

# User Manual

Manuel d'utilisation

Narwal Wet Dry Vacuum S20 Pro

Narwal Aspirateur humide/sec S20 Pro

**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 les produits Narwal. Pour bénéficier d'un support complet 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.  
In case of any problem in using the product, please contact Narwal after-sales customer service through the following ways:  
Le manuel peut être mis à jour de temps à autre en fonction des mises à jour du produit et des retours des utilisateurs. Veuillez scanner le code QR ci-dessous pour accéder au site Web officiel et consulter la dernière version.  
En cas de problème lors de l'utilisation du produit, veuillez contacter le service client après-vente de Narwal par les moyens suivants :

Customer service email:  
Email du service client : support@narwal.com (Amérique du Nord) ;  
support@narwal.com (North America)  
support.eu@global.narwal.com (Germany)  
support.it@global.narwal.com (Italy)  
support.jp@narwal.com (Japan)  
support.fr@global.narwal.com (France)  
support.kr@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 revendeurs locaux. Nous vous souhaitons une agréable expérience !

We wish you a pleasant experience!  
Manuel d'utilisation électronique !

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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).

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**Dostępność i kompatybilność regionalna**

Aby zapewnić optymalne wrażenia użytkownika i zgodność z odpowiednimi przepisami prawa i regulacjami, produkty oficjalnie sprzedawane przez Narwal (i dystrybutorów autoryzowanych przez Narwal) mogą być używane i uzyskac obsługę posprzedażową tylko w kraju/regionie, w którym zostały wydane. Jeśli produkt zostanie wysłany do innego kraju lub regionu, może nie być możliwe korzystanie z aplikacji Narwal Free w celu powiązania i obsługi produktu. Aby uzyskać najlepszą jakość produktu i obsługi, zalecamy zakup produktów Narwal sprzedawanych lokalnie przez Narwal lub dystrybutorów autoryzowanych przez Narwal.

W celu uniknięcia wątpliwości, produkty Narwal sprzedawane w Chinach kontynentalnych przez firmę Narwal (i dystrybutorów autoryzowanych przez Narwal) mogą być używane i objęte obsługą posprzedażową wyłącznie w Chinach kontynentalnych (z wyłączeniem regionów Hongkongu, Makau i Tajwanu).

En iyi kullanıcı deneyimini ve ilgili yasa ve düzenlemelere uyumu sağlamak için satış sonrası hizmet ve kullanım, Narwal'ın ürünlerini resmi olarak piyasaya sürdüğü ülke veya bölgeyle (veya Narwal tarafından yetkilendirilen distribütörlerle) sınırlıdır. Ürün başka ülke veya bölgelere gönderilirse Narwal Free Uygulaması kullanılarak bağlantı çalıştırılması mümkün olmayabilir. En iyi ürün ve hizmet deneyimi için Narwal ürünlerini bölgenizdeki yetkili distribütör veya perakendecilerden satın almanızı öneririz.

### Tính Khả Dung Tại Khu Vực và Đô Tương Thích

Để tránh nghi ngờ, các sản phẩm của Narwal được Narwal (và các nhà phân phối do Narwal ủy quyền) phát hành tại Trung Quốc Đại Lục chỉ có thể sử dụng và nhân dịch vụ sau bán hàng ngay trong Trung Quốc Đại Lục (không bao gồm các khu vực Hồng Kông, Ma Cao và Đài Loan).

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כדי להבטיח חיות משתמש אופטימלית כד' ציות לחוקים ולתקנות הרלוונטיים, ניתן להשתמש במוצרי נרואל שהופצו באופן רשמי על ידי נרואל (מפצים המורשים על ידי נרואל) ולקבל שירות לאחר המכירה רק ממדינה/אזור שבה הם הפועים. אם המוצר נשלח למדינות אחרות, יתכן שלא תוכל להשתמש באפליקציית נרואל כפראא כדי לקשר ולהפעיל את המוצר. כדי לקבל את חותמי המוצר והשירות הטובים ביותר, אנו ממליצים לרכוש מוצרי נרואל הממכרים באופן מקומי על ידי נרואל או מפצים המורשים על ידי נרואל.

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Electronic version of the user manual  
Elektronische Version des Benutzerhandbuchs  
Versione elettronica del manuale d'uso  
Version électronique du Manuel d'utilisateur  
Versión electrónica del manual de usuario  
Электронная версия руководства пользователя  
전자 설명서  
電子説明書  
電子説明書  
Wersja elektroniczna instrukcji obsługi  
Kullanım klavuzunun elektronik versiyonu  
Ban diên từ sách hướng dẫn sử dụng

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## Product At A Glance

### Check List

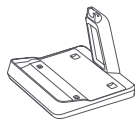
#### Main components



Main unit ×1  
(including roller brush ×1, filter ×1)



Handle ×1

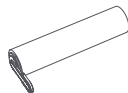


Self-cleaning base ×1

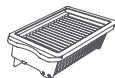
#### Accessories



Adapter ×1



Disinfection roller brush ×1  
(Accessory)



Disinfection filter ×1  
(Accessory)



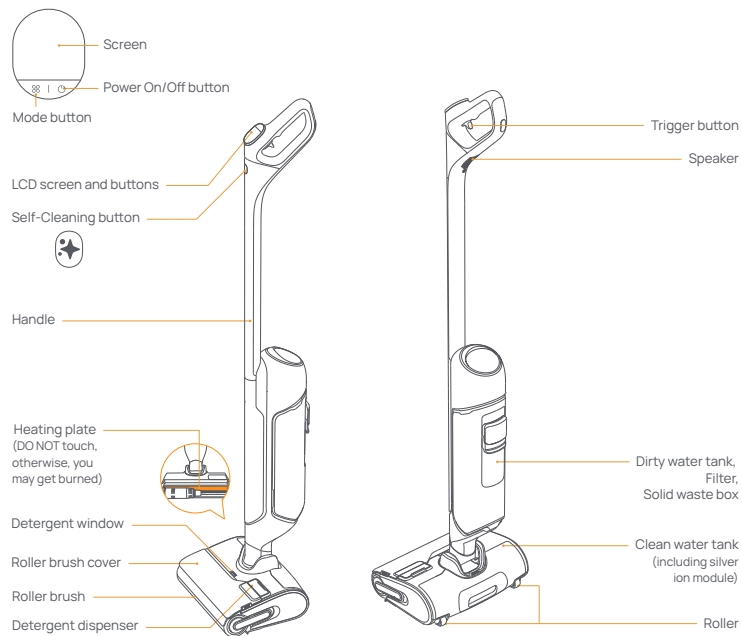
Floor detergent ×1  
(Accessory)



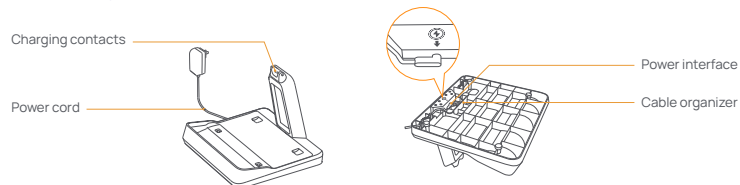
Cleaning brush ×1  
(Accessory)

## Main Parts

### Vacuum Mop



### Self-cleaning base

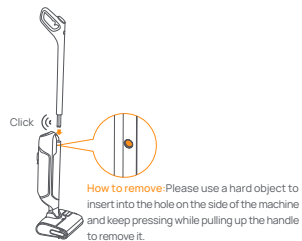


# How to Use

## First-Time Use

### How to install the handle

Insert the end of the handle vertically into the main unit until it clicks into place. Make sure the handle is firm without loosening.



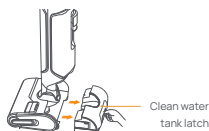
### How to charge the product

After the self-cleaning base is connected to a power supply, put the vacuum mop on the base. When it rings ding-dong, the screen shows the charging animation, and charging starts.

### How to fill the clean water tank

#### 1. Take out the clean water tank

Pull out the clean water tank to take it out.



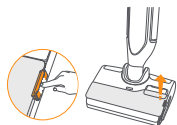
#### 2. Add clean water

Open the sealing cover and fill water from the tank opening.

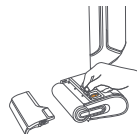


#### 3. Add detergent

• Slightly press the right button to pull up the roller brush cover.

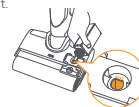


• Open the detergent dispenser.



• Pour detergent into the detergent dispenser (Please use the detergent from Narwal, otherwise, the device may be damaged). The detergent is full when at the MAX level. A full dispenser can last around 40 days (approx. 20 tanks of water).

Note: There detergent has a sealing film. Please unscrew the cap and remove it.



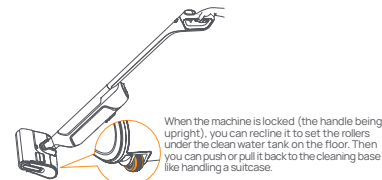
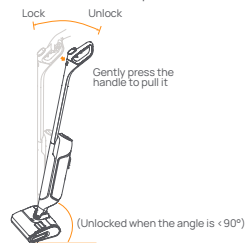
• Please check the see-through window and add detergent as needed when the color changes from orange to white.

Note: When the detergent is added, the window will only change to orange when the vacuum works for a period of time (15-120s). This is normal and the product performance remains unaffected.



### How to unlock and start the machine

Remove the machine from the self-cleaning base. Short press the Power On/Off button and then follow the voice prompts to slightly press and recline the handle to start cleaning (locked when the handle is upright). You can also recline the handle and then short press the Power On/Off button to use the machine.



## Instructions for Use

### Button functions

\*Note: When the vacuum mop is on the base and the screen is dark, you can press any button to wake up the screen.

| Status                                   | Action                                              | Function                                                                                                                                                            |
|------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power On/Off button<br>                  | When cleaning the floor                             | Short press: power on/pause<br>Press and hold for 2s: power off                                                                                                     |
|                                          | During self-cleaning or iron drying                 | Short press: end the current task                                                                                                                                   |
| Mode button<br>                          | When cleaning the floor                             | Short press: switch the mode (Smart/Turbo/Quiet/Suction)                                                                                                            |
|                                          | During self-cleaning or charging with the screen on | Short press: start iron drying only                                                                                                                                 |
|                                          | During charging with the screen on                  | Press and hold for 2s: Switch volume (high/low/mute)                                                                                                                |
| Trigger button<br>(Below the handle)<br> | When cleaning the floor                             | Press and hold: start MAX enhancement; release to end MAX enhancement<br>Double tap: turn on/off auto detergent filling                                             |
|                                          | During charging with the screen on                  | Short press: start self-cleaning and ironing&drying (ironing&drying will start after self-cleaning is completed)<br>Press and hold for 2s: start self-cleaning only |

## About the screen

Shows the cleaning mode/dirt level

Remaining battery power

### Washer Mode



**Smart Mode:** Auto adaption to a variety of dirty surfaces powered by smart detection of floor dirt level and smart adjustment of suction power, clear water volume, and other indicators.



**Turbo Mode:** Tailored for stubborn stains through increased water and suction power.



**MAX Enhancement:** The most powerful cleaning performance to tackle extremely stubborn stains.

### Smart dirt level display



**Dirt detected:** The washer will detect the floor dirt level in real time. When the floor or the roller brush is found to be dirty and the screen animation shows a yellow background, and you are recommended to clean the current location repeatedly. If the background remains yellow when the floor is already clean, you should start self-cleaning.



**Suction Mode:** Used to remove water buildup on the floor.



**Quiet Mode:** Suitable for relatively clean floors to deliver a noise-free experience and secure a longer battery life to clean more floors.



**High dirt level:** When the floor or the roller brush is found to be dirty and the screen animation shows a red background, and you are recommended to switch to Turbo Mode to clean the current location. If the background remains red when the floor is already clean, you should start self-cleaning as prompted or manually clean the pipe and the roller brush.

## Floor Cleaning

### Low Areas Mode

When the angle between the handle and the floor is below 25°, the vacuum mop will automatically switch to the Low Areas Mode. As such areas are generally filled with lots of hairs, dust, and fluff, the machine will intelligently adjust the suction power to avoid dust floating around.

Note: DO NOT lay the machine horizontally when not in use to prevent backflow of sewage and damage to the machine.

### Cleaning Mode Switch

- During cleaning, you can short press the Mode button to switch the mode (Smart/Turbo/Smart/Quiet/Suction);
- During cleaning, you can activate MAX enhancement by pressing and holding the Mode button for maximum cleaning strength to remove extremely stubborn stains.

### Pause/End Cleaning

- To pause the machine during cleaning, please short press the Power On/Off button or pull the handle upright to lock it;
- To shut off the machine, please press and hold the Power On/Off button for 2s. You can also pause the machine and place it on the self-cleaning base. The machine will start charging and turn on the screen automatically. After charging is completed, the machine will turn it off automatically.

Note: When pausing/turning off the machine, the motor will keep running for a while to remove residual water.

## Self-cleaning and Iron Drying

### Start self-cleaning and iron drying

Please put the vacuum mop back onto the self-cleaning base for self-cleaning and iron drying.

- To start self-cleaning and drying at the same time, please short press the Self-Cleaning button;
- To start self-cleaning only, press and hold the Self-Cleaning button for 2s;
- To start drying only, short press the Mode button;

### About self-cleaning and drying

- When self-cleaning starts, the vacuum mop will intelligently select the right cleaning strategy based on the dirt level, including high-temperature roller brush disinfection and cleaning, pipe disinfection and cleaning, and intensive disinfection.
  - When iron drying starts, the vacuum mop will iron dry the roller brush and hot-air dry the pipe and filter by default.
- Note: Self-cleaning intelligently lasts for 3-5 minutes depending on the dirt level and clean water volume.  
Note: Iron drying lasts for at least 30 minutes, and the vacuum intelligently adjusts the time based on the roller brush humidity and wearing.

Warning: DO NOT touch the heating plate during or shortly after iron drying, otherwise, you may get burned.

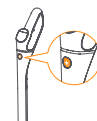
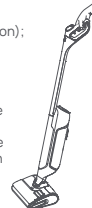
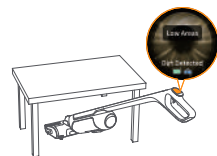
### End self-cleaning and iron drying

To end self-cleaning or iron drying, short press the Power On/Off button or the Self-Cleaning button.

## Cleaning and Maintenance

### Suggested Maintenance Cycle

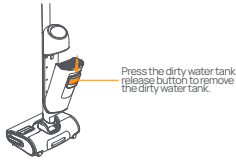
| Main Part  | Part               | Suggested maintenance cycle                                                                                                                                          |
|------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vacuum Mop | Dirty water tank   | Clean after every use                                                                                                                                                |
|            | Filter             | Clean after every use and replace every 3-6 months                                                                                                                   |
|            | Roller brush cover | Clean regularly on demand                                                                                                                                            |
|            | Roller brush       | Clean regularly on demand and replace every 3-6 months<br>The vacuum mop can intelligently detect the roller brush wearing and reminds the user to replace it timely |
|            | Pipe               | Clean regularly on demand                                                                                                                                            |



Maintenance Methods

Dirty water tank

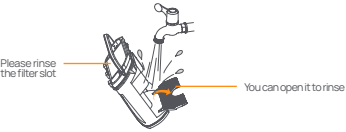
- Remove the dirty water tank, filter, and solid waste box in order.



- Empty the solid waste box.



- Rinse the solid waste box and the filter slot.



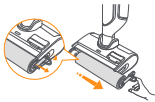
Filter

- Clean up the filter with clean water. You can open the filter cover. Shake dry the filter and then put it back into the machine for filter drying.



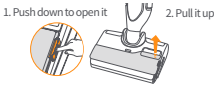
Roller brush

- Grab the tab on the right and pull it out gently, and then clean the roller brush.



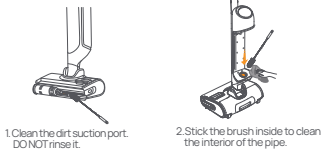
Roller brush cover

- Slightly press the roller brush release button to remove the roller brush cover.



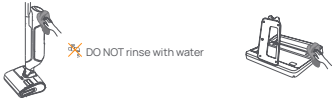
Pipe

- If the machine prompts a high dirt level when the floor is free from obvious dirt and several rounds of self-cleaning have been completed, the pipe may be dirty.
- The vacuum mop prompts that the pipe gets clogged. (Use the cleaning brush to clean the pipe for the above two situations)



Vacuum mop and self-cleaning base

- To ensure optimal performance, you are recommended to maintain all parts regularly;
- Before cleaning any part, please turn off the machine and unplug the power cord;
- Use a clean and dry cloth to scrub clean the machine and the base and prevent water ingress into electrical components;



Problem Analysis and Troubleshooting

FAQ

In case of any fault when the product is working (no action or fault prompt on the screen or via voice), please refer to the following table:

| Description                                                                                                                   | Possible causes or solutions                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The vacuum voice prompts "Roller brush not in place"                                                                          | Check whether the roller brush is properly installed                                                                                                                                               |
| The vacuum voice prompts "Roller brush stuck. Please clean it"                                                                | Manually clean the pipe and roller brush                                                                                                                                                           |
| The vacuum voice prompts "Filter of the dirty water tank not in place. Please install it and check the dirty water tank"      | Check whether the dirty water tank is installed properly                                                                                                                                           |
| The vacuum mop voice prompts "Dirty water tank full. Please empty it" and pauses                                              | Rinse the dirty water tank and the filter                                                                                                                                                          |
| The vacuum mop voice prompts "Clean water tank short of water. Please refill it" and pauses                                   | Fill water into the clean water tank or check whether the clean water tank is installed properly                                                                                                   |
| The vacuum voice prompts "Pipe clogged. Please manually clean the pipe and the roller brush" during cleaning or self-cleaning | As a consistently high dirt level is detected, there may be residual dirt in the pipe. You are recommended to clean the pipe with the cleaning brush.                                              |
| The vacuum voice prompts "Uneven roller brush iron drying. Please check whether it is installed properly"                     | Check whether the roller brush is properly installed                                                                                                                                               |
| There is residual water inside the vacuum after unboxing                                                                      | Each vacuum will receive strict functional tests before delivery, and there may be a small amount of water remaining, which will not affect the vacuum                                             |
| The floors get dirtier when the vacuum is working                                                                             | There is too much dirt on the roller brush, so it is recommended that you put the vacuum back on the base for self-cleaning                                                                        |
| The vacuum loses suction power after a period of time                                                                         | There may be stubborn stains and waste residue affecting the normal performance of the washer. It is recommended that you remove and clean the roller brush cover, roller brush, pipe, and filter. |

The roller brush suddenly stops rotating when the vacuum is working

The roller brush may be entangled with or the space between the roller brush and the cover is clogged with foreign objects, causing the roller brush to stop rotating. You can turn off the vacuum mop and remove the roller brush cover and the roller brush to clear the foreign objects. It is recommended to put away the data cables, plastic bags, and shoelaces on the floor before cleaning, to prevent them from entangling the roller brush and stopping its rotation, which may damage both the vacuum mop and items on the floor