# Roborock Qrevo S Pro

## Robotic Vacuum Cleaner User Manual

Read this user manual with diagrams carefully before using this product and store it properly for future reference.

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# Safety Information

## Restrictions

### WARNING

- For the purposes of recharging the battery, only use the detachable docking station roborock EWFD24HRR provided with this product.
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- The docking station can only be used to charge the robotic vacuum cleaner equipped with a 14.4 V/5200 mAh (TYP) lithium-ion battery.

### CAUTION

- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Make sure dustbin, washable filter, dust bag, side brush, mop cloths, main brush and main brush cover are installed in place before cleaning.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass, and nails) to avoid scratching the robot, the dock or the floor.
- Do not sit or stand on the robot or dock.
- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Do not put any low objects (such as shoes, mats) near raised areas like stairs. Otherwise, the robot may fall down caused by malfunctional sensors.
- To prevent water damage, make sure that the floor where the robot operates is free of water.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, a slide, or top of furniture.
- Keep hair, loose clothing, fingers, and all body parts of people and pets away from seams, openings and moving parts of the product to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the robot using vertical bumper, top cover, side brush, mop cloth mounts or bumper. Do not move the dock by lifting dock base, water tank handles or dust container cover.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct.
- Do not use the robot or dock to vacuum any burning or smoking items such as cigarettes, matches, hot ashes, or any flammable or explosive items such as lighters, gasoline, or toner used in printers or copiers.
- Place the dock on a hard, flat floor. Keep the dock, robot, and power cord away from fire and heat sources like a heating radiator. Avoid humid and narrow spaces or locations where the robot may be suspended in the air.

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- Do not place any object on top of the robot or dock, near the suction inlet of the dock, or cover them with any item (including dust-proof cover).
- Do not use without dust bag.
- Do not operate the product if it has been damaged in any way. Contact customer service for help.
- Always operate the device in well-ventilated areas to prevent overheating.
- Roborock and its retailers disclaim all liability for indirect, punitive, incidental, or consequential damages resulting from the use, misuse, or inability to use this product. This disclaimer does not affect any statutory rights that may not be disclaimed under applicable law.
- Do not rinse the robot and the dock.
- ⚠ – To avoid burns, do not touch the drying air outlets.
- During and shortly after mopping, the floor will be wet and slippery. To reduce the risk of slipping, adjust the water flow based on the floor type, surface conditions, and the ambient temperature and humidity. Do not walk on the floor until it is completely dry.
- WARNING: Do not rely entirely on the stair sensor – always set a No-Go Zone in the app for all stairs.
- Before transporting the device, it is necessary to empty any remaining water from the vacuum cleaner's internal tank. Proceed as follows: open the vacuum cleaner settings in the app click on “Dock Settings” six times in a row to display the service menu and select Start Emptying Remaining Water.
- If your water hardness is higher than 14 °dH (250 mg/l $CaCO_3$), we recommend using only filtered or softened water to avoid damage to the device.
- WARNING: Do not use the mopping function on floors that are sensitive to water (e.g. parquet, untreated wooden or laminate floors) to avoid damaging them.

### Battery and Charging

### WARNING

- Be sure that the supply voltage meets the requirements listed on the dock.
- To prevent potential smoke, heat, or fire, only use the battery, charger, power cord, dock, and other accessories provided with the product.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- If the product is left unused for a long period, store it in a cool, dry place after having it fully charged, unplugged, and switched off. Recharge it at least every three months to avoid battery overdischarge.
- To transport the product, be sure to unplug the dock, switch off the robot, and empty water tanks. Use of the original packaging is advised.

## International Symbols Explanation

⌂ – For indoor use only.

# A Product Overview

## A1 Robot (Top View)

—Power/Clean
- Press and hold to turn the robot on or off
- Press to start cleaning

—Power Indicator Light
- White: Battery level ⩾ 15%
- Red: Battery level < 15%
- Breathing: Charging or starting up
- Flashing red quickly: Error

—Dock
- Robot not on dock: Press to start docking / Press and hold to start spot cleaning
- Robot on dock: Press to start emptying / Press and hold to wash the mop cloths

**Note:** Press any button to pause a running robot.

A1-1—Reactive Tech Obstacle Avoidance Sensor

## A2 Robot (Bottom View)

A2-1—Wall Sensor
A2-2—Omnidirectional Wheel
A2-3—Carpet Sensor
A2-4—Side Brush
A2-5—Main Brush Cover
A2-6—Main Wheels
A2-7—Main Brush
A2-8—Main Brush Cover Latches
A2-9—Mop Cloths
A2-10—Cliff Sensors

## A3 Robot (Top Cover Open)

A3-1—Vertical Bumper
A3-2—LiDAR Sensor
A3-3—WiFi Indicator Light
- Off: WiFi not connected
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

A3-4—Reset Button
A3-5—Dustbin
A3-6—Charging Contacts
A3-7—Communication Sensor
A3-8—Air Outlets
A3-9—Self-Filling Port
A3-10—Automatic Lift and Rotate Mop Modules
A3-11—Suction Inlet
A3-12—Bumper

## A4 Mop Cloth Mount

A4-1—Hook and Loop Pads
A4-2—Mop Axle

**Note:** Secure the mop cloths flat in place.

## A5 Mop Cloth

## A6 Dustbin

A6-1—Dustbin Latch
A6-2—Air Inlet
A6-3—Filter Latch
A6-4—Washable Filter
A6-5—Suction Inlet

## A7 Dock Base

## A8 Power Cord

## A9 Empty Wash Fill Dock

A9-1—Water Tank Handle
A9-2—Water Tank Latch
A9-3—Dirty Water Tank
A9-4—Dust Container Cover
A9-5—Charging Contacts
A9-6—Robot Refill Port
A9-7—Suction Inlet
A9-8—Clean Water Tank
A9-9—Status Indicator Light
- Breathing: Emptying/Mop washing
- Red: Dock error
- Off: Powered off/Charging

A9-10—Drain Port
A9-11—Drying Air Outlets
A9-12—Dock Base
A9-13—Filter
A9-14—Dust Bag Slot
A9-15—Dock Location Beacon
A9-16—Clean Water Dispensers
A9-17—Water Level Float
A9-18—Cleaning Tray Filter
A9-19—Cleaning Tray

### A10 Empty Wash Fill Dock (Back View)

A10-1—Power Cord Storage Slot
A10-2—Power Port
A10-3—Cord Outlets

**Note:** Power cord can exit at either side.

# B Installation

## B1 Important Information

B1-1—Tidy cords, hard or sharp objects (such as nails and glass), and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.

B1-2—When using the robot in a raised area (such as in a duplex apartment), always use a physical security barrier to prevent accidental falls that may result in personal injury or property damage.

**Notes:**

- When using the robot for the first time, follow it throughout its whole cleaning route and watch for potential problems. The robot will be able to clean by itself in future uses.
- To prevent excessive buildup of dirt on the mop cloths, floors should be vacuumed at least three times before the first mopping cycle.

## B2 Assembly

B2-1—Attach the dock base by pressing down both sides of the base and the connecting part in the middle firmly until you hear a click.

**Note:** When moving the dock, secure the water tanks to prevent it from falling off.

B2-2—Connect the power cord to the back of the dock, and keep the excess cord inside the storage slot.

**Note:** Power cord can exit at either side.

B2-3—Align and install the mop axles into the robot in place until you hear a click.

## B3 Positioning the Dock

Place the dock on a hard, flat floor (wood/tile/concrete etc.), flat against a wall, and reserve a space of at least 0.9 m (2.96 ft) in height, 0.4 m (1.32 ft) in width and 1.2 m (3.94 ft) in depth. Make sure that the location has good WiFi coverage for a better experience with the mobile app. Plug in and make sure that the status indicator light is on.

B3-1—More than 1.2 m (3.94 ft)
B3-2—More than 0.9 m (2.96 ft)
B3-3—More than 0.4 m (1.32 ft)

**Notes:**

- If the power cord hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected. Keep the excess cord inside the storage slot.
- The status indicator light is on when the dock is powered on, and off when the robot is charging.
- The status indicator light turns red if an error occurs.
- Place the dock on a hard, flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt and cause docking and departing problems.
- Keep the dock away from direct sunlight or anything that may block the dock location beacon, otherwise the robot may fail to return to the dock.
- Do not use the dock without clean water tank, dirty water tank, dust container cover, disposable dust bag, cleaning tray filter, or cleaning tray.
- Maintain the dock according to the Routine Maintenance. Do not clean the dock power cord or charging contacts with a wet cloth or tissue.
- All docks are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the waterway of the dock.

## B4 Powering On & Charging

Press and hold ⏻ to power on the robot. Wait until the power indicator light is steady, and then place the robot in front of the dock. Make sure that the dock is plugged in. Then, press ⌂ and the robot will automatically return to the dock for charging. The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged.

B4-1—Dock status indicator light off, robot power indicator light breathing: Charging

**Note:** The robot may not be turned on when the battery is low. In this case, place the robot on the dock for charging.

# Connecting to the App

## 1. Download the App

Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

## 2. Reset WiFi

a. Open the top cover and find the WiFi indicator light.

b. Press and hold ⏻ and ⌂ simultaneously until you hear the "Resetting WiFi" voice message. The reset is complete when the WiFi indicator light flashes slowly. The robot will then wait for a connection.

**Note:** If you cannot connect to the robot due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your robot as a new device.

## 3. Add Device

Open the Roborock app, tap the "Add Device" or "+" button and add your device following the in-app guide.

**Notes:**

- The actual process may vary due to ongoing app updates. Follow the guide provided in the app.
- Only 2.4 GHz WiFi is supported.

# C Instructions for Use

## C1 Filling the Clean Water Tank

Lift the clean water tank, open its lid, and then fill it with tap water. After filling, close the lid, lock the latch, and then put the clean water tank back to the dock.

**Notes:**

- To prevent damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Do not add too much cleaning solution to prevent the robot from working improperly due to slipping.
- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.

## Turning On/Off

Press and hold ⏻ to turn on the robot. The power indicator light will come on, and the robot will wait for orders.
Press and hold ⏻ to turn off the robot and complete the cleaning cycle.

**Note:** The robot cannot be turned off when it is being charged.

## Starting Cleaning

Press ⏻ to start cleaning. The robot will plan its cleaning route and in each room, it firstly draws out edges and then fills the room in a zigzag pattern. In so doing, the robot cleans all rooms one by one, thoroughly and efficiently.

**Notes:**

- To make sure the robot returns to the dock automatically, start the robot from the dock and do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting a cleanup.
- Before cleaning, tidy cords (including the power cord of the dock) and valuables from the floor. Loose items may be dragged by the robot, resulting in the disconnection of electrical appliances or damage of cords and property.
- If cleaning is completed in less than 10 minutes, the robot will clean the area twice.
- If the battery runs low during a cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- The robot will retract mop cloth mounts to clean the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each cleaning task, make sure that the mop cloths have been properly installed.

## Spot Cleaning

Press and hold ⌂ to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (4.9 ft) × 1.5 m (4.9 ft) square area centered on itself.

**Note:** After spot cleaning, the robot will automatically return to the starting point and wait for orders.

## Pause

When the robot is running, press any button to pause it, press ⏻ to resume cleaning. Press ⌂ on a paused robot to send it back to the dock.

## Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator light will flash every few seconds. Press any button to wake the robot up.

**Notes:**

- The robot will not go to sleep when it is charging.
- The robot will automatically shut down if left sleep for more than 12 hours.

## DND Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period, or set whether to enable auto top-up, emptying and drying, to dim indicator lights, or lower the volume of the voice message during the DND period.

## Mop Washing

During cleaning, the robot automatically determines when it should return to the dock for mop washing and water tank refilling to maximize its mopping performance. To manually start washing, tap the corresponding button in the app. Press any button to stop washing.

**Notes:**

- Make sure the cleaning tray has been properly installed. Do not move the robot or the dock during mop washing.
- Mop wash frequency and mode can be modified in the app.

## Emptying

After cleaning, the robot will return to the dock and auto-emptying will begin as needed. To manually start emptying, press ⌂ on the docked robot or tap the corresponding button in the app. Press any button to stop emptying.

**Notes:**

- When emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto-emptying can be disabled in the app.
- Avoid frequent manual emptying.
- Do not use without dust container cover or disposable dust bag installed in place.

## Drying

After mop washing or after cleaning, drying will begin as needed. To manually start or stop drying, tap the corresponding button in the app.

**Notes:**

- Drying duration can be modified in the app.
- Auto-drying can be disabled in the app.
- Stay away from the drying air outlets during drying.

## Charging

After cleaning, the robot will automatically return to the dock to charge. Press ⌂ to send the paused robot back to the dock. The power indicator light will breathe during robot charging.

**Note:** If the robot fails to find the dock, it will automatically return to its starting position. Place the robot on the dock manually to recharge.

## Error

If an error occurs, the power indicator light will flash red or status indicator light will be steady red. A pop-up notification will appear in the app and a voice alert may sound.

**Note:** The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.

## Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system by pressing the Reset button.

**Note:** After resetting the system, existing settings such as scheduled cleaning and WiFi will be restored to factory settings.

## Deactivating WiFi

To disconnect the robot from WiFi, press the Reset button until you hear a voice message. Then wait for 5 minutes and the WiFi will be automatically deactivated. If you want to reconnect, please follow the related connecting instructions.

## Restoring Factory Settings

If the robot does not function properly after a system reset, power it on. Press and hold ⌂ and at the same time, press the Reset button until you hear the voice message: "Restoring factory settings. This will take about 5 minutes." The robot will then be restored to factory settings.

# D Routine Maintenance

**Notes:**

- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.

## D1 Main Brush

*** Clean every 2 weeks and replace every 6-12 months.**

**D1-1—Main Brush Cover**
**D1-2—Main Brush Cover Latches**
**D1-3—Main Brush**
**D1-4—Main Brush Caps**
**D1-5—Main Brush Bearing**

D1-6—Turn over the robot and press the two latches inwards to remove the main brush cover.

D1-7—Pull out the main brush and remove the main brush bearing. Rotate the main brush caps in the direction as shown in the diagram to remove them, and remove any entangled hair or dirt at both ends of the main brush and the bearing.

D1-8—Reinstall the main brush.

D1-9—Reinstall the main brush cover. Make sure its four teeth are fully seated in the slots, and press the main brush cover until you hear it lock with a click.

**Notes:**

- It is recommended to wipe the main brush with a wet cloth. If the main brush is wet, air-dry it away from direct sunlight.
- Do not use corrosive cleaning fluid or disinfectant to clean the main brush.

## D2 Side Brush

*** Clean monthly and replace every 3-6 months.**

D2-1—Turn over the robot, unscrew the side brush, then remove and clean it.

D2-2—Align the central groove with the raised position on the robot and tighten the screw to reinstall the side brush.

## D3 Omnidirectional Wheel

*** Clean as required.**

D3-1—Use a tool, such as a small screwdriver, to pry out the axle slowly and take out the wheel.

**Note:** The omnidirectional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Air-dry, reinstall, and press the wheel and axle back in place.

## D4 Main Wheels

*** Clean as required.**

Clean the main wheels with a soft, dry cloth.

## D5 Dustbin

*** Clean as required.**

D5-1—Open the top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Remove the washable filter and empty the dustbin.

D5-3—Fill the dustbin with clean water and reinstall the washable filter. Gently shake the dustbin, and then pour out the dirty water.

**Note:** To prevent blockage, only use clean water without any cleaning liquid.

D5-4—Allow at least 24 hours for the dustbin and washable filter to dry thoroughly before reinstalling them.

## D6 Washable Filter

*** Clean every 2 weeks and replace every 6-12 months.**

D6-1—Remove the filter.

D6-2—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

**Note:** Do not touch the surface of the filter with hands, brushes, or sharp objects to avoid potential damage.

D6-3—Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.

## D7 Mop Cloths

*** Clean as required and replace every 1-3 months.**

D7-1—Remove the mop cloths from the mop cloth mounts. Clean the mop cloths and air-dry them.

**Note:** A dirty mop cloth will affect the mopping performance. Clean it before use.

D7-2—Stick the mop cloths on the mounts flat in place.

## D8 Robot Sensors

*** Clean as required.**

Use a soft, dry cloth to wipe and clean all sensors, including:

D8-1—Reactive Tech Obstacle Avoidance Sensor
D8-2—Wall Sensor
D8-3—Communication Sensor
D8-4—Carpet Sensor
D8-5—Cliff Sensors

## D9 Moving Dock

To move the dock, grip the cord storage slot on the back with one hand and the inner side of the front board with the other hand. Do not lift the dock base, water tank handles, or dust container cover directly to prevent the dock from falling off.

## D10 Dirty Water Tank

*** Clean as required.**

Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, lock the latch, and shake. Pour out the dirty water. Lock the lid and reinstall the tank.

**Notes:**

- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.

## D11 Charging Contacts

*** Clean as required.**

Use a soft, dry cloth to wipe the charging contacts on the robot and the dock.

## D12 Replacing Disposable Dust Bag

*** Replace as required.**

**D12-1—**Remove the dust container cover.

**Note:** To prevent the dust container cover from falling and hitting the robot, remove the cover with both hands, one on each side.

**D12-2—**Remove the disposable dust bag and discard it.

**Notes:**

- The dust bag handle seals the bag on removal to prevent leakage.
- Always install a dust bag before putting back the dust container cover to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

**D12-3—**Clean the filter with a dry cloth, insert a new disposable dust bag into the slot all the way in, and spread it evenly.

**Note:** Make sure the disposable dust bag is properly installed to avoid waste escaping and damaging the dock.

**D12-4—**Reinstall the dust container cover in place to make sure the dust container is securely sealed.

## D13 Cleaning Tray

*** Clean as required.**

**D13-1—**Remove the cleaning tray.

**D13-2—**Rinse the cleaning tray and the filter with water.

**D13-3—**Reinstall the cleaning tray.

# Basic Parameters

## Robot

| | |
|---|---|
| Model | RRE0PEE |
| Battery | 14.4 V/5200 mAh (TYP) lithium-ion battery |
| Rated Input | 20 VDC 1 A |

**Note:** The serial number is on a sticker on the underside of the robot.

## Empty Wash Fill Dock

| | |
|---|---|
| Model | EWFD24HRR |
| Rated Input Voltage | 220-240 VAC |
| Rated Frequency | 50-60 Hz |
| Rated Input (Dust collection) | 3 A |
| Rated Input (Non-dust collection) | 0.6 A |
| Rated Output | 20 VDC 1.5 A |

# EU Declaration of Conformity

Hereby, Beijing Roborock Technology Co., Ltd. declares that the radio equipment type RRE0PEE is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:
**https://global.roborock.com/pages/compliance**

Please visit the following link to view the network interfaces exposed by the product, services exposed through the network interfaces, and external sensors information:
**https://global.roborock.com/pages/compliance**

# Common Issues

| Issue | Solution |
| --- | --- |
| Unable to power on | • Battery low. Put the robot on the dock and charge it before use.<br>• Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39-104°F). |
| Unable to charge | • Dock not connected to power. Check whether both ends of the power cord are properly connected.<br>• Poor contact. Clean the charging contacts of the dock and the robot.<br>• Check that the status indicator light is on. |
| Slow charging | • When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.<br>• Charging contacts dirty. Wipe them with a dry cloth. |
| Unable to return to dock | • Too many obstacles near the dock. Clear them up or move the dock to an open area.<br>• Robot too far from the dock. Place it closer and retry. |
| Abnormal behavior | • Restart the robot. |
| Noise during cleaning | • The main brush, side brush, or main wheels may be jammed. Turn off the robot and clean them.<br>• The omnidirectional wheel may be jammed. Use a screwdriver to remove it slowly for cleaning. |
| Unable to connect to WiFi | • WiFi disabled. Reset the WiFi and try again.<br>• Poor WiFi signal. Move the robot to an area with better WiFi.<br>• Abnormal WiFi connection. Reset the WiFi, download the latest app version and retry.<br>• Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for help with troubleshooting. |

| Issue | Solution |
| --- | --- |
| Is power always being drawn when the robot is on the dock? | • The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low. |
| Does the robot need to be charged for at least 16 hours for the first three uses? | • No. Lithium-ion batteries have no memory effect. The robot can be used once fully charged. |
| The robot does not resume cleaning after recharging | • Make sure that the robot is not in DND mode. DND mode will prevent auto top-up.<br>• If the robot is placed manually on the dock or sent to dock by pressing buttons, it will not be able to resume cleaning. |
| Scheduled cleaning is not working | • Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 15%. |
| The robot begins to miss certain spots | • The wall sensor, cliff sensors, or carpet sensor may be dirty. Clean them with a soft, dry cloth. |
| Poor cleaning performance and/or dust leakage | • The dustbin is full and needs emptying.<br>• The filter is blocked and needs cleaning.<br>• The main brush is tangled up. Clean the main brush. |
| No or little water during mopping | • Use the mobile app to increase the water flow. |

| Issue | Solution |
| --- | --- |
| The robot cannot return to the charging dock after spot cleaning or when it has been moved manually | • After spot cleaning or a significant position change, the robot will re-generate the map. If the charging dock is too far away, it may not be able to return to recharge and must be placed on the charging dock manually. |
| The status indicator light is steady red | • Voltage error. Check that the local voltage meets the requirements listed on the dock.<br>• Check clean water tank placement or refill the tank as required.<br>• Check dirty water tank placement or empty the tank as required.<br>• Check that the cleaning tray and cleaning tray filter have been properly installed. |
| Reduced emptying performance or unusual noise when emptying | • The main brush or main brush cover is not properly installed. Check and install in place.<br>• The filter, air duct, suction inlet, air inlet, dustbin, or disposable dust bag is blocked. Clean to remove blockages. |
| Reduced mop washing performance | • The mop cloths are not attached properly. Stick them on the mounts flat in place.<br>• The floor is dirty. Change the mop washing mode to "Deep" in the app for better cleaning. |
| Unable to start auto-drying | • Auto-drying is disabled. Check in-app settings.<br>• If the robot departs the dock during drying, the drying will end in advance.<br>• In a humid environment, it is recommended to extend the drying duration in the app to improve the drying performance. |

| Issue | Solution |
| --- | --- |
| Unable to auto-empty | • Auto-emptying is disabled. Check in-app settings.<br>• The dust container cover is not installed. Check and install.<br>• Auto-emptying will not be triggered if the robot returns to the dock without cleaning.<br>• The robot will not auto-empty after returning to the dock in DND mode. Adjust the cleaning time or DND period, or start emptying manually.<br>• Auto-emptying will not be triggered if the robot is moved to the dock manually. Start emptying manually. |
| Unable to wash the mop cloths | • The mop cloths will not be washed if not used.<br>• If the robot does not start from the dock or no dock is found on the app map, it will not return to the dock for mop washing.<br>• Check clean water tank placement or refill the tank as required.<br>• Check dirty water tank placement or empty the tank as required.<br>• Check that the cleaning tray and cleaning tray filter have been properly installed. |

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