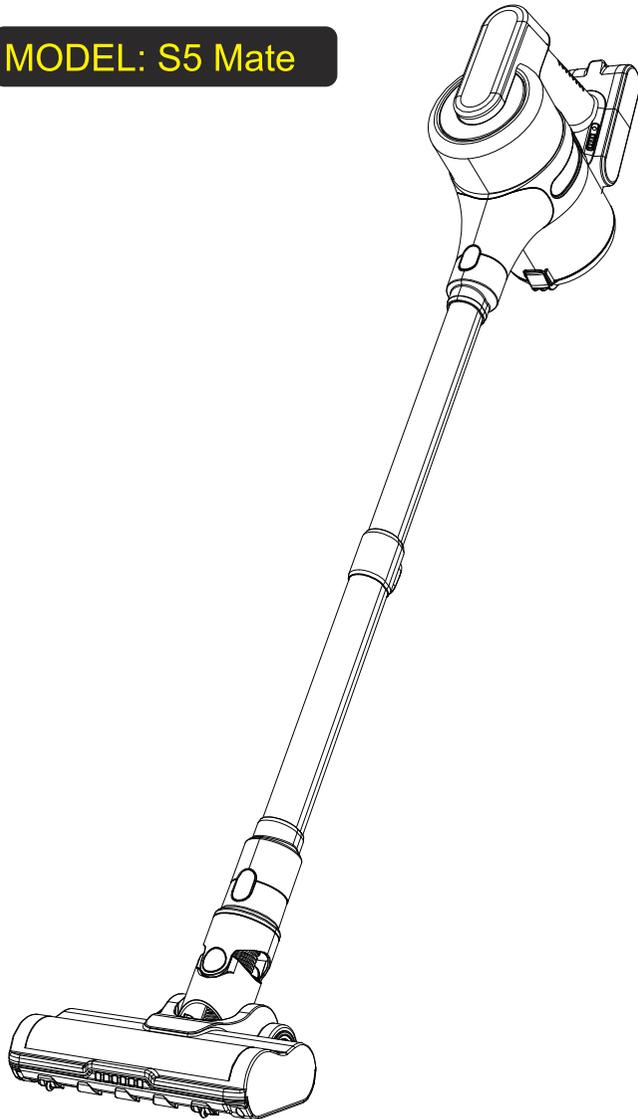


MOOSOO

INSTRUCTION MANUAL

MODEL: S5 Mate



Manual version: V1.0

1. SPECIFICATIONS

Name	Vacuum Cleaner
Model	S5 Mate
Adapter Input Voltage	100V~240V 50/60Hz
Adapter Output Voltage	30V

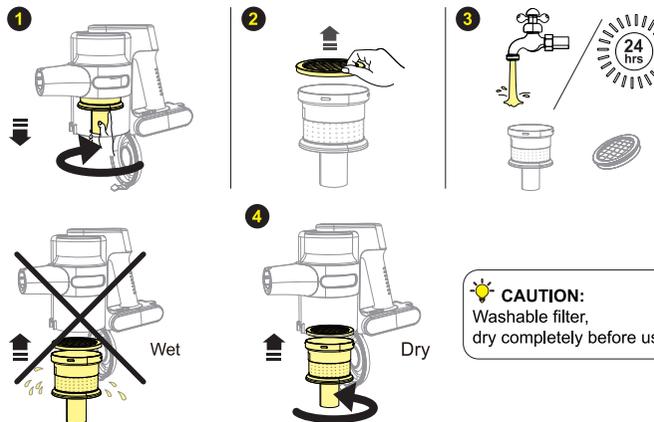
2. WHAT'S IN THE BOX

CAUTION: Assemble the vacuum according to the "Assembly" section.

Vacuum main body	Floor brush	Crevice tool
Wall hanger	Screws and wall anchors	Adapter
Extension Rod		

3. CLEANING AND MAINTENANCE

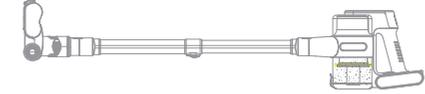
>>Cleaning the Filter Device



3. CLEANING AND MAINTENANCE

>>Clean the Dust Cup

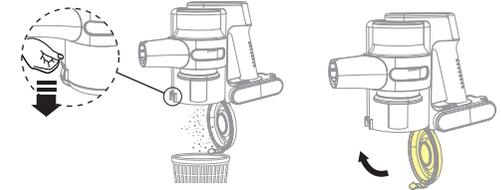
1 When the dust in the dust cup exceeds the MAX mark, please empty the dust cup in time, otherwise the suction may be weakened.



2 Remove the extension rod from the main body before maintaining and cleaning dust cup and HEPA filter.

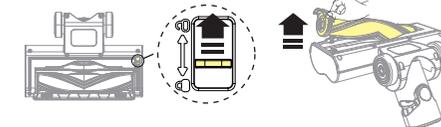


3 Open the dust cup cover to dump the dust, and please close the dust cup cover after emptying the dust cup.



>>Clean the Floor Brush

- Do not absorb water.
- Do not touch rotating parts.



4. CLEAR A CLOG

CAUTION: It is important to fully charge your machine before using it for the first time and after every use.

Check and clean tangles on roller brushes, remove with scissors.	Check if there are any clogs inside the telescopic tube.
Check and empty the dust cup.	Check and rinse the HEPA filter. Do not assemble them until completely dry.

5. IMPORTANT SAFETY INSTRUCTIONS

When using a basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE)



WARNING:
TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, DAMAGE, OR INJURY:

1. To protect against electrical shock, do not immerse the power cord or plug in water or any other liquid. Please always operate it with dry hands to avoid the risk of electrical shock or serious personal injury.
2. Close supervision is necessary when any appliance is used by or near children. This vacuum is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and common sense unless they are supervised or have been given instructions on using the vacuum by a person responsible for their safety.
3. Do not use the vacuum outdoors. It is for household use only.
4. Do not use the vacuum if it has been dropped, damaged, left outdoors, or dropped in water. Please contact customer service for help when the appliance or the adapter is damaged.
5. Use the vacuum only as described in this manual. The use of accessory attachments not recommended may cause damage to the vacuum or personal injuries.
6. Do not use abrasive materials to clean the vacuum. Do not use spirits or other solvents to clean the appliance.
7. Do not use the appliance to vacuum any of the items below:
 - Water, flammable, or combustible liquids such as gasoline.
 - Lighted stubs, matches, hot ashes, or other combustible items.
 - Needles, pins, or other sharp items.
 - Wood pieces, gesso, cement, calimine, or other tiny granules.
 - Pieces of string or fabric.
8. Do not pick up liquids with the vacuum or use it on wet floors. Do not immerse the vacuum in water.
9. Do not use the vacuum on concrete, tar, or similar rough surfaces.
10. Do not vacuum frayed carpets or carpet tassels.
11. Do not use the vacuum without the dust cup lid in place.
12. Do not put any objects into openings of the vacuum. Do not use when any openings are blocked. Keep free of dust, lint, hair, or anything that may reduce air flow.
13. Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts.
14. Store the vacuum indoors. Store after use to prevent accidents.
15. Keep the vacuum cleaner away from stoves and heat-emitting appliances. Heat can deform and discolor the plastic parts of the unit. Please use the vacuum at the temperatures between 14°F-104°F.
16. Always remove the adapter from the power socket when the appliance is not being charged.
17. Unplug charging cord from the appliance and power it off before cleaning or performing maintenance, making tool adjustments, changing accessories, or storing, to avoid powering it on accidentally.
18. The battery must be removed from the appliance before disposing of it.
19. The battery must be disposed of safely.
20. The appliance includes Li-ion batteries. Do not incinerate the batteries or expose them to high temperatures, as they may explode.
21. The thermal cutout will switch off the vacuum automatically when it overheats. If this happens, turn off the power switch, and wait for 45 minutes to restart the vacuum.
22. Use only the adapter provided by the manufacturer.



Please keep the adapter away from liquids.



Do not vacuum large piece of paper.



Do not vacuum fire or flammable substances.

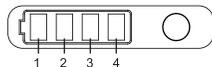


Do not vacuum water or liquids.



Do not remove plug by grasping the cord.

6. INDICATOR LIGHT INSTRUCTION



□□□□ Battery indicator light description:

When the power is turned on, as the usage time increases, the power decreases, and the number of lamp beads 1, 2, 3, and 4 decreases in order.

When the power is almost exhausted, only the number 4 lamp bead flashes, prompting charging, and the machine shuts down after 60 seconds.

*Without charging, the machine cannot be used normally.

○ Function Display Instructions:

The function indicator light displays green in the low-range state and blue in the high-range state. When the local brush encounters a foreign object and is stuck, the round light will display red and flash 20 times quickly for 10 seconds; when the airway of the vacuum cleaner is severely poisoned, the round light will display red and flash slowly 10 times for 10 seconds.

• Button Description

Press the on/off button  and the machine will start running. In any gear, press the on/off key again and the machine will stop running.

Press the gear button  When the vacuum cleaner is turned on, press the gear button to switch between the high and low gears of the vacuum cleaner.

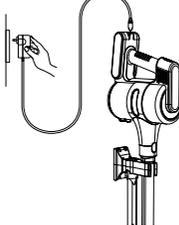
7. BATTERY CHARGING



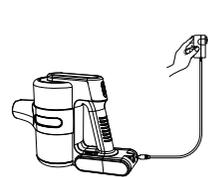
CAUTION:

- * The battery must be fully charged before the first use as the product is delivered non fully charged for safety.
- * Please use the original charger (30V). It takes about 5 hours to fully charge the battery.
- * The vacuum cannot be turned on when charging for safety.
- * Please use the original charger for charging.

Method 1



Method 2



□□□□ Description of Charging Indicator:

When charging, plug the adapter into the AC power socket, and plug the DC interface of the adapter's charging output line into the charging interface of the battery pack to charge the vacuum cleaner. When the machine is charging, lights will continue to flash during the charging process. When the battery is fully charged, all 4 lights will be on until the adapter is unplugged. Do not leave the vacuum cleaner in a low-power state for a long time.

8. TROUBLESHOOTING

PROBLEM	POSSIBLE REASONS	SOLUTIONS
The vacuum can not be charged	The used adapter is not the original one	Please charge the vacuum with the original adapter
	The battery pack/adapter malfunctions	Please contact the customer service for help
The vacuum can not be powered on	The battery runs out	Please charge the vacuum with the original adapter
	Other malfunctions	Please contact the customer service for help
The vacuum stops working suddenly	The battery runs out	Use the original adapter for charging. It is recommended to charge the vacuum after each time use and use the low suction mode for long runtime
	The floor brush gets stuck	Clean foreign objects entangled on the floor brush
	1. The air duct is blocked 2. The dust cup is full	Clean the floor brush, telescopic tube, dust cup and the HEPA filter regularly
The cleaning results are not good	Other malfunctions	Please contact the customer service for help
	Incorrect use of the vacuum	1. It is recommended to use high suction mode for cleaning complicated environments 2. It is recommended to use the crevice tool for better pickup for vacuuming heavy objects such as beans 3. It is recommended to use the floor brush for cleaning slain
	The battery runs out	Please charge the vacuum fully and try to turn it on again
There is static during vacuum working	1. The air duct is blocked 2. The dust cup is full	Clean the floor brush, telescopic tube, dust cup and the HEPA filter regularly
	The HEPA filter is not dried completely	Detach and air dry the HEPA filter completely. It is recommended to clean and replace it regularly
	There is too much dust inside the dust cup	Please empty the dust cup
The electric floor brush stops working	The vacuum runs at an environment full of static	It's normal that there may be much static in the air in winter and dry regions
	The floor brush gets stuck	Clean foreign objects entangled on the floor brush
	Other malfunctions	Please contact the customer service for help

9. WARRANTY

• CUSTOMER CARE

The 1-year Limited Warranty is valid for Products. If your machine is used correctly according to the instruction manual and there is a quality failure during the warranty period, we will provide you with free warranty service once you contact us.

*If service parts are no longer available or discontinued, they will be replaced with functional replacements.

• WHAT IS NOT COVERED

1. Under your machine guarantee, warranty shall not be liable for costs of repair or replacement of a product incurred as a result of: Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or any handling of the appliance which is not in accordance with this Instruction Manual.
2. Machines purchased from an unauthorized dealer.
3. Use of parts and accessories other than those produced or recommended by unauthorized parties or agents.
4. Repairs or alterations carried out by unauthorized parties or agents.
5. Use of the machine other than for normal domestic purposes, e.g., for commercial or rental purposes.
6. Reduction in battery run time due to battery age or usage.

• WARRANTY SERVICE

1. If you have a query about your appliance, please contact customer service at: US: usa@imoosoo.com / EU: europa@imoosoo.com
2. Please inform us of your model name/number, purchased date, order number, machine malfunction details and your request for reparations.
3. Your model number can be found on the rating plate.
4. Please keep your purchase receipt in a safe place to ensure you have this information. Service rendered under this warranty will not extend the term of the warranty.

MOOSOO

We're here to help

S5 Mate



US: usa@imoosoo.com
EU: europa@imoosoo.com

Mon. - Fri. 9am - 6pm (CST)