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› Eureka E20 Plus Robot Vacuum and Mop Combo User Manual

## Eureka E20 Plus

# Eureka E20 Plus Robot Vacuum and Mop Combo User Manual

Model: NERE20PLUS

## 1. INTRODUCTION

Thank you for choosing the Eureka E20 Plus Robot Vacuum and Mop Combo. This device is designed to provide an efficient and convenient cleaning experience for your home. Featuring powerful suction, intelligent navigation, and an automatic self-emptying station, the E20 Plus simplifies your daily cleaning routine. Please read this manual thoroughly before use to ensure proper operation and maintenance.

## 2. PACKAGE CONTENTS

Carefully unpack all components and ensure all items are present. If any items are missing or damaged, please contact customer support.



Image: The Eureka E20 Plus robot vacuum, self-emptying station, and included accessories such as side brushes, main roller brush, filter, and mop pad.

- 1 x Robot Vacuum
- 1 x Self-Emptying Base Station
- 1 x Instruction Manual
- 2 x Side Brushes (1 pre-installed, 1 spare)
- 1 x Main Roller Brush (pre-installed)
- 2 x Mop Pads (1 pre-installed, 1 spare)
- 2 x HEPA Filters (1 pre-installed, 1 spare)
- 1 x Dust Cup (integrated into robot)

## 3. PRODUCT OVERVIEW

### Robot Vacuum

The robot vacuum features a compact, round design equipped with various sensors for navigation and cleaning. Key components include the LiDAR sensor on top, bumper, charging contacts, side brushes, main brush, and mop attachment point.

### Self-Emptying Base Station

The base station serves as the charging dock and automatic dust collection unit. It features a transparent, bagless dust bin with multi-cyclonic dust collection technology.

#### Innovative Pull-Up Handle Design

An innovative pull-up handle on the top of the base station simplifies the process of lifting the unit, making debris disposal efficient and effortless.



Image: A diagram illustrating the various components of the Eureka E20 Plus robot vacuum and its self-emptying base station, with numbers indicating each part.

## 4. SETUP

### 4.1 Initial Charging

1. Place the self-emptying base station against a wall in an open area, ensuring there is at least 0.5 meters of clear space on both sides and 1.5 meters in front.
2. Connect the power adapter to the base station and plug it into a wall outlet.
3. 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 illuminate to confirm charging.
4. Allow the robot to fully charge before its first use. This may take several hours.

### 4.2 App Connection

1. Download the Eureka robot app from your smartphone's app store (compatible with iPhone and Android devices).
2. Open the app and follow the on-screen instructions to create an account and add your E20 Plus robot.
3. Ensure your Wi-Fi network is a stable 2.4GHz connection. Temporarily disable 5GHz during setup if necessary.
4. The app will guide you through connecting the robot to your home Wi-Fi network.

## 5. OPERATING INSTRUCTIONS

## 5.1 Starting a Cleaning Cycle

Press the power button on the robot or use the Eureka robot app to start a cleaning cycle. The robot will automatically begin cleaning and return to the base station when finished or when its battery is low.

## 5.2 Cleaning Modes

- **Auto Clean:** The robot intelligently maps and cleans your entire home.
- **Spot Clean:** Directs the robot to clean a specific area more intensely.
- **Zone Clean:** Use the app to define specific zones for cleaning.

## 5.3 Smart Features

- **LiDAR Navigation & DuoDetect AI™ 3D Obstacle Avoidance:** The robot uses advanced sensors to map your home and navigate efficiently, avoiding obstacles even in low-light conditions.
- **App Control:** Schedule cleanings, set no-go zones, define cleaning areas, and monitor the robot's progress from your smartphone.
- **Voice Control:** Integrate with Amazon Echo, Google Home, or Siri for hands-free control.
- **Auto-Lifting Mop:** The mop automatically lifts by 10mm when carpets are detected, preventing wetting and ensuring optimal cleaning across different floor types.
- **Enhanced Edge Cleaning:** Advanced PSD sensors ensure thorough cleaning along walls and in corners.
- **20 mm Threshold Climbing:** The robot can easily overcome obstacles up to 20 mm high, such as door sills.

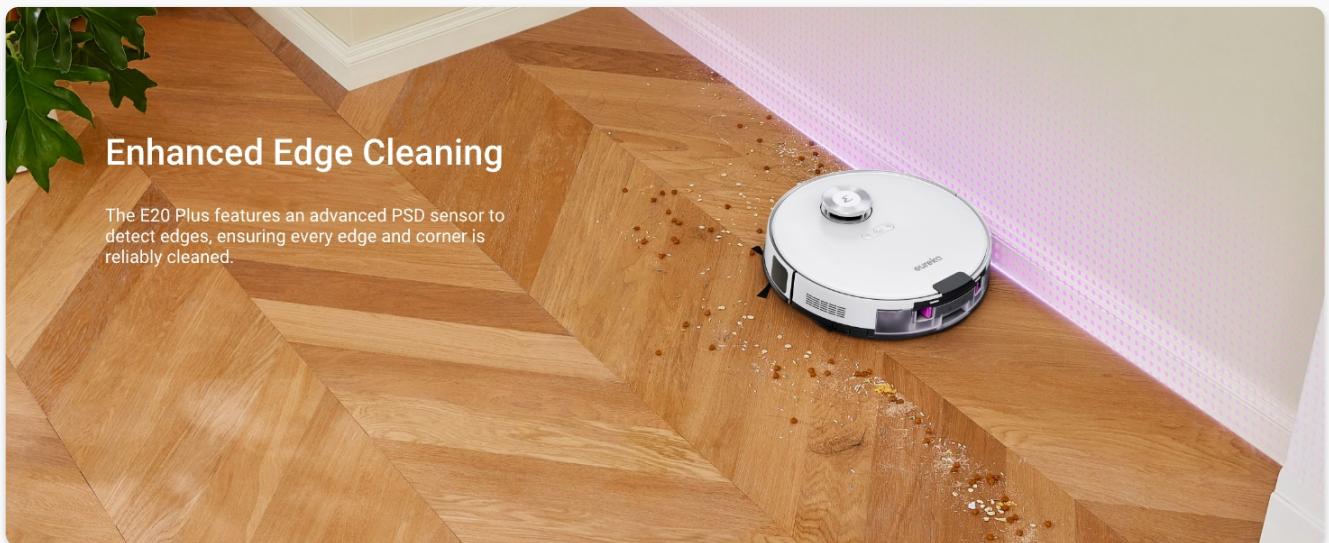


Image: An illustration demonstrating how to set cleaning schedules and define no-go zones using the mobile application interface.

## 6. FEATURES

### 6.1 Powerful Suction and Mopping

The E20 Plus delivers 8000Pa of suction power, effectively capturing dust, debris, and pet hair from various floor types. It also vacuums and mops simultaneously, tackling dirt and stubborn stains on hard floors.



Image: A visual representation of the robot vacuum's powerful 8000 Pa suction, showing debris being lifted from the floor.

## 6.2 Bagless Self-Emptying Station

The innovative bagless base station automatically empties the robot's dust cup, holding up to 45 days of debris. This reduces the frequency of manual emptying and eliminates the need for replacement bags.

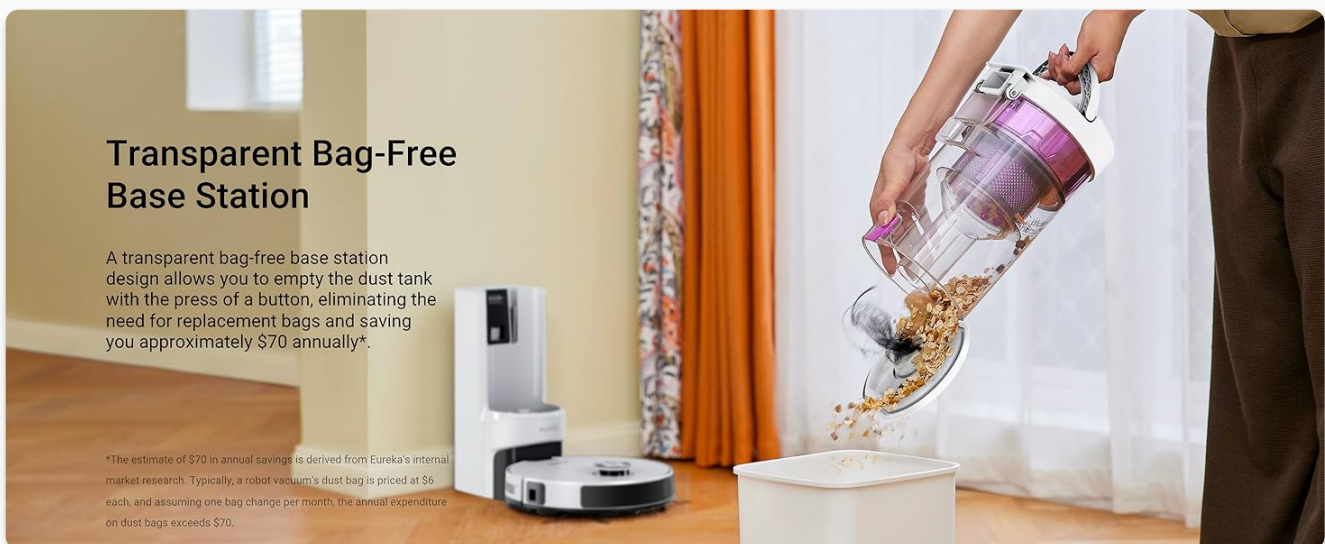


Image: A close-up view of the transparent, bag-free self-emptying base station, highlighting its design and functionality.

## 6.3 Anti Hair-Tangling Brush

The V-shaped rubber brushroll is designed to significantly reduce hair tangling, making it particularly effective for homes with pets and minimizing maintenance.



## Low Water Level Notification

A low water level notification alerts you when the water tank is nearly empty, ensuring no interruptions during cleaning.

Image: A visual comparison demonstrating the effectiveness of the anti hair-tangling brush design against traditional brushrolls, showing less hair wrapped around the V-shaped rubber brush.

## 7. MAINTENANCE

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

### 7.1 Emptying the Dust Cup and Base Station

- The robot's internal dust cup is automatically emptied into the base station.
- The base station's transparent dust bin should be emptied approximately every 45 days, depending on usage. Simply pull up the handle on the base station to remove the bin and dispose of the contents.



Image: A user demonstrating the innovative pull-up handle design on the base station, making debris disposal easy and effortless.

### 7.2 Cleaning Brushes and Filters

- **Main Roller Brush:** Remove the main brush cover and lift out the brush. Use the cleaning tool to remove tangled hair and debris.
- **Side Brushes:** Periodically check side brushes for wear or tangles. Replace if necessary.
- **HEPA Filter:** Tap the filter to remove dust. Rinse with water if necessary, ensuring it is completely dry before reinstallation.

### 7.3 Sensor Cleaning

Wipe all sensors (LiDAR, cliff sensors, bumper sensors) with a clean, dry cloth to ensure accurate navigation and obstacle avoidance.

## 8. TROUBLESHOOTING

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Refer to the following solutions for common issues. If the problem persists, contact customer support.

### **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.

## 9. SPECIFICATIONS

Feature	Specification
Brand	Eureka
Model Name	E20 Plus Robot Vacuum with Bagless Self Emptying Station
Model Number	NERE20PLUS
Special Features	Automatic Dust Collection, Bagless, LiDAR Navigation, No-Go Zone, Smart Mapping, DuoDetect AI™ 3D Obstacle Avoidance, Auto-Lifting Mop
Color	White
Robot Dimensions (L x W x H)	13.8" x 13.8" x 3.8" (350mm x 350mm x 97mm)
Base Station Dimensions (L x W x H)	250.8mm x 180mm x 442.5mm
Item Weight	23.6 pounds
Suction Power	8000 Pa
Dust Cup Capacity (Base Station)	2 Liters (up to 45 days)
Battery Life	Up to 180 minutes
Battery Type	1 Lithium Ion battery (included)
Voltage	14.4 Volts
Filter Type	Cartridge
Compatible Devices	Amazon Echo, Google Home, iPhone
Threshold Climbing Ability	20 mm

## Package List

- 1 Robot x 1 pc
- 2 Base Station x 1 pc
- 3 Instruction Manual x 1 pc
- 4 Side Brush x 2 pc
- 5 Main Roller Brush x 1 pc (Pre-installed)
- 6 Mop Pad x 2 pc (1 Pre-installed)
- 7 Hepa x 2 pc (Pre-installed)
- 8 Dust Cup x 1 pc

\*The image is for reference purposes only.



Image: A detailed diagram illustrating the dimensions of both the Eureka E20 Plus robot vacuum and its self-emptying base station.

## 10. WARRANTY AND SUPPORT

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For warranty information and customer support, please refer to the warranty card included in your package or visit the official Eureka website. You can also contact our customer service team for assistance with product setup, operation, or troubleshooting.

**Contact Information:**

- **Website:** [www.eureka.com](http://www.eureka.com)
- **Customer Service:** Refer to your product packaging or the Eureka website for regional contact details.