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DREAME

DREAME D20 Pro Plus Auto Empty Robot Vacuum and Mop

Safety Information

To avoid electric shock, fire or injury caused by improper use of the appliance, please read the user manual carefully before using the appliance and keep it for future reference.

Usage Restrictions

- This product should not be used by children younger than 8 years old nor persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge without the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be performed by children without supervision.
- The appliance is only to be used with the power supply unit provided with the appliance.
- This appliance contains batteries that are only replaceable by skilled persons.
- Clear the area to be cleaned. Children shall not play with the appliance. Ensure children and pets are kept at a safe distance from the robot while it is operating.
- Do not install, charge or use the appliance in the bathrooms or around the pools.
- This product is for floor cleaning in a home environment only. Do not use it outdoors, on non-floor surfaces, or in a commercial or industrial setting.

- Ensure that the appliance operates correctly in a proper environment. Otherwise, do not use the appliance.
- If the power cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Do not use the robot in an area suspended above ground level without a protective barrier.
- Do not place the robot upside down. Do not use the LDS cover, robot cover, or bumper as a handle for the robot.
- Do not use the robot at an ambient temperature above 40°C or below 0°C or on a floor with liquids or sticky substances.
- To prevent damage or harm from dragging, clear any loose objects from the floor, and remove cables or power cords on the cleaning path before operating the appliance.
- Remove fragile or small items from the floor to prevent the robot from bumping into and damaging them.
- Keep hair, fingers, and other body parts away from the suction opening of the robots.
- Keep the cleaning tool out of reach of children.
- Do not operate the appliance in a room where an infant or child is sleeping.
- Do not place children, pets, or any item on top of the robot regardless of whether it is stationary or moving.
- Do not use the robot to clean any burning objects. Do not use the robot to pick up flammable or combustible liquids, corrosive gases, or undiluted acids or solvents.
- Do not vacuum hard or sharp objects. Do not use the appliance to pick up objects such as stones, large pieces of paper or any item that may clog the appliance.
- Plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- Do not wipe the robot or the base station with a wet cloth or rinse them with any liquid. After cleaning washable parts, fully dry the parts before reinstalling and using them.
- Please use this product in accordance with the instructions in the User Manual. Users are responsible for any loss or damage that arise from improper use of this product.

Batteries and Charging

- Do not use any third-party battery or base station with auto-empty. The robot can only be used with the model RCDD0302 base station with auto-empty.

- Do not attempt to disassemble, repair, or modify the battery or the base station with auto-empty on your own.
- Do not place the base station with auto-emptyn near a heat source.
- Do not use a wet cloth or wet hands to wipe or clean the charging contacts of the base station with auto-empty.
- Do not improperly dispose of old batteries. Unneeded batteries should be discarded at an appropriate recycling facility.
- If the power cord becomes damaged or broken, stop using it immediately and contact after-sales service.
- Make sure the robot is turned off when being transported and kept in its original packaging if possible.
- If the robot will not be used for an extended period of time, fully charge it, then turn it off and store it in a cool, dry place. Recharge the robot at least once every 3 months to avoid over-discharging the battery.

Safety Information

Laser Safety Information

The laser sensor in this product meets the IEC 60825-1:2014/EN 60825-1:2014/A11:2021 Standard for Class 1 laser products. Please avoid direct eye contact with it during use.

CLASS 1 LASER PRODUCT

CONSUMER LASER PRODUCT

EN 50689:2021

CAUTION:

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

For indoor use only

Read operator’s manual

Hereby, Dreame Trading (Tianjin) Co., Ltd. declares that the radio equipment type RLD43SD is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://global.dreametech.com

For detailed e-manual, please go to https://global.dreametech.com/pages/user-manuals-and-faqs

Product Overview

Robot

1. Power / Clean Button
    - Press and hold for 3 seconds to turn on or off
    - Press to start cleaning after the robot is turned on
2. Dock / Spot Cleaning Button
    - Press to send the robot back to the base station
    - Press and hold for 3 seconds to start spot cleaning

    Button Status Indicator
    - Solid White: Cleaning or cleanup completed
    - Blinking Orange: Error
    - Breathing White: Robot is charging when the battery power is not low

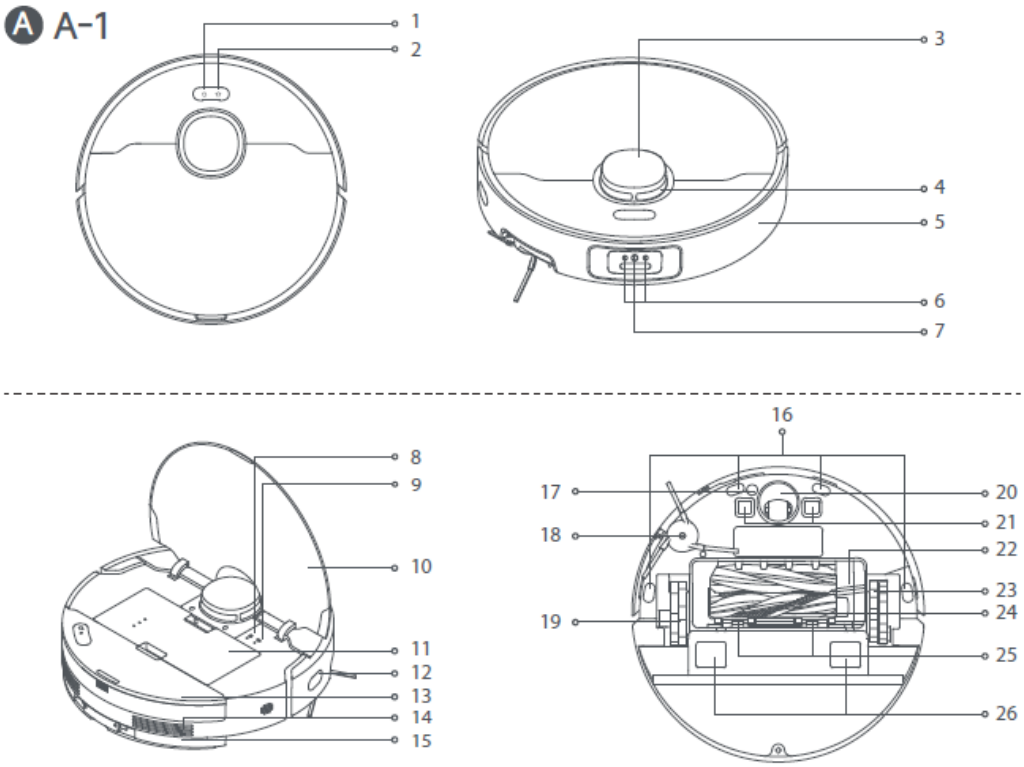
    Note:
    - Press any button on the robot to pause while the robot is cleaning or returning to charge.
    - Child Lock can be enabled/disabled through the Dreamehome App.
3. LDS Cover
4. Laser Distance Sensor (LDS)
5. Bumper
6. Dock Sensors
7. 3D Line Laser Sensor
8. Reset Button
    - Press and hold for 3 seconds to restore to factory settings
9. Wi-Fi Indicator

10. Cover
11. Dust Box
12. Edge Sensor
13. Water Tank
14. Air Outlet
15. Mop Assembly
16. Cliff Sensors
17. Carpet Sensor
18. Side Brush Extension Assembly
19. Main Wheel
20. Omnidirectional Wheel
21. Charging Contacts
22. Brush Guard
23. Main Wheel
24. Main Brushes
25. Brush Guard Clips
26. Auto-Empty Vents

Fig. A-1

Dust Box

1. Dust Box Clip
2. Filter Clip
3. Filter
4. Auto-empty Vent Fig. A-2



Mop Assembly

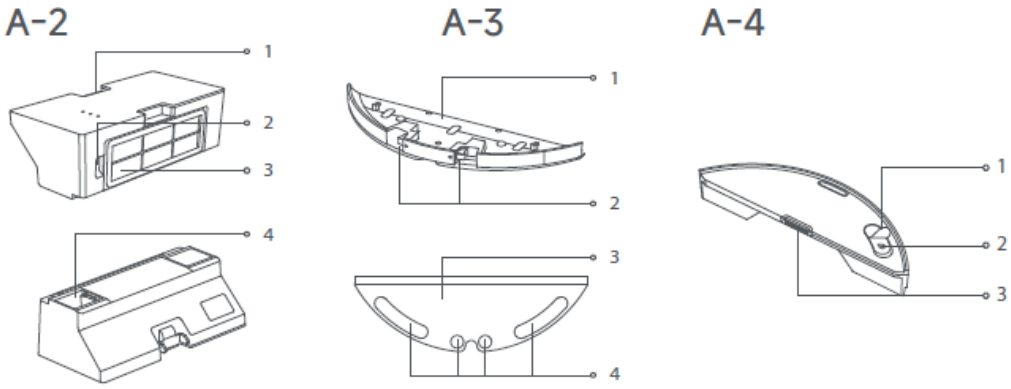
1. Mop Pad Holder
2. Release Clips
3. Mop Pad
4. Mop Pad Attachment Area

Fig. A-3

Water Tank

1. Water Inlet Lid
2. Water Inlet
3. Release Clip

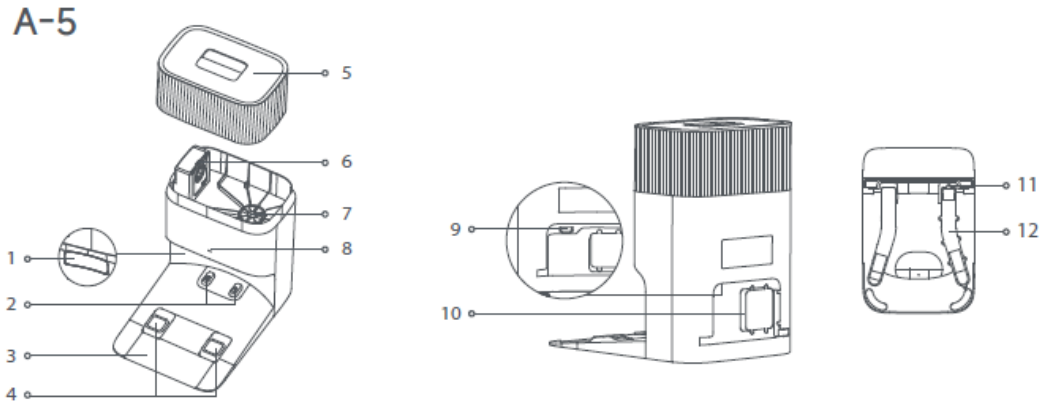
Fig. A-4



Base Station with Auto-Empty

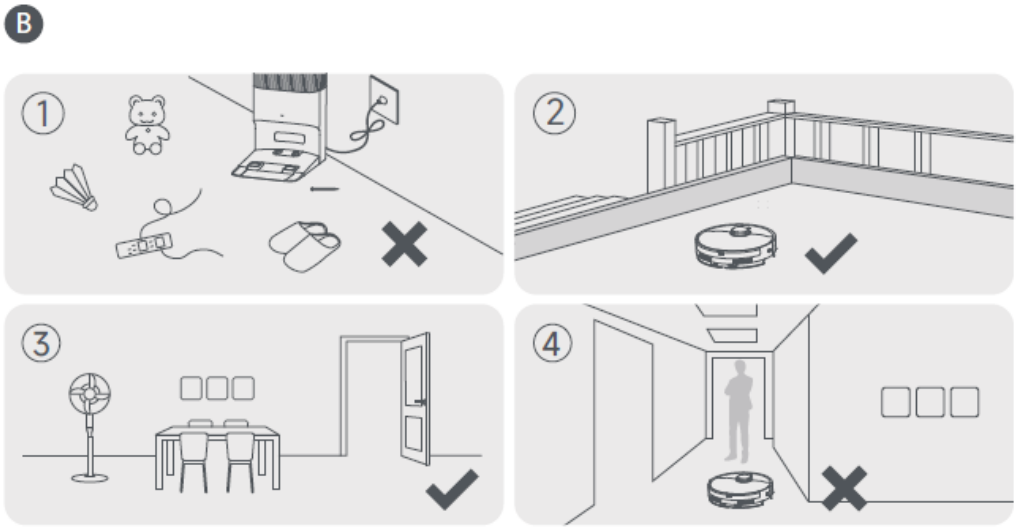
1. Signaling Area
2. Charging Contacts
3. Ramp Extension Plate
4. Auto-Empty Vents
5. Cover
6. Dust Bag Slot
7. Filter
8. Status Indicator
    - Solid White: Base station is connected to power
    - Breathing White: Robot is charging
    - Blinking Orange: Base Station has an error
9. Power Port
10. Power Cord Storage Slot
11. Mounting Screw
12. Air Duct Cover

Fig. A-5



Preparing Your Home

1. Before cleaning, please move away unstable, fragile, valuable or dangerous items, and clean up cables, cloths, toys, hard objects and sharp objects on the ground to avoid being entangled, scratched or knocked over by the robot and causing losses.
2. Before cleaning, place a physical barrier at the edge of the stairs to ensure the secure and smooth operations of the robot.
3. Open the door of the room to be cleaned, and put the furniture in its proper place to leave more space.
4. To prevent the robot from not recognizing areas that need to be cleaned, do not stand in front of the robot, or in a threshold, hallway, or narrow places.



Note:

- When operating the robot for the first time, follow it around while cleaning to remove any potential obstacles in time.
- Do not vacuum hard objects like stones, steel balls and toy parts, or sharp objects like construction waste, broken glass and nails, otherwise the ground may be scratched.

Before Use

1. Place the Base Station and Connect to an Electrical Outlet
   Place the base station in a location that is as open as possible with a good Wi-Fi signal. Leave enough space as shown in the figure and remove any objects in the shaded area. Insert the power cord into the base station and plug it into the socket.
   Note:

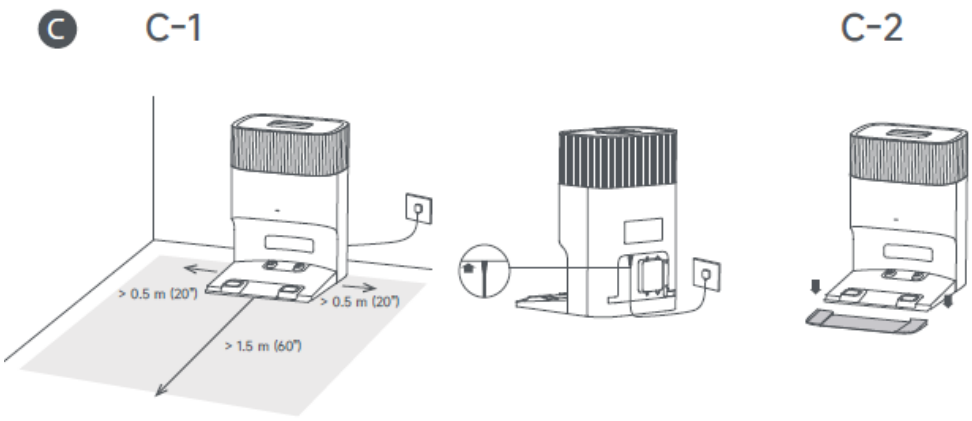
- Firmly insert the power cord until the indicator turns on.
- Make sure that no objects might block the signaling area.
- To prevent water stains from wetting wood floors or carpets, placing the base station on tile floors or marble floors is recommended.

2. Install the Ramp Extension Plate
3. Charge the Robot

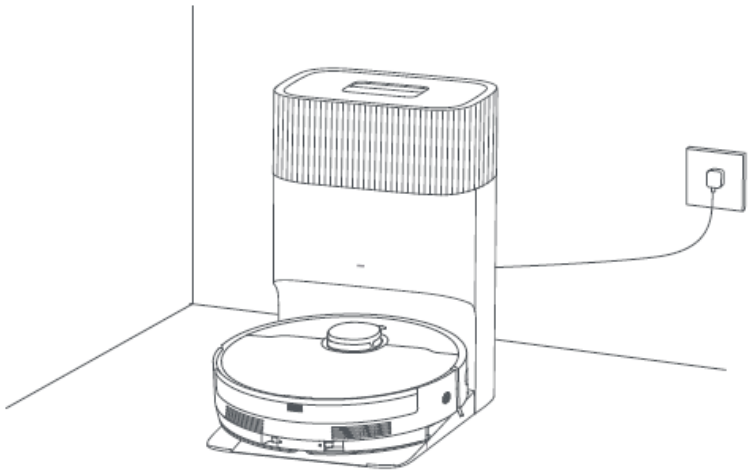
   When placing the robot, align the charging contacts at the bottom of the robot with the charging contacts of the base station, and the robot will automatically turn on and start charging. After the robot is fully charged, the status indicators on the robot and the base station will remain lit for 10 minutes and will then dim.

Note: It is recommended to fully charge the robot before its first use. When the robot cannot be turned on after the battery is depleted, manually connect the robot with the station to charge it.

Fig. C-1-Fig. C-3



C-3



Connecting with Dreamehome App

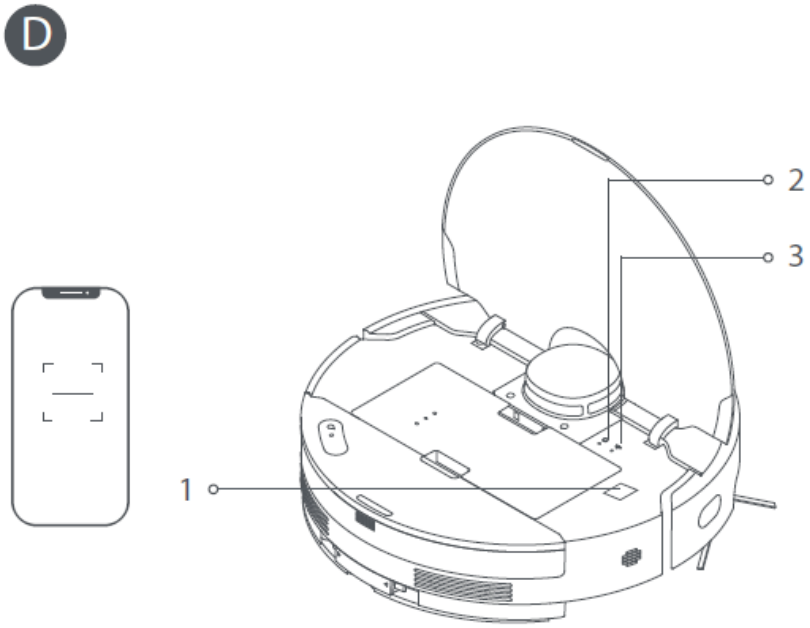
1. Download the Dreamehome App
   Scan the QR code on the robot, or search “Dreamehome” in the app store to download and install the app.
   Note:
   - Only 2.4 GHz Wi-Fi is supported.
   - Due to upgrades in the app software, the actual operations may differ from the directions in this manual. Please follow the instructions based on the current app version.
2. Add Device
   Open the Dreamehome app, tap “Scan QR code to connect” and scan the same QR code on the robot again to add the device. Please follow the prompts to finish the Wi-Fi connection.

Note:

- To reset Wi-Fi, repeat step 2 and then follow the prompts to finish the Wi-Fi connection.
- After the device is successfully connected to the home Wi-Fi network,it will continuously attempt to reconnect in case of network disruptions caused by issues such as unpaid bills or power outages, in order to ensure a smooth user experience upon network restoration.
- To disconnect the device from Wi-Fi network, press and hold the Reset button on the

robot for 3 seconds.

1. QR Code
2. Reset Button
3. Wi-Fi Indicator
    - Blinking slowly: To be connected
    - Blinking quickly: Connecting
    - On: Connected



How to Use

- **Turn On/Off**

  Press and hold the power button for 3 seconds to turn on the robot. The power indicator should be illuminated. Place the robot onto the base station, the robot should turn on automatically and begin charging. To turn off the robot, move the robot away from the base station and press and hold the power button for 3 seconds.
- **Fast Mapping**
- After configuring the network for the first time, follow the instructions in the app to quickly create a map. The robot will start mapping without cleaning. When the robot returns to the base station, the mapping process has been completed and the map will be saved automatically.
- **Start Cleaning**

  Press the power button to start cleaning after the robot is turned on. The robot will

accurately map out a route, methodically clean along the edges and walls, then finish by cleaning each room in an S-shaped pattern to ensure a thorough job.

Note:

- It is recommended that the robot set out from the base station before cleaning. Do not move the base station while the robot is cleaning. This ensures that the robot returns to base station smoothly.
- After the robot completes the cleaning task and automatically returns to the base station, the base station will start auto-empty. More settings can be operated in the app.

Pause/Sleep

- When the robot is running, press any button to pause it. If the robot is paused for more than 10 minutes, it automatically enters sleep mode. All indicators on the robot will turn off. Press any button on the robot, or use the app to wake up the robot.
  Note: If the robot is paused and placed onto the base station, the current cleaning process will end.

Auto Resume Cleaning

- If the battery is too low, the robot will automatically return to the base station to charge. After charging to the appropriate battery level, it will resume unfinished cleaning tasks.
- Note: To use this function, please open it in the app.

Do Not Disturb (DND) Mode

- When the robot is set to Do Not Disturb (DND) mode, the robot will be prevented from resuming cleaning. DND mode is disabled by default at the factory. You can use the app to enable DND mode or modify the DND period. The DND period is 22:00–8:00 by default.

Note:

- The scheduled cleaning tasks will be performed as usual during the DND period.
- The robot will resume cleanup where it left off after the DND period expires.

Spot Cleaning

When the robot is awaiting, press and hold the button for 3 seconds to enable the spot cleaning mode. In this mode, the robot cleans a square-shaped area of 1.5 × 1.5 meters around it and returns to its starting point once the spot cleaning is completed.

Robot Restarting

If the robot stops responding or cannot be turned off, press and hold the power button for 10 seconds to forcefully turn it off. Then, press and hold the power button for 3 seconds to turn the robot on.

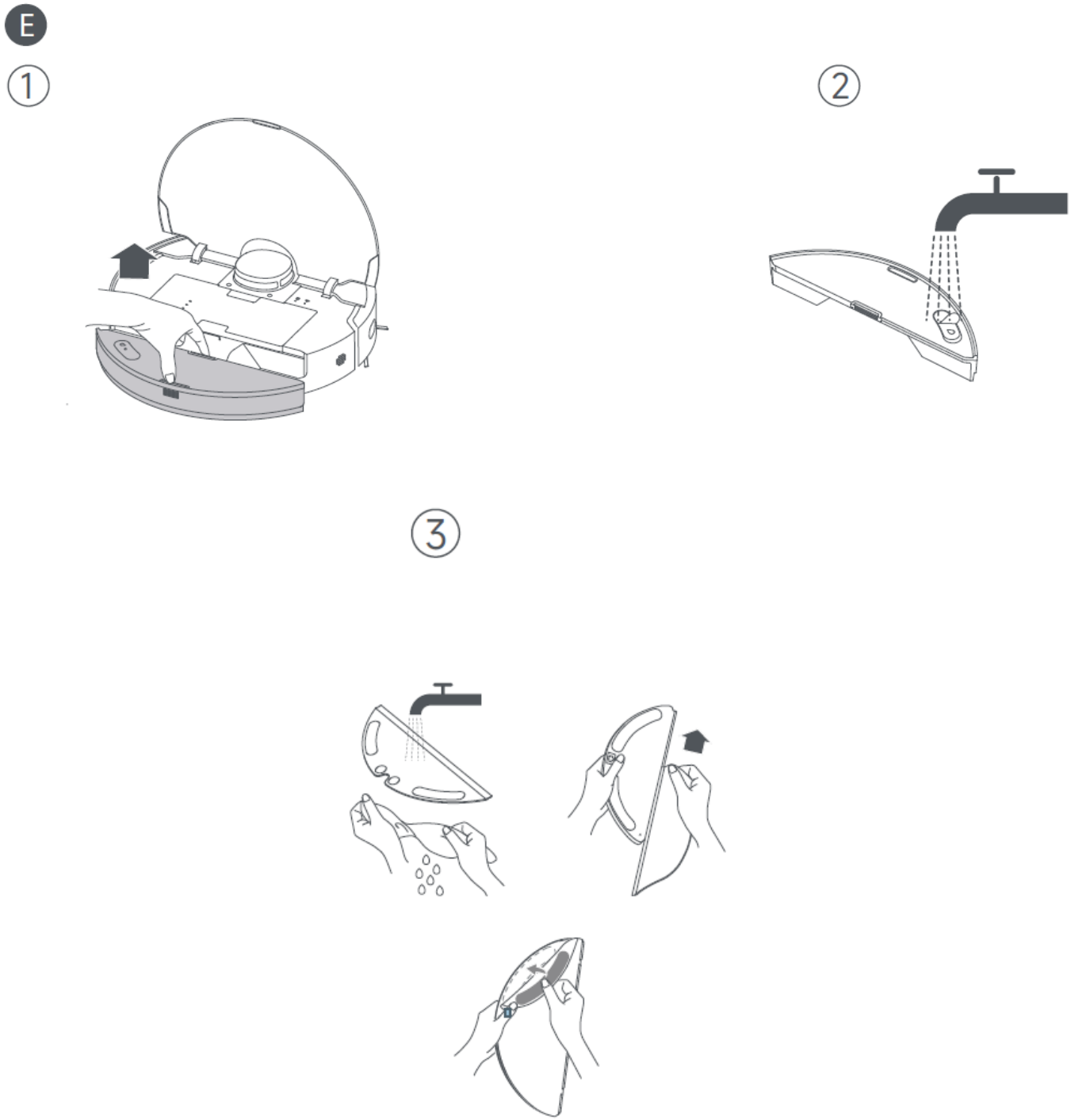
Use Mopping Function

Note: It is recommended that floors are vacuumed at least three times before the first mopping session to achieve a better cleaning effect.

1. Press the release clip to remove the water tank.
2. Open the water inlet lid, fill the tank with water, and close the lid tightly.
   Note:
   - Do not use detergent or disinfectant.
   - Do not fill the water tank with hot water as this may cause the water tank to warp.
3. Dampen the mop pad and wring out excess water. Install the mop pad as shown in the figure.
4. Reinstall the water tank and mop pad holder back as shown in the figure until they click into place. Press the power button or use the app to start cleaning. Click
   Note:
   - It is not recommended to use the mopping function on carpets.
   - Use the app to adjust the mop pad moisture as required.
5. When the robot returns to charge after cleaning, press the release clips to remove the mop pad holder, and clean the mop pad to prevent mildew or odors.
   Note:
   - Wash the mop pad after each use, and regularly empty the water tank of unused water.

- Remove the mop assembly when not mopping.

Fig. E-1



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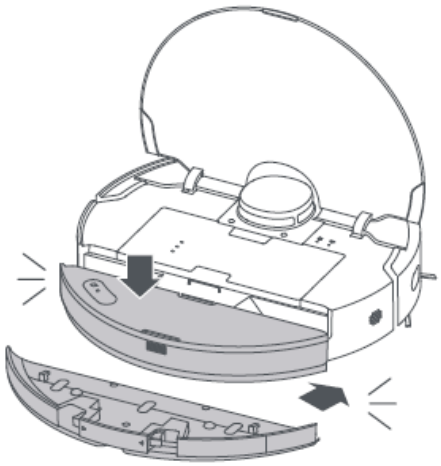

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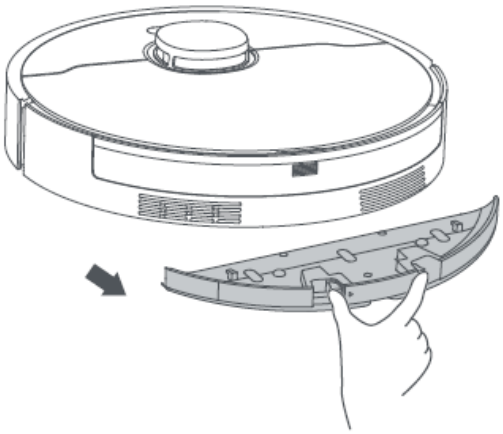


Routine Maintenance

Parts

To keep the robot in good condition, it is recommended to refer to the accessory usage in the app or the following table for routine maintenance.

Part	Maintenance Frequency	Replacement Period
Mop pad	After each use	Every 3 to 6 months

Main brushes	Once every 2 weeks	Every 6 to 12 months
Dust box’s filter		Every 3 to 6 months
Side brush		
Signaling area	Once every month	/
Charging contacts		
Auto-empty vents		
Omnidirectional wheel		
Edge sensor		
Laser distance sensor (LDS)		

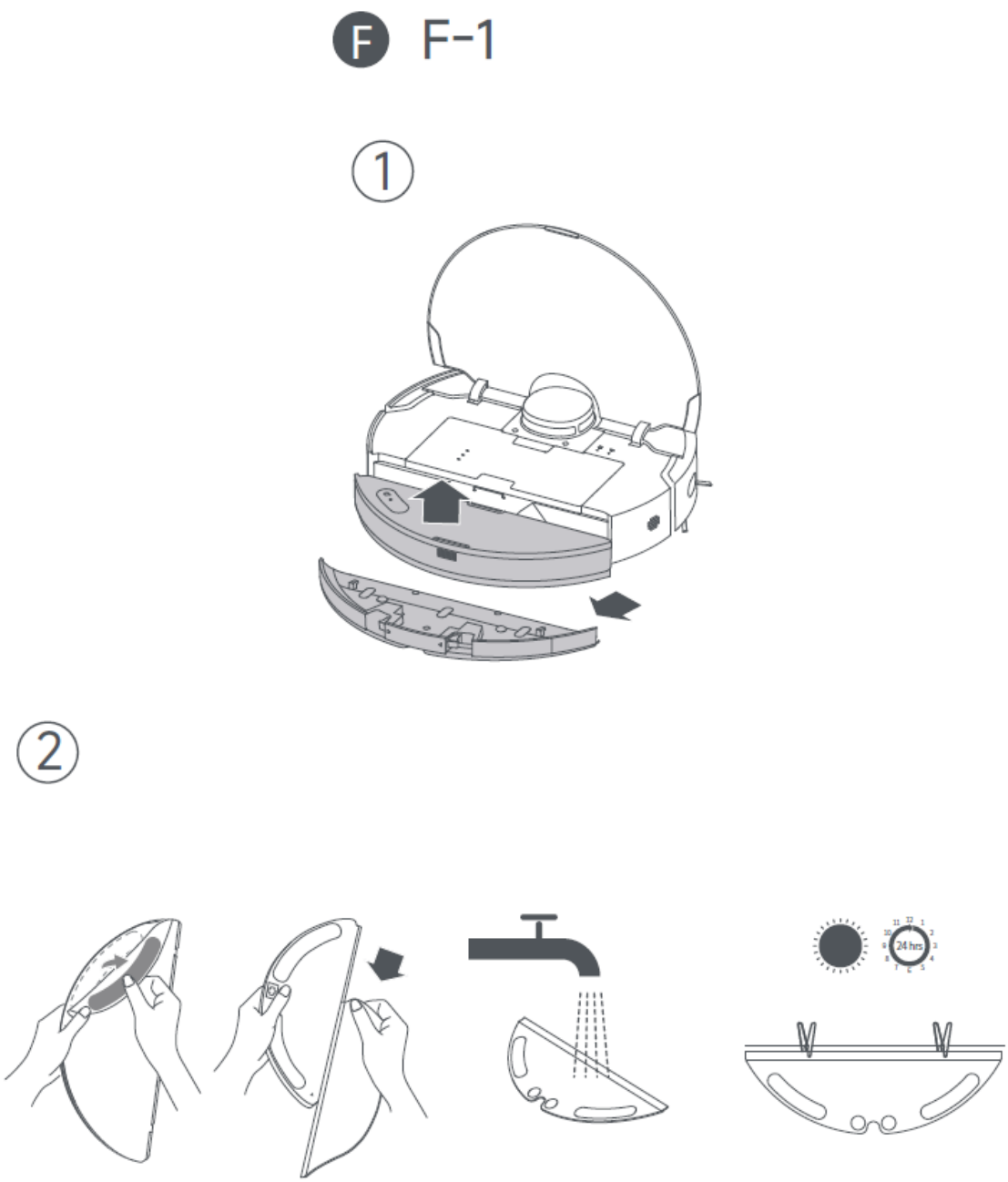
Part	Maintenance Frequency	Replacement Period
3D line laser sensor	Once every month	/
Carpet sensor		
Cliff sensors		
Bumper		
Bottom of the robot		
Dust box	Clean it as needed	
Main wheels		
Water tank		
Dust bag	/	Every 2 to 5 months

Note: The replacement frequency will depend on your usage of the robot. If an exception occurs due to special circumstances, the parts should be replaced.

Mopping Module

1. Remove the water tank and the mop pad holder.
2. Remove and clean the mop pad with water only, then dry it completely before reinstalling.
3. Pour out the water in the tank. Clean the tank with water only and leave it to air dry before reinstalling.
   Note: Do not directly expose the water tank to sunlight.
4. If the water flow is slow or unevenly distributed, clean the air hole on the water inlet lid.

Fig. F-1



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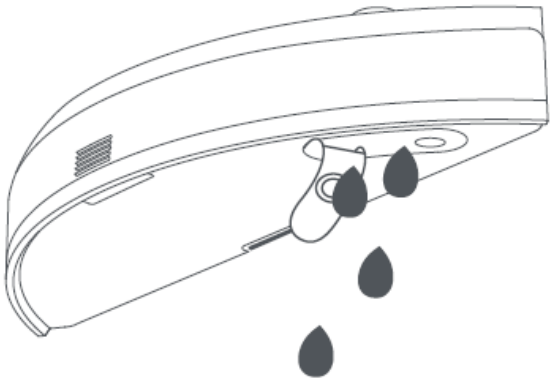
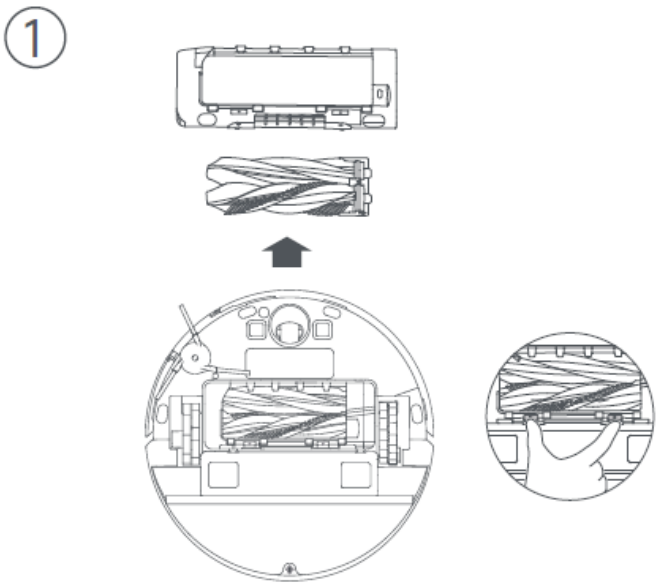


Main Brushes

1. Press the brush guard clips inwards to remove the brush guard, and then lift the brushes out of the robot.
2. Pull out the brushes as shown in the figure. Use the appropriate cleaning tool to remove any hair tangled in the brushes. After cleaning, push the brushes firmly into the main brush holder until they click into place.
   Click
   Note: Be careful while pulling out the main brushes to prevent injury.
3. With the screen-printed arrows facing upwards, insert the main brush holder into the slots downwards in an inclined way.
4. Align the front end of the brush guard with the slot, insert it downwards in an inclined way, and then press it into place.

Fig. F-2

F-2

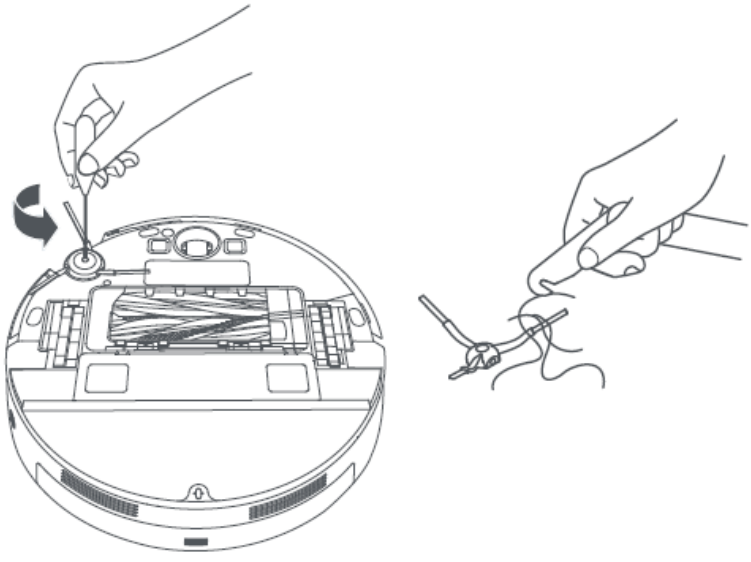


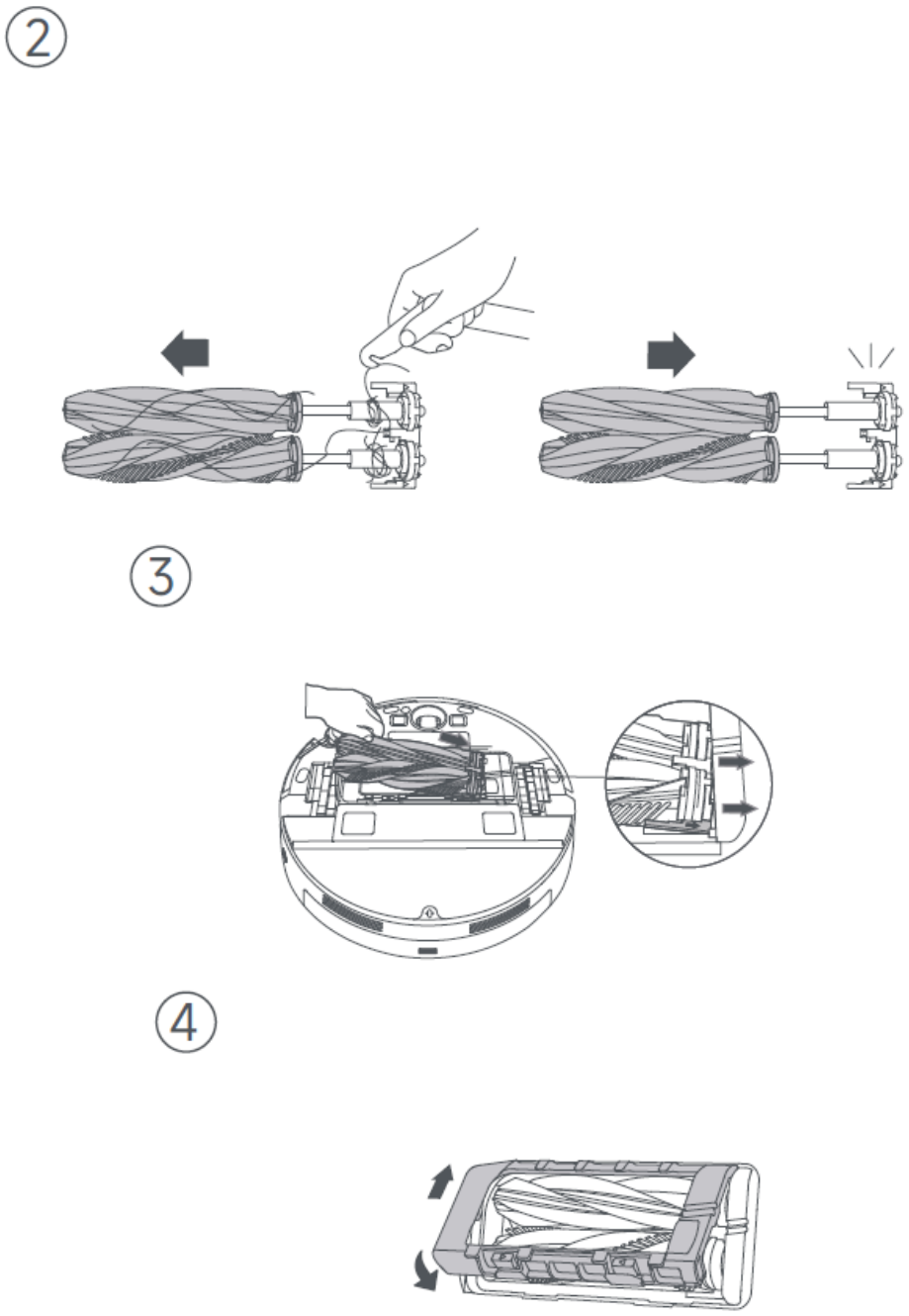
Side Brush

Unscrew the side brush with a screwdriver, clean the hair from the brush, and then screw it back on.

Fig. F-3

F-3





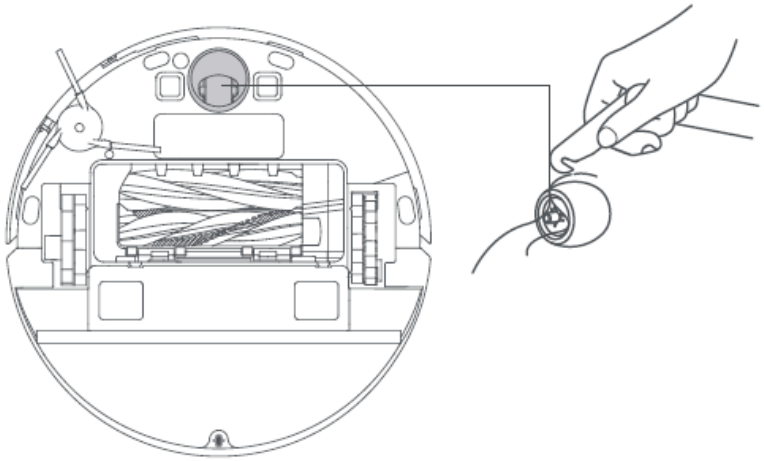
Omnidirectional Wheel

Note:

- Use a tool such as a small screwdriver to separate the axle and tire of the omnidirectional wheel. Do not use excessive force.
- Rinse the omnidirectional wheel under the running water and put it back after drying it completely.

Fig. F-4

F-4



Dust Box and Filter

1. Open the robot’s cover and press the clip to remove the dust box.
2. Remove the dust box filter, and then empty the dust box.
3. Gently tap the basket of the filter to remove the dirt.

   Note: Do not attempt to clean the filter with a brush, a finger or sharp objects to prevent damage.
4. Rinse the dust box and filter with water and dry them completely before reinstalling.

   Note:
   - Rinse the dust box and filter with clean water only. Do not use any detergent.
   - Use the dust box and filter only when they are completely dry.

Fig. F-5

F-5

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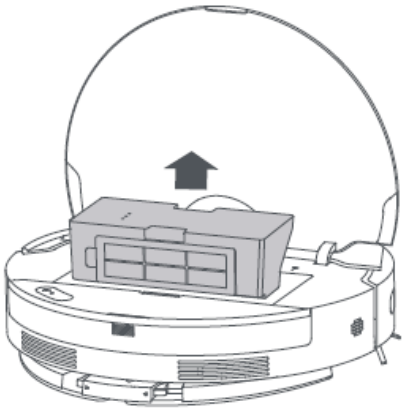

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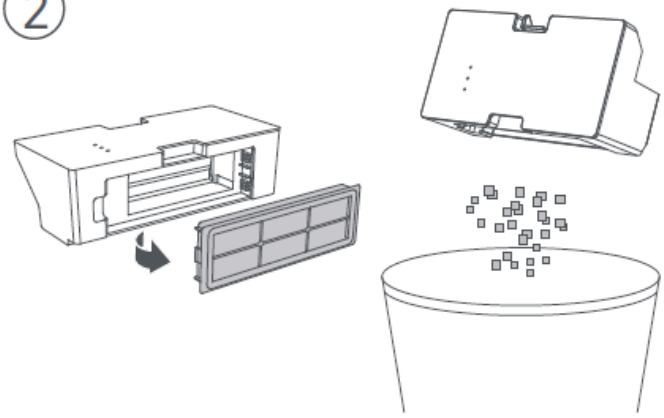

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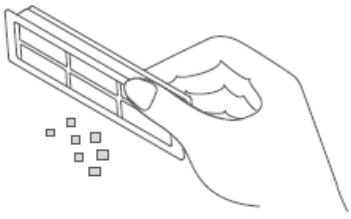
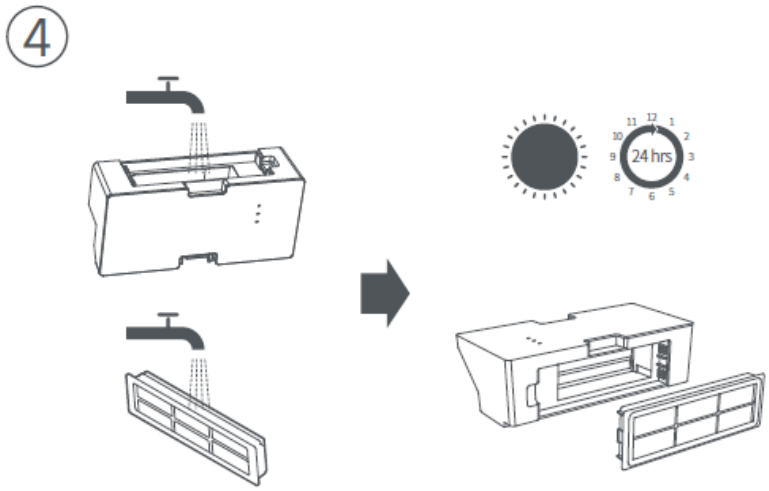
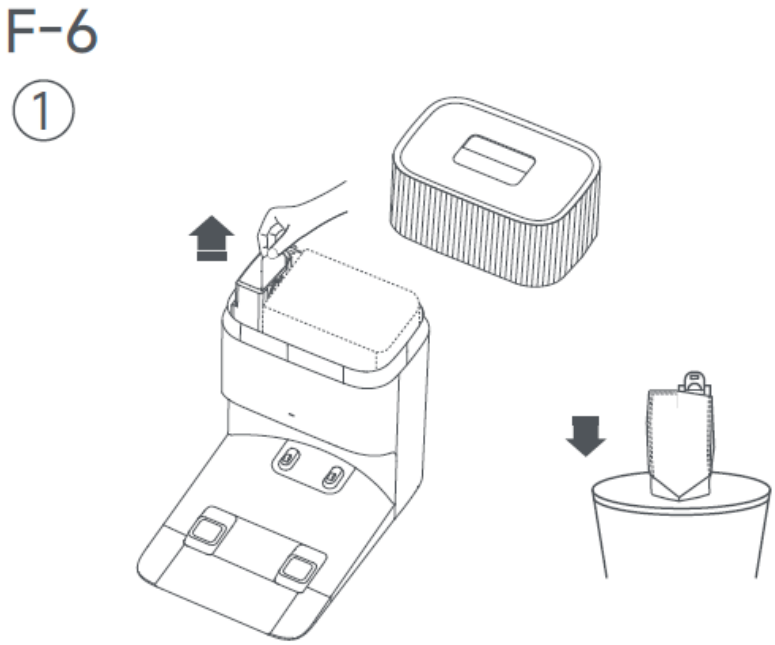




Dust Bag

1. Remove and discard the dust bag.
   Note: Pulling outwards on the handle will seal the dust bag to prevent the dust and debris from accidentally falling out.
2. Remove the dust and debris from the filter with a dry cloth.
3. Install a new dust bag.
4. Reinstall the dust tank cover.

Fig. F-6



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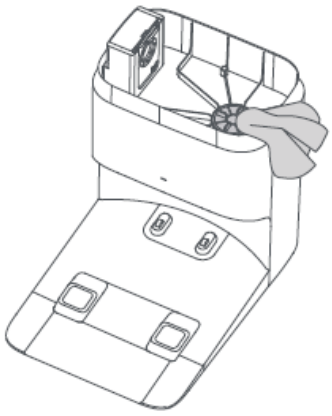

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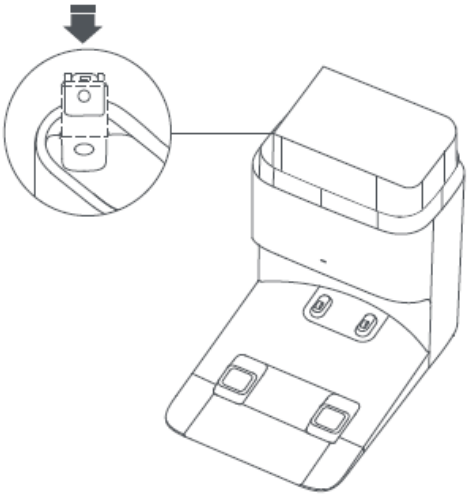

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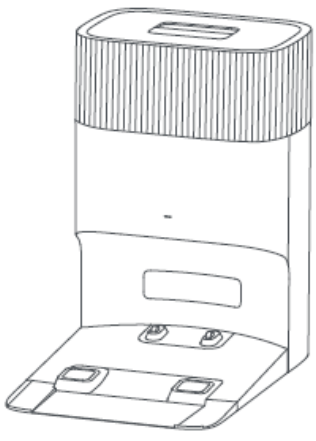


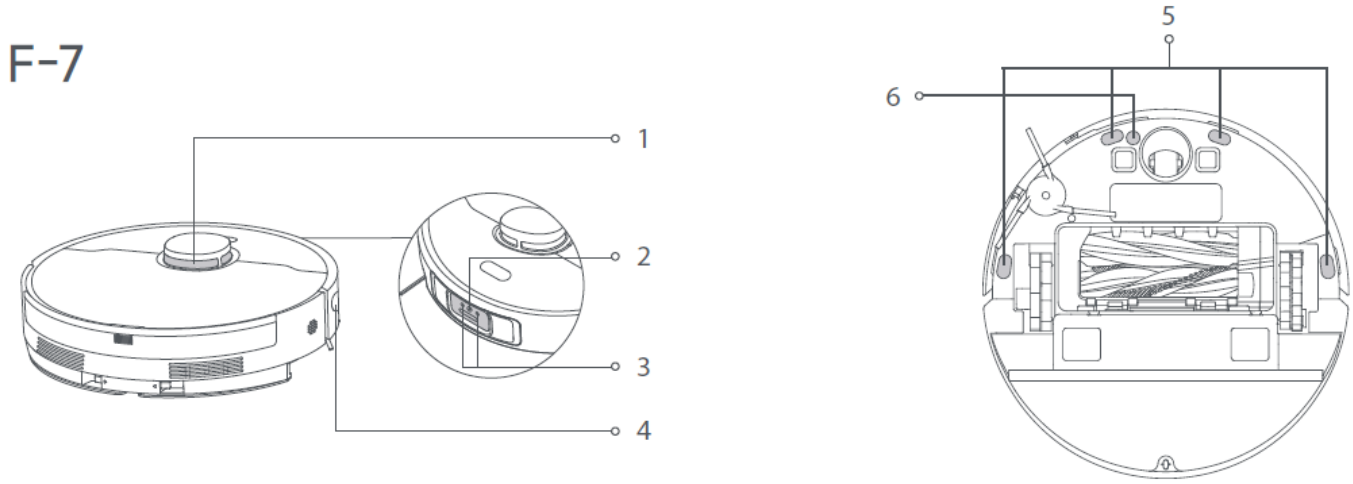
Robot Sensors

Wipe the robot sensors by using a soft and dry cloth, as shown in the below figure:

1. Laser Distance Sensor (LDS)
2. 3D Line Laser Sensor
3. Dock Sensors
4. Edge Sensor
5. Cliff Sensors
6. Carpet Sensor

Note: A wet cloth can damage sensitive elements within the robot and the base station. Please use a dry cloth for cleaning.

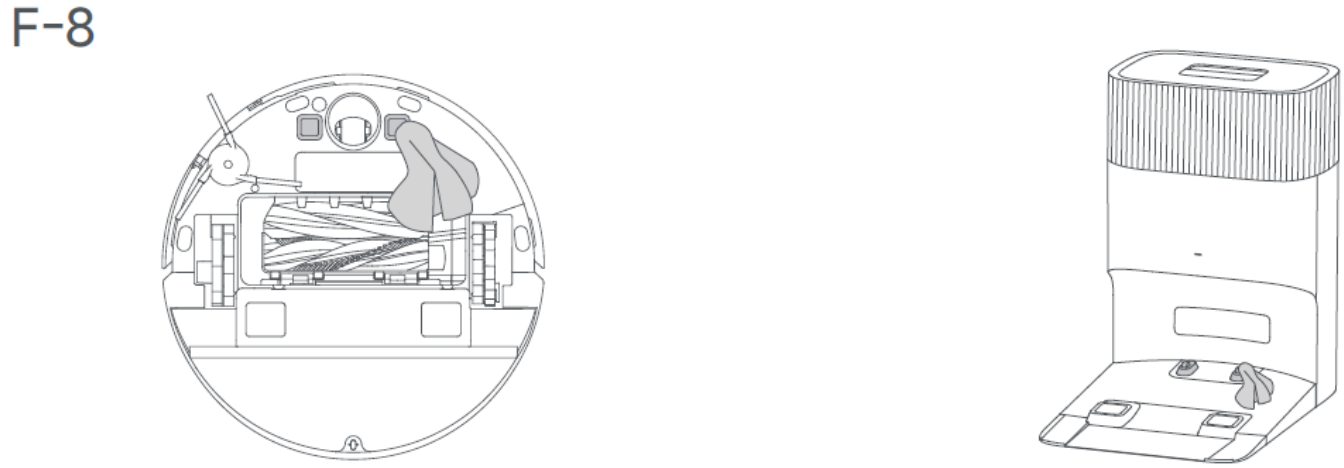
Fig. F-7



Charging Contacts and Signaling Area

Clean the charging contacts and the signaling area with a soft and dry cloth.

Fig. F-8



Auto-empty Vents

Clean the auto-empty vents of the robot and the base station with a soft and dry cloth.

Fig. F-9

F-9

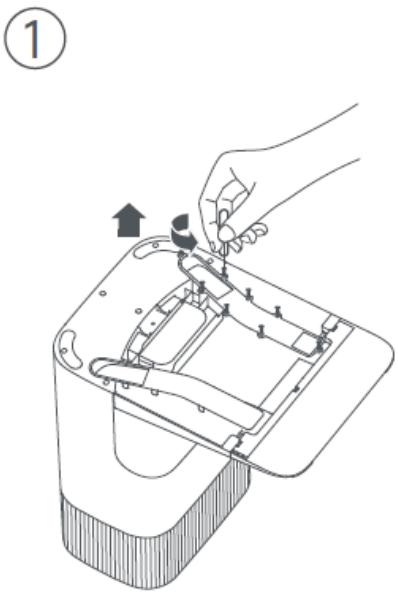
Air Duct

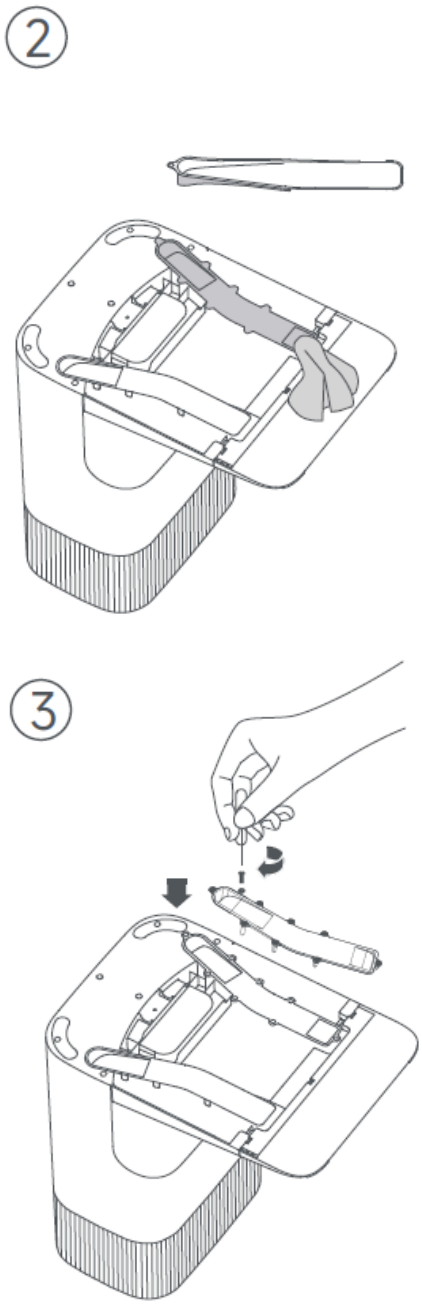
If the air duct is blocked, please clean it according to the following steps.

1. Unscrew mounting screws on the air duct cover and renhove the cover.
2. Check whether the air duct is blocked by foreign objects. If any, clean them.
3. Reinstall the air duct cover.

Fig. F-10

F-10





Battery

The robot contains a high-performance lithium-ion battery pack. Make sure that the battery remains well-charged for daily use to maintain optimal battery performance. If the robot is not used for an extended period of time, turn it off and put it away. To prevent damage from over-discharging, charge the robot at least once every three months.

Troubleshooting

Problem	Solution

The robot will not turn on.	• The battery is low. Recharge the robot on the base station and try again. • The temperature of the battery is too low or too high. It is recommended to use the robot in environments with an ambient temperature above 0°C and below 40°C.
The robot will not charge.	• The base station is not connected to power, please make sure both ends of its power cord are correctly plugged in. • The contact between the charging contacts on the base station and the robot is poor, please clean the charging contacts.
The robot fails to connect to Wi-Fi.	• The Wi-Fi network password is incorrect. Make sure the password used to connect to your Wi-Fi network is correct. • The robot does not support a 5 GHz Wi-Fi connection. Make sure the robot is connected to a 2.4 GHz Wi-Fi connection. • The Wi-Fi signal is weak. Make sure the robot is in an area with good Wi-Fi coverage. • The robot may not be ready to be configured. Please exit and re-enter the app, and then try again as instructed.

Problem	Solution

The robot cannot find and return to the base station.	• The route for returning to charge is blocked, e.g. the door is closed. • The base station is disconnected from power or moved when the robot is not on it. Please connect the base station to the power supply or place the robot onto the base station to charge. • There are too many obstructions around the base station. Place the base station in a more open area. • Moving the robot may cause it to re-position itself, and it will recreate a map if re-positioning fails. If the robot is too far from the base station, it might not be able to automatically return on its own, in which case you will need to manually place the robot onto the base station. • Wipe the signaling area on the base station to remove dust or debris.
The robot gets stuck in front of the base station and cannot return to it.	• Check whether there is enough space on both sides or in front of the base station to prevent the robot from being blocked. • The robot may slip if the floor in front of the base station is overly wet. If so, clean the excess water before trying again. • It is recommended to move the base station to a different place and try again. • Make sure the ramp extension plate is installed properly.

The robot will not tu rn off.	• The robot cannot be turned off when it is charging. It is recom mended to move the robot from the base station, and then pr ess and hold the power button for 3 seconds to turn it off. • If the robot cannot be turned off by performing step 1, press a nd hold the power button for 10 seconds to forcibly turn off th e robot. If the problem persists, please contact after-sales ser vice.

Problem	Solution
The charging speed is slow.	• It takes about 6 hours to fully charge the robot when its batter y is low. • If you operate the robot at temperatures outside of the specifi ed range, the charging speed will automatically slow down to extend the battery life. • The charging contacts on both the robot and the base station may be dirty, please wipe them with a dry cloth.
The noise increase s while the robot is operating.	• Check whether the dust box’s filter is clogged. If so, clean it or replace it. • A hard object may be caught in the main brushes or the dust box. Check and remove any hard objects. • The main brushes or the side brush may become tangled. Ch eck and remove any foreign objects. • Switch the suction mode to Standard or Quiet.

The robot moves without following the set route.	• Objects such as power cords and slippers should be organized before using the robot. • Working on wet slippery surfaces may cause the main wheel to slip. It is recommended to dry any wet areas before using the robot. • Wipe 3D line laser sensor on the robot with a clean, soft cloth to keep it clean and unobstructed.
The robot misses the rooms to be cleaned.	• Make sure that the doors of the rooms to be cleaned are open. • Check whether there is a threshold higher than 2 cm at the door of the room. The robot cannot climb over high thresholds or steps. • The place in front of the room to be cleaned may be wet and slippery, causing the robot to slip and work abnormally. Please try drying the floor before using the robot.

Problem	Solution
The robot will not resume cleaning after charging.	• Make sure that the robot is not set to the Do Not Disturb (DND) mode, which will prevent it from resuming cleaning. • The robot will not resume cleaning after you manually place the robot on the base station or send the robot to charge via the app or the button .
The base station cannot automatically empty the dust box.	• Check whether the dust bag in the dust tank is full. • If the dust bag is not full, check whether there is any obstruction at the auto-empty vents of the robot, the base station, or the dust box. If any, clean the blocked part in time.

No water comes out of the water tank, or only a little bit comes out.	• Check whether there is water inside the water tank. • Clean the air hole on the water inlet lid. • Clean the mop pad if it becomes dirty. • Make sure the mop pad and the mop pad holder is installed correctly according to the user manual.
Robot returns to the base station without performing auto-empty tasks.	• DND mode prevents the robot from performing auto-empty tasks.

For more support, contact us via https://global.dreametech.com.

Specifications

Robot

Model	RLD43SD
Charging Time	Approx. 6 hours
Rated Voltage	14.4 V
Rated Power	75 W
Operation Frequency	2400-2483.5 MHz
Maximum Output Power	<20 dBm

Under normal use of condition, this equipment should be kept a separation distance of at least 20cm between the antenna and the body of the user.

Rechargeable Lithium-ion Battery Pack

Model	R2412-4S2P-MMYD /R2412-4S2P-FMTEV
Nominal Voltage	14.4 V
Rated Capacity	4.8 Ah
Typical Capacity	5.2 Ah 74.88Wh

Base Station/Charging Dock

Power consumption in standby mode: ≤ 0.5W (within 15 minutes after the robot leaves the base station/charging dock)

Robot&Base Station/Charging Dock

Power consumption in networked standby mode: ≤ 2 W (Within 20 minutes after the battery pack of robotic vacuum cleaner is fully charged.)

Power consumption in standby mode: ≤ 0.5 W (Within 20 minutes after the battery pack of robotic vacuum cleaner is fully charged.)

Base Station with Auto Empty

Model	RCDD0302
Rated Input	220-240 V 50-60 Hz
Rated Output	20 V 1 A
Rated Power (during dust emp tying)	700 W

Battery Disposal and

Removal

The built-in lithium-ion battery contains substances that are hazardous to the environment. Before disposing of the battery, make sure the battery is removed by qualified technicians and discarded at an appropriate recycling facility.

- the battery must be removed from the appliance before it is scrapped;
- the appliance must be disconnected from the supply mains when removing the battery;
- the battery is to be disposed of safely.

CAUTION:

- Before removing the battery, disconnect the power and run out the battery as much as possible.
- Unneeded batteries should be discarded at an appropriate recycling facility.
- Do not expose to high temperature environment to avoid risks of explosion.
- Under abusive conditions, liquid may be ejected from the battery. If contact occurs, flush with water and seek medical help.

Removal Guide:

1. Turn over the robot, use a proper tool to remove the screws on the back of the robot, and then remove the cover.
2. Unplug the terminals between the battery and PCB board to remove the battery.

WEEE Information

All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about

the location as well as terms and conditions of such collection points.

For more support, contact us via https://global.dreametech.com Manufactured by:
Dreame Trading (Tianjin) Co., Ltd.
Made in China

FAQ

How often should I recharge the robot vacuum's battery?

To avoid over-discharging the battery, it is recommended to recharge the robot at least once every 3 months.

Can I use the Dreame D20 Pro Plus on all types of floors?

The robot vacuum and mop are suitable for various floor types, including hardwood, tile, and carpet. However, it is recommended to check the manufacturer's guidelines for specific floor compatibility.

How should I clean the filters of the vacuum?

To clean the filters, remove them from the unit and gently tap or brush off any accumulated dust. You can also rinse the filters with water if they are washable, but ensure they are completely dry before reinstallation.

Documents / Resources

	DREAME D20 Pro Plus Auto Empty Robot Vacuum and Mop [pdf] User Manual D20 Pro Plus, D20 Pro Plus Auto Empty Robot Vacuum and Mop, D20 Pro, Plus Auto Empty Robot Vacuum and Mop, Empty Robot Vacuum and Mop, Robot Vacuum and Mop, Mop

References

- User Manual

dreame

D20 Pro, D20 Pro Plus, D20 Pro Plus Auto Empty Robot Vacuum and Mop, dreame, Empty Robot Vacuum and Mop, Mop, Plus Auto Empty Robot Vacuum and Mop, Robot Vacuum and Mop

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