

**NESH MARKETING SDN BHD**

(199301002028)

12, Jalan Puteri 4/2, Bandar Puteri, 47100 Puchong, Selangor, Malaysia.

Tel: 03-8060 3668 Fax: 03-8060 3778

E-mail: info@nesh.com.my Website: www.nesh.com.my

Facebook: NESH Malaysia Instagram: neshmalaysia

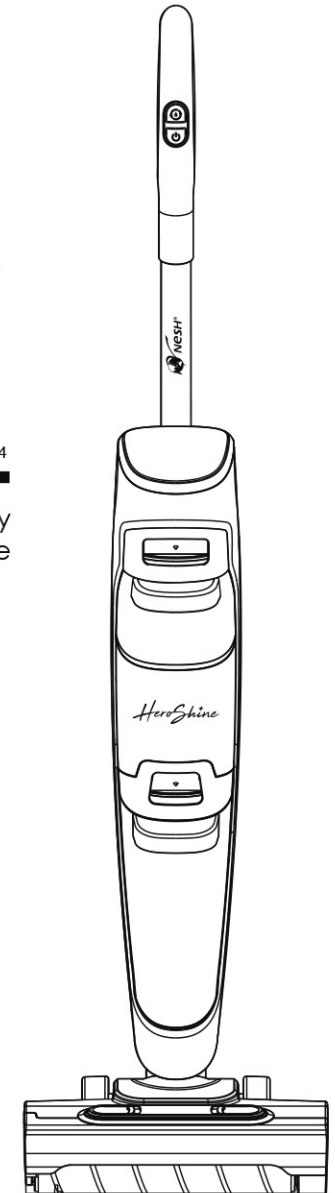


HeroShine

User Manual

Model: FW2024

Please read this user manual carefully before usage. Kindly retain for future reference.



Contents

Dear NESH Valued Customer:

Thank you for choosing our product. Kindly read this user manual carefully for safe and effective use of the product. Please keep this manual at safe place for future reference. Remember to include this user manual should you send this product to your friend as a gift. We hope you like our product.

Product Specification01
Product Structure02
Safety Precautions04
Product Usage07
Parts Installation10
Cleaning & Maintenance13
Troubleshooting18
Limited Warranty19
Terms & Conditions19

Disclaimer:

The contents of this user manual have been carefully checked. The company reserves the right to explain for any mistake and/or omission in print or misunderstanding of the contents. In addition, any technical improvement will be updated in the revised version without prior notice. With a view to constantly improving our products, we reserve the right to make any changes in their technical, program or aesthetic features connected with their technical evolution.

Product Specification

Model	: FW2024
Weight	: 4.5kg
Working Voltage	: 21.6V
Rated Power	: 220W
Battery Capacity	: 4000mAh
Clean Water Tank Capacity	: 0.6L
Dirty Water Tank Capacity	: 0.5L
Charging Time	: ≤5hrs

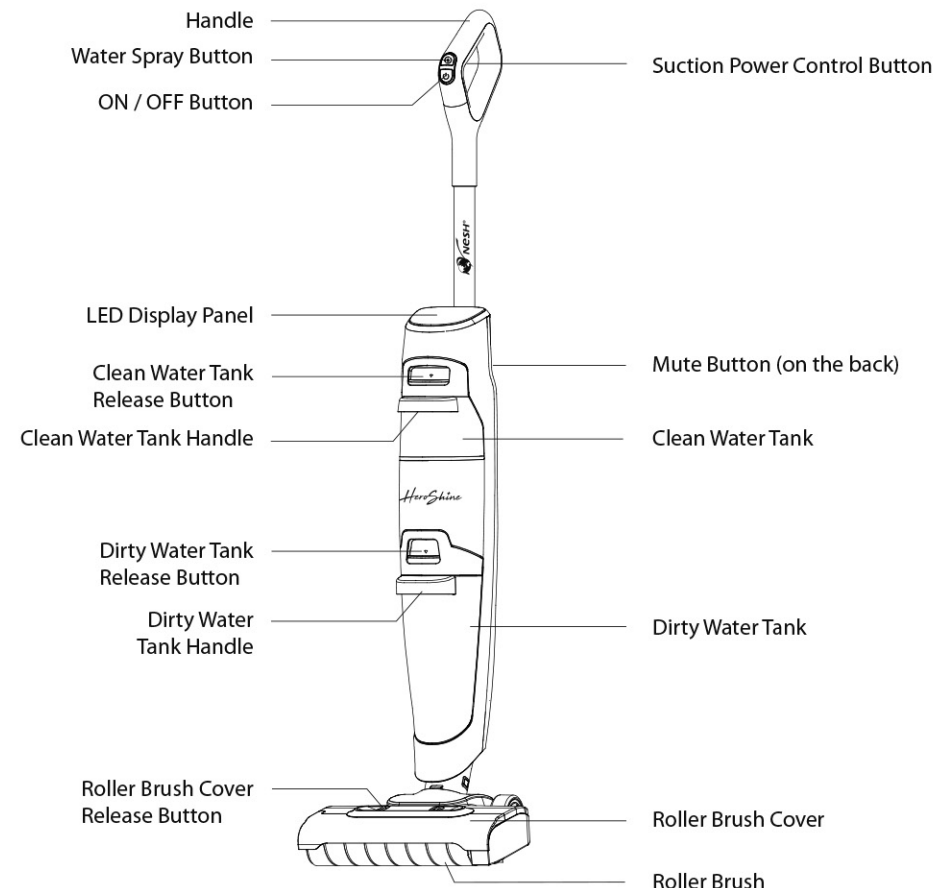
Product Structure

Product Functions

This is a multifunctional floor washer with three functions of vacuuming, mopping and auto-cleaning. The appliance is equipped with a clean water tank, a dirty water tank, a roller brush, a suction motor and a roller brush motor. The pump is used to pump water from the clean water tank to the surface of the roller brush. At the same time, the roller brush motor is used to drive the roller brush to rotate at a high speed for cleaning the floor. After cleaning, the dirty water and dry waste are collected into the dirty water tank by the suction motor to perform the cleaning function of the floor surface and roller brush auto-clean function.

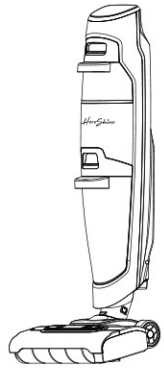
Product Features

This product is equipped with Smart Dirt Sensor, which can automatically adjust suction power based on the amount of dust it senses.

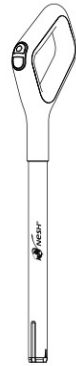


Product Structure

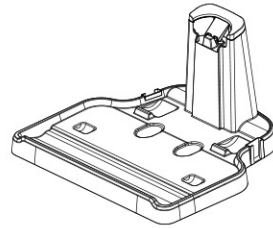
Packing List Illustrations shown on this manual are for reference only and actual product prevails.



Main Unit



Handle



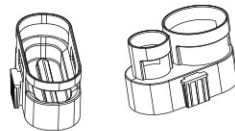
Charging Base



Cleaning Brush



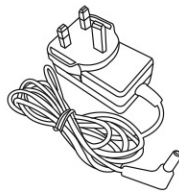
Spare Roller Brush



Accessory Holder



Spare Filter Element



Power Adapter

Safety Precautions

- This appliance is not intended for use by person with physical, sensory or intellectual impairments, or lack of experience and knowledge (including children), unless they have been given supervision or instruction by their guardian to ensure they are able to use this product in a safe way.
- Do not allow a child to operate the appliance or use as a toy. Do not allow a child to clean or maintain it without a guardian.
- The plastic film used in the product packaging may be dangerous. Therefore, keep it away from the children to avoid the danger of suffocation.
- Do not immerse the product in water or other liquid as the main unit and roller brush have electrical parts inside. Do not use it when the parts are not installed completely.
- Keep the air passages and moving parts of this product away from long hairs, loose clothing, fingers and other body parts. Do not point suction pipe, accessory suction heads or tools at eyes or ears or put them in the mouth.
- During use, if any abnormalities are found, such as electric leakage, excessive motor temperature, body heat, abnormal sound, peculiar smell, weak suction, etc., stop using it immediately and contact NESH CARE Service Team for assistance.
- After using the appliance, clean the dirty water tank in time to keep the air passage unclogged to avoid reduced suction, motor heating and lifespan of the appliance.
- Check the mouth of suction nozzle regularly. If there is any blockage, clear it in time to avoid reduced suction by blockage, which may affect the performance of the appliance.
- Switch off before replacing the roller brush.
- Do not attempt to repair the appliance when it's malfunction or damage to avoid life hazard. Contact NESH CARE Service Team immediately.
- Do not disassemble the enclosed parts. There are no serviceable parts inside the appliance. Do not attempt to change the performance of the appliance to avoid danger.
- Do not shake the appliance up and down or knock it forcefully to prevent dirty water from flowing into the motor.
- When the motor is working, do not lift or transport the appliance up and down, and do not tilt the appliance to one side or lay it flat so as to prevent dirty water from flowing into the motor, which will damage the motor.
- The appliance should be placed against the wall after use to prevent trips and falls. Do not use the appliance if the clean water and dirty water tanks are not properly installed.
- Be cautious when cleaning on the stairs to prevent falls.
- Do not incinerate the product even if it is damaged severely as the battery may catch fire or explode. The battery must be removed from the appliance before it is discarded.
- Do not place any small objects on the air outlet or block the air outlet. Remove all small objects that may hinder the smooth flow of the air outlet to prevent overheating.
- Do not allow the main unit to get wet to avoid fire hazard or electric shock due to a short-circuit.
- Do not use or store the appliance under unfavourable conditions such as at high or low temperature. It is recommended to use it indoors at an ambient temperature of between 4°C and 40°C. Long-term sun exposure is prohibited.
- Be careful to assemble the parts and remove all packaging materials before use.

Safety Precautions

- This product is suitable for indoor hard floors, including waxed floors, stone floors, rubber floors, marble floors, granite floors, terrazzo floors, solid wood floors, laminate floors and bamboo floors.
- It also works on various glazed porcelain tiles, porcelain tiles and other smooth ground surfaces.
- The best results may not be achieved when using this product on uneven surfaces.
- Do not use this product near or on flammable and explosive objects, it may cause a fire or explosion.
- Do not use this product near working fireplace or heater to avoid casing deformation.
- Do not pick up burning objects (hot cigarette butts or ashes or matches), superfine substances (lime, concrete, sawdust, plaster, ashes, powdered carbon, etc.), hazardous substances (solvent, cleaner, etc.), chemical objects (acidic materials, detergent, etc.) and other substances of uncertain physical properties. Do not use this product to suck in any chemical liquid, such as detergent, kerosene, gasoline, alcohol, paint and perfume, etc. They may cause fire or explosion due to short-circuit.
- Do not use the appliance to clean up toner used in laser printers and photocopiers, which may cause a fire or explosion.
- Do not use the appliance to pick up sharp objects, shattered glass fragments, small toys, pins, paper clips, stones, plaster, large sheets of paper, etc. They may block and damage the appliance.
- This product is not intended for use on strong oil stain, sticky stain or coloured stain, such as shoe polish, paint, pigment, etc.
- Do not touch plugs or any electrical parts of the products with wet hands to prevent electric shock.
- Use the detergent produced by our company or the manufacturer approved by our company and do not mix other solutions so as to avoid generating hazardous gases.

Batteries & Charging

- Do not charge this product outdoors. This product can only be used with the charger and charging base provided. Other types of chargers may cause battery failure or extreme thermal effects, posing a risk of fire and explosion.
- Follow all charging instructions and do not charge the appliance out of the temperature range specified in the charging instructions. Charging improperly or at temperatures out of the specified range may damage the battery and increase the risk of fire.
- Handle the power cord with care to avoid damage. Do not use the power cord to drag or pull this product or its charging base, use it as a handle, clamp it under the door, pull it at sharp corners, or run the product on the power cord. The power cord should be far away from the heat source.
- If the power cord of power adapter is damaged, contact NESH CARE Service Team for immediate replacement.
- Do not handle the appliance or the plug of the charging base with wet hands. To unplug, grasp the plug, not the cord.
- Do not short circuit the battery pack or output terminals of charging base.

Safety Precautions

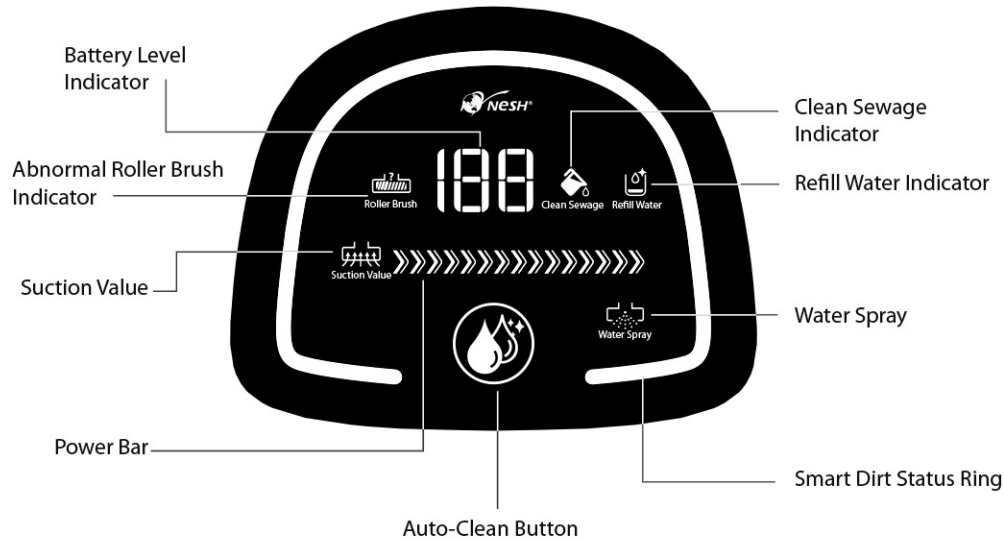
- Do not charge, disassemble, heat above 60°C or incinerate the used batteries.
- Do not expose the appliance to fire or high temperatures. Exposure to fire or temperature above 130°C may cause explosion.
- Do not use appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, wash with water. If liquid contacts eyes, immediately seek medical help. Liquid ejected from the battery may cause irritation or burns.
- This product must be disconnected from the power supply when removing the battery. Keep the battery out of reach of children. Do not throw away the battery, which shall be disposed off by a professional recycling facility. Do not put the battery in your mouth and if swallowed, please seek medical attention as soon as possible.
- The battery contained in this product should be replaced only by NESH qualified technician or after-sales service personnel.
- When the product is not to be used for a long period, turn off and unplug the charging base.

Instructions for Floor Detergent

- If a large amount of cleaning solution is added, numerous foam will be produced during use, which may penetrate into the motor and cause danger.
- Please use the product in accordance with proportion prescribed in the instructions. It's recommended to use the detergent produced by our company or the manufacturer approved by our company and shall not contain acid and alkaline solutions or environmentally harmful substances.
- The detergent must be kept out of children's reach. If the detergent accidentally gets into the eyes, rinse thoroughly with clean water. In case of accidental ingestion, seek medical attention immediately.

Product Usage

LED DISPLAY PANEL

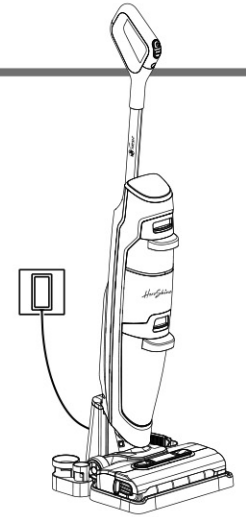


Indicators	Description
	LOGO Indicator is permanently on when you charge or use the appliance.
	Battery Level Indicator displays real-time battery level.
	Roller Brush Indicator flashes when the roller brush is not installed or abnormal.
	Suction Value Power Bar displays real-time suction power.
	Press once to start the auto-clean mode. Press again to stop.
	Light on when Water Spray is turned on, otherwise it's light off.
	It flashes when the dirty water tank is full.
	It flashes when the clean water tank is insufficient water.
	Level of dirtiness is shown in the red-blue gradient.

Product Usage

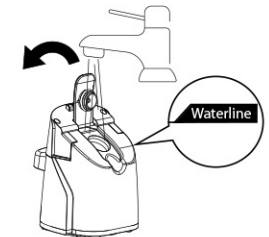
Charging Please charge the appliance fully before first use.

1. Put the charging base on the ground against the wall. Connect the power adapter to the charging base, and plug in.
2. Place the appliance onto the charging base. Then the LOGO and auto-clean indicators will flash and the real-time battery level will be displayed on the display panel during charging. Charging is completed when the battery level displays 100. The display panel will be automatically turned off.
3. If the product is not being used regularly, it is recommended to charge the battery for 3 hours every 3 months. It is not necessary to charge fully.

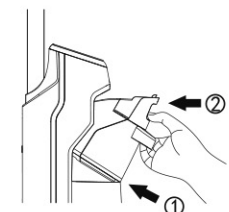


Filling the Clean Water Tank

- 1 Press the clean water tank release button to remove the clean water tank. (For details, refer to the Parts Installation for installing and removing the clean water tank.)
- 2 Open the top lid of the clean water tank, and fill the tank to the waterline mark with tap water. If deep cleaning is required, you can add floor detergent according to the specified mixing ratio.



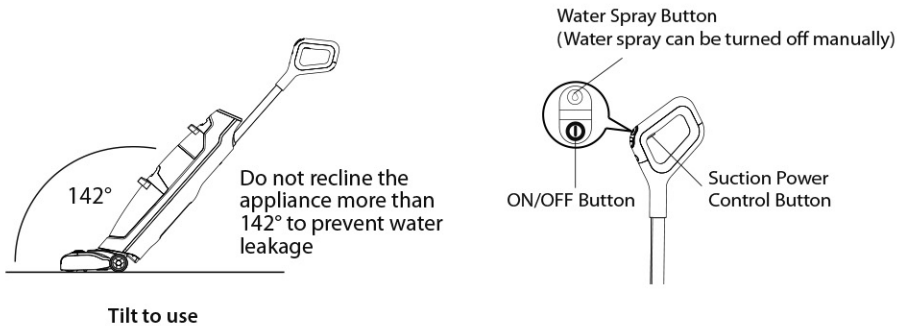
- 3 Close the top lid properly and tightly.
- 4 To install the clean water tank, insert its bottom first and then push in its top. It is installed successfully after hearing a "click".



Product Usage

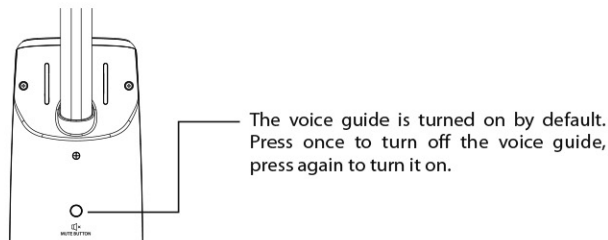
Start Operation

1. Hold the handle with your hand and step on the roller brush cover. Then pull the handle backward to recline the main unit. Press the ON/OFF Button and the appliance enters the automatic cleaning mode.
2. During cleaning, the appliance will automatically switch to the strong cleaning mode according to the level of dirtiness. You can also manually activate strong cleaning mode via the Suction Power Control Button below the handle.
3. In auto mode, the water spray mode of the roller brush is activated by default. Turn off the water spray mode if the floor is too wet.
4. When the appliance stops working, press the ON/OFF button and wait for 1-3 seconds. After the appliance completely shuts down, put it on the charging base vertically for recharging.
5. After finishing cleaning, place the appliance back onto the charging base (charging base needs to be connected to power supply). Touch the Auto-Clean Button to start the roller brush cleaning mode. After that, empty the dirty water tank to prevent dirty water from generating unpleasant smell after being left for a long time.
6. The appliance has an upright switch. The appliance stops working and enters standby mode when put upright. If there is no operation within one minute in this mode, the appliance will turn off automatically.



Tip: Do not lift or transport the appliance up and down when it is working. Do not tilt the main unit to one side or lay the appliance flat to prevent dirty water from flowing back into the motor resulting in motor failure.

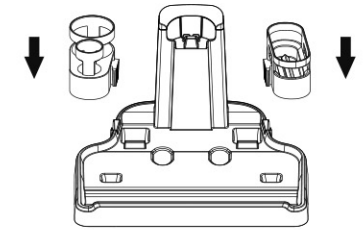
Mute Button



Parts Installation

Charging Base

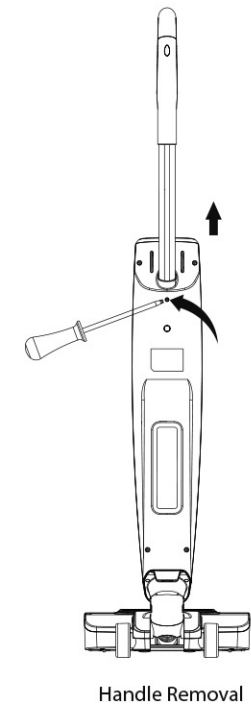
Attach the accessory holder to the charging base as shown.



Handle

To install the handle, insert the end of the handle vertically into the internal opening for handle installation. When it reaches the bottom, you will hear a "click". Pull back to ensure that the handle is firmly connected to the main unit. Now, the installation is completed.

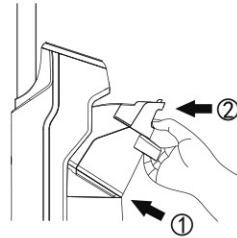
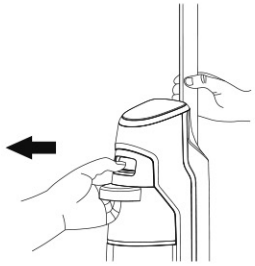
To remove the handle, insert a hard object into the hole on the back of the main unit where handle release button sits to press the spring piece. Meanwhile, pull the handle upward.



Parts Installation

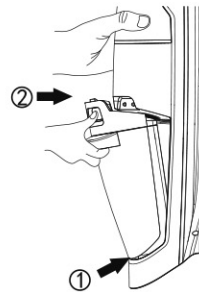
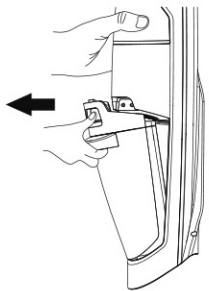
Clean Water Tank

- 1 To remove the clean water tank, hold the handle with one hand. Use the other hand to press down on the clean water tank release button with your thumb, and then pull the tank out.
- 2 To install the clean water tank, insert its bottom first and then gently push it in. It is installed after hearing a "click".



Dirty Water Tank

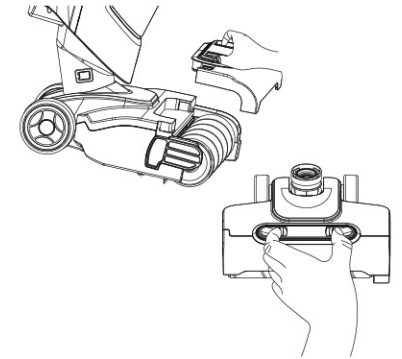
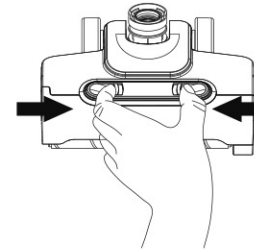
- 1 To remove the dirty water tank, hold the handle with one hand, use the other hand to press down on the dirty water tank release button with your thumb, and then pull the tank out.
- 2 To install the dirty water tank, insert its bottom first and then gently push it in. It is installed after hearing a "click".



Parts Installation

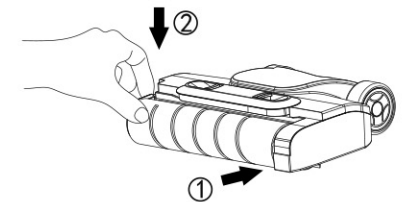
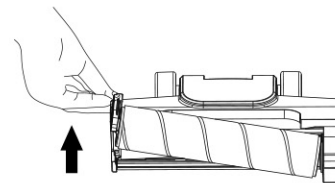
Roller Brush Cover

- 1 Put your thumb and forefinger on the release button on the roller brush cover, and then push it as shown below. Take the cover out by pulling it upward.
- 2 Put the lug boss under the roller brush cover into the groove of the base, and then press down firmly. It is installed after hearing a "click".



Roller Brush

- 1 Lift up the handle on the left of the roller brush and pull it upward.
- 2 Hold the handle on the left side of the roller brush, put the right end of the roller brush into the slot, then the left end.



Cleaning & Maintenance

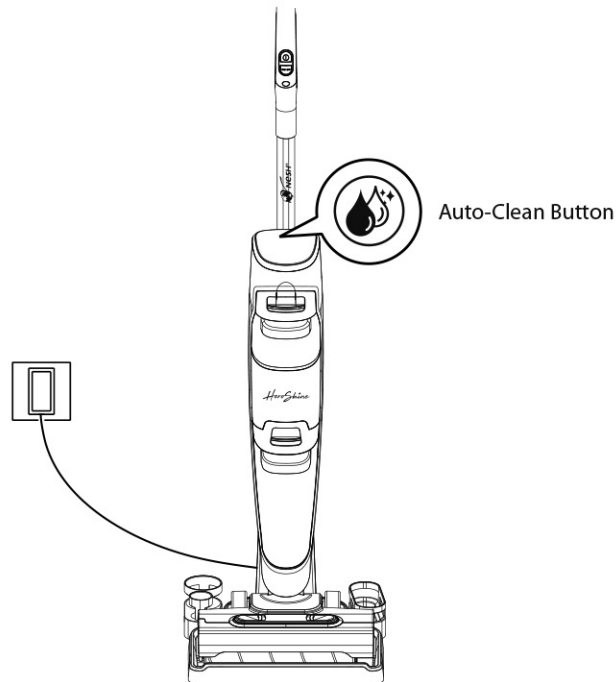
Caution

- 1 To keep the appliance at its best performance, it is recommended to regularly maintain its parts.
- 2 The appliance must be turned off before performing maintenance.
- 3 Use only genuine parts for replacement to prevent damage due to incompatibility.
- 4 Clean with water or neutral detergent. Be sure to wring out the cleaning cloth before cleaning, and do not allow water to go into the interior of the appliance's electronic components.

Auto-Clean

Tip: The auto-clean function can be only activated when the appliance is being charged.

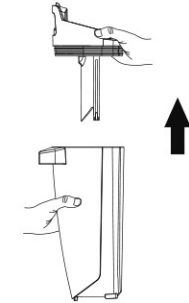
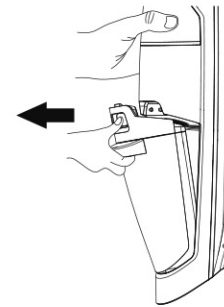
- 1 After finishing cleaning, put the appliance back onto the charging base for charging. Ensure sufficient water in the clean water tank and empty the dirty water tank.
- 2 Touch the Auto-Clean Button to perform auto cleaning.
- 3 After auto cleaning, empty the dirty water tank to prevent dirty water from generating unpleasant smell after being stored for a long time.



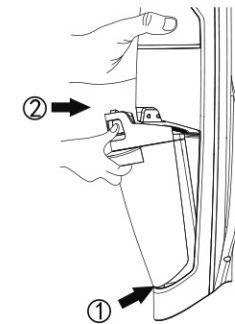
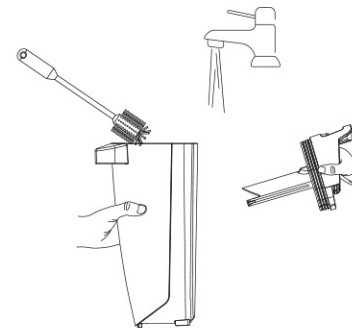
Cleaning & Maintenance

Dirty Water Tank

- 1 Push the dirty water tank release button to remove the tank.
- 2 Hold the tank with one hand and pull up the tank lid with the other hand. Pour out the dirty water.



- 3 Rinse the tank and its lid with clean water, and scrub all internal surfaces of the tank with the provided cleaning brush. Then close the tank lid.
- 4 After cleaning, insert the tank bottom into the corresponding position of the main unit as shown below and push the tank in slightly until it clicks. The installation is completed.

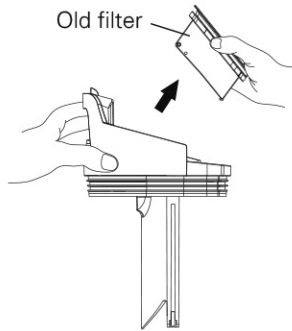


Cleaning & Maintenance

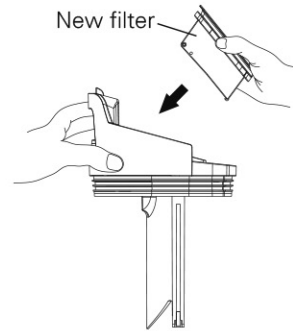
Replacing Filter Element

It's recommended to replace the filter element every 6 months to maintain the performance of the appliance.

- 1 Remove the filter element from the dirty water tank lid.



- 2 Ready the new filter element, remove all packaging. Insert the new filter element into the tank lid.



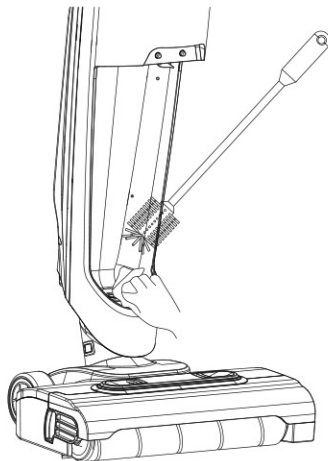
How to Order New Filter Element

Please order online through our official website www.nesh.com.my OR contact NESH CARE Service Team: 03-8060 3668

Water Sucking Pipe

Tip: The surface is not visibly dirty but the Smart Dirt Status Ring turns all red, it may be due to stained dirt sensor.

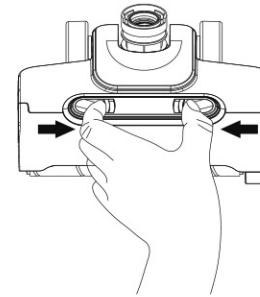
Remove the dirty water tank. Wipe the Smart Dirt Sensor inside the pipe with a damp cloth, or clean the stains inside the pipe with the provided cleaning brush.



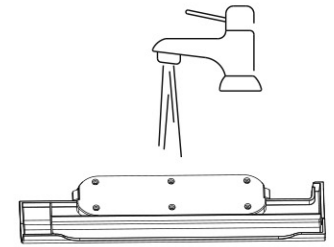
Cleaning & Maintenance

Roller Brush Cover

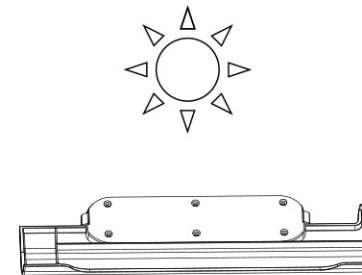
- 1 Remove the roller brush cover by pushing the roller brush cover release button as shown below.



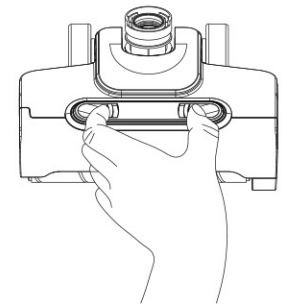
- 2 After removal, rinse with clean water until it is clean.



- 3 Let it dry completely before use.



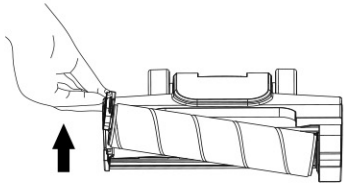
- 4 After cleaning, put the lug boss under the roller brush cover into the groove of the base, and then press down firmly. It is installed after hearing a "click".



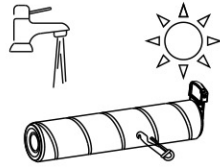
Cleaning & Maintenance

Roller Brush

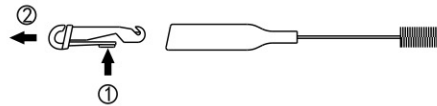
- 1 Lift up the handle on the left of the roller brush and pull it upward.



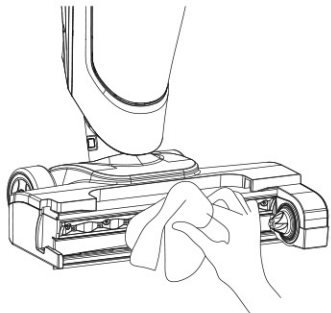
- 2 Use the provided cleaning blade to remove the hair and debris trapped on the roller brush. Rinse the roller brush with clean water and allow it to air-dry completely before use.



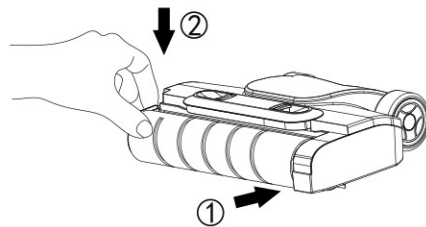
Tip: When using the roller brush cleaning tool, press the blade release button with one hand and pull the handle hook outwards with the other hand to remove the cleaning blade.



- 3 Wipe off the stains on the suction inlet with a damp cloth or wet paper towel. Do not rinse with water.



- 4 After cleaning, hold the handle on the left side of the roller brush, put the right end of the roller brush into the slot, then the left end. Now, the roller brush is installed successfully.



Troubleshooting

Conditions	Possible Cause	Solution
The main unit is not working	The handle is not properly installed.	Remount handle to ensure proper installation.
	Battery is running low or no battery.	Charge the main unit fully before use.
	The main unit is put upright.	Recline the main unit before use.
	Dirty water tank is full.	Empty the dirty water tank.
	Not enough water in the clean water tank.	Add sufficient amount of clean water.
Reduced suction	Filter element is clogged.	Replace the filter element.
	Roller brush is twined by hair.	Remove hair from roller brush.
	Suction nozzle mouth or pipe is clogged.	Clear the blockage.
Abnormal sound of the motor	Clean water tank is not properly installed/empty.	Remount the clean water tank or add sufficient clean water.
	Suction inlet is clogged.	Clean the suction inlet.
	Dirty water tank is too full.	Empty the dirty water tank.
Not charging	The charger and the charging base are not connected properly.	Check and reconnect.
	The main unit and the charging base are not properly connected.	Check if the main unit is placed correctly.
Auto-clean mode is not working	The appliance is not charging.	Connect the power adapter.
	Battery level has dropped to less than 10.	Restart after the battery level reaches more than 10.
	Dirty water tank is full.	Empty the dirty water tank.
	Not enough water in the clean water tank.	Add sufficient clean water.
Smart Dirt Status Ring turns all red	Smart Dirt Sensor is stained.	Clean the Smart Dirt Sensor and water sucking pipe.
Dirty water tank alerts	Dirty water tank not properly installed.	Remove and install again the dirty water tank.
Abnormal power consumption during use	Battery pack is abnormal.	Fully charge and discharge the battery at least 3 times.

Tip: Please contact NESH CARE Service Team 03-8060 3668 for assistance if the product doesn't work after performing troubleshooting.

Limited Warranty

1. Nesh Marketing Sdn. Bhd. warrants that this NESH product and/or its genuine NESH part/accessory is free from defects in material and workmanship at the time of its original purchase by a consumer.
2. If during the warranty period, this product fails to operate under normal use and service due to defects in design, materials and workmanship, NESH authorised distributors or service partners will at their option, either repair or replace the product in accordance with the terms and conditions stipulated herein.
3. NESH and its service partners reserve the right to charge a handling fee if a returned product is found not to be under warranty according to the conditions below.

Terms & Conditions

1. This warranty is valid for the original proof of purchase issued to the original purchaser for this product by a NESH Authorised dealer. NESH reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the product from the dealer.
2. This warranty does not cover any failure of the product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the NESH instructions for use and maintenance of the product, nor does this warranty cover any failure of the product due to accident, hardware modification or adjustment, acts of God or damage resulting from shock and impact.
3. This warranty does not cover product failures caused by installations, modifications, repair or opening of the product performed by non-NESH Authorised personnel.
4. This warranty does not cover product failures which have been caused by use of accessories or other peripheral devices which are not NESH or NESH branded original accessories intended for use with the product.
5. There are no expressed warranties, whether in written or oral, other than this printed limited warranty.