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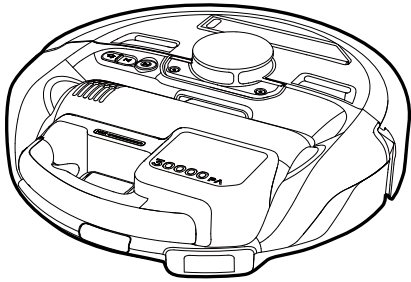
**9. Troubleshooting**

**10. Specifications**

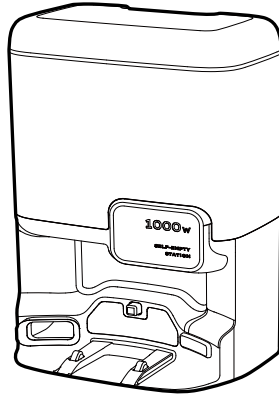
**11. Warranty**

# 1. About Your Robot Vacuum 3-in-1 E20

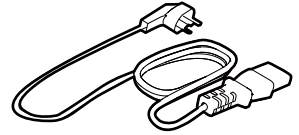
## 1.1 What's in the Box



Robot with Cordless Stick Vacuum

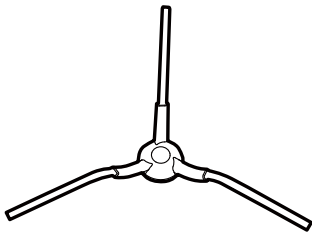


Self-Empty Station  
(with Dust Bag Included)

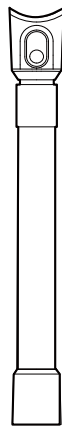


Power Cord

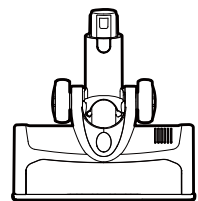
\*The Power Cord varies by region.



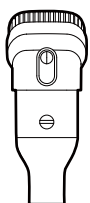
Side Brush



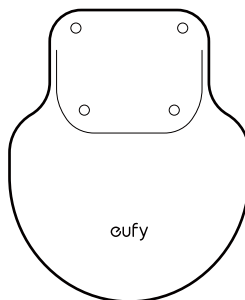
Adjustable Extension Tube



Floor Brush Cleaner Head



2 in 1 Combination Tool



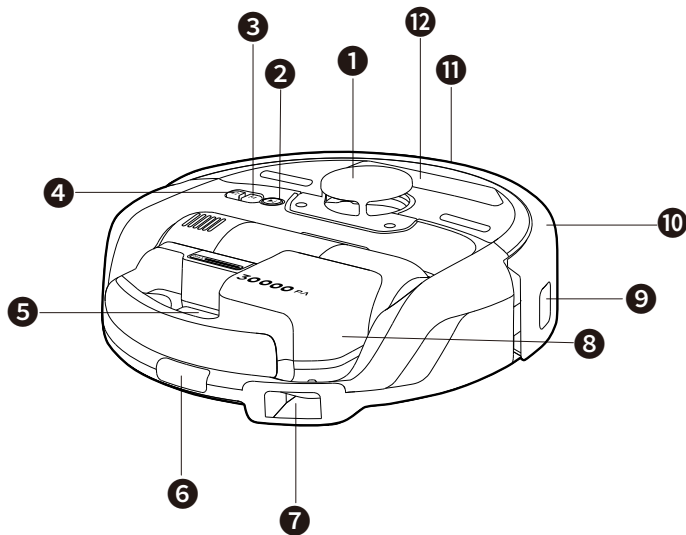
Dock Assist Mat



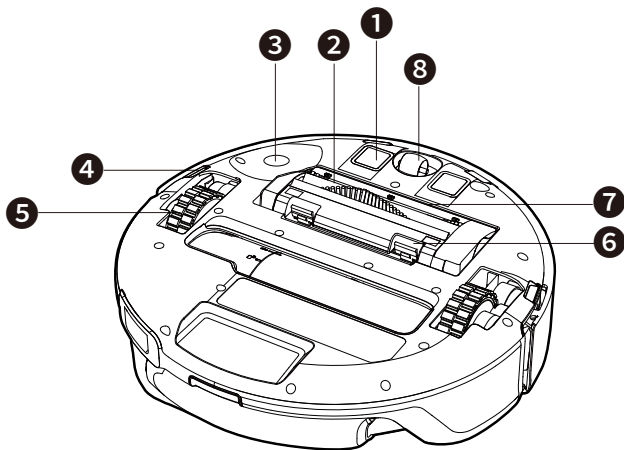
Documents

Note: Should you encounter any issues such as damaged packaging, missing accessories, or signs of use, please contact eufy support immediately. We are committed to resolving your concerns promptly and ensuring your satisfaction.

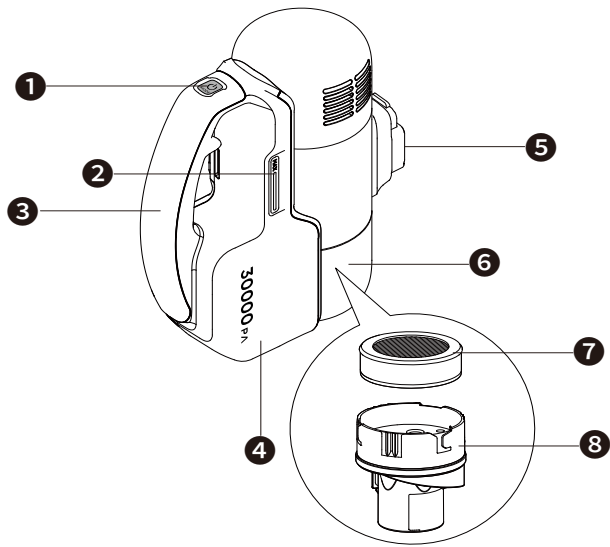
## 1.2 Overview



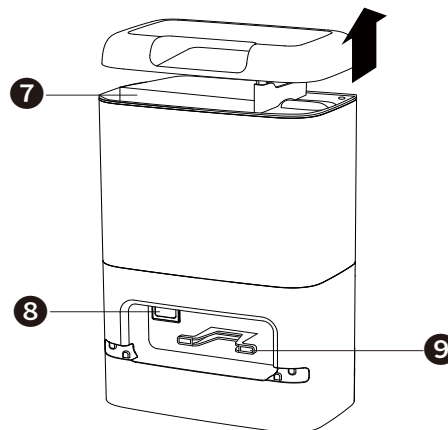
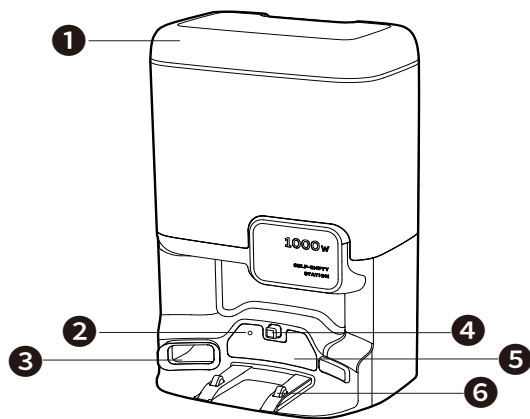
- |                        |                            |
|------------------------|----------------------------|
| ❶ Navigation LiDAR     | ❷ Dust Outlet              |
| ❷ Start / Pause Button | ❸ Cordless Stick Vacuum    |
| ❸ Suction Mode Button  | ❹ Line Laser Sensor        |
| ❹ Recharge Button      | ❺ Bumper                   |
| ❺ Quick Release Button | ❻ Line Laser Sensor        |
| ❻ Recharge Sensor      | ❼ Dusting and Crevice Tool |



- |                                |                                   |
|--------------------------------|-----------------------------------|
| ❶ Charging Contact Pins × 2    | ❺ Wheels × 2                      |
| ❷ Rolling Brush                | ❻ Brush Guard Release Buttons × 2 |
| ❸ Side Brush Installation Port | ❼ Brush Guard                     |
| ❹ Anti-Drop Sensors × 4        | ❽ Swivel Wheel                    |

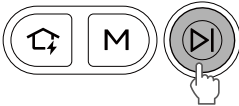
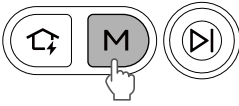
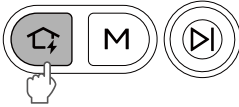
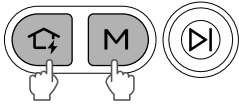
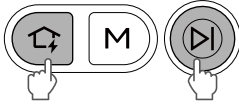


- |                          |                           |
|--------------------------|---------------------------|
| ❶ Power / Mode Button    | ❺ Dust Inlet              |
| ❷ Power / Mode Indicator | ❻ Dust Bin                |
| ❸ Handle                 | ❼ High-Performance Filter |
| ❹ Battery                | ❽ Jet Cyclone             |

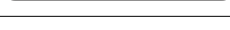


- |                             |                             |
|-----------------------------|-----------------------------|
| ❶ Dust Cover                | ❻ Charging Contact Pins × 2 |
| ❷ LED Indicator             | ❼ Dust Bag                  |
| ❸ Dust Collection Interface | ❽ Power Socket              |
| ❹ Docking Switch            | ❹ Cord Winding Groove       |
| ❺ Recharge Sensor           |                             |

## 1.3 Button Controls

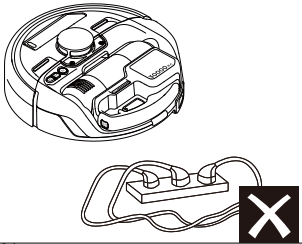
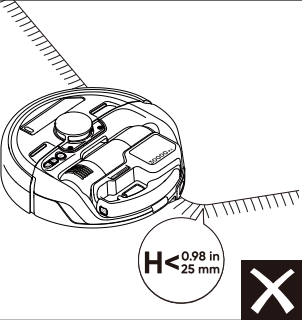
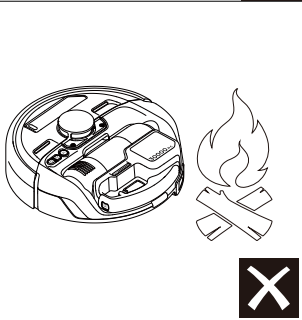
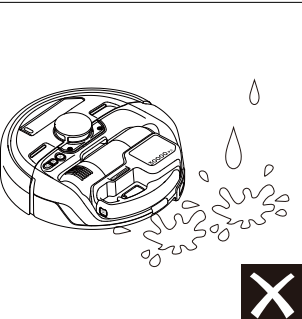
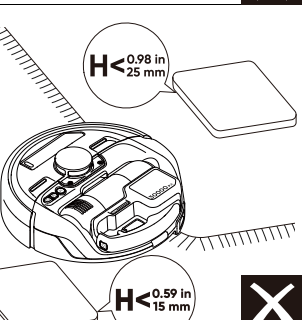
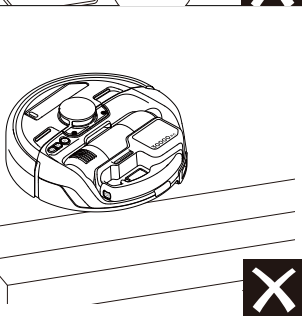
|                                                                                     |                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <ul style="list-style-type: none"><li>• Press to power on</li><li>• Press for 10 seconds to power off</li></ul>                                                                                             |
|    | <ul style="list-style-type: none"><li>• Press to start / pause cleaning</li></ul>                                                                                                                           |
|    | <ul style="list-style-type: none"><li>• Press to switch suction modes: ECO, Standard, Turbo, and Maximum</li><li>• Press for 3 seconds to indicate the battery level on the Cordless Stick Vacuum</li></ul> |
|    | <ul style="list-style-type: none"><li>• Press to return the Robot to the Self-Empty Station</li><li>• Press for 3 seconds to start emptying the dust bin and cleaning the rolling brush</li></ul>           |
|  | <ul style="list-style-type: none"><li>• Simultaneously press for 3 seconds to start Wi-Fi connection</li><li>• Simultaneously press for 10 seconds to restore factory settings</li></ul>                    |
|  | <ul style="list-style-type: none"><li>• Simultaneously press for 3 seconds to enable or disable the child safety lock</li></ul>                                                                             |

## 1.4 LED Indication

| Robot & Cordless Stick Vacuum                                                       |                            |                                                                                  |
|-------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------|
| LED Indicators                                                                      | LED Indication             | Status / Battery Level                                                           |
| When in use                                                                         |                            |                                                                                  |
|    | Steady green               | 75% to 100%                                                                      |
|    |                            | 50% to 75%                                                                       |
|    |                            | 25% to 50%                                                                       |
|    |                            | 15% to 25%                                                                       |
|    | Steady yellow              | 13% to 15%                                                                       |
|    | Flashing yellow            | 5% to 13%                                                                        |
|    | Flashing red               | <5%                                                                              |
| When charging                                                                       |                            |                                                                                  |
|    | Flashing green             | Charging                                                                         |
|    | Steady green               | Fully charged                                                                    |
| When switching modes                                                                |                            |                                                                                  |
|  | Steady white               | ECO suction                                                                      |
|  |                            | Standard suction                                                                 |
|  |                            | Turbo suction                                                                    |
|  |                            | Maximum suction                                                                  |
| When indicating robot status                                                        |                            |                                                                                  |
|  | Steady red                 | Error<br>(Please refer to voice alerts or the in-app instructions for solutions) |
|  | Breathing white            | Enters pairing mode or resetting mode.                                           |
|  | Flashing white             | Pairing or resetting the network.                                                |
| Self-Empty Station                                                                  |                            |                                                                                  |
|  | The LED lights up in white | Self-Empty Station powered on                                                    |
|                                                                                     | Steady white               | Working normally / Collecting Dust                                               |

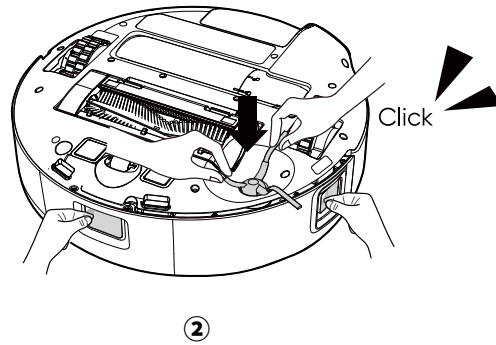
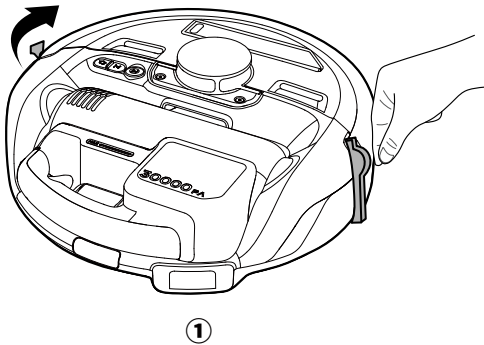
## 2. Preparing Your Robot Vacuum 3-in-1 E20

### 2.1 Important Tips Before Use

|                                                                                                 |                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b><br>   | <p><b>A.</b> Remove power cords and small objects from the floor that may entangle the robot.</p>                                                                                                                                                                                                     |
| <b>B</b><br>   | <p><b>B.</b> Fold tasseled edges of rugs underneath to prevent tangling the robot. Avoid cleaning high-pile rugs or rugs thicker than 0.98 in (25 mm) as they may cause the robot to malfunction. Set a "No-Go" zone to block off areas where the rugs are thicker than 0.98 in (25 mm).</p>          |
| <b>C</b><br>  | <p><b>C.</b> It is strongly recommended to place physical barriers or set a "No-Go" zone via the eufy clean app in front of fireplaces and certain areas (i.e. air vents) that may cause damage to the robot if entered.</p>                                                                          |
| <b>D</b><br> | <p><b>D.</b> Avoid vacuuming large amounts of water or burning objects or it will potentially cause safety hazards or damage the robot.</p>                                                                                                                                                           |
| <b>E</b><br> | <p><b>E.</b> Remove objects less than 0.59 in (15 mm) in height on the floor, and objects less than 0.98 in (25 mm) in height on the carpets, which the Robot cannot recognize as obstacle and avoid them.</p>                                                                                        |
| <b>F</b><br> | <p><b>F.</b> Anti-drop sensors will prevent the robot from tumbling down stairs and steep drops in most cases, but sensors are less effective if dirty or used on carpeted / reflective / dark floors. Place physical barriers or set a "No-Go" zone to block off areas where the robot may fall.</p> |

## 2.2 Prepare the Robot

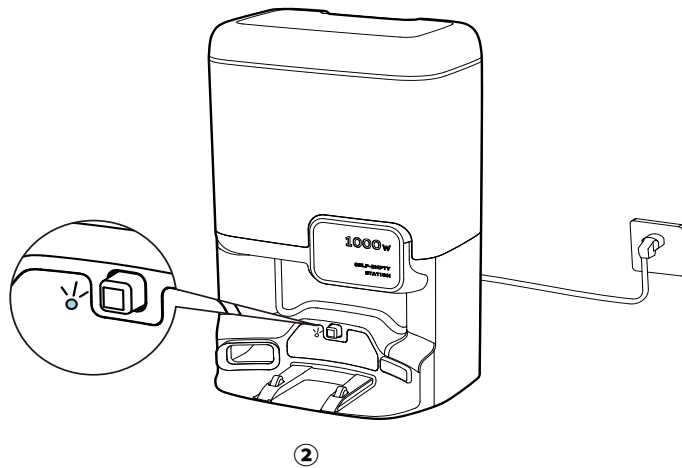
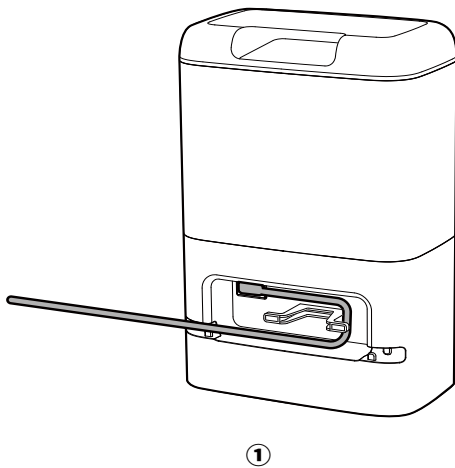
1. Before using, remove stickers, laser protection film, and foam packaging from the Robot.
2. Make sure the brush is correctly installed based on the diagram below. You will hear a "click" when the side brushes are in place.



💡 • If you need to return or repair the product, do not remove the protective film.

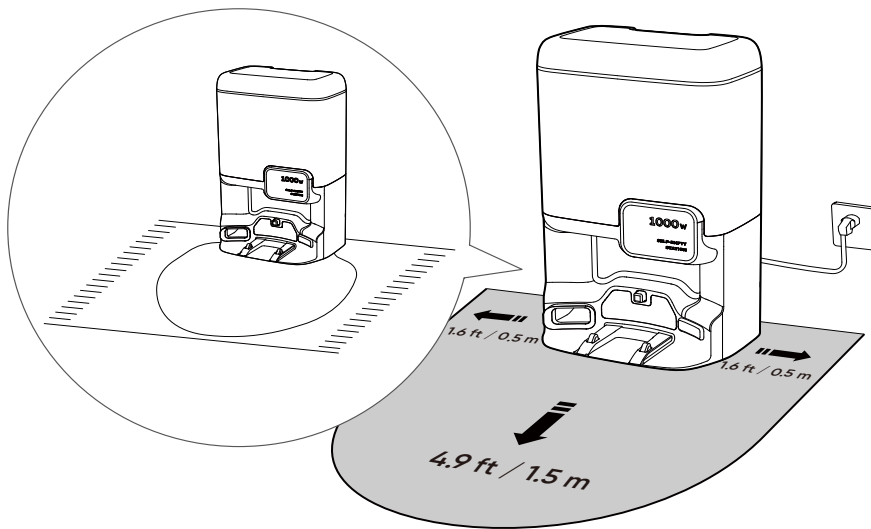
## 2.3 Connect to Power Supply

Connect the power cord to the Self-Empty Station and a wall outlet.



## 2.4 Place the Self-Empty Station

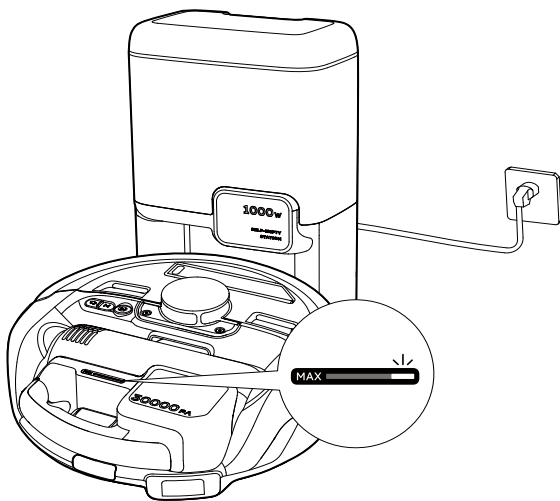
Place the Self-Empty Station against a wall and on a hard, level surface, and install the dock assist mat under the Self-Empty Station. Place the Self-Empty Station in a location that has strong Wi-Fi signal and the Robot can easily access. Ensure a clearance of at least 4.9 ft (1.5 m) in front and 1.6 ft (0.5 m) at the sides.



- 💡 • Always keep the Self-Empty Station plugged in, otherwise the Robot will not automatically return.

## 2.5 Charge the Robot

Attach the Robot to the Self-Empty Station and it will start charging automatically.



- 💡 • For the first-time use, you must activate the battery by charging it. Once activation is complete, the power indicator on the Cordless Stick Vacuum will light up green.

### 3. Using Your Robot with the eufy Clean App

To enjoy all the available features, it is recommended to control your robot via the eufy Clean app.

**Before you start, make sure:**

- Your smartphone is running iOS 11.0 (or above) or Android 8.0 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.

#### 3.1 Download the App

1. Download the eufy Clean app from the App Store (iOS devices) or Google Play (Android devices), or by clicking this link: <https://dl-eufy.eufylife.com/qcdl/index.html?flow=eufy>.
2. Open the app and create a user account.
3. Tap **Add Device** on the main screen of the app, and select **3-in-1 E20** to connect the robot.
4. Follow the instructions in the app to set up the Wi-Fi connection.
  - After connecting successfully, you can control the robot via the app.
  - With the app, you can select different cleaning modes, schedule cleaning, adjust the suction level, view the operation status, receive notifications, set up "No-Go" zones, and access additional features.



- **The Robot does not support 5GHz Wi-Fi.**
- If the robot gets stuck in any space, tap **Find My Robot** in the app to find the device.
- Due to ongoing development and upgrades of the eufy Clean App, there may be minor adjustments to features. Please refer to the latest version for the most accurate information.



### 3.2 Quick Mapping before First Use

After your robot is connected, tap **Enter** and then **Start** on the screen to start quick mapping followed by a whole house cleaning. Once the mapping is completed, you are ready to start cleaning.



### 3.3 Set Up No-Go Zone

With the eufy Clean app, you can set up a “No-Go Zone” as a restricted area, which the robot will not enter the zone to vacuum. This eliminates the need to use physical barriers, including boundary strips. This feature is only designed for dividing the cleaning zones, not for isolating hazardous areas.



### 3.4 Editing Carpets

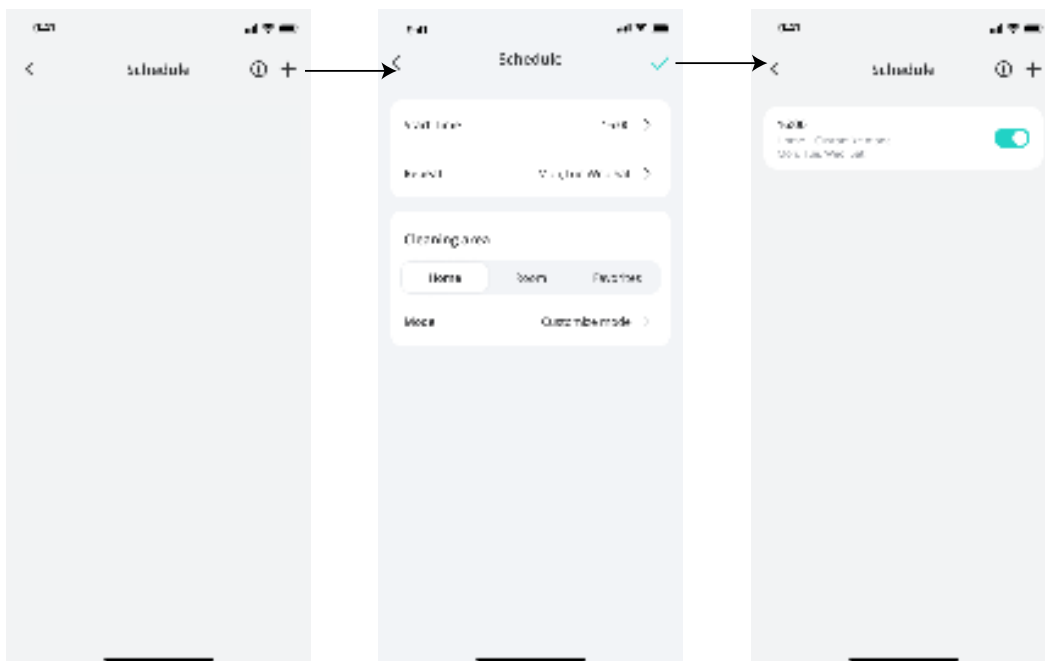
To protect your carpets and ensure efficient cleaning, please customize the settings for different types of carpets in the eufy Clean app. The Robot will not enter the zone with carpets thicker than 0.98 in (25 mm).

- Tap **Edit Map** > **Edit Carpet** to complete the setup.



### 3.5 Schedule Cleaning

With the eufy Clean app, you can schedule the robot to start cleaning at a particular time.



- 💡 • You can set the time and customize cleaning schedules from Sunday to Saturday on the eufy Clean app. This function is only available on the app.

## 3.6 Select a Cleaning Mode

You can start / pause cleaning or select a cleaning mode via the eufy Clean app.

### 3.6.1 Home Cleaning Mode

Tap **Start** in the eufy Clean app to enable Home Cleaning mode.

After startup, the robot moves from the Self-Empty Station and automatically determines its cleaning route, cleaning the edges first and following a Z-shaped cleaning path. When cleaning is finished, the robot automatically returns to the Self-Empty Station.



- To pause cleaning, tap **Pause** in the app or press  on the robot.

### 3.6.2 Room Cleaning

In this mode, you can select the specific room that requires cleaning in the eufy Clean app. You can set the suction power and cleaning times of each room. The robot will clean the selected rooms only and return to the Self-Empty Station after cleaning.



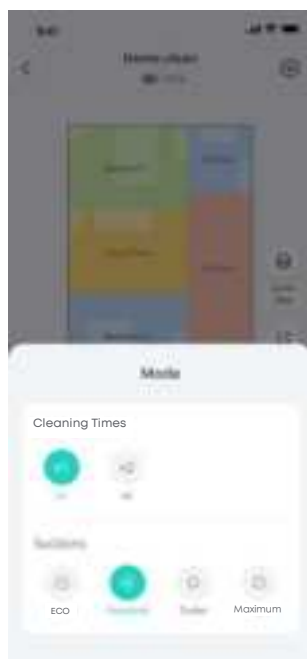
### 3.6.3 Zone Cleaning

In this mode, you can set up a cleaning zone and customize its size in the eufy Clean app, and the robot will clean the selected zone only.



### 3.7 Selecting a Suction Power Level

In the eufy Clean app, select a suction power level according to your needs: ECO, Standard (Default), Turbo, and Maximum.



- 💡 • When the robot starts cleaning next time, it will clean according to the suction power level you previously selected.

## 4. Using Your Robot with Apple Siri / Amazon Alexa / The Google Assistant

Apple Siri, Amazon Alexa and the Google Assistant are smart voice control devices that enable you to control the robot with your voice.

### Before you start, make sure:

- The robot is attached to the Self-Empty Station to ensure there is enough power.
- The robot is connected with the eufy Clean app.
- You have an Apple Siri-enabled device (i.e. HomePod, HomePod mini, Apple TV, or iPad) an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot, Amazon Tap, Echo Show, or Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Apple Home app, Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

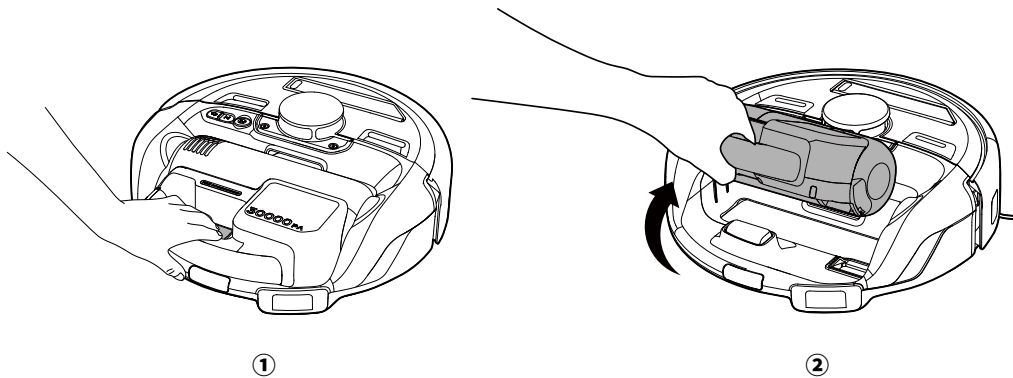
### To control the robot with Apple Siri, Amazon Alexa or the Google Assistant:

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

## 5. Using Your Cordless Stick Vacuum

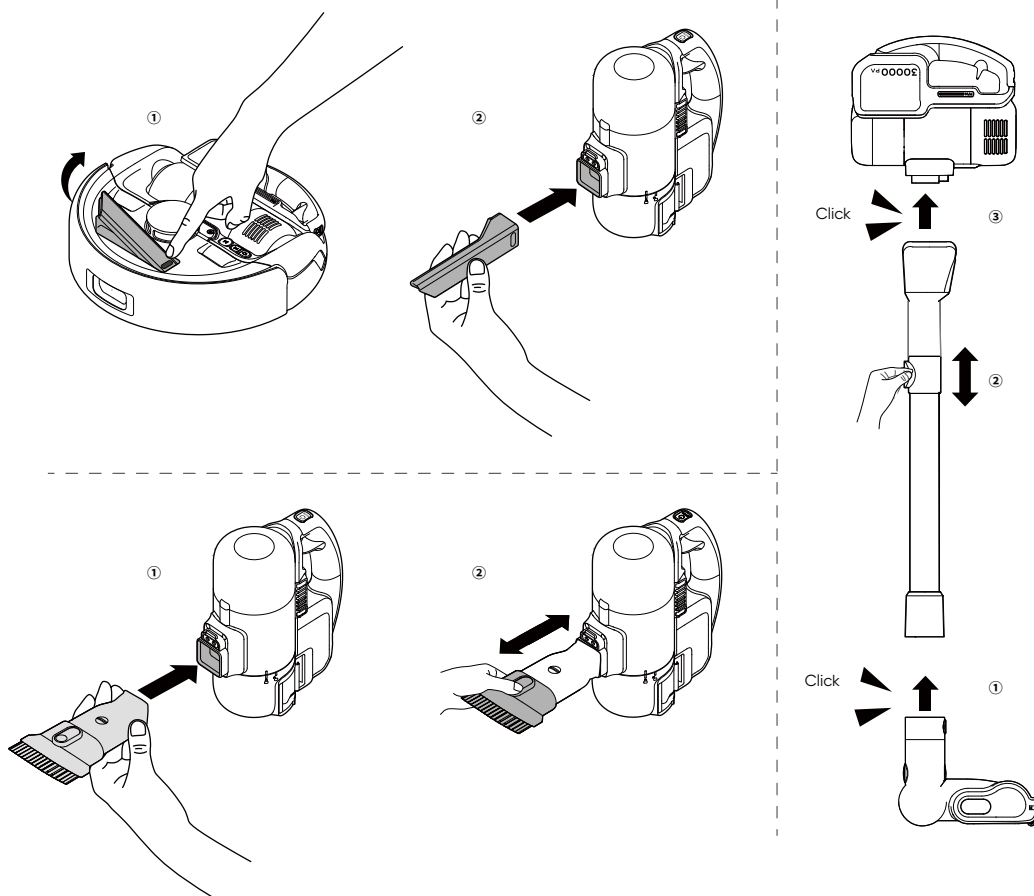
### 5.1 Detach the Cordless Stick Vacuum

Press the quick release button and then lift up to detach the Cordless Stick Vacuum.



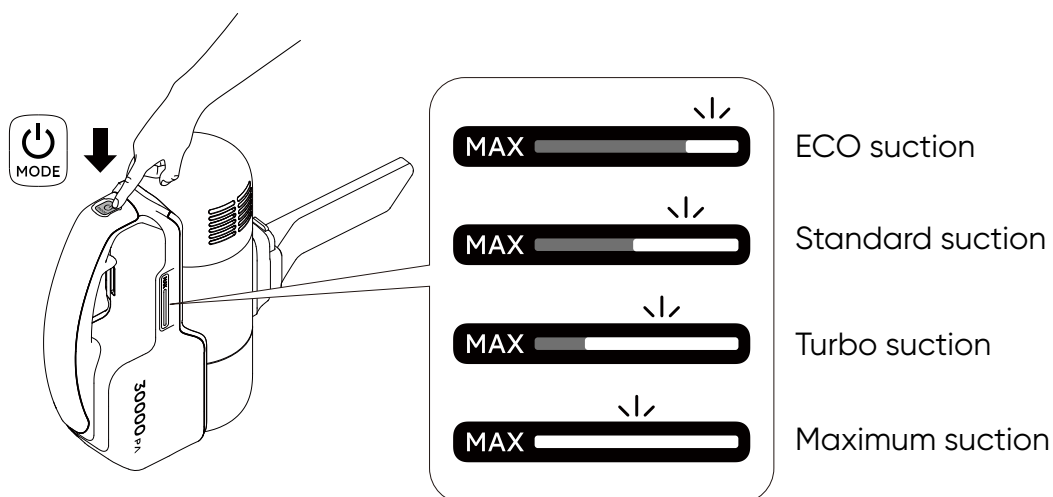
## 5.2 Install a Vacuum Cleaner Head

Select and install a vacuum cleaner head to the Cordless Stick Vacuum. Adjust the length carefully to avoid pinching your hand.



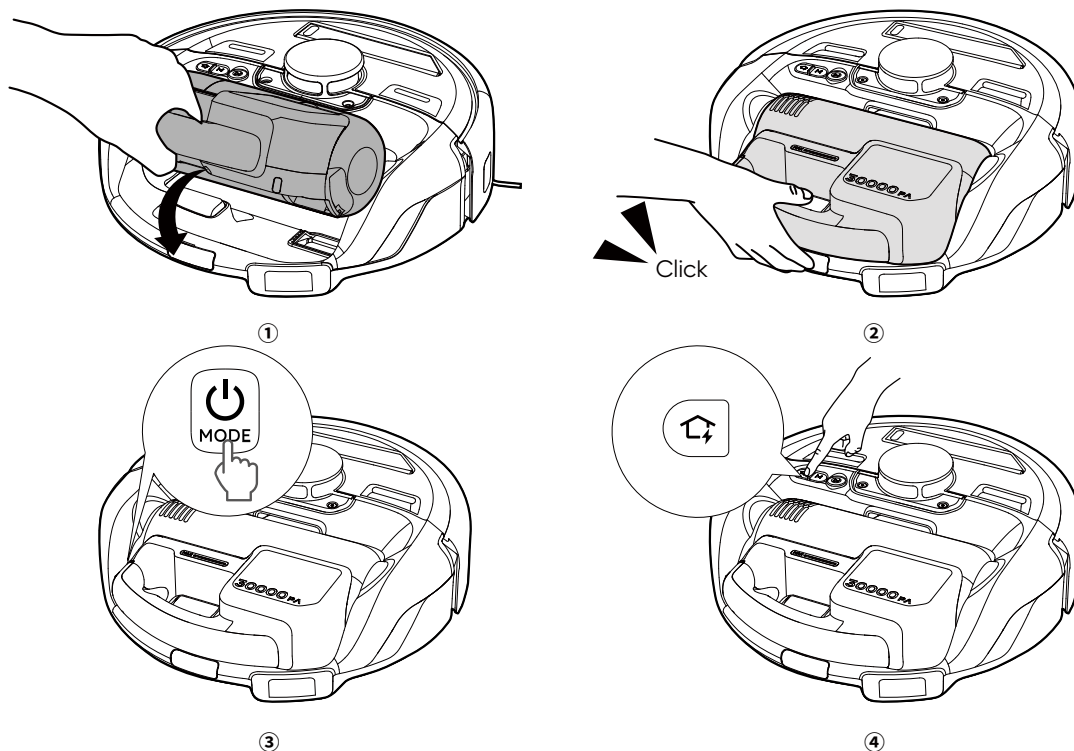
## 5.3 Start / Pause Cleaning

Press  for 2 seconds to start or pause cleaning. Press  to switch suction modes.



## 5.4 Charge the Cordless Stick Vacuum

Insert the Cordless Stick Vacuum and push down until it clicks. Press  to power on the robot. Then press  to return the robot to the Self-Empty Station.



## 6. Auto Dust Collection

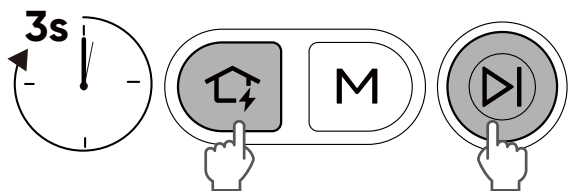
The dust bin can be automatically emptied when Auto Dust Collection is triggered. Auto Dust Collection will be triggered in any of the following scenarios:

- The preset dust collection time is reached during cleaning process.
- The Robot finishes the cleaning task and returns to the Self-Empty Station.
- The Robot automatically returns to the Self-Empty Station after cleaning for more than 3 minutes.
- After more than 10 minutes of cleaning with the cordless stick vacuum, reinsert the vacuum back to the Robot.

You can also press  for 3 seconds or tap **Deep Dust Collection** in the app to empty the dust bin as necessary.

## 7. Enabling / Disabling Child Safety Lock

- Press and hold  and  simultaneously for 3 seconds to activate the child safety lock. Once the child safety lock is enabled, all buttons will be locked to prevent children from damaging the device or accidentally getting hurt.



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

 • This function is also available in the eufy Clean app.

## 8. Cleaning and Maintenance

Prior to cleaning and maintaining, turn off the device and unplug the power cord.

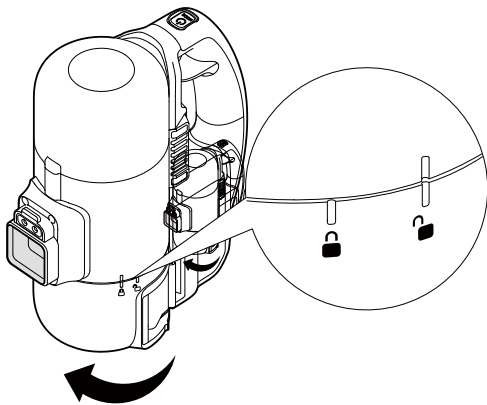
For optimal performance, follow the instructions below to clean and maintain the product regularly. The cleaning and replacement frequency will depend on your home environment and usage habits.

## 8.1 Recommended Cleaning and Replacement Frequency

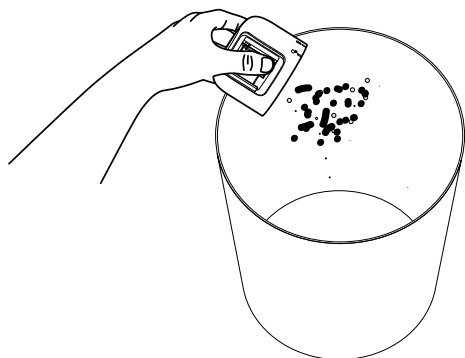
| Part                    | Cleaning Frequency | Replacement Frequency                         |
|-------------------------|--------------------|-----------------------------------------------|
| Dust Bin                | Every 2 months     | -                                             |
| High-Performance Filter | Every 1.5 months   | Every 6 months<br>(or when visibly worn)      |
| Jet Cyclone             | Every 1.5 months   | -                                             |
| Side Brush              | Every 1.5 months   | Every 3 months<br>(or when visibly worn)      |
| Brush Guard             | Every 1.5 months   | Every 6 months<br>(or when visibly worn)      |
| Rolling Brush           | Every 1.5 months   | Every 6 months<br>(or when visibly worn)      |
| Sensors                 | Every 2 months     | -                                             |
| Charging Contact Pins   | Every 2 months     | -                                             |
| Swivel Wheel            | Every 2 months     | -                                             |
| Disposable dust bag     | -                  | Every 2 months (Or when the dust bag is full) |
| Recharge sensors        | Every 2 months     |                                               |

## 8.2 Clean the Dust Bin, Filter and Jet Cyclone

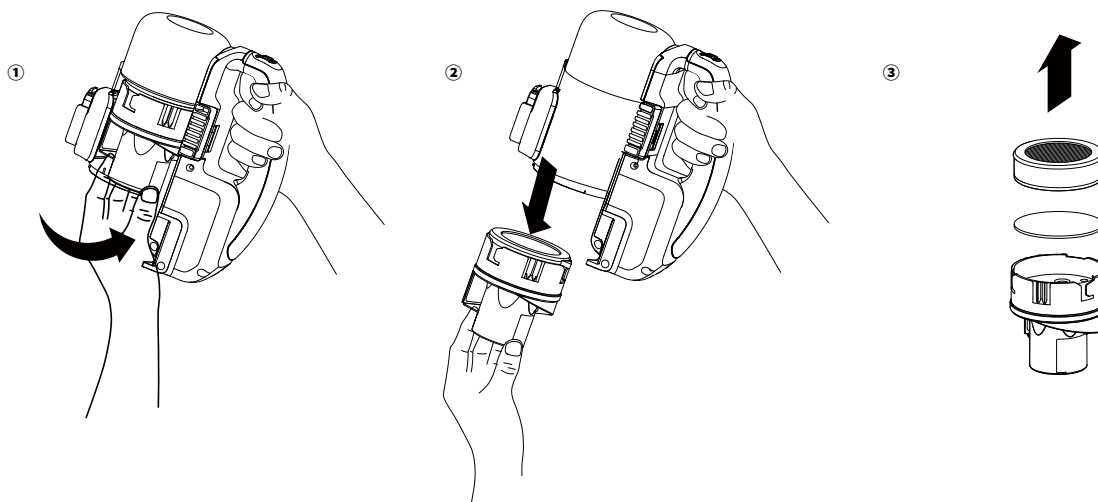
1. Rotate the dust bin to the unlock position.



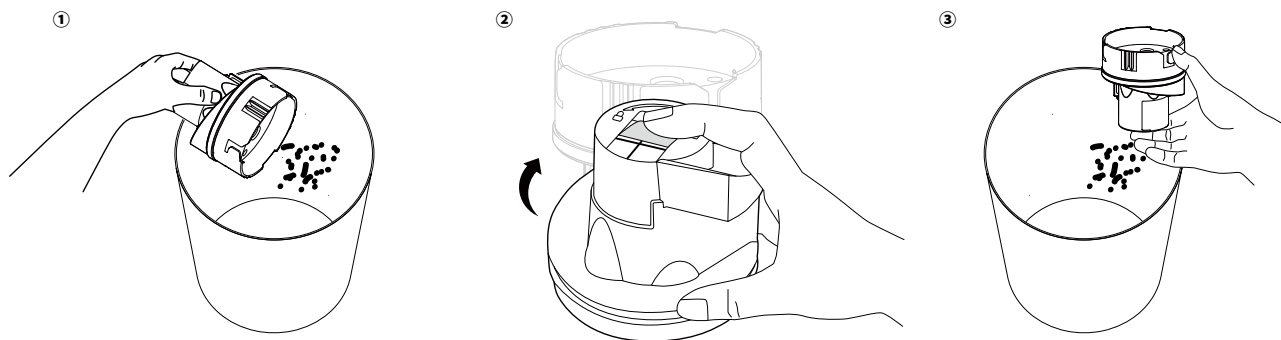
2. Remove the dust bin and empty it.



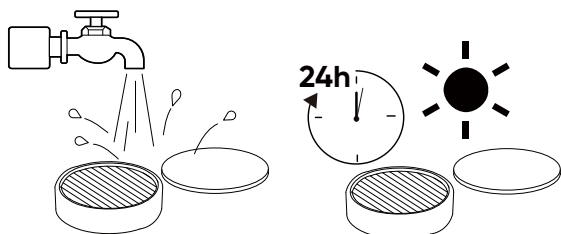
3. Rotate the filter and the sponge to the unlock position and remove it.



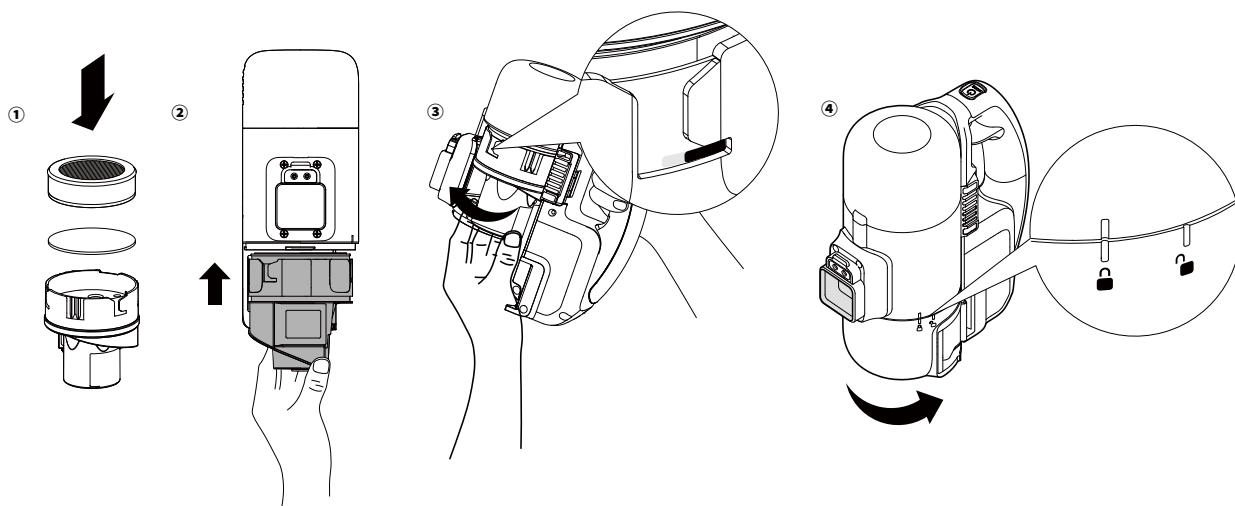
4. Remove the debris from the jet cyclone. Open the silicone lid on the bottom of the jet cyclone, and knock the debris inside the cyclone out.



5. Rinse the dust bin, the sponge and the high-performance filter thoroughly with water. Air-dry the sponge and the filter completely, and make sure the interior of dust bin is dry before next use.



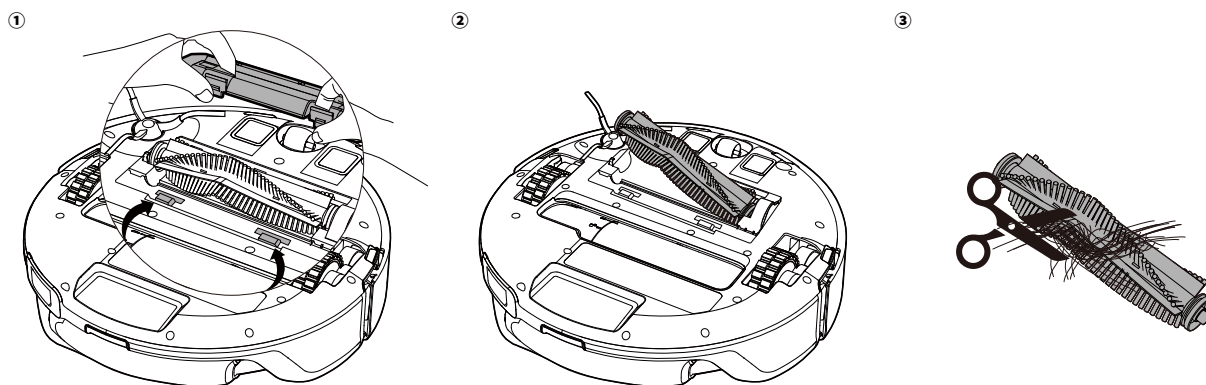
6. Reinstall the filter, the sponge and the dust bin.



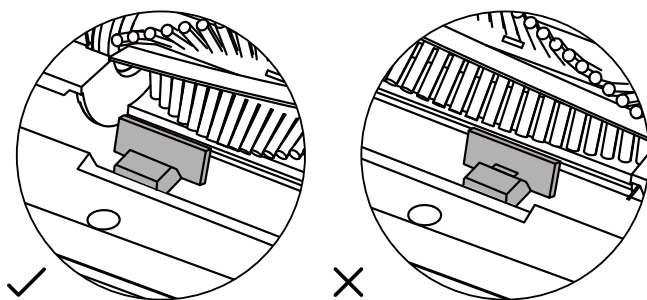
- Do not use a brush, hot water, or any detergent to clean the filter.
- Do not use the filter if it is not completely dry, otherwise it may affect the cleaning performance.
- Once you have used the products for 6 months, you can reach out to our customer service team to purchase new filter elements.
- Please keep the used filter elements away from children.

### 8.3 Clean the Rolling Brush

1. Push up on the release buttons to unlock the brush guard, then lift off the brush guard.
2. Lift up the rolling brush to remove, and remove any debris. If there is hair entangled at both ends of the rolling brush, remove the hair manually or with scissors.
3. Reinstall the rolling brush and brush guard.



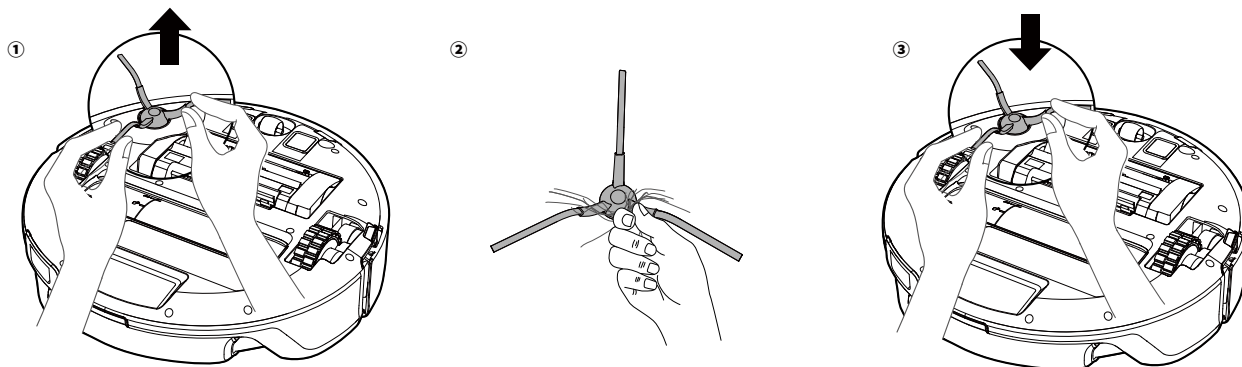
- When installing the rolling brush, make sure the two release buttons are clicked into place.



## 8.4 Clean the Side Brush

Foreign substances, such as hair, can easily get tangled in the side brush, so it is best to clean it regularly.

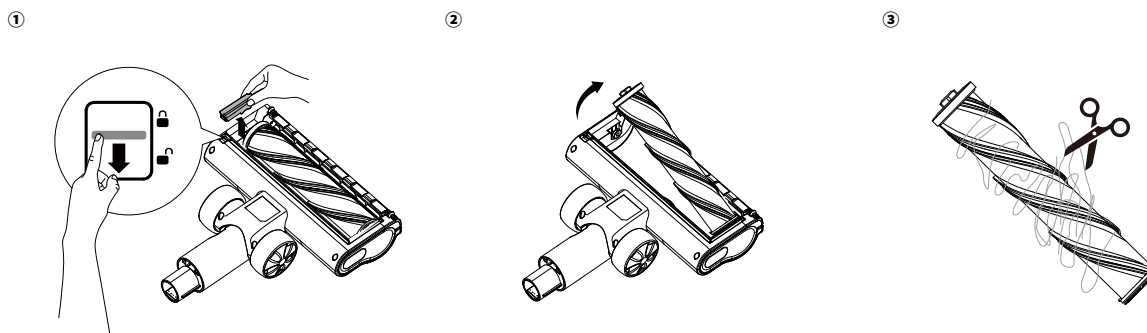
1. Remove the side brush.
2. Carefully unwind and pull off any hair or substances that are wrapped between the robot and the side brushes.
3. Reinstall the side brush. You will hear a click when the side brush has been properly installed.



💡 • Only use the side brush when it is completely dry.

## 8.5 Clean the Floor Brush

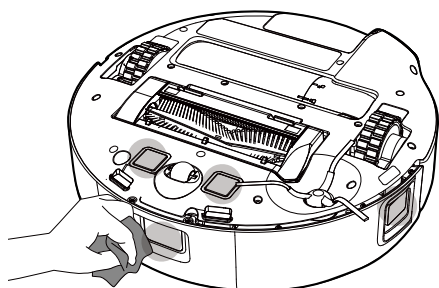
1. Push the release tab to the unlock position, remove the brush guard.
2. Lift to take out the brush. Clean the brush with scissors.



## 8.6 Clean the Sensors and Charging Contact Pins

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

- Dust off the sensors and charging contact pins with a clean cloth.

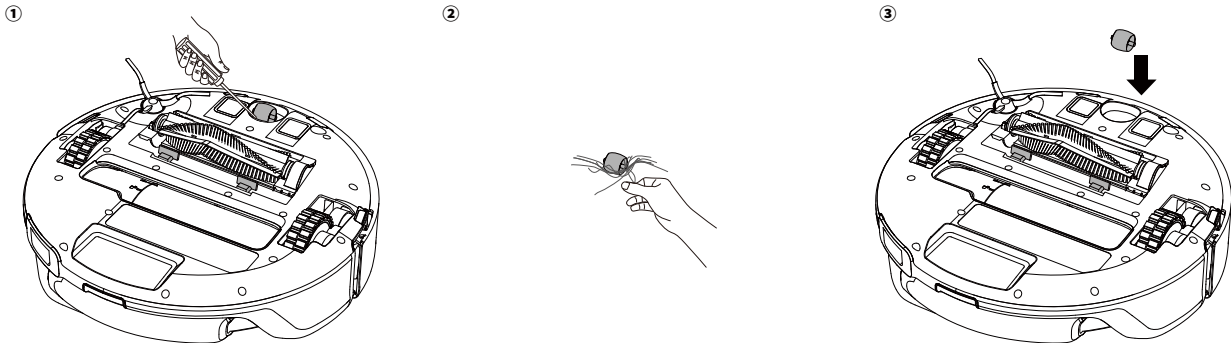


- 💡 • Do not use detergents, water or other liquids to clean the sensors and charging contact pins. Avoid excessive force when wiping.
- Do not use hard materials to scrape the charging contact pins.

## 8.7 Clean the Swivel Wheel

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

1. Pull out the swivel wheel with a tool (such as a screwdriver).
2. Clean any hair or debris wrapped around the wheel or entangled inside the wheel cavity.
3. Reinstall the wheel and push it in until it clicks into place.

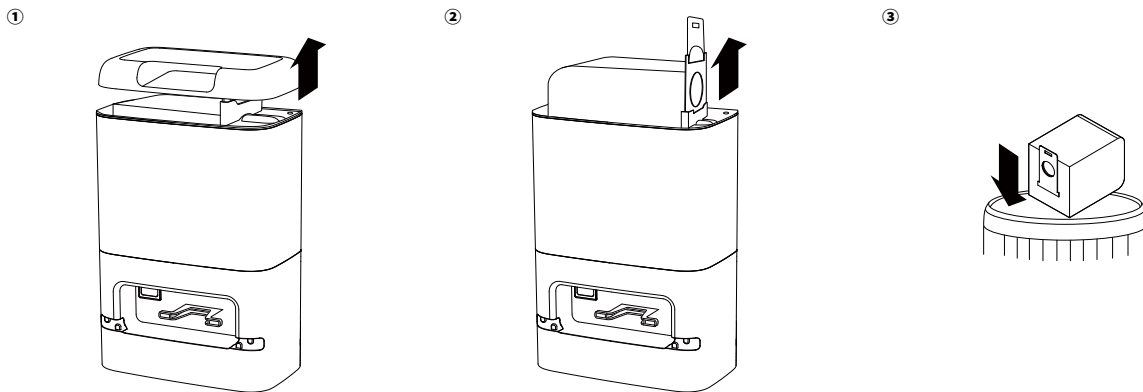


 • Do not clean the swivel wheel with water.

## 8.8 Replace the Dust Bag

Follow the in-app prompts to check if the dust bag is full, and follow the steps below to replace it if needed.

1. Open the dust cover.
2. Pull up to remove the dust bag.
3. Dispose of the used dust bag.
4. Install a new dust bag.
5. Close the dust cover.



## 9. Troubleshooting

When an error occurs, please refer to the in-app instructions for solutions. If the problem persists, please contact support@eufy.com for help.

## 10. Specifications

|                       |                         |                                                                                                                                               |
|-----------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Robot                 | Dimensions              | 350*350*118mm                                                                                                                                 |
|                       | Weight                  | 2.25kg                                                                                                                                        |
|                       | Battery                 | 4200mAh, 14.8V                                                                                                                                |
|                       | Input Power             | 16V $\approx$ 2A, 32W                                                                                                                         |
|                       | Cleaning Time           | ECO suction: Up to 180 minutes<br>Standard suction: Up to 120 minutes<br>Turbo suction: Up to 90 minutes<br>Maximum suction: Up to 60 minutes |
|                       | Charging Time           | 2.5h                                                                                                                                          |
|                       | Charging Temperature    | 5-40 °C                                                                                                                                       |
| Cordless Stick Vacuum | Dimensions              | 220*199*90mm                                                                                                                                  |
|                       | Weight                  | 1.3kg                                                                                                                                         |
|                       | Input Power             | 16V $\approx$ 2A, 32W                                                                                                                         |
|                       | Cleaning Time           | ECO suction: Up to 50 minutes<br>Standard suction: Up to 30 minutes<br>Turbo suction: Up to 20 minutes<br>Maximum suction: Up to 13 minutes   |
|                       | Charging Temperature    | 5-40 °C                                                                                                                                       |
| Self-Empty Station    | Dimensions              | 250*150*386.5mm                                                                                                                               |
|                       | Weight                  | 3.35kg                                                                                                                                        |
|                       | Rated Input             | 100-120V, 50-60Hz                                                                                                                             |
|                       | Power (Dust Collection) | 1000W                                                                                                                                         |
|                       | Power (Charge)          | 38W                                                                                                                                           |
|                       | Rated Output            | 16V $\approx$ 2A, 32W                                                                                                                         |

 • As voltages vary across different countries and regions, we recommend purchasing the machine version specific to your location to avoid potential safety hazards and equipment damage.

## 11. Warranty

The product's warranty period is determined by the seller and may vary according to different sales channels and local legal requirements, but the minimum warranty period shall not be less than 12 months.

Note: The 12-month warranty covers the main unit (including the battery) and the Self-Empty Station, not applicable to consumables like rolling brush, side brush, etc.

**This limited warranty provided by the manufacturer does in no way affect a potential statutory warranty provided by law.**