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EUREKA NER J12 Ultra WH AU

Eureka J12 Ultra Robot Vacuum Cleaner and Mop User Manual

Model: NER J12 Ultra WH AU

1. Setup and Initial Preparation

Before using your Eureka J12 Ultra, please follow these steps to ensure proper setup and functionality.

1.1 Unboxing and Component Identification

Carefully open the package and identify all components:

- Eureka J12 Ultra Robot Vacuum
- Self-Cleaning Base
- Mop Cloths (x2)
- Mopping Holders (x2)
- Side Brushes (x2)
- Instruction Manual
- Dust Bag



Figure 1: All components included in the package.

1.2 Installing Side Brushes

Turn the robot vacuum upside down. Press the corresponding color side brush into the card slot until it clicks into place.

Figure 2: Attaching the side brush to the robot.

1.3 Attaching Mopping Cloths

Align the center of the mopping cloth with the mopping holder and press tightly. Then, press the center of the mopping holder into the rotating shaft on the robot's underside.

Figure 3: Securing the mopping cloth to its holder.

1.4 Positioning the Self-Cleaning Base

Place the Self-Cleaning Base near a power socket against a wall. Ensure there is at least 0.5m of clear space on either side and 1.3m in front of the base for optimal robot movement.

Figure 4: Recommended clear space around the Self-Cleaning Base.

1.5 Filling Water Tank and Power Connection

Open the lid of the Self-Cleaning Base, take out the fresh water tank, and fill it with water to the maximum position. Return the tank to the base and plug in the power cord.

Figure 5: Filling the fresh water tank before use.

1.6 App Download and Wi-Fi Connection

Scan the QR code on the product manual or search for "eureka" in your mobile app store to download and install the "eureka" APP. Open the APP, follow the prompts to register, and add your J12 Ultra device. Ensure your Wi-Fi is 2.4GHz.

Video: App Download and WIFI Connection for EUREKA J12 Ultra. This video demonstrates how to download the Eureka app and connect your robot vacuum to your home Wi-Fi network.

2. Operating Instructions

Learn how to effectively use your Eureka J12 Ultra for various cleaning tasks.

2.1 First Use and Mapping

For the first use, manually place the robot vacuum into the Self-Cleaning Base. The robot will then draw a map of your home. Allow it to complete the mapping process for optimal navigation.

Video: Start Using Robots for EUREKA J12 Ultra Robot Vacuum. This video guides you through the initial mapping process and basic operation.



Figure 6: The robot vacuum utilizing LiDAR navigation to map your home.

2.2 Cleaning Modes and Suction Adjustments

The J12 Ultra offers four cleaning modes and three suction adjustments, configurable via the app:

- **Sweep & Mop Mode:** Default setting for combined cleaning.

- **Vacuum Then Mop Mode:** Robot vacuums first, then mops.
- **Sweep-only Mode:** For vacuuming only.
- **Mop-only Mode:** For mopping only.

Adjust suction power (Standard, Turbo, Max) and mop washing mode (Standard, Deep, Quick) as needed.



Figure 7: Visual representation of the different cleaning modes.

2.3 Zone and Spot Cleaning

In the app, select the 'Zone' option to define a specific area for cleaning. You can drag and resize the target point or selection to clean a particular spot or zone. Click 'Clean' to start.

2.4 Scheduled Cleaning

Access 'Scheduled Cleaning' in the app settings. Create a new schedule by setting the desired time and frequency (e.g., daily, specific days). Save your settings to automate cleaning tasks.

2.5 Customizing No-Go Zones and Virtual Walls

Use the 'Customize No-Go Zone' feature in the app's Map Tool. You can add virtual walls to prevent the robot from entering certain areas or create 'No-Go Zones' for areas you want the robot to avoid entirely (e.g., pet bowls, delicate furniture).

2.6 Room Cleaning

Select the 'Room' option in the app. Choose specific rooms to be cleaned and set the cleaning times. Click 'Start Cleaning' to initiate the process.

2.7 Voice Control

The Eureka J12 Ultra is compatible with Amazon Alexa and Google Assistant. Once connected, you can use voice commands to start, stop, or send the robot back to its base.

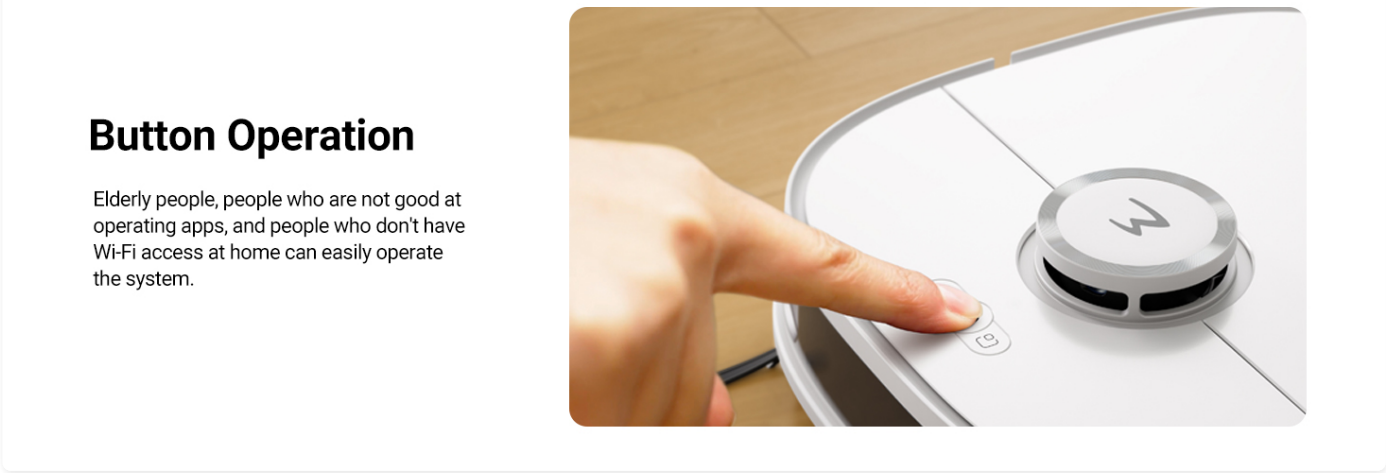


Figure 8: Control your robot vacuum using voice commands.

3. Maintenance

Regular maintenance ensures the longevity and optimal performance of your Eureka J12 Ultra.

3.1 Automatic Dust Collection

The Self-Cleaning Base automatically collects dust from the robot's dustbin. You can adjust the dust collection mode and frequency in the app settings under 'Station settings'.

3.2 Automatic Mop Cleaning and Drying

After mopping, the robot returns to the base for automatic mop washing and 55°C hot air drying. This prevents odors and keeps the mops clean for the next use. The drying function can be adjusted in the app.

3.3 Regular Cleaning of Components

To maintain peak performance, regularly clean the following components:

- **Dustbin:** Empty the dustbin regularly, especially after each cleaning cycle.
- **Main Brush and Side Brushes:** Remove hair and debris tangled around the brushes.
- **Sensors:** Wipe the sensors on the robot and the base with a clean, dry cloth to ensure accurate navigation and obstacle detection.
- **Water Tanks:** Clean the fresh and dirty water tanks periodically to prevent buildup.

4. Troubleshooting

If you encounter any issues with your Eureka J12 Ultra, refer to the common problems and solutions below.

4.1 Robot Not Charging

- Ensure the Self-Cleaning Base is plugged in and has power.
- Check that the robot is correctly docked with its charging contacts aligned with the base.
- Clean the charging contacts on both the robot and the base with a dry cloth.

4.2 Poor Cleaning Performance

- Empty the dustbin and clean the main brush and side brushes.
- Ensure the water tanks are filled correctly for mopping.

- Check if the mopping cloths are clean and properly attached.
- Verify that the suction power setting in the app is appropriate for your floor type.

4.3 Robot Getting Stuck Frequently

- Clear obstacles from the cleaning path.
- Use the No-Go Zone or Virtual Wall feature in the app to restrict access to problematic areas.
- Clean the robot's sensors to ensure accurate obstacle detection.

4.4 App Connectivity Issues

- Ensure your Wi-Fi network is 2.4GHz.
- Restart your Wi-Fi router and the robot vacuum.
- Check for app updates and ensure your phone's operating system is up to date.

5. Specifications

Feature	Specification
Brand	EUREKA
Model Name	J12 Ultra
Model Number	NER J12 Ultra WH AU
Suction Power	5000Pa
Battery Capacity	5200mAh
Max Cleaning Time	Up to 150 minutes
Max Cleaning Area	Up to 300m² (3230 sq ft)
Navigation Type	LDS LiDAR + DuoDetect AI 3D Obstacle Detection
Mop Type	Dual Spinning Mops (RevoScrub™)
Self-Cleaning Base Features	Auto Mop Washing, Auto Dust Emptying (up to 75 days), Auto 55°C Hot Wind Mop Drying
Compatible Smart Home	Amazon Alexa, Google Assistant
Wi-Fi Support	2.4G WiFi only
Item Weight	20.6 kg

6. Warranty and Customer Support

Eureka is committed to providing products that offer performance, quality, and value, along with high-quality service.

6.1 Warranty Information

The Eureka J12 Ultra comes with a **1-Year Warranty** from the date of purchase. This warranty covers manufacturing defects and ensures continuous technical guidance and problem-solving resources during your first year of ownership.

6.2 Customer Service

For any inquiries, technical assistance, or support, you can contact Eureka customer service through the following channels:

- **Amazon Chat:** Utilize the chat function on the Amazon platform for direct assistance.
- **Email Support:** Send your queries via email for detailed responses.
- **Hotline:** Contact our dedicated hotline for immediate support.

We strive to provide a timely resolution framework, with an average 24-hour email resolution window. Your satisfaction is our priority.

Ask a question about this manual

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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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

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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