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eufy C28

eufy Robot Vacuum C28 Instruction Manual

MODEL: C28

Introduction

The eufy Robot Vacuum C28 is an advanced cleaning device designed to simplify floor maintenance. This all-in-one robot vacuum features powerful suction, a self-cleaning roller mop, and intelligent navigation to keep your home spotless. It is particularly effective for homes with pets, thanks to its specialized anti-tangle brush system and robust cleaning capabilities.

What's in the Box

Upon unboxing your eufy Robot Vacuum C28, you should find the following components:

- Omni Station
- Robot Vacuum Cleaner
- Safety Sheet
- Quick Start Guide
- Detachable Base



Image: All components included in the eufy C28 package.

Setup

Before using your eufy Robot Vacuum C28, follow these initial setup steps:

1. **Unpack all components:** Carefully remove the robot vacuum, Omni Station, and all accessories from

the packaging.

2. **Place the Omni Station:** Choose a location with good Wi-Fi coverage, against a wall, and with at least 0.5 meters (1.6 feet) of clear space on both sides and 1.5 meters (4.9 feet) in front.
3. **Connect power:** Plug the Omni Station into a power outlet.
4. **Install the robot:** Place the robot vacuum onto the Omni Station to begin charging. Ensure the charging pins align.
5. **Download the eufy Clean App:** Scan the QR code on the Quick Start Guide or search for "eufy Clean" in your app store. Follow the in-app instructions to connect your robot to your home Wi-Fi (2.4 GHz only).
6. **Initial mapping:** Once connected, initiate a mapping run through the app. This allows the robot to learn your home's layout for efficient cleaning.



Image: The eufy C28 robot vacuum docked in its Omni Station, ready for use.

Operating Instructions

The eufy C28 offers various cleaning modes and smart features for customized cleaning.

Cleaning Modes

- **Vacuum-Only:** Ideal for carpets or when mopping is not desired.
- **Mop-Only:** For hard floors requiring only mopping.
- **Vacuum & Mop:** Simultaneous vacuuming and mopping for comprehensive cleaning on hard floors.

Customized Cleaning via App

Use the eufy Clean app to tailor cleaning tasks to your specific needs:

- **Cleaning Intensity:** Adjust suction power (Standard, Turbo, Max) and water level (Low, Medium, High).
- **Cleaning Times:** Select the number of cleaning passes (x1, x2).
- **Multi-Floor Mapping:** The robot can store maps for up to 5 floors, automatically recognizing and adapting to different levels.
- **No-Go Zones:** Set virtual boundaries to prevent the robot from entering specific areas.
- **Custom Zones:** Define specific areas for targeted cleaning.

Ultimate Floor Mopping, Revolutionary Cleaning

HydroJet™ Self-Cleaning Roller Mop Cleans Your Floor

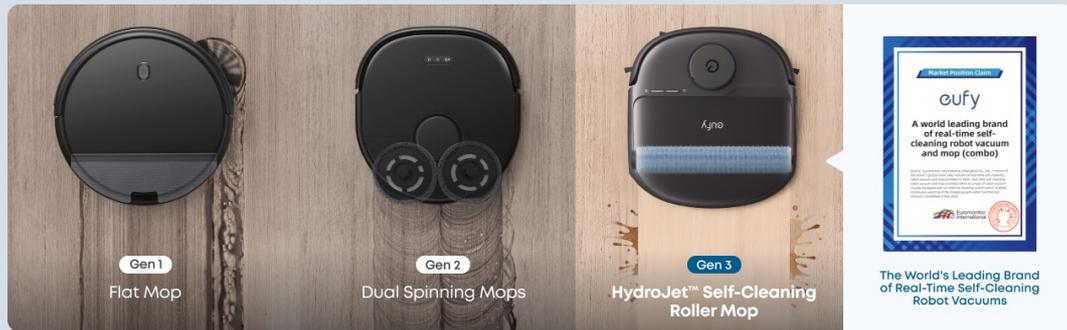


Image: The eufy Clean app displaying customizable cleaning settings and multi-floor mapping capabilities.

Voice Control

Activate cleaning effortlessly using voice commands with Amazon Alexa, Siri, and Google Assistant.

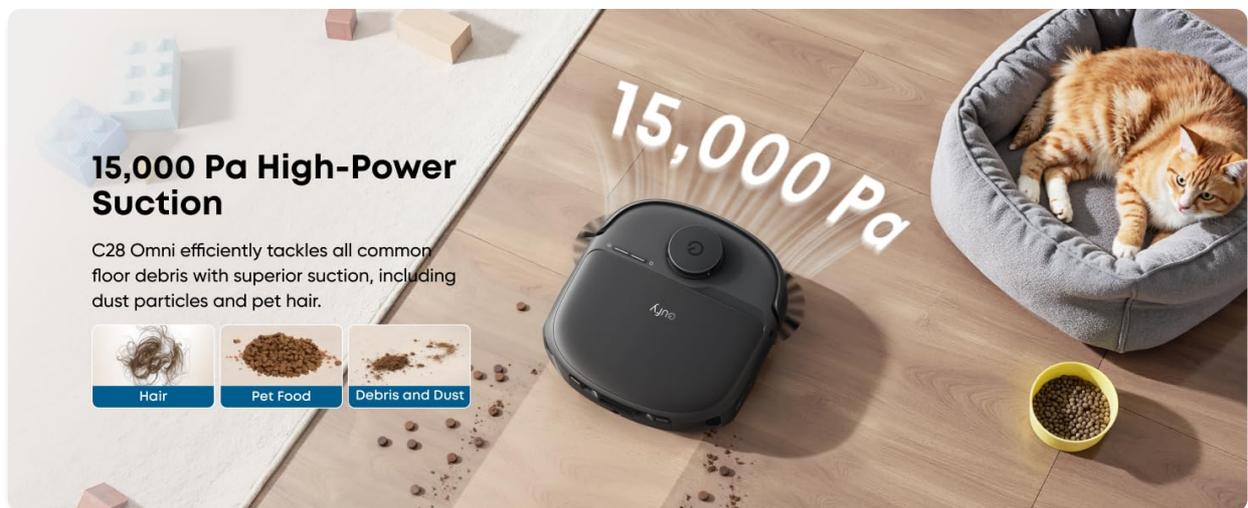


Image: Voice control integration with Amazon Alexa and Google Assistant for hands-free operation of the eufy C28.

Smart Features

- **Smart Voice Reminders:** The robot provides real-time voice alerts for status updates and issues.
- **Recharge and Resume:** Automatically recharges and resumes cleaning from where it left off.
- **Secure Child Lock:** Prevents accidental touches, ensuring peace of mind around children.

Q What should I do before using Omni C28 to ensure the best cleaning performance?

- A Before starting a cleaning task, please pick up cables or any other small objects from the floor.
- Suction Adjustment:** If you have pets or children, use Turbo or Max suction and set the empty frequency to 15 min via the eufy app for better cleaning performance.
- BoostIQ Feature:** Enable the BoostIQ feature via the app. When the robot detects a carpet, it will automatically increase suction power for enhanced cleaning.
- Cleaning Frequency:** For heavy debris or hair, select the area and choose to clean it twice via the app. Water Level Adjustment: If your home tends to get dirty easily, we recommend setting a high water level during mopping for optimal results.
- Accessory Maintenance:** To ensure the best performance, clean and replace C28 accessories periodically as prompted in the app. Firmware Updates: Optimize performance by updating to the latest firmware when notified.

Q How do I enhance Omni C28's mopping performance?

- A When using it for the first time, Omni C28 may leave mopping streaks from thick dust under furniture. This is normal and will improve with more use.
- Tips:
- Use the eufy app's Vacuum-Only mode 2-3 times before mopping to clear dust and hair.
 - Raise the water level in the app for better mopping. For stubborn stains, pre-wet them manually, then select the area and mop 2-3 times.
 - If cleaning solution is needed, scan the QR code on the station to purchase the official eufy cleaning solution. Mix it with water at a 1:200 ratio for optimal performance.
 - Ensure optimal performance by updating to the latest firmware when notified.

Image: Visual representation of the eufy C28's smart voice reminders, recharge and resume function, secure child lock, and no-go zone setup.

Key Features

HydroJet™ Self-Cleaning Roller Mop

The 28cm HydroJet roller with 24 water ports cleans itself 9 times per second while mopping, effectively eliminating streaks from dirty paw prints and spills. This ensures your floors remain spotless from start to finish, providing real mopping, not just wiping.



Image: Detailed diagram showing the HydroJet™ Self-Cleaning Roller Mop's four-step process: spraying clean water, cleaning stains with downward pressure, scraping off dirt, and collecting dirty water.

Stop Spreading Dirt While You Clean



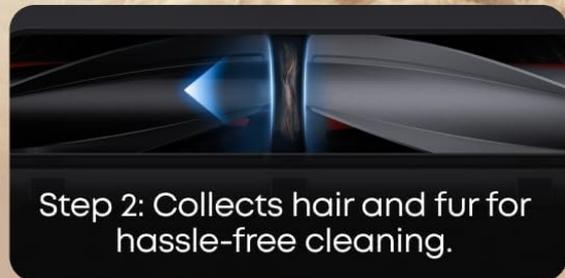
Image: A visual comparison highlighting how the eufy C28 Omni's real-time self-cleaning mop prevents spreading dirt, unlike other systems that only clean when docked.

DuoSpiral™ Anti-Tangle Brush

This innovative brush system handles up to 30 cm (11.8 in) long hair without wrapping around the roller, making it perfect for multi-pet families. It channels hair and debris straight to the central inlet, ensuring hassle-free cleaning and preventing clogged brushes.

DuoSpiral™ Detangle Brushes

Cleans up hair while keeping the roller brush clear of tangles.



Note: 0% tangling data is based on testing the following scenarios:

- On hard floors and Wilton carpets, a mix of 0.15 g of 20 cm hair and 0.15 g of 30 cm hair showed no hair left on the roller brush after 7 consecutive cleaning cycles.
- On hard floors and Wilton carpets, 1 g of 8 - 15 cm Golden Retriever hair left no hair on the roller brush after 6 consecutive cleaning cycles.

Image: The DuoSpiral™ Detangle Brushes of the eufy C28 effectively cleaning pet hair without tangling, ideal for pet owners.

15,000 Pa Turbo Suction

Experience deep cleaning with 15,000 Pa of turbo suction, effortlessly lifting pet hair, dander, kibble crumbs, and fine dust from both carpets and hard floors. The suction power automatically boosts when the robot detects carpets.

15,000 Pa High-Power Suction

C28 Omni efficiently tackles hair, pet food, dust, and more with superior suction.

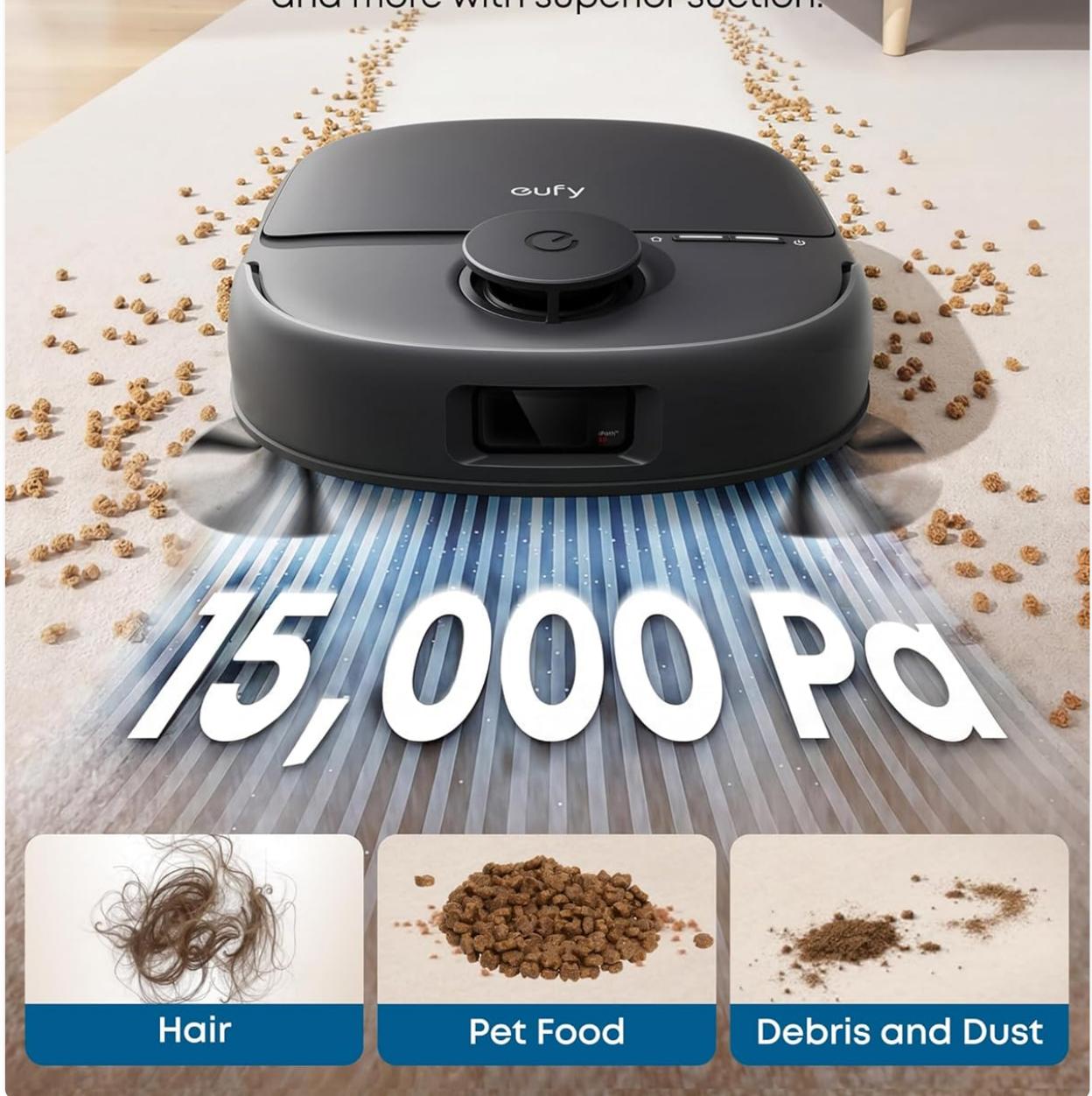


Image: The eufy C28 Omni showcasing its 15,000 Pa high-power suction, effectively cleaning various types of debris including pet hair and food.

All-in-One Omni Station

The Omni Station provides up to 60 days of hands-free cleaning. It automatically empties the robot's dustbin, washes and dries the mop, refills the water tank, and collects wastewater. This comprehensive station minimizes manual intervention.

All-in-One Station

Keeps the robot and mop ready to go so you can focus on what truly matters.



Image: An exploded view of the All-in-One Omni Station, detailing its functions for self-cleaning, drying, dust emptying, water refilling, and wastewater collection.

AI Obstacle Avoidance & Navigation (iPath™ 2.0 Laser Navigation)

The C28 utilizes iPath™ 2.0 Laser Navigation and AI obstacle avoidance to detect and navigate around objects as small as 3x3 cm, such as shoes, charger plugs, power strips, and toys. It can clean effectively even in low light or under furniture, ensuring uninterrupted cleaning day or night. The system runs locally on the device, safeguarding your privacy and data.

Smarter Navigation, Smoother Cleaning

C28 avoids obstacles and keeps cleaning on track for a tidier, safer home.

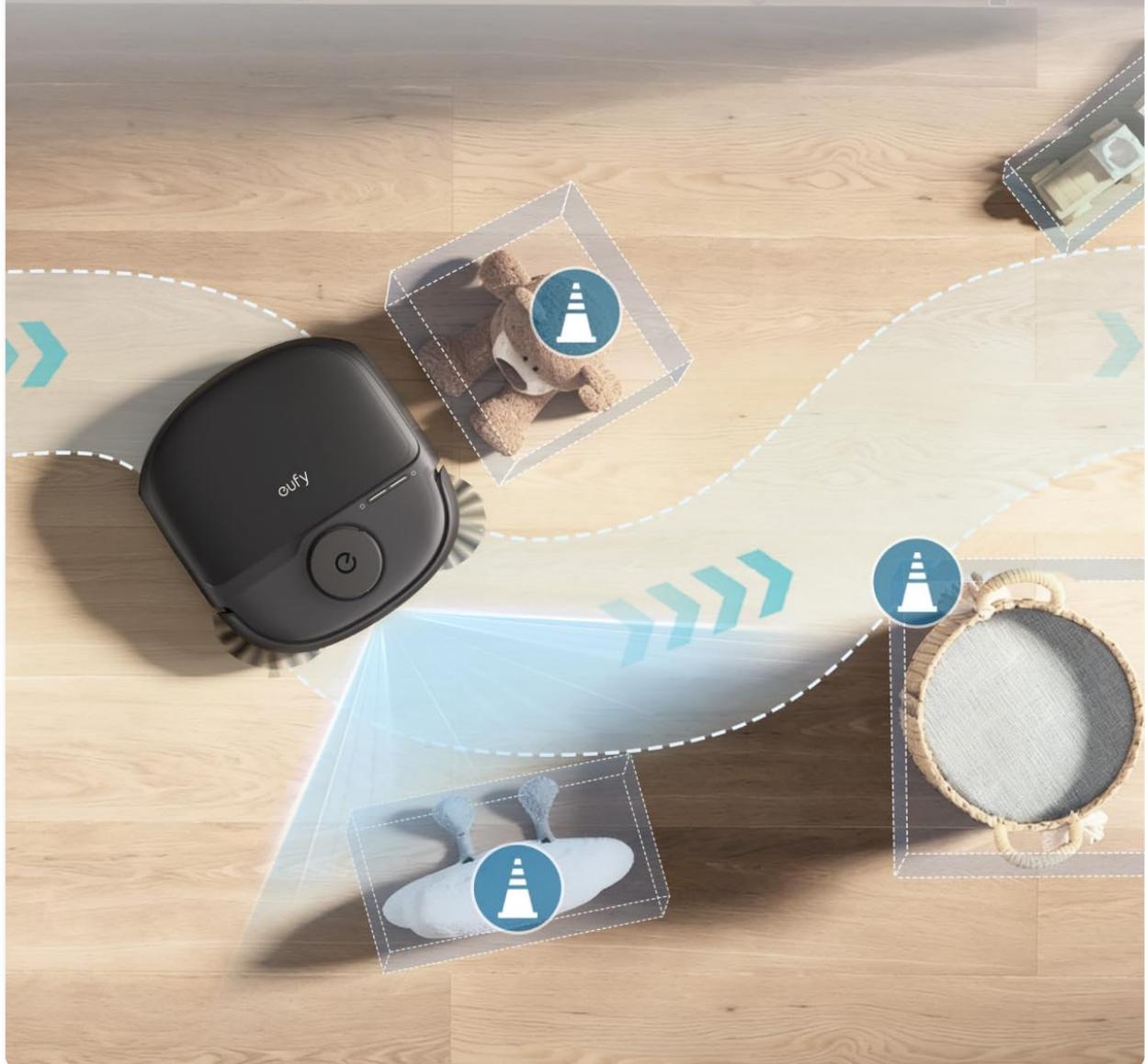


Image: The eufy C28 robot vacuum demonstrating its smart navigation and obstacle avoidance capabilities on a wooden floor.

Long-Lasting Runtime

Enjoy up to 139 minutes of quiet (55 dB) vacuuming and mopping on a single charge, covering up to 1,587 ft². This is powerful enough for multi-pet homes without frequent recharging.

Smart Care for Spotless Carpets

The mop automatically lifts by 10.8 mm when transitioning to carpets, preventing them from getting wet during mopping cycles.

Maintenance

Regular maintenance ensures optimal performance of your eufy Robot Vacuum C28.

Cleaning the Robot

- **Roller Mop:** The HydroJet system self-cleans the mop during operation. For deeper cleaning, remove and rinse the roller mop.
- **DuoSpiral Brushes:** The anti-tangle design minimizes hair wrap. Periodically check and remove any trapped hair or debris.
- **Side Brushes:** Clean the side brushes regularly to ensure effective edge cleaning.
- **Washable Filter:** The filter is washable. Rinse it with water and allow it to air dry completely before reinstallation.

Omni Station Maintenance

- **Dust Bag:** The Omni Station automatically empties the robot's dustbin into a sealed 3L dust bag, which typically lasts up to 75 days depending on usage. Replace the bag when full.
- **Clean and Dirty Water Tanks:** Regularly refill the clean water tank and empty the dirty water tank.
- **Charging Pins:** Wipe the charging pins on both the robot and the Omni Station with a dry, soft cloth to ensure good contact.



Image: The eufy C28 Replacement Kit, including essential maintenance parts like side brushes, filters, and dust bags.

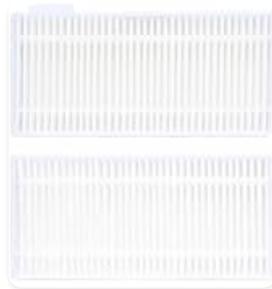


Image: A 2-pack of washable replacement filters for the eufy C28 robot vacuum.



Image: The accessory roller mop for the eufy C28, designed for efficient dust and debris collection.



Image: eufy brand floor cleaner, recommended for use with the C28 for optimal mopping results.

Troubleshooting

Here are solutions to common issues you might encounter with your eufy Robot Vacuum C28.

Charging Issues

If your robot is not charging or experiencing battery errors:

- Ensure the charging pins on both the robot and the Omni Station are clean and free of debris. Wipe them with a dry, soft cloth.
- Verify that the Omni Station is properly plugged into a working power outlet.
- If the robot repeatedly reverses or fails to stay docked, ensure the station is placed on a flat surface against a wall with adequate clear space around it.
- Check the eufy Clean app for any specific error messages or notifications regarding battery status.

Video: Official eufy guide on troubleshooting common charging issues for the C28 robot vacuum, including cleaning contacts and proper docking.

Obstacle Avoidance Limitations

While the C28 features advanced AI obstacle avoidance, it has limitations:

- The robot may not avoid objects smaller than 3 cm (e.g., thin wires, small pet waste). It is recommended to clear such items before cleaning.
- In some cases, the robot might misidentify objects or areas, leading to missed spots. Adjusting the map in the app can help correct these issues.

Specifications

Brand	eufy
Model Name	C28
Special Feature	App Control, HydroJet System, Powerful Suction, Self-Cleaning Mop
Color	Black
Product Dimensions	15.47"L x 14.6"W x 18.14"H
Included Components	Omni Station, Robot Vacuum Cleaner
Filter Type	Washable
Battery Life	140 minutes

Item Weight	31 pounds
Manufacturer	eufy
Item Model Number	T211A110
Batteries Required	Yes (1 12V battery included)
Surface Recommendation	Hard floor/ Wooden floor/ Short wool carpet

Warranty and Support

The eufy Robot Vacuum C28 comes with a 12-month warranty. For any issues or further assistance, please contact eufy Customer Support. You can find contact information on the official eufy website or through the eufy Clean app.