

# tineco

## PURE ONE S11 SERIES

### Smart Vacuum Cleaner

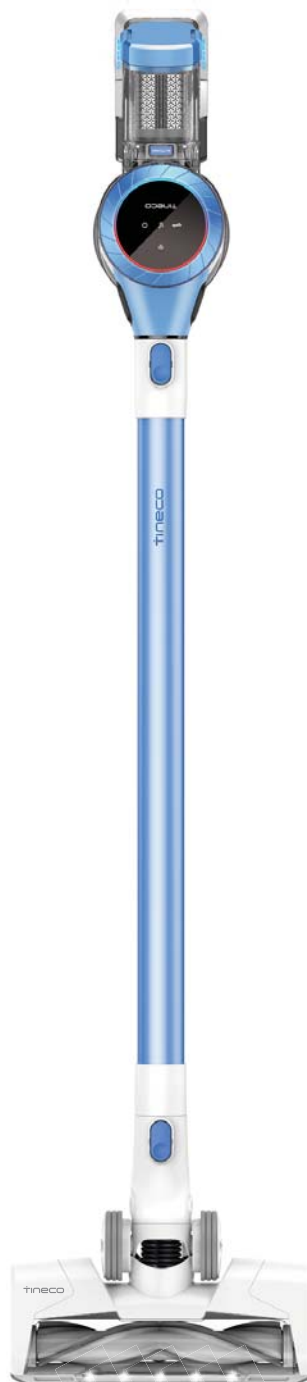
Bedienungsanleitung

Instruction Manual

Manual De Uso

Mode D'emploi

Manuale D'istruzioni



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# Important Safety Instructions

## SAVE THESE INSTRUCTIONS

### Household use only.

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE). Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

### WARNING – To reduce the risk of fire, electric shock, or injury:

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
3. For INDOOR use ONLY. Do not use the appliance in outdoors, nor in commercial or industrial environments. Do not use the appliance on wet surfaces or surfaces with standing water.
4. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
5. Use only as described in this manual. Use only manufacturer's recommended attachments.
6. Do not use with damaged cord or plug. If appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, return it to a service center.
7. Do not handle charger, including charger plug, and charger terminals with wet hands.
8. Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
9. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
10. Use extra care when cleaning on stairs.
11. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Do not use without filter.
14. Prevent unintentional starting. Ensure the switch is in the off position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
15. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.

# Important Safety Instructions

- 16. For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- 17. Use appliances only with specifically designated Tineco battery packs. Use of any other battery packs may create a risk of injury and fire.
- 18. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- 19. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- 20. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- 21. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F (130°C) may cause explosion.
- 22. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 23. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- 24. This appliance contains battery cells that are non-replaceable. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- 25. Always turn off this appliance before connecting or disconnecting motorized nozzle.
- 26. Do not charge or store the appliance outdoors or inside the car. Only charge, store or use the battery in a dry indoor area where the temperature is higher than 39.2°F (4°C) but lower than 104°F (40°C). The charger is for indoor use only.

## Only For NA: FCC Supplier's Declaration of Conformity

TINECO / PURE ONE S11 SERIES

This appliance complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This appliance may not cause harmful interference, and (2) this appliance must accept any interference received, including interference that may cause undesired operation.

TINECO INTELLIGENT, INC.

1700 WESTLAKE AVENUE N., SUITE 200, SEATTLE, WA, 98109, USA

WWW.TINECO.COM

1-855-292-8864

# Important Safety Instructions

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital appliance, 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:

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

## FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## Note

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment, such modifications could void the user's authority to operate this equipment.

## IC Note

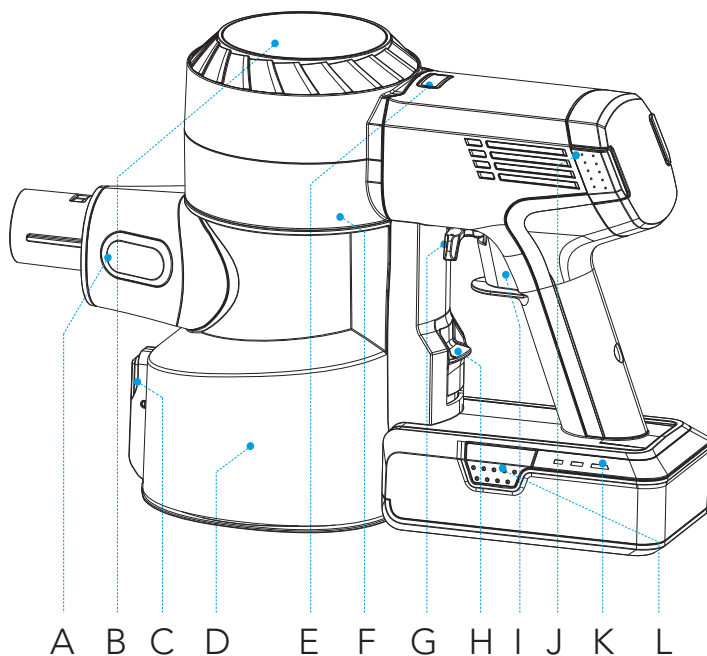
This appliance contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) this appliance may not cause interference.
- (2) this appliance must accept any interference, including interference that may cause undesired operation of the appliance.

-This Class B digital apparatus complies with Canadian ICES-003.

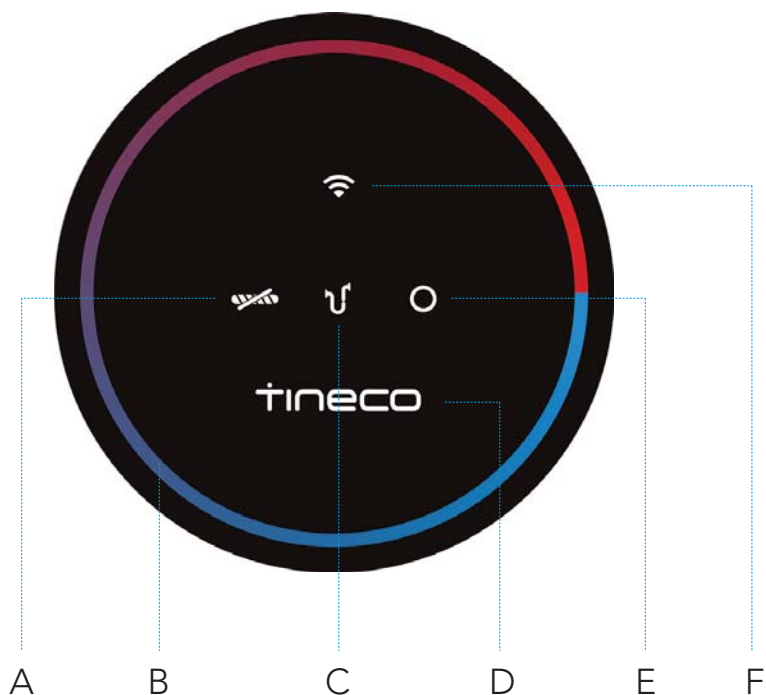
-This equipment complies with ISSED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

# Overview



- A. Dust sensor
- B. Digital display screen
- C. Dust empty release button
- D. Dustbin
- E. AUTO/MAX button
- F. WiFi reset button  
(Remove the dustbin to find the button)
- G. Switch lock
- H. Dustbin release button
- I. Switch button
- J. HEPA release button
- K. Battery indicator light
- L. Battery release button

## Digital display screen



A. Brush roller tangled

B. Dust monitoring loop

(Red to blue according to the dust amount)

C. Air channel blocked

D. Tineco logo

E. Dust sensor malfunction

F. WiFi indicator

# Accessory Instructions

## Note:

- Test an accessory on a small, inconspicuous area before use on sensitive surfaces.
- The "Product Components" page shows which accessories are included with your purchase.
- As shown below, there are many components compatible with this model. If you require more accessories, please visit the Tineco Official Site.

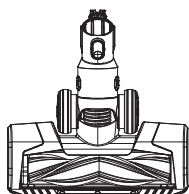


[www.tineco.com](http://www.tineco.com)

[Products](#)

[Parts and Accessories](#)

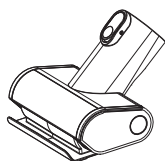
[Buy Now](#)



### Full-size LED multi-tasker power brush

Ideal for both hard floors and carpets.

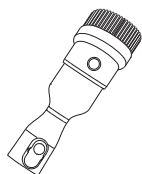
Very effective for agitating dirt embedded in the carpet.



### Mini power brush

For vacuuming upholstered furniture, mattresses etc.

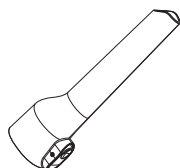
Vacuums pet hair and removes ingrained dirt.



### 2-in-1 dusting brush

Composed of a wide and a soft brush, and is able to switch from wide brush to soft brush by pressing the release button.

The soft brush is for hard surface furniture and the wide brush to vacuum upholstered furniture, curtain, etc.



### Crevice tool

For corners, niches and other hard-to-reach places, such as car seat and mat, picture frame, etc.

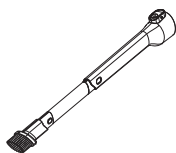


### Soft dusting brush

Angled bristles on slender, oval shape provide anti-static cushioned contact. Suitable for dusting shelves, lighting, delicate surfaces, electronics, and more.

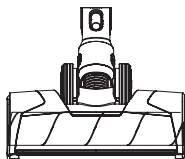


# Accessory Instructions



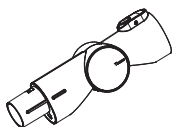
## Flexible long crevice tool

Easy to bend, easily gets into the tight spots. Suitable for cleaning dust beneath furniture, along side the refrigerator, tight space behind sofa, and more.



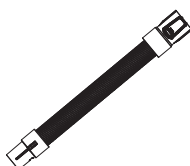
## Full-size LED soft-roller power brush

Perfect for hard floors, especially sensitive wood floor. Picks up coarse and fine dirt at the same time.



## Multi-angle folding tube

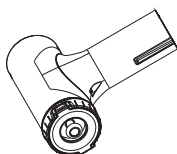
One articulated joint makes it adjustable, clean from high to low place with flexibility.



## Flexible extension hose

Excellent extension and flexibility to get into hard-to-reach spaces, great for in-car usage.

Use with Tineco accessories, except motorized brush.



## Pre-filter cleaning tool

Dirty filter is a main cause of suction loss, this tool is designed for a deeper & easier cleaning solution with no suction loss. Put inside the dirty pre-filter and connect to the main body. Activate the appliance on MAX mode, and rotate the side cover. (See "Daily Maintenance")



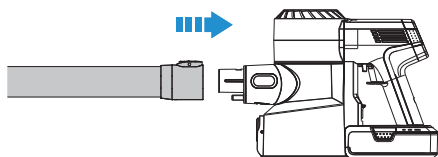
## Hair cleaning tool

Use the end with small blade to remove the hair and debris wrapped around the roller.

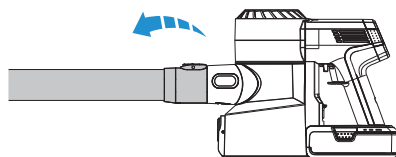
Use the end with little brush to clean the brush window, also can be used to clean the dustbin.

# Assembly

## Install the Tube

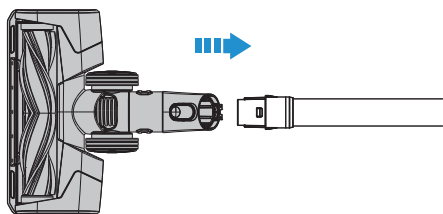


Insert tube.

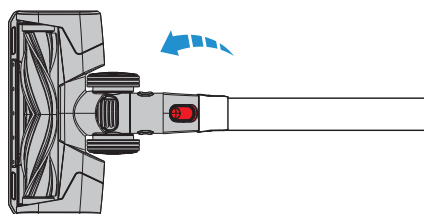


Press the release button and remove tube.

## Install the Brush



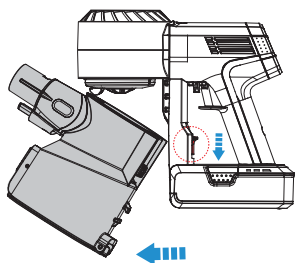
Insert the power brush.



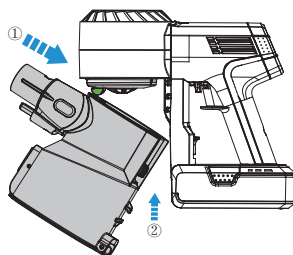
Press the release button and remove power brush.

# Assembly

## Install the Dustbin

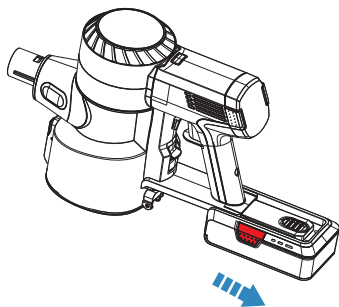


To better clean the dustbin, press the dustbin release button and pull out.

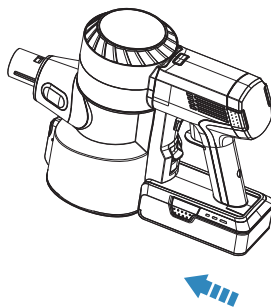


Incline the dustbin, the slot on the dustbin towards the hook on the main body. Push upward until the hook fixed into the slot. A "click" sound will be heard when it has been successfully accomplished.

## Install the Battery



Press the battery release button, then pull the battery out.



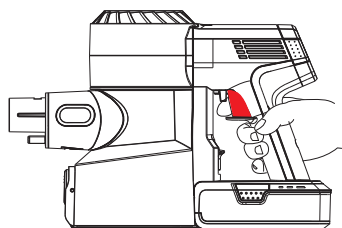
Slide the battery into the bottom of the main body. The battery will click into position when correctly fitted.

# Product Operation

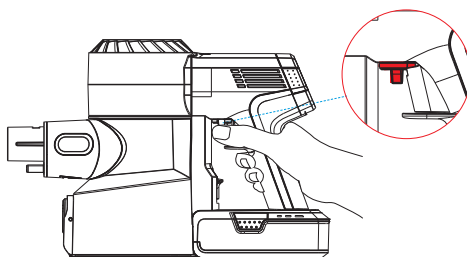
## Start to Work

### Note:

- Before the first use, please charge the appliance (see "Charging the Battery") for 3-4 hours in an area where the temperature is higher than 39.2°F (4°C) but lower than 104°F (40°C), and the above charging time based on the condition that the battery is cooled.
- Select the accessories according to needs (see "Accessory Instructions").

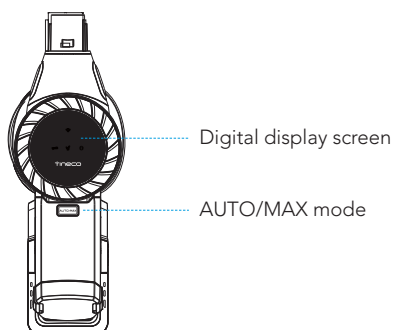


Press the switch button, the appliance will start to work.



Pull the switch lock for continuous power mode.

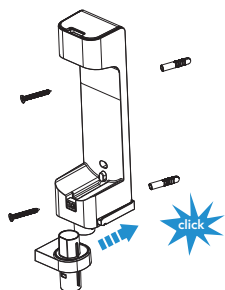
**Note: Please do not use sharp objects to scratch or scrape the digital display screen.**



The appliance is activated in AUTO mode by default. After 3s, press the AUTO/MAX button to switch to Max mode and the button lights up.

# Product Operation

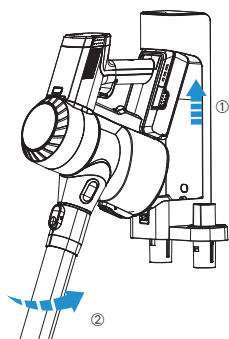
- After using the appliance, it is recommended to put it on the wall-mounted dock for recharge and storage.



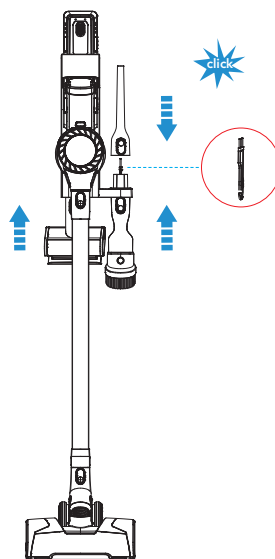
Assemble the two parts of the bracket, a “click” sound will be heard when it has been successfully accomplished. Then install the wall-mounted dock to the wall with the nails provided by Tineco.

## **Warning:**

- Please make sure there is no gas, water or electrical cables and wires behind the mounting area.
- To avoid the dock dropping down, please make sure it must be installed firmly.



Place the main body on the docking station.



To avoid the deformation of the bristles, always put away the accessories on the docking station after use, a “click” sound will be heard when it has been successfully accomplished.

# Product Operation

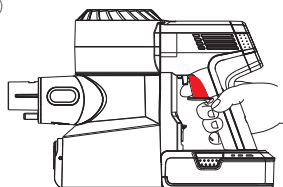
## Cleaning Mode Selection

### AUTO mode

- In AUTO mode, the color of dust monitoring loop changes along with the dust amount. The color change from red to blue as the place getting cleaner. You can get the best cleaning solution automatically.

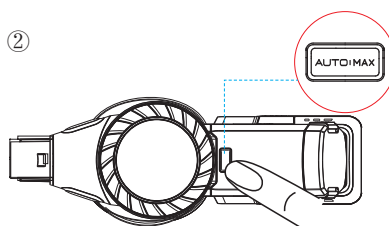
Start in two ways:

①



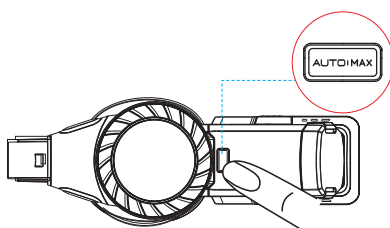
The default setting is AUTO mode after starting up, 3s to check blockage and then detect the amount of dust. If no dust detected, the power is reduced to cruise power.

②



In MAX mode, press the AUTO/MAX button to enter AUTO mode.

### MAX mode

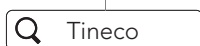


In AUTO mode, press the AUTO/MAX button to enter MAX mode and the AUTO/MAX button lights up. In MAX mode, the dust monitor's color will change along with the dust amount as well.

# Product Operation

## App

- All the functions can be performed using the Tineco App. Download Tineco App to access more features.



✓ iOS 9.0 or later

✓ Android 5.0 or later

## App Function Introduction



### Battery

Battery level in real time.



### Cleaning report

Display the dust amount, working hours and working status.



### Suction adjustment

Manual mode, swipe the phone screen to adjust suction power.



### Reminder of filter status

Record the severity of dirty filter and give a cleaning reminder.

# Product Operation



## Contact us

You can contact the Customer Service about any problems during the working hours.



## Feedback

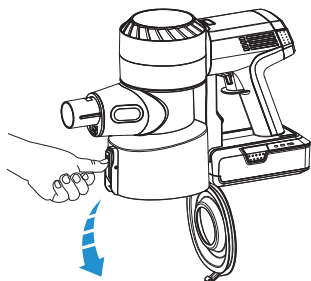
If you have any comments, please send us your feedback in text, picture, or videos.

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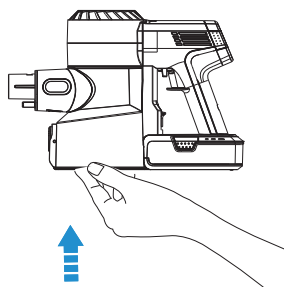
## Note:

- Please keep your hands dry when using it.

## Empty the Dustbin



When finished, press the release button on the side of the dustbin and empty the contents.



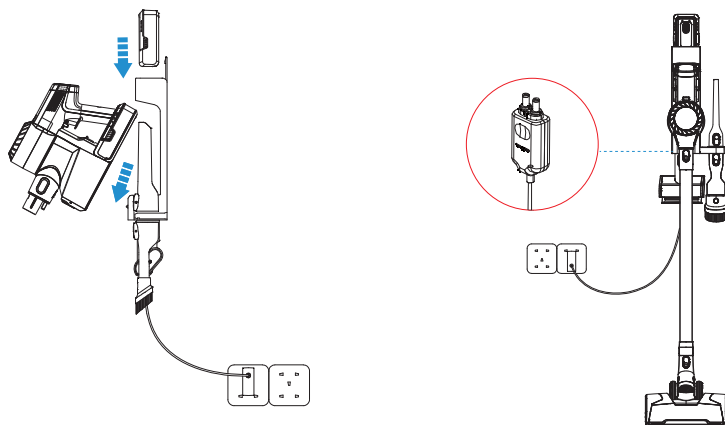
Reattach the dustbin's bottom cover.



# Product Operation

## Charging the Battery

- The adaptor will charge the battery on the main body first and then charge the extra battery (sold separately for PURE ONE S11).



Connect the adaptor to docking station and outlet.

Charge the battery installed on the main body, or charge the battery separately.



### Warning:

- Charge the unit only with the adaptor from Tineco.
- When you won't use the lithium battery for a long time, please store in a cool dry place. In this situation, please charge the battery every 3 months, and insure that the battery has been at least half charged (Battery level > 50%).
- Store appropriately indoors in a dry place. Do not expose machine to sunlight or freezing temperature. Recommended temperature range: 39.2°F (4°C)~104°F (40°C).

# Product Operation

## Working Time

- Working time last about 40 mins on AUTO mode, about 10 mins on MAX mode.
- Data is obtained by Tineco laboratory using one battery and non-motorized accessories.

## Charging Time

- A full charge takes about 3-4 hours.
- Based on results from Tineco lab tests. Lab test environment: temperature between 39.2°F (4°C) to 104°F (40°C).

## Indicator Light

### On Work

#### Battery Indicator



Three solid blue lights: Full power.



Two solid blue lights: Medium power.



One solid blue light: Low power.



One solid red light: Out of power.



One blinking red light: Fault, check "Troubleshooting".

#### Main Body Indicator



Light up: Working on MAX mode.

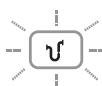


Blinking: Motor failure.

#### Indicators on Display

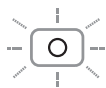


Blinking: The brush roller is blocked, please remove blockages.



Blinking: The appliance is blocked, full of dust in filter or dustbin.

# Product Operation



Blinking: The sensor inside the dustbin is blocked or the dustbin is not installed properly.



Light up: Successfully connected.



Blinking: Connecting to the network.



Off: WiFi is not connected, please connect to the network.

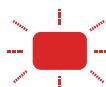
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## During Charging

- First charge the battery installed on the main body and then charge the extra battery (sold separately for PURE ONE S11). The extra battery is only charged when the one on the main body is full.



Three blue lights blinking successively: Charging.



One blinking red light: Fault, check "Troubleshooting".

## Fully Charged



In 5 mins: Three solid blue lights.



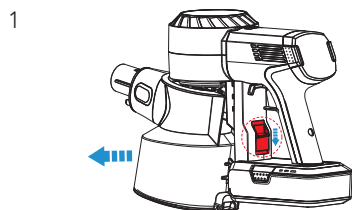
5 mins later: Lights off.

# Daily Maintenance

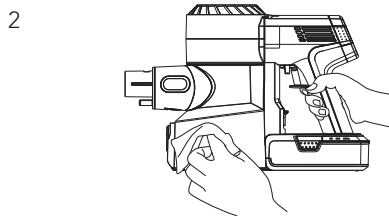
## Note:

- Clean the dustbin and filters every time after use.
  - When air channel blocked indicator blinking, clean the pre-filter thoroughly with cleaning tool. To maintain better performance, wash the pre-filter once a month and **dry up**, replace it after 6 months of use.
- Also, please wash the HEPA every 3 months and **dry up**, replace it after 1 year of use.

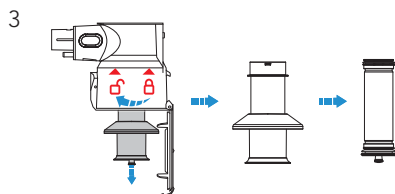
## Dustbin and Filters (mesh filter, pre-filter and HEPA filter)



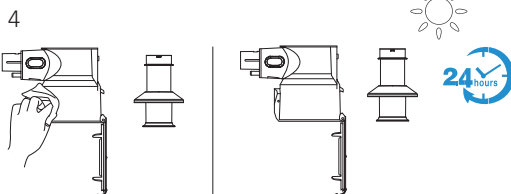
Press the dustbin release button, pull out the dustbin.



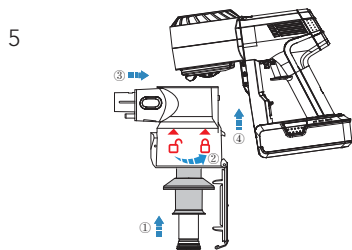
Clean with wet cloth. Do not allow water to enter the appliance, especially not into motor and battery.



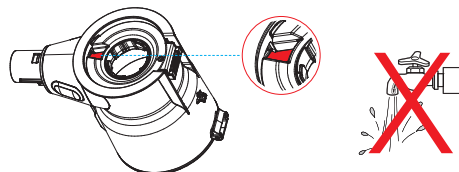
Twist anti-clockwise and remove the filters.



Clean the dustbin and mesh filter with wet cloth. The two parts should be air dried completely before reinstalling.



Insert the clean pre filter into mesh filter properly, a "click" sound will be heard once right into place. Install the clean dustbin and filters back into the main body, then reattach the dustbin cover.

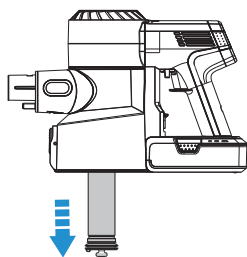


## Warning:

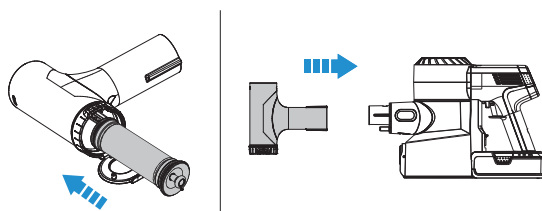
- Do not wash the dustbin as there is a dust sensor inserted. Please make it completely dry with a hair dryer if it meets water.

# Daily Maintenance

## Pre-filter

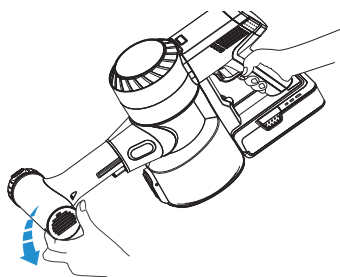


Please turn off the appliance before cleaning and take out the dirty pre-filter from the mesh filter-holder.



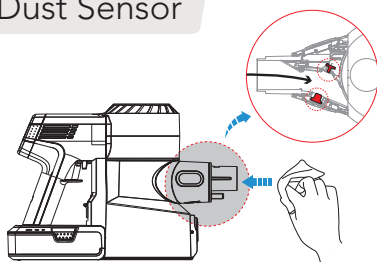
Replace a clean filter to the main body. Put the dirty pre-filter into the cleaning tool and connect the cleaning tool to the main body.

EN



Activate the appliance on MAX mode, and rotate the side cover to clean the dirt pre-filter. Then remove the filter for backup after cleaning.

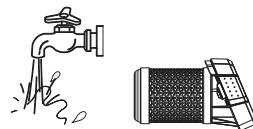
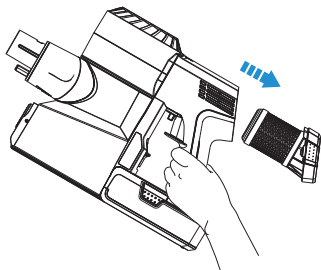
## Dust Sensor



To avoid dust accumulation which can affect cleaning performance, wipe the suction mouth with a damp cloth.

# Daily Maintenance

## HEPA Filter

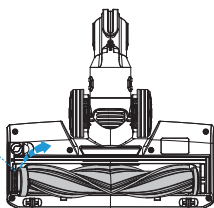


Press the HEPA release button and gently pull out the HEPA to remove the dust. Do not start the appliance when the HEPA is not installed.

The HEPA can be washed under running water if necessary, and should be dried completely before reinstalling.

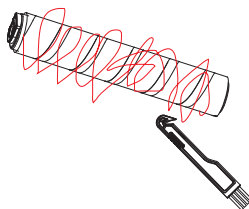
## Brush Roller

1



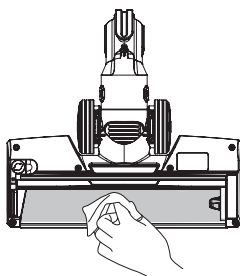
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window.

2



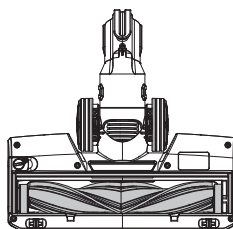
Remove the hair and debris wrapped around the roller with Tineco Hair Cleaning Tool.

3



Gently clean the transparent brush window.

4



After the cleaning, install the brush into the machine.



### Warning:

- The power brush contains electrical components that cannot be soaked or washed with water.

# Specification

Product	PURE ONE S11 SERIES
Voltage	21.6V $\equiv$
Rated Power	450W
Dustbin Capacity	0.6L
Charging Time	3-4 hrs
Charging Input (NA)	100-120V~
Charging Input (UK)	100-240V~
Running Time (2*2000mAh Li-ion)	30*2 min. (MAX mode: 9*2 min.)
Running Time (1*2500mAh Li-ion)	40 min. (MAX mode: 10 min.)
WiFi Frequency Bands	2.4G
WiFi Maximum Output Power	19dB

## Disposal

- The battery contains materials that are harmful to the environment and must be removed from the appliance before it is discarded.
- When removing the battery, the appliance must be powered off.
- Batteries, chargers, accessories and packaging should be sorted for environmental friendly recycling. Do not put them into fire, water or soil. Do not dispose of batteries and chargers into household waste!
- If the battery leakage touches the skin or clothing, flush with water immediately to avoid skin injury and seek medical help.

## Only for EC countries:



According to the European Guideline 2012/19/EU for Waste Electrical and Electronic Equipment (WEEE) and its implementation into national right, batteries and chargers that are no longer usable must be collected separately and disposed of in an environmental correct manner.







**Subject to change without notice.**

# Troubleshooting

Problem	Possible cause	Solution
The appliance doesn't work	No power	Charge the battery
	AUTO protection for overheated temperature	Restart after cooling
	The appliance is blocked (such as tube, suction mouth or some other parts)	Check and remove blockages
Weak suction power	Dustbin and filters are full of dust	Clean the dustbin and filters
	The pre-filter is not installed	Install the pre-filter
	The appliance is blocked (such as tube, suction mouth or some other parts)	Remove blockages
	The brush roller is wrapped by hairs or fibers	Clean the brush roller
Abnormal motor sounds	The appliance is blocked (such as tube, suction mouth or some other parts)	Remove blockages
Battery won't charge	The adaptor is not correctly inserted	Reinsert the adaptor correctly
	Poor contact of the main body or battery	Check if the main body and battery are correctly placed
	The adaptor is not designed for PURE ONE S11	Use the original adaptor



# Troubleshooting

Problem	Possible cause	Solution
Indicator light blinking on work 	Motor failure	Check the motor and cool it down
Brush roller tangled indicator blinking 	The brush roller is blocked	Remove blockages
Air channel blocked indicator blinking 	The appliance is blocked, or full of dust in filter and dustbin	Remove blockages, clean the filter and dustbin
Dust sensor malfunction indicator blinking 	<ol style="list-style-type: none"> <li>1. The sensor inside the dustbin is blocked</li> <li>2. The dustbin is not installed</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the dust on the inner sensor</li> <li>2. Install the dustbin correctly</li> </ol>
WiFi indicator is off 	WiFi is not connected	Follow the guide in App to connect to WiFi
Battery indicator blinking red light on work 	Battery failure	Remove the battery pack and cool it down

## Note:

In any other case or if the solution explained above did not solve the problem, please contact us at **support@tineco.com** (NA) / **support.uk@tineco.com** (UK) or visit our website **www.tineco.com** for further support.

# Warranty

## THE 2-YEAR LIMITED WARRANTY

Applies to purchases made from authorized retailers of Tineco.

According to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

## WHAT IS COVERED?

- Your Tineco machine has a 2-year warranty against original defects in material and workmanship, when used for private household purposes in accordance with the Tineco Instruction Manual. Motorized accessories and battery bought separately come with a 1-year warranty.
- This warranty provides, at no extra cost to you, all labor and parts necessary to ensure your machine is in proper operating condition during the warranty period.
- This warranty will only be valid if the machine is used in the country in which it was sold.

## WHAT IS NOT COVERED?

Tineco shall not be liable for costs, damages or repairs incurred as a result of:

- Machines purchased from an unauthorized dealer.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Tineco Instruction Manual.
- Use of the machine other than for normal domestic purposes, e.g. for commercial or rental purposes.
- Use of parts not in accordance with the Tineco Instruction Manual.
- Use of parts and accessories other than those produced or recommended by Tineco.
- External factors unrelated to product quality and use, like accidental water damage.
- Repairs or alterations carried out by unauthorized parties or agents.
- Failing to clear blockage and other hazardous material from the machine.
- Normal wear and tear, including normal wearing parts, such as clear bin, belt, filter, HEPA, brush bar, and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.
- Reduction in battery discharge time due to battery age or use.

# Warranty

## WARRANTY LIMITATIONS

- Any implied warranties relating to your machine including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty.
- Warranty coverage applies to the original owner and to the original battery only and is not transferable.
- This limited warranty gives you specific legal rights. You may also have other rights which vary by region.
- Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

## WARRANTY SERVICE

**Register:** Highly recommend you to register your product on Tineco official website ([www.tineco.com/register](http://www.tineco.com/register)) and enjoy exclusive benefits. Please enter the last 10-digit serial number to register. (Remove the dustbin and find the serial number.)

Failure to register your product won't diminish your warranty rights.



**How to Claim:** Please keep your proof of purchase. To make a claim under our Limited Warranty, you need to provide your serial number and the original purchase receipt with the purchase date and order number on it.

All work will be carried out by Tineco or its authorized agency.

Any replaced defective parts will become the property of Tineco.

Service under this warranty will not extend the period of this warranty.

If your machine is not functioning properly, please email us:

[support@tineco.com](mailto:support@tineco.com) (NA) / [support.uk@tineco.com](mailto:support.uk@tineco.com) (UK)

**Customer Service:**

**NA:** 1-855-292-8864

[support@tineco.com](mailto:support@tineco.com)

**UK:** [support.uk@tineco.com](mailto:support.uk@tineco.com)

Visit Tineco Website:

[www.tineco.com](http://www.tineco.com)

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