

Eufy Customer Service Center

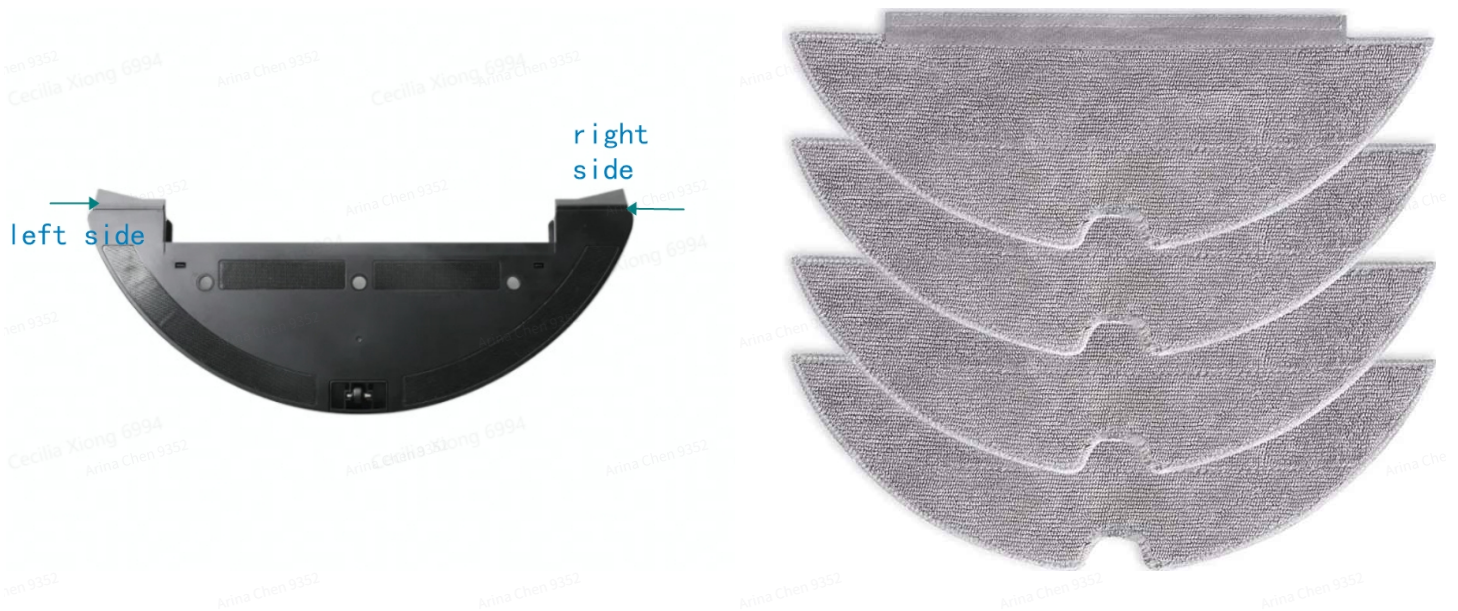
FAQ for eufy Products

Robotic Vacuum Cleaners

L35 /LR30 series

How to install and remove the mopping module for RoboVac L35/LR30 Hybrid Series?

Generally, you need to install and remove the mopping module when you choose only to vacuum or vacuum and mop at the same time. Kindly note that the mopping module is a black plastic plate behind the rolling brush and the mopping cloth is a piece of fuzzy cloth affixed to the bottom of the mopping module. Please refer to the images shown below. (Left: mopping module; Right: mopping cloths)



If you only want to vacuum the house, please press and hold on the left and right sides of the mopping module to remove it.

When vacuuming does not meet your needs, you can mop with your RoboVac RoboVac L35/LR30 Series. The mopping attachment can mop after vacuuming and vacuum and mop at the same time to ensure the best cleaning.

Preparations before starting mopping:

1. Fill the water in the water tank
2. Wet the mopping cloth
3. Put the mopping module and mopping cloth under the machine
4. Simply press the start button and it goes.

Note:

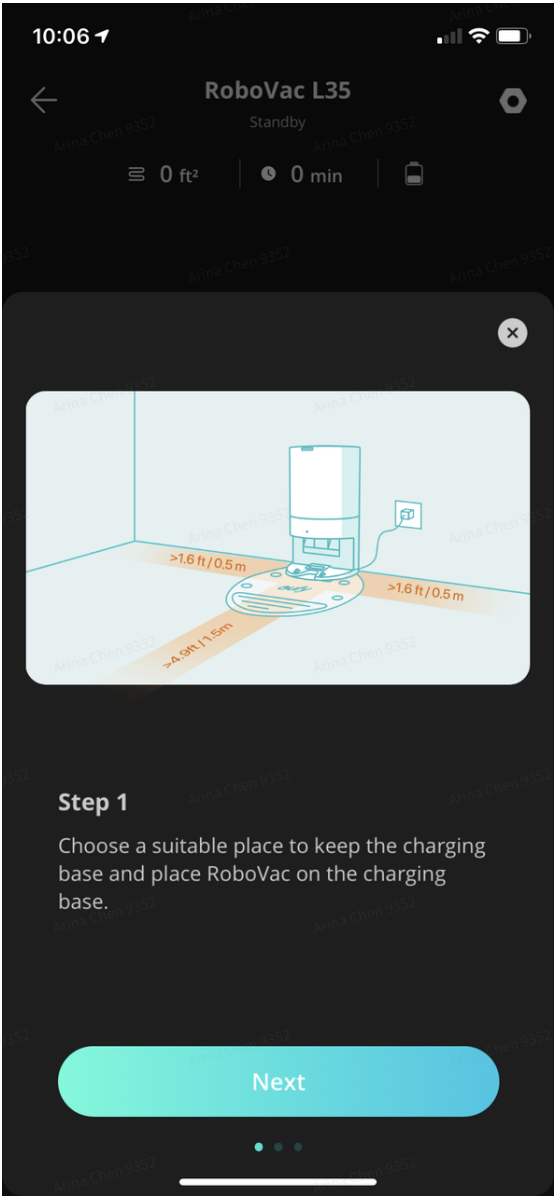
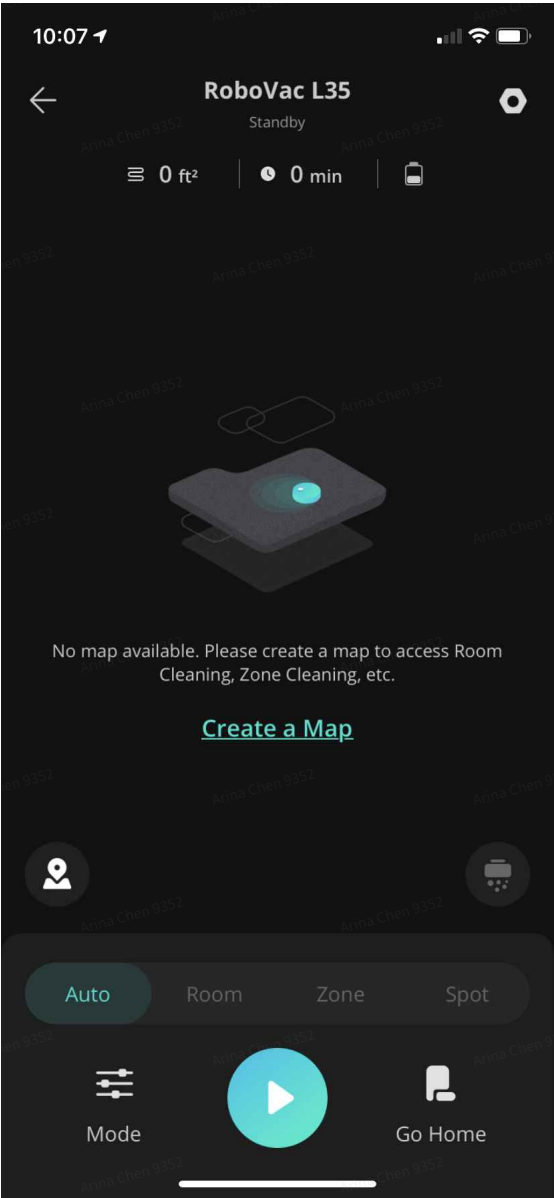
When the mopping module is installed at the bottom of the RoboVac, the RoboVac's Auto-empty function will not work. In order to ensure that the Auto-empty function will work when the RoboVac returns to the Auto-Empty Station, please make sure the mopping module is not installed on the RoboVac. Also, it would be difficult for you to remove the brush guard to clean the rolling brush and remove the dust collector if the mopping module is installed on the RoboVac.

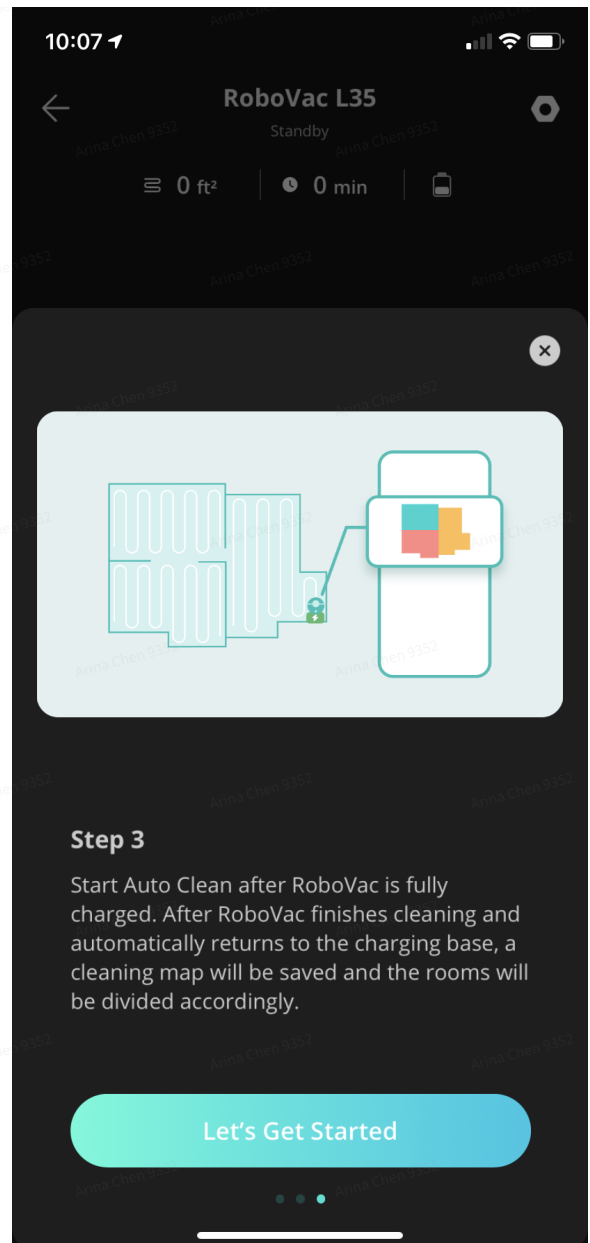
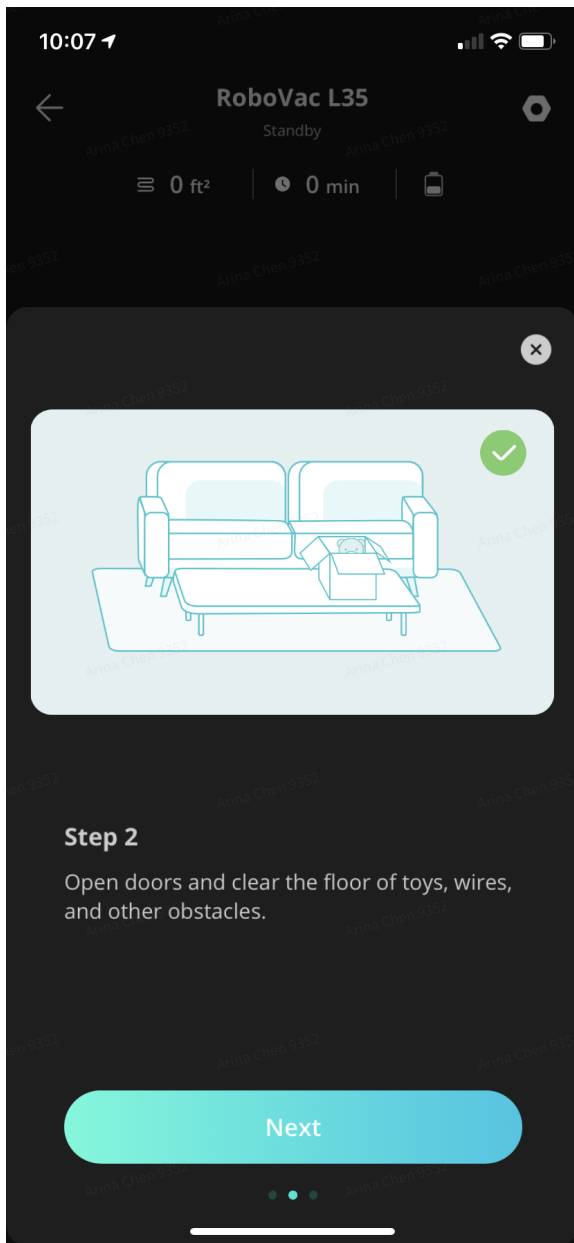
Tips to Help L35 Hybrid/LR30 Hybrid Series Quickly Build a Map/Multiple Maps

With iPath Laser™ Navigation, RoboVac L35 Hybrid/LR30 Hybrid uses advanced LiDAR technology to scan your home and build a real-time map to navigate its way through your space precisely. It also uses a Z-shaped path for more efficient cleaning.

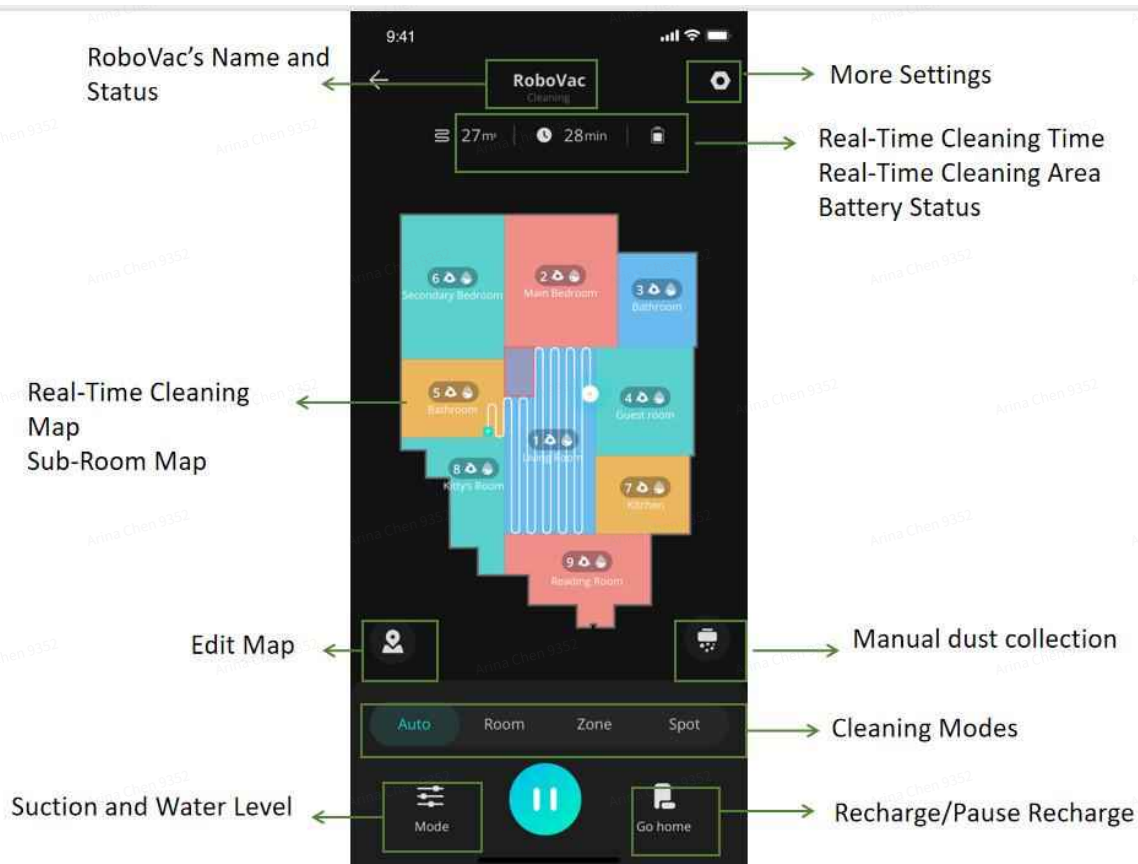
To build a map for the first time:

- Activate RoboVac while it is on the charging base/auto empty station to start cleaning.
- Open the doors of all the rooms that you want RoboVac to clean.
- Clean up objects on the ground that may trap/entangle RoboVac.
- Do not manually move RoboVac during the cleaning process.
- Allow RoboVac to return to the charging base automatically. Do not press the "Recharge" icon in the app or the "Recharge" button on the top panel of RoboVac.





You will see a detailed control page after a map has been created successfully. The following image describes each section of this page on the app:

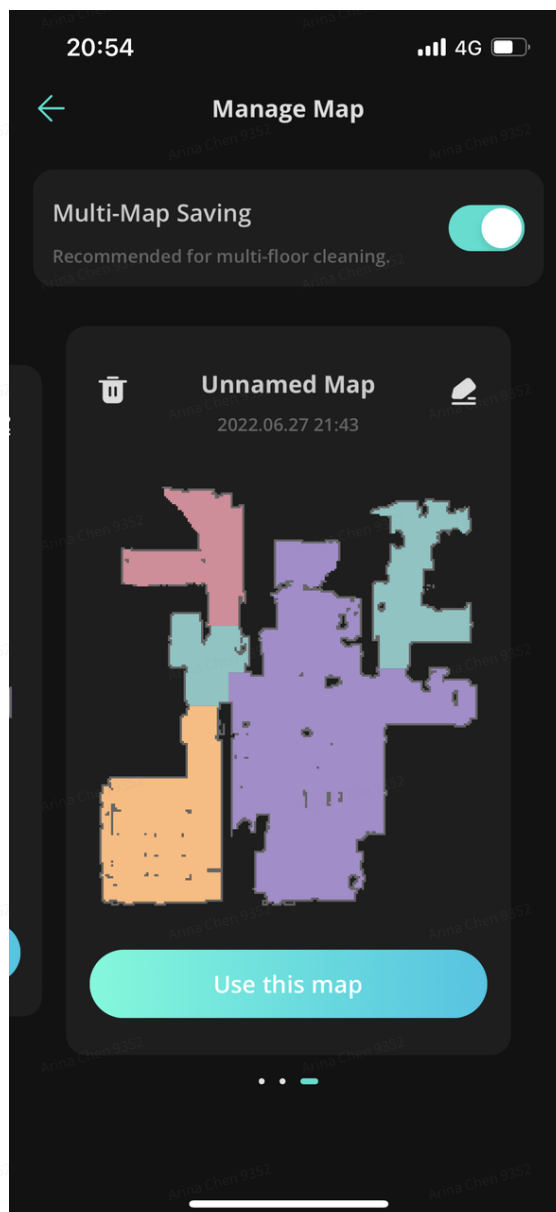


If your L35 Hybrid/LR30 Hybrid series failed to save a map after completing a full cleaning cycle, please refer to the following steps for troubleshooting:

- If there are multiple floors in your house, please make sure you have enabled the "Multi-Map Saving" feature. This feature is disabled by default, preventing the previous floor map from being deleted when the machine cleans a new floor.

Reminders:

- Remember to move the charging base/auto-empty station to the new floor or cleaning environment when you start to create another new map. If it is inconvenient for you to move the charging base/auto empty station to the new floor, it is suggested to buy an additional charging base/auto empty station.



- RoboVac can save up to 3 valid maps when "Multi-Map Saving" is turned on. They are saved both locally on RoboVac and on the cloud. If the total number of maps exceeds 3 maps, the app will provide you with the option of either replacing the previous map or not saving the current map.
- Check if the position of the RoboVac / Charging Base has been adjusted or the surroundings have changed. RoboVac will try to reposition and remap to match the surroundings. Additionally, please make sure to start RoboVac on its charging base when creating a new map.

General troubleshooting when RoboVacs do not connect to WiFi

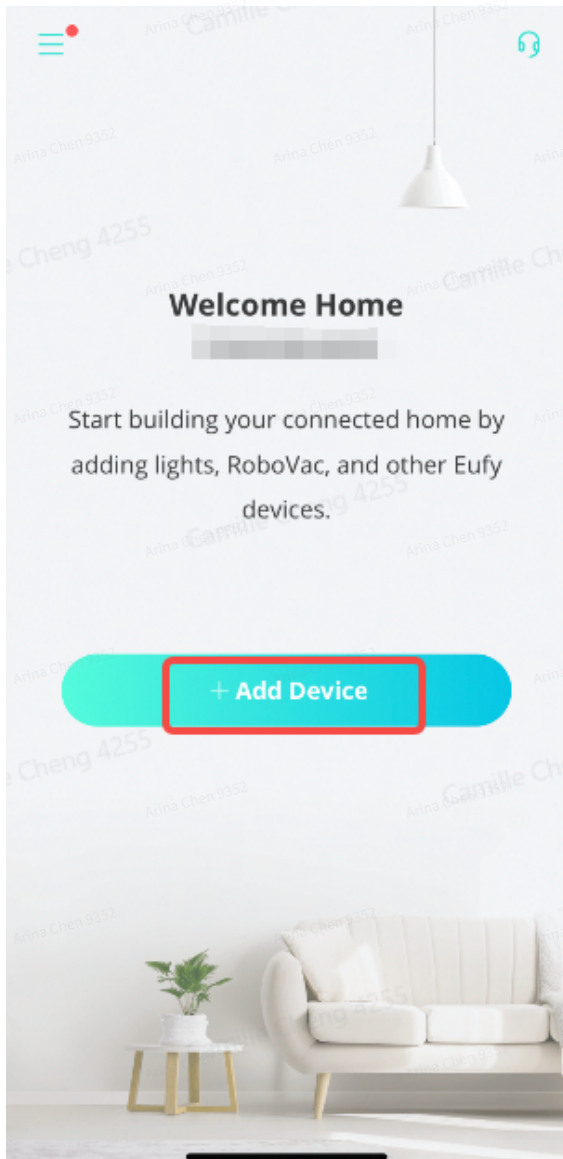
Preparations:

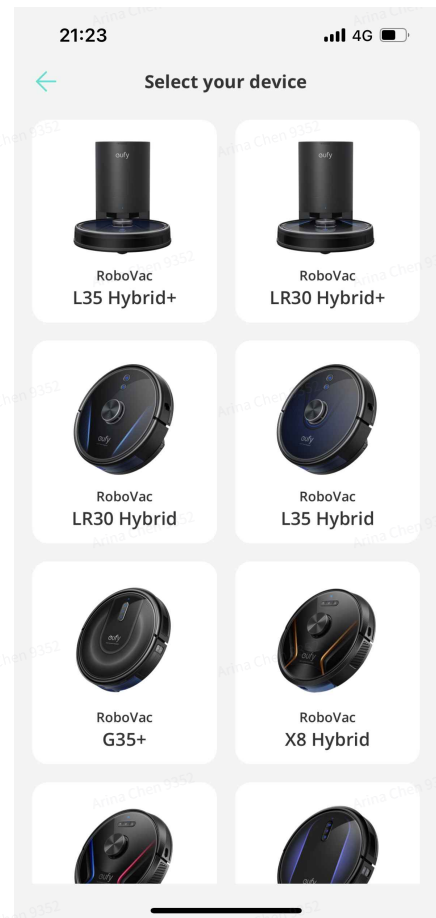
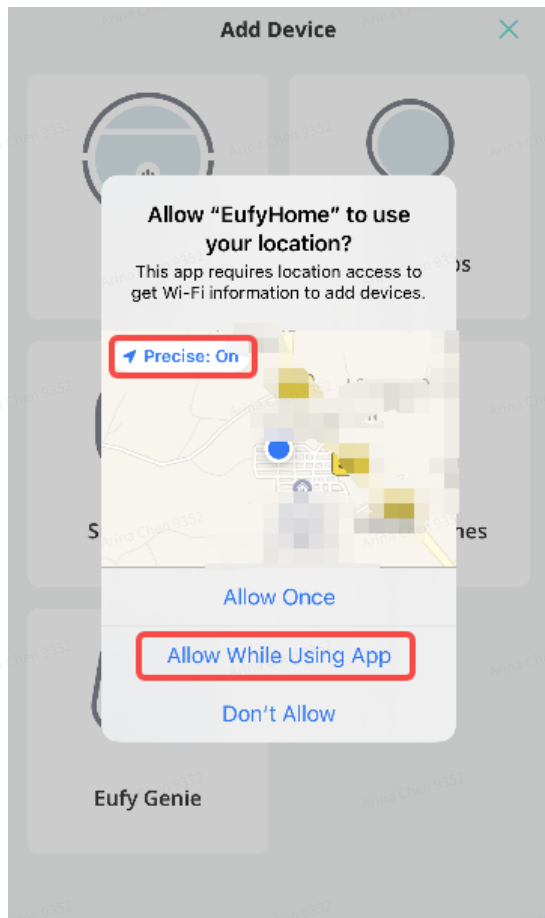
- Download and install the EufyHome app on your phone.

- Ensure that the **Location Services** on your iPhone are turned on.
- Ensure that your phone is connected to 2.4 GHz WiFi (Eufy RoboVacs can connect to 2.4 GHz WiFi only, and it does not support 5 GHz WiFi), and please make sure you know the WiFi password because it will be required during the setup process.


Below are the guidance pictures:

1. Choose the model. Log in to the EufyHome app, tap on Add Device -> Robotic Vacuums -> L35 Hybrid+. Please **“Allow location service”** if it asks to grant permission to access the location.





2.Connecting the RoboVac to WiFi. Enter your **WiFi password** in and wait for connecting. Make sure you **enter the correct WiFi password**. Please note the **password is also case sensitive**.



Add Your Wi-Fi Network

Select the network you want RoboVac to use. RoboVac only supports 2.4GHz networks.

Network Name

Password

☐

 Save Password [\(Learn More\)](#)

Manually Connect to a Network


Next


Manually Connect to a Network

Next


Connecting

11%






 Send Wi-Fi account and password to the device



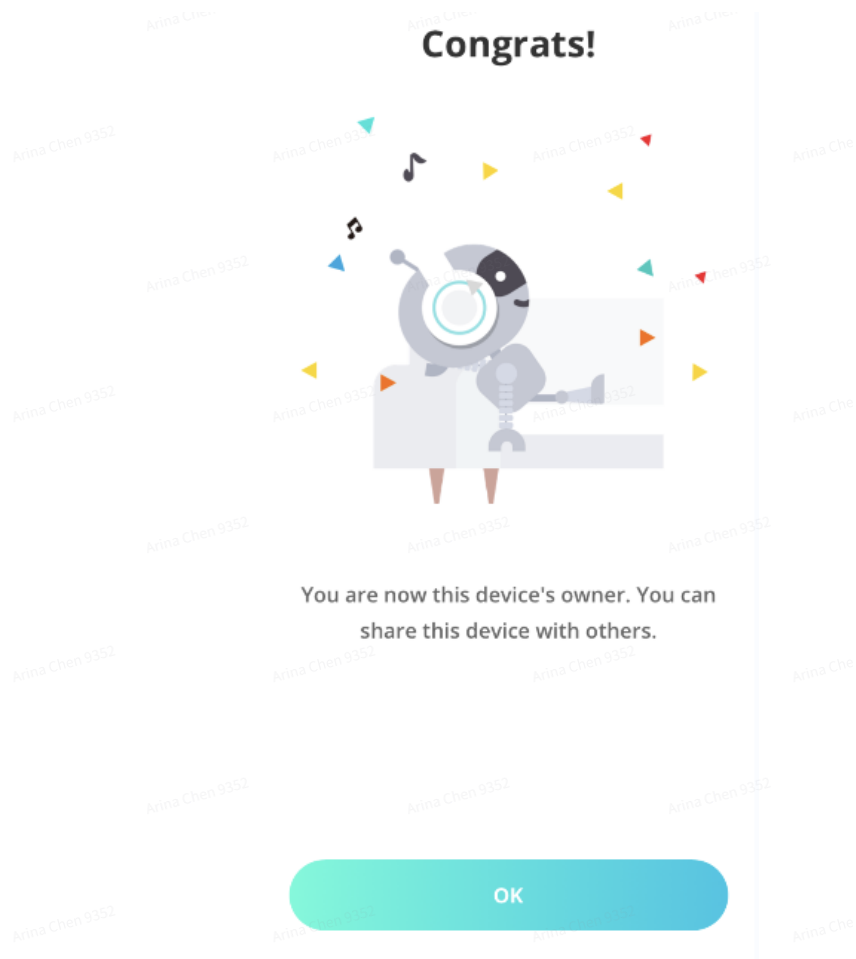
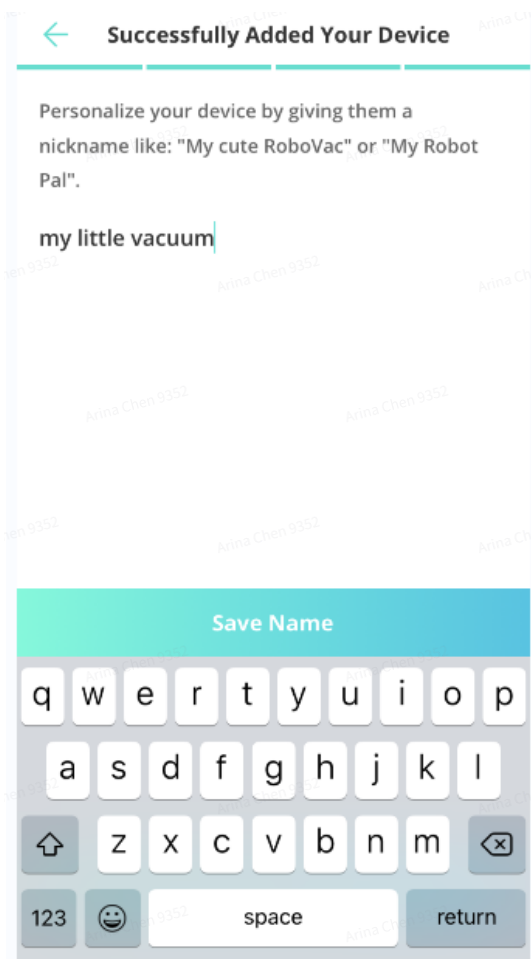
 Receive Wi-Fi account and password



 Verify password

Connecting...

3.After it successfully connects, you can give your RoboVac a lovely name. Congratulations! You are all set up.



Troubleshooting suggestions:

1. Make sure your phone is connected to a 2.4Ghz network first. Move the vacuum and your phone close to your router.
2. Disconnect a few other devices and try again. Make sure the name and password of your router are correct (like capital letters).
3. Turn on the GPS and authorize the location access for your EufyHome app in your phone settings. If there is a "precise location" option, please turn it on.
 * For iOS: Settings=>Privacy=>Location=>Allow location for EufyHome APP
 * For Android: Settings=>Permissions & Privacy=>Open Location, then go back to Settings=>APPs=>Permissions=>Find EufyHome APP=>Allow location
4. Enable the Airplane mode before you start connecting and turn on the WiFi only (cellular remains off all the time)
5. Press and hold the two buttons on the top of the vacuum for 5+ seconds until you hear a "reset WiFi" voice alert. Make sure you hear the "reset WiFi" voice alert.

The slow flashing light means "ready to connect", and a quick flashing light means "connecting". Only a solid blue light means the RoboVac is "connected".

If the above suggestions don't help, you could also try if you could connect the RoboVac via the HotSpot of your phone.

A personal hotspot lets you share the cellular data connection of your phone when you don't have access to a Wi-Fi network. This article will help you connect your eufy RoboVac to a personal hotspot.

In two scenarios, you might need to connect eufy RoboVac to a Personal Hotspot.

Scenario One: You don't have access to a Wi-Fi network in your house.

Scenario Two: You cannot connect your eufy RoboVac to your home Wi-Fi, then you can try to connect it to a Personal Hotspot.

Follow the instructions below to connect eufy RoboVac to personal hotspot:

Step One

Please prepare two devices (One phone and one tablet or two phones) and a fully charged Wi-Fi-enabled eufy RoboVac.

Step Two

Turn on Personal Hotspot on one of the phones.

- Go to **Settings > Cellular > Personal Hotspot** or **Settings > Personal Hotspot**.

- Tap the slider next to **Allow Others to Join**.

Note: If you don't see the option for Personal Hotspot, contact your carrier to make sure that you can use Personal Hotspot with your plan.

Step Three

Download and install the **eufy Clean app** on the second phone or tablet.

Step Four

Connect the second phone or tablet to the Personal Hotspot. Go to **Settings > WLAN/Wi-Fi**, select the Hotspot to connect.

Step Five

Open the eufy Clean app to connect RoboVac to the Personal Hotspot.