

# HIZERO

**Bionic Floor Cleaner  
User Manual**

**F5 Series**

EN

## IMPORTANT SAFETY INSTRUCTIONS

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

### READ ALL INSTRUCTIONS

### BEFORE USING (THIS APPLIANCE)

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

- a) To Reduce the Risk of Fire due to internal component damage, use only HIZERO cleaning fluid intended for use with the appliance. See the Cleaning Fluid section of this manual. To Reduce the Risk of Fire, do not use a flammable or combustible liquid to clean a floor.
- b) For household use only. Do not use outdoors.
- c) Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- d) Use only as described in this manual. Use only manufacturer's recommended attachments.
- e) Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to service center.
- f) Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- g) Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- h) Do not handle plug or appliance with wet hands.
- i) 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.
- j) Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- k) Turn off all controls before unplugging.
- l) Use extra care when cleaning on stairs.
- m) Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- n) 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.
- o) 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.
- p) Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- q) Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- r) 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.
- s) 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.
- t) 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.
- u) Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion. The temperature of 130°C may be replaced by the temperature of 265°F.
- v) 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.
- w) Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- x) Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

Thank you for choosing the HIZERO All in One Bionic Floor Cleaner and congratulations for making the right choice to have crystal clean floors with less effort! Harnessing patented game-changing bionic technology, your Hizero integrates the functions of sweeping, mopping, and drying stone, wood, cork and laminate hard floors. Your cleaner has a built in rechargeable battery to give you all the freedom-of-movement benefits of wireless cleaning, while the self-cleaning polymer cleaning roller automatically separates solid and liquid dirt and messes into separate compartments. You can now enjoy high cleaning efficiency, simple operation and easy maintenance. This user manual also provides you useful tips about how to get the most out of your Hizero floor cleaner for a cleaner, healthier and easier lifestyle, so we suggest you read it through carefully and keep handy for future reference.

## 1. Safety Instructions

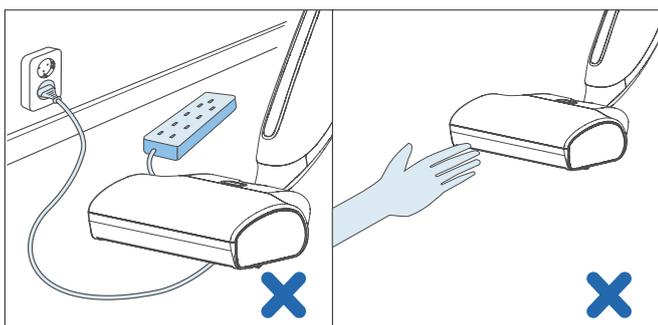


### 1.1 Warning

For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.

Do not move Hizero over the following:

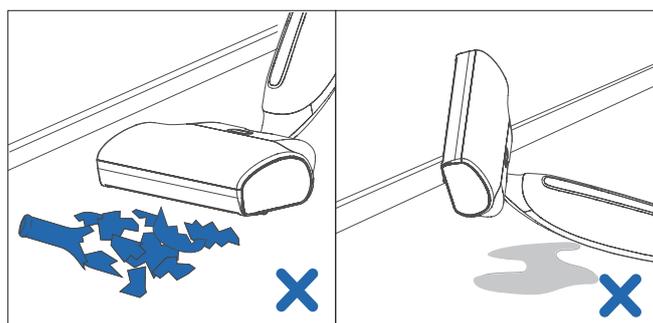
- Electrical cables
- Parts of the human body
- Large solid objects



- Never store the product at a temperature lower than 0°C/32°F.
- Only use clean water with or without Hizero cleaning solution, in the clean water tank.
- Do not put anything acidic (example vinegar), or not Hizero authorized detergents, in the water tanks. Both the clean or dirty water tanks.
- Do not use wax, oil or floor maintenance products, in the clean water tank.
- Use HIZERO authorized batteries only!
- Charge only with Hizero docking station.
- Battery can only be used for Hizero Bionic floor cleaner, is not interchangeable with other products. Do not expose the battery to heat (50°C/122°F), water or the outdoors.
- Do not allow the battery terminals to touch any metal objects. Thus avoiding any thermal effect, smoke, fire or even explosion.
- In the event of battery leakage, cease use immediately and call a Hizero authorized service centre.
- Batteries should be replaced by skilled technicians.
- Discard non functioning batteries, as regulated by your country of origin.
- Use only HIZERO specified cleaning solution to prevent any damage to internal components.
- Do not clean the cleaning roller, with sharp objects. As this will damage it and reduce the cleaning performance.
- When there is water in either of the water tanks, never put the product on its side or upside down in order to prevent any leakages.
- Empty the dirty water tank after use, to prevent bacteria and odor buildup.
- Not dishwasher safe.
- This product is intended for the indoor use only (not outdoor use).

### 1.2 Caution

- Remove product from docking station, prior to operating or maintaining it.
- Always switch off prior, before removing water tanks or opening the cleaning head.
- To avoid damaging: do not use to clean up broken glass or sharp objects.
- Do not immerse or rinse the body under water. As this will cause irreparable damage.
- Never use the product to clean flammable or combustible liquids and do not put flammable or combustible liquids in the clean/dirty water tank.
- Regularly maintain the product. If damaged take it to an authorized service center.
- 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.



### 1.3 Compliance

This product complies with the current recognized electrical product technical specifications and safety regulations. It is safe to use the product if the user operates according to the instructions of this user manual.

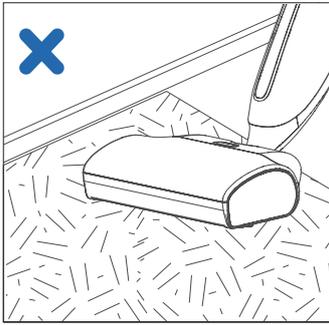
### 1.4 Self-Protection System

This product will automatically stop, if a large object is caught in the cleaning roller.

### 1.5 Intended Use

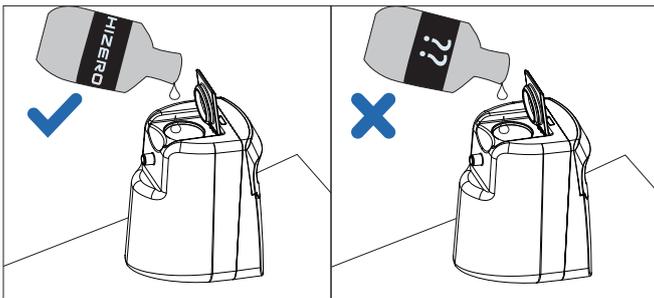
This product is designed to be used on waterproof hard flooring.  
(e.g. Tiles/Wood/Concrete/Marble)

Not to be used on carpets or any water absorbent floor coverings.



### 1.6 Best Results

Please use this use and care guide in conjunction with any manuals you may have for your floor to obtain the best result. Hizero only recommends our cleaning solution to enhance your result.



 : detachable supply unit

 : read operator's manual

 : This marking indicates that this product should not be disposed with other household wastes throughout the EU. 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. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

This device must accept any interference received, including interference that may cause undesired operation.

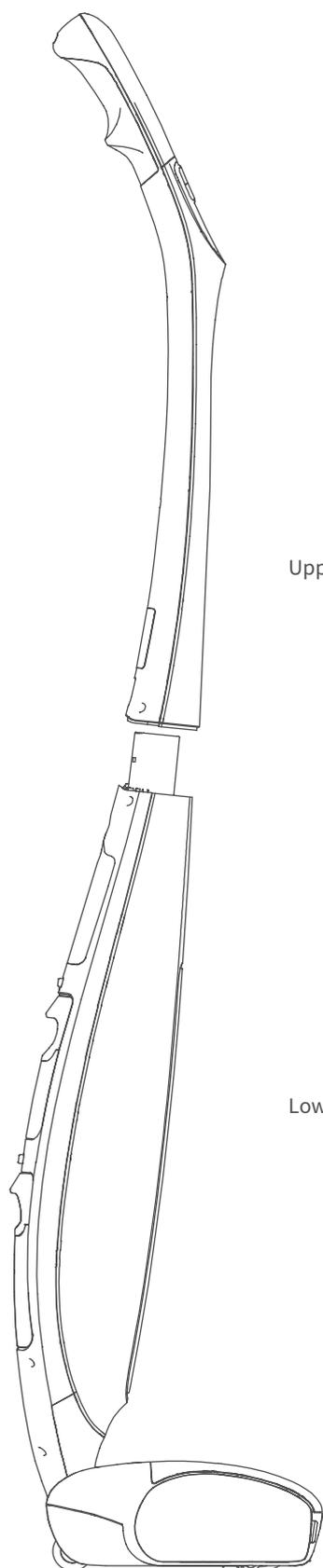
Please note that changes or modifications of this product is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

- 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.

## 2. Components in the box



Upper Body x 1

Lower Body x 1



Quick-Mount Screw x 1



Battery x 1(Installed)



Clean Water Tank x 1(Installed)



Dirty Water Tank x 1(Installed)



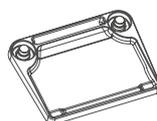
Cleaning Roller x 1



Trash Container x 1(installed)



Brush Roller x 1(installed)



Base Dock x 1



Power Adapter x 1



Cleaning Brush x 1



Brush Cleaner x 1

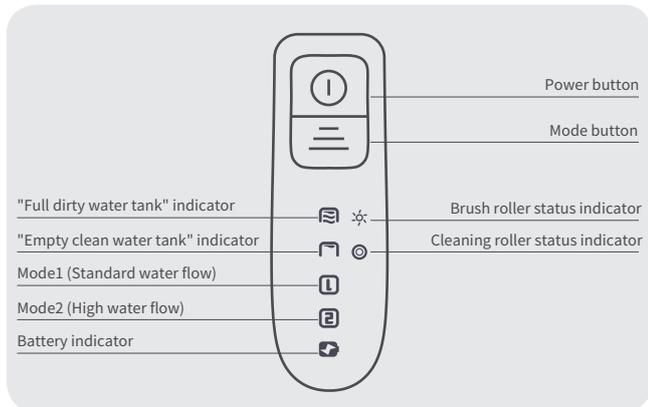


User Manual x 1



HIZERO Cleaning Solution x 1(Optional)

## 3. Control Panel



### 3.1 Charging

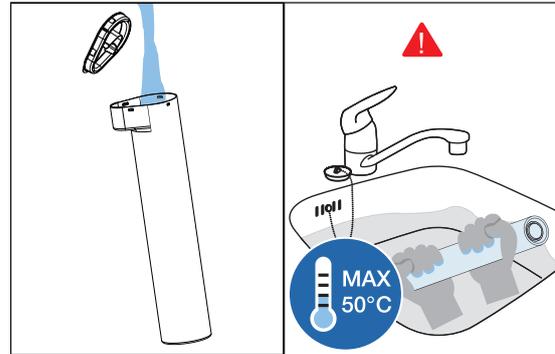
- Flashing red:** The product is charging.
- Solid Blue:** The product is fully charged.

### 3.2 In Use

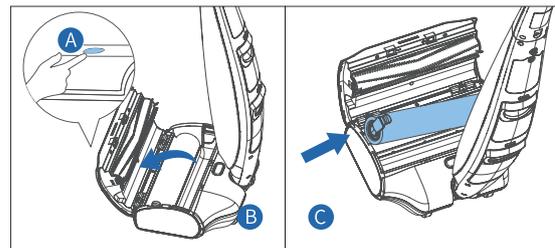
- Red:** Low battery level. The product will automatically power off when the battery runs out.
- Blue:** Sufficient power
- Mode 1:** Normal mode. A full tank (500ml) of clean water can last for approximately 10 minutes.
- Mode 2:** High water flow mode. The appliance will use more water. A full tank (500ml) of clean water can last for approximately 5 minutes.
- Flashing:** The water in the clean water tank is running low. The product will stop working and automatically switch-off after 30 seconds.
- Flashing:** A. The dirty water tank is full.  
B. The dirty water tank is not assembled correctly.
- Solid Red:** Please contact Customer Service.
- Flashing:** Please contact Customer Service.
- Flashing:** The cleaning head lid is not closed properly
- Solid Blue: Normal working mode**
- Solid Red:** Error. Please check the control panel for more information.

## 4. Assembly

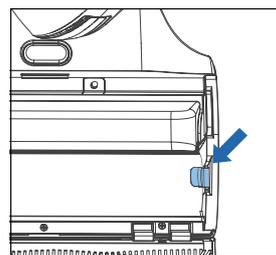
1. Unpack the cleaning roller. If the roller is dry and hard, please soak the roller with warm water not higher than 50°C (15°C-40°C is recommended). When soaking, you can also squeeze the entire body of the roller evenly until it becomes completely soft. Squeeze out the excess water until it does not drip.



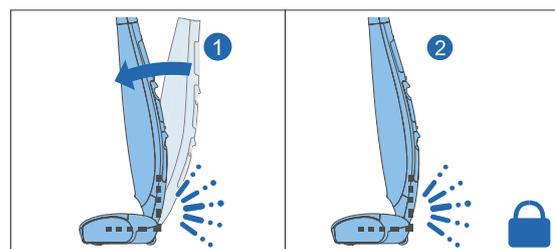
2. Take out the lower body, press the button of the cleaning head cover to open the cover, and put the cleaning roller on the motor.



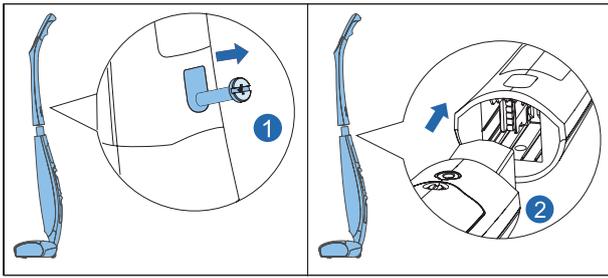
3. Push the cleaning roller back in and make sure that the snap-fit locks properly.



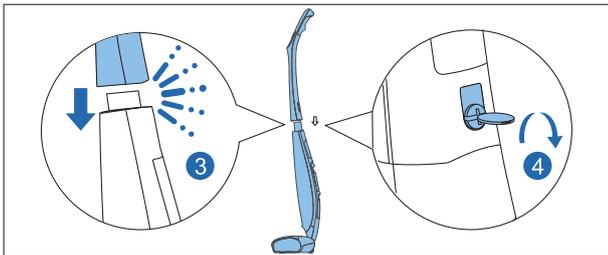
4. Push the lower body forward slightly and hear a "click", indicating that the lower body is locked in place.



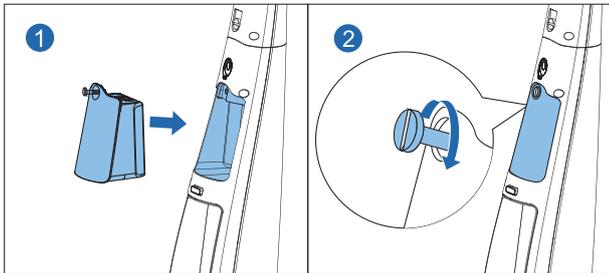
5. Take out the upper body, remove the quick-mount screw from the upper body, and insert the upper body into the lower body to ensure that the body is connected firmly.



6. Insert the quick-mount screw into the screw hole on the upper body and tighten.



7. The battery is pre-installed. Do not remove unless necessary. If needed, loosen the screw and remove the battery. Please make sure the device is powered off before removing the battery. Dispose of the removed battery safely. Follow the step below to install the battery.

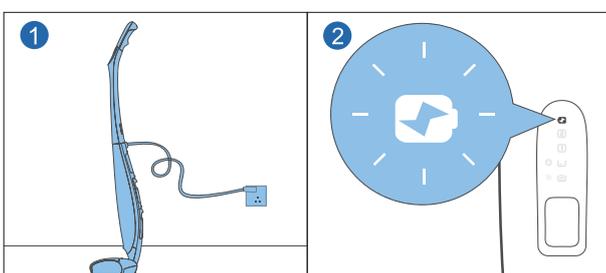


8. Insert the battery into the battery compartment of the lower body and tighten the screws to ensure that the battery is installed in place.

## 5. Preparing for use

### 5.1 Charging

Plug the power adapter to the charging port of the product.



### 5.2 Remove Large Objects from the Floor

Before using the product, please remove large objects such as toys, power cords and shoes from the floor to be cleaned.

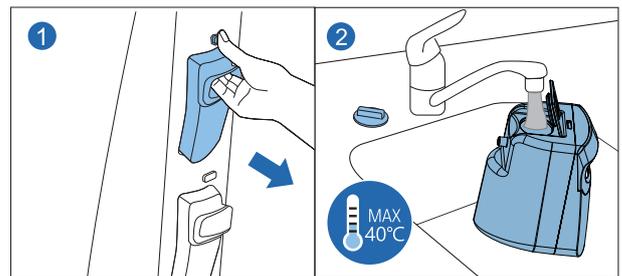
### 5.3 Fill the Clean Water Tank

Fill the clean water tank before use.

1. Press and hold the square button above the tank to release the tank and pull it out. To prevent the body from tipping over, hold the body upright with the other hand.

Open the clean water tank cap, and fill in clean water (maximum 40°C/104°F). If necessary, add HIZERO cleaning solution (refer to chapter 1.6 Best Results).

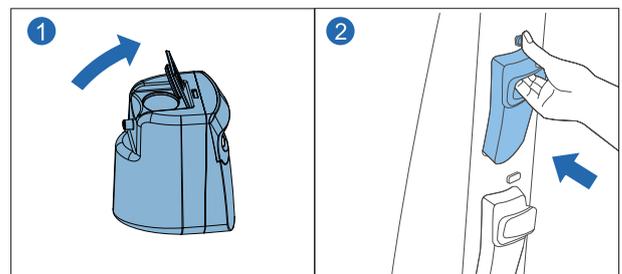
The volume of the clean water tank is approximately 500mL.



**Note:** Only use Hizero Cleaning Solution. Refer to the instructions of the Hizero Cleaning Solution.

Add Hizero Cleaning Solution before adding clean water.

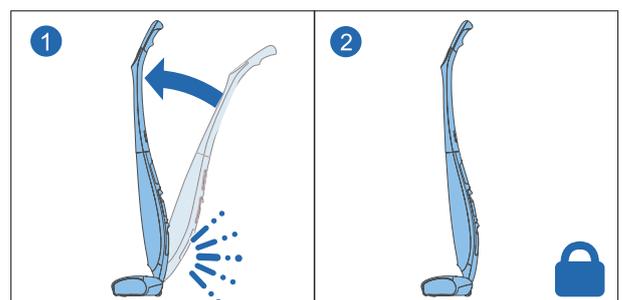
2. Seal the clean water tank cap, and then put the clean water tank back into the body, making sure that the clean water tank is installed in place. To prevent the body from tipping over, hold the body upright with the other hand.



**NOTE:** To prevent the tank from falling out when cleaning the floor, make sure the tank is locked in with a clicking sound.

### 5.4 Locking the Body

Hold the handle of the product, push it forward lightly until you hear a click which means the product is locked vertically. Do not push it any further, or the product will be damaged.



# 6. Operation

## 6.1 Start the product

Lift the product from the base and place it on a flat surface, place one foot on the cleaning head and then gently pull the body back to unlock the body. Press the power button to turn on the product.



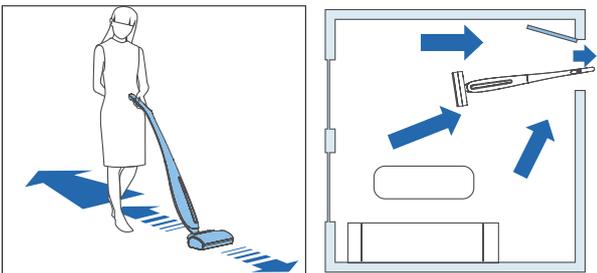
Note: During locking or unlocking, the clicking sound is normal.

## 6.2 Floor cleaning

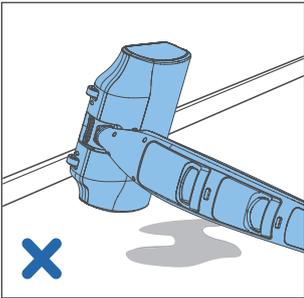
1. For the maximum cleaning effectiveness, it is recommended to remove any large solid spills, and to allow the Hizero to move forward to clean, via its motorized cleaning roller.



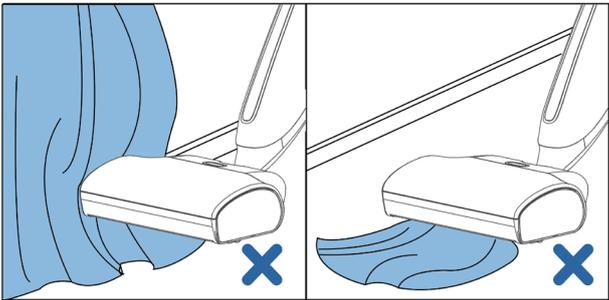
2. To avoid inefficient cleaning, the cleaning path shown in the following pictures is recommended.



- 3. To remove stubborn stains, move the product back and forth repeatedly.
- 4. Do not lay the product flat.

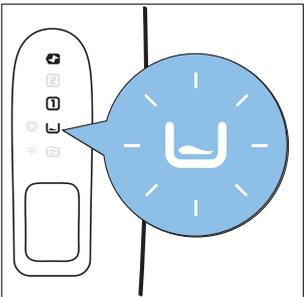


- 5. If the cleaning roller is jammed by a foreign object, press the power button to turn off the machine immediately. Open the cleaning head lid, remove the cleaning roller, and remove the foreign object.

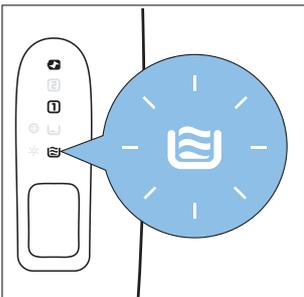


## 6.3 Water tank indication

- 1. The indicator will flash red when the clean water tank is empty. Please switch off the product and fill the clean water tank (refer to Section 5.3 Fill the Clean Water Tank). Then re-start the product.

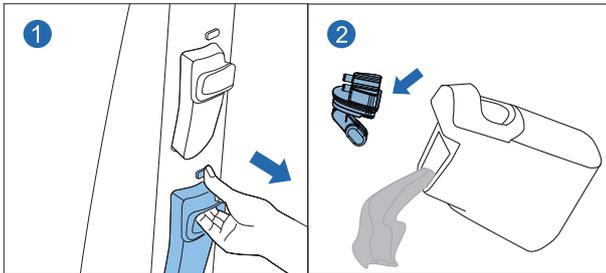


- 2. The indicator will flash red and the product will stop working when the dirty water tank is full. Please empty the dirty water tank (refer to Section 6.4 Empty the Dirty Water Tank) and re-start the product.

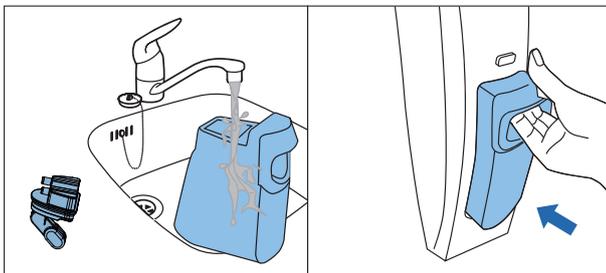


## 6.4 Empty the Dirty Water Tank

1.1. Press the square button above the water tank to unlock the tank and pull it out. To prevent the body from tipping over, hold the body upright with the other hand. Hold the lid and open the dirty water tank carefully upwards and empty the dirty water slowly. Watch out for overflow/spill.



Gently rinse the dirty water tank and lid, close the lid and put the tank back into the product. To prevent the product from tipping over, hold the product upright with your other hand.



### Note:

1. To avoid the water tank from sliding out during cleaning, make sure it is installed and locked properly.
2. Pour dirty water out each time after cleaning to prevent bacteria and odor build up.
3. The dirty water tank volume is approximately 500mL.

## 6.5 Empty the Trash Container

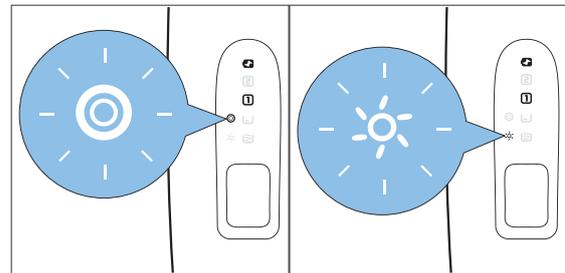
Open the cleaning head lid. Take out the trash container and use the cleaning brush to sweep the trash into a dustbin.



## 6.6 Automatic Protection System

The automatic protection system is used to identify abnormalities in the operation of the product. When this system is activated, the product will stop operation immediately to prevent damage to objects and the product. To continue operation, please follow the instructions below!  
The cleaning roller/brush roller indicator on the display panel will flash when the cleaning roller/brush roller is stuck.

Open the cleaning head lid and remove the jammed object. If this does not resolve it, remove the cleaning roller and brush roller for further inspection. After removing the obstruction, re-install the cleaning roller and brush roller (As per section 9).



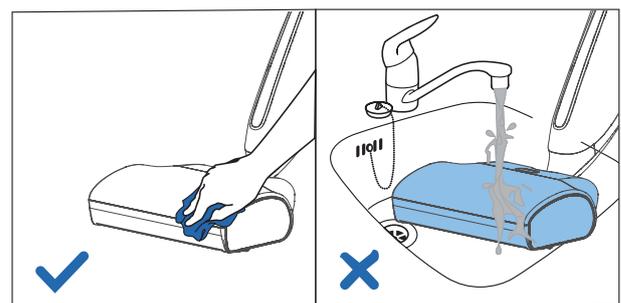
## 7. Maintenance & Cleaning



Note: The power adapter should be removed and the product should be switched off before cleaning or maintaining.

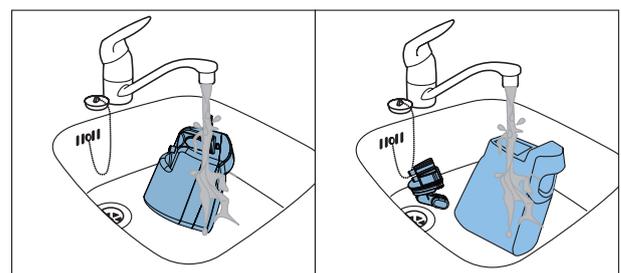
### 7.1 Maintenance

1. Regularly clean the exterior of the product with dampened soft cloth. Do not use caustic detergents or material like steel wool, as this will cause damage to the outer body.
2. To avoid any damage, do not immerse the product in water or any other liquid, or rinse it under the tap.
3. Regularly check the cleaning roller and brush roller.
4. Regularly check the power adapter to ensure the power cable is intact and safe to use.



### 7.2 Clean the Water Tanks

We strongly advise you to empty the tanks before storing the product.



To remove and install the clean water tank, refer to Section 5.3 Fill the Clean Water Tank .

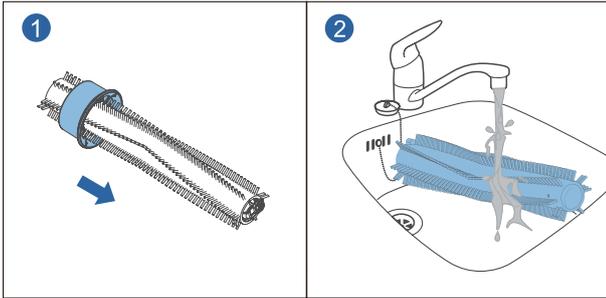
To remove and install the dirty water tank, refer to Section 6.4 Empty the Dirty Water Tank.

The cap of the clean/dirty water tank can be rinsed under the tap.

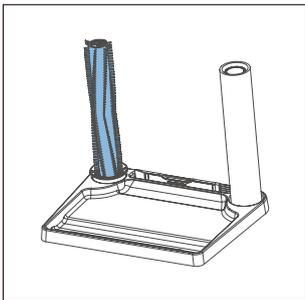
**Note:** The clean and dirty water tank should be emptied after each use, to prevent bacteria and odor .

### 7.3 Clean the Brush Roller

1. To remove and install the brush roller, refer to Section 9.1 Replace the Brush Roller.
2. Use the brush cleaning tool to clean the entire brush roller from one end.
3. Clean the brush roller (mixing with some cleaning solution is recommended).



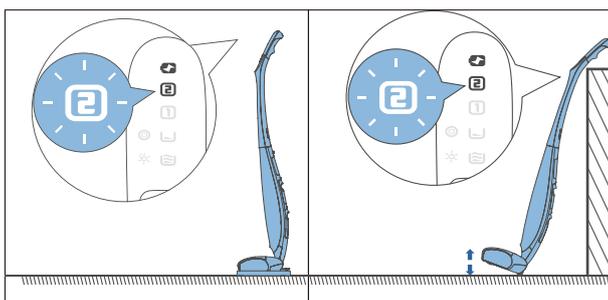
4. The brush roller can be placed on either of the two stands on the base dock for drying.



### 7.4 Cleaning the Cleaning Roller

#### Method 1: Automatic self-cleaning

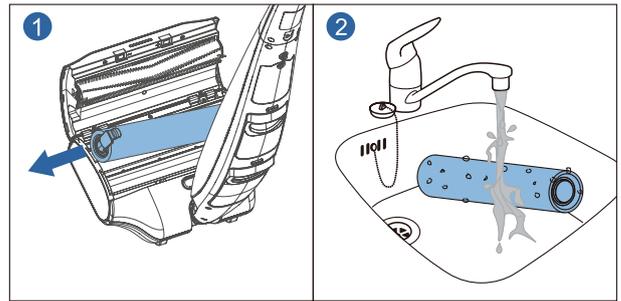
1. Fill the clean water tank and empty the dirty water tank (add some Hizero cleaning solution to the fresh water tank) and re-install them. Lock the body, then put the product on the base dock properly, and unplug the power plug.
2. Press the power button to start the product, press the mode button to switch to mode 2. Keep the unit running until the self-cleaning is done.
3. The cleaning roller self-cleaning operation can be carried out on the base and can be suspended by hand (please make sure that the fuselage and the ground are vertical), make sure the unit is switched to the state of mode 2.
4. Repeat the self-cleaning for multiple times to achieve better cleaning effect if necessary.



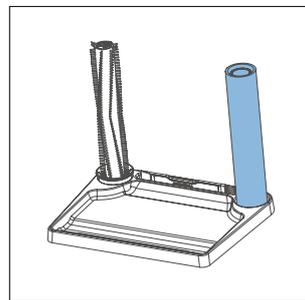
**Note:** Always keep the body in the upright position during self-cleaning.

#### Method 2: Manual cleaning

Please refer to Chapter 9 Accessories Replacement, remove the roller first, and then clean the roller.

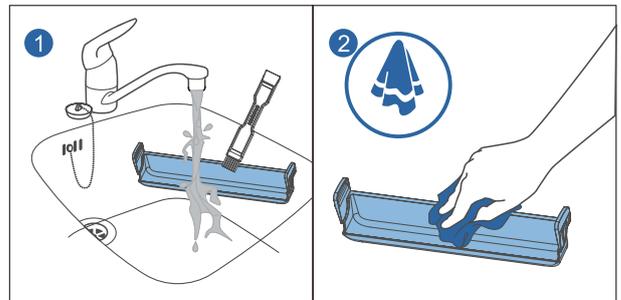


The cleaning roller can be placed on either of the two stands on the base dock for drying, to avoid odor and deformation.



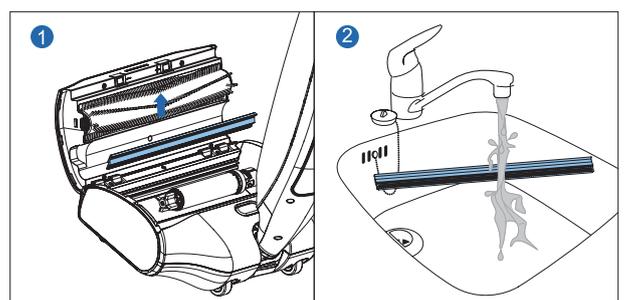
### 7.5 Clean the Trash Container

Take out the trash container and wash it after emptying. Cleaning brush can be used. Please dry the trash container before reinstallation.



### 7.6 Clean the Water Sink Filter

When the filter is clogged, please clean the filter. Reinstall the filter when it is cleaned.

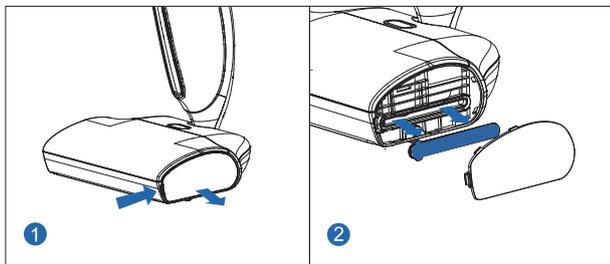


## 7.7 Clean the Dirty Water Tube Filter

When the filter is clogged, wash the filter.

Remove the side cover on the right side (facing the unit) of the cleaning head from the gap marked with an arrow in the picture below, and take out the dirty water tube filter to wash it.

Reinstall the filter when it is cleaned.



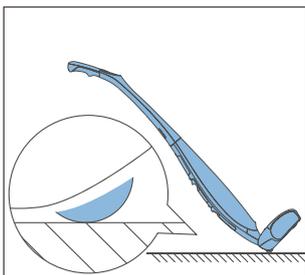
## 8. Storing & Moving

### 8.1 Storing

1. Before storing, switch off the product, lock the body and place it onto the base dock.
2. Clean the interior of the cleaning head before storage to prevent bacteria from breeding.
3. Before storage, please make sure to empty the clean/dirty water tank.
4. If the product will not be used for more than a week, disconnect the power adapter, and take out the cleaning roller to dry it before storing the product.

### 8.2 Moving

1. Make sure the product is switched off and locked in upright position.
2. To move the product, tilt the product backwards to use the back wheels.



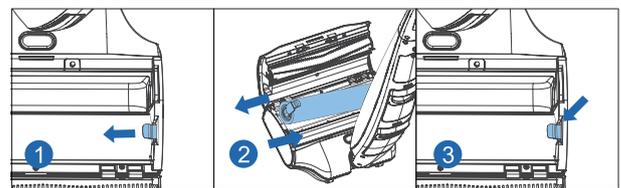
**Note:** If there is sand or other sharp objects on the floor, do not move the product with the wheels to avoid possible scratches.

## 9. Accessory Replacement

### 9.1 Replacing the Cleaning Roller

For better experience and cleaning results, please ensure that you use the HIZERO cleaning roller. We also recommend that you monitor the condition of the cleaning roller and replace it if it is torn, broken, chipped, hardened to ensure cleaning results. We recommend that you replace it once every 6 months.

1. Please switch off and lock the product.
2. Press the cleaning head lid button to open the cleaning head lid.
3. Release the cleaning roller snap-fit in the direction of the arrow.
4. Remove the old cleaning roller and insert the new one.
5. Push the cleaning roller back in and make sure that the snap-fit locks properly. Close the cleaning head lid.

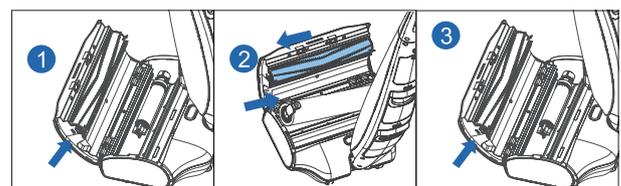


**Note:** The maximum opening angle of the cleaning roller motor is approximately 45°, so please operate with caution.

### 9.2 Replace the Brush Roller

For better experience and cleaning results, please make sure to use HIZERO brush rollers. We also recommend that you pay attention to the condition of the brush rollers.

1. Please switch off and lock the product.
2. Press the cleaning head cover button to open the cleaning head cover.
3. Release the brush roller snap-fit in the direction of the arrow.
4. Remove the old brush roller and insert the new one.
5. Push the brush roller back in and make sure that the snap-fit locks properly. Close the cleaning head cover.

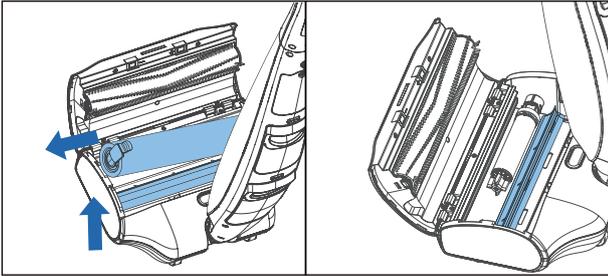


**Note:** The maximum opening angle of the brush roller motor is about 45°, please operate with caution.

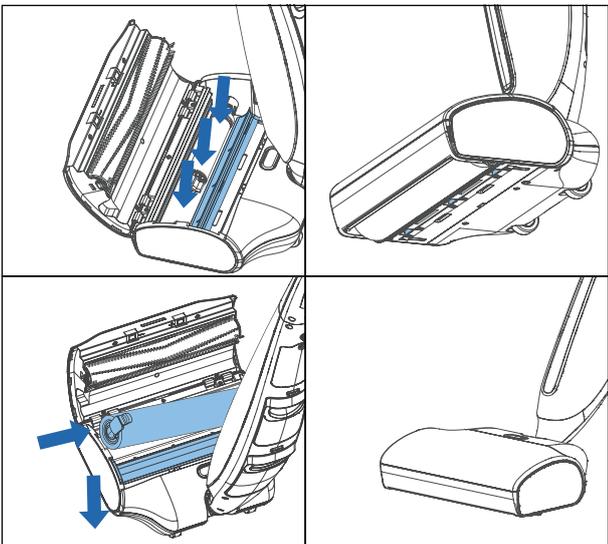
## 9.3 Replace the Wiper

For better experience and cleaning effect, please make sure to use HIZERO wiper. We also recommend that you pay attention to the condition of the wiper and replace it if it is torn, broken, chipped, hardened or deformed to ensure the cleaning effect.

1. Please turn off and lock the product.
2. Press the cleaning head lid button to open the cleaning head lid.
3. Remove the trash container and cleaning roller.
4. Release the three wiper snap-fits in a turning motion as the arrows.



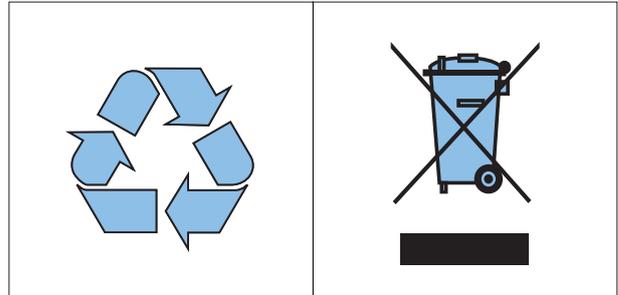
1. Insert the new wiper and push down until you hear three "clicks" to lock the three snap-fits.
2. Put back the cleaning roller and the trash container and close the cleaning head lid.



**Note:** Please make sure that all three snap-fits are locked when installing the wiper for proper use. Old cleaning rollers, brush rollers, and wipers are all plastic waste, so please dispose of them properly and recycle them according to local environmental laws and regulations.

## 10. Caring for the Environment

Please do not dispose of this product as common household garbage. It is highly recommended to take the product to the local recycle station as an effort to protect the environment.



## 11. Specifications

Power Adapter Input	100-240V ~ 50/60Hz 0.6A
Power Adapter Output	24.0V === 1.0 A 24.0W
Power Rating	Refer to nameplate
Operating Voltage	18.25V DC
Battery	Li-ion 2150mAh
Water Tank Volume	Clean water tank: 500mL Dirty water tank: 500mL
Net Weigh	4.1 kg

## 12. Warranty & After-sales

For the detailed information of warranty and after-sales service, please visit our website: [www.hizero.com](http://www.hizero.com) or contact HIZERO Customer Service Centre in your country/region.

Your Bionic Floor Cleaner has been designed and developed with the greatest possible care. In the unfortunate case that the product needs repair, the Customer Service Centre in your country/region will help you by arranging any necessary repairs in the shortest possible time with maximum convenience.



**Hizero Appliances Corporation will not be liable for any damage resulting from improper use or disassembly by customers.**

**HIZERO**