



dreame W10 Self Cleaning Robot Vacuum and Mop User Manual

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dreame W10 Self Cleaning Robot Vacuum and Mop



Product Information

The W10 Self-Cleaning Robot Vacuum and Mop is a smart cleaning appliance designed to efficiently clean your home. It comes with various accessories, including a cleaning tool, power cord, and side brush. The robot features advanced sensors, a self-wash base with fresh and waste tanks, and a control panel with a display screen. It can be controlled using the Mi Home/Xiaomi Home app.

Safety Information:

Before using the appliance, please read the user manual carefully and keep it for future reference. The appliance should be used according to the usage restrictions mentioned in the manual. It is important to follow all safety instructions provided.

Product Overview:

The robot has a compact design and is equipped with various sensors, including laser distance sensors (LDS), cliff sensors, and edge sensors. It also has a main brush, side brush, and ultrasonic sensor for effective cleaning. The self-wash base includes a fresh tank, waste tank, and washboard for easy maintenance.

Product Usage Instructions

Clearing Home Environment

1. Remove power cords and small objects to prevent the robot from getting entangled and trapped.
2. Place a physical barrier at the edge of stairs and sofas to ensure the secure and smooth operations of the robot.
3. Open the door of the room to be cleaned and arrange furniture properly to create more space.
4. Avoid standing in front of the robot, thresholds, hallways, or narrow places to prevent it from not recognizing areas that need to be cleaned.

Preparations Before Use:

1. Remove the protective strips from the robot.

2. Install the side brush by clicking it into place.
3. Place the base against the wall and charge the robot. The status indicator will illuminate white for 10 minutes when fully charged.

Connecting with Mi Home/Xiaomi Home App:

1. Download the Mi Home/Xiaomi Home App by scanning the QR code on the robot.
2. Reset Wi-Fi by simultaneously pressing and holding the Wi-Fi indicator reset button and return-to-base button until you hear a voice prompt saying, "Waiting for the network configuration." The Wi-Fi indicator will blink slowly when the reset is successful.

Please refer to the user manual for detailed instructions and additional information about the product.

Safety Information

Usage Restrictions

- This product can be used by children aged 8 years and above and persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge under the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be done by children without supervision.
- 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.
- 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 place children, pets, or any item on top of the robot regardless of whether it is stationary or moving.

Usage Restrictions

- Do not use the robot to clean any burning objects.
- Do not vacuum hard or sharp objects.
- Make sure the robot is turned off and the self-wash base is unplugged before cleaning or performing 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.
- This product contains batteries that can only be replaced by qualified technicians or after-sales service.

Batteries and Charging

- 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.

Hereby, Dreame Trading (Tianjin) Co., Ltd. declares that the radio equipment type RLS5C is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.dreame-technology.com

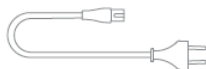
For detailed e-manual, please go to <https://www.dreame-technology.com/pages/user-manuals-and-faqs>

Product Overview

Accessories



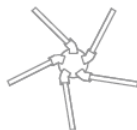
Cleaning Tool



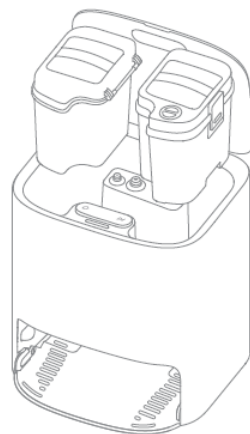
Power Cord



Mop Pad (x2)



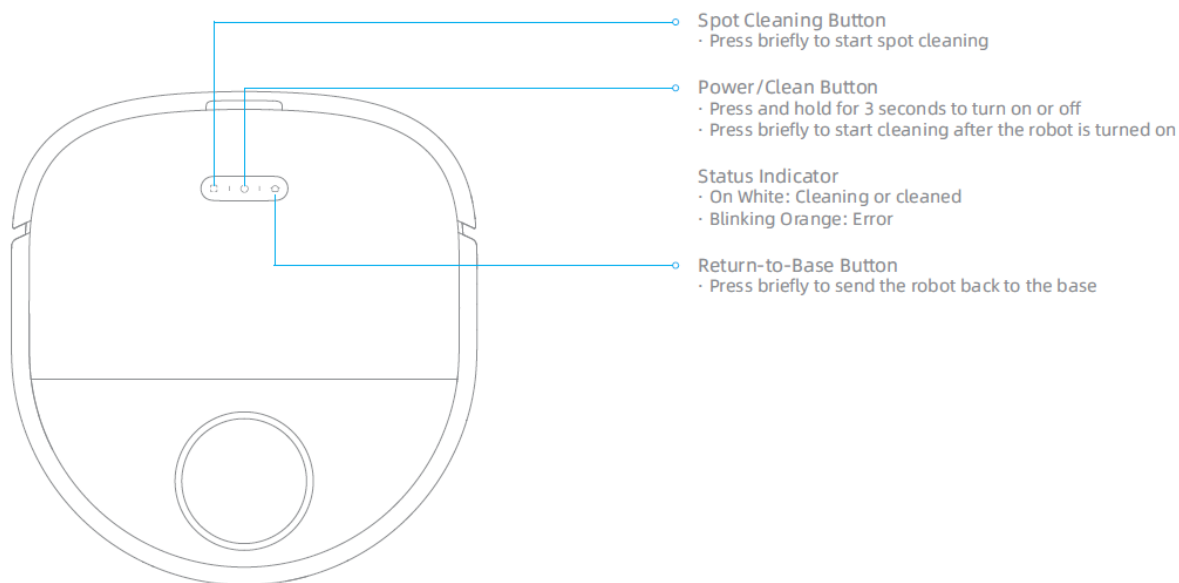
Side Brush



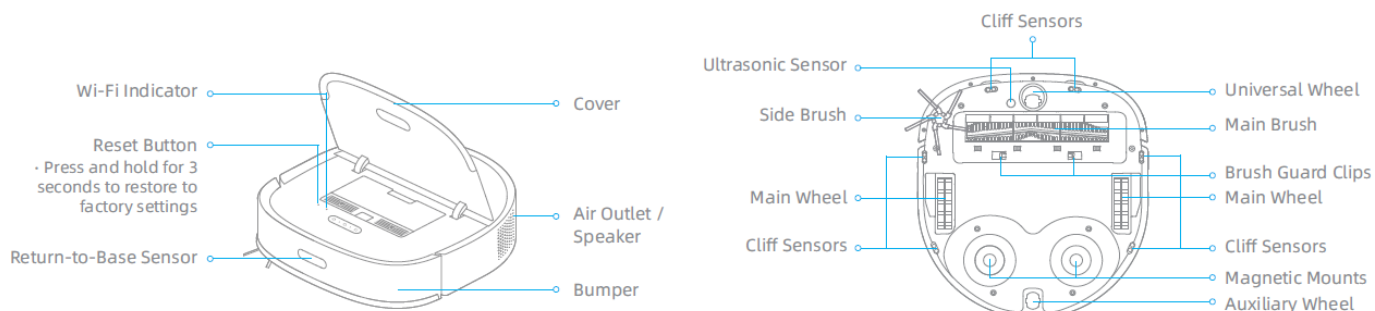
Self-Wash Base
(Including a fresh tank, waste tank,
and washboard)

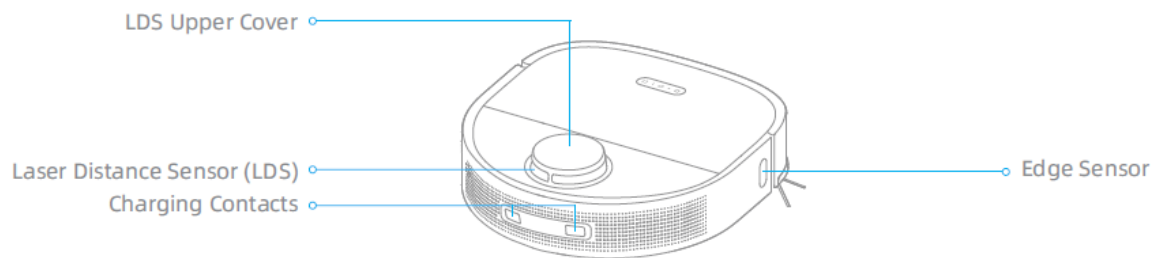
Note: The illustrations in this manual are for reference only. Please refer to the actual product.

Robot

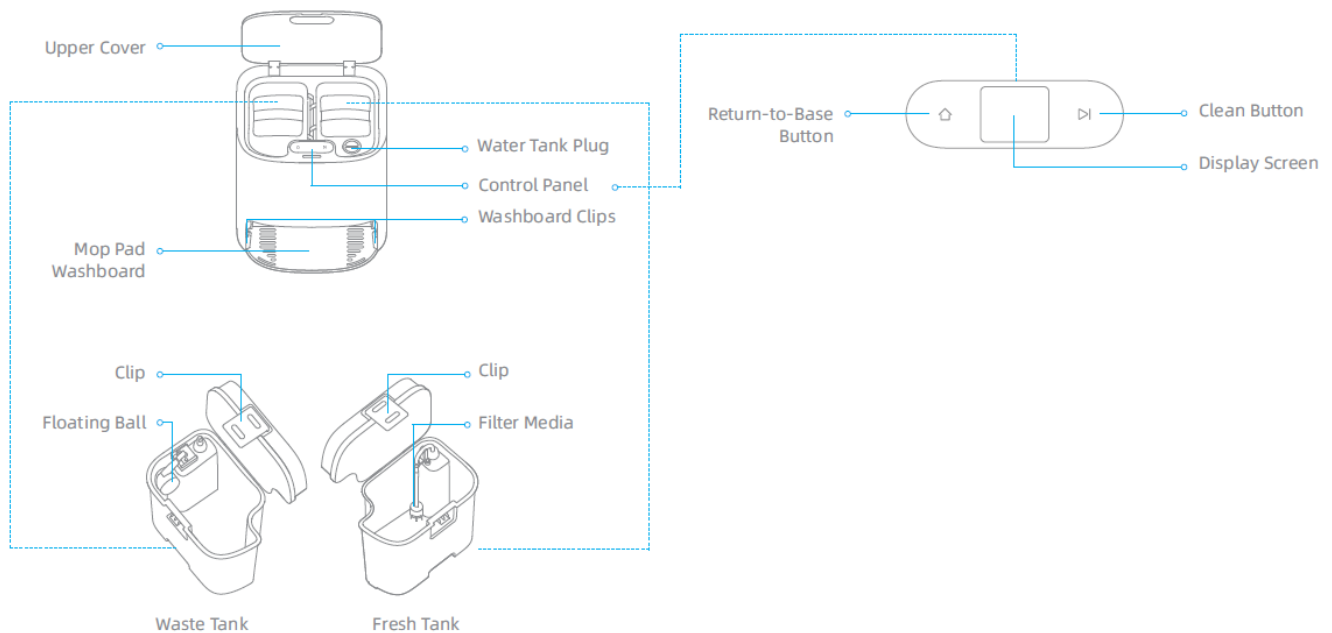


Robot and Sensors





Self-Wash Base





Return-to-Base Button

- 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.
- If the robot is placed onto the base when you press and hold this button for 3 seconds, the mop pad is cleaned and dried immediately.

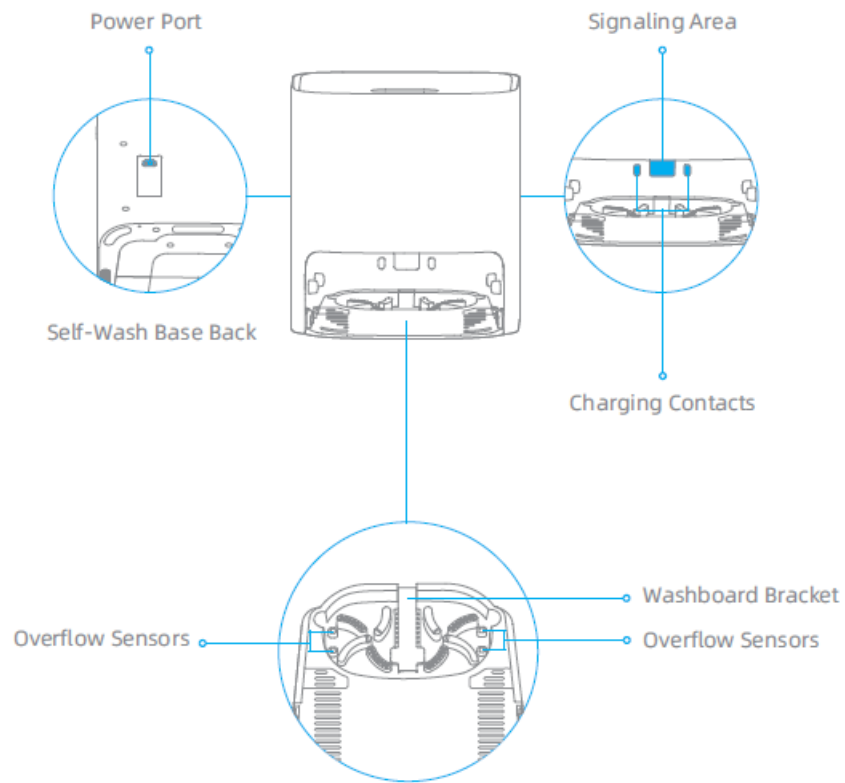
Clean Button

Press briefly to start or pause cleaning.

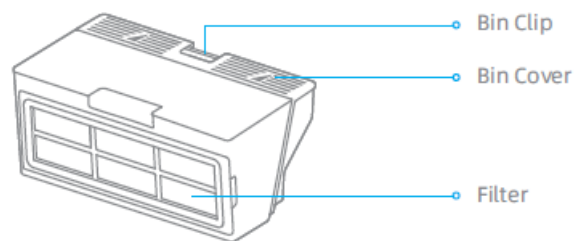
Child Lock

Press and hold the  and  buttons for 3 seconds to activate or deactivate Child Lock.

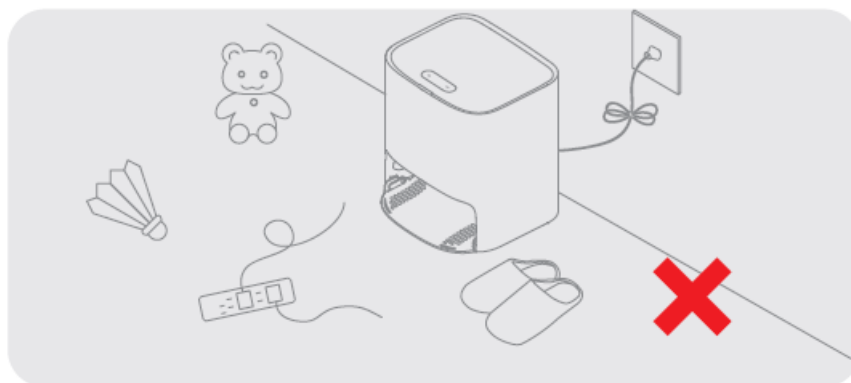
Self-Wash Base



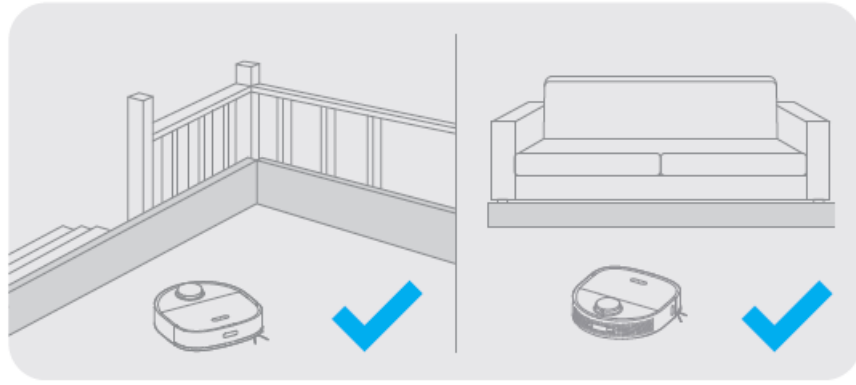
Dust Bin



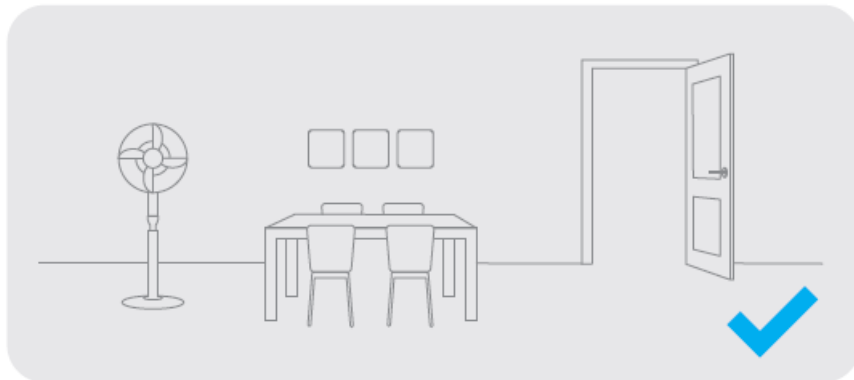
Clearing Home Environment



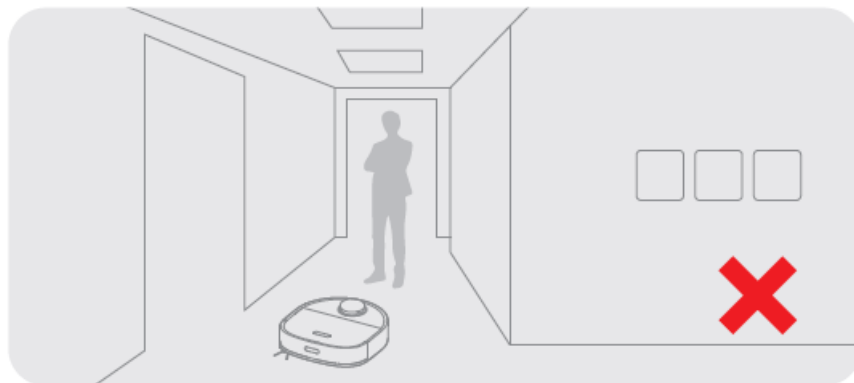
Remove power cords and small objects to prevent the robot from getting entangled and trapped.



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



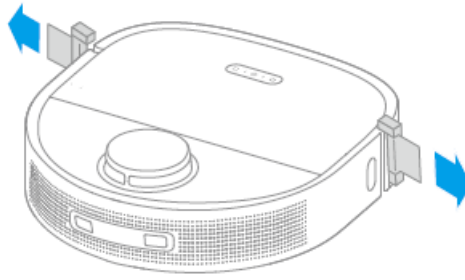
Open the door of the room to be cleaned, and put the furniture in its proper place to make more space.



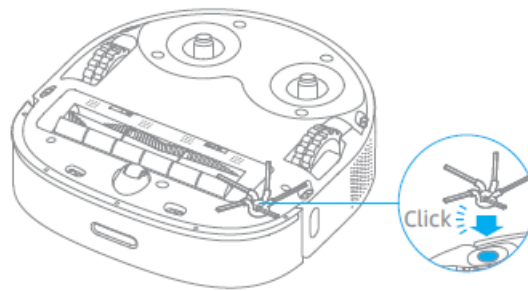
To prevent the robot from not recognizing areas that need to be cleaned, do not stand in front of the robot, threshold, hallway, or narrow places.

Preparations Before Use

Remove the protective strips



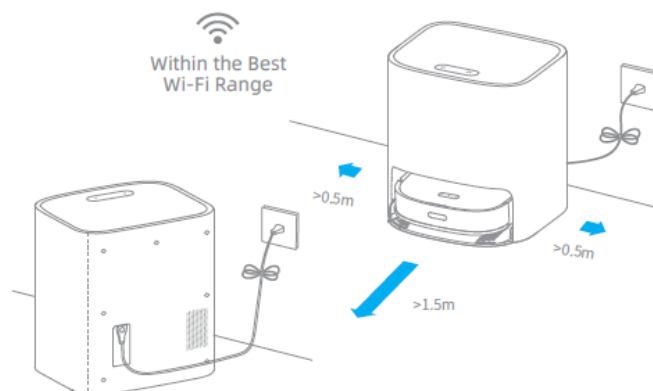
Install the side brush



Note: Install the side brush until it clicks into place.

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 turn 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:

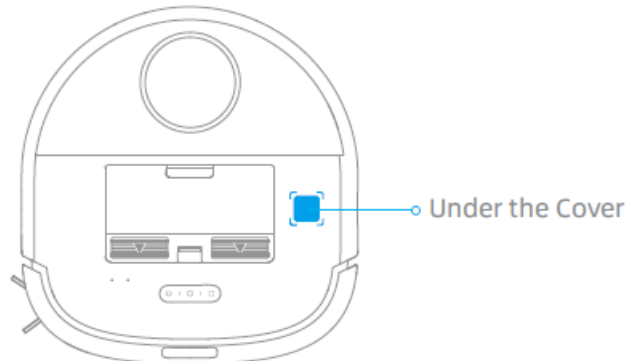
- Remove any objects that are closer than 1.5 m from the front and 0.5 m from either side of the base.
- Make sure that no objects might block the signaling area.

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.

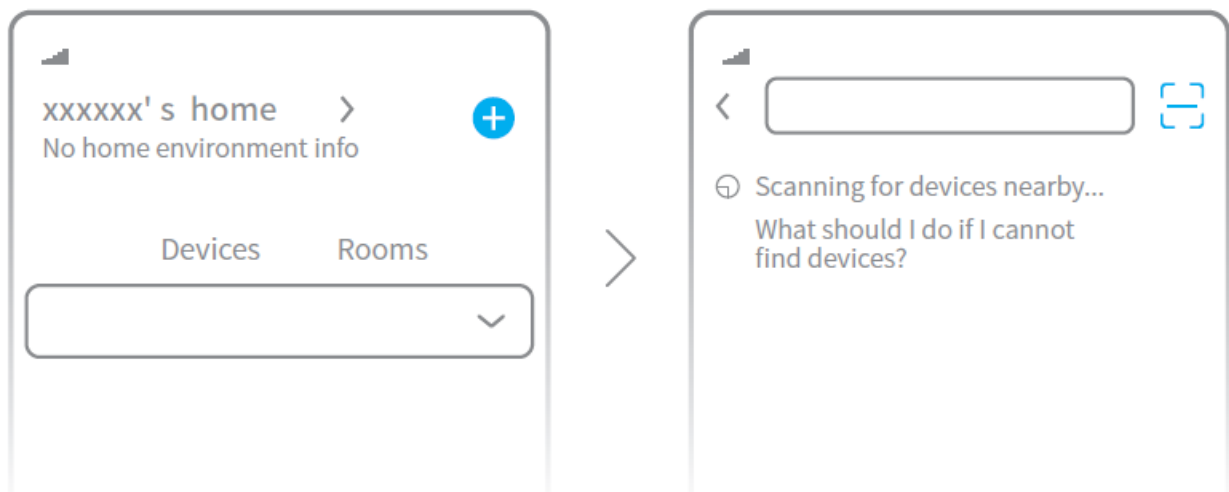
1. Download the Mi Home/Xiaomi Home App

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 app, and tap "+" in the upper-right corner to go to the Add Device page. Then, tap "+" in the upper-right corner, scan the QR code on the robot to add "Dreame Bot W10", and then connect the device as prompted.



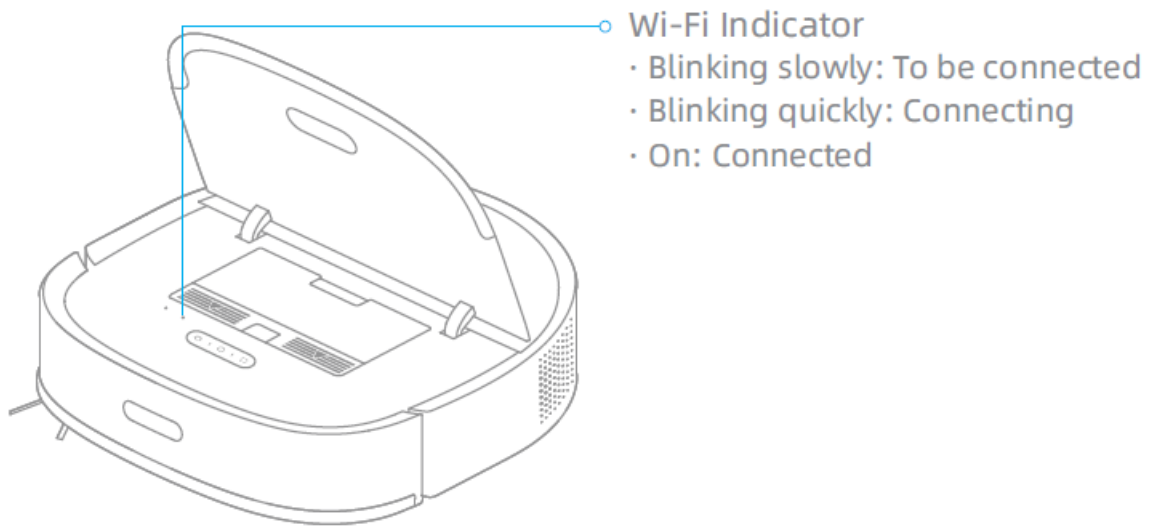
Note:

1. Only 2.4 GHz Wi-Fi is supported.
2. 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

Fast Mapping


Do not attach the mop pad. Place the robot on the base, and the robot turns on automatically.

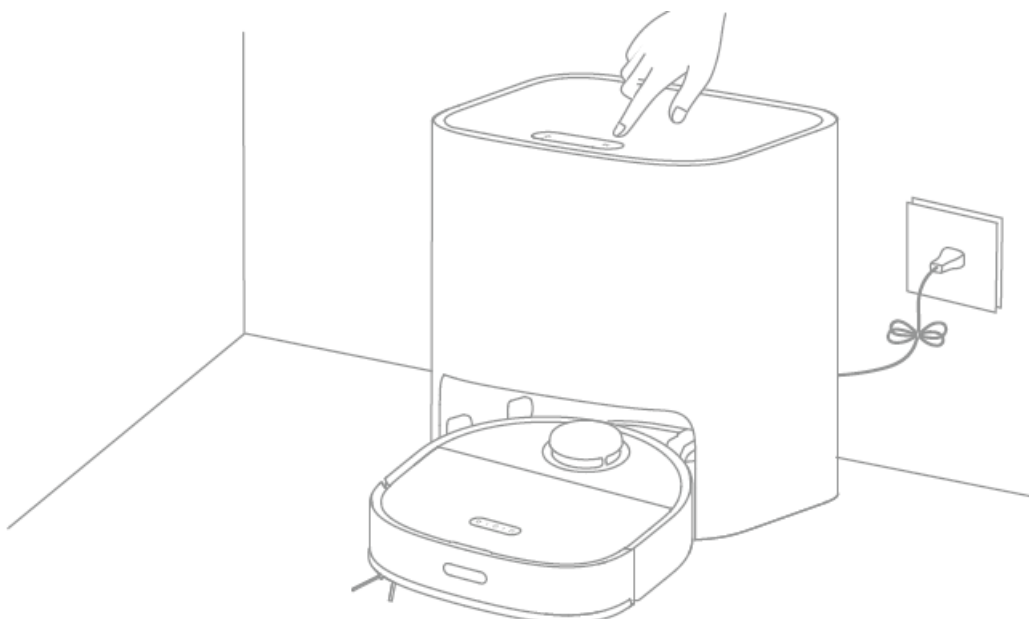
The first time you use the robot, build a map as instructed on the app. Then, the robot moves around to scan the environment and builds a map without cleaning. After the robot returns to the base, a map is built and saved automatically.

Turn On/Off

Press and hold the  button for 3 seconds to turn on the robot. Once the power indicator is permanently on, the robot is on standby. To turn off the robot, press and  hold the button for 3 seconds when the robot is not moving.

Start Cleaning

Press briefly the  buttons on the base, and the robot starts cleaning.



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.

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 paused or on standby, 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.

Additional App Functions

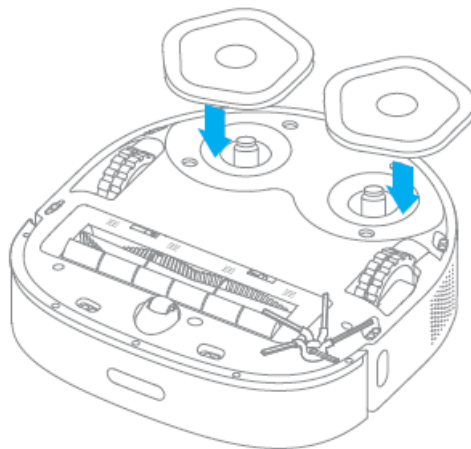
A map must be built before using the preceding functions.

Follow the instructions on the app to use more functions.

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

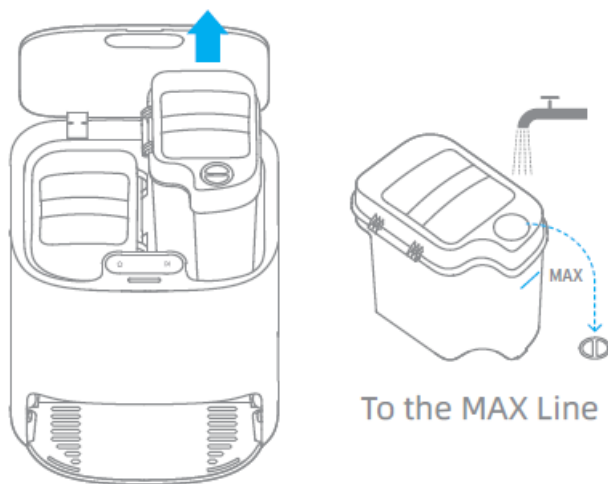
Mopping Function

1. Attach the mop pad

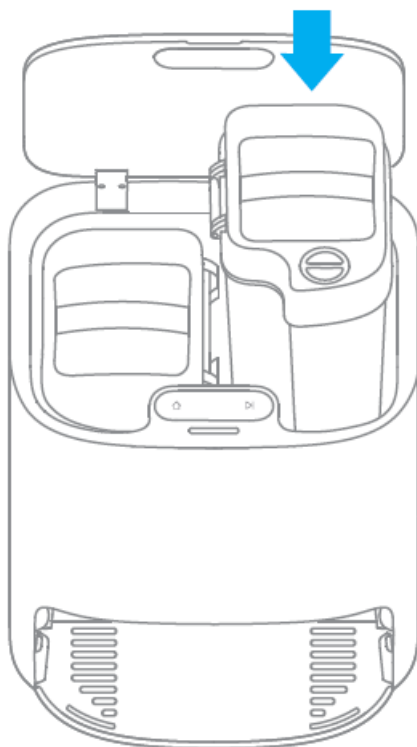


2. Add water to the fresh tank


Note: Do not use detergent or disinfectant. Otherwise, the functions of the base may be affected.



3. Place the fresh tank into the base

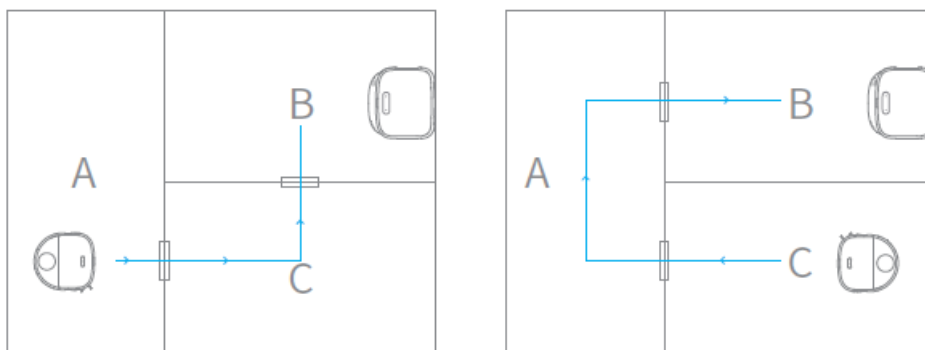


4. Start cleaning

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



Mopping Paths

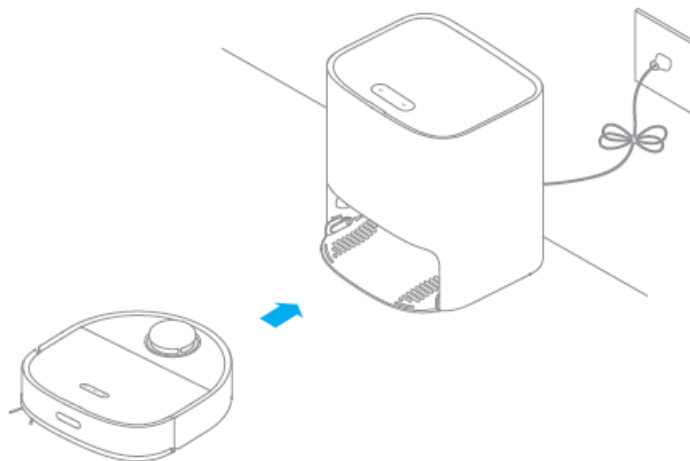


Note:

1. If the robot is not on the base, please put it back before starting it.
2. The robot will clean the mop pad before cleaning, please wait patiently until the mop pad is cleaned.
3. Do not manually move the base, fresh tank, waste tank, or washboard while mopping.

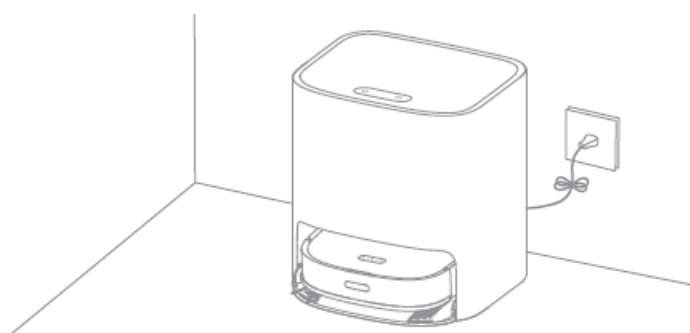
5. Return to self-clean

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.



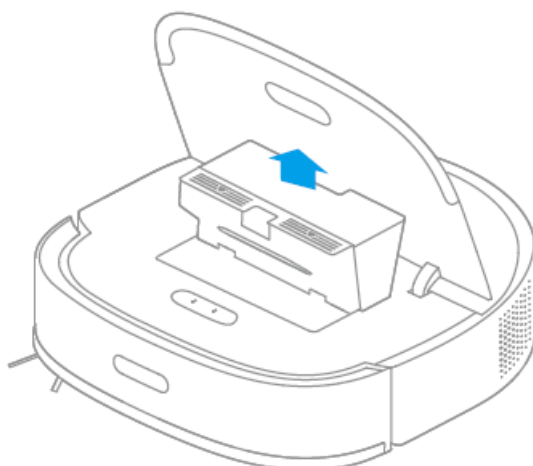
Note:

1. To clean the mop pad at any time, press and hold the button on the base for 3 seconds to start cleaning.
2. 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 mop pad is cleaned, clean the waste tank in time to avoid mold or odor.

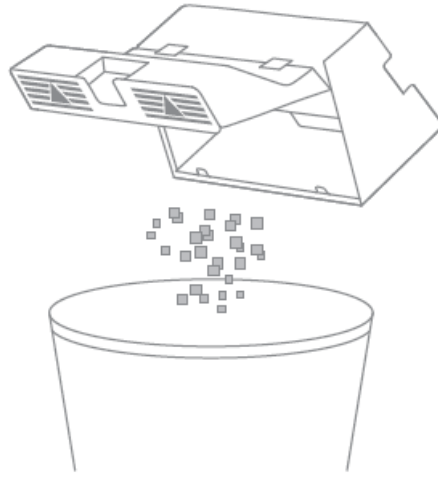
Routine Maintenance

Dust Bin and Filter: * Clean after each use

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

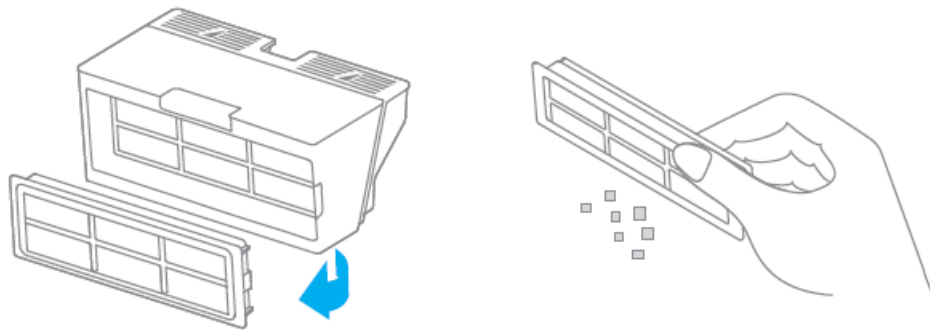


2. Open the bin cover and empty the bin as shown in the diagram.

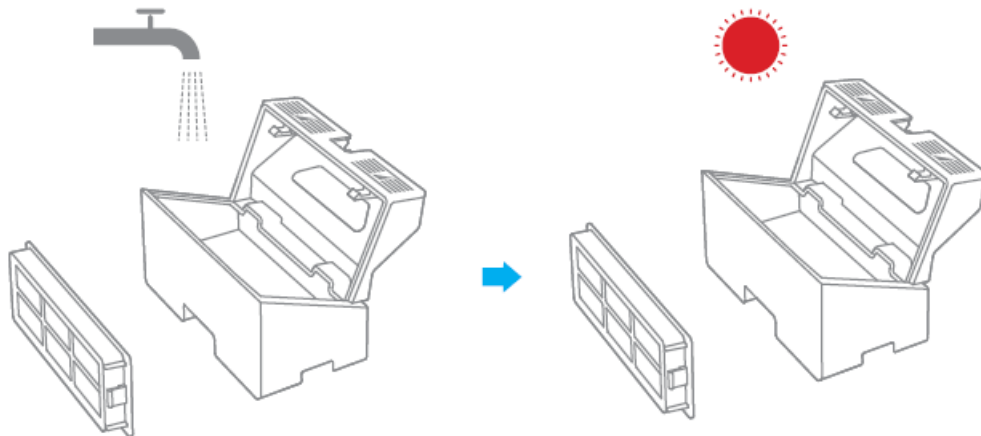


3. Remove the filter and tap its basket gently.

Note: Do not attempt to clean the filter with brushes or fingers.



4. Rinse the dust bin and filter under the running water and dry them completely before re-installing.

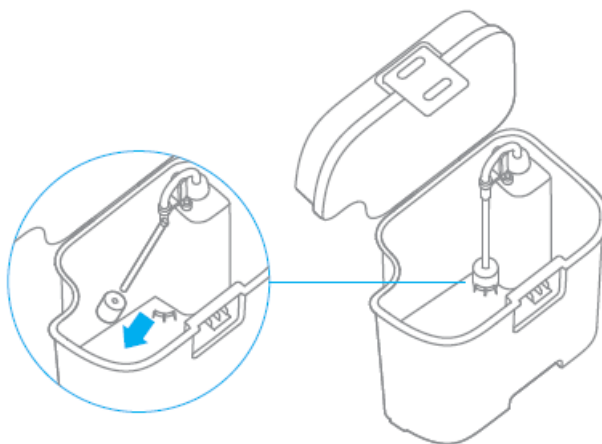


Note:

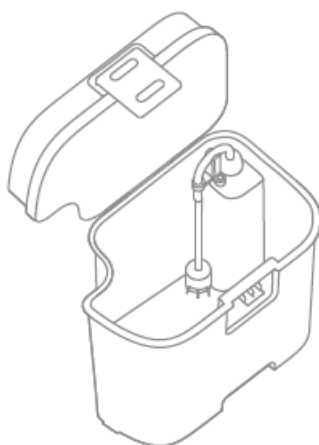
1. Rinse the dust bin and filter with clean water only. Do not use any detergent.
2. Only use the dust bin and filter when they are completely dry.

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.



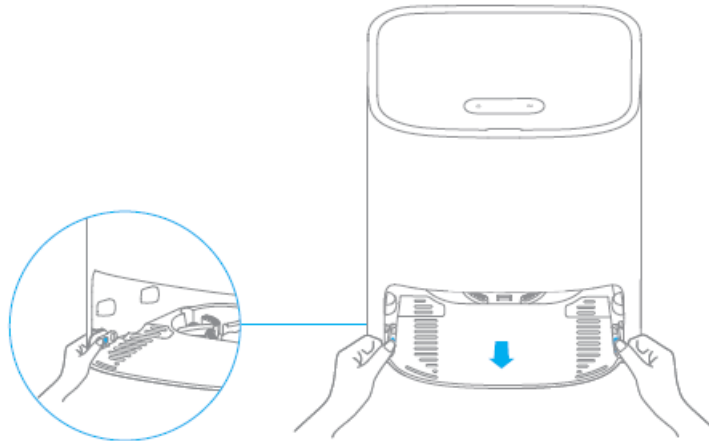
2. Clean the waste tank with water and put it back to the base.

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.

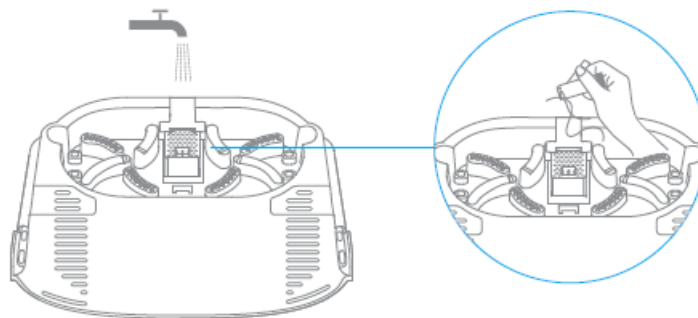


Washboard * Clean once every 2 weeks

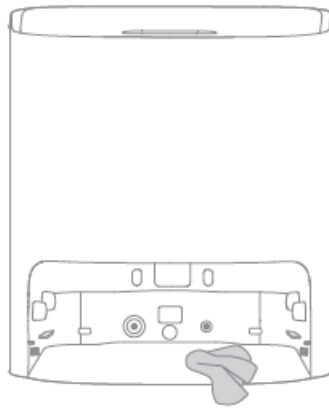
1. Press the clips on both sides of the bottom of the base to remove the washboard.



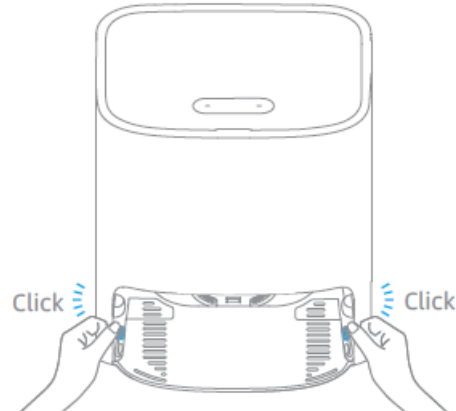
2. Use the provided cleaning tool to clean the washboard completely.



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



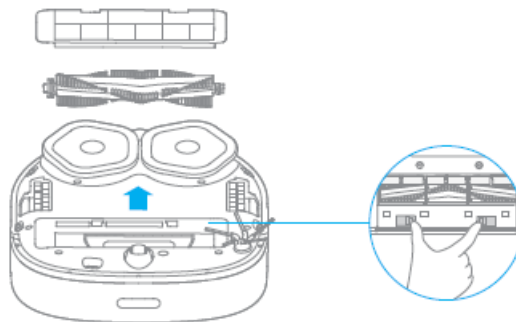
4. Insert the washboard into the base as shown in the diagram, making sure that both clips are in place.



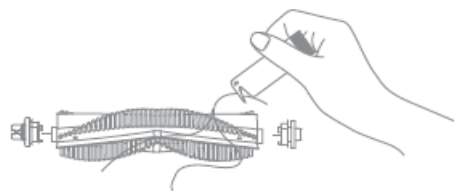
Note: Make sure that the washboard brackets are in place.

Cleaning the Main Brush

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



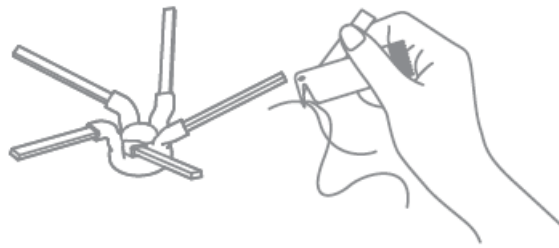
Pull out the brush covers as shown in the diagram. Use the provided cleaning tool to remove the hair tangled in the brush.



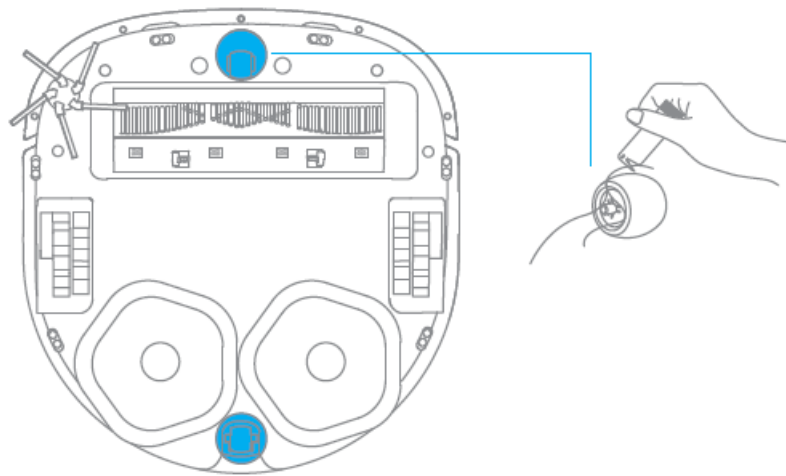
Note: Do not pull out the hair tangled in the brush excessively. Otherwise, the main brush may be damaged.

Cleaning the Side Brush

Remove and clean the side brush.



Cleaning the Universal Wheel/Auxiliary Wheel



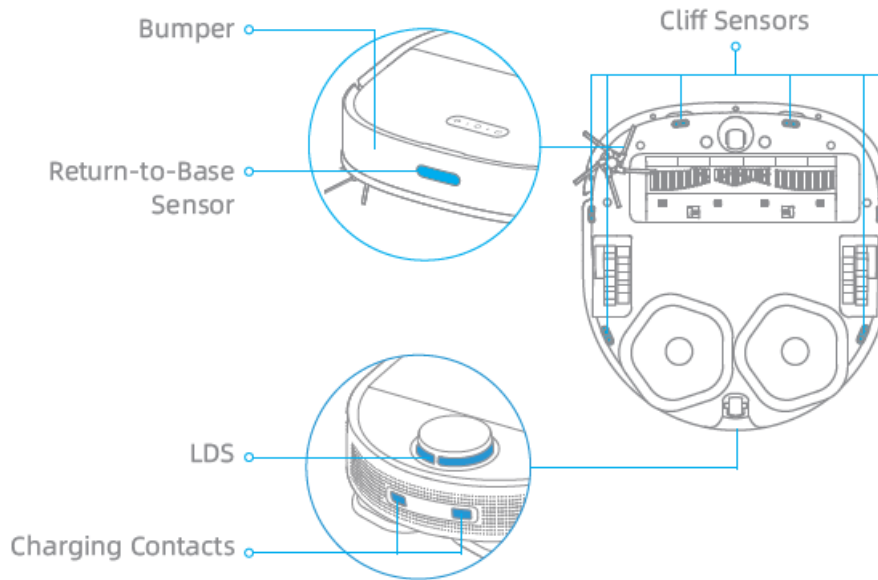
Note:

- 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

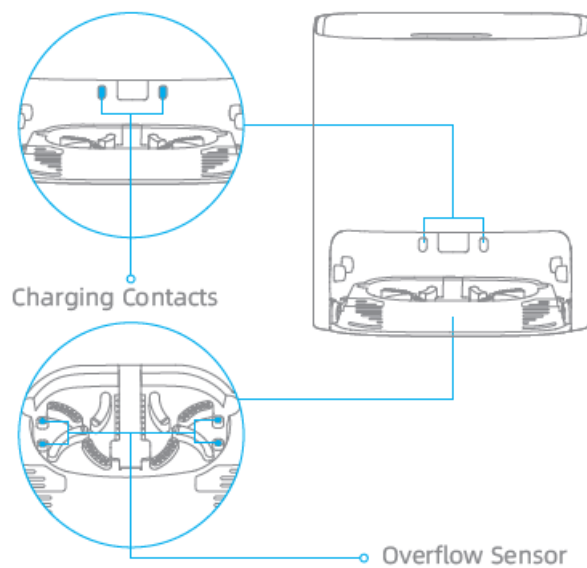
Wipe sensors and charging contacts of the robot by using a soft, dry cloth:

- 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	Solution
The robot will not turn on.	The battery is low. Recharge the robot on the base and try again. The ambient temperature is too low (below 0° C) or too high (above 40° C). The operating temperature of the robot is 0° C to 40° C.
The robot will not charge.	The base is unplugged. Make sure that both ends of the power cord are plugged in. Poor contact. Wipe the charging contacts of the base and robot.
The robot will not return to the base.	There are obstructions around the base. Place the base in a more open area. Wipe the signaling area of the base. 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.
The robot is malfunctioning.	Turn off the robot and then restart it.
The robot is making a strange noise.	The main brush, side brush, or main wheels may be entangled with hair or debris. Turn off the robot and remove any hair or debris.
The suction power is weak while cleaning.	The dust bin is full. Empty the dust bin. The filter is clogged. Clean the filter. The main brush is entangled with hair or debris. Remove the hair and debris tangled around the main brush.
The robot is not able to connect to Wi-Fi.	An exception occurs while connecting to Wi-Fi. Reset the Wi-Fi network and try again. The positioning permission is not enabled. Make sure that the positioning permission on the Mi Home/ Xiaomi Home app is enabled. The Wi-Fi signal is weak. Make sure that the robot is within the range of your Wi-Fi signal. 5 GHz Wi-Fi is not supported. Make sure that the robot connects to the 2.4 GHz Wi-Fi. The entered Wi-Fi username or password is incorrect. Enter the correct username and password.
The robot will not clean automatically at the scheduled time.	The robot has low battery. The scheduled cleaning will not start unless the battery level is over 15%.
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 does not resume cleaning when it is manually recharged or placed onto the base.
The mop pad is not able to rotate.	The mop pad may be entangled with hair or debris. Clean it.
The washboard overflows.	Wipe the overflow sensor with a dry cloth.
The mop pad is wet after being cleaned.	The base dries the mop pad only after the cleaning task is complete.

Specifications

Robot

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

Self-Wash Base


Model	RCS3
Rated Input	100-240 V ~ 50-60 Hz 1.5 A
Rated Output	20.0 V _ 1 A

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 Self Cleaning Robot Vacuum and Mop [pdf] User Manual W10 Self Cleaning Robot Vacuum and Mop, W10, Self Cleaning Robot Vacuum and Mop, Robot Vacuum and Mop, Vacuum and Mop
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References

- [Smart Robot Vacuum Cleaners | Dreame Official Site](#)
- [User Manuals and FAQs | Dreame Official Site](#)