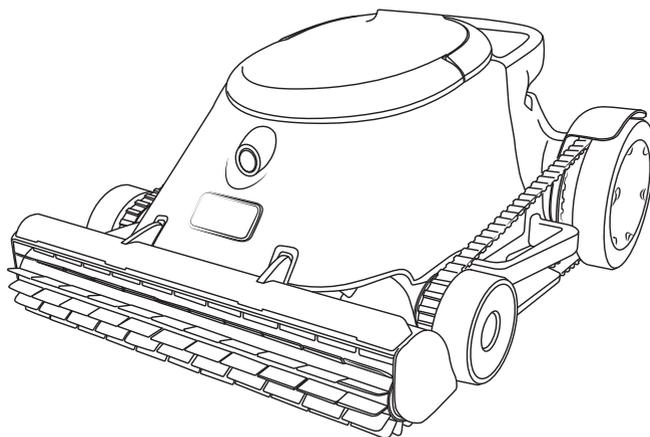


genkinno **ACE 300**

User Manual

English



Robotic Pool Cleaner

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1. Safety Instructions

1.1 Warnings

- Children shall not ride or play with the product.
- Please keep the product out of the reach of children.
- This product is intended for use by individuals aged 18 and over.
- Under no circumstances shall hands be inserted into the propeller.
- It is prohibited to use accessories that are not officially recommended or sold.
- Do not use non-original or unauthorized power adapters; only use original and authorized power adapters.
- The power adapter must be connected to an outlet with leakage protection while charging.
- Do not operate the Robotic Pool Cleaner while there are individuals or animals in the pool.
- Place the Robotic Pool Cleaner in a cool area while it is charging. Make sure it is not covered by anything to prevent overheating and damage to internal electrical components. - Only certified professionals can disassemble the sealed core kit of the Robotic Pool Cleaner.
- Do not operate the Robotic Pool Cleaner while the pool filter is running.
- It is only for routine pool cleaning and cannot be used for pool opening.
- The motor of the Robotic Pool Cleaner is grease-lubricated inside. If it is damaged, please remove the robot from the pool immediately.
- If the Robotic Pool Cleaner requires long-term storage, recharge it every three months to maintain the battery capacity between 40% and 60%. Prolonged disuse without charging may cause the battery voltage to fall below the over-discharge protection voltage, potentially resulting in irreversible damage.
- Do not use or store the Robotic Pool Cleaner near any high-temperature heat sources.
- Avoid puncturing the shell of the Robotic Pool Cleaner with nails or other sharp objects.
- Refrain from hammering, hitting, or throwing the Robotic Pool Cleaner.
- Before charging, make sure that the charging outlet is dry.

1.2 Precautions

- The ACE 300 supports cleaning the pool floor, walls, and waterline.
- Ensure to clean and wash the filter after use.
- Turn off the Robotic Pool Cleaner during maintenance, cleaning, or when not in use.
- Store the Robotic Pool Cleaner in a cool, ventilated area away from direct sunlight.

1.3 Applicable Water Quality Conditions

PH	7.0 to 7.8
Temperature Range	5°C to 40°C
NaCl	5000 ppm Max
Chlorine	Max 4 PPM

2.Unboxing

2.1 Unboxing Checklist



1× Genkinno ACE300^①



1× charger



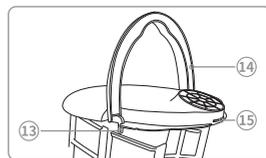
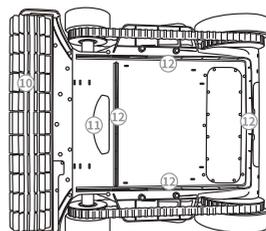
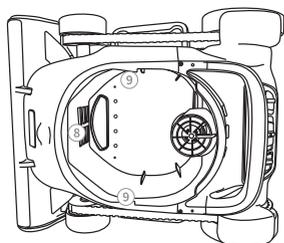
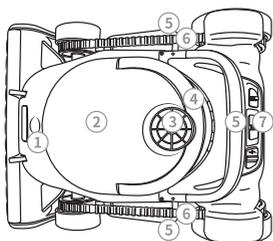
1× retrieval hook



1× User Manual

① The water filter tank comes standard with a 150- μ m filter.

2.2 Component Introduction



- 1) Ultrasonic sensor
- 2) Water filter tank
- 3) Water pump protective cover/Water outlet
- 4) Handle of the water filter tank
- 5) Handles (left, right and rear)
- 6) Track
- 7) Control panel
- 8) Drain hole
- 9) Fixing structure of the water filter tank

- 10) Roller brush
- 11) Debris suction nozzle/Water inlet
- 12) Rubber brush
- 13) Lock of the water filter tank
- 14) Handle of the water filter tank
- 15) Fixing structure of the handle of the water filter tank
- 16) Filter basket
- 17) Bottom cover of the water filter tank

2.3 Product Specifications

Basic Product Information		ACE 300
Product Size	550*430*262 mm (L×W×H)	
Weight	8.9kg(±0.1)	
Pool Depth	0.6m-3.6m(2ft-12ft)	
Max. Run Time	3h (only for pool floor mode)	
Operating Temperature	5° C to 40° C	
Pool pH Level	7.0 to 7.8	
Max. Pool Slope	15°	
Storage Temperature	-20° C to 45° C, RH ≤ 75%	
Cleaning Module		
Cleaning Power	Max100W	
Volume of Water Filter Tank	6L	
Particle Size Range for Filtration	150µm (use the standard mesh filter tank)	
Pool Coverage	Floor, Wall, Waterline	
Cleaning Mode	Auto	
Cleaning Speed	0.35 m/s; 21 m/min	
Cleaning Efficiency	8.4 m ² /min or 450 m ² /hr (This data is for reference only; the specific cleaning area may vary depending on the shape of the pool)	
Intelligent Functions		
Path Planning	AdaptiveNav Path Planning 3.0	
Full Bag Indicator	Support	
AdaptiveSuc Technology	Support	
Additional Functions		
Ultrasound	One-way -- Forward	
Voice Reminder	Not support	
Battery		
Battery Capacity	10400mAh (187.2Wh)	
Nominal Voltage	18V	
Limited Charging Voltage	21V	
Battery Type	5S4P	
Ambient Temperature for Charging	0°C to 40°C	
Charging Power	60W	
APP		
APP	Support	
Connecting Method	Bluetooth	
APP Manual Mode	Not support	
Real-time Preview of Cleaning Status	Not support	

3. First-Time Use

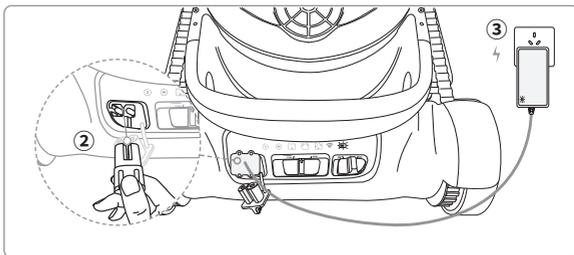
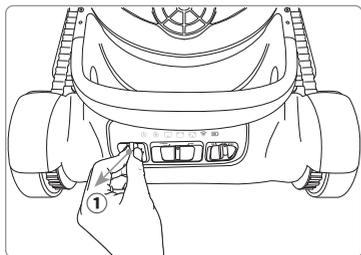
3.1 Charging

Please make sure to charge the Robotic Pool Cleaner before use.

- ① Remove the rubber plug from the charging port.
- ② Remove the rubber plug from the charging port.
- ③ Connect the power plug to an outlet (supporting AC: 100-240V, 50/60Hz).

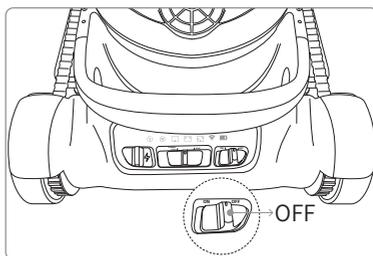
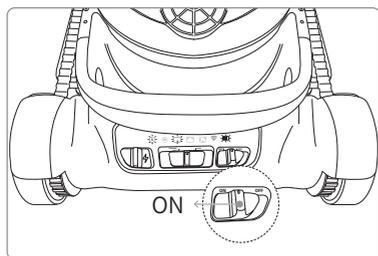
If the robot icon  flashes, it indicates that the robot is charging;
if the icon  stays green, it means charging is complete.

The adapter's red indicator indicates that the robot is charging; it turns green if charging is complete.



3.2 Startup/Shutdown

- Toggle the power switch to "ON" to turn the robot on, during which the current cleaning status indicator and battery indicator will illuminate.
- Toggle the power switch to "OFF" to turn the robot off, during which the indicators will go out.



3.3 Battery

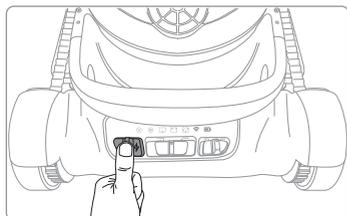
While the Robotic Pool Cleaner is cleaning the pool, please keep an eye on the battery indicator. If the battery is low, charge the Robotic Pool Cleaner promptly.

Icon Color	Battery Level	Status
 Green	$\geq 60\%$	The Robotic Pool Cleaner works normally
 Yellow	20%~60%	The battery level is 20%~60% approximately
 Red	$\leq 20\%$	Low battery and the Robotic Pool Cleaner needs to be charged

Note: If the Robotic Pool Cleaner has a battery level $\leq 20\%$, please charge it promptly to avoid over-discharge.

3.4 Running the Robot in Water

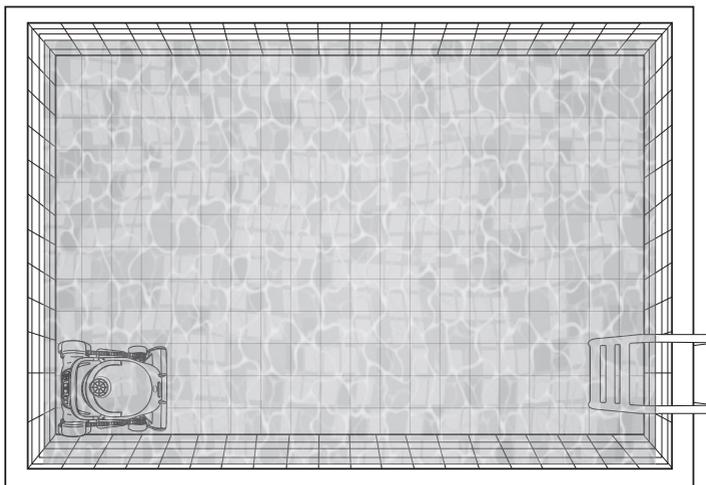
- Toggle the power switch to "ON" to start the Robotic Pool Cleaner.
- Check that the charging rubber plug is properly installed. Once secured, place the robot into the pool for operation.
- Hold the robot by the rear handle and place it in the water; the robot will automatically sink to the floor of the pool.
- Hold the robot by the rear handle and place it in the water; the robot will automatically sink to the floor of the pool.



*The Robotic Pool Cleaner can start cleaning in the current cleaning mode as soon as it enters the water when it has sufficient battery.

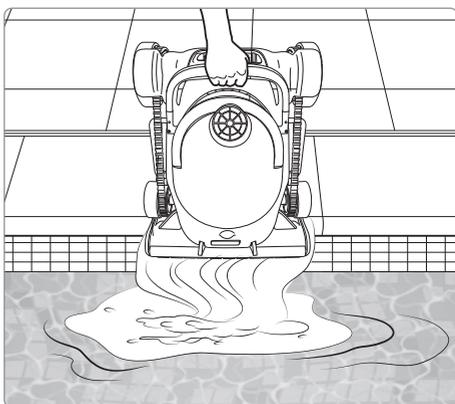
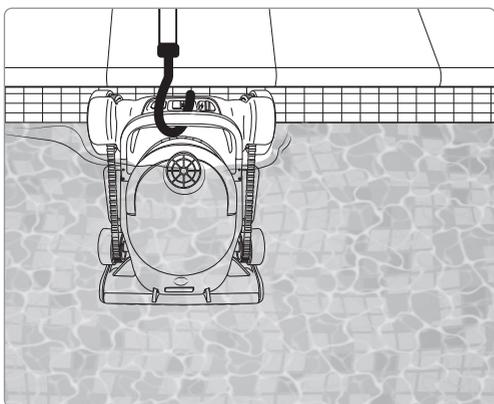
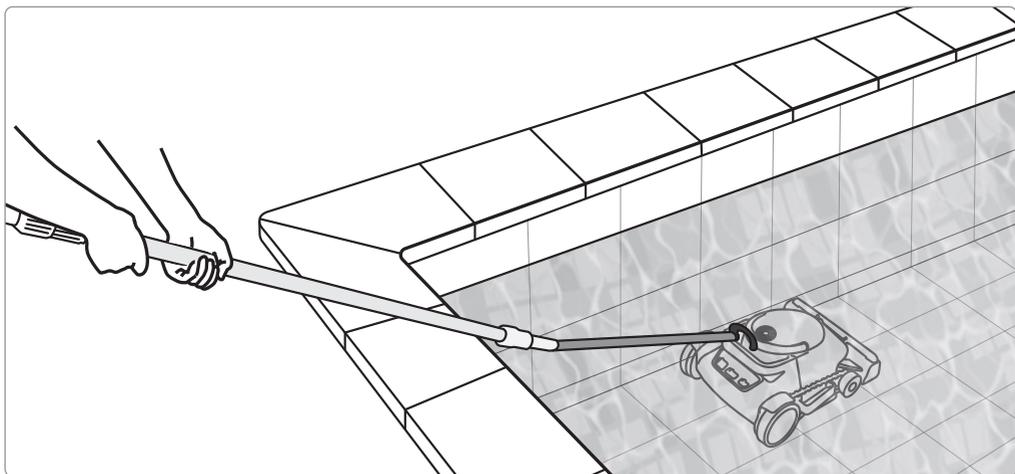
3.5 Automatic Poolside Parking

The ACE 300 Robotic Pool Cleaner will automatically park at the poolside after completing the current cleaning task, waiting for the command of the next cleaning task.



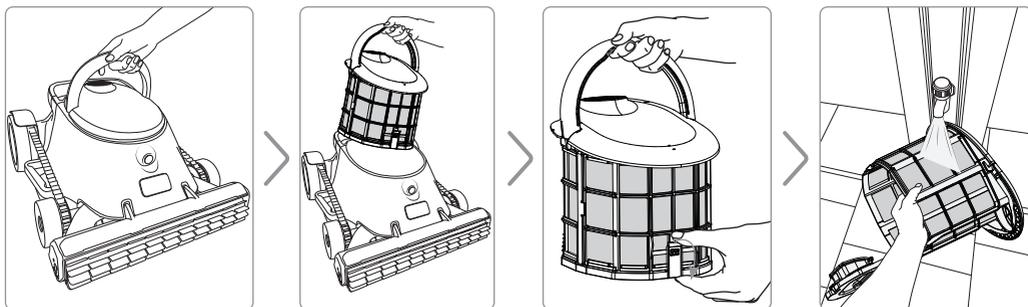
3.6 Removing the Robot from Water

- Use the retrieval hook to grab the robot's handle and pull it to the water's surface.
- Grasp the rear handle and gently lift the robot.
- Wait for the water filter tank to drain the water before removing the Robotic Pool Cleaner from the pool.



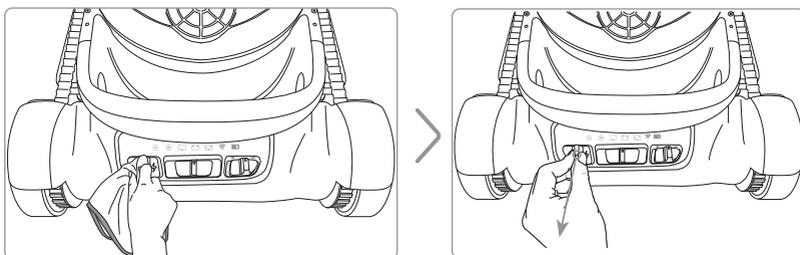
3.7 Filter Cleaning

- Lift the water filter tank and open the bottom cover.
- Empty the external filter basket of debris, and use a tap or water jet for deep cleaning.

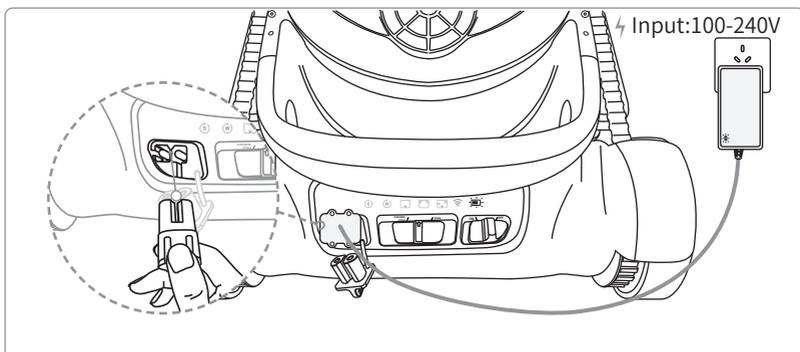


3.8 Charging

- Once the Robotic Pool Cleaner has completed its cleaning task, make sure to dry the charging port with a dry towel before removing the rubber plug.



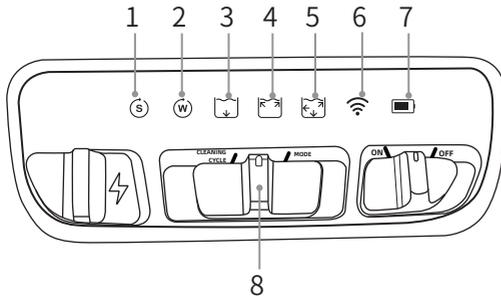
- The charging port is designed to prevent reverse insertion; follow the diagram to charge the robot.



4. Function Description

4.1 Status Indicator

Without using the APP, you can switch cleaning modes through the control panel's switch.

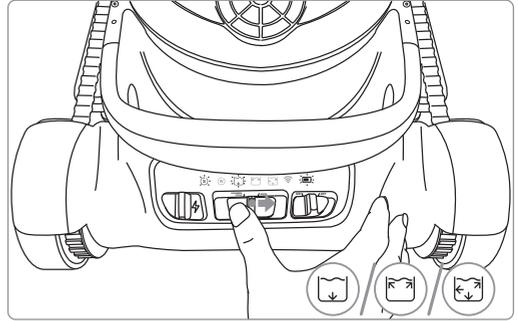
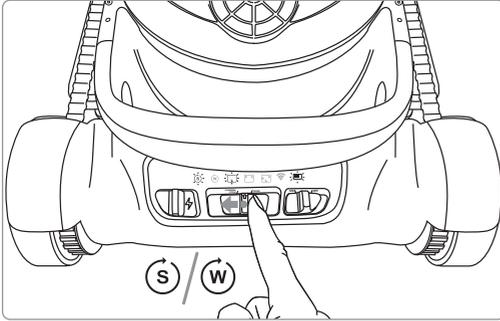


- 1) Single cleaning mode indicator
- 2) Periodic mode indicator
- 3) Pool floor cleaning indicator
- 4) Waterline cleaning indicator
- 5) Comprehensive cleaning mode
- 6) Mobile connection indicator
- 7) Battery indicator
- 8) Switch between single/periodic mode

Status Indicator	Mode/Status	Description
	Single cleaning mode	The robot performs a single cleaning cycle
	Periodic mode	The robot automatically cleans according to the schedule
	Pool floor mode	The robot cleans the pool floor only
	Waterline mode	The robot cleans the waterline and floor of the pool
	Comprehensive cleaning mode	The robot cleans the pool floor, walls, and waterline
	Mobile connection	The robot is connected to the mobile APP
	The indicator stays red	Startup: Battery \leq 20%, and the robot will issue a warning
	The indicator stays yellow	Startup: 20 < battery < 60%
	The indicator stays green	Startup: Battery \geq 60%
	The indicator flashes in red	Charging: Battery \leq 20%
	The indicator flashes in yellow	Charging: 20 < battery < 60%
	The indicator flashes in green	Charging: Battery \geq 60%

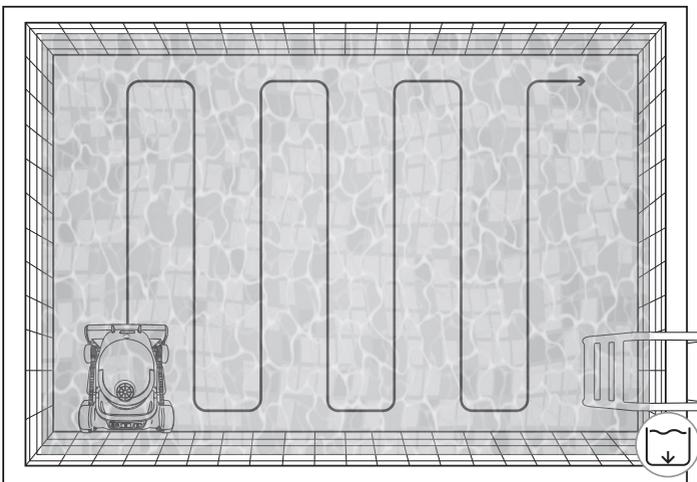
4.2 Automatic Mode

- Toggle left the "Self-return Switch", and the Robotic Pool Cleaner will switch between single and periodic cleaning modes, with the corresponding status indicator illuminating.
- Toggle left the "Self-return Switch", and the Robotic Pool Cleaner will switch between single and periodic cleaning modes, with the corresponding status indicator illuminating.



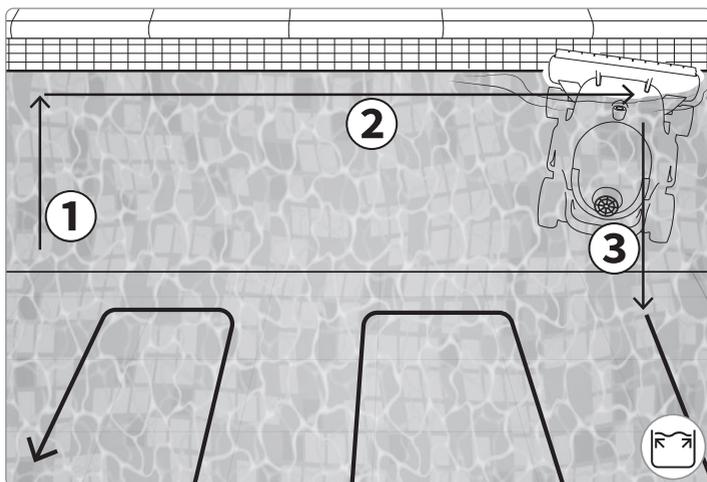
- Once the settings are completed, place the Robotic Pool Cleaner in the pool, and it will automatically clean according to the preset mode.

When the Robotic Pool Cleaner is set to the pool floor cleaning mode, the "  " on the control panel stays on, and the Robotic Pool Cleaner will clean the pool floor along its designated path.

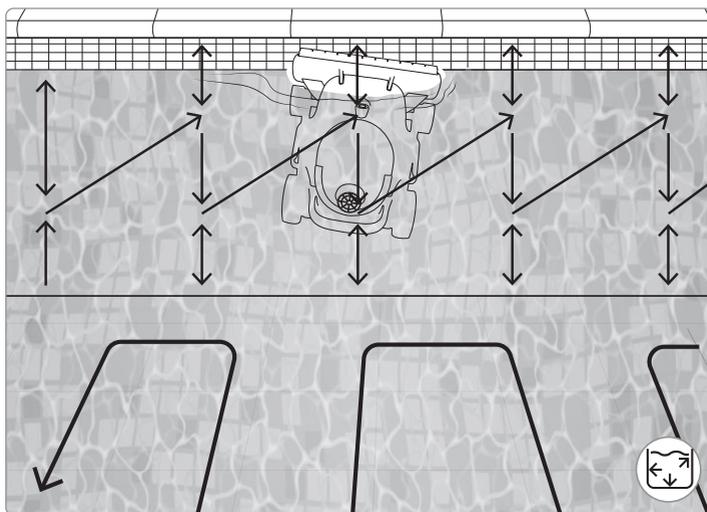


• In the waterline mode (), the cleaning paths are as follows:

- ① Climb up for cleaning;
- ② Move horizontally along the waterline for cleaning;
- ③ After cleaning the waterline, the robot will return to the pool floor and perform a cleaning cycle according to the pool floor mode.



• In the comprehensive cleaning mode (), the Robotic Pool Cleaner will clean the walls and waterline before proceeding to clean the pool floor.



5.APP Usage Instructions

The Genkinno ACE series supports connecting the APP to manage the Robotic Pool Cleaner.

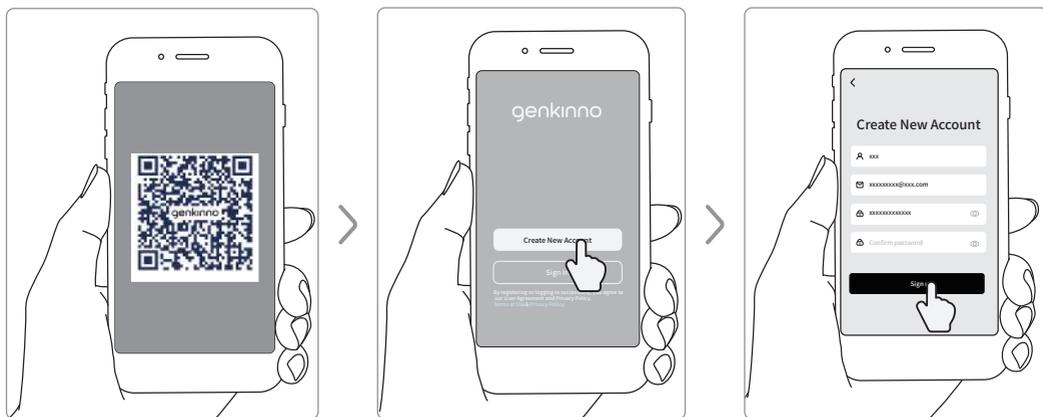
Through the APP, you can access the following services:

- Manage the Robotic Pool Cleaner and perform firmware updates;
- Obtain maintenance knowledge about the pool and robot for better pool management;
- Contact official support to get timely assistance from the technical service team.

The Genkinno ACE 300 can only be used with the APP at the poolside; the robot cannot connect to or be controlled by the APP while it is in the water

5.1 Download & Registration

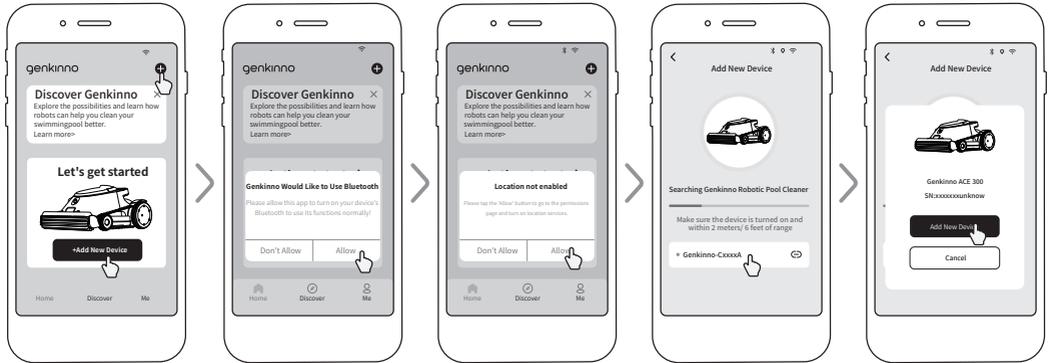
Before using for the first time, you can scan the QR code to download the Genkinno APP from the App Store, Google Play, or the official website. Then follow the prompts to register/login your account. The QR code on the official website shall prevail.



5.2 Pairing and Connection with Robot

Turn on the Robotic Pool Cleaner, open the Genkinno APP, tap " + Add New Device", and "allow" the APP to access Bluetooth and your phone's location. You will then enter the search page. Once the list displays the relevant product names, select the Genkinno product you purchased to complete the initial pairing.

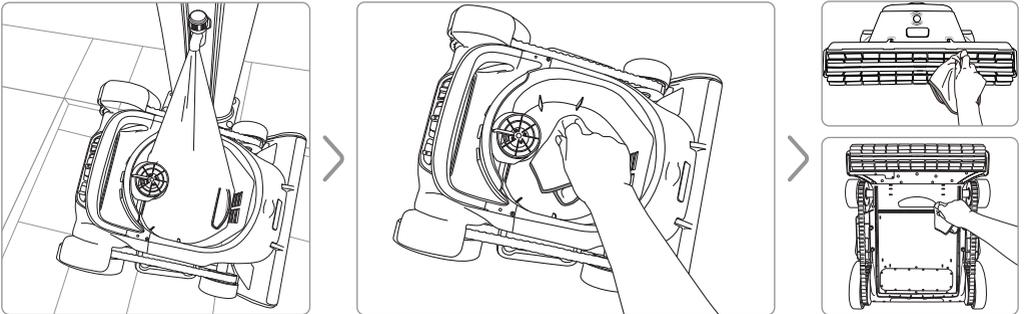
If you have already paired other Genkinno products, you can tap the " + " icon at the top right to bind a new machine.



6. Maintenance and Care

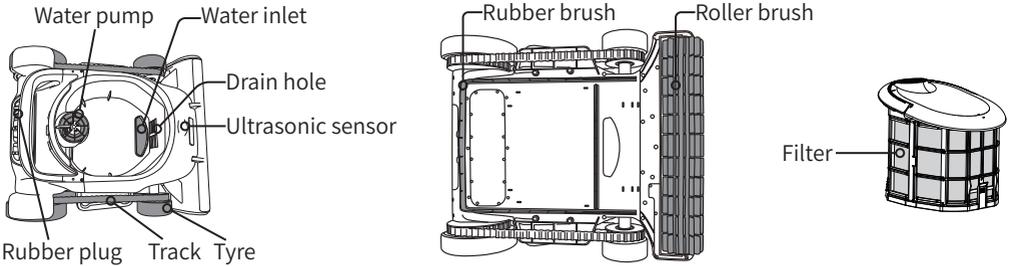
6.1 Component Maintenance

After the Robotic Pool Cleaner completes the pool cleaning task, you can wash it with a tap or water jet, and then use a towel to clean the water filter tank slot, roller brush, and rubber strips to remove sand and debris.



6.2 Component Inspection

To ensure the cleaning efficiency of the Robotic Pool Cleaner, it is recommended to pay attention to the following components:



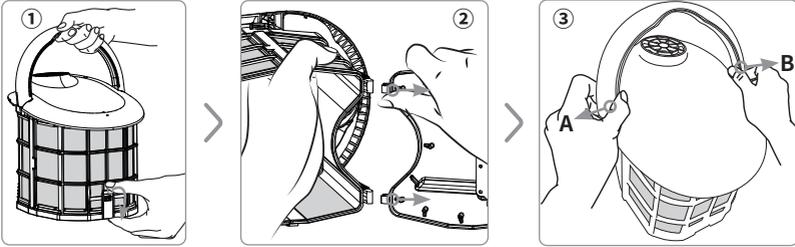
- Check if there is any debris tangled in the impeller blades of the water pump. If positive, be sure to remove it promptly. When cleaning the blades, ensure that the robot is powered off.
- Inspect the water inlet and drain hole for blockages; clear any obstructions if positive.
- Check if the ultrasonic sensors are obstructed; if there are foreign objects covering them, please clean them promptly.
- Check the rubber plug of the charging port for any damage; if positive, please contact customer service immediately.
- Check if the tracks are loose. If positive, please reposition them promptly.
- Check the front and rear tires for wear. If there is significant wear affecting cleaning and movement, please purchase replacement parts from the official source, and follow after-sales guidance for proper replacement.
- Check the rubber brush and roller brush for wear. If there is significant wear affecting cleaning and movement, please purchase replacement parts from the official source, and follow after-sales guidance for proper replacement.
- Check the honeycomb filter in the water filter tank for any damage. If positive, please replace the filter basket promptly.

If there is significant wear or damage, do not attempt to repair the Robotic Pool Cleaner yourself. Please contact Genkinno's after-sales technicians.

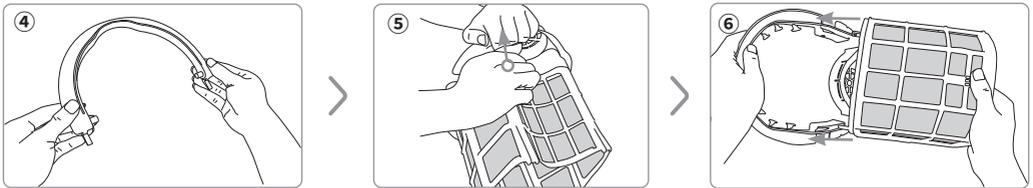
6.3 Filter Replacement

Follow these steps to remove the filter:

- ① Open the bottom shell;
- ② Pull apart the C-shaped locking clips on both sides of the bottom shell;
- ③ Grasp both ends of the water tank handle and pull outward. (Note: Please do not pull both sides out simultaneously. First remove side A, and then remove side B).

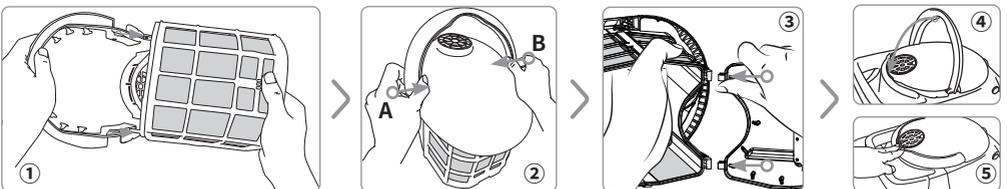


- ④ Remove the handle of the water filter tank;
- ⑤ Apply outward force on the clips located on the upper shell;
- ⑥ Separate the upper shell of the water filter tank from the filter basket.



To replace the filter basket, simply follow the disassembly steps in reverse:

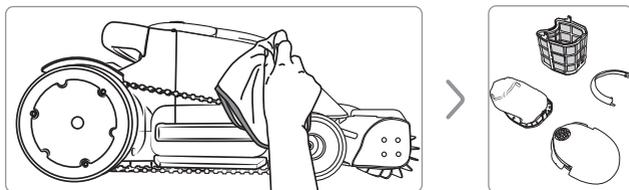
- ① Align the clips to install the upper shell of the water tank and the filter basket;
- ② Align the installation hole to install the handle of the water filter tank. (Please do not pull both sides simultaneously for installation. First install side A, and then install side B);
- ③ Install the C-shaped locking clips on the bottom shell;
- ④ After attaching the water filter tank to the Robotic Pool Cleaner, make sure that the handle of the water filter tank is positioned horizontally;
- ⑤ Press the handle into place to prevent it from coming loose during pool cleaning.



7. Product Storage

When you do not intend to use the Robotic Pool Cleaner for a long time, store it in a dry and cool place.

- Make sure that the Robotic Pool Cleaner is powered off.
- Make sure there is no water left in the Robotic Pool Cleaner and the product is kept dry.
- Thoroughly clean the Robotic Pool Cleaner and filter, and wipe the body with a dry towel.
- Completely disassemble the water filter tank and place it in a ventilated area to dry.
- Store the Robotic Pool Cleaner in a sheltered environment, away from direct sunlight, rain, or frost.
- Before storage, fully charge the Robotic Pool Cleaner, and recharge it every three months to maintain the battery capacity between 40%-60%.
- Please store the Robotic Pool Cleaner Robot indoors in winter to avoid damage to the machine.



8. Common Troubleshooting

Phenomenon	Solution
The robot cannot start up	Please charge the robot and check if the battery indicator is flashing normally. Try powering it on again after charging.
The robot cannot connect to the APP	1. Check if the robot is powered on; 2. Ensure the APP is correctly bound to the robot.
The robot starts but does not work	1. Remove the robot from the pool; 2. Check if the battery indicator of the robot turns red; 3. Connect the robot via the APP and perform a self-test.
The robot moves slowly	1. Remove the robot from the pool; 2. Remove the water filter tank to clear debris; 3. Power off the robot, lay it on its side, and check if the left and right rear wheels are loose and rotating.
The robot cannot climb walls	1. Remove the robot from the pool; 2. Remove the water filter tank to clear debris; 3. Power off the robot, lay it on its side, and check if the left and right rear wheels are loose and rotating.
The robot has poor suction performance	1. Remove the robot from the pool; 2. Remove the water filter tank to clear debris.

9. Warranty and After-sale Service

9.1 Warranty Period for Key Components

Component	North America	Europe	Australia	China	Other Regions
Main Unit (Including Battery)	2	2	2	2	2
Roller Brush (Easily Worn)	No warranties				
Filter Assembly (Easily Worn)	No warranties				
Wheel Set (Easily Worn)	No warranties				
Track (Easily Worn)	No warranties				

9.2 Other Warranty and After-sales Instructions

This product has passed all quality control and safety tests conducted by the technology department of the factory and complies with relevant laws and regulations. Warranty Information:

This warranty is void if the product is modified, misused, or repaired by unauthorized personnel.

The warranty is only applicable to manufacturing defects and does not cover any damage caused by improper handling of the product by its owner.

Any claims or repairs made during the warranty period must be accompanied by a P.O. number or other relevant documentation.

You can find the latest information on the official website of Genkinno:

<https://genkinno.com/pages/support>

Should you have any questions or suggestions regarding the user manual, please contact us through the following email address:

support@genkinno.com