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FAQ for eufy Products

Robotic Vacuum Cleaner L60

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(We will respond to you within 24 hours on workdays.)

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1. What should I do if my L60 triggers a laser sensor error?

Troubleshooting steps for "Laser sensor error", "Laser sensor may be stuck", and "Laser sensor may be blocked" errors:

● Please check if the robot vacuum cleaner is under a piece of furniture or if the robot vacuum cleaner's radar sensor is covered by an object when the robot vacuum cleaner triggers this error.

● Please check if the radar emission and reception holes are covered by any objects. Gently rotate the radar with your fingers to confirm that there are no blockages on the radar.
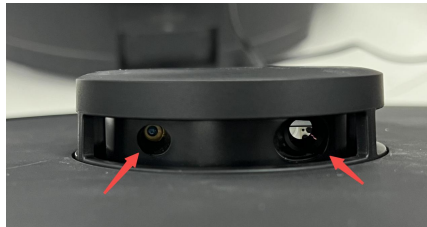
● Please confirm if this error occurs only in specific locations. Move the robot vacuum cleaner to another area in your home and restart the robot vacuum cleaner to check if the issue persists. Press and hold the Start/Pause button for three seconds to power on/off the robot vacuum cleaner.


Troubleshooting steps for the "Laser sensor cover may be stuck" error:

● Please check if the robot vacuum cleaner is under a piece of furniture, which may trigger this error. Carefully move the robot vacuum cleaner away from any potential obstructions and restart the robot vacuum cleaner to check if the issue persists.

● Inspect the radar for any foreign objects that may be lodged inside. To do this, simply turn the robot vacuum cleaner upside down and gently shake it to dislodge any debris that may be interfering with the radar's operation.

- Please check if the radar emission and reception holes are covered by any objects. Gently rotate the radar with your fingers to confirm that there are no blockages on the radar.
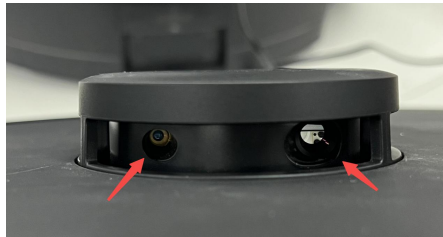
- Please manually press the radar cover to ensure it springs back normally. Also, press and hold the radar cover to check if the robot vacuum cleaner consistently moves backward.

- Please restart the robot vacuum cleaner to verify if the issue persists. Press and hold the Start/Pause button for three seconds to power on/off the robot vacuum cleaner.

2. What should I do if my L60 is not charging?

Troubleshooting steps:

- Try reconnecting one end of the AC adapter to the Charging Base and the other end to another wall outlet. Please make sure the wall outlet has power and works without issues. For example, please make sure the wall outlet can charge your phone or other devices.

- Use a dry, clean cloth to clean the charging contact pins on the charging station and the robot vacuum cleaner. Please inspect both components to make sure the pins are not deformed or rusty.

● Please reinstall the battery and see if the device can be charged.

3. What should I do if my L60 triggers a suction fan error?

Troubleshooting:

● Please check if the filter and dustbin are installed properly.

● Please restart the robot vacuum cleaner to verify if the issue persists. Press and hold the Start/Pause button for three seconds to power on/off the robot vacuum cleaner.

● Remove the dustbin and clean the suction inlet. Hold the robot vacuum cleaner in the upright position with its bumper facing the ceiling and its suction fan facing the floor, and then shake the robot vacuum cleaner several times to check if anything falls out from the suction fan.

● Please confirm if the robot vacuum cleaner has ever vacuumed over wet spots and whether the filter is completely dry.

4. What should I do if my L60 cannot connect to my WiFi network?

Before connecting your L60 to your WiFi network, please ensure:

● Your phone's Bluetooth is turned on.
● Your phone's Bluetooth permission for the eufy Clean app is enabled.
● The precise location permission for the eufy Clean app is enabled. Please note that this permission is used to accurately obtain an available WiFi list.
● Please ensure the robot vacuum cleaner, your phone, and WiFi router are close to each other.
● If you are using an Android phone, please disable the Smart WiFi/Smart Switch feature.

After verifying the previous steps, please refer to the following tips during the WiFi connection process:

● Please make sure the WiFi SSID and password are correct.

● Reset the robot vacuum cleaner's WiFi network. To reset the robot vacuum cleaner's WiFi network, simply press and hold the top two buttons on the robot vacuum cleaner for 10 seconds until the robot vacuum cleaner emits an audible voice prompt indicating that its WiFi connection has been reset. After resetting the robot vacuum cleaner's WiFi network, please try connecting the robot vacuum cleaner to your WiFi network immediately.

● Please make sure to follow the step-by-step instructions on the eufy Clean app to complete the connection process.

● If the issue persists, please try connecting the robot vacuum cleaner to another WiFi network or a hotspot network to verify if the robot vacuum cleaner can be connected.

5. What should I do if my L60 has poor cleaning performance?

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Troubleshooting steps:

- **Check the suction power settings:** The L60 is designed with a maximum suction power of 5,000 Pa, which provides excellent cleaning capabilities. Please note that the robot vacuum cleaner's default standard suction mode is 1,000 Pa, Turbo is 2,000 Pa; therefore, if you have pets at home, it is highly recommended to adjust the suction power to the maximum 5,000 Pa to ensure optimal cleaning results.

- **Perform regular maintenance of your robot vacuum cleaner:** For the robot vacuum cleaner to maintain the best cleaning results, it is important to regularly clean the dustbin, roller brush, side brushes, and filters. Please note that hair and debris can clog these components, leading to reduced cleaning efficiency.

- **Check the type of flooring:** Please note that for high and thick pile carpets, the cleaning performance of the robot vacuum cleaner may not work as expected. This is due to the long fibers of the carpet that can entangle the roller brush to affect the cleaning performance of the robot vacuum cleaner.

Maintenance tips:

- **Empty and clean the dustbin regularly.** After the robot vacuum cleaner completes each cleaning cycle or when the dustbin becomes full, simply remove the dustbin from the robot vacuum cleaner and empty it completely.

- **Clean the roller brush periodically.** It is important to check both ends of the roller brush regularly for hair and debris. Please make sure to remove any entanglements and clean the roller brush to ensure its cleaning performance.

- **Inspect the side brush periodically.** Please make sure the side brush is not damaged or entangled with hair.

- **Clean and replace the filters regularly.** Please note that the filters should be cleaned regularly, and please replace the filters once they are worn out or damaged to ensure proper airflow and filtration.

- **Inspect the robot vacuum cleaner for debris.** It is recommended to occasionally inspect the robot vacuum cleaner for any potential debris in the suction path, wheels, or brushes that may hinder the robot vacuum cleaner's movement or cleaning performance.

6. What should I do if my L60 always gets stuck?

Troubleshooting steps:

- **Remove obstacles from the floor.** Please ensure that the floor is clear of any obstacles that could obstruct the robot vacuum cleaner's cleaning path, such as toys, loose cables, clothing, or large debris.

- **Check and clean the robot vacuum cleaner's sensors.** Please power off the robot vacuum cleaner and flip it upside down to locate its sensors. Simply use a soft, dry cloth to gently wipe the sensors clean of any dust or debris.

- **Inspect and clean the robot vacuum cleaner's wheels.** Please examine the wheels for any entangled hair or debris that could potentially cause the robot vacuum cleaner to become stuck. Carefully remove any obstructions from the wheels and ensure they can rotate freely.

- **Evaluate the cleaning area.** Please check if the robot vacuum cleaner is experiencing any difficulties with specific types of flooring, furniture, or thresholds. For example, the robot vacuum cleaner may struggle with dark-colored carpets, long-fringe rugs, or high thresholds. If possible, please set No-go zones using the eufy Clean app to block off these areas.

![eufy](eufy logo)
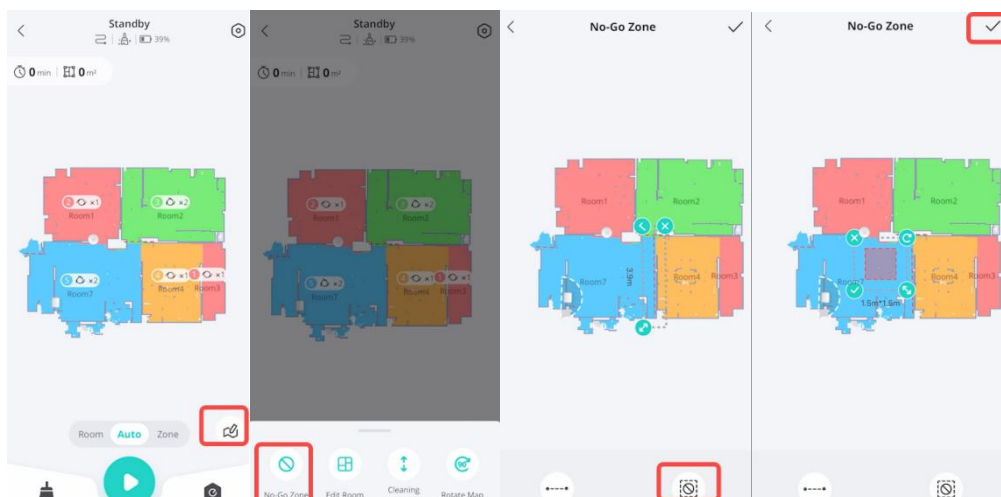
- **Update the robot vacuum cleaner's firmware version.** Please make sure your robot vacuum cleaner has the latest firmware version installed to ensure its optimal cleaning performance.

- **Check for any potential physical damage.** Please inspect the robot vacuum cleaner for any visible signs of damage that could cause the robot vacuum cleaner to become stuck.

7. What should I do if my L60's dustbin always falls off during cleaning?

Troubleshooting steps:

- **Inspect the dustbin.** Please remove the dustbin from the robot vacuum cleaner and check for any visible signs of damage or cracks on the dustbin that may prevent it from locking into place securely. Additionally, please check the installation location of the dustbin for any debris, dust, or obstructions that may prevent the dustbin from inserting into the robot vacuum cleaner.

- **Check the locking mechanism.** Please inspect the locking mechanism on both the dustbin and the robot vacuum cleaner to make sure the locking mechanism is not damaged or broken.

- **Reinsert the dustbin.** Simply align both sides of the dustbin with the attachment area on the robot vacuum cleaner, and then gently insert the dustbin into place until you hear a clicking sound.