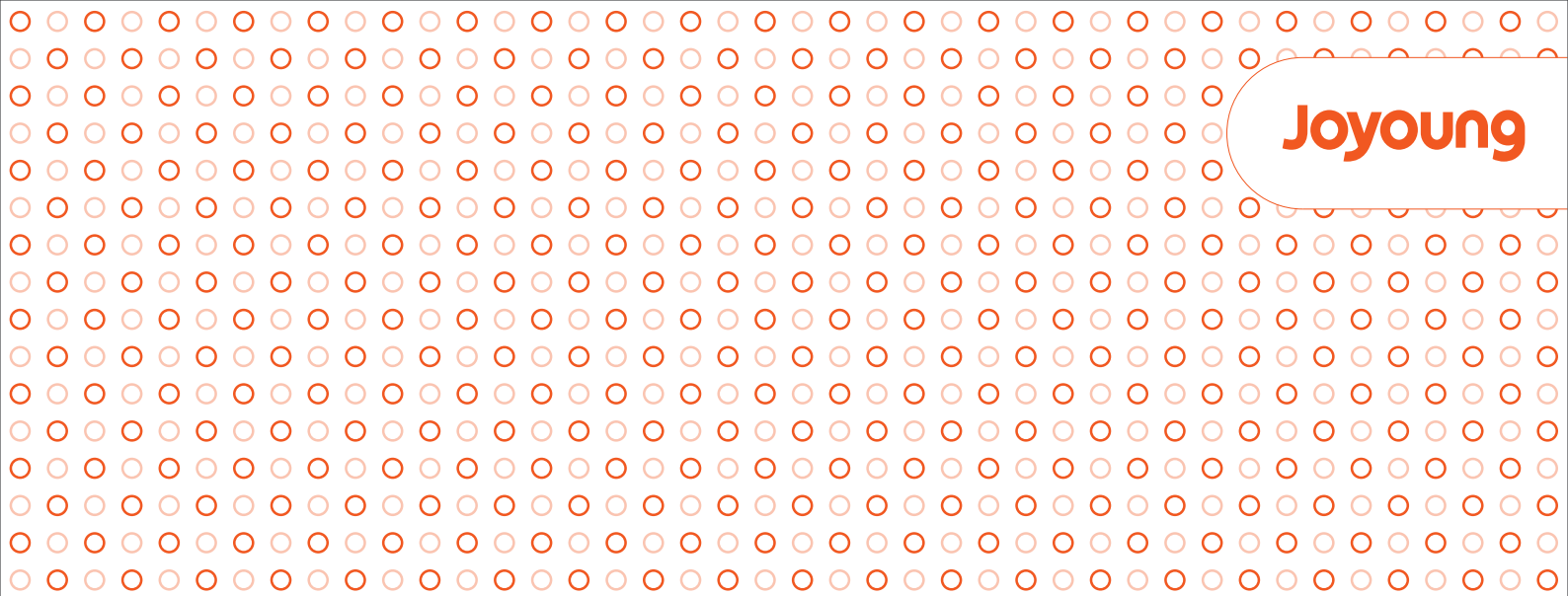




Joyoung

JY-FW7 Instruction manual

Please read the user manual carefully before use, and store it properly

Contents

Safety Precaution	01
Welcome to Use	03
About Your Floor Washer	04
Product Introduction	04
Installation and Use	06
Installation of Floor Washer	07

Use of the Product	09
Care and Maintenance	12
Troubleshooting	14
Product Specification Table	19
Terms & Conditions of Warranty	20

Safety precautions

WARNINGS

Please read this manual carefully before use of the product and install the product by the steps in the manual. Please keep this manual properly. If you transfer the product to a third party, please transfer this manual along with the product. Any operations not in line with the guidance in this manual may cause damage to the product or cause personal injury. The product is designed for home use and is not suitable for industrial or outdoor use.

- The product is not suitable for any people who have physical, sensory, or mental handicaps or who lacks experience and common knowledge (including children), unless they are under supervision or guidance, for the sake of safety in use.
- It is forbidden to use the product below 5°C or above 40°C.
- It is forbidden to rinse the non-removable body of the product or submerge it under water.
- It is forbidden to put the product under the blazing sun or incinerate it.
- Do not touch the plug or any electrified parts of the product with wet hands to avoid the risk of electric shock.
- If the power cord is damaged, it must be replaced by a professional from the manufacturer, their service department, or a similar qualified entity to prevent hazards.
- Keep hair, loose clothing, fingers, and other body parts away from the airflow passage and moving parts of the product.
- Do not keep the product or its accessories facing the eyes, ears, or put them in your mouth.
- If there is any electric leakage, motor overheating, abnormal sound, machine overheating, odor, or low suction pressure during use, stop using the product immediately and contact our professional maintenance personnel.
- When the product is not in use for an extended period, power it off and disconnect the plug of the charging pedestal.
- After finishing using the product, please clean the wastewater tank promptly, keep smooth ventilation, avoid lowered suction pressure, motor overheat and reduced life due to blockage.
- Store the product in a dry place after use to prevent insulation and lifespan reduction.
- Regularly check the suction port for any blockages. If any are found, clear them promptly to prevent reduced suction and impact on the product's performance.
- The instructions for appliances with rotating brushes shall state that a hazard may occur if the appliance runs over the supply cord.
- Make sure to power off the product before replacing rolling brush.
- Remove the plug of the charging base from the socket before cleaning and maintaining the product.

- If the product malfunctions, do not attempt to repair it yourself. Contact our after-sales service department for assistance.
- All technical and other data included in this instruction manual are acquired by our company or a third-party testing company, and the right of final interpretation is reserved by our company.
- Children should be supervised to ensure that they do not play with the appliance.
- Use only with JY-FW7-Base supply unit.
- Do not cross the power cord when the machine is running, otherwise a hazard may occur.
- This machine uses a battery pack component model JY-Q7-B with a capacity of 4000mAh.
- Use Joyoung JY-CS001 cleaning detergent to clean the floor washer. It is recommended to pour in one bottle cap of the solution each time.



ATTENTIONS

About the usable range of the product

- The product is only suitable for indoor hard surfaces, including flat surfaces such as waxed floor, grounded stone floor, rubber floor, marble floor, granite floor, terrazzo floor, solid wood floor, bamboo floor, mirror tile and porcelain tile.
- The product may not achieve optimal results when used on uneven surfaces.
- Avoid using the product near flammable and combustible objects or on their surfaces to prevent the risk of fire or explosion.
- Do not use the product near an operating fireplace or heater to avoid deformation of case.
- Do not utilize the product to suck up the high-temperature substances [e.g., live button, match or hot ash], ultra-fine substances (e.g., lime, cement, saw dust, gypsum powder, ash, or carbon dust), dangerous articles (e.g., solvent, scale remover), corrosive chemical substances, and other substances of indeterminate physical property.
- Do not use the product to vacuum detergents, kerosene, gasoline, alcohol, paint, or perfume, as these liquids may cause short circuits, fires, or explosions in the product.
- Do not utilize the product to vacuum the internal color matching agent and tone of laser printer or copier, for fear of fire or explosion.
- Do not utilize the product to vacuum hard or sharp substances (e.g., glass fragment, small toy, pin, stone, gypsum and large papers), which may cause clogging, for fear of damage to the product.
- Do not utilize the product to vacuum the stain with strong grease, viscosity, or dyeing property, such as shoe cream and pigment.

About cleaning fluid (cleaning fluid should be provided by user)

- Adding a large amount of cleaning fluid may cause excessive bubbles during use, potentially entering the motor and causing hazards.

- Use cleaning fluid according to specified matching requirements. It is recommended to use the cleaning fluid provided by the company and authorized manufacturers, free from acid, alkali solutions, or environmentally hazardous substances.
- Keep cleaning fluid out of reach of children. In case of eye contact, immediately rinse with plenty of clean water and seek medical attention. If swallowed, seek medical attention immediately.
- When disposing of dirty water and cleaning fluid, comply with local environmental protection regulations.

About the product

- Apart from the parts mentioned as removable in the manual, do not disassemble any other components of the product, as this could lead to hazards.
- Use the correct voltage as indicated on the nameplate to prevent product damage and personal injury.
- Remove power cables from the floor before using the product to prevent entanglement and hazards.
- Exercise caution when cleaning stairs to avoid falling.
- Do not handle or tilt the product while the motor is running to prevent liquid from entering the motor.
- To prevent tripping, place the product against the wall after use.
- Ensure the clean water tank and wastewater tank are properly installed before using the product.
- Do not place any small objects on the air outlet or block it, and promptly remove any objects that might obstruct airflow through the air outlet to prevent the product from overheating.
- Do not wet the product, for fear of fire hazard or electric shock due to short circuit.
- To ensure product quality, each unit undergoes quality testing before it leaves the factory. It is normal for the water tank to have a small amount of residual water, so please use the product with confidence!
- The product's hose and track rolling brush possess antibacterial properties, tested against *Escherichia coli* and *Staphylococcus aureus* according to the standards GB/T 20944.3-2008 and GB 21551.2-2010, and meet the required specifications. Note that the antibacterial effectiveness may naturally diminish and change through regular use.



Handling of waste batteries

- Ensure to remove the battery from the product before disposing the product. However, it is not necessary to remove battery during daily maintenance and operation.
- Ensure the product is powered off before removing the battery pack. Under no circumstances should the battery come into contact with metal objects.
- Remove the batteries as follows:
 1. Pry up the display panel of machine.
 2. Remove the three screws behind panel and remove the display screen.
 3. Remove the three screws which connect display holder and machine body, then remove the holder.
 4. Take down the wastewater tank, then remove the 4 screws on front shell of product.
 5. Take down the clean water tank, remove the six screws of circuit board cover plate and the four screws of rear shell, then open the front shell.
 6. Remove the four screws which connect the rear shell and battery of machine.
 7. Unplug the connecting plug of battery and remove the battery.
- Dispose of the removed battery pack in the hazardous waste disposal bin to prevent unnecessary environmental pollution. Ensure the battery pack is wrapped with a plastic bag or other insulated materials to prevent short-circuiting after disposal in the hazardous waste bin.
- In case of contact between leaked battery liquid and skin or clothing, wash it with clean water immediately to avoid skin discomfort, and seek medical attention promptly.
- This appliance contains batteries that are only replaceable by skilled persons.
- This machine uses a battery pack component model JY-Q7-B with a capacity of 4000mAh.

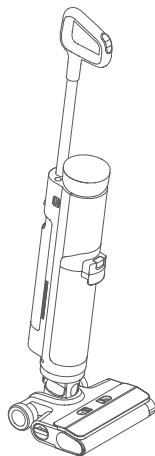
Please keep this instruction manual properly. Please read it carefully before use.

Welcome

Thank you for choosing Joyoung Galaxy One floor washer JY-FW7 (the Product). All content in the manual is for reference only during user operation and maintenance. Specific details should be based on the actual product. For any problems during use, please don't hesitate to contact our customer service center.

Special instructions:

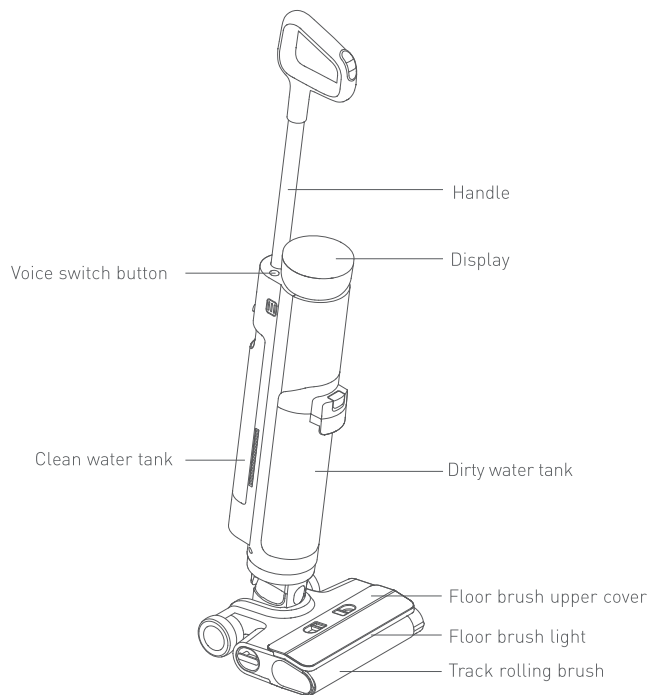
1. All contents in the manual have been verified carefully. For any printing error or misunderstanding, please feel free to consult us.
2. The Product is subject to changes without a prior notice.
3. The pictures in the manual are for reference only. please refer to the actual product.



Begin here, embrace cleanliness!

About Your Floor Washer

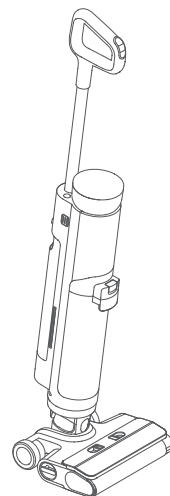
Introduction to Main Components



Product Introduction

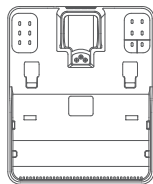
JY-FW7 is a new cleaning tool for household floor cleaning - wireless intelligent floor washing machine. It suitable for cleaning of smooth floors. The product comes with clean water tank, dirty water tank, brush roll, floor brush, charging base and accessories.

This product utilizes a water pump to deliver clean water to the surface of the brush roll. Simultaneously, the floor brush motor drives the brush roll to rotate. After cleaning the floor, the track rolling brush uses a suction motor to collect dirty water and mixed debris into the dirty water tank, achieving effective floor cleaning. Additionally, the product supports charging, self-cleaning, and drying functions via the charging base.



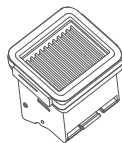
1 Main body

Display screen and modes

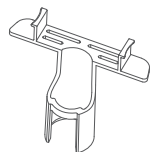


2 Charging base

For product charging, cleaning, and drying.

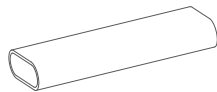


4 Strainer



6 Dry and wet waste separator

Used to filter solid particles and dirt in the wastewater tank.

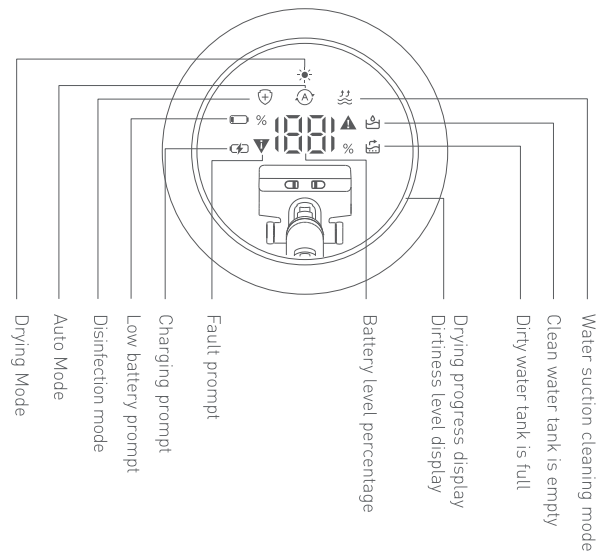


3 Brush roll



5 Multi-function cleaning brush

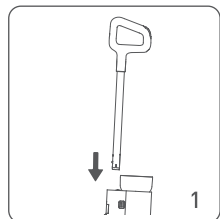
Used to clean the dirty water tank and suction pipe residue stains; used to cut hair wrapped around the brush roll.



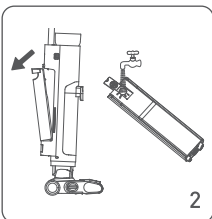
Installation and Use

Quick User Guide

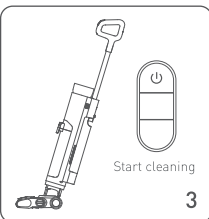
Assembly handle



Fill water in clean water tank

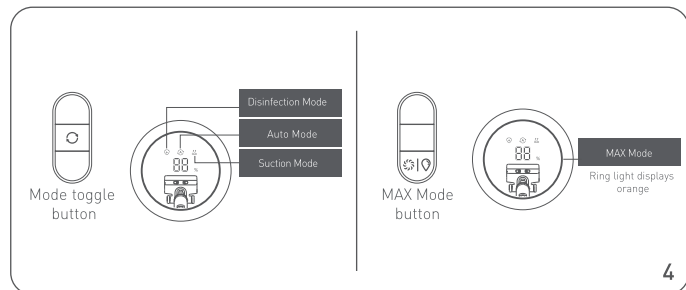


Start cleaning



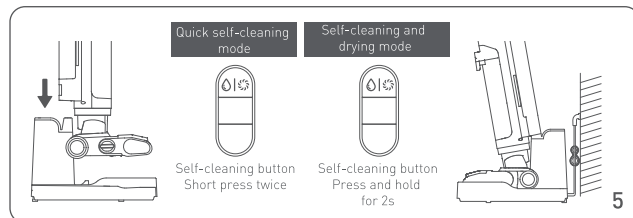
Step on the floor brush, tilt the product to start cleaning.

Mode switch



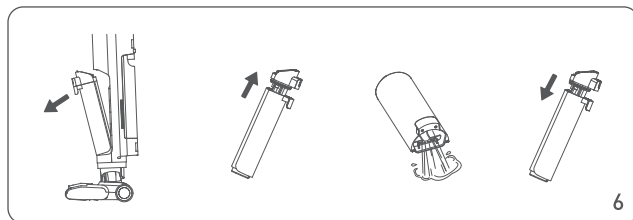
Under auto and disinfection mode, press and hold "⌚" Mode to enter MAX Mode, release the button to end the MAX Mode. Under suction mode, press and hold "⌚" mode to enter strong suction mode, release the button to end the strong suction mode.

Self-cleaning and drying

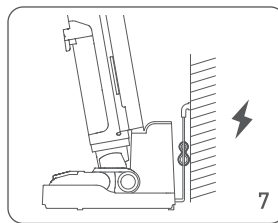


Quick self-cleaning mode: Press "⌚" button twice; the voice assistant sound "self-cleaning mode start"; the product enter quick self-cleaning mode. Self-cleaning and drying mode: Press and hold "⌚" button for 2s; the voice assistants sound "self-cleaning mode start"; the product enter self-cleaning and drying mode.

Cleaning of dirty water tank

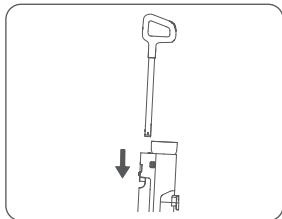


Charging

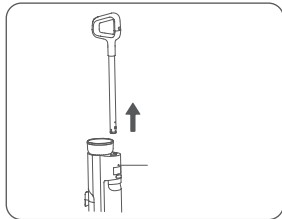


Installation of Floor Washer

Instructions of handle assembly & disassembly

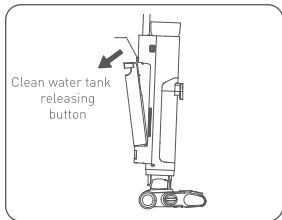


1.Insert the handle end into the slot of main body along with the vertical direction, until you hear a "click" sound. Confirm that handle is in place and firm to complete installation.

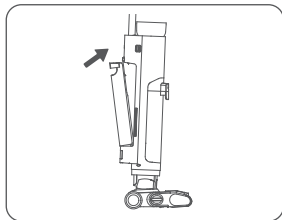


2.Insert a solid object into the hole at the back of main body, push the buckle inwards and pull out the handle upwards simultaneously.

Instructions of assembling & disassembling clean water tank

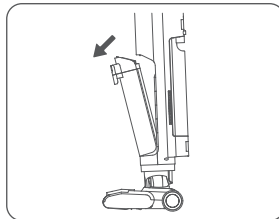


1.Hold the main body with one hand, hold the handle of clean water tank with the other hand, press release button of clean water tank, then pull out the clean water tank.

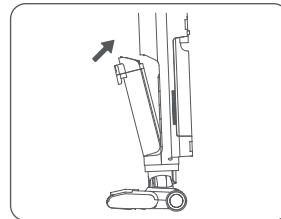


2.Put the bottom of clean water tank onto the machine body, push the upper side of clean water tank gently until you hear a "click" sound to complete installation.

Instructions of disassembling dirty water tank

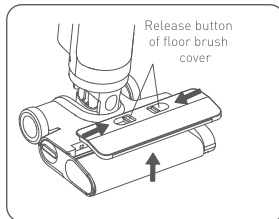


1.Hold the main body with one hand, press the release button of dirty water tank with the other, then pull out the dirty water tank.

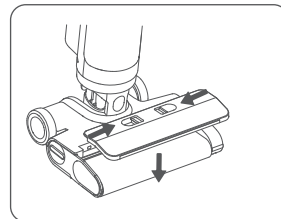


2.Put the bottom of dirty water tank onto the machine body, push the upper side of dirty water tank gently until you hear a "click" sound indicates installation completed.

Instructions of assembling & disassembling floor brush cover

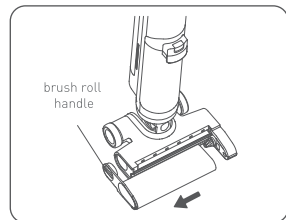


1.Press the release button of floor brush cover with thumb and finger according to the arrow direction, then pull up the floor brush cover.

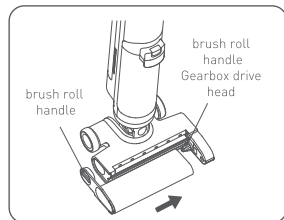


2.Press the release button of floor brush cover with thumb and finger according to the arrow direction, until you hear a "click" sound to complete installation.

Instructions of assembling & disassembling brush roll

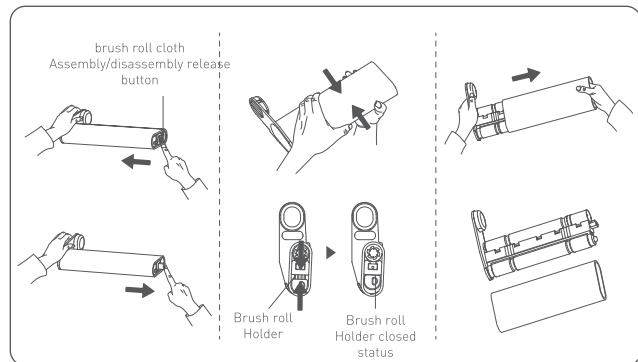


1.Insert the handle end into the slot of main body along with the vertical direction, until you hear a "click" sound. Confirm that handle is in place and firm to complete installation.

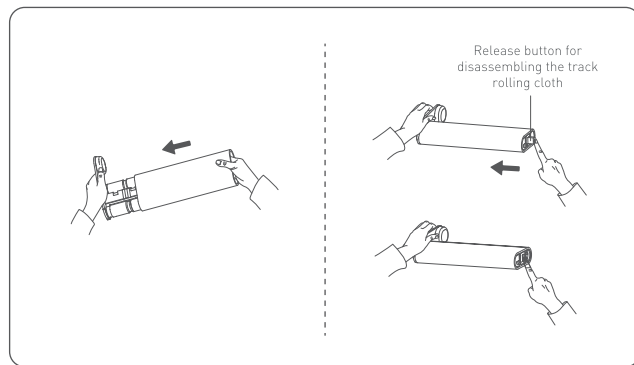


2.Hold the handle of left track rolling brush with hand, align the right of track brush roll with the gearbox drive head, push it inwards to complete installation.

Instructions of assembling & disassembling track rolling cloth

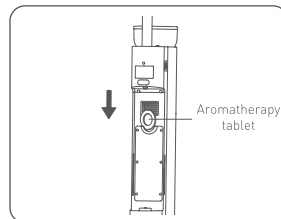


1.First, grasp the handle of the left brush roll with one hand, press the release button for disassembling the track rolling cloth with the other hand, allowing the release button to pop out. With both hands, squeeze the brush roll body towards the center until the brush roll support frame is locked, then pull out the brush roll cloth.

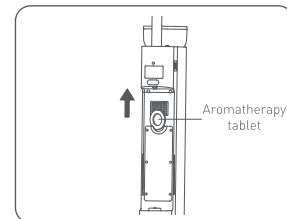


2.Hold the handle of left track rolling brush with hand, align the track rolling brush with the support of track rolling brush, push it inwards, then press the release button of disassembling track rolling cloth to the bottom, to complete installation.

Instructions for removing and installing aromatherapy tablets



1.Remove the clean water tank, insert the aromatherapy tablet downwards into the circular slot to complete installation.



2.Remove the clean water tank, pull up the aromatherapy tablet from the circular slot to remove it.

Use of the Product

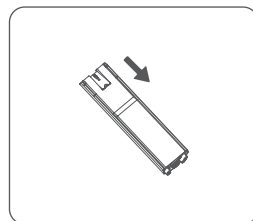
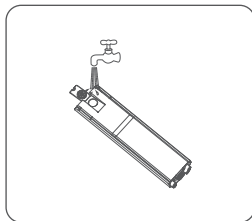
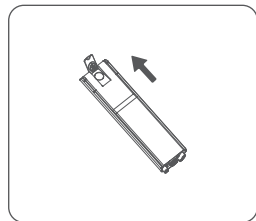
Prepare for cleaning

1. Check the battery level before use. In case of low battery, please recharge it in time (by referring to "product charging").
2. Make sure the handle, clean water tank, wastewater tank, strainer and track rolling brush and floor brush cover are all have been installed in place before use.
3. The device defaults to intelligent cleaning mode upon startup. Choose the appropriate mode according to your actual needs.

Filling up the clean water tank

1. Remove the clean water tank.
2. Open the cover of the clean water tank, fill the water tank with normal temperature water, select the water level based on the cleaning area. For deep cleaning, add one bottle cap of Joyoung cleaning solution.
3. Close the cover of the clean water tank tightly and make sure it is not loose.
4. Install the clean water tank to the main body until you hear a "click" sound, which means installation is complete.
5. The product will stop running automatically if clean water tank has low level during auto/disinfection mode.

When the clean water tank has low level during self-cleaning, the self-cleaning will be paused; after filling water and installing the clean water tank back, short press self-cleaning button to continue with self-cleaning.

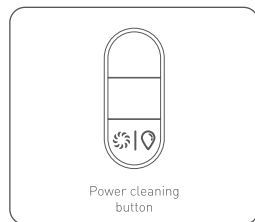


⚠ ATTENTIONS

Please use the specific cleaning solution from Joyoung to avoid damaging the product.

Start cleaning

1. The product supports vertical protection function. Step on the ground brush, pull the handle back to tilt the machine body, press the button switch to start cleaning.
2. The auto mode will be entered by default after startup. The middle of the display screen shows the current battery level and cleaning mode. The color change from blue to orange on the light ring indicates the level of dirt on the floor.
3. Click "O" key to switch between auto mode, disinfection mode and suction mode. The display screen shows the icon of current mode.
4. In auto or disinfection mode, press and hold the "O/S" button to activate the forced cleaning mode; release the button to exit this mode. In suction mode, press and hold the "O/S" button to activate the strong suction mode; release the button to exit this mode.
5. It is recommended to put the product on the charging base after use.

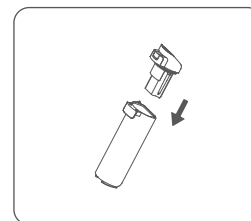
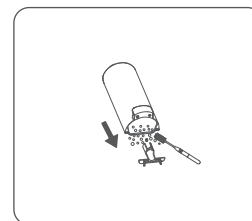
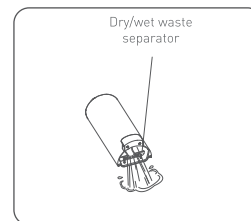
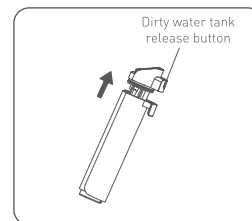


⚠ ATTENTIONS

1. Under disinfection mode, the real-time electrolyzed water function will be enabled to separate the sterilization ion from water through sterilization, to sterilize the floor. auto mode does not support the electrolyzed water function.
2. Suction mode is suitable for suction of water on the floor. Do not use it in places with water depth above 5mm.

Discharging of dirty water tank

1. Under cleaning mode, the product will stop automatically when dirty water tank is full.
2. Remove the dirty water tank.
3. Hold the dirty water tank with one hand and pull the cover of dirty water tank with the other hand.
4. Discharge the dirty water from the tank, put the dry/wet waste separator in the dirty water tank to dispose the dirty water if there are solid particles in the dirty water tank, separate the particles from dirty water, then remove the dry/wet waste separator, and clean the solid particles with a cleaning brush.
5. Install the cover of dirty water tank back, then install the dirty water tank on the machine body until you hear a "click" sound to complete installation.
6. The self-cleaning process will be paused when the dirty water tank is full. After dirty water is disposed, install the dirty water tank back and continue self-cleaning.

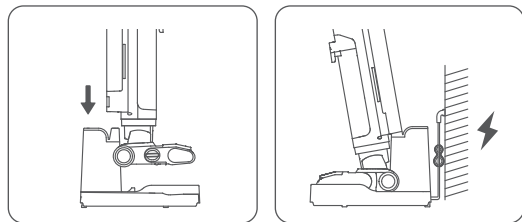


⚠ ATTENTIONS

1. Please clean the dirty water tank promptly after each use.
2. When removing the dirty water tank while moving the product, do not hold the cover of the dirty water tank to avoid water splashing when the cover is opened.
3. The dry/wet waste separator is used for filtering solid particles only. You can determine whether to install it in dirty water tank as required.

Product charging

1. Uplift the product vertically and put it in the charging base.
2. Connect the power cable of charging base to household power supply. When hearing "start charging," it indicates that the charging base is properly positioned, and charging can begin.
3. The display screen will show the current battery level during charging. The display will turn off once fully charged.



⚠ ATTENTIONS

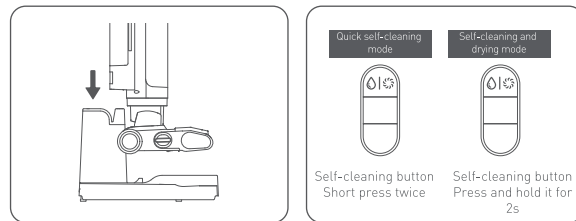
1. Put the product vertically against the wall during charging, to avoid it from falling over; the power cable should be coiled when charging is not required.
2. Charging speed may be reduced below 10°C, which is normal.
3. When the product is not in use, please store it vertically on the charging base. Avoid placing it in areas with direct sunlight or moisture.

⚠ WARNING

If the product is not going to be used for an extended period after purchase, it should be charged for 3 hours (no need to fully charge) using the company's charging base every three months.

Self-cleaning and drying

1. When the brush roll becomes heavily soiled, place the product on the charging base for a quick self-cleaning. Put the product on charging base for self-cleaning. Press "⌂" button on handle twice; the voice assistant sounds "self-cleaning mode starts"; the product enter quick self-cleaning mode. Do not relocate or shake the product during self-cleaning. In case of emergency, press any button to stop self-cleaning.
2. After using the product, please put the product on charging base in time for self-cleaning and drying. When self-cleaning and drying, put the product on the charging base and press and hold the "⌂" button on the handle for 2 seconds; the voice assistant sounds "self-cleaning mode start"; the product enter self-cleaning and drying mode. During the drying process, do not shake the machine. In case of emergency, press and hold the "⌂" button to interrupt drying. If you need to use the machine, remove it from the charging base, step on the ground brush, pull back the handle to tilt the machine body, and press the "⌂" button to interrupt drying and start cleaning. If you need to move the machine briefly and it is not used within 30 seconds of leaving the charging base, putting it back on the charging base will allow drying to continue.
3. The drying mode can be adjusted according to actual needs (for specific settings, refer to "Drying mode setting").

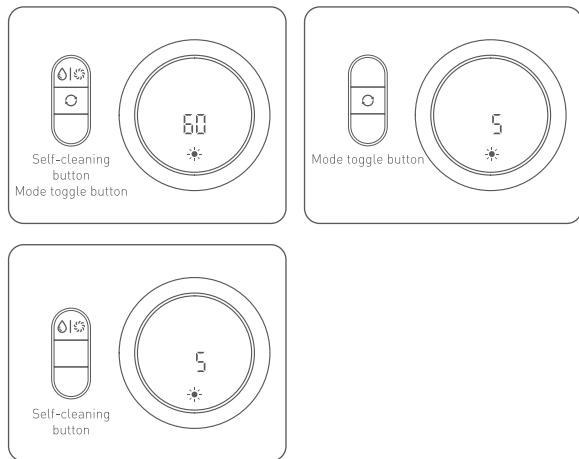


⚠ ATTENTIONS

1. Connect the charging base to power supply for self-cleaning; otherwise, the product can't start self-cleaning.
2. The charging base must be connected to a power supply for drying. Do not unplug the power during the drying process. If there is a small amount of residual water on the charging base after drying, this is normal. Simply wipe it off with a tissue and continue using the product without worry.
3. Please clean any residual dirt on the charging base promptly.

Drying Mode Setting

1. The silent drying mode will be set by default after the first startup.
2. To set the drying mode, please connect the power cable of charging base to the household power supply, then put the product in the charging base; meanwhile, press and hold the "⌚" button and "O" button for 2s to enter drying mode.
3. Click the "O" button to switch between quiet drying mode and quick drying mode, and the display screen will show the current drying mode.
4. After selecting the drying mode, press "⌚" button to confirm and exit drying mode.
5. When pressing and holding the "⌚" button for 2s to enable self-cleaning and drying mode, the previously set drying mode will start by default.



⚠ ATTENTIONS

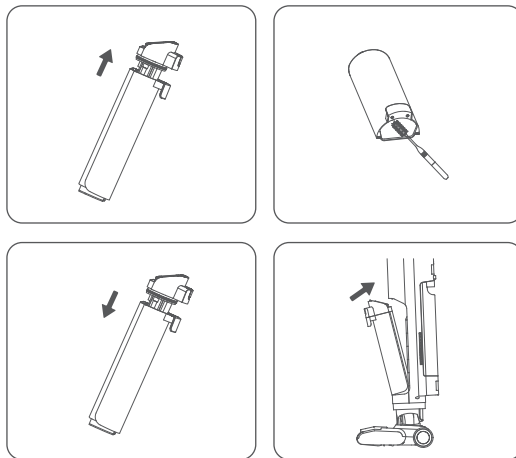
1. When the quiet drying mode is set as the default drying mode, please recharge the product battery to 20% before enabling the self-cleaning and quiet drying mode.
2. When quick drying mode is set as the default drying mode, please recharge the product battery to 35% before enabling the self-cleaning and quick drying mode.

Care and Maintenance

You are advised to maintain the parts regularly to avoid affecting the operation performance of products.

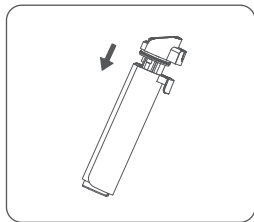
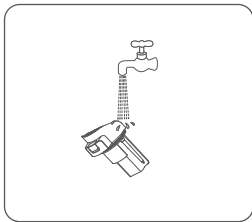
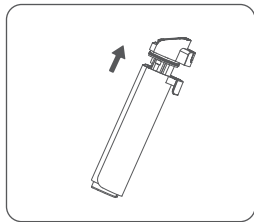
Clean the dirty water tank

1. If finding stubborn dirt on the inner wall of wastewater tank, please clean it with multi-function cleaning brush. It is recommended to clean the dirty water tank immediately after each use to prevent odors.
2. After cleaning completes, close the cover of dirty water tank, install it on the machine body until you hear a "click" sound to complete installation.



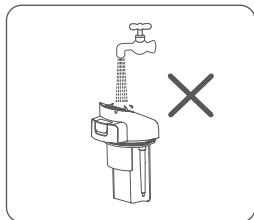
Cleaning of upper cover of dirty water tank

1. Clean the waste accumulating on upper cover of dirty water tank upon discovery.
2. Remove the upper cover of dirty water tank, and then wash it with clean water.
3. Install the upper cover to dirty water tank after cleaning.



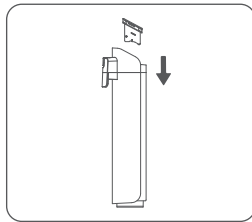
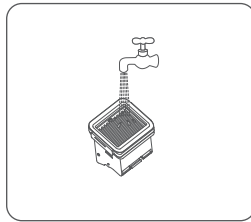
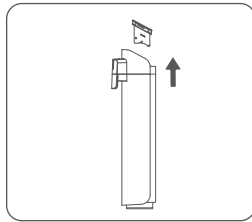
ATTENTIONS

Do not wash the upper cover of dirty water tank directly under running water from top to bottom.



Strainer cleaning

1. Take out the strainer from the top of cover of dirty water tank.
2. Clean the strainer with clean water and make sure it is dried.
3. Install the strainer back to the cover of dirty water tank.

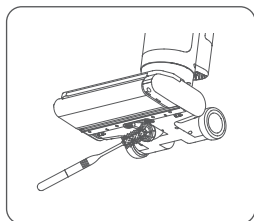
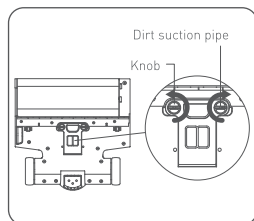


ATTENTIONS

1. If any residual dirt on the strainer after use, clean the strainer and ensure it is dried before using it to maintain the product's cleanliness and hygiene.
2. Keep the product away from direct sunlight to avoid damages.

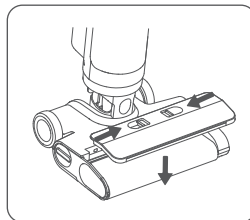
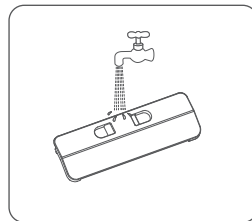
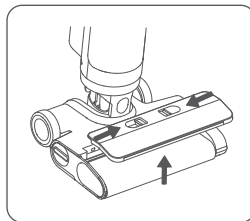
Cleaning of dirt suction pipe

1. Insert a coin into the two knobs of dirt suction pipe and rotate it for 90° along with the indicated direction.
2. Pull out the dirt suction pipe, clean away the dirt that blocks the pipe using the multi-function cleaning brush.
3. Install the dirt suction pipe back onto the floor brush after cleaning completes, rotate the knob.



Cleaning of floor brush cover

1. Take out the floor brush cover, clean it with clean water.
2. Assembly the floor brush cover back to the floor brush base after cleaning.

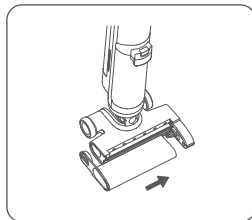
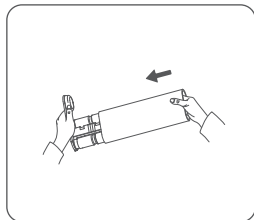
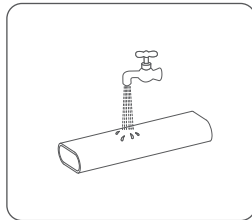
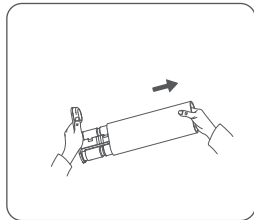
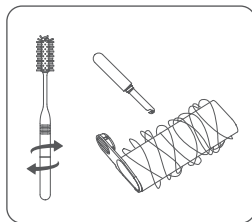
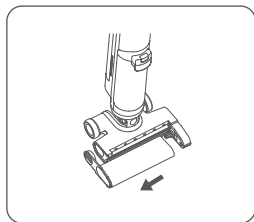


⚠ ATTENTIONS

It is recommended to clean the floor brush cover after each using of the product to maintain cleanliness and tidiness.

Cleaning of track rolling brush and track rolling cloth

1. Remove the track roller brush, rotate the lower part of the multifunctional cleaning brush, and use the blade tool to remove any hair, debris, or other entangled materials from the track roller brush.
2. Remove the track roller cloth, rinse it with clean water, let it dry, and then reinstall it onto the roller brush bracket.
3. Reinstall the track roller brush onto the floor brush holder.

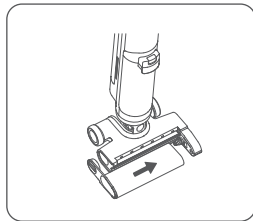
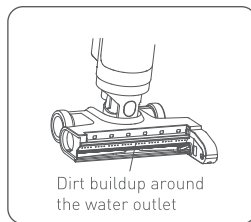
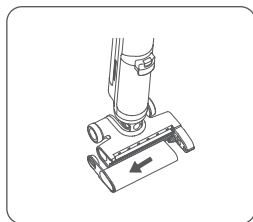


! Note:

1. It is recommended to clean and dry the roller brush after each use to maintain cleanliness.
2. Do not expose the roller brush to direct sunlight, as this may cause damage.

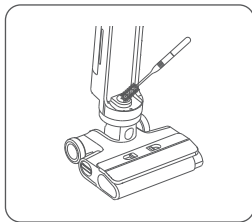
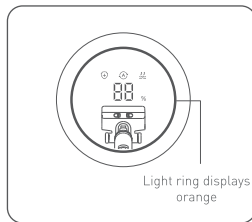
Clean the water outlet

1. Remove the track roller brush. If you notice any dirt buildup around the water outlet, simply wipe it clean with a tissue.
2. Reinstall the track roller brush onto the floor brush holder.



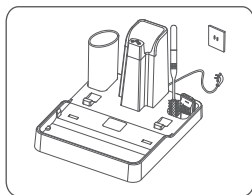
Cleaning of dirtiness sensor

1. If the light ring on the display continuously shows a steady orange light when there is no obvious dirt on the floor, it may be that the dirtiness sensor is obstructed by dirt.
2. Please take down the dirty water tank, clean away for dirt in the pipe with multi-function cleaning brush before using the product.



Cleaning of charging base

If finding dust or residual stain on surface of charging base, clean the surface of charging base with dry wipes or tissue.



ATTENTIONS

Do not wash the charging base directly under water to avoid short circuit.

Troubleshooting

Common Failure Recovery

If you still cannot bring back your product to proper functioning after following the steps listed below, please contact our after-sales service department for help.

Common Problem or Cause	Solution
Voice prompt: "Dirty water tank is full, please clean it"	1. Check if the dirt in dirty water tank has reached the upper water level, if the dirt reaches the upper water level, please empty the dirty water before continuing.
	2. Check if the internal electrode slice is dirty, if so, please clean it before continuing.
	3. Check if the strainer of the dirty water tank is excessively damp, if so, please clean and dry the strainer before continuing. If the problem remains, please replace the strainer before continuing.
Voice prompt: "Clean water tank is low, please add water"	Check if clean water tank is empty, if so, please fill water and continue; if clean water tank has water, please do troubleshooting by referring to "product water dispose failure"
Voice prompt: "Brush-roll is not detected"	1. Check if the track rolling brush has been installed in place; if not, please install the brush roll in place by referring to "instructions of disassembling brush roll" before continuing
	2. Check if the service life of brush roll expires; if so, please replace the track rolling brush before continuing the use, as the burrs may lead to abrasion and affect the cleaning results
Voice prompt: "Please check dirt suction pipe"	1. Check if the dirt suction pipe is clogged by obstacles, if so, please clean them before continuing
	2. Check if the strainer of dirty water tank is clogged by obstacles, if so, please clean them before continuing

Common Problem or Cause	Solution
Voice prompt: "Please check brush-roll and dirt suction pipe"	1. Check if the brush roll is blocked by foreign matters like hair; if so, please clean them before continuing the use
	2. Check if the product is on carpet or coarse and uneven floor. The product applies to smooth surface only, such as floor or tile; otherwise, it can be damaged
Voice prompt: "Please return to the charging base"	Check if the main machine docked in the charging base completely and properly, if no, uplift the main body and put it in the charging base correctly to continue charging or drying
Product cannot be turned on	1. Check if the brush roll has been installed in place; if not, please install the brush roll in place by referring to "instructions of disassembling brush roll" before continuing
	2. Check if the handle is installed in place, if no, install the handle in place by referring to "instructions of disassembling handle" and continue,
	3. Check if dirty water tank and its strainer are installed in place. Install the dirty water tank and its strainer in place by referring to "instructions of disassembling dirty water tank" before continuing
Product charging failure	1. Check if the power cable of charging base is plugged in firmly; if not, please plug in firmly before charging
	2. Check if the main machine is docked in the charging base completely and properly, if not, please adjust the position of main body properly until it is fully docked and properly positioned before charging
	3. Make sure to use the original charging base provided by Joyoung for charging. If not, please replace it with the original charging base before charging
Product water dispose failure	1. Check if the clean water tank is installed in place, if no, please install the clean water tank by referring to "instructions of disassembling clean water tank" before continuing
	2. Check if the air inlet near water injection port of clean water box is blocked, if so, please press it repeatedly with hands until it is smooth before continuing

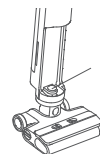
Common Problem or Cause	Solution
Suction pressure lowering/incomplete suction of wastewater while using the product	1. Check if the strainer of wastewater tank is blocked by debris if so, please clean and dry the strainer before continuing
	2. Check if the strainer of the wastewater tank has too much moisture. If so, please clean and dry the strainer before continuing use. If the problem remains, please replace the strainer before continuing use
Suction pressure lowering/incomplete suction of wastewater while using the product	3. Check if the service life of track rolling brush expires, if so, please replace the track rolling brush before continuing the use, as the burrs may lead to abrasion and affect the cleaning results
	4. Check the rolling brush and dirt in wastewater tank, if there's excessive dirt on the rolling brush and wastewater tank, please clean them before continuing
	5. Contact the official after-sales service personnel to inspect the scraper and determine whether to replace
The product becomes vertical after use, wastewater flows onto floor or charging base	1. The product has a 5-second delay shutdown setting after being upright or the switch button is pressed; please wait for the machine to completely shut down before standing it upright
	2. Check if the strainer of wastewater tank is blocked by waste; if so, please clean and dry the strainer before continuing
	3. Check if the strainer of the wastewater tank has too much moisture. If so, please clean and dry the strainer before continuing use. If the problem remains, please replace the strainer before continuing use
Suction pressure lowering/incomplete suction of dirty water Shutdown	1. Check if the product has enough battery, if no, please put the product back to the charging base for charging
	2. The product will trigger vertical shutdown protection and stop operation when the product becomes vertical in use; when vertical protection is triggered, please tilt the machine body, restart it, and continue the use
	3. The product will stop automatically when the dirty water tank is full; please empty the wastewater tank before continuing
	4. The product will stop automatically when the clean water tank is empty, please fill water in the clean water tank before continuing
	5. Check if the track rolling brush is blocked by foreign matters like hair; if so, please clean them before continuing the use

Common Problem or Cause	Solution
Scraping noise from ground friction	When using a new product, it is normal if the scraper has friction sound. If the fault remains after 4-5 times of use, please contact the official after-sales personnel for help
Self-cleaning failure or interruption	1. Check if the product has sufficient battery, if no, please put the product back to the charging base for charging before self-cleaning
	2. Check if the power cable of charging base is plugged in firmly, if no, please plug in firmly before self-cleaning
	3. Check if the main body is put in the charging base completely and properly, if no, uplift the main body and put it in the charging base correctly before self-cleaning
	4. Check if the clean water tank is empty, if so, please fill water in the clean water tank and continue self-cleaning
	5. Check if the dirty water tank is full, if so, please empty the dirty water tank and continue self-cleaning
	6. Check if the dirty water tank is installed with strainer, if no, please install the strainer back by referring to "instructions of disassembling dirty water tank" before self-cleaning
	7. Check if track rolling brush is installed, if no, please install the brush roll in place by referring to "instructions of disassembling brush roll" and then start self-cleaning
	8. Check if the handle is installed in place, if not or it is loose, please install the handle in place by referring to "instructions of disassembling handle" before continuing
Power level has sudden change during discharging	Please perform complete charging and discharging cycles on the product for at least 3 times

• Nouns Explanation



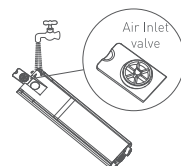
Power cleaning button



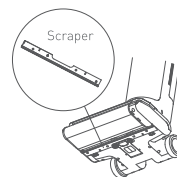
Dirtiness sensor

① Full water detection electrode slice in dirty water tank

② Dirtiness sensor



③ Air inlet valve of clean water tank



④ Scraper

Other Faults

When the display screen shows the following contents, please contact the official after-sales personnel for guidance.

Serial Number	Display Contents	Possible Cause
1	E3	Brush roll motor error
2	E4	Fan error
3	E5	Water pump error
4	E6	Discharging error
5	E7	Charging error
6	E9	Charging base communication error
7	EA	Dirtiness sensor error
8	EB	Battery pack error
9	EC	Charging base error

Product Specification Table

Display Contents	
Product name	Joyoung Galaxy One floor washer
Model	JY-FW7
Rated voltage	21.6VDC
Battery model	JY-Q7-B
Number of Battery	1
Battery capacity	4000mAh
Single charging period	3-4h
Dimensions	275mm×254mm×1116mm
Net weight	≈5.2kg

- The above data is derived from our company's laboratory tests. Actual usage may vary depending on changes in the usage environment. Due to the need for continuous product improvement, the information provided is subject to the physical product, and our company reserves the right to update the product.

Terms & Conditions of Warranty

1. Warranty Period:

This product comes with a two year manufacturer's warranty effective from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date).

2. Warranty Coverage:

If the product has a manufacturing defect during the warranty period, you can contact Joyoung Malaysia after-sales service team or authorized distributor/retailer. Upon verification of the defect, you can apply for free Warranty Repair Service.

Note: Packing materials like boxes, interior foam, paper cards, user manual and other consumables parts are not covered under warranty.

3. Exclusion from warranty:

The warranty does not cover:

- Normal wear and tear.
- Use of the product in commercial usage.
- Alterations to the product spare part from non-authorized service centres.
- Damage caused by improper use, including mishandling or damage by third parties
- No warranty for accessories/consumable parts.

4. Paid Repair Services (within warranty period):

Free warranty repair service will not be applicable in any of the following situations, though paid repair services are available:

- Products purchased from unauthorized dealers or sellers.
- Product does not comply with Malaysia product standard, including differences in
- voltage and adapter compatibility.
- Damage caused by improper use, maintenance, and storage.
- Defects found after the warranty period has expired.
- Damage from unauthorized disassembly.
- Damage due to natural disaster, accidents, or even beyond our control (e.g. acts of God,

floods, accidents, governmental orders)

- Failure or damage due to misuse or abuse such as incorrect operation, liquid exposure, inappropriate voltage, or transportation damage.

5. Charges for Non-Warranty Repairs

- After receiving the defective product sent by the customer, Joyoung Malaysia service team will inspect the product to determine whether it is covered by the warranty.
- If the damage is due to misuse or is outside the warranty, you will be responsible for the repair fees, parts costs, and one-way shipping costs if you opt for repair services.
- If you choose to cancel the repair for non-warranty products, you will be responsible for both round-trip shipping costs.

Note: SC Alliances (M) Sdn Bhd reserves the right to reject any warranty claim if the appliance is used for commercial or semi-commercial purposes, or if the product does not comply with Malaysian product standards, including differences in voltage and adapter compatibility.

Contact us:

1. General inquiry: Please contact our customer service team: +6010-8801010.
 2. Live Chat: Joyoung Malaysia (Shopee/Lazada)
 3. Technical Support: Please contact our service centre at 03-8026 6226 (Highpoint Service Network Sdn Bhd)
- Operation Hours: 9am-6pm (Mon-Fri)
Closed on Public Holiday

目录

安全注意事项	21	洗地机的使用	30
欢迎使用	24	保养与维护	33
了解您的洗地机	25	故障排除	37
产品简介	25	产品规格表	40
安装和使用	27	保修条款和条件	41
洗地机的安装	28		

! 警告

在使用本产品之前,请仔细阅读本说明书的所有内容,按照本说明书的步骤安装产品。请妥善保管本说明书。如果您将产品转给第三方使用,请将本说明书连同产品一起随附。任何同说明书指引内容不符的操作,都有可能导致产品损坏或严重的人身伤害。本产品仅适合在常规家庭环境中操作使用,不适合在工业环境或室外环境使用。

- 产品不适用于身体、感官或智力上有缺陷的人士或缺乏经验和常识的人士(包括儿童),除非有他人看管或指导,以确保其能够安全使用。
- 禁止在低于5°C或高于40°C的环境中使用本产品。
- 禁止将本产品可拆卸部件以外的机体部分用水冲洗或淹没在水中。
- 禁止将本产品暴晒或焚烧。
- 请勿以湿手触碰插头或产品的任何带电部分,以免发生触电危险。
- 如果电源线损坏,为了避免危险,必须由制造商、其维修部或类似部门的专业人员更换。
- 请将本产品气流通道和活动部分远离长毛发、宽松服装、手指及身体其他部分。
- 请勿将本产品或附件对着眼睛、耳朵或将其放入口中。
- 使用时,若发现漏电或电机温度过高和异常声响,如机身过热、异声、异味、吸力弱等,应立即停止使用并致电本公司专业的维修人员。
- 若长时间不使用本产品,应关闭电源,拔下充电底座插头。
- 使用完本产品后,请及时清理污水箱,保持通风路径畅通,避免阻塞造成吸力下降、电机发热,影响本产品的使用寿命。
- 使用完本产品后,请放在干燥的地方保存,潮湿的地方会影响本产品的绝缘性和使用寿命。
- 请定期检查吸口的畅通情况,若有堵塞,请及时清除,避免阻塞造成吸力下降,影响本产品的使用性能。
- 请确保关机后再更换滚刷。

! 注意

关于产品的使用范围

- 本产品适用于家庭室内环境中的硬性地面,包括已上蜡地板、石磨地板、橡胶地板、大理石地面、花岗岩地面、水磨石地面、实木地板、复合地板、竹地板及各种镜面砖、瓷面砖等平整地表面。若在凹凸不平的地面使用本产品时可能会达不到最佳使用效果。
- 请勿在易燃、易爆的物体附近或表面使用本产品,有导致火灾或爆炸的风险。
- 请勿在工作着的壁炉、加热器附近使用本产品,防止机器外壳变形。
- 请勿利用本产品吸取高温物质(如未熄灭的烟头、火柴或热灰等)、超细物质(如石灰、水泥、木屑、石膏粉、灰烬、炭粉等)、危险物品(如溶剂、除垢剂等)、有腐蚀性的化学物质、泡沫液体以及其他物理特性不确定的物质。
- 请勿利用本产品吸取洗涤剂、煤油、汽油、酒精、油漆、香水等,这些液体可能导致产品短路、火灾或爆炸。
- 请勿利用本产品吸取激光打印机或复印机内部使用的调色剂、色粉,这些物体可能导致火灾或爆炸。
- 请勿利用本产品吸取尖锐的物质(如玻璃碎片、小玩具、别针、回形针、石子、石膏、大的纸片等),这些物质可能造成堵塞,损伤产品。
- 请勿利用本产品吸取类似鞋油、颜料等具有强油脂、强粘性或强染色性的污渍。

关于清洁液(清洁液需自行购买)

- 如果加入大量的清洁液,使用时会产生较多的泡沫,可能会渗透到电机导致危险。
- 请按照使用说明的配比要求,合理使用清洁液。建议使用本公司及本公司核准的制造商生产的清洁液,不得含有酸、碱溶液或对环境有害的物质。
- 清洁液应保管在儿童触及不到的地方。如果清洁液不慎入眼,应立即使用大量清水冲洗并及时就医。如果不慎误食,应立即就医。
- 在处理污水和清洁液时,应遵循当地的环保规定。

关于产品

- 除说明书中说明可拆卸零件外,请勿自行拆装其他零部件,否则将导致危险。
- 使用与本产品规格不对应的电压将对产品有损害,更有可能对使用者造成伤害,正确的额定电压标示于铭牌上。
- 使用本产品前需先清理地面上的电源线,在电源线上使用会发生缠绕导致危险。
- 清扫楼梯时,应格外谨慎小心,防止跌落。
- 当电机正在工作时,请勿上下提起、搬运本产品或将本产品歪倒向一边、平放,防止液体回流进入电机。
- 为了防止绊跌,本产品使用后,应靠墙放置。
- 若清水箱和污水箱没有正确安装好,请勿使用。
- 请勿在出风口放置任何小物件或将出风口堵塞,并及时取走一切有可能妨碍出风口气流顺畅的小物件,防止产品过热。
- 请勿弄湿机身,以免因产品短路发生火灾或触电危险。
- 为确保产品质量,本产品在出厂前会进行质检测试,若产品水箱内残留少量的水,属正常现象,请您放心使用!
- 本产品软管、履带滚刷等具有抗菌性能,以大肠杆菌和金黄色葡萄球菌为试验用菌,依据GB/T20944.3-2008、GB21551.2-2010进行抗菌性能测试并符合标准要求,该类配件在日常使用过程中其抗菌性能可能存在正常的功能衰减及变化。

废弃电池处理方法

- 在报废处理此机器前,必须将电池从本产品机身内取出,日常保养与操作无需取出。
- 在取出电池包前,请确保本产品必须处于断电状态。无论何种情况下电池均不能与金属物品接触。
- 取出电池的步骤如下所述:
 - 1.撬开机身显示面板。
 - 2.取下面板后卸下三颗螺丝并移除显示屏。
 - 3.卸下显示屏支架与机身连接三颗螺钉,取下支架。
 - 4.取下污水箱,卸下机身前壳四颗螺钉。
 - 5.取下清水箱,卸下线路板盖板六颗螺钉及机身后壳四颗螺钉后打开前壳。
 - 6.卸下机身后壳与电池连接四颗螺钉。
 - 7.拔出电池的连接插头并取下电池。
- 取下的电池包应投入有害垃圾箱中,避免造成不必要的环境污染。电池包应用塑料袋或者其他绝缘材料包好,避免电池包在投入有害垃圾箱后发生短路。
- 废弃电池若漏液触及皮肤或衣物,用清水冲洗,以免造成皮肤不适,并迅速送医院处理。
- 本设备含有电池,仅可由专业人员更换。
- 本机使用型号为JY-Q7-B、容量为4000mAh的电池组件。

请妥善保管使用说明书,使用前请仔细阅读。

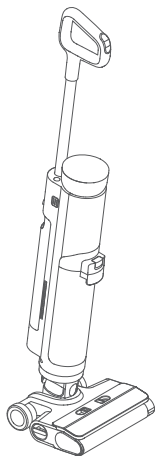
欢迎使用

尊敬的用户：

感谢您购买九阳银河一号洗地机JY-FW7。书中所有内容仅供用户使用和维护时参考，具体以实物为准。如果您在使用过程中仍有问题，请向本公司客服中心咨询。

特别说明：

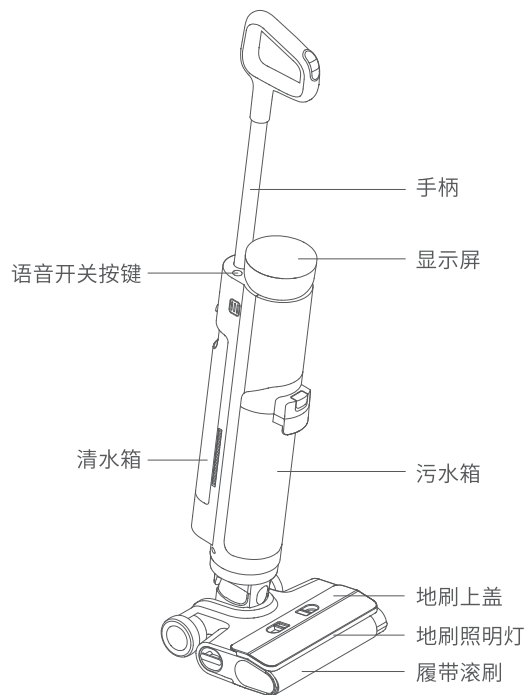
- 1.本说明书上所有内容均经过认真核对，如有任何印刷错漏或内容上的误解，可向本公司咨询。
- 2.产品如有更新，恕不另行通知。
- 3.本说明书中所有图片仅供参考，产品请以实物为准。



从这里开始，感受清洁！

了解您的洗地机

主机部件介绍

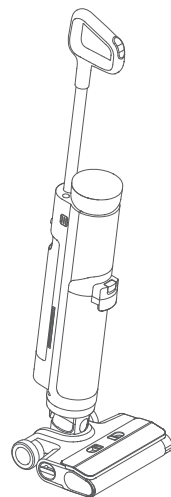


产品简介

JY-FW7是一种用于家居地面清洁的新型清洁工具——无线智能洗地机,本产品适用于各种光滑的地面清洁。

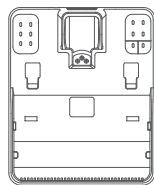
产品设有清水箱、污水箱、履带滚刷、地刷、充电底座与配件。

本产品利用水泵使清水流至履带滚刷表面,同时利用地刷电机带动履带滚刷旋转,履带滚刷清洁地面后利用吸力电机将污水和干湿垃圾回收到污水箱,实现地面清洁功能,并通过充电底座实现充电、自清洁及烘干功能。



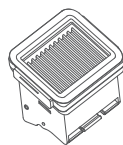
1 主机

显示屏及模式



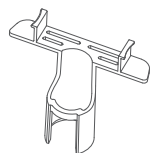
2 充电底座

用于产品充电、自清洁及烘干。



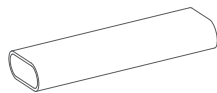
4 过滤网

(置于污水箱内)



6 干湿垃圾分离器

用于过滤污水箱内固体颗粒物脏污



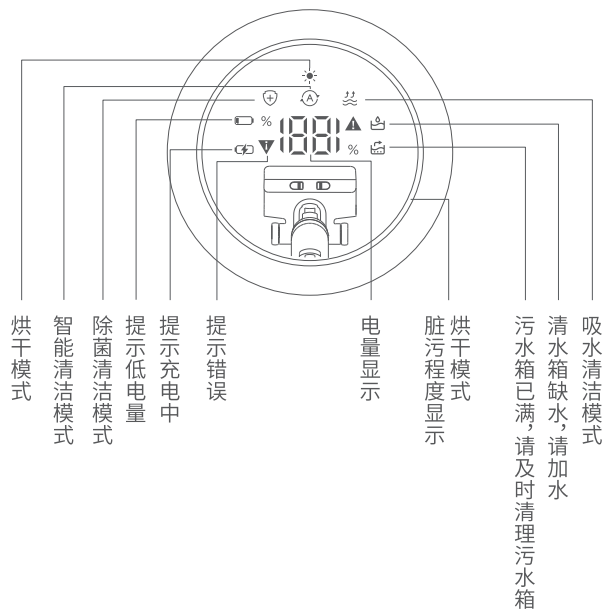
3 履带滚布

(置于地刷内)



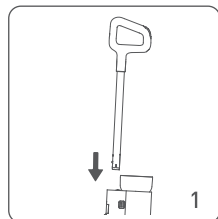
5 清洁刷

用于清理污水箱及吸污管道内残留污渍。

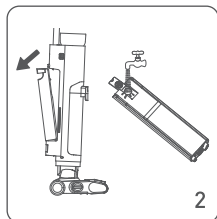


快速使用指南

安装手柄



清水箱加水

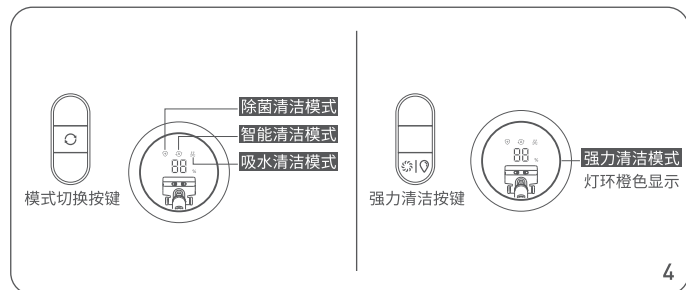


开启清洁



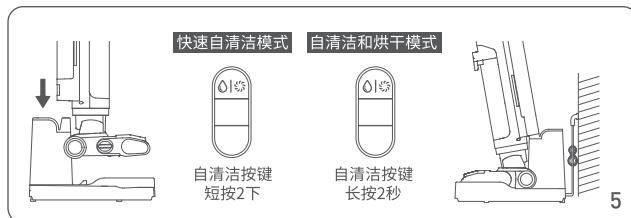
脚踩地刷倾斜机身，开始清洁。

模式选择



在智能、除菌清洁模式下，长按“”按键启动强力清洁模式，释放按键结束强力清洁模式；在吸水清洁模式下，长按“”按键启动强力吸水模式，释放按键结束强力吸水模式。

自清洁及烘干

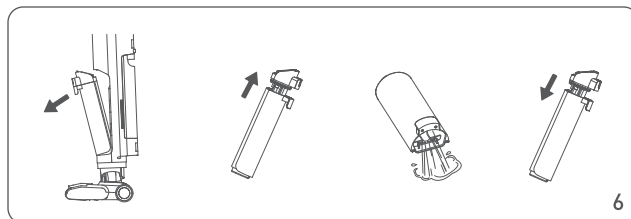


快速自清洁模式：短按“”按键2下语音助手响起“self cleaning mode start”；产品进入快速自清洁模式。

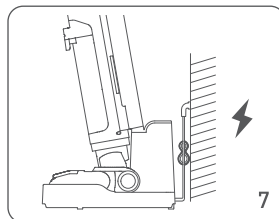
自清洁和烘干模式：长按“”按键2秒语音助手响起“self-cleaning mode start”；产品进入自清洁和烘干模式。

烘干模式可根据需求参考说明书进行“烘干模式设置”。

清理污水箱

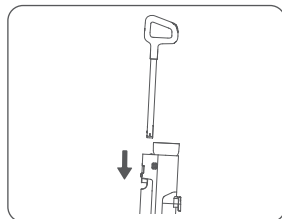


充电

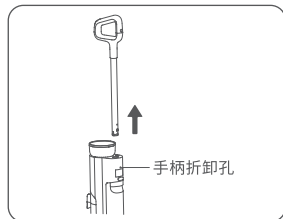


洗地机的安装

手柄拆装说明

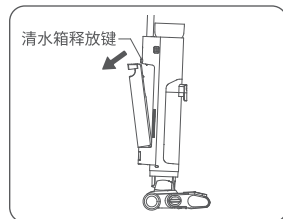


- 1 将手柄末端沿垂直方向插入主机的插槽内, 听到“咔嗒”声后, 确保手柄到位无松动, 即安装成功。

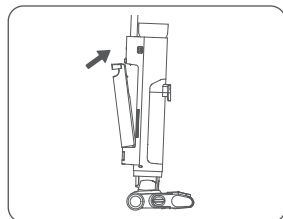


- 2 请用坚硬物体伸进机身背面的孔内, 向内顶住卡扣, 同时将产品手柄向上拔出即可。

清水箱拆装说明

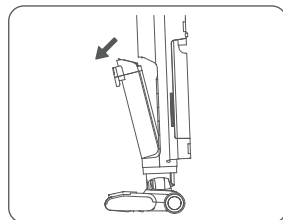


- 1 一只手扶住机身, 另一只手握住清水箱提手, 按动清水箱释放键, 然后向外拉出清水箱即可。

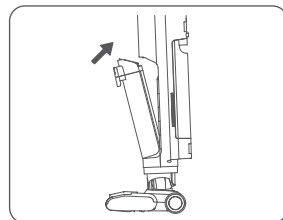


- 2 先将清水箱的底部对位放到机身上, 然后轻推清水箱上部, 听到“咔嗒”声后, 即安装成功。

污水箱拆装说明

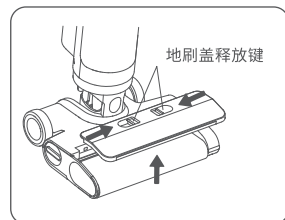


- 1 一只手扶住机身, 另一只手按动污水箱释放键, 然后向外拉出污水箱即可。

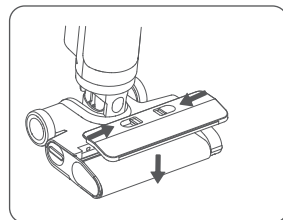


- 2 先将污水箱的底部对位放到机身上, 然后轻推污水箱上部, 听到“咔嗒”声后, 即安装成功。

地刷盖拆装说明

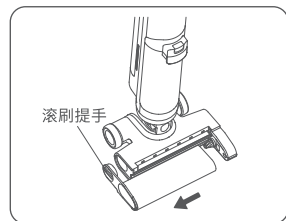


- 1 先将拇指与食指如图箭头所示同时按动地刷盖释放键, 然后向上提起取出地刷盖即可。

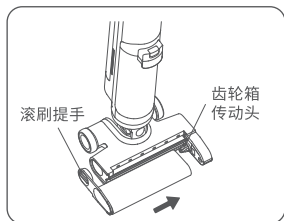


- 2 先将拇指与食指如图箭头所示同时按动地刷盖释放键, 向下按压, 听到“咔嗒”声后, 即安装成功。

履带滚刷拆装说明

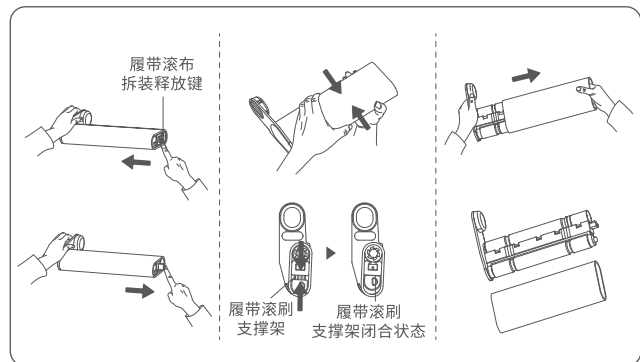


- 1 用手捏住左侧履带滚刷提手,向外拉动,即可取下。

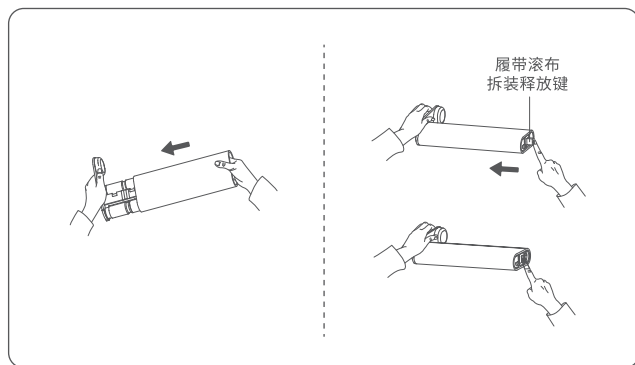


- 2 用手捏住左侧履带滚刷提手,将履带滚刷的右边对准右侧齿轮箱传动头,向内推,即安装成功。

履带滚布拆装说明

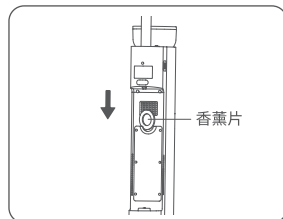


- 1 先用手抓住左侧履带滚刷把手,另一只手按动履带滚布拆装释放键,使履带滚布拆装释放键向外弹出,双手握住履带滚刷体向中心挤压至履带滚刷支撑架锁紧状态,然后向外拉出履带滚布即可。

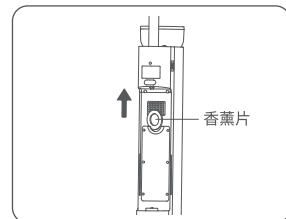


- 2 先用手抓住左侧履带滚刷把手,另一只手将履带滚布对准履带滚刷支撑架,向内推,然后按动履带滚布拆装释放键至底部,即安装成功。

香薰片拆装说明(香薰片需自行购买)



- 1 先取下清水箱,将香薰片向下卡入圆环插槽内,即安装成功。



- 2 先取下清水箱,将香薰片从圆环插槽内向上拉出,即可取下。

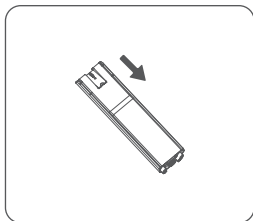
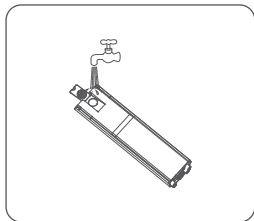
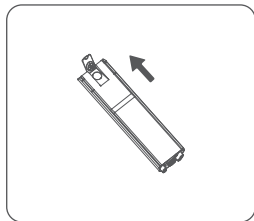
洗地机的使用

准备工作

- 1.使用前,请检查您的洗地机是否有电,若产品电量不足,请及时为它充电(具体参照“产品充电”)。
- 2.使用前,请确保手柄、清水箱、污水箱、过滤网、履带滚刷、地刷盖均已安装到位。
- 3.开机默认智能清洁模式,可根据实际使用需求选择合适的模式。

清水箱注水

- 1.取下清水箱。
- 2.打开清水箱盖,将常温清水注满水箱,可根据清洁面积选择不同水位。如需进行深度清洁,倒入一瓶盖九阳清洁液即可。
- 3.将清水箱水箱盖盖紧,确保到位无松动。
- 4.将清水箱安装回机身,听到“咔嗒”声后即安装成功。
- 5.智能、除菌清洁模式使用过程中,如清水箱缺水,机器自动停机;自清洁过程中,如清水箱缺水,机器暂停,注水完毕装回机身后短按自清洁按键自清洁继续。



注意

请勿使用非九阳专用的清洁液,以免损伤机器。

开始工作

1. 本产品自带直立保护功能, 可用脚踩住地刷辅助向后拉动手柄使机身倾斜, 按下电源开关按键, 即可开始清洁。
2. 开机默认智能清洁模式, 此时显示屏中央显示当前电量和模式, 灯环颜色发生蓝橙变化显示地面脏污程度。
3. 点按模式切换按键可在智能清洁模式、除菌清洁模式、吸水清洁模式间切换, 显示屏显示当前模式图标。
4. 在智能、除菌清洁模式下, 长按强力清洁按键启动强力清洁模式, 释放按键结束强力清洁模式; 在吸水清洁模式下, 长按强力清洁按键启动强力吸水模式, 释放按键结束强力吸水模式。
5. 使用完产品之后, 建议将其放置于充电底座上。

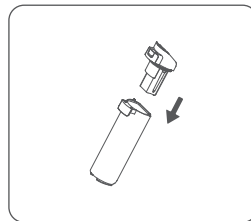
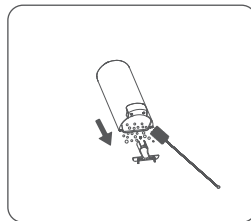


⚠ 注意

1. 除菌清洁模式将开启实时电解水功能, 在水中电解分离出杀菌离子, 从而对地面进行杀菌。智能清洁模式无电解水功能。
2. 吸水模式适用于吸取地面积水, 请勿用于水深超过5mm的环境中。

污水箱倒污水

1. 清洁模式使用过程中, 如污水箱内污水已满, 机器自动停机。
2. 取下污水箱。
3. 一只手握住污水箱, 另一只手向上拔出污水箱盖。
4. 倾倒污水箱内脏污, 如污水箱内有固体颗粒物, 将干湿垃圾分离器装入污水箱内倾倒污水, 将固体颗粒物与污水分离, 取下干湿垃圾分离器, 再用清洁刷将固体颗粒物清理完毕。
5. 将污水箱盖装回污水箱, 然后将污水箱安装回机身, 听到“咔嗒”声后即安装成功。
6. 自清洁过程中, 如污水箱内污水已满, 机器暂停, 污水倾倒完毕装回机身后续自清洁继续。

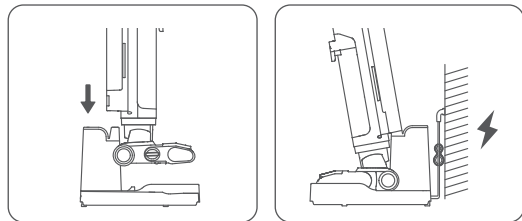


⚠ 注意

1. 每次使用完机器请及时清理污水箱。
2. 取下污水箱移动时, 请勿提拿污水箱盖, 避免污水箱盖打开, 污水洒出。
3. 干湿垃圾分离器仅用于过滤固体颗粒物, 可根据需求选择是否安装于污水箱内。

产品充电

1. 将产品垂直提起,放入充电底座。
2. 将充电底座电线连接家中电源,听到语音提示“开始充电”表示放入到位,即可开始充电。
3. 充电时显示屏数字百分比表示当前电量,充满电后显示屏会熄灭。



⚠ 注意

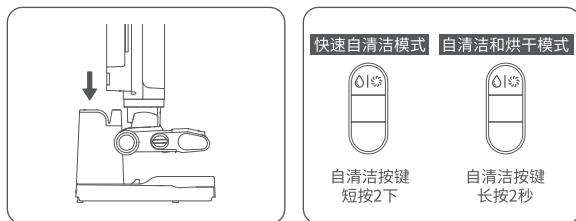
1. 充电时,请将产品直立靠近墙角边,以免发生绊倒等伤害;不需要充电时可将电源线收起。
2. 在低于10°C环境下充电速度可能变慢,属正常现象。
3. 平时未使用本产品时,建议将本产品直立放置在充电底座中,请勿放在阳光直射或潮湿的地方。

⚠ 警告

产品购买后若长期不使用,每隔3个月请使用本公司充电底座对产品进行充电3个小时(无需充满)。

自清洁与烘干

1. 清洁过程中履带滚刷污染严重时,请及时将本产品放入充电底座短按“”按键2下;语音助手响起“self-cleaning mode start”;产品进入快速自清洁模式。
2. 每次使用完机器后,请及时将本产品放入充电底座长按“”按键2秒;语音助手响起“self-cleaning mode start”;产品进入自清洁和烘干模式。烘干模式可根据实际使用需求设置合适的模式(具体参照“烘干模式设置”)。
3. 自清洁和烘干过程中,请勿移动或摇晃机器,如遇紧急情况,可按下任意按键结束自清洁或长按电源开关按键中断烘干;如需使用机器,可将机器从底座取下,脚踩住地刷辅助向后拉动手柄使机身倾斜,按下电源开关按键开始清洁。
4. 烘干过程中,如需短暂移动机器,机器离开充电底座30秒内未开机使用,放回充电底座可继续烘干。

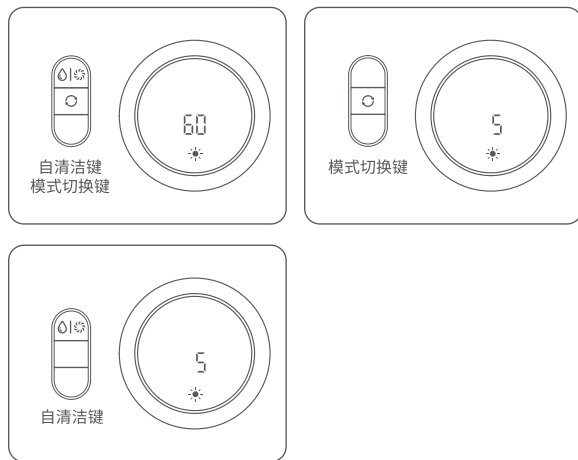


⚠ 注意

1. 自清洁时充电底座需连接电源,否则产品无法启动自清洁。
2. 烘干时充电底座需连接电源,请勿于烘干过程中拔掉电源;烘干后充电底座上少量清水残留,系正常现象,使用纸巾擦干即可,请放心使用。
3. 若充电底座上有污渍残留,请及时清理。

烘干模式设置

- 1.首次开机默认安静烘干模式。
- 2.如需进行烘干模式设置,请将充电底座电线连接家中电源后将本产品放入充电底座,同时按住“ ”键和“ ”键2秒进入烘干模式设置。
- 3.点按“ ”键可在安静烘干模式和快速烘干模式切换。
- 4.选定烘干模式后,点按“ ”键确认并退出烘干模式设置。
- 5.再次按住“ ”键2秒开启自清洁和烘干模式时,默认启动设置的烘干模式。



⚠ 注意

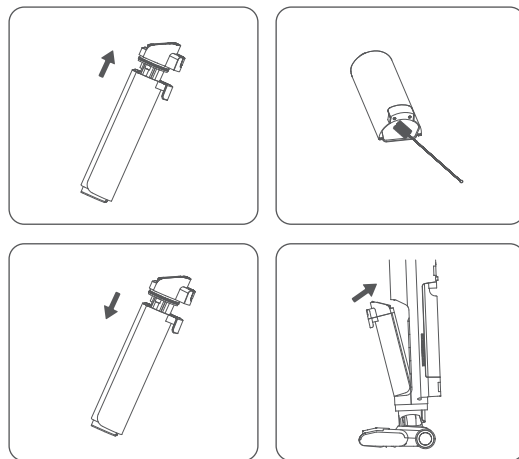
- 1.当安静烘干模式设置为默认干燥模式时,请在启用自清洁和安静烘干模式之前将产品电池充电至20%。
- 2.当快速烘干模式设置为默认干燥模式时,请在启用自清洁和快速烘干模式之前将产品电池充电至35%。

保养与维护

为了不影响产品的使用性能,建议您定期对其部件进行维护。

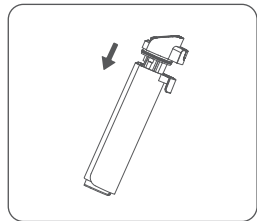
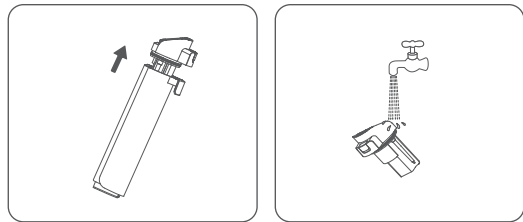
清理污水箱

- 1.若发现污水箱内壁有顽固污垢,使用多功能清洁刷清洗即可,建议每次使用完机器立刻清理污水箱,避免污水箱发臭。
- 2.清理完成后,合上污水箱盖,装回至机身,听到“咔嗒”声后即安装到位。



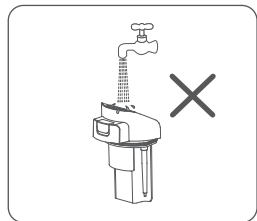
清理污水箱上盖

1. 若发现污水箱上盖有垃圾堆积, 请及时清理。
2. 将污水箱上盖取下, 然后用清水冲洗。
3. 清理完成后, 装入污水箱。



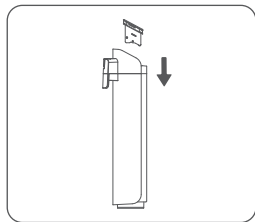
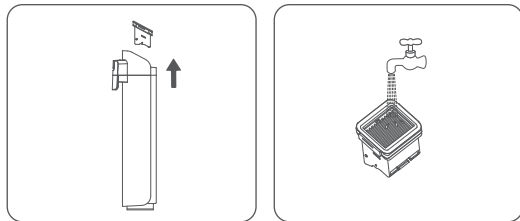
⚠ 注意

请勿直接用水自上而下垂直冲洗污水箱盖上盖。



清理过滤网

1. 将过滤网从污水箱盖上方取出。
2. 用清水对过滤网进行冲洗并晾干。
3. 将过滤网装回污水箱盖即可。

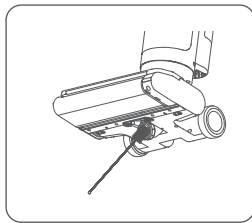
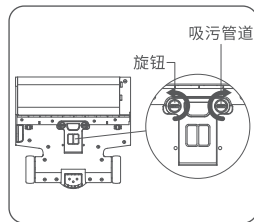


⚠ 注意

1. 如使用完机器后过滤网上有脏污残留, 需对过滤网进行清洗并确保晒干后再使用, 以保持干净整洁。
2. 请勿于阳光直射的环境中暴晒, 以免损伤。

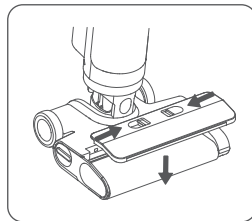
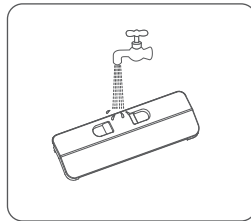
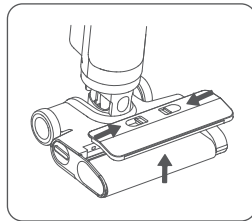
清理吸污管道

1. 使用一元硬币嵌入吸污管道的两个旋钮按指示方向旋转90°。
2. 拉出吸污管道, 用多功能清洁刷清理干净吸污管道内堵塞的污渍。
3. 清理完成后, 将吸污管道装回地刷内并旋回旋钮即可。



清理地刷盖

1. 取出地刷盖后, 用清水进行冲洗, 直至干净为止。
2. 清理完成后, 将地刷盖装回地刷座即可。

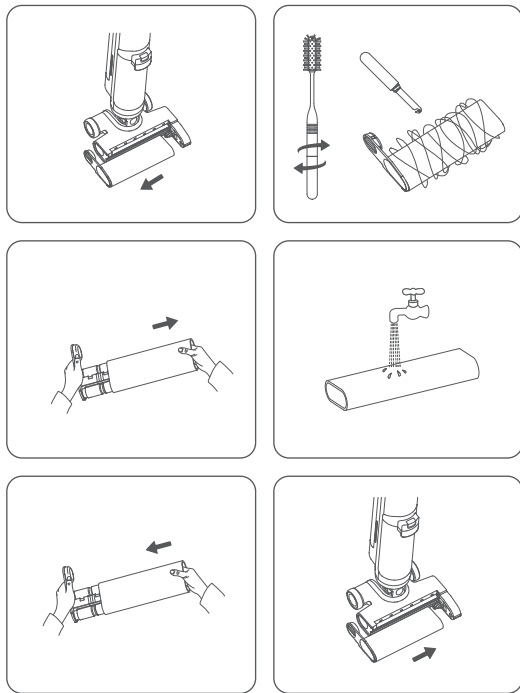


⚠ 注意

建议每次使用完机器后, 对地刷盖进行清洗, 以保持干净整洁。

清理履带滚刷及履带滚布

1. 取下履带滚刷，旋转多功能清洁刷下部，取出刀片工具将履带滚刷上缠绕的毛发或碎屑等去除。
2. 取下履带滚布，用清水对履带滚布进行冲洗、晾干并装回滚刷支架。
3. 将履带滚刷装回地刷座即可。

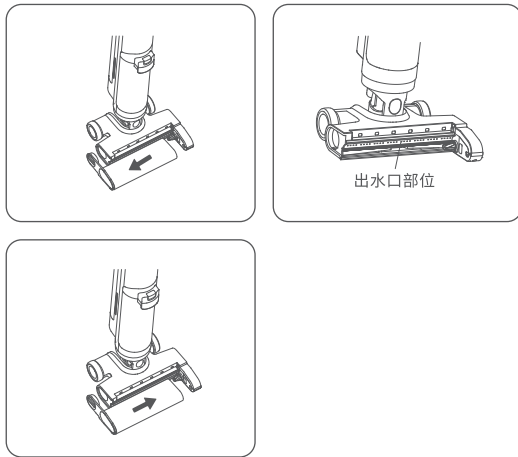


⚠ 注意

1. 建议每次使用完机器后对滚刷进行清洗并烘干，以保持干净整洁。
2. 请勿于阳光直射的环境中暴晒，以免损伤。

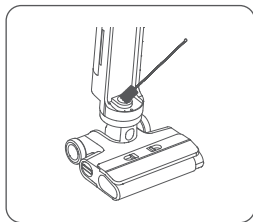
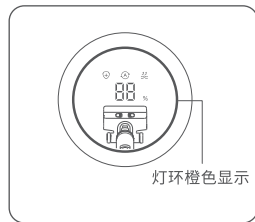
清理出水口

1. 取下履带滚刷，若发现出水口部位有脏污堆积，使用纸巾擦干净即可。
2. 将履带滚刷装回地刷座即可。



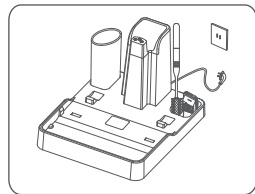
清理脏污度传感器

- 1.当地面无明显脏污,但机器使用时显示屏上灯环持续呈现橙色长亮显示时,可能是脏污度传感器被脏污遮挡。
- 2.请取下污水箱,使用多功能清洁刷清理管道内脏污后再使用。



清理充电底座

若发现充电底座表面有灰尘或污渍残留,使用干抹布或纸巾清理充电底座表面即可。



请勿直接用水冲洗充电底座,以防出现短路故障。

故障排除

常见故障排除

如若按照下表步骤仍不能使产品正常工作,请联系我公司的售后服务部门以获取帮助。

常见问题现象或原因	解决方法
语音播报:“污水箱已满,请及时清理污水箱”	1.检查污水箱内脏污是否已达到污水箱水位线,如脏污达到污水箱水位线,请倾倒污水箱后继续使用
	2.检查污水箱内部电极片 ^① 上是否有脏污黏着,如电极片上有泡沫或脏污,请清理后继续使用
	3.检查洗地机污水箱过滤网是否过于潮湿,如过滤网过于潮湿,请将过滤网洗净晾干后继续使用;如仍无改善,请更换新过滤网继续使用
语音播报:“清水箱缺水,请加满水”	检查清水箱是否缺水,如清水箱缺水,请添加清水后继续使用;如清水箱有水,请参考“产品无法出水”问题进行排查
语音播报:“滚刷尚未安装”	1.检查履带滚刷是否安装或安装到位,如未安装或未安装到位,请参考说明书“履带滚刷拆装说明”将履带滚刷安装到位后继续使用
	2.检查履带滚刷是否已到使用寿命,到达使用寿命后,绒毛会出现磨损影响清洁效果,请更换新履带滚刷后继续使用
语音播报:“请检查堵塞物”	1.检查吸污管道是否有异物堵塞,如吸污管道有异物堵塞,请清理异物后继续使用
	2.检查污水箱过滤网是否被垃圾堵塞,如过滤网被垃圾堵塞,请先清理垃圾并将过滤网洗净晾干后继续使用

常见问题现象或原因	解决方法
语音播报：“请检查滚刷位置或堵塞物”	1.检查履带滚刷处是否被毛发等异物缠住或卡死，如履带滚刷处被毛发等异物缠住或卡死，请清理异物后继续使用 2.检查产品是否在地毯或很粗糙、不平整的地面进行清洁，产品仅适用于场景为地板或瓷砖等各种光滑地面，在其他地面使用可能会对机器造成损伤
语音播报“请重新放回充电底座”	检查主机是否完全放入充电底座并摆放正确，如未完全放入或摆放正确，请重新拿起主机放入充电底座并摆放至正确位置即可继续
产品无法开机	1.检查履带滚刷是否安装或安装到位，如未安装或未安装到位，请参考说明书“履带滚刷拆装说明”将履带滚刷安装到位后继续使用 2.检查手柄是否安装到位，如未安装到位，请参考说明书“手柄拆装说明”将手柄安装到位后继续使用 3.检查污水箱和洗地机污水箱过滤网是否安装到位，请参考说明书“污水箱拆装说明”将污水箱和洗地机污水箱过滤网安装到位后继续使用
产品无法充电	1.检查充电底座电源线是否插接牢靠，如未插接牢靠，请将插头插牢后进行充电 2.检查主机是否完全放入充电底座并摆放正确，如未完全放入或摆放正确，请调整主机位置直至完全放入充电底座并摆放正确位置后进行充电 3.检查是否使用九阳洗地机原装充电底座进行充电，如未使用九阳洗地机原装充电底座，请更换后进行充电
产品无法出水	1.检查清水箱是否安装到位，如未安装到位，请参考说明书“清水箱拆装说明”安装清水箱后继续使用 2.检查清水箱注水口塞子内侧的进气阀 ^③ 是否有堵塞，如有堵塞，请用手多次按压直至通畅后继续使用

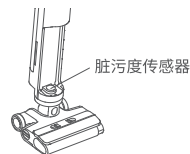
常见问题现象或原因	解决方法
产品使用过程中吸力减弱/污水吸附不完全	1.检查洗地机污水箱过滤网是否被垃圾堵塞，如被垃圾堵塞，请先清理垃圾，洗净晾干后继续使用 2.检查洗地机污水箱过滤网是否过于潮湿，如过滤网过于潮湿，请将过滤网洗净晾干后继续使用；如仍无改善，请更换新过滤网继续使用
产品使用过程中吸力减弱/污水吸附不完全	3.检查履带滚刷是否已到使用寿命，到达使用寿命后，绒毛会出现磨损影响清洁效果，请更换履带滚刷后继续使用 4.检查履带滚刷污染及污水箱内脏污情况，如履带滚刷及污水箱内有较多脏污，请先进行自清洁后继续使用 5.联系官方售后客服协助检查刮条 ^④ 状态，判断是否需要更换刮条
产品使用后直立，有污水流到地面或充电底座	1.产品在机身直立或按下开关键后均设置有延迟5秒关机，请等待机器完全关闭后再直立 2.检查洗地机污水箱过滤网是否被垃圾堵塞，如被垃圾堵塞，请先清理垃圾，洗净晾干后继续使用 3.检查洗地机污水箱过滤网是否过于潮湿，如过滤网过于潮湿，请将过滤网洗净晾干后继续使用；如仍无改善，请更换新过滤网继续使用
产品使用过程中关机	1.检查产品电量是否充足，如电量不足，请放回充电底座充电后使用 2.产品使用过程中将机身直立会触发直立停机保护，机器会自动停机；如需使用请将机身倾斜，重新开机后继续使用 3.产品使用过程中如污水箱内污水已满，机器会自动停机，请清理污水箱后继续使用 4.产品使用过程中如清水箱缺水，机器会自动停机，请给清水箱加水后继续使用 5.检查履带滚刷处是否被毛发等异物缠住或卡死，如履带滚刷处被毛发等异物缠住或卡死，请清理异物后继续使用

常见问题现象或原因	解决方法
刮条与地面摩擦产生异响	产品在新机状态下,刮条 ^④ 磨合产生声音为正常情况,使用4-5次后如仍未改善,请联系官方售后客服处理
自清洁无法启动或中断	1.检查产品电量是否充足,如电量不足,请放回充电底座充电后启动自清洁
	2.检查充电底座电源线是否插接牢靠,如未插接牢靠,请将插头插牢后启动自清洁
	3.检查主机是否完全放入充电座并摆放正确,如未完全放入或摆放正确,请调整主机位置直至完全放入充电底座并摆放正确位置后启动自清洁
	4.检查清水箱是否缺水,如清水箱缺水,请给清水箱加水后启动自清洁
	5.检查污水箱污水是否已满,如污水箱污水已满,请清理污水箱后启动自清洁
	6.检查洗地机污水箱过滤网是否安装,如未安装,请参考说明书“污水箱拆装说明”将过滤网安装到位后启动自清洁
	7.检查履带滚刷是否安装,如未安装,请参考说明书“履带滚刷拆装说明”将履带滚刷安装到位后启动自清洁
	8.检查手柄是否安装到位,如未安装到位或松动,请参考说明书“手柄拆装说明”将手柄安装到位后继续使用
产品放电时电量突变	请对产品做3次以上完整充放电循环

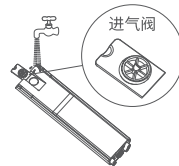
· 名词注解



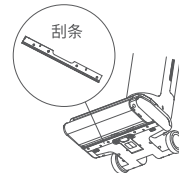
① 污水箱水满检测电极片



② 脏污度传感器



③ 清水箱进气阀



④ 刮条

其他故障

如有其他故障，显示屏显示以下内容时，请联系官方售后客服进行指导。

序号	显示屏显示内容	可能原因
1	E3	滚刷电机异常
2	E4	风机异常
3	E5	水泵异常
4	E6	放电异常
5	E7	充电异常
6	E9	充电底座通讯异常
7	EA	脏污度传感器异常
8	EB	电池包异常
9	EC	充电底座异常

产品规格表

技术参数	
产品名称	吸水式吸尘器(九阳银河一号洗地机)
产品型号	JY-FW7
额定电压	21.6V DC
电池包型号	JY-Q7-B
电池包数量	1
电池容量	4000mAh
一次充电时间	3~4h
外形尺寸	275mm×254mm×1116mm
净重	≈5.2kg

- 以上数据出自本公司实验室，实际使用情况根据使用环境的改变而不同，因产品持续改善的需要，本资料产品以实物为准，我公司保留产品更新的权利。

保修条款和条件

1. 保修期限:

本产品自购买之日起享有两年制造商保修，需提供有效的购买凭证、原始收据或发票。如交货日期晚于购买日期，则以交货日期为准。

2. 保修范围:

若产品在保修期内出现制造缺陷，用户可联系九阳马来西亚售后服务团队或授权经销商/零售商。经确认缺陷后，用户可申请免费保修维修服务。

注意：包装材料如外箱、内部泡沫、纸卡、用户手册及其他消耗品不在保修范围内。

3. 保修除外条款:

以下情况不在保修范围内:

- 正常使用造成的磨损。
- 产品用于商业用途。
- 由非授权服务中心更改或更换的零部件。
- 因不当使用、第三方操作或其他外部原因造成的损坏。
- 附件或消耗品不享有保修。

4. 保修期内的付费维修服务:

如果出现以下情况，即便在保修期内，用户仍需自费维修:

- 从非授权经销商或卖家处购买的产品。
- 产品不符合马来西亚产品标准，包括电压及适配器兼容性差异。
- 因不当使用、维护及存储导致的损坏。
- 保修期届满后发现的缺陷。
- 因未经授权的拆卸造成的损坏。
- 因自然灾害、事故或不可抗力（如天灾、洪水、事故、政府命令）造成的损坏。
- 因误用或滥用（如操作不当、液体渗入、使用不当电压或运输损坏）导致的故障或损坏。

5. 非保修维修费用:

- 九阳马来西亚服务团队在收到客户寄回的有缺陷产品后，会对产品进行检查，以

确定是否属于保修范围。

- 若检测结果显示损坏原因是用户误用或不在保修范围内，用户需承担维修费用、零部件费用及单程运费（若选择维修服务）。
- 如用户选择取消非保修产品的维修服务，需承担往返运输费用。

注意：SC Alliances (M) Sdn Bhd 保留拒绝任何因商业或半商业用途使用、或产品不符合马来西亚产品标准（包括电压和适配器兼容性差异）的保修申请的权利。

联系我们:

1.一般咨询: 请联系客户服务团队: +6010-8801010。

2.在线咨询: Joyoung Malaysia (Shopee/Lazada)

3.技术咨询: 请联系服务中心: 03-8026 6226 (Highpoint Service Network Sdn Bhd)

营业时间: 周一至周五, 上午9点至下午6点

公共假期休息