



CLOVER
RETURNS MANAGEMENT
SOLUTIONS

VA1501A0US CERTIFIED-REFURBISHED USER MANUAL

Important Information About Your Refurbished Product

Notice to Customers: This product has been refurbished by Clover Environmental Solutions, LLC dba Clover Returns Management Solutions. We are committed to providing high-quality refurbished household products to meet your needs.

Warranty Information: Please note that the warranty terms outlined in the attached original equipment manufacturer (OEM) documentation do not apply to this remanufactured product. For all warranty claims or inquiries, please visit www.refurbproductsupport.com to submit your request or obtain further information.

Terms and Conditions: Any terms and conditions set forth in the attached original OEM documentation may not apply to this remanufactured item. For the specific terms applicable to your purchase, please refer to the documentation provided at the time of purchase or visit www.refurbproductsupport.com

Additional Information:

- **Safety Notice:** Ensure you follow all safety instructions provided in the OEM documentation as they remain applicable to the safe operation of this remanufactured product.
- **Recycling and Disposal:** For information on proper disposal or recycling of this product please visit the manufacturer's website.

Contact Us: If you have any questions or concerns about your refurbished product, please reach out to us via:

Website: www.refurbproductsupport.com

Email: productsupport@cloveres.com

Phone: (844) 745-0760

This cover sheet is being provided to ensure clarity regarding the status and support of your refurbished product. The attached OEM documentation is provided for reference only.



A10 SERIES Stick Vacuum Cleaner

Instruction Manual



*Actual product may differ from illustration.

TINECO IS HERE TO HELP.
We'll get back to you within 1 business day.



www.tineco.com



1-855-292-8864
Mon. - Fri. 9am - 6pm (CST)


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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 should not play with the appliance. Cleaning and user maintenance shall not be performed 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 block openings. Stop use if openings become blocked. Clean and remove any blocked objects according to the manual instructions.
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 charging, 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. 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.

16. Under improper usage, 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.
17. Do not use the appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
18. Do not expose the appliance to fire or excessive heat. Exposure to fire or temperatures above 266°F (130°C) may cause an explosion.
19. Follow all charging instructions and do not charge the 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.
20. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
21. 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.
22. Always turn off this appliance before connecting or disconnecting the motorized nozzle.
23. Do not charge or store the appliance outdoors or inside a car. Only charge, store or use the appliance 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.

Tineco/A10 DASH

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

WWW.TINECO.COM

1-855-292-8864

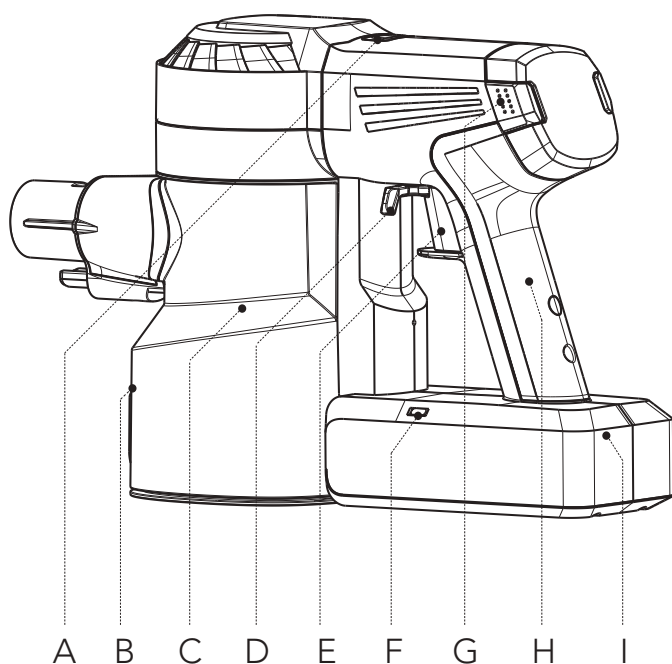
CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

Overview

EN



A. MAX mode

B. Dust empty release button

C. Dustbin

D. Trigger lock

E. Trigger

F. Battery indicator light

G. HEPA release button

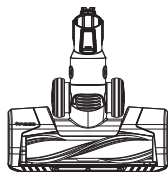
H. Handle

I. Battery

Accessories

Note:

- Test an accessory on a small, inconspicuous area before use on sensitive surfaces.
- The packaging box shows which accessories are included with your purchase.
- If you require more accessories, please go to **www.tineco.com** or **store.tineco.com**.



LED multi-tasker power brush

Ideal for both hard floors and carpets.

Very effective for dislodging dirt embedded in the carpet.



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.

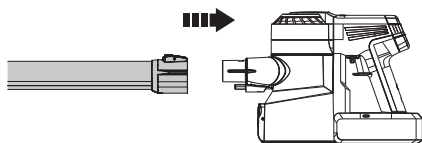


Wall-mounted dock

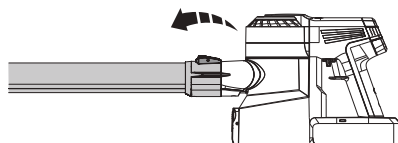
Neatly store the appliance and accessories in the convenient storage dock.

Assembly

Tube Installation

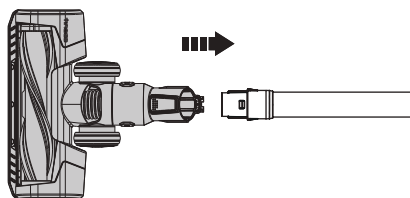


Insert tube.

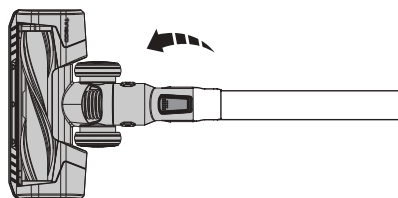


Press the release button to remove the tube.

Brush Installation



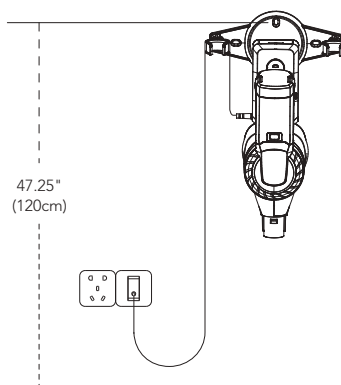
Insert the power brush.



Press the release button to remove the power brush.

Wall-mounted Dock Installation

1. Install the wall-mounted dock to the wall with the screws provided by Tineco.
2. Determine the best wall location for mounting the dock. We recommend placing it 47.25" (120cm) from the middle screw hole to the floor (may need to be adjusted based on the actual situation).



Warning:

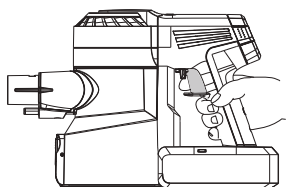
- Ensure the wall surrounding the mounting area is free of gas, water pipes, electrical cables and wires.
- To avoid the dock falling, ensure it is firmly installed.

Operation

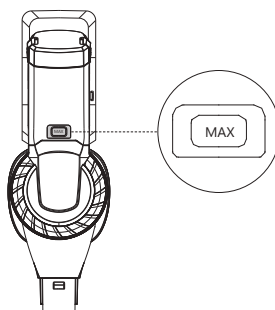
Preparing for Use

Note:

- Before the first use, please charge the appliance 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").

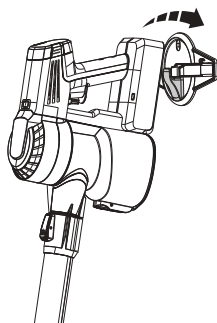


Pull the trigger to activate the suction. Pull the trigger lock to hold the trigger for continuous power mode.

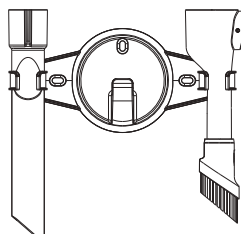


Press the MAX button to switch between regular mode (regular power) and MAX mode (max power).

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

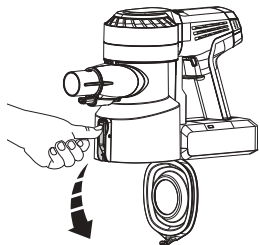


Place the main body on the dock.

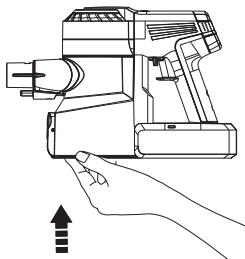


To avoid bristle damage, always place attachments on the dock after use.

Emptying the Dustbin

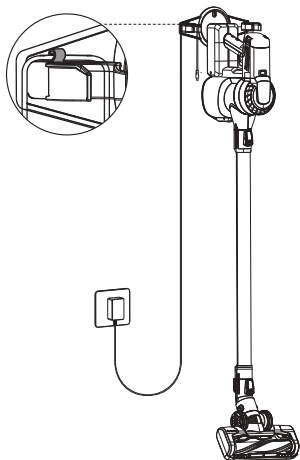


Press the release button on the side of the dustbin to empty the contents.

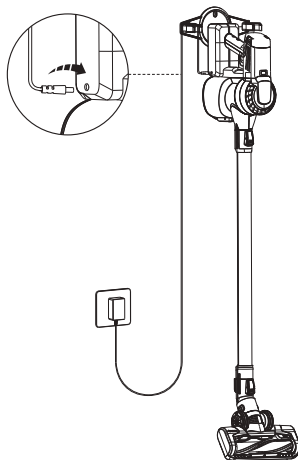


Close and click the dustbin flap back into place.

Charging the Battery



When not charging, stuck the power cord into the slot of the dock.



Place the main body on the dock, connect the charging cord to the battery and plug it into the wall outlet. The battery indicator blinking blue indicates that it is charging correctly.

Warning:

- Only use the Tineco-provided adapter to charge the appliance.
- During long periods of not being used, store the appliance in a cool, dry place. Ensure the battery is fully charged every 3 months.
- Do not expose appliance to sunlight or freezing temperature. Recommended temperature range: 39.2°F (4°C)~104°F (40°C).

Runtime




- When in regular mode, the runtime is approximately 25 minutes. When MAX power is used, the runtime is approximately 10.5 minutes.
- Estimated runtime data was obtained by a Tineco Laboratory using one battery and non-motorized accessories.

Charging Time



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

Battery Indicator



When in Use

- 
- Solid blue light.
- 
- Blinking red light: out of power, or the battery is overheated.
- 
- Blinking pink light: the filters or suction mouth is blocked.

During Charging

- 
- Blinking blue light: charging.
- 
- Blinking red light: fault, check troubleshooting.

Fully Charged

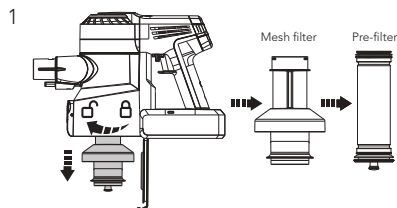
- 
- In 3 minutes: solid blue light.
- 
- After 3 minutes: light off.

Maintenance

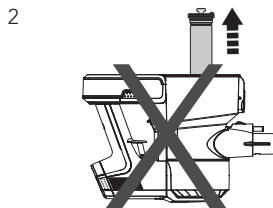
Note:

- Clean the dustbin and filters periodically.
- Use a cleaning tool to thoroughly clean the pre-filter when pink light blinking. 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.

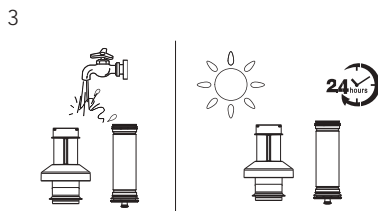
Mesh filter and Pre-filter



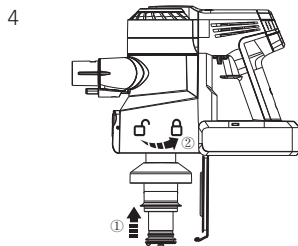
Turn counter-clockwise to remove the filters.



Do not turn the appliance upside down when removing or installing the filter to prevent dust from entering the air channel of the motor.

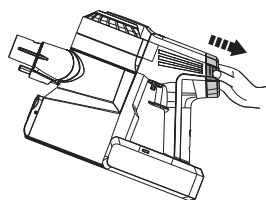


Clean the pre-filter and mesh filter under cold, running water. Air dry completely before reinstalling.

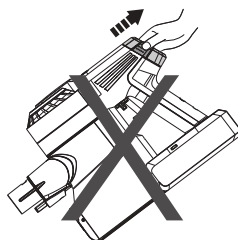


After cleaning, insert the pre-filter into the mesh filter properly and it clicks into place. Install the clean filters back into the main body, then close the dustbin flap.

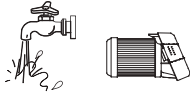
HEPA Filter



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



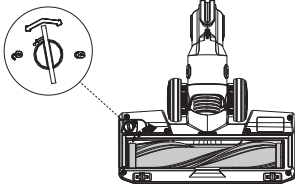
Do not place the appliance as above when removing or installing the HEPA filter, to prevent dust from entering the motor.



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

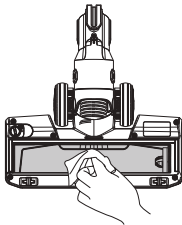
Brush Roller

1



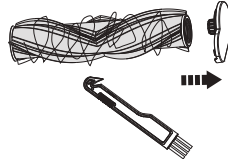
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window.

3



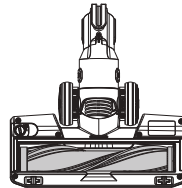
Gently clean the transparent brush window.

2



Remove the debris wrapped around the roller with a cleaning tool.

4



After cleaning, reinstall the brush.




Warning:

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

Specifications

Product	A10 Series
Voltage	21.6V ⁼⁼⁼
Rated Power	300W
Dustbin Capacity	0.4L
Charging Time	3-4 hrs
AC Input	100-240V~

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
	The suction mouth is blocked	Check and remove blockages
	The battery is still connected to the adaptor	Disconnect the battery from the adaptor
Weak suction power	Dustbin and filters are full	Clean the dustbin and filters
	The brush roller tangled with hairs or fibers	Clean the brush roller
	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
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	Remove the adaptor and reinsert correctly
Blinking red light	The appliance is blocked or the brush roller tangled with hairs or fibers	Stop the appliance, remove blockages or clean the brush roller
	The battery is out of power or overheated	Charge the battery or let it cool
	The adaptor is not designed for this appliance	Use the original adaptor
Blinking pink light	The filters or the suction mouth is blocked	Clean filters or remove blockages

Note:

If the above troubleshooting guide fails to provide a solution, please visit our website 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 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) and enjoy exclusive benefits. To register, please enter the last 11 digits of the serial number (see the back of the battery).

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.

Contact our Customer Service
Hotline: **1-855-292-8864**
or Visit Tineco website
www.tineco.com
for expert customer service.