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> eufy Robot Vacuum Omni C20 Instruction Manual

## eufy T2280

# eufy Robot Vacuum Omni C20 Instruction Manual

Model: C20 Omni | Brand: eufy

## INTRODUCTION

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This manual provides comprehensive instructions for the setup, operation, and maintenance of your eufy Robot Vacuum Omni C20. Please read this manual thoroughly before using the product to ensure safe and efficient operation.

## SETUP

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### What's in the Box

Your eufy Robot Vacuum Omni C20 package includes the following components:

- Omni Station (with Dust Bag)
- Robot (includes Roller Brush, Side Brush, Dust Bin, and 2 Mop Pads)
- Safety Document
- Quick Start Guide



Image: The eufy Robot Vacuum Omni C20 with its All-in-One Station and a smartphone displaying the control app interface.

## Initial Placement and Power

Place the Omni Station against a wall in an open area, ensuring there are no large obstacles around it that would prevent the robot from returning. Connect the power cable to the station and plug it into a 110V power outlet. The robot supports only 2.4GHz Wi-Fi; 5GHz Wi-Fi is not supported.

# All-in-One Station for Hands-Free Cleaning



Auto Emptying



Auto Washing



Auto Drying



Detachable Base

Image: Diagram illustrating the All-in-One Station's features: Auto Emptying, Auto Washing, Auto Drying, and Detachable Base.

The Omni Station provides fully automated cleaning, including auto emptying of the dustbin, auto washing of the mop pads, and auto drying of the mop pads with room-temperature air. The transparent water tanks allow for easy monitoring of water levels.

## OPERATING INSTRUCTIONS

## Powerful Cleaning Performance

The C20 Omni features a robust 7,000 Pa suction power, effectively tackling dirt, crumbs, pet hair, and debris from various floor types. For optimal performance on carpets, activate Boost IQ mode in the app, which automatically increases suction when carpet is detected.

# Strong Suction for a Clean Home

## 7,000 Pa\* Powerful Suction



Pet Hair



Pet Food



Crumbs

\*7,000 Pa is the maximum suction level in Boost IQ mode.

Image: The eufy Robot Vacuum Omni C20 demonstrating its 7,000 Pa suction power, effectively cleaning pet hair, pet food, and crumbs.

## Mop Master Technology

Equipped with Mop Master Technology, the C20's dual mop pads rotate at 180 rotations per minute with 6N of downward pressure, ensuring effortless removal of tough stains. The robot also features automatic mop lifting (0.41 inches) when transitioning to carpets to keep them dry.

# Effortless Cleaning, Spotless Floors

## Mop Master™ Technology



Downward  
Pressure



High-Speed  
Rotating Mops



Carpet Detection  
& Auto-Lift Mop



Image: Visual representation of Mop Master Technology with icons for Downward Pressure, High-Speed Rotating Mops, and Carpet Detection & Auto-Lift Mop.

## Smart Navigation and App Control

The C20 utilizes iPath Laser Navigation for efficient cleaning routes. Control your robot vacuum with the eufy app, allowing for personalized cleaning modes, scheduled cleaning, and setting up custom No-Go Zones to avoid specific areas. Voice control is also available via Amazon Alexa and Google Assistant.

# App-Driven Smart Cleaning

## Control your C20 with the eufy app for maximum flexibility



**Personalised Cleaning Modes**



**No-Go Zones**



**Map Management**



**Scheduled Cleaning**



**Custom No-Go Zones**



**Edge-Hugging Mopping**



**Carpet Cleaning Settings**

Image: Screenshot of the eufy app showing personalized cleaning modes and No-Go Zones, along with icons for Map Management, Scheduled Cleaning, Custom No-Go Zones, Edge-Hugging Mopping, and Carpet Cleaning Settings.

## Low-Profile Design

With its 3.35-inch ultra-slim body, the C20 can effortlessly reach and clean tight spaces, such as under desks, beds, and sofas, ensuring thorough cleaning in hard-to-reach areas.

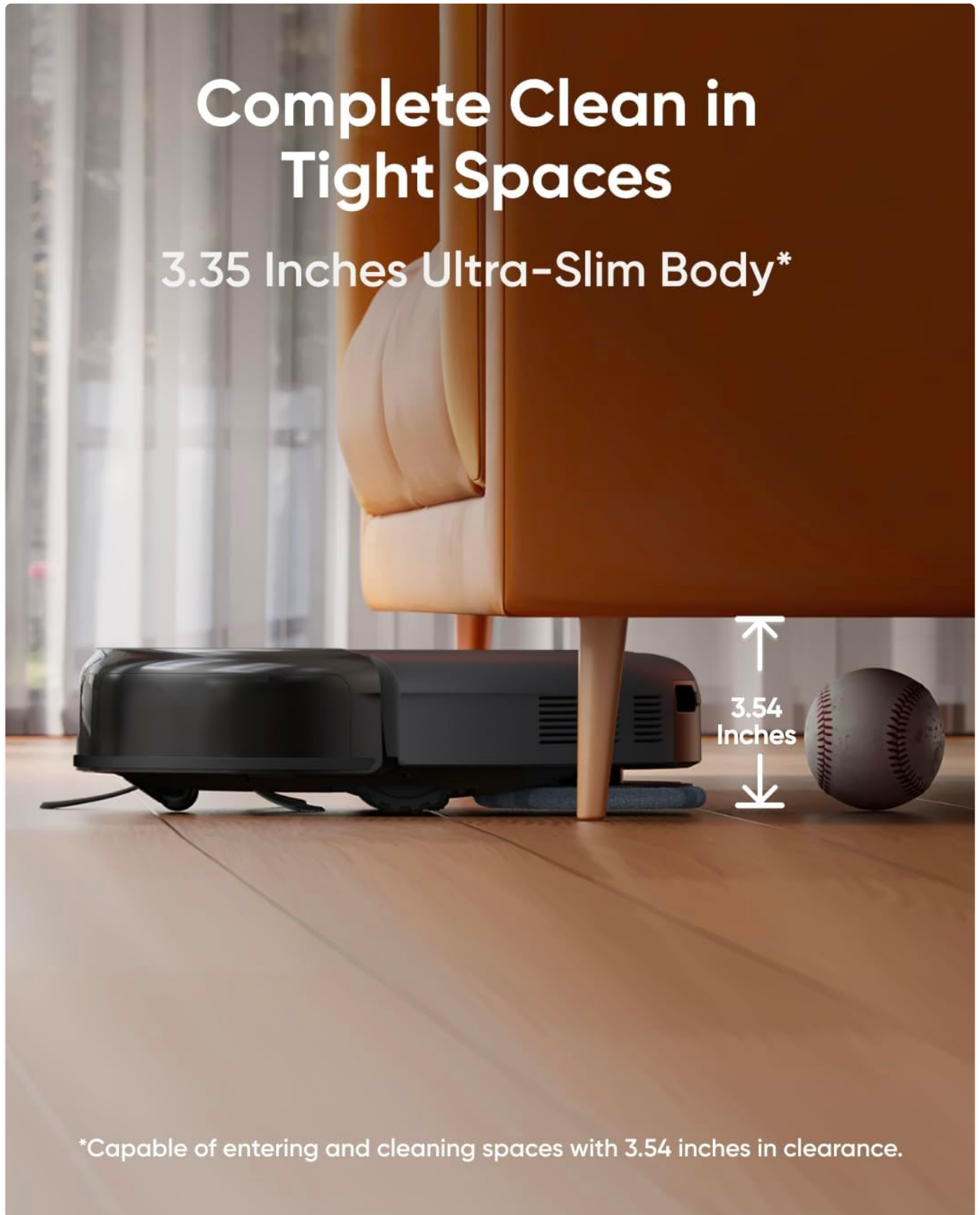


Image: The eufy Robot Vacuum Omni C20 shown cleaning under a chair, highlighting its 3.35-inch ultra-slim body for tight spaces.

**Official Product Video**

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Video: An official product video demonstrating the features and capabilities of the eufy Robot Vacuum Omni C20.

## **MAINTENANCE**

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### **Pro-Detangle Comb**

The roller brush is equipped with a Pro-Detangle Comb. This feature automatically flips down to loosen and remove tangled hair from the brush, ensuring optimal performance and reducing manual maintenance time.

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# Fewer Tangles, Less Maintenance



Automatic Hair Detangling

Image: The eufy Robot Vacuum Omni C20 with a golden retriever, illustrating the automatic hair detangling feature of the Pro-Detangle Comb.

## All-in-One Station Maintenance

The Omni Station handles auto emptying, washing, and drying. Regularly check the transparent water tanks for water levels. The station's base can be easily detached for convenient cleaning of the mop washing area. The filter is high-performance and washable.

## TROUBLESHOOTING

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### **Q: How is the obstacle avoidance capability of the C20?**

A: The C20 robot vacuum uses infrared to identify obstacles and detect carpets. It is equipped with front and side sensors to navigate efficiently. The laser emits onto surfaces and receives reflected signals to avoid obstacles. Note: Clear the Floor: Remove wires, toys, socks, and clothes to prevent the vacuum from getting stuck. Set No-Go Zones: For dark-colored stairs, walls, furniture, thin chair legs, furniture bottom lower than 88mm, and carpets thicker than 25mm, set up no-go zones to prevent the machine from getting stuck and affecting cleaning performance. Secure Carpet Edges: Fix the edges of thin carpets to avoid entanglement. If you have any concerns or issues, please contact eufy for a help.

### **Q: What should I do if my C20 encounters a problem connecting to WiFi?**

A: Reconnect WiFi: Reconnect to ensure the network is successfully configured. Try Hotspot/Another WiFi: Try using a hotspot or switch to another WiFi network for configuration. If it still fails, please contact eufy customer support for assistance.

### **Q: What should I do if the C20 fails to recharge?**

A: Check Accessories: Confirm if the side wheels and the swivel wheel at the bottom are stuck with hair. Please clean them and try again. Check Station Location: Ensure that the base station is placed against the wall and there are no large obstacles around it that would prevent the device from recharging.

### **Q: How to ensure the C20 mopping performance?**

A: Pre-Vacuum: Use the vacuum-only mode before the first-mopping when received the C20 to clear away dust and hair via the Eufy Clean App. Edge Cleaning: Update the app to the latest version and activate the edge cleaning feature to mop the edges of walls more effectively. Adjust Water Level: Increase the water level setting in the app for more effective mopping. For stubborn stains, select the area and choose to mop it twice. For multiple floors, if the base station and the robot are on different floors, mopping is not possible. Please move the station and the robot to the same floor. For easier multi-floor use, you can contact eufy to purchase an additional base station.

### **Q: How does the C20 perform in carpet cleaning?**

A: The C20 cleans thin carpets well, but it's important to turn on the Boost IQ mode in the app (it will auto-increase suction once it detects the carpet) or use the Max suction to ensure cleaning effectiveness. Note that for thick carpets, the C20 may not clean effectively and maybe get stuck, so it's recommended to set up no-go zones.

### **Q: What should I do to ensure C20's clean performance?**

A: Suction Adjustment: If you have pets or kids, use Turbo or Max suction mode and set the empty frequency to High via the Eufy Clean app for better cleaning performance. Cleaning Frequency: For heavy debris or hair, select the area and choose to clean it twice via the app. Auto-Return Cleaning: If your home has a large area, enable the auto-return cleaning function via the app. Accessories Maintenance: Clean and replace robot accessories regularly for optimal performance. Especially clean the hair and debris at both ends of the roller brush.

## SPECIFICATIONS

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Feature	Detail
Brand	eufy
Model Name	C20 Omni

Special Feature	7,000 Pa Powerful Suction, Robot Vacuum and Mop Combo, All-in-One Station, 3.35-Inch Ultra-Slim Body, Low Noise
Color	Black
Product Dimensions	12.99"L x 11.38"W x 18.11"H
Filter Type	High-Performance, Washable
Battery Life	132 minutes
Voltage	120 Volts
Capacity	3.1 Liters (Dust Bag)
Control Method	App, Push Button
Compatible Devices	Google Assistant, Amazon Alexa, Siri
Item Weight	19.8 pounds

## WARRANTY AND SUPPORT

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### Return Policy

The product comes with a 30-day return/replacement policy.

### Protection Plans

Optional protection plans are available for purchase:

- 2-Year Protection Plan: \$47.99
- 3-Year Protection Plan: \$60.99
- Complete Protect: \$16.99/month (covers all eligible past and future purchases)

### User Guide and Manufacturer Support

For detailed information and further assistance, please refer to the official User Guide (PDF) available [here](#). You may also contact eufy customer support for any product-related inquiries or issues.

