# Jet Bot Combo
# User manual

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VR7MD97**** / VR7MD96****

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- Before operating this unit, please read the instructions carefully.
- For indoor use only

## Wi-Fi MODEL

### Connecting SmartThings

1. Launch the QR Code Reader app to scan the QR image attached to the product.
2. When the SmartThings app is running, tap '**Add**' to connect the SmartThings app to the product.

### Registering the product / Reading the manual / Customer support

1. Launch the QR Code Reader app to scan the QR image attached to the product.
2. When the SmartThings app is running, press '**Product support**'.
3. Select '**Product registration**', '**Manual**' or '**Customer support**'.

### 📄 NOTE

Product registration may not be available in all countries.

## NON Wi-Fi MODEL

### Registering the product / Reading the manual / Customer support

1. Launch the QR Code Reader app to scan the QR image attached to the product.
2. Select '**Product registration**', '**Manual**' or '**Customer support**'.

### 📄 NOTE

Product registration may not be available in all countries.

**SAMSUNG**

# Contents

# Safety information

- Before operating the appliance, please read this manual thoroughly and retain it for your reference.
- Because the following operating instructions cover various models, the characteristics of your vacuum cleaner may differ slightly from those described in this manual.

## Caution/Warning symbols used

### ⚠ WARNING

Indicates that a danger of death or serious injury exists.

### ⚠ CAUTION

Indicates that a risk of personal injury or material damage exists.

## Other symbols used

### 📄 NOTE

Indicates that the following text contains additional important information.

Failure to meet these requirements could cause damage to the internal parts of the vacuum and void your warranty.

# Safety information

## General

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

2. Children should be supervised to ensure that they do not play with the appliance.

3. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

4. Do not use the vacuum cleaner on a wet rug or floor.

5. Do not pull or carry by the cord, use the cord as a handle, close the door on the cord, or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces.

6. Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.

7. Do not use a damaged power plug, a power cord or a loose power outlet.

8. For information on Samsung's environmental commitments and product regulatory obligations, e.g. REACH, visit our sustainability page available via www.samsung.com

## Installation

⚠ **WARNING**

When installing the Clean Station, make sure the cord does not get damaged in any way.

• There is a risk of fire or electric shock.

⚠ **CAUTION**

When installing the Clean Station, do not leave the cord carelessly on the floor since the Jet Bot Combo may get caught by it.

Do not install the Clean Station in an area with a dark floor.

• If the floor around the Clean Station is dark, recharging is hindered.

Do not install the Clean Station on a rug or carpet where contamination may occur.

• If the Jet Bot Combo returns for charging with the Mops still wet, rug or carpet may be contaminated.

📖 **NOTE**

Install the Clean Station in a place where the floor and wall are level.

If the cleaning area is wooden floors, it is best to install the Clean Station along the grain of wooden floors.

Always keep the Clean Station's power cord plugged.

• If power is not supplied to the Clean Station, the Jet Bot Combo cannot find it and cannot automatically recharge.
• If the Jet Bot Combo is left detached from the Clean Station, the battery will drain naturally.

Do not place the Clean Station in a place where people pass by frequently, in entrance way or narrow passage.

• People may trip over it and be injured, or product damage may occur.

## Power

⚠ **WARNING**

Please prevent any risk of electric shock or fire.

• Do not damage the power cord.
• Do not pull the power cord too hard or touch the power plug with wet hands.
• Do not use a power source other than Rated voltage of charger and also do not use a multi-outlet to supply power to a number of devices at the same time. (Do not leave the cord carelessly on the floor.)
• Do not use damaged power plugs, power cords, or loose outlets.

Clean dust or any foreign matter on the pin and the contact part of the power plug.

• There is a risk of electric shock or malfunction.

Use a socket that is properly grounded for safety. Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.

• This may result in electric shock, fire, an explosion, or problems with the product.
• Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national regulations.

## Before use

⚠ **WARNING**

Do not use the Jet Bot Combo near a heater or combustible materials.

• Do not use the Jet Bot Combo near fire or flame such as a movable heater, a candlelight, a desk lamp, a fireplace, etc. or in a place where combustible materials such as gasoline, alcohol, thinner, etc. exist.

Make sure there are no dangerous objects around the Jet Bot Combo's cleaning area to prevent collision and unplug any electric heaters or fans.

# Safety information

The Jet Bot Combo is intended for household use therefore do not use it in an attic, basement, storage, an industrial building, out of indoor space, places with moisture (such as a bathroom, a laundry room), on the table or shelves.

- The Jet Bot Combo can be damaged or malfunction.

Be sure the Jet Bot Combo does not suck in or touch any kind of liquids (water, beverage, filth, etc.).

- The Jet Bot Combo can be severely damaged and it may contaminate other areas if the wheels pass through liquid.

Always keep the Cliff Sensor clean for your safety.

When the power cord is damaged, contact a customer service to get it replaced by a certified repairer.

- There is a risk of fire or electric shock.

⚠ **CAUTION**

Be sure the Dustbin is inserted before using the Jet Bot Combo.

To clean all areas of your house, open all rooms and follow these recommendations for proper automatic recharging.

- Always keep the Clean Station's power cord plugged.
- Install the Clean Station where the Jet Bot Combo can easily find.
- Do not leave any objects in front of the Clean Station.

Do not use the Jet Bot Combo on black colored floors.

- The Jet Bot Combo may not be able to operate normally.

Do not place any objects within 0.5 m of either side of the Clean Station or within 1 m of the front of the Clean Station.

Make sure the Clean Station's charging contact is not damaged or have any foreign matter on it.

Move any obstacles that may disturb the Jet Bot Combo's movement (such as children's indoor swing or slides) before cleaning.

Do not use the Jet Bot Combo in a place which is narrower than its turning radius 0.5 m or less.

Before operating the Jet Bot Combo, remove the objects which could break such as glass, a frame, a mirror, and porcelain items so that the Jet Bot Combo works without interruption.

Use both hands to carry the product.

Do not push the Clean Station.

Using the Jet Bot Combo on a thick carpet may damage both the Jet Bot Combo and the carpet.

- The Jet Bot Combo cannot pass over a carpet with fiber longer than 2 cm.
- A carpet with pile length over 1.5 cm is not accessible by the Jet Bot Combo, So remove the carpet before starting the cleaning.
- Remove any foreign matter caught in the Driving Wheel or the Spin Brush before proceeding.

If the carpet is not fixed on the floor, Jet Bot Combo may not be able to pass over it.

Do not use the Jet Bot Combo on tables or other high surfaces.

- There is a risk of damage if it falls.

The Jet Bot Combo may bump into chairs or desk legs, therefore move them away for faster and efficient cleaning.

When the Jet Bot Combo is operating, do not lift it up or carry it to another area.

Do not hold by Driving Wheels of the Jet Bot Combo when carrying it to another area.

Do not allow children to sit on the Jet Bot Combo and do not place an object on the Jet Bot Combo.

- It may cause malfunction of the LiDAR Sensor and the Jet Bot Combo.

Remove any large papers or plastic bags immediately when using the Jet Bot Combo since they may block the intake.

Do not lie down around the Jet Bot Combo that is running.

- Your hair may be caught in the Brush, resulting in physical injury.

Do not allow children to play with the Jet Bot Combo.

Make sure hair, fingers, towels do not get caught in the Spin Brush, Brush or the wheels of the Jet Bot Combo.

Leave over 3 cm space from the inner doorstep placed in the entrance. The Jet Bot Combo may climb over it.

Do not clean the Jet Bot Combo by spraying water directly onto it or use a volatile substance such as benzene, thinner, or alcohol to clean it.

Do not disassemble or repair the Jet Bot Combo. This should only be done by a certified repairer.

Do not store the Jet Bot Combo in a car.

Be careful that the LiDAR Sensor is not exposed to a direct light such as sun light, infrared light, etc.

- The direct light can affect the performance of the LiDAR Sensor.

When carrying the Jet Bot Combo, be careful not to let it drop.

- The impact from the drop can affect the operation or performance of the LiDAR Sensor.

Remove objects that are 1 cm or less in height and light in weight before cleaning, as they can be caught and get dragged around or be caught in the Jet Bot Combo's Brush or Driving Wheels while it is operating. (Only compliant to model VR7MD97****)

Remove objects that are 9 cm or less in height and light in weight before cleaning, as they can be caught and get dragged around or be caught in the Jet Bot Combo's Brush or Driving Wheels while it is operating. (Fixed objects are detected by pressure on the bumper and avoided.) (Only compliant to model VR7MD96****)

- However, obstacles in the front center that are more than 5 cm in height and less than 4 cm in width are detected.

Entry under furniture lower than approximately 14 cm in height may be blocked as it may be detected as an obstacle.

If oil such as cooking oil is on the floor, the Jet Bot Combo may become stationary because the floor is slippery. Remove the oil first before cleaning with the Jet Bot Combo.

Watch your hands while placing the Waste Water Tank and Clean Water Tank, since they may get stuck in the Clean Station.

Do not drink the water from both Waste Water Tank and Clean Water Tank.

Take extreme caution while cleaning the Mop as this emits steam and hot water. Be careful of the breeze as well, which emits when drying the Mop.

- Do not touch the Mop. Otherwise, this can cause a low-temperature burn.

### 🔖 NOTE

The Jet Bot Combo may get caught on thresholds of entrance door or veranda, etc. during cleaning.

- Move the Jet Bot Combo to an area where it can move easily, and then restart the cleaning.

In a dark area, the Jet Bot Combo may not recognize an object.

- Before cleaning, remove obstacles on the floor.

The Jet Bot Combo cannot completely clean areas which it cannot enter, such as small space between the corner, between the sofas or walls, etc.

- Please use another cleaning tool to clean.

# Safety information

The Jet Bot Combo cannot vacuum clumps of dust, so some may remain on the floor after cleaning.

• Please use another cleaning tool to clean.

During periods where temperature and humidity are high, it is recommended to replace the Dust Bag every 1 ~ 2 months. If the Clean Station smells, replace the Dust Bag immediately no matter the fullness of the Dust Bag.

If there is a larva in the suctioned dust, it can multiply in the Dust Bag. Clean the Clean Station with a wet tissue and replace the Dust Bag.

When detaching the Waste Water Tank and Clean Water Tank, a small amount of remaining water may fall out. If water droplets fall, wipe it off before use.

Do not put any substances other than water (such as detergent) into the Clean Water Tank.

• The product can be damaged or malfunction.

If you want to purchase an additional Mop, check the Mop's model name (VCA-RPW97), then contact your nearest Samsung Electronics retailer.

• Mops are consumables therefore need to be replaced every 1 ~ 3 months.

If the Mops are contaminated by foreign substances on the floor, odor may occur.

• If the smell persists, remove the Mops from the Mop Spin Board, soak it in water with neutral detergent for about 30 minutes, wash it, and dry it completely.

## Cleaning and maintenance

If you washed the Dustbin and filter with water:
• Completely wipe out the water on the Dustbin.
• Completely dry the filter in the shade before use.

⚠ **CAUTION**

Watch your fingers when attaching or detaching the filter, since they may get stuck.

To avoid blockages by foreign matter, do not let the Jet Bot Combo vacuum up toothpicks, cotton swabs, etc.

If it is difficult to remove foreign matter from the Brush, contact an authorized customer service.

Since the Brush sweeps dirt up from the floor during cleaning, foreign matter such as a thin and long thread, long hair, etc. may get caught in it, so check and clean it regularly.

Turn off the Jet Bot Combo before cleaning or maintenance work.

If a Brush or a Brush Cover is not assembled correctly after the maintenance work, scratches may occur on the floor, or product malfunction may occur. Assemble them correctly by checking the maintenance method.

Always keep the Obstacle Sensor, Cliff Sensor, and the Carpet Detect Sensor clear.

• If foreign matter accumulates, sensors may malfunction.

If you want to purchase an additional Dust Bag, check the Dust Bag's model name (VCA-RDB95), then contact your nearest Samsung Electronics retailer or customer service.

If you want to clean the Mops additionally, use product's Sanitization function to clean or dry the Mops.

Do not dry Mops in the dryer.

• Usage of a high-temperature dryer may cause shrinkage of the Mops.

The Brush may stop or make a sound temporarily due to sucking in a large amount of hair or hair accumulating on the Brush.

• Check and clean it regularly.

Foreign matter such as a thin and long thread, hair, etc. may get caught in the Spin Brush, so check and clean it regularly.

## Battery usage

If the battery overheats during charging, it may take longer to charge. When auto charging is not working, do the following.

- Unplug the Clean Station's power plug and then plug it back on.
- Check whether there is any foreign matter on the charging pins and clean charging pins of the Jet Bot Combo and the Clean Station with a dry cloth or rag.
- Check for any obstacles such as reflective objects, chairs, etc. near the Clean Station.

If the Jet Bot Combo is left detached from the Clean Station, the battery will drain naturally.

- Try to keep the Jet Bot Combo charged on the Clean Station. (However, turn off the power switch and leave the Clean Station unplugged when planning to leave the house for long periods of time by going on a business trip or vacation, etc.)

### NOTE

Please contact Customer Service when replacing batteries.

- Using batteries from other products can cause malfunction.

This battery is exclusively for the Samsung Electronics Jet Bot Combo, do not use it for any other products or purposes.

Do not disassemble or modify the battery.

Do not throw the battery out in fire or heat it.

Do not connect any metallic object to the charging contacts (+, -).

Store the battery indoors (at 0 °C ~ 40 °C).

If the battery malfunctions, do not disassemble it yourself. Contact Customer Service.

As the battery is used over a length of time, the battery charging time and usage time decreases. In this case, contact Customer Service.

Do not disassemble the battery yourself and make sure short circuit of +, - poles does not occur.

When battery leak occurs, make sure it does not touch your skin or eyes.

If the battery is stored below 0 °C, the battery protection mode will activate and will not charge.

- Store it at a room temperature for a certain period of time then charge.

# Safety information

## Correct disposal of batteries in this product

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

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⚠ **WARNING**

To remove the battery contact an authorised service centre. To obtain battery removal instructions please visit samsung.com/global/ecodesign_energy

You must not remove (or attempt to remove) the battery incorporated in this product on your own.

FOR YOUR OWN SAFETY, DO NOT ATTEMPT TO REMOVE THE BATTERY ON YOUR OWN OR DISPOSE OF IT IN FIRE. DO NOT DISASSEMBLE, CRUSH OR PUNCTURE THE BATTERY

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Batteries, after use, should not be thrown in regular trash.
To avoid risks to human health and the environment, perform environmentally appropriate disposal in a Samsung Authorized Service.

# Preparation

## Accessories
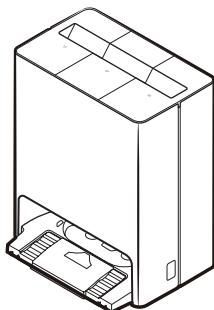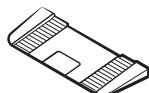


Base Plate

Washing Plate

Clean Station

Power Cord

Cleaning Tool

### 📖 NOTE

Accessories may differ depending on the models.

## Parts overview

### Jet Bot Combo

**Top (Front)**
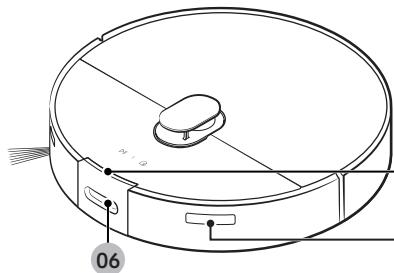


**(Model VR7MD96****)**
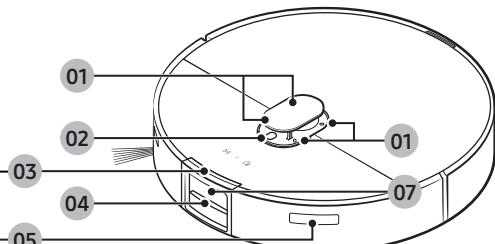
**01** Microphone

**02** Microphone Indicator

**03** Status Indicator

**04** 3D Sensor

**(Model VR7MD97****)**

**05** Signal Transmitter

**06** Obstacle Detect ToF Sensor

**07** Camera

# Preparation

## Top (Back)
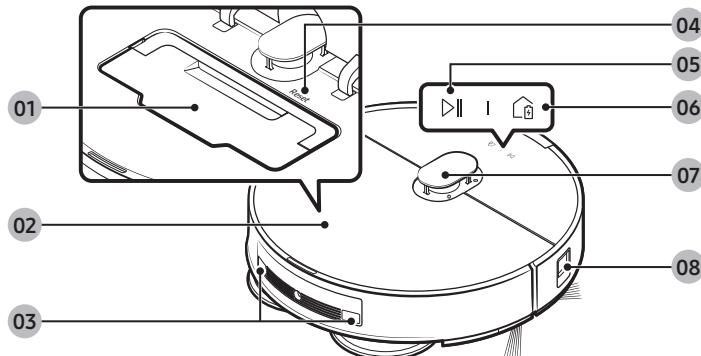


**01** Dustbin

**02** Top Cover

**03** Charging Pin

**04** Reset button

**05** Start/Stop button

**06** Docking (Recharging) button

**07** LiDAR Sensor

**08** Obstacle Sensor

## Bottom
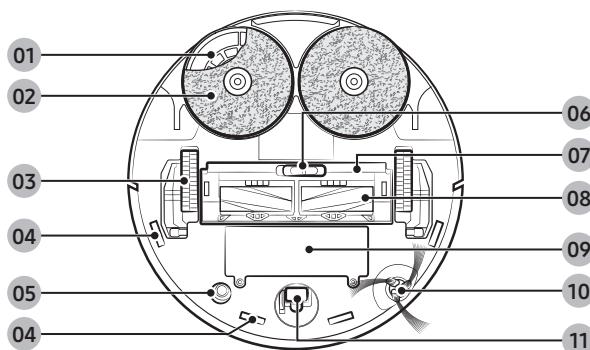


**01** Mop Spin Board

**02** Mop

**03** Driving Wheel

**04** Cliff Sensor

**05** Carpet Detect Sensor

**06** Brush Cover Lock

**07** Brush Cover

**08** Brush

**09** Battery Cover

**10** Spin Brush

**11** Roller

## Clean Station

### Front
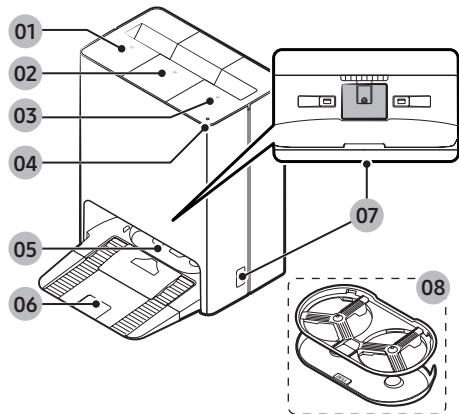


### Back
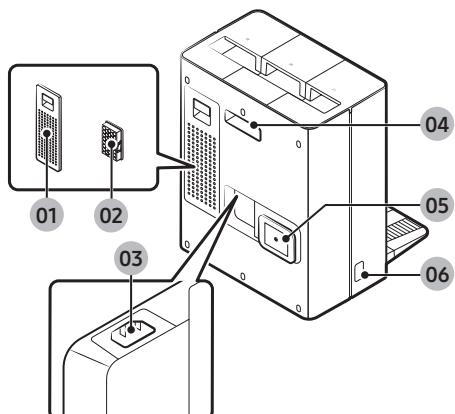


01 Waste Water Tank

02 Clean Water Tank

03 Dustbin

04 Status Indicator

05 Washing Space

06 Base Plate

07 Charging Signal Transmitter

08 Washing Plate

01 Filter Cover

02 Fine Dust Filter

03 Power Cord Port

04 Lifting Handle

05 Power Cord Organizer

06 Charging Signal Transmitter

# Installation

Scan the QR code to see a video on how to use the product.

## Installing the Clean Station

Refer to the figure and clear enough space around the Clean Station.
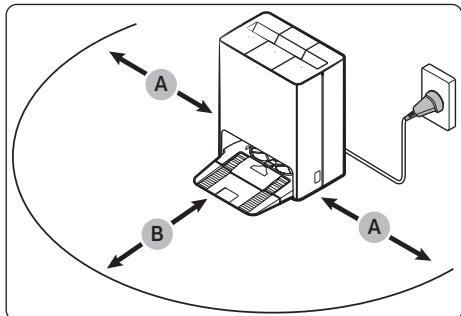
**A**: Approximately 0.5 m
**B**: Approximately 1.0 m
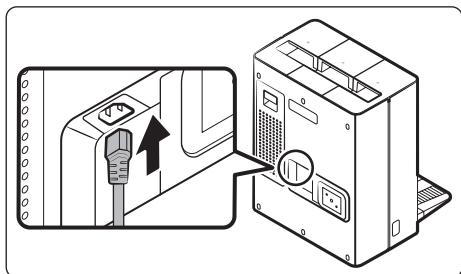
**1.** Connect the provided power cord to the Power Cord Port of the Clean Station.
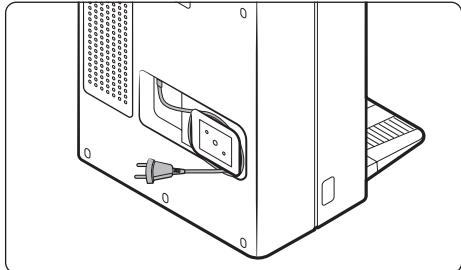
**2.** Wrap the excess power cord around the Power Cord Organizer at the back of the Clean Station.
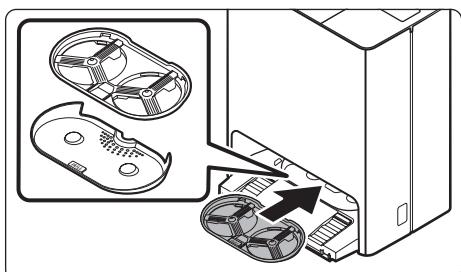
**3.** Assemble the Washing Plate to the Clean Station.
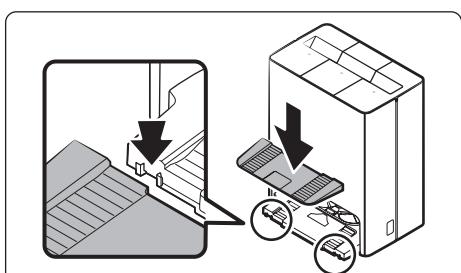
**4.** Assemble the Base Plate to the Clean Station.
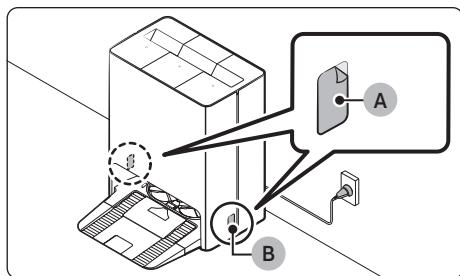
**5.** Place the Clean Station on an even floor and near an electrical outlet and plug it in.

- Remove the **protection films (A)** on the **Charging Signal Transmitters (B)**.

📄 **NOTE**

• Install the Clean Station in a place where the floor and wall are leveled.

• You can wrap the excess power cord around the Power Cord Organizer at the back of the Clean Station.

• After installing the Clean Station, if you rotate it by more than 45 degrees or move it more than 1 meter from the initially installed position, recreate the map from the SmartThings app. (Some areas may not be cleaned if you use the existing map instead of using the newly created map.)

# Operation

## Removing the protective covers on the Jet Bot Combo

Remove all protective coverings before using the Jet Bot Combo for the first time.
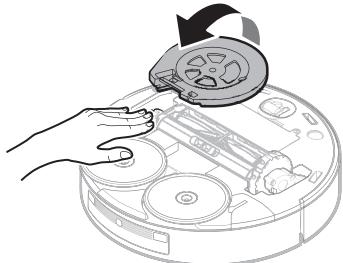
**1.** Lift the Spin Brush's protective cover in the direction of the arrow as shown in the figure.
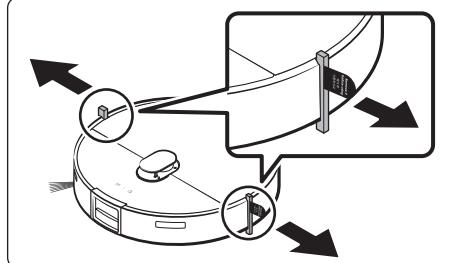
**3.** Remove the bumper protection gaskets attached on the left and right sides.
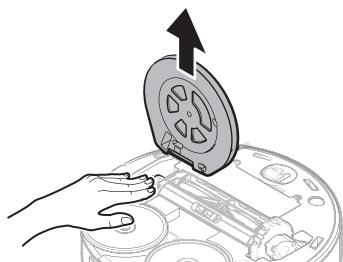
**2.** Detach the Spin Brush's protective cover.

### 📋 NOTE

• Press the Driving Wheels and remove the Spin Brush's protective cover.
• Discard the Spin Brush's protective cover after removing it.

# Preparing the Clean Water Tank
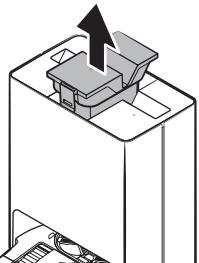


1. Detach the Clean Water Tank from the Clean Station by pulling the handle on the top.



2. Pull the latch on the lid to unlock it and then open the lid.



MAX

⚠ Water Only
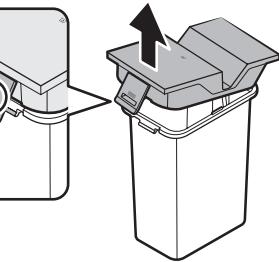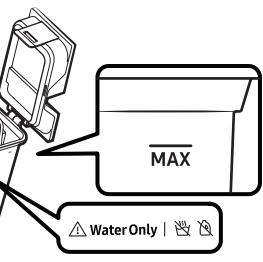
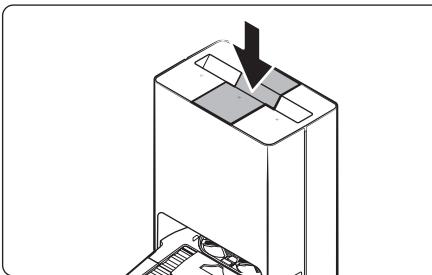3. Fill the Clean Water Tank with clean water up to the **MAX** line.

📖 **NOTE**

Do not use detergent.

• Product can be damaged or malfunction.
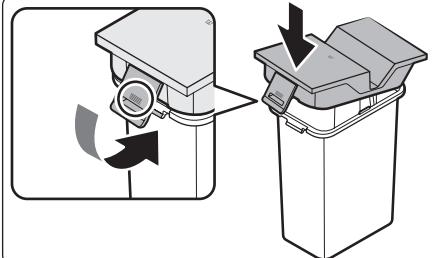
4. Close the lid.
   - Press the latch on the lid until you hear a click, making sure the lid is completely shut.
   - If the lid is not completely shut, the product may malfunction or may result in problems with the product.
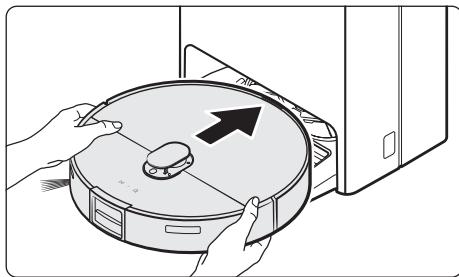


5. Insert the Clean Water Tank into the Clean Station.

# Operation

## Charging the Jet Bot Combo

Before using the Jet Bot Combo for the first time, charge it completely. (For the charging time and usage time, refer to the **Product Specification** section.)
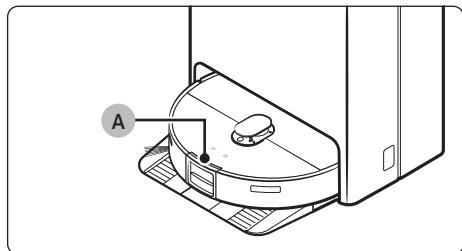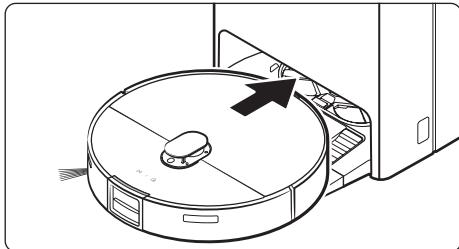


1. Place the Jet Bot Combo on the Clean Station manually to start charging.
   - Make sure the Charging PIns on the Jet Bot Combo and the Clean Station are aligned.



2. Check the charging status.
   - When charging starts, the **Status Indicator (A)** of the Jet Bot Combo turns on (red, orange, or yellow depending on charging progress), it rises gradually, and changes to green when the charging is complete.

| Charge status | Color | Charge level |
|---|---|---|
| **Charge complete** | Green | 98 — 100 % |
| **Charge in progress** | Yellow | 30 — 97 % |
| | Orange | 11 — 29 % |
| | Red | 0 — 10 % |

## Auto charging



The Jet Bot Combo automatically returns to the Clean Station to recharge when it completes cleaning or when the battery is low.

## Docking (Recharging)



You can return the Jet Bot Combo to the Clean Station while cleaning to recharge.

- Press the button on the Jet Bot Combo or use the SmartThings app to select the Dock function.
- If the Jet Bot Combo fails to return to the Clean Station for charging, it turns to Energy-Saving mode. To cancel the Energy-Saving mode, press the ▷∥ button.

## Manual Charging (Discharged Jet Bot Combo)
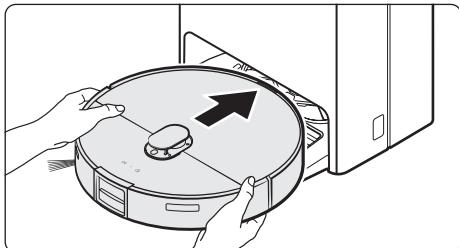


Move the Jet Bot Combo manually onto the Clean Station to recharge.

## What to do if the Jet Bot Combo does not return for recharging

### Cases require to check the Clean Station

- Check whether the Clean Station has been installed in a place where it cannot guide the Jet Bot Combo to return.
- Check whether the distance between the Clean Station and the Jet Bot Combo is over 5 m.
  - It may take a longer time for the Jet Bot Combo to return to the Clean Station.

### Cases require to charge the Jet Bot Combo manually

- When the Clean Station is installed in a corner
- When the battery is completely discharged
- When the Jet Bot Combo is stuck in an obstacle (such as furniture)
- When the Jet Bot Combo cannot climb a threshold near the Clean Station. (The height of the threshold should be less than 1.5 cm.)
- When the Jet Bot Combo's Status Indicator turns and stays red with the Jet Bot Combo not working.

### 📖 NOTE

- Keep the Clean Station's power on at all times.
- If the power is not supplied to the Clean Station, the Jet Bot Combo will not be able to recharge because it cannot find the Clean Station.
- If the Jet Bot Combo is left detached from the Clean Station, the battery discharges naturally.
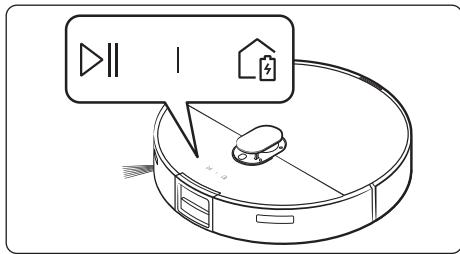
# Operation

## Using the Jet Bot Combo

You must connect the Jet Bot Combo with the SmartThings app to use its full features.

- For downloading and installing the SmartThings app, refer to the **SmartThings app** section.

### Using the control panel



**Start cleaning**

Press the ▷‖ button on the Jet Bot Combo to start cleaning in Auto Clean.

**Stop cleaning**

Press the ▷‖ button on the Jet Bot Combo to stop operation while cleaning.

- When you press the ⌂ button, the Jet Bot Combo returns to the Clean Station and starts charging.
- If the Jet Bot Combo does not operate for 20 minutes after it stops operation, it automatically returns to the Clean Station to recharge.

## Operation status on the Status Indicator

### Jet Bot Combo

| Classification | Color | | Meaning |
|---|---|---|---|
| While operating | Red | Blinking without moving | An error occurs |
| | | Blinking while moving | Automatically returning to the Clean Station because of the low battery level |
| | | On | The operation stopped because of the low battery level |
| | Blue | | Monitoring |
| While charging | Red, orange, or yellow (depending on charging progress) | | Charging |
| | Green | | Charging is complete |
| | Violet | | Software update in progress |

📄 **NOTE**

- During the first 20 minutes of charging, the Status Indicator turns red.
- If the Jet Bot Combo starts charging after it has been discharged, the Status Indicator turns red and slowly blinks for about 20 minutes.
- The Jet Bot Combo's Night mode (18:00 ~ 06:00) operates only when the Jet Bot Combo is charging, and in the Night mode, Jet Bot Combo's LED brightness is adjusted to 20% within the set time when time synchronization is set through a smartphone.

### Clean Station

| Color | | Meaning |
|---|---|---|
| White | On (for 5 seconds) | Clean Station's power is on. |
| | On | • Empty Dust function is working<br>• Charging (Turns off after a minute)<br>• Cleaning and drying the Mops |
| Red | Blinking | • Dustbin's lid is open<br>• Fine Dust Filterneeds cleaning |
| | On | • The Clean Station's Dust Bag is full<br>• The Waste Water Tank is full<br>• The Clean Water Tank is empty<br>• The Clean Water Tank is not in place<br>• The Waste Water Tank is not in place<br>• The Washing Plate is not in place |

# Operation

## Energy-Saving mode

When charging is complete, the Jet Bot Combo automatically enters the Energy-Saving mode. While the Jet Bot Combo is docked on the Clean Station, press and hold the ▷‖ button for 7 seconds to set it to the Energy-Saving mode, and to cancel the Energy-Saving mode, start cleaning or press the ▷‖ button for 7 seconds.

- But, if the Jet Bot Combo is in the Energy-Saving mode, once booting is complete by pressing the ▷‖ button, set/cancel the Energy-Saving mode.
- When the Jet Bot Combo is in the Energy-Saving mode, the power is turned off after charging is complete which means the Wi-Fi reception waiting is not enabled, therefore the Jet Bot Combo cannot be controlled with the SmartThings app.

## Resetting the Jet Bot Combo
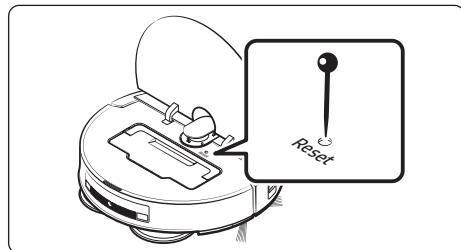


To reset the Jet Bot Combo, use a clip or needle to press the **Reset** button, which is accessible when you open the Top Cover.

- When the button is properly pressed, you should feel a click.

### How to reset to the factory default

1. Open the Jet Bot Combo's Top Cover and press the **Reset** button.
2. Press the ▷‖ and ⌂ buttons simultaneously for 7 seconds.
   - The buttons will blink in white and the factory default reset process will begin.
   - When the factory default setting is complete, the Jet Bot Combo restarts automatically.
3. Re-register the Jet Bot Combo to the SmartThings app.
   - After the factory default reset, the Jet Bot Combo's status on the SmartThings app changes to offline and you need to register it again.
   - You may delete the existing device from the SmartThings app. Touch and hold the device card and then delete the device using the edit action.

# SmartThings app

## Before using SmartThings

- The SmartThings app is only compatible with models that have a Wi-Fi function.
- If you do not have a Wi-Fi router, you cannot use the SmartThings app.

### Setting up the wireless router

- Please refer to the user manual of your wireless router for the settings of the wireless router.
- Samsung Jet Bot Combo supports both Wi-Fi 2.4GHz and 5GHz.
- Samsung Jet Bot Combo supports IEEE 802.11b/g/n and Soft-AP.
  - IEEE 802.11n is recommended.
- Samsung Jet Bot Combo supports only DHCP (Dynamic Host Configuration Protocol). Check whether the DHCP server option function is activated on the wireless router.
- The Jet Bot Combo supports the WEP-OPEN, WPA-PSK/TKIP, and WPA2-PSK/AES for the authentication and encryption protocols.
  - WPA2-PSK/AES is recommended.
  - Confirm that your router has a unique SSID and password.
- The quality of your wireless network connection may be influenced by the surrounding wireless environment.
- If your Internet service provider has permanently registered the MAC address (a unique identification number) of your PC or modem, your Jet Bot Combo may not be able to connect to the Internet. Ask your Internet service provider about the procedure to connect an apparatus other than a PC to the Internet.
- If your internet service provider requires your ID or password to connect to the internet, your Jet Bot Combo may not be able to connect. If this is the case, you must enter your ID or password when connecting to the Internet.
- The Jet Bot Combo may not be able to connect to the Internet because of firewall issues. Contact your Internet service provider to resolve these issues.

- Some wireless routers may transmit an abnormal Domain Name Server (DNS) address even if the Internet is not connected. If this occurs, contact the manufacturer of your wireless router and your Internet service provider.
- If you still cannot connect to the Internet even after trying the procedure provided by your Internet service provider, please contact Customer Service.
- If your router is not a Wi-Fi certified product, the Jet Bot Combo may not be able to connect to the Internet.

### 🗐 NOTE

- To receive the network status by voice guide, press and hold the ▷‖ button for 3 seconds.
- To turn the Wi-Fi on or off, while the Jet Bot Combo is in standby or charging, press and hold the 🏠 button for 3 seconds and then press and hold the ▷‖ button for 3 seconds.

# SmartThings app

## Downloading the SmartThings app

Download and install the SmartThings app from the markets (Google Play Store, Apple App Store, or Samsung Galaxy Store).

### NOTE

- SmartThings is incompatible with some tablets and some mobile devices.
- Visit Play Store or App Store to see if your mobile device is compatible with SmartThings.
- The supporting software version of the SmartThings app is subject to change according to the OS supporting policy the manufacturer provides. In addition, as for the SmartThings app or the functions that the app supports, the new application update policy on the existing OS version can be suspended because of usability or security reasons.
- The SmartThings app is subject to change without notice to improve usability or performance. As the mobile phone OS version is updated every year, the SmartThings is also updated continually according to the latest OS.
- If you have enquiries regarding the items mentioned above, please contact us on st.service@samsung.com.

## Setting up a Samsung account

- You must sign in to a Samsung account before using the SmartThings app.
- To set up a Samsung account, you can follow the directions provided by the SmartThings app.
- If you have a Samsung smartphone, you can add your Samsung account in the Settings app of your smartphone and it will automatically sign in to your Samsung account, and you can use the SmartThings app.

## Registering a device to the SmartThings app

1. Connect your smartphone to your wireless router.
   - If the smartphone is not connected, turn on the Wi-Fi in the Settings app and select a wireless router you want to connect to.
   - Set your smartphone to use Wi-Fi only and connect a device.
2. Open the SmartThings app on your smartphone.
3. If a pop-up saying that a new device has been found appears, tap **ADD NOW**.
   - If the pop-up does not appear, add a device by selecting the 'Home appliances' category →'Robot cleaner' and the Jet Bot Combo to connect.
   - You can add a device by selecting 'Nearby search'. (Bespoke Jet Bot)
   - If you scan the SmartThings QR code attached on the Jet Bot Combo, you can connect to the Jet Bot Combo more easily.
4. Provide the authentication when you are directed to do so.
5. [Android] The connection to your wireless router will be progressed automatically.
   - [iOS] Open the Settings app, and select the wireless router in the Wi-Fi list.
6. When the product registration is complete, the Jet Bot Combo device card is added.

## NOTE

- When the Jet Bot Combo cannot be registered to the SmartThings app:
  - Refer to the SmartThings app guide or pop-up messages.
  - Confirm that the UPnP option of your wireless router is active, and then try the registration procedure again.
  - Confirm that your wireless router is operating in a wireless mode and if not, change it to the wireless mode and try again.
  - If you have two or more Jet Bot Combos, turn off the other Jet Bot Combo, and then try to register your Jet Bot Combo again.
  - Change the name of the wireless router which has the same SSID to be distinguished from each other.
- If the Jet Bot Combo and smartphone are not connected to the same wireless router, a response can be delayed depending on the network environment.
  - When the wireless router is changed, the connection between the Jet Bot Combo and the SmartThings app is disconnected.
  - After changing the wireless router, register your Jet Bot Combo again at the SmartThings app.

## Software update

- When the Energy-Saving mode is deactivated on the Jet Bot Combo and is placed on the Clean Station, the Jet Bot Combo connects to the server and checks for software updates. If a new software is found, the Jet Bot Combo will automatically download and update it.
- If the Status Indicator of the Jet Bot Combo turns violet and stays violet while charging, it means that the Jet Bot Combo's software update is in progress. Please wait until rebooting is complete.

# SmartThings app

## Using the SmartThings app

| Functions | Explanation |
|---|---|
| Cleaning mode | • You can choose between the **Vacuum + Mop**, **Vacuum**, or **Mop** mode.<br>  - When using the **Vacuum + Mop** or **Mop** mode, be sure to attach the Mops. If you do not attach the Mops, water will spill on the floor. |
| Suction power | • You can choose between **Max**, **Smart**, **Normal**, or **Quiet**. |
| Driving mode | • You can choose between **Area then walls**, **Walls first**, or **Quick cleaning in a zigzag pattern**. |
| Water level | • You can change the Water level according to the cleaning environment. |
| Schedule | • You can start designated cleaning at a scheduled time.<br>  - If the Jet Bot Combo is not charging on the Clean Station, or power is not supplied to the Clean Station, the scheduled cleaning does not start. |
| Downtime | • At a designated time, the Jet Bot Combo stops cleaning and returns to the Clean Station.<br>  - Cleaning can start arbitrarily during Downtime. |
| Cleaning report | • You can check recent cleaning histories and results. (Maximum 50 entries) |
| Clean staion | • You can check the status of the Clean Water Tank, Waste Water Tank, and Dust Bag.<br>• You can perform Mop wash (from washing to drying) or only perform additional drying.<br>• You can set the Mop washing interval and Drying time.<br>• You can set the Jet Bot Combo to empty the Dustbin automatically. |
| Mop washing interval | • You can set the Mop washing interval.<br>  - Set when and where to start cleaning the Mops.<br><br>See table below. |

Available Mop washing interval settings

| Water level | Washing interval time (minutes) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 |
| High | O | O | - | - | - | - | - | - | - |
| Medium high | O | O | O | - | - | - | - | - | - |
| Medium | O | O | O | O | O | - | - | - | - |
| Medium low | O | O | O | O | O | O | O | O | - |
| Low | O | O | O | O | O | O | O | O | O |

| Functions | Explanation |
|---|---|
| Manage maps | • You can manage up to four maps customized to the structure of your home.<br>• You can set the followings: No-go zone, Edit room, Edit furniture and appliances, Delete map, Rename, etc. (Edit furniture and appliances: VR7MD97**** model only) |
| Driving settings | • You can set the detailed driving options<br>  - Repeat: Clean repetitively until the battery is used out.<br>  - Continue cleaning after charging: If the battery runs out while in the process of cleaning, the Jet Bot Combo recharges then continues to clean any areas left uncleaned.<br>  - Smart charging: If the area left to clean is small, recharges only a portion and continues to clean.<br>• You can set the Mopping options.<br>  - Carpet cleaning: You can set how the Jet Bot Combo would respond when it meets a carpet.<br><br><table><tr><td>Vacuum, but no mopping</td><td>Lift Mops while crossing over the carpet.</td></tr><tr><td>Clean while avoiding carpet</td><td>Avoid carpet.</td></tr><tr><td>Auto clean by pile length</td><td>When the Jet Bot Combo meets a short-pile carpet, it lifts the Mop and clean the carpet in the Vacuum mode. When it meets a long-pile carpet, it avoids the carpet, cleans around it first, and then removes the Mop and clean the carpet in the Vacuum mode.</td></tr></table><br>• You can set the Obstacle options. (only compliant to model VR7MD97****)<br>  - You can set the Size of the obstacles to avoid, Pet waste detection, etc.<br>  - 3D Sensor can be calibrated to increase the accuracy of obstacle detection. |
| Room customization | • You can set the cleaning method appropriate for each room. |

# SmartThings app

| Functions | Explanation |
|---|---|
| Home monitoring (only compliant to model VR7MD97****) | • The Home monitoring function is turned on by default. If you want to deny access or re-allow this function, press and hold the ▷❙ and 🔐 buttons simultaneously for 3 seconds. <br>   - This function is provided specifically for pet care. Therefore, use of this function for other purposes is prohibited. <br>   - Samsung is not responsible for the usage of this function in other purposes. <br> • The camera can be turned on via the SmartThings app when cleaning to get a stream of the activity. <br> • Designated area of choice can monitored through the front camera of the Jet Bot Combo. |
| Find robot vacuum | • The Jet Bot Combo plays a sound to help you locate where it is. |
| Lights | • You can turn on or off the lighting of the robot vacuum charging on the station. |
| Sound mode | • You can set the guidance sound of the Jet Bot Combo from Voice, Sound effects, or Mute, and you can adjust the volume and select the Voice style depending on the selected item. |
| Language | • Supports 14 languages. |

- When the Jet Bot Combo does not have a saved map, it learns cleaning space through the Auto Clean function which starts from the Clean Station. Once learning is done, a map is saved.
- Room Clean or Spot Cleaning works regardless of choice sequences of the areas.
- If the Jet Bot Combo cannot recognize its current location, it starts Auto Clean.
- The Jet Bot Combo automatically performs a system check and restarts once a week.
- When the Vacuum + Mop or Mop mode is selected from the Auto clean by pile length of the Carpet cleaning options, the Jet Bot Combo may not be able to clean beyond the carpet. Change the Carpet cleaning options or change to Mopping after vacuuming.
- If you use the Around furniture, Spots, or Clean missed areas mode, the Mop washing interval will be set By time (20 minutes) even if the option is configured By room. (Around furniture mode: VR7MD97**** models only)

# Open Source Announcement

The software included in this product contains open source software. To obtain the source code covered under licenses which have the obligation of publishing source code (e.g. GPL, LGPL... etc), please visit http://opensource.samsung.com/ and search by model name.

It is also possible to obtain the complete corresponding source code in a physical medium such as a CD-ROM; a minimal charge will be required.

The following URL http://10.250.141.155/solve/getTotalProjectList.do leads to open source license information as related to this product. This offer is valid to anyone in receipt of this information.

# Maintenance

## Cleaning and maintaining the Clean Station

- Be sure that the power cord of the Clean Station is unplugged before handling with the Clean Station.
- When cleaning the exterior, wipe with water only.
    - Do not use detergent.

### Cleaning the Waste Water Tank
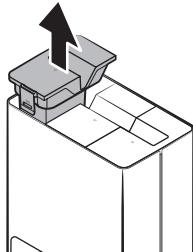


1. Detach the Waste Water Tank from the Clean Station by pulling the handle on the top.
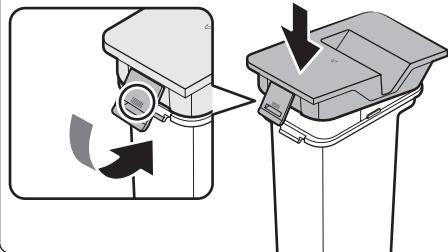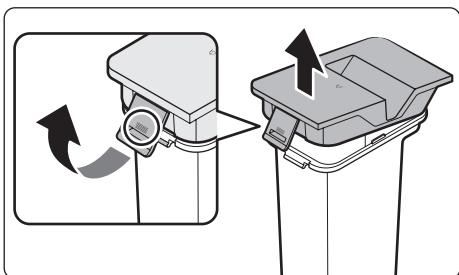


2. Pull the latch on the lid to unlock it and then open the lid.
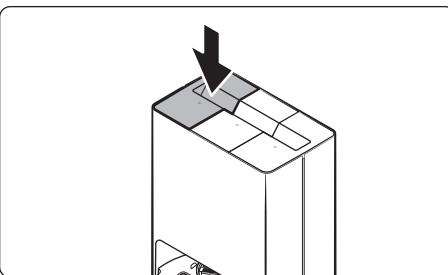


3. Empty the Waste Water Tank and clean it thoroughly.

4. Close the lid.
    - Press the latch on the lid until you hear a click, making sure the lid is completely shut.
    - If the lid is not completely shut, the product may malfunction or may result in problems with the product.



5. Insert the Waste Water Tank in the Clean Station.

## Replacing the Dust Bag
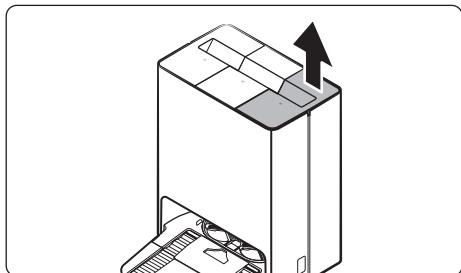


1. Detach the lid by pulling the handle on the top.
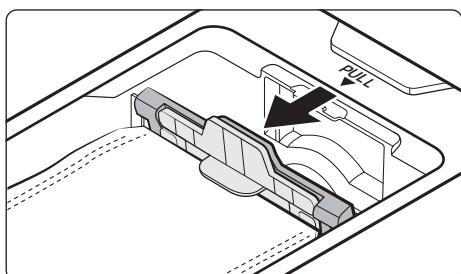


2. Hold the Dust Bag guide handle and pull it as shown in the figure.
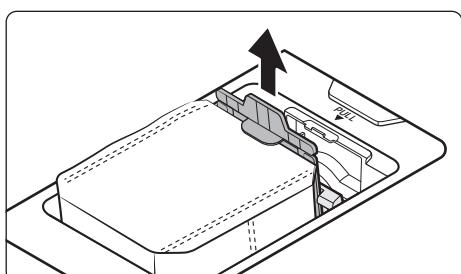


3. Detach the Dust Bag from the product by pulling it upward.
   - Dispose of the used Dust Bag in the trash.
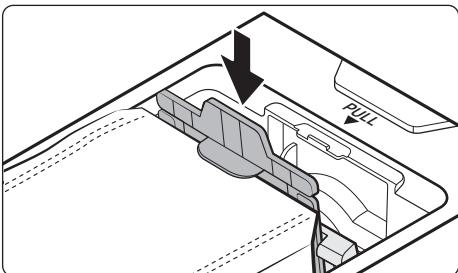


4. Insert the new Dust Bag.
   - Align the new Dust Bag with the Dust Bag guide's grooves, and push it down to assemble the Dust Bag.
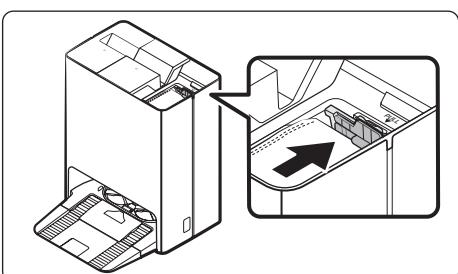


5. Push the Dust Bag guide handle as shown in the figure until you hear it click.
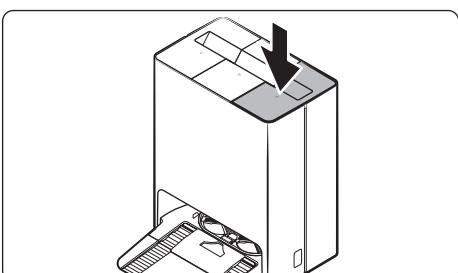


6. Close the lid.

# Maintenance

## Cleaning the Fine Dust Filter
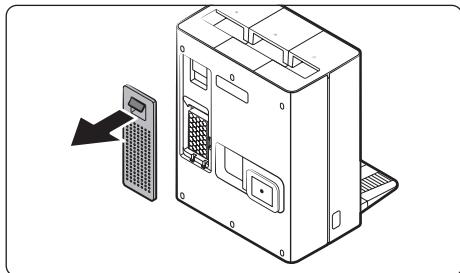


1. Pull the handle on the Filter Cover at the back of the Clean Station to detach it.
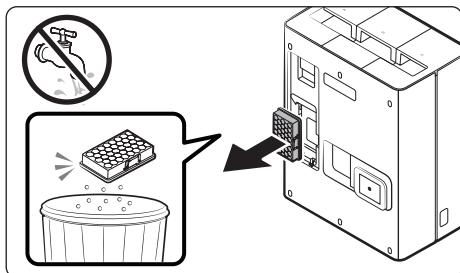


2. Detach the Fine Dust Filter and shake out the dust.
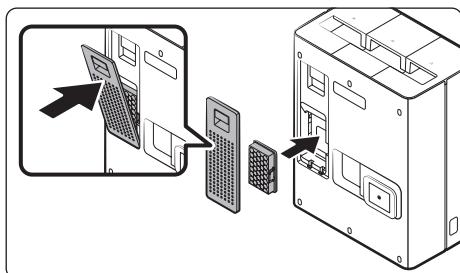


3. Assemble the Fine Dust Filter and the Filter Cover until you hear them click.

## Cleaning the Washing Plate
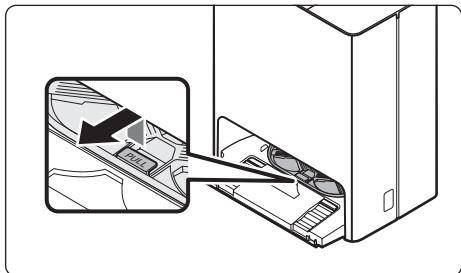


1. Detach the Washing Plate by lifting the handle that says '**PULL**'.
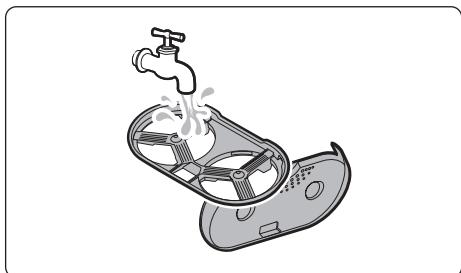


2. Clean the Washing Plate with water and dry it completely in the shade.
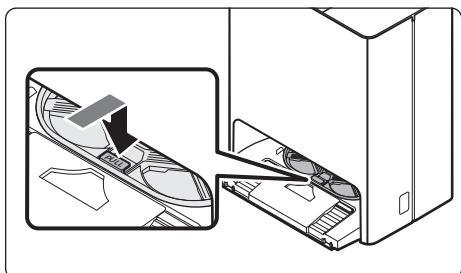


3. Assemble the Washing Plate back into the Clean Station.

### 📄 NOTE

Rinse the Washing Plate only with clean water.

• Do not use detergent.

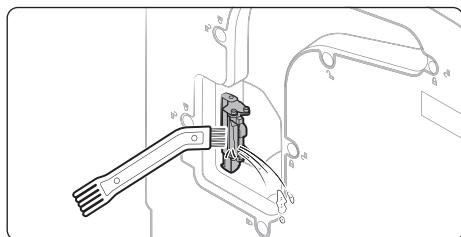## Cleaning the bottom cover

### ⚠ CAUTION

- You must disassemble the Clean Water Tank and the Waste Water Tank before lying the Clean Station on its side.
- You must detach the Base Plate and the Washing Plate.
  - There is a risk of personal injury or material damage.
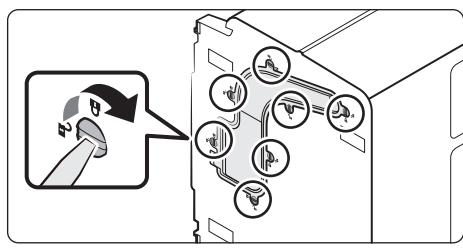- After detaching the Washing Plate, wipe up any water that might have spilled on the floor.
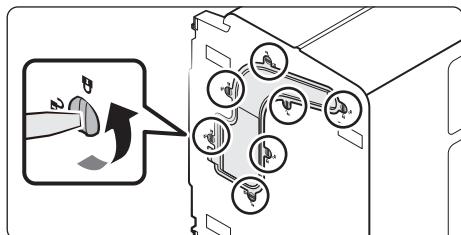


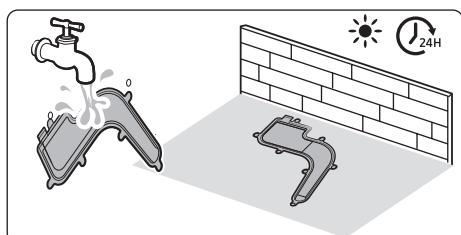**1.** Lay the Clean Station on its side and turn the 7 locking screws toward the (🔓) icon.
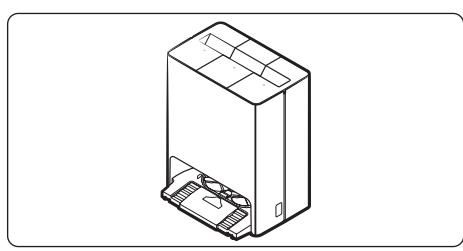


**2.** Detach the bottom cover and remove any foreign matter.



**3.** Clean the cover with water and dry it completely in the shade.



**4.** Attach the bottom cover to the Clean Station.



**5.** Turn the 7 locking screws toward the (🔒) icon.



**6.** Put the Clean Station back in the upright position.

# Maintenance

## Descaling the Steamer

### Descaling

1. Press the ▷‖ and 🏠 buttons on the Jet Bot Combo simultaneously for 7 seconds.
2. Dilute 100 g of citric acid into water (1 L) in the Clean Water Tank and insert it into the Clean Station. Then, empty the Waste Water Tank.
3. Press the ▷‖ and 🏠 buttons on the Jet Bot Combo simultaneously for 7 seconds.
4. The descaling process takes about 2 hours and you will be notified by the Voice guidance once the process is complete.

### Rinsing

1. Rinse the Clean Water Tank, and then pour water into it.
2. Press the ▷‖ and 🏠 buttons on the Jet Bot Combo simultaneously for 7 seconds.
3. The rinsing process takes about 15 minutes, and you will be notified by the Voice guidance one the process is complete.

### 🖹 NOTE

- To cancel the descaling or rinsing process, press the ▷‖ and 🏠 on the Jet Bot Combo simultaneously for 7 seconds during the process.
  - Canceling during the process will result in incomplete descaling or rinsing.
- Because of the nature of the product, it is recommended to carry out descaling once a year.
- If a descaling alarm goes off, be sure to descale to maintain product quality.
- The steam cleaning function cannot be used after a certain period of time has passed after the descaling alarm goes off.
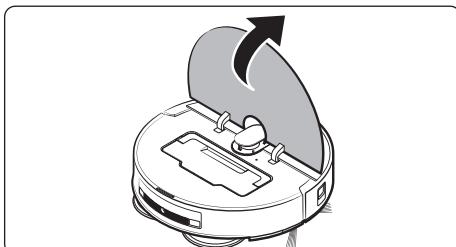
### ⚠ CAUTION

- Do not put anything other than citric acid and water when descaling.

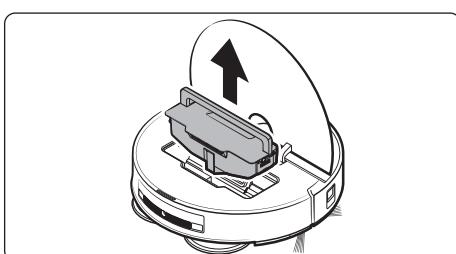- Do not use citric acid other than when descaling.

## Maintaining and cleaning the Jet Bot Combo

Before maintenance and cleaning, set the Jet Bot Combo to Energy-Saving mode.
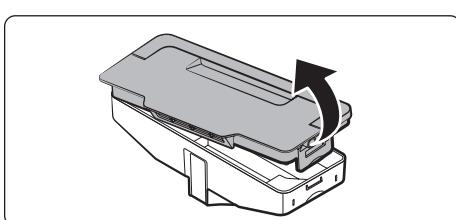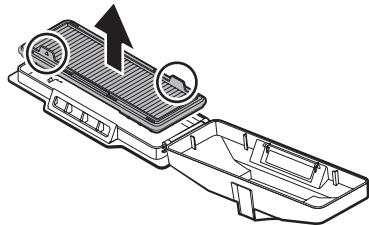
### Emptying and cleaning the Dustbin
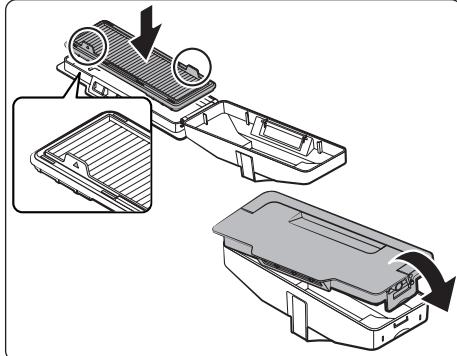


1. Open the Top Cover.



2. Hold the Dustbin handle and lift the Dustbin to remove it.



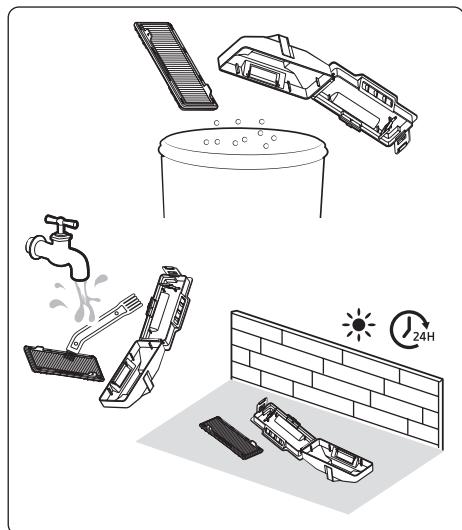3. While pulling the latch on the right side of the Dustbin, lift the cover up to open it.

**4.** Detach the Pre-motor Filter from the Dustbin cover.



**5.** Remove the dust from both the Pre-motor Filter and the Dustbin. Clean them with water and dry both completely in the shade.

📖 **NOTE**

You can clean the parts more thoroughly by soaking them in lukewarm water with a mild detergent for about 30 minutes. Then, rinse them under running water using the Cleaning Tool.



**6.** Attach the Pre-motor Filter to the Dustbin's lid, then close the cover.
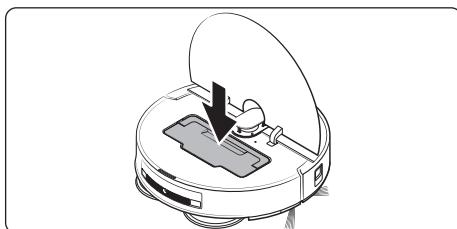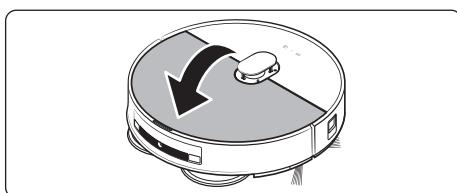
- Insert the Pre-motor Filter with its handles facing up.
- Push the Dustbin cover until you hear it click, making sure it is completely shut.



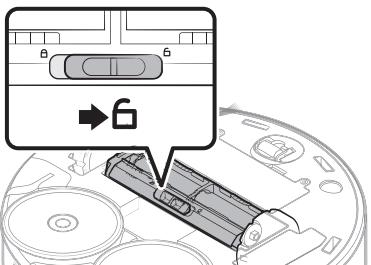**7.** Insert the Dustbin into the Jet Bot Combo.

- Hold the Dustbin handle and insert the Dustbin into the Jet Bot Combo, then put the handle down.
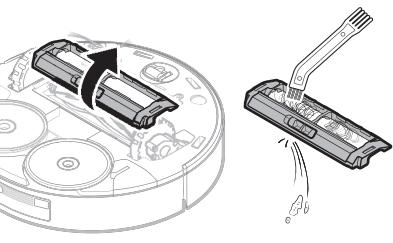


**8.** Close the Top Cover.
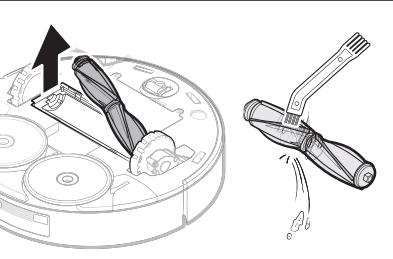
# Maintenance

## Cleaning the Brush



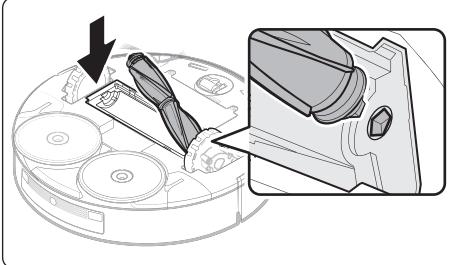1. Push the Brush Cover Lock to the right to unlock.



2. Detach the Brush Cover and use the Cleaning Tool to clean the cover.



3. Detach the Brush and use the Cleaning Tool to clean the Brush.
   - Lift up the left side of the Brush first, then pull the Brush from the groove on the right.

4. Attach the Brush.
   - Insert the right side of the Brush into the groove first, then push the left side down.
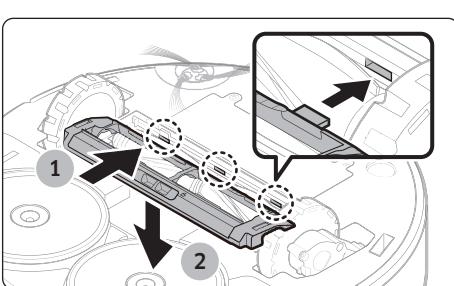


5. Insert the 3 hooks at the rear of the Brush Cover into the grooves, and push the Brush Cover down to assemble it.
   - Be sure that the hooks are aligned with the grooves.
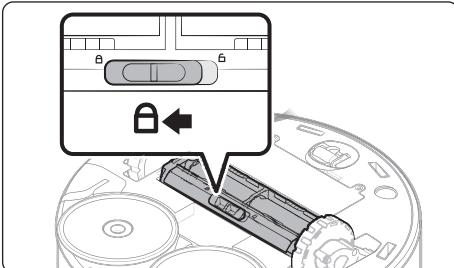


6. Push the Brush Cover Lock to the left to lock.

## Cleaning the Roller
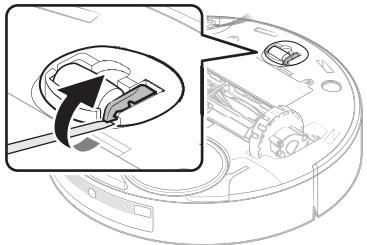


**1.** Use a flat-head screwdriver to lift the Roller's Release Lever as shown in the figure.
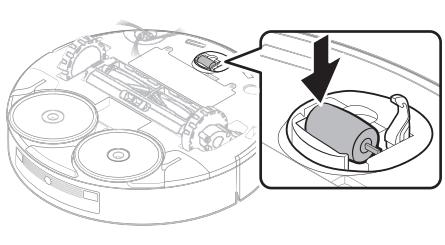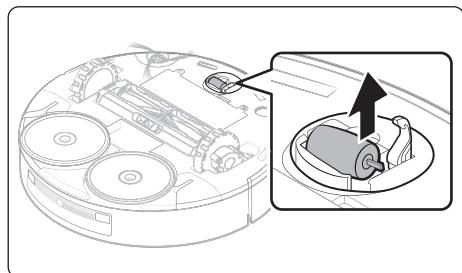


**2.** Detach the Roller by lifting it.



**3.** Use the Cleaning Tool to clean the Roller.

**4.** Assemble the Roller.



**5.** Press the Release Lever until you hear a click to secure the Roller.

# Maintenance

## Cleaning the Spin Brush
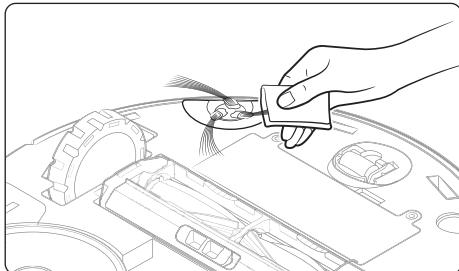


Wrap the Spin Brush with a warm, damp towel for about 10 seconds, and then wipe the Spin Brush.
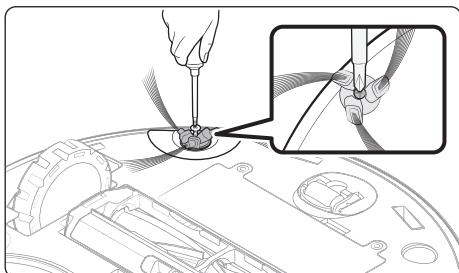


When hair, threads, or other debris are tangled in the Spin Brush, use a screwdriver to detach the Spin Brush and remove the tangled items.

## Cleaning the Driving Wheel
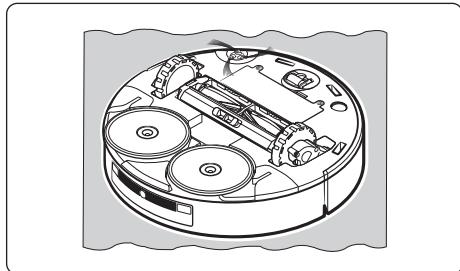


1. Place a soft cloth on the floor and gently place the Jet Bot Combo upside down on the cloth.
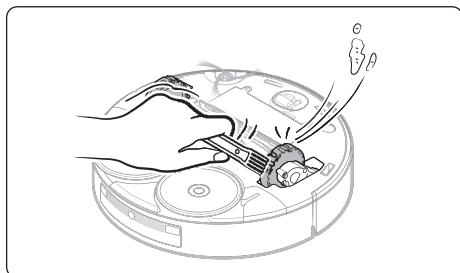


2. Clean the Driving Wheels using the Cleaning Tool.

## Cleaning the Mops
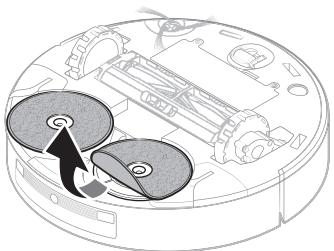


1. Detach the Mops attached to the bottom of the Jet Bot Combo.
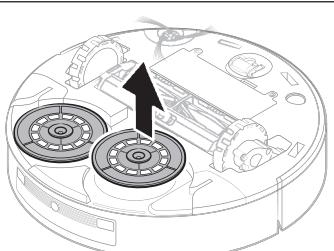


2. Detach the Mop Spin Boards.
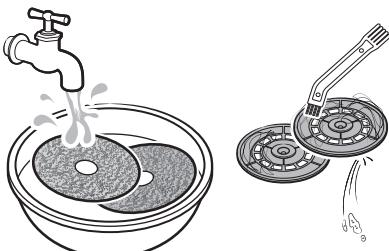


3. Clean the Mops and the Mop Spin Boards.
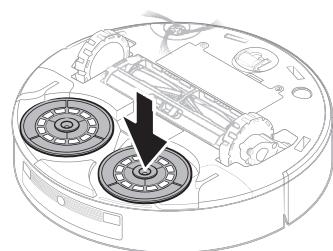


4. Attach the Mop Spin Boards.
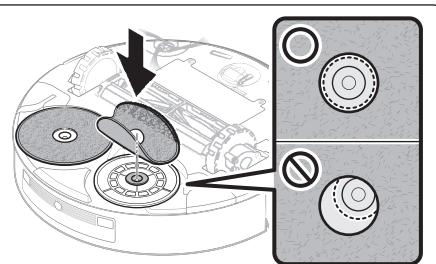


5. Attach the Mops to the Mop Spin Boards.
   - Make sure each Mop is centered and does not overlap each other.
   - Folding the ends of the Mop makes it easier to grasp and position it accurately on the center the Mop Spin Board.

# Maintenance

## Cleaning and maintaining the sensor

To maintain optimal performance, clean the sensors regularly by gently wiping around them with a soft cloth. If a sensor becomes contaminated, it may affect performance. Refer to the figures for the location of each sensor.

### 📖 NOTE

Do not use any cleaning products to clean the sensors.
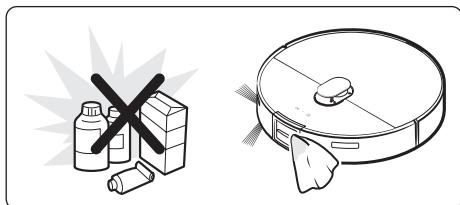


## Jet Bot Combo
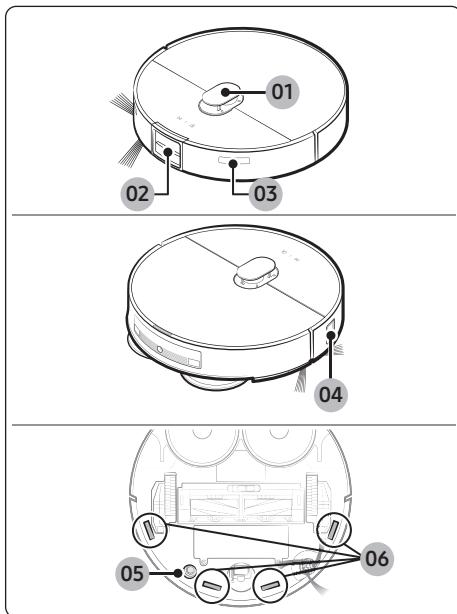


**01** LiDAR Sensor

**02** 3D Sensor (VR7MD97****) / Obstacle Detect ToF Sensor (VR7MD96****)

**03** Signal Transmitter

**04** Obstacle Sensor

**05** Carpet Detect Sensor

**06** Cliff Sensor

### 📖 NOTE

The product's actual appearance may differ from the figure in this manual.

## Clean Station
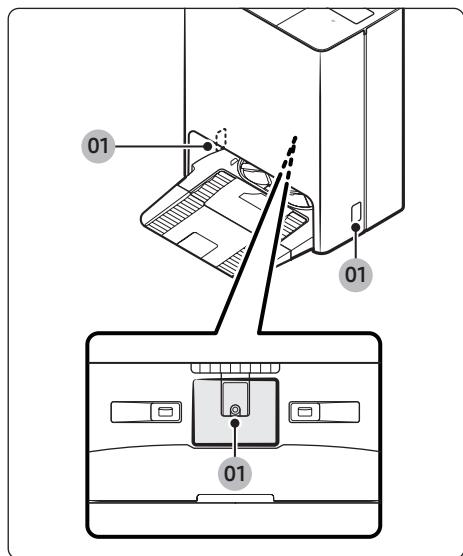


**01** Charging Signal Transmitter

# Troubleshooting

## Voice Guidance Checklist

1. The Status Indicator turns red and blinks with a Voice guidance.
2. Press the **Reset** button and check the instructions below and take appropriate actions.
3. When pressing the **Reset** button of the Jet Bot Combo, the Status Indicator turns white.

| Voice Guidance | Checklist |
|---|---|
| It's difficult to move. <br> Please move me somewhere else. | The Jet Bot Combo is caught, stuck or trapped while moving around. <br> • Set the Jet Bot Combo to Energy-Saving mode and move it to another area. |
| Please remove the Brush and take out whatever's stuck in there. | Foreign matter caught in the Brush. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter from the Brush. |
| Something's stuck in the Spin Brush. Please remove it. | Foreign matter caught in the Spin Brush. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter from the Spin Brush. |
| Please check the left wheel to see if there's something stuck in it. | Foreign matter caught in the left Driving Wheel. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter from the left Driving Wheel. |
| Please check the right wheel to see if there's something stuck in it. | Foreign matter caught in the right Driving Wheel. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter from the right Driving Wheel. |
| Something is caught in the left Mop. | Foreign matter caught in the left Mop. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter by detaching the Mop Spin Board. |
| Something is caught in the right Mop. | Foreign matter caught in the right Mop. <br> • Set the Jet Bot Combo to Energy-Saving mode and remove the foreign matter by detaching the Mop Spin Board. |
| Something went wrong with the front bumper sensors. Check if the front bumper is pressed or something is stuck. | Bump Sensor needs to be checked. <br> • Press the **Reset** button to turn it back on. <br> • When the Status Indicator remains in red color and blinks, check if there's any small foreign matter between the bumper and the main body. If there is, remove the foreign matter. |

| Voice Guidance | Checklist |
|---|---|
| Something's wrong with the LiDAR bump sensor. The LiDAR cap might be jammed, or there might be something stuck in there. | Bump Sensor needs to be checked.<br>• Press the **Reset** button to turn it back on.<br>• When the Status Indicator remains in red color, check if there's any foreign matter between the LiDAR Sensor and the main body. If there is, remove the foreign matter. |
| Something's wrong with the Cliff Sensor.<br>Please clean the 4 small black windows underneath with a soft cloth. | Foreign matter accumulated on the Cliff Sensor.<br>• Set the Jet Bot Combo to Energy-Saving mode and clean the 4 small black windows underneath with a soft cloth. |
| Please insert the bin so cleaning can start. | Dustbin is not inserted.<br>• Detach the Dustbin and insert it again. |
| The LiDAR Sensor needs to be reset. Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | There is a problem with the LiDAR Sensor.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| Something's wrong with the main system. Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | There is a problem with the main system.<br>• Press the **Reset** button to turn it back on. If the notice remains, contact Customer Service. |
| Robot vacuum is in a No-go zone and can't move. Move it out of this zone. | The result of the location recognition indicates that the Jet Bot Combo is placed within the No-go zones.<br>• Check the No-go zones of the mobile App. |
| The 3D Sensor needs to be reset. Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | There is a problem with the 3D Sensor.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| The object recognition sensor needs to be reset.<br>Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | There is a problem with the object recognition sensor.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| The monitoring camera needs to be reset. Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | There is a problem with the monitoring camera sensor.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |

# Troubleshooting

| Voice Guidance | Checklist |
|---|---|
| The AI processor isn't working properly. Press the **Reset** button to turn it on again. If that doesn't fix it, contact Customer Service. | • Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| Reset the battery connection by pressing the **Reset** button to turn it on again. If you hear this message again after that, contact Customer Service. | There is problem with the battery connection.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| Something went wrong with the battery connection. Reinsert the battery or press the **Reset** button to turn it on again. If you hear this message again after that, contact Customer Service. | There is problem with the battery connection.<br>• Press the **Reset** button to turn it back on.<br>• If the notice remains, contact Customer Service. |
| Please attach the Waste Water Tank. | • Insert the Waste Water Tank. |
| Insert the Washing Plate. | • Insert the Washing Plate. |
| The Washing Space is full. | • Empty the Tub. |
| The Washing Space of the Clean Station is full, so the station can't wash the robot vacuum's Mop. Empty the Washing Space. | • Empty the Tub. |
| There's no Clean Water Tank in the Clean Station, so the station can't wash the robot vacuum's Mop. Insert a Clean Water Tank and start again. | • Insert the filled Clean Water Tank and restart the cleaning. |
| There's no Waste Water Tank in the Clean Station, so the station can't wash the robot vacuum's Mop. Insert a Waste Water Tank and start again. | • Insert the Waste Water Tank and restart the cleaning. |
| There's no Washing Plate in the Clean Station, so it can't wash the robot vacuum's Mop. Check if it's installed correctly and start again. | • Insert the Washing Plate and restart the cleaning. |
| The Clean Water Tank of the Clean Station is empty, so it can't wash the robot vacuum's Mop.<br>Fill it with water and start again. | • Fill the water and restart the cleaning. |

| Voice Guidance | Checklist |
|---|---|
| The Waste Water Tank of the Clean Station is full, so the station can't wash the robot vacuum's Mop. Empty it and start again. | • Empty the water and restart the cleaning. |
| The Washing Space of the Clean Station is full, so the station can't wash the robot vacuum's Mop. Empty it and start again. | • Empty the water and restart the cleaning. |
| A leak was detected in the Clean Station, so the station can't wash the robot vacuum's Mop. If the error persists, contact Customer Service. | • If the same problem occurs continuously, contact Customer Service. |
| There's no Clean Water Tank in the Clean Station, so the station can't wash the robot vacuum's Mop. Insert a Clean Water Tank. | • Insert the filled Clean Water Tank. |
| There's no Waste Water Tank in the Clean Station, so the station can't wash the robot vacuum's Mop. Insert a Waste Water Tank. | • Insert the Waste Water Tank. |
| There's no Washing Plate in the Clean Station, so the station can't wash the robot vacuum's Mop. Install the plate properly. | • Insert the Washing Plate. |
| The Clean Water Tank of the Clean Station is empty, so it can't wash the robot vacuum's Mop. Fill it with water. | • Fill the water. |
| The Waste Water Tank of the Clean Station is full, so the station can't wash the robot vacuum's Mop. Empty it. | • Empty the water. |
| The Washing Space of the Clean Station is full, so the station can't wash the robot vacuum's Mop. Empty it. | • Empty the water. |

📖 NOTE

You can find details of the checklist on the SmartThings app.

# Troubleshooting

## Checklist before reporting a problem

If the product is not faulty, a service fee may be charged, therefore make sure to read the manual thoroughly.

| Symptom | Checklist |
|---|---|
| The Jet Bot Combo is not working at all. | • Check if the Status Indicator is on.<br>• Check if the Jet Bot Combo's battery is discharged.<br>• When the Jet Bot Combo's Status Indicator turns and stays red, place the Jet Bot Combo manually on the Clean Station to charge it.<br>• When you manually charge the Jet Bot Combo because of the discharged battery, the buttons on the Jet Bot Combo do not work. When charging is partially complete (about 10-20 minutes later), the Status Indicator is on and the buttons work again. |
| The Jet Bot Combo has stopped during cleaning. | • When the Jet Bot Combo's Status Indicator turns and stays red, place the Jet Bot Combo manually on the Clean Station to charge it.<br>• When the Jet Bot Combo is immobilized by an obstacle such as a cord, obstacles, threshold, a raised spot, etc., pick it up and move it away from the obstacle.<br>  - If any fabric or string is caught in the Driving Wheel, set the Jet Bot Combo to Energy-Saving mode and remove the item caught in the Driving Wheel.<br>• Check whether the No-go zones are set. |
| Suction power is weak. | • When there's too much dust in the Dustbin, suction power may weaken. Set the Jet Bot Combo to Energy-Saving mode and empty the Dustbin.<br>• If the Brush at the bottom of the Jet Bot Combo is blocked by foreign matter, set the Jet Bot Combo to Energy-Saving mode and remove foreign matter from the Brush.<br>• When noise suddenly increases, set the Jet Bot Combo to Energy-Saving mode and empty the Dustbin. |
| The Jet Bot Combo cannot find the Clean Station. | • Check if there's a power failure or whether the power plug is unplugged.<br>• Remove any obstacles around the Clean Station that may prevent the Jet Bot Combo from returning to the Clean Station.<br>• When there's foreign matter on the Charging Pins, clean them with a soft cloth, as charging can be affected.<br>• Clean the foreign matter off the Charging Pins. |

| Symptom | Checklist |
|---|---|
| Something's wrong with the Mops. | • Detach the Mop Spin Board and check for any debris caught or tangled to it. Remove the debris and resume cleaning. |
| The Mops don't operate properly. | • Detach the Mop Spin Board and check for any debris caught or tangled to it. Remove the debris and resume cleaning.<br>• If the same problem occurs continuously, contact Customer Service. |
| The Jet Bot Combo is cleaning in the Vacuum mode although it is set to the Mop or Vacuum + Mop mode. | • If the Mop Spin Board is not assembled, the Mop or Vacuum + Mop mode automatically change to Vacuum mode.<br>• Check if both sides of the Mop Spin Board are attached.<br>• If the same problem occurs continuously, contact Customer Service. |
| The Jet Bot Combo suddenly cleans diagonally. | • Check if the Clean Station is installed along the grain of wooden floors or tiles.<br>• The Jet Bot Combo may clean in a diagonal direction if it is moving to another area using the shortest route. It may also move at a diagonal if it did not make contact with an obstacle at a right angle, if it was charged in a skewed direction at the Clean Station, or If the floor material is wooden or tile. |
| Jet Bot Combo does not clean some places. | • Check whether the Clean Station is installed in a narrow passage or near a room door and move it to another place.<br>  - If the Clean Station is installed in a narrow passage or near a room door, the Jet Bot Combo cannot pass through the passage or the door.<br>• Check whether the places the Jet Bot Combo does not clean are set as No-go zones. |
| The Jet Bot Combo cannot find a room. | • The Jet Bot Combo will start to create a new map by cleaning all areas instead of using the existing map for the following cases: |
| The map which the Jet Bot Combo has created is different from the saved map and the map is also drawn askew. |   - If the Jet Bot Combo has not started cleaning from the Clean Station.<br>  - If the Clean Station has been either rotated by more than 45 degrees or moved more than 1 meter from the initially installed position.<br>• Start cleaning from the Clean Station.<br>• When the Jet Bot Combo creates a map and the Jet Bot Combo starts cleaning, make sure the Jet Bot Combo starts operating parallel to the wall.<br>• Remove obstacles within 0.5 m of the left and right side and 1 m of the front side of the Clean Station. |

# Troubleshooting

| Symptom | Checklist |
|---|---|
| The Jet Bot Combo ignores and enters No-go zones. | • If the Jet Bot Combo has not started cleaning from the Clean Station, it will ignore the No-go zones settings. Therefore, start cleaning from the Clean Station to use the function. |
| The Intelligent Power Control function works on a normal floor. | • Check if the floor is uneven, causing the Jet Bot Combo to run with its body slightly lifted.<br>• Check whether there are any foreign matter on the Cliff Sensor which is at the bottom of the Jet Bot Combo.<br>• Check whether the floor color is dark. |
| The Intelligent Power Control function does not work. | • When the Jet Bot Combo cleans a short-pile carpet with a bright color, it may recognize the carpet as a hard floor, causing Intelligent Power Control function not to work. |
| The Jet Bot Combo makes a squeaking sound while cleaning. | • Check and make sure the Brush Cover on the bottom is properly assembled.<br>• The rubber that sweeps away dust may make a sound due to friction with the floor, however it will disappear after a certain period of time.<br>• If the same problem occurs continuously, contact Customer Service. |
| SmartThings app cannot be installed. | • To check the compatibility of the SmartThings app with your smartphone, visit 'Play Store' or 'App Store'.<br>• The supporting OS version for the SmartThings app may change later.<br>• For rooted smart devices, standard installation and use will not be guaranteed. |
| I have installed the SmartThings app, but the Jet Bot Combo fails to be connected. | • Connect the Jet Bot Combo to a wireless router by referring to the **SmartThings app** of the user manual. |
| I fail to log into the Samsung account. | • Check your ID and password on the screen of the Samsung account. |
| During product registration, the wireless router I want to connect cannot be searched. | • Cancel the product registration, run the SmartThings app again, and try the product registration again. |
| During product registration, the password of the connecting wireless router is not input correctly. | • Cancel the product registration, run the SmartThings app again, and try the product registration again.<br>• Press and hold the wireless router you want to connect on the network list, and delete the network to initialize the password. |

| Symptom | Checklist |
|---------|-----------|
| I have pressed and held the 🔒 button as instructed in the app, but the app does not move on to the next step. | • Press and hold the 🔒 button until you hear it beep.<br>• If the next step does not appear within seconds, press the 🔒 button once more.<br>• If you are using an iOS device, press and hold the 🔒 button on the Jet Bot Combo for at least 3 seconds and then tap **Next** on the SmartThings app. |
| A message of the product registration failure appears. | • Try the product registration procedure again by referring to the pop-up messages.<br>• Please refer to the '**Setting up the wireless router**' section.<br>• Please refer to the '**Registering a device to the SmartThings app — When the Jet Bot Combo cannot be registered to the SmartThings app**' section.<br>• When the product registration fails repeatedly, restart the SmartThings app and try the product registration.<br>• The Samsung account for both app login and the product registration must be the same.<br>• All users should use the Samsung account issued by the country which launches the product. |
| The Jet Bot Combo fails to connect to Wi-Fi. | • Check the wireless router's settings. |
| The Jet Bot Combo is successfully connected to a smartphone, but it cannot be controlled from the smartphone. | • Try restarting the SmartThings app.<br>• Disconnect and reconnect your smartphone from the wireless router.<br>• Activate and then deactivate the Energy-Saving mode, wait for a few minutes, and then open the SmartThings app again. |
| The Jet Bot Combo on the SmartThings app fails to start. | • Check if the Jet Bot Combo is offline on the SmartThings app.<br>• Connect the Jet Bot Combo to a wireless router to again by referring to the '**SmartThings app**' section. |
| The Jet Bot Combo has been successfully registered to the SmartThings app but appears '**Offline**'. | • Restart the SmartThings app.<br>• Check your wireless router's internet connection. Proper operation may not be guaranteed in environments with a firewall. |

# Troubleshooting

| Symptom | Checklist |
|---|---|
| The Jet Bot Combo was successfully connected to the SmartThings app and operating normally, but it appears as '**Offline**' on the app. | • If the Jet Bot Combo is distant from a wireless router, it may get disconnected.<br>• Restart the SmartThings app.<br>• If the disconnection is not resolved, try the product registration again.<br>• If the wireless router's SSID/password has been changed, try the product registration again.<br>• Check if the Jet Bot Combo is in Energy-Saving mode. Press the ▷‖ button to cancel the Energy-Saving mode. |
| A map cannot be saved. | • To create a map, you need to register the device first and then start creating a map with the SmartThings app.<br>• When the Jet Bot Combo starts cleaning from the Clean Station and completes cleaning one time in Auto Clean, a map is saved. |
| When controlling with a smartphone, a response is delayed. | • If the Jet Bot Combo and the smartphone are not connected to the same wireless router, a response can be delayed depending on the network environment. |
| The Jet Bot Combo failed to detect pet waste and accidentally sucked it up. | • The Jet Bot Combo may fail to detect pet waste if it is located in the dead zone of the object recognition sensor.<br>• The Jet Bot Combo may fail to detect pet waste and recognize it as a debris that needs to be cleaned if it is smaller than 2 cm x 3 cm in size.<br>• The Jet Bot Combo may fail to detect pet waste if its color, pattern, or shape blends with the floor. Additionally, direct or reflected light may hinder its ability to recognize pet waste.<br>※ Software is updated regularly to improve object recognition performance. |

# Appendix

## Product Specification
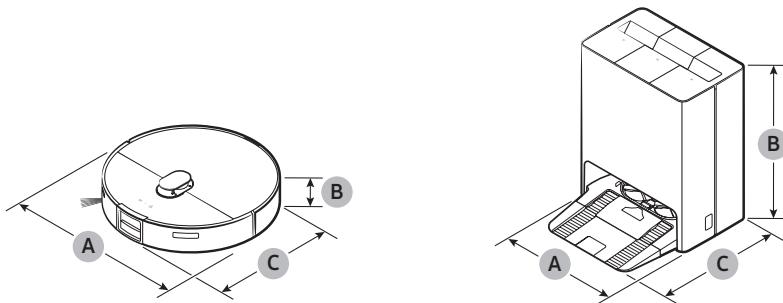
| Classification | Items | VR7MD97**** | VR7MD96**** |
|---|---|---|---|
| Mechanical specifications | Weight | Jet Bot Combo : 4.8 kg | |
| | | Clean Station : 14.0 kg | |
| | Size Width (A) X Height (B) X Depth (C) | Jet Bot Combo : 359 mm X 100 mm X 364 mm | |
| | | Clean Station : 444 mm X 547 mm X 510 mm | |
| | Cleaning Methods | LiDar Location detection | |
| | Button Methods | Touch type | |
| Electrical specifications | Power consumption | Jet Bot Combo : 70 W (Spot Cleaning) Clean Station : 1200 W | |
| | Battery specification | Lithium-ion 14.4 V / 63.36 Wh | |
| Cleaning part | Cleaning functions | Auto Clean, Room Clean, Spot Cleaning, The robot cleans by area | Auto Clean, Room Clean, Spot Cleaning |
| | Additional functions | Energy-Saving Mode, Downtime Mode, Scheduled Cleaning, No-go zones, The Home monitoring, Pet care service, Bixby Voice Recognition | Energy-Saving Mode, Downtime Mode, Scheduled Cleaning, No-go zones |
| | Charging time | Vacuum + Mop / Mop: About 300 minutes Vacuum: About 240 minutes | |
| | Charging type | Auto charging / Manual charging | |

# Appendix

| Classification | Items | VR7MD97**** | VR7MD96**** |
|---|---|---|---|
| Wi-Fi | Frequency range | 2412 - 2472 MHz | |
| | Transmitter power (Max) | 20 dBm | |
| Bluetooth (BLE) | Frequency range | 2402 - 2480 MHz | |
| | Transmitter power (Max) | 20 dBm | |

| | | | | |
|---|---|---|---|---|
| Standby Power Consumption | Off mode | | Power Consumption (W) | 0.50 |
| | | | Power Management (min) | 10 |
| | Networked Standby | Wi-Fi / Bluetooth (BLE) | Power Consumption (W) | 2.00 |
| | | | Power Management (min) | 10 |
| | | | How to activate/ deactivate port | To turn the Wi-Fi on or off, while the robot vacuum cleaner is in standby or charging, press and hold the button for 3 seconds and then press and hold the button for 3 seconds. |

📖 **NOTE**

Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and with the relevant statutory requirements in the UK. The full text of the EU declaration of conformity and the UK declaration of conformtiy is available at the following internet address: http://www.samsung.com. go to Support > Search Product Support and enter the model name.

## Usage Time

| Cleaning Mode | Suction Power | Usage Time |
|---|---|---|
| Vacuum + Mop | Max | About 70 minutes |
| | Smart | About 80 minutes |
| | Normal | About 80 minutes |
| | Quiet | About 150 minutes |
| Vacuum | Max | About 110 minutes |
| | Smart | About 110 minutes |
| | Normal | About 120 minutes |
| | Quiet | About 180 minutes |
| Mop | - | About 130 minutes |

📖 **NOTE**

Charging and usage time may differ depending on the conditions of use.

# Memo

# Memo

| | | |
|---|---|---|
| ITALIA | 800-SAMSUNG (800.7267864) | www.samsung.com/it/support |
| NETHERLANDS | 088 90 90 100 | www.samsung.com/nl/support |
| SWEDEN | 0771-400 300 | www.samsung.com/se/support |
| FINLAND | 030-622 75 15 | www.samsung.com/fi/support |
| NORWAY | 21 62 90 99 | www.samsung.com/no/support |
| DENMARK | 70 70 19 70 | www.samsung.com/dk/support |
| SPAIN | 91 175 00 15 | www.samsung.com/es/support |
| SWITZERLAND | 0800 726 786 | www.samsung.com/ch/support (German)<br>www.samsung.com/ch_fr/support (French) |
| PORTUGAL | 210 608 098<br>Chamada para a rede fixa nacional<br>Dias úteis das 9h às 20h | www.samsung.com/pt/support |
| GERMANY | 06196 77 555 77 | www.samsung.com/de/support |
| LITHUANIA | 8-800-77777 | www.samsung.com/lt/support |
| LATVIA | 8000-7267 | www.samsung.com/lv/support |
| ESTONIA | 800-7267 | www.samsung.com/ee/support |
| AUSTRIA | 0800 72 67 864 (0800-SAMSUNG) | www.samsung.com/at/support |