Eureka NER650

EUREKA NER650 Robotic Vacuum Cleaner User Manual

Model: NER650 | Brand: Eureka

Introduction

The EUREKA NER650 Robotic Vacuum Cleaner is designed to provide an effortless and efficient cleaning solution for your home. Equipped with advanced LiDAR navigation, smart mapping capabilities, and powerful suction, this robot vacuum is suitable for various floor types, including tile, hardwood, and carpets. Its intelligent features ensure thorough cleaning while avoiding obstacles and ledges. This manual provides essential information for setup, operation, maintenance, and troubleshooting to help you maximize your vacuum's performance.

Important Safety Information

Before operating the EUREKA NER650, please read and understand all safety instructions. Failure to follow these instructions may result in electric shock, fire, or serious injury.

- This appliance is not intended for use by persons (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.
- Do not use the vacuum cleaner on wet surfaces or to pick up liquids.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- **Warning:** When using the vacuum cleaner, the floor brush may be clogged by hairs and dirt. We recommend cleaning the roller brush and the belt every 2 weeks. Long-term failure to clean may cause malfunction, or even risk of smoke and belt broken.

Package Contents

Verify that all items are included in your package:

- EUREKA NER650 Robotic Vacuum Cleaner
- Charging Dock

- Power Adapter
- Floor Brush (Main Brush)
- Side Brushes (pre-installed or separate)
- Dustbin with HEPA Filter
- Cleaning Tool (for brushroll and filter)
- User Manual (this document)

Product Overview

The EUREKA NER650 is engineered with several key features to deliver superior cleaning performance:

- **LDS Navigation:** Utilizes LiDAR Navigation for incredibly accurate onboard mapping, detecting and navigating your home efficiently, avoiding obstacles or falling off of ledges. It can self-charge and resume cleaning from where it left off.
- **Powerful Suction & Long Battery Life:** Offers powerful suction and up to 120 minutes of runtime, covering up to a 2,152 sq ft area, ideal for daily cleaning maintenance.
- **Real-Time Mapping and Floor Type Detection:** Generates floor plans, allows customized cleaning and "no-go" Zones, and automatically increases suction power on carpets for an optimized clean.
- **Smart Control:** Use the Eureka app or voice control with Alexa/Google Assistant to schedule and control the robotic vacuum cleaner from anywhere. (Supports 2.4GHz Wi-Fi only).
- **V-Shaped Anti-Scratch Brushroll:** Specially designed to protect hard floors and effectively clean carpets using a combination of soft bristle brushes and flexible rubber blades.
- **800ml XL Dustbin:** Large capacity dustbin for extended cleaning sessions without frequent emptying.



Real-Time Mapping: The robot vacuum uses advanced sensors to create and update a map of your home in real-time, displayed on the companion app.



800ml XL Dustbin: The large capacity dustbin minimizes the frequency of emptying, allowing for longer cleaning cycles.



Up to 120 Minutes Runtime: The vacuum provides extended cleaning time on a single charge, suitable for larger areas.



Automatic Recharge and Resume: The robot automatically returns to its dock when battery is low and resumes cleaning once charged.



Smart Cliff Sensors: Integrated sensors prevent the vacuum from falling down stairs or off ledges.



Anti-Collision System: The vacuum detects and avoids obstacles, ensuring smooth navigation and preventing damage to furniture.

Setup

1. **Unpack:** Carefully remove all components from the packaging. Retain packaging for future storage or transport.
2. **Install Side Brushes:** If not pre-installed, attach the side brushes to the designated posts on the underside of the vacuum until they click into place.
3. **Place Charging Dock:** Position the charging dock against a wall in an open, uncluttered area with at least 1.5 feet (0.5m) of clear space on either side and 5 feet (1.5m) in front. Ensure it's on a hard, level surface.
4. **Connect Power:** Plug the power adapter into the charging dock and then into a wall outlet. Ensure the indicator light on the dock illuminates.
5. **Initial Charge:** Place the robot vacuum onto the charging dock. The vacuum will begin charging automatically. Allow for a full charge before first use (approximately 4-5 hours).
6. **Download App:** Download the "Eureka" app from your smartphone's app store (iOS or Android). Follow the in-app instructions to connect your vacuum to your home 2.4GHz Wi-Fi network.

Operating Instructions

Starting a Cleaning Cycle

- **Manual Start:** Press the power button on the top of the vacuum once to start a general cleaning cycle. Press again to pause.
- **App Control:** Open the Eureka app on your smartphone. From the main screen, you can initiate a cleaning cycle, select specific rooms or zones to clean, set "no-go" zones, and schedule future cleanings.
- **Voice Control:** Once connected to Alexa or Google Assistant, you can use voice commands such as "Alexa, start Eureka vacuum" or "Hey Google, tell Eureka to clean."

Cleaning Modes

- **Auto Clean:** The vacuum intelligently navigates and cleans your entire home.
- **Zone Clean:** Use the app to define specific areas for the vacuum to clean.
- **Spot Clean:** Direct the vacuum to clean a concentrated area of dirt or debris.
- **Manual Control:** Use the app's directional controls to steer the vacuum manually.

Maintenance

Regular maintenance ensures optimal performance and extends the lifespan of your EUREKA NER650.

Emptying the Dustbin

1. Press the dustbin release button on the top of the vacuum.
2. Pull out the dustbin.
3. Open the dustbin lid and empty contents into a trash can.
4. Close the lid and reinsert the dustbin into the vacuum until it clicks into place.

Cleaning the Filter

1. Remove the dustbin as described above.
2. Carefully remove the HEPA filter from the dustbin.
3. Tap the filter against a trash can to remove loose debris. Do not wash the HEPA filter with water.
4. Brush off any remaining dust with the provided cleaning tool.
5. Reinsert the clean filter and dustbin.

Cleaning the Main Brushroll and Side Brushes

It is recommended to clean the main brushroll and side brushes every 2 weeks, especially if you have pets or long hair in your home.

1. Turn the vacuum upside down.
2. Remove the main brushroll cover by pressing the release tabs.
3. Lift out the main brushroll. Use the cleaning tool to cut and remove any hair or debris wrapped around the brushroll and its bearings.
4. Inspect the side brushes for tangled hair or debris. Gently pull to remove them if necessary, clean, and reattach.
5. Clean the brushroll compartment and ensure the belt is free of obstructions.
6. Reinstall the main brushroll and its cover.

Troubleshooting

If you encounter issues with your EUREKA NER650, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Vacuum does not turn on.	Low battery; Power switch off.	Place on charging dock; Ensure power switch is ON.
Vacuum not charging.	Charging contacts dirty; Dock not powered.	Clean charging contacts on vacuum and dock; Check power adapter connection.
Cannot connect to Wi-Fi.	Incorrect Wi-Fi band (only 2.4GHz supported); Incorrect password; Router too far.	Ensure 2.4GHz network is selected; Verify password; Move router closer or use Wi-Fi extender.
Vacuum gets stuck frequently.	Too many obstacles; Sensors dirty.	Clear area of small objects; Clean cliff and anti-collision sensors.
Poor cleaning performance.	Dustbin full; Filter clogged; Brushroll tangled.	Empty dustbin; Clean/replace filter; Clean brushroll and side brushes.

Specifications

Feature	Detail
Model Number	NER650
Brand	Eureka
Product Dimensions	14"L x 14"W x 3.8"H
Weight	11.3 Pounds
Battery Type	Lithium Ion (1 included)
Runtime	Up to 120 minutes
Dustbin Capacity	800ml
Navigation Type	LiDAR Navigation
Connectivity	Wi-Fi (2.4GHz only), Alexa, Google Assistant
Color	Black

Warranty and Support

For warranty information or technical support, please contact Eureka customer service:
Customer Service Hotline: 1-800-282-2886
Please have your model number (NER650) and purchase information ready when contacting support.

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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