eufy 11S MAX

eufy Robot Vacuum 11S MAX User Manual

Model: 11S MAX

Brand: eufy

Introduction

The eufy Robot Vacuum 11S MAX is designed to provide efficient and quiet cleaning for your home. Its super-thin profile allows it to clean under furniture, while powerful suction ensures thorough dirt and dust removal.

Key features include:

- **Compact and Quiet Operation:** With a slim 2.85" profile, the eufy robot vacuum operates quietly, offering a comprehensive clean without causing a disturbance, making it perfect for use at any hour.
- **Extended Cleaning Performance:** Capable of running up to 100 minutes on hardwood floors, the eufy vacuum robot provides powerful, consistent suction for a thorough clean at a noise level similar to a microwave.
- **Adaptive Suction Power for Different Surfaces:** BoostIQ Technology adjusts suction within 1.5s for optimal cleaning on any surface.
- **Superior Protection and Efficiency:** The eufy robot vacuum comes with an anti-scratch tempered glass-top cover, infrared-sensor for evading obstacles, and drop-sensing tech, ensuring a safe, efficient clean while self-recharging to stay ready.
- **Note:** The 11S MAX does not support WiFi or app connectivity; all operations are performed using the remote control and the buttons on the device.

The eufy Robot Vacuum 11S MAX, a super-thin, powerful, and quiet robotic vacuum cleaner.

What's in the Box

Please ensure all components are present and in good condition upon unboxing. If any parts are missing or damaged, contact eufy support immediately.

1. Charging Station
2. Robot Vacuum Cleaner
3. Charger Adapter
4. Remote Control
5. AA Battery (for remote)
6. Side Brush (one included, plus one spare)

7. Cleaning Tool
8. Service Card
9. Product User Manual

An illustration showing all components included in the eufy 11S MAX package.

Setup

1. **Unpack and Remove Protective Materials:** Carefully remove the robot vacuum and all accessories from the packaging. Remove any protective films or foam inserts from the robot and charging base.
2. **Place the Charging Base:** Position the charging base against a wall in an open, uncluttered area. Ensure there is at least 3 feet (1 meter) of clear space to the front and 1 foot (0.3 meters) to each side of the charging base. This allows the robot to easily dock.
3. **Connect Power:** Plug the charger adapter into the charging base and then into a wall outlet. The indicator light on the charging base will illuminate.
4. **Install Side Brushes:** Attach the included side brushes to the bottom of the robot by pressing them onto the posts until they click into place.
5. **Initial Charge:** Place the robot vacuum onto the charging base, ensuring the charging contacts on the robot align with those on the base. The robot will begin charging. For first use, allow it to charge completely, which may take approximately 4-5 hours. The indicator light on the robot will change from orange (charging) to solid blue (fully charged).
6. **Prepare Cleaning Area:** Before the first cleaning, clear any loose cables, small objects, or thick rugs that might obstruct the robot's path.

Operating Your eufy 11S MAX

The eufy 11S MAX is controlled via the included remote control or the button on the robot itself. It does not support Wi-Fi or app connectivity.

Cleaning Modes

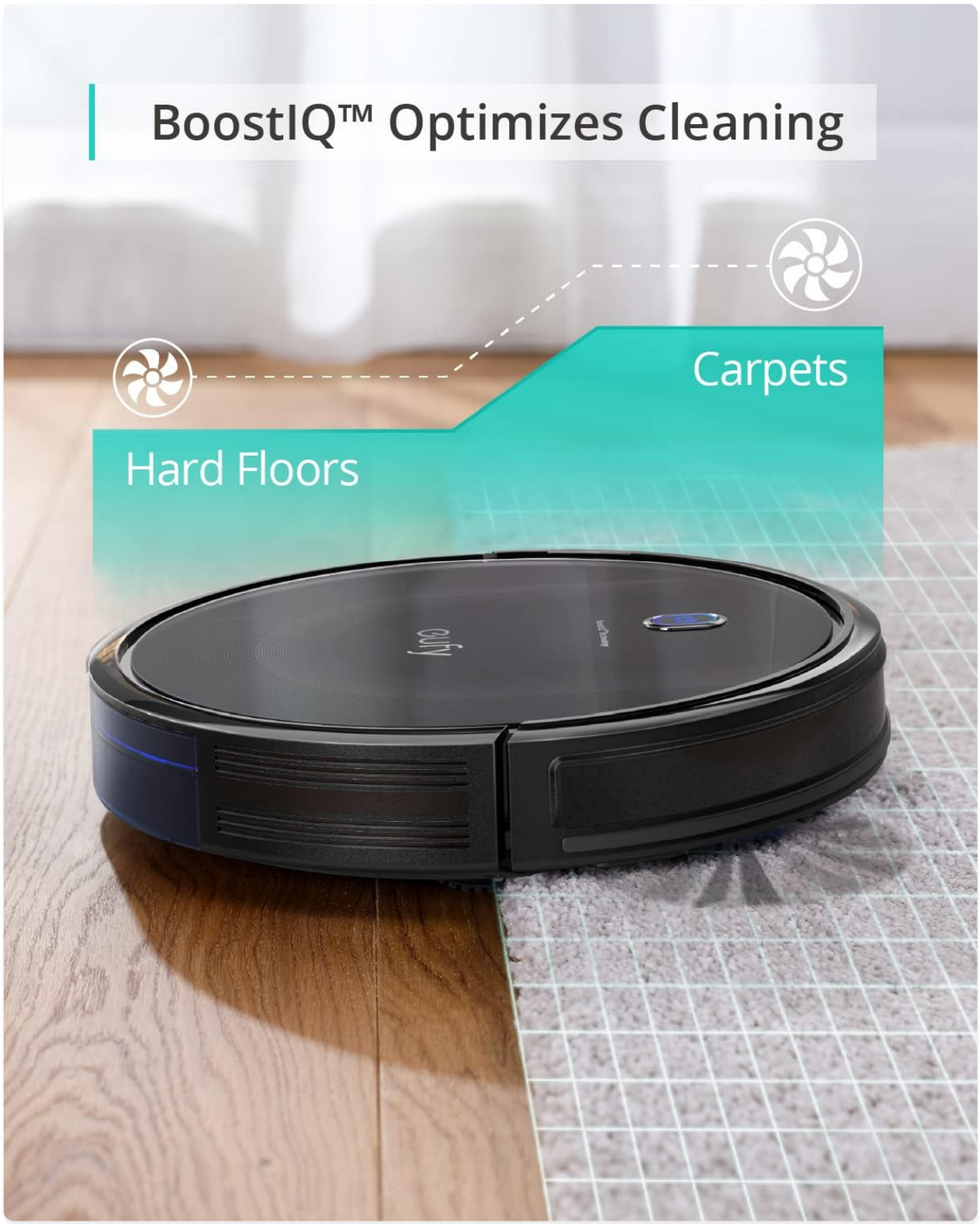
The robot vacuum offers several cleaning modes to suit different needs:

- **Auto Mode:** The robot cleans automatically until the battery is low, then returns to the charging base. This is the default and most common mode.
- **Edge Clean:** The robot cleans along walls and furniture edges. This mode runs for approximately 20 minutes.
- **Spot Clean:** The robot intensely cleans a specific area in a spiral pattern. This mode runs for approximately 30 minutes.
- **Quick Clean:** A shorter, more focused cleaning cycle for general tidying.

Illustration of the versatile cleaning modes available on the eufy 11S MAX.

BoostIQ Technology

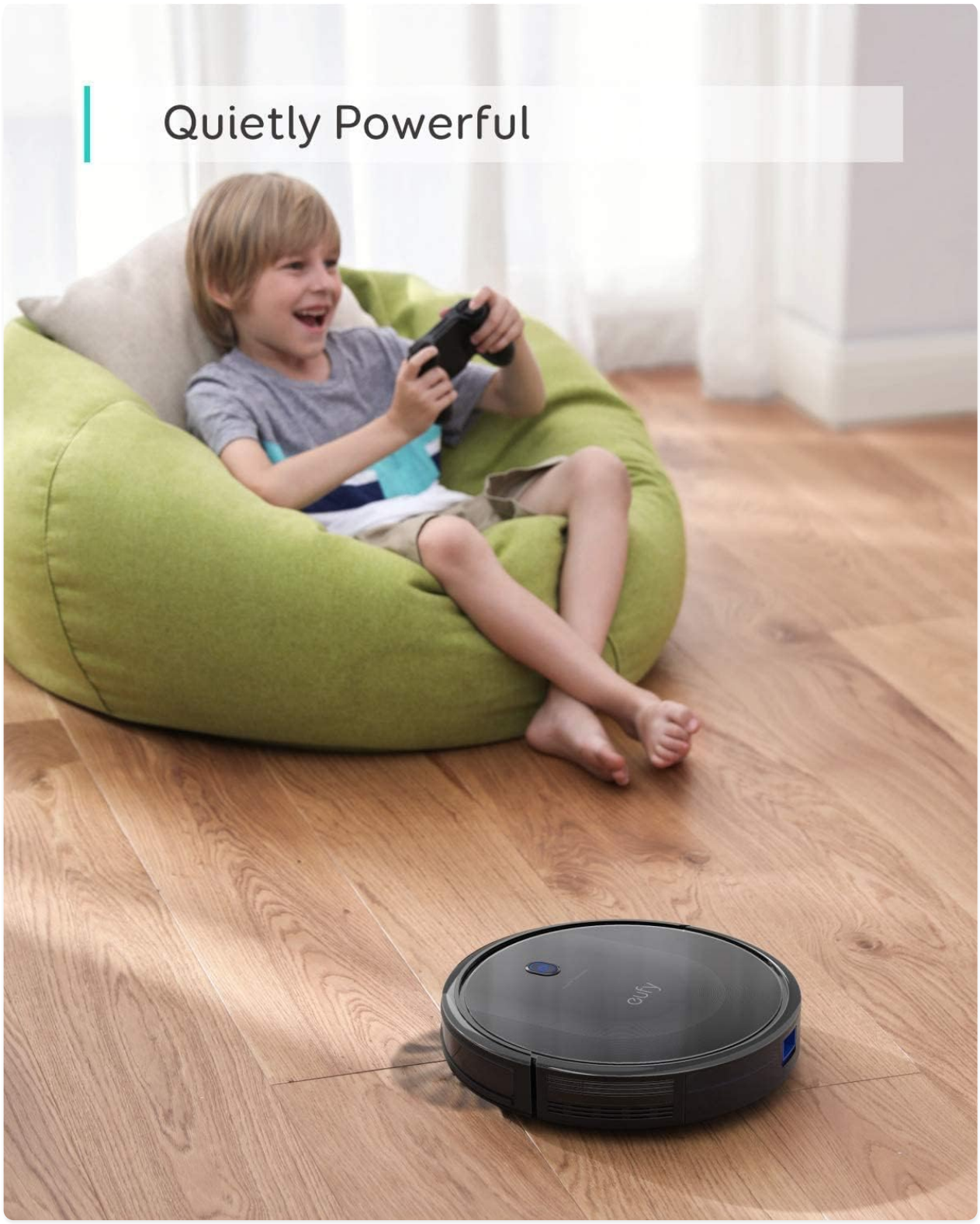
The BoostIQ feature automatically increases suction power within 1.5 seconds when extra vacuuming strength is needed, such as when transitioning from hard floors to carpets or encountering stubborn dirt. While the manual indicates a 40-minute run time in 'max' mode with medium nap carpet, actual run times may vary based on carpet type and floor conditions.



The robot vacuum intelligently adjusts suction power using BoostIQ technology for optimal cleaning on various surfaces.

Quiet Operation

The 11S MAX is designed for quiet operation, allowing you to carry on with your daily activities without significant disturbance. Its noise level is comparable to that of a microwave.



The eufy 11S MAX operates quietly, allowing for undisturbed activities in the same room.

Navigation and Self-Charging

The robot uses infrared sensors for obstacle avoidance and drop-sensing technology to prevent falls down stairs. When its battery runs low, it automatically returns to its charging base. Ensure the charging base is in an accessible area for the robot to find it easily.

The robot vacuum automatically returns to its charging base when the battery is low.

Maintenance

Regular maintenance is crucial for optimal performance and longevity of your eufy 11S MAX. Perform these steps regularly, ideally after every 2-3 cleaning cycles.

1. **Empty the Dust Bin:** Press the release button to remove the dust bin. Open the dust bin cover and empty its contents into a trash can. The robot will operate without the dust bin if not re-inserted, so ensure it is fully clicked into place before starting a cleaning cycle.
2. **Clean the Filter:** Remove the filter from the dust bin. Tap it gently to remove loose debris. For a more thorough clean, the filter is washable; rinse it under running water. Allow it to air dry completely for at least 24 hours before re-inserting. Do not use compressed air, as it can wet the paper element.
3. **Clean the Main Brush:** Flip the robot over. Remove the brush guard by pressing the release tabs. Lift out the main brush. Use the cleaning tool to remove any hair or debris tangled around the brush and its ends.
4. **Clean the Side Brushes:** Gently pull the side brushes off their posts. Remove any hair or debris. You can swap the left and right brushes when re-installing to help maintain their shape and effectiveness.
5. **Inspect the Rubber Wiping Strip:** Check the thin rubber wiping strip on the brush guard for any tearing or wear, especially if the robot frequently crosses different floor types or encounters obstacles like furnace registers. Trim any torn bits to prevent them from getting caught. Consider purchasing a replacement brush guard as part of a maintenance set if significant wear is observed.
6. **Clean the Front Wheel:** The front wheel can accumulate hair and debris around its axle. Gently pull the front wheel assembly out. Clean any tangled hair and push it back into place.
7. **Clean Sensors and Charging Contacts:** Use a clean, dry cloth to wipe the drop sensors (located on the bottom of the robot) and the infrared sensors (on the front bumper). Also, clean the charging contacts on both the robot and the charging base. Be careful when cleaning the bumper sensors, as the robot might activate.

Troubleshooting

This section addresses common issues you might encounter with your eufy 11S MAX.

- **Robot does not start or stops unexpectedly:**
    - Ensure the dust bin is correctly installed. The robot will operate without it, but it will not clean

effectively.
    - Check for obstructions around the brushes or wheels. Turn the robot off before inspecting.
    - If a solid red indicator light appears without beeps, lift the robot off the charging base for a few seconds and then replace it. This often resolves sensor errors.

- **Robot does not return to charging base:**
    - Ensure the charging base is placed in an open area with sufficient clearance (3 ft front, 1 ft sides).
    - Verify the charging base is plugged in and its indicator light is on.
    - Clear any obstacles between the robot and the charging base. The robot may take a long time to find the base if it's far away or if its path is obstructed. Observing its return operation can help identify problem areas.
    - Consider placing barriers or weights near the charging base if the robot frequently bumps it out of position.

- **Cleaning performance is poor:**
    - Empty the dust bin and clean the filter regularly. A clogged filter significantly reduces suction.
    - Clean the main brush and side brushes to remove tangled hair and debris.
    - Ensure the rubber wiping strip on the brush guard is intact and not torn.
    - If using BoostIQ mode, note that the suction level adjusts automatically. You may hear the motor whine change briefly as it adapts.

- **Remote control issues:**
    - The remote control does not receive feedback from the robot. Always confirm the robot has received your command by listening for a beep.
    - When manually steering, the robot only moves while buttons are pressed.
    - In Edge or Spot cleaning modes, the robot automatically uses 'max' power, and this cannot be changed via the remote for these specific modes.

- **Robot gets stuck frequently:**
    - Wires and cords are common culprits. Secure them or use cable ties to prevent tangling.
    - Furniture with low clearance (e.g., sofas with skirting) can trap the robot. Consider using physical barriers or pinning up skirting to prevent the robot from entering these areas.
    - If the side brushes get hung up, the robot will stop spinning them and maneuver around the obstacle before restarting. This is normal behavior unless the robot beeps and shows a red indicator.

- **Difficulty finding the robot when stuck:**
    - It is easier to locate the robot when the vacuum sound is still active. If it powers down after getting stuck, it can be more challenging to find.

Specifications

Feature	Detail

Brand	eufy
Model Name	eufy 11S Max
Model Number	T2126114
Color	Black
Product Dimensions	12.79"L x 12.79"W x 2.85"H (325mm x 325mm x 72.5mm)
Item Weight	6.34 pounds
Suction Power	2000Pa (Max Mode)
Battery Life	Up to 100 minutes (on hardwood floors)
Filter Type	Washable
Control Method	Remote Control
Noise Level	Approx. 55 dB
Power Source	Battery Powered
Battery Type	Lithium Ion (included)

Diagram illustrating the dimensions of the eufy 11S MAX robot vacuum.

Warranty and Support

The eufy Robot Vacuum 11S MAX comes with a**12-month warranty** from the date of purchase. This warranty covers manufacturing defects and issues arising from normal use.

For technical support, warranty claims, or any questions regarding your product, please contact eufy customer service. Refer to the Service Card included in your package for specific contact details or visit the official eufy support website.

eufy is committed to providing necessary parts and technical support to resolve any problems, ensuring you receive the best possible service and maintain the performance of your product.

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