



RH2



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SAFETY WARNING

PRODUCT SAFETY PRECAUTIONS



Before using this product, please read all the contents of this user manual carefully, install the device accordingly and save this manual for future reference properly. To lower the risk of fire, electric shock or other injuries, please observe the following operation requirements:

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- For European, 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. Cleaning and user maintenance shall not be made by children without supervision. Children should not play with the appliance.
- If the charger or the plug is damaged, please stop using them and contact our professional maintenance personnel for replacement in case of danger.
- Please don't suction high-temperature substances (unextinguished cigarette butts, matches, hot ashes and etc.), superfine substances (like lime, cement, sawdust, gesso, ashes and toner), large sharp fragments (not physically definite matters like glass).
- Please keep the air passages and movable parts of the product away from long hair, loose clothing, fingers or any other part of the human body. Please don't aim dust suction tubes, suction heads or other tools at eyes and ears or put them in the mouth.
- When charging, please use Hangzhou Ezviz Software Co., Ltd. CS-RH2-MGA2-D charging base offered by us; chargers of other types may induce battery failure or extreme heat effect.

- No action needed to shift the product between 50 and 60Hz, product can adapt itself for both 50 and 60Hz.
- When using the device, if you find electric leakage, motor overheating or abnormal sound like device body overheat, abnormal smell or weak suction, please stop using the device and contact our professional maintenance personnel.
- The charging base can only charge lithium-ion batteries containing no more than 6 cells with a rated capacity of not more than 4000mAh.
- The charging base can not be charged to non-rechargeable batteries.

APPLICABLE WORKING ENVIRONMENTS

- This product is suitable for hard ground in indoor environment including waxed floor, stone floor, rubber floor, marble floor, granite floor, terrazzo floor, solid wood floor, laminate floor, bamboo floor and flat surface of all types of porcelain tiles and glazed tiles.
- The product may not give full play to its best performance if it is used on uneven surface.
- Don't use the product near or on the surface of flammable or explosive objects in case of fire and explosion.
- Don't use this product near a fireplace or heater in work in case of any device shell deformation.
- A hazard may occur if the appliance runs over the supply cord.
- Please don't use the device to suction liquids including detergent, kerosene, gasoline, alcohol, paint, perfume and etc. as these liquids may lead to fire or explosion.
- Please don't use the device to suction toners of a printer or copier as it may lead to fire or explosion.
- Please don't use the device to suction sharp objects like broken glass, small toys, pins, clips, stones, plaster, large paper scraps as these objects may block and harm the device.
- Please don't use the device to suction any burning or smoking objects like unextinguished cigarette ashes, burning cigarette butts or matches, etc.

- Please don't touch the plug or any electrified part of the product with your wet hands in case of electric shock hazard.
- If you will not use the product for a long time, please turn off the power and unplug the charging plug.
- Please keep the device in a dry environment after using them. Insulation and service life of electrical appliances may be reduced in damp environments.
- After using the device, please clean the dirty water bucket in time and keep smooth air passages of the device in case of weakened suction, motor overheating and thus induce reduced service life caused by block.
- The device body and charging base are all electrified. Please don't clean them in water.
- Please check the suction nozzle regularly and clear any obstruction in time in case of weakened suction and device performance.
- If there is a device failure, please don't repair it by yourself. You can contact our after-sales department for help.
- Do not water the charging base.
- Do not use on foam liquid. Power mode is recommended to be used in heavily soiled environments.
- This appliance comes with a vertical switch. When working, please use it after you lean it. The tilt angle cannot exceed 140 degrees in case of water leaking.

PROPER USE OF THE CLEANING SOLUTION

- Add proper amount of cleaning solution as large amount of cleaning solution soaking into the electric motor may cause danger.
- Please use the cleaning solution recommended by us as other cleaning solution may harm the device (For detailed information, please refer to www.ezviz.com).
- Keep the cleaning solution out of reach of children. Wash the eyes immediately if the solution inadvertently gets into the eyes; go to hospital if the solution is eaten by mistake.
- You should observe local environmental regulations when disposing

dirty water and cleaning solution.

PROPER USE OF THE DEVICE

- Please don't dismantle or install the enclosed device by yourself as there is no machine part which users can repair on their own. Don't try to change device performance in case of danger.
- Using working voltage not in accordance with the product specifications may harm the device and even the user.
- Standard rated voltage is marked on the nameplate.
- Be careful not to fall when cleaning the stairs.
- Don't shake the device up and down or collide with the device violently in case that dirty water may flow into the electric motor.
- When the electric motor is working, please don't lift or move the device, neither tilt the device nor lay it flat on the floor in case that dirty water gets into electric motor. To avoid getting tripped, please lay the device against the wall after using it.
- Please don't use the device if the clean water bucket or dirty water bucket is not correctly installed.
- Please don't place any small object near the air outlet to prevent the device from overheating or blocking the air outlet. Don't wet the device in case of fire or electric shock induced by device short circuits.

Regulatory Information



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the ErP Directive 2009/125/EC, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU, the LVD Directive 2014/35/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info










2006/66/EC and its amendment 2013/56/EU (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info

Technical Parameters

	Class II
	Direct current
	Alternating current
	For indoor use.
	Before charging, read the instructions.

Product Model	CS-RH2-MGA2
Battery Capacity	4000mAh
Working Voltage	21.6V 
Fully Charged for One Time	5±0.5h
Recharge Duration (Auto Mode)	≈40min
Rating Power	200W
Clean Water Bucket Capacity	850mL
Dirty Water Bucket Capacity	750mL
Working Temperature	5~40°C, 10%~90%RH
Net Weight	≈4.55kg
Dimension (Device)	270* 257 *1160mm
Manufacture	Hangzhou Ezviz Software Co., Ltd.
Charging Base Model	CS-RH2-MGA2-D
Charging Base Rated Input Power	200-240V~, 50/60Hz
Charging Base Rated Power Input	210W
Charging Base Rated Charging Output	26V  1A
Charging Base Manufacture	Hangzhou Ezviz Software Co., Ltd.

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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ™ website (<http://www.ezvizlife.com>).

Revision Record

New release – January 2022

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IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATTER PREVAILS.

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Overview

1. Package Contents



Main Device Body (x1)



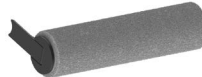
Handle (x1)



Charging Base (x1)



High Efficiency Particulate Air Filter (HEPA) (x1)



Rolling Brush (x1)



Cleaning Brush (x1)



HEPA Rack (x1)



Cleaning Brush/ Rolling Brush Rack (x1)



Screwdriver (x1)



Cleaning Solution (x1)



Fragrance Card (x1)



Quick Start Guide (x1)



Regulatory Information (x1)

i The appearance of charging base's plug is subject to the one you have bought.

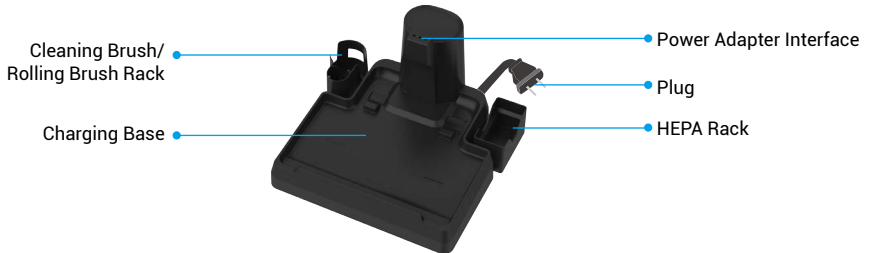
2. Basics

Vacuum Cleaner



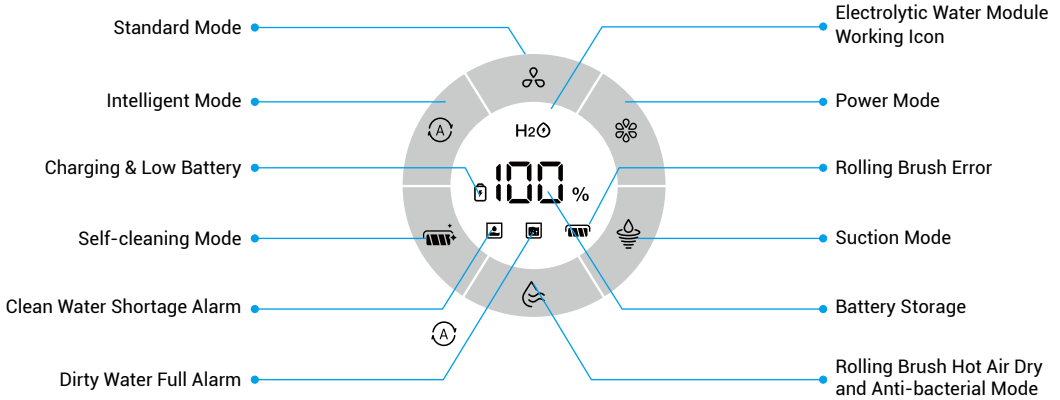
Name	Description
Power Button	Press once to power on/off.
Mode Button	<ul style="list-style-type: none"> When cleaning, press Mode Button to switch between Intelligent mode, Standard mode, Power mode and Suction mode. When charging, press Mode Button to turn on/ off rolling brush hot air dry and anti-bacterial mode. When charging, press and hold Mode Button for 3 seconds to enter language setting mode. Press once to change a different language. Press and hold Mode Button for 3 seconds to exit.
Self-cleaning Button	<ul style="list-style-type: none"> When charging, press Self-cleaning Button to turn on/off Self-cleaning mode. The whole progress would take 2 minutes. It is highly recommended to clean dirty water bucket after self-cleaning is finished. Press and hold Self-cleaning Button for 3 seconds to turn on/off the voice mode.

Charging Base



1 The appearance of charging base's plug is subject to the one you have bought.

Display Screen



Name	Description
Battery Storage	When the battery is too low or dead, the battery storage display icon is displayed as 'Lo'.

Quick Start Guide

1. Install the Handle

Insert the end of the handle vertically into the port of the device till you hear 'click' sound. Make sure the handle is tight and firm so that the installation can be successful.



2. Charge

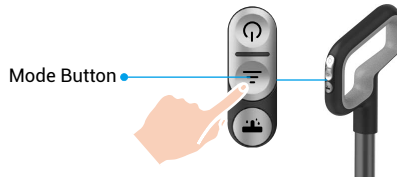
Before first use and after daily use, please align the charging interface at the bottom of the device with the power adapter interface of the charging base, then connect the plug to the socket.

- 1 • Put away the charging base when not charging.
- Please do not spray the charging base with water.
- When charging, keep the device upright and in the corner to avoid tripping and other injuries.
- A full charge takes approximately 5 ± 0.5 hours.
- If the device is not used for a long time after purchase, please use the charging base offered by us to charge the device for 3 hours every 3 months (without full charge).
- When the battery is too low or dead, the battery storage display icon is displayed as 'Lo', which is a normal phenomenon.



3. Change Language

When charging, press and hold the Mode Button for 3 seconds to enter language setting mode (Language order: English, German, French, Italian, Spanish, Portuguese, Russian, Chinese, Japanese, Thai). Please press and hold the Mode Button for 3 seconds to exit. The default language is English.



4. Add Clean Water

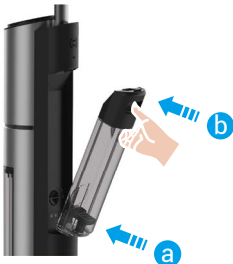
- 1 The water temperature should be lower than 60°C (140°F).



1. Turn to the back of the device, press the clean water bucket button with your finger, and then pull it outward to take out the clean water bucket and put it aside.



2. Open the cover and add clean water to the water level. If deep cleaning is required, add half a bottle cap of cleaning solution (about 3.5mL) of cleaning solution.

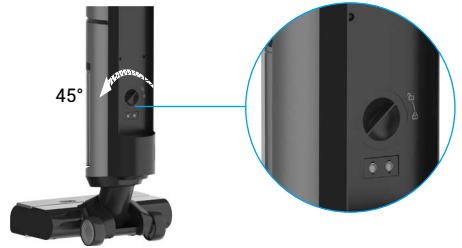



3. Install the clean water bucket back into the body, the installation is successful when you hear "click" sound.

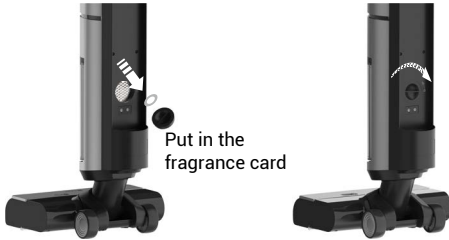
5. Install the Fragrance Card (optional)



1. Turn to the back of the device, press the clean water bucket button with your finger, and then pull it outward to take out the clean water bucket and put it aside.

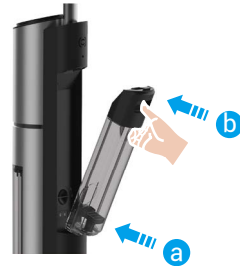


2. Pinch the cover of the fragrance card slot and rotate it 45° counterclockwise to , then remove it as shown in the picture.



Put in the fragrance card


3. Put in the fragrance card and then screw the cover back on.

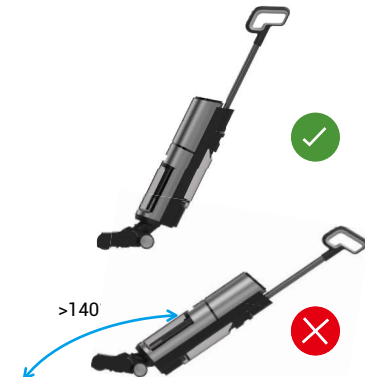
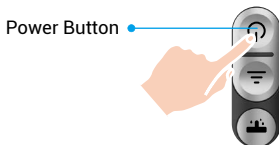


4. Install the clean water bucket back into the body, the installation is successful when you hear "click" sound.

6. Start Cleaning

Detach the device from the charging base and gently step on the brush heads after placing it on the ground, and then tilt the device backward. Press Power Button once to power on/off.

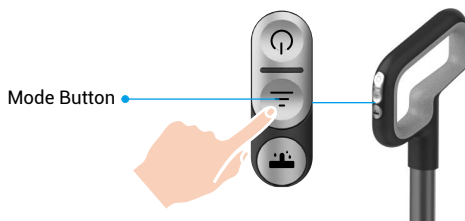
-  Please check whether the device is powered before use. If not, please charge it in time.
- Do not use on foam liquid. Power mode is recommended to be used in heavily soiled environments.
- This device comes with a vertical switch. When working, please lean it before you use it. The tilt angle cannot exceed 140 degrees in case of water leaking.
- When the device is working, the LED dust detection light automatically turns on.



7. Switch Mode

The default working mode is intelligent mode. When working, press Mode Button to switch to the standard mode, power mode or suction mode (visible on the display) according to the actual use needs.

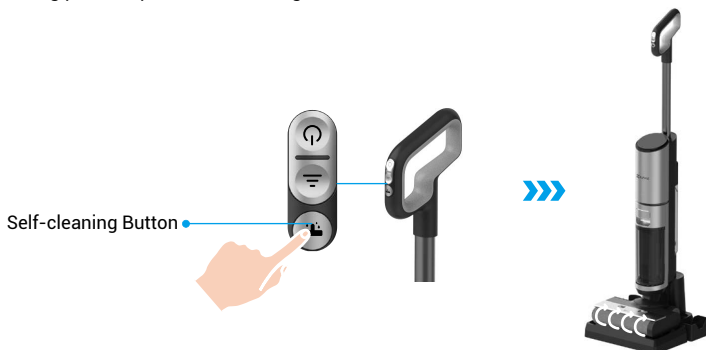
- i** When the device is in intelligent mode, the icon of intelligent mode will display different colors according to the dirt on the ground:
- White: slightly dirty
 - Yellow: moderately dirty
 - Purple: Severe dirt



8. Self-cleaning

Please put the device back into the charging base in time after use, you can enable the self-cleaning function according to the dirty degree of the rolling brush.

- After self-cleaning is finished, the device starts to charge and automatically starts the rolling brush hot air dry and anti-bacterial function.
- If there is any remaining dirty marks on the charging base, please clean it in time.
- During the self-cleaning process, press Self-cleaning Button to exit.



9. Pour Dirty Water



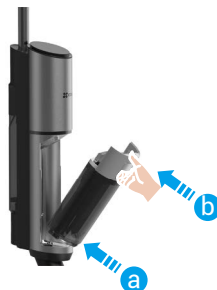
1. Pull the handle of the dirty water bucket outward to remove the dirty water bucket.



2. Hold the dirty water bucket with one hand, gently press the unlocking button with the other hand, and pull out the cover upwards.



3. To avoid clogging the pool with dirt, please pour the dirty water into the pool after being filtered by the buoy carrier.

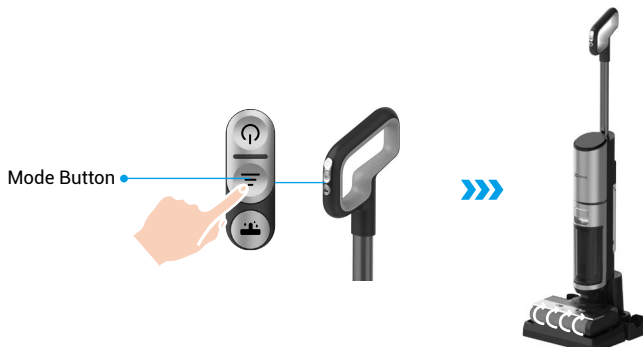


4. Put them back and install the bucket back to the device, you can hear 'click' sound.

10. Rolling Brush Hot Air Dry Introduction

After self-cleaning, the device will automatically turn on the rolling brush hot air dry mode. During this process, the rolling brush will be rotated every 2 minutes.

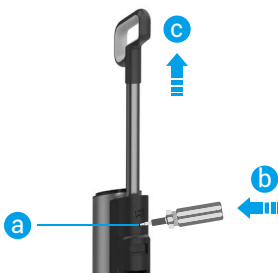
- The rolling brush air dry mode runs automatically for about 45 minutes.
- The ozone sterilization function is automatically turned on when the rolling brush hot air dry mode is turned on.
- Press Mode Button during charging to turn on/off the rolling brush hot air dry mode.



Product disassembly

1. Disassembly of Handle

- Use the complimentary screwdriver to strip the soft robber on the back of the device.
- Use the complimentary screwdriver to press it into the hole, and pull the handle up in the meantime.



2. Handling Method For Waste Battery

- The battery installed in the device contains harmful substances to the environment. Before abandon the device, must take

out the battery from the device; when taking out the battery, must power off the device.

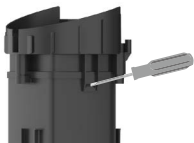
- Please handle the waste batteries properly and safely, do not put into fire, water or soil.
- When your skin or clothing touches the leaked liquid of the waste battery, please washed with clean water to avoid a skin irritation, and then go to hospital for treatment rapidly.



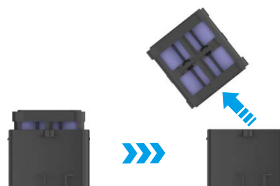
1. Pry off the screen with a screwdriver and remove the wire connecting the screen.



2. Use a screwdriver to remove three screws in the figure above, remove the cover and the connected wires, and then take out the battery box in the tube.



3. Pry the grooves on both sides of the battery box with a screwdriver and remove the cover.



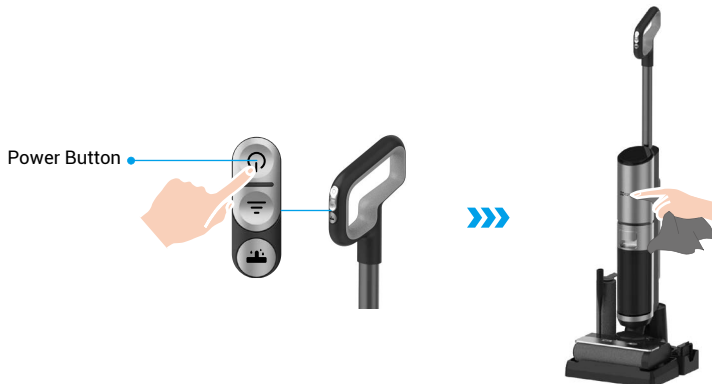
4. Take out the battery.

Routine Maintenance

In order not to affect the device performance, it is recommended to maintain the components regularly.

1. Product Maintenance-clean the Main Device Body

- Before cleaning, please let the device stop to work.
- Wipe and wash with water or neutral detergent, and be sure that wring out the cleaning cloth before wipe the device. (Please prevent water from entering the interior of the device electrical elements.)

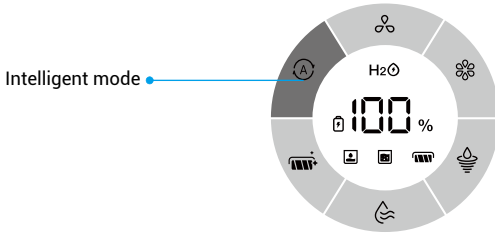


2. Clean the Dirt Degree Sensor

- The dirt degree sensor may be covered by the dirt when there is no obvious dirt on the ground however the icon of

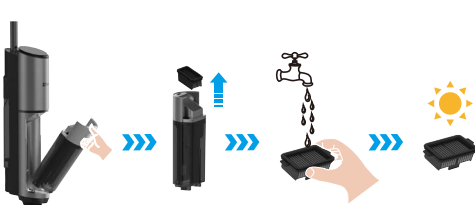
intelligent mode is yellow or purple.

- b. Before using, please detach the dirty water bucket and wipe the dirt degree sensor in channel with wet rag or clean the dirt within the channel with provided cleaning tools.



3. Clean the Dirty Water Bucket/ Buoy Carrier/ HEPA

- The device will stop working automatically and remind you through display screen and voice prompt when dirty water bucket is full.
- Please clean the dirty mark directly with small cleaning tool when you find any stubborn dirty marks on inner wall of the dirty water bucket.
- Always hold the bucket. If you hold the cover, the body may drop.
- After cleaning is finished, please close the dirty water bucket cover and install it back to device body. The installation is successful when you hear 'click' sound.
- Dry the HEPA thoroughly and then install it back into the dirty water bucket, otherwise the device performance will be affected.
- It is recommended to replace a new HEPA once every 2~3 months.



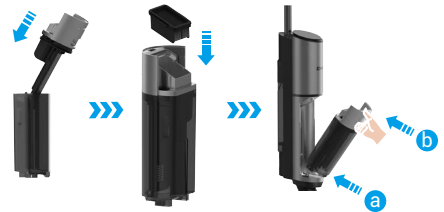
1. Take out the dirty water bucket, and then take out the HEPA, wash it with clean water, and dry it thoroughly.



2. Hold the dirty water bucket with one hand, gently press the unlocking button with the other hand, and pull out the cover upwards.



3. Clean the buoy carrier and dirty water bucket with a cleaning brush and wash them with clean water.

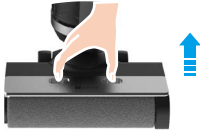


4. Install the cover and the HEPA back in turn, and install the dirty water bucket back into the device.

4. Clean the Rolling Brush and the Rolling Brush Cover

It is recommended to clean the rolling brush and the rolling brush cover after daily use.

If you want to clean the residual stains on the suction nozzle, please clean it with wet rag. Rinsing it with water is forbidden.



1. Put your finger on the position as shown in the figure, press the release buttons on both ends of your thumb and index finger, and lift them up, then take out the rolling brush cover.



2. Pull out the rolling brush handle at the right end of the device with your index finger, pull out the rolling brush handle with your hand, pull it outward, and take out the rolling brush.



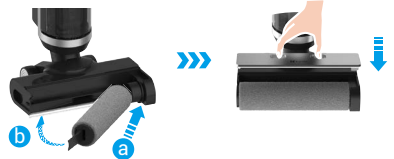
3. Use the other end of the provided cleaning brush to remove the hair or debris on the rolling brush, and then rinse the rolling brush with clean water.



4. Clean the rolling brush cover with the cleaning brush.



5. Please use the cleaning brush to clean the suction nozzle, and use a wet rag to wipe the dirt on the suction nozzle (do not rinse it with water).




6. After cleaning, insert the handle-free end of the rolling brush into the corresponding drive cone, and then snap the end with the handle into the slot on the right side to absorb it, place the rolling brush cover back, and complete the installation.

i If there is water leakage or no water out of the rolling brush, please check the water-spraying channel and the suction nozzle then clean the waste and dirty marks.

FAQ

Problem	Cause	Solution
No obvious dirt on the floor while color of the icon of intelligent mode is changing.	Dirty sensor is covered by dirt.	Restart the device after clean the blockage in tubes of the suction nozzle.
The device is not working.	No power or low device battery.	Please fully charge the device before use.
	Rolling brush is wounded by the objects like hair.	Clean the rolling brush.
	Dirty water in the dirty water bucket has reached to designated capacity.	Take out the dirty water bucket and dump the dirty water for reuse.
	Rolling brush and the dirty water bucket are not installing properly.	Reinstall them.

Problem	Cause	Solution
The suction power is weakening.	Rolling brush is wounded by the objects like hair.	Clean the rolling brush.
	Suction nozzle is blocked.	Clean the foreign matters in the suction nozzle.
	The upper part of buoy carrier is blocked.	Clean the buoy carrier before use.
	Low device battery.	Please fully charge the device before use.
	The HEPA is dirty.	Clean the HEPA and dry it thoroughly before use.
Abnormal sound for motor.	Suction nozzle blocked.	Clean the foreign matters in the suction nozzle.
	Dirty water in the dirty water bucket has reached to designated capacity.	Take out the dirty water bucket and dump the dirty water for reuse.
	The HEPA is dirty.	Clean the HEPA and dry it thoroughly before use.
Failed to be charged.	The main device body and the charger interface are not well connected.	Please check and connect it well.
No water comes out of the rolling brush.	Clean water bucket has no water.	Add water to clean water bucket.
	Clean water bucket is not installed properly.	Reinstall the clean water bucket.
Water leakage in air outlet.	HEPA is not installed.	Install the HEPA properly.
	The HEPA not dry after wash and use.	Before reuse, dry the HEPA thoroughly after wash and use.
	Dirty water in the dirty water bucket has reached to designated capacity.	Take out the dirty water bucket and dump the dirty water for reuse.

 For additional information about the device, please refer to www.ezviz.com/eu.

Appendix

1. Rechargeable Lithium ion Battery

1. The battery type of the device: Portable battery.
2. The battery of this device is non-removable, which is risky to remove.

Chemical Composition	Hazardous Ingredients (Chemical Name)	CAS No.	Chemical Formula
Anode	Lithium Nickel Oxide	12325-84-7	LiNiO ₂
Cathode	Graphite	7782-42-5	C
	Nickel	7440-02-0	Ni
AL-foil	Aluminium	7429-90-5	Al
Cu-foil	Copper	7440-50-8	Cu
Electrolyte	Lithium Hexafluorophosphate	21324-40-3	LiPF ₆
	Lithium Carbonate(EC)	554-13-2	Li ₂ CO ₃
	Separator	Polyethylene(PE)	9002-88-4
Cell case	Iron	7439-89-6	Iron
others	others	N/A	N/A

2. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.

2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.

3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.

4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.

5. Meaning of the symbol "crossed-out wheelee bin": The symbol of a crossed-out wheelee bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.