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**Eureka E20 Plus-EU-VD**

# Eureka E20 Plus Robot Vacuum Cleaner User Manual

Model: **E20 Plus-EU-VD** | Brand: **Eureka**

## 1. Introduction

Thank you for choosing the Eureka E20 Plus Robot Vacuum Cleaner. This innovative robot is designed to provide efficient and autonomous cleaning for your home, featuring powerful suction, intelligent navigation, and an automatic dust disposal station. Please read this manual thoroughly before using the product to ensure proper operation and maintenance.

## 2. Safety Information

To reduce the risk of injury or damage, read these safety instructions carefully and keep them for future reference.

### General Safety Precautions:

- Do not operate the robot vacuum in wet environments or near water.
- Ensure the charging station is placed on a level surface against a wall, with clear space around it.
- Keep loose clothing, hair, and body parts away from openings and moving parts.
- Do not pick up large objects, sharp objects, liquids, or burning/smoking materials.
- Supervise children and pets when the robot is operating.
- Only use the original power adapter and charging station provided by Eureka.
- Before cleaning or performing maintenance, turn off the robot and unplug the charging station.

## 3. Package Contents

Verify that all components are present and in good condition upon unpacking.

- Eureka E20 Plus Robot Vacuum Cleaner
- Automatic Dust Disposal Station
- Side Brushes (2 pieces, 1 pre-installed)
- Main Brush (1 piece, pre-installed)
- HEPA Filters (2 pieces, pre-installed)

- Cleaning Pads (2 pieces, 1 pre-installed)
- Power Adapter
- User Manual




Figure 3.1: Eureka E20 Plus Robot Vacuum Cleaner, Automatic Dust Disposal Station, and included accessories (side brushes, main brush, HEPA filter, cleaning pad).

## 4. Product Diagram

Familiarize yourself with the main components of your Eureka E20 Plus.

### Robot Vacuum:

- Lidar Sensor
- Control Buttons
- Front Bumper
- Side Brushes
- Main Brush
- Driving Wheels
- Mop Pad
- Dust Bin / Water Tank

### Automatic Dust Disposal Station:

- Dust Collection Port
- Dust Bin (2-liter capacity)
- Charging Contacts
- Power Indicator Light

## 5. Setup

### 5.1 Preparing the Robot

1. Remove all protective films and packaging materials from the robot and the charging station.
2. Install the side brushes by pressing them onto the posts until they click into place.
3. Ensure the main brush and HEPA filters are correctly installed in the robot's dust bin.
4. Attach the mop pad to the water tank if you intend to use the mopping function.

### 5.2 Placing the Automatic Dust Disposal Station

1. Place the station on a hard, level surface against a wall.
2. Ensure there is at least 0.5 meters (1.6 feet) of clear space on both sides and 1.5 meters (4.9 feet) in front of the station.
3. Connect the power adapter to the station and plug it into a wall outlet.
4. Place the robot on the charging contacts of the station to charge fully before first use. The indicator light on the robot will show charging status.




Figure 5.2: The robot vacuum approaching its automatic dust disposal station for charging and dust emptying.

### 5.3 Connecting to the Eureka App

1. Download the "Eureka" app from your smartphone's app store (iOS or Android).
2. Register an account and log in.
3. Follow the in-app instructions to add your Eureka E20 Plus. Ensure your Wi-Fi network is 2.4GHz.
4. Once connected, you can control the robot, set cleaning schedules, define no-go zones, and view cleaning maps.

## 6. Operating Instructions

### 6.1 Starting a Cleaning Cycle

- **Via Robot Button:** Press the power button on the robot once to start a cleaning cycle. Press again to pause.
- **Via Eureka App:** Open the app, select your robot, and tap "Start Cleaning". You can choose cleaning modes (Auto, Spot, Edge) and adjust suction power.

- **Via Voice Assistant:** If connected to Alexa or Google Assistant, use voice commands like "Alexa, start cleaning with Eureka robot."

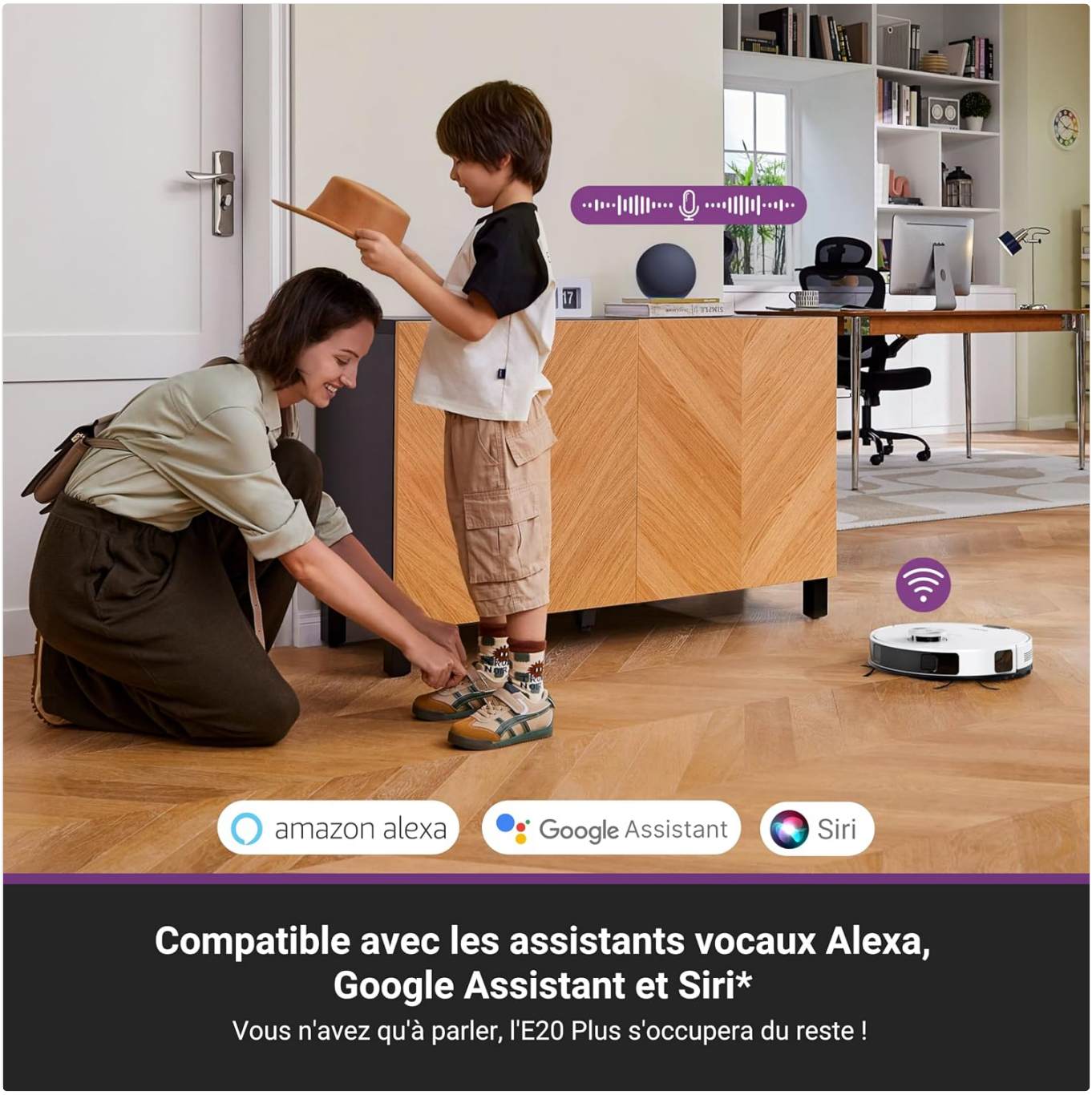



Figure 6.1: The Eureka E20 Plus is compatible with voice assistants like Amazon Alexa and Google Assistant for convenient control.

## 6.2 Mopping Function

To use the mopping function, fill the water tank with clean water and attach the mop pad. The robot will automatically lift the mop by 10mm when detecting carpets to prevent wetting them.




Figure 6.2: The robot's intelligent mop lifting mechanism raises the mop by 10mm when transitioning from hard floors to carpets, ensuring carpets remain dry.

## 6.3 Automatic Dust Disposal

The E20 Plus features an automatic dust disposal system. When the robot returns to its station, the station will automatically empty the robot's dust bin into its 2-liter dust bag-free container. This allows for up to 45 days of hands-free cleaning.




Figure 6.3: The multi-cyclone dust collection system efficiently filters and collects dust, ensuring powerful suction and clean air.

## 7. Maintenance

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

### 7.1 Emptying the Dust Disposal Station

- The 2-liter dust bin in the station can hold up to 45 days of debris.
- To empty, open the top cover of the station, remove the dust bin, and dispose of the contents.
- Clean the dust bin with a dry cloth.

### 7.2 Cleaning the Robot's Dust Bin and Filter

- Remove the dust bin from the robot.
- Empty the dust and debris.
- Remove the HEPA filter and tap it gently to remove dust. Do not wash the HEPA filter with water.

- Rinse the dust bin with water (ensure it's completely dry before re-installing).

### 7.3 Cleaning Brushes

- **Main Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool to remove tangled hair and debris.
- **Side Brushes:** Regularly check side brushes for wear and tear. Remove any tangled hair or debris. Replace if damaged.

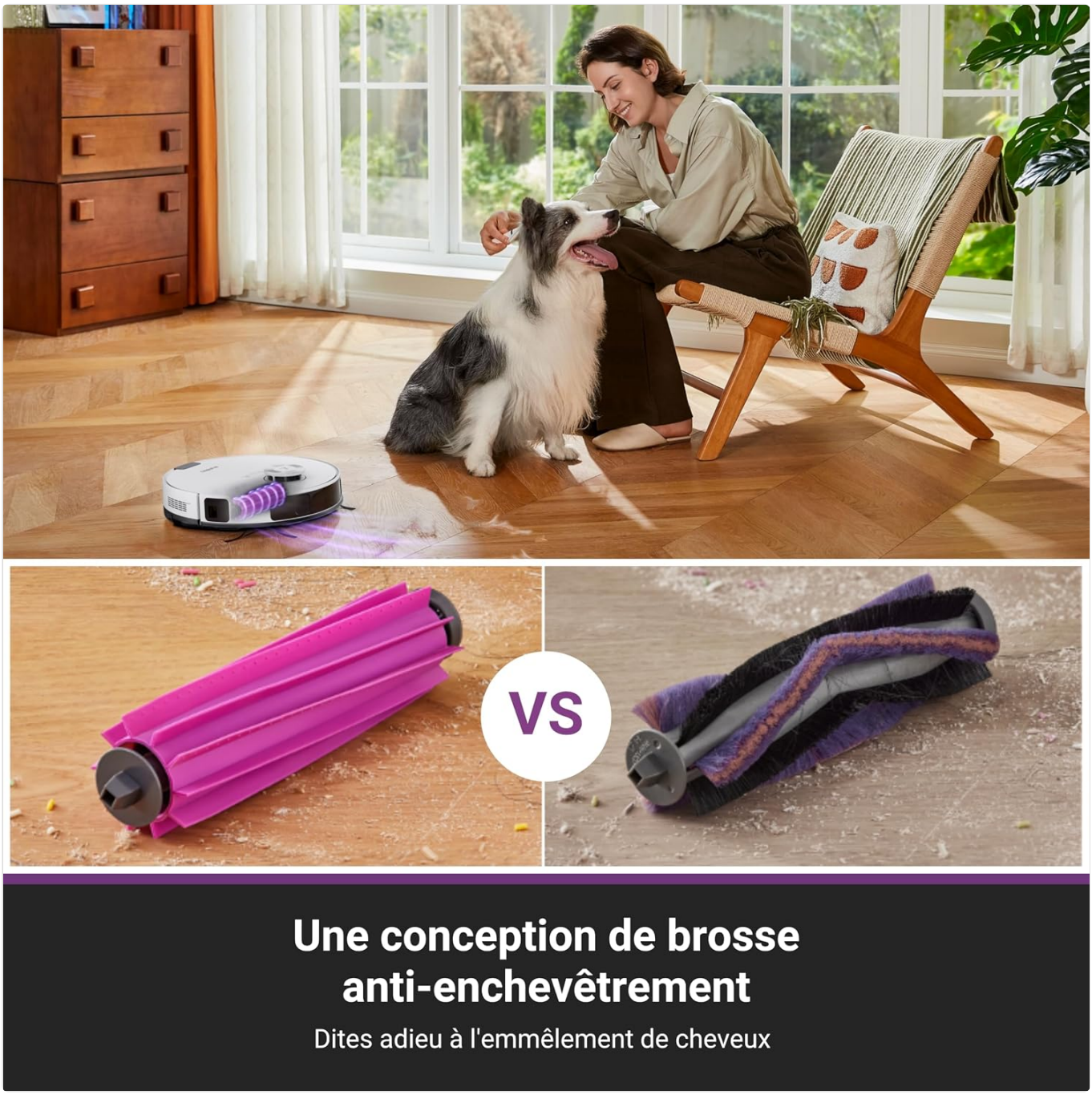



Figure 7.3: The anti-tangle brush design minimizes hair entanglement, making maintenance easier compared to traditional brushes.

### 7.4 Cleaning Sensors and Charging Contacts

- Wipe all sensors (cliff sensors, wall sensors, Lidar sensor) and charging contacts on both the robot and the station with a clean, dry cloth.

## 8. Troubleshooting

If you encounter issues with your Eureka E20 Plus, refer to the table below for common problems and solutions.

| Problem | Possible Cause | Solution |
|---|---|---|
| Robot does not start. | Low battery; Power switch off. | Charge the robot; Turn on the power switch. |
| Robot gets stuck frequently. | Obstacles (cables, small objects); Dirty sensors. | Clear the cleaning area; Clean sensors. |
| Poor cleaning performance. | Full dust bin; Clogged filter; Worn brushes. | Empty dust bin; Clean/replace filter; Clean/replace brushes. |
| Robot cannot return to charging station. | Station obstructed; Robot too far; Dirty charging contacts. | Ensure clear path to station; Manually place robot on station; Clean charging contacts. |
| App connection issues. | Incorrect Wi-Fi (not 2.4GHz); Router issues. | Ensure 2.4GHz Wi-Fi; Restart router; Re-pair robot with app. |

For more detailed troubleshooting or persistent issues, please contact Eureka customer support.

## 9. Specifications

| Feature | Detail |
|---|---|
| Model Number | E20 Plus-EU-VD |
| Suction Power | 8000 Pa |
| Battery Capacity | 5200 mAh |
| Runtime | Up to 180 minutes (3 hours) |
| Dust Bin Capacity (Station) | 2 Liters (up to 45 days hands-free) |
| Noise Level | 65 dB |
| Dimensions (L x W x H) | 35 x 35 x 9.7 cm |
| Weight | 10.8 Kilograms |
| Obstacle Avoidance | 3D DuoDetect AI |
| Mop Lifting Height | 10 mm |
| Connectivity | Wi-Fi 2.4GHz, App Control, Alexa, Google Assistant, Siri |
| Filter Type | HEPA |

## 10. Warranty and Support

Eureka provides a standard warranty for the E20 Plus Robot Vacuum Cleaner. Please refer to the warranty card included in your package for specific terms and conditions, or visit the official Eureka website for more information.

For technical support, troubleshooting assistance, or spare parts inquiries, please contact Eureka Customer Service through the contact information provided on their official website or within the Eureka mobile application.
**Website:** www.eureka.com (Example link, actual link may vary)

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