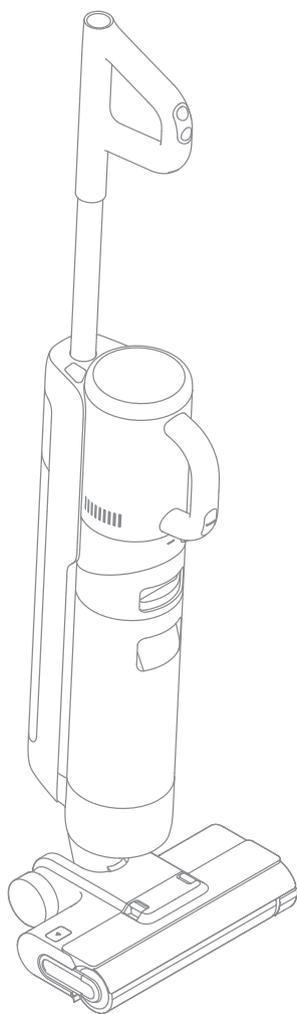


Dreame M12

Wet and Dry Vacuum

User Manual



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

dreame

THANK YOU

FOR PURCHASING THIS DREAME
WET AND DRY VACUUM.

Registration Quick Start

Welcome to register a Dreame account by scanning the QR code. You are available for the **User Manual** and **Special Offers**.



With it you are obtaining a high quality product that is engineered for optimal performance.

If you have any questions on the product, please contact us: aftersales@dreame.tech.

Important Safety Instructions For Household Use Only

- Please read this manual carefully before use and retain it for future reference.
- When using an electrical appliance, basic precautions should always be followed, including the following:
- READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE). Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

WARNING-To reduce the risk of fire, electric shock, or injury:

- Use only as described in this user guide. Use only manufacturer's recommended attachments.
- Use indoors only, on non-carpeted floor surfaces such as vinyl, tile, sealed wood, etc. Be careful not to run over loose objects or the edges of area rugs. Stalling the brush may result in premature belt failure.
- This appliance should not be used by children younger than 8 years old nor persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge without the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be performed by children without supervision.
- Do not use a flammable or combustible liquid to clean floors.
- Do not use to pick up flammable or combustible liquids, such as gasoline. Do not use in areas where flammable or combustible liquids may be present.
- For the purposes of recharging the battery, only use the detachable adapter provided with this appliance. Use only with <YLS0251B-E260090> adapter.
- An adapter that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Do not immerse the appliance in liquid.
- Plastic film can be dangerous. To avoid the danger of suffocation, keep it away from children.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts of the appliance and its accessories.
- Use only officially-approved floor cleaner as described in the user guide.
- Do not put any object into openings. Do not use the appliance when any opening is blocked; keep free of dust, lint, hair, and anything that may inhibit air flow.
- Do not use it without filters in place.
- Do not use the appliance with a damaged adapter. If the adapter is damaged, it must be replaced by the manufacturer, its service agent or similarity qualified persons in order to avoid hazards.
- Keep ground cables away from the appliance when using it, because a hazard may occur if the appliance runs over a supply cord.

Safety Information

- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.). Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not use the appliance in an enclosed space filled with vapour given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapour. Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the battery as doing so increases the risk of fire.
- Charger base output terminals should not be short-circuited. Do not use it with damaged charger base. If the appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, return it to a service center.
- Keep the adapter cable away from heated surfaces. Do not handle the adapter plug or appliance with wet hands. To unplug, grasp the adapter plug, rather than the cable.
- Do not pull or carry adapter by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- Switch off when not in use, before cleaning, maintaining or servicing the appliance, and before connecting or disconnecting the tool with a moving brush.
- Do not use an appliance that is damaged or modified. Damaged or modified appliance may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- Do not expose the appliance to fire or excessive temperature. Exposure to fire or excessive temperature may cause an explosion.
- Ensure that the appliance is placed on a horizontal surface. Do not use the appliance at the same position if the appliance is equipped with a brush roller and the handle is not completely upright. Do not store the appliance in a place where it may freeze.
- Use extra care when cleaning on stairs.
- Prevent unintentional starting. Ensure the switch is in the OFF-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- This product contains batteries that can only be replaced by qualified technicians or after-sales service.

EN Safety Information

SAVE THESE INSTRUCTIONS IMPORTANT SAFEGUARDS

- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance excepts as indicated in the instructions for use and care.
- Do not use in extremely hot or cold environments (below 5° C/41° F or above 40° C/104° F). Please charge the appliance in temperature above 5° C/41° F and below 40° C/104° F).
- If appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, never attempt to operate it. Please have it repaired at an authorized service center.

 detachable supply unit

 read operator's manual

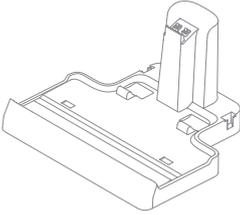
 Motorized cleaning head for water suction cleaning

We, Dreame Trading (Tianjin) Co., Ltd., hereby declares that this equipment is in compliance with the applicable Directives, European Norms, and amendments. The full text of the EU declaration of conformity is available at the following internet address: <https://global.dreame.tech.com>

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

Product Overview

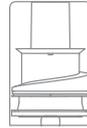
Packing List



Charging Base



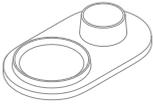
Storage Box



Dust Cup Assembly



Power Adapter



Storage Mount



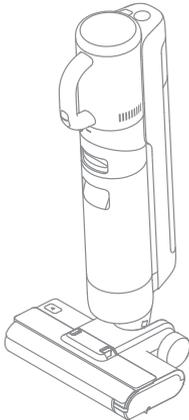
2-in-1 Crevice Nozzle



Spare Brush Roller



Replacement Filter



Main Body



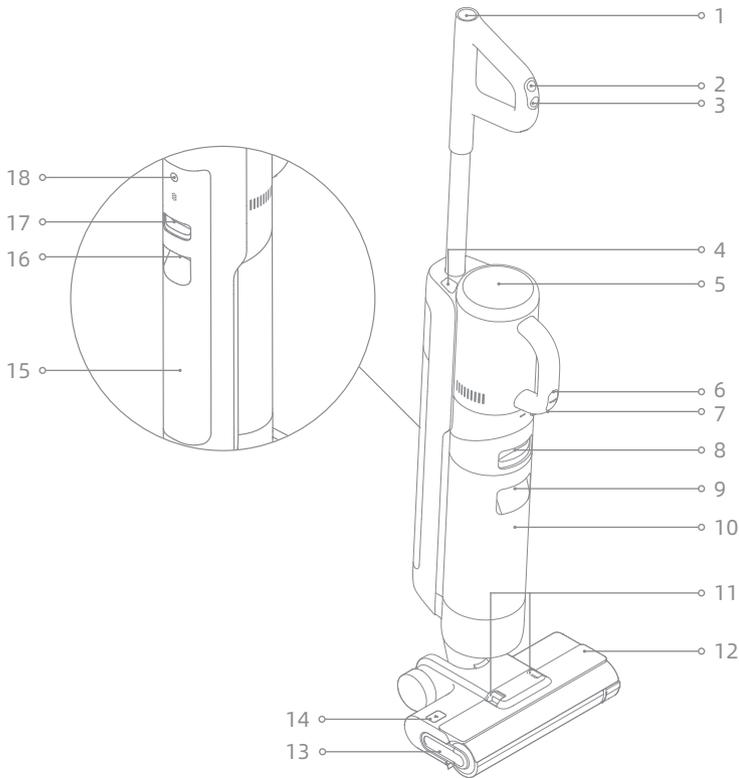
Handle



Cleaning Brush

EN Product Overview

Wet and Dry Vacuum Floor Washer



1  Self-Cleaning Button

2  Mode Switch

3  Power Switch

4 Handvac Release Button

5 Display Screen

6  Handvac Mode Switch

7  Handvac Power Switch

8 Used Water Tank Release Button

9 Used Water Tank Handle

10 Used Water Tank

11 Brush Roller Cover Release Buttons

12 Brush Roller Cover

13 Brush Roller Handle

14 Brush Roller Release Button

15 Clean Water Tank

16 Clean Water Tank Handle

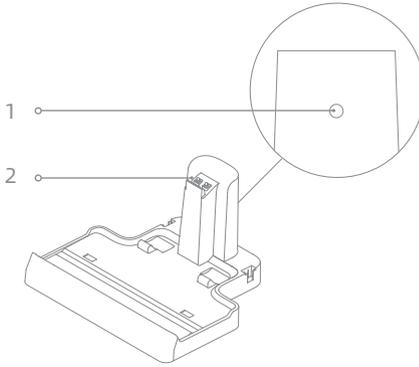
17 Clean Water Tank Release Button

18 Voice Prompt Button

- Press briefly to activate the voice prompt or adjust the volume
- Press and hold for 3 seconds to access the language settings. Press to switch between languages. Press and hold to confirm the selection

Product Overview

Charging Base



- 1 Charging Port
- 2 Charging Contacts

Display Screen



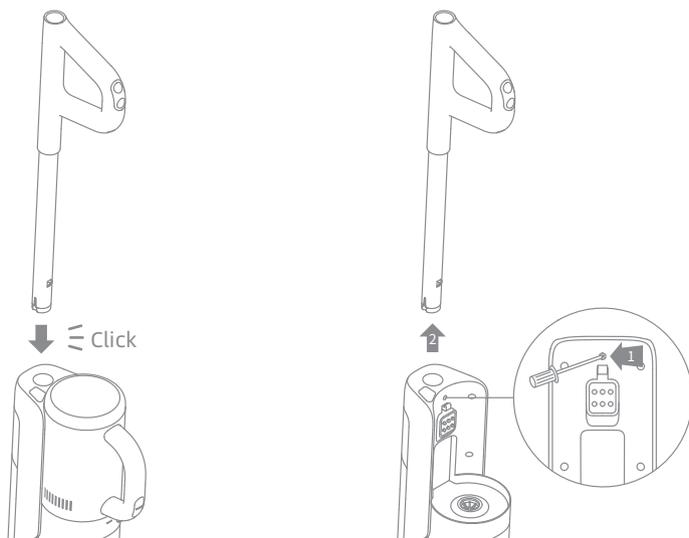
- | | | |
|---|---|--|
| 1 Suction Mode | 5 Error Message | 6 Standard Mode |
| 2 Battery Status Indicator |  Insufficient water in the Clean Water Tank | 7 Auto Mode |
| 3 Self-Cleaning
Press briefly to enable this function (battery level \geq 15%) |  Used Water Tank full /
Used Water Tank not installed | 8 Dirt Level Indicator
The color of the indicator changes in real time according to the amount of dirt. |
| 4 Turbo Mode |  Blocked tube | |
| |  Brush roller stuck /
Brush roller not installed | |

If the appliance is not working properly, the screen display will show an error message. Please refer to the troubleshooting table to find your solution.

Installation

Handle Installation

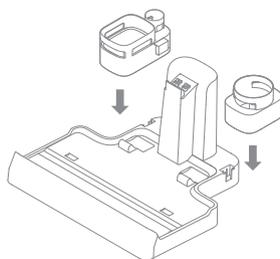
Insert the end of the handle vertically into the port on the top of the appliance as indicated until you hear a click.



Note: To disassemble, extend a hard object into the hole on the back of the appliance to press contacts and pull the handle upwards at the same time.

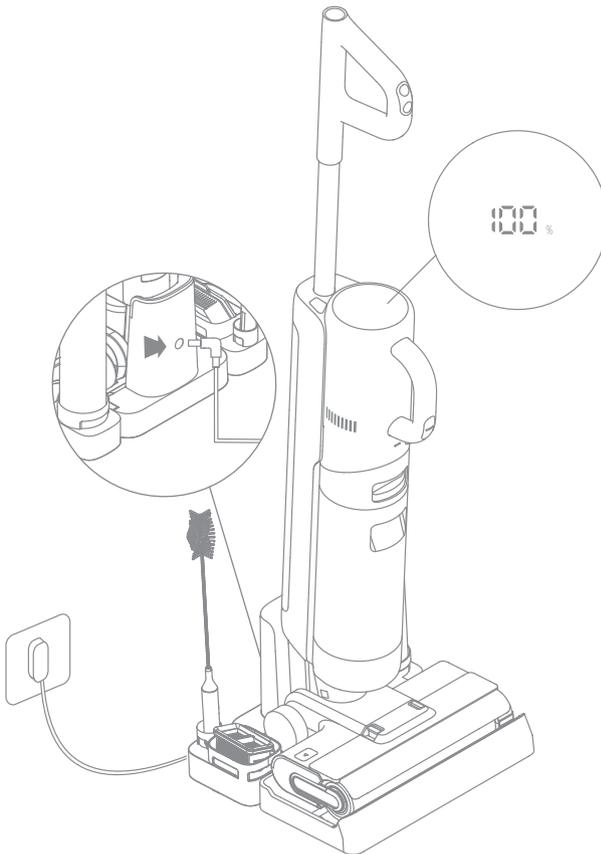
Storage Box Installation

Install the storage box onto the charging base as shown in the diagram.



Charging

1. Place the charging base against a wall on level ground and connect it to a power source. Fully charge the appliance before first use.
2. Place the appliance on the charging base, the ⚡ on the screen will light up to indicate the charging status. When charging, the number on the display screen represents the current battery level as a percentage. When the number reaches 100, the battery is fully charged and the ⚡ will turn off.



Note:

- If no operation is performed within 10 minutes, the appliance will enter the sleep mode.
- To extend the battery life time, the battery keeps cooling down for about one hour automatically after you have used the appliance for a long time.

How to Use

Working Modes

The appliance is powered on in Auto mode by default, you can switch to Suction mode as needed.



Auto Mode

While washing the floor, the appliance can adjust its suction power according to different situations.



Suction Mode

If Suction mode is selected, the appliance will vacuum water only and the brush roller will not be dampened. No water is coming out of the Clean Water Tank.



Standard Mode (Handvac)

When the appliance converts to a handheld vacuum, it is powered on by default in Standard mode.

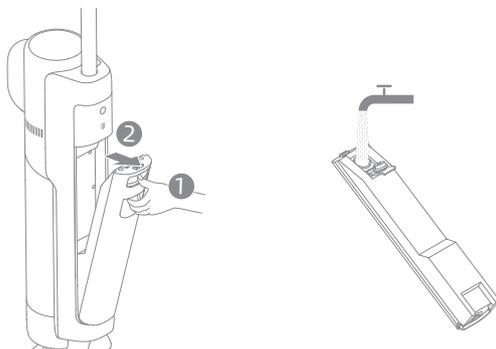


Turbo Mode (Handvac)

Press the handvac mode switch to select the Turbo mode.

Using as a Floor Washer

1. Fill the Clean Water Tank: Press the Clean Water Tank release button to remove the tank. Open the tank cover and fill the tank with clean water. Re-install the Clean Water Tank and ensure it clicks into place.

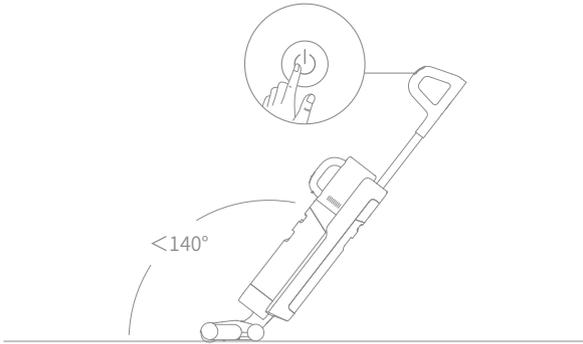


Note:

- For better cleaning performance, it is recommended to add 10ml detergent with the bottle cap into the full Clean Water Tank, then shake gently and evenly for use.
- Do not add any liquids other than the officially-approved cleaner.

How to Use

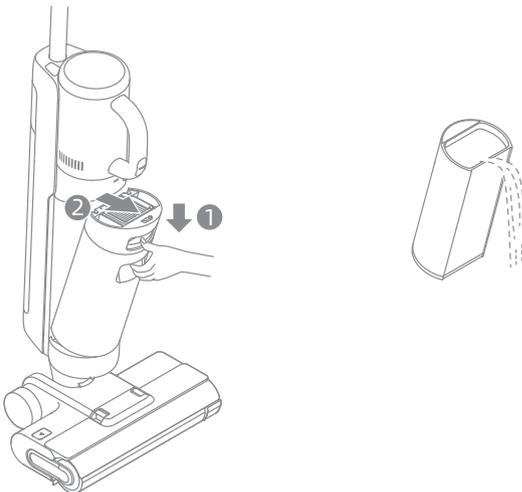
2. Start cleaning: Gently step on the brush cover and recline the appliance backwards. Press the Power Switch  to start operating, press the Mode Switch  to switch between the Auto mode and the Suction mode according to your needs.



Note:

- Do not vacuum any foamy liquids.
- If the appliance is in the upright position while working, the current task will be suspended.
- The appliance is suitable for cleaning floors, marble, tiles and other hard surfaces.
- Do not recline the appliance backwards more than 140° to prevent the appliance from leaking water.
- When the appliance is in operation, do not lift it off the ground, move it, tilt it or lay it flat. Doing so may cause the used water to flow into the motor.

3. Empty the Used Water Tank: Press the Used Water Tank release button to take out the tank. Remove the tank cover and pour out the used water. Close the tank cover and re-install the tank before use.

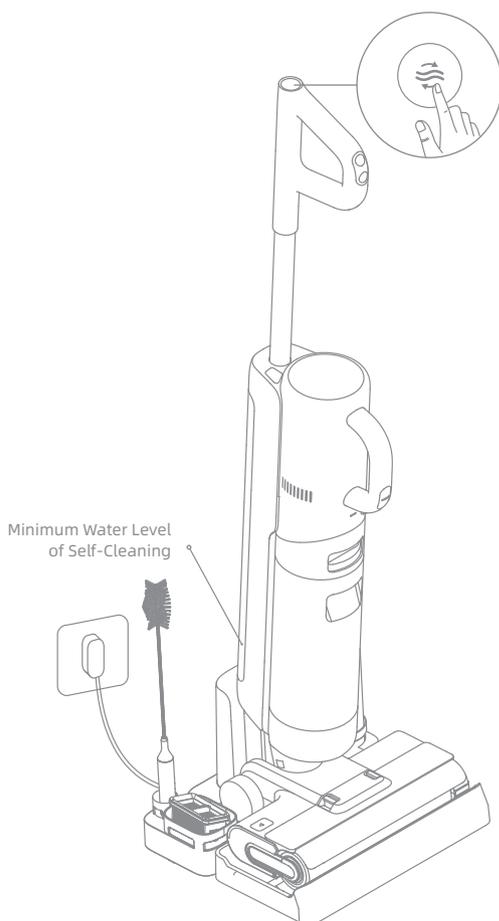


How to Use

One-Touch Self-Cleaning

* The self-cleaning function can be enabled only when the appliance is being charged and the battery level is more than 15%.

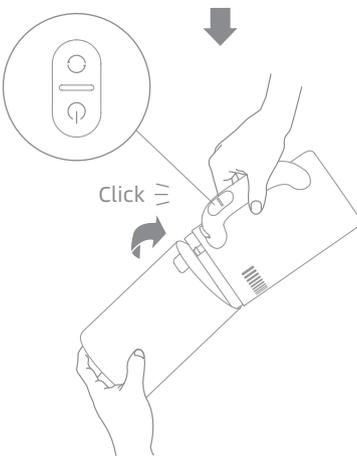
1. After the appliance completes the cleaning task, place it back onto the base and make sure that the water in the Clean Water Tank is sufficient for self-cleaning.
2. Briefly press the self-cleaning button  on the top of the handle. The self-cleaning indicator will light up and the appliance will start self-cleaning.
3. After self-cleaning is complete, promptly clean the Used Water Tank. If some stains are left on the charging base, clean the base.



How to Use

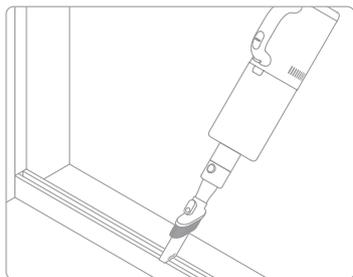
Using as a Handheld Vacuum

1. Press the handvac release button to remove the handvac.
2. Install the dust cup assembly and other attachments as shown in the diagram until you hear a click.
3. Briefly press the handvac Power Switch  to start operating. Briefly press the handvac mode switch  to switch between Standard mode and Turbo mode according to your needs.



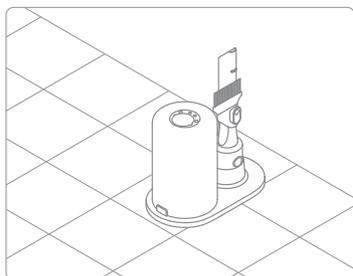
How to Use

Using Different Attachments



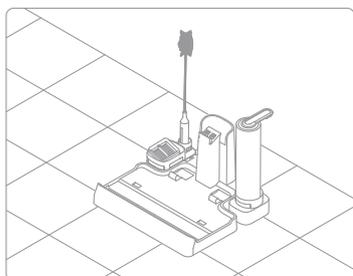
2-in-1 crevice nozzle:

For cleaning corners, stairs, sofas, coffee tables and other narrow spaces.



Storage mount:

If the dust cup assembly and the 2-in-1 crevice nozzle are not in use, store them on the storage mount as shown in the diagram.



Storage box:

Store the cleaning brush, the filter, and the brush roller on the storage box as shown in the diagram.

Care and Maintenance

Tips:

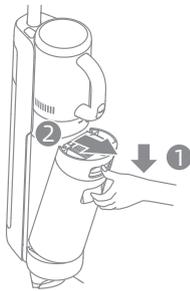
- Turn off the appliance before performing care and/or maintenance. Do not touch the Power Switch.
- Replace parts if needed. The parts must be replaced by those available from the manufacturer or its service agent.
- If the appliance is not used for an extended period, fully charge it, unplug the power adapter, and store the appliance in a cool, low-humidity environment away from direct sunlight. To avoid over-discharge of the battery, charge the appliance at least once every 3 months.

Cleaning the Used Water Tank and the Filter

* Cleaning the Used Water Tank after each use is recommended.

* Replacing the filter every 3 to 6 months is recommended.

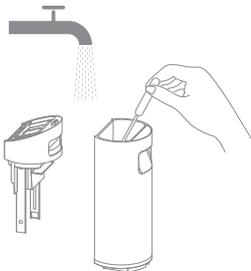
1. Press the Used Water Tank release button and take out the Used Water Tank.



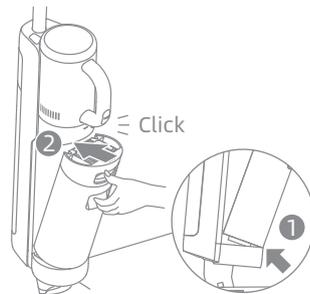
2. Take out the filter from the Used Water Tank cover. Remove the tank cover and pour out the wastewater.



3. Rinse the Used Water Tank and the tank cover with water, the provided cleaning brush can be used to clean the inner wall of the tank.



4. Close the Used Water Tank cover, re-install the Used Water Tank and ensure the tank clicks into place.



Note: When the filter is dirty and needs washing, rinse it with water. It must be completely dry before use.

Care and Maintenance

Cleaning the Tube and the Dirt Sensor

Remove the Used Water Tank, wipe the tube and the dirt sensor with a wet cloth before use.



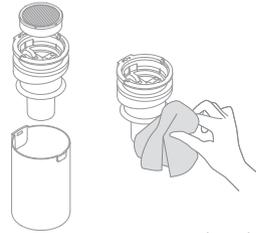
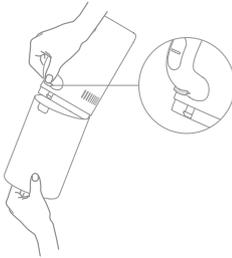
Cleaning the Dust Cup Assembly

* Cleaning the dust cup after each use or after the amount of dust in the cup reaches the MAX line is recommended.

* Replacing the filter every 3 to 6 months is recommended.

1. Press the dust cup release button and remove the cup.

2. Take out the filter and the cyclone assembly from the dust cup, then empty the cup.



Note: To reduce the risk of electric shock or injury, do not rinse the cyclone assembly with water.

3. Tap the filter gently or clean it with the cleaning brush. Rinse the filter and the dust cup with water.

4. Dry the filter and the dust cup completely before use.



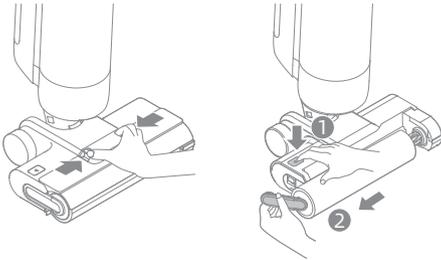
Care and Maintenance

Cleaning the Brush Assembly

- * Clean as needed. Alternating use of the two provided brush rollers is recommended.
- * Replacing the brush roller every 3 to 6 months is recommended.

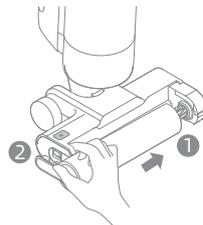
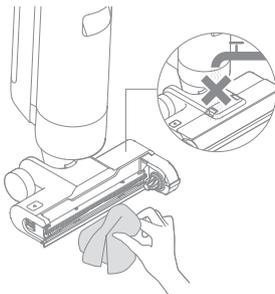
1. First, press the brush roller cover release buttons inwards on both sides to remove the brush roller cover. Next, press the brush roller release button and the handle of the brush roller will pop out. Pull the handle to take out the brush roller.

2. Clean out any hair and debris tangled on the brush roller with the provided cleaning brush. Rinse the brush roller with clean water and dry it completely.



3. Wipe the suction inlet with a dry cloth or wet tissue. Do not rinse the brush assembly with water.

4. After cleaning the brush roller, re-install the brush roller and the brush roller cover. You will hear a click to indicate that they are installed in place.



If an error occurs, the appliance will stop working. Please refer to the following table for troubleshooting. If the problem persists, please contact the customer service.

Error	Possible Cause	Solution
The appliance does not work.	The appliance is out of battery or its battery level is low.	Fully charge its battery before use.
	The appliance is in the upright position.	Recline the appliance backwards.
	The appliance is overheating due to blockage and the high-temperature cut-off has activated.	Clear the blockage and wait until the temperature returns normal.
	The Used Water Tank is full.	Empty the Used Water Tank.
	The handle, brush roller, or Used Water Tank is not installed in place.	Ensure the handle, brush roller, or Used Water Tank are all properly in place.
The appliance charges slowly.	The temperature of the battery is too low or too high.	Wait until the battery's temperature returns normal.
The suction power of the appliance is weak.	The filter is clogged.	Clean the Used Water Tank and the filter that is in the dust cup.
	There are some foreign objects in the tube and the suction inlet or the tube and the suction inlet are blocked.	Clean the tube and the suction inlet.
The motor is making a strange noise.	There is too much dirty water in the Used Water Tank.	Empty the Used Water Tank.
	The suction inlet is blocked.	Clear any blockage in the suction inlet.
The dirt level indicator is solid red.	The dirt sensor needs cleaning.	The dirt sensor is in the tube. Please refer to the troubleshooting section for guidance on how to clean the tube.
	The concentration of the cleaner is too high.	Dilute the cleaner with water at the recommended ratio.
	Some liquid other than the officially-approved cleaner has been added and large amounts of foam are produced.	Use only the officially-approved cleaner.
The display screen does not light up while charging.	The power adapter is not plugged into the electrical outlet.	Make sure the power adapter is plugged in.
	The appliance is not placed onto the charging base properly.	Make sure the appliance is placed onto the charging base properly.

Error	Possible Cause	Solution
No water is coming out of the appliance.	The Clean Water Tank is not properly installed in place, or the water in the Clean Water Tank is insufficient.	Re-install or fill the Clean Water Tank.
	It takes 30 second to dampen the brush roller.	Turn on the appliance and check again in 30 seconds.
The vent leaks water.	A collision or a sharp pull causes water to enter the motor.	Move the appliance gently back and forth while it is turned on.
	The filter is not completely dry after being cleaned.	Dry the filter completely before use.
Self-cleaning fails.	The brush roller may be jammed by large debris.	Open the brush roller cover to check and clean the brush roller.
	The appliance is not being charged.	Make sure the appliance is being charged before enabling the self-cleaning function.
	Self-cleaning cannot be enabled if the battery level is lower than 15%.	The self-cleaning function can only be enabled when the appliance is being charged and the battery level is more than 15%.
	The Used Water Tank is not installed in place, or the Used Water Tank is full.	Re-install or empty the Used Water Tank.
	The Clean Water Tank is not installed in place, or the water in the Clean Water Tank is insufficient.	Fill or re-install the Clean Water Tank.

For additional services, please contact us via aftersales@dreame.tech

Website: <https://global.dreametech.com>

EN Troubleshooting

If the appliance is not working properly, the screen display will show an error message. Please refer to the troubleshooting table to find your solution.

Error Icon	Possible Cause	Solution
	Insufficient water in Clean Water Tank	Fill the Clean Water Tank.
	Used Water Tank not installed	Install the Used Water Tank.
	Used Water Tank full	Empty the Used Water Tank.
	Brush roller stuck	Clean the brush roller with the provided cleaning brush.
	Brush roller not installed	Install the brush roller.
	Blocked tube	Check whether the filter is clogged. Alternatively, clean the tube and the dirt sensor.

Troubleshooting Code	Possible Cause	Solution
E1-E7	Error	Restart the appliance for troubleshooting. If the problem persists, please contact customer service.
H1-H6		
H7	Battery overheating	Wait until the battery's temperature returns normal.

Specifications

Wet and Dry Vacuum Floor Washer			
Model	HHV3	Charging Time	Approx. 5 hours
Rated Voltage	21.6 V ===	Charging Voltage	26 V ===
Used Water Tank Capacity	700 mL	Clean Water Tank Capacity	900 mL
Rated Power	300 W		
Power Adapter			
Model	YLS0251B-E260090	No-load Power Consumption	0.08 W
Input	100-240 V ~ 50/60 Hz 0.8 A Max	Average Active Efficiency	87.28%
Output	26 V === 0.9 A	Efficiency at Low Load (10%)	79.74%

Battery Disposal and Removal

The built-in lithium-ion battery contains substances that are hazardous to the environment. Before disposing of the battery, make sure the battery is removed by qualified technicians and discarded at an appropriate recycling facility.

- the battery must be removed from the appliance before it is scrapped;
- the appliance must be disconnected from the supply mains when removing the battery;
- the battery is to be disposed of safely.

Removal Guide

1. Re move the display screen by rotating it with a tool.
2. Remove the screws on the battery cover in turn and then pry open the cover with proper tools.
3. Unplug the terminals between the battery and PCB board to remove the battery.

CAUTION:

- Before removing the battery, disconnect the power and run out the battery as much as possible.
- Unneeded batteries should be discarded at an appropriate recycling facility.
- Do not expose to high temperature environment to avoid risks of explosion.
- Under abusive conditions, liquid may be ejected from the battery. If contact occurs, flush with water and seek medical help.

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.