

# tineco

## PURE ONE X SERIES Smart Vacuum Cleaner

Instruction Manual

Manual De Uso

Mode D'emploi



\*Actual product may differ from illustration.



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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 should not play with the appliance. Cleaning and user maintenance shall not be performed 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 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 a 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 block openings. Stop use if openings become blocked. Clean and remove any blocked objects according to the manual instructions.
9. Keep hair, loose clothing, fingers, and all parts of your 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 a filter.
14. Prevent unintentional activation. Ensure the switch is in the off position before connecting to the battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or powering on the appliance with the switch on may cause accidents.

15. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, storing the appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
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 improper usage, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid comes into eye contact, 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 heat. Exposure to fire or temperatures above 266°F (130°C) may cause an 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 the motorized nozzle.
26. Do not charge or store the appliance outdoors or inside a 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.

## FCC Supplier's Declaration of Conformity

Tineco / PURE ONE X 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.

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1-855-292-8864

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.

### 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

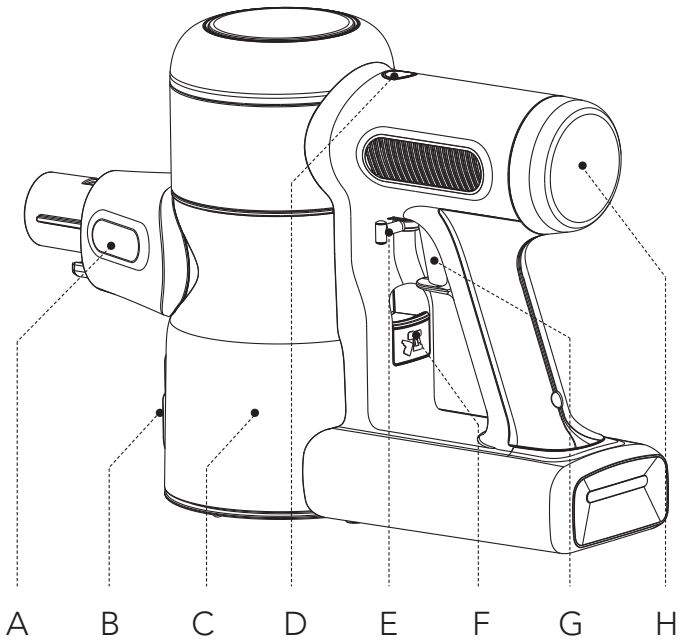
This appliance contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (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. Dust empty release button

C. Dustbin

D. AUTO/MAX button

E. Trigger lock

F. Dustbin release button

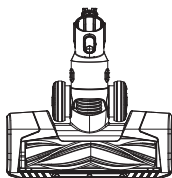
G. Trigger

H. HEPA Filter

# Accessories

## Note:

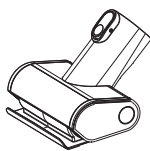
- Test an accessory on a small, inconspicuous area before use on sensitive surfaces.
- The packaging box shows which accessories are included with your purchase.
- As shown below, there are many components compatible with this model. If you require more accessories, please go to [www.tineco.com](http://www.tineco.com) or [store.tineco.com](http://store.tineco.com).



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

Ideal for both hard floors and carpets.

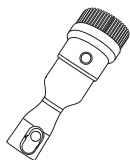
Very effective for dislodging dirt embedded in the carpet.



### Mini power brush

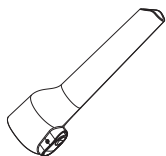
For vacuuming upholstered furniture, mattresses, etc.

Vacuums pet hair and removes ingrained dirt.



### 2-in-1 dusting brush

Switches between a wide and a soft brush by pressing the release button. The soft brush is most effective on hard-surface furniture while the wide brush is effective for upholstered furniture, curtains, etc.



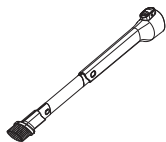
### Crevice tool

For corners, nooks, and other hard-to-reach places such as around car seats, picture frames, and cupboards.



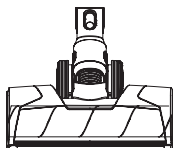
### Soft dusting brush

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



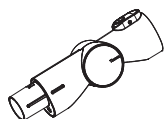
### Flexible long crevice tool

Easy to bend, easy to reach tight spots. Suitable for cleaning dust behind and beneath furniture, around refrigerators, and many other tight gaps.



### 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.



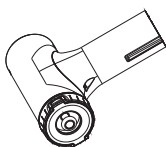
### Multi-angle folding tube

An articulated joint makes it adjustable to allow for flexibility when cleaning from high to low.



### Flexible extension hose

Excellent extension and flexibility to access hard-to-reach spaces; perfect for in-care use. Compatible with all non-motorized Tineco accessories.



### Pre-filter cleaning tool

A dirty filter is a leading cause of suction loss, and this device is designed to make your filter last much longer. Place the dirty filter inside the pre-filter cleaning tool and close the lid. Run the appliance in MAX mode, and rotate the side cover.

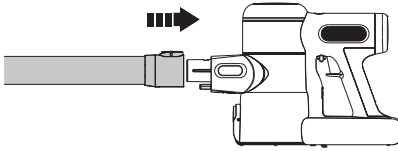


### Hair cleaning tool

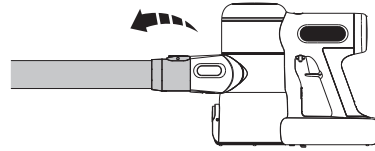
Use the end with the small blade to remove hair and debris wrapped around the roller. Use the end with the brush to clean the brush window, and the dustbin, as required.

# Assembly

## Tube Installation

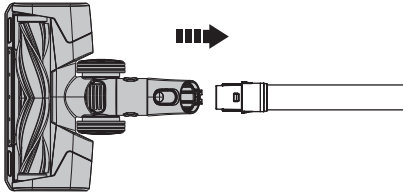


Insert tube.

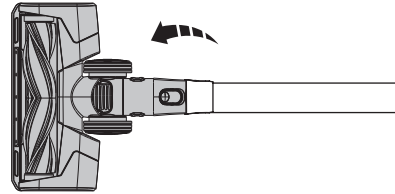


Press the release button to remove the tube.

## Brush Installation

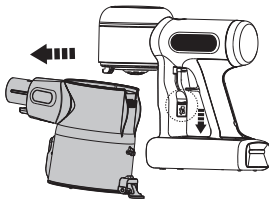


Insert the power brush.

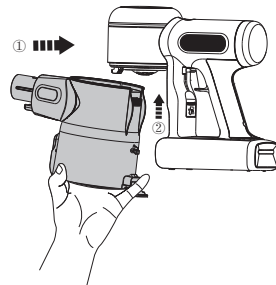


Press the release button to remove the power brush.

## Dustbin Installation

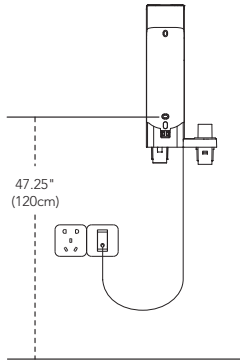


To clean the dustbin more thoroughly, press the dustbin release button to detach from the appliance.



When re-attaching the dustbin, hold on an angle and slot the top of the dustbin into the hook on the main body. Push upwards until the hook is fixed into the slot on the dustbin and then it clicks back into place.

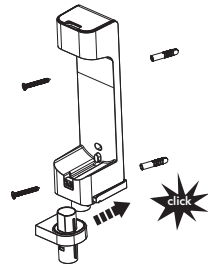
## Wall-mounted Dock Installation



Determine the best wall location for mounting the dock. We recommend placing it 47.25" (120cm) from the lower screw hole to the floor (may need to be adjusted based on the actual situation).

### **Warning:**

- Ensure the wall surrounding the mounting area is free of gas, water pipes, electrical cables and wires.
- To avoid the dock falling, ensure it is firmly installed.



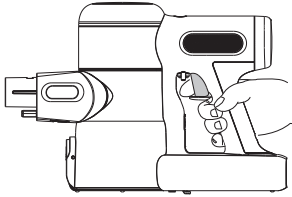
Assemble the two bracket components, with a "click" to signify correct assembly. Once this is complete, use the screws provided by Tineco to affix the dock to the wall.

# Operation

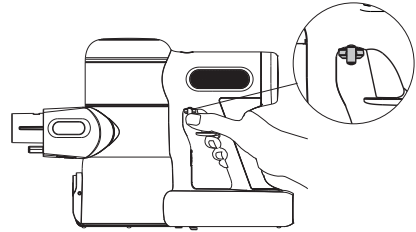
## Preparing for Use

### Note:

- Before the first use, please charge the appliance (see "Charging the Battery") for 3-4 hours in an area where the ambient temperature is between 39.2°F (4°C) and 104°F (40°C).
- Select an accessory and attach it to the appliance before use (see "Accessories").

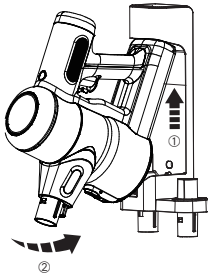


Pull the trigger to activate the suction.

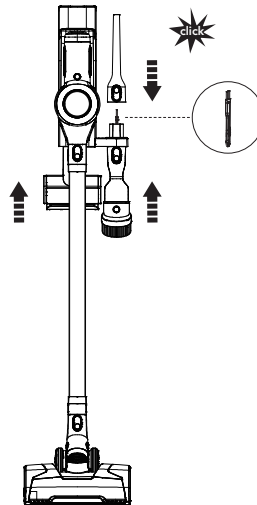


Pull the trigger lock to hold the trigger for continuous power mode.

- Place the appliance on the wall-mounted dock for convenient storage and recharging after use.



Place the main body on the dock.



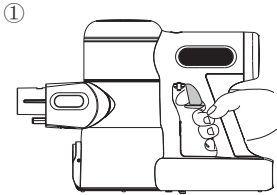
To avoid bristle damage, always place attachments on the dock after use.

# Cleaning Mode Selection

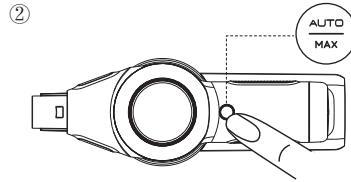
## AUTO Mode

- In AUTO mode, the indicator color changes according to the amount of dust detected. When blinking red indicates dust is detected, the brighter red light indicates more dust, whereas blinking blue indicates no dust is detected. This mode automatically provides the best cleaning solution.

To enter AUTO mode:

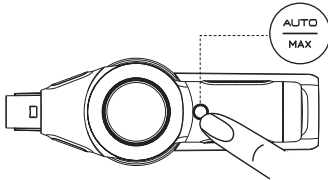


The default setting on startup is AUTO. The appliance then takes 3 seconds to initially detect blockages or dust. If no dust is detected, power is reduced to conserve energy.



When 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.

## APP

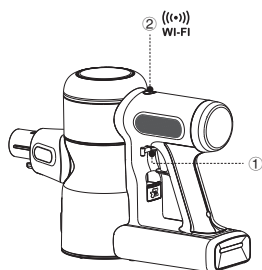
- All the functions can be performed using the Tineco app. Download the Tineco app from the App Store, Google Play and Tineco Official Site.




Search for Tineco



- ✓ iOS 9.0 or later
- ✓ Android 5.0 or later



1. Pull the trigger to ensure the appliance battery has sufficient charge.
2. Long press  to activate WiFi connection (blinking blue light), follow the guide in App for more details.

## App Function Introduction



### Battery

Battery level in real time.



### Cleaning report

Displays the dust amount, working hours and working status.



### Suction adjustment

When in manual mode, swipe the phone screen to adjust suction power.



### Reminder of filter status

Records the severity of the dirty filter and provides a cleaning reminder as required.



### Contact us

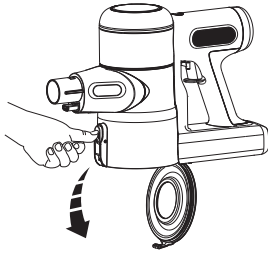
You can contact the Customer Service about any problems during the working hours.



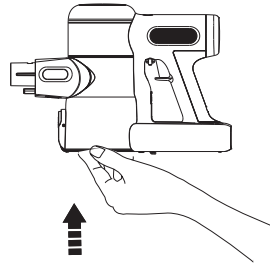
### Feedback

If you have any comments, please send us your feedback.

## Emptying the Dustbin

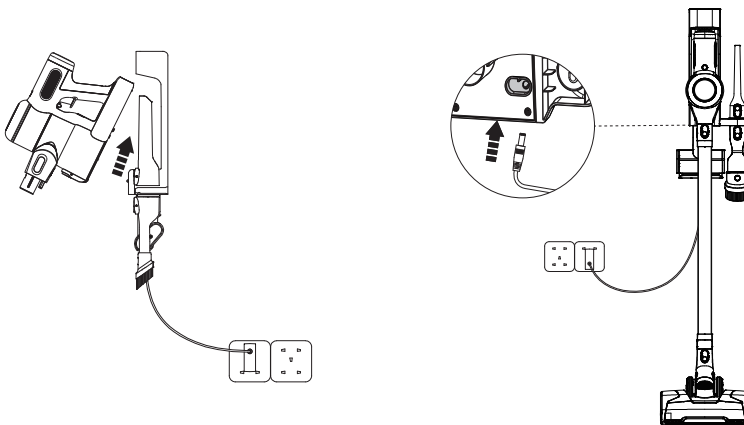


Press the release button on the side of the dustbin to empty the contents.



Close and click the dustbin flap back into place.

## Charging the Battery



Place the main body on the dock, plug in the adaptor and charging port. The main body indicator blinking blue indicates that it is charging correctly.

### **Warning:**

- Only use the Tineco-provided adapter to charge the appliance.
- During long periods of not being used, store the appliance in a cool, dry place. Ensure the battery is fully charged every 3 months.
- Do not expose appliance to sunlight or freezing temperature. Recommended temperature range: 39.2°F (4°C)~104°F (40°C).

## Runtime

- When in AUTO mode, the runtime is approximately 70 minutes. When MAX power is used, the runtime is approximately 12 minutes.
- Estimated runtime data was obtained by a Tineco Laboratory using one battery and non-motorized accessories.

## Charging Time

- A full charge takes approximately 3-4 hours.
- Estimated data was obtained by a Tineco Laboratory using ambient temperatures between 39.2°F (4°C) to 104°F (40°C).

## Indicator

### When in Use



Slowly blinking red light for 6s: low power.



Rapidly blinking red light: see troubleshooting.

### Connect to Network



Blinking blue light: Connecting to the network.



Solid blue light: Successfully connected.

### During Charging



Breathing blue light: charging.

### Fully Charged



In 5 minutes: solid blue light.



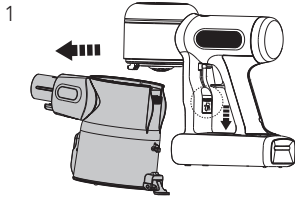
After 5 minutes: light off.

# Maintenance

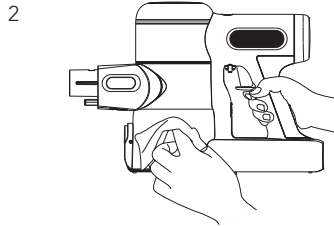
## Note:

- Clean the dustbin and filters after each use.
- Use the cleaning tool to thoroughly clean the pre-filter when the indicator blinking red rapidly. To maintain high performance, wash and dry the pre-filter monthly, replacing it every 6 months. Wash and dry the HEPA filter every 3 months, replacing it every 12 months.

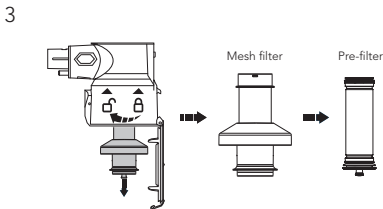
## Dustbin and Mesh Filter



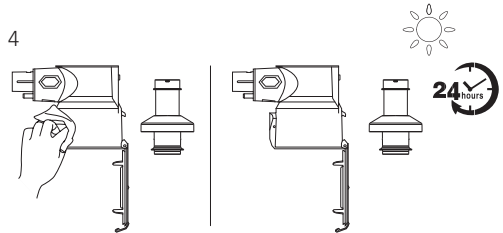
Press the dustbin release button to remove the dustbin.



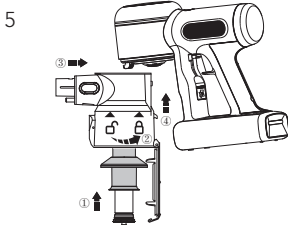
Clean with a damp cloth, taking care to prevent water entering the appliance main body and battery.



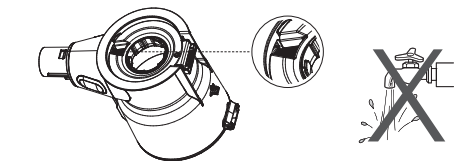
Turn counter-clockwise to remove the filters.



Clean the dustbin and mesh filter with a damp cloth. Air dry completely before reinstalling.



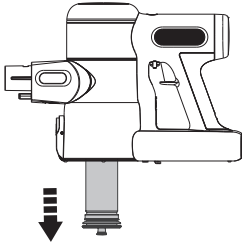
After cleaning, insert the clean pre-filter into the mesh filter properly and it clicks into place. Install the clean filter and dustbin back into the main body, then close the dustbin flap.



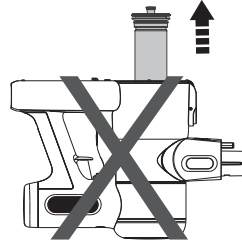
## Warning:

- Do not wash the dustbin as it contains a dust sensor. If it comes into contact with water, please dry it with a hair dryer.

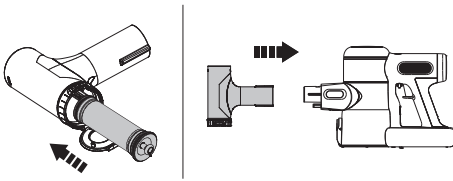
## Pre-filter



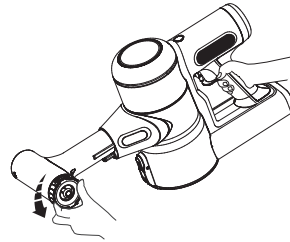
Ensure the appliance is switched off before cleaning, and remove the dirty pre-filter from the mesh filter-holder.



Do not turn the appliance upside down when removing or installing the filter to prevent dust from entering the motor.

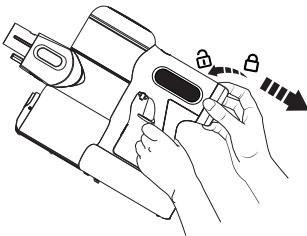


Replace a clean filter to the main body. Put the dirty pre-filter into the cleaning tool and connect the cleaning tool to the main body.

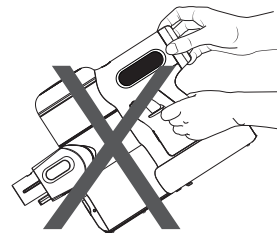


Run the appliance in MAX mode, and rotate the side cover to clean the dirty pre-filter.

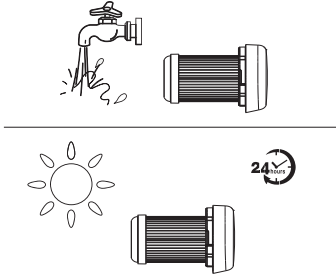
## HEPA Filter



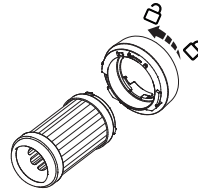
Turn the HEPA to the left and gently pull out for cleaning. Do not use the appliance without first installing the HEPA filter.



Do not place the appliance as above when removing or installing the HEPA filter, to prevent dust from entering the motor.

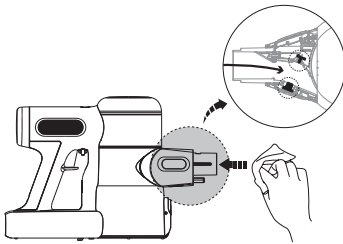


The HEPA filter can be washed under running water and must be completely dry before reinstalling.



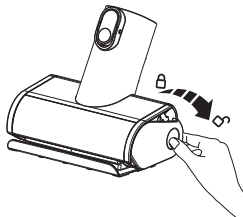
\* The HEPA is detachable. Simply rotate to remove and replace.

## Dust Sensor

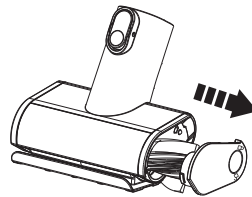


To avoid dust accumulation which can affect cleaning performance, wipe the suction mouth with a damp cloth.

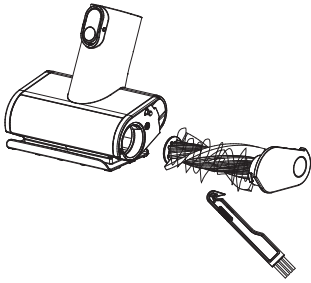
## Mini Power Brush



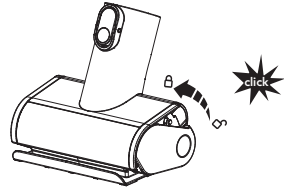
Press against the roller end cover downward.



Pull out the brush roller.



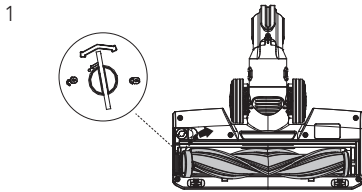
Remove the debris wrapped around the roller with the Tineco Hair Cleaning Tool.



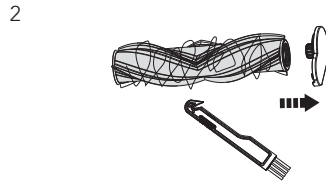
Fully reinsert the brush roller at an angle and push upward until it clicks securely back into place.

EN

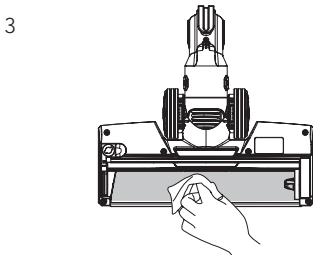
## Brush Roller



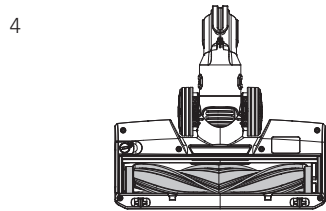
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window.



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



Gently clean the transparent brush window.



After cleaning, reinstall the brush.


### **Warning:**

- The power brush contains electrical components which must not be soaked or washed with water.







# Specifications

Product	PURE ONE X SERIES
Voltage	21.6V <sup>===</sup>
Rated Power	260W
Dustbin Capacity	0.4L
Charging Time	3-4 hrs
AC Input	100-240V~

## 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 battery leakage contacts skin or clothing, immediately flush with water to avoid irritation and seek medical help.

# Troubleshooting

Problem	Possible cause	Solution
The appliance does not turn on	No power	Charge the battery
	Auto protection for overheating	Restart after cooling down
	The appliance is blocked (i.e. the tube, suction mouth or some other parts)	Check and remove blockages
Weak suction power	Dustbin and filters are full	Clean the dustbin and filters
	The pre-filter is not installed	Install the pre-filter
	The appliance is blocked (i.e. the tube, suction mouth or some other parts)	Remove blockages
	The brush roller tangled with hairs or fibers	Clean the brush roller
Rapidly blinking red for 6s then off during charging 	Charging error	Check if the adaptor is in good condition
	The adaptor is not designed for this appliance	Use the original adaptor
Rapidly blinking red and shut down 	Air channel completely blocked	Remove blockages
Rapidly blinking red 	Brush roller tangled	Clean the brush roller
	Air channel partly blocked	Remove blockages
Solid red during use 	Dust sensor blocked	Remove blockages
	Dustbin not installed properly	Install the dustbin properly
Appliance shut down during use 	Battery is overheated	Restart after cooling down
Slowly blinking red 	No power	Charge the battery
Battery won't charge	The adaptor is not correctly inserted	Reinsert the adaptor correctly
	The adaptor is not designed for this appliance	Use the original adaptor
Abnormal motor sounds	The appliance is blocked (i.e. the tube, suction mouth or some other parts)	Remove blockages

## Note:

If the above troubleshooting guide fails to provide a solution, please visit our website [www.tineco.com](http://www.tineco.com) for further support.

# Warranty

## 2-YEAR LIMITED WARRANTY

- Only applies to purchases made from authorized retailers of Tineco.
- Is subject to the adherence of the requirements outlined in this instruction manual, and is subject to further conditions outlined below.

## WHAT IS COVERED?

- Your Tineco appliance 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 appliance is in proper operating condition during the warranty period.
- This warranty will only be valid if the appliance 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:

- Appliances 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 appliance 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, such as weather, modifications, accidents, electrical outages, power surges or acts of God.
- Repairs or alterations carried out by unauthorized parties or agents.
- Failing to clear blockage and other hazardous material from the appliance.
- 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 LIMITATIONS

- Any implied warranties relating to your appliance 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:** We highly recommend that upon purchase, you register your appliance on the Tineco official website ([www.tineco.com](http://www.tineco.com)) and enjoy exclusive benefits. To register, please enter the last 11 digits of the serial number (found on the base of the main body).

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



**How to Claim:** Please retain 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 an authorized agent.

Any replaced defective parts will become the property of Tineco.

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

Contact our Customer Service  
 Hotline: **1-855-292-8864**  
 or Visit Tineco website  
**[www.tineco.com](http://www.tineco.com)**  
 for expert customer service.