

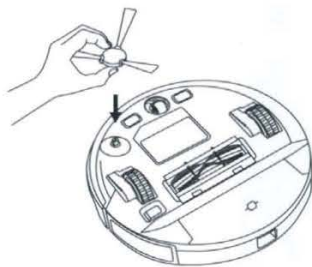


# **Quick Start Guide**

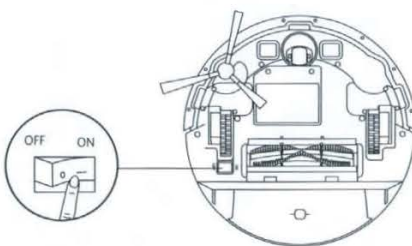
## **RobVac G15**

Guía de Inicio Rápido

## Using Your RoboVac



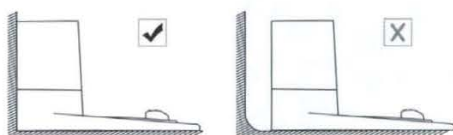
1



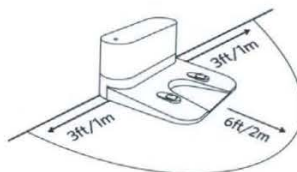
2



Remove the sticker next to the power switch, and the foam blocks beside the bumper before use.



3



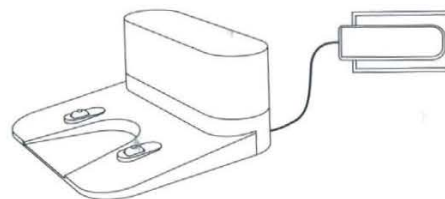
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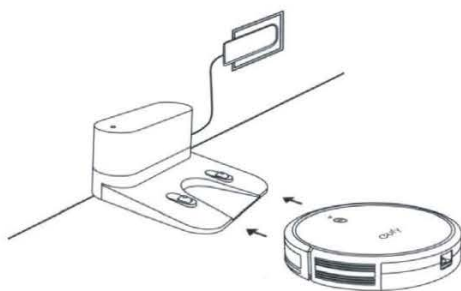
If you cannot remove the objects surrounding the Charging Base, check whether RoboVac can return without assistance; if not, contact eufy customer service for help.



- Always keep the Charging Base plugged in, otherwise RoboVac will not automatically return.
- When the Charging Base is connected to AC power, the LED indicator on the Charging Base is SOLID WHITE.



5



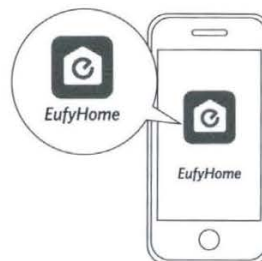
6



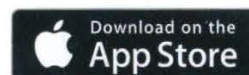
Fully charge RoboVac before use. The LED indicator on RoboVac pulses orange while charging, and is solid blue when fully charged.



Download the EufyHome app and follow the in-app instructions to complete the Wi-Fi connection. You then will be able to control RoboVac via this app. Refer to the Owner's Manual for details.

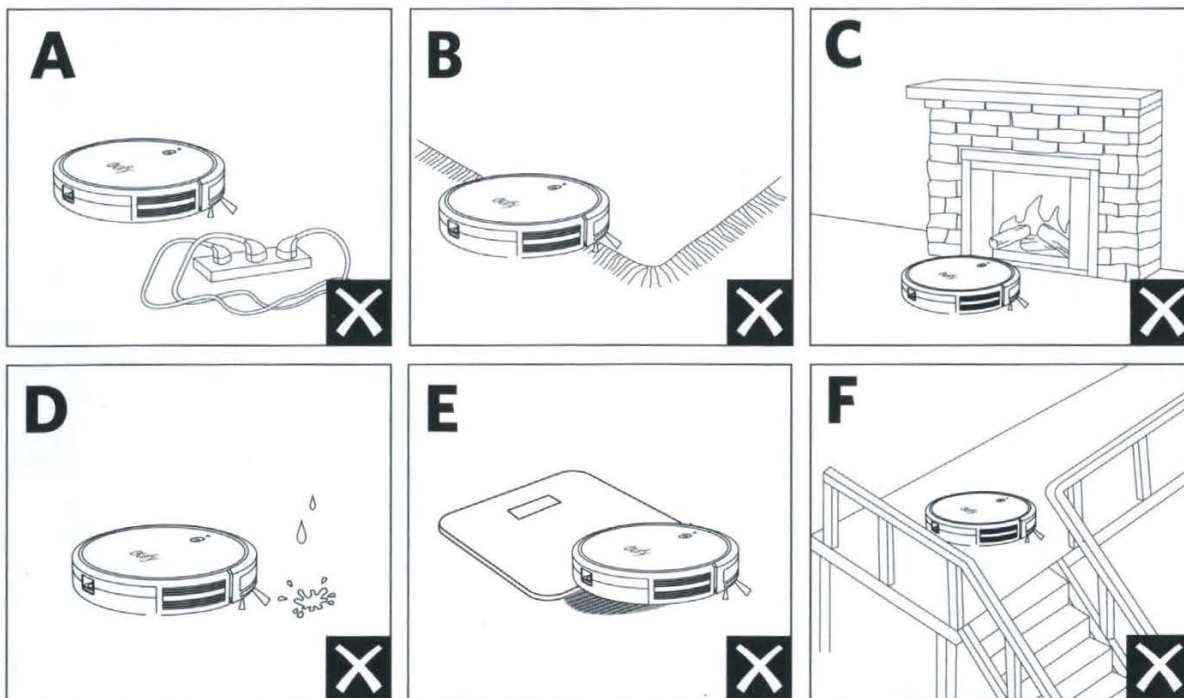


7



## Important Tips

When using for the first time, follow RoboVac to observe and resolve any problems that may occur.



- A** Remove power cords and small objects from the floor that may entangle RoboVac. Use the supplied cable ties to organize your wires and power cords.
- B** Fold tasseled edges of area rugs underneath to prevent tangling RoboVac. Avoid cleaning very dark-colored high-pile rugs or rugs thicker than 1.02 in/26 mm as they may cause RoboVac to malfunction.
- C** It is strongly recommended to place boundary strips (sold separately) in front of fireplaces and certain areas (i.e. air vents) that may cause damage to RoboVac if entered.
- D** Keep RoboVac away from wet areas during cleaning.
- E** RoboVac may climb on top of objects less than 0.67 in/17 mm in height. Remove these objects if possible.
- F** Anti-drop sensors will prevent RoboVac from tumbling downstairs and steep drops in most cases. Sensors are less effective if dirty or used on carpeted/reflective/very dark-colored floors. It is recommended to place physical barriers to block off areas where RoboVac may fall.



For FAQs and more information, please visit:

**[www.eufylife.com](http://www.eufylife.com)**



Cleaning

**RoboVac G15**  
**Owner's Manual**

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Thank you for purchasing RoboVac. Carefully read all the instructions below before using this device, and keep this manual for future reference.



# Important Safety Instructions

To reduce the risk of injury or damage, keep these instructions at hand when setting up, using, and maintaining this device.

## WARNING SYMBOLS USED



This is the safety alert symbol. This symbol alerts you to potential hazards that could result in property damage and/or serious bodily harm or death.

- This device 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 this device in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with this device.
- Cleaning and maintenance shall not be performed by children without adult supervision.
- This device is only to be used with the power supply unit provided.
- Before cleaning or maintaining this device, the plug must be removed from the outlet.
- The battery in this device should only be replaced by a skilled professional.
- When removing the battery, disconnect the device from the supply mains.
- To recharge the battery, only use the detachable adapter (US/CA: GSCU0600S019V12E; UK: GSCB0600S019V12E; EU: GSCV0600S019V12E; AU: GSCS0600S019V12E) provided with this device.
- The battery must be removed before this device is disposed of. To remove the battery, first unscrew the screws on the bottom, then remove the back cover. Remove the battery by disconnecting the quick

connector.

- The used battery should be placed in a sealed plastic bag and disposed of safely according to local environmental regulations.
- The external flexible cable or cord of the power supply unit cannot be replaced; if the cord is damaged, the power supply unit shall be disposed of.
- This device is for indoor use only.
- This device is not a toy. Do not sit or stand on this device. Small children and pets should be supervised when this device is operating.
- Store and operate this device in room temperature environments only.
- Do not use this device to pick up anything that is burning or smoking.
- Do not use this device to clean up spills of bleach, paint, chemicals, or anything wet.
- Before using this device, pick up objects like clothing and loose paper. Lift up cords for blinds or curtains. Move power cords, sharp-pointed and fragile objects out of the way. If this device passes over a power cord and drags it, an object could be pulled off a table or shelf.
- If the room to be cleaned has a balcony, a physical barrier should be used to prevent access to the balcony and to ensure safe operation.
- Do not place anything on top of this device.
- Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
- Do not operate this device in areas with exposed electrical outlets on the floor.
- Do not expose the electronics of this device, its battery, or the integrated Charging Base. There are no user-serviceable parts inside.
- Do not use this device on an unfinished, unsealed, waxed or rough floor. It may result in damage to the floor and



this device. Use only on hard floor surfaces or low-pile carpets, and not on carpets with tasseled edges or loose threads.

- This device has been designed to be used on floors without scratching them. We still recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.
- Only use attachments recommended or described in this manual.
- Do not handle the appliance or plug with wet hands.
- Ensure that the dust bag and/or filters are correctly in-place before usage.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- Do not expose the battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause an explosion.
- Do not modify or attempt to repair the appliance or the battery pack (as applicable), except as indicated in the instructions for use and care.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.

## Notice



This symbol on the device or its packaging indicates:

Do not dispose of electrical appliances as unsorted municipal waste; use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obliged to take back your old appliance for disposal at least free of charge.

## FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee

that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio / TV technician for help.

### **ISED Compliance Statement**

This device contains license-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

### **RF Exposure Compliance Statement**

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

### **Declaration of Conformity**

This product complies with the radio interference requirements of the European Community. Hereby, Anker Innovations Limited declares that the radio equipment type T2257 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://www.eufylife.com/>



Maximum output power: 18 dBm (For EU)

Frequency band: 2.4G band (2.4000GHz - 2.4835GHz)

## **GB Declaration of Conformity**

Hereby, Anker Innovations Limited declares that the product type T2257 is in compliance with Radio Equipment Regulations 2017 and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The full text of the GB declaration of conformity is available at the following internet address: <https://www.eufy.com>.

The following importer is the responsible party (contract for EU and UK matters)

Anker Technology (UK) Ltd

Suite B, Fairgate House, 205 Kings Road, Tyseley,  
Birmingham, B11 2AA, United Kingdom

Anker Innovations Deutschland GmbH

Georg-Muche-Strasse 3, 80807 Munich, Germany

## **Trademark Notice**

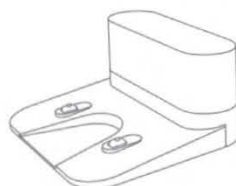
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- Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
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- Google Home is a trademark of Google Inc.

# About Your RoboVac

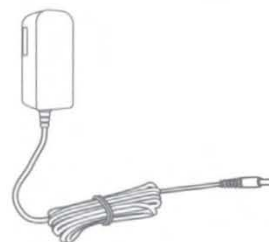
## What's in the Box



RoboVac



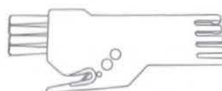
Charging Base



Power Adapter



Side Brush (x1)



Cleaning Tool



Cable Ties (x5)

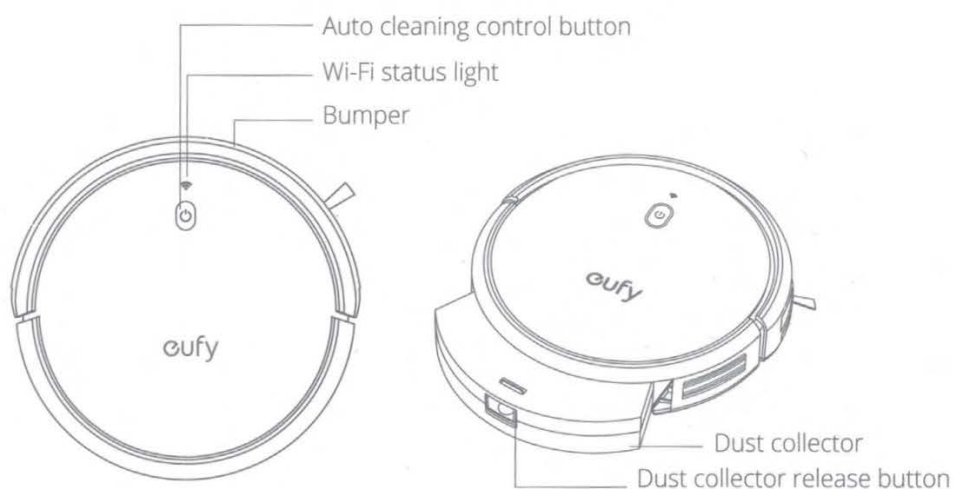


Owner's Manual  
& Other Documents

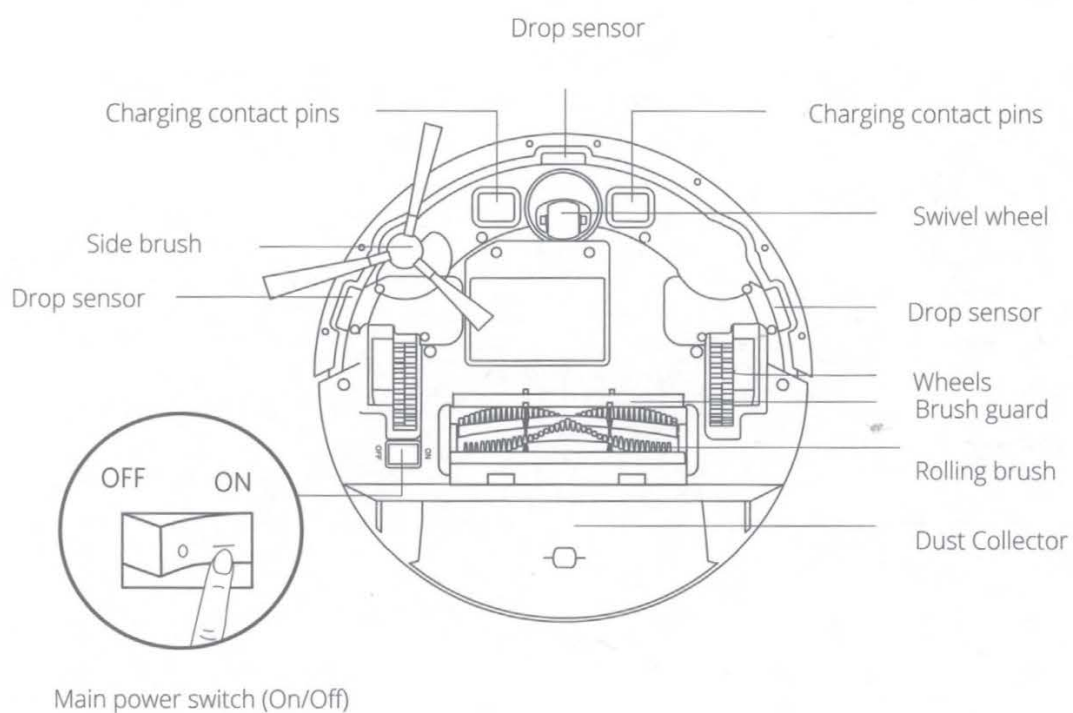


# RoboVac Anatomy

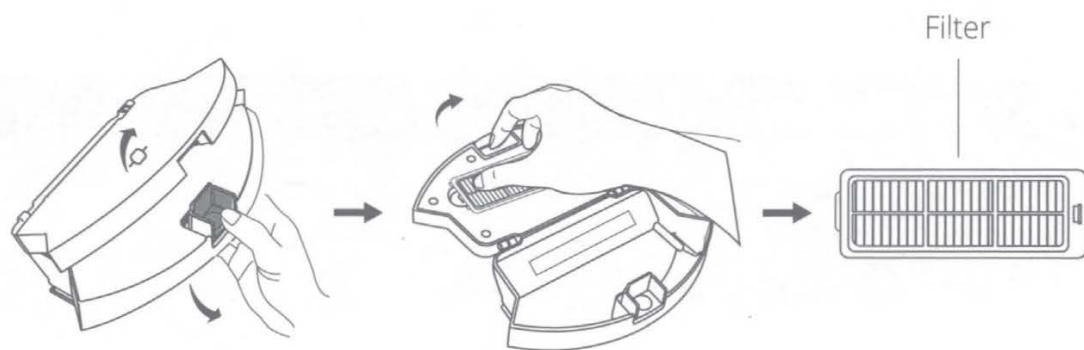
## A. Top & Side



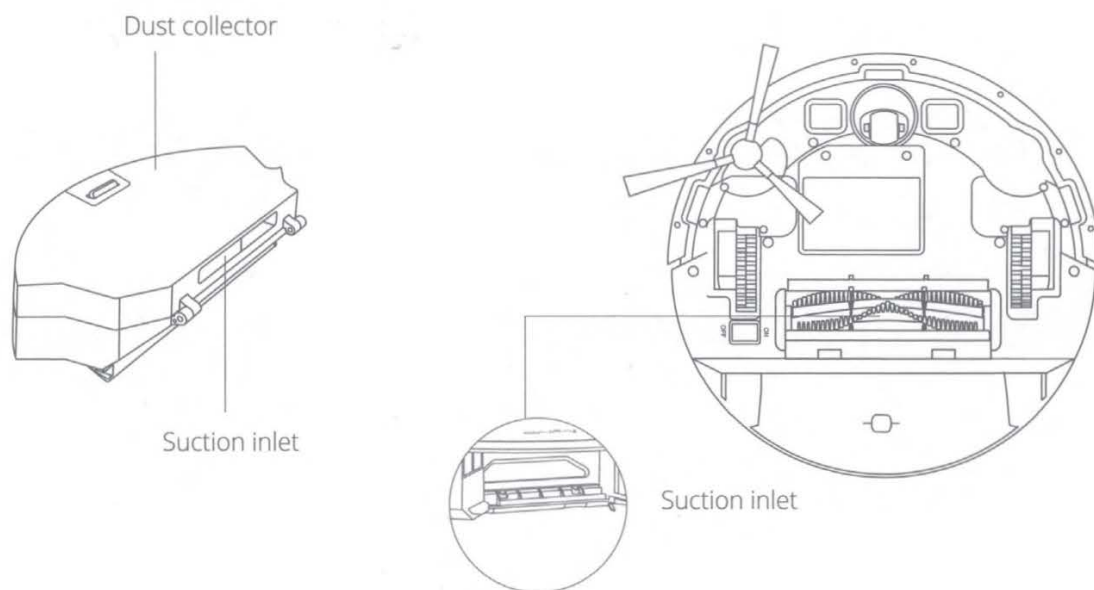
## B. Bottom



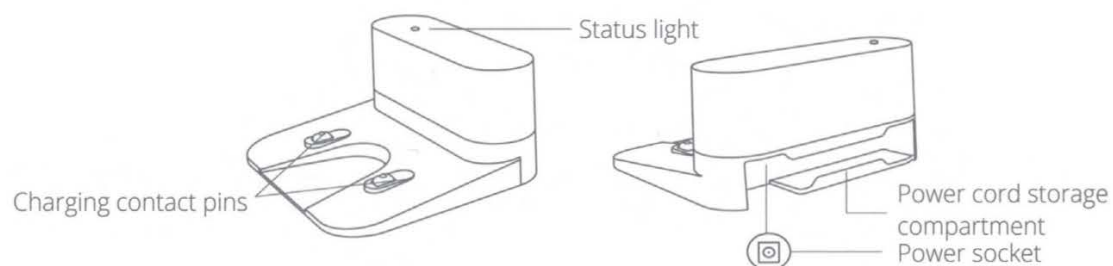
## C. Dust Collector



## D. Suction Inlet




## E. Charging Base



## LED Indication

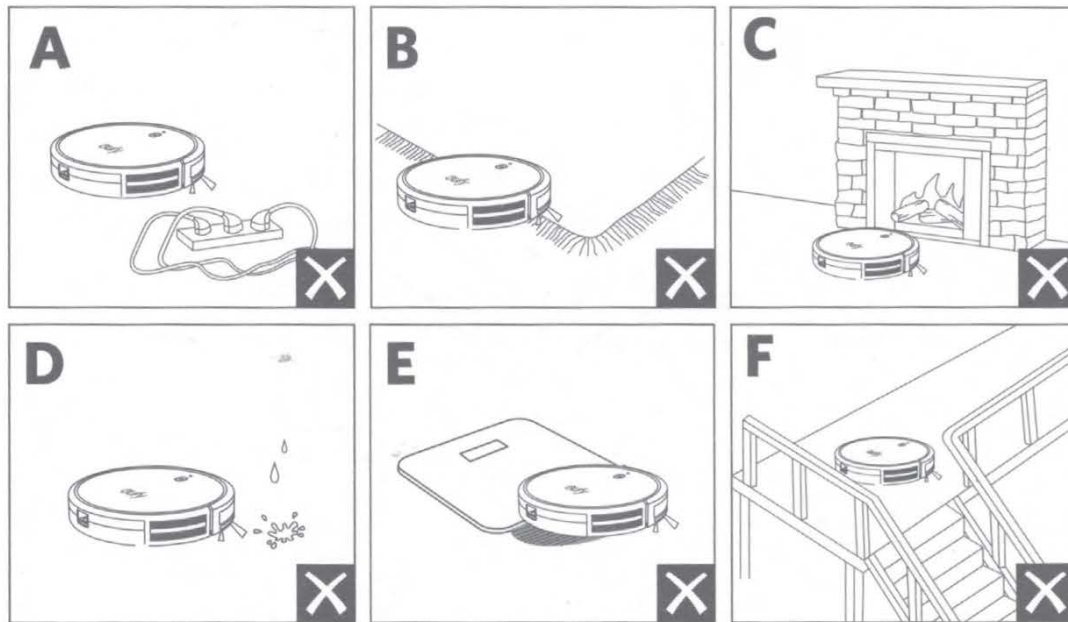
You can see the status of RoboVac from the LED indicators.

 (Power Status Light)	Status
Pulsing orange	Charging
Solid blue	Standby / Cleaning / Fully charged
Solid orange	Low power and returning to Charging Base
Off	<ul style="list-style-type: none"><li>▪ RoboVac is off.</li><li>▪ To conserve power, the light automatically turns off when RoboVac is not docked to the Charging Base and has been inactive for 10 minutes.</li></ul>
Flashing red & Voice alert	RoboVac has an error. Refer to the <b>"Troubleshooting&gt;Voice Alert"</b> section in this manual for solutions.

 (Wi-Fi Status Light)	Status
Slowly flashing blue	Waiting for connection
Rapidly flashing blue	Connecting with your wireless router
Solid blue	Connected to your wireless router

# Using Your RoboVac

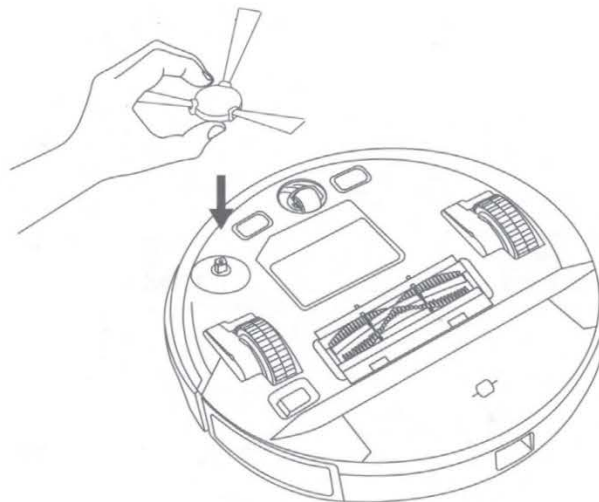
## Important Tips Before Use



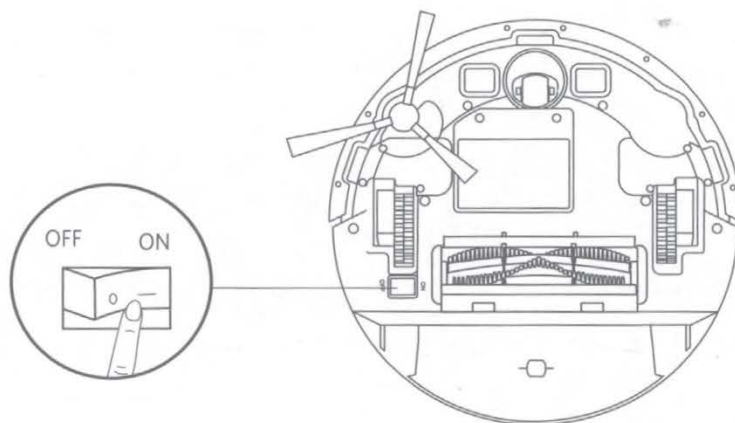
- a** Remove power cords and small objects from the floor that may entangle RoboVac. Use the supplied cable ties to organize your wires and power cords.
- b** Fold tasseled edges of area rugs underneath to prevent tangling RoboVac. Avoid cleaning very dark-colored high-pile rugs or rugs thicker than 1.02 in/26 mm as they may cause RoboVac to malfunction.
- c** It is strongly recommended to place boundary strips (sold separately) in front of fireplaces and certain areas (i.e. air vents) that may cause damage to RoboVac if entered.
- d** Keep RoboVac away from wet areas during cleaning.
- e** RoboVac may climb on top of objects less than 0.67 in/17 mm in height. Remove these objects if possible.
- f** Anti-drop sensors will prevent RoboVac from tumbling downstairs and steep drops in most cases. Sensors are **less effective** if dirty or used on carpeted/reflective/very dark-colored floors. It is recommended to place physical barriers to block off areas where RoboVac may fall.

## Preparation

- 1 Remove the foam blocks beside the bumper before use.
- 2 Install the side brush before use.

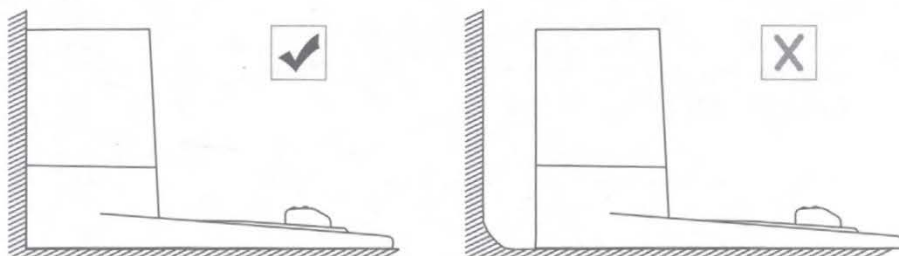


- 3 Turn on the main power switch on the bottom of RoboVac.

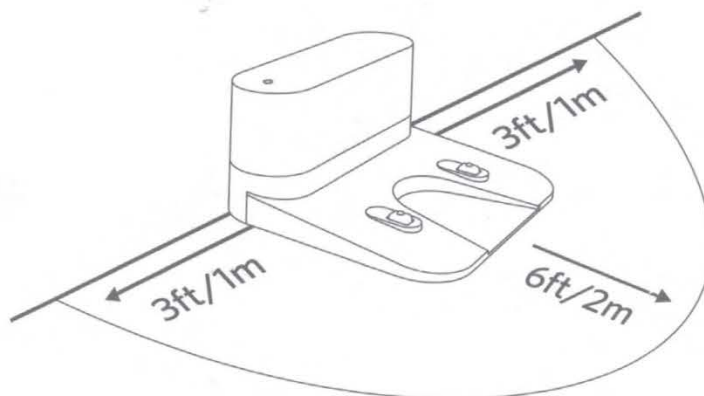




- 4 Place the Charging Base on a level surface and against a wall.

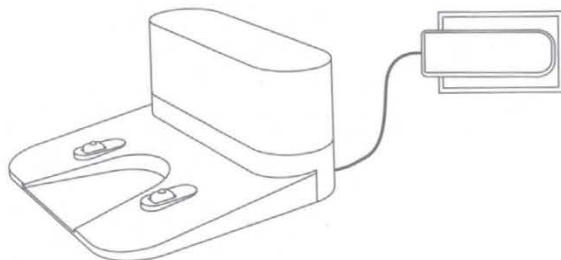


- 5 Remove objects within 3 ft / 1 m of the left and right side and within 6 ft / 2 m of the front of the Charging Base. If you cannot remove the objects, move RoboVac to a new place and check whether RoboVac can return to the Charging Base normally; if not, contact eufy customer service for help.



- 6 Connect the adapter to the Charging Base and a wall outlet.

- When the Charging Base connects to AC power, the LED indicator on the Charging Base is SOLID WHITE.



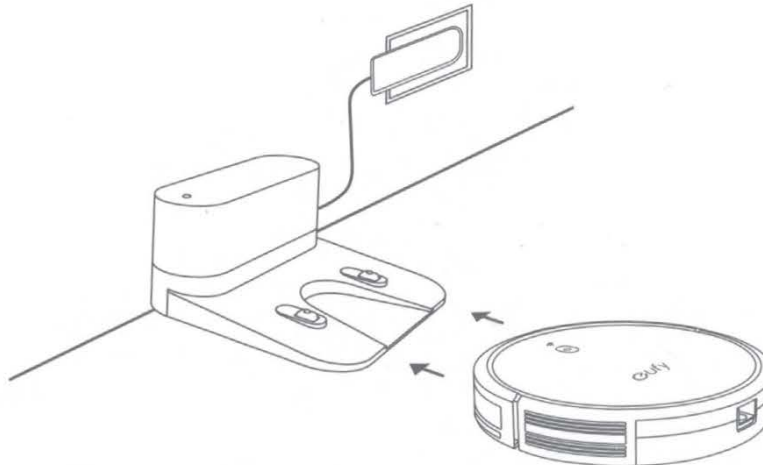
- Install the Charging Base in a location that RoboVac can easily access. It is recommended to place the Charging Base against a wall, and on a hard-level surface rather than on rugs or carpets.
- Always keep the Charging Base plugged in, otherwise RoboVac will not automatically return to it.

## Charge Your RoboVac



- Make sure RoboVac is fully charged before use.
- RoboVac will return to the Charging Base at the end of a cleaning cycle or when its battery is running low.

Attach RoboVac to the Charging Base by aligning its charging pins with the charging pins on the base.



- Turn off the main power switch if RoboVac will not be used for a long period of time. To preserve the battery's lifespan, recharge at least once every 6 months.

## Use Your RoboVac with the EufyHome App

To enjoy all available features, it is recommended to control your RoboVac via the EufyHome app.

### **Before you start, make sure that:**

- Your smartphone or tablet is connected to a Wi-Fi network.
- - Your smartphone or tablet is running iOS 10.0 (or above) or Android 5.0 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.
- The Wi-Fi status light on RoboVac is slowly flashing blue.
- RoboVac is attached to the Charging Base to ensure it has enough power during setup.



1. Download the EufyHome app from the App Store (iOS devices) or Google Play (Android devices).
2. Open the app and create a user account.
3. Tap the "+" icon to add "RoboVac G15" to your EufyHome account.
4. Follow the instructions in the app to set up the Wi-Fi connection.
  - After connecting successfully, you can control RoboVac via the app.
  - With the app, you can select a cleaning mode, set the time, schedule a cleaning, view the system status, receive notifications and access additional features.

## Wi-Fi Status Light

	Slowly flashing blue	Waiting for connection
	Rapidly flashing blue	Connecting with your wireless router
	Solid blue	Connected with your wireless router



- If RoboVac gets stuck in any space, tap **Find My Robot** in the app to find the machine.

## Reset the Wi-Fi connection

To reset the Wi-Fi connection, press and hold  for 10 seconds until you hear a voice prompt. At the same time, RoboVac will restore the factory default settings.

- The Wi-Fi status light will slowly flash blue. Now you can follow the Wi-Fi instructions in the EufyHome app to set up the Wi-Fi connection.

## Schedule Cleaning

With the EufyHome app, you can schedule RoboVac to start cleaning at a particular time.



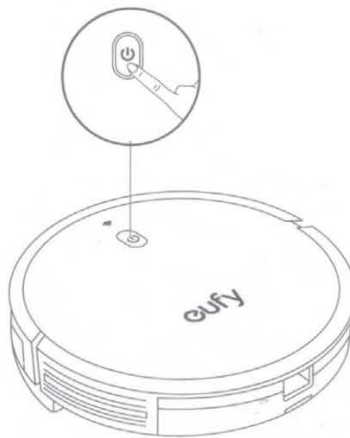
- You can set the time and customize the cleaning schedules from Sunday to Saturday on the EufyHome app. This function is available in the app only.

## Start / Stop Cleaning



- Make sure the main power switch on the bottom of RoboVac is turned on before use.
- You can also start or stop cleaning via the EufyHome app.

- 1 Press  to start cleaning in Auto cleaning mode.

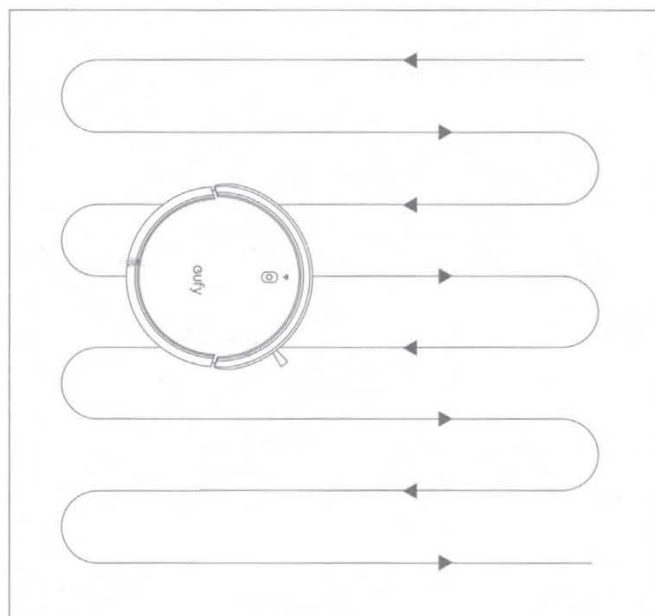


- 2 Press  again to pause cleaning.

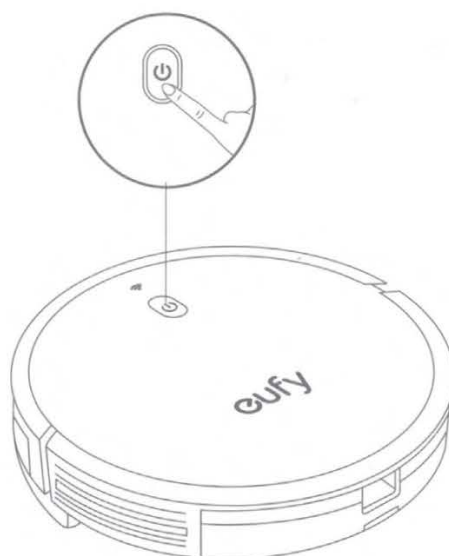
## Select a Cleaning Mode

### Auto Cleaning Mode

After startup, RoboVac moves from the Charging Base and automatically determines its cleaning route, following a bow-shaped cleaning method. When the entire clean is finished, RoboVac automatically returns to the Charging Base.



Press  to start cleaning in Auto cleaning mode.



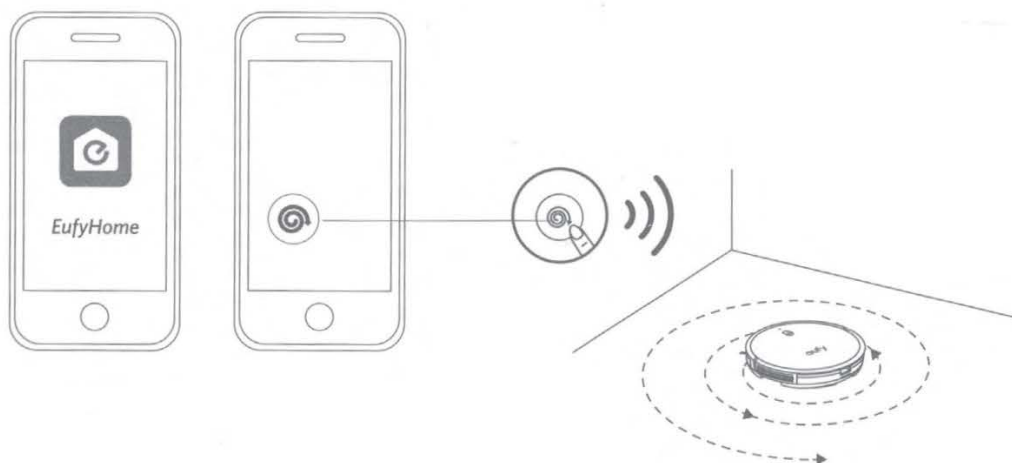




- During cleaning, RoboVac will return to the Charging Base automatically if the battery level becomes low. Once recharged, RoboVac will resume to finish the remaining cleaning.
- By default, RoboVac starts in Auto cleaning mode when it is turned on.

## Spot Cleaning Mode

You can select the Spot cleaning mode in the EufyHome app. In this mode, RoboVac intensively cleans a specific area for 2 minutes in a spiral pattern, useful if there is a concentrated area of dust or debris.



## Select a Suction Power Level

In the EufyHome app, select a suction power level according to your needs:

- Quiet
- Standard (Default)
- Turbo
- Max



When RoboVac starts cleaning the next time, it will clean according to the suction power level you previously selected.

## Select BoostIQ™ feature

In the EufyHome app, select the BoostIQ™ feature according to your needs. RoboVac will automatically increase the suction power if it detects that stronger power is needed to ensure the best clean. BoostIQ™ is ideal for cleaning thicker carpets and hard-to-sweep messes, which will reduce the total cleaning time, but increase the noise level. If the vacuuming noise caused by BoostIQ™ disturbs you, you can disable this feature.

## Use Your RoboVac with Amazon Alexa / Google Assistant

Amazon Alexa or Google Assistant is a smart voice control device that enables you to control RoboVac with your voice.

### Before you start, make sure that:

- RoboVac is attached to the Charging Base to ensure there is enough power.
- RoboVac is connected with the EufyHome app.
- You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot and Amazon Tap, Echo Show, Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

## To control RoboVac with Amazon Alexa or Google Assistant

1. Open the EufyHome app and find "Smart Integrations" in the top left.
2. Follow the on-screen instructions to complete the setup.



- Currently this feature only supports English, German, French, and Spanish. You could check regularly if more languages are supported at <https://www.eufylife.com/support/>.

# Cleaning and Maintenance

Before cleaning and maintaining, turn off the device and unplug the adapter.

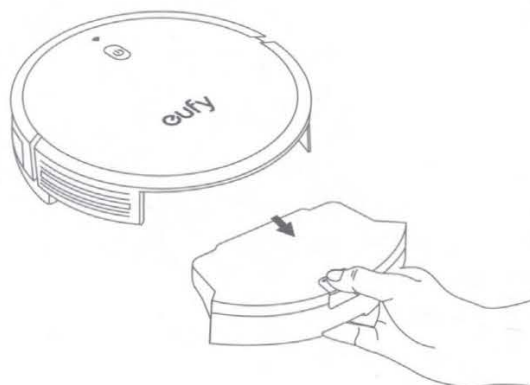
For optimal performance, follow the instructions below to clean and maintain RoboVac regularly. The cleaning / replacement frequency will depend on your RoboVac usage habits.

## Recommended Cleaning / Replacement Frequency

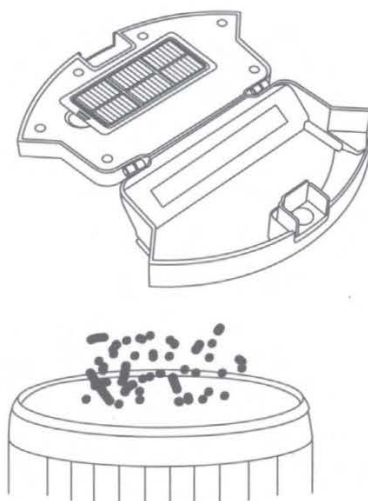
RoboVac Part	Cleaning Frequency	Replacement Frequency
Dust Collector	After each use	-
Filter	Once every week (Twice a week if you have a pet)	Every 6 months or after every 50 rounds of cleaning
Side Brush	Once every month	Every 3-6 months (or when visibly worn)
Brush guard	Once every month	Every 3-6 months (or when visibly worn)
Sensors	Once every month	-
Charging Pins	Once every month	-
Swivel Wheel	Once every month	-

## Clean the Dust Collector and Filter

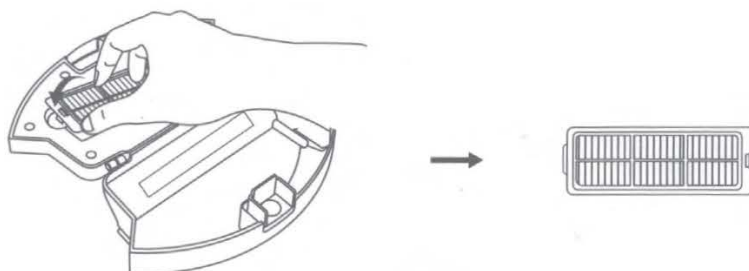
- 1 Press the dust collector release button to pull the dust collector out.



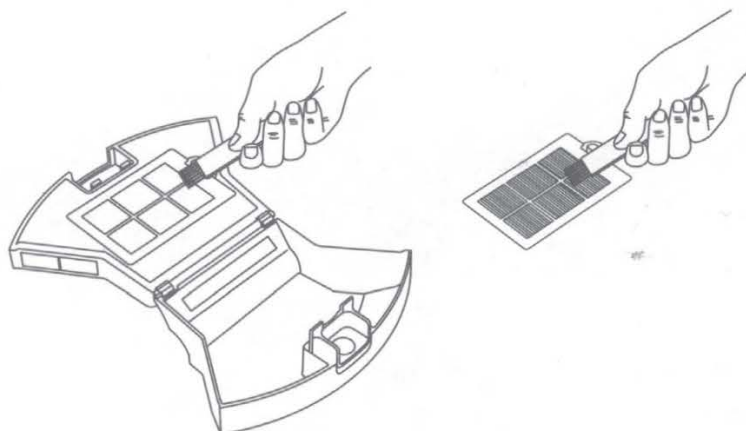
- 2 Open and empty the dust collector.



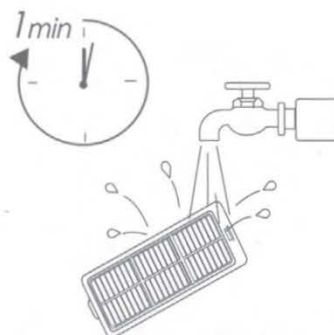
- 3 Remove the filter.



- 4 Clean the dust collector and filter with the cleaning brush.

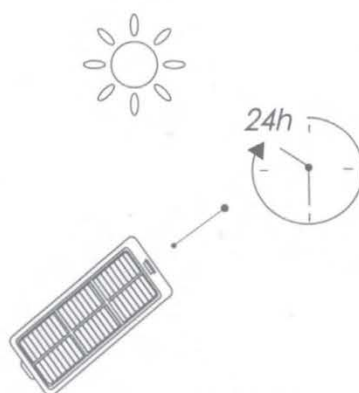


- 5 Rinse the dust collector and filter thoroughly with water.

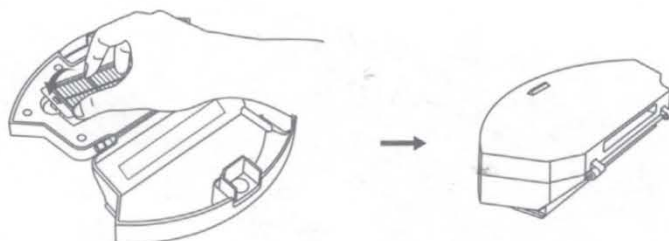


Do not use hot water or any detergent to clean the filter.

- 6 Air-dry the dust collector and filter completely before next use. You may use another filter if the original one is not dry.



- 7 Place the filter back into the dust collector.



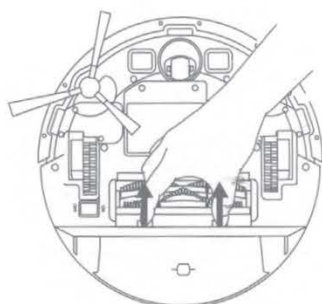
- 8 Push the dust collector back into the main unit.



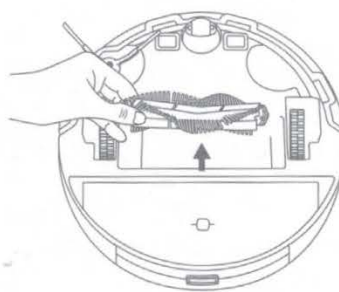


## Clean the Rolling Brush

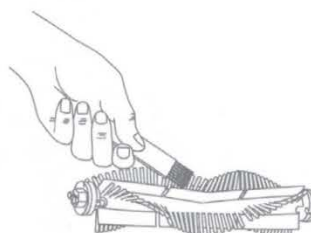
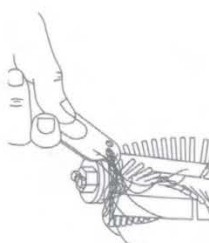
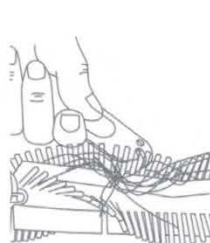
- 1 Pull on the release tabs to unlock the brush guard as shown.
- 2 Lift the rolling brush to remove.
- 3 Clean the rolling brush with the cleaning tool.
- 4 Reinstall the rolling brush by inserting the fixed protruding end first and then clicking into place.
- 5 Press down to snap the brush guard into place.



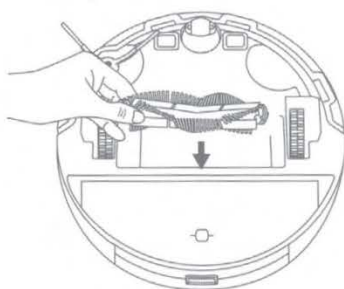
1



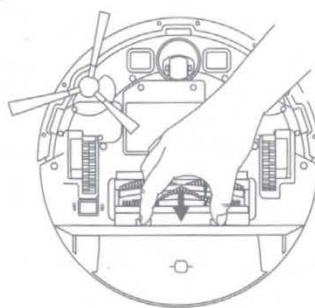
2



3



4

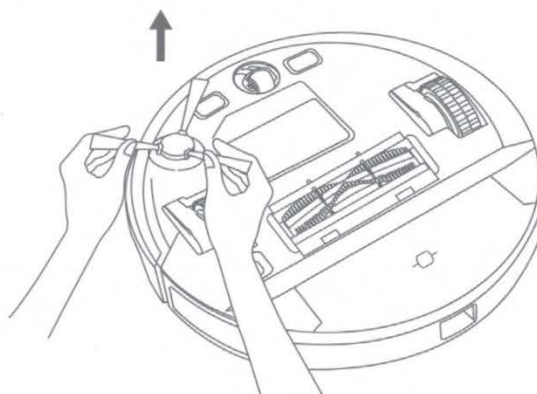


5

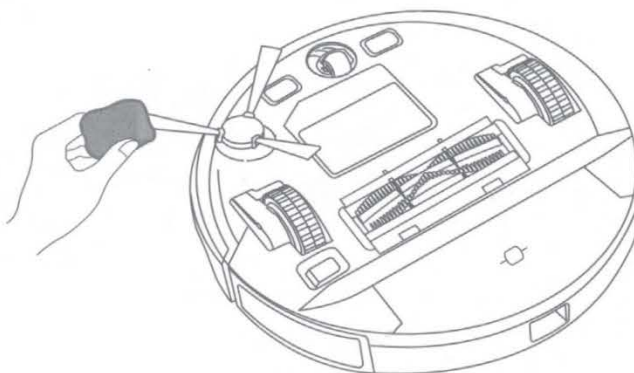
## Clean the Side Brush

Foreign substances, such as hair, can easily get tangled in the side brush, and dirt may adhere to it. Be sure to clean it regularly.

- 1 Remove the side brush.



- 2 Carefully unwind and pull off any hair or string that is wrapped between the main unit and the side brush.
- 3 Use a cloth dampened with warm water to remove dust from the brush or to gently reshape it.

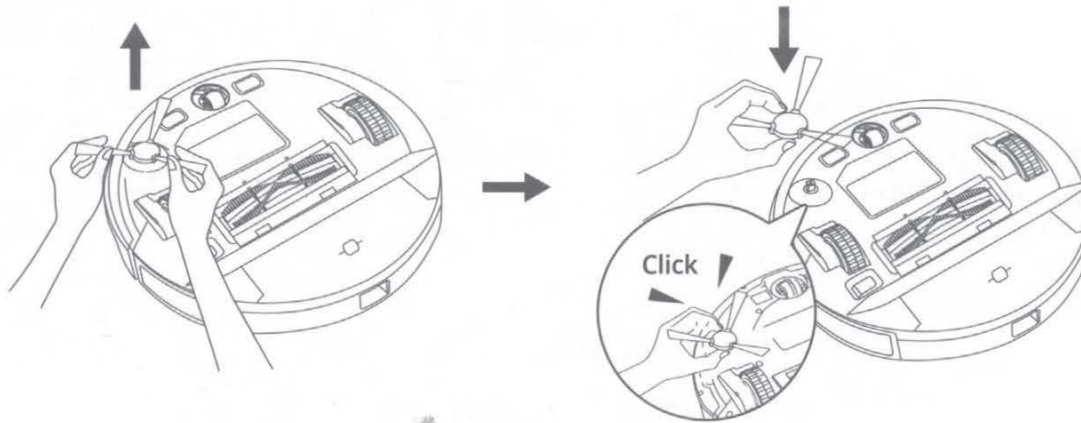


Only use the side brush when it is completely dry.

## Replace the Side Brush

The side brush may become damaged after being used for a period of time. Follow the instructions below to replace it.

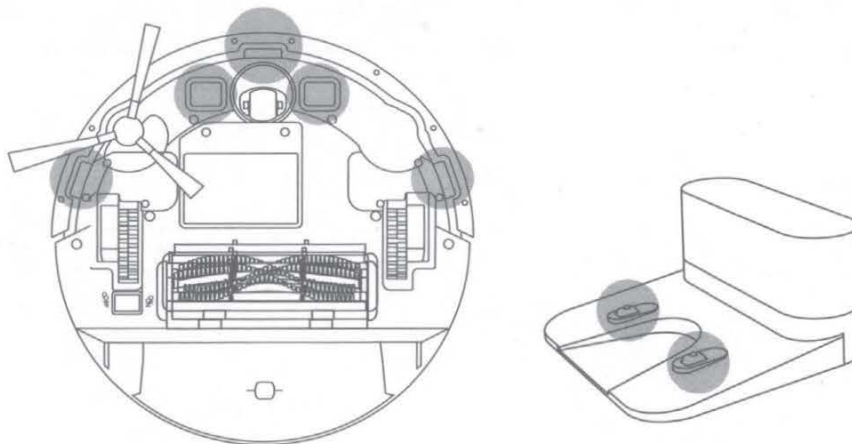
- Pull off the old side brush and snap the new one into place until you hear a click



## Clean the Sensors and Charging Pins

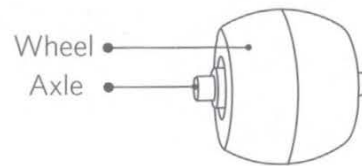
To maintain the best performance, clean the drop sensors and charging pins regularly.

- Dust off the drop sensors and charging contact pins using a cloth or cleaning brush.

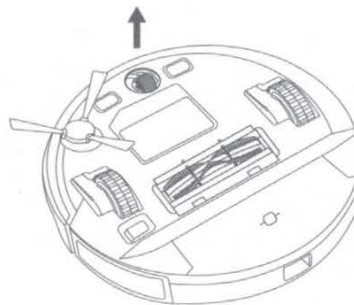


## Clean the Swivel Wheel

Hair or dust particles can easily get entangled in the swivel wheel. Be sure to clean the swivel wheel periodically and as needed.



- 1 Remove the swivel wheel.



- 2 Clean any hair or debris wrapped around the wheel or entangled inside the wheel cavity.
- 3 Reinstall the wheel and push in until it clicks into place.



Do not clean the swivel wheel with water.

# Troubleshooting

The solutions below are for general questions. If your problem persists, visit [www.eufylife.com](http://www.eufylife.com), go to EufyHome app, or contact [support@eufylife.com](mailto:support@eufylife.com) for help.

Problems	Solutions
RoboVac cannot be activated.	<ul style="list-style-type: none"><li>• Make sure the main power switch is in the ON position.</li><li>• Make sure the battery is fully charged.</li><li>• If you still have trouble, turn off the main power switch and then turn it back on.</li></ul>
RoboVac stops working suddenly.	<ul style="list-style-type: none"><li>• Check if RoboVac is trapped or stuck on an obstacle.</li><li>• Check if the battery level is too low.</li><li>• If you still have trouble, turn off the main power switch, wait for 2 seconds, and then turn it back on.</li><li>• Check if RoboVac has alerted you with any voice prompts or LED indicators. Refer to the "Voice Alert" section in this manual.</li></ul>
You cannot schedule cleanings.	<ul style="list-style-type: none"><li>• Make sure the main power switch on the bottom of RoboVac is turned on.</li><li>• Make sure the scheduled time has been set correctly. Check if the time zone in the EufyHome app is consistent with that on your mobile device.</li><li>• Check if RoboVac's power is too low to start cleaning.</li><li>• Cleaning schedules are erased when RoboVac is powered off or when reset to factory default settings. If RoboVac is powered on without Internet access, cleaning schedules will not synchronize and must be reset via the app.</li></ul>
Suction power is weak.	<ul style="list-style-type: none"><li>• Check if any obstructions are blocking the suction inlet.</li><li>• Empty the dust collector.</li><li>• Check if the filter is wet due to water or other liquid on the floor. Air-dry the filter completely before use.</li></ul>
RoboVac cannot be charged.	<ul style="list-style-type: none"><li>• Check if the indicator on the Charging Base lights up. If not, reconnect the adapter with the Charging Base and try a new power outlet. If the problem persists, contact the eufy service center to repair or replace the Charging Base.</li><li>• Dust off the charging contact pins with a dry cloth.</li><li>• Check if you can hear a beep when RoboVac is docked onto the Charging Base. If not, contact the eufy service center to repair or replace the Charging Base.</li></ul>



Problems	Solutions
RoboVac cannot return to the Charging Base.	<ul style="list-style-type: none"> <li>Remove objects within 3 ft/1 m to the left and right side and within 6 ft/2 m of the front of the Charging Base.</li> <li>Check if RoboVac is stuck by any objects.</li> <li>Clean the charging contact pins.</li> </ul>
RoboVac's movements or travel path are abnormal.	<ul style="list-style-type: none"> <li>Clean the sensors carefully with a dry cloth.</li> <li>Restart RoboVac by turning the power switch off and on.</li> </ul>
RoboVac's cleaning time becomes shorter	<ul style="list-style-type: none"> <li>Make sure RoboVac is fully charged (indicated by a solid blue LED light) before cleaning.</li> <li>The cleaning time will be affected by the suction mode and floors/rugs to be cleaned: <ul style="list-style-type: none"> <li>On floors: approx. 100 / 80 / 70 / 40 minutes of cleaning in Quiet / Standard / Turbo / Max suction mode respectively</li> <li>On rugs: approx. 80 / 60 / 55 / 30 minutes of cleaning in Quiet / Standard / Turbo / Max suction mode respectively</li> </ul> </li> <li>Check if RoboVac has alerted you with any voice prompts or LED indicators. Refer to the "Voice Alert" section in this manual.</li> <li>If your cleaning time is much less than the time mentioned above, contact eufy customer service for help.</li> </ul>
RoboVac cannot connect to a Wi-Fi network.	<ul style="list-style-type: none"> <li>Make sure you entered the Wi-Fi password correctly.</li> <li>Make sure your RoboVac, router, and mobile phone are close enough to ensure a strong signal strength.</li> <li>Make sure your Wi-Fi router supports the 2.4GHz and 802.11b/g/n bands; the 5GHz band is not supported.</li> </ul>
You cannot control RoboVac with Amazon Alexa.	<ul style="list-style-type: none"> <li>Check if there are any Internet connection problems.</li> <li>Check whether you have installed the Amazon Alexa app onto your smart device and enabled "EufyHome - RoboVac" Skill in the Amazon Alexa app. For details, refer to the <b>"Smart Integrations"</b> page in the EufyHome App.</li> <li>Make sure you have an EufyHome account and have connected to RoboVac.</li> <li>Make sure you are using correct Alexa voice-commands.</li> </ul>

Problems	Solutions
You cannot control RoboVac with the Google Assistant.	<ul style="list-style-type: none"> <li>Check if there are any Internet connection problems.</li> <li>Check if you have installed the Google Home app onto your smart device and initiated the "EufyHome" action in the Google Home app. For details, refer to the <b>"Smart Integrations"</b> page in the EufyHome App.</li> <li>Check if you are using the proper commands when talking to the Google Assistant. When making your request, first say the wake words "Ok Google".</li> <li>Repeat your question. Speak clearly to the Google Assistant.</li> </ul>

## Voice Alert

When RoboVac encounters a problem, the red indicator on RoboVac will flash and you will hear the relevant voice prompts.

The voice prompts below are only for reference and may be changed slightly after voice pack updates. Please follow the voice prompts you have heard to find the cause and solution below.


Voice Prompt	Cause and Solution
Error 1: Front Bumper Stuck	Front bumper is stuck. Tap it repeatedly to remove any dust; If not, move the device to a new position and try again.
Error 2: Wheel Stuck	Wheel may be stuck or trapped. Clear any obstacles in the surrounding area and check the wheel for any trapped dust. Move the device to a new position and try again.
Error 3: Side Brush Stuck	Side brush may be stuck. Clean it and try again.
Error 4: Rolling brush stuck. Remove and clean the rolling brush	Remove the rolling brush, roller joint, roller brush cover, and suction inlet to clean it. Once cleaned, place the items back into the device and try again.
Error 5: Device Stuck or Trapped	Device is trapped. Clear any obstacles in the surrounding area and try again.
Error 6: Device Stuck or Trapped	Device may be suspended in air. Move it to a new position close to the original position and try again. If the device is still unable to start, clean the edge sensor and try again.

Voice Prompt	Cause and Solution
Error 7: Wheel Stuck Hanging	Wheels may be suspended in air. Move the device to a flat surface and a new position close to the original position then try again.
Error 8: Low Battery, Shutting Down	Low Battery; system will shut down. Charge the device and try again.
Error 9: Magnetic Boundary Strip detected. Move device to a different area	Device is too close to a strong magnetic field or strip. Move the device to a different area and try again.
Error S1: Battery Error	<ul style="list-style-type: none"> <li>- Open the battery compartment and check whether the battery is connected and restart the device.</li> <li>- Battery Temperature may be too high or low; wait until the battery falls to normal temperatures before usage (0 °C ~ 40 °C / 32 °F to 104 °F).</li> <li>- If the issue persists, contact customer support for help.</li> </ul>
Error S2: Wheel Module Error	<ul style="list-style-type: none"> <li>- Check whether the wheels are stuck or dust is trapped inside before restarting the device.</li> <li>- If the issue persists, contact customer support for help.</li> </ul>
Error S3: Side Brush Error	<ul style="list-style-type: none"> <li>- Check whether the side brush is stuck in an unknown object before restarting the device.</li> <li>- If the issue persists, contact customer support for help.</li> </ul>
Error S4: Suction Fan Error	<ul style="list-style-type: none"> <li>- Check whether the fan blades are stuck in an unknown object before restarting the device.</li> <li>- Clean the dust bin and filter before restarting the device.</li> <li>- If the issue persists, contact customer support for help.</li> </ul>
Error S5: Rolling Brush Error. Refer to Owner's Manual or App for help	<ul style="list-style-type: none"> <li>- Remove and clean the roller brush, roller brush connection, roller brush cover and suction inlet before restarting the device.</li> <li>- If the issue persists, contact customer support for help.</li> </ul>

# Specifications

	Battery Voltage	14.4 V $\equiv$
	Power Consumption	55 W
	Battery Type	14.4 V $\equiv$ Li-ion 2600 mAh
	Dust Collector Capacity	600 ml
	Charging Time	300 - 360 mins

	Input	19 V $\equiv$ 0.6 A
	Output	19 V $\equiv$ 0.6 A

	Input	100-240 V $\sim$ 0.5 A Max
	Output	19 V $\equiv$ 0.6 A
	Frequency	50/60 Hz



# Customer Service

For tutorial videos, FAQs, manuals, and more information,  
please visit: [support.eufylife.com](http://support.eufylife.com).

## Contact Us

✉ [support@eufylife.com](mailto:support@eufylife.com)

💬 [www.eufylife.com](http://www.eufylife.com)

☎ (US) +1 (800) 988 7973 Mon-Fri 6:15 - 17:00 (PT);  
Sat-Sun 6:30-16:30 (PT)

(UK) +44 (0) 1604 936200 Mon-Fri 6:00 - 17:00;  
Sat-Sun 6:00-14:00

(DE) +49 (0) 69 9579 7960 Mo-Fr 8:00 - 16:00

(日本) 03 4455 7823 月-金 9:00 - 17:00

For more support phone numbers, please visit:

[support.eufylife.com/s/phonecontactus](http://support.eufylife.com/s/phonecontactus)

Or scan the QR code below:



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 @EufyOfficial  @EufyOfficial  @EufyOfficial  @EufyOfficial

Anker Innovations Limited  
Room 1318-19, Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon, Hong Kong





For FAQs and more information, please visit:

**[www.eufylife.com](http://www.eufylife.com)**

# eufy RoboVac - Limited Warranty

**NOTE:** This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

This One-Year Limited Warranty applies to purchases made from authorized retailers of Anker Innovations Limited, and implied warranties will be limited to the duration of this limited warranty. Warranty coverage applies to the original owner and to the original product only and is not transferable. For eufy-Certified Refurbished products, a Warranty Period of three (3) months shall apply and 'Warranty Period' shall be read accordingly throughout this document.

Anker Innovations warrants that the unit shall be free from defects in material and workmanship for a period of one year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

## REMEDY

1. The original unit and/or non-wearable components deemed defective, according to Anker Innovations' sole discretion, will be repaired or replaced for up to one year from the original purchase date.
2. In the rare event that a replacement unit is issued, the warranty coverage ends ninety (90) days following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is greater. If the unit is replaced, Anker Innovations reserves the right to replace the unit with one of equal or greater value.

## EXCLUSION

Unless agreed in writing, the Limited Warranty will not apply if the defect(s) relate to:

1. Consumable parts such as filters, or brushes etc., that are subject to normal wear and tear, and require regular maintenance and/or replacement to ensure the proper functioning of your unit.
2. Defects caused by rough or inappropriate handling or use or damage caused by accident, misuse, neglect, fire, water, lightning or other acts of nature, external sources such as weather, electrical outages or power surges.
3. Improper operation or maintenance, use not in accordance with the Product instructions or connection to improper voltage supply.
4. Negligent use or care, neglect, or careless operation or misuse of the Product.
5. Accident, abuse, misapplication, or any unauthorized repair, modification, or disassembly or opening of the chassis of the Product.
6. Any failure by Buyer or a third party to comply with environmental and storage requirements for the Product specified by Seller.
7. Any failure to adequately package the Product for transportation.
8. If the battery has been short-circuited, if the seals of the battery enclosure or the cells are broken or show evidence of tampering, or if the battery has been used in equipment other than that for which it has been specified.
9. Use of parts not in accordance with the Product instructions.
10. Use of parts and accessories other than those produced or recommended by eufy.
11. Use in a commercial environment as the Product is designed for residential use only.
12. Consequential and incidental damages.
13. Extreme or external causes beyond our reasonable control including, but not limited to, breakdowns, fluctuations, or interruptions in electric power, ISP (internet service provider)

service, or wireless networks.

14. Weak and/or inconsistent wireless signal strength in your home.
15. Any product(s) purchased from unauthorized dealers/resellers.
16. Products used outside the country of purchase.
17. Free products.
18. Lost and/or stolen products.

## DISCLAIMER

This Limited Warranty is your sole and exclusive remedy against Anker Innovations and Anker Innovations' sole and exclusive liability in respect of defects in your Product. This Limited Warranty replaces all other Anker Innovations warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose. However, this Limited Warranty shall neither exclude nor limit i) any of your legal (statutory) rights under the applicable national, and state, laws or ii) any of your rights against the seller of the Product.

TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ANKER INNOVATIONS DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF CONTRACTS, LOSS OF REVENUES OR LOSS OF ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT LOSS OR DAMAGE, CONSEQUENTIAL LOSS OR DAMAGE OR SPECIAL LOSS OR DAMAGE.

TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ANKER INNOVATIONS' LIABILITY WILL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. The above limitations will not apply in the case of gross negligence or intentional misconduct of Anker Innovations or in the case of death or personal injury resulting from Anker Innovations' proven negligence.

## WARRANTY SERVICE

### For Retailer Store purchasing

If you wish to make a warranty claim, please contact your local distributor.

Upon contacting your distributor, please have the serial number of your Product ready and the original proof of purchase from an authorized reseller, showing the date of purchase and full details of the Product.

### For Online Store purchasing

please reach us by this channel

✉ [support@eufylife.com](mailto:support@eufylife.com)

💬 [www.eufylife.com](http://www.eufylife.com)

☎	(US) +1 (800) 988 7973 Mon-Fri 9:00 - 17:00 (PT)	(中国) +86 400 0550 036 周一至周五 9:00 - 17:30
	(UK) +44 (0) 1604 936200 Mon-Sun 6:00 - 14:00	(日本) 03 4455 7823 月-金 9:00 - 17:00
	(DE) +49 (0) 69 9579 7960 Mo-Fr 6:00 - 11:00	

When calling the customer support center, please have the Amazon order number or eBay username for the purchase of the eufy product from the authorized retailer.

(fournisseur de services Internet) ou des réseaux sans fil.

14. Une force de signal sans fil faible et/ou irrégulière dans votre maison.
15. Tout produit acheté auprès de fournisseurs/revendeurs non agréés.
16. Des produits utilisés hors du pays d'achat.
17. Des produits gratuits.
18. Des produits perdus et/ou volés.

## AVIS DE NON-RESPONSABILITÉ

Cette garantie limitée est votre seul et unique recours à l'encontre d'Anker Innovations, et la seule et unique responsabilité d'Anker Innovations en ce qui concerne les défauts de votre produit. Cette garantie limitée remplace toutes les autres garanties et obligations d'Anker Innovations, qu'elles soient orales, écrites, légales (non obligatoires), contractuelles, en responsabilité civile ou autre, y compris, sans s'y limiter, et lorsque la loi applicable l'autorise, toute condition implicite, toute garantie ou toute autre disposition relative à la qualité satisfaisante ou à l'adéquation à l'usage. Toutefois, cette garantie limitée ne doit ni exclure, ni limiter i) l'un de vos droits légaux (statutaires) en vertu de la législation locale et nationale en vigueur, ou ii) vos droits à l'encontre du vendeur du produit.

DANS LA MESURE PERMISE PAR LES LOIS APPLICABLES, ANKER INNOVATIONS N'ACCEPTE AUCUNE RESPONSABILITÉ À L'ÉGARD DE LA PERTE, L'ENDOMMAGEMENT OU LA CORRUPTION DE DONNÉES, TOUTE PERTE DE PROFIT, DE JOUISSANCE DE PRODUITS OU DE FONCTIONNALITÉS, TOUTE PERTE COMMERCIALE, TOUTE PERTE DE CONTRATS, DE REVENUS OU D'ÉCONOMIES PRÉVUES, TOUTE AUGMENTATION DES COÛTS OU DES DÉPENSES, TOUTE PERTE OU TOUT DOMMAGE INDIRECTS, CONSÉCUTIFS OU PARTICULIERS. DANS LA MESURE PERMISE PAR LES LOIS APPLICABLES, LA RESPONSABILITÉ D'ANKER INNOVATIONS SERA LIMITÉE À LA VALEUR D'ACHAT DU PRODUIT.

Les limitations ci-dessus ne s'appliquent pas en cas de négligence grave ou de faute intentionnelle d'Anker Innovations ou en cas de décès ou de blessure résultant d'une négligence avérée d'Anker Innovations.

## SERVICE DE GARANTIE

### Pour l'achat en magasin de détail

Si vous souhaitez faire une réclamation de garantie, veuillez contacter votre distributeur local.

Pour contacter votre distributeur, veuillez vous munir du numéro de série de votre produit et de la preuve d'achat d'origine auprès d'un revendeur agréé, indiquant la date d'achat et les détails complets du produit.

### Pour l'achat en ligne

veuillez nous contacter par ce canal

✉ [support@eufylife.com](mailto:support@eufylife.com)

💬 [www.eufylife.com](http://www.eufylife.com)



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Lorsque vous appelez le centre d'assistance clientèle, veuillez vous munir du numéro de commande Amazon ou du nom d'utilisateur eBay associé à l'achat du produit eufy auprès du détaillant agréé.