

tineco

PURE ONE S15 PRO EX SERIES

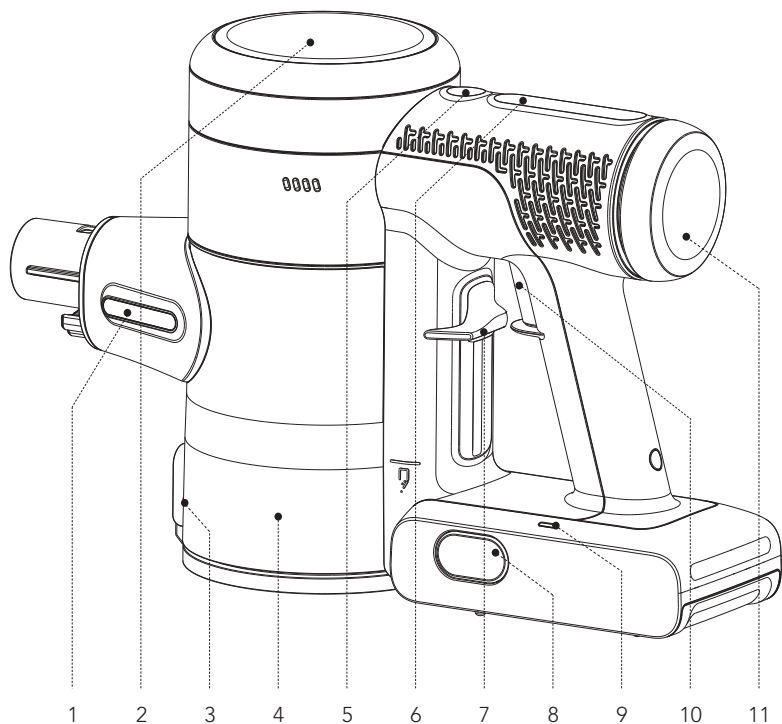
Smart Vacuum Cleaner

Instruction Manual



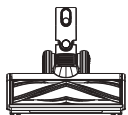
*Actual product may differ from illustration.

A



B

*The accessories you received may vary by market, please refer to the packaging box.



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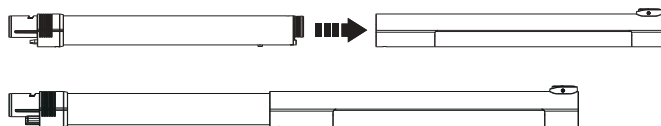


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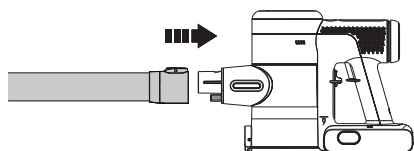


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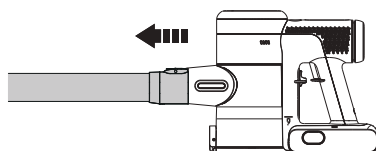
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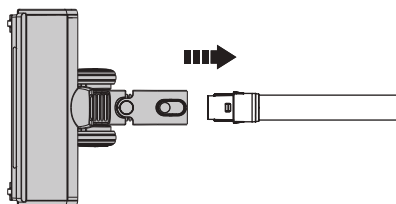
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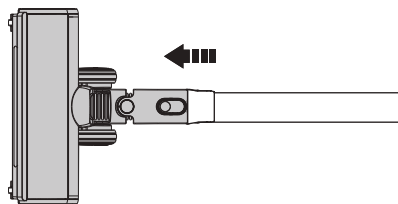
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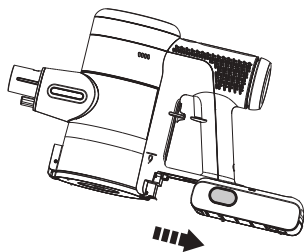
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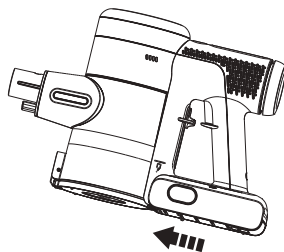
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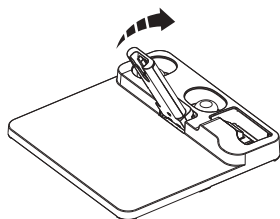
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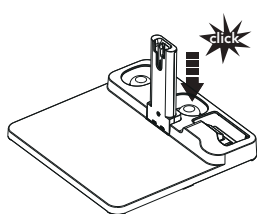
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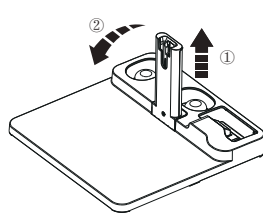
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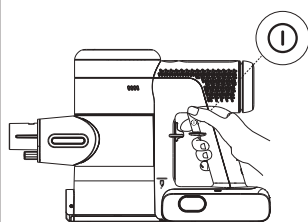
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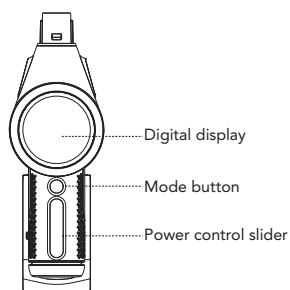
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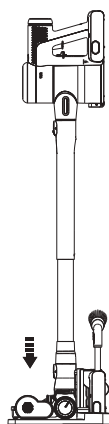
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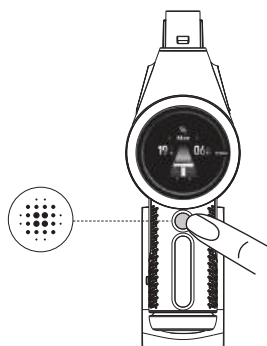
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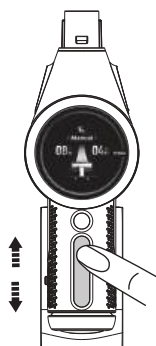
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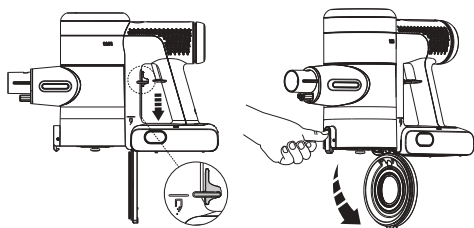
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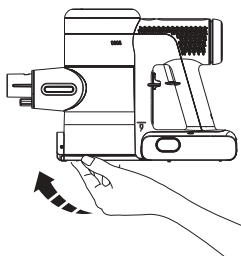
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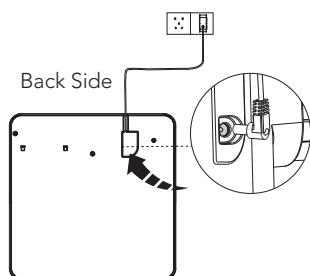
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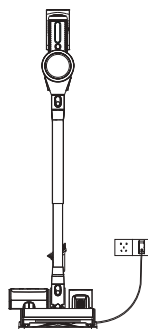
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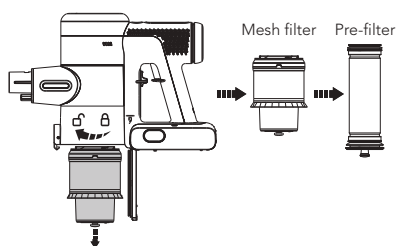
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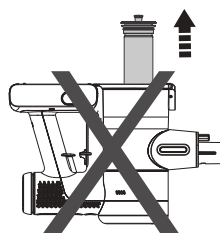
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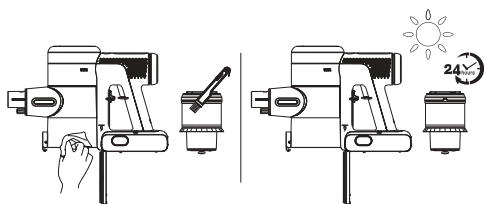
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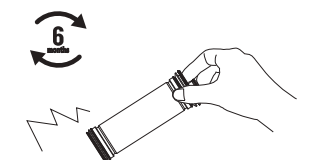
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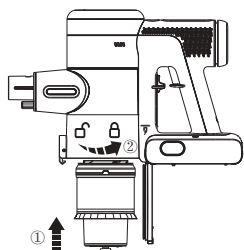
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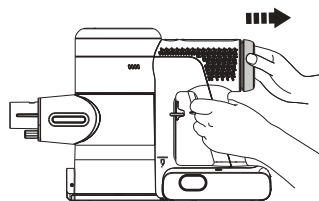
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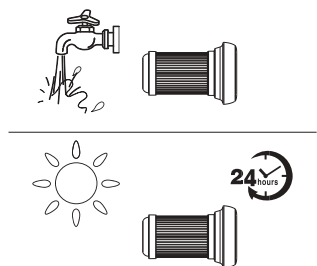
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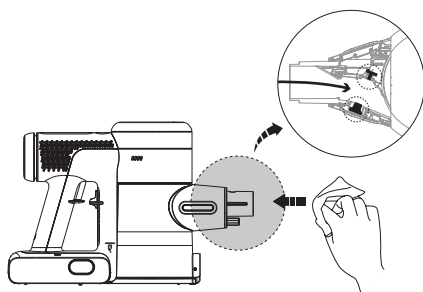
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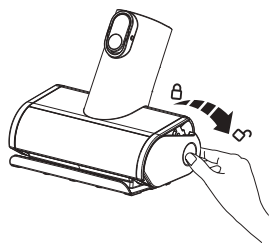
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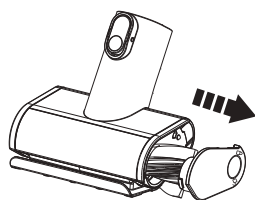
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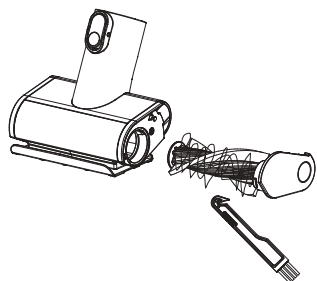
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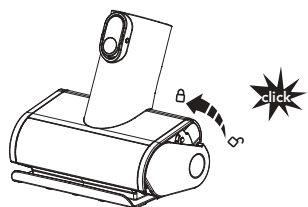
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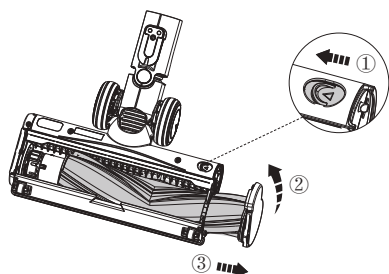
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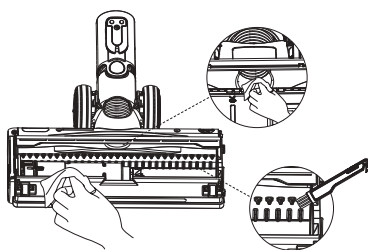
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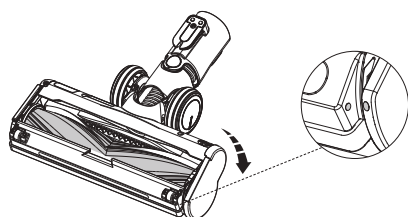
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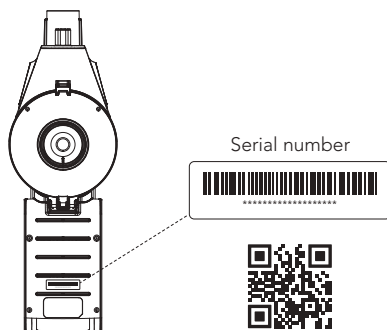
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PRECAUTIONARY MEASURES



1. **Do not** operate the vacuum cleaner too close to heaters, radiators or other hot surfaces.



2. Before inserting the plug into the wall, make sure your hands are dry.



3. Before turning on the vacuum cleaner, safely remove any large objects from the floor or cleaning surface in order to prevent damage to the filter.



4. When you want to remove the plug from the power socket, **do not** use the power cable, gently pull the plug from the power socket.



5. **Do not** use this vacuum cleaner to pick-up water or liquids.

Do not use this vacuum cleaner if the battery pack housing and/or the charger housing is damaged.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANT! Always switch off the cleaner before cleaning, when not in use or attempting any maintenance task. The charger must only be connected to an AC power supply at the voltage shown on the rating label. This cleaner should only be used for its intended purpose as described in this instruction manual. Never operate the cleaner without filters.

When using your vacuum cleaner, basic precautions should always be observed, including the following:

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory, mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
2. Children should be supervised to ensure that they **do not** play with the appliance.
3. To prevent electrical shock, **do not** immerse the appliance, battery or power plug into water or other liquids.
4. To prevent electrical shock, **do not** use the vacuum cleaner outdoors or on wet surfaces.
5. Always check the power cord before use, the power cord and the power

- adapter should be in a good condition and **must not** be damaged. If the power cord or the charger adaptor is damaged or defective, it must be replaced.
6. The appliance and charger are intended for domestic indoors use only.
 7. **Do not** unplug the charger by pulling on the power cord. To unplug, grasp the power adapter, not the power cord and gently pull the power adapter from the power socket.
 8. **Do not** handle or operate the appliance with wet hands. Follow electrical safety precautions at all times.
 9. **Do not** attempt to change the attachments while the appliance is switched on. Use only manufacturer's recommended accessories.
 10. **Do not** operate the vacuum cleaner too close to heaters, radiators and other hot surfaces.
 11. **Do not** use the appliance to pick up flammable items or combustible liquids (i.e. gasoline, hot ashes, cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
 12. **Do not** use the appliance to pick up toxic materials (i.e. chlorine, bleach, ammonia).
 13. **Never** operate or use the appliance without the filters in place.
 14. Before vacuuming, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.
 15. If the air inlet or floor head is blocked, switch off the cleaner straight away. Clear the blocked object before attempting to start the vacuum cleaner again.
 16. Before carrying out any maintenance or cleaning the filters, always switch off the vacuum cleaner.
 17. Keep openings away from your face and body.
 18. **Do not** use the vacuum cleaner if it is damaged or broken. If connection cables are damaged, have them replaced immediately.
 19. **Never** clean the vacuum cleaner or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
 20. **Never** attempt to make any modifications to the vacuum cleaner and charger.
 21. Always store the appliance, battery and charger indoors in a cool and dry place.
 22. **Do not** use the vacuum to pick up water or liquids. This cleaner is for dry household use only.
 23. Use the electric power head only for vacuuming dust and dry substances in the home.
 24. **Never** run over the power cable with the power head, as this may cause damage to the power cable.
 25. Keep your hands away from the roller brush while the vacuum cleaner is switched on.
 26. To prevent unnecessary wear on the power head, keep it moving while in operation.
 27. Damage caused by improper use or by not observing the instructions in this manual will void the warranty.
 28. The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.

BATTERY USE AND CARE

1. The appliance is only to be used with the charger provided with the appliance.
2. Only charge the battery inside the cleaner or the charging dock. Only use the specifically designated charger to charge the product.
3. When the appliance is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the appliance terminals together may cause burns or a fire.

4. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact occurs, flush with water immediately. If liquid comes into contact with your eyes, seek medical help immediately.
5. **Do not** charge or store the appliance outdoors or inside the car. Only charge or store the battery in a dry indoor area where the temperature is more than 4 deg C but less than 40 deg C. The charger is for indoor use only.
6. **Never** attempt to open the battery pack for any reason. If the plastic housing of the battery casing breaks or cracks, immediately discontinue use and **do not** recharge.
7. The charger is **not** a serviceable part.
8. Before disposal of your battery, fully discharge your battery by running the product until it stops.
9. The cleaner contains a Lithium ion battery. **Do not** dispose the appliance with your local garbage. Contact your local council for instructions on how to safely dispose of the battery.
10. **Do not** use the charger to charge a non-chargeable battery.

SPECIFICATIONS

Product	PURE ONE S15 PRO EX SERIES
Voltage	21.6V==
Rated Power	500W
Dustbin Capacity	0.47L
Charging Time	3-4 hrs for one battery
AC Input	100-240V~ 50-60Hz
WiFi Frequency Bands	2.4GHz

WiFi Maximum Output Power	17dBm
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- Only use the Tineco-provided battery pack VS15-02.

Disposal

- The battery contains materials that are harmful to the environment and must be removed from the appliance before it is discarded.
- When removing the battery, the appliance must be powered off.
- Batteries, chargers, accessories and packaging should be sorted for environmental friendly recycling. Do not put them into fire, water or soil. Do not dispose of batteries and chargers into household waste! 
- If battery leakage contacts skin or clothing, immediately flush with water to avoid irritation and seek medical help.

OVERVIEW

- 1 Dust Sensor
- 2 Digital Display
- 3 Dust Empty Release Button
- 4 Dustbin
- 5 Mode Button
- 6 Power Control Slider
- 7 Dust Empty Tab
- 8 Battery Release Button
- 9 Battery Indicator Light
- 10 Power Button
- 11 HEPA Filter

Fig.A

ACCESSORIES

- Note:**
- Test an accessory on a small, inconspicuous area before use on sensitive surfaces.

- To identify what should be included with your purchase, please refer to the packaging box.
- As shown below, there are many components compatible with this model. If you require more accessories, please go to www.tineco.com.

1. Direct-drive anti-tangle LED power brush

Effective for cleaning carpet and hard floors. The anti-tangle function actively separates and removes tangled hair, and helps prevent blockage to the roller brush. LED headlights help reach hard-to-see areas.

2. Direct-drive anti-tangle LED soft-roller power brush

Ideal for cleaning any hard surfaces by picking up fine dirt and dust particles. The anti-tangle function actively separates and removes tangled hair, and helps prevent blockage to the roller brush. LED headlights help reach hard-to-see areas.

3. Mini power brush

Ideal for cleaning up pet hair and ground-in dirt on upholstery, carpeted stairs and for removing allergens from your mattress.

4. 2-in-1 Dusting brush crevice tool

The slimline crevice tool is ideal for tight spots, corners and crevices, while the brush is ideal for cleaning above the floor surfaces.

5. Hair cleaning tool

Safely use to remove tangled hair from around the roller brush.

Fig.B

ASSEMBLY

Tube Installation

- Insert tube.
Fig.C-1
- Insert to the main body.
Fig.C-2
- Press the release button to remove the tube.

Fig.C-3

Brush Installation

- Insert the power brush.
Fig.C-4
- Press the release button to remove the power brush.
Fig.C-5

Battery Installation

- Press the battery release button, and remove the battery.
Fig.C-6
- To install, slide the battery into the slot at the base of the main body. The battery will click into position when correctly fitted.
Fig.C-7

Charging Dock Installation

- Lift up the charging post to the upright position.
Fig.C-8
- Press hard to fix the charging post firmly on the dock.
Fig.C-9
- For easy storage, pull up the charging post and then press down.
Fig.C-10

OPERATION

Preparing for Use

Note:

- Before the first use, please charge the appliance (see "Charging the Battery") for 3-4 hours in an area where the ambient temperature is between 39.2°F (4°C) and 104°F (40°C).
- Select an accessory and attach it to the appliance before use (see "Accessories").

1. Press the ① button to activate the suction. Press it again to turn off the appliance.
Fig.D-1
2. The appliance will start in AUTO mode by

default. Press the  button to switch between AUTO and MAX mode. Swipe the power control slider to switch to Manual mode.

Fig.D-2

3. Place the appliance and attachments on the charging dock for convenient storage after use.

Fig.D-3

Cleaning Mode Selection

AUTO Mode

- In AUTO mode, the iLoop sensor automatically detects how dirty the surface is and applies the appropriate suction power.
- A red dust monitoring loop indicates more dust is detected whereas a blue loop indicates less is detected. This mode automatically provides the best cleaning solution.

Fig.D-4

MAX Mode

- In AUTO mode, press the  button to enter MAX mode.
- In MAX mode, the iLoop only displays the dirty amount, and the suction power keeps at the maximum.

Fig.D-5

Manual Mode

- In AUTO or MAX mode, swipe the power control slider to switch to Manual mode.
- In Manual mode, you can control the power as needed.

Fig.D-6

Note:

- Keep sharp objects away from the digital display screen to avoid scratches and scrapes.
- Only use with dry hands. Dirty hands may affect slider operation.

Emptying the Dustbin

1. With the power off, push down the dust empty tab to clean the dustbin. If too much dust causes a blockage, press the release button on the dustbin and empty the contents.

Fig.D-7

2. Close and click the dustbin flap back into

place.

Fig.D-8

Charging the Battery

1. Plug the adaptor into the charging port at the bottom of the dock.

Fig.D-9

2. Place the appliance on the charging dock and plug the adaptor into a wall outlet, the battery attached to the main body will charge first, followed by the spare battery.

Fig.D-10

Warning:

- Only use the Tineco-provided adaptor to charge the appliance.
- To avoid trip hazards, please place the appliance securely on the charging dock, near a wall during charging.
- During long periods of not being used, store the appliance in a cool, dry place. Ensure the battery is fully charged every 3 months.
- Do not expose appliance to sunlight or freezing temperature.
- Recommended temperature range: 39.2°F (4°C)~104°F (40°C).

Runtime

- When in AUTO mode, the runtime is approximately 40 minutes. When MAX power is used, the runtime is approximately 10 minutes.
- Estimated runtime data was obtained by a Tineco Laboratory using one battery and non-motorized accessories.

Charging Time

- A full charge takes approximately 3-4 hours.
- Estimated data was obtained by a Tineco Laboratory using ambient temperatures between 39.2°F (4°C) to 104°F (40°C).

App

All the functions can be performed using the Tineco app. Download the Tineco app from the App Store, Google Play and Tineco Official Site.



Scan it to download



Scan it to download

Note:

The default setting for voice prompt is English, you can set other languages via App.

Turn On/Off WiFi

- Turn on WiFi: During work, long press the  button for 3 seconds to enter Help Center and go to Connect to network.



- Turn off WiFi: Long press the  button for 20 seconds to turn off.



Voice Prompt (Contents may vary, please in kind prevail.)

Status	Reminder
Quick Start Guide	Welcome to the PURE ONE tutorial, please follow the quick start guide
	This is the power button
	The mode button and power control slider are on the top
	The dust empty tab is on the side of the dustbin
	The filter is on the bottom which is removable for easy cleaning
Connect to the appliance	Please download Tineco app and connect the PURE ONE
WiFi network connected	Network connected
WiFi network disconnected	Disconnected
Voice prompts on	Voice prompts on
Voice prompts disabled	Voice prompts disabled
Restore factory settings	Factory settings restored
AUTO mode by default	AUTO Mode
Switch to Manual mode	Manual Mode
Switch to MAX mode	MAX Mode
Low battery	Battery level is below 20%
No battery, please charge	Battery level is at 0, please charge the appliance
Brush roller is tangled	Brush roller tangled, please clean the brush

Status	Reminder
Dust sensor malfunction	Dust sensor malfunction, please clean the dust on the inner sensor
Air channel blocked	Air channel blocked, please clean the air channel and dustbin
Power is off	Power off
Start charging	Charging
Help Center	Cleaning tutorial
	Voice switch
	Connect to network
	Restore factory settings
	Exit

MAINTENANCE

IMPORTANT! Always switch off the cleaner before attempting any maintenance task.

Note:

- Clean the dustbin and filters after each use.
- To maintain high performance, wash and dry the pre-filter monthly, replacing it every 6 months. Wash and dry the HEPA filter every 3 months, replacing it every 12 months.

Dustbin, Mesh Filter and Pre-filter

- 1.Turn counter-clockwise to remove the filters.
Fig.E-1
- 2.Do not turn the appliance upside down when removing or installing the filter to prevent dust from entering the motor.
Fig.E-2
- 3.Clean the dustbin and mesh filter with a damp cloth or the cleaning tool. Air dry completely before reinstalling.
Fig.E-3
- 4.Clean and replace every six months.
Fig.E-4

- 5.After cleaning, insert the pre-filter into the mesh filter properly and it clicks into place. Install the clean filters back into the main body, then close the dustbin flap.
Fig.E-5

HEPA Filter

- 1.Pull out the HEPA filter (in magnetic design) for cleaning. Do not use the appliance without first installing the HEPA filter.
Fig.E-6
- 2.The HEPA filter can be washed under cold running water and must be completely dry before reinstalling.
Fig.E-7

Dust Sensor

- To avoid dust accumulation which can affect cleaning performance, wipe the suction mouth with a damp cloth.
Fig.E-8

Mini Power Brush

- 1.Press against the roller end cover downward.
Fig.E-9
- 2.Pull out the brush roller.
Fig.E-10
- 3.Remove the debris wrapped around the roller with the Tineco Hair Cleaning Tool.
Fig.E-11
- 4.Fully reinsert the brush roller at an angle and push upward until it clicks securely back into place.
Fig.E-12

Brush Head

- 1.With the power off, slide the switch to open the brush roller end cover, and rotate it counter-clockwise to pull out the brush roller.
Fig.E-13
- 2.After removing the brush roller, gently clean the brush window, suction mouth and the row of plastic teeth.
Fig.E-14

3.Fully reinsert the brush roller into the brush window and the end cover can be rotated clockwise until it clicks securely back into place.

Fig.E-15


Warning:

- The power brush contains electrical components which must not be soaked or washed with water.
- Turn the power off and remove the battery before performing maintenance for the brush roller.
- To reduce the injury, do not touch the brush roller while the appliance is in working condition.

SCAN THE QR CODE BELOW TO GET PRODUCT CARE VIDEOS.




TROUBLESHOOTING

Problem	Solution
The appliance does not turn on	Charge the battery
	Restart after cooling down
	Check and remove blockages
Weak suction power	Clean the dustbin and filters
	Install the pre-filter
	Remove blockages
	Clean the brush roller
Abnormal sounds or plastic teeth tangled in brush	Pull out the brush roller and remove blockages

Problem	Solution
Suction mouth blocked	Remove the mesh filter, clean the suction mouth and dustbin
Battery won't charge	Reinsert the adaptor correctly
	Check the main body and battery are correctly placed
	Use the original adaptor
Brush roller tangled  Voice prompt: Brush roller tangled, please clean the brush	Remove blockages
Air channel blocked  Voice prompt: Air channel blocked, please clean the air channel and dustbin	Remove blockages
Dust sensor malfunction  Voice prompt: Dust sensor malfunction, please clean the dust on the inner sensor	Clean the dust on the inner sensor
Battery indicator blinking red on work	Remove the battery pack and let it cool
Battery indicator blinking red during charging	Use the original adaptor
Abnormal motor sounds	Remove blockages

WARRANTY

2-YEAR LIMITED WARRANTY

- Only applies to purchases made from authorized retailers of Tineco.
- Is subject to the adherence of the requirements outlined in this instruction manual, and is subject to further conditions outlined below.
- This warranty is governed by and construed under the laws of the country in which the purchase took place. We provide 2-year warranty or a warranty period as stipulated by applicable local law, whichever is longer.

WHAT IS COVERED?

- Your Tineco appliance has a 2-year warranty against original defects in material and workmanship, when used for private household purposes in accordance with the Tineco Instruction Manual. Motorized accessories and battery bought separately come with a 1-year warranty.
- This warranty provides, at no extra cost to you, all labor and parts necessary to ensure your appliance is in proper operating condition during the warranty period.
- This warranty will only be valid if the appliance is used in the country in which it was sold.

WHAT IS NOT COVERED?

Tineco shall not be liable for costs, damages or repairs incurred as a result of:

- Appliances purchased from an unauthorized dealer.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Tineco Instruction Manual.
- Use of the appliance other than for normal domestic purposes, e.g. for commercial or rental purposes.
- Use of parts not in accordance with the Tineco Instruction Manual.
- Use of parts and accessories other than those produced or recommended by Tineco.
- External factors unrelated to product quality

and use, such as weather, modifications, accidents, electrical outages, power surges or acts of God.

- Repairs or alterations carried out by unauthorized parties or agents.
- Failing to clear blockage and other hazardous material from the appliance.
- Normal wear and tear, including normal wearing parts, such as clear bin, belt, filter, HEPA, brush bar, and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.
- Reduction in battery discharge time due to battery age or use.

WARRANTY LIMITATIONS

- Any implied warranties relating to your appliance including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty.
- Warranty coverage applies to the original owner and to the original battery only and is not transferable.
- This limited warranty gives you specific legal rights. You may also have other rights which vary by region.
- Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

WARRANTY SERVICE

Register:

- We highly recommend that upon purchase, you register your appliance by logging into our official website (www.tineco.com) or scanning the QR code to enjoy more exclusive benefits. To register, please enter the whole serial number (located at the side of the vacuum unit).

Fig.F-1

- Failure to register your product won't diminish your warranty rights.

How to Claim:

- Please retain your proof of purchase. To make a claim under our Limited Warranty, you need to provide your serial number and the original purchase receipt with the purchase date and order number on it.
- All work will be carried out by Tineco or its authorized agent.
- Any replaced defective parts will become the property of Tineco.
- Service under this warranty will not extend the period of this warranty.

Visit Tineco website
www.tineco.com
for expert customer service.

tineco
Live Easy.
Enjoy Life.



 www.tineco.com

Contact us - We'll get back to you within 24 hours.

