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Eureka NER J20 Ultra

Eureka J20 Robot Vacuum & Mop User Manual

Your Guide to Effortless Home Cleaning

1. Introduction

Welcome to a new era of home cleaning with the Eureka J20 Robot Vacuum and Mop. Designed for ultimate convenience and powerful performance, the J20 combines advanced vacuuming and mopping capabilities with intelligent navigation and a fully automated base station. This manual will guide you through every step to ensure you get the most out of your new cleaning companion.



The Eureka J20 Robot Vacuum and Mop, showcasing its RollRenew™ Mopping System, All-in-One Base Station, AI Obstacle Avoidance, 8000Pa Suction, Carpet Detection, 17N Downward Pressure, and 130-minute runtime.

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Official video showcasing the Eureka J20 Robot Vacuum and Mop Combo's features and performance.

2. Setup

2.1 Package Contents



Detailed view of all items included in the Eureka J20 Robot Vacuum package.

Before you begin, ensure all items are present in the box:

- Robot Vacuum
- All-in-One Base Station
- Base Ramp
- Main Roller Brush (1)
- Double-sided Mop (1)
- Side Brush (2)
- Power Cord (1)
- Instruction Manual (1)
- Cleaning Solution (1)

2.2 Base Station Placement

Place the All-in-One Base Station against a wall in an open area with good Wi-Fi coverage. Ensure there are no obstacles within 1.5 meters (5 feet) in front of the station and 0.5 meters (1.6 feet) on either side. Connect the power cord to the station and plug it into a wall outlet.



The All-in-One Base Station, illustrating its various automatic functions.

2.3 Initial Robot Setup

Place the Eureka J20 Robot Vacuum onto the base station to begin charging. For optimal performance, fully charge the robot before its first use. Download the Eureka Robot app from your smartphone's app store and follow the on-screen instructions to connect your robot to your home Wi-Fi network.

3. Operating

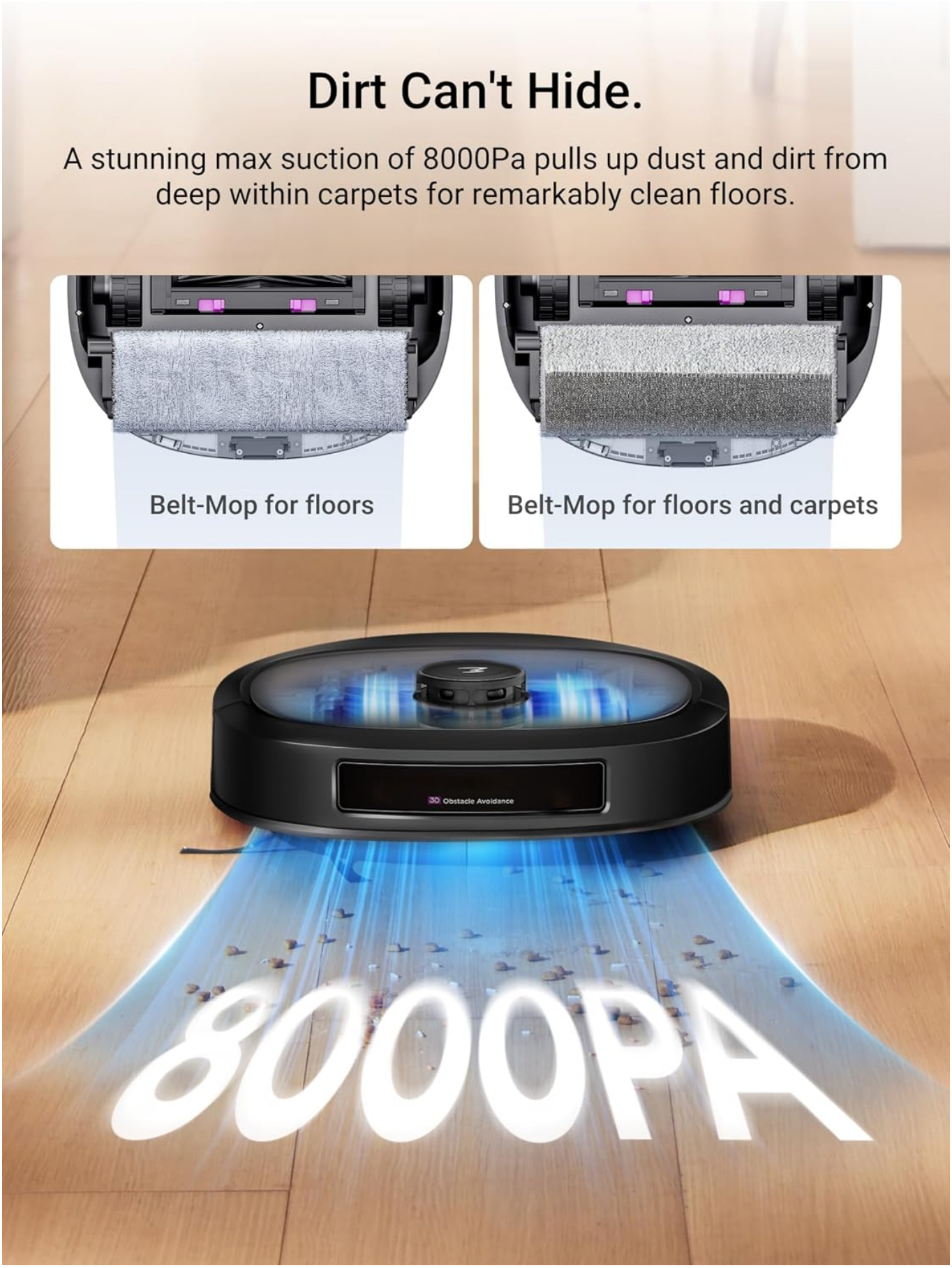
3.1 Cleaning Modes

The Eureka J20 offers various cleaning modes to suit your needs, all controllable via the Eureka Robot app:

- **Vacuum & Mop:** Simultaneous vacuuming and mopping for comprehensive cleaning.
- **Vacuum Only:** Ideal for carpets or when mopping is not desired.
- **Mop Only:** Focuses solely on mopping hard floors.
- **Full Clean:** Cleans your entire mapped home.
- **Room Clean:** Select specific rooms for cleaning.
- **Zone Clean:** Define custom areas on the map for targeted cleaning (up to 5 zones).

3.2 Suction Power

With an impressive 8,000Pa max suction, the J20 effortlessly extracts embedded dust and dirt. It features 4 adjustable suction levels (Quiet, Standard, Turbo, Super Strong) to customize your cleaning experience. The suction boost function automatically enhances performance on carpets for a deeper, more thorough clean.



The Eureka J20 demonstrating its powerful 8000Pa suction, effectively cleaning dirt from floors.



Visual representation of the J20's 8000Pa suction power, highlighting its ability to capture hidden debris and dust from carpets.

3.3 Mopping System

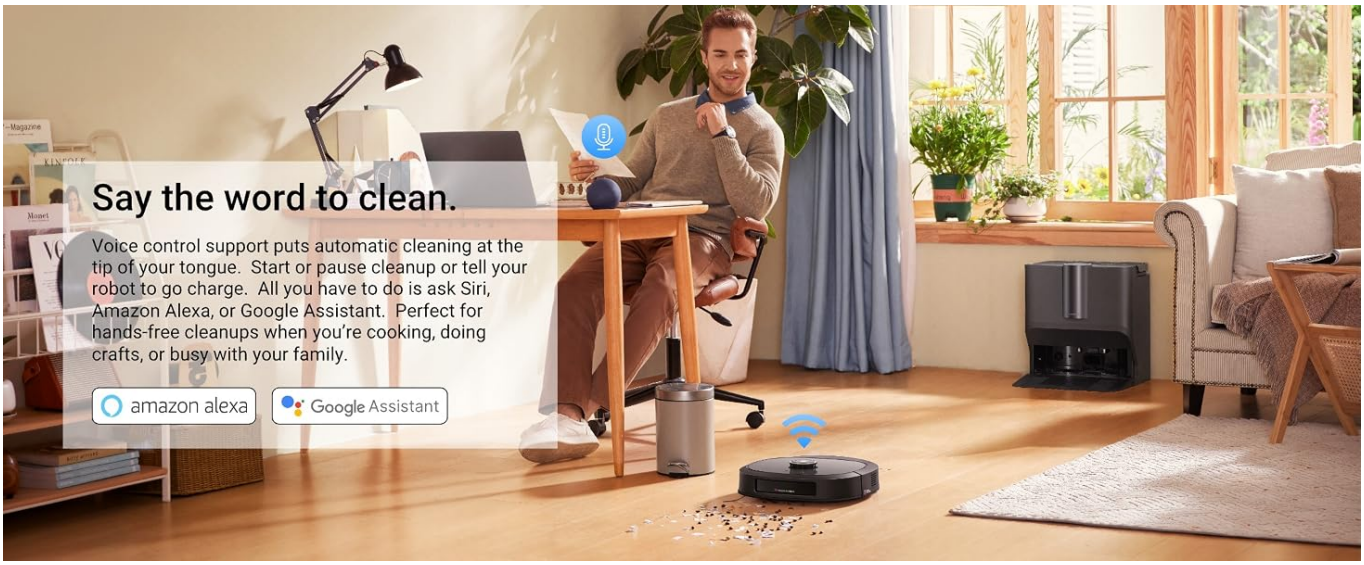
The J20 features the innovative RollRenew™ Mopping System, coordinating with a robot-integrated dual water tank system to continuously rinse the mop, remove dirty water, and scrub floors with a robust 17N of downward pressure for a spotless clean.



The RollRenew™ Mopping System in action, ensuring continuous mop cleaning for consistently clean mopping.



The J20 applies 17N of downward pressure to effectively scrub floors and remove tough dirt and spills.



The gapless mop design and efficient mopping system ensure corner-to-corner cleaning without leaving dirt behind.

The J20 also features Ultrasonic Carpet Detection with Smart Mop Adjustment. It automatically detects carpets and intelligently flips the mop to the non-absorbent side, ensuring seamless cleaning without moisture on carpets.



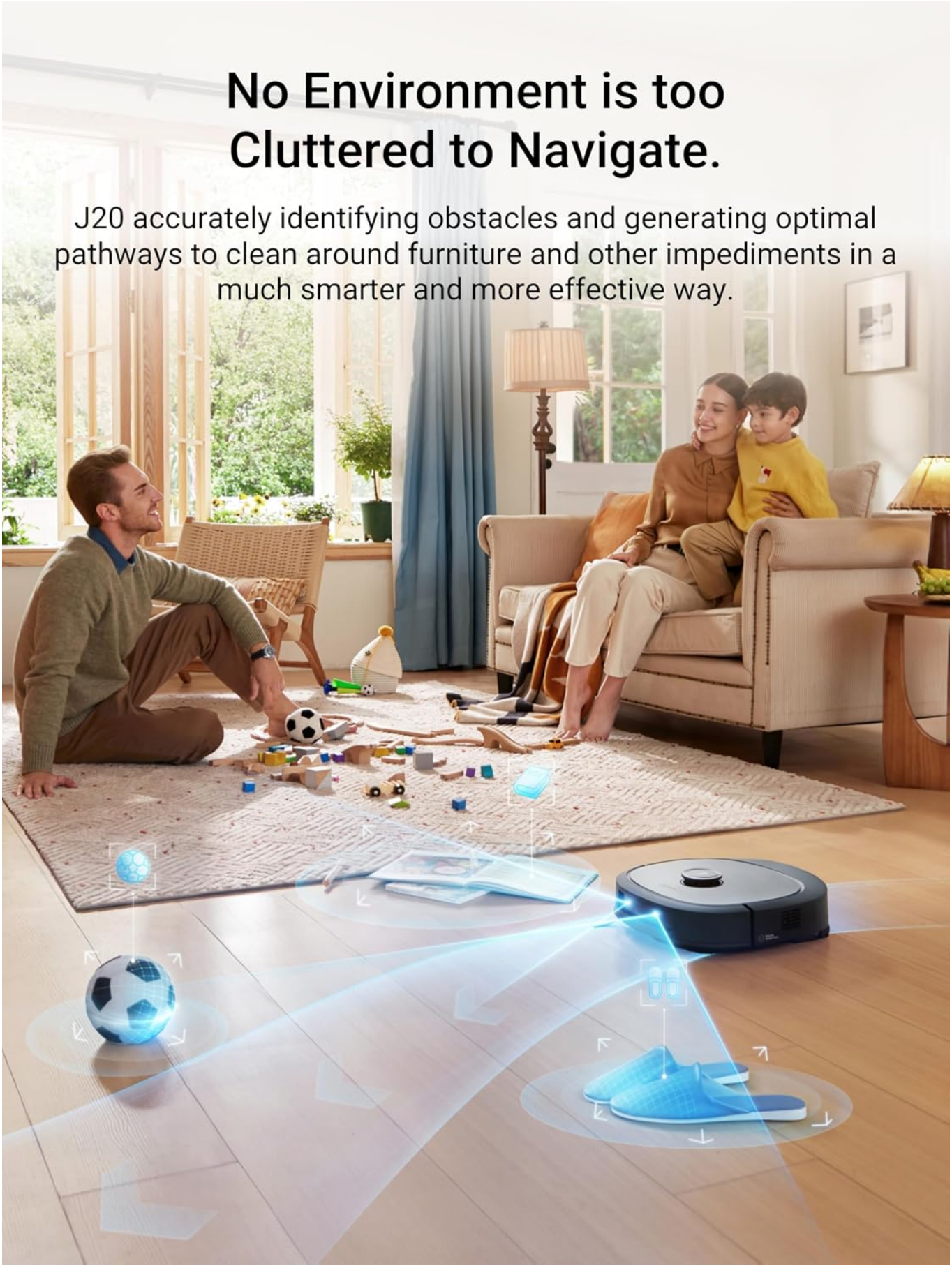
The J20 automatically adjusts its mop to avoid wetting carpets upon detection.



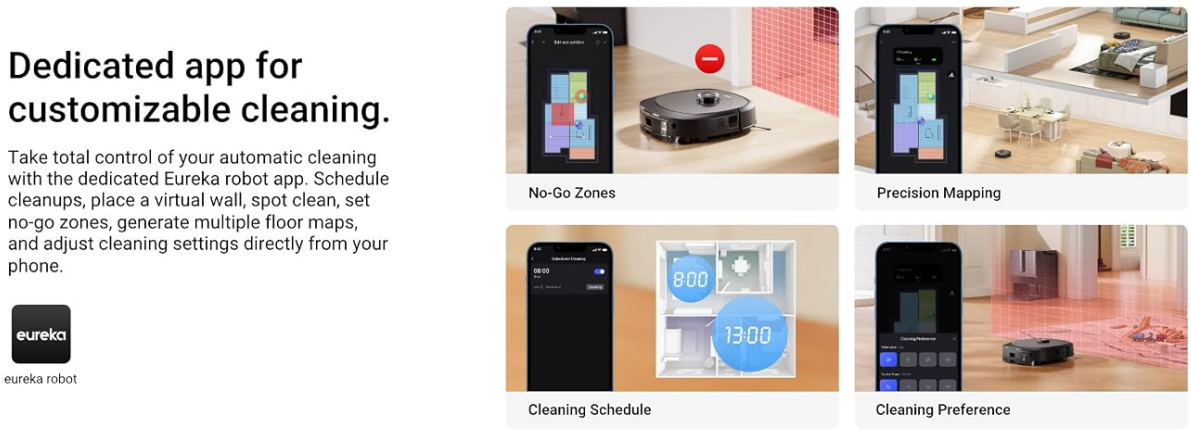
The robot's ultrasonic detection technology ensures carpets remain dry by adjusting the mop to the non-absorbent side.

3.4 Navigation

Advanced LiDAR navigation allows the J20 to rapidly map your home and identify areas to clean, planning efficient cleaning paths. DuoDetect AI™ Obstacle Identification enables the robot to navigate cluttered spaces with precision, identifying obstacles and generating optimal cleaning paths around furniture and other impediments.



The J20's 3D Obstacle Avoidance system allows it to navigate cluttered environments effectively.



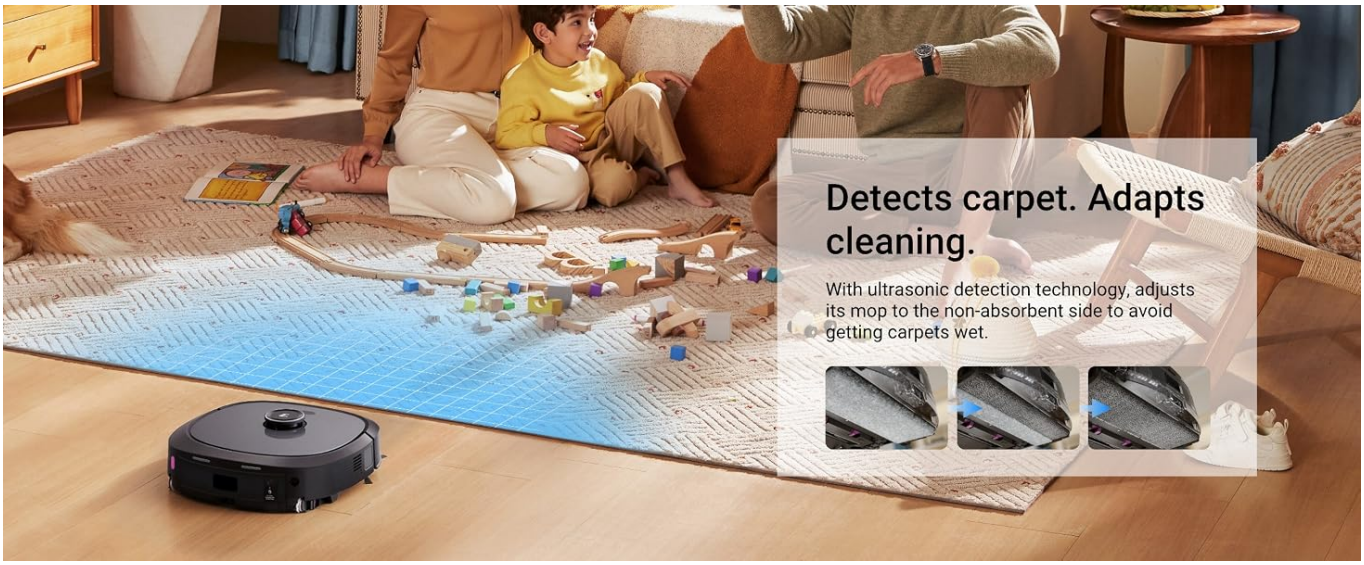
Equipped with advanced AI dual-view structured light, the J20 constructs the shape of ground obstacles and avoids furniture.



The J20 avoids obstacles and hazards with utmost reliability thanks to a full suite of obstacle and drop detecting sensors.

3.5 Voice Control

The J20 supports voice control through Amazon Alexa and Google Assistant. Simply say the word to clean, start or pause cleanup, or tell your robot to go charge. Perfect for hands-free cleanups when you're cooking, doing crafts, or busy with your family.



Voice control allows you to manage your Eureka J20 using Amazon Alexa or Google Assistant.

3.6 App Control

Take total control of your automatic cleaning with the dedicated Eureka Robot app. Schedule cleanups, place virtual walls, spot clean, set no-go zones, generate multiple floor maps, and adjust cleaning settings directly from your phone.



The Eureka Robot app provides comprehensive control over your J20, including No-Go Zones, Precision Mapping, Cleaning Schedule, and Cleaning Preferences.

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Video demonstrating the mapping features and settings within the Eureka J20 Robot Vacuum app.

4. Maintenance

4.1 Base Station Maintenance

The All-in-One Base Station is designed for automated and effortless maintenance. It offers auto emptying, auto mop washing & drying (with warm 113℉ air), auto clean water refilling & dirty water collection, and auto detergent dispensing.



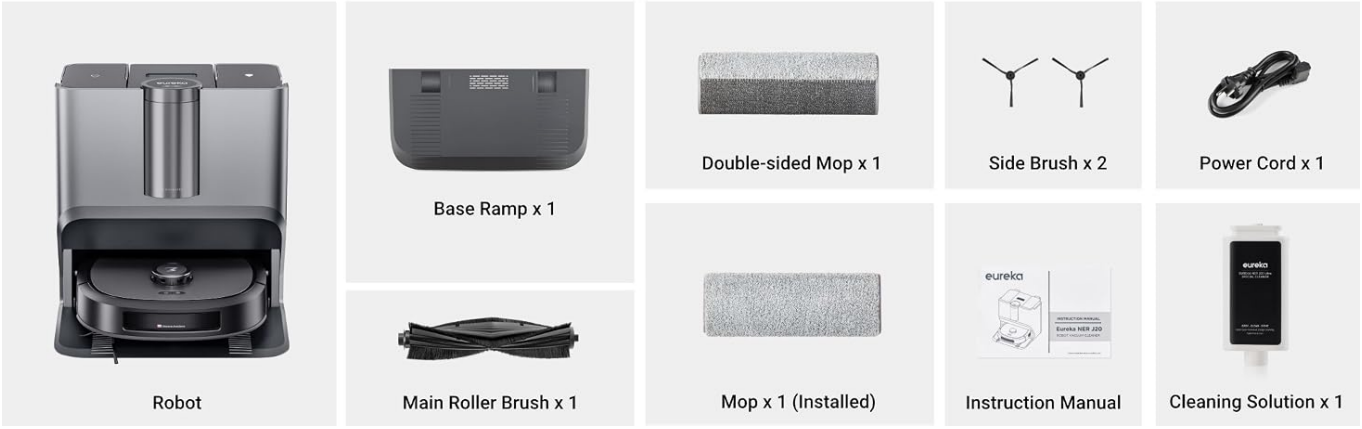
The All-in-One Base Station, illustrating its various automatic functions.



This automated hub seamlessly collects dirty water, washes the mop, refills clean water, empties dust, adds detergent, and dries the mop—all in one place.

- **Automatic Clean Water Refilling:** When J20 returns to the base, it automatically refills its clean water tank.
- **Automatic Detergent Adding:** The base automatically adds detergent and clean water at an ideal ratio for hygiene cleaning.
- **Automatic Dust Emptying:** Dust, dirt, and pet hair are thoroughly collected into the base to provide up to 75 days of hands-free cleaning.
- **Automatic Dirty Water Collection:** The base will collect the robot's dirty water every time J20 has finished cleaning and returned to base.
- **Automatic Mop Washing:** The base rinses the mop with clean water, and scrubs vigorously to remove debris and dirty water.
- **Automatic Mop Drying:** The base dries the cleaned mop with 45℃ warm air to prevent the development of mold and unpleasant odors.

What's in Box



The base station is equipped with a small fan to disperse odor, ensuring air circulation and preventing odor fermentation with ozone.

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Video demonstrating the dock maintenance process for the Eureka J15 Pro Ultra (similar to J20).

4.2 Robot Maintenance

The J20 features FlexiRazor™ Anti-Hair Tangling technology, which cuts through hair at 400 times per minute, reducing tangling by 99%. This keeps the brush running smoothly without consistent manual maintenance. You can also track brush health via the app and receive alerts if it needs attention.

5. Troubleshooting

If you encounter any issues with your Eureka J20 Robot Vacuum, please refer to the troubleshooting section in the included Instruction Manual. For further assistance, you may contact Eureka customer service.

6. Specifications

Feature	Detail
Brand	Eureka
Model Name	Robot Vacuum and Mop with Self Emptying Base
Model Number	NER J20 Ultra
Color	Jet Black
Suction Power	8,000Pa Max
Battery Life	130 minutes
Cleaning Area	Up to 3,230 sq ft (300 m²)
Dust Bag Capacity	3 Liters
Mop Downward Pressure	17N
Mop Drying Temperature	45°C (113°F)
Navigation	LiDAR, DuoDetect AI™ Obstacle Identification
Special Features	RollRenew™ Mopping System, Ultrasonic Carpet Detection, Auto Emptying, Auto Mop Washing & Drying, Auto Water Refilling, Auto Detergent Dispensing, Voice Control
Product Dimensions	19.49"L x 16.93"W x 26.46"H
Item Weight	46.1 pounds
UPC	840296510551

7. Warranty and Support

The Eureka J20 Robot Vacuum comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions. For any questions, technical support, or warranty claims, please contact Eureka customer service at:

Phone: 1-800-282-2886

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