



**Bagotte**

— CREATE MORE —



BG900

# USER MANUAL

Robotic Vacuum Cleaner

Please keep this user manual close for future reference

Read it carefully before using this product

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# 1 Important Safety Instructions

## BG900 Robot Vacuum Cleaner

Dear Customer:

We are deeply honored that you chose our products and would like to thank you for your purchase. Our products includes the latest technology in the market, allowing our products to offer you Efficiency, Easy Operation and Long Lasting Service when you use it. Also we made sure the design of our products is cool and the maintenance easy to make your life way simpler. Read these instructions carefully before using our robot vacuum cleaner and keep this manual for further reference. Failure to follow these instrucions could lead to product failure or harm.

### 1.1 Safety Advice and Warnings

- This device is not intended for use by people (including children) with reduced physical, sensory or mental capacities, or people without experience or knowledge, unless they have benefited from surveillance or prior instructions regarding the use of the device by a person responsible for their safety.
- Cleaning and maintenance shall not be performed by children without adult supervision
- This appliance is not a toy. Children should be supervised to ensure that they do not play with the appliance.
- This appliance contains accessories with rotary parts. Loose clothes, jewellery or long hair can be caught in moving parts. Dress properly. Do not wear baggy or loosehanging clothes or accessories. Keep your hair, clothing and gloves away from moving parts.
- This product is designed to be plugged into a standard outlet only. Product may not be used with any type of power converter. Use of power converters will immediately void the warranty.
- **CAUTION:** Only use Bagotte Max 14.4V Max 5200mAh Ni-MH or Max 5200mAh Li-ion Battery. Other type of batteries might cause bursting and therefore injuries. Always contact Bagotte Customer Service to receive the best advice and the best service event for the replacement of your battery.
- Always charge and remove the battery from your robot and accessories before long- term storage or transportation.
- The battery must be removed from this device before this device is disposed.
- To remove the battery from this device, first remove the screws on the bottom, then remove the main PCB and unscrew the battery cover using a screwdriver. Remove the battery by disconnecting the quick connector.

-  **WARNING** Chemical Exposure: If the battery pack is leaking, do not let the liquid to come in contact with skin or eyes. If the liquid reached the skin or the eyes, wash the loads of water and contact your medical adviser. Place the battery (the used battery pack included when the robot will be disposed) in a sealed plastic bag and dispose of safely according to local environmental regulation.
-  **WARNING** Fire or Explosion Hazard: Do not crush or dismantle battery packs. Do not heat or place the battery pack near any heat source or direct sunlight. Do not incinerate or short-circuit the battery pack. Do not subject batteries to mechanical shock.
- Contact your local waste management authority for battery recycling and disposal regulations in your area.
- This device is designed for indoor use only, please do not use it outdoor or under strong light environment.
- Do not use non-rechargeable batteries. Use only the rechargeable battery supplied with the product.
- Store and operate the device in room temperature environments only.
- The external flexible cable or cord of the power supply unit cannot be replaced; if the cord is damaged, the power supply unit shall be disposed of.
- Do not use robot to pick up sharp objects, glass, or anything that is burning or smokin.
- Do not immerse the battery pack.
- Do not use this device to pick up spills of water bleach, paint, or other chemicals, or anything wet.
- Before using our robot vacuum cleaner, make sure that the floor is cleared of objects like clothes, papers, curtain strings or power lines. If such objects come in contact with the vacuum cleaner, the central may swallow it and block the robot.
- If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.
- Do not place anything on top of this device.
- Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
- Do not operate this device in areas with exposed electrical outlets on the floor.
- Do not use this device on an unfinished, unsealed, waxed or rough floor. It may result in damage to the floor and this device. Use only on hard floor surfaces or low-pile carpet.
- This device has been designed to be used on floors without scratching them. We still recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.

## 1.2 Battery and Charging / Information

### Lithium-ion Battery

Important: Lithium-ion batteries and products that contain Lithium-ion are subject to stringent transportation regulations. If you need to ship this product (with the battery included) for service, travel or any other reason, you MUST comply with the following shipping instructions:

- Remove the Lithium-ion battery from the product.
- Place a Piece of tape over the battery's metal charging contacts.
- Reinstall the battery (with the tape on it) in the product and secure the battery door.
- Package the product in its original packaging or in your own packaging that prevents any movement during transportation.
- Ship via ground transportation only (no air shipping).

### Battery Storage

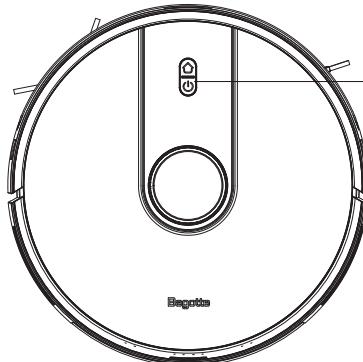
If you intend to store the robot, remove the battery first. Then store the robot and the battery in a cool, dry place.



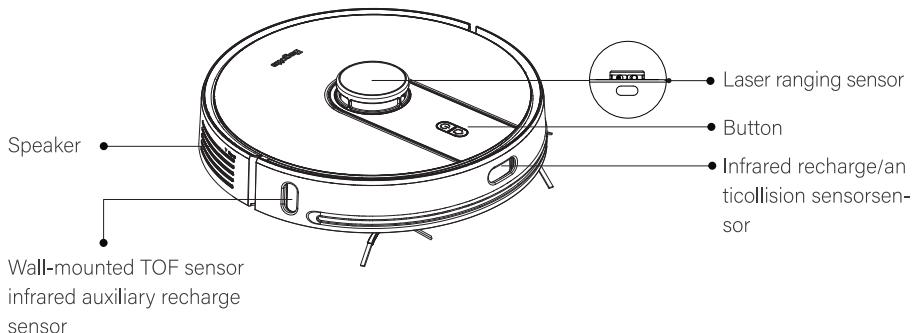
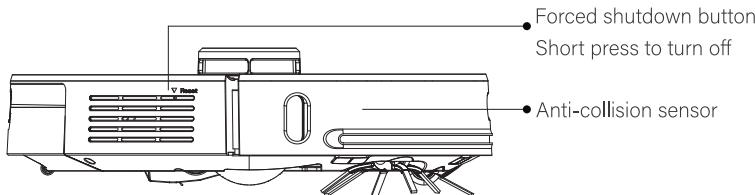
The symbol on this product or its packaging indicates that this device cannot be disposed as unsorted municipal waste. To dispose of such device, you need to use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps hazardous substances can leak into the groundwater and get into the food Chain, damaging your health and well-being. Please contact your local or regional waste authority for more information on collection, reuse and recycling programs.

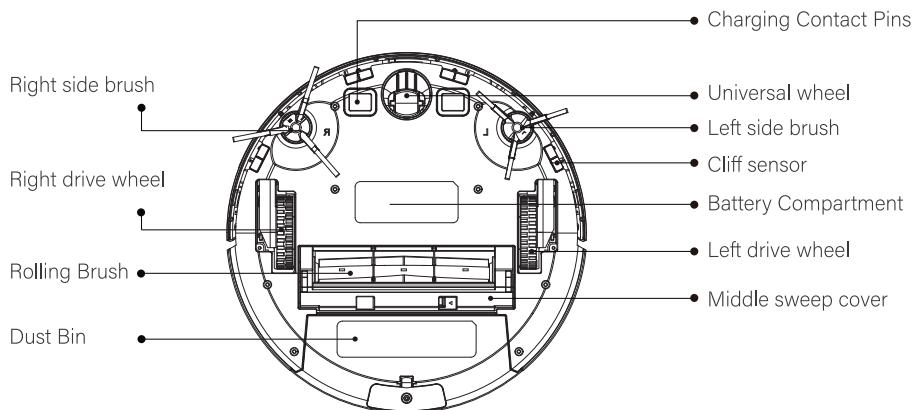
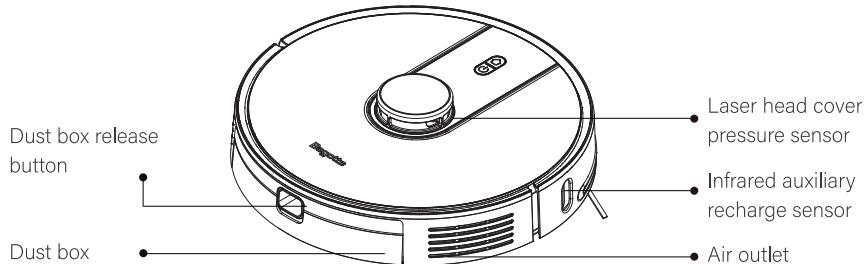
## 2 About Your Robot

### 2.1 Main Body

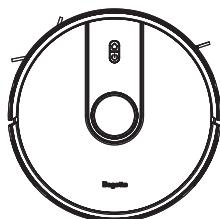


- Press and hold for 3 seconds to turn on or off (when not in Charging status)
- Press to start Auto cleaning
- Press to pause the current task when working
- Press to return Robot to the Charging Base; press again to pause
- Press and hold both buttons for 5 seconds to reset Wi-Fi connection

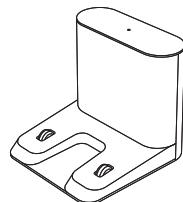




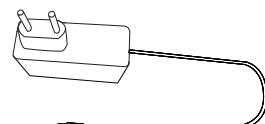
## 2.2 Accessories in the Box



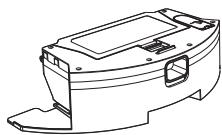
Main Body \*1



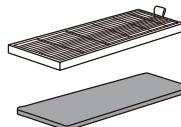
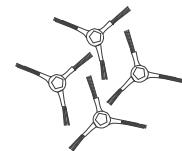
Charging base\*1



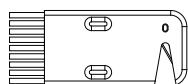
Adapter\*1



2-in-1 Dust&amp; Water Tank\*1

Additional High Performance Filter  
And Foam Filteri

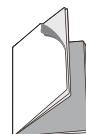
4 x Side Brushes



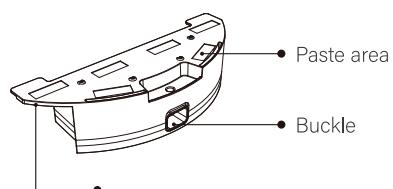
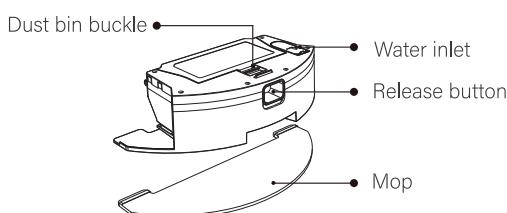
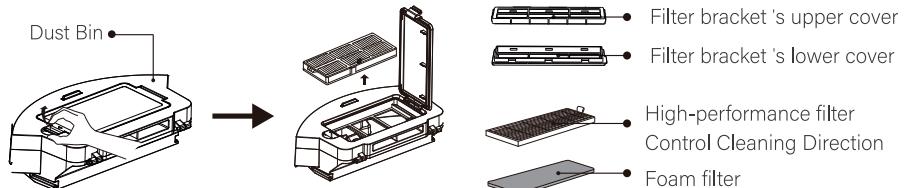
Cleaning Brush\*1



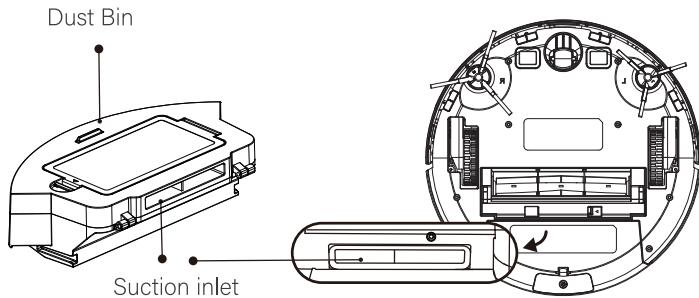
Mop\*1

Owner 's Manual &  
Other Documents

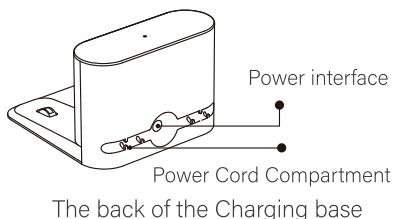
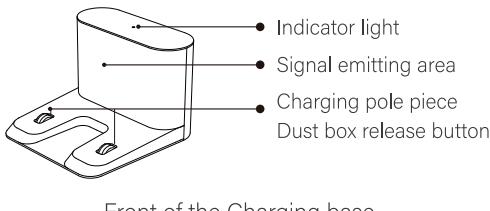
## 2.3 Dust Bin and Suction Inlet



2-in-1 Dust&amp; Water Tank



## 2.4 Charging Base



## 2.5 LED Indicators

You can see the status of Robot from the LED indicator.

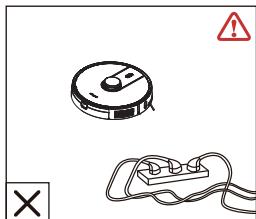
| Power Status Light |                  | Status   |
|--------------------|------------------|--|
|                    | Flashing blue    | Wi-Fi Status   |
|                    | Solid blue       | Standby/ Cleaning/ Fully charged   |
|                    | Flashing red     | Error indication (along with voice prompts) Refer to the " <b>Troubleshooting&gt;Voice Alert</b> " section in this manual for solutions. |
|                    | Solid purple     | Low power and returning to Charging Base   |
|                    | Breathing purple | Charging   |



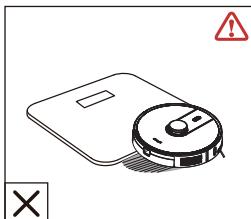
When Robot is inactive and not on the Charging Base for 10 minutes, it automatically switches to sleep mode and the light becomes dim to conserve power.

# 3 Using Your Robot

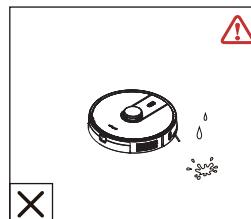
## 3.1 Important Tips Before Use



①



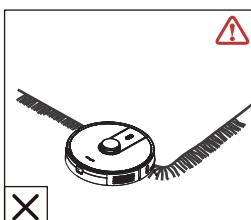
②



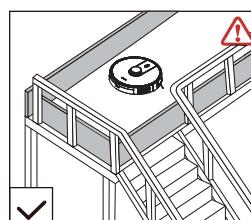
③



④



⑤



⑥

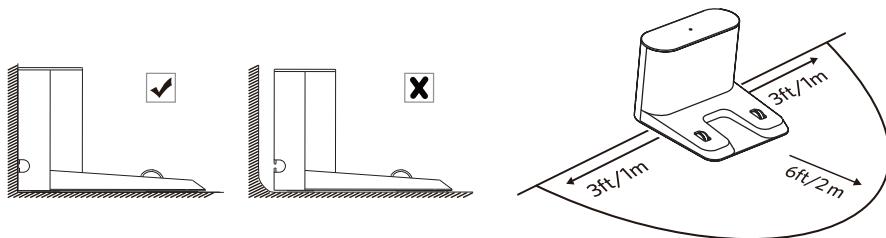
- ① Remove every objects that might entangle the robot such as curtains stings, power cords, nails etc..
- ② Robot may climb on top of objects less than 0.78 in/20 mm in height. Remove these objects if possible.
- ③ Keep robot away from wet areas.
- ④ Keep robot away from spaces lower than 3.97 in/101 mm to prevent robot from getting stuck If necessary, place a physical barrier to block off the problem areas.
- ⑤ Fold tasseled edges of area rugs underneath to prevent tangling robot. Avoid cleaning very dark-colored high-pile rugs or rugs thicker than 1.02 in/26 mm as they may cause robot to malfunction.
- ⑥ Anti-drop sensors prevent robot from tumbling down stairs and steep drops. They may work less effectively if dirty or used on reflective/very dark-colored floors. It is recommended to place physical barriers to block off areas where Robot may fall.



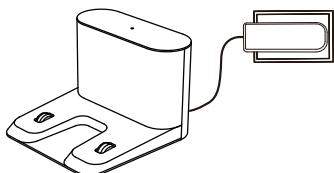
Place physical barriers in front of areas that might damage the robot such as fireplaces, heaters, pools etc...

## 3.2 Preparation

- ① Place the charging base on a hard level surface and against a wall.
- ② Remove objects within 3ft/1 m of the left and right side and within 6ft/2 m of the front of the charging base.



- ③ Connect the round connector of the adapter into the power socket on the Charging Base and the other end into a wall outlet.

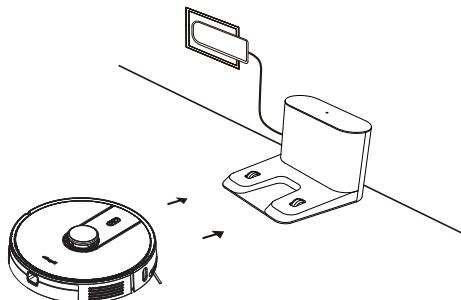


● -Install the Charging Base in a location that Robot can easily access. It is recommended to place the Charging Base against a wall, and on a hard-level surface rather than on rugs or carpets.  
● -Always keep the Charging Base plugged in, otherwise Robot will not automatically return to it.

## 3.3 Charge Your Robot

Robot has a pre-installed rechargeable battery that has to be fully charged before use.

- ① Automatic recharge: The host will automatically return to the charging base to charge after the cleaning is completed or when the battery is insufficient.



- ② Manual charging: Press the  button to start recharging; after the host is powered off, you can manually put the host back into the charging base to charge.



**Note:** Please make sure the charging pole piece is in good contact, aligning its charging pins with the charging pins on the base.



Turn off the main power switch if Robot will not be used for a long period of time. To preserve the battery's lifespan, recharge at least once every 6 months.

### 3.4 Use Your Robot with the Bagotte App

To enjoy all available features, it is recommended to control your robot via the Bagotte App.

**Before you start, make sure that:**

- Your smartphone or tablet is connected to a Wi-Fi network.
- Your smartphone or tablet is running iOS 8.0 (or above) or Android 4.4 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.
- The Wi-Fi status light on robot is slowly flashing blue.
- Robot is attached to the Charging Base to ensure it has enough power during setup.



1. Download the Bagotte App from the App Store (iOS devices) or Google Play (Android devices).
2. Open the app and create a user account.
3. Tap the "+" icon in the top right corner to add your robot to your Bagotte account.
4. Follow the instructions in the app to set up the Wi-Fi connection.
  - After connecting successfully, you can control robot via the app.
  - With the app, you can select a cleaning mode, set the time, schedule a cleaning, view the system status, receive notifications and access additional features.

### Wi-Fi Status

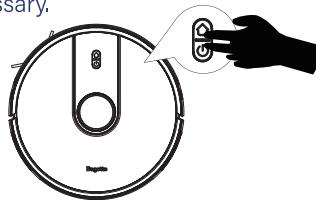
|   |                       |                                      |
|---|-----------------------|--------------------------------------|
|  | Slowly flashing blue  | Waiting for connection               |
|   | Rapidly flashing blue | Connecting with your wireless router |
|   | Solid blue            | Connected to your wireless router    |



- If you have any problems during the Wi-Fi setup process, refer to the "[Trouble-shooting > Wi-Fi connection](#)" section in this Manual.
- If robot gets stuck in any space, tap **Find My Robot** in the app to find the machine. This function is available in the app only

### Reset the Wi-Fi Connection

Press and hold the  and  button at the same time on robot for 5 seconds to reset the Wi-Fi connection if necessary.



- You will hear a beep when the Wi-Fi connection has been reset and the Wi-Fi status light will slowly flash blue. Now you can follow the Wi-Fi instructions in the Bagotte app to set up the Wi-Fi connection.

### Schedule Cleaning

With the Bagotte App, you can schedule robot to start cleaning at a particular time.



You can set the time and customize the cleaning schedules from Sunday to Saturday on the Bagotte App. This function is available in the app only.

## 3.5 Start/Stop Cleaning

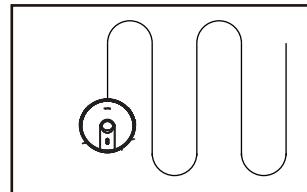
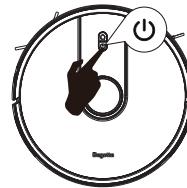
- Start Cleaning Cycle

Press the power button  once to wake up the Robot.

Press the power button  again to start a cleaning cycle.

If its battery gets low before finishing a cleaning cycle, robot will return to the Charging Base to recharge.

If the Charging Base is inaccessible, the robot will not be able to return to the charging base and therefore will not be able to charge, it will return to its starting location and the cleaning cycle will end, please place the robot manually on Charging Base for charging. (Refer Activate the Robot)



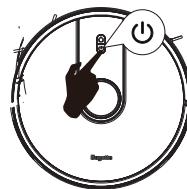
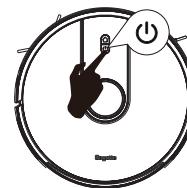
**Note:** Please refer to section 3.6 for more Cleaning Mode.

- Pause

To pause the robot during a cleaning cycle press the  button.

To resume the cleaning cycle, press the  button again.

To send robot back to The Charging Base, press the  button



- Power OFF

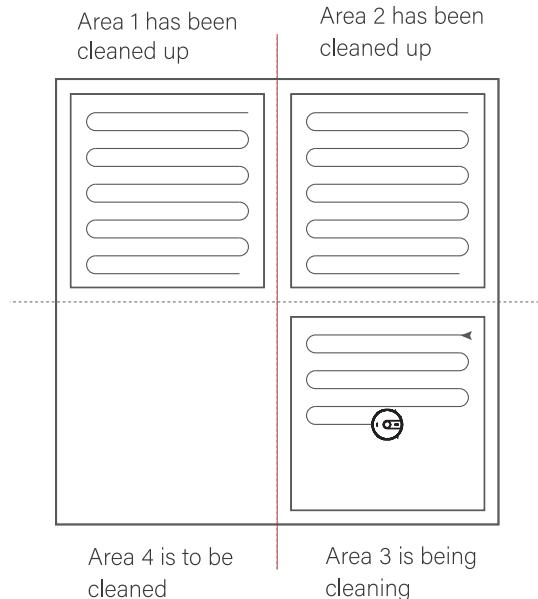
To end the cleaning cycle and put the robot in standby mode, press and hold the  button until robot indicators turn off.

## 3.6 Cleaning Mode

After cleaning starts, the machine will scan the room, generate a map and zone the room intelligently. In the zoning, it will firstly clean along the wall, plan the sweeping path and then clean each zone one by one in zigzag, and cover all zones in an orderly and efficient manner. After cleaning, the machine will automatically return to the charging base for charging.

## ① Whole house cleaning

Press the **①** button to start the whole house cleaning (see the picture of cleaning route as below). Press any button to pause while cleaning.

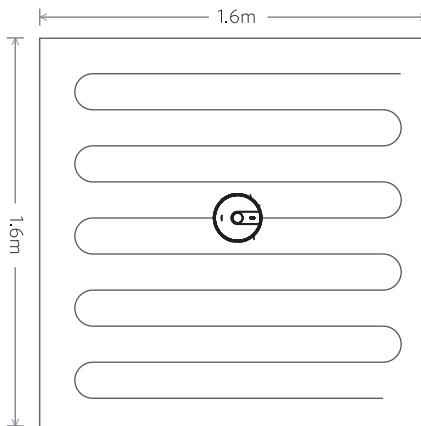


### Note:

- It is recommended that the vacuum robot start the cleaning from the charging base.
- If the power is too low to start the whole house cleaning, please charge it first and then start the whole house cleaning.
- When the power is insufficient during cleaning, the machine will automatically return to the charging base for charging, and automatically return to the break-off point to continue cleaning when the battery is fully charged.
- Please tidy up all kinds of wires (power lines) on the ground before cleaning, so as to avoid outage and damage to articles or wires caused by the machine dragging when cleaning.

## ② Partial cleaning

When the machine is on standby or pause, press the partial cleaning button to start partial cleaning. This mode can clean a 1.6m x 1.6m square area taking the machine as the center. After the cleaning, the machine will automatically return to the starting position and stop working.



**Note:** Starting partial cleaning when in pause will end the last cleaning and start a new cleaning task.

### ③ Manual-controlled cleaning (available via the app only)

By using the manual control in the bagotteHome app, you will be able to control the robot and make it clean a specific area.

### ④ Select a Suction Power Level

In the bagotteHome app, select a suction power level according to your needs . Quiet/ Standard (Default)/Max.

### ⑤ Mopping System

You can also select the mopping water level (3 levels) in the app according to your needs.



-Do not use any other cleaning solution other than water. Cleaning solution even natural ones, can clog the water release system and break down the materials inside the device.

-To add water into the water tank or install the mopping module, pause the cleaning first, Do not manually move the device, -Do not use the mopping mode on a carpeted floor. It is recommended to set a forbidden zone in the bagotteHome app to avoid cleaning the carpeted area.

## 3.7 Use Your Robot with Amazon Alexa/ the Google Assistant

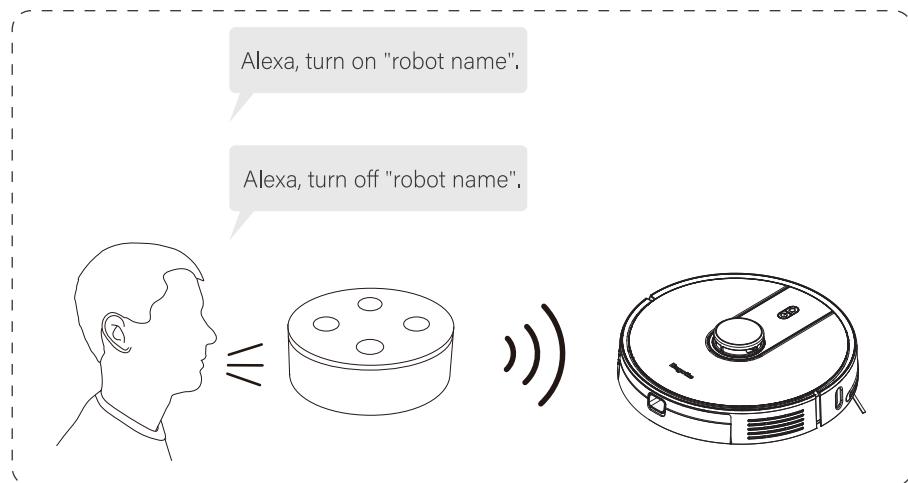
Amazon Alexa or the Google Assistant is a smart voice control device that enables you to control your robot vocally.

Before you start, make sure that:

- The robot is attached to the Charging Base to ensure there is enough power.
- The robot is connected with the Bagotte app.
- You have an Alexa-enabled device (i.e. Amazon Echo, Echo Dot and, Amazon Tap, Echo Show, Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

To control Robot with Amazon Alexa

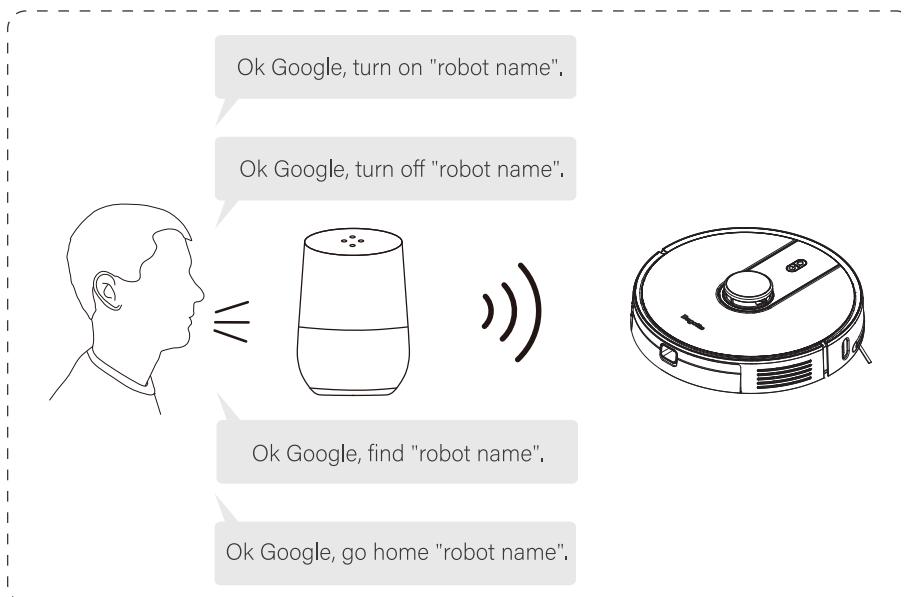
- Open the Amazon Alexa app and select "Skills & Game" from the  menu.
- On the **Skills** screen, search for "Smart Life".
- Once you have found the "Smart Life" skill, tap **Enable**.
- Login with your Bagotte account so that Alexa can control your robot.
- Say simple commands to Alexa.



## To control robot with the Google Assistant

Robot now works with the Google Assistant on devices like the Google Home.

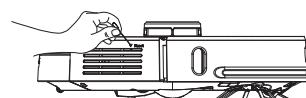
- Open the Google Bagotte app.
- Say "Ok Google, talk to Robot" to the Google Assistant-enabled device to initiate the Google action for Robot.
- Follow the instructions in the Google Home app to authorize the Google Assistant with your Bagotte app account.
- To control Robot with your voice, say simple commands to Google Assistant.



## 3.8 Reset the System

You can reset the system when your robot is not responding.

- ① - Make sure the robot is not on the Charging Base.  
- Use a clip to press the Reset button.  
the robot will automatically turn off.
- ② Dock the robot onto the Charging Base or press "Reset" to turn it on the system is reset.



After resetting the system, the robot may lose its map and the original settings including the virtual boundary.

# 4 Regular Robot Care

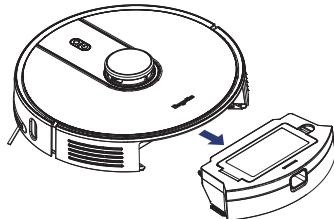
To ensure that the robot will run at full performance, perform the following care procedures. If you notice robot picking up less debris from your floor, then empty the bin, clean the filter and rolling brush.

Recommended cleaning/ replacement frequency:

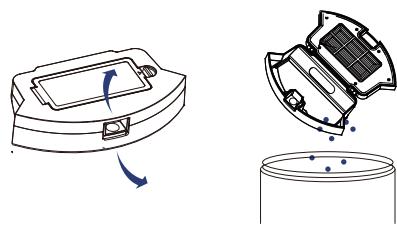
| BG900         | Cleaning         | Replacement Frequency                  |
|---------------|------------------|--|
| Dust Bin      | After each use   | —                                      |
| Filters       | Once every week  | Every 2 months                         |
| Rolling Brush | Once every week  | Every 6-12 months                      |
| Side Brushes  | Once every month | Every 3-6 months(or when visibly worn) |
| Mop cloth     | Once every month | Every 3-6 months(or when visibly worn) |
| Sensors       | Once every month | —                                      |
| Charging Pins | Once every month | —                                      |
| Swivel Wheel  | Once every month | —                                      |

## 4.1 Dust Box Routine Maintenance

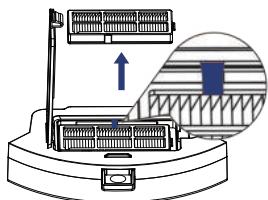
- ① Press bin release button to remove the bin.



- ② Open bin 's door to empty it.



- ③ Remove filter by grasping the white tab.



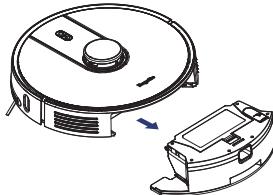
- ④ Shake off debris by tapping the filter against your trash container.



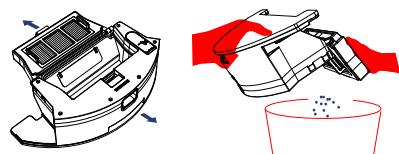
## 4.2 2-in-1 Dust&Water Tank Routine Maintenance

It is highly advisable to clean the tank every time the cleaning is finished.

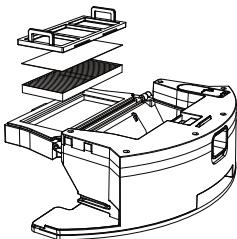
- ① Press the release button and take the water tank assembly out.



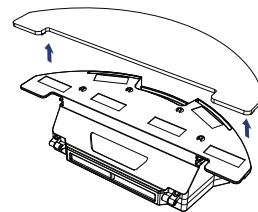
- ② Open the cover of dust bin and dump rubbish.



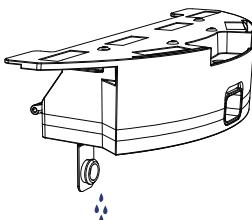
- ③ Take out the primary filter, sponge, and HEPA filter. Clean the dust bin with a cleaning brush. Wash the primary filter and dust bin in the water, and then dry them all.



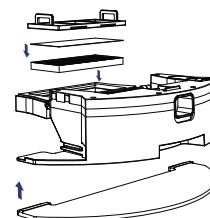
- ④ Detach the mop, wash it in the water and dry it.



- ⑤ Pour down the remaining water in the tank and dry the tank.

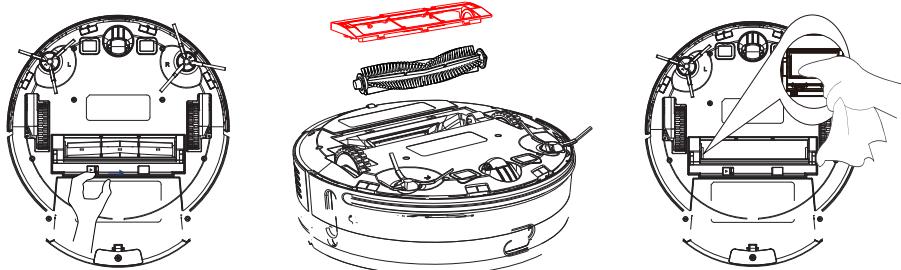


- ⑥ Put the filter, dust bin, mop and water tank back after drying them all.

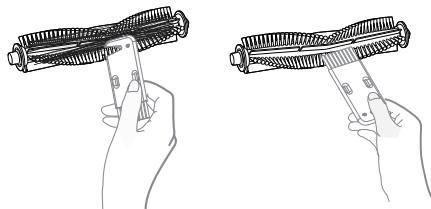


## 4.3 Cleaning Robot's Rolling Brush, Side Brush, Swivel Wheel

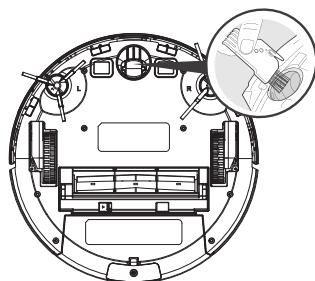
- ① Take out the rolling brush, clean the vacuuming aisle by a cloth.



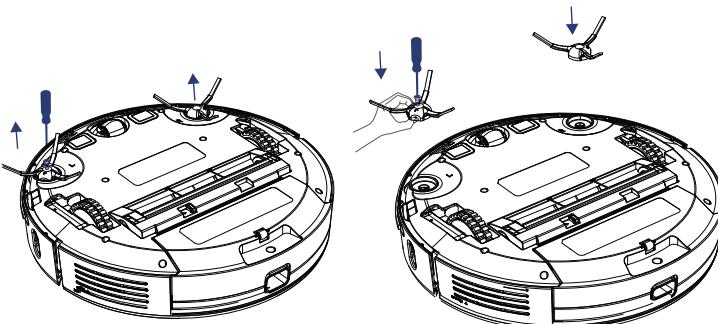
- ② Clean the rolling brush. Cut down the hair winded in the rolling brush with the providec cleaning tool 's knife.



- ③ Pull out the swivel wheel, then clean the Swivel Wheel with the cleaning tool.



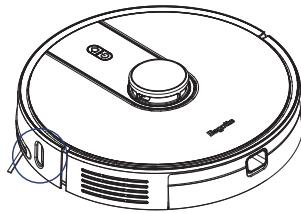
- ④ Use a screwdriver to unscrew and clean the side brush.



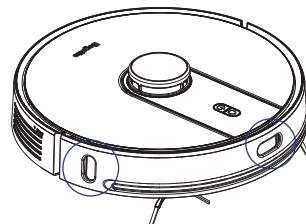
## 4.4 Clean the Sensors and Charging Pins

To maintain the best performance, clean the drop sensors and charging pins regularly.  
Dust off the drop sensors and charging contact pins using a cloth or cleaning brush.

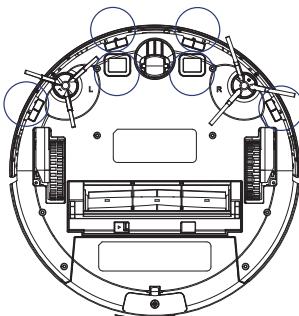
Wipe the sensor on the main unit with a soft, dry cloth, including:



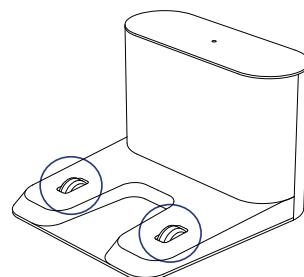
① Wall sensor on the both sides of the host.



② Infrared auxiliary recharge sensor.



③ Charging pole at the bottom of the main unit;4 cliff sensors at the bottom of the main unit.



④ Charging pole piece.

# 5 Troubleshooting

## 5.1 Frequently asked questions

| Problems                       | Solutions  |
|--------------------------------|--|
| Robot cannot be activated.     | <p>Make sure the main power switch is in the ON position.<br/>       Make sure the battery is fully charged.<br/>       If you still have trouble, turn off the main power switch, wait then turn it back on.</p>  |
| Breakpoint cleaning.           | <p>Please confirm that the host is not in the do not disturb mode, it will not continue to clean in this mode.<br/>       Manually recharging or putting the main unit back into the charging stand will lead the machine not to continue cleaning from last interruption.</p>   |
| Robot stops working suddenly.  | <p>Please confirm that the device is connected to the network.<br/>       Check if the battery level is too low.<br/>       If you still have trouble, turn off the main power switch, wait for 2 seconds and then turn it back on.</p>  |
| You cannot schedule cleanings. | <p>Make sure the main power switch on the bottom of robot is turned on.<br/>       Make sure the time, time of day (AM/PM), and the scheduled time have been set correctly.<br/>       Check if robot's power is too low to start cleaning.</p>  |
| Suction power is weak.         | <p>Check if any obstructions are blocking the suction inlet.<br/>       Empty the dust collector.<br/>       Clean the filters with a vacuum cleaner or a cleaning brush.<br/>       Check if the filters are wet due to water or other liquid on the floor.<br/>       Air-dry the filters completely before use.</p>   |
| Robot cannot be charged.       | <p>Check if the indicator on the Charging Base lights up. If not, contact the bagotte service center to repair or replace the Charging Base.<br/>       Dust off the charging contact pin with a dry cloth.<br/>       Check if you can hear a beep when robot is docked onto the Charging Base. If not, contact the bagotte service center to repair or replace the Charging Base.<br/>       Make sure Robot started cleaning from the Charging Base and has not been moved during cleaning.</p> |

| Problems  | Solutions   |
|---|---|
| The robot cannot return to the Charging Base.           | <p>Remove objects within 3 ft/1 m to the left and right side and within 6 ft/2 m of the front of the Charging Base.</p> <p>When the robot is in the vicinity of the Charging Base, it will return more quickly.</p> <p>However, if the Charging Base is located far away, the robot will need more time to return.</p> <p>Please be patient as it works its way back.</p> <p>Clean the charging contact pins.</p>   |
| The rolling brush does not rotate.                      | <p>Clean the rolling brush.</p> <p>Check if the rolling brush and brush guard have been installed properly.</p>   |
| Robot's movements travel path are abnormal.             | <p>Clean the sensors carefully with a dry cloth.</p> <p>Reboot after shutdown.</p>  |
| Robot cannot connect to a Wi-Fi network.                | <p>Make sure your Wi-Fi router supports the 2.4GHz and 802.11b/g/n bands; the 5GHz band is not supported. For details, refer to the "<a href="#">Troubleshooting &gt; Wi-Fi connection</a>" section in this manual.</p>   |
| You cannot control the robot with Amazon Alexa.         | <p>Check if there are any Internet connection problems.</p> <p>Check whether you have installed the Amazon Alexa app onto your smart device and enabled "Smart Life" Skill in the Amazon Alexa app.</p> <p>For details, refer to the "<a href="#">Use Your Robot with Amazon Alexa/the Google Assistant</a>" section in this manual.</p> <p>Make sure you have an Bagotte account.</p> <p>Make sure you are using correct Alexa voice-commands.</p>   |
| You cannot control the robot with the Google Assistant. | <p>Check if there are any Internet connection problems.</p> <p>Check if you have installed the Google Home app onto your smart device and initiated the "Smart Life" action in the Google Home app.</p> <p>For details, refer to the "<a href="#">Use Your Robot with Amazon Alexa/ the Google Assistant</a>" section in this manual.</p> <p>Check if you are using the proper commands when talking to the Google Assistant. When making your request, first say the wake words "Ok Google".</p> <p>Repeat your question. Speak clearly to the Google Assistant.</p> |
| Water is not released during mopping.                   | <p>Make sure there is enough water in the water tank.</p> <p>Check if the mopping module is correctly installed. Once correctly installed, you will hear the corresponding voice prompt.</p> <p>Check if the water outlets are blocked.</p>   |

| Problems   | Solutions  |
|--|--|
| Return for charging during cleaning but never continue cleaning.                                 | Please make sure that the machine is not in the Do-not disturb Mode.<br>When in the Do-not disturb Mode, the machine will not continue cleaning. Manual charging or putting the machine back to the charging base will not continue cleaning.  |
| Failure to return to the charging base after partial cleaning or moving to a different location. | After partial cleaning or moving the position of the machine far away, the machine will regenerate the map, such as the charging base. If it is too distant, the machine may not be able to return to the charging base automatically. Please manually put the machine back to the charging base for charging. |

## 5.2 Voice Alert

When the robot encounters a problem, the red indicator on the robot will be flashing and you will hear the relevant voice prompts. Follow the voice prompts to solve the problems.

| Fault Prompt  | Cause                     | Solution   |
|---|---------------------------|--|
| The machine is blocked.   | Robot was trapped.        | Please move the robot to a new place and restart it.   |
| Please check whether the main wheel is stuck.                                 | The main wheel is stuck.  | The machine may be stuck or trapped.<br>Please clear the obstacles around the machine.   |
| Please check whether the main brush is stuck.                                 | The main brush is stuck.  | The main brush may be twisted with foreign matters. Please remove the main brush and bearing, and clean it up.   |
| Please check whether the side brush is stuck.                                 | The side brush is stuck.  | The side brush may be twisted with foreign matters. Please remove the side brush and clean it up.  |
| Please wipe the cliff sensor and start it up again away from dangerous areas. | Machine is overhanging.   | Machine is overhanging, please move the machine to a new location to start. If the cliff sensor is too dusty, it may also cause the fault. Please wipe the cliff sensor. |
| The radar cover is squeezed.  | The radar cover is stuck. | Please move robot to a new place and restart it.   |

| Fault Prompt  | Cause                             | Solution   |
|---|-----------------------------------|--|
| Battery damaged or not installed.   | Abnormal battery during charging. | The temperature of the battery is too high or too low, please wait for the temperature of the battery gets normal and then use the machine again. the issue persists, contact customer support for help.   |
| Please check whether the radar is stuck.  | Radar has no data.                | If the laser distance sensor is covered or jammed by foreign matters, please remove the cover or the foreign matter. If it doesn't work, please move the machine to a new location to start.   |
| Please check whether the radar is blocked and start up the machine in a new area. | Too little radar data.            | Check that the laser distance sensor is covered or jammed by foreign matters, and please remove the cover or the foreign matter. Detect whether the surrounding environment is an open environment or there are mirrors and other high reflection objects round. Remove any obstacles and move the device to a different area. |
| Fan has problem.  | Fan short circuit.                | Turn off the main power switch, wait for 2 seconds and then turn it back on.<br>If the issue persists, contact customer support for help.  |
| Fan is abnormal.  | Fan abnormal.                     |  |
| main brush has problem.   | Brush short circuit.              |  |
| main wheel has problem.   | The main round of short circuit.  |  |
| side brush has problem.   | Side brush short circuit.         |  |
| radar has problem.  | Radar short circuit.              |  |



**Note:** Resetting the system may solve some problems. If the problem persists after using the recommendations in the table above, please email our after-sales service team: **Support: support@bagotte.com**

## 5.3 Wi-Fi Connection

Before Wi-Fi setup, make sure robot and your Wi-Fi network meet the following requirements.

### Wi-Fi Setup Requirements

Robot:

- Robot is fully charged and the main power switch on the bottom of robot is turned on.
- Wi-Fi status light slowly flashes blue.

Wi-Fi Network:

- Use the correct password for your network.
- Do not use a VPN (Virtual Private Network) or Proxy Server.
- Your Wi-Fi router supports 802.11b/g/n and IPv4 protocol.
- You are using a 2.4GHz router or a dual-band router that is configured to support a 2.4GHz frequency band. Robot does not support 5GHz frequency band.
- If robot cannot connect to the Wi-Fi network and you are using a 2.4/5GHz mixed network, switch to a 2.4GHz network for Wi-Fi setup. You can switch back once your setup is complete.
- When connecting to a hidden network, make sure you enter the correct network name, SSID (case sensitive), and connecting to a 2.4GHz wireless network.
- When using a network extender/repeater, make sure the network name (SSID) and password are the same as your primary network.
- The firewall and port settings of your Wi-Fi router allow robot to connect with the Bagotte servers.

Network Security Requirement

- WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is not supported.

Wi-Fi Channels

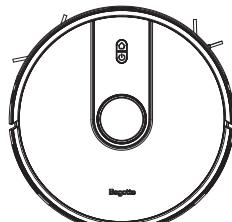
- The FCC requires that all wireless devices in the United States operate on the 1-11 wireless spectrum channels.
- Some countries outside North America can use spectrum channels higher than channel 11. Refer to your local regulatory agency to determine which channels are accessible.
- A future software release will support access to channels above 11 for users outside North America. Until then, use channels 1-11.

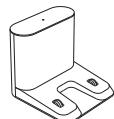
If you cannot control robot with your smartphone, try the solutions below to solve the problem.

If the problem persists, contact the Bagotte service center for help.

| Wi-Fi Status Light  | Cause  | Solutions   |
|--|--|---|
| Solid blue.  | Robot has connected to your router, but cannot access the Internet.      | Check if your router is connected to the Internet. Check with your Internet provider to see if there is any Internet connection problem.  |
| Rapidly flashing blue.   | Robot cannot connect to your wireless router.                            | Check if you have modified your network name and password. Reset Wi-Fi connection if necessary. Refer to the "Use Your Robot with the Bagotte App > Reset the Wi-Fi connection" section in this manual.   |
| Slowly flashing blue.  | Wi-Fi connection is reset or has not been set up before.                 | Set up Wi-Fi connection with Robot. Refer to the "Use Your robot with the Bagotte App" section in this manual. Reset Wi-Fi connection if necessary. Refer to the "Use Your Robot with the Bagotte App > Reset the Wi-Fi connection" section in this manual. |
| Off.   | Robot is turned off. Robot's power level is low. Robot is in Sleep mode. | Charge robot by attaching it to the Charging Base. Make sure the main power switch on the bottom of robot is turned on.   |

## 6 Specifications

|  |                         |                         |
|--|-------------------------|-------------------------|
|  | Product Model           | BG900                   |
|  | Input                   | 24V == 1.2A             |
|  | Battery VoltageDC       | 14.4 V                  |
|  | Power Consumption       | 50W                     |
|  | Battery Type            | DC14.4V Li-ion 5200 mAh |
|  | Dust Collector Capacity | 0.5L                    |
|  | Max Cleaning Time       | 250mins                 |
|  | Charging Time           | 300-360mins             |

|   |        |             |
|---|--------|-------------|
|  | Input  | 24V == 1.2A |
|   | Output | 24V == 1.2A |

## 7 FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



## CUSTOMER SUPPORT

USA Customer Service: +1-(855)-993-9939 | Mon-Fri 9AM-5PM (PST)

EU Customer Service: +44 20 3966 0097 | Mon-Fri 9AM-5PM(GMT)

Email: support@bagotte.com



@BagotteOfficial



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Get more tips: bagottelife.com/pages/blog

## DOC

Learn more about the EU Declaration of Conformity, Please click below link to download:

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Erfahren Sie mehr über die EU-Konformitätserklärung. Klicken Sie zum Herunterladen auf den folgenden Link:

<https://www.bagotte.com/upload/admin/20200821/BG900-DOC-DE.pdf>



Made in China