

eufy E28

eufy E28 Omni Robot Vacuum and Mop Combo User Manual

Model: E28 (T2352)

Brand: eufy

1. INTRODUCTION

The eufy E28 Omni Robot Vacuum and Mop Combo is an advanced cleaning system designed to provide comprehensive floor care. It integrates powerful vacuuming with efficient mopping, featuring an innovative HydroJet System and a unique detachable portable deep cleaner for versatile cleaning needs.

Key features include 20,000 Pa Turbo Suction for deep cleaning, DuoSpiral Detangle Brushes to prevent hair entanglement, and a CornerRover Arm for thorough edge coverage. The All-in-One Station offers automated maintenance, including self-emptying, self-washing, hot air drying, automatic detergent dispensing, wastewater collection, and self-refilling, ensuring a hands-free experience.



The eufy E28 Omni Robot Vacuum and Mop Combo, showcasing the main unit, the All-in-One Station, and the portable deep cleaner.

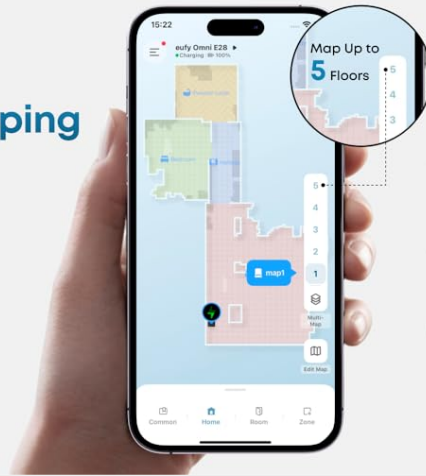
2. WHAT'S IN THE BOX

Upon unboxing your eufy E28 Omni, ensure all components are present:

- Omni Station
- Detachable Base
- Robot (includes rolling mop & rolling brush & side brushes)
- Portable Deep Cleaner
- Quick Start Guide
- Safety Document

Multi-Floor Mapping

For homes with multiple levels, E28 can map up to five floors.



An overview of all items included in the eufy E28 Omni product packaging.

3. SETUP

3.1 Initial Placement

Place the Omni Station on a hard, flat surface against a wall, ensuring there is adequate clear space around it for the robot to maneuver. Refer to the Quick Start Guide for specific clearance requirements.

3.2 Power Connection

Connect the Omni Station to a power outlet. Ensure the voltage matches your region (110V for US, Japan, South Korea, and Canada).

3.3 App Installation and Wi-Fi Connection

Download the eufy Clean app from your device's app store. Follow the in-app instructions to connect your E28 Omni to your home Wi-Fi network. **Note: The device only supports 2.4GHz Wi-Fi networks. 5GHz Wi-Fi is not supported.**

Advanced AI Recognition and Obstacle Avoidance



200+

Objects with Precise
Identification and Avoidance

The robot vacuum utilizing advanced AI recognition and obstacle avoidance during operation.

3.4 Initial Mapping

Once connected, initiate the mapping process through the eufy Clean app. The robot will navigate your home to create a detailed map, which is essential for efficient cleaning and setting up custom cleaning zones.

4. OPERATING THE EUFY E28 OMNI

4.1 Cleaning Modes

The E28 Omni offers various cleaning modes to suit your needs:

- **Vacuum Mode:** For dry debris and general floor cleaning.
- **Mop Mode:** For wet cleaning of hard floors using the HydroJet System.
- **Vacuum & Mop Combo Mode:** Simultaneous vacuuming and mopping for comprehensive cleaning.
- **Portable Deep Cleaner:** Detach the unit from the Omni Station to tackle spills and stains on carpets, upholstery, and other fabric surfaces.



Self-Washing

Mop cleaned after every session



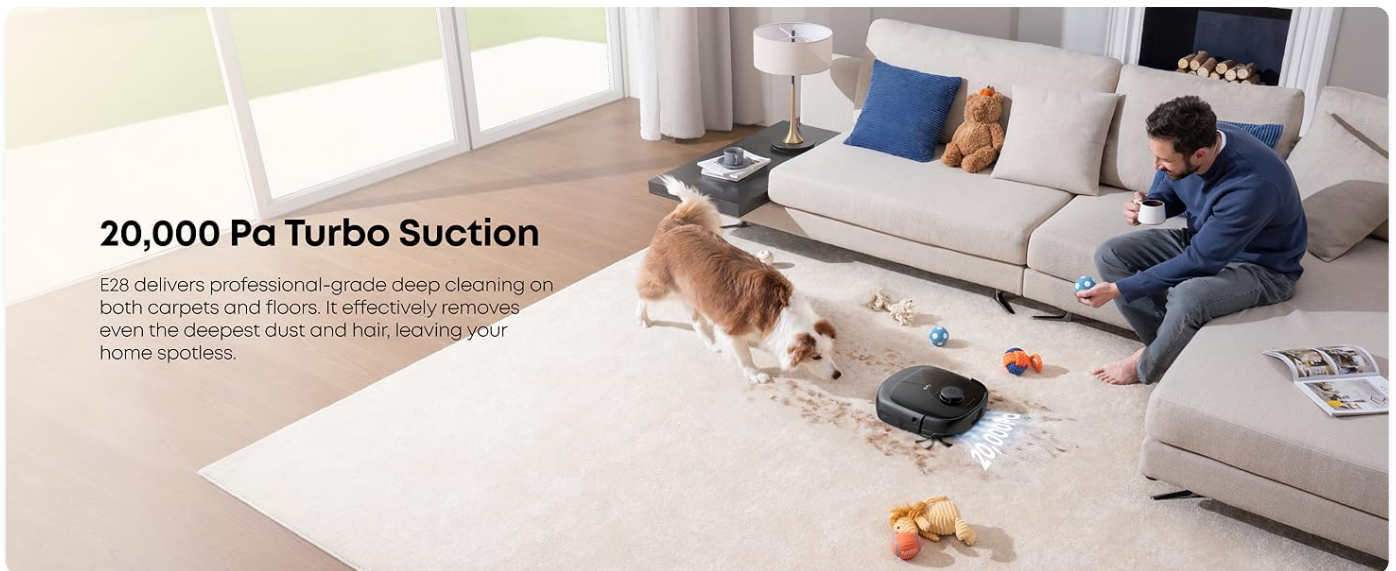
Hot Air Drying

Intelligent 35-50°C (95-122°F) drying prevents odors

The FlexiOne Portable Deep Cleaner in action, effectively removing tough stains from carpet.

4.2 Smart Features and Navigation

- **iPath Laser Navigation:** Ensures precise and efficient cleaning routes.
- **Advanced AI Recognition & Obstacle Avoidance:** Identifies and avoids over 200 types of objects, equipped with LED lights for dark environments.
- **Smart Dirt Detection:** Recognizes over 30 stain types and adjusts cleaning intensity accordingly, including increasing cleaning frequency for stubborn messes and performing dirt inspection after cleaning.
- **Personalized Carpet Cleaning Mode:** Customize settings for carpets, including carpet avoidance, mop lifting for wetting prevention, and increased suction power on carpets.
- **Multi-Floor Mapping:** Capable of mapping up to five different floor plans for homes with multiple levels.
- **No-Go Zones:** Set virtual boundaries to restrict the robot from entering specific areas.
- **Child Lock Protection:** Prevents accidental activation.



20,000 Pa Turbo Suction

E28 delivers professional-grade deep cleaning on both carpets and floors. It effectively removes even the deepest dust and hair, leaving your home spotless.

The robot vacuum's precise navigation system ensures thorough coverage of your home.

4.3 Control Methods

Control your E28 Omni using the eufy Clean app, remote control, touch controls on the unit, or voice commands via Siri, Amazon Alexa, or Google Home.



Precise Navigation

iPath Laser Navigation plans and follows an efficient cleaning route with pinpoint accuracy.

Control your eufy E28 Omni effortlessly with voice commands.

4.4 Charging and Resuming

The robot automatically returns to the Omni Station to recharge when its battery is low and resumes cleaning from where it left off. Utilize the off-peak charging feature to save energy by scheduling charging during off-peak hours.

5. MAINTENANCE

5.1 All-in-One Station Maintenance

The Omni Station provides automated maintenance for the robot vacuum:

- **Self-Emptying:** The robot's dustbin is automatically emptied into a 3L dust bag in the station, lasting up to 75 days.
- **Self-Washing:** The mop is cleaned after every session.
- **Hot Air Drying:** Intelligent 35-50°C (95-122°F) drying prevents odors.

- **Automatic Detergent Dispensing:** Precisely measured detergent for effective cleaning.
- **Wastewater Collection:** A 1.8L dirty water tank collects wastewater.
- **Self-Refilling:** The robot's clean water tank is refilled from the station's 2.5L clean water tank, sufficient for 8,000 sq ft cleaning.

All-in-One Station for Smart Maintenance



Automatic
Detergent
Dispensing



Self-
Washing



Hot Air
Drying



Self-
Emptying



Self-
Refilling



Wastewater
Collection

The Omni Station's comprehensive self-maintenance features.

5.2 Robot Vacuum Component Maintenance

- **DuoSpiral Detangle Brushes:** Designed to prevent hair entanglement and reduce maintenance frequency. Regularly check and clean the brushes.
- **Filter:** The filter is washable. Refer to the manual for cleaning frequency and instructions.
- **Side Brushes:** Periodically inspect and clean the side brushes for optimal performance.

DuoSpiral Detangle Brushes

Zero tangling for a convenient cleaning experience



The DuoSpiral Detangle Brushes minimize hair tangling for easier maintenance.

- **Cleaning Solution:** Use eufy's Floor Cleaner and Fabric Cleaner for best results.
- **Self-Cleaning:** Hold the self-cleaning button for 5 seconds to clean pipes.
- **Brush Head:** Clean the brush head regularly for optimal performance.
- **Overheating Prevention:** Allow the unit to cool for 3.5 hours after 30 minutes of continuous use.
- **Humidity Management:** Dry cleaned areas with a hairdryer in humid weather to prevent issues.
- **Leak Prevention:** Wait 3 seconds after use to drain pipe water.

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Video demonstrating how to replace the battery in the eufy Robot Vacuum Omni E28/E25.

6. TROUBLESHOOTING

6.1 Optimizing Cleaning Performance

- **Pet Mode:** Enable in More Settings for stronger suction and higher dust collection.
- **Carpet Stains:** Use the Portable Deep Cleaner (PDC) with its fabric cleaner.
- **Dirty Spot Cleaning:** Activate to detect deep clean stains like coffee spills.
- **Dirt Inspection:** Turn on to auto-check for leftover stains after cleaning.
- **Vacuum-Only Mode:** Run vacuum-only mode before the first mopping session to remove dust and hair.
- **Accessory Maintenance:** Regularly clean and replace accessories like the roller and dustbin filter.
- **Software Updates:** Keep software and firmware updated for optimal performance.

6.2 Ensuring Optimal Obstacle Avoidance

- **Enable AI.See:** For smarter object recognition and obstacle avoidance via the eufy Clean app.
- **Clear the Floor:** Remove wires and small obstacles before cleaning.
- **Set No-Go Zones:** For dark stairs, thin chair legs (<16mm), and thick carpets (>26mm).
- **Secure Carpets:** Fix edges of thin carpets.
- **Avoid Dark/Reflective Objects:** Keep them away from thresholds.
- **Update Software:** Regularly update for better performance.

6.3 Improving Carpet Cleaning Performance

- **Short-Pile Carpets:** Use "Vacuum Only" mode; the mopping module will lift to avoid wetting.
- **Medium/Long-Pile Carpets:** Use "Carpet Avoidance" mode to skip carpets entirely.
- **Dark Carpets:** Set No-Go Zones as they may not be detected.
- **Boost IQ:** Enable via the app to auto-increase suction on carpets for better cleaning.
- **Software Updates:** Keep software and firmware updated for optimal performance.

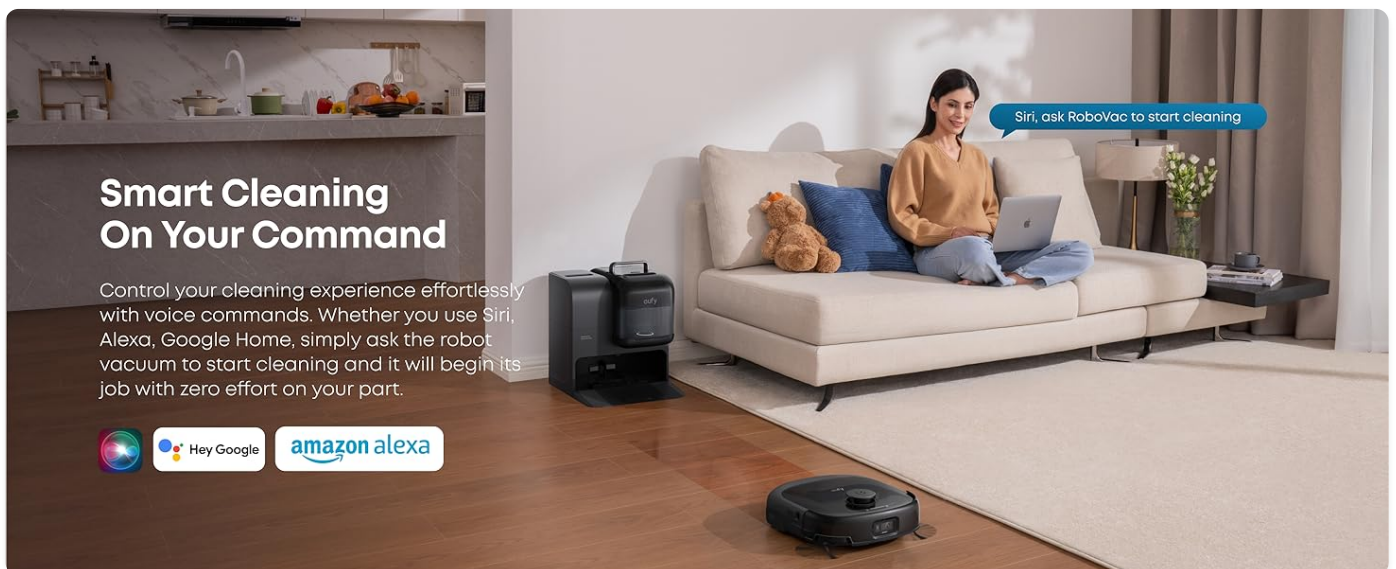
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Video showcasing the eufy E28 in action, highlighting its smart and easy daily cleaning capabilities.

7. SPECIFICATIONS

Feature	Detail
Brand	eufy

Model Name	E28
Item Model Number	T2352
Special Features	Auto Mop Washing, Edge Cleaning, Portable Deep Cleaner, Obstacle Avoidance, Self-Emptying
Color	Black
Product Dimensions	14.63"L x 19.06"W x 18.28"H
Included Components	Omni Station, Detachable Base, Robot (includes rolling mop & rolling brush & side brushes), Safety Document
Filter Type	Washable
Battery Life	126 minutes
Voltage	110 Volts
Capacity	3 Liters (dust bag)
Batteries Included	Yes (1 12V battery)
Control Method	App, Remote, Touch, Voice
Item Weight	32.8 pounds
Country of Origin	China
Date First Available	April 22, 2025



Detailed dimensions for the eufy E28 Omni components.

8. WARRANTY AND SUPPORT

For detailed warranty information and customer support, please refer to the official eufy website or the Safety Document included in your product packaging. You can also find additional resources and user guides on the eufy support page.

Official User Guide (PDF): [Download User Guide](#)

Instructions for Use (IFU) (PDF): [Download IFU](#)

For further assistance, contact eufy customer service.

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