

# User Manual

## Narwal Wet Dry Vacuum

## Dear users:

Thank you for purchasing Narwal products. To access comprehensive support from Narwal, you are recommended to read carefully the manual and illustrations before using the product. Please keep the manual properly.

The manual may be updated from time to time based on product updates and user feedback. Please scan the QR code below to browse the official website and view the latest version.

In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:

Customsrvc mail:

support@nawal.com (North America)  
support.eu@global.nawal.com (Germany)  
support.it@global.nawal.com (Italy)  
support.jp@nawal.com (Japan)  
support.fr@global.nawal.com (France)  
support.kr@nawal.com (South Korea)  
support.es@global.nawal.com (Spain)

\* For other countries, please refer to the after-sales contact information provided by your local vendors

We wish you a pleasant experience!

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Electronic user manual  
Manuel d'utilisation électronique

# Product At A Glance

## Check List

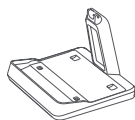
### Main components



Main unit ×1  
(including roller  
brush ×1, filter ×1)



Handle ×1

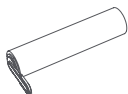


Self-cleaning base ×1

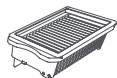
### Accessories



Adapter ×1



Disinfection roller brush × 1



Disinfection filter × 1



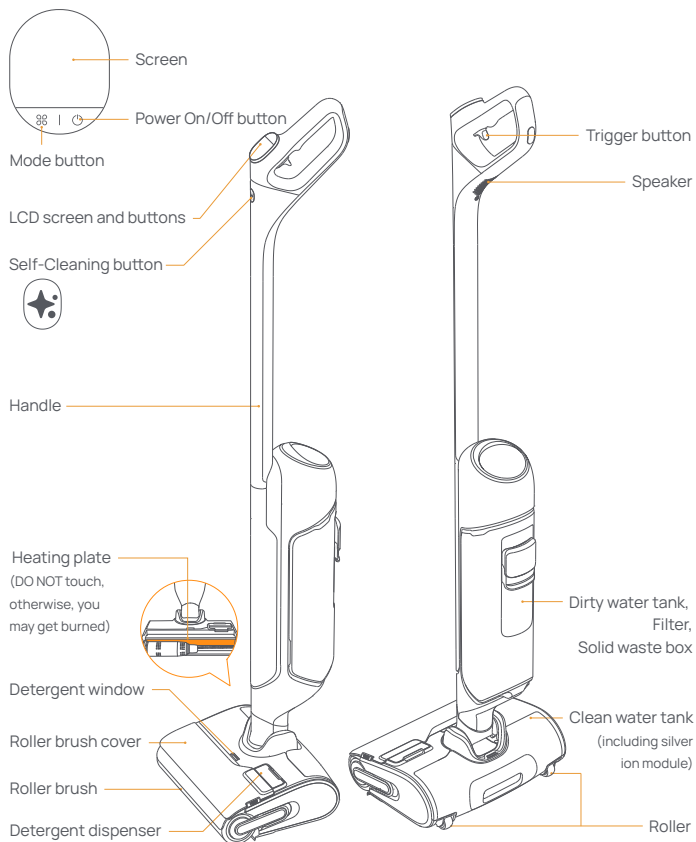
Floor detergent ×1



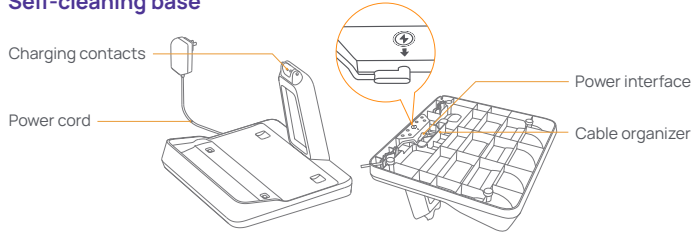
Cleaning brush ×1

## Main Parts

### Wet dry vacuum



## Self-cleaning base

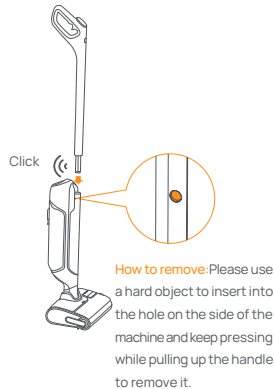


# How to Use

## First-Time Use

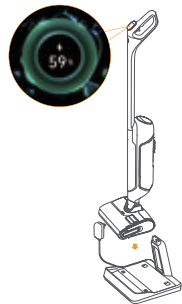
### How to install the handle

Insert the end of the handle vertically into the main unit until it clicks into place. Make sure the handle is firm without loosening.



### How to charge the product

After the self-cleaning base is connected to a power supply, put the wet dry vacuum on the base. When it rings ding-dong, the screen shows the charging animation, and charging starts.



## How to fill the clean water tank

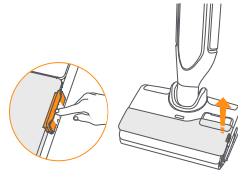
### 1. Take out the clean water tank

Pull out the clean water tank to take it out.



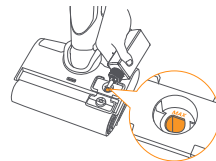
### 3. Add detergent

• Slightly press the right button to pull up the roller brush cover.



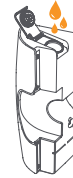
• Pour detergent into the detergent dispenser (Please use the detergent from Narwal, otherwise, the device may be damaged). The detergent is full when at the MAX level. A full dispenser can last around 30 days (approx. 20 tanks of water).

Note: There detergent has a sealing film. Please unscrew the cap and remove it.

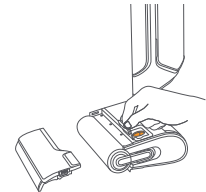


### 2. Add clean water

Open the sealing cover and fill water from the tank opening.

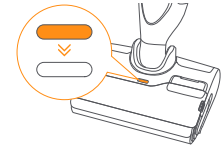


• Open the detergent dispenser.





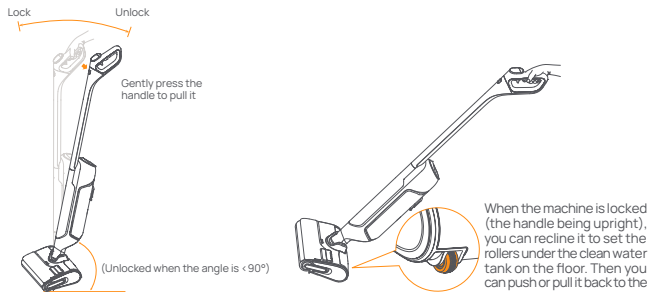
• Please check the see-through window and add detergent as needed when the color changes from orange to white.

Note: When the detergent is added, the window will only change to orange when the vacuum works for a period of time (30-120s). This is normal and the product performance remains unaffected.



## How to unlock and start the machine




Remove the machine from the self-cleaning base. Short press the  Power On/Off button and then follow the voice prompts to slightly press and recline the handle to start cleaning (locked when the handle is upright). You can also recline the handle and then short press the  Power On/Off button to use the machine.



## Instructions for Use

### Button functions

\*Note: When the wet dry vacuum is on the base and the screen is dark, you can press any button to wake up the screen.

| Status  | Operation  | Function  |
|---|--|---|
|    | When cleaning the floor  | Short press: power on/pause<br>Press and hold for 2s: power off   |
|   | During self-cleaning or iron drying  | Short press: end the current task   |
|   | When cleaning the floor<br>During self-cleaning or charging with the screen on | Short press: switch the mode (Smart/Turbo/ Quiet/Suction)<br>Short press: start iron drying only  |
|     | During charging with the screen on   | Press and hold for 2s: Switch volume (high/low/mute)  |
|   | Trigger button<br>(Below the handle)   | Double tap: turn on/off auto detergent filling<br>Double tap: turn on/off auto detergent filling  |
|  | During charging with the screen on   | Short press: start self-cleaning and ironing&drying (ironing&drying will start after self-cleaning is completed)<br>Press and hold for 2s: start self-cleaning only |

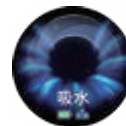
## About the screen



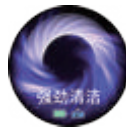
### Washer Mode



**Smart Mode:** Auto adaption to a variety of dirty surfaces powered by smart detection of floor dirt level and smart adjustment of suction power, clear water volume, and other indicators.



**Suction Mode:** Used to remove water buildup on the floor.



**Turbo Mode:** Tailored for stubborn stains through increased water and suction power.

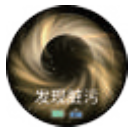


**Quiet Mode:** Suitable for relatively clean floors to deliver a noise-free experience and secure a longer battery life to clean more floors.



**MAX Enhancement:** The most powerful cleaning performance to tackle extremely stubborn stains.

## Smart dirt level display



**Dirt detected:** The washer will detect the floor dirt level in real time. When the floor or the roller brusher is found to be dirty and the screen animation shows a yellow background, and you are recommended to clean the current location repeatedly. If the background remains yellow when the floor is already clean, you should start self-cleaning.



**High dirt level:** When the floor or the roller brush is found to be dirty and the screen animation shows a red background, and you are recommended to switch to Turbo Mode to clean the current location. If the background remains red when the floor is already clean, you should start self-cleaning as prompted or manually clean the pipe and the roller brush.


## Floor Cleaning

### Low Areas Mode



When the angle between the handle and the floor is below 25°, the machine will automatically switch to the Low Areas Mode. As such areas are generally filled with lots of hairs, dust, and fluff, the machine will intelligently adjust the suction power to avoid dust floating around.

Note: DO NOT lay the machine horizontally when not in use to prevent backflow of sewage and damage to the machine.

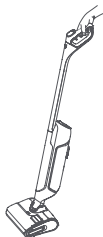
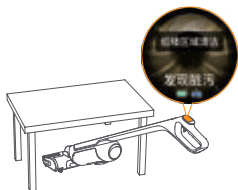
### Cleaning Mode Switch

- During cleaning, you can short press the  Mode button to switch the mode (AI/Turbo/Quiet/Suction);
- During cleaning, you can activate MAX enhancement by pressing and holding the Mode button for maximum cleaning strength to remove extremely stubborn stains.

### Pause/End Cleaning

- To pause the machine during cleaning, please short press the  Power On/Off button or pull the handle upright to lock it;
- To shut off the machine, please press and hold the  Power On/Off button for 2s. You can also pause the machine and place it on the self-cleaning base. The machine will start charging and turn on the screen automatically. After charging is completed, the machine will turn it off automatically.




Note: When pausing/turning off the machine, the motor will keep running for a while to remove residual water.

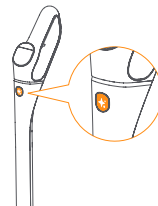


## Self-cleaning and Iron Drying

### Start self-cleaning and iron drying

Please put the vacuum back onto the self-cleaning base for self-cleaning and drying.

- To start self-cleaning and drying at the same time, please short press the  Self-Cleaning button;
- To start self-cleaning only, press and hold the  Self-Cleaning button for 2s;
- To start drying only, short press the  Mode button;



### About self-cleaning and drying

- When self-cleaning starts, the vacuum will intelligently select the right cleaning strategy based on the dirt level, including high-temperature roller brush disinfection and cleaning, pipe disinfection and cleaning, and intensive disinfection.
- When drying starts, the vacuum will iron dry the roller brush and hot-air drying the pipe and filter by default.

Note: Self-cleaning intelligently lasts for 3-5 minutes depending on the dirt level and clean water volume.

Note: Iron drying lasts for at least 30 minutes, and the vacuum intelligently adjusts the time based on the roller brush humidity and wearing.

Warning: DO NOT touch the heating plate during or shortly after iron drying, otherwise, you may get burned.



Heating plate

### End self-cleaning and iron drying

To end self-cleaning or iron drying, short press the  Power On/Off button or the  Self-Cleaning button.

## Cleaning and Maintenance

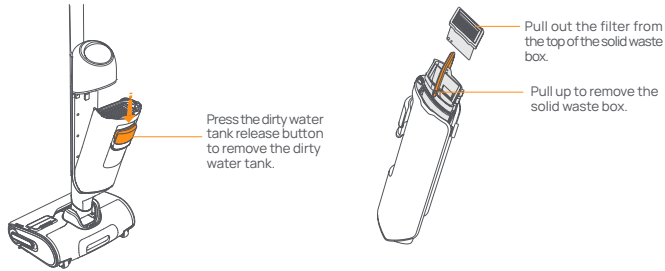
### Suggested Maintenance Cycle

| Main Part | Part               | Suggested maintenance cycle  |
|-----------|--------------------|--|
|           | Dirty water tank   | Clean after every use  |
|           | Filter             | Clean after every use and replace every 3-6 months   |
| Main unit | Roller brush cover | Clean regularly on demand  |
|           | Roller brush       | Clean regularly on demand and replace every 3-6 months<br>The vacuum can intelligently detect the roller brush wearing and reminds the user to replace it timely |
|           | Pipe               | Clean regularly on demand  |

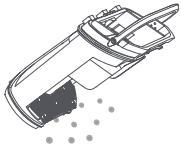
## Maintenance Methods

### Dirty water tank

- Remove the dirty water tank, filter, and solid waste box in order.



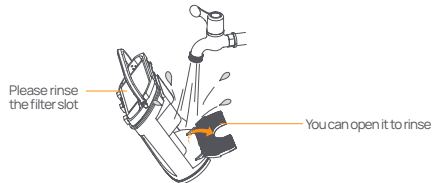
- Empty the solid waste box.



- Empty and rinse the dirty water tank.

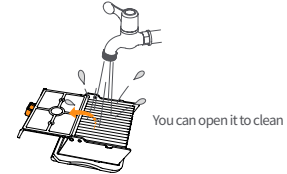


- Rinse the solid waste box and the filter slot.



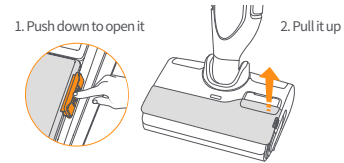
### Filter

- Clean up the filter with clean water. You can open the filter cover. Shake dry the filter and then put it back into the machine for filter drying.



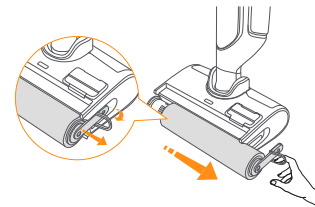
### Roller brush cover

- Slightly press the roller brush release button to remove the roller brush cover.



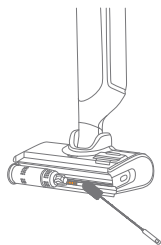
### Roller brush

- Grab the tab on the right and pull it out gently, and then clean the roller brush.

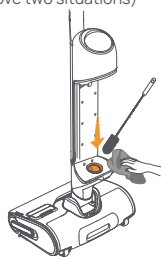


## Pipe

- If the machine prompts a high dirt level when the floor is free from obvious dirt and several rounds of self-cleaning have been completed, the pipe may be dirty;
  - The machine prompts that the pipe gets clogged.
- (Use the cleaning brush to clean the pipe for the above two situations)



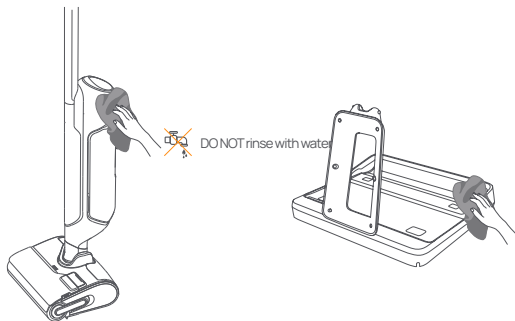
1. Clean the dirt suction port. DO NOT rinse it.



2. Stick the brush inside to clean the interior of the pipe.

## Wet dry vacuum and self-cleaning base

- To ensure optimal performance, you are recommended to maintain all parts regularly;
- Before cleaning any part, please turn off the machine and unplug the power cord;
- Use a clean and dry cloth to scrub clean the machine and the base and prevent water ingress into electrical components;



# Problem Analysis and Troubleshooting

## FAQ

If the problem you encounter is not included below or the problem persists after following the solutions indicated below, you can contact Narwal after-sales customer service or start self-check through the following ways:

1. Call the Narwal Customer Support Center: 400-080-0630 (9:00-21:00);
2. Contact customer service at Narwal flagship stores at Tmall.com and JD.com;
3. Follow Narwal's WeChat Official Account [Yunjing NARWAL] and tap My > Customer Service/User Guide.



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### Description

### Possible causes or solutions

|   |   |
|---|---|
| The vacuum voice prompts "Roller brush not in place"  | Check whether the roller brush is properly installed  |
| The vacuum voice prompts "Roller brush stuck. Please clean it"  | Manually clean the pipe and roller brush  |
| The vacuum voice prompts "Filter of the dirty water tank not in place. Please install it and check the dirty water tank"      | Check whether the dirty water tank is installed properly  |
| The vacuum voice prompts "Dirty water tank full. Please empty it" and pauses  | Rinse the dirty water tank and the filter   |
| The vacuum voice prompts "Clean water tank short of water. Please refill it" and pauses                                       | Fill water into the clean water tank or check whether the clean water tank is installed properly  |
| The vacuum voice prompts "Pipe clogged. Please manually clean the pipe and the roller brush" during cleaning or self-cleaning | As a consistently high dirt level is detected, there may be residual dirt in the pipe. You are recommended to clean the pipe with the cleaning brush. |
| The vacuum voice prompts "Uneven roller brush iron drying. Please check whether it is installed properly"                     | Check whether the roller brush is properly installed  |



There is residual water inside the vacuum after unboxing

Each vacuum will receive strict functional tests before delivery, and there may be a small amount of water remaining, which will not affect the vacuum

The floors get dirtier when the vacuum is working

There is too much dirt on the roller brush, so it is recommended that you put the vacuum back on the base for self-cleaning

The vacuum loses suction power after a period of time

There may be stubborn stains and waste residue affecting the normal performance of the washer. It is recommended that you remove and clean the roller brush cover, roller brush, pipe, and filter.

The roller brush suddenly stops rotating when the vacuum is working

The roller brush may be entangled with or the space between the roller brush and the cover is clogged with foreign objects, causing the roller brush to stop rotating. You can turn off the vacuum and remove the roller brush cover and the roller brush to clear the foreign objects. It is recommended to put away the data cables, plastic bags, and shoelaces on the floor before cleaning, to prevent them from entangling the roller brush and stopping its rotation, which may damage both the vacuum and items on the floor.

The vacuum keeps warning that "Dirty water tank full. Please clean up the dirty water tank" when the dirty water tank is not full and the MAX water level is not yet reached.

The solid waste box in the dirty water tank may be full of waste, or the vacuum may suck in easy foaming liquids (laundry detergent, detergent, urine, etc.). In this case, please clean the dirty water tank and the roller brush immediately, put them back, and then try again. To prevent leakage due to inclining during cleaning, the vacuum would prompt a full dirty water tank when dirty water reaches any of the three lines below the MAX line. You should timely clean the dirty water tank.

# Specifications

## Parameters

|                           |   |  |
|---------------------------|---|--|
| <b>Main unit</b>          | Dimensions: 273*255*1172 mm             | Color: Space gray                      |
|                           | Weight: About 4.2 kg (empty water tank) | Battery: > 3600 mAh                    |
|                           | Rated input: 27V, 1.0A                  | Max suction power: 19000Pa             |
|                           | Max suction efficiency: 80AW            | Roller brush rotational speed: 450 rpm |
|                           | Clean water tank capacity: 790ml        | Dirty water tank capacity: 670ml       |
| <b>Self-cleaning base</b> | Dimensions: 299*270*224 mm              | Color: Space gray                      |
|                           | Weight: ~0.6kg                          | Rated input: 27V, 1.0A                 |
|                           | Rated output: 27V, 1.0A                 |  |



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**Manufacturer: Yunjing Intelligence Innovation (Shenzhen) Co., Ltd.**

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