

dreame RLH21SE

dreame Aqua10s Roller AE Robot Vacuum Cleaner User Manual

Model: RLH21SE

1. INTRODUCTION

Thank you for purchasing the dreame Aqua10s Roller AE Robot Vacuum Cleaner. This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your device. Please read this manual thoroughly before use and retain it for future reference.

2. SAFETY INFORMATION

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury. This appliance is for household use only. Do not use outdoors or on wet surfaces. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts. Do not operate the vacuum cleaner in an area where flammable or combustible liquids are present. Supervise children and ensure they do not play with the appliance.

3. PACKAGE CONTENTS

- Robot Vacuum Cleaner (Main Unit)
- Base Station
- Side Brush (pre-installed) x1
- Main Brush (pre-installed) x1
- Roller Mop (pre-installed) x1
- Dust Box (pre-installed, includes dust box filter) x1
- Dust Bag (pre-installed x1) x2
- Washboard Filter x1
- Brush Guard (pre-installed) x1

- Ramp Extension Plate for Base Station x1
- User Manual x1
- Instruction Manual x1

4. PRODUCT OVERVIEW

The dreame Aqua10s Roller AE is an advanced robot vacuum cleaner designed for comprehensive floor cleaning. It features powerful suction, an innovative roller mop system for wet cleaning, and intelligent navigation capabilities.

Key Features:

- **35,000Pa Powerful Suction:** Effectively removes dust, debris, hair, and pet dander from various floor types.
- **AquaRoll Mopping System:** Sprays clean water onto the roller mop in real-time, loosening stubborn dirt and liquid spills.
- **100°C Hot Water Mop Self-Cleaning:** Automatically cleans the roller mop with hot water to remove oil and stains, followed by hot air drying.
- **Hot Air Drying:** Dries the mop at 65°C to prevent odors and maintain hygiene.
- **Edge-to-Edge Cleaning:** Extendable roller mop and side brush ensure thorough cleaning along walls and in corners.
- **Automatic Dust Collection:** The base station automatically empties the robot's dustbin into a large 3.2L dust bag, requiring emptying only every 100 days.
- **Automatic Water Refill:** The base station automatically mixes cleaning solution and water, refilling the robot's water tank for consistent mopping.
- **Smart Obstacle Avoidance:** Detects and avoids common household obstacles like shoes and power cords.
- **Fast Mapping:** Quickly maps your home for efficient and precise cleaning routes.
- **Anti-Tangle Duo-Brush:** Designed to prevent hair tangles on the main brush, reducing maintenance.
- **Matter Protocol Support:** Compatible with smart home ecosystems like Amazon Alexa, Google Home, and Apple Home for voice and app control.

AquaRoll 浄水水拭き



カーペット保護オート
シールローラーガード



100% 髪の毛絡まり防止ブラシ



100°C のモップセルフクリーニング
65°C の温風乾燥



業界トップクラスの吸引力で
ゴミを吸い取る



壁際から隅までカバーする
清掃性能



3DAdapt 障害物回避



多機能な PowerDock



Image: The dreame Aqua10s Roller AE Robot Vacuum Cleaner and its base station.

5. SETUP

5.1 Unpacking

1. Carefully remove all components from the packaging.
2. Remove all protective films and packaging materials from the robot and base station.

5.2 Base Station Placement

Place the base station on a hard, level surface against a wall. Ensure there is at least 0.5 meters (1.6 feet) of clear space on both sides and 1.5 meters (4.9 feet) in front of the base station for optimal robot navigation. Connect the power cord to the base station and plug it into a power outlet.



Image: Proper placement of the base station with clear surrounding space.

5.3 Initial Charging

Place the robot onto the base station. Ensure the charging contacts align. The robot will automatically begin charging. For first-time use, fully charge the robot before operation.

5.4 App Connection

Download the dreame app from your smartphone's app store. Follow the in-app instructions to connect your robot vacuum cleaner to your home Wi-Fi network (2.4GHz only). The app allows for advanced control, mapping, and scheduling.

6. OPERATING INSTRUCTIONS

6.1 Starting/Pausing/Stopping Cleaning

- **Start Cleaning:** Press the power button on the robot or use the 'Start' button in the dreame app.
- **Pause Cleaning:** Press any button on the robot or the 'Pause' button in the app.
- **Stop Cleaning:** Press and hold the power button for 3 seconds or use the 'Stop' button in the app. The robot will return to the base station.

6.2 Cleaning Modes

The dreame Aqua10s Roller AE offers various cleaning modes, configurable via the app:

- **Vacuum Only:** For dry debris removal.
- **Mop Only:** For wet cleaning without vacuuming.
- **Vacuum & Mop:** Simultaneous vacuuming and mopping.
- **Custom Mode:** Adjust suction power, mop wetness, and mop pressure for specific areas.
- **Quick Route:** For efficient cleaning when time is limited.

素早いマッピング、賢い回避

Aqua10s Roller AE がお宅の間取りをマッピングし、障害物を回避するため、途切れることなくスムーズに掃除できます。



Image: The robot's mapping and navigation capabilities.

6.3 Carpet Detection

The robot automatically detects carpets. When a carpet is detected, the mop is lifted by 14mm to prevent wetting, and suction power is increased for deeper cleaning.

カーペットに合わせ、スマートに乾燥・清掃

カーペットを濡らさない自動リフトローラーモップ

14mm

フリンジを回避し、詰まりを防止。

玄関マットを乗り越えて効率アップ

カーペットを先に掃除する清掃ルート

カーペットで吸引力アップ

カーペットを丁寧に2回清掃

* 14mm のモップリフト：モップを持ち上げる前後の高さ差は14mm (0.55インチ) です。
* カーペットブーストモード：このモードはアプリで利用できます。カーペット上では、自動で最大吸引力に切り替わります。静音吸引モードでは使用できません。
* カーペット集中掃除モード：このモードはアプリで利用できます。カーペット上では速度を落とし、2回清掃を行います。

Image: The robot automatically lifts its mop when detecting carpet.

6.4 Smart Home Integration (Matter Protocol)

The Aqua10s Roller AE supports the Matter protocol, allowing integration with various smart home systems like Amazon Alexa, Google Home, and Apple Home. You can control the robot using voice commands or through your preferred smart home app.



Matter プロトコル対応

Matter プロトコルに対応しているため*、スマートホームデバイスが連携して動作し、クリーニングアプリや音声アシスタント*を通じて操作できます。


Alexa


Google Home


Siri

* Matter プロトコルサービス：今後の OTA アップデートを通じて利用可能になります。続報をお待ちください。
* Alexa、Siri、Google Home：これらのサードパーティサービスのご利用には、対応する音声アシスタント搭載デバイスが必要です。

Image: Matter protocol compatibility for seamless smart home integration.

7. MAINTENANCE

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

7.1 Dust Bag Replacement

The base station's dust bag needs replacement approximately every 100 days, depending on usage. The app will notify you when it's full. Open the base station's top cover, remove the full dust bag, and insert a new one.



100 日間

手間いらずの掃除機能

ベースステーションは 3.2L の大容量紙パックにゴミを自動収集するため、最長 100 日間* ゴミに触れる必要がありません。



⊗ 手動でダストボックスを空にする

* 100 日間：環境テストから得られた計算に基づいています。

Image: The base station automatically collects dust into a large bag.

7.2 Water Tank Maintenance

The base station has clean and dirty water tanks. Regularly check the clean water tank and refill it as needed. Empty and clean the dirty water tank to prevent odor and bacterial growth.

水拭き用自動給水

洗浄液を計量・希釈する手間は不要です。ドックで洗浄液と水が適切な割合で自動的に混合され、常にモップを清潔に保つことができます。



* 自動補充用の単一の洗浄液タンク：別売。
* 洗浄液の自動補充：必ず純正の洗浄液をお使いください。それ以外の洗浄液を使用した場合、故障の原因になることがあります。

Image: The base station automatically supplies water to the robot.

7.3 Roller Mop Cleaning and Drying

After each cleaning cycle, the roller mop is automatically washed with 100°C hot water and then dried with 65°C hot air at the base station. This process ensures the mop is clean and ready for the next use, preventing odors and maintaining hygiene.



温水で手軽に洗浄

ローラーモップの熱湯洗浄機能で、リラックスしている間に油污れを溶かし、頑固なシミを取り除き、臭いを軽減することができます。



* 100°C：ウォッシュボードのPTC加熱システムは、室温約23°Cの環境下において、加熱後100°Cに達します。社内研究所のデータに基づきます。
* 99.99%：SQS IBR Laboratories（レポート番号 SHFT2605000032971）による実験室試験条件下において、100°Cの熱湯により、大腸菌およびインフルエンザA型ウイルスH1N1を99.99%除去できることが確認されています。実際の性能は異なる場合があります。
* 安全性：ローラーモップ洗浄完了後、PTC加熱システムの温度は安全なレベルまで自動で低下します。

Image: The roller mop undergoing automatic hot water cleaning.

温風乾燥で消臭

温風乾燥でモップの臭いを除去し、常に清潔で次の掃除にすぐ使える状態を保ちます。



* 65°C：社内研究所のデータに基づきます。

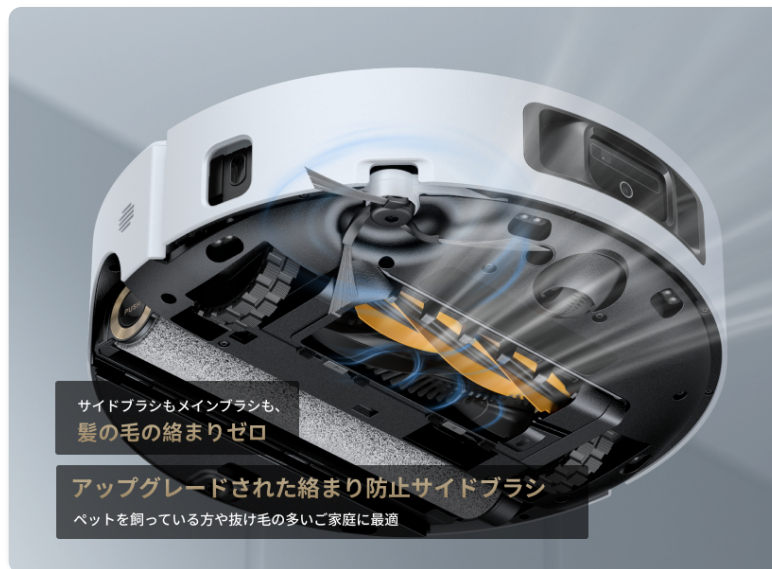
65°C



Image: The roller mop being dried with hot air.

7.4 Brushes and Filters

Periodically inspect the main brush and side brushes for tangled hair or debris. Use the cleaning tool provided to remove any obstructions. The anti-tangle design minimizes hair wrapping, but occasional cleaning is still recommended. Clean or replace the dust box filter as needed.



サイドブラシもメインブラシも、
髪の毛の絡まりゼロ

アップグレードされた絡まり防止サイドブラシ
ペットを飼っている方や抜け毛の多いご家庭に最適

髪の毛が絡まる？ もう心配ありません

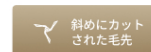
絡まり防止デュオブラシとサイドブラシでカーペットやフローリングをきれいに保ち、髪の毛の巻き付きを抑え、お手入れの手間を軽減。



カーペット
TPU ゴム製ブラシ



フローリング
毛付きラバーブラシ



* 絡まりゼロ：TÜV SÜD 認証済み。実際の性能は異なる場合があります。

Image: The anti-tangle brush system designed to prevent hair from wrapping.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
Robot does not start	Low battery; Power button not pressed; Robot stuck	Charge the robot; Press power button; Clear obstructions
Poor suction performance	Dust bag full; Filter clogged; Main brush tangled	Replace dust bag; Clean/replace filter; Clean main brush
Mop leaves streaks or is too wet/dry	Dirty water tank full; Clean water tank empty; Mop wetness setting incorrect	Empty dirty water tank; Refill clean water tank; Adjust mop wetness in app

Problem	Possible Cause	Solution
Robot cannot find base station	Base station obstructed; Robot too far from base station	Ensure clear space around base station; Manually place robot near base station
App connection issues	Incorrect Wi-Fi password; Router too far; Only 5GHz Wi-Fi available	Re-enter password; Move robot closer to router; Ensure 2.4GHz Wi-Fi is active

9. SPECIFICATIONS

Feature	Detail
Brand	dreame
Model Number	RLH21SE
Color	White
Product Dimensions (L x W x H)	42 x 41 x 51 cm
Suction Power	Up to 35,000 Pa
Mop Cleaning Temperature	100°C (212°F) hot water
Mop Drying Temperature	65°C hot air
Dust Bag Capacity	3.2L (approx. 100 days usage)
Battery Composition	Lithium Ion
Voltage	100 Volts
Power Source	Corded Electric
Controller Type	App control, Touchpad control, Button control, Voice control
Filter Type	Multi-stage filtration system
Robot Functionality	Vacuuming, Mopping, Auto-empty, Auto-refill, Self-cleaning, Obstacle avoidance, Mapping
Smart Home Compatibility	Matter Protocol (Amazon Alexa, Google Home, Apple Home)
Country of Origin	China

10. WARRANTY AND SUPPORT

10.1 Warranty Information

The dreame Aqua10s Roller AE comes with a warranty of up to 3 years, depending on the product. All products purchased through official channels are covered by this warranty. Please refer to the official dreame website for detailed warranty terms and conditions.

10.2 Customer Support

For any inquiries, technical assistance, or repair services, please contact dreame customer support:

- **Phone:** 050-5050-8170 (Reception hours: 9:00 - 18:00, year-round)
- **Email:** support.jp@dreame.tech

Experienced staff are available to provide prompt and careful assistance. Domestic repair centers are located in Osaka and Saitama for efficient service.

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