



# DEEBOT **1150** PRO OMNI

## Instruction Manual

## IMPORTANT SAFETY INSTRUCTIONS

### IMPORTANT SAFETY INSTRUCTIONS

When using an electrical Appliance, basic precautions should always be followed, including the following:

### **READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE SAVE THESE INSTRUCTIONS**

1. The Appliance is not intended for use by persons(including children)with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the Appliance by a person responsible for their safety.Clear the area to be cleaned. Remove power cords and small objects from the floor that could entangle the Appliance. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
2. Clear the area to be cleaned. Remove power cords and small objects from the floor that could entangle the Appliance.
3. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
4. If there is a drop off in the cleaning area due to a step or stairs, you should operate the Appliance to ensure that it can detect the step without falling over the edge. It may become necessary to place a physical barrier at the edge to keep the unit from falling. Make sure the physical barrier is not a trip hazard.
5. Only use as described in this manual. Only use attachments recommended or sold by the manufacturer.
6. For INDOOR household use ONLY. Do not use the Appliance in outdoor, commercial or industrial environments.
7. Do not use without dust bin and/or filters in place.
8. Turn OFF the Power Switch before removing the Dust Bin.
9. Do not operate the Appliance in an area where there are lit candles or fragile objects.
10. Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
11. Do not operate the Appliance in a room where

- an infant or child is sleeping.
12. Do not use Appliance on wet surfaces or surfaces with standing water.
  13. Do not allow the Appliance to pick up large objects like stones, large pieces of paper or any item that may clog the Appliance.
  14. Do not use Appliance to pick up flammable or combustible materials such as gasoline, printer or copier toner, or use in areas where they may be present.
  15. Do not use Appliance to pick up anything that is burning or smoking, such as cigarettes, matches, hot ashes, or anything that could cause a fire.
  16. Do not put objects into the suction intake. Do not use if the suction intake is blocked. Keep the intake clear of dust, lint, hair, or anything that may reduce air flow.
  17. If the power cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
  18. Turn OFF the power switch before cleaning or maintaining the Appliance.
  19. The lithium battery type suitable for CH2453A is Max. 8 cells, max. nominal voltage DC 14.4V, rated capacity 5,800mAh. The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
  20. Please dispose of used batteries according to local laws and regulations.
  21. Do not incinerate the Appliance even if it is severely damaged. The batteries can explode in a fire.
  22. The Appliance must be used in accordance with the directions in this Instruction Manual. Ecovacs Home Service Robotics cannot be held liable or responsible for any damages or injuries caused by improper use.
  23. The robot contains batteries that are only replaceable by skilled persons. To replace the robot's battery, please contact Customer Service.
  24. Please make sure your power supply source voltage matches the power voltage marked on the OMNI Station.
  25. Use only the original rechargeable battery and OMNI Station provided with the Appliance from the manufacturer. Non-rechargeable batteries are prohibited.
  26. Take care not to damage the power cord. Do not pull on or carry the Appliance or OMNI Station

by the power cord, use the power cord as a handle, close a door on the power cord, or pull power cord around sharp edges or corners. Do not run Appliance over the power cord. Keep power cord away from hot surfaces.

27. Do not use the OMNI Station if it is damaged. The power supply is not to be repaired and not to be used any longer if it is damaged or defective.
28. Do not use with a damaged power cord or receptacle. Do not use the Appliance or OMNI Station if it is not working properly, has been dropped, damaged, left outdoors, or come in contact with water. It must be repaired by the manufacturer or its service agent in order to avoid a hazard.
29. The plug must be removed from the receptacle before cleaning or maintaining the OMNI Station.
30. Remove the Appliance from the OMNI Station, and turn OFF the power switch to the Appliance before removing the battery for disposal of the Appliance.
31. When not using the OMNI Station for a long period of time, please unplug it.
32. If the robot will not be used for a long time,

power OFF the robot for storage and unplug the OMNI Station.

33. **WARNING**-Add clean water into the clean tank only.

34. **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit CH2453A provided with the Appliance.

To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended. The antenna used for this transmitter must not be co-located in conjunction with any other antenna or transmitter.

### **Device Update**

Typically, some devices are updated bi-monthly, but not always so specific.

Some devices, especially those that went on sale more than three years ago, will only be updated if a critical vulnerability is found and fixed.

|                                                                                   |                                                  |
|-----------------------------------------------------------------------------------|--------------------------------------------------|
|  | Caution: hot surface                             |
|  | Short-circuit-proof safety isolating transformer |
|  | Switch mode power supply                         |
|  | For indoor use only                              |
|  | Direct current                                   |
|  | Alternating current                              |
|  | Before charging, read the instructions.          |
|  | Polarity of the charging port                    |
|  | Time-lag miniature fuse-link                     |

The remote surveillance is for the absolute private use of non-public, private owned places for the pure self-protection and single control intended only. Please be aware of the local data protection based legal obligations in case of use. No surveillance of public places, especially with clandestine intent and/or on the part of the employer without justified reasons. Such not justified use is in the risk and responsibility of the user only.

## European Union Compliance Statement Information on Disposal for Users of Waste Electrical & Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points. Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point. Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

## Information on Disposal for Users of used batteries



This symbol means that batteries and accumulators, at their end-of-life, should not be mixed with unsorted municipal waste. Your participation is an important part of the effort to minimize the impact of batteries and accumulators on the environment and on human health. For proper recycling you can return this product or the batteries or accumulators it contains to your supplier or to a designated collection point, which is free of charge.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation. there are separate collection systems for used batteries and accumulators.

Please, dispose of batteries and accumulators correctly at your local community waste collection/ recycling center.

## Restriction of the use of certain hazardous substances (RoHS) Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares the whole product including parts (cables, cords, and so on) meets the requirements of RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2.0").

## Radio Equipment Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU.

## Europe Authorised Representative:



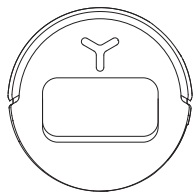
ECOVACS Europe GmbH  
Holzstrasse 2 | D-40221 Düsseldorf | Germany

Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product comply with the essential requirements and other relevant provisions of the RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863, the Radio Equipment Directive 2014/53/EU.

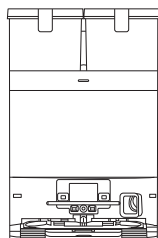
The declaration of conformity can be viewed at the following address: <https://www.ecovacs.com/global/compliance>.

# Package Contents

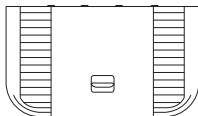
## 1 PACKAGE CONTENTS



Robot



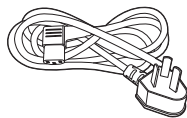
OMNI Station (with Dust Bag)



Base



Side Brush



Power Cord



Instruction Manual

**Note:** Figures and illustrations are for reference only and may differ from actual product appearance. Product design and specifications are subject to changes without notice.

## 2 PRODUCT DIAGRAM

### 1. Robot Front View

Button on DEEBOT

Press: Start/Pause

Press and hold for 3s: Return to charge

3D Structure Light Sensor

AI Camera

d-ToF Laser Module

Top Cover

Bumper

### 2. Robot Bottom View

Anti-drop Sensors

Side Brush

Carpet Detection Sensor

Brush Release Button

Mounting Slots for Mopping Pad Assembly

Universal Wheel

Roller Brush

Driving Wheels

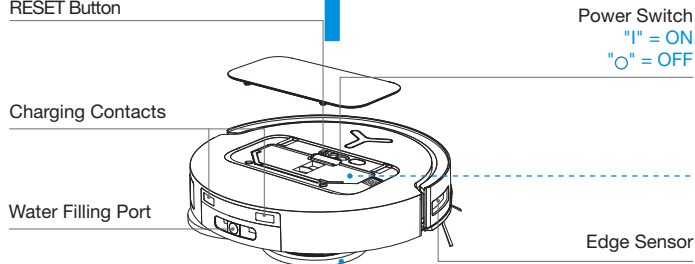
### 3. Under the Cover

#### RESET Button

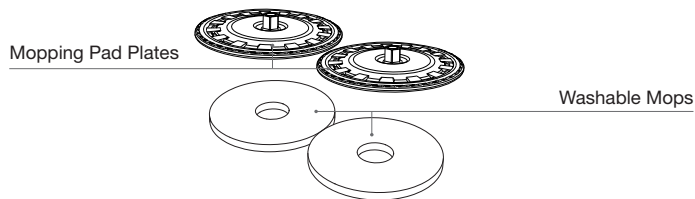
Network Setup: Press the RESET Button and follow the voice prompt to set up the network.

Restore to default settings: Press and hold the RESET button for 5 seconds, and you will hear a prompt sound. After that, the startup music will play, and the robot will be restored to default settings.

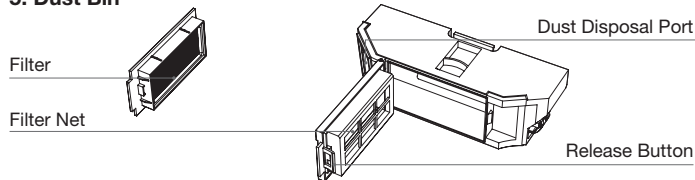
Wi-Fi Status Indicator/  
RESET Button



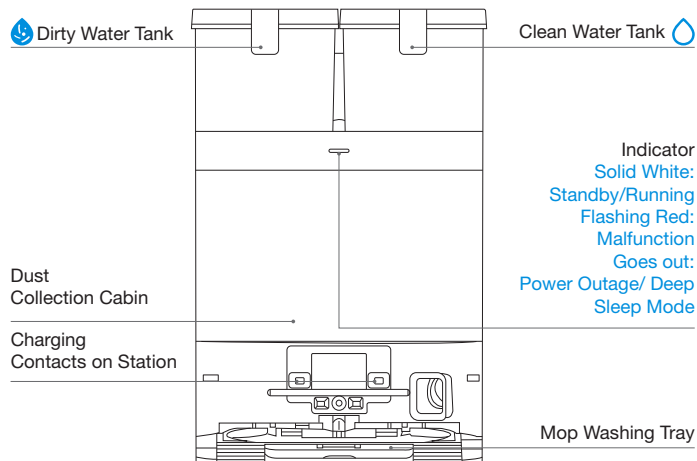
### 4. Mopping Pad Assembly



### 5. Dust Bin



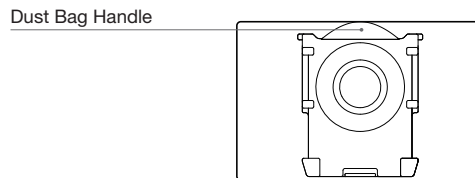
### 6. Station Front View



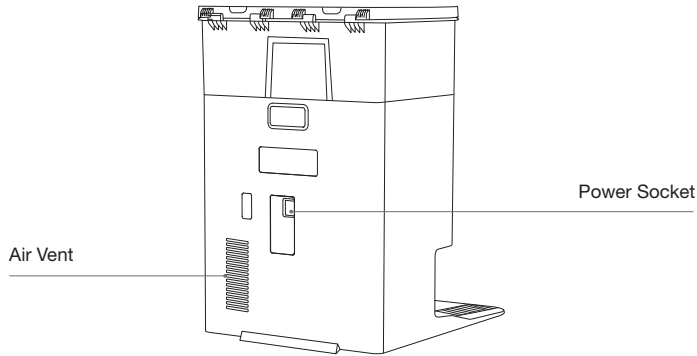
#### Note:

- If the Indicator flashes red, go to the ECOVACS HOME App for details about the malfunction.
- If the robot cannot charge, wipe the corresponding charging contacts on the OMNI Station with a dry cloth.

### 7. Dust Bag



## 8. Station Back View

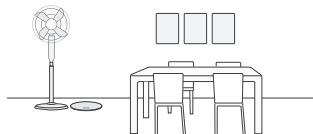


## 9. Sensors

| Product Diagram           | Functional Description                                                                                                                                                                                                                                                                                                                                       |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| d-ToF Laser Module        | Laser Ranging is applied to measure the distance between the robot and surrounding objects based on the time difference of reflection, allowing the module to map against the objects around while the robot is moving. The detection range is 10 m.                                                                                                         |
| 3D Structure Light Sensor | Infrared Ranging and similar triangles are applied to measure the distance between the surrounding objects and the robot. When the sensor detects an object nearby, the robot will automatically take a turn to avoid bumping into the object. The detection range is 0.4 m.                                                                                 |
| Anti-drop Sensors         | Infrared Ranging is applied by the sensor at the bottom of the robot to measure the height between the bottom of the robot and the ground. When there is a height difference, for example, a height above 55 mm on white-colored ground or a height above 30 mm on black-colored ground, the robot will stop advancing, fulfilling the feature of Anti-drop. |
| Carpet Detection Sensor   | The ultrasound probe can emit ultrasonic waves with a frequency of 300KHZ. The energy of the ultrasonic waves can be absorbed by carpets. If the reflected energy is below the threshold, the robot will recognize the presence of a carpet. According to ECOVACS lab tests, currently, over 50 types of carpets available on the market can be identified.  |
| Anti-collision Sensor     | When the transmitted signal is blocked by an object, the signal receiver will not be able to receive it. With this principle, the robot will avoid obstacles when encountering them.                                                                                                                                                                         |
| Edge Sensor               | With Infrared Ranging, the robot can detect the distance between itself and objects on its right side. When there is a wall or an obstacle on the right side, the robot will perform edge cleaning to avoid missed spots or collisions.                                                                                                                      |
| AI Camera                 | Use AI Camera to collect images of the surroundings for video recording, allowing distant video call via the microphone. FOV: Vertical Span of 77°, Horizontal Span of 97°                                                                                                                                                                                   |
| Microphone                | Human voices cause vibrations in the diaphragm of the microphone through air. As a result, the microphone utilizes the collection and algorithms of sound models to achieve sound recording and voice control of the robot to complete specific tasks. The effective wake-up distance is 5 m.                                                                |

# NOTES BEFORE CLEANING

## 1 Before Cleaning

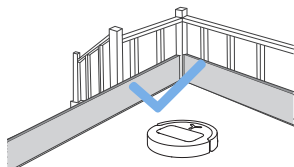


### Prepare the Area

Tidy up the area to be cleaned by putting furniture, such as chairs, in proper places.



Put away objects including cables, clothes, and slippers on the floor to improve cleaning efficiency.



### Set up Protective Barriers

It may be necessary to place a physical barrier at the edge of a steep drop to stop the robot from falling over the edge.



Before using the product on a rug or carpet with tasseled edges, please fold the rug and tuck the tassels under the rug.

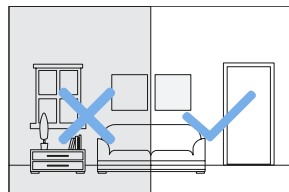


### Keep Doors Open to Rooms to be Cleaned

During the first use, make sure each room door is open to help the robot fully explore your house.



Please do not stand in tight spaces such as doorways and hallways, and make sure not to block the robot's path when it's identifying areas.



### Provide Sufficient Lighting

Make sure areas to be cleaned are well illuminated so AI Camera works properly.



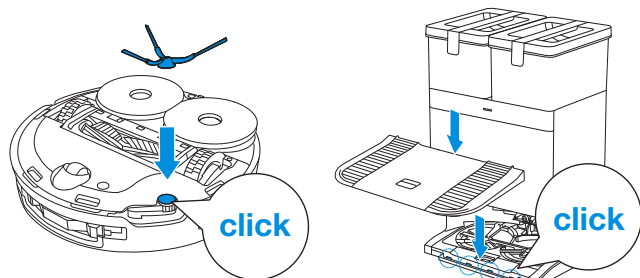
Ensure the clarity of the robot's vision and avoid scratching or smudging the camera lens with fingerprints or oily stains. Use a clean, soft cloth to wipe the camera, instead of cleaning agents, detergents, or sprays.

## 2 Quick Start

Before using, please remove all protective materials from the robot and OMNI Station.

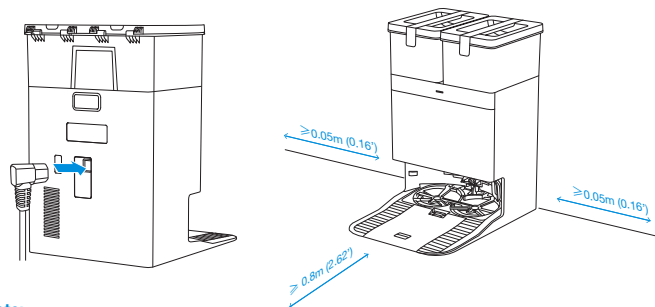
### 1. Installation of Robot and Station

The sound of Click indicates proper installation.



### 2. Power Cord Connection and Station Placement

Place the Station against a wall on a level, hard ground. Ensure there are no objects within 0.05 m on either side or 0.8 m in front of it.

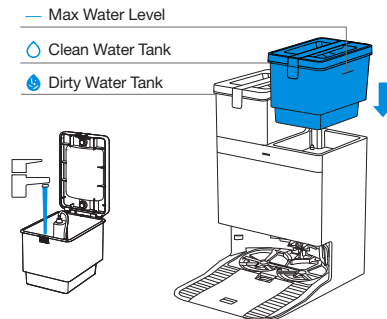


#### Note:

- If there are reflective objects, such as mirrors, or reflective skirting lines near the Station, cover them from the ground up to the height of 14 cm.
- Do not place the Station under direct sunlight.
- Place the Station in a location with a strong Wi-Fi signal.

## 3 Fill Clean Water Tank

Take out the Clean Water Tank and fill it up to the max water level. After filling the tank, lock its cover and put it back to the Station.

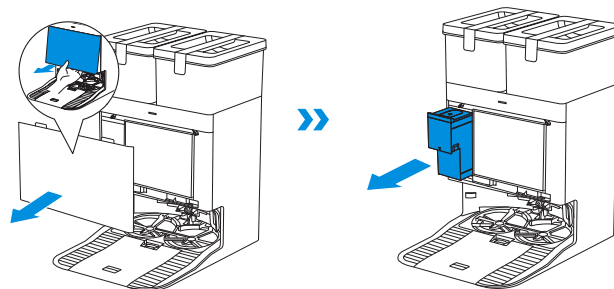


#### Note:

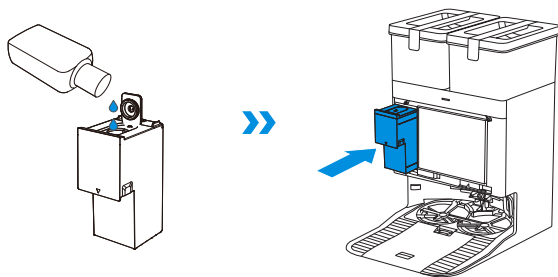
- Use a clean, dry cloth to wipe off the water on the surface of the tank before putting it in place.
- Please lock the top covers of both water tanks tightly before use.
- Water marks, if any, in the water tanks are from the function test. Please rest assured to use.

## 4 Add Cleaning Solution (sold separately)

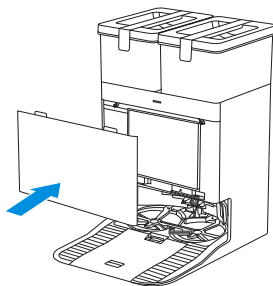
1. Take off the Dust Collection Cabin cover, pull out the cleaning solution unit, and place it on a level, hard surface.



2. Unlid the cleaning solution unit and fill it with ECOVACS Cleaning Solution (sold separately). Put the lid on and the unit back to the Station.



3. Place the fit joints at the upper edge of the Dust Cabin cover and press the lower part of it to install it properly.



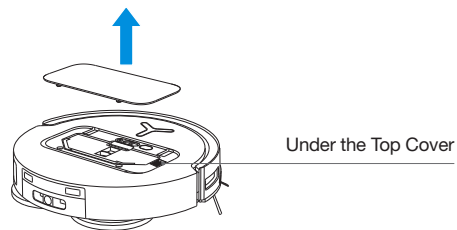
**Note:**

- Cleaning Solution is pumped automatically from the cleaning solution unit. Do not add Cleaning Solution to the water tanks.
- Please use only the official ECOVACS cleaning solution to avoid potential machine malfunctions. To purchase, please visit the ECOVACS HOME App or the ECOVACS official website.
- Please make sure that no foreign objects fall into the cleaning solution unit.

## 5 Download the ECOVACS HOME App

**Download ECOVACS HOME App to enjoy more features.**

You may scan the QR Code on the robot to download the App.



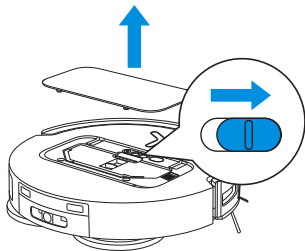
Or search for the ECOVACS HOME in your mobile app store to download the App.



**Note:** Follow the guide of the App to register, log in, and connect the product with the App.

## 6 Power on DEEBOT

Turn on the power switch under the robot cover ("I" = ON, "O" = OFF), and place the robot in front of the Station that is connected to power supply.



## 7 Connect DEEBOT with App

### Wi-Fi Network Requirements:

- You are using a 2.4GHz or 2.4/5 GHz mixed network.
- Your router supports 802.11b/g/n and IPv4 protocol.
- Do not use a VPN (Virtual Private Network) or Proxy Server.
- Do not use a hidden network.
- WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is not supported.
- Use Wi-Fi channels 1-11 in North America and channels 1-13 outside North America (refer to local regulatory agency).
- If you are using a network extender/repeater, the network name (SSID) and password are the same as that of your primary network.
- Please enable the WPA2 on your router.

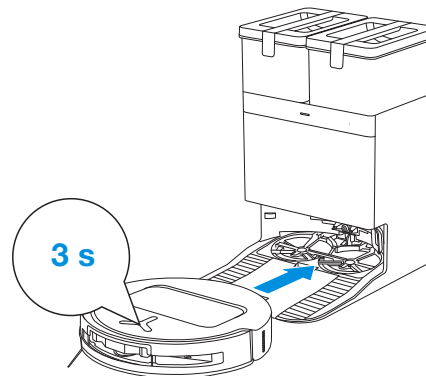
### Wi-Fi Indicator Light

|  |                      |                         |
|--|----------------------|-------------------------|
|  | Quick Flashing White | Connecting              |
|  | Slow Flashing White  | Disconnected from Wi-Fi |
|  | Solid White          | Connected to Wi-Fi      |

Please note that to access smart features such as remote startup, voice interaction, 2D/3D map display and control settings, and personalized cleaning (features may vary depending on the product), you'll need to download and use the ECOVACS HOME App, which receives constant updates. You must agree to our Privacy Policy and User Agreement before we can process some of your basic and necessary information and enable you to operate the product via the ECOVACS HOME App. Without your agreement, some of the aforementioned smart features cannot be accessed through the ECOVACS HOME App. Nevertheless, you can still use the product's basic functions for manual operation.

## 8 Charge DEEBOT

Use the ECOVACS HOME App or Voice Control to recall the robot, or press and hold the Button on DEEBOT for 3 seconds, to allow the robot to dock for charging.



### Note:

- The robot cannot be charged when the power is turned off.
- When the robot is not working, it is recommended to keep it powered ON and charging.
- It is recommended that the robot start cleaning from the Station. Do not move the Station while cleaning.

## 9 Operate DEEBOT

### 1. Start Mapping

When creating a map for the first time, please follow the robot to help resolve some minor issues.

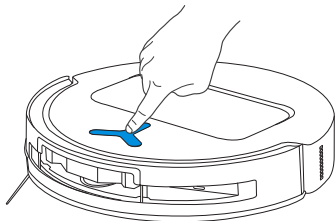
For instance, if the robot gets stuck in a narrow space under furniture, you may refer to the following solutions:

- ① Raise the furniture to create a passage for the robot if feasible.
- ② Cover the bottom of the furniture to prevent the robot from trying to enter.
- ③ Set up Virtual Boundary in the App to prevent the robot from entering.

### 2. Start Cleaning

- The robot's water tank is automatically refilled through the Station. Manual refilling is not needed.
- When mopping, the robot will recognize floor types and is able to lift mops automatically when encountering carpets. Please do not use the robot on shaggy rugs or carpets with fibres longer than 10 mm. It is recommended to fold up the shaggy rugs with fibres longer than 10 mm during the cleaning process, or set the shaggy carpeted area as a No-Entry Zone by setting Virtual Boundary in the ECOVACS HOME App.

Before cleaning for the first time, please make sure the robot is in the Station and fully charged. Tap  on the robot to start. You can also use the ECOVACS HOME App or Voice Control to start.



#### Note:

- Do not frequently remove washable mopping pads.
- Do not use a rag or any other object to scratch the Mopping Pad Plates.
- When the ECOVACS HOME App prompts that the mops need to be replaced, please replace them in time. Explore more accessories on ECOVACS HOME App or at <https://www.ecovacs.com>.

### 3. Pause

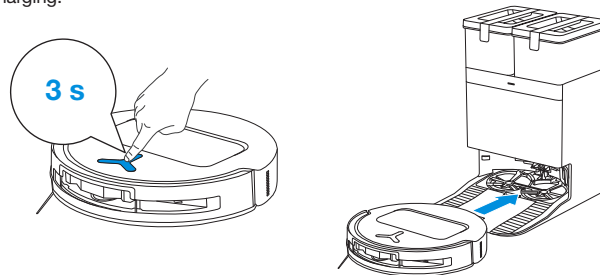
Tap  on the robot to pause it while it is working. You can also use the ECOVACS HOME App or Voice Control to pause the robot.

### 4. Wake up

After pausing for a while, all indicator lights on the robot will go out. To wake up the robot, press .

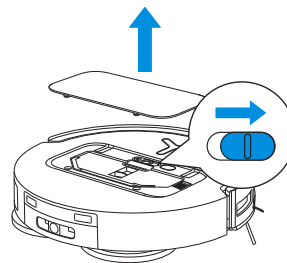
### 5. Return to Station

Use the ECOVACS HOME App or Voice Control to recall the robot, or press and hold the Button on DEEBOT  for 3 seconds, to allow the robot to dock for charging.



### 6. Deep Sleep Mode

The robot will enter deep sleep mode to protect the battery if it stays outside the Station for about 5 h. Please switch OFF and ON to wake up the robot.



## Regular Maintenance

### 1 Maintenance Frequency

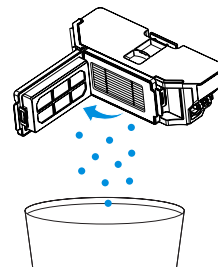
To ensure optimal performance, maintain and replace parts at the following frequencies:

| Part                                                                                                                                                                               | Maintenance Frequency | Replacement Frequency |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|
| Washable Mops                                                                                                                                                                      | /                     | Every 1-2 months      |
| Dust Bag                                                                                                                                                                           | /                     | When App prompts      |
| Side Brush                                                                                                                                                                         | Every 2 weeks         | Every 3-6 months      |
| Roller Brush                                                                                                                                                                       | Every week            | Every 6-12 months     |
| Filter                                                                                                                                                                             | Every week            | Every 3-6 months      |
| 3D Structure Light Sensor<br>Universal Wheel<br>Anti-drop Sensors<br>Bumper<br>Charging Contacts on DEEBOT<br>Charging Contacts on OMNI Station<br>d-ToF Laser Module<br>AI Camera | Approx. every month   | /                     |
| Clean Water Tank                                                                                                                                                                   | Every 3 months        | /                     |
| Dirty Water Tank                                                                                                                                                                   | Every month           | /                     |
| Dust Collection Cabin                                                                                                                                                              | Every month           | /                     |
| Body and Bottom of the Station                                                                                                                                                     | Every month           | /                     |
| Cleaning Solution Unit                                                                                                                                                             | Every month           | /                     |

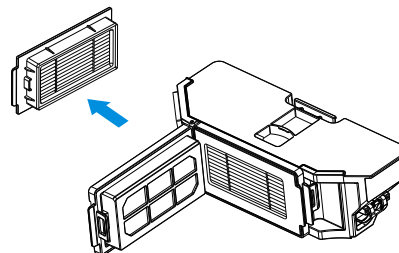
**Note:** Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com>.

### 2 Maintain Dust Bin

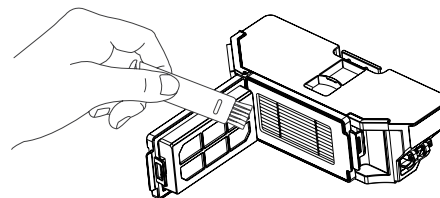
1. Open the cover and empty the bin.



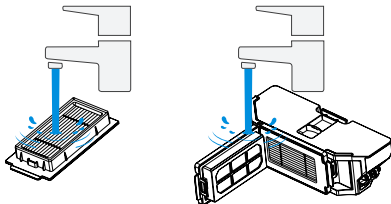
2. Take out the Filter.



3. Clean the Dust Bin.



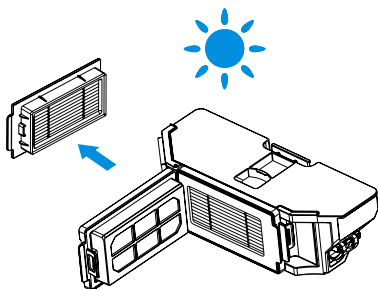
4. You may wash the Dust Bin and the Filter with running water. Shake off the remaining water from the parts.



**Note:**

- Please rinse the Filter with water.
- Do not use finger or brush to clean the Filter.

5. Dry by airing.

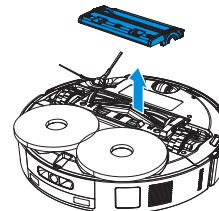


**Note:** Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com>.

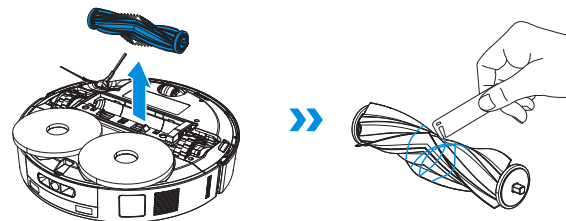
### ③ Maintain Roller Brush and Side Brush

#### Clean the Roller Brush

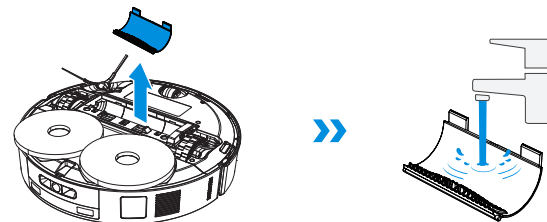
1. Remove the cover on the Roller Brush.



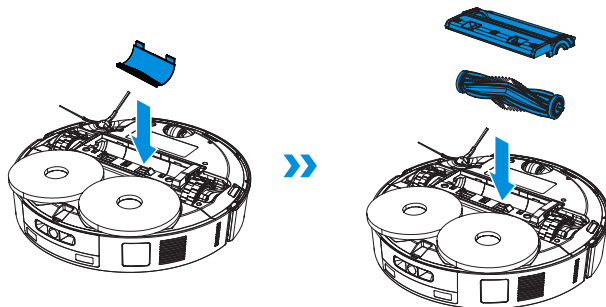
2. Remove and clean the Roller Brush.



3. Remove and clean the Brush Comb.

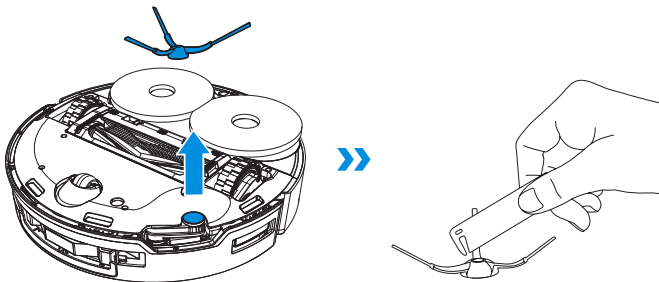


4. Install the Brush Comb, the Roller Brush and the Roller Brush Cover.



### Clean the Side Brush

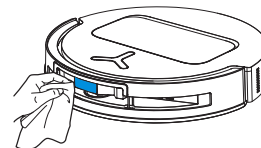
1. Remove and clean the Side Brush.



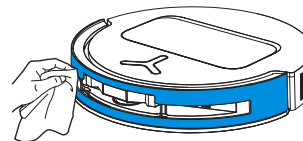
**Note:** Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com>

## 5 Maintain Other Components

### Clean the Sensor Lens

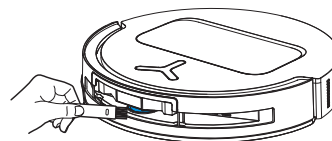


### Clean the Bumper



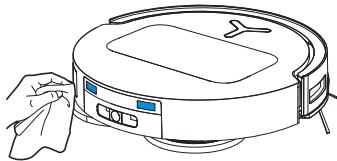
**Note:** Clean the sensor lens and the Bumper with a dry cloth. To prevent water damage, avoid using a wet cloth.

### Clean the d-ToF Laser Module



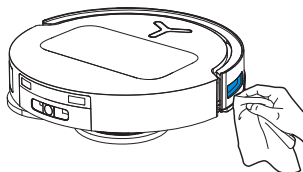
**Note:** Rotate the Module lens to the front and clean it gently with a soft brush.

### Clean the Charging Contacts

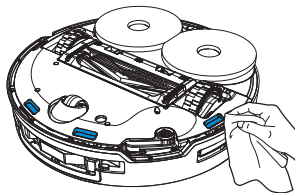


**Note:** Wipe the contacts with a dry cloth. To prevent water damage, avoid using a wet cloth.

### Clean the Edge Sensor

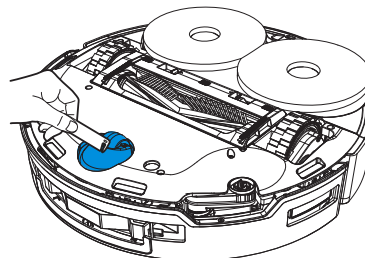


### Clean the Anti-drop Sensors

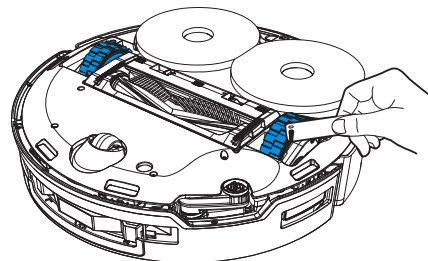


**Note:** Clean the sensor lens and the Bumper with a dry cloth. To prevent water damage, avoid using a wet cloth.

### Clean the Universal Wheel

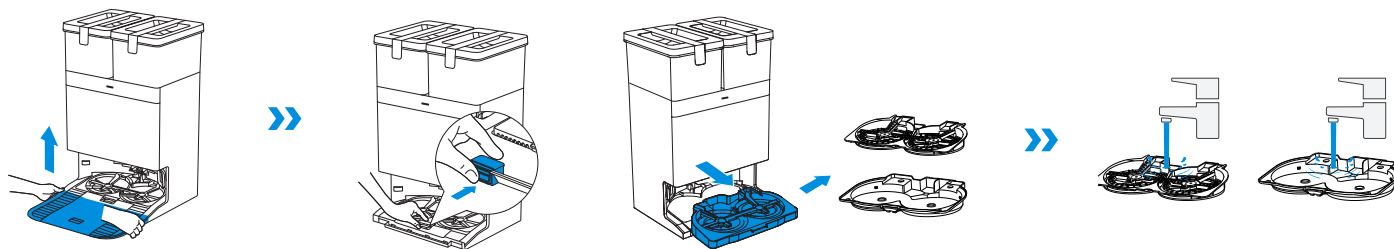


### Clean the Driving Wheels

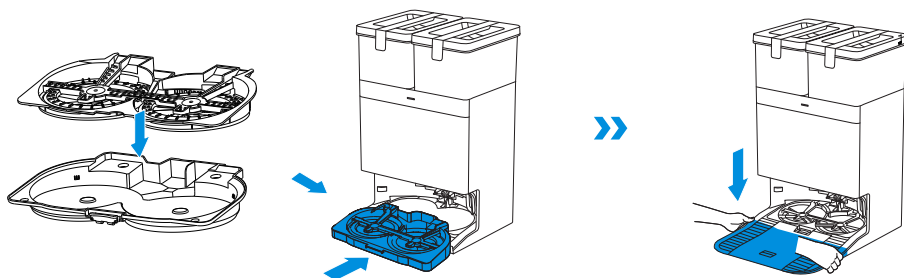


## 6 Mop Washing Tray

1. Take off the Base and the Mop Washing Tray and clean them.



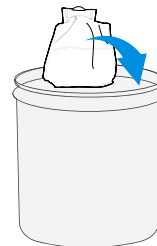
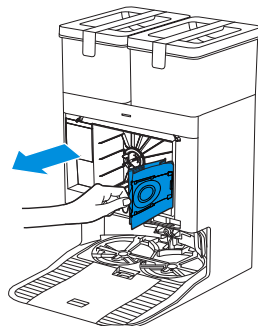
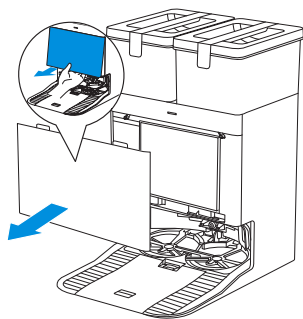
2. Install the cleaned Base and Mop Washing Tray.



**Note:** Please install the Mop Washing Tray properly for smooth operation.

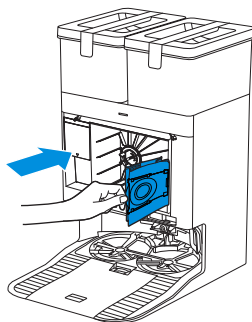
## 7 Dust Bag

1. Discard the used Dust Bag.

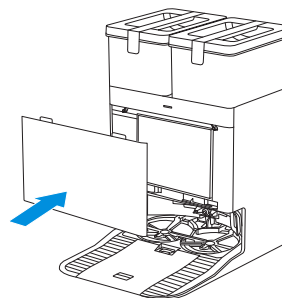


Hold the handle to lift out the Dust Bag, which can effectively prevent dust leakage.

2. Clean the Dust Collection Cabin with a dry cloth and put a new Dust Bag in.

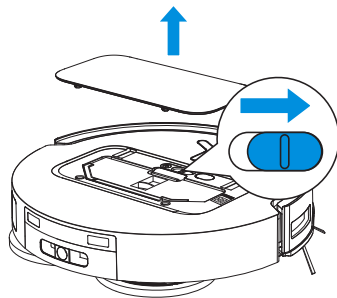


3. Place the fit joints at the upper edge of the Dust Cabin cover and press the lower part of it to install it properly.



## 8 Storage

Please fully charge and switch OFF DEEBOT before storage. Please recharge it every 1.5 months to prevent the battery from over-discharge.



**!** Please note that the robot cannot charge when powered OFF.

- When DEEBOT is not working, it is recommended to keep it powered ON and charging.
- If the battery is over-discharged or not used for a long time, DEEBOT may not be able to be charged. Please contact ECOVACS for help. Do not disassemble the battery by yourself.
- If you do not use the product for a long time, keep the water tanks and the mops dry.

# TROUBLESHOOTING

For the following possible issues, refer to the corresponding solutions

| No. | Malfunction                                            | Possible Cause                                                                                         | Solution                                                                                                                                                                                                          |
|-----|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | DEEBOT is not able to connect to the ECOVACS HOME App. | Incorrect Wi-Fi username or password entered.                                                          | Enter the correct Wi-Fi username and password.                                                                                                                                                                    |
|     |                                                        | DEEBOT is not within range of your home Wi-Fi signal.                                                  | Make sure DEEBOT is within range of your home Wi-Fi signal. Try to stay as close to the router as possible.                                                                                                       |
|     |                                                        | DEEBOT is not in the configuration state.                                                              | Press the RESET button and try to connect again. In case of failure, follow the App to reset the connection.                                                                                                      |
|     |                                                        | There is no home Wi-Fi on the Wi-Fi list.                                                              | 1. Check if the Wi-Fi name contains special characters. Please do not use special characters like ! @#& ¥ %/\n2. Do not use a 5 Ghz network.                                                                      |
|     |                                                        | Incorrect App installed.                                                                               | Please download and install the ECOVACS HOME App.                                                                                                                                                                 |
| 2   | The map is lost.                                       | The map might be lost if you move the robot while cleaning.                                            | Move the robot back to the Station to retrieve the map.<br>Find the saved map in Map Management on the ECOVACS HOME App and tap "Use This Map" to retrieve it.<br>If this issue persists, please restart mapping. |
| 3   | Unable to create the furniture map in the App.         | Move DEEBOT when cleaning might cause the map to be lost.                                              | During cleaning, do not move DEEBOT.                                                                                                                                                                              |
|     |                                                        | Auto cleaning is not finished.                                                                         | Make sure that DEEBOT automatically returns to the Station after cleaning.                                                                                                                                        |
| 4   | The Side Brush drops out of place during use.          | The Side Brush is not properly installed.                                                              | Make sure the Side Brush clicks into place.                                                                                                                                                                       |
| 5   | No signal found. Unable to return to the Station.      | The Station is incorrectly placed.                                                                     | Please place the Station correctly according to the instructions in the <a href="#">[Quick Start]</a> section.                                                                                                    |
|     |                                                        | The Station is out of power or moved.                                                                  | Check whether the Station is connected to power supply. Do not move the Station.                                                                                                                                  |
|     |                                                        | DEEBOT does not start cleaning from the OMNI Station.                                                  | It is recommended that DEEBOT starts cleaning from the OMNI Station.                                                                                                                                              |
|     |                                                        | The docking route is blocked. For example, the door is closed to the room where the Station is placed. | Keep the route clear.                                                                                                                                                                                             |

| No. | Malfunction                                                                                                                                                                                                                                                                                                                                                                                           | Possible Cause                                                                                                                                                | Solution                                                                                                                                                                                                                                                                                                                                                                            |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6   | The robot returns to the Station before it has finished cleaning.                                                                                                                                                                                                                                                                                                                                     | The room is so large that the robot needs to return to recharge.                                                                                              | Please enable Auto Resume. For more details, please follow the App instructions.                                                                                                                                                                                                                                                                                                    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | In highly complex home layouts, cleaning efficiency may decrease, possibly resulting in incomplete cleaning.                                                  | Simplify your home layout.                                                                                                                                                                                                                                                                                                                                                          |
| 7   | The robot is unable to charge.                                                                                                                                                                                                                                                                                                                                                                        | DEEBOT is not switched ON.                                                                                                                                    | Switch ON DEEBOT.                                                                                                                                                                                                                                                                                                                                                                   |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The robot's charging contacts are not fully in contact with the Station's.                                                                                    | Make sure that the robot's Charging Contacts have connected to the Station's Charging Contacts and  flashes. Check whether DEEBOT's and OMNI Station's Charging Contacts are dirty. Please clean these parts according to the instructions in the <a href="#">[Regular Maintenance]</a> section. |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The Station is not connected to power supply.                                                                                                                 | Make sure the OMNI Station is connected to power supply.                                                                                                                                                                                                                                                                                                                            |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The Base of the Station is not installed properly.                                                                                                            | Refer to the <a href="#">[Quick Start]</a> section for correct installation.                                                                                                                                                                                                                                                                                                        |
| 8   | The robot is very loud during cleaning.                                                                                                                                                                                                                                                                                                                                                               | The Roller Brush/Side Brush is tangled, or the Dust Bin/Filter is blocked.                                                                                    | It is recommended to clean the Roller Brush, Side Brush, Dust Bin, Filter, etc. regularly.                                                                                                                                                                                                                                                                                          |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The robot is in Strong Mode.                                                                                                                                  | Switch to Standard Mode.                                                                                                                                                                                                                                                                                                                                                            |
| 9   | DEEBOT gets stuck while working and stops.                                                                                                                                                                                                                                                                                                                                                            | DEEBOT is tangled with objects on the floor (electrical wires, curtains, carpet fringing, etc.).                                                              | The robot will try various ways to free itself. If its attempts fail, manually remove the obstacles and restart.                                                                                                                                                                                                                                                                    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The robot might be stuck under furniture with an entrance of similar height.                                                                                  | Please raise the furniture, set a physical barrier, or set a Virtual Boundary via the ECOVACS HOME App.                                                                                                                                                                                                                                                                             |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | DEEBOT is stuck in a narrow area.                                                                                                                             | Tidy up your home, set a physical barrier, or set a Virtual Boundary via the ECOVACS HOME App.                                                                                                                                                                                                                                                                                      |
| 10  | During cleaning, the robot may encounter issues like a disorderly route, biased movement, repeated cleaning over the same spots, and missing small areas. (If there is a large area that has not been cleaned temporarily, DEEBOT will automatically clean the missed area. Sometimes DEEBOT will re-enter a cleaned room, which may not be a repeated cleaning, but DEEBOT finding any missed area.) | Objects such as wires and slippers placed on the ground block DEEBOT.                                                                                         | Before cleaning, please tidy up scattered wires, slippers, and other objects on the ground as possibly can. If there is any area missed during cleaning, the robot will correct it automatically. Please refrain from interfering (such as moving the robot or blocking its route).                                                                                                 |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | The Driving Wheels may slip on the ground when DEEBOT climbs steps, thresholds, and door bars, which can affect its judgement of the entire home environment. | It is recommended to close the door of the affected area and clean it separately. After cleaning, the robot will return to its starting location.                                                                                                                                                                                                                                   |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | On freshly waxed or polished floors, as well as smooth tiles, there may be less friction between the Driving Wheels and the floor.                            | Please wait for the wax to dry before cleaning.                                                                                                                                                                                                                                                                                                                                     |
|     |                                                                                                                                                                                                                                                                                                                                                                                                       | Due to variations in home layouts, some areas cannot be entered by the robot.                                                                                 | Tidy up your home to ensure that the robot can enter the areas to be cleaned.                                                                                                                                                                                                                                                                                                       |

| No. | Malfunction                                                              | Possible Cause                                                                                          | Solution                                                                                                                                                                                                  |
|-----|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11  | Delay in remote control.                                                 | The Wi-Fi signal is poor, causing the video loading to be slow.                                         | Use DEEBOT in areas with good Wi-Fi signal.                                                                                                                                                               |
| 12  | After returning to the OMNI Station, DEEBOT does not empty its Dust Bin. | The Auto-Empty function has not been turned on in the ECOVACS HOME App.                                 | Turn on the Auto-Empty function in the ECOVACS HOME App.                                                                                                                                                  |
|     |                                                                          | Dust Bag is not installed in the Station.                                                               | Install the Dust Bag, and close the Dust Collection Cabin.                                                                                                                                                |
|     |                                                                          | Manually moving the robot back to the Station may not trigger the Auto-Empty function.                  | It is recommended to allow DEEBOT return to the OMNI Station on its own. Please do not manually move it.                                                                                                  |
|     |                                                                          | In Do Not Disturb mode, DEEBOT will not empty the dust after returning back to the OMNI Station.        | Turn off Do Not Disturb in the ECOVACS HOME App or manually start dust-emptying.                                                                                                                          |
|     |                                                                          | If the above possible causes have been ruled out, components of the Station may be abnormal.            | Please contact customer service for assistance.                                                                                                                                                           |
| 13  | Auto-Empty unsuccessful.                                                 | The Station detects a decrease in empty efficiency.                                                     | Replace the Dust Bag according to the <a href="#">[Regular Maintenance]</a> section and close the Dust Collection Cabin. If the Dust Bag is not full when prompted by the App, you can put it back again. |
|     |                                                                          | The outlet of the Dust Bin is blocked by foreign objects.                                               | Remove the Dust Bin and clear the foreign objects on the outlet.                                                                                                                                          |
| 14  | The inner side of the Dust Collection Cabin is dirty.                    | Fine particles pass through the Dust Bag and accumulate on the inner side of the Dust Collection Cabin. | Clean the inner side of the Dust Collection Cabin.                                                                                                                                                        |
|     |                                                                          | The Dust Bag is broken.                                                                                 | Check and replace the Dust Bag.                                                                                                                                                                           |
| 15  | Dust leakage occurs while DEEBOT is working.                             | The outlet of the Dust Bin is blocked by foreign objects.                                               | Remove the Dust Bin and clear the foreign objects on the outlet.                                                                                                                                          |
| 16  | Mopping Pad Plates will not rotate.                                      | The Mopping Pad Plates are not correctly installed.                                                     | Please install the Mopping Pad Plates correctly. A sound of Click indicates properly installation.                                                                                                        |
|     |                                                                          | The Mopping Pad Plates are blocked by foreign objects.                                                  | Clear the foreign objects.                                                                                                                                                                                |
| 17  | The robot does not respond to the Station's instructions.                | DEEBOT is not in the Station.                                                                           | Please make sure DEEBOT is in the Station.                                                                                                                                                                |

| No. | Malfunction                                                                                                        | Possible Cause                                                                             | Solution                                                                                                                                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18  | The Driving Wheel is stuck.                                                                                        | The Driving Wheel is entangled or stuck due to foreign objects.                            | Rotate and press the Driving Wheel to check for any wrapping or obstruction by foreign objects. If any foreign objects are found, please clean them promptly. If this issue persists, please contact customer service for assistance. |
| 19  | The Mop Washing Tray is full of water and can't be emptied. A voice prompt is broadcasted to alert you about this. | The Dirty Water Tank is not properly installed.                                            | Tap down on the Dirty Water Tank to ensure it is properly installed.                                                                                                                                                                  |
|     |                                                                                                                    | The sealing plugs in the Dirty Water Tank are not installed properly.                      | Make sure that the two sealing plugs are properly installed.                                                                                                                                                                          |
|     |                                                                                                                    | The Station cannot drain water normally.                                                   | Follow the App instructions to see if the Station can drain properly. If draining attempts fail, please check for possible foreign objects between the Dirty Water Tank and the Station.                                              |
|     |                                                                                                                    | The suction port of the Mop Washing Tray is blocked by foreign objects.                    | Ensure that there is no foreign object in the suction port of the Mop Washing Tray.                                                                                                                                                   |
|     |                                                                                                                    | The Mop Washing Tray is dirty.                                                             | Cleaning the Mop Washing Tray with running water.                                                                                                                                                                                     |
|     |                                                                                                                    | Check if the Floating Ball gets stuck when there is no water in the Mop Washing Tray Base. | Take out the Mop Washing Tray to put the Floating Ball back in place.                                                                                                                                                                 |
|     |                                                                                                                    | The voice alert persists after all the above solutions are tried.                          | Power off and on the Station. If this issue persists, please contact customer service for assistance.                                                                                                                                 |

Please contact our customer service for assistance if the problem persists despite the recommended solutions.

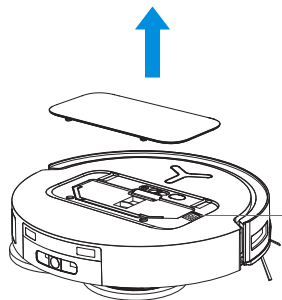
## TECHNICAL SPECIFICATIONS

|                               |                    |                 |            |
|-------------------------------|--------------------|-----------------|------------|
| <b>Model</b>                  | <b>DDX67</b>       |                 |            |
| Rated Input                   | 20V === 2A         | Charging Time   | about 5h   |
| <b>Station Model</b>          | <b>CH2453A</b>     |                 |            |
| Rated Input                   | 220-240V ~ 50-60Hz | Rated Output    | 20V === 2A |
| Rated Input Current(Charging) | 0.5A               | Power(Emptying) | 650W       |
| Power(Hot Water Washing Mop)  | 1650W              |                 |            |
| Networked Standby Power       | Less than 2.00W    |                 |            |

Output power of the wireless module is less than 100mW.

**Note:** Technical and design specifications may be changed for continuous product improvement.

Explore more accessories at <https://www.ecovacs.com>.



Please use the mobile camera to scan the QR code and obtain the user guide.



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