

Cordless Wet & Dry Vacuum Cleaner | WVC-21DC



Online Warranty Registration



Please read these instructions and warranty information carefully before use and keep them handy for future reference.

USER MANUAL

請即進行保用登記！

有關保用條款細則，請看本說明書最後一頁。

Please register your warranty information now!

For Warranty Terms & Conditions,
please refer to the last page of this user manual.

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Warnings & Safety Precautions

WARNING!

Read all instructions carefully before using this product.

- This product is for domestic indoor use only. If this product is used for any commercial, industrial, rental or other purposes, product warranty will be VOIDED.
 - This product is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of this product by an adult responsible for their safety.
 - Mind your children and DO NOT let children play with this product.
 - Cleaning and user maintenance shall not be made by children without supervision.
 - Check the voltage indicated on the rating label before using this product.
 - If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazards.
 - Unplug this product from the power source before cleaning and maintenance.
 - Contact German Pool authorized service technician for repair or maintenance of this product.
-
1. Before using this product, please read this user manual thoroughly, and assemble this product according to the instructions in this manual. Please keep this manual for future reference.
 2. Should you transfer this product to another person, please attach this manual for their use. Using this product in any way other than that instructed in this manual may lead to product damage or personal injury.
 3. This product is only for indoor use in a domestic household, hotel, school or vehicle. DO NOT use outdoor or in an industrial environment.
 4. DO NOT let children or persons with reduced physical, mental or sensory capabilities use or operate this product.
 5. DO NOT let children play with this product; children should be supervised and kept away from this product when it is being used.
 6. To avoid injuries, DO NOT touch the plug or use this product with wet hands.
 7. Regularly inspect to make sure the nozzle is free of obstructions; if nozzle is blocked, remove blockage immediately to avoid diminishing in suction power and performance of this product.
 8. Keep the air passage and operating parts of this product away from long hair, loose clothing, finger or other body parts. DO NOT direct the vacuum tube, roller brush or accessories towards the eye, ear or mouth.
 9. When using this product, if you detect power leakage, motor overheating, abnormal noises, abnormal odors, or if you find that the product is overly hot or there is a lack of suction power, stop using this product immediately and contact German Pool Customer Service & Repair Centre for inspection.
 10. When charging this product, use only the charging adaptor that comes with this product. Using generic adaptors may damage the battery or cause an extreme thermic effect.
 11. If this product will not be used for a prolonged period of time, please run the Self Clean Mode then turn off the power and unplug the product from the socket.

Warnings & Safety Precautions

12. The main body and the floor brush of this product contain electrical parts, DO NOT rinse or immerse in water.
13. Make sure to turn off the product before changing the roller brush.
14. In case of product malfunction, DO NOT repair this product by yourself. Contact German Pool Customer Service & Repair Centre for assistance.
15. All technical and other information reflected in this product manual are obtained by our company or designated testing organizations, and German Pool reserves the right of final interpretation.

Scope Of Use Of This Product

1. This product is suitable for using on smooth and level hard floors including waxed flooring, stone flooring, vinyl flooring, marble flooring, granite flooring, terrazzo flooring, hardwood flooring, laminate flooring, bamboo flooring, marley flooring, ceramic tile, etc. in an indoor environment. Optimal results may not be achieved when this product is used on uneven surfaces.
2. DO NOT use this product near flammable or explodable objects or surfaces, as it may lead to fire hazards or explosion.
3. DO NOT use this product near an operating fireplace or heater, as it may lead to deformation of the product casing.
4. DO NOT use this product to vacuum hot substances (such as an unextinguished cigarette butt, match, hot ash, etc.), fine particles (such as limestone, cement, sawdust, plaster, ash, powder, etc.), dangerous substances (such as solvent, descaling agent, etc.), chemical substances (such as acidic substance, cleaning agent, etc.) and other substances with uncertain physical properties.
5. DO NOT use this product to vacuum cleanser, kerosene, gasoline, alcohol, paint, perfume, etc. as these liquids may catch fire or explode.
6. DO NOT use this product to vacuum sharp items (such as glass fragment, small toy, pin, paper clip, rock, plaster, large clump of paper, etc.) as they may cause blockage and product damage.
7. DO NOT use this product to vacuum any burning or smoking substance such as unextinguished ash, cigarette butt or match.
8. Heavily greased substance, thick and sticky substance or strong staining substances (such as shoe polish, paint, and dye) are all outside this product's scope of use.

About This Product

1. DO NOT disassemble this product's sealed parts. This product does not contain parts that users can repair by themselves. DO NOT attempt to retrofit this product as it may lead to danger.
2. Using with a voltage that does not correspond to the specification of this product will damage the motor and may even lead to personal injury.
3. The correct rated voltage is indicated on the rating label of this product.
4. Be extra careful when cleaning the stairs.
5. To clean this product, wipe with a dry cloth. DO NOT use chemical solvents such as gasoline, alcohol, benzene etc. to clean this product as it will cause the casing to crack.

Warnings & Safety Precautions

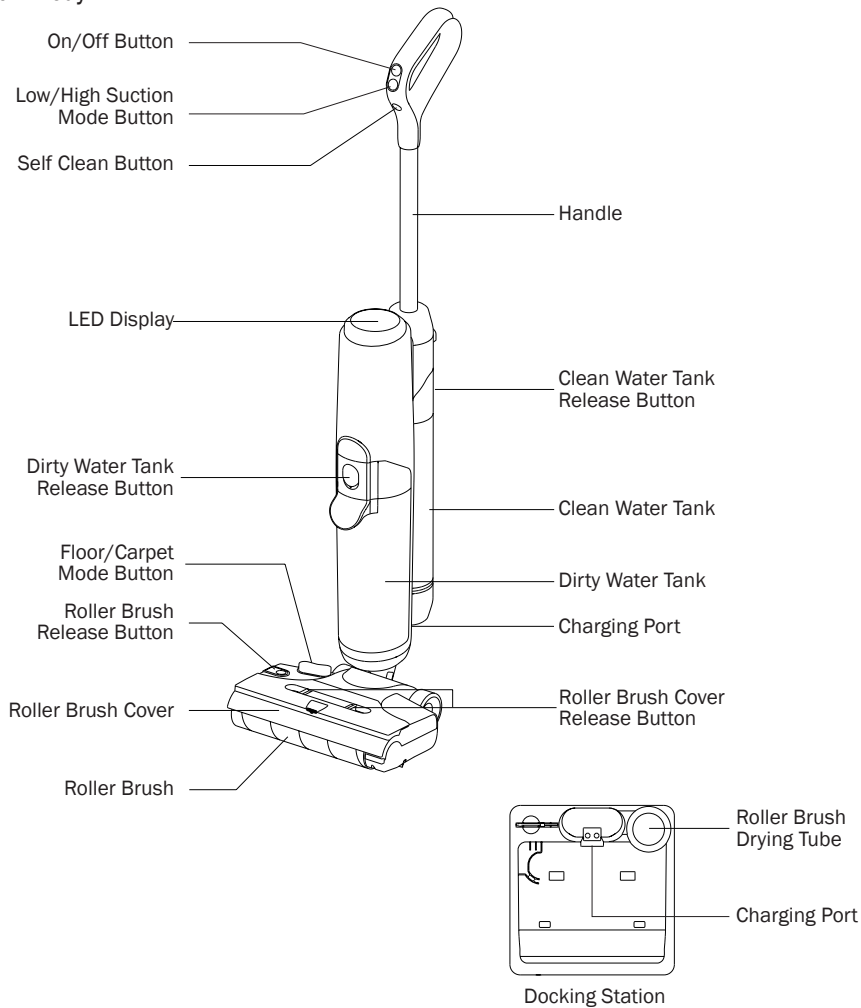
6. DO NOT place this product on the table top or other high places to prevent it from falling onto the floor.
7. To prevent dirty water entering the motor, DO NOT shake this product up and down or bump it violently against hard surfaces.
8. To prevent dirty water entering the motor, DO NOT lift or transfer this product when the motor is running, and DO NOT tilt this product sideways or lay it flat.
9. To prevent tripping over this product, place it against the wall in its vertical position when it is not in use.
10. If the dirty water tank or clean water tank is not fitted in properly, please fit them in properly according to the “Installation Instructions” section of this user manual.
11. DO NOT allow the main body of this product to get wet, otherwise it may cause the product to short circuit and lead to fire or electrical shock or discoloration or the product.

About Cleaning Solutions

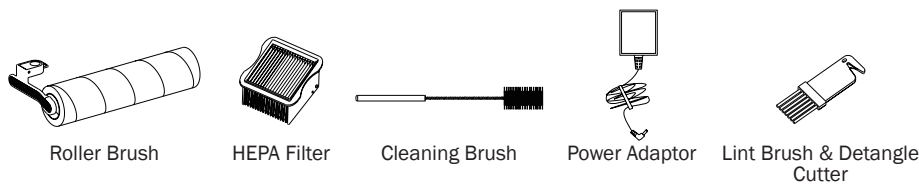
1. If too much cleaning solution is added into the clean water tank, it will generate a vast amount of foam which may seep into the motor and cause danger.
2. Cleaning solution must be formulated according to the instructions on the cleanser product label. It is recommended to use only cleaning solutions approved by the manufacturer of this product, and the cleanser should not contain acidic or alkaline solution or substances harmful to the environment.
3. The cleaning solution must be kept out of reach of children. If cleaning agent accidentally gets into the eyes, rinse thoroughly with clean water. If accidentally swallowed, seek medical attention immediately.
4. Please follow your local environmental regulations when discarding dirty water or cleaning solution.

Product Structure

Main Body

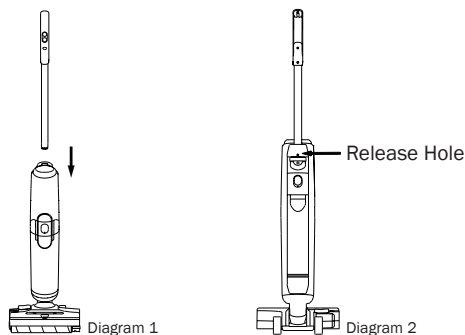


Accessories



Operation Instructions

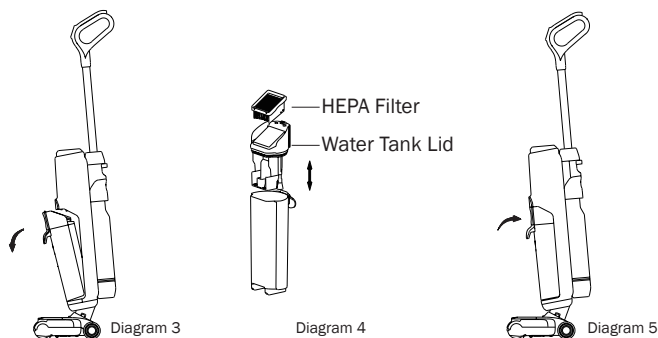
Attaching/Detaching The Handle



Attaching the handle: (Diagram 1) Line the end of the handle with the slot on the main body, insert it vertically downwards until you hear a click and the handle is locked in place.

Detaching the handle: (Diagram 2) Push a small hard object into the release hole, and pull the handle vertically upwards.

Attaching/Detaching The Dirty Water Tank



Detaching the dirty water tank: (Diagram 3) Hold the handle of the dirty water tank, press the release button and gently pull out the tank.

Pouring out the dirty water: (Diagram 4) Take out the HEPA filter and the water tank lid in order, pour out the water, then replace the lid and HEPA filter.

Attaching the dirty water tank: (Diagram 5) Line the bottom of the dirty water tank with the slot on the main body, gently push in the water tank until you hear a click and the tank is locked in place.

Operation Instructions

Attaching/Detaching The Clean Water Tank

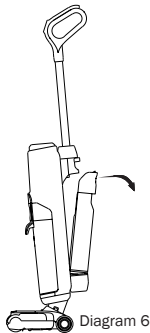


Diagram 6

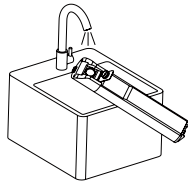


Diagram 7

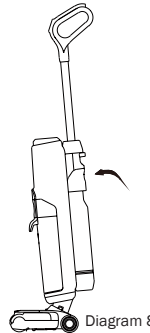


Diagram 8

Detaching the clean water tank: (Diagram 6) Hold the handle of the clean water tank, press the release button and gently pull out the tank.

Adding water to the clean water tank: (Diagram 7) Take out the clean water tank, flip open the tank lid, refill with clean water and close the lid.

Attaching the clean water tank: (Diagram 8) Line the bottom of the clean water tank with the slot on the main body, gently push in the water tank until you hear a click and the tank is locked in place.

Attaching/Detaching The Roller Brush Cover

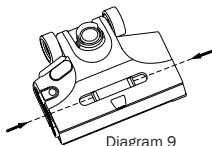


Diagram 9

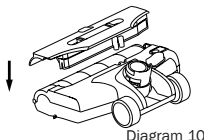


Diagram 10

Detaching the roller brush cover: (Diagram 9) Press both sides of the roller brush cover release button inwards, and vertically lift up the cover.

Attaching the roller brush cover: (Diagram 10) Line the roller brush cover with the slot on the main body, and vertically press down until you hear a click and the cover is locked in place.

Attaching/Detaching The Roller Brush

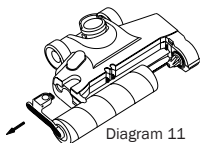


Diagram 11

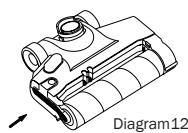


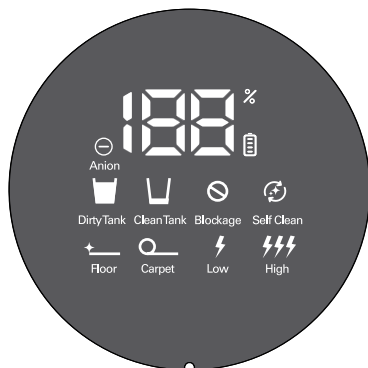
Diagram 12

Detaching the roller brush: (Diagram 11) Detach the roller brush cover, press the roller brush release button and horizontally pull out the roller brush.

Attaching the roller brush: (Diagram 12) Detach the roller brush cover, insert the roller brush horizontally into the slot until you hear a click and the roller brush is locked in place.

Operation Instructions

Control Panel



Icon	Description	Icon	Description
	Battery Power Percentage		Self Clean Indicator Light
	Charging Indicator Light		Floor Mode Indicator Light
	Anion Indicator Light		Carpet Mode Indicator Light
	Dirty Water Tank Full Indicator Light		Low Suction Mode
	Clean Water Tank Empty Indicator Light		High Suction Mode
	Roller Brush Indicator Light		

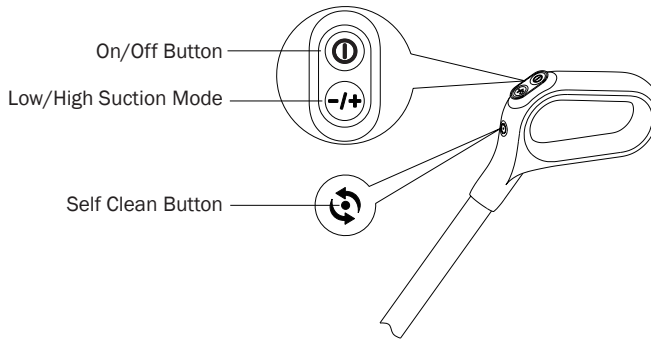
Charging The Battery

Note:

The product must be fully charged before using for the first time.

1. Plug the docking station to the power source (power adaptor interface is located on the back of the docking station).
2. Place the product on the docking station. Make sure the charging port on the back of the product sits properly on the docking station's charging port .
3. When the product is charging, the LED display will show the current battery power percentage, and the charging indicator will blink in blue.



Operation Instructions

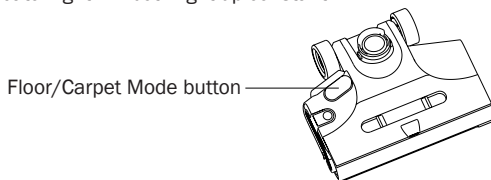




1. Lift the product off the docking station, position product at a slanted angle, put your foot gently on the roller brush cover, and gently push it until the roller brush lay flat on the floor.

Note:




- This product has a vertical lock, when the product is at a straight angle to the floor, LED display will show “E4” and the product will not operate. Please follow step 1 above and position it at a slanted angle before turning on the product.
- The slanted angle MUST NOT exceed 142° otherwise the water in the tanks may spill out.

2. Press Floor/Carpet Mode button to select desired mode.
3. Press On/Off button to start up the product. LED display will show the current battery power percentage. Selected mode indicator Light (Floor Mode  /Carpet Mode ) and Anion indicator light will both light up constant.




4. By default, the product will run on Low Suction Mode, and the corresponding indicator light will light up constant. Press Low/High Suction Mode button to switch between High Suction Mode  and Low Suction Mode .
5. After cleaning is completed, press On/Off button to turn off the product, and place the product back onto the docking station.

Note:


- When the dirty water tank is full, Dirty Water Tank indicator light  will blink in red, and the buzzer will beep until the tank is emptied.
- When the clean water tank is empty, the Clean Water Tank indicator light  will blink in red, and the buzzer will beep until the tank is refilled.
- When the roller brush is stuck, the Roller Brush indicator light  will blink in red, and the buzzer will beep until the blockage is removed, please clean the roller brush immediately.

Operation Instructions

Self Clean Mode

1. Place the product on the docking station, press Self Clean button to activate Self Clean Mode. The corresponding indicator light  will light up constant.
2. The roller brush will spin to rinse itself out. When rinsing is completed, the product will automatically turn off.
3. After rinsing is completed, take out the roller brush and place it in the drying tube to blow dry.

Note:

- When using Self Clean Mode, the battery must have at least 15% power in it.
- To activate Self Clean Mode, the product must be set to Floor Mode .

Cleaning & Maintenance

WARNING!

- Before cleaning and maintenance, turn off the Power Switch, unplug from the power source first.
- DO NOT immerse or rinse the main body with water.

Cleaning The Roller Brush

If there is hair or debris entangled in the roller brush, cut off with the detangle cutter, then run Self Clean Mode.

Cleaning The HEPA Filter

Remove the HEPA filter from the dirty water tank, rinse out the filter then let it air dry completely.

Cleaning The Dirty Water Tank Lid

Take the lid off the dirty water tank, rinse clean and let to air dry.

Cleaning The Dirty Water Tank

Rinse the dirty water tank under the tap. For stubborn dirt, scrub with the cleaning brush.

Cleaning The Roller Brush Cover

Remove the roller brush cover, rinse clean and dry off with dry cloth, then reattach into place.

Troubleshooting

Problem	Possible Cause	Solution
The product does not run	Battery too low	Recharge battery
	Roller brush is entangled by hair or other foreign object	Detangle the roller brush
	Roller brush, roller brush cover or dirty water tank is not attached properly	Reattach the problem part
Weak suction power	Nozzle or vacuum tube is blocked	Remove blockage
	HEPA filter is too dirty or not in place	Clean or reattach HEPA filter
	Filter mesh is too dirty	Clean the filter mesh
	Roller brush is entangled by hair or other foreign object	Detangle the roller brush
Motor emits abnormal noise	Nozzle is blocked	Clean nozzle
	Dirty water tank is full	Empty and reattach dirty water tank
There is no water coming out of the roller brush	Clean water tank is empty	Refill clean water tank
	Clean water tank is not in place	Reattach the tank
Product will not charge	Power adaptor is not properly plugged into the socket	Plug the adaptor properly into the socket
	Product is not properly placed on the docking station	Place the product properly onto the docking station
	Power adaptor is not properly plugged into the docking station	Plug the adaptor properly into the docking station
Product will not self clean	Docking station is not plugged in properly	Plug in the docking station properly, and check that the product is properly placed on the docking station and it is being charged
	Battery power is below 15%	Recharge the product
	Product is in Carpet Mode	Switch product to Floor Mode
No water is sprayed out when using Carpet Mode	Clean water tank is empty	Refill clean water tank
	Roller brush cover is not attached properly	Reattach roller brush cover

Troubleshooting

Error Code	Problem	Solution
E1	Charger overcurrent	Contact German Pool Customer Service & Repair Centre
E2	Charger temperature too high	
E3	Charger temperature too low	
E4	NTC open circuit	
E5	NTC short circuit	
E6	Charger voltage too high	
E7	Output short circuit	
E8	Output current too low	
E9	Main body overcurrent	
F1	Discharging temperature too high	
F2	Discharging temperature too low	
F3	Battery damaged	
F4	Vertical lock activated	Position product at a slanted angle and lay the roller brush flat on the floor

WARNING!

If problem persists, please contact Customer Service & Repair Centre. It is forbidden for anyone other than a professional technician to disassemble the product.

Technical Specification

Model	WVC - 21DC
Voltage	DC 18V
Power	210 W
Battery Capacity	2600 mAh
Product Dimensions	(H)1120 (W)270 (D)280 mm
Net Weight	4.3 kg

- Specification is subject to change without prior notice.
- If there is any inconsistency or ambiguity between the English version and the Chinese version, the Chinese version shall prevail.
- Refer to www.germanpool.com for the most updated version of the User Manual.

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警告及注意事項

⚠ 警告！

使用本產品前，請仔細閱讀所有說明。

- 本產品只限家居室內日常使用，如產品作任何商業、工業、出租或其他用途，保用證即告失效。
- 請勿讓兒童或身體有殘障、精神不健全及對本產品缺乏經驗或知識的人士單獨使用本產品；如需使用，必須要在負責任的成年人監管下方可使用。
- 應照顧好兒童，確保他們不會玩耍本產品。
- 無成年人監管下，勿讓兒童清潔及維護本產品。
- 使用前，請先檢查所有電壓是否與本產品標籤上的電壓相符。
- 如果電源線損壞，為免發生意外，電源線必須由廠方、廠方指定的維修中心或同等合格的技術人員進行更換。
- 清潔或檢查本產品前，必須先關機及拔掉插頭。
- 請聯繫德國寶授權的技術人員進行維修或保養本產品。

1. 使用本產品之前，必須仔細閱讀本說明書的所有內容，按照本說明書的步驟安裝本產品。妥善保管本說明書。
2. 如果您將本產品轉給其他人士使用，必須將本說明書連同本產品一起隨附。不按說明書指導內容的任何操作，都可能會導致本產品損壞或造成人身傷害。
3. 本產品僅用於家庭、酒店、學校等的室內環境及車內環境使用，嚴禁用於室外或工業環境。
4. 嚴禁讓身體、精神或感知能力有障礙的人（包括兒童）使用或操作本產品。
5. 嚴禁讓兒童將本產品當成玩具，使用時必須監督兒童使其儘量遠離。
6. 嚴禁用濕手觸摸電源線插頭及使用本產品，防止產生傷害。
7. 必須定期檢查吸嘴口的暢通情況，若有堵塞，必須及時清除，以免阻塞造成吸力下降，影響到本產品的使用性能。
8. 必須將本產品氣流通道和活動部分遠離長毛髮、寬鬆服裝、手指或身體其他部位。嚴禁將吸塵管、附件吸頭或工具對著眼睛、耳朵，或將其放入口中。
9. 使用時，若發現漏電、摩打溫度過高、發出異常聲響；或如機身過熱、發出異味、異聲、吸力弱等，必須立即停止使用並聯繫德國寶客戶服務及維修中心的專業維修人員。
10. 充電時，必須使用本公司專配的充電器進行充電；其他類型的充電器可能導致電池故障或發生極端熱效應。
11. 若長時間不使用本產品，建議使用「自清潔模式」後關閉電源，拔下充電插頭。
12. 本產品機身、地刷含有電器部件，嚴禁泡水或沖洗。
13. 必須確保關機後才更換滾刷。
14. 本產品出現故障時，嚴禁自行維修，聯繫德國寶客戶服務及維修中心以獲取幫助。
15. 本產品說明書內所有體現的技術及其他資料由本公司或指定測試公司獲得，最終解釋權歸本公司所有。

產品的使用範圍

1. 本產品適用於室內環境中的硬性地面，包括已上蠟地板、石磨地板、橡膠地板、大理石地面、花崗岩地面、水磨石地面、實木地板、複合地板、竹地板及各種鏡面磚、瓷面磚等平整地表

警告及注意事項

面。若在凹凸不平的表面使用本產品時，可能會達不到最佳使用效果。

2. 嚴禁在易燃、易爆的物體附近或表面使用本產品，有導致火災和爆炸的風險。
3. 嚴禁在運作中的壁爐、加熱器附近使用本產品，防止機器外殼變形。
4. 嚴禁抽取高溫物質（如未熄滅的煙頭、火柴或熱灰等）、超細物質（如石灰、水泥、木屑、石膏粉、灰燼、碳粉等）、危險物品（如溶劑、除垢劑等）、化學物質（如酸性物質、清潔劑等）以及其他物理特性不確定的物質。
5. 嚴禁利用本產品吸取洗滌劑、煤油、汽油、酒精、油漆、香水等，這些液體可能導致火災或者爆炸。
6. 嚴禁利用本產品吸取尖銳的物體，比如玻璃碎片、小玩具、別針、迴紋針、石子、石膏、大的紙團紙片等，這些物體可能造成堵塞、損傷機器。
7. 嚴禁利用本產品吸取任何燃燒或冒煙的物體，例如未熄滅熱源的煙灰、燃燒的煙頭或火柴等。
8. 類似鞋油、油漆、顏料等具有強油脂、強粘性或強染色性的污漬，不在本產品的適用範圍內。

關於本產品

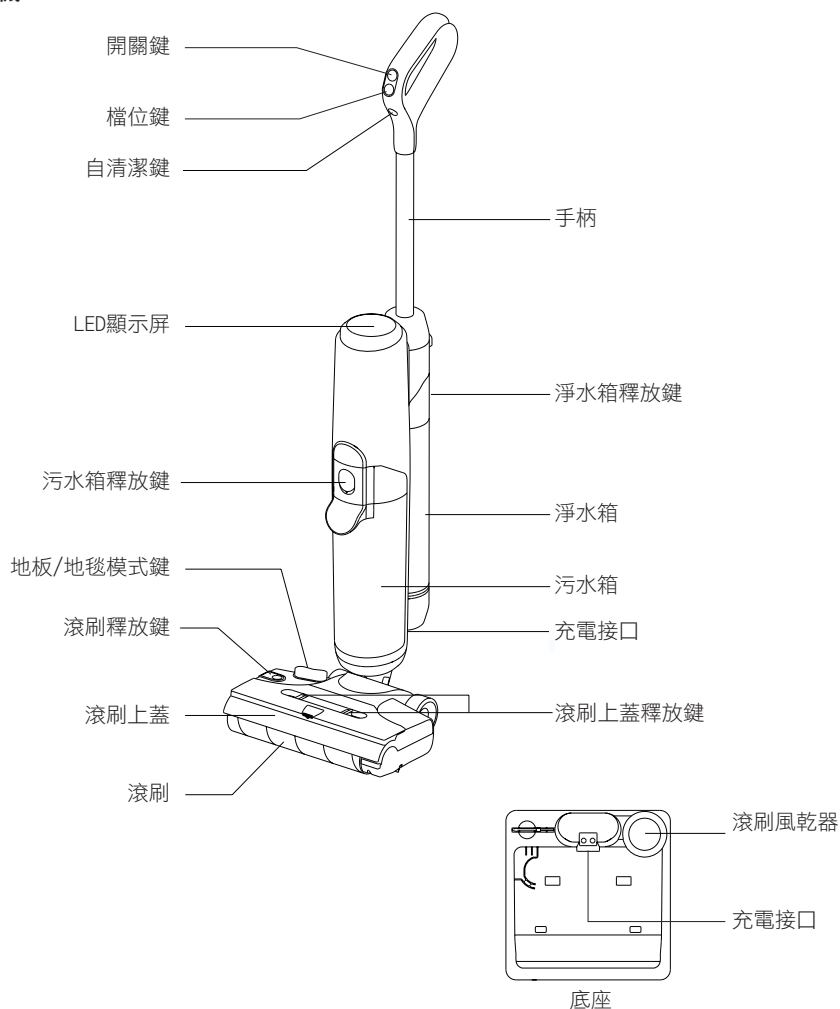
1. 嚴禁自行拆裝封閉的機器，本產品內沒有顧客可自行維修的部件，嚴禁試圖改變機器的性能，否則將導致危險。
2. 使用本產品規格不對應的電壓將對摩打有損害，更有可能對使用者造成傷害。
3. 正確的額定電壓標示於銘牌上。
4. 清掃樓梯時，必須格外謹慎。
5. 清潔本產品時請使用乾布，嚴禁使用汽油、酒精、香蕉水等化學溶劑，否則會導致外殼龜裂。
6. 為防止跌落，嚴禁將洗地機放於桌面或其他較高的位置。
7. 嚴禁將機器上下晃動或劇烈碰撞，防止污水流入摩打。
8. 當摩打正在工作時，嚴禁上下提起或搬運本產品，嚴禁將本產品歪向一邊或平放，防止回流污水進入摩打。
9. 為了防止絆跌，使用本產品後，應靠牆放置。
10. 若污水箱、淨水箱沒有正確安裝或漏裝，必須根據提醒正確安裝污水箱或淨水箱。
11. 嚴禁弄濕機身，否則有可能因機器短路而發生火災和觸電事故或褪色。

關於清潔溶液

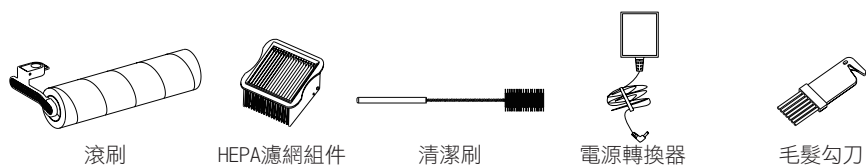
1. 如果加入大量的清潔溶液，使用時會產生較多的泡沫，可能會滲透到摩打導致危險。
2. 必須按照使用說明配比清潔液。建議使用本公司及本公司核准的製造商生產的清潔液，不能含有酸、堿溶液或對環境有害的物質。
3. 清潔液必須保管在兒童觸及不到的地方。如果清潔溶液不慎入眼，必須用清水徹底沖洗乾淨，萬一不小心誤食，必須立即就醫。
4. 在處理污水和清潔溶液時，應遵循所有地區的環保規定。

產品結構

主機

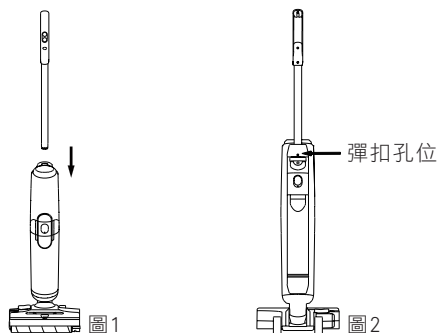


配件



使用說明

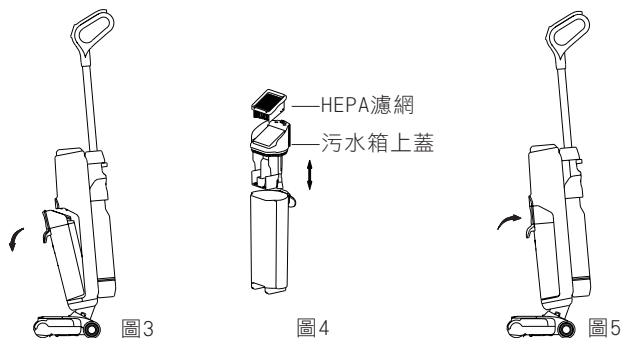
安裝/拆卸手柄



安裝手柄：（圖1）將手柄末端對準主機上的槽位，垂直向下插入，聽到「咔」一聲後，確認手柄安裝穩妥無鬆動即安裝完成。

拆卸手柄：（圖2）按壓圖示的彈扣孔位，同時將手柄垂直向上拉出即可。

安裝/拆卸污水箱



拆卸污水箱：（圖3）握住污水箱提手，同時按壓污水箱釋放按鍵，向外拉出即可。

倒出污水：（圖4）按圖示方向依次拆出HEPA濾網和污水箱上蓋，倒出污水，再依次裝回污水箱上蓋和HEPA濾網即可。

安裝污水箱：（圖5）將污水箱底部對準主機上的槽位，向內推入機身，聽到「咔」一聲即安裝完成。

使用說明

安裝/拆卸淨水箱

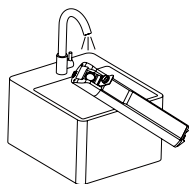
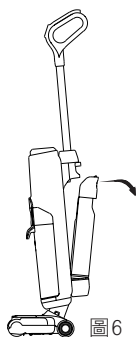


圖7

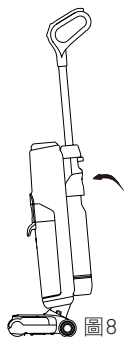


圖8

拆卸淨水箱：（圖6）握住污水箱提手，同時按壓淨水箱釋放按鈕，向外拉出即可。

淨水箱加水：（圖7）拆出淨水箱，打開淨水箱蓋注水，裝滿後蓋上淨水箱蓋即可。

安裝淨水箱：（圖8）將淨水箱底部對準主機上的槽位，向內推入機身，聽到「咔」一聲即安裝完成。

安裝/拆卸滾刷上蓋

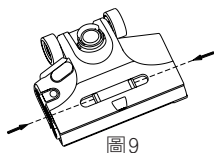


圖9

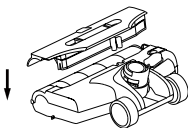


圖10

拆卸滾刷上蓋：（圖9）同時按住滾刷上蓋的釋放鍵，垂直向上抽出滾刷上蓋。

安裝滾刷上蓋：（圖10）將滾刷上蓋對準主機上的槽位，直向下插入，聽到「咔」一聲即安裝完成。

安裝/拆卸滾刷

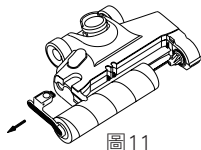


圖11

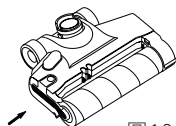


圖12

拆卸滾刷：（圖11）拆卸滾刷上蓋後，按滾刷釋放按鈕，從側邊抽出滾刷。

安裝滾刷：（圖12）拆卸滾刷上蓋後，將滾刷從側邊向內推，聽到「咔」一聲即安裝完成。

使用說明

控制面板



圖標	說明	圖標	說明
	電量顯示百分比		自清潔指示燈
	充電指示燈		地板模式指示燈
	負離子指示燈		地毯模式指示燈
	污水箱滿水指示燈		低檔吸力指示燈
	淨水箱缺水指示燈		高檔吸力指示燈
	滾刷卡住指示燈		

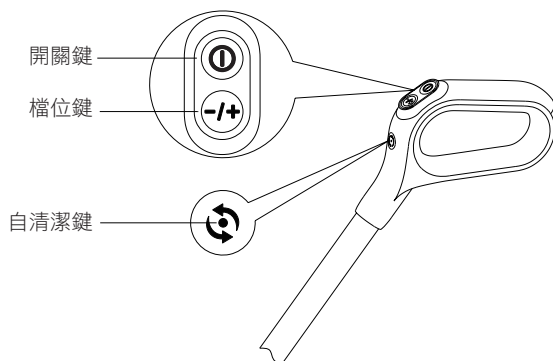
為產品充電

注意：

首次使用前，必須將產品充滿電後再使用。

1. 將底座連接電源（充電線接口位於底座背面）。
2. 將產品放在底座上，產品背面的充電接口對準底座上的充電接口。
3. 充電期間，產品LED顯示屏顯示當前電量，充電指示燈以藍色閃爍。

使用說明

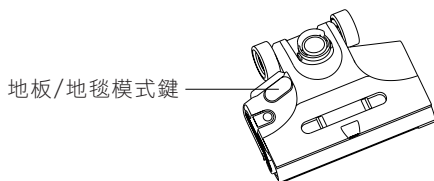


1. 將產品從底座取出，傾斜機身後用腳輕壓滾刷上蓋，直至滾刷貼平地面。

注意：

- 本產品設有直立開關，當機身完全直立時，顯示屏顯示「E4」且無法開機。請按步驟1傾斜機身後再開機使用。
- 嚴禁將機身傾斜超過142度，以免造成漏水。

2. 按「地板/地毯模式鍵」選擇所需模式。
3. 按「開關鍵」開機，LED顯示屏顯示當前電量，所選模式（地板模式 + /地毯模式 O ）指示燈 + 常亮，負離子指示燈 + 常亮。




4. 開機後預設為低檔吸力，相應指示燈常亮。按「檔位鍵」可循環選擇高檔吸力 +++ 或低檔吸力 + 。
5. 使用完畢後，按「開關鍵」關機，將產品放回底座。

注意：


- 當污水箱滿水時，污水箱滿水指示燈 ■ 以紅色閃爍，蜂鳴器間斷發出提示聲。
- 當淨水箱缺水時，淨水箱缺水指示燈 U 以紅色閃爍，蜂鳴器間斷發出提示聲。
- 當滾刷卡住時，滾刷卡住指示燈 ⊙ 以紅色閃爍，蜂鳴器間斷發出提示聲，必須立即清潔滾刷。

使用說明

自清潔模式

1. 將產品放在底座上，按「自清潔鍵」使用自清潔模式，相應指示燈  常亮。
2. 滾刷將不停轉動進行清潔，完成後自動停止。
3. 自清潔完成後，拆出滾刷擺放在風乾器裡自動風乾。

注意：

- 使用自清潔模式時，電量必須不低於15%。
- 如要使用自清潔模式，必須先將模式設置為「地板模式」。

清潔與保養

警告！

- 清潔及保養本產品前，必須拔出電源插頭。
- 嚴禁將主機浸入水中或直接沖洗。

清潔滾刷

如滾刷上纏繞有毛髮或其他碎屑，可用毛髮勾刀將纏繞物割斷。使用自清潔模式進行清潔。

清洗HEPA濾網

將HEPA濾網從污水箱中拆出。沖洗乾淨後置於通風處晾乾。

清洗污水箱蓋

將污水箱蓋從污水箱中拆出。沖洗乾淨後置於通風處晾乾。

清洗污水箱

將污水箱對準水龍頭沖洗，可配合清潔刷清除箱內污漬。

清洗滾刷上蓋

將滾刷上蓋拆出，沖洗乾淨後用乾布抹乾後裝回機身。

故障檢修

故障現象	可能原因	處理方法
產品不工作	電池沒電或電量不足	為產品充電
	滾刷被毛髮等物體纏繞	清理滾刷
	滾刷、滾刷上蓋、污水箱安裝不到位	重新安裝
產品吸力減弱	吸嘴口或管道被堵塞	清理吸嘴口或管道內的障礙物
	HEPA濾網髒污嚴重或漏裝	清理HEPA濾網或重新安裝
	尼龍濾網髒污嚴重	清理尼龍濾網
	滾刷被毛髮等物體纏繞	清理滾刷
摩打發出異常聲響	吸嘴口被堵塞	清理吸嘴口
	污水箱已滿	倒掉污水後，重新裝上污水箱
滾刷不出水	淨水箱無水	向淨水箱注水
	淨水箱安裝不到位	重新安裝
產品無法充電	充電座插頭未插好	檢查插頭是否連接好
	產品未完全插入充電座	檢查產品是否擺放正確
	充電頭與充電座接觸不良	檢查充電接頭與充電座是否連接好
產品無法自清潔	充電座插頭未插好	檢查插頭是否連接並正確擺放機器，使之處於充電狀態
	產品電量不足15%	為產品充電
	產品處於「地毯模式」	按地板/地毯模式鍵轉為「地板模式」
地毯模式不出水	淨水箱無水	向淨水箱注水
	滾刷上蓋安裝不到位	重新安裝滾刷上蓋

故障檢修

故障代碼	故障原因	處理方法
E1	充電器過載	聯絡德國寶客戶服務及維修中心
E2	充電器溫度不正常（過高）	
E3	充電器溫度不正常（過低）	
E4	負溫度係數熱敏電阻器（NTC）斷路	
E5	負溫度係數熱敏電阻器（NTC）短路	
E6	充電器電壓過高	
E7	輸出短路	
E8	輸出電流過低	
E9	主機過載	
F1	釋放電溫度不正常（過高）	
F2	釋放電溫度不正常（過低）	
F3	電池損壞	
F4	直立開關鎖定開啟	
		將滾刷向下傾斜再使用

⚠ 警告！

如無法順利排除故障，請與客戶服務及維修中心聯絡，嚴禁非專業人員對本機拆卸。

技術規格

型號	WVC-21DC
電壓	DC 18V
功率	210 W
電池容量	2600 mAh
產品尺寸	(H)1120 (W)270 (D)280 mm
淨重	4.3 kg

- 產品規格及設計如有變更，恕不另行通知。
- 中英文版本如有出入，一概以中文版為準。
- 本產品使用說明書以www.germanpool.com網上版為最新版本。

保用條款

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

* 貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

- 1) 填妥德國寶VIP手機應用程式保用登記表(掃描右方二維碼)
- 2) 填妥本公司網頁保用登記表
www.germanpool.com/warranty
- 3) 填妥保用卡郵寄至本公司。



Warranty Terms & Conditions

Under normal operations, the product will guarantee a 1-year full warranty provided by German Pool (effective from the date of purchase).

* This warranty is not valid until customer registration information is received by our Service Centre within 10 days of purchase via one of the following means:

- 1) Visit our VIP App and register online:
(Scan the QR Code on the left)
- 2) Visit our website and register online:
www.germanpool.com/warranty
- 3) Complete the attached Warranty Card and mail it back to our Customer Service Centre.



另請填妥以下表格並與正本發票一併保存，以便維修時核對資料。用戶提供之所有資料必須正確無誤，否則免費保用將會無效。
Please fill out the form below. This information and the original purchase invoice will be required for any repairs. Warranty will be invalidated if information provided is found to be inaccurate.

型號 Model No.: WVC-21DC

機身號碼 Serial No.: _____ 發票號碼 Invoice No.: _____

購買商號 Purchased From: _____ 購買日期 Purchase Date: _____

1. 未能出示購買發票正本者，將不獲免費維修服務。
2. 用戶應依照說明書的指示操作。本保用並不包括：
 - 上門安裝、檢驗、維修或更換零件之人工以及一切運輸費用；
 - 因天然與人為意外造成的損壞(包括運輸及其他)；
 - 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。
3. 於下列情況下，用戶之保用資格將被取消：
 - 購買發票有任何非認可之刪改；
 - 產品被用作商業或工業用途；
 - 產品經非認可之技術人員改裝或加裝任何配件；
 - 機身編號被擅自塗改、破壞或刪除。
4. 總代理有權選擇維修或更換配件或其損壞部份。
5. 產品一經被轉讓，其保用即被視作無效。

1. Customer who fails to present original purchase invoice will not be eligible for free warranty service.
2. Customer should always follow the operating instructions. This warranty does not apply to:
 - labour costs for on-site installation, check-up, repair, replacement of parts and other transportation costs;
 - damages caused by accidents of any kind (including material transfer and others);
 - operating failures resulting from applying incorrect voltage, improper usage, and unauthorized installations or repairs.
3. This warranty is invalid if:
 - the purchase invoice is modified by an unauthorized party;
 - the product is used for any commercial or industrial purposes;
 - the product is repaired or modified by unauthorized personnel, or unauthorized parts are installed;
 - the serial number is modified, damaged or removed from the product.
4. German Pool will, at its discretion, repair or replace any defective part.
5. This warranty will be void if there is any transfer of ownership from the original purchaser.

客戶服務及維修中心

中國香港

九龍大業街59號

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電郵：repairs@germanpool.com

中國澳門

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515號美居廣場第二期1樓A座

電話：+853 2875 2699

傳真：+853 2875 2661

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Hong Kong, China

Unit B, G/F, Sunshine Kowloon Bay

Cargo Centre, 59 Tai Yip Street, Kowloon

Kowloon, Hong Kong

Tel : +852 2333 6249

Fax : +852 2356 9798

Email : repairs@germanpool.com

Macau, China

A, 1 Andar, Mei Kui Kuong Cheong Fase 2,

No.515 Avenida Do Conselheiro Borja

Macau

Tel : +853 2875 2699

Fax : +853 2875 2661

此保用只適用於香港及澳門 | This warranty is valid only in Hong Kong and Macau

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香港《S MARK》
安全認證



中國電器/家電行業
十大影響力品牌



CEO非凡品牌大賞



香港優質商標



香港工商業獎



2007
最具價值
創建品牌企業獎



香港中小企業
最佳績優大獎



香港消費者推獎品牌



香港《Q MARK》
優質服務證書



香港名牌十年成就獎
HONG KONG TOP BRAND TEN YEAR
ACHIEVEMENT AWARD

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