



dreame W10 Pro Robot Vacuum User Guide

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DREAME

dreame W10 Pro Robot Vacuum



Product Information

Specifications

- Product Name: Dreame Aspi-Robot W10
- Manufacturer: Dreame Technology Co., Ltd.
- Model Number: W10
- Type: Self-Cleaning Robot Vacuum and Mop
- Country of Manufacture: China

Product Overview

The Dreame Aspi-Robot W10 is a self-cleaning robot vacuum and mop that provides efficient cleaning of your floors. It is equipped with advanced sensors and features to ensure thorough cleaning and ease of use.

Package Contents

- Robot
- Self-Wash Base (Including a fresh tank, waste tank, and washboard)
- Side Brush
- Main Brush
- Cleaning Tool
- Power Cord
- User Manual

Robot and Sensors

- Wi-Fi Indicator
- Reset Button

- Return-to-Base Sensor
- Laser Distance Sensor (LDS)
- Cliff Sensors
- Edge Sensor
- Ultrasonic Sensor
- Main Wheel
- Auxiliary Wheel
- Side Brush
- Main Brush
- Brush Guard Clips
- Magnetic Mounts
- Air Outlet / Speaker
- Bumper

Product Usage Instructions

Safety Information

Before using the Dreame Aspi-Robot W10, please read the user manual carefully and keep it for future reference. To avoid electric shock, fire, or injury, follow these safety precautions:

1. Do not use the appliance if you have reduced physical, sensory, or mental capabilities, or lack experience and knowledge unless you have been given supervision or instruction on how to use it safely.
2. Do not use the appliance outdoors, on non-floor surfaces, or in a commercial or industrial setting.
3. Do not use the appliance on wet floors or floors with liquids or sticky substances.
4. Do not use the appliance to transport or move heavy objects.
5. Do not use the robot's bumper as a handle.
6. Do not allow the robot to drag cables or other objects while cleaning.
7. Do not modify the robot or its components.
8. Keep the robot away from children and pets.

Batteries and Charging

The Dreame Aspi-Robot W10 is powered by a rechargeable battery. Follow these guidelines for battery usage:

- When not in use, turn off the robot and store it in a cool, dry place.
- Recharge the robot at least once every 3 months to avoid over-discharging the battery.

Laser Distance Sensor (LDS)

The robot is equipped with a Laser Distance Sensor (LDS) that helps it navigate and map your home for efficient cleaning. Do not obstruct or cover the LDS during operation.

FAQ (Frequently Asked Questions)

Q: Can I use the Dreame Aspi-Robot W10 on carpets?

A: Yes, the Dreame Aspi-Robot W10 is designed to clean both hard floors and carpets. It automatically adjusts its cleaning mode based on the surface it is cleaning.

Q: How often should I clean the robot's brushes?

A: It is recommended to clean the robot's brushes after every few cleaning cycles or as needed. Refer to the user manual for instructions on how to clean the brushes.

Q: Is the robot compatible with a mobile app?

A: Yes, the Dreame Aspi-Robot W10 can be controlled and monitored through a mobile app. Please refer to the user manual or manufacturer's website for instructions on how to download and use the app.

The word "dreame" is the abbreviation of Dreame Technology Co., Ltd. and its subsidiaries in China. It is the transliteration of the company's Chinese name " ", which means striving for excellence in every endeavor and reflects the company's vision of continuous pursuit, exploration and search in technology.

For more information & after-sales support, contact us via aftersales@dreame.tech / <https://global.dreametech.com> Manufactured by: Dreame Trading (Tianjin) Co., Ltd. Made in China

The illustrations in this manual are for reference only. Please refer to the actual product.

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 appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Clear the area to be cleaned. Children shall not play with this product. Ensure children and pets are kept at a safe distance from the robot while it is operating.
- 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.
- Pick up any cables from the floor before using the robot to prevent it from dragging them while cleaning.
- 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.
- Please turn off and unplug the appliance before cleaning and maintenance.
- Do not use a wet cloth to wipe or any liquid to rinse the robot and base. Washable parts must be dried completely before installing 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 self-wash base. Use only with RCS3 supply unit.
- Do not attempt to disassemble, repair, or modify the battery or self-wash base on your own.
- Do not place the self-wash base near a heat source.
- Do not use a wet cloth or wet hands to wipe or clean the base's charging contacts.
- 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.

Laser Distance Sensor

The laser distance sensor complies with the IEC 60825-1:2014 standard for Class 1 laser products and does not generate dangerous laser radiation.

We Dreame Trading (Tianjin) Co.,Ltd. , hereby, declares that this equipment is in compliance with the applicable Directives and European Norms, and amendments. 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

Package Contents



Side Brush



Power Cord



Mop Pad (x2)



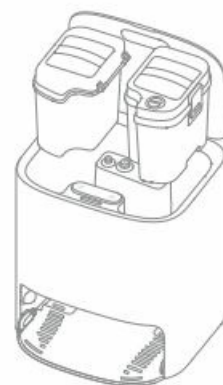
Cleaning Tool



User Manual



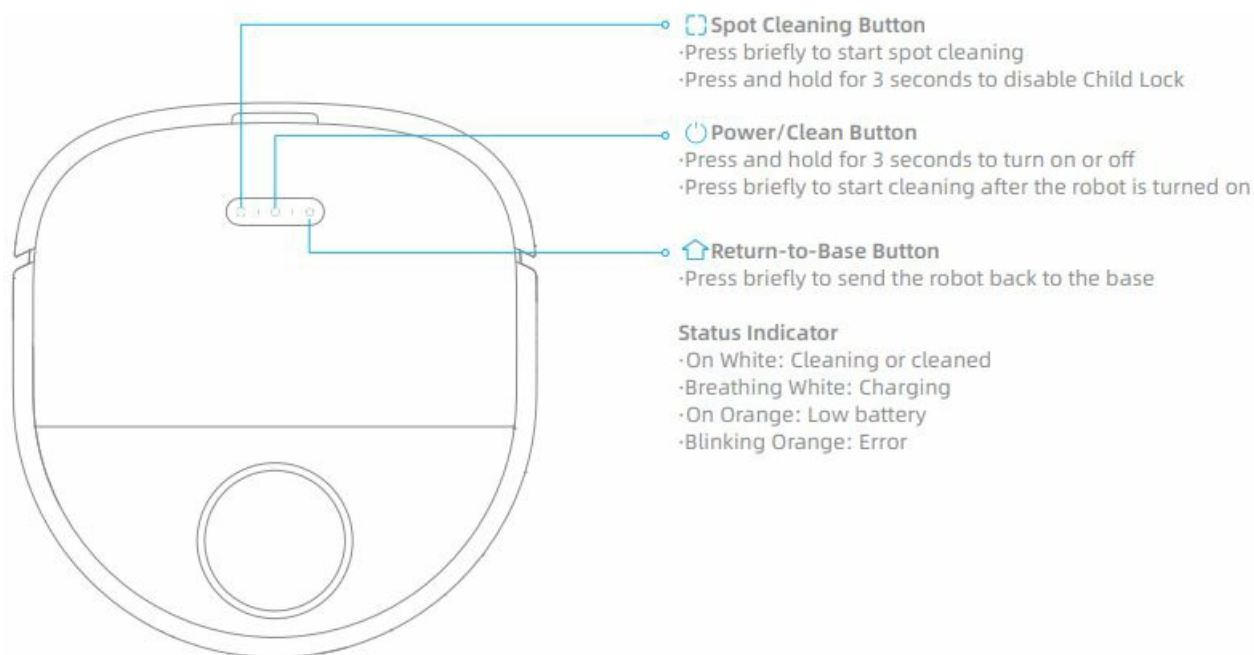
Robot



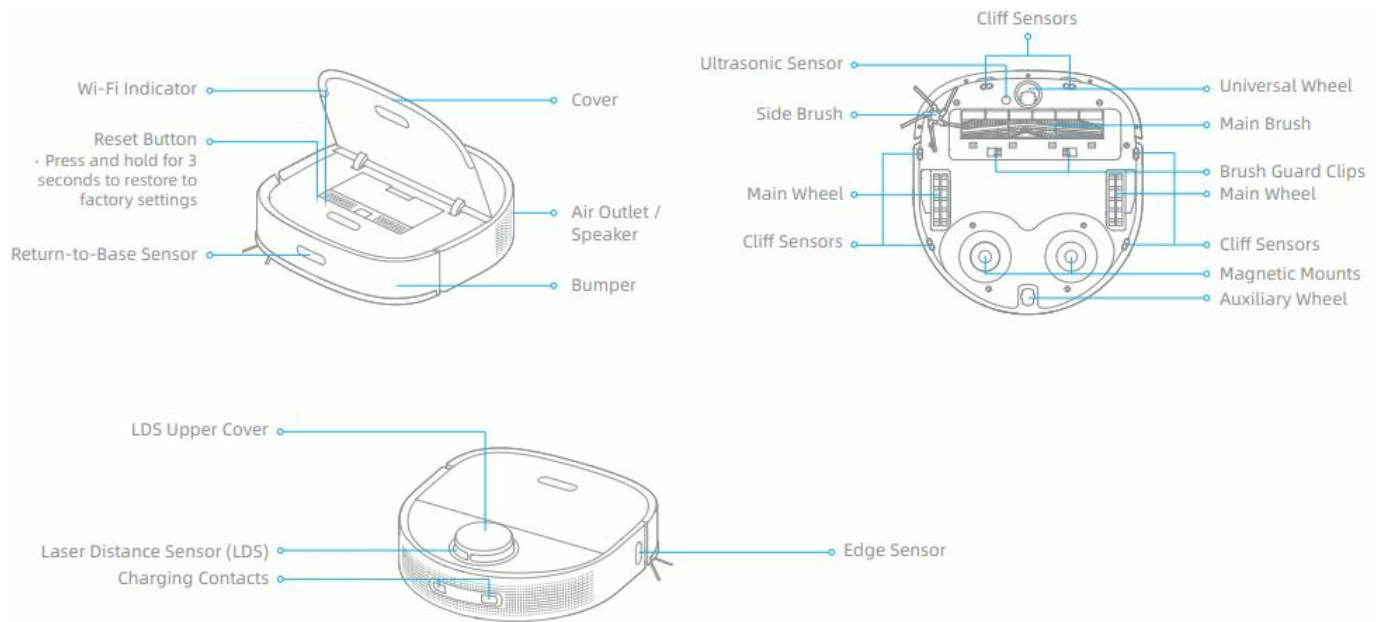
Self-Wash Base
(Including a fresh tank, waste tank,
and washboard)

Note: Illustrations of product, accessories, and user interface in the user manual are for reference purposes only. Actual product and functions may vary due to product enhancements.

Robot



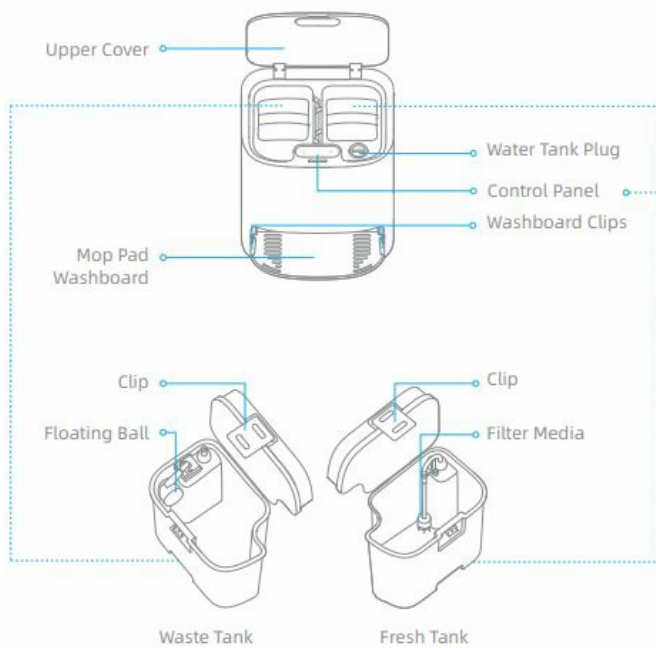
Robot and Sensors



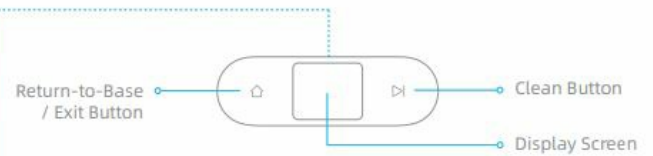
Self-Wash Base

Control Panel

Self-Wash Base



Control Panel



Return-to-Base / Exit Button

When the robot is on the base:

- Press briefly to make the robot exit the base.
- Press and hold for 3 seconds to clean and dry the mop pad.

When the robot is out of the base:

- Press briefly to send the robot back to the base. The robot resumes cleaning after the mop pad is cleaned.
- Press and hold for 3 seconds to stop cleaning and send the robot back to the base to have the mop pad cleaned and dried.

Clean Button

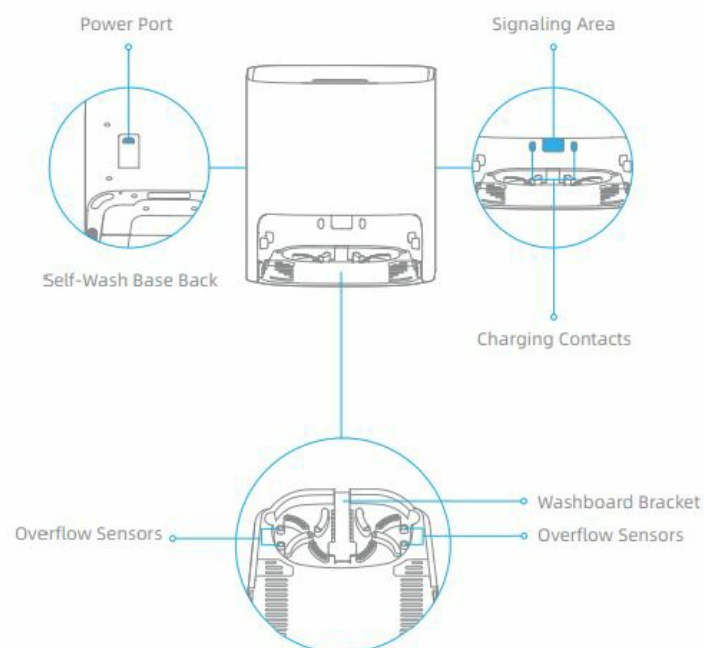
Press briefly to start or pause cleaning.

Child Lock

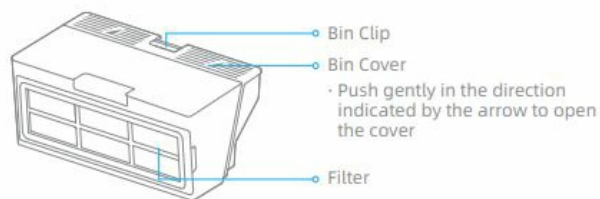
Press and hold the  and  buttons for 3 seconds to activate or deactivate Child Lock. After Child Lock is activated, all buttons on the robot and the base are locked.

Self-Wash Base

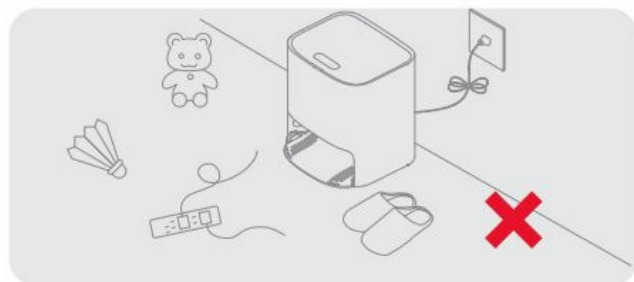
Self-Wash Base



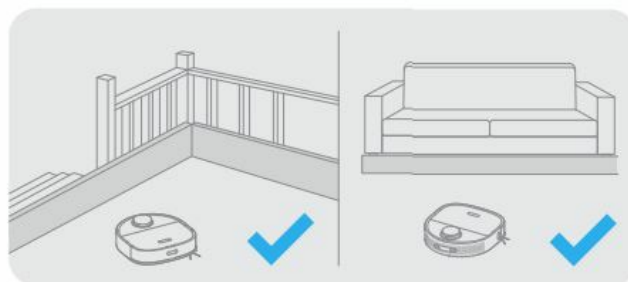
Dust Bin



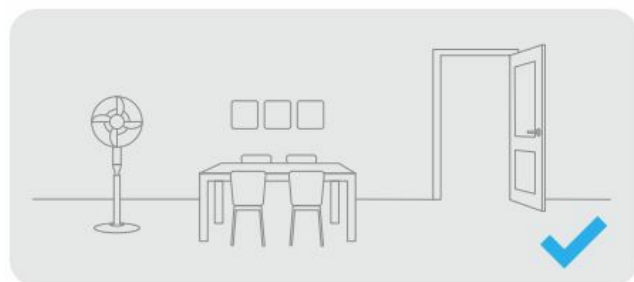
Clearing Home Environment



Tidy up items such as power cords, slippers, and hard objects to prevent the robot from getting entangled or trapped.



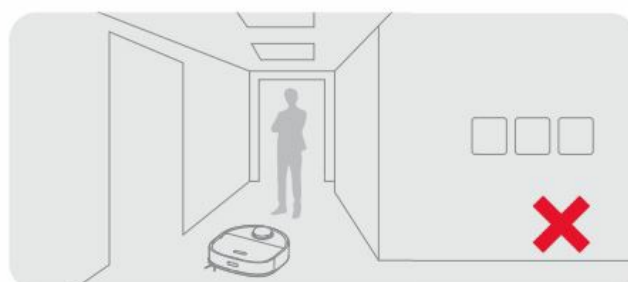
Before cleaning, place a physical barrier at the edge of the stairs and sofa to ensure the secure and smooth operations of the robot.



Open the door of the room to be cleaned, and put the furniture in its proper place to leave more space.

Note:

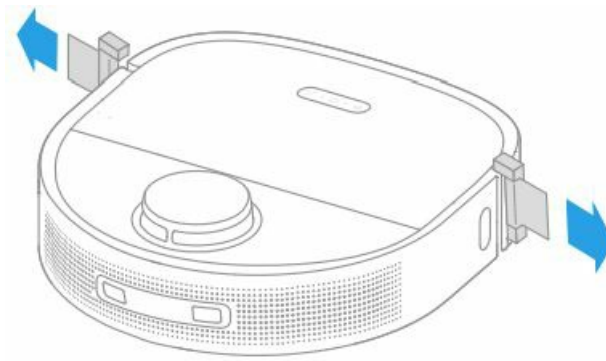
When operating the robot for the first time, follow it around while cleaning to remove any potential obstacles in time.



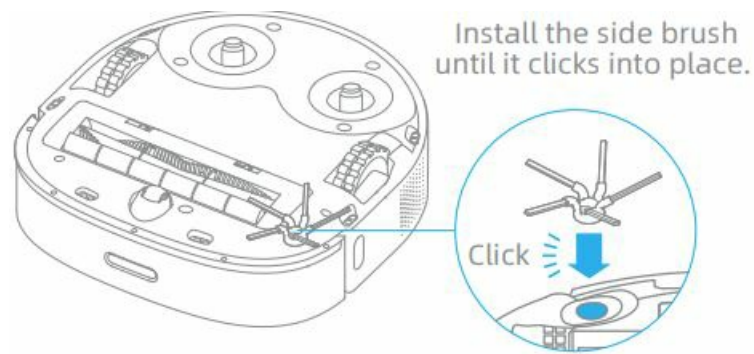
To prevent the robot from not recognizing areas that need to be cleaned, do not stand in front of the robot, threshold, hallway, or narrow places.

Preparations Before Use

1. Remove the protective strips

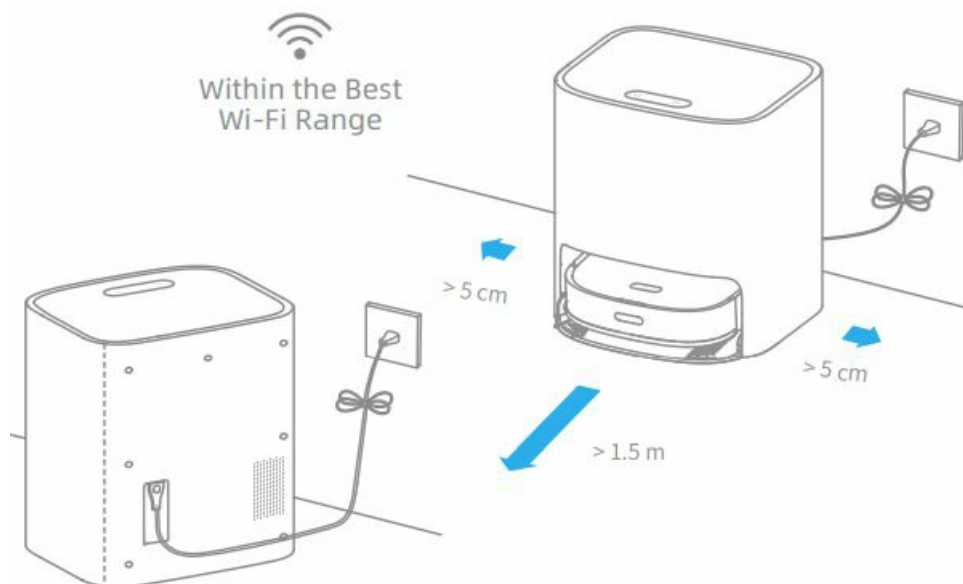


2. Install the side brush



3. Place the base against the wall and charge the robot

- Install the base in as open a location as possible with a good Wi-Fi signal.
- Insert the power cord into the base and plug it into the socket.
- Place the robot onto the base, and the robot will trun on automatically and start charging.
- It is recommended to fully charge the robot before the first use. After the robot is fully charged, the status indicator illuminates white for 10 minutes and then lights down.



Note

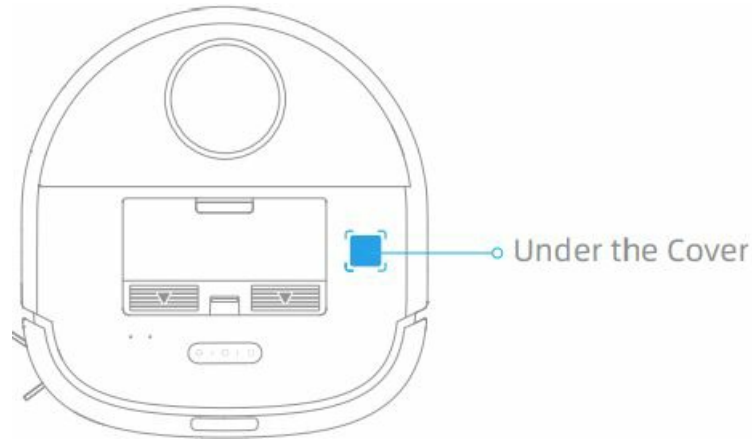
- Remove any objects that are closer than 1.5 m from the front and 5 cm from either side of the base.
- Make sure that no objects might block the signaling area.
- To prevent water stains from wetting wood floors or carpets, the self-wash base is recommended to be placed on tile floors or marble floors.

Connecting with Mi Home/Xiaomi Home App

The appliance works with the Mi Home/Xiaomi Home app, which can be used to control the appliance and make it interact with other smart devices.

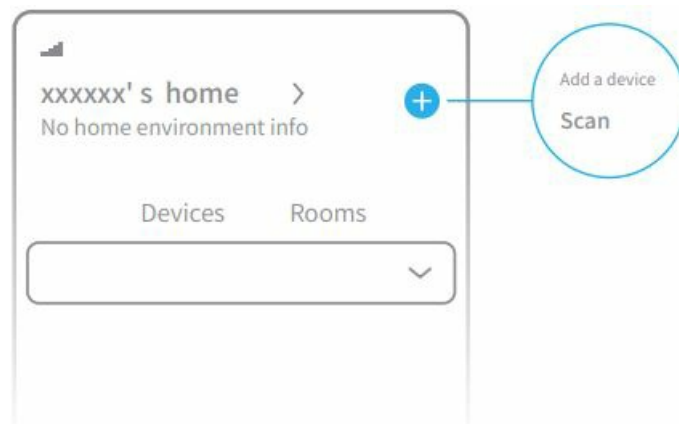
1. Download the Mi Home/Xiaomi Home App

Scan the QR code on the robot to download and install the Mi Home/Xiaomi Home app.



2. Add Device

Open the Mi Home/Xiaomi Home, tap “+” in the upper right, and then scan the QR code above again to add “Dreame Bot W10”. Please follow the prompts to finish the Wi-Fi connection.





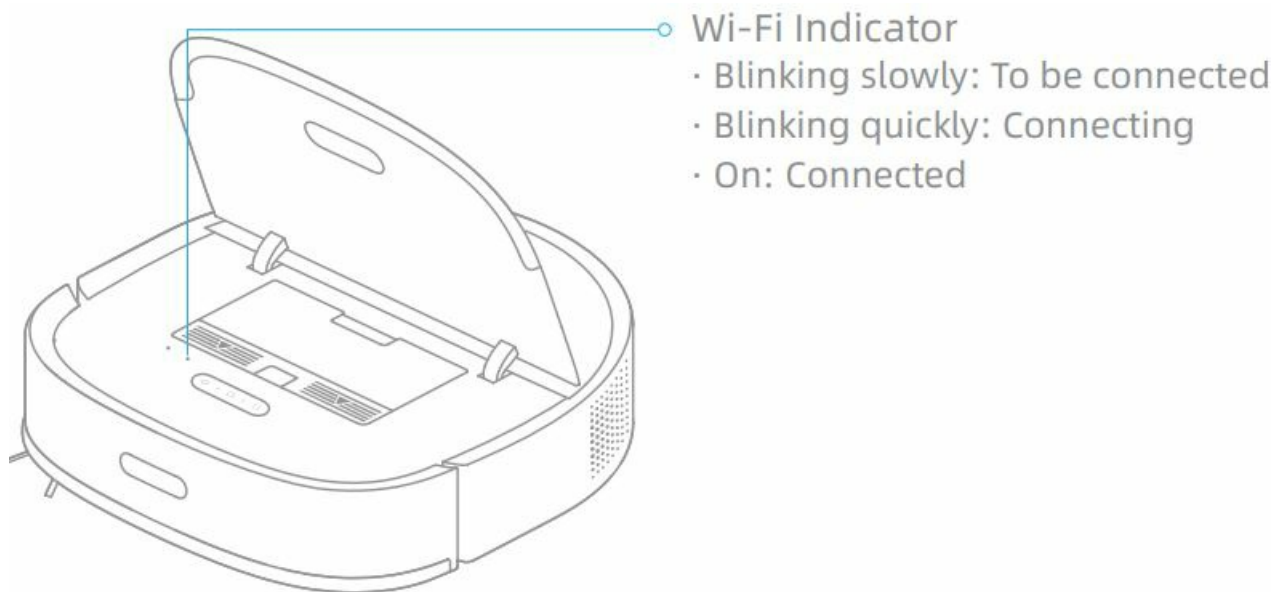
Note

Only 2.4 GHz Wi-Fi is supported.

The app software is upgrading, and the actual operations may be different from the statements in this manual. Please follow the instructions based on the current app version.

3. Reset Wi-Fi

Simultaneously press and hold the  and  buttons until you hear a voice prompt saying, “Waiting for the network configuration.” Once the Wi-Fi indicator is blinking slowly, the Wi-Fi has been reset.



Note: If the robot cannot connect to your phone, Reset the Wi-Fi network and try again.

How to Use

• Turn On/Off

Press and hold the button for 3 seconds to turn on the robot, and the power indicator is permanently on. Place the robot onto the base, and the robot turns on automatically and starts charging. To turn off the robot, move the robot away from the base, and press and hold the button for 3 seconds.

• Fast Mapping

Remove the mop pad before fast mapping.

After you connect the robot to the app, create a map as instructed in the app. The robot moves around to scan the environment and creates a map without cleaning. After the robot returns to the base, a map is created and saved automatically.


• Pause / Sleep

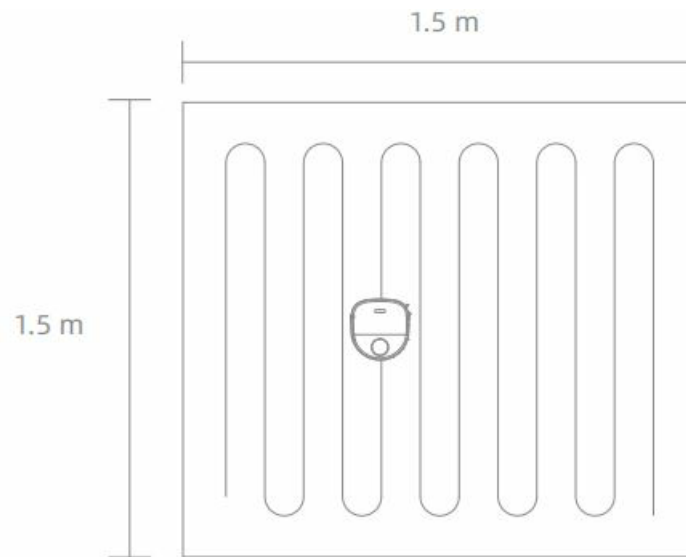
When the robot is cleaning, press briefly any buttons on the robot or the button on the base to pause the robot. If the robot pauses for more than 10 minutes, it automatically enters the sleep mode, and the power indicator and charging indicator stop glowing. Press any buttons on the robot or base, or tap on the app to wake up the robot.

Note:

- The robot will turn off automatically if it is left in the sleep mode for more than 12 hours.
- If the robot is paused and placed onto the base, the current cleaning process will end.

Spot Cleaning

When the robot is not placed on the base and is on standby, press briefly the  button 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.




Restoring Factory Settings

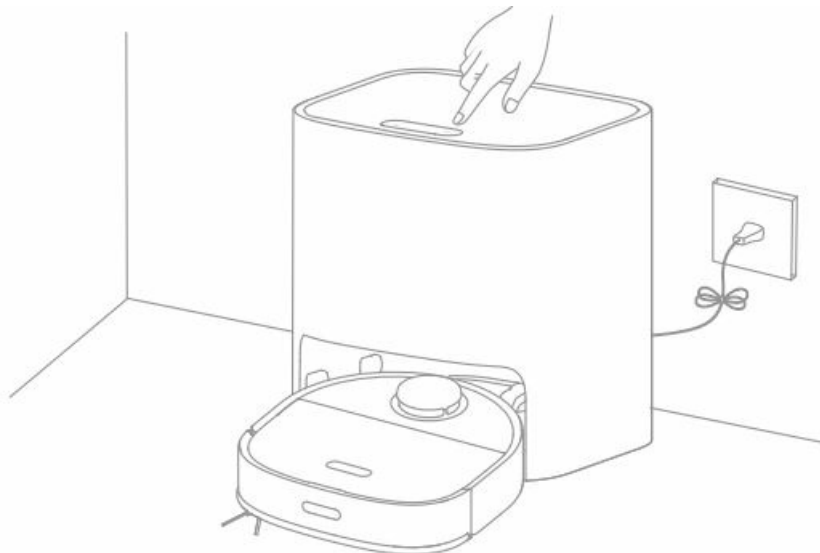
If the robot does not function properly and the buttons do not respond after being restarted, use a pin to press the reset button for 3 seconds until you hear a voice saying “Restoring factory settings”. It will take about 5 minutes to reset the robot to its original factory settings. After resetting the robot, you must recreate maps and no-go zones.

How to Use

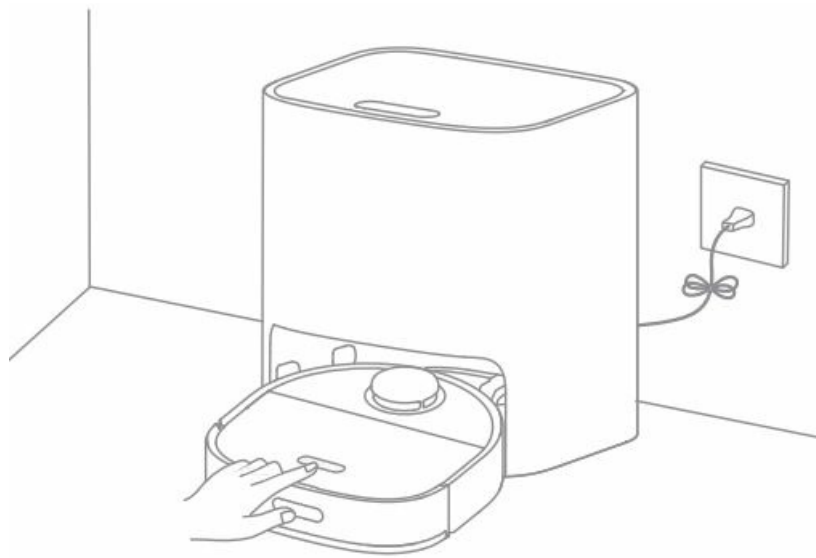
Sweeping Function

Note: Do not attach the mop pad while using the sweeping function.

Method 1: Press briefly the  button on the base, and the robot starts sweeping.



Method 2: Press briefly the button on the robot, and the robot starts sweeping.



Note:

- Make sure that the robot is fully charged before using it. Do not manually move the robot when it is cleaning.
- If the battery gets low while cleaning, the robot returns to the base and resumes cleaning after charging its battery. The Resume Cleaning function must be enabled on the app in advance.

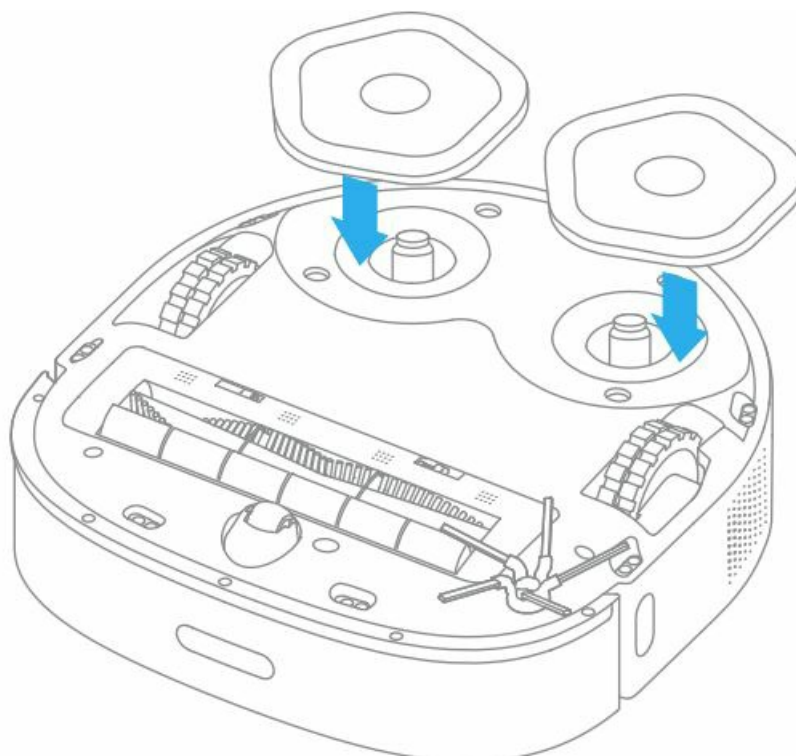
Cleaning Mode

After the robot is turned on, it cleans each room by cleaning along the edges and walls first and then cleaning in an S-shaped pattern. The robot automatically returns to the base to charge its battery after cleaning.

Mopping Function

Note: Do not use the mopping function on the carpet.

1. Attach the mop pad



2. Take out the fresh tank, fill it with clean water, and then place the fresh tank into the base.

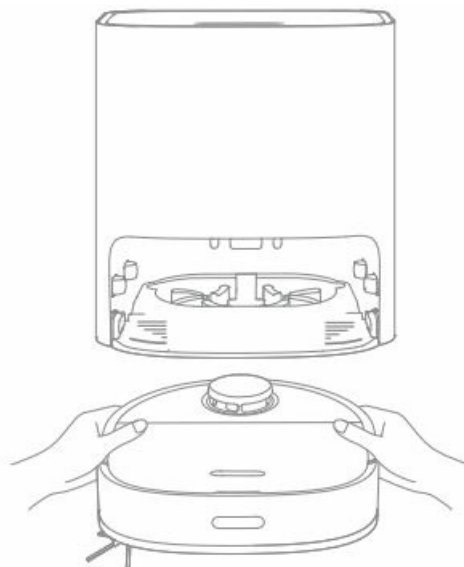


Note:


Do not fill in hot water, otherwise the fresh tank may be deformed.

Use only the Dreame-brand multi-surface floor cleaner. Otherwise, the functions of the base may be affected.

3. Place the robot onto the base



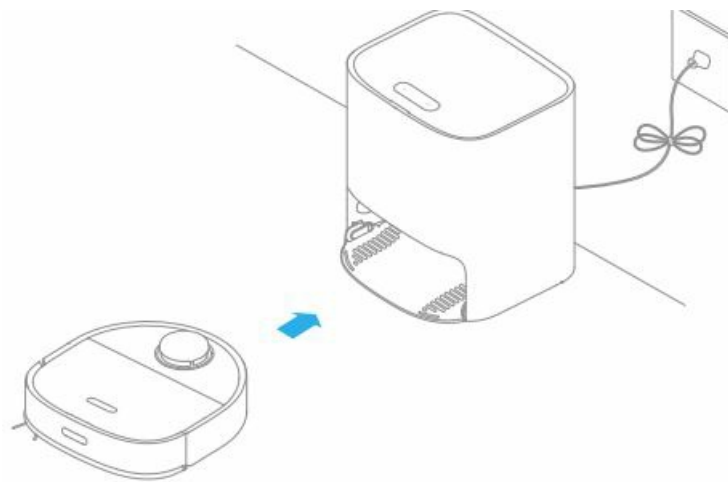
4. Start mopping

Press briefly the button  The robot starts from the base and mops the house based on the optimal cleaning plan scheduled by the map.



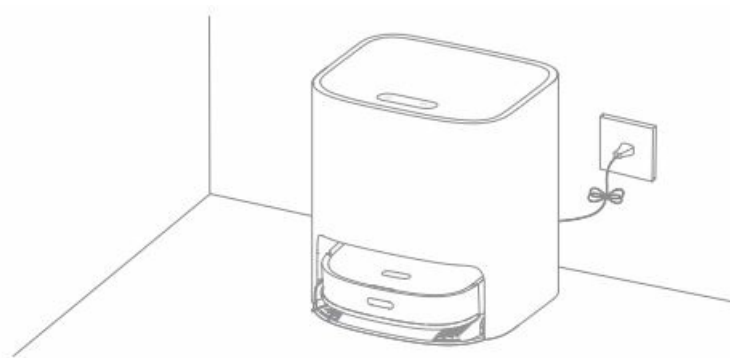
5. Return to self-clean

While mopping, the robot will return to the base to have the mop pad cleaned as cleaning conditions set in the app. The robot resumes cleaning after the mop pad is cleaned.




6. Clean the mop pad

After the robot completes cleaning and returns to charge, the base starts cleaning and drying the mop pad.



Note:

- To clean the mop pad at any time, press and hold the  button on the base for 3 seconds to start cleaning.
- While cleaning the mop pad, if the water in the fresh tank is insufficient or the waste tank is full, the robot will send a voice prompt, or the app will send a notification.
- After the robot completes mopping, clean the waste tank in time to avoid mold or odor.
- It is recommended to change the mop pad every 1 to 3 months.

Functions in APP

1. Map management

The homepage of the app displays the current map. On this page, No-Go Zone allows you to set zones to be avoided, and Map Management allows you to modify the current map .

2. Cleaning mode settings

Cleaning Mode on the homepage allows you to change the cleaning mode, the suction power, as well as the humidity of the mop pad.

3. Self-cleaning settings

Self-Cleaning Settings on the homepage allows you to change the frequency for self-cleaning and manually start a mop pad cleaning task or manually start or end a mop pad drying task.

4. Product settings

The Settings page allows you to enable or disable device functions, configure scheduled cleanup, or view cleaning history and device information.

Note:

A map must be created before you use the room- or zone-based cleaning, and manage maps.

For more information about functions, check the corresponding interfaces or guides in the app.

The version of the app might have been updated, please follow the instructions based on the current app version.

Routine Maintenance

Parts

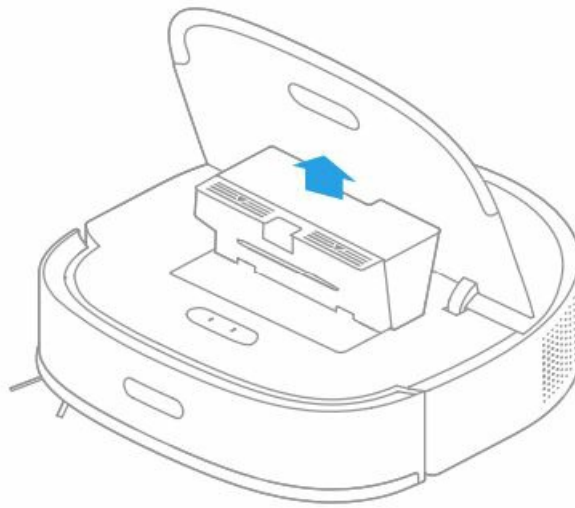
For optimal performance, follow the instructions below to clean and maintain the robot and base.

Part	Maintenance Frequency	Replacement Frequency
Dust Bin	Clean it as needed	/
Dust Bin Filter	Once every 2 weeks	Every 3 to 6 months
Fresh Tank	Once every 2 weeks	/
Fresh Tank Filter Media	Once every 2 weeks	/
Waste Tank	After each use	/
Washboard	Once every 2 weeks	/
Main Brush	Once every 2 weeks	Every 6 to 12 months
Side Brush	Once every 2 weeks	Every 3 to 6 months
Mop Pad	Once every month	Every 1 to 3 months
Universal Wheel	Once every month	/
Auxiliary Wheel	Once every month	/
LDS Laser Sensor	Once every month	/
Return-to-Base Sensor	Once every month	/
Cliff Sensors	Once every month	/
Signaling Area on Base	Once every month	/
Overflow Sensors on Base	Once every month	/
Charging Contacts on Robot	Once every month	/
Charging Contacts on Base	Once every month	/
Bottom of the Robot	Once every month	/
Body of the Base	Once every month	/

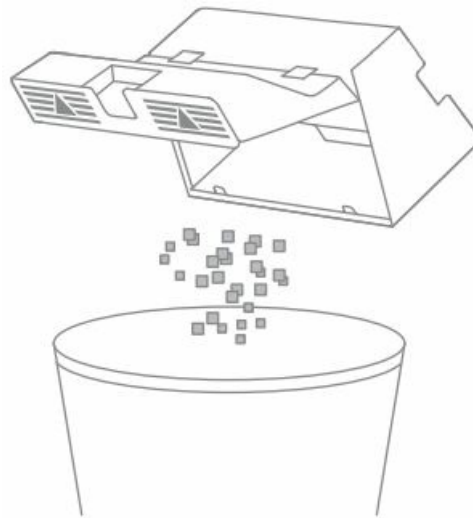
Routine Maintenance

Dust Bin Clean it as needed

1. Open the robot cover and press the dust bin clip to remove the dust bin.



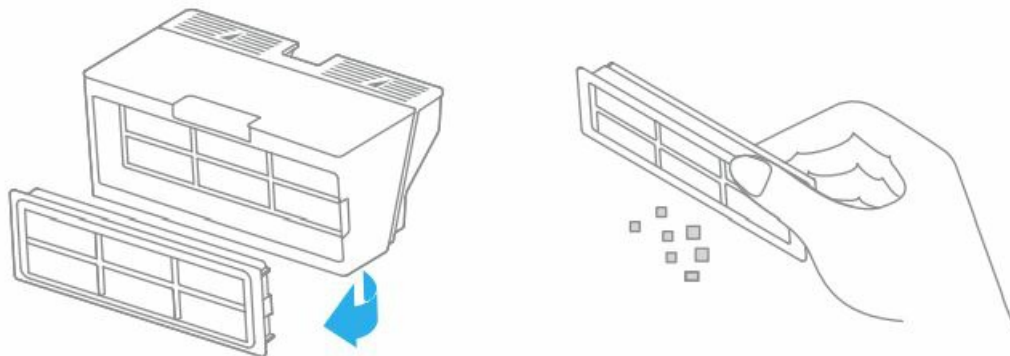
2. Open the bin cover and empty the bin as shown in the diagram.



Note: The cleaning tool can be used to empty the dustbin.

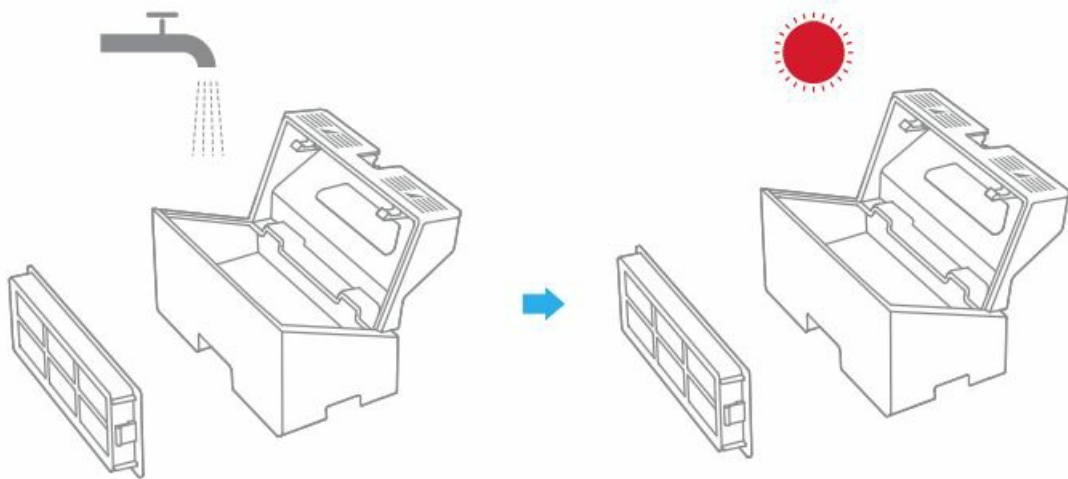
Filter Clean it once every 2 weeks (fully dry after cleaning) and change it every 3 months

1. Remove the filter and tap its basket gently.



Note: Do not attempt to clean the filter with a brush, finger, or sharp object.

2. If necessary, rinse the dust bin under the running water and dry them completely before re-installing.

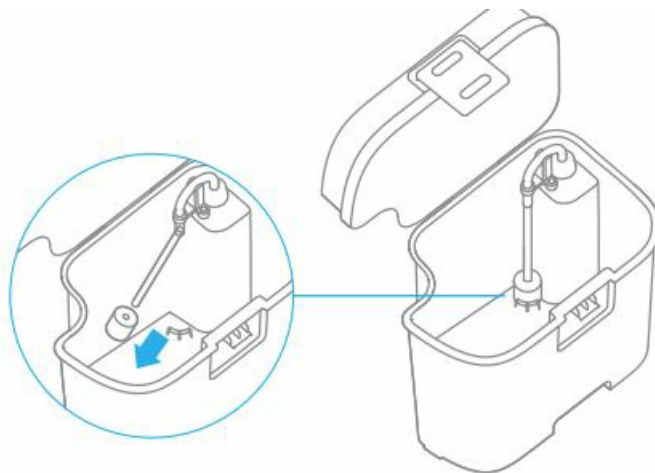


Note:

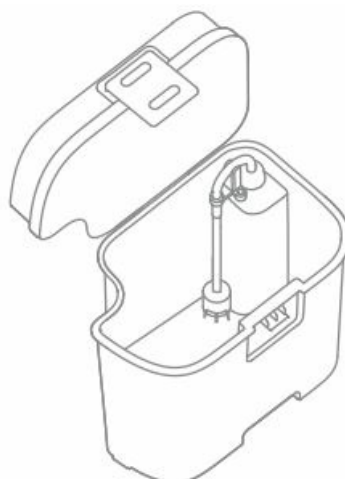
- Rinse the dust bin and filter with clean water only. Do not use any detergent.
- Use the dust bin and filter only when they are completely dry.

Fresh Tank * Clean the filter media once every 3 months

1. Open the fresh tank cover, move the hose to the side to remove and clean the filter media as shown in the diagram.



2. Put the filter media and hose back.



Waste Tank Clean after each use

1. Take out the waste tank, open the waste tank cover, and then dump the wastewater.



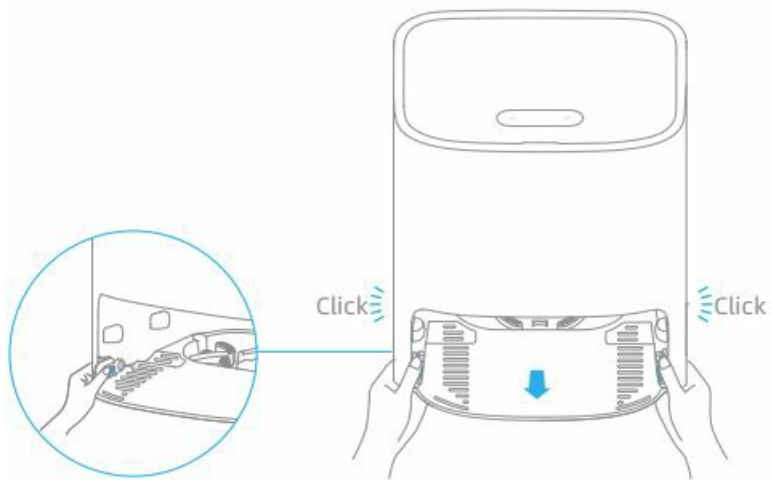
2. Clean the waste tank with water and put it back to the base.



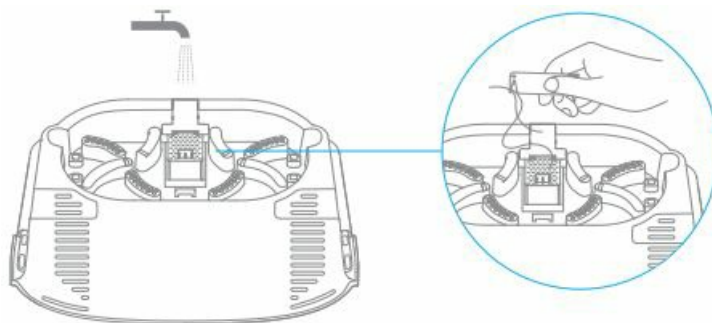
Note: The floating ball in the waste tank is a moving part. Do not clean the floating ball excessively in case of affecting its functions.

Washboard * Clean once every 2 weeks

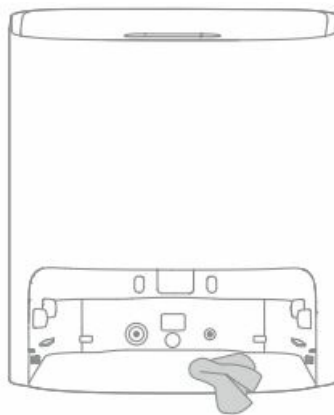
1. Press the clips on both sides of the bottom of the base to remove the washboard.



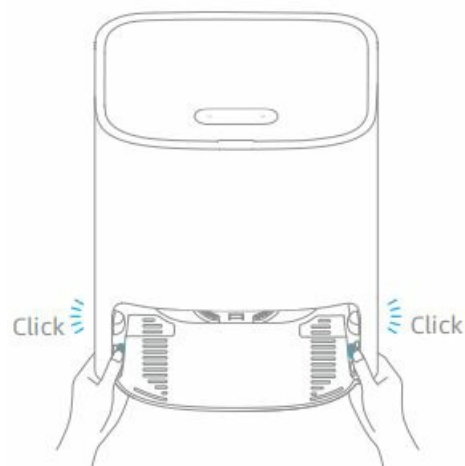
2. Use the provided cleaning tool to clean the washboard completely



3. Wipe the bottom of the base with a dry cloth.



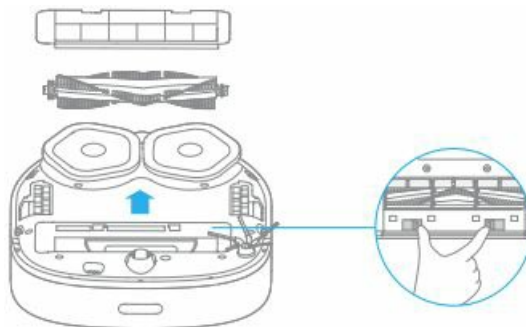
4. Insert the washboard into the base as shown in the diagram, making sure that both clips are in place.



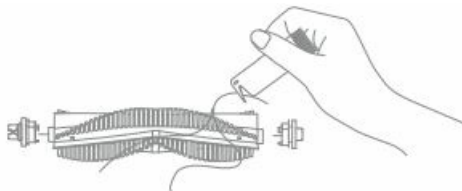
Note: Make sure that the washboard brackets are in place.

Cleaning the Main Brush

Press the brush guard clips inwards to remove the brush guard and lift the brush out of the robot.

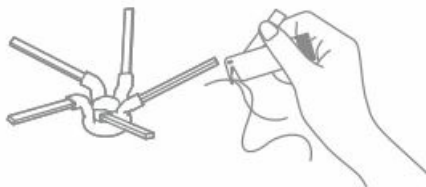


Pull out the brush covers as shown in the diagram. Use the provided cleaning tool to remove the hair tangled in the brush.

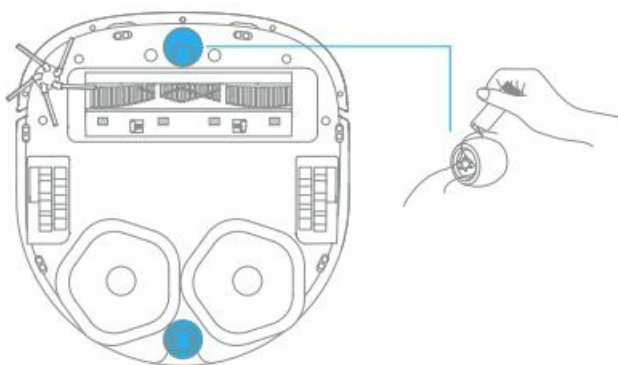


Cleaning the Side Brush

Remove and clean the side brush.



Cleaning the Universal Wheel/Auxiliary Wheel



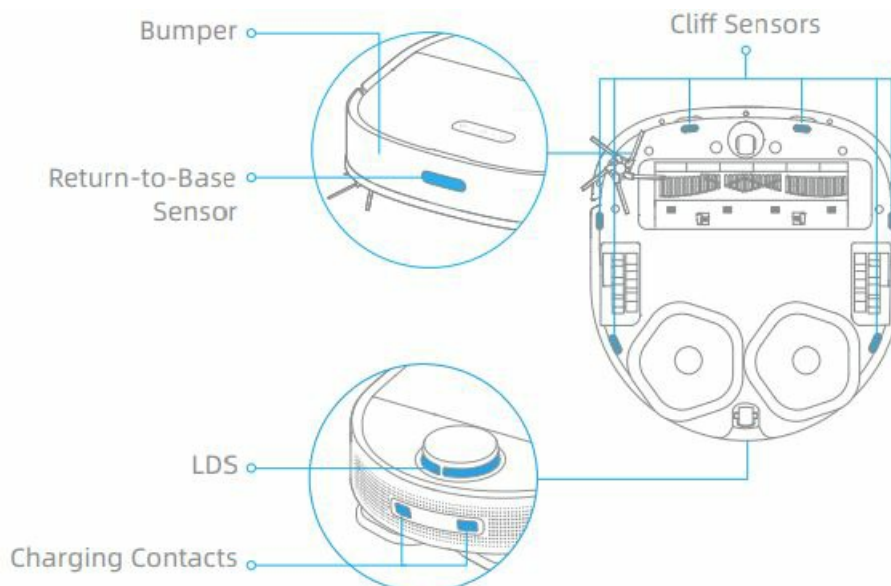
Note:

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

Robot Sensors and Charging Contacts

Wipe sensors and charging contacts of the robot by using a soft, dry cloth:

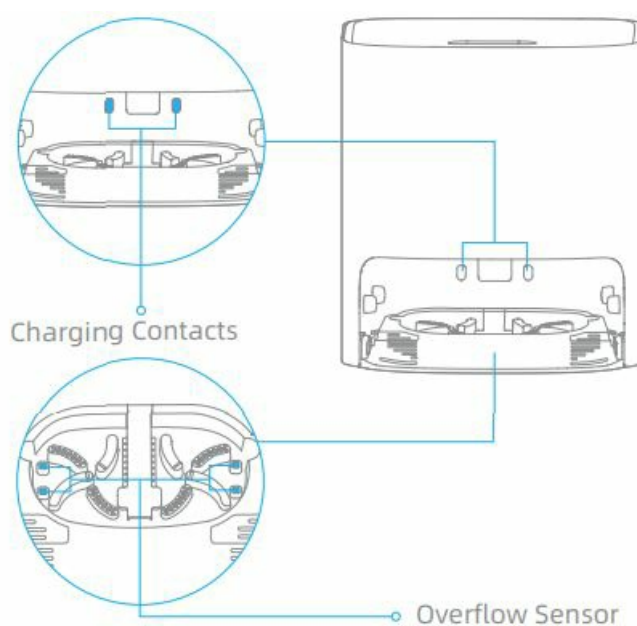
- Cliff sensors at the bottom of the robot
- Charging contacts at the back of the robot
- Return-to-base sensor at the front of the robot
- Bumper at the front of the robot
- LDS on the top of the robot




Note: Wet cloth can damage sensitive elements within the robot and base.

Please use dry cloth for cleaning.

Self-Wash Base Charging Contacts and Overflow Sensor



Robot Restarting

If the robot stops responding or cannot be turned off, press and hold down the  button for 10 seconds to





forcefully turn it off. Then, press and hold the  button for 3 seconds to turn the robot on.

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 damages from over-discharging, charge the robot at least once every three months.

Errors

If the base does not work properly, an error icon and message will be displayed on the display screen. Read the message and handle the issue based on the following table.

Error Icon	Error Message	Solution
	Insufficient Water in Fresh Tank	Add a sufficient amount of water to the fresh tank.
	Fresh Tank Not Installed	Put the fresh tank in place.
	Waste Tank Malfunction	Put the waste tank in place. Empty the wastewater.
	Washboard Not Installed	Check whether the washboard is installed and whether the clips on both sides of the washboard are in place.
	Abnormal Washboard Water Level	Check whether the waste port is clogged. If yes, clean it.
	Robot Malfunction	Check whether an exception occurs to the robot. Please refer to the "FAQ" section in this manual for troubleshooting.

FAQ

Problem	Possible Cause and Solution
The robot will not turn on.	<ol style="list-style-type: none">1. The battery is low. Recharge the robot on the base and try again.2. The temperature of the battery is too low or too high. It is recommended to operate the appliance at a temperature between 32 °F (0°C) and 104 °F (40°C).
The robot will not charge.	<ol style="list-style-type: none">1. The base is unplugged. Make sure that both ends of the power cord are plugged in.2. Poor contact. Wipe the charging contacts on both the base and the robot.
The robot fails to connect to Wi-Fi.	<ol style="list-style-type: none">1. The Wi-Fi network password is incorrect. Make sure the password used to connect to your Wi-Fi network is correct.2. 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.3. The Wi-Fi signal is weak. Make sure the robot is in an area with good Wi-Fi coverage.4. The robot may not be ready to be configured. Please exit and re-enter the app, and then try again as instructed.

<p>A room-based map cannot be created in the app.</p>	<ol style="list-style-type: none"> 1. The robot must start from the base to create a map. It is recommended to use the fast mapping function. 2. Do not move the robot when the robot creates a map for the first time, otherwise positioning failure may occur. 3. After the robot creates a map for the first time, check whether it fails to return to the base and remove any obstacles around it.
<p>The robot cannot find the base or will not return to the base.</p>	<ol style="list-style-type: none"> 1. The base is unplugged or is moved when the robot is not placed onto the base. 2. The robot cannot return to the base since its path is blocked. For example, a door is closed. 3. There are too many obstacles around the base. Place the base in an area without any obstacles around it. 4. Moving the robot may cause it to re-position itself or re-map its surroundings. If the robot is too far from the base, it might not be able to automatically return to the base, in which case you need to manually place the robot onto the base. 5. Wipe the signaling area on the base to prevent dust or dirt.
<p>The robot is stuck in front of the base and cannot return to the base.</p>	<ol style="list-style-type: none"> 1. Check whether there is enough space around the base. Keep the immediate area 1.5 m in front of the base and 5 cm on both sides of the base clear of objects. 2. The robot may slip. Check whether there is water in front of the base, if so, wipe it and try to send the robot back again. 3. It is recommended to change the place where you put the base and try again.
<p>The robot will not turn off.</p>	<ol style="list-style-type: none"> 1. The robot can be turned off only when it is not charging. To turn off the robot, move the robot away from the base and press and hold the button for 3 seconds. 2. If the robot cannot be turned off by performing step 1, press and hold the button for 10 seconds to forcibly turn off the robot. If the problem persists, please contact after-sales service.

Problem	Possible Cause and Solution
The charging speed is slow.	<p>It takes about 6 hours to fully charge the robot when its battery is low.</p> <ol style="list-style-type: none"> 1. If you operate the robot at temperatures outside of the specified range, the charging speed will automatically slow down to extend the battery life. 2. The charging contacts on both the robot and the base may be dirty, please wipe them with a soft cloth.
The robot is malfunctioning.	Turn off the robot and then restart it.
The side brush falls off.	<ol style="list-style-type: none"> 1. Re-install the side brush until it clicks into place. 2. The side brush is entangled by power cords. Remove the power cords from the floor before cleaning.
The mop pad falls off.	The mop pad is entangled by power cords. Remove the power cords from the floor before cleaning.
The cleaning performance is poor.	<ol style="list-style-type: none"> 1. The dust bin is full. Empty it. 2. The filter needs cleaning. Check and clean it. 3. The filter is not fully dried after being washed. Dry the filter before use.
The robot leaks dust while cleaning.	Take out the main brush and the dust bin, and remove any debris that may have become trapped around spaces that hold the main brush and the dust bin.
The noise increases while the robot is operating.	<ol style="list-style-type: none"> 1. The dust bin is full. Empty it. 2. Hard objects are trapped around the main brush and the dust bin. Check and clean them up. 3. The main brush and the side brush may be entangled with hair or debris. Check and clean them up. 4. Switch the suction mode to Standard or Quiet.
The robot makes a strange noise while operating.	Please turn and press the main wheel to check if there is any object entangled or stuck, if so, clean them in time. If the problem persists, please contact the after-sales service.
The robot is stuck and stops operating.	<ol style="list-style-type: none"> 1. Check the corresponding area to make sure whether there are obstacles such as power cords, curtains, or carpet tassels around the robot. It is recommended to remove them so that the robot can continue to work. 2. The robot may be stuck by furniture. It is recommended to elevate the furniture, place a physical barrier to block off the problem areas, or set no-go zones by using the app.

Problem	Possible Cause and Solution
The charging speed is slow.	<p>It takes about 6 hours to fully charge the robot when its battery is low.</p> <ol style="list-style-type: none"> 1. If you operate the robot at temperatures outside of the specified range, the charging speed will automatically slow down to extend the battery life. 2. The charging contacts on both the robot and the base may be dirty, please wipe them with a soft cloth.
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The robot makes a strange noise while operating.	Please turn and press the main wheel to check if there is any object entangled or stuck, if so, clean them in time. If the problem persists, please contact the after-sales service.
The robot is stuck and stops operating.	<ol style="list-style-type: none"> 1. Check the corresponding area to make sure whether there are obstacles such as power cords, curtains, or carpet tassels around the robot. It is recommended to remove them so that the robot can continue to work. 2. The robot may be stuck by furniture. It is recommended to elevate the furniture, place a physical barrier to block off the problem areas, or set no-go zones by using the app.

Problem	Possible Cause and Solution
The robot does not respond to the base.	The robot is too far away from the base and they cannot communicate with each other. It is recommended to use the app to control the robot.
Water in the fresh tank is insufficient.	<ol style="list-style-type: none"> 1. Replenish clean water in time. 2. Unplug the power cord of the base, take out the fresh tank and put it back, and then power on the base and try again. 3. Pour out the remaining water in the fresh tank, rinse the bottom of the fresh tank and filter media, and then try again after adding water into it. 4. Check the metal filter at the water inlet of the base to see if there are foreign objects, if any, please take out the foreign objects. <p>If the problem persists, please contact the after-sales service.</p>
The water level in the washboard is abnormal.	<ol style="list-style-type: none"> 1. Remove the washboard and check whether the sewage drain is blocked and clean it. 2. Wipe the metal elastic pieces of the overflow sensor within the washboard with a dry cloth. 3. Gently press down on the waste tank to ensure that the waste tank is installed in place. 4. Check if the sealing ring of the waste tank is loose or not installed properly, if so, reset it manually. If the problem persists, please contact the after-sales service.
The washboard is not installed.	Check whether the washboard is installed in place or whether the clips on both sides of the washboard are in place.

Specification

Robot

Model	RLS5C
Battery	6400 mAh (Nominal Capacity)
Charging Time	Approx. 6 hours
OS Compatibility	Android 4.4 or iOS 10.0 and later
Rated Voltage	14.4 V _
Rated Power	55 W
Wi-Fi Wireless Connectivity	Wi-Fi IEEE 802.11b/g/n 2.4 GHz
Operation Frequency	2400-2483.5 MHz
Maximum Output Power	< 20 dBm
SRD Wireless Operation Frequency	433.92 MHz
Maximum Output Power	< 10 dBm

Self-Wash Base


Model	RCS3
Rated Input	100-240 V ~ 50-60 Hz 1.5 A
Rated Output	20.0 V _ 1 A
SRD Wireless Operation Frequency	433.92 MHz
Maximum Output Power	< 10 dBm

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

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.

Documents / Resources

	dreame W10 Pro Robot Vacuum [pdf] User Guide W10 Pro Robot Vacuum, W10 Pro, Robot Vacuum, Vacuum
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References

- [User Manual](#)