

 **PROKORD**



PROKORD SMART HOME W411-E



Thank you for choosing PROKORD SMART HOME W411-3!

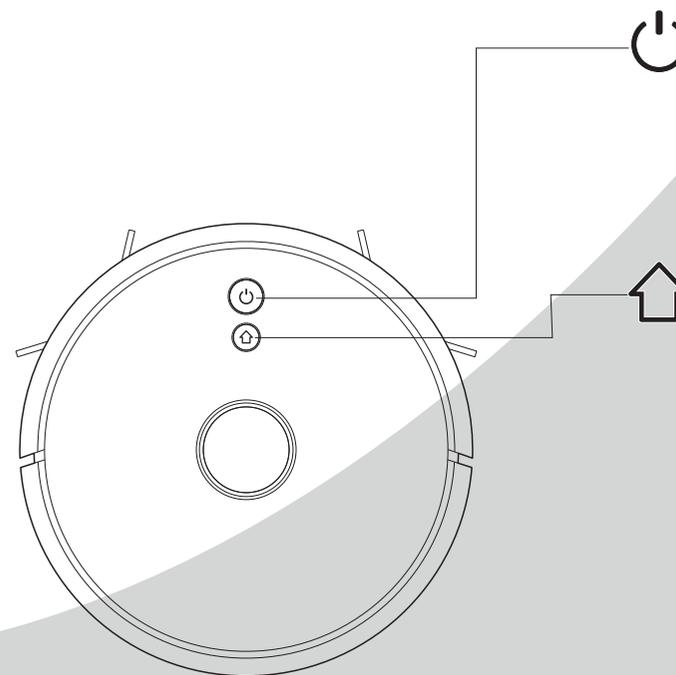
Our high-end cleaning robot combines high accuracy radar with various sensors that can collaborate through navigation algorithms, draw a room map in real time, plan the cleaning route and charges without manual intervention.

It has a strong suction power, high-capacity drawer dust box, washable HEPA filter and split type mopping module which allows it to adopt an efficient cleaning mode of first vacuum and then mopp.

You can download the app to your smart phone to oversee the cleaning map and running status of the robot in real time as well as adjust the cleaning area and schedule.

Introduction

Key Function



Clean/ON & OFF

- Press to start Sweep or to pause
- Press and hold for 3 s to turn ON/OFF
- Press and hold for 15 s to force shutdown

Clean/local cleaning

- Press to recharge or to pause
- Press and hold for 3 s to start local cleaning

Indicator light

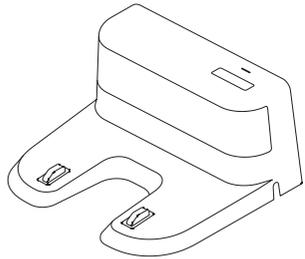
- Blue: Normal use or charging
- Red: Low battery or abnormal condition
- Purple: Not connected to the network

Reset WiFi

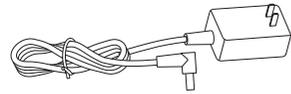
- Press the two buttons simultaneously for 3 s

Included products/parts

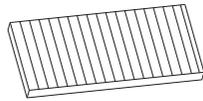
Parts List



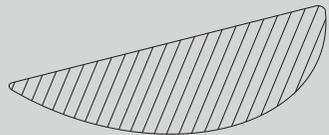
Charging base



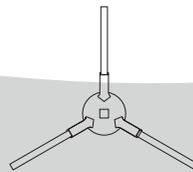
Adapter



HEPA filter + sponge



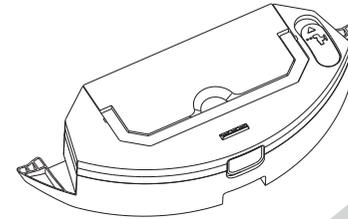
Duster cloth



Left side brush x 2
Right side brush x 2

Included products/parts

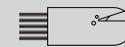
Parts List



2 in 1 electric-control water tank



Remote control



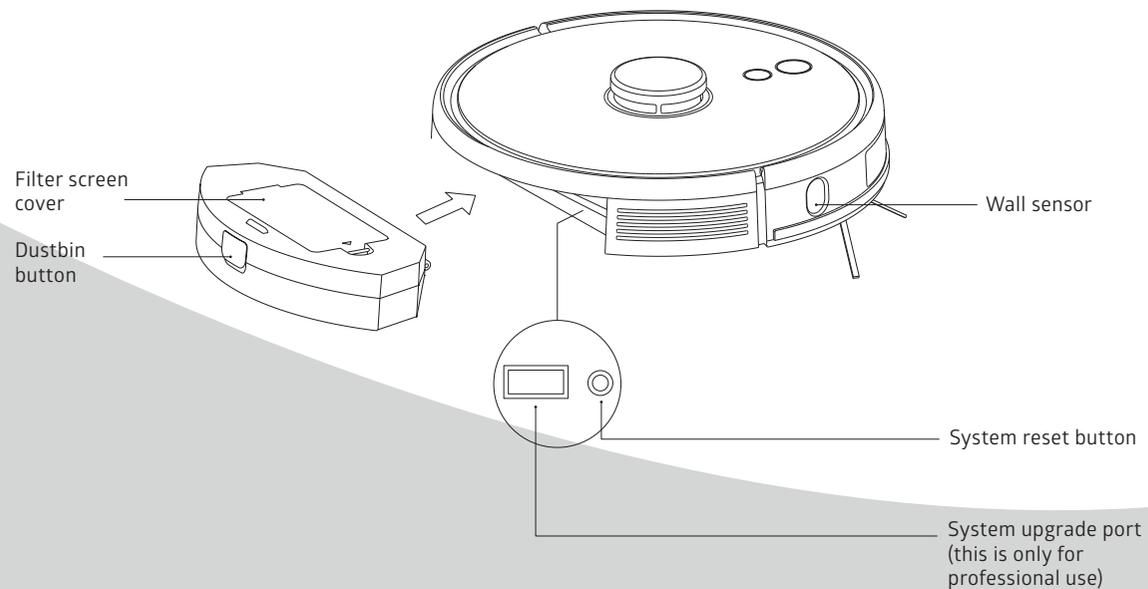
Cleaning brush with knife



Cleaning brush

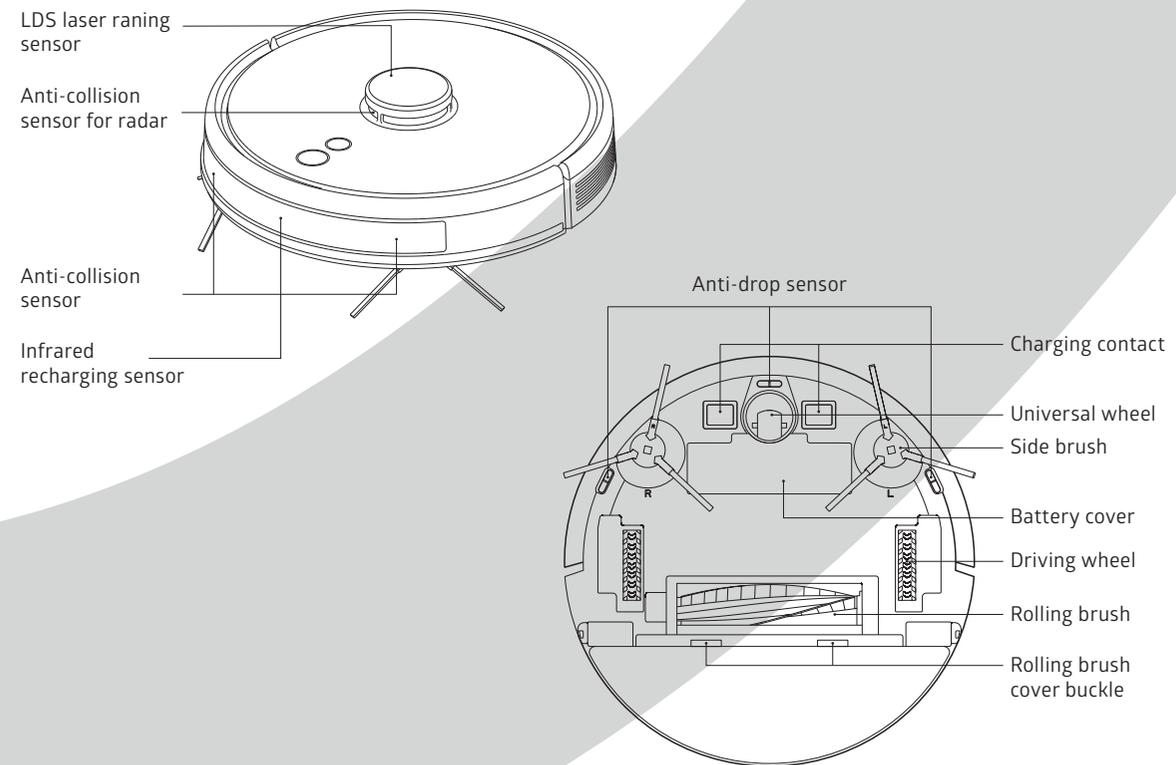
Product Introduction

Robot



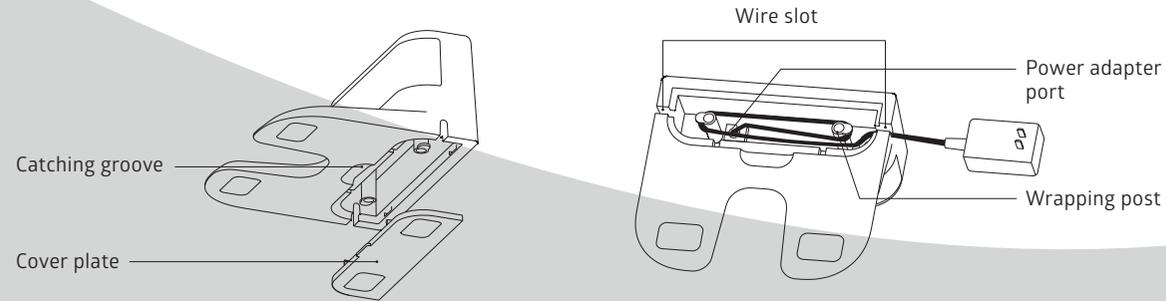
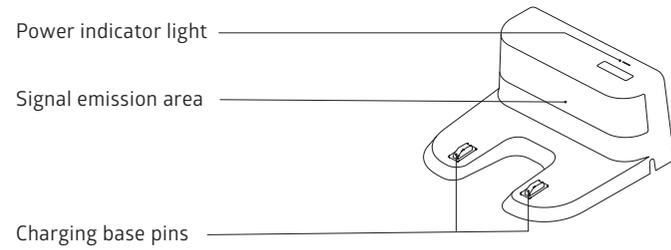
Product Introduction

Sensor and Structure



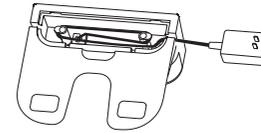
Product Introduction

Charging Base

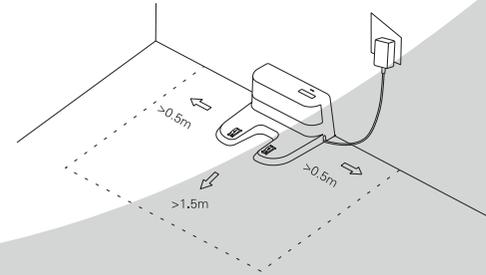


Installation

1. Connect the power adapter to the charging base and wrap the excess cable around the wrapping posts into the slot.

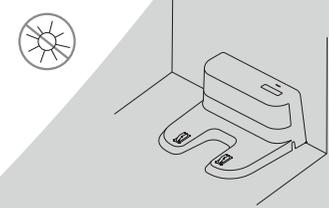


2. Place the charging base against the wall, according to the illustration below. Make sure that there is 0,5m of free space on both sides of the base and 1,5m of free space in front of it. Connect the power adapter to a wall socket. The charging indicator will light up.



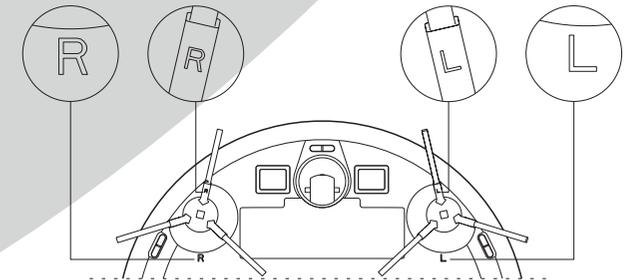
Note: Do not move the charging base. If the charging base is moved, the robot may lose its map and fail to return to the charging base. When restarted, the host will rebuild and motorize the map, but the rebuilt map may lose cleaning information about forbidden areas, scheduled cleanings etc. Do not place the charging base in direct sunlight as it will interfere with recharging signals that will make the robot unable to return to the charging base.

3. Installation of side brushes



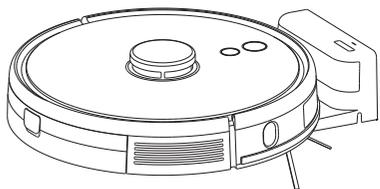
To install the side brushes, make sure that the left side brush (L) and the right side brush (R) correspond respectively, to the L and R markings on the bottom of the robot. Press down the left and right brush on either side until you hear a "clicking" sound.

Make the left side brush (L) and the right side brush (R) correspond to L and R on the bottom case by pressing L and R until you hear a "clicking" sound.



Installation

4. Press and hold  for 3 seconds to turn on the robot. Charge it on the charging base.



Note: If the robot cannot be started, the battery is too low. Charge it on the charging base. The robot will then turn on automatically. The battery level needs to be $\geq 20\%$ for the robot to be able to clean properly.

5. Connect to the mobile app TuyaSmart. Read under the heading "Connect to the app" for instructions.

Note: This step can be skipped if you want to use the remote control instead, but it is recommended to use the app in order to get access to more functions and more detailed map.

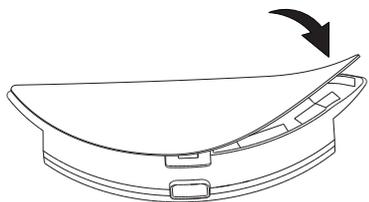
6. The robot is now ready to start cleaning. Press the "clean" button on the robot or remote or use the mobile app to start. Press any button on the robot or remote to pause it during use.

Note:

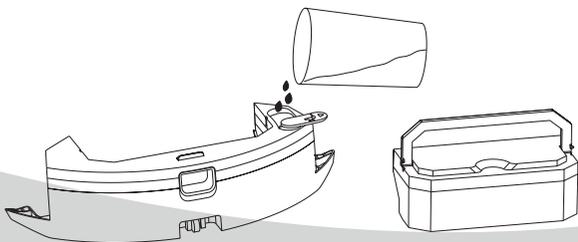
- The robot cannot remove liquids
- If the battery level goes below 20% during cleaning, the robot will automatically return to the charging base. It will power off, recharge and automatically start cleaning again when the battery level reaches 80%.
- Remove cables from the floor before cleaning to prevent cables from being stuck under or dragged around by the robot.

7. Installation of the mopping module

1. Attach the mopping cloth onto the bottom of the water tank to assemble the mopping module.

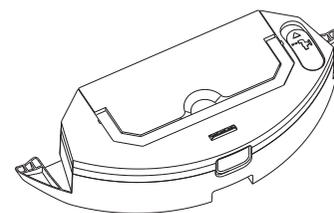


2. Remove the lid of the water tank and fill the tank with clean water

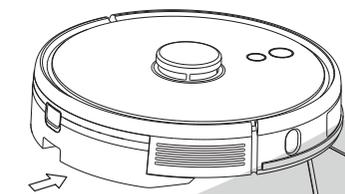


Please remove the dustbin by hand before filling it with water

Installation



Please put the dustbin into the water tank and put handle in the slot

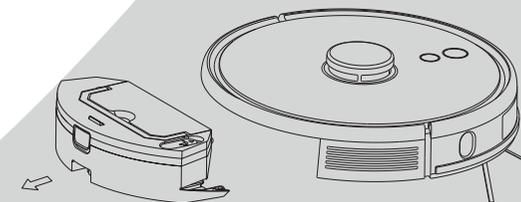


To install the mopping module into the robot, push it horizontally along the rear part of the robot. When you hear a "clicking" sound, the module is in place. You can now press the "Clean" button on the robot, remote or app to send the robot out to mop.

Note: Clean the mopping cloth after each use to keep it clean.

8. Remove the mopping module

When the robot is finished with the mopping, press the clasp on both sides, remove the mopping module backwards, empty the water in the water tank and clean the mopping cloth.



Note:

- For safety reasons, be sure to remove the mopping module when it is being charged or left unused. This is to make sure that the water does not leak from the tank while it is in standby mode.
- Please do not use the mopping module when it is left unused
- Do not mop carpets. Set a forbidden area in the app to prevent the machine from mopping a carpet.
- To achieve a better mopping effect, the mopping module should be cleaned after use.
- Always pause the robot before adding water or cleaning the mopping cloth. Take the water tank out and reassemble the mopping module according to the instructions.
- Do not move or turn the robot over to avoid positioning failure and the map being lost.
- The mopping function of the robot is intended for wiping and is conducive to deep cleaning. It cannot remove stubborn stains effectively.

Instructions

ON/OFF

Press and hold  for 3 seconds to turn the robot on. The indicator lights up.
Press and hold  for 3 seconds when the robot is in standby mode to turn it off. The indicator light will go out.
Note: The robot cannot be turned off while it is being charged.

CLEAN/PAUSE

After the robot is started, press the  button on the robot or remote or use the app to start cleaning. Press any button to pause the robot while it is cleaning.

Charging

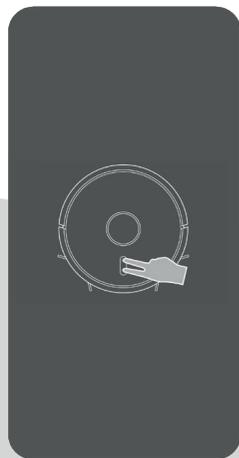
The robot returns to the charging base automatically to charge after a cleaning session.
To start charging manually, press  when the robot is turned off. When charging has been initiated by the app, the indicator blinks during charging and turns to a solid light when fully charged.
Note: If the robot cannot find the charging base, it automatically returns to its starting position. Put the robot back to the charging base manually if this happens.

Connect to the app

1. Find and install the app “TuyaSmart” from Google Play and Apple App store.
2. If you are a new user, register a new account. If you already have an account, log into the app.
3. Before initiating the connection, ensure that the robot is in standby mode. Press the “Home” button and the “On” button on the robot simultaneously for more than 3 seconds, until the robot starts blinking and a voice prompts “Wi-Fi lost, please follow the app instructions for reconnection”. Ensure your phone is connected to the same Wi-Fi network you wish to connect your robot to.

Note:

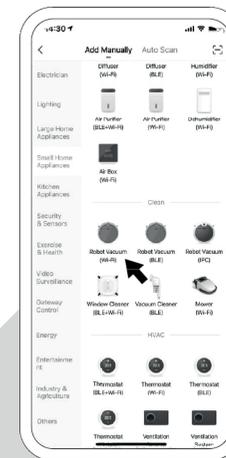
- You must be connected to the 2.4 GHz band.
- If the app has been updated it may look slightly different than in this manual. Please follow instructions in the app in this case.



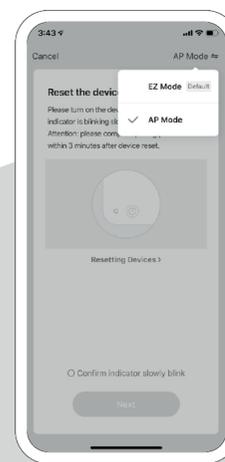
1-3



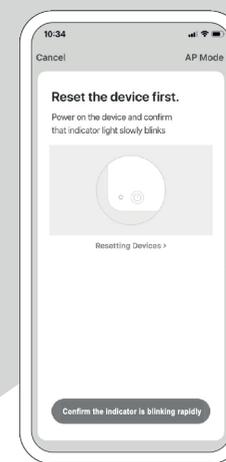
4. Open the app and press "+" to add device, or use the add device button.



5. Select the “Robot vacuum” as the type of device. You will find the “Robot Vacuum” in the Small Home Appliances.



6. Select “AP Mode” in the upper right corner.



7. Ensure the Wi-Fi light on the robot is slowly blinking. Press the button at the bottom of the screen to confirm.



8. Enter your Wi-Fi password and press confirm. 5 GHz is currently not supported.



9. Press on the button at the bottom of the screen to confirm.

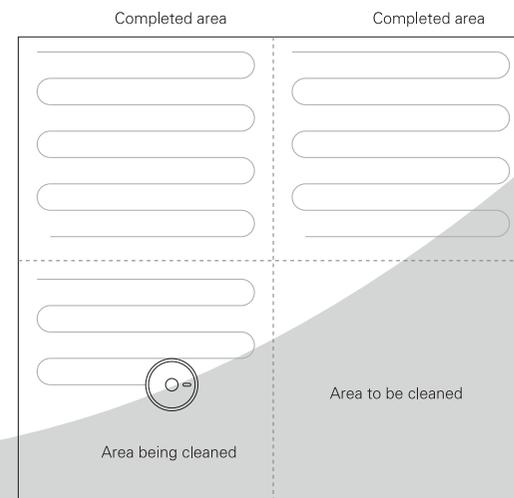


10. Go to Wi-Fi settings on your phone and connect to "Smart Life XXXXXX" (the Wi-Fi name is unique for your robot). No password is needed. Return to the App and complete the setup; it will connect automatically. A voice informs you that the device is connected.

Functions

Local cleaning

After the robot is powered on, it scans and generates a map and divides it into different areas. The robot then starts to clean the areas one by one along the wall in an orderly manner and plans the cleaning route according to the illustration below. The robot returns to the charging base automatically after each cleaning.

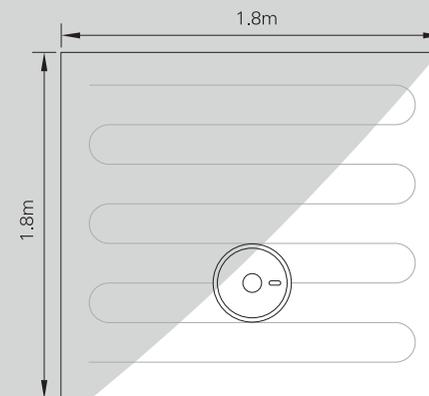


Partial cleaning with app

When a local area needs a deep cleaning, you can through the app (required) specify that point on the map. The robot automatically drives close to the point, use the point as its centre, and cleans within 1.5 x 1.5 m.

Partial cleaning without app

Move the robot to the place you want to clean. Press and hold the 0 button for 3 seconds. The robot does a deep E clean within 2 x 2 m, with its initial position as its centre. See the illustration down below.



Note: Do not move the robot frequently when it is cleaning. If it is necessary to move the robot, please put it back near the position where you picked it up. When it starts again, it tries to reposition itself. After successful positioning, it follows the planned path and continues to work. If the positioning fails, the robot aborts the mission, makes a new map, and does the cleaning again.

Functions

User-defined area cleaning

Use the mobile app (required) to set the size and location of a specific area that you want to clean. You can set one or more areas and the robot cleans accordingly.

Restricted area

Set one or more restricted areas using the mobile app (required). The robot then avoids cleaning these areas.

Note:

- The robot may enter the restricted area due to positioning errors, abnormal sensors, etc.
- The permanently restricted area may become invalid if big changes in positioning of the charging base or furniture are made. Therefore, try not to move or interfere with the robot during cleaning.
- The permanent restricted area may be lost if the map is rebuilt.

Schedule cleaning

You can schedule cleaning sessions through the mobile app or the remote control. The robot starts to clean automatically at the appointed time and returns to the charging base after the cleaning session.

Wi-Fi reset

If your mobile phone cannot be connected to the robot, press  and  simultaneously for 3 seconds until a voice states "Wi-Fi has been reset" and the indicator light turns purple and flickers slowly.



DND mode (Do Not Disturb)

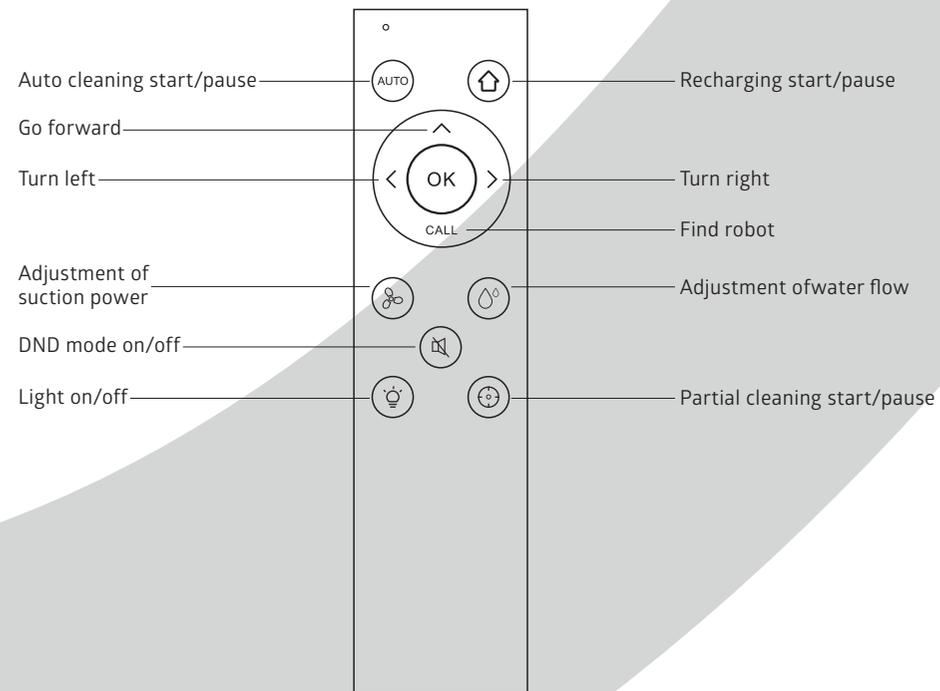
The robot will neither sweep the floor nor issue a voice messages automatically under ONO mode. Set the time of the ONO mode in the mobile app.

Adjustment of suction power

You can adjust the suction power to silent level, standard level and high level in the mobile app or with the remote.

Introduction

Remote control instruction

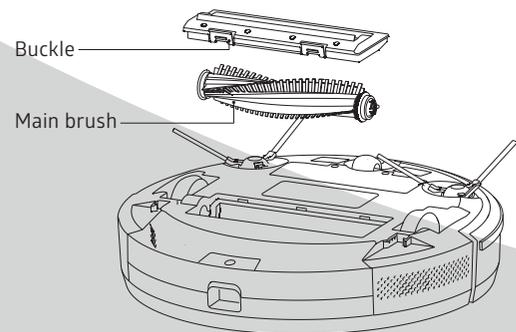


Cleaning and maintenance

Main brush

Clean the main brush regularly.

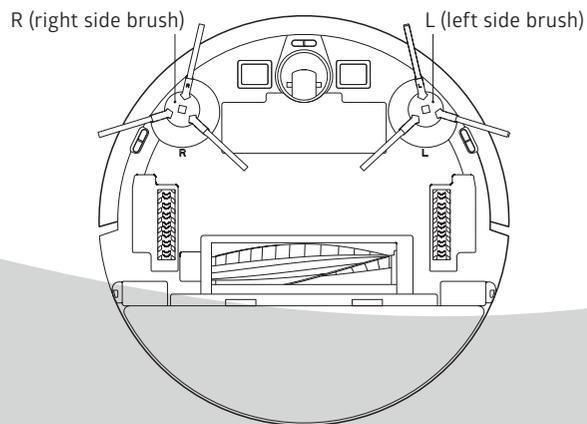
1. Turn the robot over and press the buckle on the cover to take out the main brush.
2. Remove dust and hairs outside and inside the main brush, using the cleaning brush.
3. Reassemble the main brush and the cover. Push the brush into the robot and press the cover in place on top of it.



Side brushes

Clean the side brushes regularly.

1. Turn the robot over and pull out the side brushes upwards.
2. Remove dirt and hairs and reassemble the brushes.
3. Make sure the left side brush (L) and the right side brush (R) correspond, respectively, to the L and R markings on the bottom of the robot. Press the side brushes onto the robot to reinstall them.

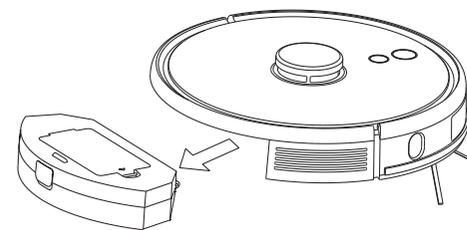


Cleaning and maintenance

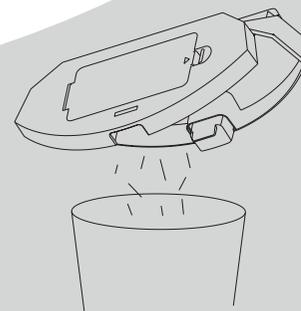
Dustbin

Clean the dustbin regularly.

1. Press the button and pull out the dustbin.



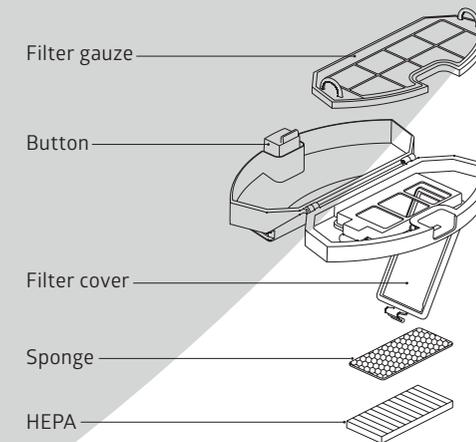
2. Open the dustbin. Pour out all the dust and clean the bin.



Filters

Clean the filters regularly.

1. Remove the filter gauze, filter sponge and HEPA.
2. Clean the filters in clean water.
3. Shake off the water and wait for the filters to dry completely.
4. When they are dry, install them in the correct order: filter gauze - sponge - HEPA. See illustration below

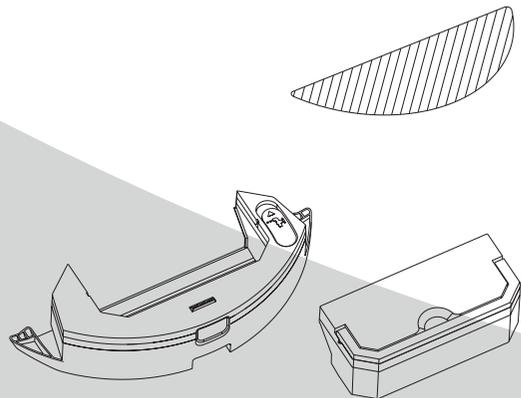


Cleaning and maintenance

Mopping module

Clean the mopping module after every mopping session.

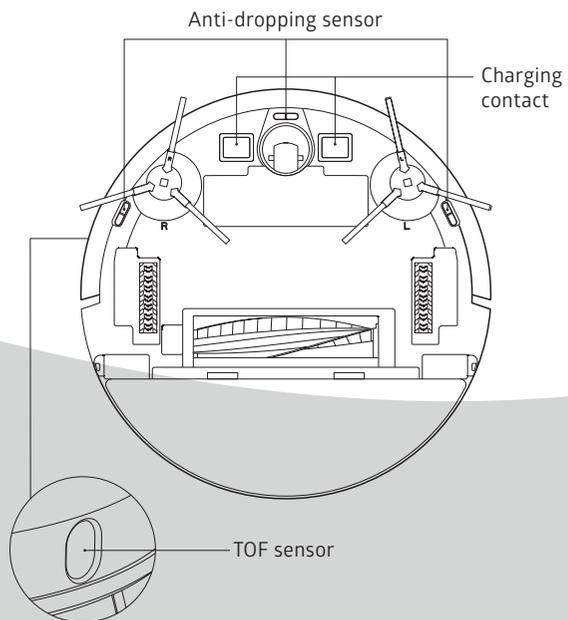
1. Remove the mopping cloth and pour out the water from the water tank.
2. Clean the water tank and the mopping cloth and let it dry.



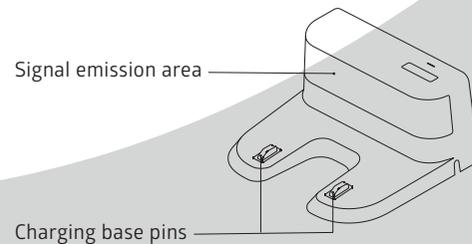
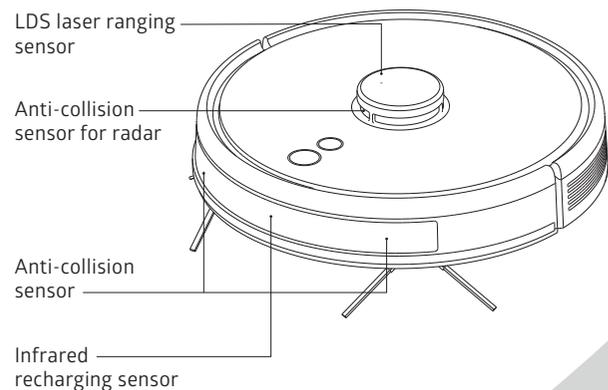
Sensors

Clean the sensors regularly with a soft cloth or with the cleaning brush.

- Clean the wall sensors on the right-hand side of the robot
- Clean the anti-collision sensor on the front of the robot gently
- Clean the anti-collision sensor on the top of the robot gently
- Clean the three anti-dropping sensors at the bottom of the robot
- Clean the signal emission on the charging base



Cleaning and maintenance



Battery

The host is furnished with high-performance lithium-ion batteries. To maintain battery performance, please keep the host charged in daily use. If the machine is left unused long, please shut down and keep it properly, charge it as least every 3 months to avoid damaging batteries.

Firmware upgrade

Upgrade the firmware using the app. Upgrade the robot according to the prompt if a new firmware is detected. Place the robot on the charging base to charge while updating. The battery level should be $\geq 50\%$.

Reset

To reset the current map of the robot, take out the dustbin, remove the rubber plug and press the Reset button (refer to page 3). The map will be lost, but Wi-Fi and personalized settings will be saved. Resetting of Wi-Fi and other personalized settings are done in the app.

Basic Parameters

Machine

Item	
Model	J300
Overall dimension	350x350x100mm
Product weight	3.4kg
Li-battery	5200mAh
Rated voltage	14.4V
Rated power	50W

Charging base

Item	Parameter
Overall dimension	160x143x80mm
Rated power	24W
Rated output	24W

Common Problems

Problem	Solution
The robot cannot be started	<ul style="list-style-type: none"> In case of a low battery level, please place the robot on the charging base and align it at the electrode plate, the machine will be started automatically (if the robot is completely powered off, it can be started automatically after charged for a while) If the environment temperature is lower than 0°C or higher than 50°C, please use it at a temperature of 0-40°C
The robot cannot be charged	<ul style="list-style-type: none"> Please move the robot away, check whether the indicator light of the charging base lights on and confirm both ends of the power adapter of the charging base are connected well In case of poor contact, please clear the charging base shrapnel and the charging contact on the robot or push the side brush aside
The robot cannot be recharged	The robot is too far away from the charging base, please put the robot near the charging base and make another try
Abnormal behavior	Shut down and restart the robot
Abnormal noise in use	Main brush, side brush or wheel may be twined by foreign matters, please shut down the robot and remove foreign matters
Cleaning ability declines or dust falls out	<ul style="list-style-type: none"> The dust box is full, please clear it The filter screen is blocked, please clear or replace it The main brush is twined by foreign matters, please clear it
WiFi cannot be connected	<ul style="list-style-type: none"> WiFi signal is bad, please ensure it is covered by WiFi signal WiFi is connected abnormally, please reset WiFi, download the latest APP and try to reconnect it Password is inputted incorrectly The router is available for 5G frequency band, the cleaning robot is available for 2.4G frequency band only
Fixed-time cleaning fails	In case of a low battery level, fixed-time cleaning can be started only when the battery level is no less than 30%
Whether the robot consumes power if it is always placed on the charging base	The robot consumes a little power if it is always placed on the charging base and it enables the best performance of battery
Whether the robot needs to be charged for 16h for the first three times	The lithium battery can be used immediately after being charged and has no memory effect

Troubleshooting

Prompt Tone	Solution
Error 1: Oh dear! I cannot find the dust collector	Cleaning is triggered when the dust box is taken out
Error 2: Please check if the radar on top has been covered or blocked	The top radar is covered or placed in an open area (there is no obstacle within an area of 6x6m ²)
Error 3: Please place me in a new location and try again	Pick the robot up or hang it in the air
Error 4: Please scrub the cliff sensor, and restart me from a new location	The cliff sensor is covered or placed at height
Error 5: Please scrub the front sensor, and restart me from a new location	The infrared avoidance sensor is dirty or covered
Error 6: Please scrub the right-hand sensor, and restart me from a new location	The wall sensor is dirty or covered
Error 7: Please scrub the radar housing on top, and restart me from a new location	The radar avoidance sensor is dirty or covered
Error 8: Please check if the bumper has been blocked in some way	The edge or collision sensor is stuck
Error 9: Please, clean the dust box and filter	The dust box is full or the filter screen needs to be replaced
Error 10: Dust container has been removed, please clean the container and filter	After error 9 is issued, user takes out the duck chamber and error 10 is triggered
Error 11: I'm stuck, please help me!	The robot is stuck

Troubleshooting

Prompt Tone	Solution
Error 12: Please place me correctly!	The robot is tilt
Error 13: Please check if my wheels have become blocked somewhere	The driving wheel is twined or stuck
Error 14: Please check if the main brush has become stuck	The main brush is twined or stuck
Error 15: Please check if the side brushes have become stuck	The side brush is twined or stuck
Error 16: What's going on? Where is the docking station?	The charging base cannot be found or is not plugged in
Error 17: Oh dear! Program error, please restart me	Abnormalities are caused by unknown breakdown, restart the robot
Error 18: Error encountered initiating shutdown	The robot reminds the user and shuts down automatically or is recharged
Error 19: Low battery, please recharge	When the battery level is too low and the robot is not on the charging base, cleaning is triggered (the battery level is lower than 10%)
Error 20: To shut me down, please place me away from the docking station	The robot shuts down when charged on the charging base

Safety Information

Usage Limitations

- Only for indoor use. The robot is designed for floor cleaning in a home environment. It cannot be used on other surfaces (such as a sofa) or in commercial or industrial environments.
- Do not use the robot in mid-air areas, such as in a penthouse, open terrace, or a furniture top, without protective fence.
- Do not use the robot at a temperature above 40°C or below 0°C or when there are liquids and sticky substances on the floor.
- Remove cables from the floor before use to avoid the cables being dragged around or damaged by the robot.
- Clear fragile objects from the floor to avoid damaging valuables if the robot gets stuck or runs into them.
- Keep the robot away from children and pets.
- Keep the main brush and other accessories out of reach of children.
- Do not place objects on the robot.
- Keep away from the suction inlet when the robot is working.
- Do not use the robot to sweep hot objects.
- Do not use the robot to clean long-haired carpets or carpets with dark parts. Dark carpets may not be cleaned normally since the robot may mistake the dark parts for stains.
- Prevent the robot from suctioning hard or sharp objects.
- Do not move the robot by holding the protective cover of the laser distance sensor and collision bumper. These are fragile parts.
- Turn off the robot and charging base during cleaning or maintenance.
- Do not wipe any parts of the robot or charging base using a wet cloth or other liquids.
- Use the product in accordance with the instructions in this user manual. The user is responsible for any damages and injuries caused by improper use.
- Do not use the mopping function for carpets or furniture tops.
- To avoid water damages, make sure to remove the water tank when the machine is being charged or in standby mode.

Safety Information

Battery and Charging

- Do not use battery, charging base or charger provided by any third parties.
- Do not dismantle, report, or refit the battery or charging base.
- Keep the charging base away from heat sources.
- Used batteries should be disposed of according to local regulations.
- If the power adapter is damaged or broken, please unplug it immediately and replace it through official channels.
- The robot must be shut down during transportation. The product should be transported in its original packaging.
- If the robot is left unused for long, it should be fully charged and stored in a cool and dry place. Charge the robot at least every third month to avoid damaging the battery due to excessive discharge.

Laser Safety Information

- The laser distance sensor of the product complies with the standard for class 1 laser products of IEC60825 and does not produce dangerous laser radiation.

For a smarter way of life.

