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## Eureka J12 Ultra DE

# EUREKA J12 Ultra Robot Vacuum and Mop with All-in-One Station User Manual

Model: J12 Ultra DE
Brand: Eureka

## Introduction

Thank you for choosing the EUREKA J12 Ultra Robot Vacuum and Mop. This advanced cleaning system is designed to provide efficient and thorough cleaning of your home with minimal effort. Featuring AI 3D obstacle detection, intelligent pet solutions, and an all-in-one self-emptying and self-cleaning station, the J12 Ultra offers a comprehensive cleaning experience. This manual provides essential information for safe operation, setup, maintenance, and troubleshooting to ensure optimal performance of your device.

## Important Safety Instructions

Before using this product, please read all safety instructions carefully and keep this manual for future reference.

- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Use only the original power adapter provided by the manufacturer.
- Do not use the robot in environments with open flames or fragile objects.
- Ensure the charging station is placed on a flat, stable surface and away from heat sources.
- Do not immerse the robot or charging station in water or other liquids.
- Regularly check the power cord for damage. If damaged, it must be replaced by the manufacturer or a qualified service agent.
- Before cleaning or performing maintenance, always turn off the robot and unplug the charging station.
- Do not use the robot to pick up large debris, sharp objects, or liquids.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.

## Package Contents

Please check if all components are present and in good condition upon unpacking.

- EUREKA J12 Ultra Robot Vacuum and Mop
- All-in-One Self-Emptying and Self-Cleaning Station
- Power Adapter
- Side Brushes (2x)
- Mop Pads (2x, pre-installed)
- Dust Bag (1x, pre-installed in station)
- Cleaning Tool
- User Manual

## Product Overview



**Figure 1:** The EUREKA J12 Ultra robot vacuum and mop alongside its all-in-one self-cleaning station, with a mobile application interface displayed on a smartphone. This image illustrates the complete system, including the robot, its charging and maintenance dock, and the digital control interface.




**Figure 2:** The EUREKA J12 Ultra robot vacuum is shown docked within its all-in-one station. The station features a "DUST BIN" compartment, indicating its self-emptying capability. This view highlights the integrated design of the robot and its maintenance station.




**Figure 3:** A close-up front view of the EUREKA J12 Ultra robot vacuum, highlighting its "3D Obstacle Avoidance" sensor. This sensor is crucial for the robot's navigation and ability to detect and avoid objects in its path.



**Figure 4:** A top-down view of the EUREKA J12 Ultra robot vacuum, showcasing its LIDAR navigation sensor on top and

control buttons. The "Eureka" logo is visible, along with an "OPEN" indicator for accessing internal compartments.

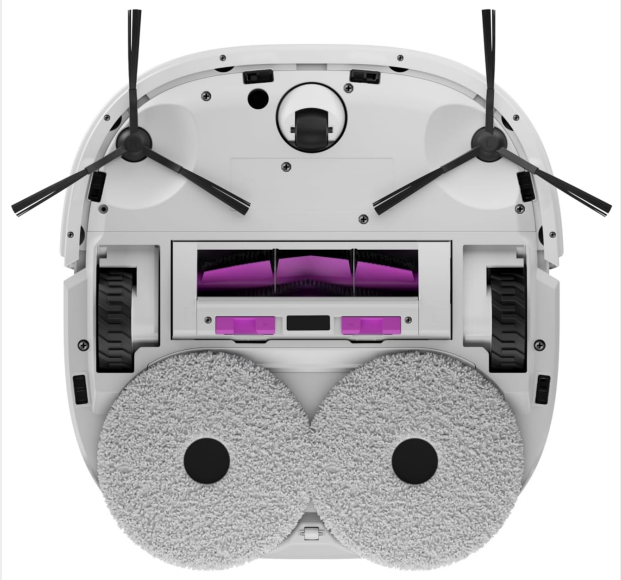

**Figure 5:** The underside of the EUREKA J12 Ultra robot vacuum, revealing its cleaning components. Visible are the two rotating mop pads, the central main brush, and two side brushes designed to sweep debris into the vacuum path.

## Setup

### 1. Charging Station Placement

1. Place the charging station against a wall in an open area, ensuring there are no obstacles within 1.5 meters (5 feet) in front and 0.5 meters (1.6 feet) to either side.
2. Connect the power adapter to the charging station and plug it into a wall outlet.
3. Ensure the station is on a hard, flat surface. Do not place it on carpets or rugs.

### 2. Robot Preparation

1. Remove all protective films and packaging materials from the robot and the station.
2. Install the side brushes by pressing them into their respective slots on the underside of the robot until they click into place.
3. Ensure the mop pads are securely attached to the robot.
4. Place the robot onto the charging station. Ensure the charging contacts align. The robot will power on automatically and begin charging.

### 3. App Installation and Connection

1. Download the "Eureka Robot" app from the App Store (iOS) or Google Play Store (Android).
2. Open the app and create an account.
3. Follow the in-app instructions to add your EUREKA J12 Ultra. This typically involves selecting your device model and connecting it to your home Wi-Fi network.
4. Once connected, you can control the robot, set cleaning schedules, view cleaning maps, and access various settings through the app.

## Operating the Robot

## Cleaning Modes

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

- **Auto Clean:** The robot intelligently plans its cleaning path and cleans the entire accessible area.
- **Spot Clean:** Cleans a specific area more intensely. Place the robot in the center of the dirty area and select this mode.
- **Zone Clean:** Define specific zones on the map within the app for the robot to clean.
- **Custom Clean:** Select specific rooms or areas to clean.
- **Mop Only:** The robot will only mop, without vacuuming.
- **Vacuum Only:** The robot will only vacuum, without mopping.

## Navigation and Obstacle Avoidance




**Figure 6:** An illustration demonstrating the "DuoDetect AI™ 3D Obstacle Avoidance" system of the EUREKA J12 Ultra. The robot emits beams to detect and navigate around various objects, such as toys and shoes, ensuring efficient cleaning in cluttered environments.



**Figure 7:** This image illustrates the "Efficient and precise LIDAR-Navigation" of the EUREKA J12 Ultra. The robot uses laser mapping to create a detailed floor plan and determine the most efficient cleaning path, shown by the white arrows on the floor.

The J12 Ultra utilizes advanced LiDAR navigation for precise mapping and efficient path planning. Its AI 3D DuoDetect obstacle avoidance system allows it to navigate safely around furniture, cables, and other objects, even in unorganized environments. It also automatically detects carpets to adjust cleaning modes.

### Scheduling and Virtual Walls

- **Scheduling:** Use the app to set daily or weekly cleaning schedules for automated cleaning.
- **No-Go Zones & Virtual Walls:** Define areas where the robot should not enter or mop using the app's map editing features. This is useful for protecting sensitive areas or preventing the robot from getting stuck.

### Voice Control

The EUREKA J12 Ultra is compatible with Amazon Echo (Alexa) and Google Assistant. Link your robot to your smart home system through the respective app settings to enable voice commands for starting, stopping, or sending the robot back to its station.

## Maintenance

Regular maintenance ensures the longevity and optimal performance of your EUREKA J12 Ultra. Always turn off the robot and unplug the station before performing any maintenance.




**Figure 8:** A diagram illustrating the "Auto-Dock™" system, which handles post-cleaning tasks. It shows the mop-washing system, the dust-emptying system, and the mop-drying system, all integrated into the station for minimal user intervention.

### 1. All-in-One Station Maintenance

- **Dust Bag Replacement:** The station automatically empties the robot's dustbin into a disposable dust bag. Replace the dust bag when the app indicates it is full (approximately every 75 days, depending on usage).
- **Clean Water Tank:** Refill the clean water tank with fresh water as needed.

- **Dirty Water Tank:** Empty the dirty water tank regularly to prevent odors and bacterial growth. Rinse it with clean water.
- **Base Plate Cleaning:** Periodically wipe down the base plate of the station where the robot docks to remove any accumulated dirt or residue. The station also features an auto-cleaning function for its internal components.

### 2. Robot Components Maintenance

- **Main Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool to remove hair and debris tangled around the brush. Clean the brush every 1-2 weeks.
- **Side Brushes:** Check side brushes for damage or entanglement. Remove any hair or debris. Replace if worn or damaged (typically every 3-6 months).
- **Mop Pads:** The station washes and dries the mop pads automatically. For deeper cleaning, remove the mop pads and hand wash them with mild detergent. Allow them to air dry completely before reattaching. Replace every 3-6 months depending on usage.
- **Sensors:** Gently wipe the cliff sensors, wall sensors, and charging contacts on the robot and station with a clean, dry cloth. Do this monthly to ensure proper navigation and charging.
- **Wheels:** Check the driving wheels and universal wheel for any trapped hair or debris and clean as necessary.

## Troubleshooting

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

| Problem | Possible Cause | Solution |
|---|---|---|
| Robot does not power on or charge. | Not properly docked; power adapter not connected; battery depleted. | Ensure robot is correctly aligned with charging contacts. Check power adapter connection to station and outlet. Allow robot to charge for several hours. |
| Robot gets stuck frequently. | Too many obstacles; tangled in cables; cliff sensors dirty. | Clear clutter from the floor. Use virtual walls/no-go zones. Clean cliff sensors. |
| Poor cleaning performance. | Dust bin full; brushes tangled; filter clogged; mop pads dirty. | Empty dust bin/replace dust bag. Clean main brush and side brushes. Clean or replace filter. Clean or replace mop pads. |
| Robot cannot connect to Wi-Fi/App. | Incorrect Wi-Fi password; 5GHz network; poor signal. | Ensure correct 2.4GHz Wi-Fi network and password. Move robot closer to router. Restart robot and router. |
| Station not emptying dust bin or washing mops. | Dust bag full/not installed; water tanks empty/full; station nozzle blocked. | Replace dust bag. Refill clean water tank, empty dirty water tank. Check for blockages in the station's emptying/washing mechanisms. |

For further assistance, please refer to the Eureka Robot app's help section or contact customer support.

## Specifications

| Feature | Detail |
|---|---|
| Brand | Eureka |
| Model Number | J12WH-DE (EA100005) |
| Color | White |

| Feature | Detail |
|---|---|
| Dimensions (Robot) | 45L x 38.1W x 62H cm (approximate, based on product dimensions) |
| Dimensions (Package) | 64 x 50 x 48 cm |
| Item Weight | 16.5 Kilograms |
| Suction Power | 5000 Pa |
| Battery Life | Up to 150 minutes |
| Noise Level | 86 dB |
| Navigation Type | LiDAR Navigation, AI 3D DuoDetect Obstacle Avoidance |
| Control Type | App Control, Voice Control (Amazon Echo, Google Home) |
| Filter Type | HEPA |
| Surface Recommendation | Hard floors, wood floors, tile, carpets, laminate |
| Self-Emptying Duration | Up to 75 days (dust bag capacity) |

## Warranty and Support

Eureka products are designed for reliability and performance. For warranty information, please refer to the warranty card included in your product packaging or visit the official Eureka website.
For technical support, troubleshooting assistance, or spare parts, please contact Eureka Customer Service. You can usually find contact details on the Eureka website or within the Eureka Robot app.
**Online Resources:**

- Visit the official Eureka website for FAQs, updated manuals, and support contact information.
- Check the Eureka Robot app for in-app support and troubleshooting guides.

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