

# tineco

## PURE ONE S12V SERIES Smart Vacuum Cleaner

Instruction Manual

Manual De Uso

Mode D'emploi



\*Actual product may differ from illustration.

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# Important Safety Instructions

## SAVE THESE INSTRUCTIONS

### Household use only.

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE). Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

### **WARNING** – To reduce the risk of fire, electric shock, or injury:

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. The appliance is not to be used 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.
3. For **INDOOR** use **ONLY**. Do not use the appliance in outdoors, nor in commercial or industrial environments. Do not use the appliance on wet surfaces or surfaces with standing water.
4. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
5. Use only as described in this manual. Use only manufacturer's recommended attachments.
6. Do not use with a damaged cord or plug. If appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, return it to a service center.
7. Do not handle charger, including charger plug, and charger terminals with wet hands.
8. Do not put any object into openings. Do not use with any openings blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
9. Keep hair, loose clothing, fingers, and all parts of your body away from openings and moving parts.
10. Use extra care when cleaning on stairs.
11. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Do not use without a filter.
14. Prevent unintentional activation. Ensure the switch is in the off position before connecting to the battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or powering on the appliance with the switch on may cause accidents.

15. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, storing the appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
16. For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
17. Use appliances only with specifically designated Tineco battery packs. Use of any other battery packs may create a risk of injury and fire.
18. When battery pack 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 battery terminals together may cause burns or a fire.
19. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid comes into eye contact, seek medical help. Liquid ejected from the battery may cause irritation or burns.
20. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
21. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F (130°C) may cause an explosion.
22. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
23. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
24. This appliance contains battery cells that are non-replaceable. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
25. Always turn off this appliance before connecting or disconnecting the motorized nozzle.
26. Do not charge or store the appliance outdoors or inside a car. Only charge, store or use the battery in a dry indoor area where the temperature is higher than 39.2°F (4°C) but lower than 104°F (40°C). The charger is for indoor use only.

## Only For NA: FCC Supplier's Declaration of Conformity

Tineco / PURE ONE S12V SERIES

This appliance complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This appliance may not cause harmful interference, and (2) this appliance must accept any interference received, including interference that may cause undesired operation.

TINECO INTELLIGENT, INC.

1700 WESTLAKE AVENUE N., SUITE 200, SEATTLE, WA, 98109, USA

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital appliance, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- (1) Reorient or relocate the receiving antenna.
- (2) Increase the separation between the equipment and receiver.
- (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- (4) Consult the dealer or an experienced radio/TV technician for help.

## FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

### Note

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment, such modifications could void the user's authority to operate this equipment.

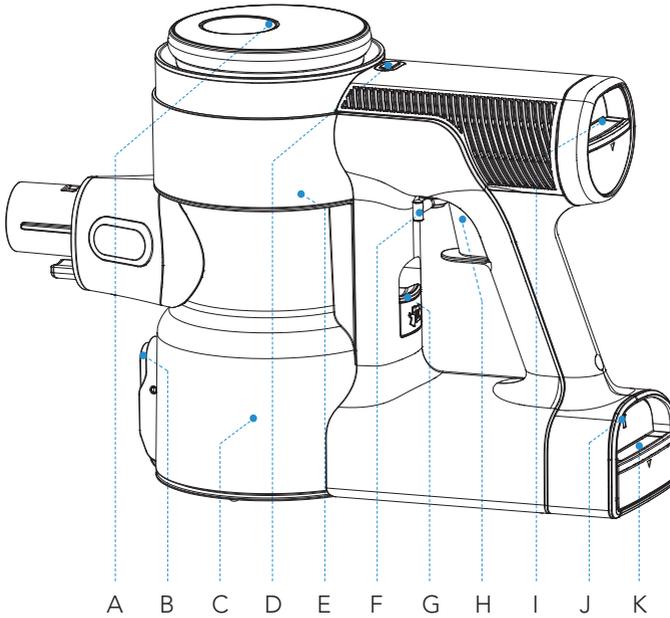
### IC Note

This appliance contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This appliance may not cause interference.
- (2) This appliance must accept any interference, including interference that may cause undesired operation of the appliance.
  - This Class B digital apparatus complies with Canadian ICES-003.
  - This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

# Overview

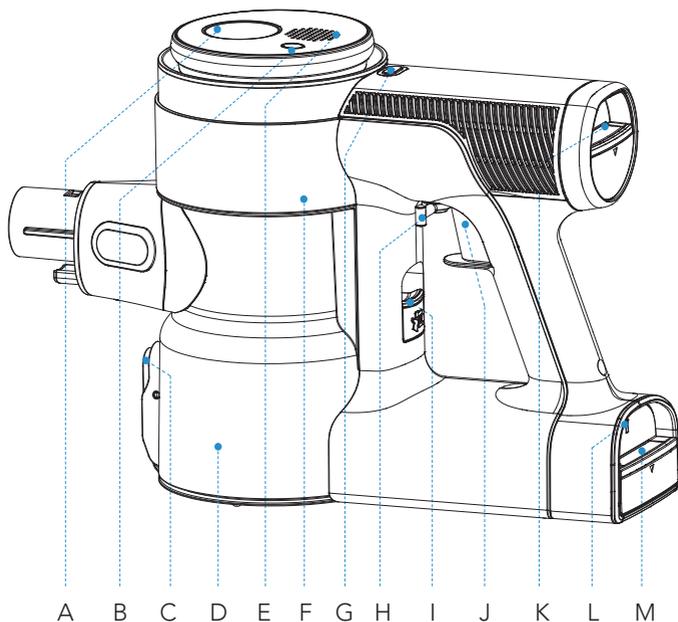
S12V



- A. Magnetic attachment zone
- B. Dust empty release button
- C. Dustbin
- D. MAX/AUTO
- E. WiFi reset button  
(Remove the dustbin to access)

- F. Trigger lock
- G. Dustbin release button
- H. Trigger
- I. HEPA release button
- J. Battery indicator light
- K. Battery release button

## S12V Plus



A. Magnetic attachment zone

B. Mute button

C. Dust empty release button

D. Dustbin

E. Built-in bluetooth speaker

F. WiFi reset button

(Remove the dustbin to access)

G. MAX/AUTO

H. Trigger lock

I. Dustbin release button

J. Trigger

K. HEPA release button

L. Battery indicator light

M. Battery release button

# Accessories

## Note:

- Test an accessory on a small, inconspicuous area before use on sensitive surfaces.
- The “Product Components” page shows which accessories are included with your purchase.
- As shown below, there are many components compatible with this model. If you require more accessories, please visit the Tineco Official Site.

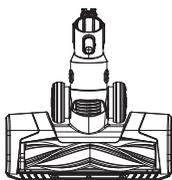


[www.tineco.com](http://www.tineco.com)

Products

Parts and Accessories

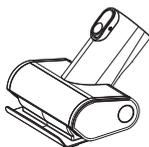
Buy Now



## Full-size LED multi-tasker power brush

Ideal for both hard floors and carpets.

Very effective for agitating dirt embedded in the carpet.



## Mini power brush

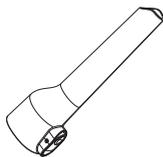
For vacuuming upholstered furniture, mattresses etc.

Vacuums pet hair and removes ingrained dirt.



## 2-in-1 dusting brush

Switches between a wide and a soft brush by pressing the release button. The soft brush is most effective on hard-surface furniture while the wide brush is effective for upholstered furniture, curtains, etc.



## Crevice tool

For corners, nooks, and other hard-to-reach places such as around car seats, picture frames, and cupboards.



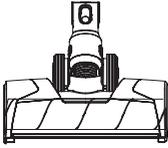
## Soft dusting brush

Angled bristles on a slender, oval-shaped rim provide anti-static, cushioned contact. Suitable for dusting shelves, lighting, delicate surfaces, electronics and more.



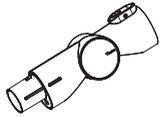
### Flexible long crevice tool

Easy to bend, easy to reach tight spots. Suitable for cleaning dust behind and beneath furniture, around refrigerators, and many other tight gaps.



### Full-size LED soft-roller power brush

Perfect for hard floors, especially sensitive wood floor. Picks up coarse and fine dirt at the same time.



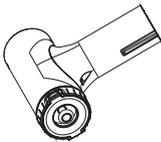
### Multi-angle folding tube

An articulated joint makes it adjustable to allow for flexibility when cleaning from high to low.



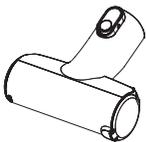
### Flexible extension hose

Excellent extension and flexibility to access hard-to-reach spaces; perfect for in-care use. Compatible with all non-motorized Tineco accessories.



### Pre-filter cleaning tool

A dirty filter is a leading cause of suction loss, and this tool is designed to make your filter last much longer. Place the dirty filter inside the pre-filter cleaning tool and close the lid. Run the appliance in MAX mode, and rotate the side cover.



### Automatic pre-filter cleaning tool

A dirty filter is a leading cause of suction loss, and this tool is designed to make your filter last much longer. Simply place the dirty filter inside the automatic pre-filter cleaning tool and close the lid. Connect the tool to the main body and pull the trigger. The appliance will automatically shut off once completed.

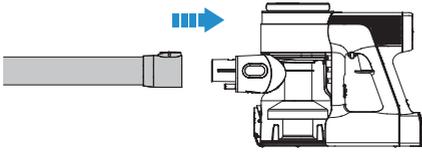


### Hair cleaning tool

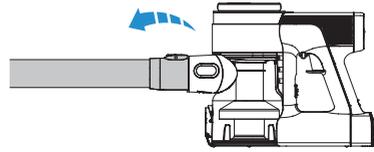
Use the end with the small blade to remove hair and debris wrapped around the roller. Use the end with the brush to clean the brush window, and the dustbin, as required.

# Assembly

## Tube Installation

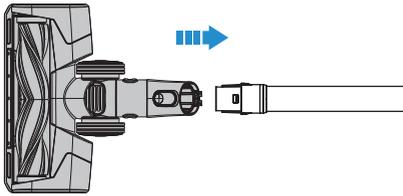


Insert tube.

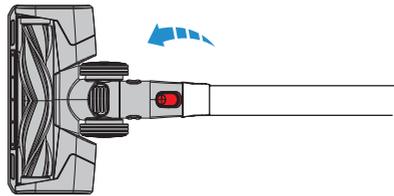


Press the release button to remove the tube.

## Brush Installation

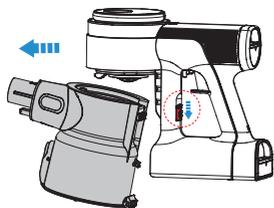


Insert the power brush.

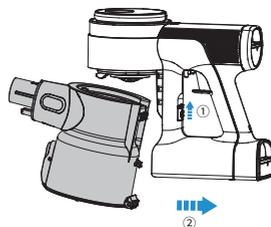


Press the release button to remove the power brush.

## Dustbin Installation

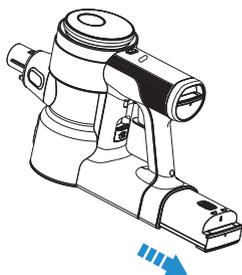


To clean the dustbin more thoroughly, press the dustbin release button to fully detach from the appliance.

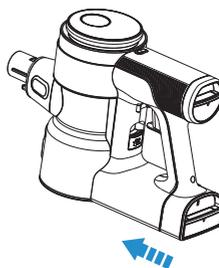


When re-attaching the dustbin, hold on an angle and slot the top of the dustbin into the hook on the main body. Push upwards until the hook is fixed into the slot on the dustbin and then it clicks into place.

## Battery Installation



Press the battery release button, and remove the battery.



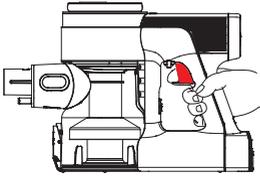
To replace, slide the battery into the slot at the base of the main body. The battery will click into position when correctly fitted.

# Operation

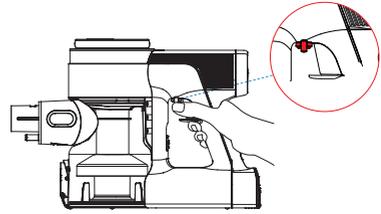
## Preparing for Use

### Note:

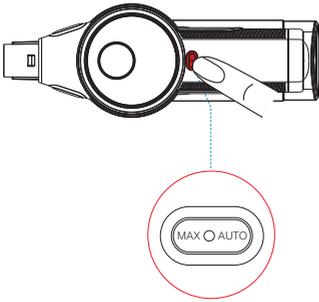
- Before the first use, please charge the appliance (see "Charging the Battery") for 3-4 hours in an area where the ambient temperature is between 39.2°F (4°C) and 104°F (40°C).
- Select an accessory and attach it to the appliance before use (see "Accessories").



Pull the trigger to activate the suction.

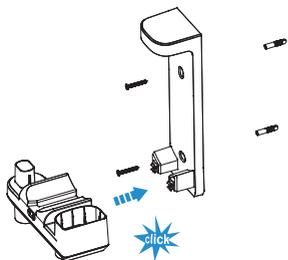


Pull the trigger lock to hold the trigger for continuous power mode.



The appliance will start in AUTO mode by default. After 3 seconds, press the MAX/AUTO button to switch to Max mode.

- Determine the best wall location for mounting the dock. Choose a location close to an electrical outlet and measure the length of the power cord to be sure that it will reach.

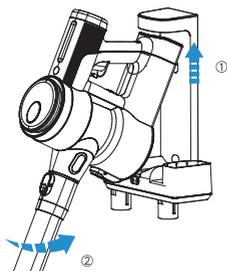


Assemble the two bracket components, with a “click” to signify correct assembly. Once this is complete, use the screws provided by Tineco to affix the dock to the wall.

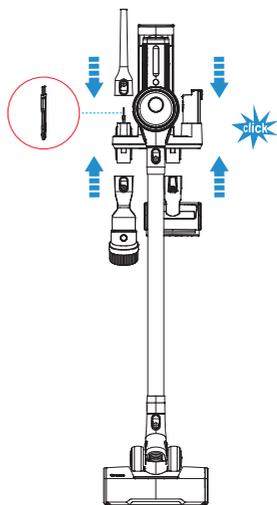
### Warning:

- Ensure the wall surrounding the mounting area is free of gas or water pipes and electrical cables and wires.
- To avoid the dock falling, ensure it is firmly installed.

- Place the appliance on the wall-mounted dock for convenient storage and recharging after use.



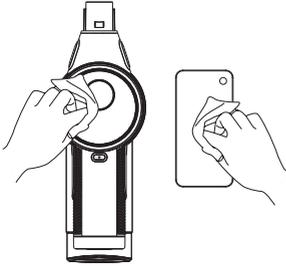
Place the main body on the dock.



To avoid bristle damage, always place attachments on the dock after use.

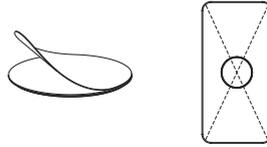
# Adhesive Magnet

1



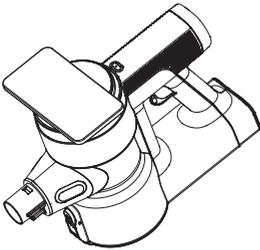
With a dustless cloth, wipe the main body and the back of your phone to remove all dust.

2



Remove the cover from the adhesive surface and place the magnet on the back of the phone. Wait 10 minutes before using.

3



With the magnet attached, place the phone on the magnetic attachment zone in order to secure on the main body.

## Note:

- The ideal ambient temperature when attaching the magnet is 59 °F (15°C) - 100.4 °F (38 °C). Do not attach if ambient temperature is below 50 °F (10 °C).
- To prevent air bubbles, start at one end and gently move to the other end.
- Do not re-use the magnet if it falls off, and contact Customer Service to purchase a new one.
- If the phone is moved, return to original position to prevent from slipping and falling.
- The adhesive magnet is suitable for use on metal and plastic surfaces. It is unsuitable for use on glass, pottery or porcelain.
- As such, we recommend using phone cases made from metal, plastic, silicone, TPU, etc.
- To prevent the phone from falling due to oversized/overweight, recommended phone size/weight: less than 7.2 inches/230g.
- Magnetic attachment zone should be kept away from other magnetic objects.

## Discover More

### Work with Alexa

Connect your devices to Alexa and you can give voice commands to check work status, obtain a cleaning report, etc.



### Voice Prompt (for PURE ONE S12V Plus)

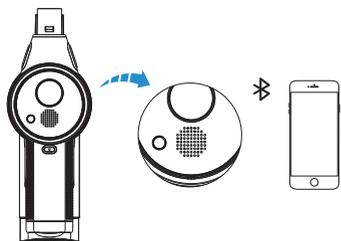
The appliance can report the work status in real time.

List of voice prompt	
"Power on"	"Please clean the pre-filter" (when WiFi connected)
"Auto mode"	"Please clean the dustbin" (when WiFi connected)
"Max mode"	"Dust sensor malfunction"
"WiFi connected"	"Brush roller tangled"
"Bluetooth enabled"	"Air channel blocked, please remove blockages and clean the filters."
"Bluetooth connected"	"Voice prompts on"
"Bluetooth disconnected"	"Voice prompts off"
"Low battery, please charge"	"Charging"

- Press  to disable voice prompts when the indicator is illuminated. Press  again to turn the voice prompts on.

### Built-in Bluetooth Speaker (for PURE ONE S12V Plus)

With successful pairing, the Bluetooth speaker can play audio from your phone.



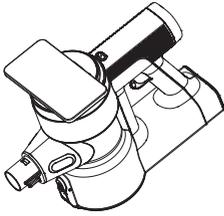
1. Pull the trigger to activate Bluetooth on the appliance.
2. Enable Bluetooth on your phone and select "Tineco\_XXXX" from the device list.

#### Note:

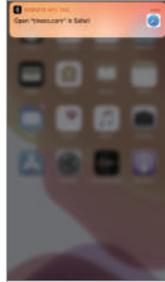
- If the device is not used for 30 minutes or more, Bluetooth will automatically disconnect.

## NFC Reader

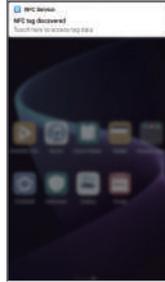
- The appliance is equipped with NFC technology, enabling for simpler connection to the Tineco app.



①



iOS ▲



② Android ▲



③



④

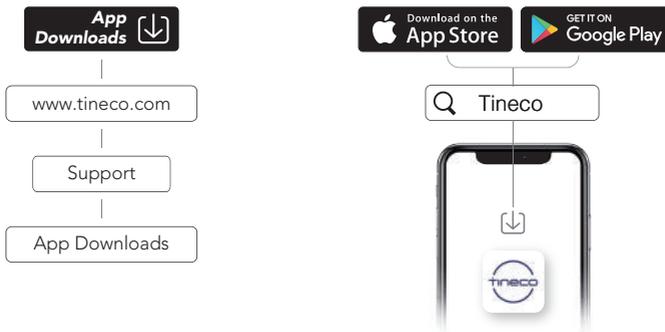
1. Enable NFC functionality and place the phone within the reading area.
2. Follow the prompts on your phone screen to go to the app download page; no need to search in the App Store.
3. After the app is downloaded, the login page will automatically appear.
4. After login, the Tineco device list page will open.

### Note:

- Please enable the NFC function on your phone before use.
- First test the NFC sensing area of your phone during use to ensure compatibility with your phone model.
- Android: Only for NFC-enabled phones; iOS: Only for iPhone XR or above.

## App

- All functions can be performed using the Tineco app. Download the Tineco app to access more features.



✓ iOS 9.0 or later

✓ Android 5.0 or later

## App Function Introduction



### Battery

Battery level in real time.



### Cleaning report

Displays the dust amount, working hours and working status.



### Suction adjustment

When in manual mode, swipe the phone screen to adjust suction power.



### Filter status reminder

Records the severity of the dirty filter and provides a cleaning reminder as required.



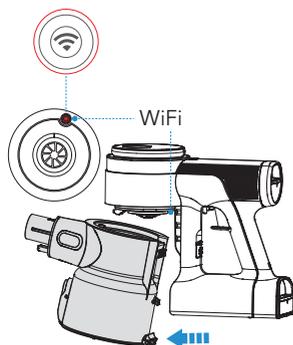
### Contact us

You can contact the Customer Service about any problems during the working hours.



### Feedback

If you have any comments, please send us your feedback.



### Note:

- To disable the WiFi module, pull the trigger to activate the appliance. Remove the dustbin to access the WiFi button, press and hold it for 20 seconds until **MAX Q-INTL** lights off.
- To enable the WiFi module, pull the trigger to activate the appliance, then press the WiFi button for 2 seconds with **MAX Q-INTL** blinking and the WiFi module is turned on.

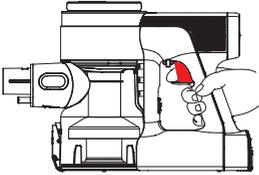
# Cleaning Mode Selection

## AUTO mode

- In AUTO mode, the suction power will change in real time according to the amount of dust detected.

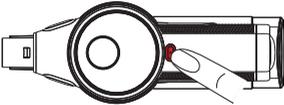
Start in two ways:

①



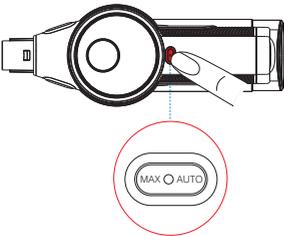
The default setting on startup is AUTO. The appliance then takes 3 seconds to initially detect blockages or dust. If no dust is detected, power is reduced to conserve energy.

②



In Max mode, press MAX/AUTO button or click AUTO in the App to enter the AUTO mode.

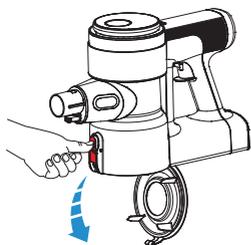
## MAX mode



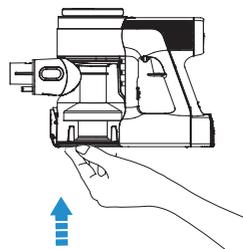
In AUTO mode, press the MAX/AUTO button to switch to MAX mode.

Remark: You can also swipe in the App to adjust suction power as needed.

## Emptying the Dustbin



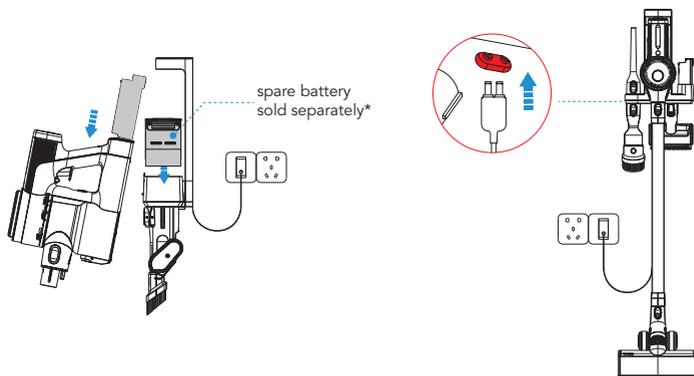
When finished, press the release button on the side of the dustbin to empty the contents.



Close and click the dustbin flap back into place.

## Charging the Battery

Connect the adaptor to the dock and outlet. To charge, secure the main body with the battery on the dock.



### Note:

\* If you need a spare battery, please purchase from Tineco. When secured on the wall-mounted dock, the battery attached to the main body will charge first, followed by the spare battery.

### Warning:

- Only use the Tineco-provided adaptor to charge the battery.
- During long periods of not being used, store the lithium battery in a cool, dry place. Ensure the battery is half-charged every 3 months.

## Runtime

- When in AUTO mode, the runtime is approximately 50 minutes. When MAX power is used, the runtime is approximately 10.5 minutes.
- Estimate data has been obtained by Tineco laboratory testing using one battery and non-motorized accessories.

## Charging Time

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

## Indicator

### When in Use



Battery level > 20%: solid green light.



Battery level ≤ 20%: solid red light.



Blinking red light: fault.



Light up: working.



Blinking: possible reasons are motor failure, air channel blocked, dust sensor malfunction, brush roller tangled or filter too dirty.

## Connect to Network



Illuminated: WiFi has successfully connected.



Blinking: WiFi is connecting.

## During Charging



Charging (Battery level 0%~99%)  
Battery indicator: breathing green light.  
MAX/AUTO indicator: breathing white light.



Fully charged (Battery level up to 100%)  
In 5 minutes:  
Battery indicator: solid green.  
MAX/AUTO indicator: solid white.  
After 5 minutes: both indicator lights turn off.



Indicator light blinking: fault.

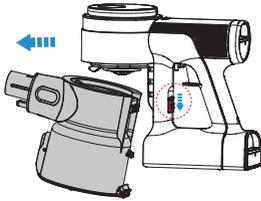
# Maintenance

## 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.

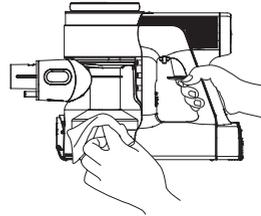
## Dustbin and Filters (mesh filter, pre-filter and HEPA filter)

1



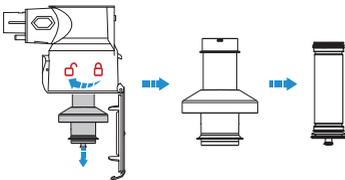
Press the dustbin release button to remove the dustbin.

2



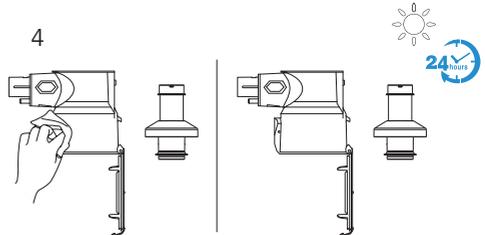
Clean with a damp cloth, taking care to prevent water entering the appliance main body and battery.

3

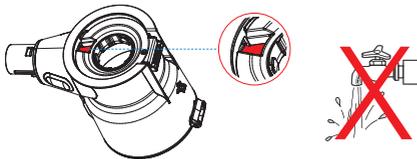


Turn counter-clockwise to remove the filters.

4



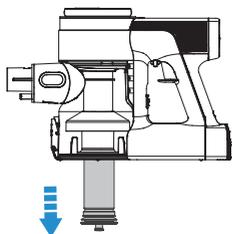
Clean the dustbin and mesh filter with a damp cloth. Air dry completely before reinstalling.



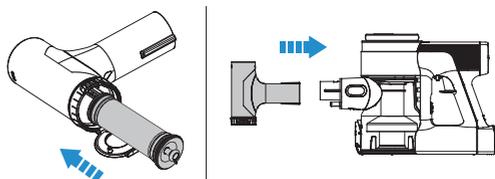
## Warning:

- Do not wash the dustbin as it contains a dust sensor. If it comes into contact with water, please dry it with a hair dryer.

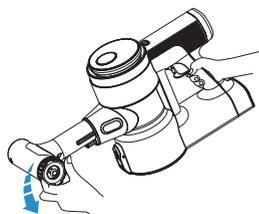
## Pre-filter



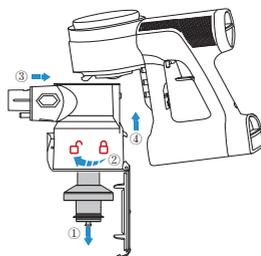
Ensure the appliance is switched off before cleaning, and remove the dirty pre-filter from the mesh filter-holder.



Replace a clean filter to the main body. Put the dirty pre-filter into the cleaning tool and connect the cleaning tool to the main body.

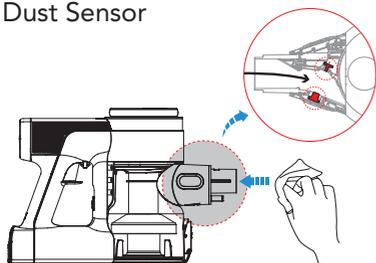


Run the appliance in MAX mode, and rotate the side cover to clean the dirty pre-filter.



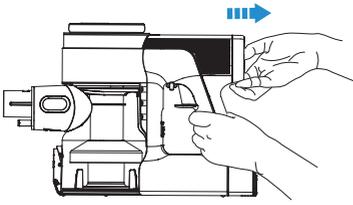
After cleaning, insert the clean pre-filter into mesh filter properly and it clicks into place. Install the clean filters and dustbin back into the main body, then close the dustbin flap.

## Dust Sensor

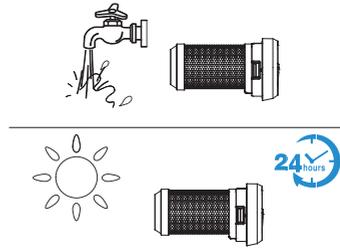


To avoid dust accumulation which can affect cleaning performance, wipe the suction mouth with a damp cloth.

## HEPA Filter

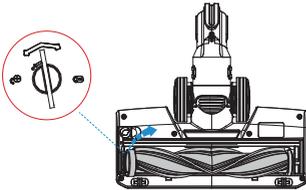


Press the HEPA release button and gently remove for cleaning. Do not use the appliance without first installing the HEPA filter.

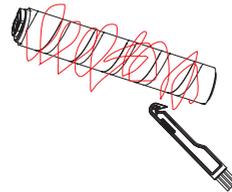


The HEPA filter can be washed under running water and must be completely dry before reinstalling.

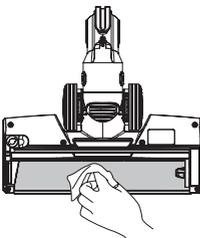
## Brush Roller



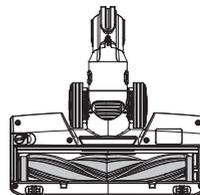
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window.



Remove the debris wrapped around the roller with the Tineco Hair Cleaning Tool.



Gently clean the transparent brush window.



After cleaning, reinstall the brush.

### **Warning:**

- The power brush contains electrical components which must not be soaked or washed with water.

# Specifications

Product	PURE ONE S12V SERIES
Voltage	21.6V=== 2500mAh Li-ion
Rated Power	500W
Dustbin Capacity	0.6L
Charging Time	3-4 hrs
Charging Input	100-120V~
Running Time	AUTO: ~50 mins MAX: ~10.5 mins

## 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.

# Troubleshooting

Problem	Possible cause	Solution
The appliance does not turn on	No power	Charge the battery
	Auto protection for overheating	Restart after cooling down
	The suction mouth is blocked	Check and remove blockages
Weak suction power	Dustbin and filters are full	Clean the dustbin and filters
	The pre-filter is not installed	Install the pre-filter
	The appliance is blocked (i.e. the tube, suction mouth or some other parts)	Remove blockages
	The brush roller tangled with hairs or fibers	Clean the brush roller
Abnormal motor sounds	The appliance is blocked (i.e. the tube, suction mouth or some other parts)	Remove blockages
Battery won't charge	The adaptor is not correctly inserted	Reinsert the adaptor correctly
	Insufficient contact between the main body and battery	Check that the main body and battery are correctly placed
	The adaptor is not designed for PURE ONE S12V	Use the original adaptor

Problem	Possible cause	Solution
Indicator light blinking during charging 	Light off after 6s, charging error	Check if the adaptor and battery are in good condition
	Keep blinking, no battery pack on the main body	Insert the battery on the main body
Indicator light blinking on work 	Motor failure	Remove blockages and restart
	Air channel blocked	Remove blockages
	Brush roller tangled	Clean the brush roller
	Full of dust in filter	Follow Maintenance to clean the filter
	Dust sensor malfunction	<ol style="list-style-type: none"> <li>1. Clean the dust on the inner sensor</li> <li>2. Install the dustbin correctly</li> </ol>
Battery indicator blinking red on work 	Battery failure	Remove the battery pack and let it cool

### Note:

If the above troubleshooting guide fails to provide a solution, please contact us at [support@tineco.com](mailto:support@tineco.com) or visit our website [www.tineco.com](http://www.tineco.com) for further support.

# 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.

## 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 on the Tineco official website ([www.tineco.com/register](http://www.tineco.com/register)) and enjoy exclusive benefits. To register, please enter the last 11 digits of the serial number (found on the base of the main body).

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 an authorized agent.

Any replaced defective parts will become the property of Tineco.

Service under this warranty will not extend the period of this warranty.

If your appliance is not functioning properly, please email us: [support@tineco.com](mailto:support@tineco.com)

Call our Customer Service:  
1-855-292-8864

Or email our Customer Service:  
[support@tineco.com](mailto:support@tineco.com)  
Visit Tineco Website:  
[www.tineco.com](http://www.tineco.com)

**tineco**  
Live Easy.  
Enjoy Life.



tinecoglobal 



Contact us - We'll get back to you within 1 business day.  
Comuníquese con nosotros, lo contactaremos dentro de 1 día hábil.  
Contactez-nous – Nous vous répondrons dans un délai d'un jour ouvrable.

 [www.tineco.com](http://www.tineco.com)  
 [support@tineco.com](mailto:support@tineco.com)  
 1-855-292-8864  
 Mon. - Fri. 9am - 6pm (CST)