

User Manual

Window cleaning robot
C100

DEXP

Contents

- Intended Use.....3
- About the Device3
- Safety Precautions3
- Rechargeable Battery Guidelines (Li-pol/Li-ion)4
- Specifications6
- Package Contents.....6
- Device Diagram7
- Operating Instructions8
 - Dry Window Cleaning..... 9
 - Wet Window Cleaning..... 9
 - Route Planning 10
 - Emergency Battery Operation 10
 - Remote Control 11
 - Indicators 11
- Troubleshooting Guide..... 12
- Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal..... 14
- Warranty Information 15
- Additional Information..... 15

Dear Customer,

Thank you for choosing our products.

We are pleased to offer you appliances and devices designed and manufactured to the highest standards of quality, functionality, and design. Before using the device, please read this manual carefully. It contains important information regarding your safety, as well as recommendations for the proper use and care of the product. Please keep this manual in a safe place and use it as a reference guide during future operation of the product.

Intended Use

The window cleaning robot is designed for remote and safe window cleaning.

About the Device

- The window cleaning robot is equipped with a vacuum motor that allows it to adhere to the glass and move freely across its surface. An emergency backup battery provides power to prevent the device from falling in the event of a power failure.
- The cleaner is equipped with plastic cleaning discs for moving across the surface and cleaning. The microfiber pads located on the wheels are easily removable and replaceable.
- The device is equipped with artificial intelligence that can plan a cleaning route and detect window frames, automatically cleaning the entire window. You can also fully control the robot using the remote control.

Safety Precautions

- Use only a compatible power adapter and cable to charge the device. Using an incorrectly selected power adapter, cable.
- Before plug in, make sure that the voltage of your home power source corresponds to the devices specifications.
- Do not touch the power adapter with wet hands. Do not use the adapter in high-humidity areas or if the adapter is damaged.
- Immediately unplug the device if it malfunctions, or if the power cord or plug is damaged. Contact an authorized service center.
- Do not use the device during rain or in high-humidity conditions, or in areas where it may come into contact with liquids. Avoid getting water on the housing and do not immerse the device in water.
- Avoid direct sunlight and exposure to high temperatures; keep the device away from heat sources.
- Do not expose the device to electromagnetic radiation.
- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the device.
- Always turn off the device before unplugging it. To disconnect, grasp the plug — do not pull the cord itself.
- Do not insert sharp objects into the electrical contacts.
- This device is not intended for commercial use.

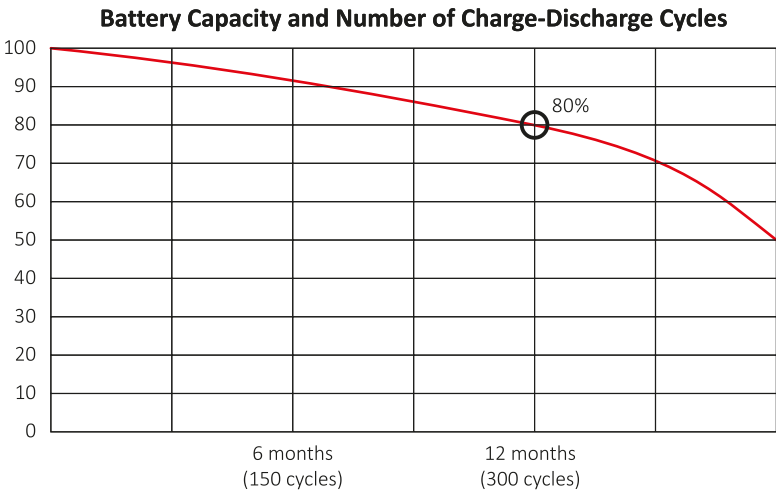
- Do not use the device in hazardous areas such as open fireplaces, showers, or swimming pools.
- Ensure that hair, clothing, fingers, and other body parts are kept away from the device while it is operating.
- o avoid the risk of fire, do not use or store the device near flammable liquids, materials, or objects.
- If the window’s weatherstripping is damaged, handle the device with special care. Ensure it is placed on a stable surface.
- Do not use the device to clean damaged glass or uneven surfaces, s the device will not be able to attach reliably.
- When cleaning glass doors and windows without balconies, place a warning sign below to alert passers-by of the potential danger of the device falling.
- Do not use the device to clean frameless windows and doors.

Rechargeable Battery Guidelines (Li-pol/Li-ion)

Dear Customer, please note that this device uses a lithium-based rechargeable battery as its power source. Please carefully read the information below to help extend the life of your battery and prevent undesirable consequences during its operation.

Battery Capacity and Charge-Discharge Cycles

During prolonged storage and use, the rechargeable battery (hereinafter referred to as “the battery”) tends to lose its charge and capacity. After 300 charge-discharge cycles (approximately one year of device use), the battery capacity may decrease to 80% of its nominal value. After 400 charge-discharge cycles, the battery capacity may decrease to 60% of its nominal capacity. Partial capacity reduction within these limits and time frames is natural battery wear and is not considered a defect.



Natural Battery Wear

The battery loses charge even when stored separately from the device. The self-discharge rate is approximately 5% per month. Due to their design, batteries are not durable and constantly degrade regardless of whether they are in use. This degradation accelerates at higher temperatures and when the charge level deviates from the “optimal” storage level, which is generally considered to be 40%. In other words, if the battery is not in use, it is advisable to keep the charge level between 40% and 50%.

Use Only the Original Charger

The battery’s charge and discharge capability is controlled by its built-in Battery Management System (BMS). Forced “fast charging” modes using external chargers for Li-ion batteries are strictly not recommended, as charge and discharge currents are limited. Li-ion batteries do not have a so-called “memory effect” You can start charging or discharging the battery from any charge level.

Most devices have charge and discharge limits—the controller may prevent the battery charging if, for example, the charge is already above 90%. It will also prevent the battery from fully discharging, protecting the cells from damage. Even if the device is powered by the electrical grids, the Li-ion battery should undergo a full charge/discharge cycle at least once a month (until the “low battery” warning appears). Never let the battery discharge completely. A Li-ion battery degrades quickly if stored in a discharged state for a prolonged period. If this happens, charge it immediately. If the battery remains in a discharged state for two weeks or more, irreversible capacity loss occurs in the cells, which will ultimately lead to battery failure.

Observe the Temperature Requirements

Batteries must be stored in a charged state at temperatures between +15 °C and +35 °C with normal humidity. Batteries do not perform well prolonged operation in very high (above +40 °C) or very low (below -10 °C) ambient temperatures. Do not leave the battery in direct sunlight.

Do Not Disassemble, Burn, or Use Damaged Batteries

Under no circumstances should you attempt to disassemble the battery or charge its individual cells. For repair or maintenance, please contact an authorized service center. Puncturing or crushing the cells can cause an internal short circuit, leading to fire and explosion. Melting of lithium due to high temperatures can also cause an explosion. If the seal is broken, water or condensed atmospheric moisture can enter the cell, potentially triggering a reaction that releases hydrogen and causes a fire. You can check the current battery status using the battery indicator, which is available on almost all devices (please check its location and operation method at the time of purchase).

CAUTION:

- Be careful — damaged batteries may release harmful substances.
- If the battery is replaceable (removable), and you discover problems with its performance, contact a service center (see the warranty period in the warranty information). If the battery is built-in (an integral part of the device), the warranty applies to the device itself. You should also contact a service center. The sooner you bring a malfunctioning battery in for repair, the more likely it can be restored with minimal cost.

- Battery operating time depends on many other factors, and the actual operating time may differ from the stated value.
- Rechargeable batteries have a limited number of charge cycles and may eventually need replacement (see the limited warranty conditions for the battery in the warranty information). Battery operating time depends on the usage mode and settings.

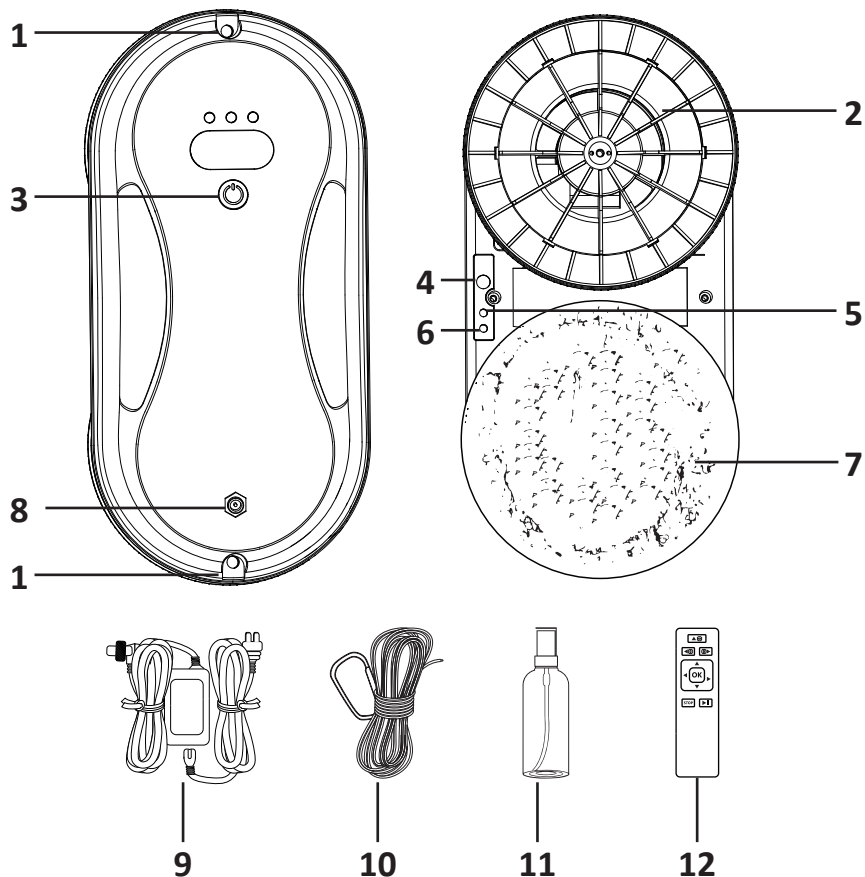
Specifications

- Model: C100.
- Trademark: DEXP.
- Power: 90 W.
- Emergency backup battery runtime: 25 ± 5 min.
- Charging time: 4 hours.
- Maximum window area: 25 m^2 .
- Suction power: 3350 Pa.
- Noise level at 1 m distance: 70 ± 5 dBA.
- Adapter specifications:
 - Input: 220–240 V ~ 50/60 Hz, 2.0 A.
 - Output: 24 V = 3.75 A.
- Battery specifications:
 - Type: Li-ion.
 - Capacity: 500 mA·h.
 - Charging voltage: 14.8 V.
- Radio frequency characteristics of the 2.4G wireless channel:
 - Frequency range: 2402–2480 MHz.
 - Transmitter power: <10 dBm.
- Protection class (device): III.
- Protection class (adapter): II.
- Cord type: X.
- Scope of application: Domestic.

Package Contents

- Window cleaning robot.
- Power cord.
- Power adapter.
- Safety rope.
- Cleaning cloths (12 pcs.).
- Plastic cleaning discs (4 pcs.).
- Spray bottle.
- Remote control.
- User manual.

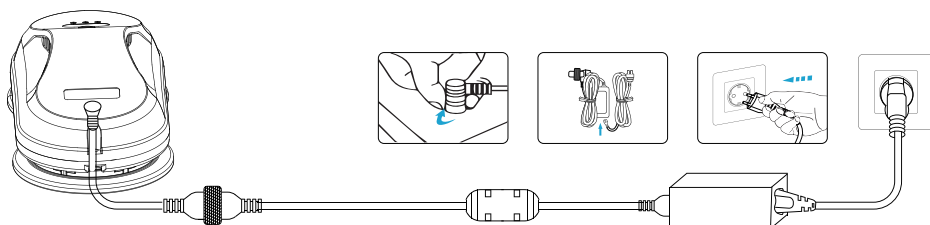
Device Diagram



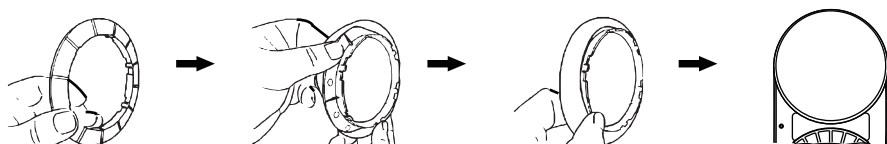
1. Safety rope attachment hole.
2. Cleaning disc.
3. Power button.
4. Remote control signal receiver.
5. Red indicator (device malfunction).
6. Blue indicator (device is operating normally).
7. Cleaning cloth.
8. Power connector.
9. Power adapter and cord.
10. Safety rope.
11. Spray bottle.
12. Remote control.

Operating Instructions

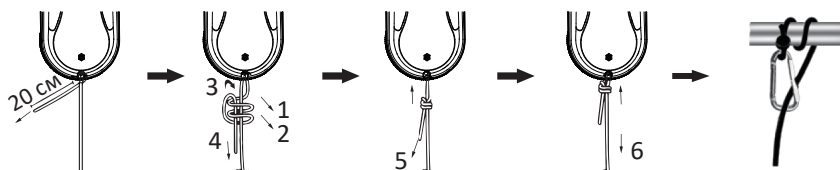
1. Insert the power cord into the connector and tighten the locking nut. Connect the charger components as shown in the diagram and plug the device into the power outlet.



2. Before use, ensure the device battery is fully charged:
 - Orange indicator — the device is charging.
 - Green indicator — the device is fully charged.
3. Attach the cleaning cloths to the discs and install them on the device.



4. Secure the safety rope. Tie it to a heavy, stationary object indoors.

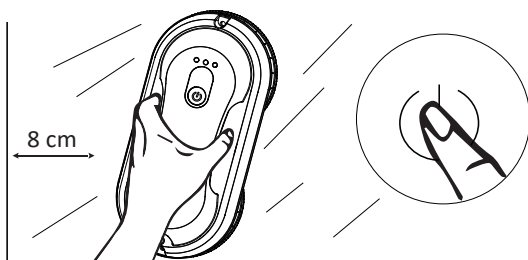


CAUTION: Before use, ensure that the safety rope is not damaged.

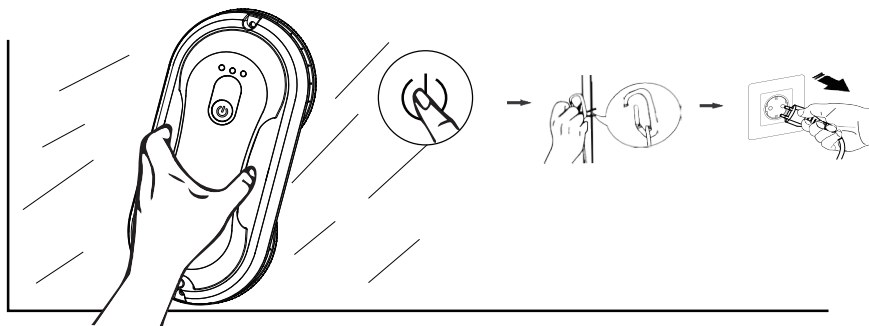
5. Press and hold the power button for 2 seconds.
6. Place the robot on the glass, keeping a distance of 8 cm from the window frame.

Note: Before releasing the device, ensure that it is securely attached to the glass.

7. After cleaning, hold the device with one hand, press and hold the power button for 2 seconds to turn it off.



8. Remove the robot from the window.
9. Untie the safety rope.
10. Place the robot and its components in a dry, well-ventilated area.

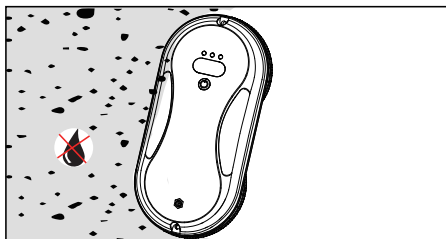


Dry Window Cleaning

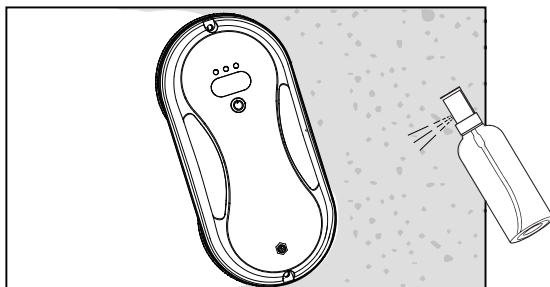
- Before wet cleaning, turn on the robot and perform a dry cleaning.
- Do not spray water directly on the glass or on the cleaning cloth, as the device may smear dirt across the glass.

Wet Window Cleaning

- Replace the cloth with a clean one.
- Ensure that the plastic cleaning disc is clean and dry.
- Spray the cloth or the glass with water.

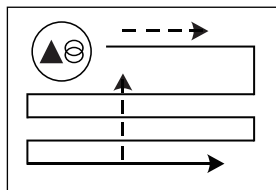


Note: Do not spray the cloth excessively, as this may affect the robot's adhesion to the glass.

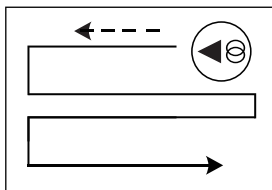


Route Planning

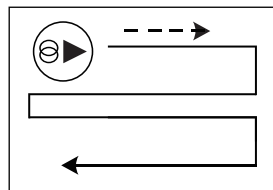
The device is equipped with three smart route-planning modes:



Top to bottom



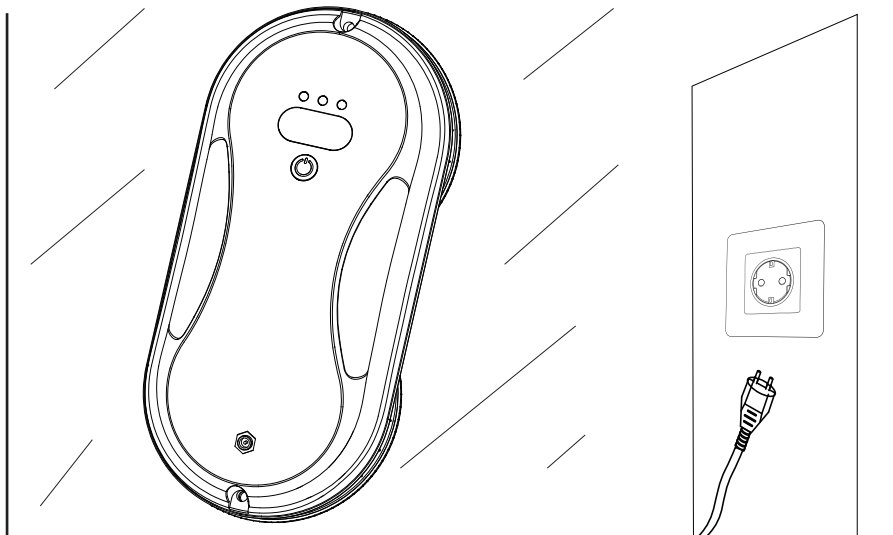
Left edge



Right edge

Emergency Battery Operation

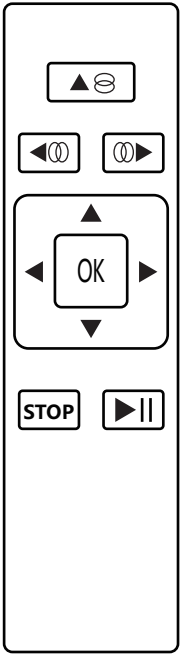
- In the event of a power failure, the robot can continue to stay on the glass for approximately 35 minutes.
- When power is lost, the robot will stop moving. It will emit a warning sound, and the indicator will alternately flash blue and red. To prevent the device from falling, turn off the robot as soon as possible.
- Use the safety rope to carefully pull the robot back. When pulling the safety rope, try to stay as close to the glass as possible to prevent the robot from falling.



Remote Control

Insert AAA batteries into the remote control (not included), observing polarity.

	Move up and start automatic cleaning		Clean upward
	Automatic cleaning from right to left		Clean upwards
	Automatic cleaning from left to right		Clean to the left
	Press to stop the device		Clean to the right
			Start/Pause



Indicators

Indicator	Status
Orange	Device is charging
Green	Device is charged
Blue	Device is operating normally
Red	Device is malfunctioning

Troubleshooting Guide

Issue	Possible cause	Solution
The device works slowly during first use	—	Before using the device for the first time, clean and dry the cloths. Spray a small amount of water evenly onto the cleaning cloth or the glass surface. Attach the cloth to the cleaning discs
The device moves unevenly, and a warning sound is heard	Friction is too high or too low	Ensure the cloths are clean
		Low humidity due to an air conditioner. Turn off the air conditioner and wait for the humidity level to increase
		Not recommended for use on tinted windows from the film application side
The device cannot clean the top of the window in automatic cleaning mode	The glass is too slippery	Press the “Start/Pause” button to switch to automatic cleaning from left to right or from right to left
The device cannot clean the top-left corner of the window	The glass or cloths are too slippery	Use manual mode
The device did not clean the window properly and stopped early	—	Use the automatic cleaning mode from right to left and from left to right to clean the remaining part of the window
Circular marks are left on the glass after cleaning	The cleaning cloths are too dirty	Wash or replace the cloths
The device slips and does not move up	Cleaning cloth is too wet	Wring out the cloths and allow them to dry slightly
	The device is too close to the window frame	Place the device farther away from the frame
The indicator turns red and a sound alert is heard	Power failure	Tie the safety rope to the device. Turn off the robot. Check the power cord for damage
The device stops near unknown obstacles, the indicator flashes red, no sound alert	There are obstacles on the window	Use the remote control to move the device to a safe location or carefully pull it with the safety rope. Remove obstacles

Issue	Possible cause	Solution
In dark time of day when light hits the glass, a mark is visible	The device wheels leave marks during cleaning	First use the device without spraying water. Then replace the cloth with a clean one and perform a wet cleaning pass. You can also spray alcohol or a cleaning agent onto the plastic cleaning disc to prevent it from leaving marks
The robot cleaned the entire window but did not stop automatically	—	Press the “Start/Pause” button to stop it manually

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- This device requires no assembly or mounting.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer's and at the consumer's sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- The device must be transported in a dry place.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device's service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months

Service Life: 48 months

For the up-to-date list of authorized service centers, please visit:

<https://www.dns-shop.ru/service-center/>

Additional Information

Manufacturer: Hengyang Huidi Intelligent Technology Co., Ltd.

St121-1-B Industrial Park, Santang Town, Hengnan County, Hengyang City, Hunan Province, China.

Made in China.

The product meets the requirements of the technical regulations of the TR CU (EAEU).

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Production date (mm.yyyy): _____ V.1



