

NARWAL

User Manual

Robot Vacuum and Mop

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Dear users:/Chers utilisateurs:

Thank you for purchasing Narwal products. To access comprehensive support from Narwal, you are recommended to read carefully the manual and illustrations before using the product. Please keep the manual properly.

Merci d'avoir acheté des produits Narwal. Pour bénéficier d'un support complet de la part de Narwal, nous vous recommandons de lire attentivement le manuel et les illustrations avant d'utiliser le produit. Veuillez conserver le manuel correctement.

The manual may be updated from time to time based on product updates and user feedback. Please scan the QR code below to browse the official website and view the latest version.

Le manuel peut être mis à jour de temps en temps en fonction des mises à jour du produit et des commentaires des utilisateurs. Veuillez scanner le code QR ci-dessous pour naviguer sur le site officiel et consulter la dernière version.

In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:

En cas de problème dans l'utilisation du produit, veuillez contacter le service après-vente de Narwal par les moyens suivants :

Customer service email:

Courriel du service clientèle :

support.na@global.narwal.com(North America)

support.eu@global.narwal.com(Germany)

support.it@global.narwal.com(Italy)

support.jp@global.narwal.com(Japan)

support.fr@global.narwal.com(France)

support.kr@global.narwal.com(South Korea)

support.es@global.narwal.com(Spain)

*For other countries, please refer to the after-sales contact information provided by your local vendors.

*Pour les autres pays, veuillez vous référer aux informations de contact après-vente fournies par vos fournisseurs. locaux.

We wish you a pleasant experience!

Nous vous souhaitons une agréable expérience !



WWW.NARWAL.COM

Correction Notice:

Battery Specifications

Dear Valued Customers,

We have recently received feedback regarding inconsistencies in the battery specifications printed in the Freo Z10 user manual. After thorough verification, we confirm that the correct specifications for the Freo Z10 battery are:

Rated Capacity: 5000mAh
Typical Capacity: 5200mAh

We have updated all incorrect information across our official website, authorized sales channels, and product documentation.

We sincerely apologize for any confusion this may have caused and appreciate your understanding.

The NARWAL Team

April 3, 2025

Regional Availability and Compatibility

Based on user experience consideration and relevant legal and compliant requirements, Narwal products normally sold by Narwal (and its authorized retailers) are only available for use and after-sales service support in the country or region in which they were originally sold. If a product is shipped to any other countries or regions, you might not be able to use the Narwal App to bind the product or perform relevant operations. We recommend that you purchase the local version of the Narwal product from Narwal or its authorized retailers in order to obtain the best product use and service experience.

For avoidance of doubt, Narwal products sold by Narwal (and its authorized retailers) in the PRC are only available for use and after-sales service support in the PRC (for this purpose, excluding Hong Kong, Macao and Taiwan).

1. Product At A Glance

1.1 Check list

Main parts



Robot × 1
(Dust collection box × 1 and
Roller brush × 1 already installed)



Base station × 1
(including cleaning base × 1, clean
water tank × 1, dirty water tank × 1)

Accessories



Side brush × 2



Base station
power cord × 1



Detergent × 1



Dust Bag × 1



Cleaning tray × 1



Base station
extension ramp × 1

1.2 Robot Accessory

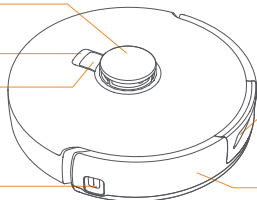
Front (top cover closed)

Radar sensors

Recall button

Start/Stop button

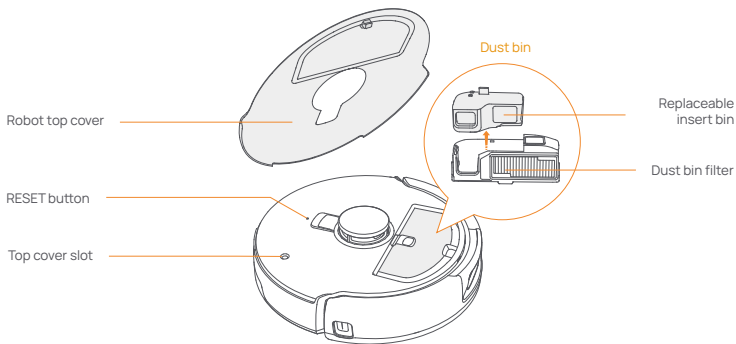
Laser edge sensor



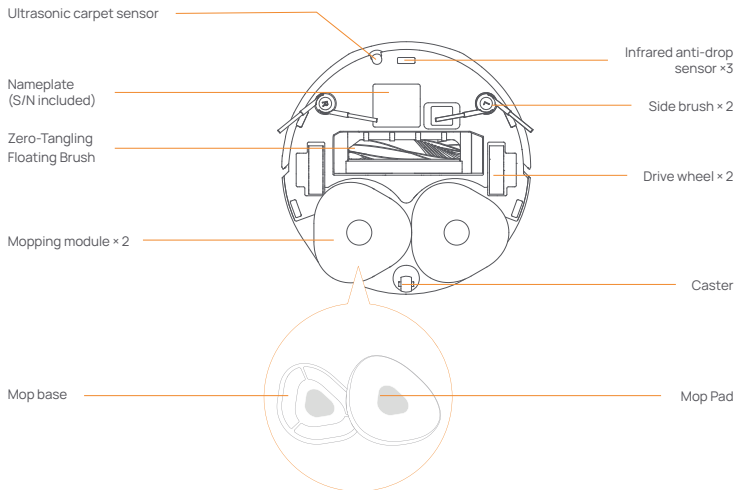
Structured light
forward sensor

Bumper sensor

Front (top cover open)

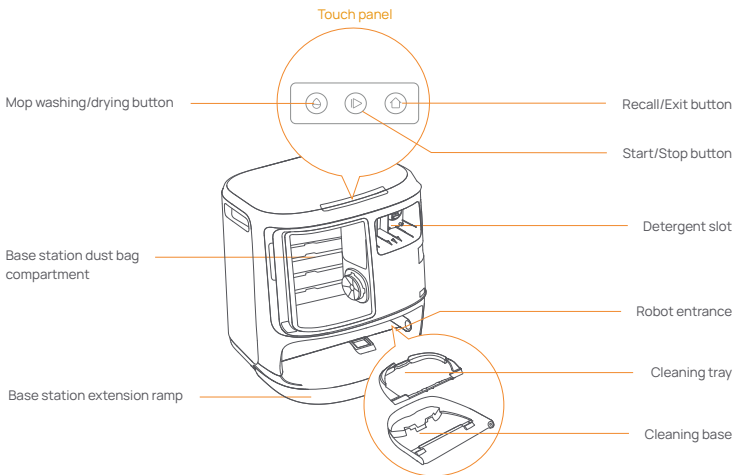


Robot bottom

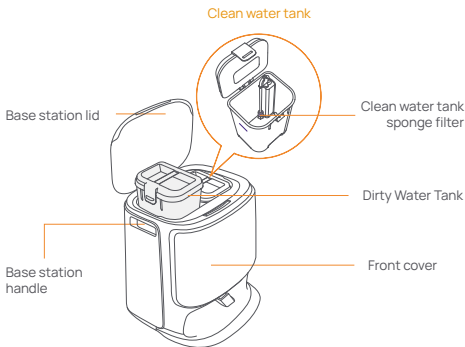


1.3 Base station

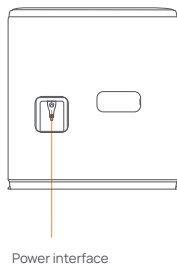
Front of the base station (open the front cover)



Front (lid open)



Back



1.4 Buttons and indicators

Robot buttons

Button	Action	Function
Start/Stop 	Short press	Start/pause/resume the current task
	Press and hold for 2s	Power on/off
Recall  Home	Short press	Return to the base station
	Short press	Enter the pairing mode
Reset 	Press and hold for 5s	Unbind the account and clear user data
	Press and hold for 10s	Restore factory settings

Base station button

Button	Action	Function
	Short press	Start/pause/resume the current task
	Press and hold for 2s during a task	End current task
	Short press	Recall/Exit
	Short press	Start/cancel mop washing
	Press and hold for 10s	Refill/discharge self-check
	Press and hold for 2s	Enter/exit the pairing mode
	Press and hold for 2s	Restart mapping
	Press and hold for 2s	Child Lock on/off

Robot & base station indicators

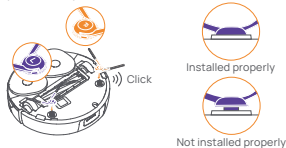
Indicator	Meaning
Steady white	Standby or working
Breathing white	Powering on/Pairing/Updating
Steady Red	Robot error or disconnected

Note: The touch panel goes dark after no operation for 30 seconds.

2. Get Ready Before Use

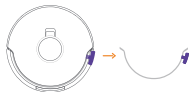
Install the side brushes

Press side brushes into the slots as indicated by color until they click into place.



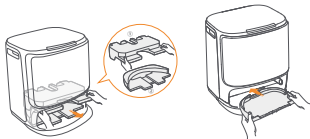
Remove the anti-collision foam

- Lift the top cover sticker to open the robot top cover and remove the anti-collision foam.
- Close the robot's top cover.



Remove the foam and install the cleaning tray

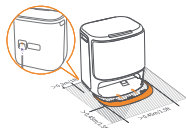
- Remove the two foam pieces that secure the robot inside the base station.
- Insert the cleaning tray into the base station and secure it.



Place the base station

- Plug in the power cord in the back of the base station.
- Put the base station extension ramp on the floor and push it into the bottom of the base station until it clicks into place.
- Leave an open space of at least 0.45 meter long in front of the base station for the robot to enter and leave the base station.

Tips: DO NOT put the base station close to a heat source.



Place the detergent

- Remove the base station front cover, face the cap of the detergent to the base station (DO NOT remove the cap; make sure that the sealing sticker is removed), and horizontally push it into the detergent bin.
- When the detergent is in place, put the base station front cover back.



Base Station Disinfection Dust Bag Installation

- Remove the base station front cover.
- Insert the dust bag into the slot in the marked direction until it hits the bottom.
- Put back the base station front cover.



Add clean water

- Unsnap the clean water tank and fill it with clean water.
- Close the clean water tank cap and put the clean water tank back into the base station.



Boot settings

Push the robot into the base station with side brushes facing outward. The base station will beep once to indicate that charging is successful and the robot will turn itself on and prompt a voice message.

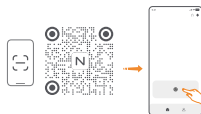


Connect and bind the robot in the App

Download the Narwal App and follow the instructions for connecting and binding the robot.

Note: In the App device page, tap "Settings" > "Device" and then press hold the "Restart Robot" for 10s to turn on/off the power-saving mode.

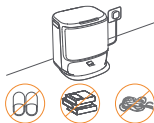
-The power-saving mode is only available in North America.



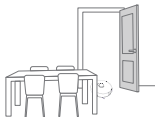
3. How to Use

Before using the robot, please make sure you have finished the installation and base station setup in Chapter 2.

3.1 Organize the home environment



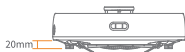
A. Put away the clutter on the floor, e.g. scattered cables, rags, slippers, clothes, and books.



B. Open the doors of the rooms to be cleaned and arrange the furniture to leave as much space as possible for cleaning.



C. Leave other doors closed and install the fence to prevent the robot from entering elevated or low areas.



Obstacle climbing height

D. The maximum obstacle crossing height is 20mm and the robot cannot enter rooms with a threshold height of over 20mm. You can purchase Narwal Threshold Ramp to help the robot climb over obstacles.

E. DO NOT stand in front of the robot, on the threshold, or in narrow aisles to avoid omission.



3.2 Mapping

Before cleaning a new home, the robot needs to explore the environment and create a map. Before first-time cleaning, you can trigger mapping by short pressing the ► [Start/Stop] button on the base station or tapping [Start Mapping] in the App.

Note:

1. Once a map is created, it can be edited in the App.

2. Please do not move the base station after a map is created, or you have to restart mapping. If large furniture in your home is rearranged, it is recommended to create a new map.

3.3 Cleaning

Select cleaning modes

The product comes with four built-in cleaning modes: Vacuum, Mop, Vacuum and Mop, and Vacuum then Mop. You can select and adjust parameters like cleaning cycles, suction, and mop humidity for each mode in the App.

Set Freo Mind

The Freo Mind is an intelligent cleaning assistant. When Freo Mind is turned on, the robot will intelligently adjust cleaning parameters, without needing manual settings.

You can select whether to activate Freo Mind when starting a cleaning task in the App.

Start cleaning task

You can start the robot for cleaning in three ways:

- Tap  [Start Cleaning] in the App;
- Short press the  [Start/Stop] button on the robot to start cleaning. The robot will activate the Vacuum Mode by default;
- Short press the  [Start/Stop] button on the base station to start cleaning. The robot will activate the Vacuum and Mop Mode by default;

Note: You can adjust the cleaning mode and set more cleaning parameters in the App.

Pause/resume the current task

You can pause/resume the current task in three ways:

- Tap  [Pause] /  [Resume] in the App;
- Short press the  [Start/Stop] button on the robot;
- Short press the  [Start/Stop] button on the base station.

Dust collection

After a vacuuming task starts, the base station will transfer dirt and debris within the robot canister to the dust bag in it. You can also tap dust collection in the App to start dust collection manually.

Mop washing

If the robot is set for multiple mopping runs or the area for cleaning is large, the robot will automatically return to the base station for mop washing.

The number of mopping runs and return frequency can be modified in the App before cleaning starts, and the modification during the current cleaning task will take effect during the next task.

End current task

The robot will navigate itself back to the base station when cleaning ends. You can view the current cleaning report in the App.

You can manually end the task in the following three ways:

- Press and hold  [Finish] for 2s in the App;
- Short press the  Home [Recall] button on the robot;
- Short press the  [Recall] button or long press and hold the  [Start/Stop] button on the base station for 2s.

Mop Drying

After the last mopping run, the robot will return to the base station for mop washing and drying. The drying time can be modified in the App.

You can also start mop washing and drying manually in the following two ways:

- Tap  [Mop Washing & Drying] in the App;
- Short press  [Mop Washing & Drying] button on the base station.

4. Parameters

4.1 Specifications

Robot	Station
Dimensions: 355*350*107.7 mm	Dimensions: 431*426.8*461.5 mm
Weight: ~4.6 kg	Weight: ~11.3kg
Wireless Connection: 2.4GHz, 802.11b/g/n	Rated input: 220-240V~, 50-60Hz/ 100-127V~, 50-60Hz (The actual rated input is based on the product nameplate information.)
Rated input (charging): 20V --- 2.0A	Rated output: 20V --- 2.0A
Rated voltage (working): 14.4V --- (lithium ion battery, 5000mAh)	Rated power: Charging: 45W Water heating: 1100W(220-240V~, 50-60Hz) 850-1250W(100-127V~, 50-60Hz) Dust Collection: 450W Drying: 65W
Wi-Fi	
Protocol: IEEE 802.11b/g/n	
Frequency Range: 2412~2472MHz	
Max. Transmitter Power (EIRP): ≤20dBm	
Bluetooth	Bluetooth
Protocol: BLE 5.0	Protocol: BLE 5.0
Frequency Range: 2402-2480MHz	Frequency Range: 2402-2480MHz
Max. Transmitter Power (EIRP): ≤10dBm	Max. Transmitter Power (EIRP): ≤10dBm

Battery (Robot)	
Battery Pack Quantity Per Pack:	1 pcs
Battery Type:	Rechargeable Li-ion Battery
Nominal Voltage:	14.4V ---
Quantity of Battery Cells Per Battery Pack:	8 pcs
Rated Capacity, Rated Energy:	5000mAh, 72Wh