



BG550 Pro
USER MANUAL
Robotic Vacuum Cleaner

Please keep this user manual close for future reference
Read it carefully before using this product

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1. Important Safety Instructions



BG550 Pro Robot Vacuum Cleaner

Dear customer:

We are deeply honored that you chose our products and would like to thank you for your purchase. Our products includes the latest technology in the market, allowing our products to offer you Efficiency, Easy Operation and Long Lasting Service when you use it. Also we made sure the design of our products is cool and the maintenance easy to make your life way simpler. Read these instructions carefully before using our robot vacuum cleaner and keep this manual for further reference. Failure to follow these instructions could lead to product failure or harm.

1.1 Safety Advice and Warnings

- This device is not intended for use by people (including children) with reduced physical, sensory or mental capacities, or people without experience or knowledge, unless they have benefited from surveillance or prior instructions regarding the use of the device by a person responsible for their safety.
- Cleaning and maintenance shall not be performed by children without adult supervision.
- This appliance is not a toy. Children should be supervised to ensure that they do not play with the appliance.
- This appliance contains accessories with rotary parts. Loose clothes, jewellery or long hair can be caught in moving parts. Dress properly. Do not wear baggy or loosehanging clothes or accessories. Keep your hair, clothing and gloves away from moving parts.
- This product is designed to be plugged into a standard outlet only. Product may not be used with any type of power converter. Use of power converters will immediately void the warranty.
- **CAUTION:** Only use Bagotte Max 14.4V Max 3200mAh Ni-MH or Max 3200mAh Li-ion Battery. Other type of batteries might cause bursting and therefore injuries. Always contact Bagotte Customer Service to receive the best advice and the best service event for the replacement of your battery.
- Always charge and remove the battery from your robot and accessories before long-term storage or transportation.
- The battery must be removed from this device before this device is disposed.

-  **WARNING Chemical Exposure:** If the battery pack is leaking, do not let the liquid to come in contact with skin or eyes. If the liquid reached the skin or the eyes, wash the affected area with loads of water and contact your medical adviser. Place the battery (the used battery pack included when the robot will be disposed) in a sealed plastic bag and dispose of safely according to local environmental regulation.
-  **WARNING Fire or Explosion Hazard:** Do not crush or dismantle battery packs. Do not heat or place the battery pack near any heat source or direct sunlight. Do not incinerate or short-circuit the battery pack. Do not subject batteries to mechanical shock.
- Contact your local waste management authority for battery recycling and disposal regulations in your area.
- This device is designed for indoor use only, please do not use it outdoor or under strong light environment.
- Do not use non-rechargeable batteries. Use only the rechargeable battery supplied with the product.
- Store and operate the device in room temperature environments only.
- The external flexible cable or cord of the power supply unit cannot be replaced; if the cord is damaged, the power supply unit shall be disposed of.
- Do not use robot to pick up sharp objects, glass, or anything that is burning or smoking.
- Do not immerse the battery pack in any liquid.
- Do not use this device to pick up spills of water bleach, paint, or other chemicals, or anything wet.
- Before using our robot vacuum cleaner, make sure that the floor is cleared of objects like clothes, papers, curtain strings or power lines. If such objects come in contact with the vacuum cleaner, the central may swallow it and block the robot.
- If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.
- Do not place anything on top of this device.
- Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
- Do not operate this device in areas with exposed electrical outlets on the floor.
- Do not use this device on an unfinished, unsealed, waxed or rough floor. It may result in damage to the floor and this device. Use only on hard floor surfaces or low-pile carpet.
- This device has been designed to be used on floors without scratching them. We still recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.

1.2 Battery and Charging / Information

Lithium-ion Battery

Important: Lithium-ion batteries and products that contain Lithium-ion are subject to stringent transportation regulations. If you need to ship this product (with the battery included) for service, travel or any other reason, you **MUST** comply with the following shipping instructions:

- Remove the Lithium-ion battery from the product.
- Place a Piece of tape over the battery 's metal charging contacts.
- Reinstall the battery (with the tape on it) in the product and secure the battery door.
- Package the product in its original packaging or in your own packaging that prevents any movement during transportation.
- Ship via ground transportation only (no air shipping).

Battery Storage

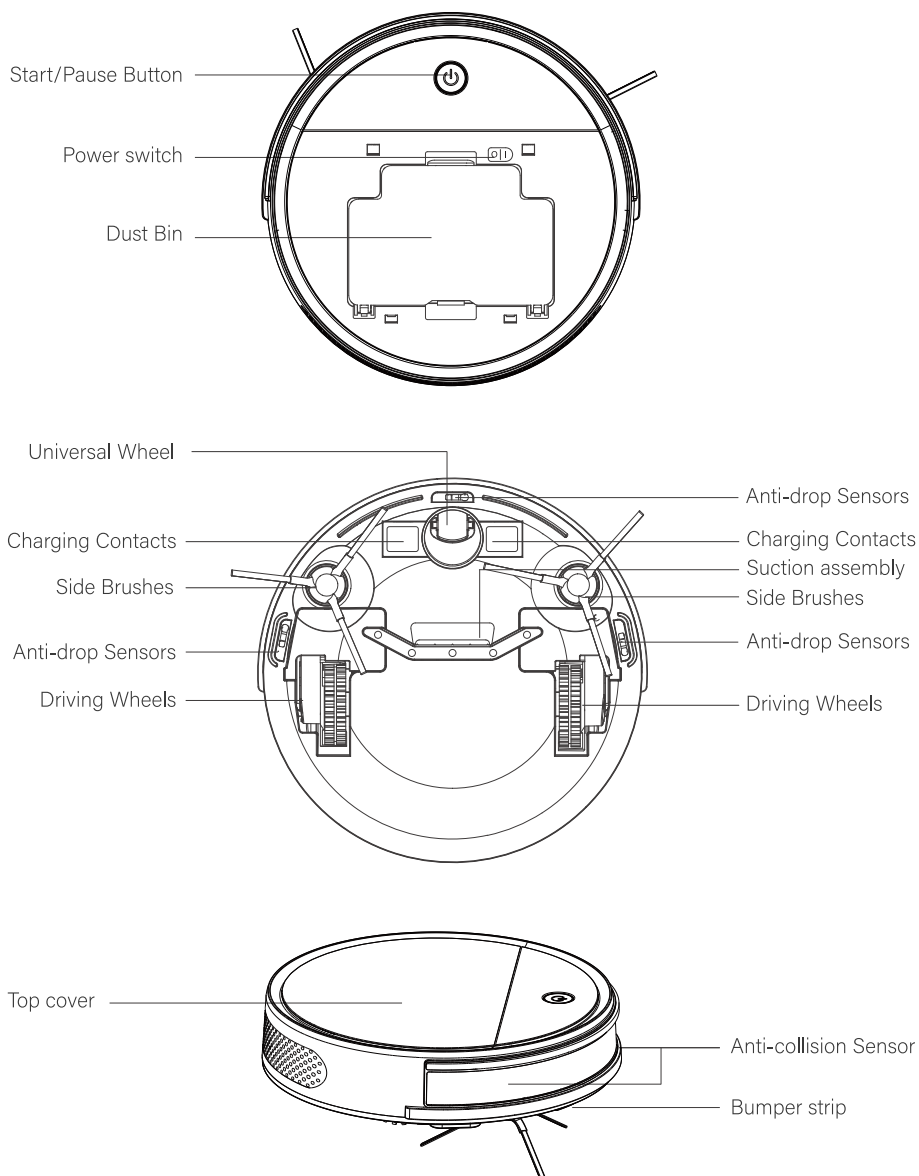
If storing robot off the Charging Base, remove the battery first. Then store the robot and the battery in a cool, dry place.



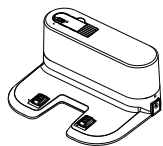
The symbol on this product or its packaging indicates that this device cannot be disposed as unsorted municipal waste. To dispose of such device, you need to use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps hazardous substances can leak into the groundwater and get into the food Chain, damaging your health and well-being. Please contact your local or regional waste authority for more information on collection, reuse and recycling programs.

2. About Your Robot

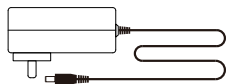
2.1 Main Body



2.2 Accessories



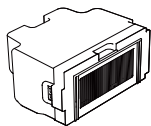
Charging Base



Power Adapter



Remote Control



Dust Bin



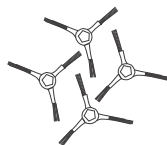
HEPA Filter



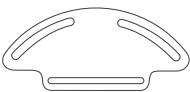
Mop Cloth X2



Cleaning Tool

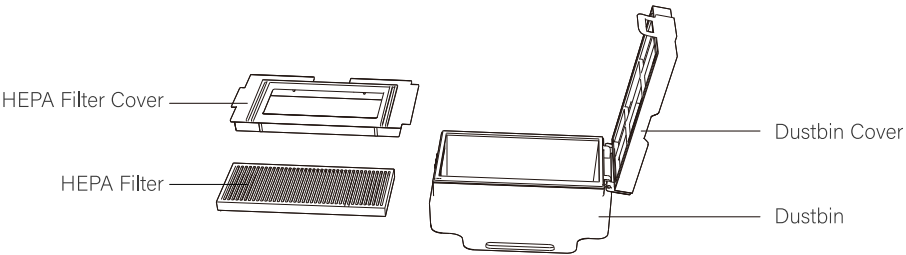


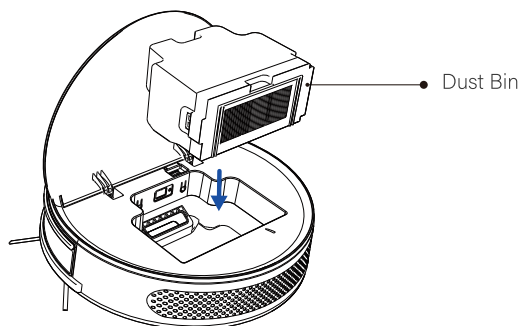
4 x Side Brushes



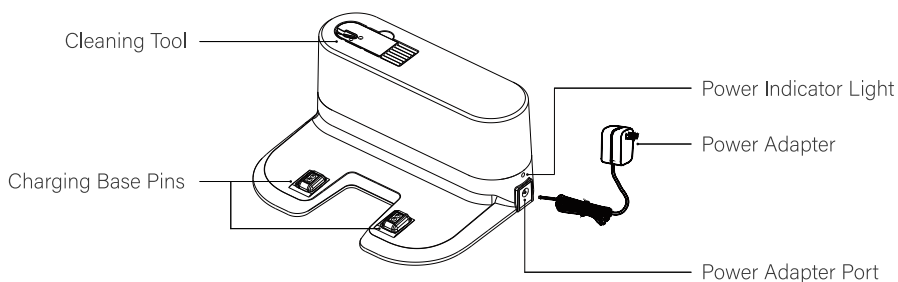
Mop holder

2.3 Dust Bin and Suction Inlet





2.4 Charging Base

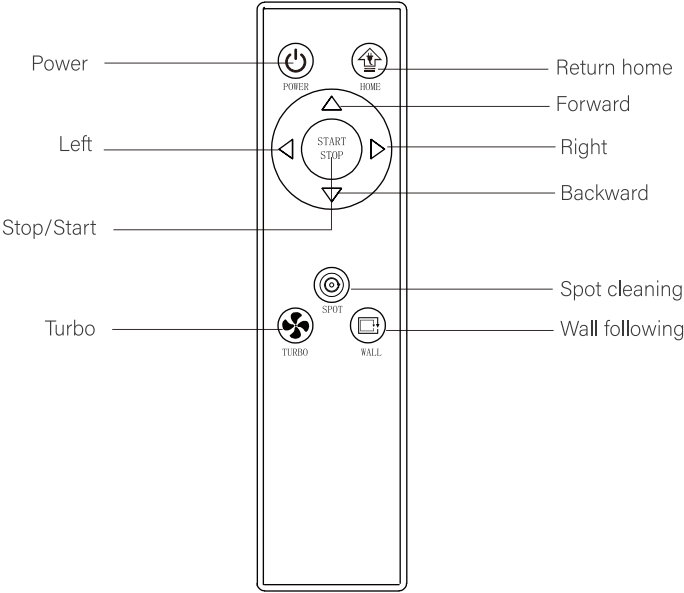


2.5 LED Indicators

You can see the status of Robot from the LED indicator.

Status	AUTO Display Status
Charging	white light in breathing state
Finished Charging	white light in breathing state
Low Battery	Glows a continuous RED
Before starting network pairing	A: Paired status: red light flash 3s and then switch to constant light state B: Unpaired status: white light in constant light state
Network pairing process/WiFi connection lost	white light in flashing state
Connect to Wi-Fi	white light in constant light state

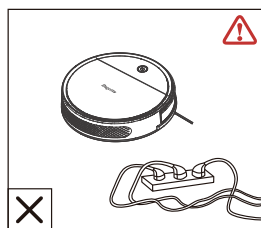
2.6 Remote Control



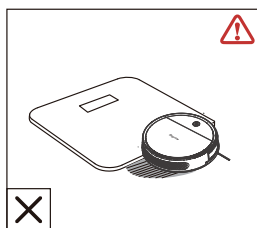
Install 2 AAA batteries before using the remote control for the first time.
Make sure the positive and negative ends are facing the correct polarity direction as marked in the battery compartment.

3. Using Your Robot

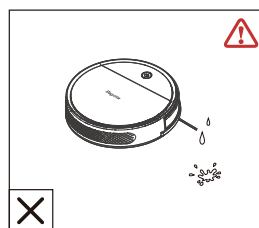
3.1 Important Tips Before Use



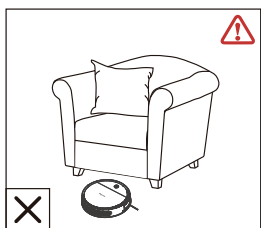
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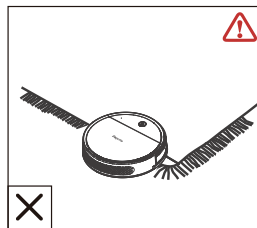
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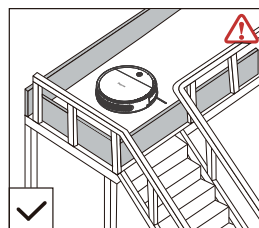
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⑥

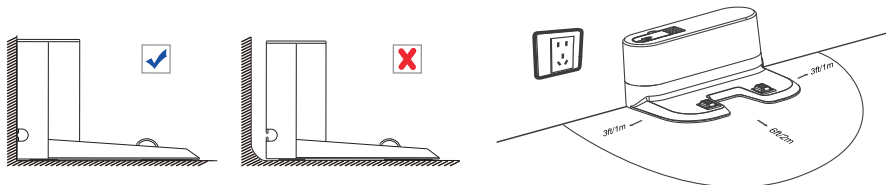
- ① Remove every objects that might entangle the robot such as curtains stings, power cords, nails etc...
- ② Robot may climb on top of objects less than 0,39 in/10 mm in height. Remove these objects if possible.
- ③ Keep robot away from wet areas.
- ④ Keep robot away from spaces lower than 3,15in/80mm to prevent robot from getting stuck. If necessary, place a physical barrier to block off the problem areas.
- ⑤ Fold tasseled edges of area rugs underneath to prevent tangling robot. Avoid cleaning very dark-colored high-pile rugs or rugs thicker than 1,02 in/26 mm as they may cause robot to malfunction.
- ⑥ Anti-drop sensors prevent robot from tumbling down stairs and steep drops. They may work less effectively if dirty or used on reflective/very dark-colored floors. It is recommended to place physical barriers to block off areas where Robot may fall.



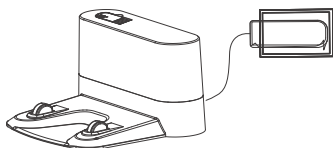
Place physical barriers in from of areas that might damage the robot such as fireplaces, heaters, pools etc...

3.2 Charging Base Placement

- 1 Place the on a level floor surface against the wall with the base perpendicular to the ground.
- 2 Keep the immediate area 2m (6.6ft) in front of the charger and 1 m (3.3ft) on both sides of the charger clear of objects and reflective surfaces.



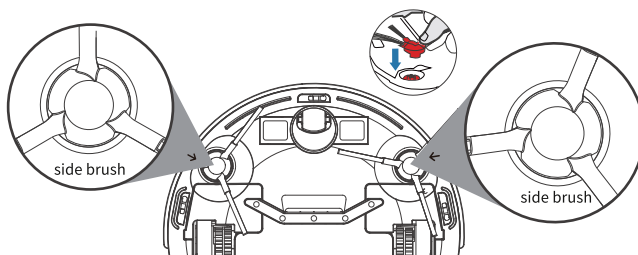
- 3 Connect the round connector of the adapter into the power socket on the Charging Base and the other end into a wall outlet.



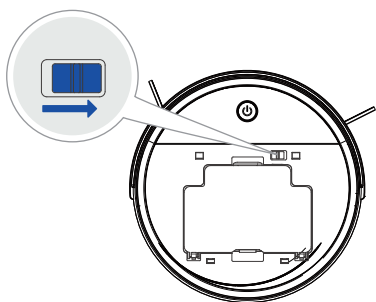
- Install the Charging Base in a location that Robot can easily access. It is recommended to place the Charging Base against a wall, and on a hard-level surface rather than on rugs or carpets.

- Always keep the Charging Base plugged in, otherwise Robot won't be able to automatically find its way back to the charging base.

- 4 Connect side brushes to the bottom of robot by pressing a brush into each slot.



- 5 Open the unit top cover, push the switch to "I". ("I" is for Turn On, "O " is for Turn Off). when the robot finished work, please don't turn off: keep the robot under charging, better for next time cleaning.



3.3 Charge Your Robot

- Robot has a pre-installed rechargeable battery that has to be fully charged before use.
- Robot returns to the Charging Base at the end of a cleaning cycle or when its battery is running low.

Method 1: Connect the robot to the Charging Base by aligning its charging pins with the charging pins on the base.

Method 2: Press the power button (⏻) two times on the robot, and robot will return to the Charging Base. [Figure 1.1]

Method 3: Press the button (🏠) on the remote control, and robot will return to the Charging Base. [Figure 1.2]

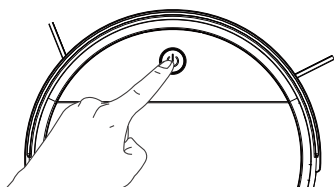


Figure 1.1

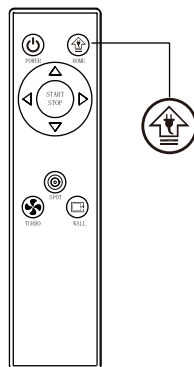


Figure 1.2



Turn off the main power switch if Robot will not be used for a long period of time. To preserve the battery's lifespan, recharge at least once every 3 months.

3.4 Use Your Robot with the Bagotte App

To enjoy all available features, it is recommended to control your robot via the Bagotte App.


Before you start, make sure that:

- Your smartphone or tablet is connected to a Wi-Fi network.
- Your smartphone or tablet is running with iOS 8.0 (or above) or Android 4.4 (or above).
- The 2.4 GHz band wireless signal is enabled on your wireless router.
- The Wi-Fi status light on robot is slowly flashing blue.
- The robot is connected to the Charging Base to ensure it has enough power during setup.




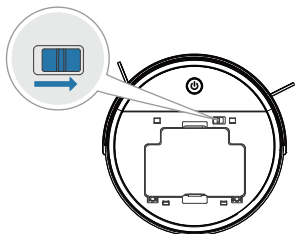
1. Download the Bagotte App from the App Store (iOS devices) or Google Play (Android devices).
2. Open the app and create a user account.
3. Tap the "+" icon to add RoboVac to your Bagotte account.
4. Follow the instructions in the app set up the Wi-Fi connection.
 - After connecting successfully, you can control robot via the app.
 - With the app, you can select a cleaning mode, set the time, schedule a cleaning, view the system status, receive notifications and access additional features.



Wi-Fi Status light

	Rapidly flashing blue	Waiting for connection
	Slowly flashing blue	Connecting with your wireless router
	Solid blue	Connected to your wireless router

Reset the Wi-Fi Connection

Turn on the switch to "I", press the power button  for 3 seconds, you will hear a voice of "Beep", then the robot will enter into network mode.



Note: Before starting the Robot, make sure that the outer ring of the power button  is white and the Robot is in the state of being awakened. If the Robot does not wake up, short press the power button  to wake it up.

Schedule Cleaning

With the Bagotte App, you can schedule robot to start cleaning at a particular time.



You can set the time and customize the cleaning schedules from Sunday to Saturday on the Bagotte App. This function is available in the app only.

3.5 Start/Stop Cleaning

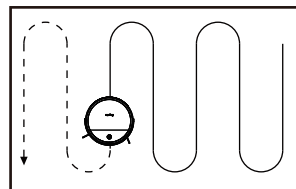
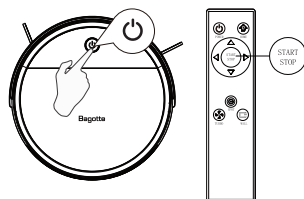
Start a Cleaning Cycle

Press the power button  once to wake up the Robot.



If its battery gets low before finishing a cleaning cycle, the robot will return to the Charging Base to recharge.


If the Charging Base is inaccessible, the robot will not be able to return to the charging base. It will return to its starting location and the cleaning cycle will end, please place the robot manually on Charging Base for charging.


Note: The appliance enters the sleep state after 10 minutes of standby, and the key light is off.



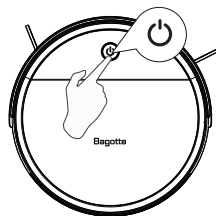
Pause

To pause the robot during a cleaning cycle press the button  on the robot or press the button  on the Remote Control.

To resume the cleaning cycle, press the power button  again.

To send robot back to the Charging Base, press power button  two times.

Note: The actions listed above can also be managed from the Remote Control.



3.6 Cleaning Mode

When you start the robot, the default mode is auto mode, zigzag cleaning route. it is suitable for whole room cleaning.

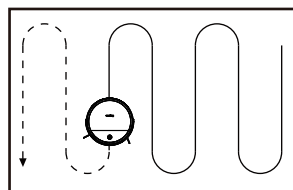
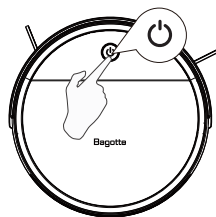
Auto Cleaning

At the start of a cleaning cycle, the robot will map out your home and cleaning it efficiently.

At various times throughout the cleaning cycle, the robot will bump around the edges of the room, as well as chair legs and other furniture.

The Robot continues this process until it has cleaned entire level of your home. If its battery gets low before finishing a cleaning cycle, the robot will automatically return to the Charging Base to recharge.


Once the robot finishes its cleaning cycle, it returns to the Charging Base to recharge.



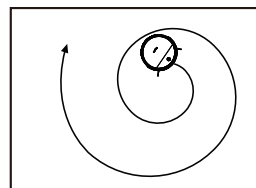
Spot Cleaning

When you select Spot Cleaning, the robot intensely cleans a localized area by spiraling outward about 3 feet (1 meter) in diameter and then spiraling inward to where it started.

When Spot Cleaning, the robot boosts its vacuum power to provide the best cleaning possible where you need it.



To use Spot Cleaning, place robot on top of the localized debris and press  on the Bagotte APP or press button

 on the Remote Control.

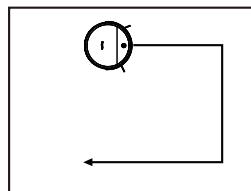


Edge Cleaning

After robot finishes cleaning the open areas of your floor, it uses Edge Clean to ensure that it has cleaned along walls and around furniture Legs.

If you prefer a quicker edge cleaning, press the  button on the Bagotte App or press button  on the Remote Control.

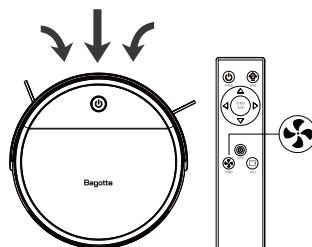
It is suitable for cleaning at the corners of the room. The Robot is cleaned around the periphery of a fixed object (such as wall) and back to the charging dock after cleaning.



Turbo mode

This function can only be opened on the Bagotte App. The robot will increase suction, Suitable for a very dirty floor or a thick carpet.

You can also choose the amount of suction power by remote control.



3.8 Use Your Robot with Amazon Alexa/ the Google Assistant

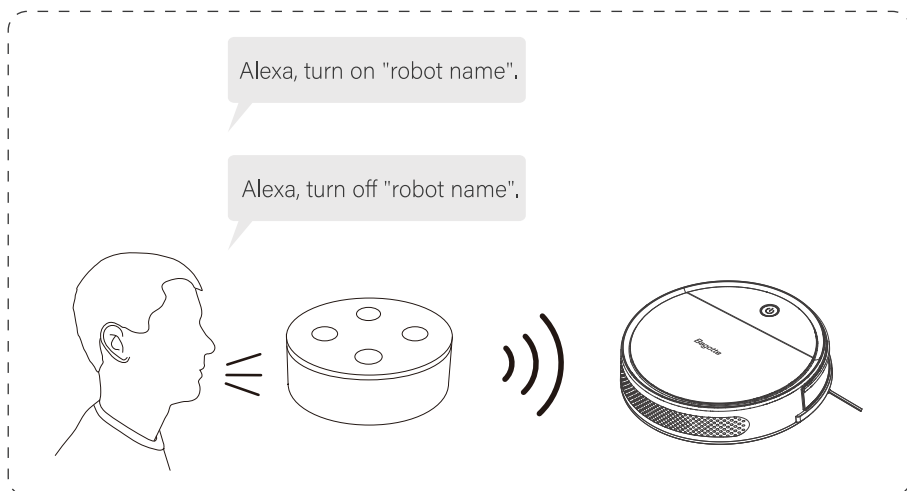
Amazon Alexa or the Google Assistant is a smart voice control device that enables you to control robot with your voice.

Before you start, make sure that:

- The robot is connected to the Charging Base to ensure there is enough power.
- The robot is connected with the Bagotte app.
- You have an Alexa-enabled device (i.e. Amazon Echo, Echo Dot and Amazon Tap, Echo Show, Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

To control Robot with Amazon Alexa

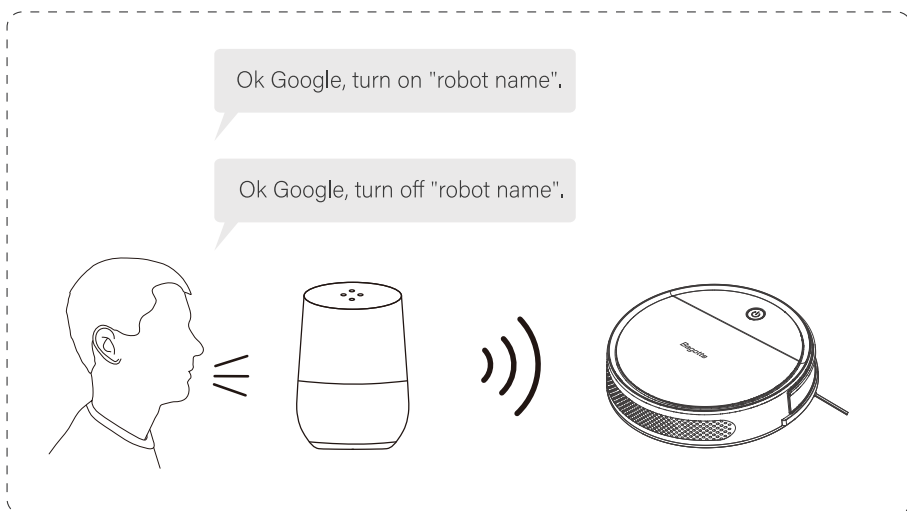
- Open the Amazon Alexa app and select "Skills & Game" from the ☰ menu.
- On the **Skills** screen, search for "Bagotte Home".
- Once you have found the "Bagotte Home" skill, tap **Enable**.
- Login with your Bagotte account so that Alexa can control your robot.
- Say simple commands to Alexa.



To control the robot with the Google Assistant

The robot now works with the Google Assistant on devices like the Google Home.

- Open the Google Home app.
- Say "Ok Google, talk to Robot" to the Google Assistant-enabled device to initiate the Google action for Robot.
- Follow the instructions in the Google Home app to authorize the Google Assistant with your Bagotte App account.
- To control Robot with your voice, say simple commands to Google Assistant.



4. Regular Robot Care

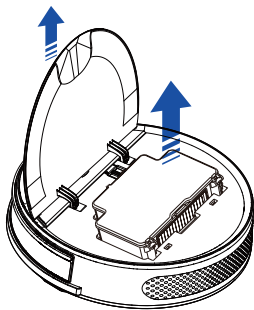
To keep robot running at peak performance, perform the following care procedures. If you notice robot picking up less debris from your floor, then empty the bin, clean the filter and rolling brush.

Recommended cleaning/ replacement frequency:

BG550 Pro	Cleaning	Replacement Frequency
Dust Bin	After each use	—
Filters	Once every week	Every 2 months
Side Brush	Once every month	Every 3-6 months(or when visibly worn)
Sensors	Once every month	—
Charging Pins	Once every month	—
Swivel Wheel	Once every month	—

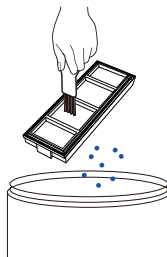
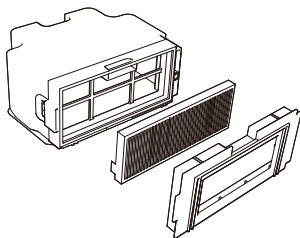
4.1 Emptying Robot 's Bin

- ❶ Open the top cover to take out the dust bin.
- ❷ Open the dust-bin's cover to empty it.

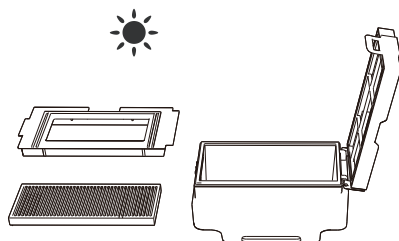
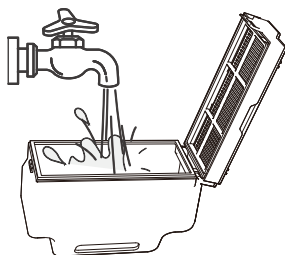


4.2 Cleaning Robot 's Filter

- 1 Take off the filter holder and remove dust filter.
- 2 Shake off debris by tapping the filter against your trash container.

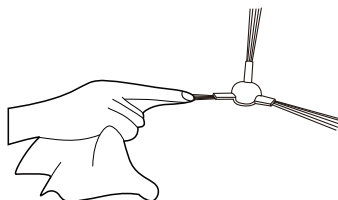
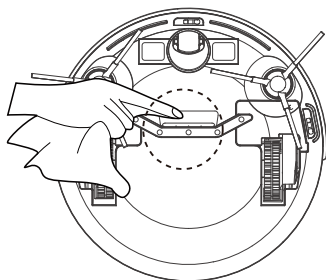


- 3 Flush the Dust Bin and Clean the Filter Net.
- 4 Dry the Sponge filter, Dust Bin and Filter Net completely before reinstalling.

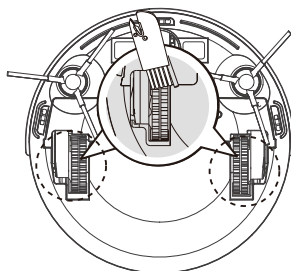
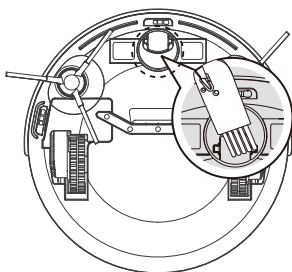


4.3 Cleaning Robot 's Suction Port, Side Brush, Swivel Wheel, Universal Wheel

- 1 Clean the suction port with a wet-cloth.
- 2 Cleaning the Side Brushes Remove the Side Brushes. Wipe the Side Brushes and their slots with a dry cloth.



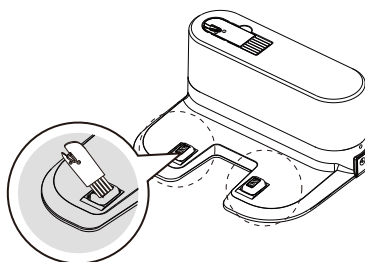
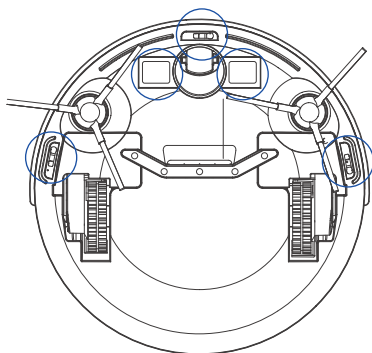
- 4 Use the multi-function cleaning tool to cut off and remove any hair tangled around the universal wheel.
- 4 Clean the driving wheel to maintain its effectiveness.



Wipe with a soft dry cloth.

4.4 Clean the Sensors and Charging Pins

To maintain the best performance, clean the drop sensors and charging pins regularly. Dust off the drop sensors and charging contact pins using a cloth or cleaning brush.



Inside electrodes, there are sensitive electronic components. So, when cleaning, please use a dry cloth. Do not use a wet cloth, or else electrodes may be damaged.

5. Troubleshooting

5.1 Error Tones

When robot is in trouble, it will emit a series of short or long beeps and the red indicator on robot will be solid or flashing. Refer to the following table to query the cause of the failure.

Red Light Glows a continuous RED			
Nr	Cause of issue	Beeps	APP Error prompts and solutions
1	Driven wheel abnormal	1 bip 3 times	The wheel is entangled and clean the driving wheel. The driving wheel is abnormal. Please check whether the driving.
2	Side brush abnormal	2 bip 3 times	The side brush is abnormal, please check if the side brush is entangled, and clean the side brush.
3	Motor fan abnormal	3 bip 3 times	The motor fan is abnormal. Please clean the garbage and air ducting the dust box.
Red light flashes			
1	Anti-fall detection alarm	2 bip 3 times	The robot is floating, please move to the ground
2	Out of trouble alarm	3 bip 3 times	Get out of trouble failure, please move to an open area.
3	Low Battery	4 bip 3 times	Battery is too low,
4	Power Adaptor	5 bip 3 times	Charging voltage is abnormal, please replace the adapter
5	Charging abnormal	6 bip 3 times	Please make sure that the robot is turned on and charged with the 19V 0.6A adapter.

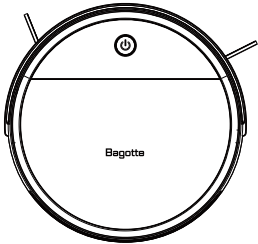
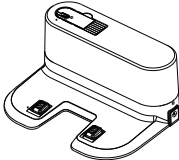
If the trouble cannot be eliminated according to the above operation, Please try the following operations Re-open the power switch on the side of the robot and restart the robot.

5.2 Frequently asked questions

NO.	Malfunction	Possible Causes	Solutions
1	Can not connect to WIFI.	Incorrect WIFI name or Pass word.	Please make sure the WIFI name and the password are entered correctly
		Make sure the robot is less than 5 feet (0.5 meter) away from the router and your phone the closer the better!	Ensure the robot is under WIFI signal coverage.
		Didn't connect to 2.4G Wi-Fi signal.	Make sure the robot is in the network pairing mode.
		Robot isn't in network pairing mode.	The robot is not compatible with 5G WIFI signal. Please connect to 2.4G WIFI signal.
		Download the incorrect APP	Please scan the QR code in the user manual or search on google play or app store.
2	The robot is too noisy.	Side brush, rolling brush, entangled,dustbin Filter material blocked, etc.	It is recommended to clean and maintain the brush,roller brush,dustbin and filters regularly.
		The robot is in MAX suction power mode.	Change the suction power mode to Medium or Low.
3	Robot will not Charge.	The Robot is not connecting to the Charging Base	Be sure that robot ' s Charging Contacts have made a connection with the Charging Base Pins.
		Charging Base is unplugged while robot is powered ON, causing the battery to malfunction.	Plug in the Charging Base and ensure robot is powered ON. Keep robot on the Charging Base to make sure it has a full battery to work at any time.
4	Robot gets into trouble while working and stops.	The robot is entangled or obstructed by scattered wires on the ground, drape curtains or carpet edges	Robot will try various ways to get itself out of trouble. If it is unsuccessful, manually remove the obstacles and restart.
		Side Brush is stuck or the rotation speed of the Side Brush decreases.	Remove the debris tangled around the Side Brush. If the Side Brush still rotates slowly, contact Customer Service.
		Roller Brush is stuck or the rotation speed of the Roller brush decreases	Remove the debris tangled around the roller Brush with the provided Multi-Function Cleaning Tool. If the Roller Brush still rotates slowly, contact Customer Service.

NO.	Malfunction	Possible Causes	Solutions
5	Robot returns to the Charging Base before it Finishes cleaning.	When battery power gets low, robot automatically switches to Return to Charger Mode and returns to the Charging Base to recharge itself.	This is normal. No solution necessary.
		Working time varies according to floor surface, room complexity and the selected Cleaning Mode.	This is normal. No solution necessary.
6	Remote Control failure(effective control range of Remote Control is 5m (16ft).	The batteries in the Remote Control need to be replaced.	Replace the battery with a new one and install it properly.
		Robot is powered OFF or robot's battery is low.	Make sure robot is powered ON and fully charged.
		The infrared signal cannot be transmitted because the Infrared Emitter on the Remote Control or robot's Infrared Receiver on robot is dirty.	Use a dry cloth or the Multi-Function Cleaning Tool to wipe the Infrared Emitter on Remote Control and the Infrared Receiver on robot.
		There is other equipment interfering with the infrared signal to robot.	Avoid using the Remote Control near other equipment using infrared signals.

6 Specifications

	Product Model	BG550 Pro
	Input	19V \equiv 0.6A
	Battery VoltageDC	14.8 V
	Power Consumption	25 W
	Battery Type	DC 14.8 V Li-ion 2600 mAh
	Dust Collector Capacity	0.55 L
	Max Cleaning Time	150 mins
	Charging Time	300 - 360 mins
	Frequency band	2400-2483.5MHz
	Maximum transmission power	\leq 20dBm
	Input	19 V \equiv 0.6 A
	Output	19 V \equiv 0.6 A

7 FCC Statement

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

This equipment has been tested and found to comply with the limits for a Class B digital device, 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:

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

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

8 IC Warning

This device 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 device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

RF warning statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

Avertissement RF:

Cet appareil est conforme à IC l'exposition aux rayonnements limites fixées pour un environnement non contrôlé. Cet appareil doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps. Cet transmetteur ne doit pas être co-situé ou opérant en liaison avec toute autre antenne ou transmetteur.



CUSTOMER SUPPORT

US/CA Customer Service: +1-(855)-993-9939 | Mon-Fri 9AM-5PM (PST)

EU/UK Customer Service: +44 20 3966 0097 | Mon-Fri 9AM-5PM(GMT)

Email: support@bagotte.com



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