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› DREAME MOVA E20 Plus Robot Vacuum and Mop User Manual

## DREAME E20 PLUS

# DREAME MOVA E20 Plus Robot Vacuum and Mop User Manual

Model: E20 PLUS

## INTRODUCTION

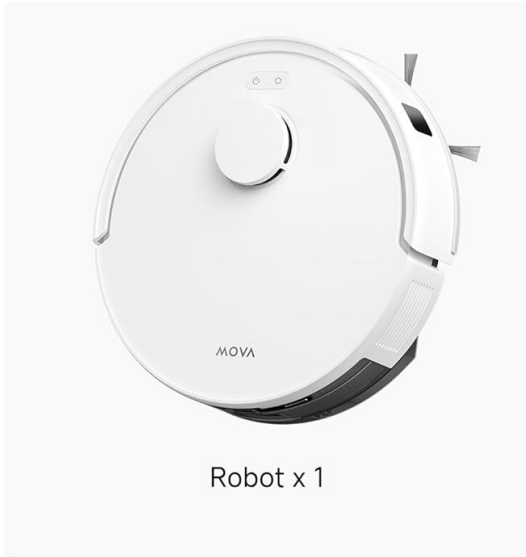
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This manual provides essential instructions for the safe and efficient operation, maintenance, and troubleshooting of your DREAME MOVA E20 Plus Robot Vacuum and Mop. Please read this manual thoroughly before using the product and retain it for future reference.

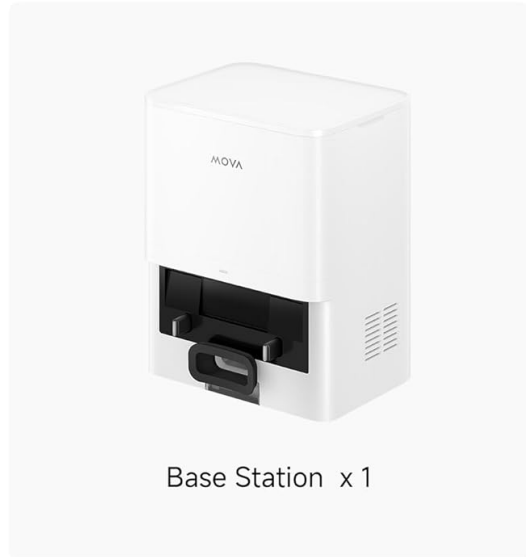
## PACKAGE CONTENTS

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Verify that all items listed below are present in your package.



Robot x 1



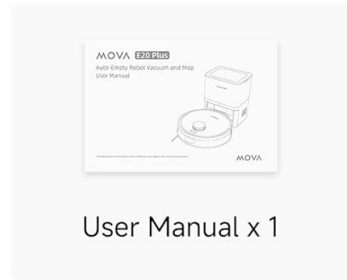
Base Station x 1



Mop Pad Holder x 1



Side Brush x 1



User Manual x 1

## Package List

Image: The package contents include the robot vacuum, base station, mop pad holder, side brush, and user manual.

- Robot Vacuum (x1)
- Auto-Empty Base Station (x1)
- Mop Pad Holder (x1)
- Side Brush (x1)
- User Manual (x1)

## SPECIFICATIONS

Feature	Detail
Brand	DREAME
Model Name	E20 PLUS-AU
Model Number	E20 PLUS
Surface Recommendation	Hard Floors, Carpets
Product Dimensions (L x W x H)	44L x 42.5W x 35H Centimeters

Filter Type	HEPA
Battery Type	Lithium Ion
Power Source	Battery Powered
Form Factor	Round
Suction Power	5,000Pa Vormax Suction
Water Tank Capacity	245ml
Dust Bag Capacity (Base Station)	4L (up to 90 days capacity)

## SETUP GUIDE

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1. **Unpack the Device:** Carefully remove the robot vacuum, auto-empty base station, and all accessories from the packaging.

2. **Position the Auto-Empty Base Station:**

Place the base station against a wall in an open area, ensuring there are no obstacles within 0.5 meters to either side and 1.5 meters in front. Connect the power cord to the base station and plug it into a power outlet.



Image: The robot vacuum docking with the auto-empty base station, illustrating the dust collection process.

3. **Install Side Brush:** Gently press the side brush onto its designated post on the underside of the robot until it clicks into place.
4. **Charge the Robot:** Place the robot vacuum onto the charging contacts of the base station. Ensure the robot is properly aligned. The indicator lights on the robot will show charging status. Fully charge the robot before first use.



**175m<sup>2</sup>**  
In One Go



**3,200mAh**  
Battery

## 3,200mAh Battery

Image: An illustration highlighting the 3,200mAh battery capacity of the robot vacuum, indicating its ability to clean up to 175 square meters in one go.

5. **Download and Connect to App:**

Download the official DREAME app from your mobile app store. Follow the in-app instructions to connect your MOVA E20 Plus robot vacuum to your home Wi-Fi network. This enables remote control, scheduling, and advanced features.



## Flexible App Control

Image: A user interacting with the mobile application to control the robot vacuum, showing options for cleaning mode, suction power, wetness, and cleaning times.

## OPERATING INSTRUCTIONS

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### Starting a Cleaning Cycle

- **Manual Start:** Press the power button on the robot vacuum once to start a cleaning cycle.
- **App Control:** Use the DREAME app to start, pause, or stop cleaning. You can also set schedules, select cleaning modes, and define specific areas for cleaning.

### Smart Navigation

The MOVA E20 Plus utilizes Smart Pathfinder Technology with laser sensors to precisely map your home, even in low-light conditions. This ensures efficient and comprehensive cleaning without interruption.



## Smart Pathfinder™ Technology

Image: A robot vacuum cleaning a living room, illustrating its navigation path using Smart Pathfinder Technology.

### **Vacuuming and Mopping (2-in-1)**

The robot combines vacuuming and mopping functions. Attach the mop pad holder with a dampened mop pad to enable mopping. The 245ml water tank allows for effective wet cleaning. You can select from three water flow levels via the app for different floor types.



## Vacuums and Mops 2-in-1

Image: The robot vacuum simultaneously vacuuming and mopping a hard floor, showing water trails behind it.

### **Suction Power**

Equipped with 5,000Pa Vormax Suction, the robot effectively removes dirt from both hard floors and carpets. The suction power automatically adjusts to different surfaces to ensure optimal cleaning performance.



Image: An illustration showing the powerful 5,000Pa suction of the robot vacuum, with air flowing into the brush area.

### Auto-Empty Function

After each cleaning cycle, the robot automatically returns to its base station to empty its dustbin into the 4L sealed dust bag. This provides up to 90 days of hands-free dust disposal, depending on usage and environment.

### MAINTENANCE

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

- **Dust Bag Replacement:** Replace the 4L dust bag in the auto-empty base station approximately every 90 days, or when the app indicates it is full.
- **Main Brush Cleaning:** Periodically remove the main brush and clean any tangled hair or debris using the cleaning tool provided.
- **Side Brush Cleaning:** Check the side brush for tangled hair or debris and clean as needed. Replace if worn.
- **Filter Cleaning:** Remove the HEPA filter from the dustbin and tap it gently to remove dust. Do not wash the HEPA filter with water.
- **Water Tank and Mop Pad:** Empty and rinse the water tank after each mopping session. Wash the

mop pad regularly.

- **Sensor Cleaning:** Wipe all sensors (LDS sensor, cliff sensors, charging contacts) on the robot and base station with a soft, dry cloth to ensure proper navigation and charging.

## TROUBLESHOOTING

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If you encounter issues with your MOVA E20 Plus, refer to the following common problems and solutions.

- **Robot does not charge or return to base station:**
  - Ensure the base station is powered on and the power cord is securely connected.
  - Clean the charging contacts on both the robot and the base station with a dry cloth.
  - Verify there are no obstacles blocking the robot's path to the base station.
- **Robot makes unusual noise:**
  - Check the main brush and side brush for tangled hair or debris.
  - Inspect the wheels for any obstructions.
  - Ensure the dustbin and filter are correctly installed.
- **Robot does not pick up dirt effectively:**
  - Check if the dustbin is full and empty it if necessary.
  - Clean or replace the HEPA filter.
  - Clean the main brush and side brush.
  - Ensure the suction inlet is not blocked.
- **Auto-empty function not working:**
  - Check if the dust bag in the base station is full and replace it.
  - Ensure the dustbin on the robot is properly seated.
  - Verify there are no blockages in the auto-empty channel on the base station or robot.
- **App connection issues:**
  - Ensure your Wi-Fi network is stable and the robot is within range.
  - Restart your router and the robot.
  - Follow the in-app instructions for re-pairing the device.

## WARRANTY AND SUPPORT

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For warranty information and technical support, please refer to the warranty card included with your product or contact DREAME customer service directly. You may also contact your retailer for assistance. Please retain your proof of purchase for warranty claims.