

Robot Vacuum & Mop Combo



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manual and guide videos

SAFETY WARNING

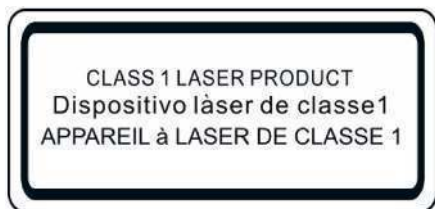
PRODUCT SAFETY PRECAUTIONS



Before using this product, please read all the contents of this user manual carefully, install the device accordingly and save this manual for future reference properly. To lower the risk of fire, electric shock or other injuries, please observe the following operation requirements:

- This appliance is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- For European, this appliance can be used by children aged from 8 years and above and people 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. Cleaning and user maintenance shall not be made by children without supervision. Children should not play with the appliance.
- Please don't suction high-temperature substances (unextinguished cigarette butts, matches, hot ashes and etc.), superfine substances (like lime, cement, sawdust, gesso, ashes and toner), large sharp fragments (not physically definite matters like glass).
- No action needed to shift the product between 50 and 60Hz, product can adapt itself for both 50 and 60Hz.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- When charging, please use the Docking station CS-RS2-TWT2-D offered by EZVIZ.
- **WARNING:** To Reduce The Risk Of Electric Shock - Do not use outdoors or on wet surfaces, commercial or industrial environments.
- **WARNING:** To Reduce The Risk Of Electric Shock - Use indoors only.

- **WARNING:** To Reduce The Risk Of Electric Shock – Unplug Before Servicing.



- Do not look directly at the optical interface when the device is working.
- Class 1 laser, output 0.641mW/0.038mW/1.21mW, wavelength 808nm/910nm/980nm, IEC 60825-1:2014.
- This product contains a laser with a laser class 1, which is safe under reasonably foreseeable circumstances.
- **CAUTION:** Changing the function or performance of the optical module arbitrarily without complying with the provisions of this manual may lead to the danger of laser radiation.
- The docking station can only charge lithium-ion batteries containing no more than 8 cells with a rated capacity of no more than 5200mAh.
- The docking station can not be charged to non-rechargeable batteries.

PROPER USE OF THE DEVICE

- The device is only used for cleaning the floor of the home environment, and should not be used in outdoor environment (such as open balconies), non-ground environment (such as stairs), and industrial environment.
- Don't use the device in suspended environment (such as duplexes, open balconies and the top of furniture) without protective facilities.
- Children are not allowed to use the device as a toy. Please keep children and pets away from the device when using it. Don't put accessories such as side brush in the place where children can reach, so as to prevent children from eating by mistake. Don't place children and pets on the device body.
- Don't use the device in an environment with open fire or fragile objects.
- Don't use the device on waterlogged floors or wet ground.

- Don't use the device in an environment higher than 40°C or lower than 0°C.
- Don't use the device to clean any flammable materials (such as gasoline, toner). Don't use the device in the area with flammable materials.
- Don't use the device to clean burning items, such as matches, cigarettes and other items that may cause fire.
- Don't use the product to absorb large stones, waste paper and other items that may block the product. When the suction port is blocked, please clean the product in time and remove the dust, cotton, hair, etc. at the suction port.
- Use only the accessories recommended or sold by the manufacturer. Don't use the batteries or docking station of any third party, and don't use damaged batteries or docking station.
- Dispose of used batteries in accordance with local laws and regulations.
- Don't burn the device under any circumstances, as the battery may cause explosion.
- After the RGB camera is contaminated with dust during use, it is recommended to use the air blower to clean the camera, or use a paper towel and soft dry cloth to wipe and clean, don't use rough or hard materials, so as to avoid scratches on the glass surface of the vision module.
- If the rear surface of the robot is too dusty, it will affect the recharging of the robot. It is recommended to clean it regularly or as needed. It is also recommended to use a paper towel or soft dry cloth to clean it.
- If the surface of the edge sensor on the side of the robot is contaminated with lots of dust, it will affect the posture and mapping positioning effect of the robot when walking along the wall. It is recommended to clean it regularly or as needed. Since the sensor is located inside the body, it is recommended to use the air blowing tool/ paper towel/soft dry cloth for cleaning the camera to wipe the sensor. Don't put your fingers into it for cleaning.
- The bottom of the robot is easy to be contaminated with lots of dust, so it is recommended to clean it regularly or as needed.
- Please use the device according to the instructions in the manual. Any

loss and injury caused by improper use shall be borne by the user.

- Please don't touch the plug or any electrified part of the product with your wet hands in case of electric shock hazard.
- If you will not use the product for a long time, please turn off the power and unplug the charging plug.

Regulatory Information



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53 /EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU, the ErP Directive 2009/125/EC.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info



2006/66/EC and its amendment 2013/56/EU (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

EC DECLARATION OF CONFORMITY

Hereby, Hangzhou EZVIZ Software Co., Ltd. declares that the radio equipment type [CS-RS2-TWT2] is in compliance with Directive 2014/53/EU.

The full text of the EC DECLARATION OF CONFORMITY is available at the following web link: <https://www.ezviz.com/page/declaration-of-conformity>.

EXPOSURE TO RADIOFREQUENCY RF

The frequency bands and the nominal limits of transmitted power (radiated and/or conducted) applicable to this radio device are the following:

Band	Wi-Fi 2.4 GHz
Frequency	From 2.400 GHz to 2.4835 GHz
Power transmission [EIRP]	100 mW

Technical Parameters

	Class II
	Direct current
	Alternating current
	For indoor use.
	Before charging, read the instructions.

Robot

Model	CS-RS2-TWT2
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 4.6kg
Rated Input	20V  3A
Charging Time	Approx. 3 hours
Barrier Crossing Capacity	20mm

Docking Station

Model	CS-RS2-TWT2-D
Rated Input Voltage	100-240V~, 50/60Hz
Rated Power	65W
Rated Output	20V  3A
Charging Battery	14.4V/5200mAh lithium-ion battery
Clean Water Tank Capacity	5500mL
Dirty Water Tank Capacity	5000mL
Mop Cloth Drying Method	Air-drying

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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ™ website (<http://www.ezviz.com>).

Revision Record

New release – January 2022

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REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. EZVIZ SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, EZVIZ WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS AND DATA PROTECTION LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. EZVIZ SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATTER PREVAILS.

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Overview

Package Contents



Docking Station *1



Robot Vacuum Cleaner *1
(hereinafter referred as to "robot")



Mop cloth *2



Mop Assmby (with mop cloth) *2



Side Brush *2



Cleaning Tool *1



Camera Sticker *1



Power Cord *1



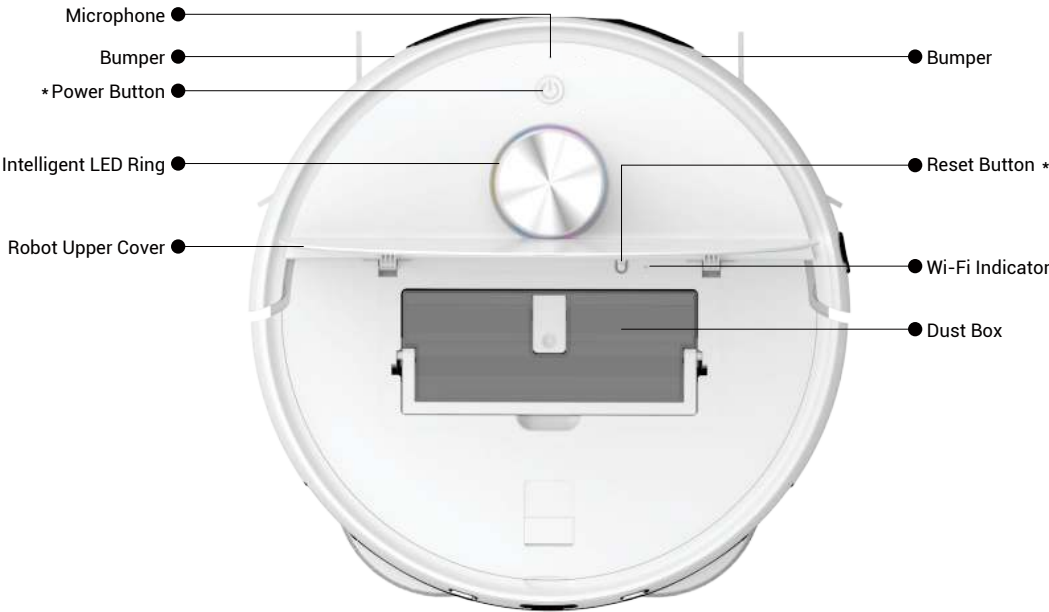
Quick Start Guide *2



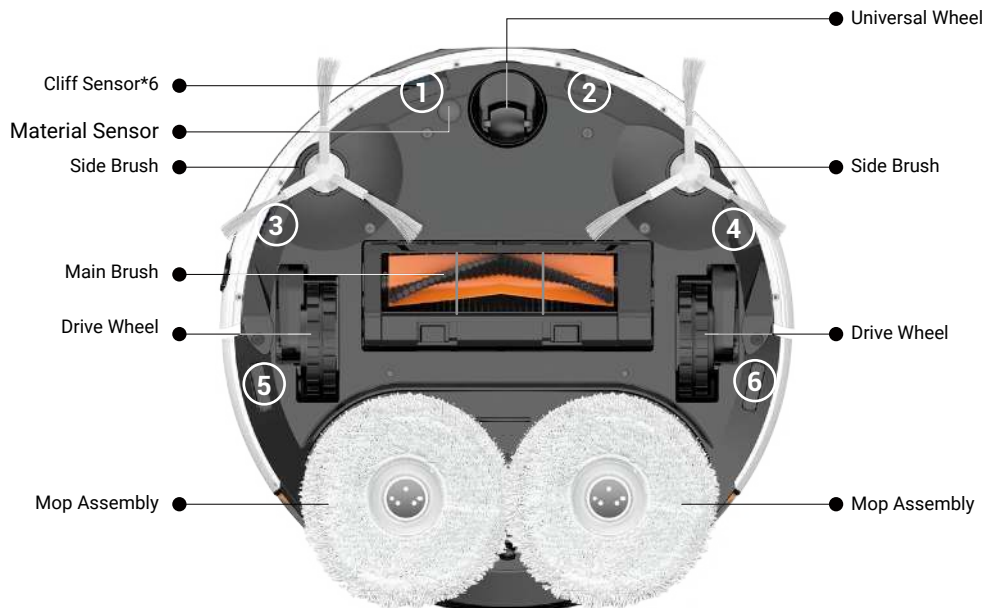
Regulatory Information *1

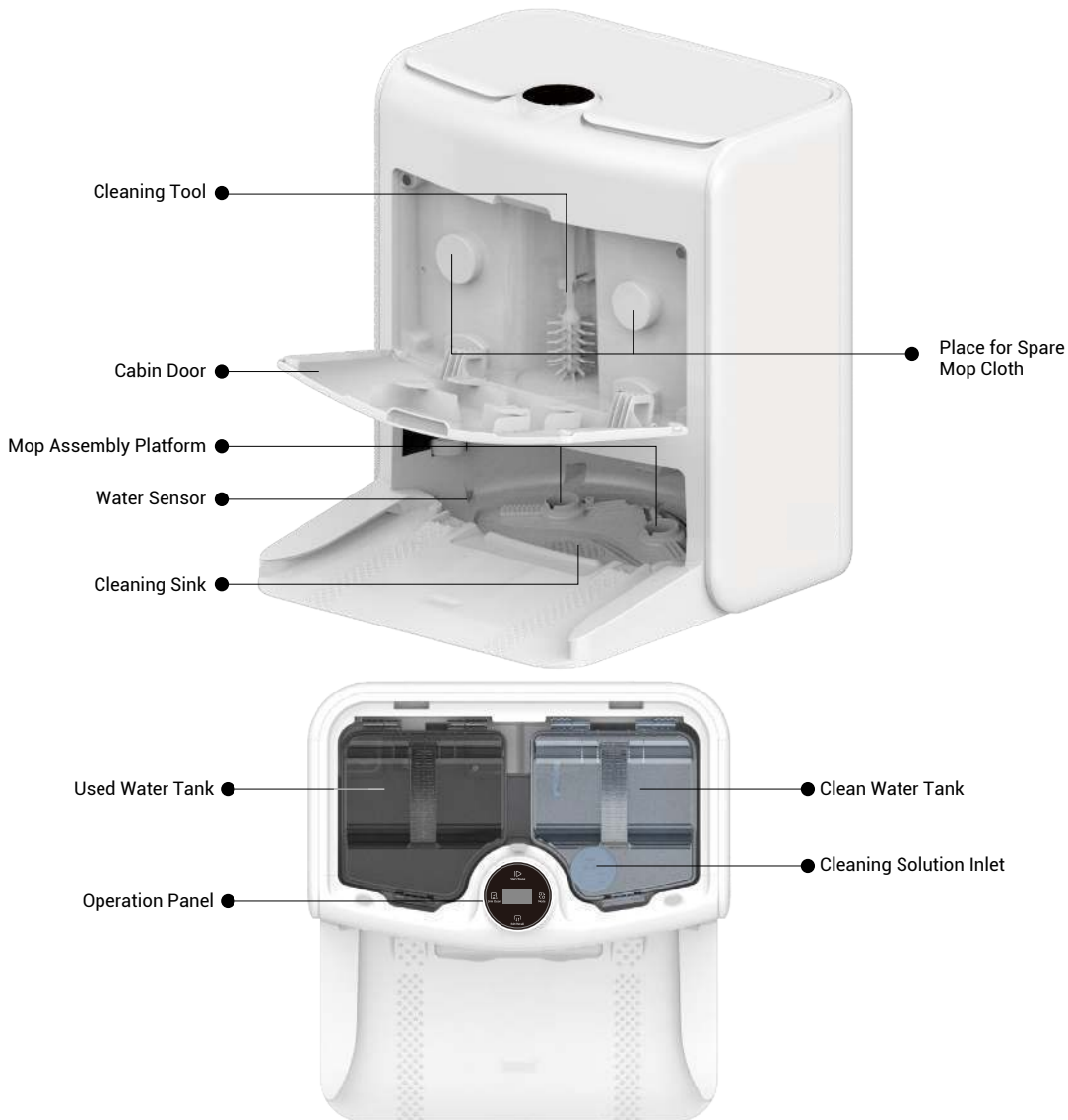
 The power cord's appearance is subject to the actual one you have bought.

Basis



Name	Description
Power Button	• Press and hold for 4 seconds: power on/off. • Press once: start/pause working. • Double press: end the task and return to the docking station.
Reset Button	• Press and hold for 4 seconds: enter the network configuration. • Press and hold for 10 seconds: restore factory settings and restart.





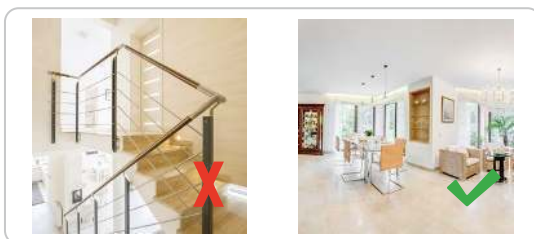
	Start/Pause	- Press once: start/pause task. - Press and hold for 2 seconds: end the task.
	Sink Clean	- Press once: the robot exits the docking station and the docking station sprays water in the cleaning sink and waits for cleaning. - Press again: the sewage will be drained.
	Mode	Press once: switch cleaning mode (vacuum before mop, vacuum while mop, vacuum only, mop only, mop cloth cleaning, mop cloth drying).

	Exit/Recall	Press once: the robot exits/returns to the docking station.
	Child lock unlocking/locking	Press and hold them for 2 seconds at the same time: unlock/lock the child lock. When the child lock function is enabled, pressing the key on the operation panel is invalid (you need to enable the child lock function on the EZVIZ App first).

Quick Start Guide

Preparation

Try to avoid using in the environment with stairs (if must, please set up a guardrail), and try to remove the obstacles on the ground before use.



Connect the Power Supply to the Docking Station

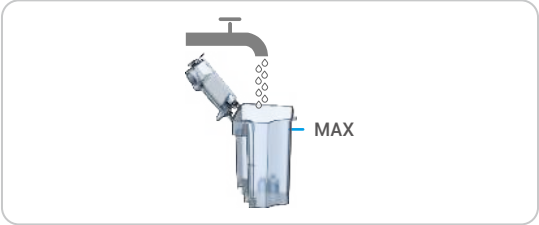
Select a proper location, place the docking station on a horizontal floor against the wall, connect the docking station and the power socket with the power cord, and the docking station will start automatically (it is recommended to place the docking station on a flat light colored tile floor instead of a carpet).



-  · In order to avoid external heat damage to the docking station, please do not place it next to radiators, heaters, fireplaces, etc.
- For a normal charging process, please do not place the Charging Base in environments subjected to direct sunlight, rain, snow or humidity

Add Clean Water

- Remove the protective bags of the clean water tank and the used water tank, fill the clean water tank with clean water, and then install them back.
- Do not fill hot water, otherwise the device may be damaged.
 - If you need to use cleaning solution, please use the cleaning solution produced by our company. Other cleaning solution may damage the device.

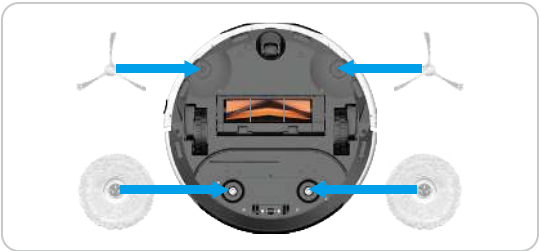


Remove Shields

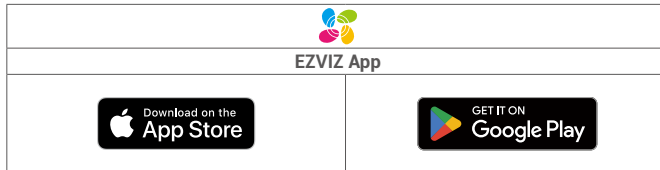


Install Side Brushes and Mop Assembly

Install the side brushes and mop assembly at the bottom: align the side brushes with the point as shown in the figure and press them down. Hearing a “click” indicates that they are installed in place; Align the mop assembly with the magnetic point.



Get the EZVIZ App



1. Connect your mobile phone to Wi-Fi (only 2.4 GHz WiFi is supported).
2. Download and install the EZVIZ App by searching for "EZVIZ" in the App Store or Google Play™.
3. Launch the App and register an EZVIZ user account.

- If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the App store or Google Play™ and search for "EZVIZ".
- The actual process may vary due to ongoing App updates. Follow the instructions provided in the App.

Add the Robot to EZVIZ App

1. Log in to your account through EZVIZ App, tap the device adding icon and then the QR code scanning interface will be displayed.
2. Press and hold the power button of the robot for 4 seconds until it starts.
3. Open the upper cover of the robot, scan the QR code on the robot body, and complete the network configuration and addition of the robot according to the interface prompts.

- If Wi-Fi connection failed, or you want to connect the robot to another Wi-Fi, you need to press and hold the reset button for 4 seconds, and then the robot will be restarted and you can add the robot to EZIVZ App again.



Place the Robot

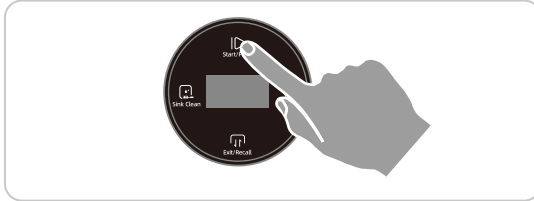
Place the robot in front of the docking station, and then press  on the operation panel. The robot will enter the docking station and start charging.



First Cleaning

You have two ways to operate:

- Press  to select the cleaning mode, and press  to work.



- Log in to your account through EZVIZ App, select the cleaning mode on the home page of the device, and click .



After the first use, the robot will draw and record the indoor map. (in order to improve the efficiency of drawing maps, please use the vacuum only or vacuum before mop mode for the first use)

-  • It is recommended to fully charge before first use.
- In order to facilitate the smooth return to charge after cleaning, it is recommended to start from the docking station. Do not move the docking station during cleaning.

Use the Camera Sticker (optional)

A camera sticker is provided if you need to cover the camera.

1. Tear off the protective film.
2. Clean and wipe up the glass of the camera with wet tissue. Stick and press the camera sticker to the glass of the camera and make sure it sticks firmly.
3. The sticker can be washed and reused.



-  The visual obstacle avoidance function of this product requires the camera to be on as one of the prerequisites, and the image processing involved is done locally on the product and is not uploaded to EZVIZ CloudPlay. You can mask the camera to reject the function as needed. The product package comes with a camera sticker for masking, which is electrostatically adsorbed.

Operations on the EZVIZ App

i The App interface may be different due to version update, and the interface of the App you installed on your phone shall prevail.

Map for Cleaning

Map editing (segmentation, merging, area building, room naming, No-go area, invisible wall, rotation), map zoning, carpet display, real-time cleaning route display, and multi-map saving.

Cleaning Method

General cleaning, personalized cleaning, scheduled cleaning, designated room cleaning, and area cleaning.

Cleaning Settings

Suction setting, water volume setting, cleaning sequence setting, carpet pressurization mode, supplementary sweeping for carpet, and drying mop cloth time setting.

Housekeeping Function

Make an appointment for patrol inspection, fixed-point motion, take photos/videos for patrol inspection, and voice intercom.

Information Display

Pets-caring time, cleaning history, patrol history, equipment power, consumables and maintenance.

More Features

Firmware upgrade, volume adjustment, Do Not Disturb mode, night vision light compensation, etc.

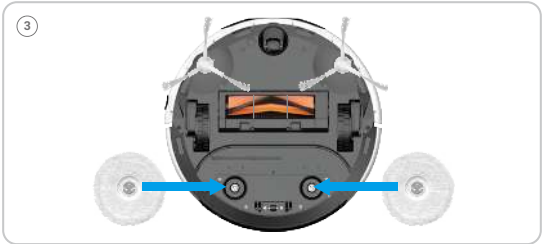
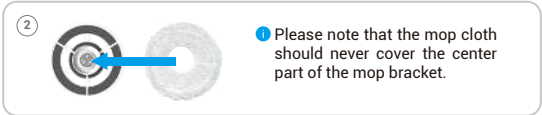
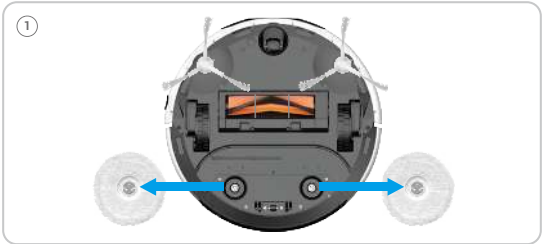
Routine Maintenance

To maintain the best condition of the device, please maintain the device and replace parts with following frequencies:

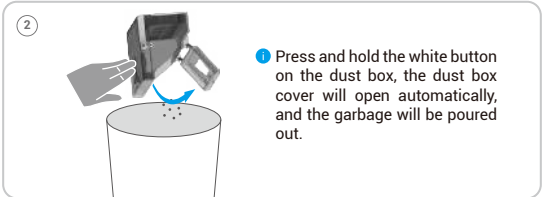
Robot Part	Maintenance Frequency	Replacement Frequency
Mop Cloth	/	Every 2-3 months
Side Brush	Once every 2 weeks	Every 3-6 months
Main Brush	Once per week	Every 6-12 months
Sponge Filter/ High Efficiency Filter	Once per week	Every 3-6 months
D-TOF Lidar RGB Camera Edge Sensor Obstacle Sensor Cliff Sensor Infrared Receiving Terminal Bumper Charging Contact Universal Wheel/Drive Wheel	Once per week	/
Cleaning Sink	Once every 2 weeks	/
Clean Water Tank	Once every 3 months	/
Used Water Tank	After each mopping	/
Docking Station	Once every 2 weeks	/

- i** • Before performing cleaning and maintenance tasks on the device, turn the robot OFF and unplug the docking station.
- A multi-function Cleaning Tool is provided for easy maintenance.Handle with care, this cleaning tool has sharp edges.
- EZVIZ manufactures various replacement parts and fittings. Please visit www.ezviz.com for more information on replacement parts.

Replace Mop Cloth

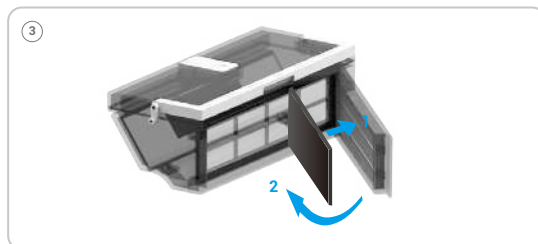
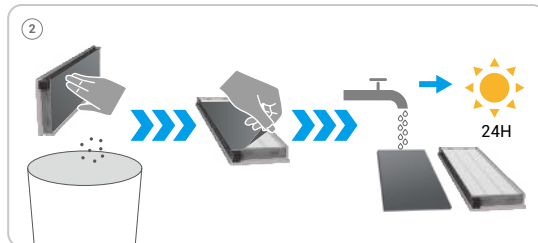
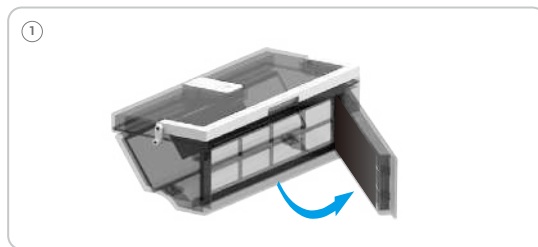


Dump the Dust Box

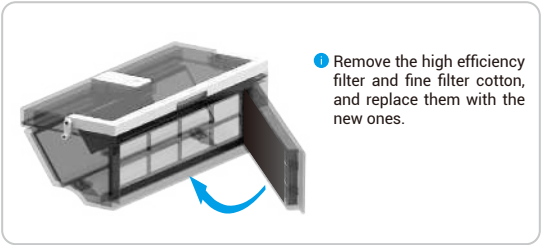




Clean High Efficiency Filter and Fine Filter Cotton

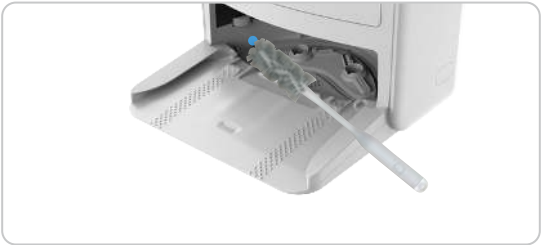


Replace High Efficiency Filter and Fine Filter Cotton



Clean the Docking Station

Use cleaning tool or rags to clean the interior of the docking station, the cleaning sink, and the water sensor on the left corner.

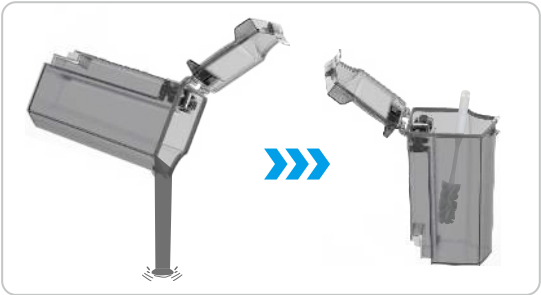


Clean the Clean Water Tank

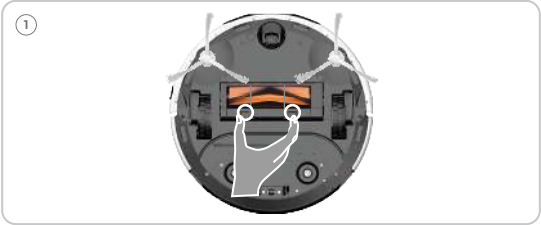
Take out the clean water tank, open the water tank cover, remove the water pipe to the side and remove the filter cotton for cleaning. Install the filter cotton and install the water pipe into the buckle after cleaning.



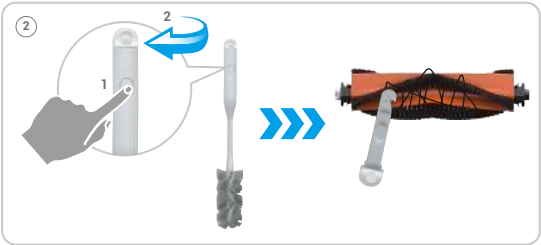
Clean the Used Water Tank



Clean the Main Brush



Press the button at the end of the cleaning tool and rotate it at the same time, take out the hidden hook knife, then clean the main brush, and then install the main brush back.



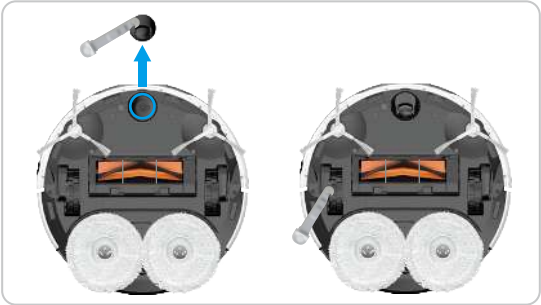
Clean Important Parts

Wipe and clean the cliff sensors, material sensor, magnetic points, charging contacts, RGB camera, obstacle sensors, edge sensor and infrared receiving terminal with soft dry cloth.



Clean Wheels

Taken out the universal wheel directly by hand then clean it with the hidden hook knife.
Clean the driven wheels with the hidden hook knife.



Replace the Side Brushes

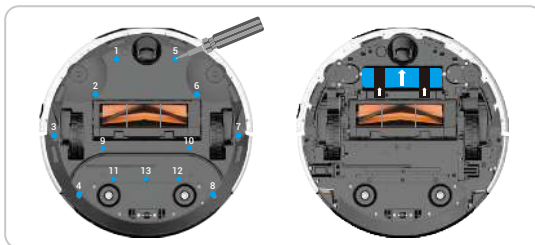


Environmental Precautions

The chemical substances contained in the built-in lithium-ion battery of this product may cause environmental pollution. Please remove it before scrapping and send it to a professional battery recycling station for centralized disposal.

Steps for removing the battery (the following information is only applicable when discarding the device, not the daily operation instructions):

1. Let the robot run to a low power state that cannot be cleaned without touching the docking station.
2. Turn off the robot and remove the side brushes and mop assembly.
3. Turn the robot over and remove the 13 screws at the bottom, as shown in the figure.
4. Remove the battery cover.
5. Grab the black sticker with the arrow tip and remove the battery.



- When disassembling the battery, please ensure that the power is exhausted and operate with the docking station disconnected.
- Please disassemble the whole battery pack together and do not damage the battery pack casing to avoid short circuit or leakage of hazardous substances.
- If the battery has exudate and accidentally touches it, please flush it with plenty of water and seek medical attention promptly.
- This product should not be discarded after the expiration date or after the repair cannot work normally, please hand it over to an enterprise qualified to dispose of WEEE, please refer to the national or local regulations on the disposal of WEEE for the correct method.

Problem	Solution
Difficulty in charging.	The docking station is not powered on. Please make sure that both ends of the power cord are plugged in.
Difficulty in robot returning to station.	There are too many obstacles near the docking station. Please clear the obstacles in front of the docking station.
	It is recommended to put the robot back to the docking station each time before cleaning to ensure that the robot starts working from the docking station.
	The ground resistance is high. It is recommended to move the docking station to a flat floor.
	The ground is slippery. It is recommended to wipe the ground in front of the docking station.
Abnormal operation near the docking station during robot returning to station.	The location of the docking station is incorrect. Please check whether the location of the docking station on the map is correct.
	There are obstacles in 1.5m space in front of the docking station or 0.5m of the sides. Please clear the obstacles.
Abnormal noise/shaking during cleaning.	Use soft materials (paper towel or soft dry cloth, etc.) to wipe the black window surface in the middle of the charging contacts at the tail of the robot and the black window surface of the docking station.
	The wheel/side brushes/main brush is entangled by other objects. Shut down the robot and clean them before using again.
	The rubber strips of suction points may touch the ground, which is normal , please rest assured use.
The used water tank keeps pumping.	The mop cloth is rolled up, remove the mop assembly, and reinstall the mop cloth.
	Please clean the docking station.
The operation panel shows that the connection between the docking station and robot is abnormal.	Please confirm that the robot has been started.
	The Wi-Fi signal is weak. Please make sure that the robot is in a good Wi-Fi signal covered area.
Difficulty in connecting to Wi-Fi.	The Wi-Fi signal is weak. Please make sure that the robot is in a good Wi-Fi signal covered area.
	The Wi-Fi connection is abnormal. Reset the Wi-Fi and download the latest “EZVIZ” App, and try to scan the QR code on the device again to reconnect.
Difficulty in avoiding obstacles.	Use soft materials (paper towel or soft dry cloth, etc.) to wipe the glass on the camera surface.
	When the robot encounters objects with high light transmission (glass), high reflection (polished metal), low reflection (black), etc., its obstacle avoidance performance will be reduced due to the impact of the environment.
Abnormal obstacle avoidance behavior.	Use soft materials (paper towel or soft dry cloth, etc.) to wipe the glass on the camera surface.

Problem	Solution
The side brush falls off during cleaning.	Turn the robot over and reinstall the side brush, making sure you hear a “click” during installation.
The anti-drop detection fails, and the robot cannot avoid dropping from the steps and other high places.	Use soft materials (paper towel or soft dry cloth, etc.) to wipe the cliff sensors.
Abnormal operation.	If the above problems are eliminated, shut down and restart the device. If the problems can't be solved, please contact the after-sales service personnel.

① For additional information about the device, please refer to www.ezviz.com/eu.

Initiatives on the Use of Video Products

Thank you for choosing EZVIZ products. Technology affects every aspect of our life. As a high-tech company, we are increasingly aware of the role technology plays in improving business efficiency and quality of life, but at the same time, the potential harm of its improper usage. For example, video products are capable of recording real, complete and clear images. This provides a high value in retrospect and preserving real-time facts. However, it may also result in the infringement of a third party's legitimate rights and interests if improper distribution, use and/or processing of video data takes place. With the philosophy of “Technology for the Good”, EZVIZ requests that every end user of video technology and video products shall comply with all the applicable laws and regulations, as well as ethical customs, aiming to jointly create a better community.

Please read the following initiatives carefully:

1. Everyone has a reasonable expectation of privacy, and the installation of video products should not be in conflict with this reasonable expectation. Therefore, a warning notice shall be given in a reasonable and effective manner and clarify the monitoring range, when installing video products in public areas. For non-public areas, a third party's rights and interests shall be evaluated when installing video products, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products.
2. The purpose of video products is to record real activities within a specific time and space and under specific conditions. Therefore, every user shall first reasonably define his/her own rights in such specific scope, in order to avoid infringing on a third party's portraits, privacy or other legitimate rights.
3. During the use of video products, video image data derived from real scenes will continue to be generated, including a large amount of biological data (such as facial images), and the data could be further applied or reprocessed. Video products themselves could not distinguish good from bad regarding how to use the data based solely on the images captured by the video products. The result of data usage depends on the method and purpose of use of the data controllers. Therefore, data controllers shall not only comply with all the applicable laws and regulations and other normative requirements, but also respect international norms, social morality, good morals, common practices and other non-mandatory requirements, and respect individual privacy, portrait and other rights and interests.
4. The rights, values and other demands of various stakeholders should always be considered when processing video data that is continuously generated by video products. In this regard, product security and data security are extremely crucial. Therefore, every end user and data controller, shall undertake all reasonable and necessary measures to ensure data security and avoid data leakage, improper disclosure and improper use, including but not limited to, setting up access control, selecting a suitable network environment (the Internet or Intranet) where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to the improvement of social security around the world, and we believe that these products will also play an active role in more aspects of social life. Any abuse of video products in violation of human rights or leading to criminal activities are contrary to the original intent of technological innovation and product development. Therefore, each user shall establish an evaluation and tracking mechanism of their product application to ensure that every product is used in a proper and reasonable manner and with good faith.

Appendix

Rechargeable Lithium ion Battery

1. The battery type of the device: Portable battery.
2. The battery of this device is non-removable, which is risky to remove.

Chemical Composition	Chemical Formula	CAS No.	Weight (%)
Cobalt lithium manganese nickel oxide	Ni, Co, Mn	346417-97-8	36.80%
Graphite	C	7782-42-5	20.20%
Copper foil	Cu	7440-50-8	7.10%
Aluminium	Al	7429-90-5	3.30%
Electrolyte	LiFP ₆	21324-40-3	11.70%
Steel shell	Fe	12597-68-1	14.40%
Steel pouring	Fe	12597-68-1	3.10%
Lead	Pb	7439-92-1	Not Detected
Cadmium	Cd	7440-43-9	Not Detected
Mercury	Hg	7439-97-36	Not Detected

INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.

2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.

3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.

4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.

5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.