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Eureka E20 Plus

Eureka E20 Plus Robot Vacuum and Mop Combo

User Instruction Manual

Product Overview

The Eureka E20 Plus is an advanced robotic vacuum and mop combo designed to provide comprehensive home cleaning. Featuring a bagless self-emptying station with up to 45 days capacity, upgraded 8000Pa suction, and an anti-hair tangling brush, it efficiently handles various floor types. Its LiDAR navigation and DuoDetect AI™ 3D obstacle avoidance ensure precise and thorough cleaning, even in low-light conditions. The unit also includes a 10mm mop lifting function for seamless transition between hard floors and carpets, and can be conveniently controlled via a mobile application.



The Eureka E20 Plus Robot Vacuum and Mop Combo, shown with its self-emptying station and included accessories such as side brushes, main roller brush, filter, and mop pad.

Package Contents

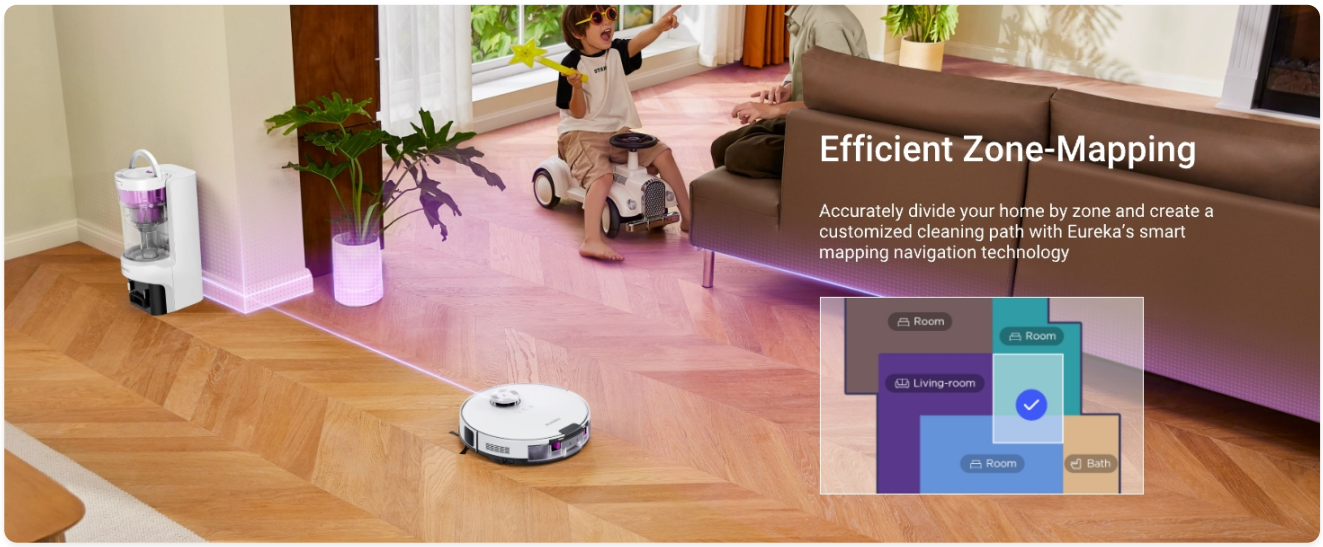
Please verify that all items are present in the package before beginning setup.



- 1 x Robot Vacuum
- 1 x Base Station
- 1 x Instruction Manual
- 2 x Side Brushes
- 1 x Main Roller Brush (Pre-Installed)
- 2 x Mop Pads (1 Pre-Installed)
- 2 x HEPA Filters (1 Pre-Installed)
- 1 x Dust Cup

Initial Setup

1. **Unpack and Place:** Remove all packaging materials. Place the base station against a wall on a hard, level surface, ensuring there are no obstacles within 1.5 meters (5 feet) in front and 0.5 meters (1.6 feet) to either side.
2. **Charge the Robot:** Connect the base station to a power outlet. Place the robot vacuum onto the charging contacts of the base station. Ensure the robot is properly aligned and charging. A full charge typically takes several hours.
3. **Download the App:** Scan the QR code in the instruction manual or search for the "Eureka Robot" app in your mobile device's app store (iOS/Android).
4. **Connect to Wi-Fi:** Open the Eureka Robot app and follow the on-screen instructions to connect your robot vacuum to your home Wi-Fi network. The robot supports 2.4GHz Wi-Fi only.
5. **Initial Mapping:** Once connected, initiate an initial cleaning cycle from the app. The robot will begin to map your home, which is crucial for efficient navigation and advanced features like zone cleaning and no-go zones.



The Eureka E20 Plus utilizes LiDAR navigation for efficient zone mapping, which can be managed through the companion app.

Operating Instructions

The Eureka E20 Plus offers various cleaning modes and smart features for customized cleaning.

Cleaning Modes

- **Auto Clean:** The robot intelligently cleans your entire home, adjusting suction power and mop function as needed.
- **Vacuum & Mop Simultaneously:** The E20 Plus is designed to vacuum and mop at the same time, effectively removing dirt and stubborn stains from hard floors.
- **Spot Clean:** Direct the robot to clean a specific small area intensely.
- **Zone Clean:** Define specific areas on the map for the robot to clean.

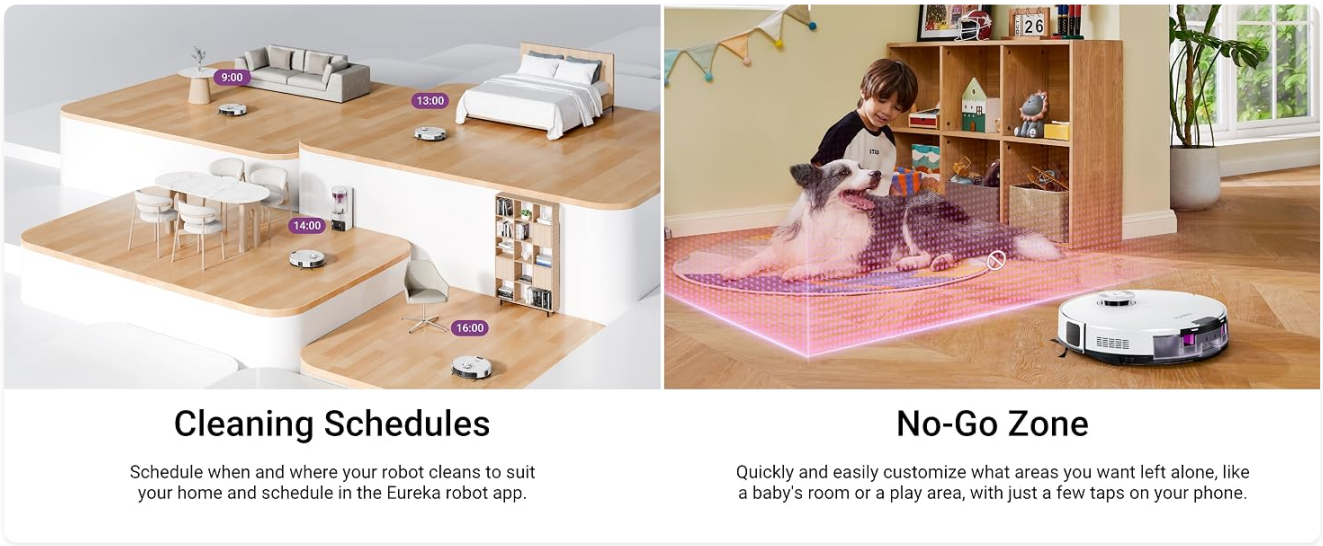


The E20 Plus combines powerful suction with a large-area mop to wipe out dirt and stubborn stains from hard floors.

Smart Features via App Control

- **Cleaning Schedules:** Set specific times for the robot to clean, ensuring your home is always tidy.
- **No-Go Zones & Virtual Walls:** Define areas the robot should avoid, such as pet bowls or delicate furniture.
- **Zone Mapping:** Accurately divide your home into zones and create customized cleaning paths.

- **Mop Lifting Function:** The robot can detect carpets and automatically lift its mop by 10mm to prevent wetting carpets during mopping.
- **Enhanced Edge Cleaning:** An advanced PSD sensor ensures thorough cleaning along edges and corners.
- **20mm Threshold Climbing:** The robot can easily overcome barriers up to 20mm high for seamless whole-home cleaning.



Manage cleaning schedules and define no-go zones through the Eureka robot app for tailored cleaning.

Voice Control Integration

The Eureka E20 Plus seamlessly integrates with popular voice assistants like Amazon Alexa, Google Assistant, and Siri, offering robust voice control functionality for convenient operation.



Control your Eureka E20 Plus using voice commands through Amazon Alexa, Google Assistant, or Siri.

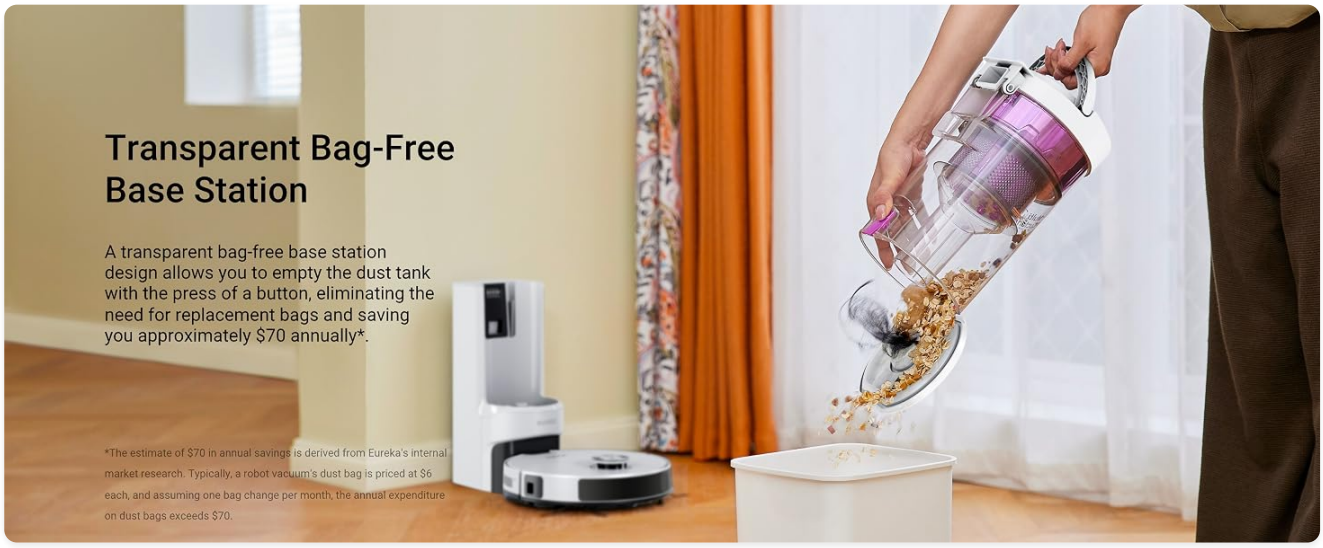
Maintenance and Care

Regular maintenance ensures optimal performance and extends the lifespan of your Eureka E20 Plus.

Bagless Self-Emptying Station

The bagless self-emptying station allows for up to 45 days of hands-free cleaning. To empty the dust tank, simply

press a button. This design eliminates the need for replacement bags.



The transparent bag-free base station allows for easy and mess-free disposal of collected debris.

Multi-Cyclonic Dust Collection

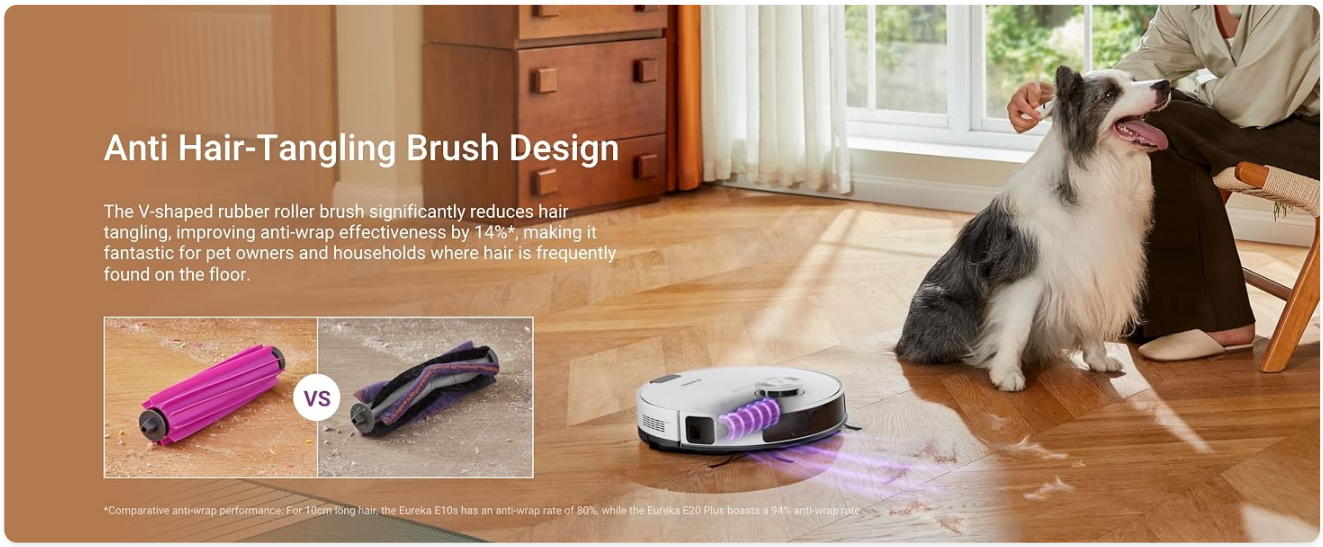
The 13-cone structure and multi-cyclonic separation technology efficiently separate 98% of dust and dirt before they reach the filter, maintaining strong suction power.



The multi-cyclonic dust collection system separates dust and dirt efficiently, preventing filter clogging.

Anti Hair-Tangling Brush Design

The V-shaped rubber roller brush significantly reduces hair tangling, making it ideal for pet owners. Regularly check and clean the main brush and side brushes to ensure effective debris collection.



The V-shaped rubber roller brush is designed to minimize hair tangling, improving cleaning efficiency.

Mop Pad Care

Remove and clean the mop pad after each mopping session. The mop pad is washable and reusable.

Troubleshooting

Refer to the following common issues and their solutions.

Q: Why is my robot not spraying enough water during mopping?
A: First, check if the water tank is fully filled and securely installed. Use the app's manual water control feature to test the spray function. If the water flow is minimal, ensure there are no blockages in the tank or nozzles. Keeping the software updated to the latest version can also optimize water flow for efficient mopping on tile, hardwood, and laminate floors.

Q: The robot skips certain areas during cleaning. What can I do?
A: Ensure the robot's navigation sensors are clean and free from dust or pet hair. Avoid placing it on extremely dark carpets or uneven surfaces, as this may interfere with mapping accuracy. Verify that the saved smart map is complete in the app and adjust no-go zones or virtual boundaries as needed for thorough home cleaning.

Q: How do I save the robot's map to prevent it from disappearing?
A: Navigate to "Map Management" in the smart app and select "Backup." Ensure both the app and robot firmware are updated to the latest version. This helps the robot retain customized cleaning zones, room-specific schedules, and virtual barriers.

Q: What are the Wi-Fi requirements for connecting the robot?
A: The E20 robot vacuum supports only a stable 2.4GHz Wi-Fi connection. Check your router settings to confirm it is set to 2.4GHz or temporarily disable the 5GHz band during setup. A strong signal ensures seamless remote control, app connectivity, and integration with Alexa or Google Assistant.

Q: Why is the robot making loud noises during operation?
A: Check the wheels, brushes, and dustbin for trapped debris, pet fur, or hair. Regular maintenance, including emptying the dustbin and cleaning the HEPA filters, ensures quieter performance and optimal suction power for deep cleaning carpets and hard floors.

Q: How do I reset the robot if it fails to charge or behaves abnormally?

A: Restart the robot by pressing and holding the power button for 3 seconds twice. Clean the charging contacts on both the robot and docking station, ensuring proper alignment for continuous auto-charging and scheduled cleaning sessions.

Q: Can I divide my home into specific cleaning zones?
A: Yes! Start a cleaning cycle from the charging dock to allow the E20 robot to scan and map your home. Once mapping is complete, use the app to create custom cleaning zones, label rooms, and set virtual no-go areas for targeted cleaning in high-traffic areas, pet zones, or delicate surfaces.

Q: The robot shows "positioning failed." What steps should I take?
A: Move the robot to an open, flat area and restart it. Always begin cleaning cycles from the same docking station to maintain mapping accuracy. Keeping the sensors clean also improves real-time navigation and obstacle avoidance.

Q: How do I change the robot's language settings?
A: Open the app, navigate to voice settings, and select your preferred language. Ensure the robot is connected to Wi-Fi and has sufficient battery power before making changes. The Eureka robot app supports multiple language options for enhanced user convenience.

Technical Specifications

Brand	Eureka
Model Name	Robot Vacuum with Bagless Self Emptying Station
Special Features	Automatic Dust Collection, Bagless, LiDAR Navigation, No-Go Zone, Obstacle Avoidance, Smart Mapping
Color	White
Product Dimensions	13.8"L x 3.8"W x 13.8"H (Robot)
Included Components	Docking Station, Mop Pad, Side Brush
Filter Type	Cartridge
Battery Life	180 minutes
Voltage	14.4 Volts
Power Source	Battery Powered
Control Method	App
Form Factor	Disc-shaped
UPC	840296512883
Item Weight	23.6 pounds
Manufacturer	Eureka

Item Model Number	E20 Plus
Batteries	1 Lithium Ion batteries required (included)

Warranty and Customer Support

Eureka products are designed for durability and performance. For specific warranty details, please refer to the warranty card included with your product or visit the official Eureka website.

If you have any questions, require technical assistance, or need to report an issue, please contact our customer service team:

Customer Service: 1-800-282-2886
Our support team is available to assist you with setup, operation, maintenance, and any other inquiries regarding your Eureka E20 Plus Robot Vacuum.

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Details

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