

# WINBOT 950™

EN

## Instruction Manual



Congratulations on the purchase of your ECOVACS ROBOTICS WINBOT! We hope it brings you many years of satisfaction. We trust the purchase of your new robot will help keep your home clean and provide you more quality time to do other things.

Live Smart. Enjoy Life.

Should you encounter situations that have not been properly addressed in this Instruction Manual, please contact our Customer Service Center where a technician can address your specific problem or question.

For more information, please visit the ECOVACS ROBOTICS official website: [www.ecovacs.com](http://www.ecovacs.com)

The company reserves the right to make technological and/or design changes to this product for continuous improvement.

Thank you for choosing WINBOT!

# Contents

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1. Important Safety Instructions.....	2
2. Package Contents and Technical Specifications.....	4
2.1 Package Contents.....	4
2.2 Specifications.....	4
2.3 Product Diagram.....	5
3. Operating WINBOT.....	6
3.1 Notes before Cleaning.....	6
3.2 Attach Cleaning Pad.....	7
3.3 Assemble Power Adapter.....	7
3.4 Install Safety Tether.....	8
3.5 Place Safety Pod.....	9
3.6 Spray Cleaning Solution.....	10
3.7 Start.....	10
3.8 Pause.....	12
3.9 Stop.....	12
4. Maintenance.....	14
4.1 Cleaning Pad.....	14
4.2 Fan, Sensors and Squeegee.....	14
4.3 Driving Treads.....	15
5. Status Indicator Light and Sounds.....	16
6. Troubleshooting.....	17

# 1. Important Safety Instructions

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When using an electrical appliance, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.**

**SAVE THESE INSTRUCTIONS**

1. This Appliance is not intended to be used by children under 8 or anyone lacking knowledge on proper use. Supervision may be necessary. Do not allow children to play with the Appliance.
2. Do not use the Appliance in extremely hot, cold or humid environments (below 0°C/32°F, above 40°C/104°F, above 65% humidity). The Appliance can be used to clean outside windows if it is properly tethered to the Safety Pod, winds are calm, and it is not raining or snowing.
3. Please ensure the Appliance is plugged in while it is cleaning. The Appliance has a Back-Up Battery that charges during use. The Back-Up Battery powers the Appliance if it becomes unplugged or the electricity fails.
4. Do not leave the Appliance unattended when it is plugged in.
5. For household use ONLY. Do not use the Appliance in commercial or industrial environments.
6. Do not use the Appliance on cracked glass.
7. Only use accessories recommended or supplied by the manufacturer. Only use the Power Adapter supplied by the manufacturer.
8. Please make sure your power supply voltage matches the power voltage marked on the Power Adapter.
9. Do not use the Appliance on a framed window with a frame smaller than 5mm (0.2 inches).
10. Do not use the Appliance on wet or greasy windows.
11. Store the Appliance away from heat and flammable materials.
12. Do not use the Appliance if it does not firmly attach to the glass or has visible signs of damage.
13. To reduce the risk of electrical shock, do not put the Appliance in water or other liquid. Do not place or store Appliance where it can fall or be pulled into a tub or sink.
14. Do not touch power plug or the Appliance with wet hands.
15. Do not charge the Appliance in extremely hot or cold environments, or it may affect battery life span.
16. When charging the Appliance, do not place it on other electrical appliances and keep it away from fire and liquid.
17. Take care not to damage the power cord. Do not pull on or carry the Appliance by the power cord, use the power cord as a handle, close a window on the power cord, or put heavy weights on the power cord. Keep power cord away from hot surfaces.
18. Do not use with a damaged power cord or receptacle. Do not use the Appliance if it is not working properly, has been dropped, damaged, or come in contact with water. It must be repaired by the manufacturer or its service agent in order to avoid a hazard.
19. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
20. The plug must be removed from the receptacle before cleaning or maintaining the Appliance. Do not unplug the Power Adapter by pulling on the power cord.
21. The Back-Up Battery must be replaced by the manufacturer or its service agent in order to avoid a hazard.
22. The Back-Up Battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
23. The Appliance must be disconnected from the receptacle before removing the battery for disposal of the Appliance.

## 1. Important Safety Instructions

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24. Please dispose of used batteries according to local laws and regulations.
25. Do not incinerate the Appliance even if it is severely damaged. The battery can explode in a fire.
26. The Appliance must be used in accordance with the directions in this Instruction Manual. ECOVACS ROBOTICS cannot be held liable or responsible for any damages or injuries caused by improper use.

For EU Countries



### Correct Disposal of this Product

This marking indicates that this product should not be disposed of with other household waste throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To recycle your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can safely recycle this product.

## 2. Package Contents and Technical Specifications

### 2.1 Package Contents



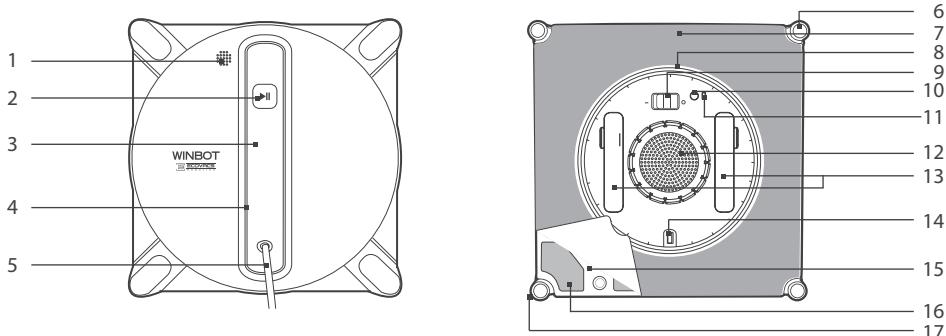
### 2.2 Specifications

WINBOT model	W950		
Working Voltage	24V DC	Rated Power	75W
Remote Control			
Rated output voltage		3V DC	
Power Adapter: EA10952			
Input: 100-240V AC 50/60Hz 2.5A		Output: 24V DC 3.75A	

\*Technical and design specifications may be changed in the course of continuous product improvement.

## 2. Package Contents and Technical Specifications

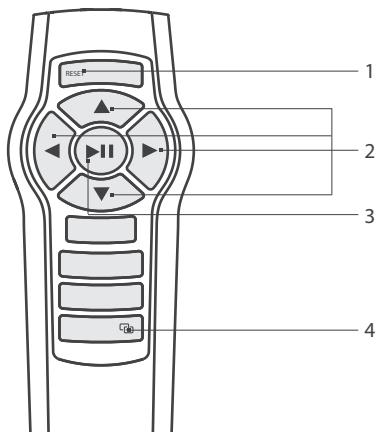
### 2.3 Product Diagram



1. Speaker
2. Status Indicator Light/START/PAUSE Button
3. Handle
4. Upgrade Port (for after-sale service)
5. Power Cord
6. Edge Detection Sensors
7. Cleaning Pad
8. Squeegee
9. Bottom Power Switch

10. Bottom Status Indicator Light
11. Suction Sensor
12. Fan
13. Driving Treads
14. Balance Wheel
15. Cleaning Pad Plate
16. Cleaning Pad Velcro
17. Side Rollers

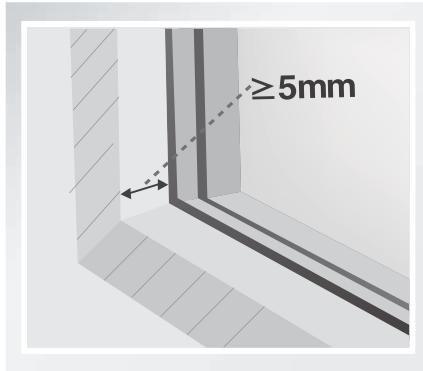
### Remote Control



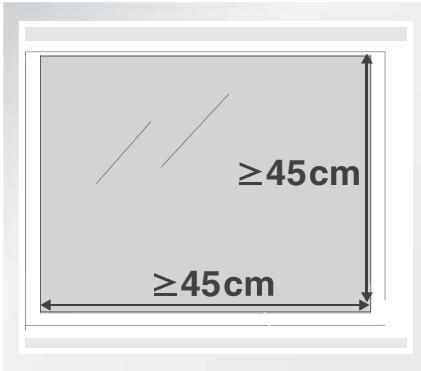
1. RESET Button
2. Direction Control Buttons
3. START/PAUSE Button
4. Remote Control Pairing Button

### 3. Operating WINBOT

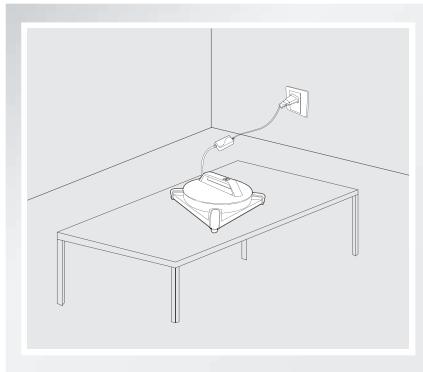
#### 3.1 Notes Before Cleaning



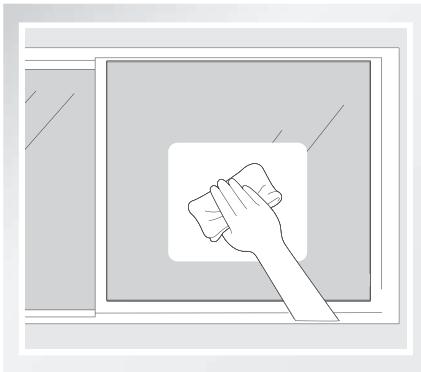
Do not use WINBOT on a framed window with a frame smaller than 5mm (0.2").



WINBOT can clean framed or frameless glass, larger than 45cm x 45cm (17.7" x 17.7").



If WINBOT's Status Indicator Light flashes GREEN after powering ON, the Back-Up Battery requires charging. Keep WINBOT plugged in to charge the Back-Up Battery until the Status Indicator Light flashes BLUE, and WINBOT can now start cleaning. The Back-Up Battery is fully charged when the Status Indicator Light stops glowing.



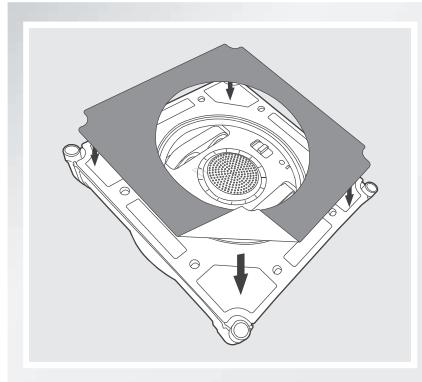
If the window is covered with dirt, clean a small area on the glass before use and place WINBOT there.

### 3. Operating WINBOT

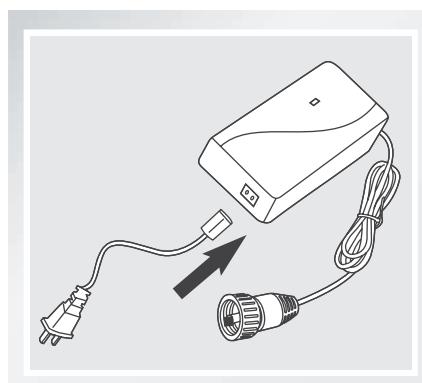
- WINBOT is intended to be used for maintenance cleaning on common windows. The product is not designed to replace heavy-duty or first time cleaning.
- Please ensure there is a 15cm (5.9") clearance between the glass and obstacles in the room like curtains or furniture.
- WINBOT can clean horizontally mounted glass but only when using the Direction Control Buttons on the Remote Control.
- WINBOT can clean glass mounted at an angle but may not operate normally; in such a case, a person should be in the vicinity to assist should there be a problem.
- Do not use WINBOT upside down.
- Please refer to the glass manufacturer's care and cleaning instructions before using WINBOT on glass with an uneven surface, such as frosted, textured, patterned, or coated glass. ECOVACS ROBOTICS cannot be responsible for damage due to improper use on these surfaces.

#### 3.2 Attach the Cleaning Pad

Turn WINBOT over and attach the Cleaning Pad to the bottom of WINBOT smoothly. The white side of the Cleaning Pad attaches to the Velcro, and the gray microfiber side faces out. Make sure the Cleaning Pad does not cover the Squeegee or Edge Detection Sensors.

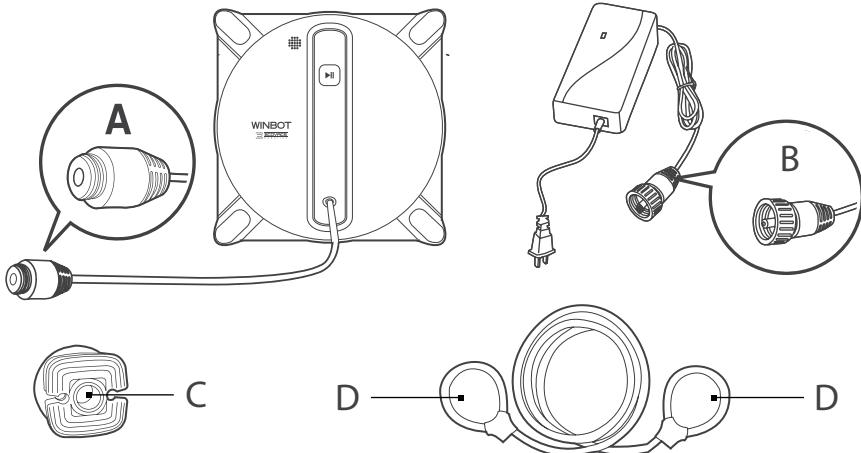


#### 3.3 Assemble the Power Adapter



### 3. Operating WINBOT

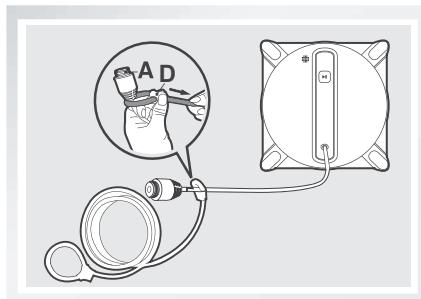
#### 3.4 Install the Safety Tether



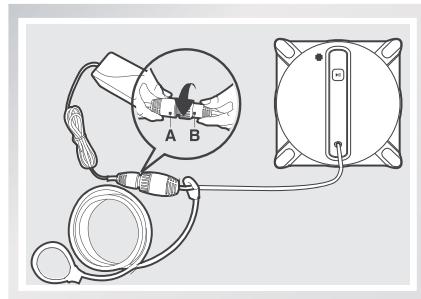
End A: WINBOT Power Cord  
End C: Safety Pod

End B: Power Adapter Power Cord  
End D: Safety Tether

- 1 Loop one end of the Safety Tether to End A on the WINBOT Power Cord and tighten.

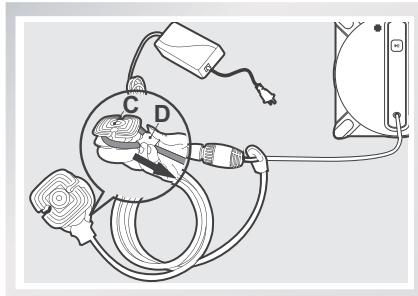


- 2 Connect End A and End B and tighten.



### 3. Operating WINBOT

**3** Loop the other end of the Safety Tether around the Safety Pod's channel and pull it tight.



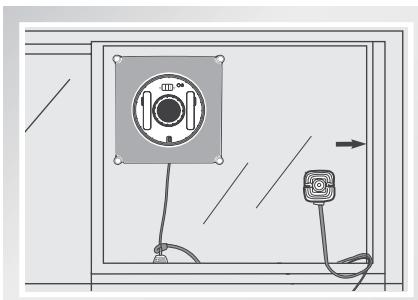
- \* If the length of the power cord restricts WINBOT's movement, a WINBOT Extension Cord can be used. Disconnect End A and End B, and connect them with both ends of the Extension Cord respectively and tighten.
- \* Only one Extension Cord can be used with WINBOT.

#### 3.5 Place the Safety Pod

Wipe the surface of the Safety Pod's suction cup clean with the provided Finishing Cloth.

If WINBOT is being used to clean an inside window: Press the Safety Pod FIRMLY on the top corner of the inside window. Make sure the Safety Pod is attached securely in place.

If WINBOT is being used to clean an outside window: Press the Safety Pod FIRMLY on the inside of the window being cleaned. Make sure the Safety Pod is attached and securely in place.

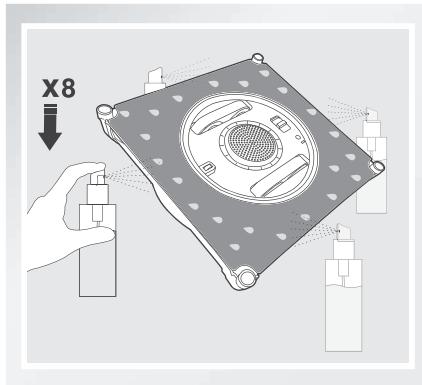


### 3. Operating WINBOT

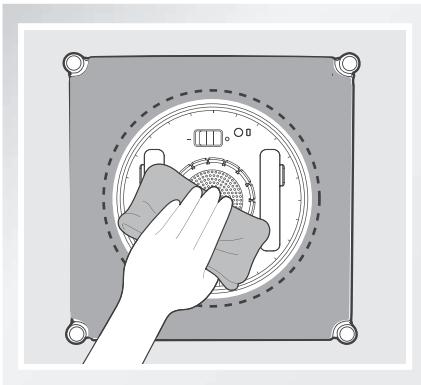
#### 3.6 Spray Cleaning Solution

\* It is recommended to use WINBOT with WINBOT Cleaning Solution from ECOVACS. Using tap water or other cleaners could have an adverse effect on cleaning performance. Using other cleaning solutions could potentially nullify the warranty.

Spray the each side of the Cleaning Pad with the provided WINBOT Cleaning Solution 8 times.



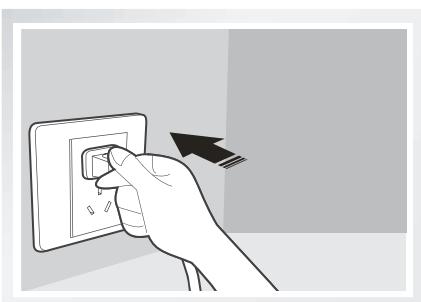
After spraying, wipe the bottom of WINBOT with the provided Finishing Cloth.



#### 3.7 Start

##### 1 Plug in WINBOT

\* Do not unplug WINBOT while it is cleaning.

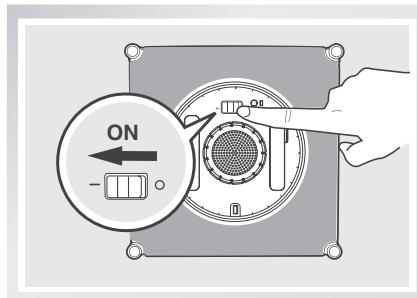


## 3. Operating WINBOT

### 2 Power ON

- Move the Power Switch to the “” position. WINBOT is powered ON when the Status Indicator Light flashes BLUE.

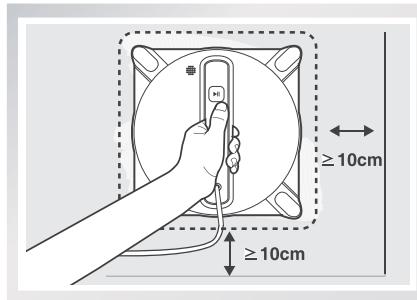
\* Keep objects away from WINBOT's Fan to avoid blockage.



### 3 Place on the Glass

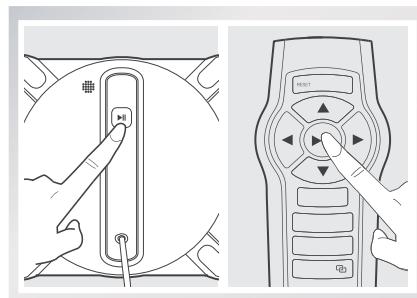
- Place WINBOT on the window at least 10cm (4") from window corners or other obstacles. WINBOT has successfully attached to the window when the Status Indicator Light glows a continuous BLUE.

\* Please ensure there is a 15cm (5.9") clearance between the glass and obstacles in the room like curtains or furniture.



### 4 Start

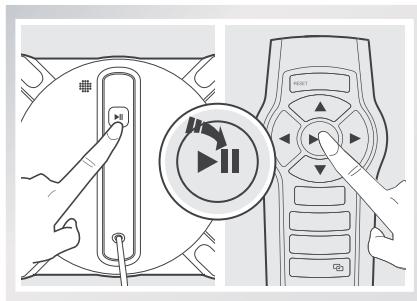
- Start WINBOT by pressing the START/PAUSE Button on the robot or on the Remote Control.



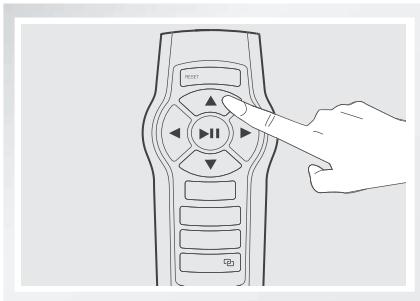
## 3. Operating WINBOT

### 3.8 Pause

Pause WINBOT during cleaning by pressing the START/PAUSE button on the robot or on the Remote Control.



Direct WINBOT to move forward, backward, left and right using the Direction Control Buttons on the Remote Control when Paused. WINBOT cleans when the Direction Control Buttons are used.

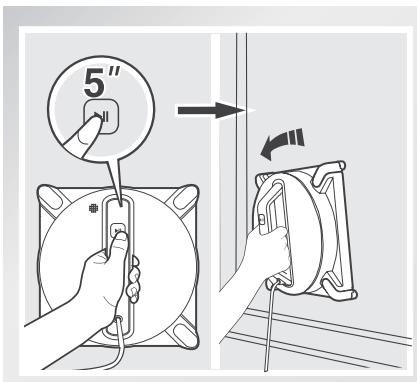


### 3.9 Stop

When WINBOT completes its cleaning cycle, it returns to the place it started and beeps.

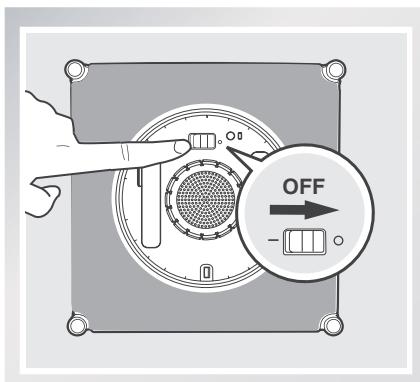
#### 1 Remove WINBOT

- Grasp the robot's Handle. Press and hold the START/PAUSE Button on the robot for approximately 5 seconds and the fan will stop. Remove WINBOT from the window. Polish away any marks left on the glass from the robot's removal with the provided Finishing Cloth.



#### 2 Power OFF

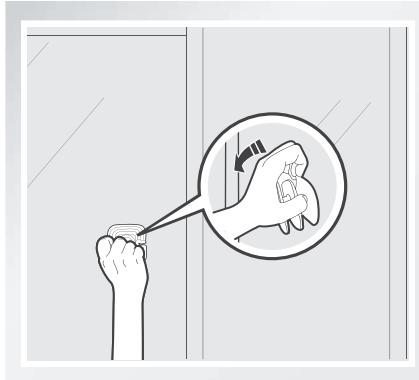
- Move the Power Switch to the "OFF" position.



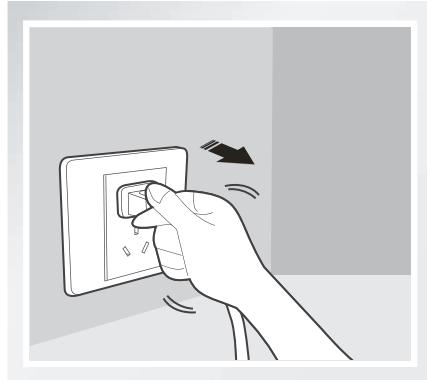
### 3. Operating WINBOT

#### 3 Remove the Safety Pod.

- Polish away any marks left on the glass from the Safety Pod's removal with the provided Finishing Cloth.



#### 4 Unplug WINBOT



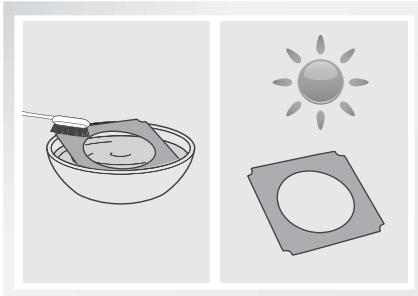
Notes: If WINBOT has a problem and the indicator Light flashes RED, it can be reset by pressing the RESET Button on the Remote Control. See "Troubleshooting" for details.

## 4. Maintenance

Before performing cleaning and maintenance on WINBOT, Power OFF and unplug WINBOT from the receptacle.

### 4.1 Cleaning Pad

Turn WINBOT over and remove the Cleaning Pad. Soak the Cleaning Pad in cool, clean water for 2 minutes. Hand wash with mild detergent and lay flat to dry. Allow it to dry completely before re-attaching it to WINBOT.

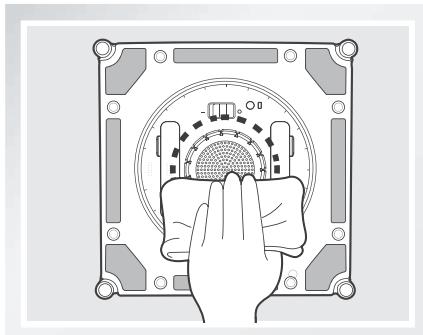


- \* Do NOT use a wet Cleaning Pad on WINBOT or it may slip on the window.
- \* Washing the Cleaning Pad regularly can extend its service life.
- \* If the Cleaning Pad becomes worn or no longer fits exactly within the Velcro area, replace it with a new one to achieve best cleaning performance.

### 4.2 Fan, Sensors and Squeegee

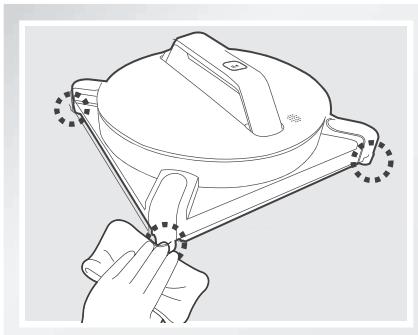
#### Fan

Turn WINBOT over and wipe any debris from the Fan with the provided Finishing Cloth to maintain suction.



#### Side Rollers

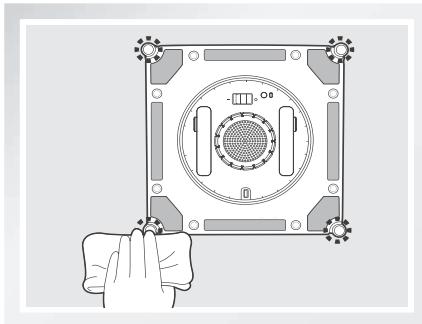
Wipe the four Side Rollers with the provided Finishing Cloth to maintain their effectiveness.



## 4. Maintenance

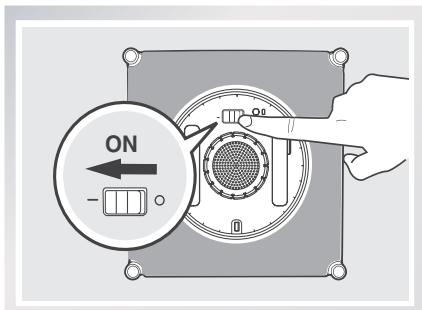
### Edge Detection Sensors

Turn WINBOT over and wipe the four Edge Detection Sensors clean with the provided Finishing Cloth to maintain their effectiveness.

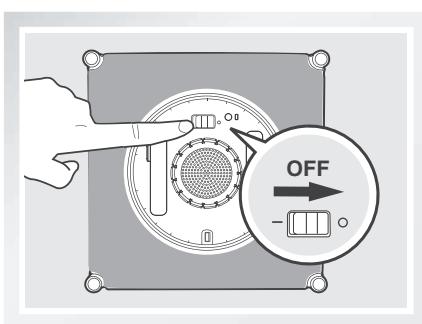


### 4.3 Driving Treads

Plug WINBOT in. Turn WINBOT over and move the Power Switch to “—” position. Press and hold the START/PAUSE Button for 5 seconds to stop the Fan.

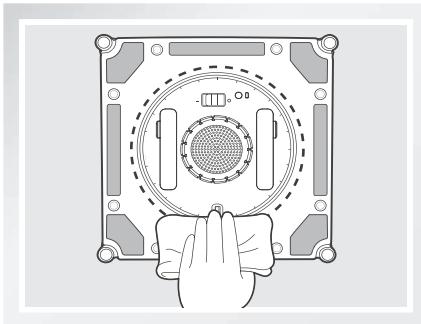


Move the Power Switch to the “O” position.

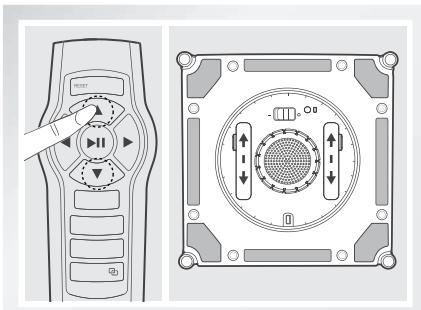


### Squeegee

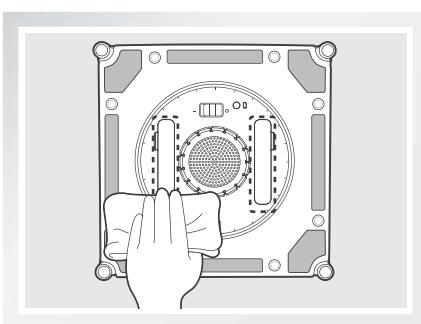
Turn WINBOT over and wipe the Squeegee with the provided Finishing Cloth to maintain its effectiveness.



Inspect the Driving Treads by using the ▲ and ▼ buttons on the Remote Control. Stop the Driving Treads if dirt is seen on the Treads.



Clean any dirt on the Driving Treads with the provided Finishing Cloth.



## 5. Status Indicator Light and Sounds

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Indicator	Description
Status Indicator Light flashes GREEN	Back-Up Battery is low and is charging. WINBOT will not clean until the Back-Up Battery is properly charged.
Status Indicator Light stops glowing	The Status Indicator Light stops glowing when the Back-Up Battery is fully charged. This is normal.
Status Indicator Light flashes BLUE	WINBOT is powered ON and ready to be placed on the glass.
Status Indicator Light glows a continuous BLUE	WINBOT has successfully adhered itself to the glass and is ready to clean.
Status Indicator Light flashes RED	WINBOT has a problem. Please refer to section 6, Troubleshooting, for details.
Status Indicator Light glows a continuous RED	WINBOT has been placed in Manual Override Mode. Please refer to section 6, Troubleshooting, for details.
WINBOT emits beeps	WINBOT beeps in following situations: WINBOT is powered ON. WINBOT finishes cleaning. WINBOT has a problem.

## 6. Troubleshooting

NO.	Malfunction	Possible Causes	Solutions
1	Remote Control does not work	WINBOT is cleaning. When WINBOT is cleaning, only the START/PAUSE Button works on the Remote Control.	Pause WINBOT by pressing the START/PAUSE button on the robot or Remote Control. Other buttons on the Remote Control will function when WINBOT is paused.
		The Remote Control is not paired with WINBOT. WINBOT arrives from the factory paired with its Remote Control. If the Remote Control becomes un-paired or is replaced, it can be re-paired.	Power ON WINBOT. At the same time, press and hold START/PAUSE Button on WINBOT and Pairing button on the Remote Control. Paring is complete when START/PAUSE Button blinks RED, BLUE and GREEN.
		The batteries are not installed in the Remote Control or need to be changed.	Install or replace the batteries in the Remote Control.
		If the Remote Control does not work and the Status Indicator Light flashes RED, WINBOT may need to be reset.	Reset WINBOT by pressing the RESET Button on the Remote Control.
2	Status Indicator Light flashes BLUE after the product is placed on the glass	The Cleaning Pad is attached incorrectly and is covering the Squeegee or the Edge Detection Sensors.	Remove the Cleaning Pad and re-attach it making sure it is placed exactly within its Velcro area and does not cover the Squeegee or the Edge Detection Sensors.
		Edge Detection Sensor malfunction.	A. Remove the Cleaning Pad and re-attach it making sure it will not cover or affect the Edge Detection Sensors. B. Clean the Edge Detection Sensors as described in section 4. C. If the problem persists, please contact Customer Service.
		Fan malfunction.	A. Clean the Fan as described in section 4. B. If the problem persists, please contact Customer Service.
		Glass is too dirty for WINBOT to adhere properly.	Clean a small area on the glass before use and place WINBOT there, or clean the window by hand first and use WINBOT for regular cleaning after that. * WINBOT is intended to be used for maintenance cleaning on common. The product is not designed to replace heavy-duty or first time cleaning.

## 6. Troubleshooting

NO.	Malfunction	Possible Causes	Solutions
3	Status Indicator Light of the product flashes RED	Interruption of electricity while WINBOT was cleaning due to power failure, plug displacement, or loose connection to the Power Adapter.	<p>A. Connect WINBOT to the Power Adapter and plug into the wall receptacle. Press Start/Pause Button on WINBOT or on the Remote Control. WINBOT will resume cleaning.</p> <p>B. In case of power failure, and the above solution does not work, please use the Direction Control Buttons on the Remote Control to direct WINBOT to a position on the window where you can safely reach it, turn off the fan and remove it from the window. If power has resumed, place WINBOT on the window again and restart.</p>
		WINBOT has moved over a problem area and is losing suction.	<p>A. Press the RESET Button on the Remote Control. Use the Direction Control buttons on the Remote Control to move WINBOT away from the problem area and at least 10cm/4" from window corners and obstacles. Restart WINBOT.</p> <p>B. Press the RESET Button on the Remote Control, then use the Direction Control Buttons to direct WINBOT to clean around the problem area.</p>
		The Cleaning Pad Plate turned before WINBOT reached the edge of the window.	<p>A. Remove WINBOT from the window and power OFF. Spray additional Cleaning Solution on the Cleaning Pad, power ON and restart.</p> <p>B. Remove WINBOT from the window and power OFF. If the Cleaning Pad Plate is not in a vertical or horizontal position, grasp the robot's handle and turn it until it stops. Power ON WINBOT and restart.</p> <p>C. If the problem persists, please contact Customer Service.</p>
		Edge Detection Sensors are dirty.	Wipe the four Edge Detection Sensors clean as described in section 4. If the problem persists, please contact Customer Service.
		Back-Up Battery is damaged.	Please contact Customer Service.

## 6. Troubleshooting

NO.	Malfunction	Possible Causes	Solutions
4	WINBOT moves in an irregular pattern during cleaning.	There is too much dirt and debris on the window.	<p>A. Spray additional Cleaning Solution on the Cleaning Pad.</p> <p>B. Clean the Driving Treads as described in section 4.</p> <p>C. Replace the Cleaning Pad and restart the cleaning cycle.</p> <p>D. Use the Remote Control to control the cleaning by pressing Direction Buttons.</p> <p>E. Clean the window by hand first and use WINBOT for regular cleaning after that.</p> <p>* WINBOT is intended to be used for maintenance cleaning on common windows. The product is NOT designed to replace heavy duty or first time cleaning.</p>
5	WINBOT is stuck with Indicator Light flashing, and cannot move, be controlled by the Remote Control, or be reset by pressing RESET.	Insufficient suction or Edge Detection Sensor signal abnormality.	<p>A. Press the RESET Button on the Remote Control.</p> <p>B. If WINBOT does not Reset, it must be placed in Manual Override Mode. Hold the RESET Button on the Remote Control until the Status Indicator Light glows a continuous RED. In Manual Override Mode, the Direction Control Buttons on the Remote Control are activated. Use WINBOT to a position away from edges and where you can safely reach it. Remove WINBOT from the window and power OFF. Power ON and restart.</p> <p>*When using the Manual Override Mode, do not leave WINBOT attached to the glass.</p> <p>C. If the problem persists, please contact Customer Service.</p>



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