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EUREKA J12 Ultra DE

EUREKA J12 Ultra Robot Vacuum and Mop Instruction Manual

Model: J12 Ultra DE

1. Introduction

Welcome to the EUREKA J12 Ultra Robot Vacuum and Mop user manual. This guide provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your new intelligent cleaning device. The EUREKA J12 Ultra is designed to provide an effortless cleaning experience with its advanced navigation, powerful suction, and efficient mopping capabilities, complemented by an all-in-one self-cleaning station.



Figure 1: EUREKA J12 Ultra Robot Vacuum and Mop with its All-in-One Station and mobile application interface.

2. What's in the Box

Upon unboxing, please ensure all components are present:

- Robot Vacuum Cleaner
- All-in-One Self-Emptying and Cleaning Station
- Instruction Manual

3. Setup Guide

3.1 Unpacking and Placement

Carefully remove all packaging materials. Place the All-in-One Station on a hard, flat surface against a wall, ensuring sufficient clear space around it for the robot to dock easily. The station requires approximately 56 cm of clearance in front and 45 cm in height. Connect the power cable to the station and plug it into a power outlet.



Figure 2: The EUREKA J12 Ultra docked in its All-in-One Station, ready for operation or charging.

3.2 App Installation and Connection

Download the official EUREKA app from your device's app store (iOS or Android). Follow the in-app instructions to create an account and connect your J12 Ultra to your home Wi-Fi network. Ensure your device is connected to a 2.4 GHz Wi-Fi network during the initial setup. The app will guide you through firmware updates.



Figure 3: The EUREKA mobile application interface showing a detailed floor plan and cleaning options.

3.3 Initial Mapping

For optimal performance, allow the robot to complete an initial mapping run of your home. The J12 Ultra uses LiDAR navigation to create a precise map, identifying rooms and obstacles. This map will be displayed in the app, allowing you to customize cleaning areas, set no-go zones, and virtual walls. The robot can store multiple maps for multi-story homes.

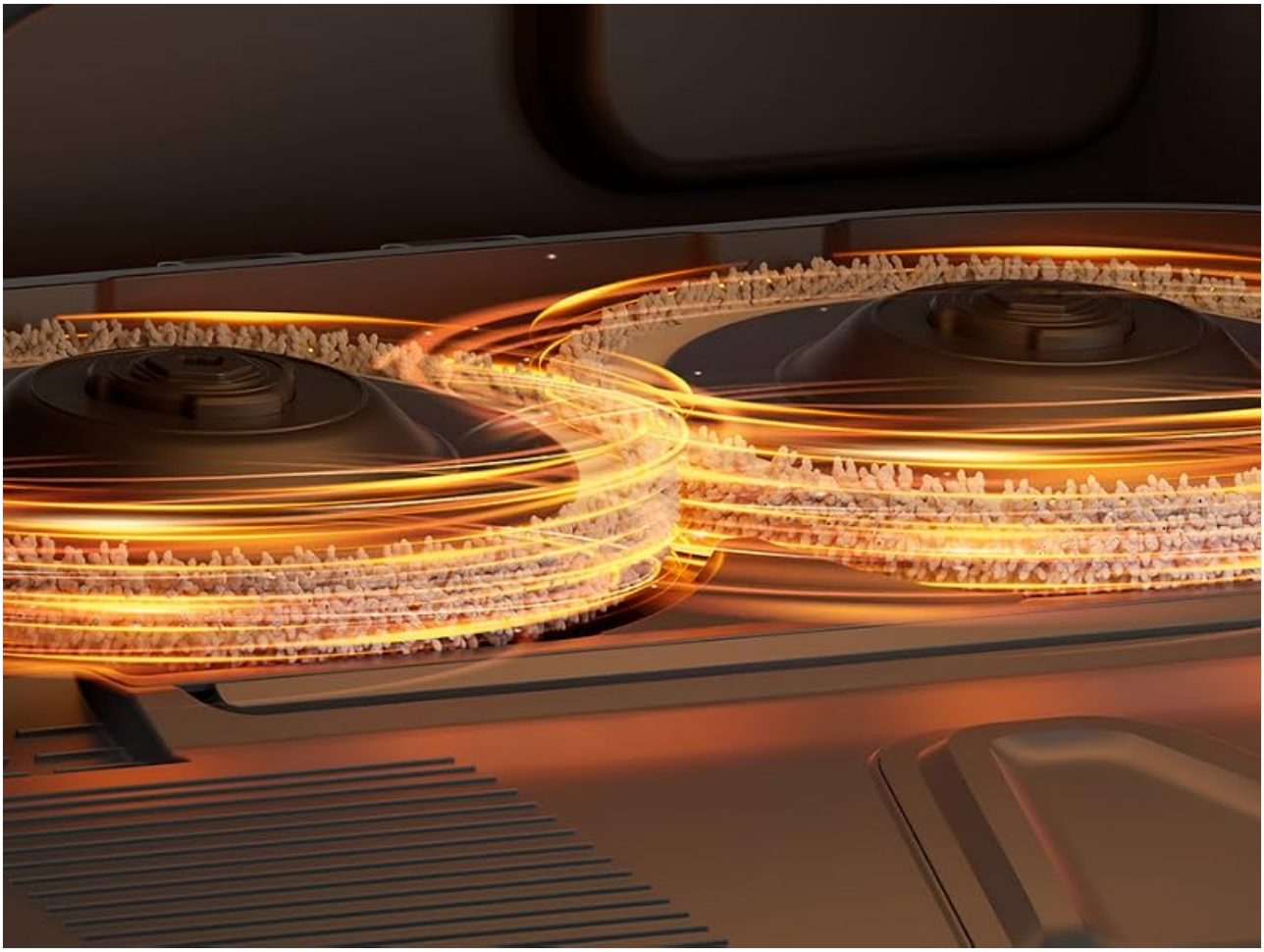

Figure 4: The robot utilizing LiDAR navigation to efficiently map its surroundings.

4. Operating Instructions

4.1 Cleaning Modes

The EUREKA J12 Ultra offers various cleaning modes to suit your needs, configurable via the mobile app:

- **Vacuum and Mop Simultaneously:** Cleans and mops at the same time. Automatic carpet recognition prevents wetting.
- **Vacuum First, Then Mop:** The robot vacuums the entire area, then mops hard floors, avoiding carpets.
- **Vacuum Only:** For dry cleaning. Suction power is automatically boosted on carpets.
- **Mop Only:** For wet cleaning of hard floors. The robot avoids carpets.



Figure 5: Overview of the multiple cleaning modes available for the J12 Ultra.

4.2 Suction Power and Mopping

The J12 Ultra features a powerful 5000Pa suction for effective removal of dust, dirt, and pet hair. The dual rotating mop pads operate at 200 RPM with 7N downward pressure, ensuring thorough cleaning of stubborn stains. The robot automatically lifts its mop pads when detecting carpets to prevent them from getting wet.



Figure 6: The RevoScrub mopping system in action, ensuring thorough floor cleaning.



Figure 7: The robot effectively collecting dirt and debris from the floor.

4.3 Navigation and Obstacle Avoidance

Equipped with DuoDetect AI 3D obstacle recognition and LiDAR navigation, the J12 Ultra dynamically maps its environment, plans efficient routes, and safely navigates around furniture, pet bowls, and other household items. It also features intelligent pet avoidance.



Figure 8: The DuoDetect AI 3D Obstacle Recognition system identifying and avoiding objects.

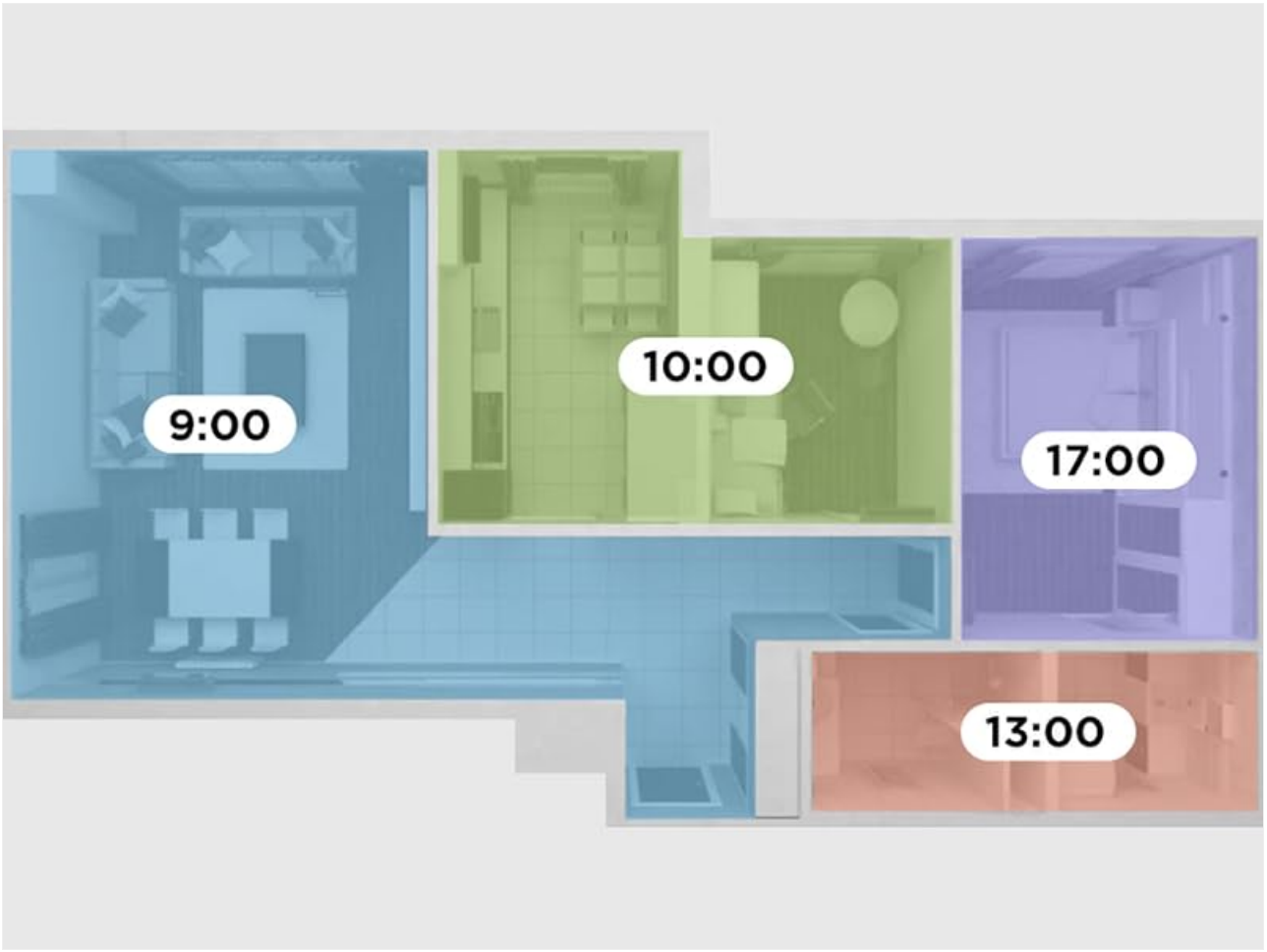

Figure 9: The robot intelligently avoiding pet areas and other designated no-go zones.

4.4 Scheduling and Smart Control

Use the EUREKA app to schedule cleaning times, define specific cleaning zones, or set virtual walls to restrict access to certain areas. The robot can also be controlled via voice commands using Amazon Alexa or Google Assistant.



Figure 10: Example of scheduled cleaning times for different areas of a home.

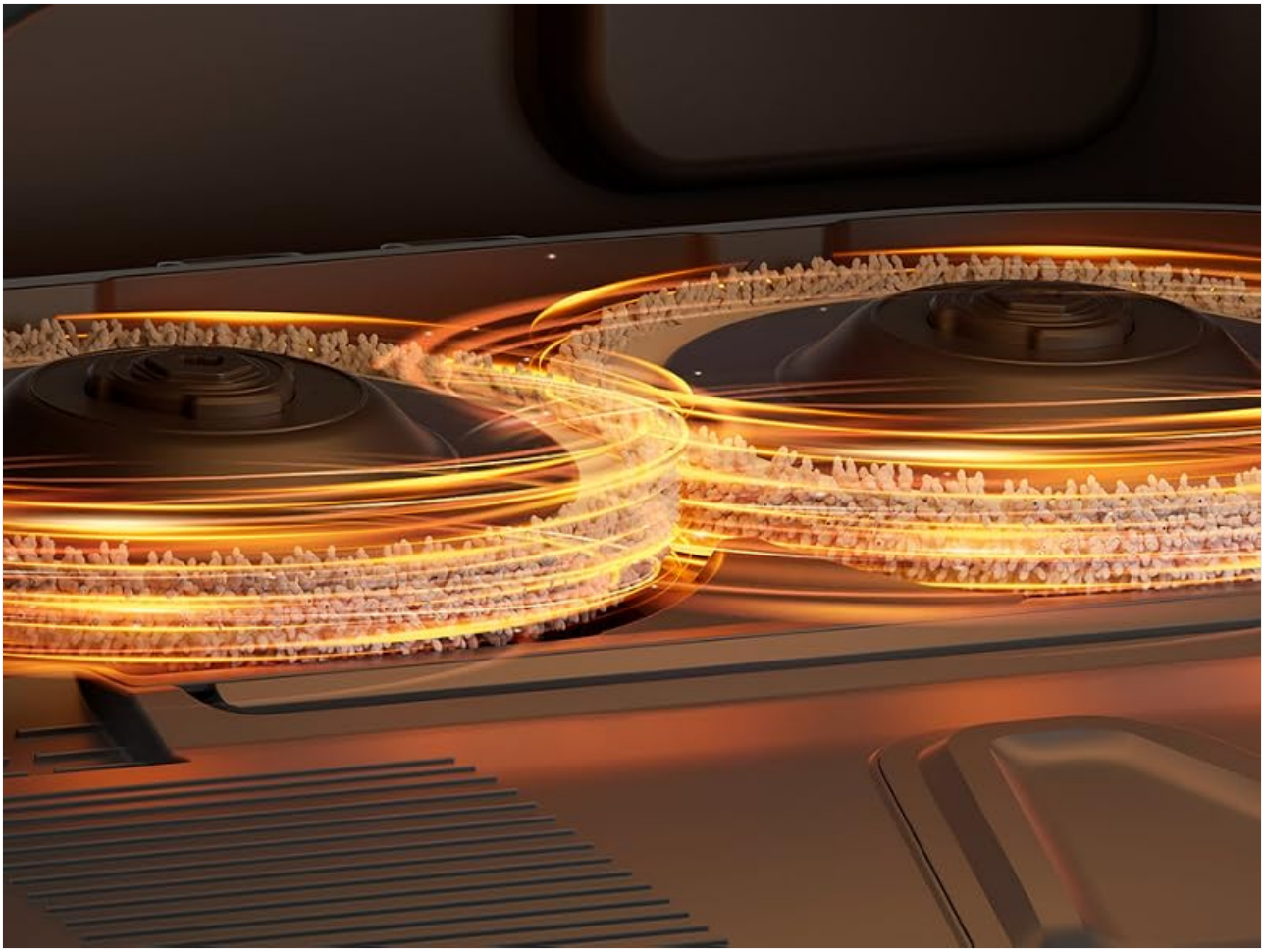

Figure 11: Voice control integration with smart home assistants like Alexa.

5. Maintenance

5.1 All-in-One Station Functions

The All-in-One Station significantly reduces maintenance effort. It automatically empties the robot's dustbin for up to 75 days, washes the mop pads, and dries them with 50°C warm air to prevent odors and bacterial growth. The station also self-cleans.

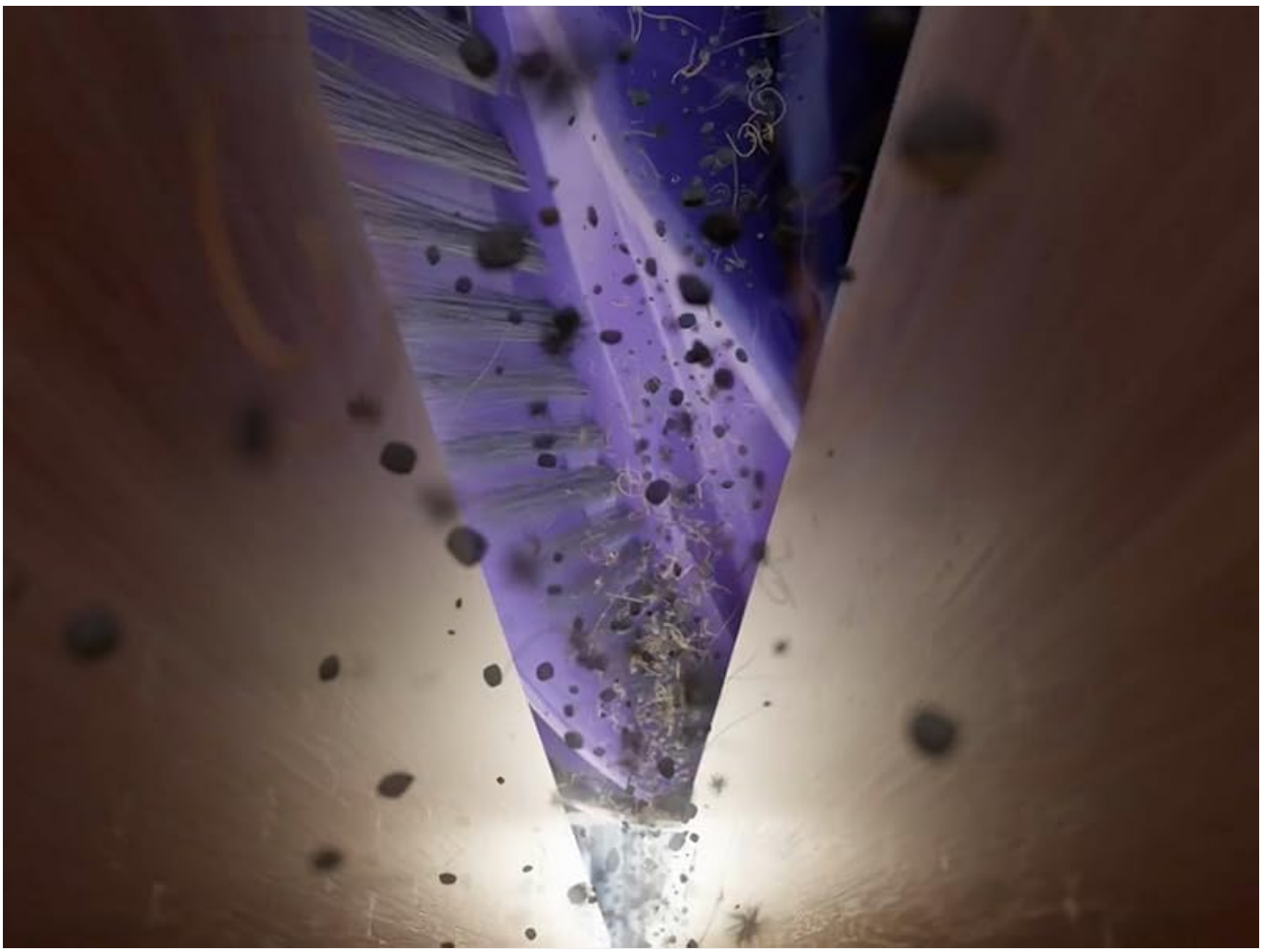

Figure 12: The automated functions of the Auto-Dock™ system, including mop washing, dust emptying, and mop drying.

5.2 Regular Cleaning

To ensure optimal performance, perform the following regular maintenance tasks:

- **Dustbin:** While the station self-empties, occasionally check and clean the robot's internal dustbin and the station's dustbag (if applicable) or dust container.
- **Water Tanks:** Regularly empty the dirty water tank and refill the clean water tank in the station.
- **Brushes:** Clean the main brush and side brushes weekly, removing any tangled hair or debris using the provided cleaning tool.
- **Filters:** Clean the HEPA filter at least once a month.
- **Mop Pads:** The station washes the mop pads, but they can also be machine washed if needed.
- **Sensors:** Wipe the robot's sensors with a dry, soft cloth to ensure accurate navigation.

6. Troubleshooting

If you encounter issues with your EUREKA J12 Ultra, refer to the following common solutions:

Problem	Possible Cause	Solution
Robot not charging	Not properly docked; power cable disconnected.	Ensure robot is correctly aligned with charging contacts. Check power cable connection to station and outlet.

Problem	Possible Cause	Solution
Robot gets stuck or navigates erratically	Sensors are dirty; too many obstacles; wheel obstruction.	Clean all sensors with a dry cloth. Clear the cleaning path of small objects. Check wheels for tangled hair or debris (as noted in user reviews, WD-40 can help with stuck wheels after cleaning).
Poor cleaning performance	Dustbin full; brushes tangled; filter clogged; low water in tank.	Empty dustbin. Clean main and side brushes. Clean or replace filter. Refill clean water tank.
App connectivity issues	Incorrect Wi-Fi password; 5GHz network; router issues.	Ensure correct Wi-Fi password. Confirm connection to a 2.4 GHz network. Restart router and robot.
Station is loud during self-emptying	Normal operation.	This is normal. You can schedule cleaning and emptying during times when noise is less disruptive (e.g., during the day). The app allows programming to not empty after every cycle.

For more detailed troubleshooting or persistent issues, please refer to the EUREKA app's help section or contact EUREKA customer support.

7. Product Specifications

Feature	Specification
Brand	EUREKA
Model Number	J12BK-DE
Color	Black
Product Dimensions (L x W x H)	45L x 38.1W x 62H cm
Item Weight	16.5 Kilograms
Noise Level	68 dB
Runtime	Up to 2 hours and 30 minutes (150 minutes)
Compatible Devices	Smartphones, Amazon Echo, Google Home
Special Features	LiDAR Navigation, No-Go-Zone, Self-Emptying, AI 3D Obstacle Recognition, Auto Carpet Recognition, Mop Washing & Drying

8. Warranty and Support

For warranty information, please refer to the documentation included with your purchase or visit the official EUREKA website. If you require technical assistance, spare parts, or have any questions not covered in this manual, please contact EUREKA customer support.
You can often find support contact details on the EUREKA brand store page on Amazon or their official website.

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