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› Philips Series 2000 Robot Vacuum Cleaner XU2000/20 User Manual

## PHILIPS XU2000/20

# Philips Series 2000 Robot Vacuum Cleaner XU2000/20 User Manual

Model: XU2000/20 | Brand: PHILIPS

## INTRODUCTION

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Welcome to the user manual for your Philips Series 2000 Robot Vacuum Cleaner, model XU2000/20. This device is designed to provide efficient and effortless cleaning of your home, combining both vacuuming and mopping functionalities. Please read this manual carefully to ensure proper use and maintenance of your robot vacuum cleaner.

### Key Features:

- **Simultaneous Vacuuming and Mopping:** Effectively removes fine dust and dirt from hard floors in a single pass.
- **Optimized Suction Power:** Features 2700 Pa suction power to capture crumbs, pet hair, and fine particles.
- **Automatic Carpet Detection:** Increases suction power automatically for deep cleaning on carpets.
- **Precise 360° LDS Navigation:** Intelligent mapping ensures comprehensive coverage, even in low light conditions.
- **Intuitive HomeRun App:** Allows remote control, personalized scheduling, and real-time reports via dual-band Wi-Fi.
- **Long Battery Life:** Up to 130 minutes of autonomy on a single charge.



Figure 1: Top view of the Philips Series 2000 Robot Vacuum Cleaner.

## IMPORTANT SAFETY INFORMATION

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Before using the appliance, read this user manual and the important information booklet carefully and save them for future reference. Always follow the basic safety precautions to avoid risks of fire, electric shock, and personal injury.

- 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.
- Do not use the appliance if the adapter, the main cord, or the appliance itself is damaged.
- Do not immerse the appliance in water or any other liquid.

- Only use the original Philips accessories and parts.
- Ensure the charging station is placed in an open, unobstructed area, away from stairs or drops.
- Remove any loose cables, small objects, or fragile items from the cleaning path before operation.

## PRODUCT COMPONENTS

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Familiarize yourself with the main components of your Philips Series 2000 Robot Vacuum Cleaner.

- Robot Vacuum Cleaner Unit
- Charging Station
- Power Adapter
- Dustbin
- Water Tank
- Mopping Pads (2 included)
- Side Brush
- Main Brush
- HEPA Filter



Figure 2: Robot vacuum cleaner with its charging station and two mopping pads.

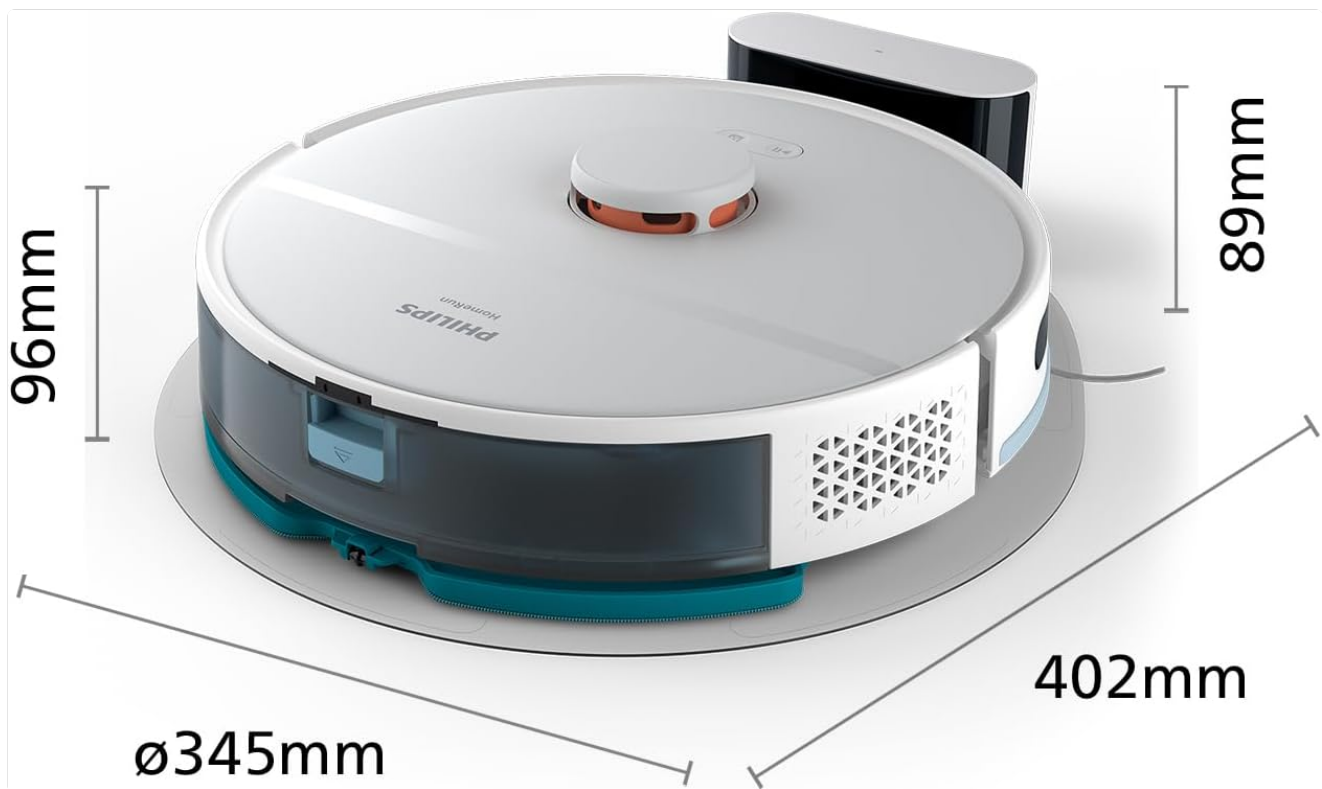


Figure 3: Product dimensions: 345mm diameter, 96mm height for the robot, and 402mm length for the charging station setup.

## SETUP GUIDE

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- 1. Unpack the Robot:** Carefully remove all components from the packaging.
- 2. Choose a Location for the Charging Station:** Select a clear, open space against a wall, ensuring there are no obstacles within 0.5 meters (1.6 feet) on either side and 1.5 meters (5 feet) in front of the station. Plug the power adapter into the charging station and then into a wall outlet.
- 3. Initial Charge:** Place the robot vacuum cleaner on the charging station. Ensure the charging contacts on the robot align with those on the station. The robot will begin charging automatically. For first use, fully charge the robot (approximately 4-6 hours).
- 4. Install the Philips HomeRun App:** Download the "Philips HomeRun" app from your smartphone's app store (available for iOS and Android).
- 5. Connect to Wi-Fi and Pair the Robot:**
  - Open the app and create an account.
  - Follow the in-app instructions to connect your robot to your home's dual-band Wi-Fi network.
  - The app will guide you through the pairing process.
- 6. Initial Mapping:** Once paired, the app will prompt you to start an initial mapping run. This allows the robot to create a detailed map of your home for efficient cleaning. Ensure all doors are open and clear any large obstacles during this process.

## Zones difficiles d'accès

Grâce à sa faible hauteur, le robot nettoie également sous les canapés, les lits et autres meubles



Figure 4: The robot vacuum cleaner returning to its charging station. Ensure the station is placed in an accessible area.

## OPERATING INSTRUCTIONS

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### Starting a Cleaning Cycle:

- **Via App:** Open the Philips HomeRun app. Select your desired cleaning mode (Vacuum, Mop, or Vacuum & Mop), suction level, and water flow. You can choose to clean the entire house, specific rooms, or designated zones. Tap "Start" to begin.
- **Manual Start:** Press the power button on the robot once to start a general cleaning cycle. The robot will automatically return to its charging station when finished or when the battery is low.

### Cleaning Modes and Features:

- **Vacuuming:** The robot uses its powerful 2700 Pa suction to collect dust, dirt, and debris.
- **Mopping:** Attach a damp mopping pad to the water tank and fill the tank with clean water. The robot will mop hard floors. Do not use cleaning solutions other than water unless specified by Philips.
- **Vacuum & Mop:** For combined cleaning, the robot vacuums and mops simultaneously. This is ideal for daily maintenance on hard floors.
- **Carpet Boost:** The robot automatically detects carpets and increases suction power for a deeper clean. Ensure mopping pads are removed or set a "No-Mop Zone" in the app for carpeted areas if using the mopping function.
- **LDS Navigation:** The 360° Laser Distance Sensor (LDS) creates precise maps of your home, allowing for efficient and systematic cleaning paths.

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# Découvrez le plaisir de retrouver une maison propre

Nettoyage quotidien à sec & à l'eau sans effort

Aspirateur robot Philips HomeRun Série 2000

Figure 5: The robot vacuum cleaner performing simultaneous vacuuming and mopping on a hard floor.



**Aspirer et passer la serpillière en une seule fois**  
Nettoyage quotidien à sec et à l'eau sans effort



**Forte puissance d'aspiration**  
Peut ramasser de grosses saletés, comme des miettes



**Nettoye partout**  
Grâce à la navigation laser à 360°



Figure 6: Illustration of the robot's strong suction power, capable of picking up large debris like crumbs.

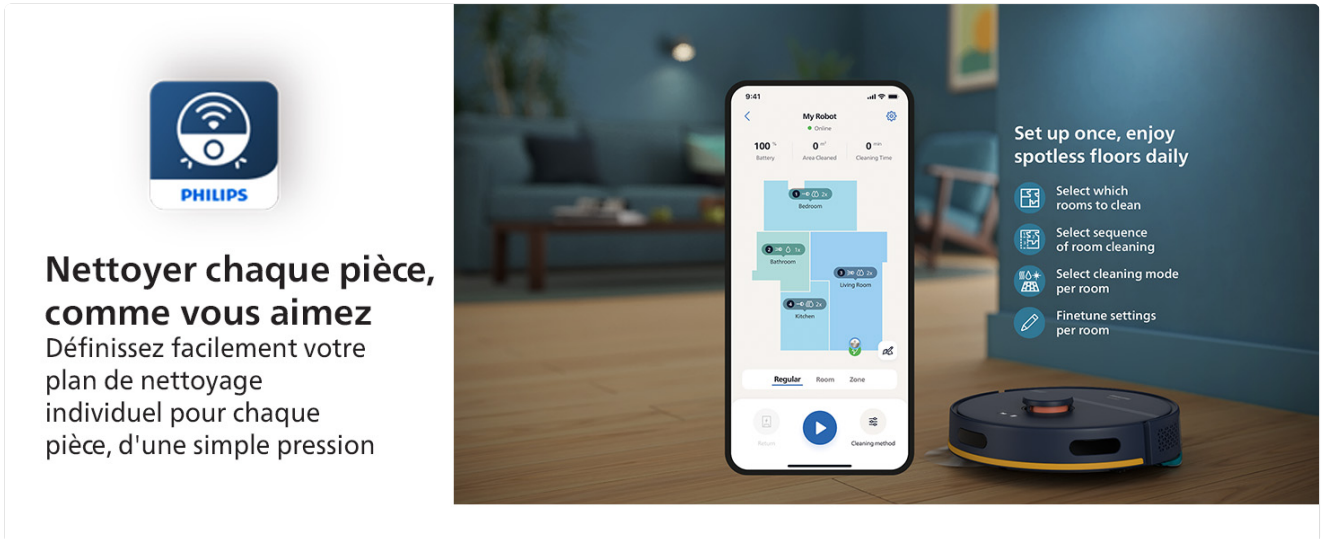


Figure 7: The robot cleaning systematically using its 360° laser navigation to cover the entire area.

## Using the HomeRun App:

The Philips HomeRun app provides advanced control and customization options:

- **Map Management:** View and edit your home's map. The robot can store up to 5 detailed maps.
- **Zone Cleaning:** Define specific areas for cleaning or create "No-Go Zones" to prevent the robot from entering certain areas (e.g., fragile objects).
- **No-Mop Zones:** Designate areas where the robot should avoid mopping, such as carpets or rugs.
- **Scheduling:** Set daily or weekly cleaning schedules.
- **Cleaning Preferences:** Adjust suction power (Low, Normal, High, Max) and water flow for different rooms or floor types.
- **Real-time Monitoring:** Track the robot's cleaning progress and battery status.



**Nettoyer chaque pièce, comme vous aimez**  
 Définissez facilement votre plan de nettoyage individuel pour chaque pièce, d'une simple pression

Figure 8: The Philips HomeRun app allows you to customize cleaning plans for each room.



**Navigation laser à 360°**  
 Un maximum de surface couverte : ne manque aucun endroit

Figure 9: Setting up a "Forbidden Zone" in the app to protect fragile items or restrict access.



## Zone Interdite

Créez une zone interdite pour les endroits où le robot est indésirable, par exemple pour protéger les objets fragiles

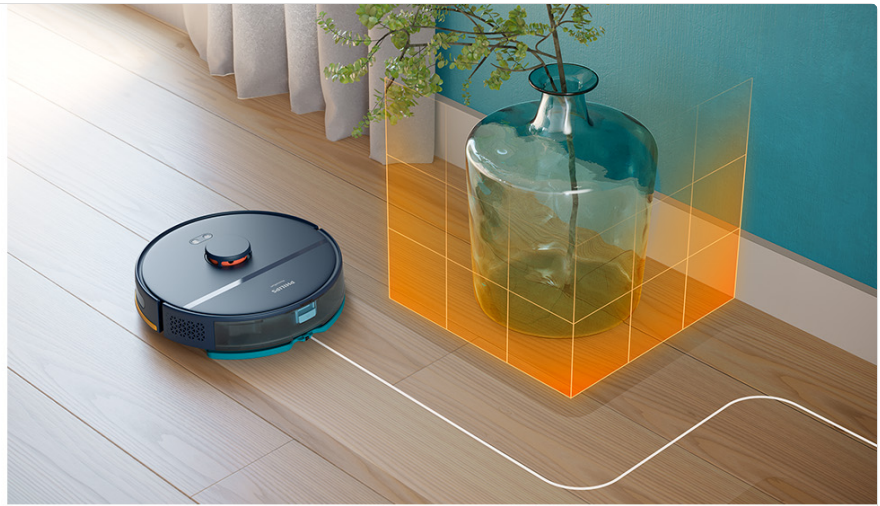


Figure 10: Defining a "No-Mop Zone" to prevent the robot from mopping carpets when performing wet cleaning.

## MAINTENANCE

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Regular maintenance ensures optimal performance and extends the lifespan of your robot vacuum cleaner.

### 1. Emptying the Dustbin:

The dustbin should be emptied after each cleaning cycle, especially if you have pets or a large area to clean.

1. Open the top cover of the robot.
2. Remove the dustbin by pulling it upwards.
3. Open the dustbin lid and empty the contents into a trash can.
4. Close the lid and reinsert the dustbin into the robot until it clicks into place.

### 2. Cleaning the Filter:

The HEPA filter inside the dustbin should be cleaned regularly (weekly or bi-weekly depending on usage) and replaced every 3-6 months.

1. Remove the dustbin as described above.
2. Take out the HEPA filter from the dustbin.
3. Tap the filter gently over a trash can to remove dust. Do not wash the HEPA filter with water.
4. Reinsert the clean filter and dustbin.

### 3. Cleaning the Water Tank and Mopping Pads:

After each mopping cycle:

1. Remove the water tank from the robot.
2. Empty any remaining water from the tank.
3. Detach the mopping pad from the water tank.
4. Wash the mopping pad by hand or machine wash (follow care instructions on the pad). Allow it to air dry completely before reattaching.

5. Clean the water tank with a damp cloth and allow it to dry.

#### 4. Cleaning Brushes and Sensors:

Periodically check and clean the main brush, side brush, and sensors.

- **Main Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool (if provided) to cut and remove tangled hair or debris.
- **Side Brush:** Unscrew and remove the side brush. Clean any hair or debris wrapped around it. Reattach securely.
- **Sensors:** Gently wipe the cliff sensors (located on the bottom of the robot), wall sensors (on the side), and charging contacts with a clean, dry cloth.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Robot does not start or respond.	Low battery; Power switch off; Robot stuck.	Charge the robot fully. Ensure the main power switch is on. Clear any obstructions.
Robot gets stuck frequently.	Obstacles (cables, small objects); Uneven surfaces.	Clear the cleaning area of loose cables and small items. Use "No-Go Zones" in the app for problematic areas.
Poor cleaning performance (vacuuming).	Full dustbin; Clogged filter; Tangled main/side brush.	Empty the dustbin. Clean or replace the filter. Clean the main and side brushes.
Poor cleaning performance (mopping).	Dry mopping pad; Empty water tank; Clogged water nozzle.	Dampen the mopping pad. Refill the water tank. Clean the water nozzle.
Robot cannot connect to Wi-Fi or app.	Incorrect Wi-Fi password; Router issues; Robot too far from router.	Ensure correct Wi-Fi password. Restart router. Move robot closer to router. Check app for connection steps.
Side brush not rotating or making noise.	Hair or debris tangled; Motor malfunction.	Remove and clean the side brush thoroughly. If the issue persists, contact customer support.
Robot loses map or navigation issues.	Environment changes; Sensor obstruction.	Ensure no major changes in the room layout. Clean LDS sensor and other navigation sensors. Recalibrate map if necessary via the app.

## SPECIFICATIONS

Feature	Detail
Brand	PHILIPS
Model Name	XU2000/20
Surface Recommendation	Hard floors, carpets
Special Feature	Cordless
Color	White
Product Dimensions (L x W x H)	14.6L x 15.5W x 9H centimeters (Robot dimensions: approx. 34.5cm diameter, 9.6cm height)
Controller Type	App Control
Included Components	Docking station, filter, floor brush, 2 mopping pads
Filter Type	HEPA
Battery Life	130 minutes
Battery Type	Lithium-nickel-manganese-cobalt (NMC)
Voltage	220 Volts
Water Tank Capacity	240 Milliliters
Power Source	Battery Powered
Item Weight	3.1 Kilograms
Number of Power Levels	3 (App allows 4: Low, Normal, High, Max)
Control Method	Application
Compatible Devices	Smartphone
Form Factor	Round
Year of Manufacture	2024
Country of Origin	China

## WARRANTY AND SUPPORT

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For warranty information, please refer to the warranty card included in your product packaging or visit the official Philips website for your region. Keep your proof of purchase for warranty claims.

If you encounter any issues or have questions about your Philips Series 2000 Robot Vacuum Cleaner, please contact Philips Customer Support. The Philips HomeRun app also provides support resources, including explanatory videos and a Q&A section.

- **Online Support:** Visit the Philips support website for FAQs, troubleshooting guides, and contact information.
- **In-App Support:** Access help resources directly through the Philips HomeRun app.
- **User Manual (PDF):** A detailed PDF user manual is available for download [here](#).



## Quatre niveaux d'aspiration

Faible - nettoyage efficace  
Normal - élimination des poussières fines  
Haut - nettoyage en profondeur  
Max - pour les grosses saletés



Figure 11: The Philips HomeRun app offers support resources including explanatory videos and a Q&A section.