

## ROIDMI Cordless Vacuum Cleaner S1 Special FAQ

### **Q1:Vacuum cleaner won't turn on by pressing the power button.**

A1:To start the vacuum, you need to press and hold the power button for more than 2 seconds to start.

B1:The vacuum cannot be started due to insufficient battery life. Please recharge and try after the charging is complete.

### **Q2:Vacuum cleaner won't turn off by pressing the power button**

A2:Press and hold the power button for 1-2 seconds to turn off.

### **Q3:In which scenarios are each accessory used?**

A3:Soft velvet roller brush in the power head: suitable for cleaning hard floors such as; floor tile, laminate, vinyl and hardwood floors in  
Two-in-one multi-function brush: Multi-function brush is suitable for cleaning all kinds of dust such as; upholstery, furniture, and electrol  
Removing the brush creates a crevice tool, suitable for cleaning narrow places such as; doors and windows sills, dead corners of stairs  
gaps and more.

### **Q4:How long does it take to fully charge?**

A4:Under normal use, it takes about 2.5 hours to fully charge.

### **Q5:How long can the vacuum operate after being fully charged?**

A5:The vacuum cleaner S1 Special uses 8 x 2200mAh 18650 lithium batteries. In enhanced power mode, the run time is up to 10 minutes  
standard power mode, the run time us up to 50 minutes. Operating time can vary in different usage environments and years of use.

### **Q6:What is the standby time after being fully charged?**

A6 : The vacuum cleaner S1 Special draws a low power consumption. After being fully charged, it can still start after being left for mor  
months.

### **Q7:Adapter working voltage range?**

A7:The adapter uses a wide voltage range and can be used worldwide. Since the plugs are different in different countries, please purch  
according to your needs, or you can buy plug accessories separately.

### **Q8:The charging head doesn't plug into the vacuum cleaner?**

A8:The charger is specially developed for this vacuum. In order to prevent damage due to incorrect insertion, the charging plug has a  
shape. It is recommended that you observe the orientation of the charging plug and the charging port on the vacuum and insert it afte  
up the plug and port.

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### **Q9: Is there an APP for the S1 Special?**

A9: There is no APP for this product.

### **Q10: Can I connect the S1 Special to Bluetooth?**

A10: This product does not have Bluetooth.

### **Q11: How to attach the dust cup? How do I clean it?**

A11: Please follow the instructions on the front of the machine, press the dust cup release button, keep the body steady with one hand, the dust cup with the other hand. After the dust cup is removed, you can open and close the dust cup cover according to the side panel to dump out the debris. If the cup is not clean, or for a more thorough cleaning, you can take out the filter element and clean it from the inside of the dust cup.

### **Q12: Does the filter element need cleaning? How do I clean it?**

A12: When the filter element has been used for more than 30 hours, you need to replace / clean the filter element to achieve improved performance and avoid damage to the vacuum by restricting air flow.

Refer to the product manual for filter replacement and cleaning methods. For easy cleaning, we have a special cleaning brush for clear

### **Q13: What is the sound level? How noisy is it?**

A13: This product has two performance levels, standard and enhanced. In enhanced power mode, the noise is slightly higher than the standard mode at approximately 72dB(a), but all meet the national industry standard requirements and have passed strict testing by third-party laboratories.

### **Q14: How strong is the exhausted air during use?**

A14: In order to ensure a strong suction force, the powerful motor needs the air outlet to maintain a sufficient air output. It is recommended to use standard mode in daily cleaning to lower the amount of exhausted air.

### **Q15: The floor power head motor does not rotate, main motor does not rotate?**

A15:

A、Insufficient battery life will cause the motor not to rotate. It is recommended that you plug the vacuum in until it is completely charged and restart the vacuum;

B、It may not be able to rotate because the roller brush of the electric power head is blocked. Please check whether the power head is blocked by foreign objects. If so, please remove the roller brush, clean it and the power head and restart the vacuum.

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**Q16: The roller brush is tangled with hair.**

A16:If hair is entangled around the roller, you can use the blade on the included small brush to remove it.

**Q17:How do you to clean the roller brush in the electric power head?**

A17:On the bottom of the power head, lift the orange tab, and after the pressure block pops up, gently pry the roller brush with your finger to remove it. When cleaning any hair from the roller brush, it is recommended to use a blade on the included small brush to remove it.

**Q18:When does the light on the front of the S1 Special electric floor power head come on?**

A18:The S1 Special does not have a LED light sensitive light.

**Q19:What is the function of each button on the main unit?**

A19:At the front of the handle is the power switch and the power mode button. Press and hold for more than 2 seconds to turn on or off the machine. The button on the rear of the handle change the power mode. You can switch between standard mode and enhanced mode.

**Q20:How do you store the vacuum cleaner?**

A20:A specially designed magnetic wall base can be mounted with screws into the wall, or using the adhesive pad. You can also break the wall base and put it in the original box for storage.

**Q21:Can the vacuum cleaner be plugged in and charging while using it?**

A21:No, if you try to turn on the machine while it is connected to the charging cable and plugged into the wall outlet, the machine will automatically shut down.

**Q22:How many speeds/power modes does the S1 Special have?**

A22:This product has two speeds; enhanced and standard. The standard mode can meet the regular daily household cleaning needs and is suitable for hard floor surfaces and low-pile carpets. You can switch to the enhanced mode for heavier amounts of debris and deeper cleaning on carpets.

**Q23:What is the warranty policy?**

A23:We strictly follow the relevant national laws and regulations to offer a limited parts and labor warranty on the whole machine for 1 year. The motor has a limited warranty for 5 years. All filters and consumable parts are not guaranteed.