if its dustbin is full. It is recommended to clean the dustbin regularly.
- Please make sure that the packaging and wrappings are properly discarded or safely stored. For safety purpose, please keep the packaging and wrappings away from infants and children.
- Before cleaning, please make sure to install the two side brushes in the corresponding positions of the robot and fasten them.

1.2 ⚠ WARNING

- Only authorized technicians are allowed to dismantle the robot. Users must not dismantle or repair it.
- Please use the original adapter provided by the manufacture only. Incompatible adapters may cause electric shock, fire or damage to the robot.
- Do not touch the plug or the adapter with wet hands.
- Please clear the floor before using the robot by removing all fragile and lightweight items, such as cables, clothes, tissues and curtains, as they might get tangled in it.
- Do not use the robot to pick up cigarettes, lighters, matches or other flammable materials.

- Do not use force to bend the power cable and do not let it bear pressure from heavy or sharp objects.
- Do not use the robot outdoors. It is only for using indoors.
- Do not sit on the robot or place any objects on top of it.
- Do not use the robot in a wet or damp environment.
- Only use the robot in the temperature range between 0□ and 45°C (degrees Celsius).
- Do not use the robot in a suspended environment. If you must use it in a suspended environment, prevent it from accidentally falling with firm protective fences, as it may cause personal injury or property damage.
- Turn off the power if the robot left unused for an extended period.
- Inform everyone at home or in the office when the robot is working in the same place so that no one trips over it.
- Disconnect the robot from the power supply before removing the battery.
- This appliance can be used by children aged from 8 years and above and 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. Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised to ensure that they do not play with the appliance.
- To maintain the robot and charging base, please turn off the robot first, unplug it from the socket and disconnect the power supply.

1.3 Battery and Charging

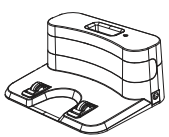
- It is forbidden to incinerate the product. Even if it is severely damaged, the battery may explode.
- Do not use any third-party batteries, or charging bases.
- Do not dismantle, repair, or modify the battery and charging base.
- Do not place the charging base near a heat source, such as heater.
- Do not wipe or clean the charging base with wet cloth or wet hands.
- Do not throw away old batteries. The disposal of old batteries should be handled by a professional recycling agency.
- If the power cord is damaged, it must be replaced by a professional technician authorized by the manufacturer, for personal safety.
- Please make sure the robot is turned off and it's recommended to use the original packaging during transportation.
- If unused for an extended period, please turn the robot off after having fully charged it and store it in a cool and dry place.
- Charge the robot at least once every three months to avoid damage to the battery due to excessive discharge.
- Use the right tool to take out the battery when needed. The power supply must be disconnected when removing the battery. First, remove the bottom cover screw, then open the bottom cover. Unplug the battery connector, and finally, remove the battery from the battery compartment.
- Before discarding the robot, the battery must be removed from it.
- This appliance contains batteries that are non-replaceable. When the battery is at end of life, the appliance shall be properly disposed of.

Part 2 Product overview

2.1 Packing list



Robot vacuum cleaner (main brush x 1, dustbin x 1, and filter x 1) x 1



Charging base x 1



Power adapter x 1



Cleaning brush x 1



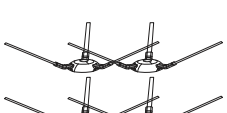
Remote control x 1 (without AAA batteries)



User manual x 1



Filter x 1

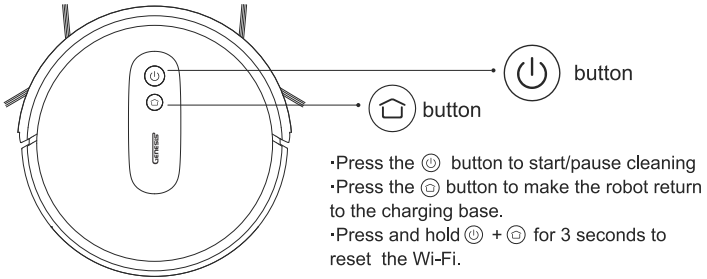


Side brush x 4

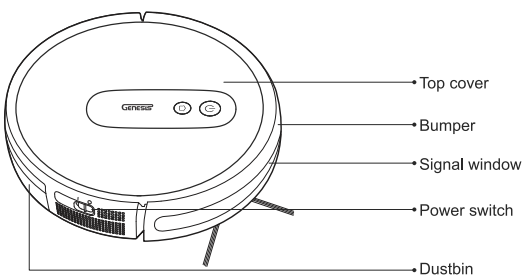


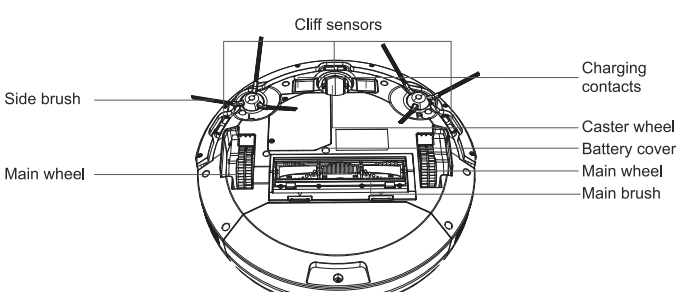
Guarantee card x 1

·Main unit

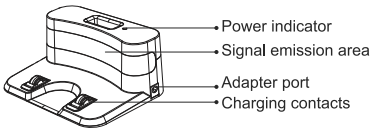


·Press the ⏻ button to start/pause cleaning
·Press the ⌂ button to make the robot return to the charging base.
·Press and hold ⏻ + ⌂ for 3 seconds to reset the Wi-Fi.

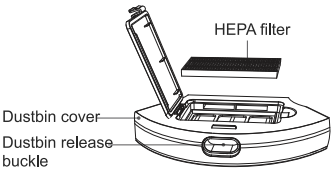




·Charging base

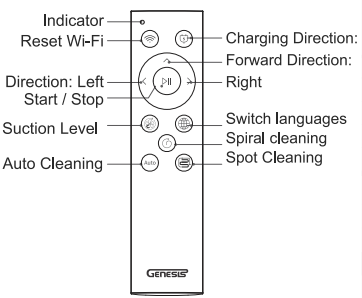


·Dustbin



Notes:
Press the dustbin release buckle and use the other hand to open the dustbin by opening the dustbin cover.

·Remote control



Button		Function
	Reset Wi-Fi	Press and hold for 3 seconds to reset Wi-Fi. A voice prompt will inform you that the robot is resetting, and the indicator ◎ will flash in orange
	Charging	Start returning to the base to charge
	Forward	Move forward
	Left	Turn left
	Right	Turn right
	Start / Stop	Start or pause cleaning
	Suction Level	Increase the suction power of your robot
	Switch language	Press and hold for 3 seconds to switch languages
	Spiral cleaning	Start a spiral cleaning of current area
Auto	Auto cleaning	Start an auto cleaning, finish with an edge cleaning, and return to charge when the battery level is less than 20%
	Spot cleaning	Start a zigzag cleaning of current area

Installation and Use:

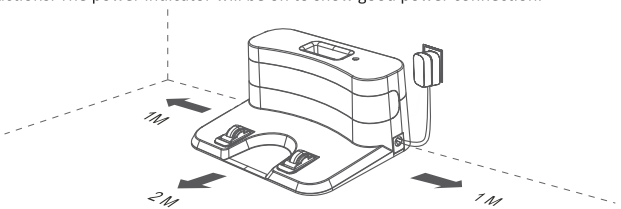
- Install two AAA batteries in the remote control battery compartment, making sure the positive and negative ends are pointing in the correct direction. Turn on the power switch on the side of the robot.
- When the robot is not connected to Wi-Fi network, you can still operate it with the remote control.
- If you press any direction button to start the robot when it is on the charging base, the robot will pull out of the base and turn 180°, then you can control it remotely through the remote control.
- Remove the batteries if you will not use the remote control for a long time.

Part 3 Installation and operation

3.1 Connect the charging base

Assemble the charging base and plug the adapter into a wall socket.

Place the charging base against a wall and keep the surrounding space of about 1 meter (3 feet) on either side and about 2 meters (6 feet) in front of the charging base clear of any obstructions. The power indicator will be on to show good power connection.



3.2 Charging the robot for the first time

Place the robot on the charging base to charge, making sure that the contact points are aligned with the charging base.

To better maintain the battery life:

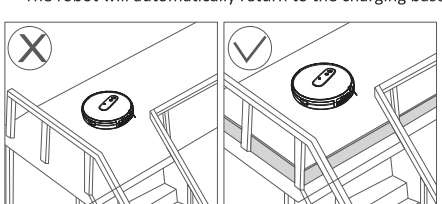
① Keep charging the robot for 4-6 hours before first use. When fully charged, the indicator will stop blinking.

② During the normal use, the robot will automatically come back to its charging base, connected to the power supply, to charge.

③ If the robot will not be used for a long time, please turn off the power after it is fully charged and place it in a dry and cool environment. Please charge it every three months to avoid irreversible damage to the battery.

Notes:

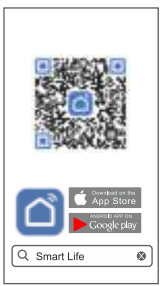
- Before using, remove the protective strip and bumper stopper on the bumper to guarantee normal product use.
- The power switch is on the side of the robot, press *I* to turn it on, and press *O* to turn it off.
- The robot will automatically return to the charging base when the battery runs low.





3.3 App Download and Wi-Fi Connection

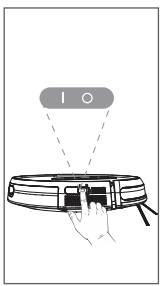
Notes: Please make sure the robot and mobile phone are both in the effective coverage area of the same Wi-Fi router while connecting the robot to Wi-Fi. Please follow below instructions or the prompts in the app to connect. If the connection fails, it's probably because you are using a 5 GHz network. Please check out *Common router setting method* and change it to 2.4GHz.



1. Scan the QR code or search Smart Life in App Store or Google Play to download the APP.



1.1 Please make sure your phone is connected to a 2.4GHz Wi-Fi network **and turn** on the **Bluetooth** before downloading app.



1.2 Turn on the power switch on the side of the robot, and press the switch to position *I*. The robot can then enter the configuration mode.



2. Log in the Smart Life APP. For new users, please create your account before login.



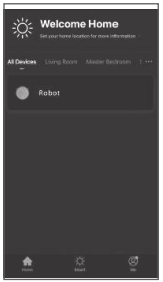
3. Click [Add device] or press [+] to add the robot.



4. Select a 2.4GHz Wi-Fi network and enter Wi-Fi name and password. Please note that a dual band with mixed mode (2.4GHz + 5GHz) or simply 5GHz Wi-Fi network will not be able to connect the robot.



5. Added successfully! Click [Done] to enter next step.



6. Now you can operate the robot through the Smart Life APP.

Tips:

1. Due to updates to the App, the actual use may be slightly different from the above. Please follow the current in-app guides while using.
2. If your device is unable to be found or if you are prompted with a configuration timeout after pairing for several times, please do as follows before trying again.
   Resetting Wi-Fi connection on your device: press and hold [ⓘ] + [⊡] for 3 seconds before turning on, turning off
   and trying again.Clearing App cache:
   Me – Settings – Clear Cache
   3. The App is currently not compatible with Android tablets and iPads.
3. To use the App properly, please turn on Basic Google Services if you are using an Android phone.

3.4 Operation

① Auto Cleaning

Once activated, the robot will plan the cleaning route in a zigzag pattern, and finish cleaning by cleaning along rooms' edge. When the cleaning is complete, it will automatically return to the charging base to charge.

② Spot cleaning

Use the remote control to place the robot or manually place it in a corner of the area to be cleaned. Tap the Spot button in the App or press the Spot cleaning button ⊡ on the remote control to active this mode, then it will start cleaning this area from current placement, in zigzag route.

③ Spiral cleaning

Use the remote control to place the robot or manually place it in the center of the area to be cleaned. Tap the Spiral button in the App or press the Spiral cleaning button ◎ on the remote control to active this mode, then it will start cleaning this area from current placement, in spiral route.

④ Edge cleaning

Once activated, the robot will find the wall and clean along the wall automatically. When the cleaning is complete, it will return to the charging base to charge.

⑤ Scheduled cleaning

Tap the Settings button in the app, set a cleaning time, then the robot will start to clean at the specified time. When the cleaning is complete, it will go back to the charging base to charge.

⑥ Reset Wi-Fi

When you need to connect the robot with other mobile phone, or when the mobile phone fails to connect to it, you need to reset the Wi-Fi. Press and hold both of the Clean button ⏻ and the Home button ⌂ on the robot for 3 seconds, or press and hold the Reset Wi-Fi button ⌔ on the remote control for 3 seconds until you hear the voice prompt. The Clean button ⏻ on the robot will flash rapidly in orange, indicating that the Wi-Fi has successfully been reset. Return to the main interface in the App and click Add to connect the robot.

⑦ Suction level

Tap the Suction Level button on the remote control or in the app, then you can select among Quiet, Standard, and Powerful.

Part 4 Cleaning and Maintenance

4.1 Cleaning the side brushes

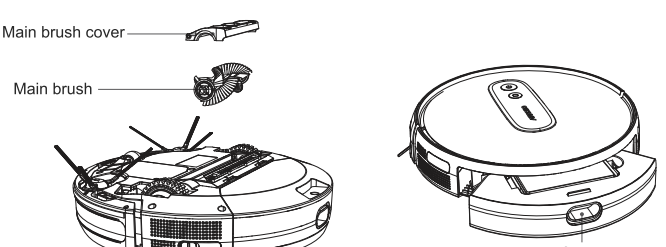
Clean the side brushes and replace them if they are damaged.

Notes: Before replacing the side brushes, check the ***L*** & ***R*** marked on the two side brushes and make sure they match the corresponding marking at the bottom of the robot.

4.2 Cleaning the main brush

• Turn off the robot. Press the two tabs on the main brush cover to remove the cover and then remove the main brush on the right. Use the cleaning brush to remove hair and other dirt from the main brush.

• Rinse the main brush under running water and do not replace it until it is dried completely.

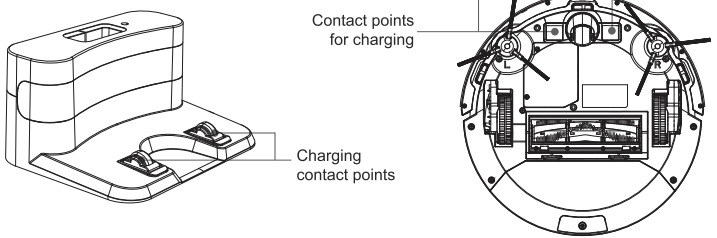


4.3 Cleaning the dustbin and filter

Hold the dustbin in a horizontal position and press the unlocking button to open the dustbin cover – emptying the dustbin, removing the filter, and rinsing the dustbin, filter, and sponge – and then once again assemble the dustbin, filter, and sponge into the robot before drying it out.

Notes:

- Turn off the robot and disconnect the charging base's plug before cleaning and maintaining.
- Check there are no foreign matters that were vacuumed before cleaning.
- The filter lasts for 6 months; Please clean the filter once or twice a month.
- Make sure the dustbin, the filter and the sponge are completely dry before replacing them.
- Do not expose the filter to direct sunlight for a long period.



Part 5 FAQ & Troubleshooting

5.1 FAQ

Problem Type	Cause and solution
Fails to power on	1). When the battery runs low, place the robot on the charging base making sure that it's aligned with the contact points. It will charge automatically (if the battery is completely out of power, it needs to be charged for a while before it is on). 2).The ambient temperature is too low (below 0 °C) or too high (above 45 °C). Please use the robot in an environment with a temperature ranging from 0-45 °C).
Fails to charge	1). Remove the robot and check whether the charging base indicator is on. Make sure both the charging base and the power adapter are properly plugged. 2). Clean the charging contact points of the robot and the base.
Fails to go back to the charging base	1). There are too many obstacles near the charging base. Place the charging base along the wall and make sure the area around is open. 2).The robot is too far away from the charging base to receive the signal. Try placing it near the charging base.
Abnormal noises while cleaning	The side brushes or wheels may be tangled by foreign matters. Please turn off the robot and clean it.
Cleaning ability reduced, and dust left behind	1) The dustbin is full. Please clean it. 2) The filter is clogged. Please clean it or replace it. 3) The side brush is entangled with foreign matters. Please clean the side brush.
Fails to connect to the Wi-Fi network	1) The Wi-Fi signal is poor. Try to use the robot in other places where the Wi-Fi signal is good. 2) The Wi-Fi connection error. Reset the Wi-Fi and download the latest version of the mobile app and try to connect again. 3) The password you entered might be incorrect. 4) The router used the 5 GHz band, while the robot supports the 2.4 GHz only.
Fails to perform scheduled cleaning	The battery power is insufficient. The scheduled cleaning function works only when battery power is > 20%. Please make sure the battery power is sufficient when using the scheduled cleaning function.
Does the robot consume power when it is on the charging base?	The power doesn't consume a lot when the robot is on the charging base. Placing it on the base helps the battery maintain its condition to the best.

5.2 Troubleshooting

Fault voice prompt	Problem and solution
Error 1: Please place the robot on a level ground and restart it.	The robot is tilted when started, please place it on a level ground and try again.
Error 2: Connection failed.	Please check if the Wi-Fi network is connected. Only 2.4GHz Wi-Fi network is supported.
Error 3: The robot is being lifted, cleanup is paused.	The robot is being lifted, please place it on the ground and try again.
Error 4: Left wheel is stuck.	Please remove obstacles around the wheels and try again.
Error 5: Right wheel is stuck.	Please remove obstacles around the wheels and try again.
Error 6: Main brush is stuck.	Please remove the foreign object wrapped around the main brush and try again.
Error 7: Side brush is stuck.	Please remove the foreign object wrapped around the side brush and try again.

Error 8: PSD detector along the wall is blocked.	Please clean the dirt from the PSD detector at the side of the bumper.
Error 9: Cliff sensor is blocked.	Please clean the dirt from the cliff sensor under the bumper.
Error 10: Collision sensor is stuck.	Please remove the foreign object at the bumper.
Error 11: The power switch on the robot should be turned on when charging.	Please turn on the power switch on the side of the robot.
Error 12: Low battery, please try again later.	Please charge the robot to sufficient power and try again.

Notes:

·When the robot runs abnormally, the indicator flashes yellow, and its voice prompt turns up. Please refer to the above tables to solve the problem.

·If the problem isn't solved after troubleshooting, please contact the VERIMARK after-sales service (e-mail: **customercare@verimark.co.za**). Do not disassemble the robot yourself.

Part 6 After-sales Service

This policy should be regarded as a standard service policy. Kindly contact us at **customercare@verimark.co.za** with your order receipt or other proof of purchase for confirmation.

Notes: Consumables delivered with the product are not covered by guarantee.

Guarantee Claims for Quality-Related Issues:

- All quality-related defects on items sold directly by online stores or VERIMARK's authorized resellers are covered by an extensive guarantee, starting from the date of purchase.
- Guarantees on all replacements follow the same guarantee timeframe as the original defective item.
- Guarantees are invalid after fully refunded.

Process:

- Buyer must provide sufficient proof of purchase.
- VERIMARK must document what happens when buyers troubleshoot the product.
- The defective item's serial number and visible proof depicting the defect are required.
- It may be necessary to return the product for quality inspection.

The buyer shall bear the freight in the following situations:

- Returning products for any reason other than a proven defect.
- Guarantee claims on items taken outside the original country of purchase.
- Returning items claimed to have defects but certified by VERIMARK's Quality Department to function normally.
- Costs associated with unauthorized returns (Out-of-guarantee returns).

Not Covered Under Guarantee:

- Products without sufficient proof of purchase.
- Lost or stolen products.
- Items that have expired their guarantee period.
- Non-quality-related issues (Out-of-guarantee returns).
- Products repaired through 3rd parties.
- Damage product caused by misuse (including but not limited to falls, extreme temperatures, water, and operating improperly).
- Purchases from unauthorized resellers.

Part 7 Specifications

Main units	
Dimensions	320*320*78mm
Battery capacity	2600mAh
Working voltage	14.4V⎓
Battery	Lithium battery
Charging duration	≤360min
Dustbin capacity	600ml
Charging methods	Auto-charging/ manual charging
Operating humidity range	≤90%RH
Operating temperature range	0~45℃
Noise	≤65dB

Accessories	
Power adapter	
Output voltage	19V⎓
Output current	0.6A
Charging base	
Input voltage	19V⎓

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