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## Dreame Dreame V11 Mistral

# Dreame V11 Cordless Vacuum Cleaner User Manual

Model: Dreame V11 Mistral

## 1. INTRODUCTION

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Thank you for choosing the Dreame V11 Cordless Vacuum Cleaner. This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your new appliance. Please read this manual thoroughly before first use and keep it for future reference.

The Dreame V11 Mistral is a powerful and versatile cordless vacuum cleaner designed for effective cleaning across various surfaces. Its advanced motor and filtration system ensure a thorough cleaning experience.

## 2. IMPORTANT SAFETY INSTRUCTIONS

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Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury.

- Read all instructions before using the appliance.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust cup and/or filters in place.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be

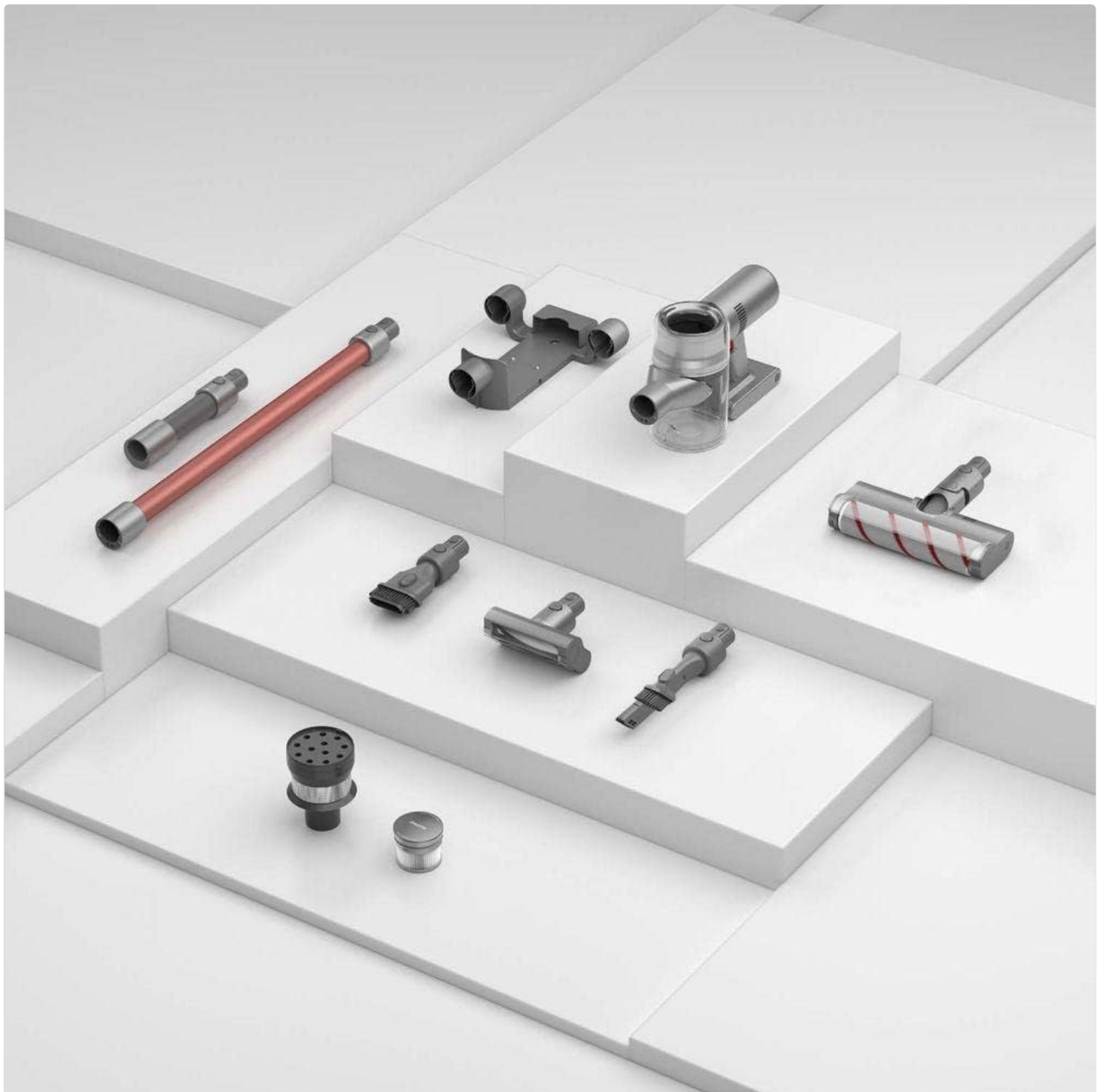
present.

- Store the appliance indoors. Put away after use to prevent accidents.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Do not use an appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C (265°F) may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

### **3. PACKAGE CONTENTS**

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Please check the contents of your package to ensure all items are present and undamaged.



**Image:** The Dreame V11 vacuum cleaner main unit and its comprehensive set of accessories, including different brush heads, extension wand, and charging dock, are neatly displayed.

- Dreame V11 Main Unit
- Extension Rod (Red/Grey)
- Soft Roller Brush Head
- Mini Motorized Brush
- 2-in-1 Crevice Tool
- 2-in-1 Brush Nozzle
- Flexible Hose
- Charging Dock (Wall-mounted)
- Power Adapter
- User Manual
- Mounting Screws and Wall Plugs

## 4. PRODUCT OVERVIEW

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Familiarize yourself with the different parts of your Dreame V11 vacuum cleaner.



**Image:** The fully assembled Dreame V11 cordless vacuum cleaner, showcasing its sleek design with a red extension rod and grey main unit and brush head.

### Main Unit Components:

- Dust Cup Release Button
- Dust Cup
- Main Body (Motor and Battery)
- Power Button / Trigger
- Digital Display Screen
- Mode Switch Button

- Charging Port
- Air Outlet

### Digital Display:



**Image:** A detailed view of the Dreame V11's digital display, which provides real-time information on battery status, current power mode, and maintenance alerts.

The digital display provides real-time information about the vacuum cleaner's status, including:

- Battery Level Indicator
- Current Suction Mode (Eco, Standard, Turbo)
- Filter Cleaning Reminder

- Error Codes (if any)
- Trigger Lock Indicator

## 5. SETUP AND FIRST USE

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### 5.1 Assembly

1. **Attach the Extension Rod:** Insert the extension rod into the main unit until it clicks into place.
2. **Attach a Brush Head:** Select the desired brush head (e.g., Soft Roller Brush Head for floors) and attach it to the other end of the extension rod until it clicks.
3. **Direct Attachment:** For handheld use, you can attach accessories directly to the main unit without the extension rod.



**Image:** Illustrates the process of detaching the red extension rod from the grey main unit of the Dreame V11, demonstrating the modular design for easy assembly and disassembly.

## 5.2 Charging

Before first use, fully charge the vacuum cleaner. The battery takes approximately 4 hours to fully charge.

- **Wall-mounted Charging:** Install the charging dock on a wall using the provided screws and wall plugs. Ensure it is near a power outlet.
- **Direct Charging:** You can also plug the power adapter directly into the charging port on the main unit.
- The digital display will show the charging status.

## 6. OPERATING INSTRUCTIONS

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### 6.1 Power On/Off

- Press and hold the power button/trigger to start the vacuum cleaner.
- Release the power button/trigger to turn it off.
- To enable continuous cleaning without holding the trigger, press the trigger lock button on the digital display. Press it again to release.

### 6.2 Suction Modes

The Dreame V11 offers three suction modes:

- **Eco Mode:** For light cleaning and maximum battery life (up to 90 minutes).
- **Standard Mode:** Balanced power for everyday cleaning (up to 30 minutes).
- **Turbo Mode:** Maximum suction power for stubborn dirt (up to 10 minutes).

Press the mode switch button on the digital display to cycle through the modes.



**Image:** The Dreame V11 vacuum cleaner actively cleaning a floor covered in debris, with a transparent view of its internal motor and dust collection system, highlighting its powerful suction.

### 6.3 Using Attachments

- **Soft Roller Brush Head:** Ideal for hard floors like wood, tile, and laminate.
- **Mini Motorized Brush:** Excellent for removing pet hair and dust from upholstery, mattresses, and carpets.
- **2-in-1 Crevice Tool:** Perfect for narrow gaps, corners, and edges.
- **2-in-1 Brush Nozzle:** Suitable for cleaning keyboards, car interiors, and delicate surfaces.
- **Flexible Hose:** Provides extended reach for cleaning difficult-to-access areas, such as inside cars or high shelves.



**Image:** A woman demonstrating the versatility of the Dreame V11 by using it to clean high curtains, showcasing its lightweight design and ability to reach elevated areas.

## 7. MAINTENANCE

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Regular maintenance ensures optimal performance and extends the lifespan of your vacuum cleaner.

### 7.1 Emptying the Dust Cup

Empty the dust cup after each use or when the MAX line is reached.

1. Hold the main unit over a trash bin.
2. Press the dust cup release button to open the bottom cover and empty the contents.
3. Close the dust cup cover firmly until it clicks.

### 7.2 Cleaning Filters

The Dreame V11 features a 5-stage filtration system, including a HEPA filter. Clean filters regularly to maintain suction

power.

1. **Remove the Dust Cup:** Press the dust cup release button and twist to detach the entire dust cup assembly from the main unit.
2. **Remove Filters:**
  - a. Twist to remove the metal mesh filter.
  - b. Pull out the cyclone assembly.
  - c. Twist and pull to remove the HEPA filter from the top of the main unit.
3. **Wash Filters:** Rinse the metal mesh filter, cyclone assembly, and HEPA filter under running water until clean. Do not use detergent.
4. **Dry Thoroughly:** Allow all filter components to air dry completely for at least 24 hours before reassembling. Ensure they are completely dry to prevent damage to the motor.
5. **Reassemble:** Reinsert the dry filters in reverse order of removal. Ensure all parts are securely in place.

### 7.3 Cleaning Brush Heads

- Regularly check brush heads for tangled hair or debris.
- Use scissors to cut away any tangled hair from the roller brush.
- The roller brush can be removed for deeper cleaning if necessary. Refer to the brush head's specific instructions for removal.

### 7.4 Storage

Store the vacuum cleaner in a cool, dry place, away from direct sunlight and moisture. Use the wall-mounted charging dock for convenient storage and charging.

## 8. TROUBLESHOOTING

If you encounter issues with your Dreame V11, refer to the following table for common problems and solutions.

Problem	Possible Cause	Solution
Vacuum cleaner does not turn on.	Battery is low or depleted.	Charge the battery fully.
	Power button/trigger not pressed correctly.	Ensure the power button/trigger is pressed firmly.
Weak suction power.	Dust cup is full.	Empty the dust cup.
	Filters are dirty or clogged.	Clean and thoroughly dry all filters.
	Brush head or extension rod is blocked.	Check for and remove any blockages in the brush head or extension rod.
Brush head not rotating.	Brush roller is tangled with hair or debris.	Remove and clean the brush roller.
	Brush head connection is loose.	Ensure the brush head is securely attached.
Short battery life.	Using Turbo mode frequently.	Use Eco or Standard mode for general cleaning to extend battery life.

Problem	Possible Cause	Solution
	Battery not fully charged.	Ensure the battery is fully charged before use.

If the problem persists after trying these solutions, please contact customer support.

## 9. SPECIFICATIONS

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Feature	Detail
Model	Dreame V11 Mistral
Motor Speed	Up to 125,000 RPM
Rated Power	450 Watts
Suction Power	150AW (Air Watts)
Battery Life (Eco Mode)	Up to 90 minutes
Battery Life (Standard Mode)	Up to 30 minutes
Battery Life (Turbo Mode)	Up to 10 minutes
Filtration System	5-stage, HEPA filter, 12-cyclone separation
Dust Cup Capacity	1 Litre
Noise Level	44 dB
Voltage	18 Volts
Weight	5 Kilograms
Dimensions (L x W x H)	122.1 x 25.6 x 20.2 cm

## 10. WARRANTY AND SUPPORT

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The Dreame V11 Mistral comes with a **2-year warranty** for European models, covering manufacturing defects and malfunctions under normal use. Please retain your proof of purchase for warranty claims.

For technical support, warranty service, or spare parts, please contact your local authorized Dreame service center or the retailer from whom you purchased the product. You can also visit the official Dreame website for more information and contact details.

**Website:** [www.dreame-technology.com](http://www.dreame-technology.com)