



Cleaning

## Quick Start Guide

**RoboVac**

Guía de Inicio Rápido

## Vacuuming

1



2



Remove the foam blocks beside the bumper before use.

If you cannot remove the objects surrounding the auto empty station, check whether RoboVac can return without assistance; if not, contact eufy Customer Service for help.

3



4



- Always keep the auto empty station plugged in, otherwise RoboVac will not automatically return.
- When the auto empty station is connected to AC power, the LED on the auto empty station is solid blue.



Fully charge RoboVac before use. The LED on RoboVac will pulse blue while charging, and will be solid blue when fully charged.

5



6

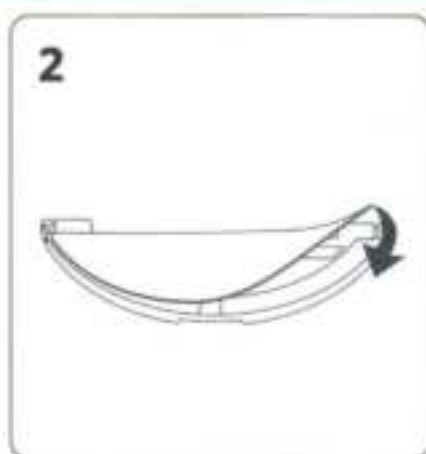
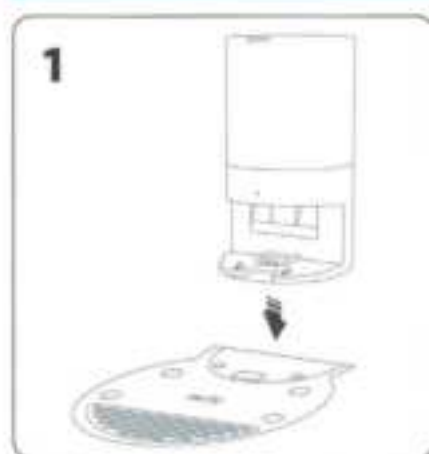


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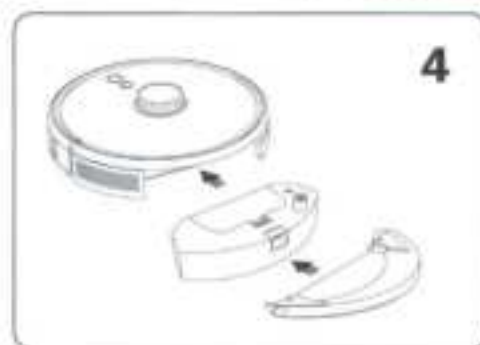
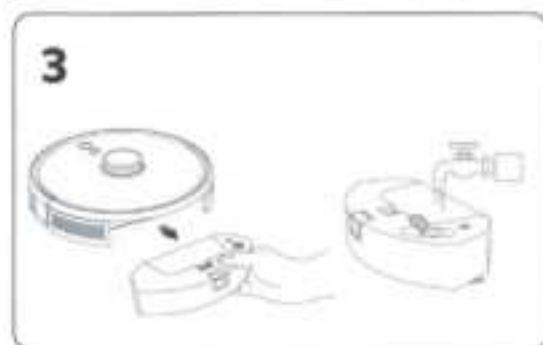


Download the EufyHome app and follow the in-app instructions to complete the Wi-Fi connection. You will then be able to control RoboVac via this app. Refer to the "Use Your RoboVac with the EufyHome App" section in the Owner's Manual for details.

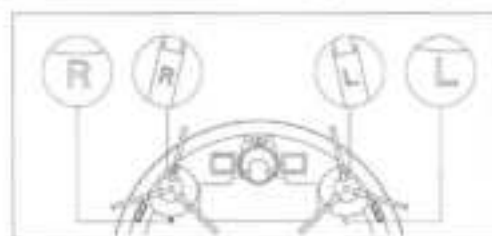
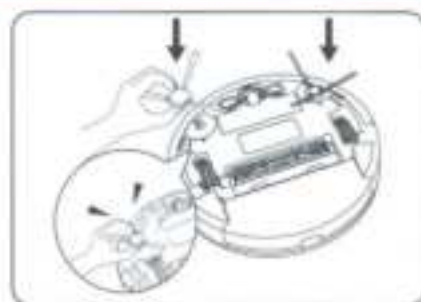
## Mopping



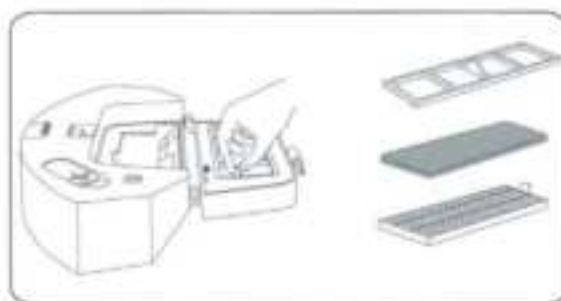
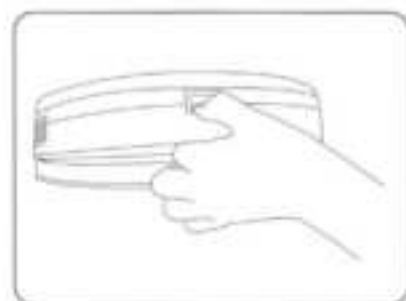
• Attach the waterproof pad to the charging base. Wet the cloth before mopping.

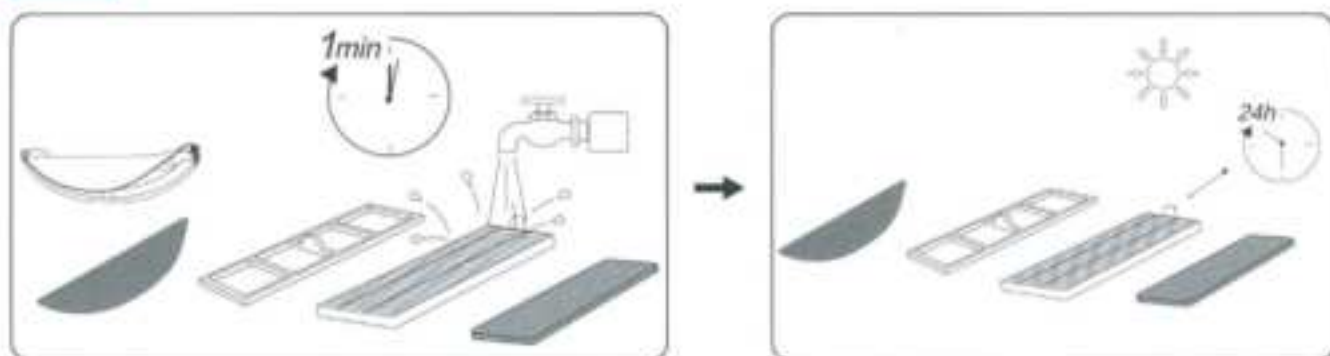


## Cleaning and Maintenance



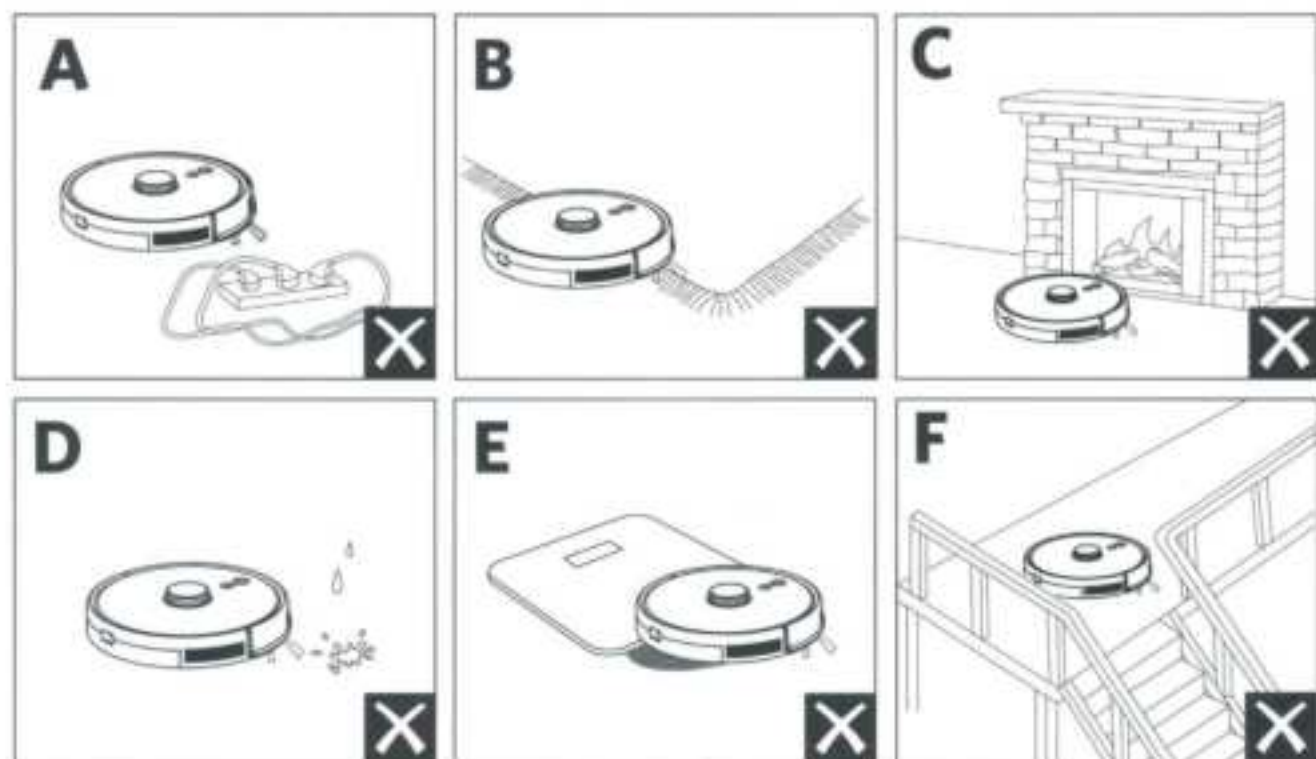
Make sure the left side brush marked with an L (Left) and the right side brush marked with an R (right) are installed correctly.





## 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.
- B** Fold tasseled edges of rugs underneath to prevent tangling RoboVac. Avoid cleaning 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 set a No-Go zone or a virtual boundary in the EufyHome app 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 0.79 in / 20 mm in height. Remove these objects if possible.
- F** Anti-drop sensors will prevent RoboVac from tumbling down stairs and steep drops in most cases. Sensors are less effective if dirty or used on carpeted / reflective / dark-colored floors. It is recommended to place physical barriers or set a No-Go zone / a virtual boundary in the EufyHome app to block off areas where RoboVac may fall.



For FAQs and more information, please visit:

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



Cleaning

RoboVac LR30 Hybrid+  
Owner's Manual

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# 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.
- Before removing the battery, disconnect the device from its power supply.
- 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 should 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 and sharp, pointed, or 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 auto empty station. 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 device or plug with wet hands.
- Ensure that the dust bag and/or filters are correctly in-place before use.
- Do not use a battery pack or device 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 device to fire or excessive heat. Exposure to fire or temperatures above 130°C / 266°F may cause an explosion.
- Do not modify or attempt to repair the device 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 device 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.
- The laser distance sensor of this device meets the standards for Class I Laser Products in IEC 60825-1:2014 and will not generate hazardous laser radiation.

## 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.

The following importer is the responsible party (for FCC matters only).

Company Name: POWER MOBILE LIFE, LLC

Address: 400 108th Ave NE Ste 400, Bellevue, WA  
98004-5541

Telephone: +1 (800) 988 7973

### **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 a minimum distance of 20 cm between the radiator and your body.

### **ISED Compliance Statement**

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-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.

### **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 T2181 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website: <https://support.eufylife.com/s/articleRecommend?type=Download>.

Maximum output power: 18 dBm (For EU)

Frequency band: 2.4G<sup>band</sup> (2.4000GHz - 2.4835GHz)

### **GB Declaration of Conformity**

Hereby, Anker Innovations Limited declares that the product type T2181 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 website: <https://support.eufylife.com/s/articleRecommend?type=Download>.

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

Anker Innovations Limited

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

## **Trademark Notice**

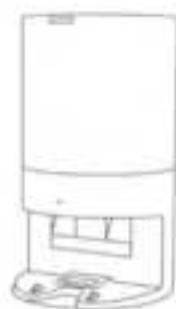
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- Google Play and the Google Play logo are trademarks of Google Inc.
- Google Home is a trademark of Google Inc.

# About Your RoboVac

## What's in the Box



RoboVac



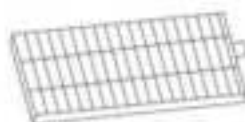
Auto Empty Station



Power Adapter



Additional Side Brushes (x2)



Additional Filter



Cleaning Tool



Washable Mopping Cloth



Waterproof Pad



Additional Dust Bag

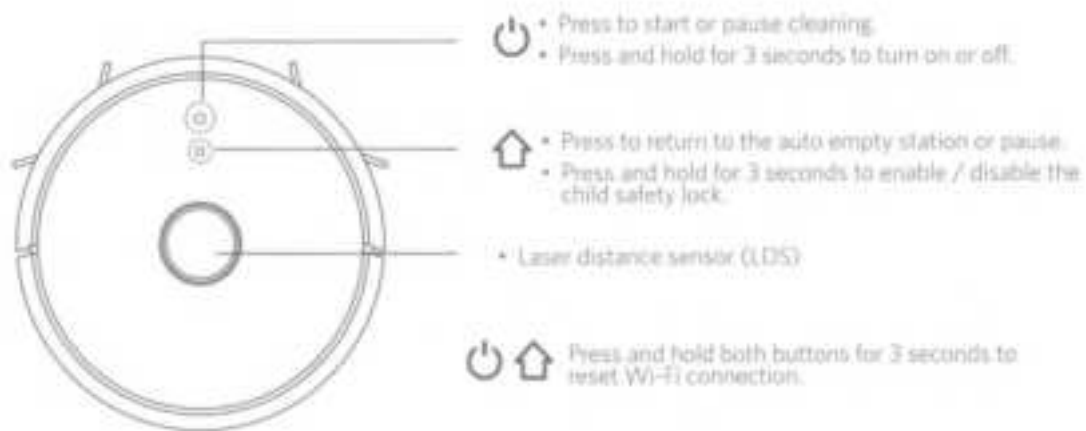


Owner's Manual  
& Other Documents

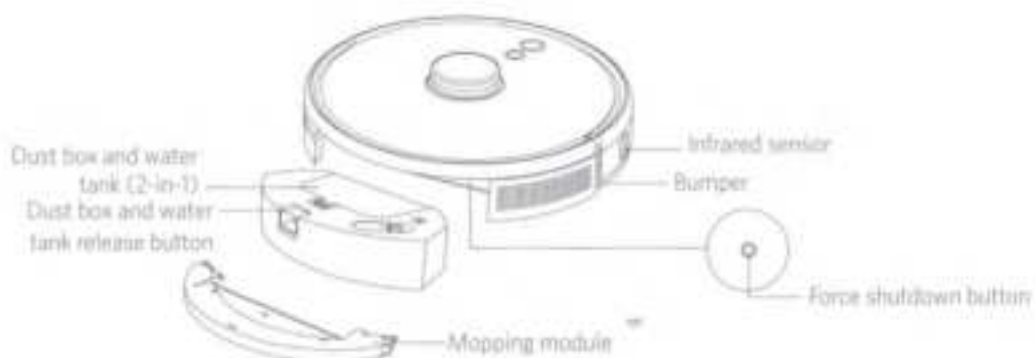


# RoboVac Anatomy

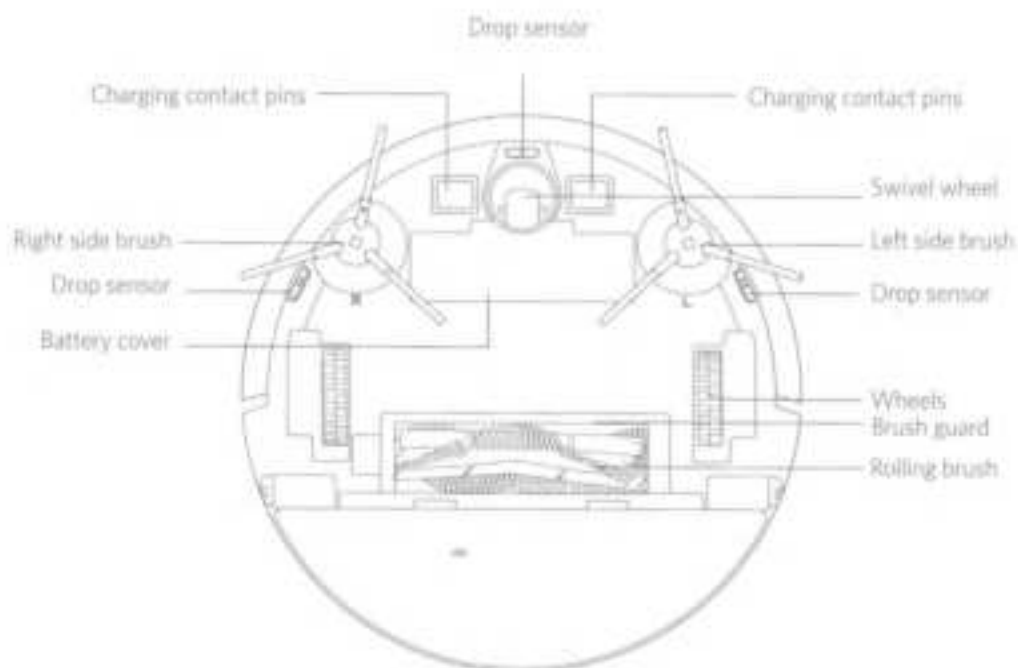
## A. Top



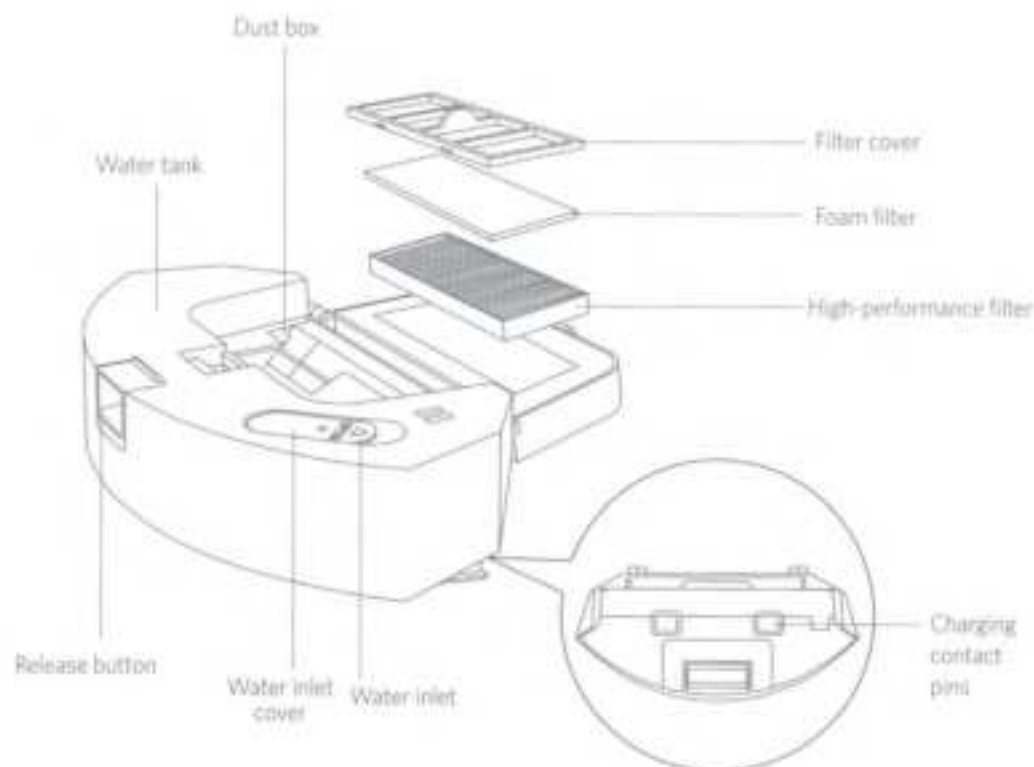
## B. Side



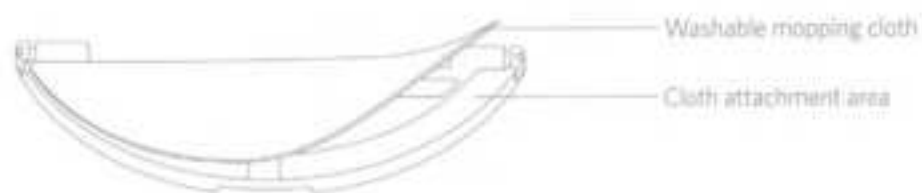
## C. Bottom



## D. Dust Box and Water Tank (2-in-1)



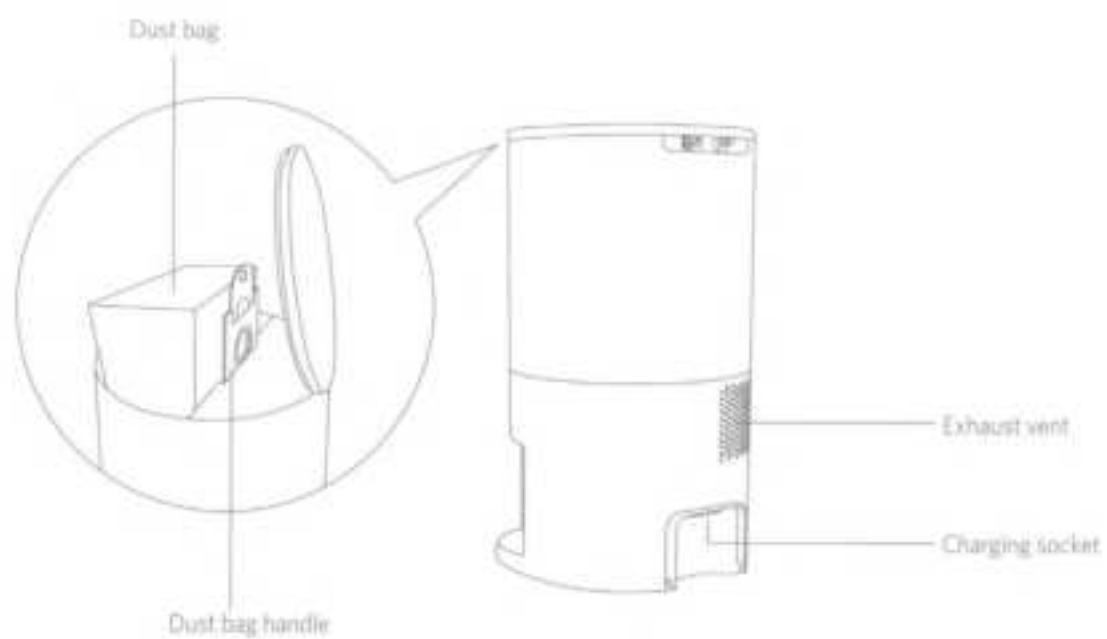
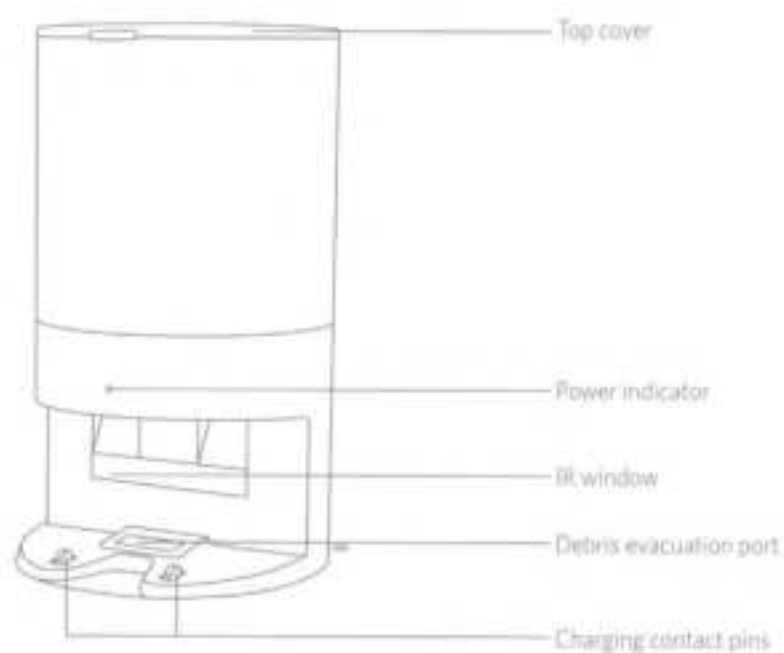
## E. Mopping Module



## F. Suction Inlet

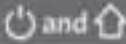



## G. Auto Empty Station



## LED Indication

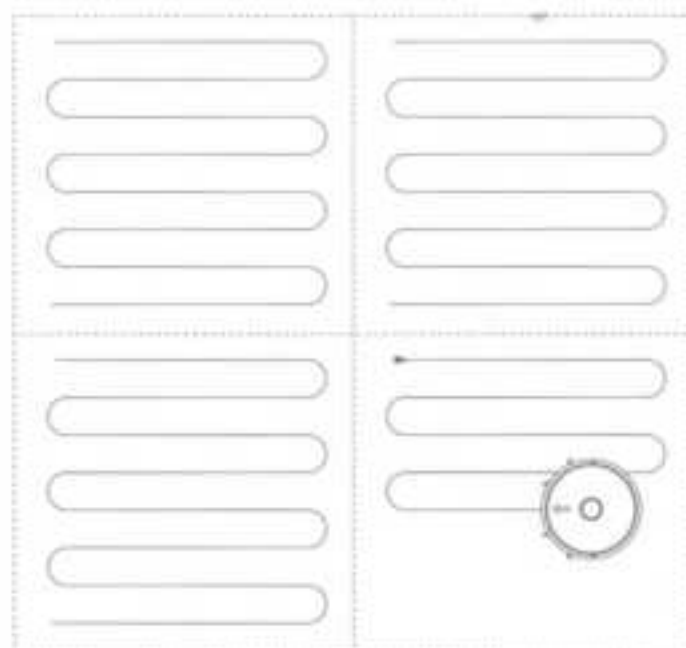
You can see the status of RoboVac from the LED indicators.

 and 	Status
Pulsing blue	Charging
Solid blue	Standby / Cleaning / Fully charged
Solid red	Low power and returning to auto empty station
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 auto empty station and has been inactive for 10 minutes.</li></ul>
Flashing blue	Waiting for Wi-Fi connection
Flashing red with voice alert	RoboVac has an error. Refer to the <b>Troubleshooting &gt; Voice Alert</b> section in this manual for solutions.

## Map Navigation and Management

### Navigation

Once RoboVac starts to auto clean, it will move away from the auto empty station and automatically scan your house to generate maps, intelligently determine its cleaning route, and divide the space into zones. The cleaning paths are planned along the walls, following a Z-shaped cleaning method to clean one zone at a time.



## Real-Time Mapping and Floor Plan

Real-time mapping helps RoboVac easily learn the environment of your home to generate the most efficient cleaning path. A floor plan will be built after cleaning. The map will be updated in real-time during each cleaning session to ensure normal navigation.

To create a complete floor plan:

1. Open your doors so that RoboVac can map each room.
2. Remove any objects that may be in the way or that might entangle RoboVac.

## Repositioning and Remapping

If the position of RoboVac / auto empty station is adjusted or the surroundings are changed significantly, RoboVac will try to reposition and remap to match the surroundings.

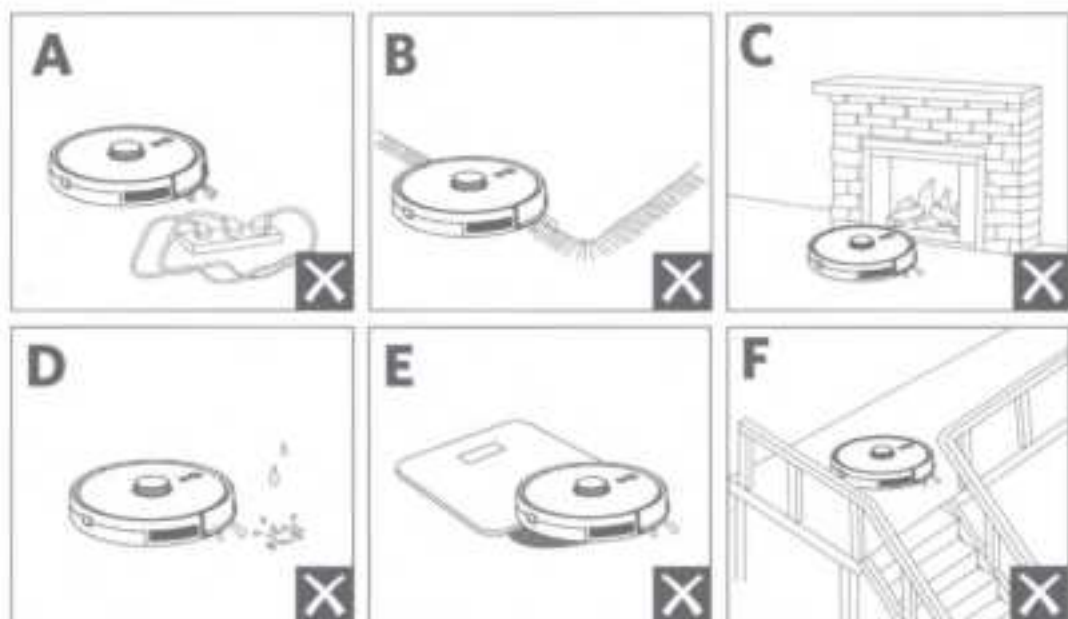
- If the repositioning is successful, RoboVac will resume cleaning.
- If the repositioning fails, RoboVac will remap to ensure normal navigation with a new cleaning.



- When using for the first time, make sure RoboVac starts cleaning from the auto empty station.
- During cleaning, do not move RoboVac frequently. If moved, place RoboVac back in the original position.

## Using Your RoboVac

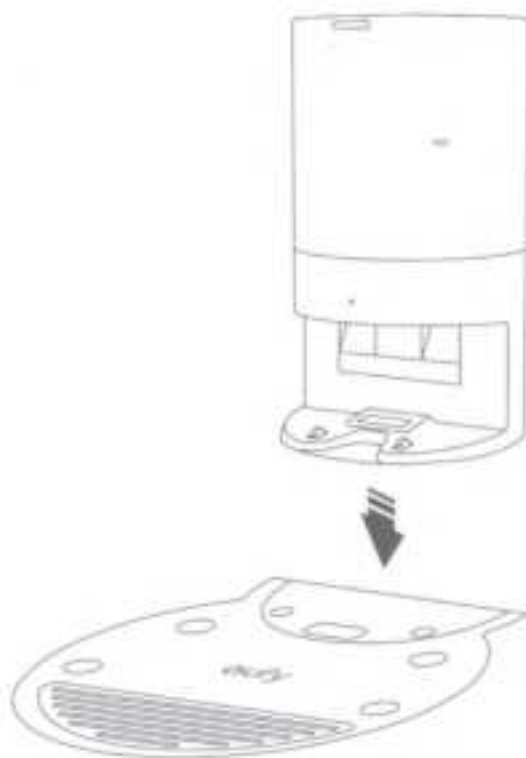
### Important Tips Before Use



- a Remove power cords and small objects from the floor that may entangle RoboVac.
- b Fold tasseled edges of rugs underneath to prevent tangling RoboVac. Avoid cleaning 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 set a No-Go zone or a virtual boundary in the EufyHome app 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 0.79 in / 20 mm in height. Remove these objects if possible.
- f Anti-drop sensors will prevent RoboVac from tumbling down stairs and steep drops in most cases. Sensors are **less effective** if dirty or used on carpeted / reflective / dark-colored floors. It is recommended to place physical barriers or set a No-Go zone / a virtual boundary in the EufyHome app to block off areas where RoboVac may fall.

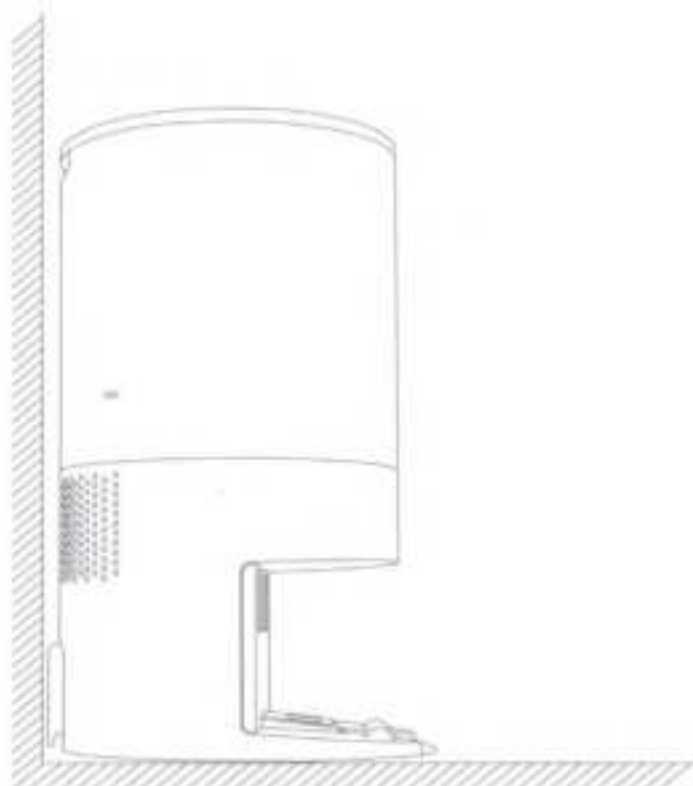
## Preparation

- 1 Remove the foam blocks beside the bumper before use.
- 2 Before mopping, install the waterproof pad under the auto empty station to keep the floor dry. Make sure it is firmly installed. Skip this step if mopping is not needed.





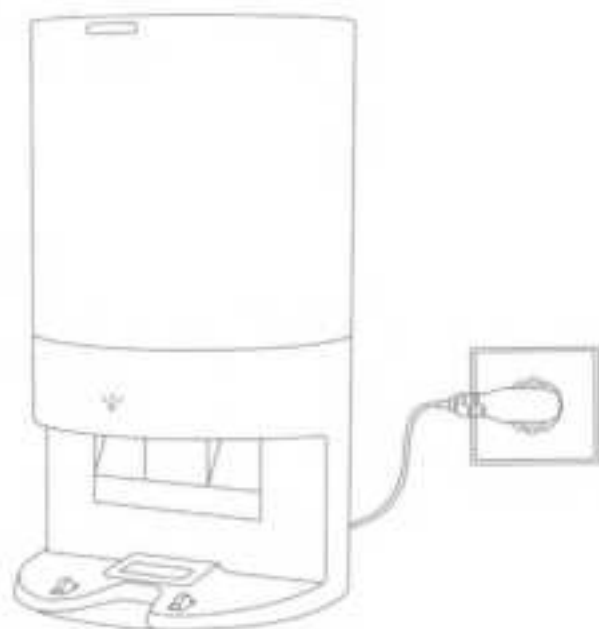
- 3 Place the auto empty station on a level surface and against a wall.



- 4 Remove objects within 1.6 ft / 0.5 m of the left and right side and within 4.9 ft / 1.5 m of the front of the auto empty station. If you cannot remove the objects, check whether RoboVac can return to the auto empty station normally. If not, contact eufy customer service for help.



- 5 Connect the adapter to the auto empty station and a wall outlet.
- ➡ When the auto empty station connects to AC power, the LED indicator on the auto empty station is solid blue.



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

## Use the Auto Empty Station



- RoboVac will return to the auto empty station at the end of a cleaning cycle or when its battery is running low.
- Make sure the power adapter is connected to a power outlet.

Attach RoboVac to the auto empty station by aligning its charging pins.



RoboVac starts charging automatically.



If RoboVac has finished a round of cleaning, it will empty its dust box automatically by default when it returns to the auto empty station. The emptying frequency can be adjusted in the EufyHome app.



LED Indicator	Status of Auto Empty Station
Solid blue	Standby
Solid blue, with 50% brightness	Sleeping mode / After 10 minutes of inactivity / Do-Not-Disturb mode
Flashing blue	Working normally
Flashing red	Working abnormally



- To preserve the battery's lifespan, recharge at least once every 6 months.

### Switch to Power Saving Mode

- 1 When the auto empty station is connected to power, lift open the top cover.



- 2 Pull the dust bag handle up to remove the dust bag. Then replace it.
- 3 Repeat Step 2 three times within 5 seconds. The auto empty station will switch to power saving mode automatically.



- ➡ In the power saving mode, the LED indicator on the auto empty station will turn off, and the auto empty station can only charge RoboVac once. The emptying function will be disabled.
- ➡ To exit this mode, disconnect and then reconnect to the AC power supply.



## 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 running iOS 10.0 (or above) or Android 5.0 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.
- RoboVac is attached to the auto empty station to ensure it has enough power during setup.



- 1 Press and hold the two buttons (  and  ) simultaneously for 10 seconds to start the Wi-Fi connection.
  - 2 Download the EufyHome app from the App Store (iOS devices) or Google Play (Android devices).
  - 3 Open the app and create a user account.
  - 4 Tap the "+" icon to add **RoboVac LR30 Hybrid+** to your EufyHome account.
  - 5 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, adjust suction power and water flow, view the system status, receive notifications, and access additional features.

 and 	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.

## 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 only available on the app.

## Start / Stop Cleaning





- You can also start or stop cleaning via the EufyHome app.

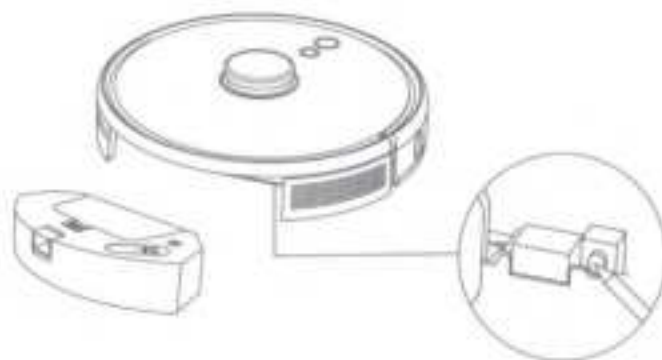
- 1 Press and hold  for 3 seconds to turn on.



- 2 Press  to start cleaning in Auto Cleaning mode.

- To pause cleaning, press  again.
- To turn off, press and hold  for 3 seconds.

\*If RoboVac is not responding when you press a button, press the Force Shutdown button (located inside the main unit) to forcibly power off the device. Then press and hold  for 3 seconds to restart the device.



## Select a Cleaning Mode

### Auto Cleaning Mode

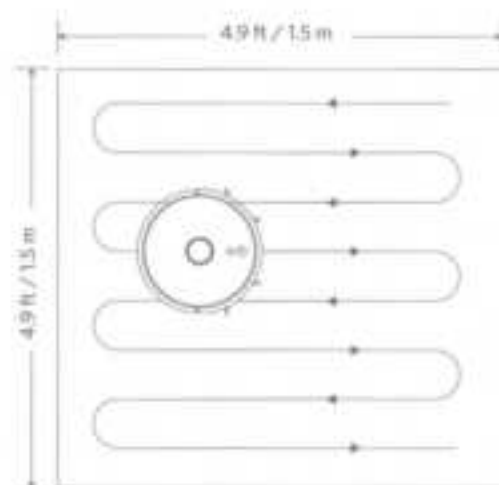
Press  to start cleaning in Auto Cleaning mode. You can also select this mode in the EufyHome app.



- During cleaning, RoboVac will return to the auto empty station automatically if the battery level becomes low. To resume cleaning from where it left off, enable this feature in the EufyHome app.
- By default, RoboVac starts in Auto Cleaning mode when it is turned on.

### Spot Cleaning Mode (Only Available via the EufyHome App)

In this mode, RoboVac intensively cleans a specific area with a size of 4.9 ft x 4.9 ft / 1.5 m x 1.5 m — great for concentrated areas of dust or debris. When the cleaning of a certain zone is finished, RoboVac will automatically return to the auto empty station.





## Room Cleaning Mode (Only Available via the EufyHome App)

In this mode, your house is automatically divided into several rooms for cleaning in the EufyHome app. You can also customize your room settings in the app. RoboVac will clean the selected rooms only and return to the auto empty station after cleaning.



- Start Room cleaning only after RoboVac has created the map.
- It is recommended that RoboVac moves from the auto empty station to start Room cleaning.

## Zone Cleaning Mode (Only Available via the EufyHome App)

In this mode, you can set up a cleaning zone in the EufyHome app. RoboVac will only clean the selected zone.

## 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

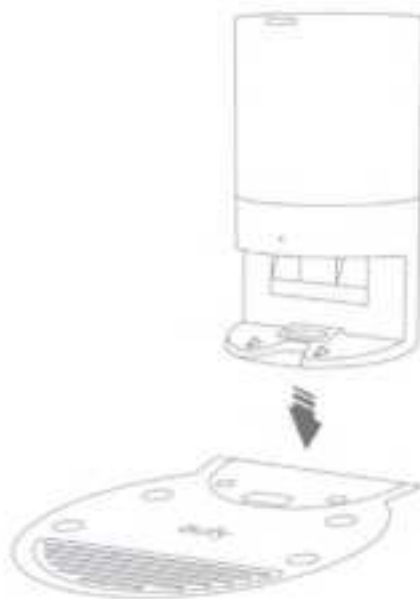
In the EufyHome app, select the BoostIQ™ feature according to your needs. RoboVac will automatically increase the suction power if it detects that stronger power is needed to ensure the best clean. BoostIQ™ is ideal for cleaning thicker carpets and hard-to-sweep messes, which will reduce the total cleaning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

## Use Mopping System

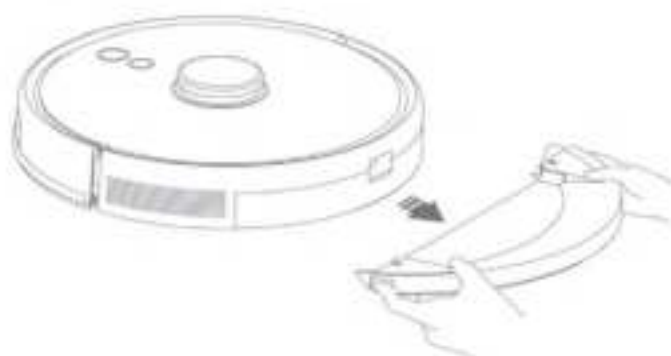


- The mopping mode is only intended for a clean floor without stubborn stains or liquids. To avoid staining floors, do not use the mopping function when dust is mixed with liquids such as coffee or ink.
- Mopping System cleans best on smooth hard surfaces and may not perform so well on uneven tiles, heavily waxed floors or rough surfaces like slate or brick, which may snag the mopping module.
- The mopping mode is not recommended for use when no one is at home.
- Do not use the mopping mode on a carpeted floor. It is recommended to set a "No-Mop" zone in the EufyHome app to avoid cleaning the carpeted area.

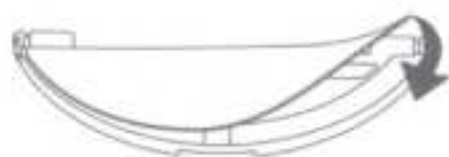
- 1 Before mopping, install the waterproof pad under the auto empty station to protect the floor.



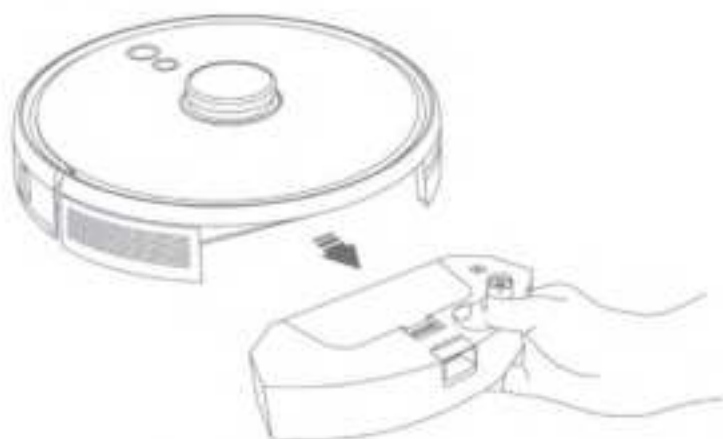
- 2 Remove the mopping module.



- 3** Wet the mopping cloth and wring it until it does not drip, then attach the cloth to the mopping module.



- 4** Remove the water tank.

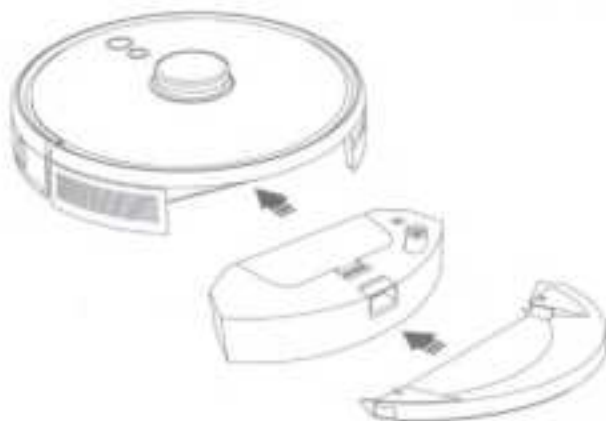


- 5** Open the water inlet cover to fill with water, then close the cover.



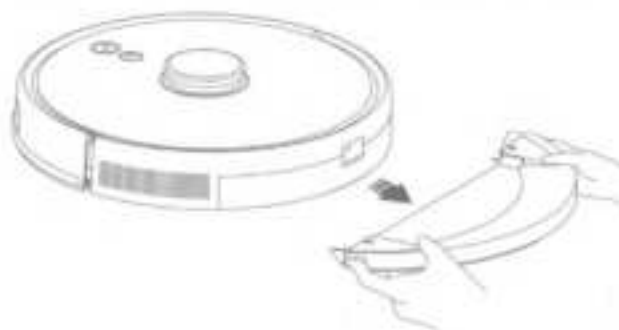
Do not use any cleaning solution, as your floor may become slippery and therefore affect the cleaning effect.

- 6 Install the water tank and the mopping module under RoboVac with a click.

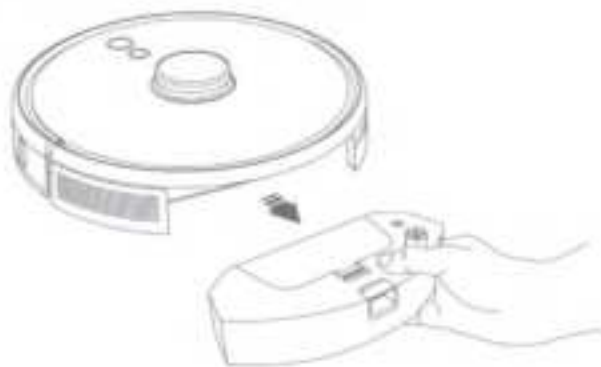


The mopping mode is only intended for a clean floor without stubborn stains. To achieve a better mopping effect, it is recommended to clean the floor with RoboVac three times before mopping.

- 7 Start cleaning. RoboVac will automatically vacuum and mop.  
8 When RoboVac finishes cleaning, remove the mopping module.



- 9 Remove the dust box and the water tank.



- 10 Clean the dust box and water tank, empty any remaining water, and clean the mopping cloth to prevent mildew or unpleasant smells. For how to clean and maintain the components, refer to the "Cleaning and Maintenance" section in this manual.

## Use Your RoboVac with Amazon Alexa / the Google Assistant

Amazon Alexa or the 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 auto empty station 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 the 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. For more supported languages, check <https://www.eufylife.com/support/>.

## Enable / Disable the Child Safety Lock

Press and hold the  button for 3 seconds to turn on the child safety lock. Once the child safety lock is enabled, RoboVac will not respond if any button is pressed to protect children from accidentally getting hurt.

- To disable the child safety lock, press and hold the  button for 3 seconds again.



• This function is also available in the EufyHome app.

# Cleaning and Maintenance

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

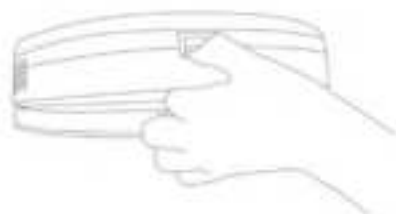
For optimal performance, follow the instructions below to clean and maintain RoboVac regularly. The cleaning / replacement frequency will depend on your RoboVac usage habits.

## Recommended Cleaning / Replacement Frequency

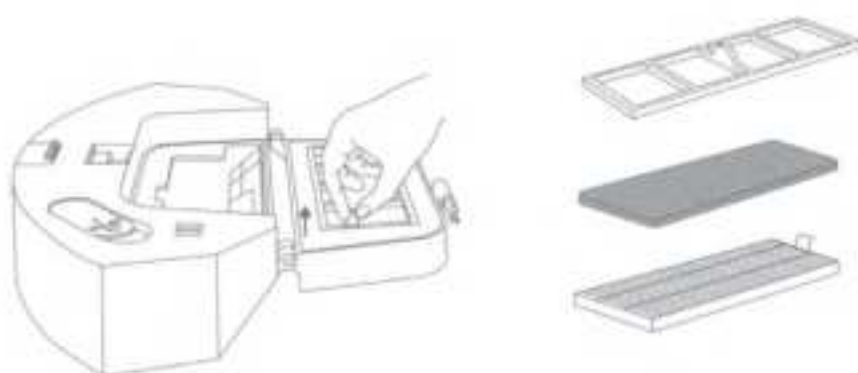
RoboVac Part	Cleaning Frequency	Replacement Frequency
Dust box and water tank	After each use	-
Filter	Once a week (Twice a week if you have a pet)	Every 6 months or after every 50 rounds of cleaning
Side brushes	Once a month	Every 3-6 months (or when visibly worn)
Side brushes	Once a month	Every 3-6 months (or when visibly worn)
Brush guard	Once a month	Every 3-6 months (or when visibly worn)
Rolling brush	Once a month	Every 6-8 months
Sensors	Once a month	-
Charging pins	Once a month	-
Swivel wheel	Once a month	-
Mopping cloth	After each use	-
Dust bag	-	Once a month or after every 50 rounds of cleaning

## Clean the Dust Box, Water Tank, and Filter

- 1 Press the release button to remove the dust box and water tank.



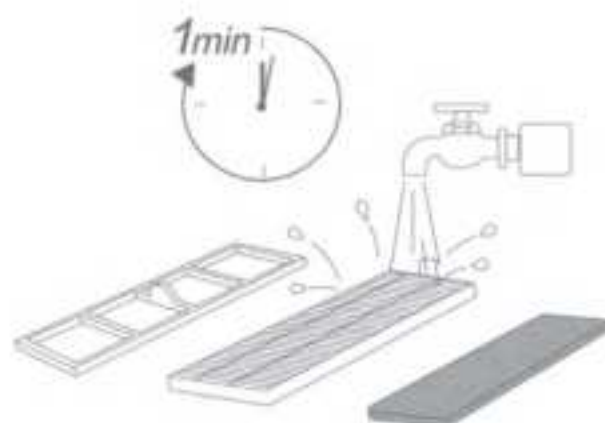
- 2 Remove the foam filter and high-performance filter.



- 3 Clean the dust box and filters with the cleaning brush.



- 4 Empty the remaining water in the water tank.
- 5 Rinse the dust box, water tank, and filters thoroughly with water.

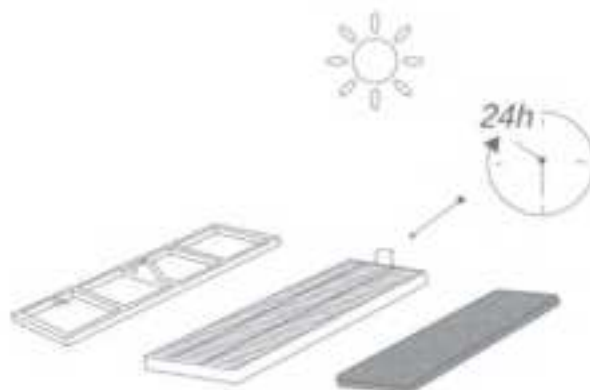






Do not use hot water or any detergent to clean the filters.

- 6** Air-dry the dust box, water tank, and filters completely before next use. You may use another filter if the original one is not dry.

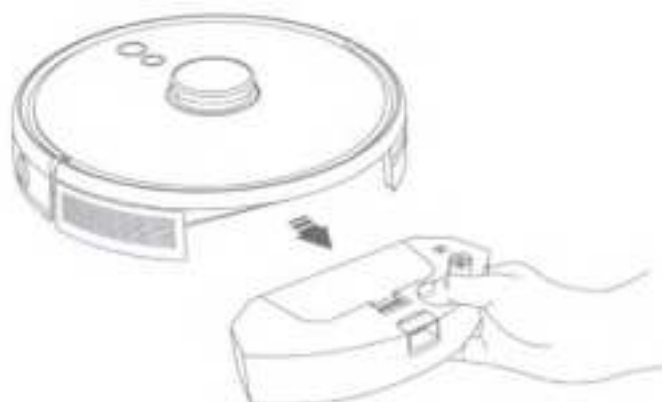


Do not use the filters if they are not completely dry, otherwise it may affect the cleaning performance.

- 7** Rinse the dust box, water tank, and filters thoroughly with water.

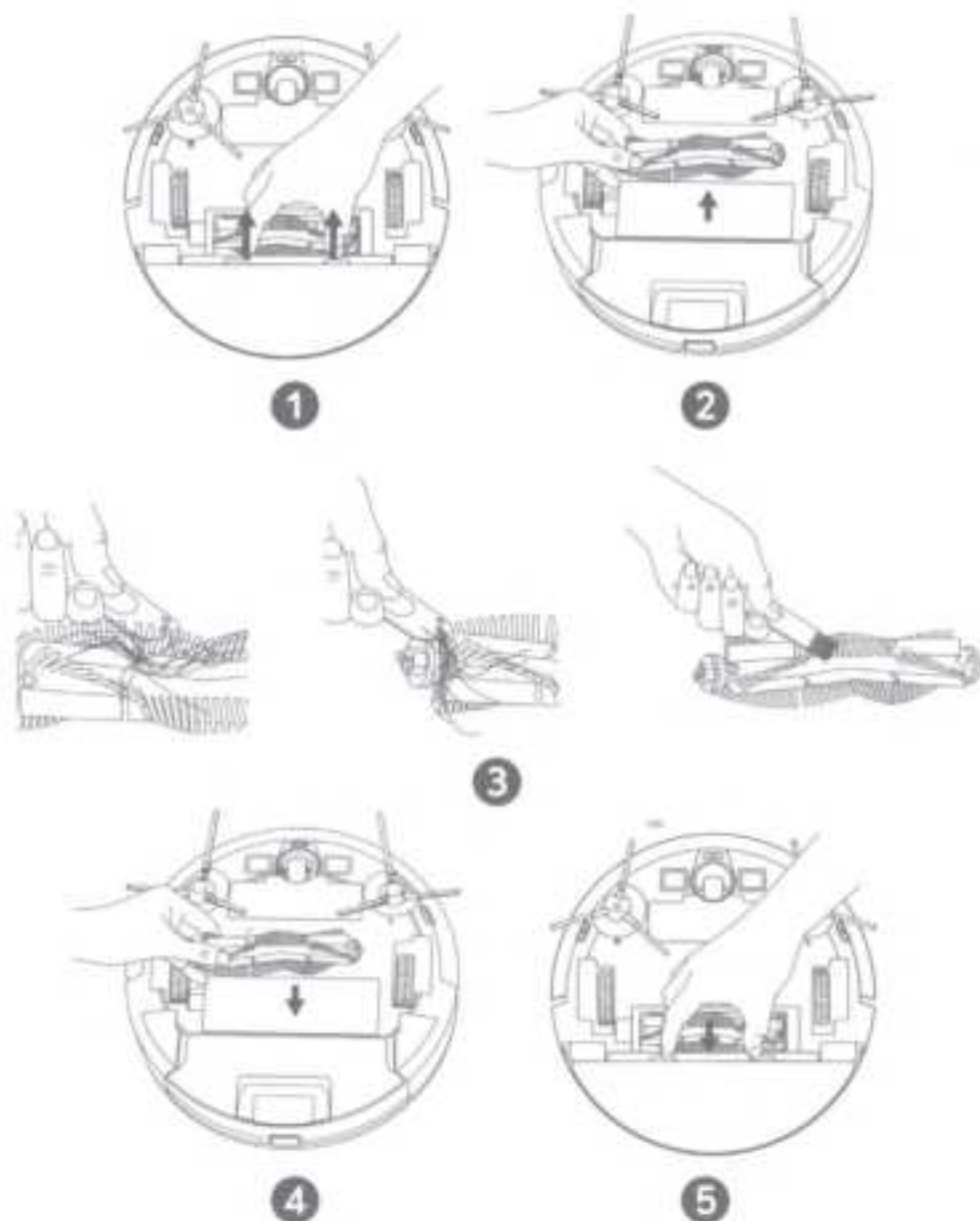


- 8** Push the dust box and water tank back into the main unit.



## 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.
- 5 Press down to snap the brush guard into place.



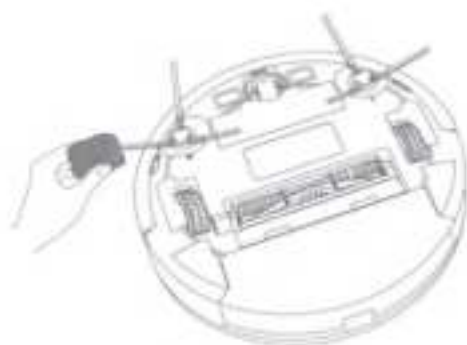
## Clean the Side Brushes

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

- 1 Remove the side brushes.



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



• Only use the side brushes when they are completely dry.

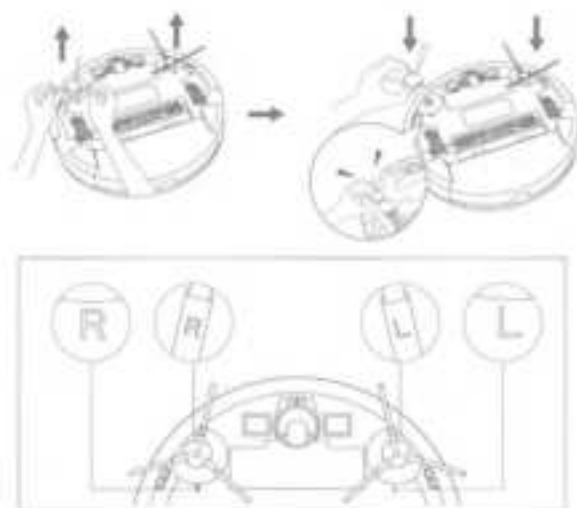
## Replace the Side Brushes

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

- Pull off the old side brushes and snap the new ones into place until you hear a click.



- Make sure the left side brush marked with an L (Left) and the right side brush marked with an R (right) are installed correctly. Otherwise, the side brushes may be damaged.

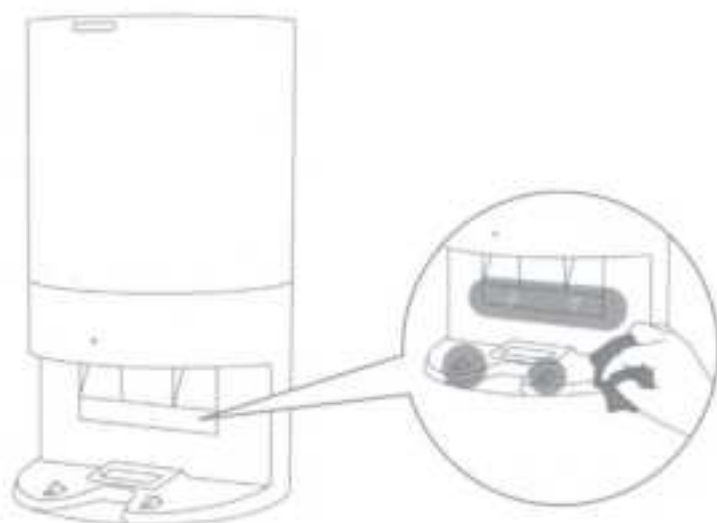


## Clean the Sensors and Charging Pins

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

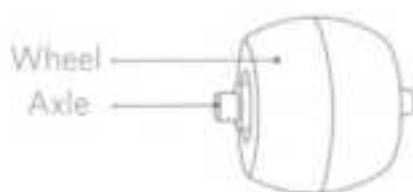
- Dust off the sensors, charging contact pins, and IR window using a cloth or cleaning brush.



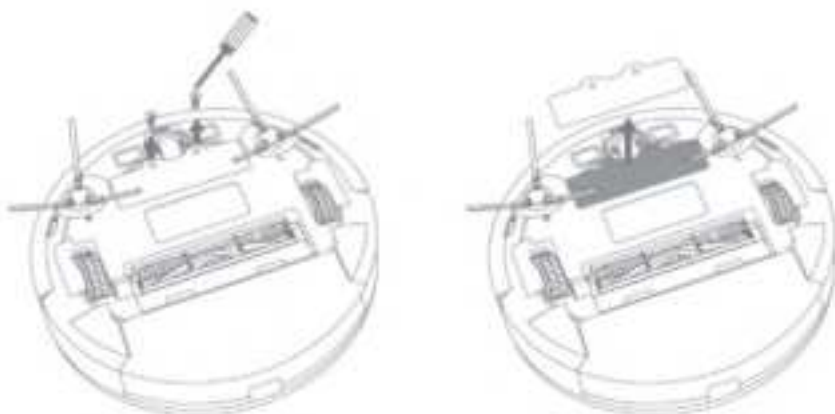


## Clean the Swivel Wheel

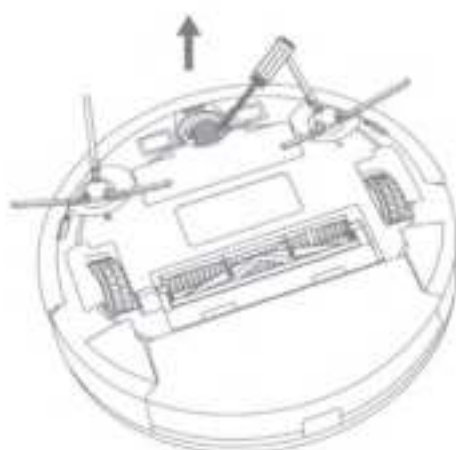
Hair or dust particles can easily get entangled in the swivel wheel. Be sure to clean the swivel wheel periodically and as needed.



- 1 Remove the battery cover.



- 2 Pull out the swivel wheel with a tool (such as a screwdriver).



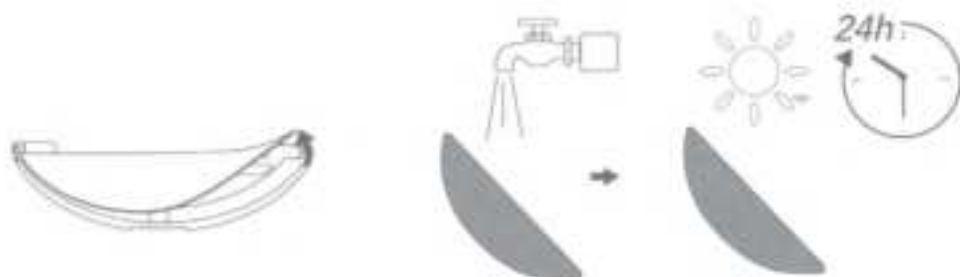
- 3 Clean any hair or debris wrapped around the wheel or entangled inside the wheel cavity.
- 4 Reinstall the wheel and push in until it clicks into place.



• Do not clean the swivel wheel with water.

## Clean the Mopping Cloth

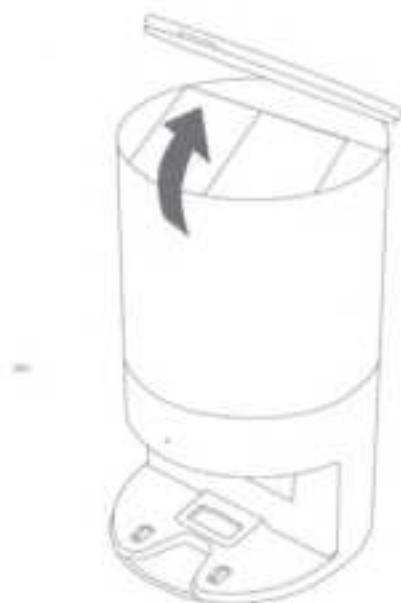
It is recommended to clean the washable mopping cloth after each use.



- 1 Remove the mopping cloth from the mopping module.
- 2 Rinse the mopping cloth thoroughly with water.
- 3 Air-dry the mopping cloth completely to prevent mildew or unpleasant smells.

## Replace the Dust Bag

- 1 Lift open the top cover.



- 2 Pull up the dust bag handle to remove the dust bag.



- 3 Discard the used dust bag.
- 4 Install a new dust bag.



- 5 Press down to close the top cover.

## Troubleshooting

The solutions below are for general questions. If your problem persists, visit [www.eufylife.com](http://www.eufylife.com), go to the EulyHome 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 battery is fully charged.</li><li>• If you still have trouble, reset RoboVac to factory settings.</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 RoboVac off, 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>



Problems	Solutions
You cannot schedule cleanings.	<ul style="list-style-type: none"> <li>• Make sure 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. 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 box.</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 auto empty station lights up. If not, reconnect the adapter with the auto empty station and try a new power outlet. If the problem persists, contact the eufy service center to repair or replace the auto empty station.</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 auto empty station. If not, contact the eufy service center to repair or replace the auto empty station.</li> </ul>
RoboVac cannot return to the auto empty station.	<ul style="list-style-type: none"> <li>• Remove objects within 1.6 ft. / 0.5 m to the left and right side and within 4.9 ft / 1.5 m of the front of the auto empty station.</li> <li>• Check if RoboVac is stuck on 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 it on.</li> </ul>
Water does not come out during mopping.	<ul style="list-style-type: none"> <li>• Make sure there is enough water in the water tank.</li> <li>• Make sure the water tank and mopping cloth are properly installed.</li> </ul>
Too much water comes out during mopping.	<ul style="list-style-type: none"> <li>• Make sure the water tank and mopping cloth has been installed properly.</li> <li>• Check if the water tank is damaged.</li> </ul>

Problems	Solutions
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>• 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 a 2.4GHz and 802.11b/g/n band; a 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 "Smart Integrations" 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>
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 "Smart Integrations" 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 phrase "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, or 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 trapped	Device may be suspended in the 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 drop sensors and try again.
Error 7: Wheel stuck hanging	Wheels may be suspended in the air. Move the device to a new position on a flat surface 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.

Voice Prompt	Cause and Solution
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 use (0 °C - 40 °C / 32 °F - 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

	Input	24 V $\approx$ 1 A
	Battery Voltage	14.4 V $\approx$
	Power Consumption	50 W
	Battery Type	Li-Ion 3200 mAh (Typical)
	Dust Box Capacity	200 ml
	Water Tank Capacity	200 ml
	Charging Time	180 - 240 mins

# Customer Service

For tutorial videos, FAQs, manuals, and more information, please visit:  
<https://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-Sat 6:15 AM - 6:45 PM (PT);  
Sun 6:15 AM - 5:45 PM (PT)  
(UK) +44 (0) 1604 936200 Mon-Sun 6:00 - 19:00;  
(DE) +49 (0) 69 9579 7960 Mo-Fr 8:00 - 16:00  
Sa 9:00 - 16:00  
(日本) 03 4455 7823 月-金 9:00 - 17:00

For more support phone numbers, please visit:  
<https://support.eufylife.com/s/phonecontactus>  
Or scan the QR code below:



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 @EufyOfficial  @EufyOfficial  @EufyOfficial  @EufyOfficial



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)

(UK) +44 (0) 1604 936200 Mon-Sun 6:00 - 14:00

(DE) +49 (0) 69 9579 7960 Mo-Fr 6:00 - 11:00

(中国) +86 400 0550 036 周一至周五 9:00 - 17:30

(日本) 03-4455 7823 月-金 9:00 - 17:00

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.



## eufy RoboVac - Garantía limitada

**NOTA:** Esta garantía limitada que proporciona el fabricante no afecta de ninguna manera a una posible garantía legal de conformidad con lo que establece la ley.

Esta garantía limitada de un año se aplica a las compras realizadas a los distribuidores autorizados de Anker Innovations Limited y las garantías implícitas se limitarán a la duración de esta garantía limitada. La cobertura de la garantía tiene validez para el propietario y el producto originales y es intransferible. En el caso de los productos reacondicionados y certificados por eufy, se establecerá un Período de Garantía de tres (3) meses y este "Período de garantía" se entenderá en ese sentido en todo el documento.

Anker Innovations garantiza que la unidad no tendrá defectos de materiales ni de mano de obra durante un período de un año a partir de la fecha de compra cuando se utiliza en condiciones normales del hogar y se le realiza el mantenimiento conforme a los requisitos descritos en este manual de instrucciones, sujeto a las siguientes condiciones y exclusiones.

### RECURSOS

1. Durante un período de hasta un año a partir de la fecha de compra, la unidad original o los componentes que no son portátiles y se consideren defectuosos, según el criterio exclusivo de Anker Innovations, podrán ser reparados o reemplazados.
2. En el caso de que se envíe una unidad de reemplazo, la cobertura de la garantía terminará noventa (90) días después de la fecha de recepción de dicha unidad o en el tiempo que reste de la garantía original, lo que sea mayor. Si la unidad se reemplaza, Anker Innovations se reserva el derecho de sustituir la unidad con una de igual o mayor valor.

### EXCLUSIÓN

A menos que se acuerde por escrito, la garantía limitada no será válida si los defectos se refieren a lo siguiente:

1. Partes consumibles, como filtros o cepillos, etc., que están sujetos a deterioro y desgaste normal y requieren mantenimiento o reemplazo habituales para garantizar el buen funcionamiento de la unidad.
2. Defectos ocasionados por el manejo o uso poco cuidadoso o inapropiado o daños causados por accidentes, mal uso, descuido, fuego, agua, relámpagos u otros riesgos de la naturaleza o fuentes externas, como el clima, cortes de energía o sobretensión.
3. Funcionamiento o mantenimiento indebidos, uso no conforme con las instrucciones del producto o la conexión al suministro de voltaje incorrecto.
4. Uso o cuidado negligentes, descuido, mal uso o utilización poco cuidadosa del producto.
5. Accidente, abuso, mala aplicación, cualquier reparación, modificación o desmontaje no autorizados o apertura del chasis del producto.
6. Cualquier incumplimiento por parte del comprador o de un tercero de los requisitos ambientales y de almacenamiento del producto especificados por el vendedor.
7. Empaquetamiento inadecuado del producto para su transporte.
8. Si se produce un cortocircuito en la batería, si los sellos del contenedor de la batería o las celdas están rotos o presentan evidencia de manipulación o si la batería se utilizó en equipos distintos del especificado.
9. Uso de piezas no conforme con las instrucciones del producto.
10. Uso de piezas y accesorios distintos de los producidos o recomendados por eufy.
11. Uso en un entorno comercial, ya que el producto se diseñó solo para el uso residencial.
12. Daños consecuentes e incidentales.
13. Causas extremas o externas más allá de nuestro control razonable, que incluyen, pero no se limitan a, averías, fluctuaciones o interrupciones en la energía eléctrica, el ISP (proveedor de servicio de Internet) o las redes inalámbricas.

14. Intensidad de la señal inalámbrica débil o inconsistente en su hogar.
15. Cualquier producto comprado a distribuidores o proveedores no autorizados.
16. Productos utilizados fuera del país de compra.
17. Productos gratuitos.
18. Productos perdidos o robados.

## DESCARGO DE RESPONSABILIDAD

Esta garantía limitada es el recurso único y exclusivo que presenta frente a Anker Innovations y la responsabilidad única y exclusiva de Anker Innovations en cuanto a los defectos del producto. Esta garantía limitada reemplaza cualquier otra garantía y responsabilidad de Anker Innovations, ya sean orales, escritas, legales (no obligatorias), contractuales, por responsabilidad extracontractual o de otra manera, incluida, sin limitaciones y donde sea permitido por la ley vigente, cualquier condición, garantía u otro término implícito en relación con la calidad satisfactoria o la aptitud para el objetivo. Sin embargo, esta garantía limitada no excluirá ni limitará a: i) cualquiera de sus derechos legales (estatutarios) en virtud de la legislación estatal o nacional vigente o ii) cualquiera de sus derechos frente al vendedor del producto.

EN LA MEDIDA DE LO PERMITIDO POR LAS LEYES VIGENTES, ANKER INNOVATIONS NO ASUME NINGUNA RESPONSABILIDAD POR PÉRDIDA, DAÑO O ERRORES DE DATOS, CUALQUIER PÉRDIDA DE GANANCIAS, PÉRDIDA DE USO DE PRODUCTOS O FUNCIONALIDAD, PÉRDIDA DE NEGOCIOS, PÉRDIDA DE CONTRATOS, PÉRDIDA DE INGRESOS O PÉRDIDA DE AHORROS ANTICIPADOS, AUMENTO DE COSTOS O GASTOS O CUALQUIER PÉRDIDA O DAÑO INDIRECTO, PÉRDIDA O DAÑO CONSECUENTE O PÉRDIDA O DAÑO ESPECIAL.

EN LA MEDIDA DE LO PERMITIDO POR LAS LEYES VIGENTES, LA RESPONSABILIDAD DE ANKER INNOVATIONS SE LIMITARÁ AL VALOR DE COMPRA DEL PRODUCTO. Las limitaciones mencionadas no serán válidas en el caso de negligencias graves o mala conducta intencional por parte de Anker Innovations o en el caso de muerte o lesiones personales derivadas de la negligencia demostrada de Anker Innovations.

## SERVICIO DE GARANTÍA

### Para la compra en tiendas minoristas

Si desea realizar un reclamo de garantía, comuníquese con su distribuidor local.

Una vez que lo haga, tenga al alcance el número de serie de su producto y el comprobante de pago original de un distribuidor autorizado, el cual debe indicar la fecha de compra y la información completa del producto.

### Para la compra en tiendas en línea

Comuníquese con nosotros mediante este canal

✉ [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)

(UK) +44 (0) 1604 936200 Mon-Sun 6:00 - 14:00

(DE) +49 (0) 69 9579 7960 Mo-Fr 6:00 - 11:00

(中国) +86 400 0550 036 周一至周五 9:00 - 17:30

(日本) 03 4455 7823 月-金 9:00 - 17:00

Cuando llame al centro de atención al cliente, tenga al alcance el número de pedido de Amazon o el nombre de usuario de eBay con el que realizó la compra del producto eufy al distribuidor autorizado.

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