

X9 Pro listing 复杂FAQ PDF

FAQ for eufy Products

Robot Vacuum Cleaner

X9 Pro

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

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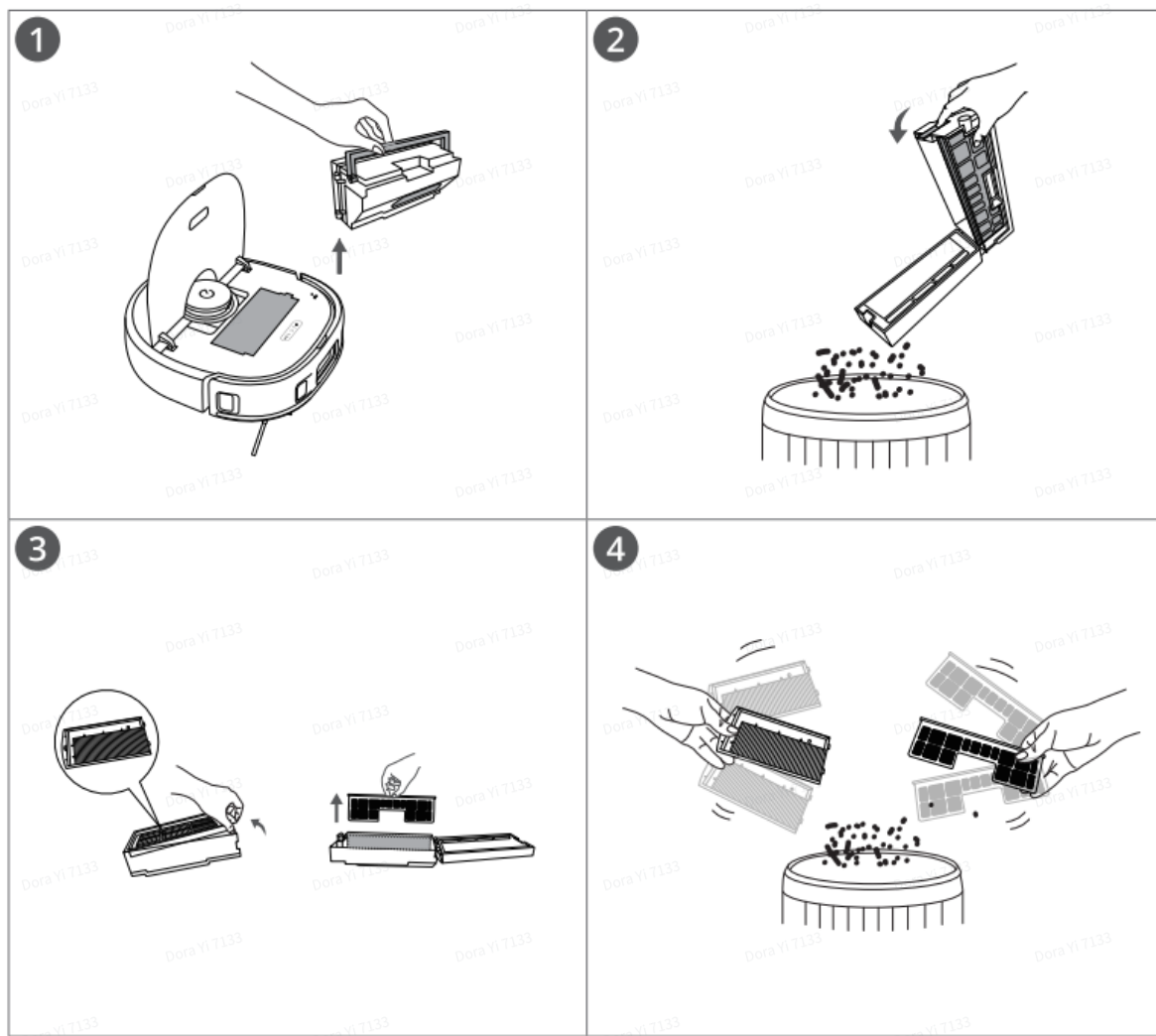
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Does the X9 Pro support a self-empty function?

No, the RoboVac X9 Pro does not support a self-empty function. But it comes with an auto-clean station that washes the mops and uses 40°C/104°F hot air to dry the mops thoroughly, preventing the growth of bacteria and nasty odors. You no longer need to manually wash the mops, and you can be sure that the mops are always clean and ready to use. This not only saves you time and effort but ensures that your floors are always cleaned with fresh and hygienic mops.

You can simply press the release button to open and empty the dustbin. But that's not all! The X9 Pro also comes with a dustbin cleaning reminder feature after every 10 hours of cleaning, ensuring that you never forget to clean the dustbin that has a capacity of 410 ml.



Dimensions of the X9 Pro and its Auto-Clean Station

Please refer to the following pictures for the robot vacuum and its Auto-Clean Station.



Note: The **station's height** when the **lid is opened** (from the **bottom** of the station **to the lid being opened**) is about **730mm**. When installing the station in the cabinet, it is highly recommended to pay attention to the height mentioned above to ensure you have enough space.

Please note that it is not recommended to place a base station inside a wardrobe because the moisture in the air can easily cause the wardrobe to become damp.

The above information will be helpful for you to find a proper place to place the station and be aware of the distance under the furniture that the robot could go through smoothly.

What should I do if my X9 Pro is running with a loud noise?

If your robot X9 Pro runs with a loud noise, you can try the general troubleshooting steps for noise issues and let us know what happens:

1. Pause the ACS station and remove the dustbin, clean the suction inlet, and check to make sure the filters are properly aligned.



2. Remove the brush guard and roller brush, run the vacuum without the 2 parts, and let us know whether the noise persists when running without the parts.
3. Confirm if the roller brush shaft sleeve has been installed.



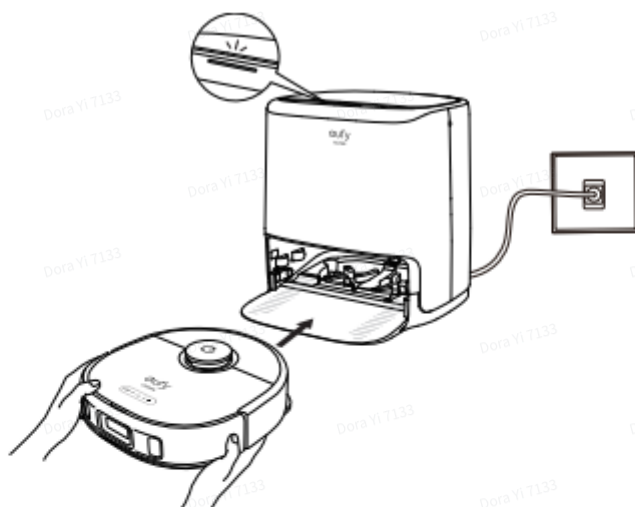
4. Remove the side brush and check if the noise disappears.
5. Check if there is any foreign object stuck in the wheels and rotate them by hand to see if there is any noise.
6. Switch between different suction power levels and check if the noise changes with the suction power level.

By following these steps, you can identify the source of the noise and take appropriate action to fix the issue.

What should I do if my X9 Pro fails to return to its Auto-Clean Station or stops with Error 21?

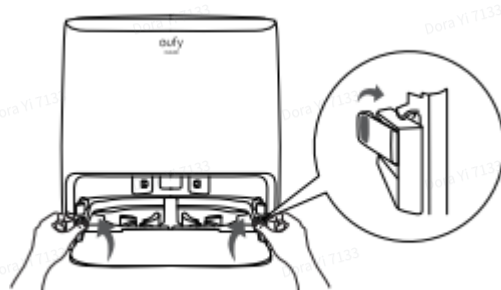
If your X9 Pro fails to return to the station, please try the troubleshooting below:

1. First, please confirm whether the indicator of the station is **steady blue**. **Please always keep the station power connected (to the AC)**. Otherwise, the robot will not automatically return to the station.



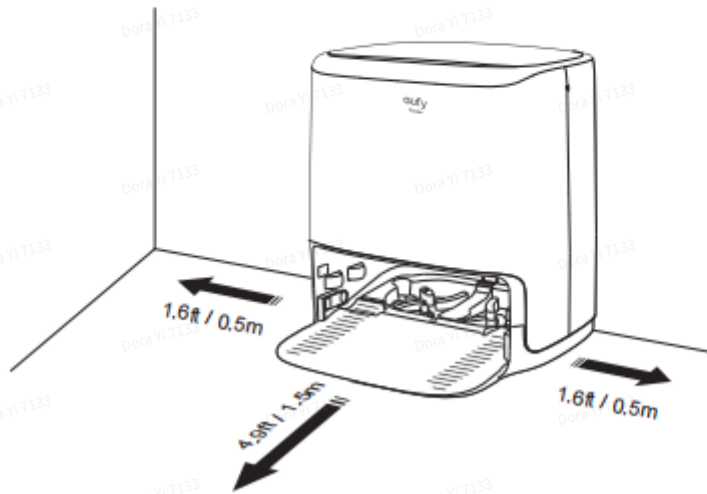
Status of Auto-Clean Station	LED Indicator (on the top)
Standby	Steady blue
Cleaning mopping pads	Pulsing blue
Abnormal working status	Steady red

If the indicator is **red** on the station, please check that the cleaning tray is in place and that the clips holding the cleaning tray on both sides are pressed.



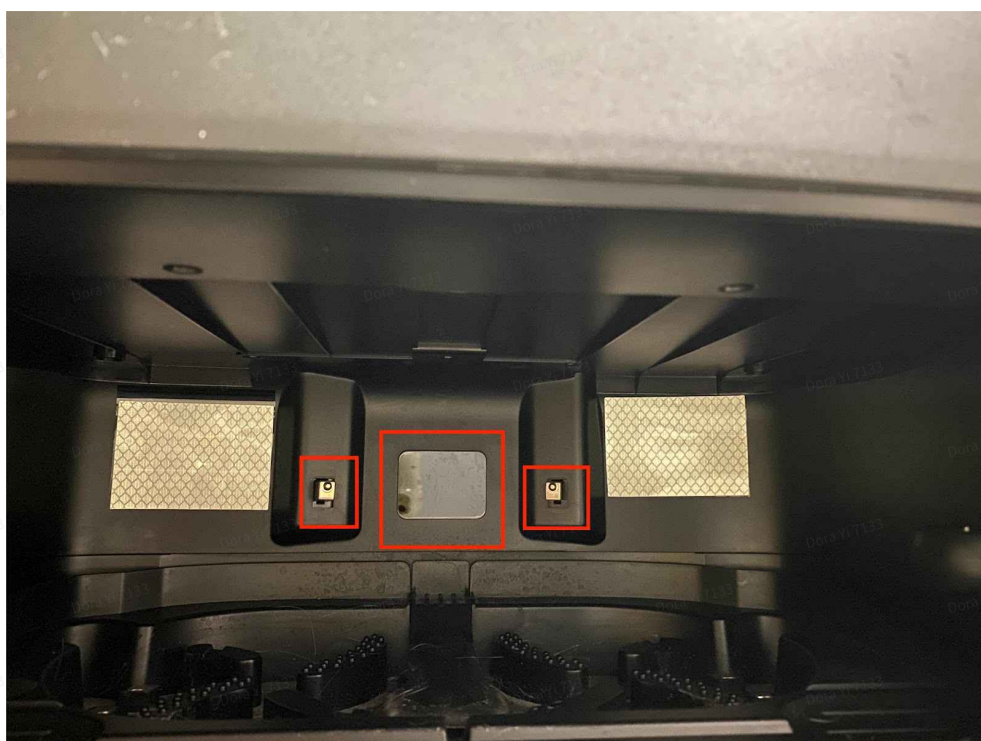
2. Please follow the instructions to place the station against a wall and at a location that is easily accessible, and try to remove obstacles within 1.6ft/0.5m to the left and right of the station and 4.9ft/1.5m to the front. Clean the ground around the station to ensure no oil or water stains.

It is recommended to remove objects within 1.6 ft / 0.5 m to the left and right sides and within 4.9 ft / 1.5 m of the front of the Auto-Clean Station. If you cannot remove the objects, move RoboVac to a new place and check whether RoboVac can return to the Auto-Clean Station normally; if not, contact us at support@eufylife.com for suggestions.

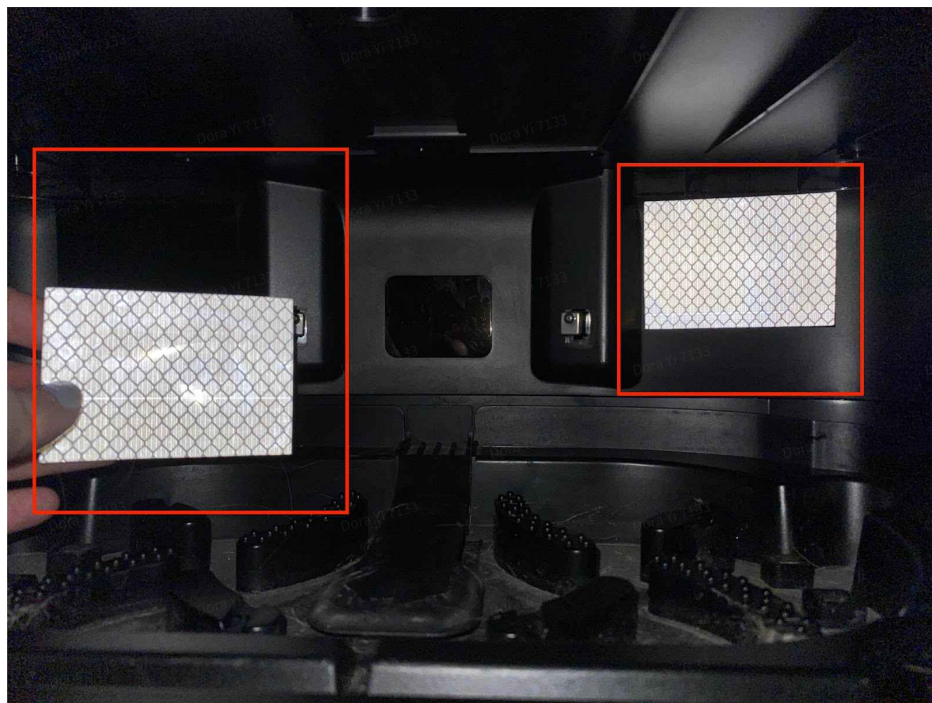


You can also try to place the station in a different location that is easily accessible, to see if the robot can return to the station smoothly.

3. Clean the lens of the infrared sensors and the charging pins on the device and the station. As the following pictures:



4. Please check whether the two reflective strips at the bottom of the station are intact. If they fall off, please re-paste them. As in the picture below:



After all the above steps, please put the machine back into the station manually to confirm whether the device can be charged (the device will voice indicate that it is charging).

What should I do if my X9 Pro usually stops with Error 4?

What Caused Voice Alert: Error 4?

This error is triggered when **RoboVac's rolling brush is stuck**. This could be caused by the roller brush getting tangled up or stuck by hair or other objects on the floor, resulting in the roller brush being unable to spin freely.

How Do I Fix Voice Alert: Error 4?

1. If you have long hair or pets with long hair, you may encounter issues with the roller brush getting tangled up with your hair. It is important to note that the default suction setting for X9 Pro is standard mode. However, if you **switch to Max mode**, the issue of hair getting tangled up in the roller brush will be greatly reduced.
2. Also, we recommend **regularly cleaning the roller brush** and removing any hair or debris that may have accumulated. To do this, simply remove the brush guard and roller brush from the robot and use a pair of scissors to remove any hair or debris that may be stuck in the bristles. Please also remember to clean the roller joints (you can refer to the picture below to remove one end of the roller brush), joints in the vacuum, and suction inlet. **Once all the parts have been cleaned, place the items back into the device and restart again.**



3. If cleaning did not help, please **run the vacuum on hard floors without the roller brush and brush guard to verify whether the error persists when the vacuum is running without both parts.**

If the vacuum runs fine without both the roller brush and brush guard installed, then the problem is most certainly caused by the rolling brush and brush guard, and you can double-clean these parts or replace the parts to resolve the issue.

If the error persists when running the RoboVac without the roller brush and brush guard installed, the issue should be with the roller brush motor. Please contact eufy customer support for further assistance.

What should I do if my X9 Pro triggers an Insufficient Water Error?

If your X9 Pro does not dispense water when it is supposed to wash the mopping pads, and the voice prompt says "the clean water in the station is insufficient, please add water", please troubleshoot as follows:

1. Remember to add the water to the Max line.



2. Make sure the robot's firmware has been updated to the latest firmware version.
3. Please confirm whether any non-eufy cleaning solution was used.
4. Open the clean water tank to confirm whether the filter is blocked or covered with any debris.



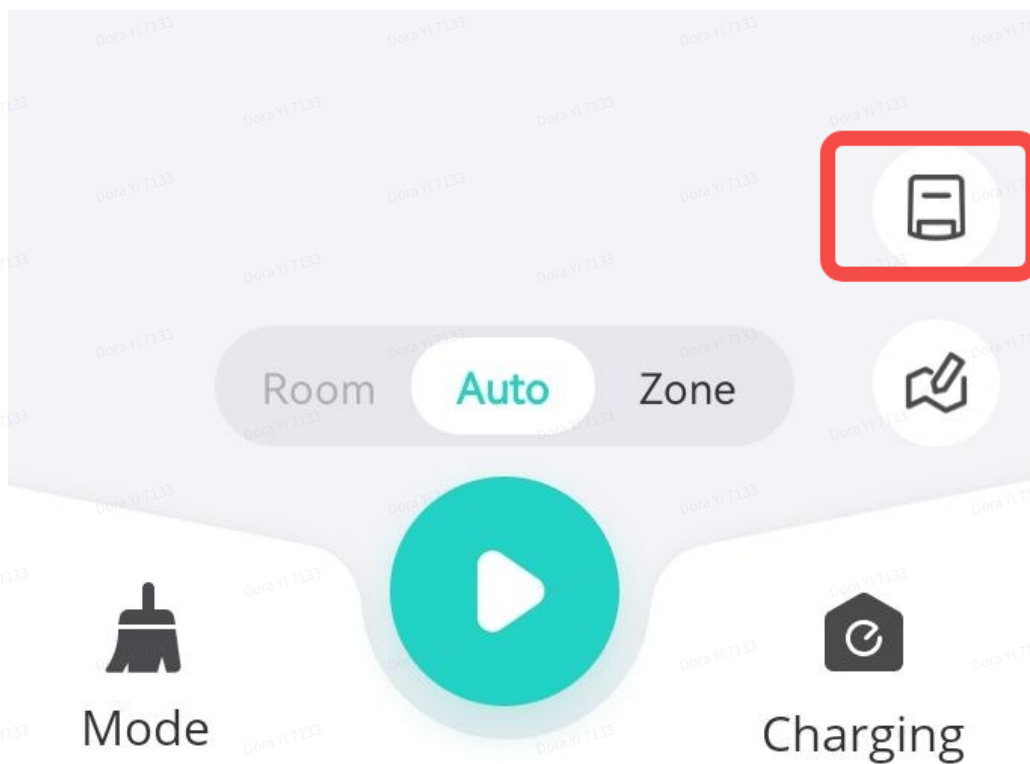
5. Confirm whether the water pipe of the clean water tank is loose. If it is loose, please reconnect the water pipe.



6. Clean any residual, impurities, or leftover water in the filter inside the Auto-Clean Station.



7. Place the robot on the Auto-Clean Station, unplug the Auto-Clean Station's power adapter from the station and from the wall outlet, wait for a few minutes, and then plug the power adapter into the wall outlet again.
8. Launch the eufy Clean app, select your X9 Pro, tap the Auto-Clean Station icon in the bottom right corner (refer to the following image), and then select "Wash Mop" for the Auto-Clean Station to start washing the robot's mopping pads.



What should I do if my Auto-Clean Station leaks water?

When the mop is being cleaned, dirty water will accumulate in the cleaning tray if it cannot be pumped out of the cleaning tray and into the dirty water tank. If you notice your robot's Auto-Clean Station is leaking water, please remove the robot from the Auto-Clean Station and inspect the Auto-Clean Station for water leakage by following the steps described in this article.

Determine the root cause of the water leakage:

Scenario 1: The cleaning tank of the cleaning tray is full of water, and the water overflows down the slope in front of the cleaning tray;

Scenario 2: The cleaning tank of the cleaning tray does not have water, and the slope in front of the cleaning tray is also dry. However, the water is leaking out from the bottom of the cleaning tray and around the Auto-Clean Station.

To troubleshoot Scenario 1, please refer to the following steps:

- Please confirm whether you have used non-eufy cleaning solution (it is highly recommended to use only either pure water or eufy cleaning solution that is specifically for the X9 Pro and other compatible eufy robot models).



- Please check whether there is any residue on the cleaning tray, because leftover residue on the cleaning tray can cause water to overflow when the Auto-Clean Station is washing the robot's mopping pads. If this is the case, please remove the cleaning tray from the Auto-Clean Station and wash the cleaning tray thoroughly.
- Please check whether the lid on the dirty water tank is completely closed and whether the dirty water tank is damaged, which can cause the lid to fail to close properly. If the dirty water tank is not completely closed, please close the dirty water tank tightly, reinstall the dirty water tank, and press it down slightly; if you find that the seal or lid buckle of the dirty water tank is damaged, or there are other physical damages, you will need to replace the dirty water tank with a new one.

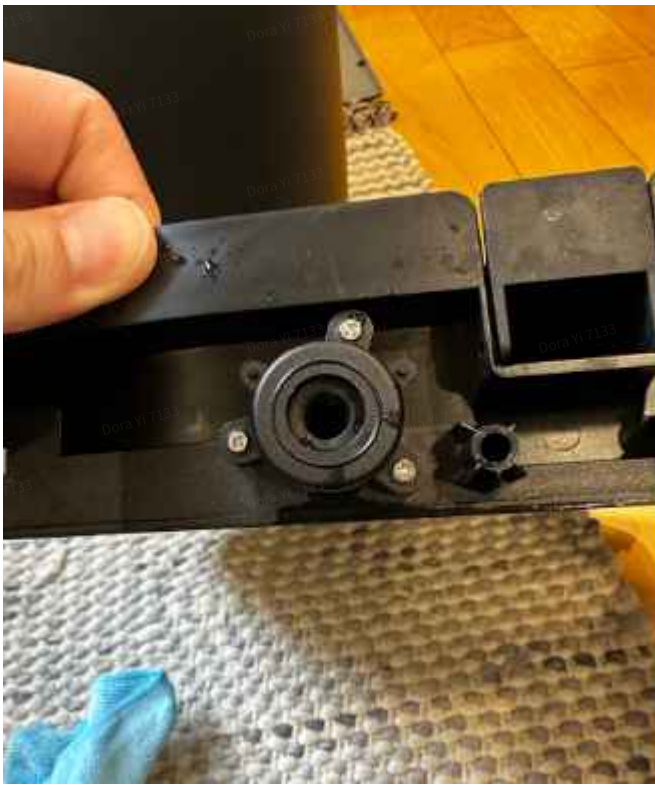


To troubleshoot Scenario 2, please refer to the following steps:

- Please check the bottom of the cleaning tray (inside the Auto-Clean Station) to verify whether there is a small amount of residual water. If this is the case, the residual water in the cleaning tray may have leaked out while the cleaning try was being removed from the Auto-Clean Station. Please simply use a soft cloth to wipe the cleaning tray dry. Afterward, observe whether there is any water leakage as the robot resumes its normal operation. Additionally, when you disassemble the cleaning tray at a later time, please make sure to try and hold it horizontally in order to minimize the possibility of accidentally spilling water from the cleaning tray.



- Please remove the cleaning tray and inspect whether the rubber plug of the water-filling port of the cleaning tray is missing. If you find that the drain plug of the cleaning tray is missing, the cleaning tray will need to be replaced. (The picture on the left shows that the rubber stopper is in place, and the picture on the right shows that the rubber stopper is missing.)



- If you remove the cleaning tray and the water inlet plug is not missing, the cleaning tray may be the cause of water leakage and it needs to be replaced.

If you have any other questions regarding your X9 Pro, please don't hesitate to contact eufy customer support (support@eufy.com) for further assistance.