

HW8 Pro Troubleshooting

Trouble	Possible Causes	Solutions
Machine Does not work	<ul style="list-style-type: none"> ▪ Low battery power 	<ul style="list-style-type: none"> ▪ Recharge battery
	<ul style="list-style-type: none"> ▪ On/off button is not pressed down 	<ul style="list-style-type: none"> ▪ Press down on/off button
	<ul style="list-style-type: none"> ▪ Brushroll is entangled 	<ul style="list-style-type: none"> ▪ Clean brushroll
	<ul style="list-style-type: none"> ▪ Water in dirty water tank achieves MAX line 	<ul style="list-style-type: none"> ▪ Clean dirty water tank
	<ul style="list-style-type: none"> ▪ On/off button or mode button is pressed at the same time with water spray button 	<ul style="list-style-type: none"> ▪ Release water spray button, press on/off button or mode button separately
	<ul style="list-style-type: none"> ▪ Release water spray button, press on/off button or mode button separately 	<ul style="list-style-type: none"> ▪ Release the floorhead and then brushroll can work
Weak Suction	<ul style="list-style-type: none"> ▪ Water in dirty water tank achieves MAX line 	<ul style="list-style-type: none"> ▪ Clean dirty water tank
	<ul style="list-style-type: none"> ▪ Brushroll window and dirty water tank not assembled properly 	<ul style="list-style-type: none"> ▪ Reassemble brushroll window and dirty water tank
	<ul style="list-style-type: none"> ▪ Brushroll entangled 	<ul style="list-style-type: none"> ▪ Clean brushroll
	<ul style="list-style-type: none"> ▪ Filter gets dirty 	<ul style="list-style-type: none"> ▪ Clean or replace filter
	<ul style="list-style-type: none"> ▪ Lower battery power 	<ul style="list-style-type: none"> ▪ Recharge battery
Abnormal noise	<ul style="list-style-type: none"> ▪ Suction inlet blocked 	<ul style="list-style-type: none"> ▪ Clean suction inlet
	<ul style="list-style-type: none"> ▪ Water in dirty water tank achieves MAX line 	<ul style="list-style-type: none"> ▪ Clean dirty water tank

Floorhead does not spray water	▪ Clean water tank empty	▪ Fill clean water tank
	▪ Water spray button not pressed	▪ Press water spray button
	▪ Clean water tank not assembled properly	▪ Reassemble clean water tank
	▪ Clean water tank is filled with dirty water and blocked water path	▪ Do not fill clean water tank with dirty water
Water spray out from air exhaust	▪ Filter is not dry after washing	▪ Dry the filter after washing
	▪ Water in dirty water tank achieves MAX line	▪ Clean dirty water tank
	▪ The product was heavily shaken or hits the wall with big force	▪ Clean dirty water tank
	▪ Filter is not assembled	▪ Assemble filter
	▪ Float is not assembled	▪ Assemble float
Brushroll stopped rotating and power indicator blinks	▪ Brushroll is blocked	▪ Clean brushroll
Error Code F1	▪ Battery defect	▪ Replace battery
Error Code F2	▪ Charger or battery defect	▪ Use multimeter to measure output voltage of battery pack and charger to check whether it complies rating label. Replace the defective charger or battery.

Error Code F3	<ul style="list-style-type: none"> ▪ Battery, main motor or PCB defect 	<ul style="list-style-type: none"> ▪ If brushroll rotates and main motor does not work, battery is OK. Disassemble machine to replace motor or PCB. ▪ If brushroll does not rotate and main motor does not work neither, measure output voltage of battery pack first. If battery output voltage is normal, disassemble the machine to replace motor or PCB.
Error Code F5		
Error Code F6		
Error Code F7	<ul style="list-style-type: none"> ▪ Battery Defect ▪ PCB lead wire gets loose ▪ Transfer PCB or LED display PCB defect 	<ul style="list-style-type: none"> ▪ Measure output voltage of battery pack first, if output voltage is abnormal, replace battery pack. ▪ If battery pack output voltage is normal, disassemble the machine and replug connector of all lead wire. ▪ If the previous two defect are excluded, replace Transfer PCB or LED display PCB.
Error Code F8	<ul style="list-style-type: none"> ▪ Battery Pack Defect 	<ul style="list-style-type: none"> ▪ Replace battery pack

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