



USER MANUAL

Model: U20 Series

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01 IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY



WARNING:

When using an electrical appliance, to reduce the risk of fire, electric shock, injury, or property damage, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM:

1. This appliance is not intended for use 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 by a responsible person concerning use of the appliance to ensure that they can use it safely.
2. Do not allow to be used as a toy. Close attention is necessary when used by or near children. Children should be supervised to ensure that they do not play with the appliance.
3. Use only as described in the User manual. Do not carry out any maintenance other than that shown in the manual, or advised by the Ultenic Support Team.
4. Suitable for dry locations ONLY. Do not use outdoors or on wet surfaces.
5. Do not handle any part of the charger or appliance with wet hands.
6. Do not use with a damaged cable or plug. If the supply cable is damaged it must be replaced by Ultenic, its service agent or similarly qualified persons in order to avoid a hazard.
7. If the appliance is not working as it should, if it has received a sharp blow, if it has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Ultenic Support Team.
8. Contact the Ultenic Support Team when a service or repair is required. Do not disassemble the appliance as incorrect reassembly may result in an electric shock or fire.
9. Do not stretch the cable or place the cable under strain. Keep the cable away from heated surfaces. Do not close a door on the cable, or pull the cable around sharp edges or corners. Arrange the cable away from traffic areas and where it will not be stepped on or tripped over. Do not run over the cable.
10. DO NOT use to pick up:
 - ① Liquids ② Large objects ③ Hard or sharp objects (glass, nails, screws, or coins) ④ Large quantities of dust (including drywall, fireplace ash, or embers). DO NOT use as an attachment to power tools for dust collection.
 - ⑤ Smoking or burning objects (hot coals, cigarette butts, or matches) ⑥ Flammable or combustible materials (lighter fluid, gasoline, or kerosene) ⑦ Toxic materials (chlorine bleach, ammonia, or drain cleaner)
11. DO NOT use in the following areas:
 - ① Poorly lit areas ② Wet or damp surfaces ③ Outdoor areas ④ Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
12. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts, such as the brush bar. Do not point the hose, wand or tools at your eyes or ears or put them in your mouth.
13. Use only Ultenic recommended accessories and replacement parts.
14. Do not use without the clear bin and filter(s) in place.
15. Unplug the charger when not in use for extended periods of time.
16. Unplug the charger and disconnect the battery from the appliance before carrying out any cleaning or

user maintenance.

17. Use extra care when cleaning on stairs.
18. To prevent unintentional starting, be careful to keep your hands and fingers away from the power trigger until you are ready to begin vacuuming, especially when picking up or carrying the appliance. Carrying the appliance with your finger on the power trigger invites accidents.
19. Use only the Ultenic charger for charging this appliance. Use only original batteries as other types may explode, causing injury and damage. If either part needs replacing, please contact and consult the Ultenic Support Team for assistance.
20. When removing or replacing a motorised brush bar, be careful not to pull the power trigger until the cleaner head has been reassembled.
21. Disconnect the battery from the appliance before storing for extended periods of time.
22. When the battery is not in use, keep it away from other metal objects such as 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.
23. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury. The battery pack used in this appliance may present a risk of fire or chemical burn if mistreated. Do not place the appliance on or near a cooker or any other hot surface and do not disassemble or short-circuit the battery's supply terminals. Do not expose the battery pack or appliance to fire or excessive temperatures. Exposure to fire or temperatures above 60 °C (140 ° F) may cause explosion.
24. Exhausted or damaged batteries should be removed from the appliance before it is discarded. When removing the battery, the appliance must be powered off. Safely dispose of the battery in accordance with local ordinances or regulations.
25. The battery is a sealed unit and under normal circumstances poses no safety concerns. In the unlikely event that liquid leaks from the battery, do not touch the liquid as it may cause irritation or burns, and observe the following precautions:
 - Skin contact – can cause irritation. Wash with soap and water.
 - Inhalation – can cause respiratory irritation. Expose to fresh air and seek medical advice.
 - Eye contact – can cause irritation. Immediately flush eyes thoroughly with water for at least 15 minutes. Seek medical attention.
 - Disposal – wear gloves to handle the battery and dispose of immediately, following local ordinances or regulations.
26. Follow all charging instructions in the User manual. Do not charge the battery 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 risk of fire.
27. Any servicing must be performed by Ultenic or an authorised service agent using only Ultenic replacement parts. This will ensure that the safety of the appliance is maintained. Do not modify or attempt to repair the appliance.
28. **FIRE WARNING** – Do not place this appliance on or near a cooker or any other hot surface and do not incinerate this appliance even if it is severely damaged. The battery might catch fire or explode.
29. **FIRE WARNING** – Do not apply any fragrance or scented product to the filter(s) of this appliance. The chemicals in such products are known to be flammable and can cause the appliance to catch fire.

Additional Information

- Your machine won't operate or charge if the ambient temperature is below 5°C (41°F). This is designed to protect both the motor and battery. The recommended temperature range for storage, operating and charging your machine is between 18°C (64°F) and 28°C (82°F)
- To help prolong battery life, avoid recharging immediately after a full discharge. Allow to cool for a few minutes.
- Avoid using the machine with the battery flush to a surface. This will help it run cooler and prolong battery runtime and life.

Disposal Information

- Ultenic products are made from high grade recyclable materials. Recycle where possible.
- The battery should be removed from the machine before disposal.
- Dispose of or recycle the battery in accordance with local ordinances or regulations.
- Dispose of the exhausted filter unit in accordance with local ordinances or regulations.



■ This symbol indicates that this machine should not be disposed with your general household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. When this machine has reached the end of its serviceable life, please take it to a recognised WEEE (Waste Electrical and Electronic Equipment) collection facility such as your local civic amenity site for recycling. Your local authority or retailer will be able to advise you of your nearest recycling facility.

Limited Guarantee

Warranty period: 1 year in the US, 2 years in the EU/UK.

What is covered

- The repair or replacement of your machine (at Ultenic's discretion) if it is found to be defective due to faulty materials, workmanship or function within the warranty (if any part is no longer available or out of manufacture, Ultenic will replace it with a functional replacement part).
- Where this machine is sold outside of the EU, this guarantee will only be valid if the machine is Used in the country in which it was sold.

What is not covered

We do not guarantee the repair or replacement of a product where a defect is the result of:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the machine which is not in accordance with the Ultenic User manual. Use of the machine for anything other than normal domestic household purposes.

- Use of parts not assembled or installed in accordance with the instructions of Ultenic.
- Use of parts and accessories which are not Ultenic components.
- Faulty installation (except where installed by Ultenic).
- Repairs or alterations carried out by parties other than Ultenic or its authorised agents.
- Blockages - refer to the User manual for details on how to look for and clear blockages
- Normal wear and tear (e.g. fuse, brush bar etc.).
- Use of the machine on rubble, ash, plaster.
- Reduction in battery discharge time due to battery age or use (where applicable).
- If you are in any doubt as to what is covered by your guarantee, please contact the Ultenic Support Team.

Summary of cover

- The guarantee becomes effective from the date of purchase (or the date of delivery if this is later).
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your machine. Without this proof, any work carried out will be chargeable. Keep your receipt or delivery note.
- All work will be carried out by Ultenic or its authorised agents.
- Any parts which are replaced by Ultenic will become the property of Ultenic.
- The repair or replacement of your Ultenic machine under guarantee will not extend the period of guarantee.
- The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer and will apply whether you purchased your product directly from Ultenic or from a third party.

Important Data Protection Information

When registering your machine:

- You will need to provide us with basic contact information to register your machine and enable us to support your guarantee.
- We never sell your information to third parties and only use information that you share with us as defined by our privacy policies.

Specifications

Working Voltage	29.6V
Adapter Rated Input	100-240V ~ 50/60Hz
Adapter Rated Output	36V = 0.5A

EU Declaration of Conformity

We, as the manufacturer and responsible entity, hereby declares that the product complies with the following European Union directives and standards:

- 2014/35/EU
- 2014/30/EU
- 2011/65/EU
- 2009/125/EC
- EC/1275/2008
- EN 60335-1:2012+A11:2014+A13:2017+A1:2019 +A14:2019+A2:2019+A15:2021
- EN 60335-2-2:2010 + A11:2012 + A1:2013
- EN 55014-1:2017+A11:2020; EN IEC 55014-1:2021
- EN 55014-2:1997 + A1:2001 + A2:2008 + AC:1997; EN IEC 55014-2:2021
- EN 61000-3-2: 2014; EN IEC 61000-3-2:2019 + A1:2021
- EN 61000-3-3:2013; EN 61000-3-3:2013 + A1:2019 + A2:2021
- EN 50564: 2011
- EN IEC 63000:2018
- EN 62233: 2008

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to parts 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 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:

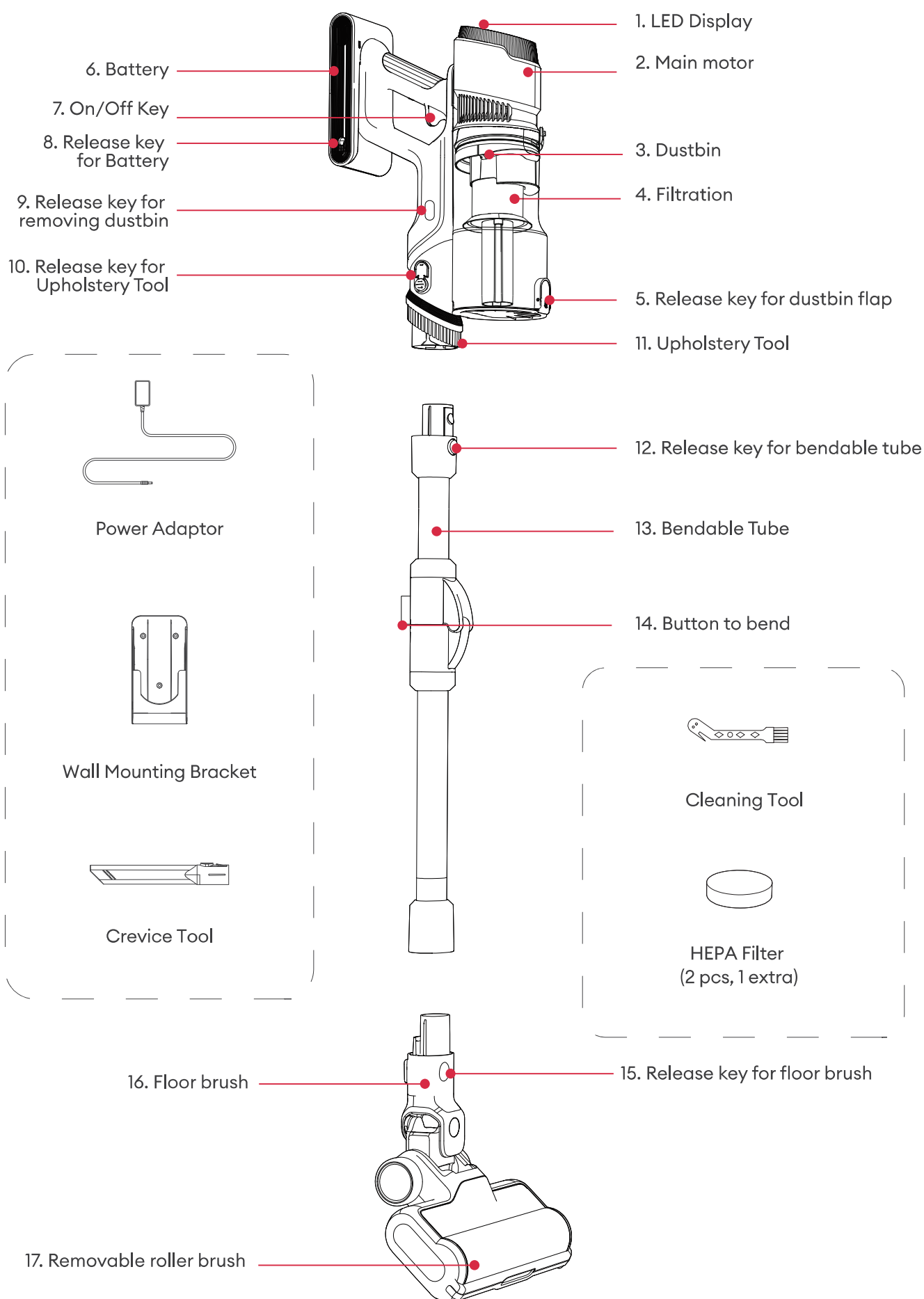
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This Device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation.

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

02 KNOW YOUR U20

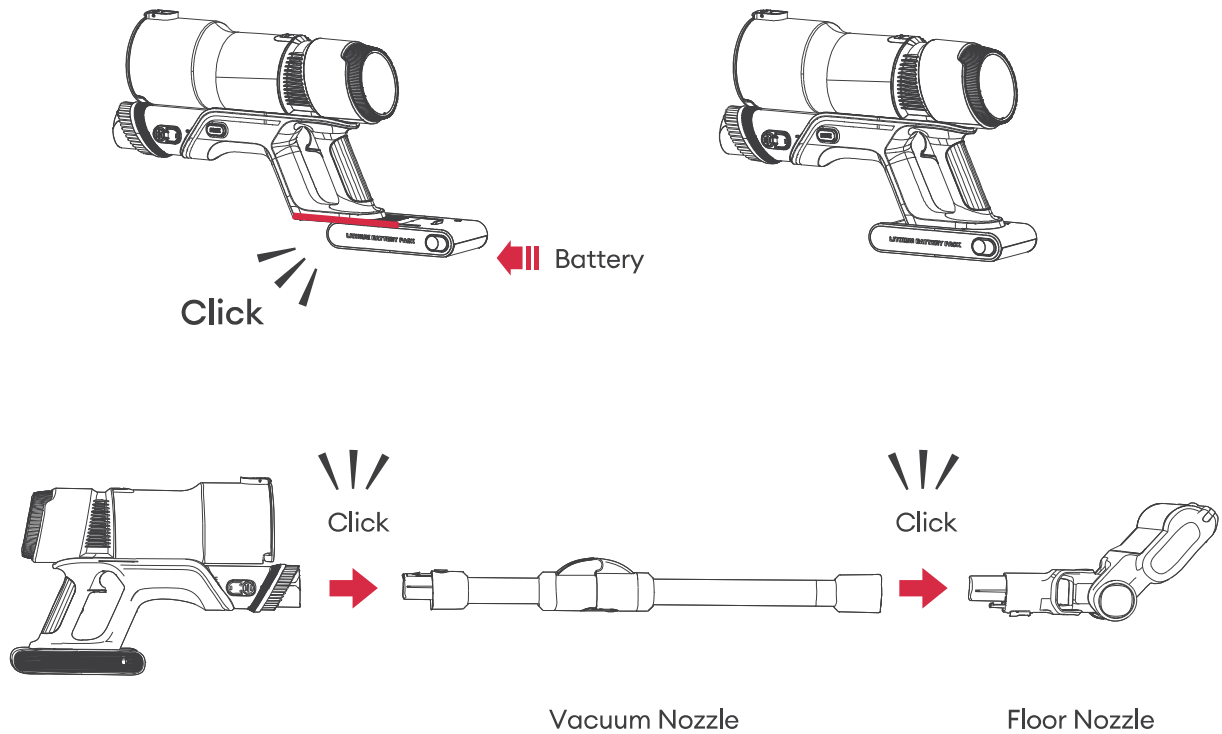


03 USING YOUR U20

Getting Started

1. Slide the battery onto the handle until it clicks securely in place.
2. Align the Vacuum nozzle opening with the top of the bendable tube and slide it on until it clicks into place.
3. Slide the bendable tube onto the neck of the Floor Nozzle until it clicks into place.

For proper operation, ensure all components are completely connected and clicked into place.



Charging Your Vacuum



Notes

**Charge the battery completely before using it for the first time.
Allow approximately 4 hours for this.**

It's important to fully charge your new machine before using it for the first time, and after every clean. This is because the battery and monitoring system's algorithm learns' over time, and fully charging your machine helps it to more accurately calculate and display remaining runtime.

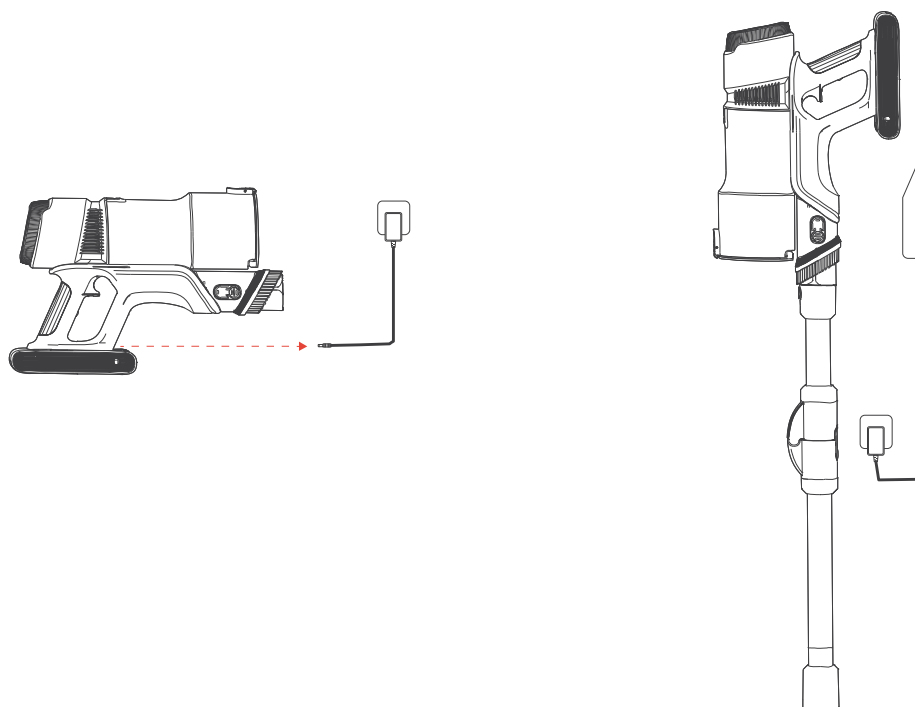
Connect to the charger either directly or in the wall mounting.

The battery indicator light on side of the battery will flash during charging.

When the battery is fully charged, the battery indicator light stays white.

Your battery is fully charged when the display shows 100%.

*Your machine won't operate or charge if the ambient temperature is below 5°C (41°F). This is designed to protect both the motor and battery.



How to screw the wall mounting bracket to the wall ?

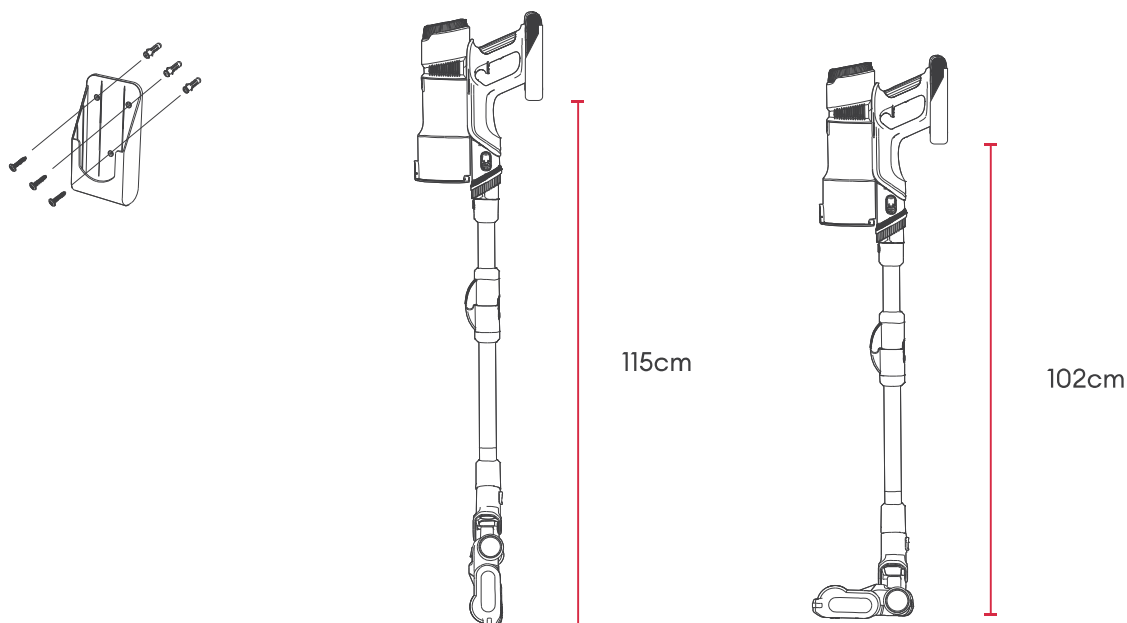
3 screws with expansion plugs are supplied for attaching the wall bracket.

You will also need a battery-operated screwdriver or a drill (with a drilling diameter of 6 mm).

Depending on the wall bracket, select a distance of 115cm (Floor brush suspended in the air) or 102cm (Floor brush on the ground) between the bottom edge of the wall bracket and the floor.

You will need a suitable location near a free power socket for mounting the appliance on the wall.

Be careful not to damage any cables laid in the wall.



Display and Control

Power Modes

Your machine offers three distinct power modes, each tailored for specific cleaning tasks. Switch between modes effortlessly by toggling the gear.

Floor Mode: Balanced for hard floors (50-55min runtime).

Carpet Mode: Enhanced for low-pile carpets (30-35min runtime).

Turbo Mode: Ideal for heavy debris or long-pile carpets over 1.8cm (15min runtime).



Carpet Cleaning Tips:

- Use “Carpet mode” for low-pile carpets and “Turbo mode” for long-pile carpets over 1.8cm.
- Move slowly to allow the brush roll to fully engage, especially for carpets with embedded hair, ensuring effective agitation and lifting of hair and dirt.

Runtime Countdown

During use, the display shows the countdown in minutes.

When charging, it shows the battery percentage.



Alerts

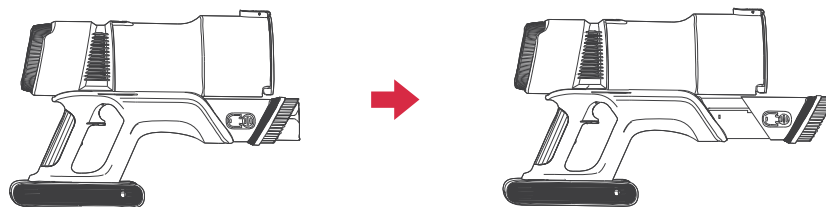
The alerts you might see are:

- “  ” : When the charge level falls below 10%, the charging indicator flashes at 2 times per second to remind you that charging is required.
- “  ” : The floor brush is clogged and needs to be removed for cleaning.
- “  ” : The main motor or tube is clogged and needs to be removed for cleaning.

Use as a Handheld Vacuum

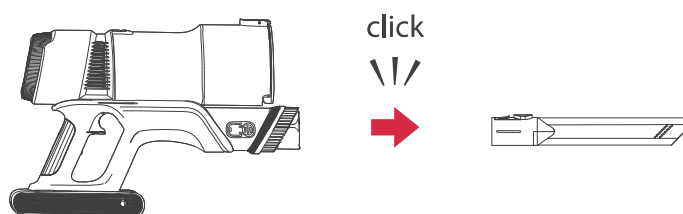
Upholstery Tool (Attached)

This tool is carefully designed to gently lift dirt and dust from delicate upholstery fabrics, ensuring no damage or abrasion. Perfect for sofas, chairs, and other furniture with delicate surfaces. Its one-piece design offers both ease of use and convenient storage.



Crevice Tool

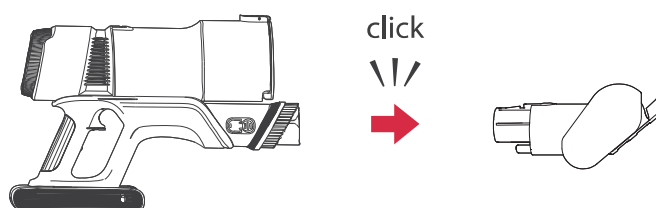
Precisely engineered for deep cleaning in tight spots like edges, corners, and narrow gaps. Versatile enough for use on various surfaces, including furniture, car interiors, and household appliances, making it an indispensable tool for thorough cleaning.



Bed Brush (Purchase Separately)

Specially designed to handle hair entanglements and stubborn residues, thanks to its high-frequency beating action of 5000x/min. Excellent for cleaning mattresses, couches, and other upholstery items. A must-have for homes with pets, ensuring both hygiene and comfort.

Notes: Register your product's warranty now to receive it as a limited-time gift offer!



Scan Here

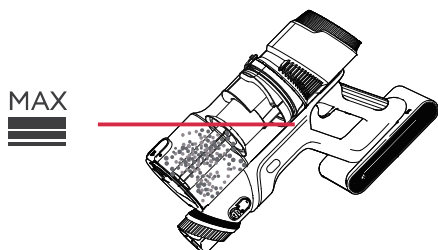
Register Your Warranty

- Scan the QR code to activate your warranty and gain access to dedicated support from a specialist.
- Register within 7 days to receive a special limited-time offer: a surprise extra accessory.

04 MAINTAINING YOUR U20

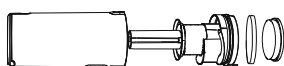
Cleaning the Dustbin and Filter

Regularly check the dustbin level and empty it as needed. Clean the filter every 3-4 weeks or more frequently if used heavily.



Emptying the Dustbin:

- Remove the dustbin from the machine.
- Use the provided cleaning tool to dislodge any hair and remaining dust.
- Ensure the dustbin is thoroughly clean before reassembly.

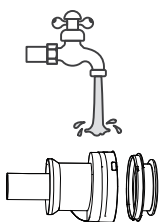


Cleaning the HEPA Filter:

- Gently shake the filter to remove loose debris.
- Use the cleaning tool to brush off any stubborn particles.
- If necessary, rinse the filter with water and allow it to air dry.
- It is recommended to replace the filter every 3 months to ensure optimal performance.

Notes:

Both the dustbin and the filter are washable. After cleaning, place them in a well-ventilated, warm area to dry completely. It is crucial that the filter is completely dry before reinstalling it into the machine. Using a damp filter can damage the machine and reduce its efficiency.



Cleaning the Floor Brush

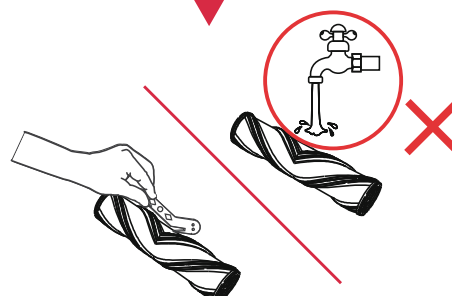
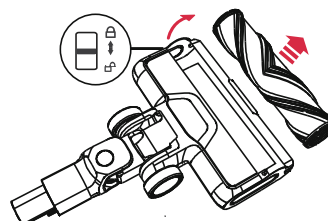
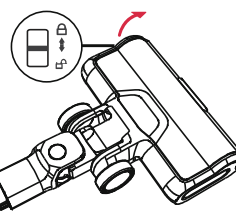
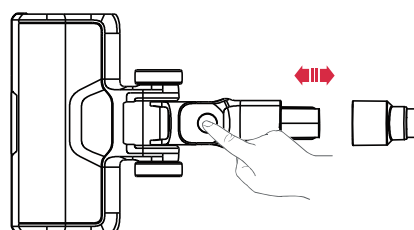
To maintain optimum performance, check your floor brush bar regularly and clear any obstructions.

Make sure your machine is disconnected from the charger and make sure your machine power is turned off.

Steps:

1. Press the release button on the end of the tube. Place the floor brush up side down.
2. Twist the end cap and slide the brush roller out of the floor brush.
3. Use the provided cleaning tool to clear any debris or blockages from the roller brush.

Your Floor brush head and brush roller aren't washable. Wipe over with a damp lint-free cloth.



Clearing Blockages

Disconnect your machine from the charger before looking for blockages.

Be careful not to touch the trigger and be aware of sharp objects.

Steps:

1. Check the main body.

Remove the bin and check for blockages in the main body of your machine. Make sure any blockages are completely cleared and all parts are fitted before using your machine.

2. Check the bendable tube and floor brush head

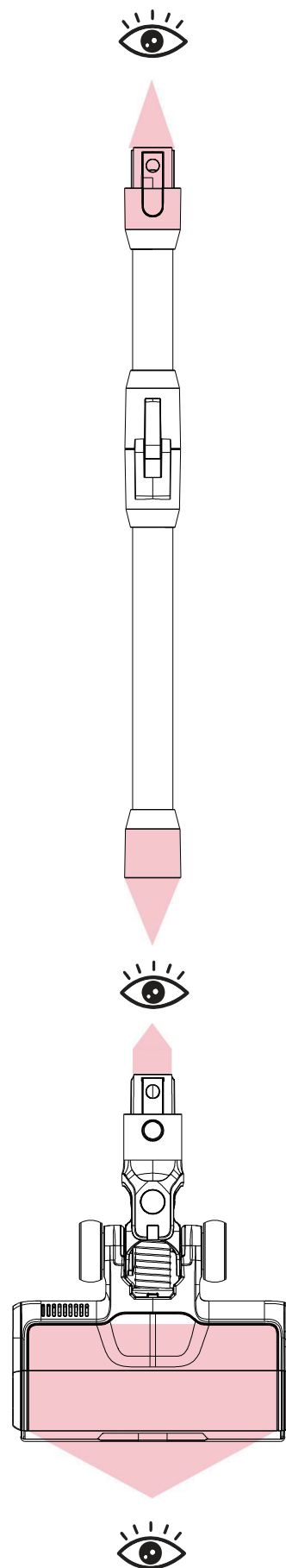
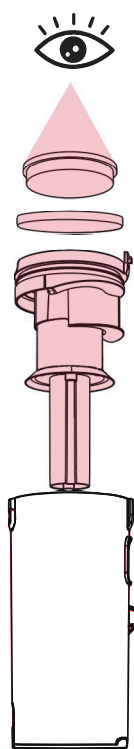
Check the tube for blockages.

Check your floor brush head for blockages, following the instructions to remove the brush roller, where necessary.

3. Re-assemble your machine.

Refit all parts securely before using your machine.

Clearing blockages isn't covered by your guarantee.



05 TROUBLESHOOTING

ERROR	REASON	SOLUTION
The machine cannot be started	The battery is not installed correctly.	Please ensure the battery is properly installed.
	The battery is dead.	Charge the battery fully before use.
Vacuum cleaner has no suction or suction becomes weaker	The dustbin is full.	Please empty the dustbin.
	The tube or floor brush is blocked.	Clean the tube or floor brush to remove any blockages.
	The dustbin or HEPA filter is not installed correctly.	Reinstall the dustbin and HEPA filter properly.
	The HEPA filter is blocked.	Clean the HEPA filter, dry it thoroughly, and reinsert it.
Dust is leaking from the air outlet	The HEPA filter is not installed correctly.	Install the HEPA filter correctly according to the manual.
The roller brush stops turning, and the floor brush blockage indicator lights up in red	The roller brush is entangled or stuck, triggering a protection mechanism.	Install the HEPA filter correctly according to the manual.
Unable to pick up hair from carpets	The carpet is too thick or the cleaning power is insufficient.	Clear any entanglements or blockages from the roller brush and restart the machine.
Error Code: E1	The battery is under thermal protection (overheating or too cold).	Wait for the battery to cool down or use the device in a normal room temperature environment.
Error Code: E2	Main motor overcurrent or short circuit.	The motor is malfunctioning. Please contact the Support Team and provide a video for further assistance.
Error Code: E3	The brush roller has a short circuit.	Check if the brush roller is clogged or stuck.

Notes:

If further assistance is needed, please contact the Ultenic Support Team at support@ultenic.com.

Customer Service

English	support@ultenic.com
Deutsch	service-de@ultenic.com
Français	service-fr@ultenic.com
Español	service-es@ultenic.com
Italiano	service-it@ultenic.com
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Others	support@ultenic.com



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Ultenic_Global

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