

# Dreame U20

## Cordless Stick Vacuum User Manual

# THANK YOU

## FOR PURCHASING THIS DREAME VACUUM CLEANER.

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### Registration Quick Start

Welcome to register a Dreame account  
by scanning the QR code.

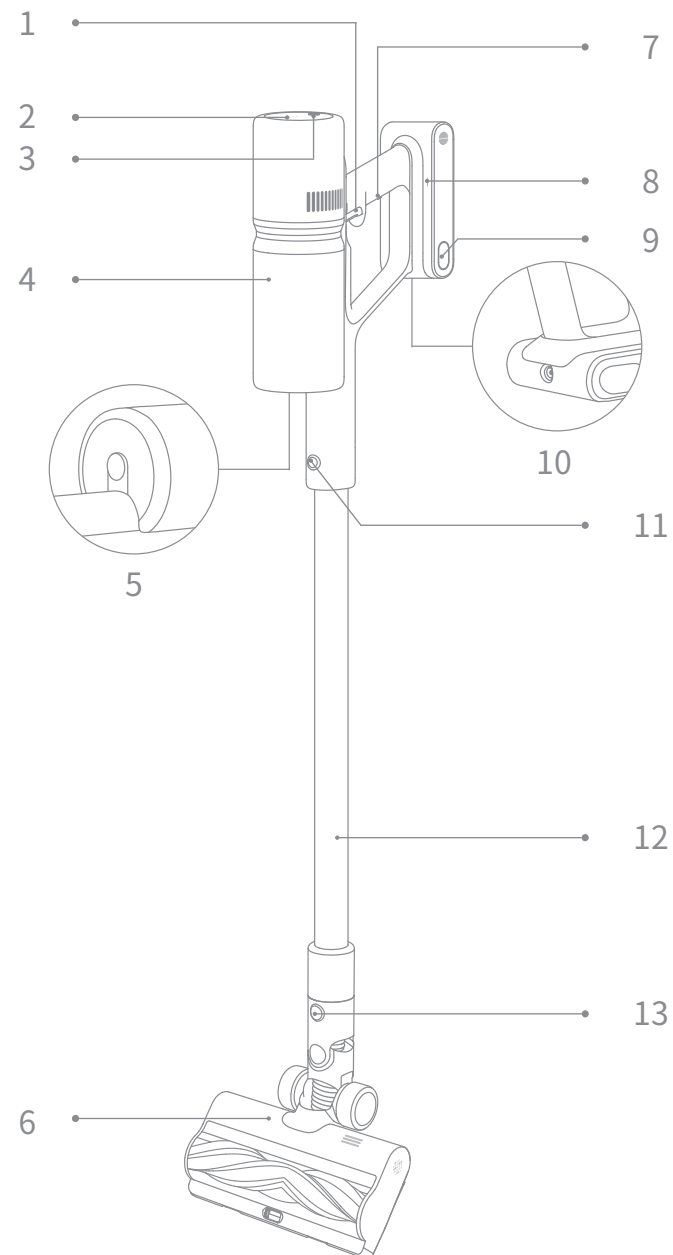
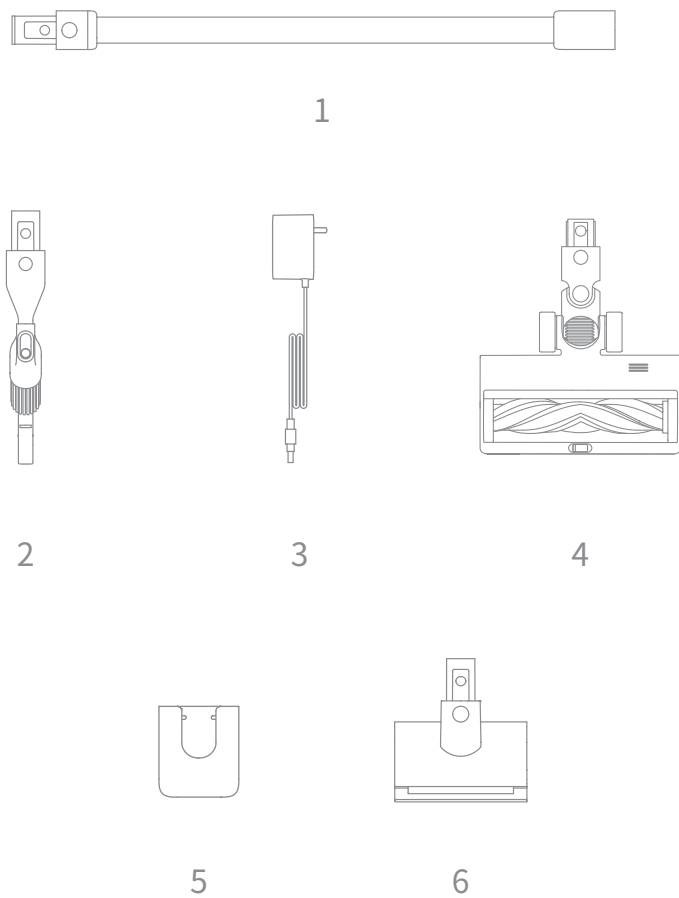
You are available for the User Manual  
and Special Offers.



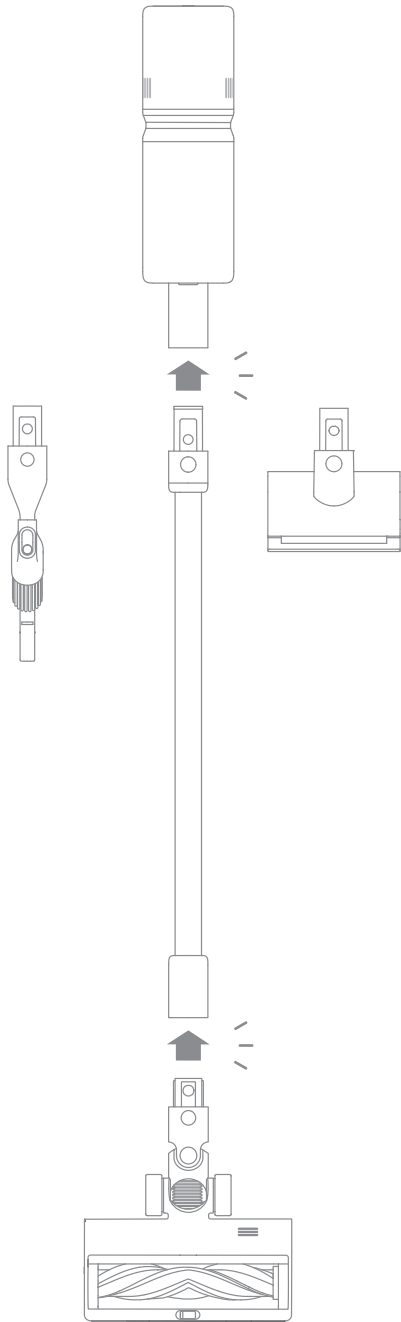
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The high-quality product is engineered for optimal  
performance. If you have any questions on the product,  
please contact us: [aftersales@dreame.tech](mailto:aftersales@dreame.tech).

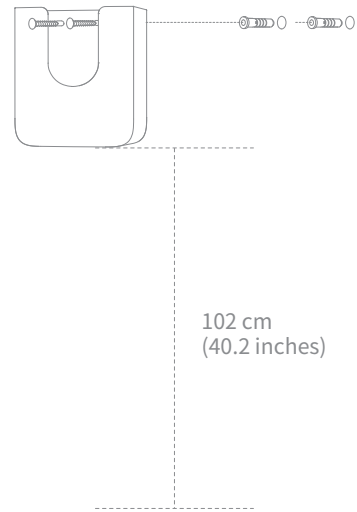
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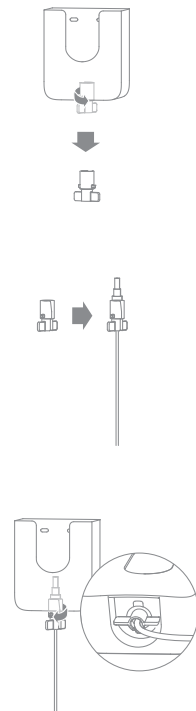
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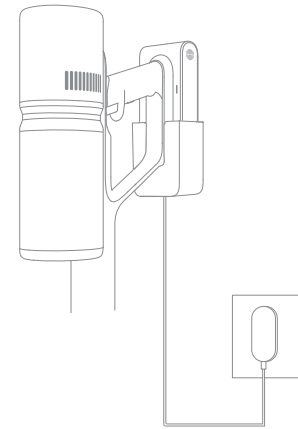
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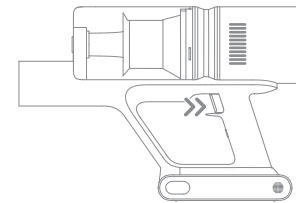
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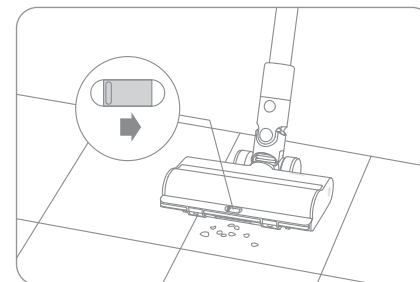
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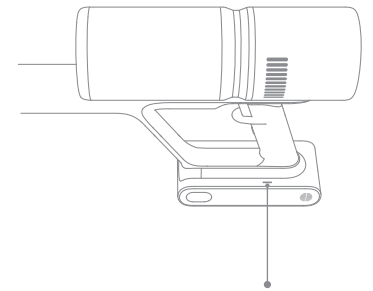
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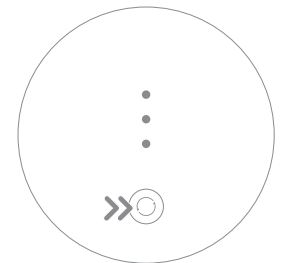
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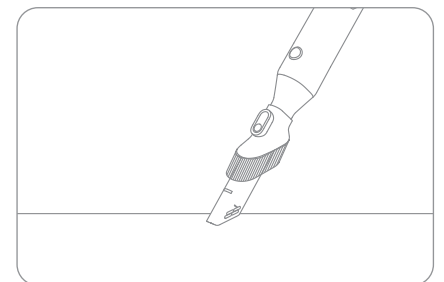
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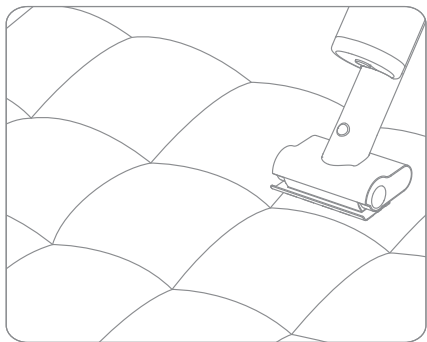
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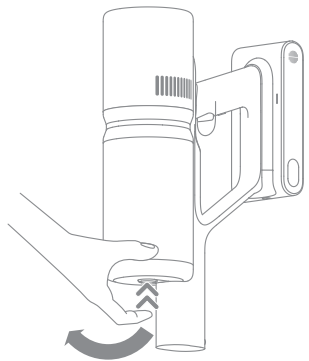
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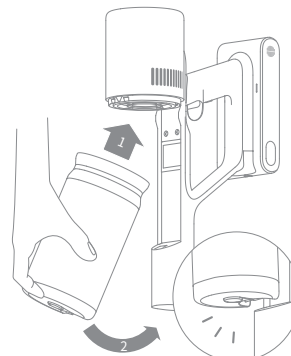
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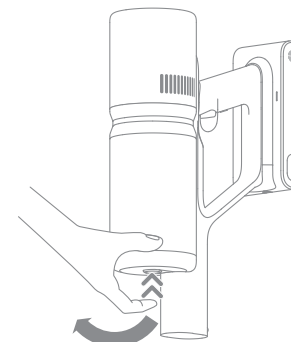
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E-6



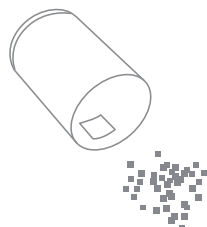
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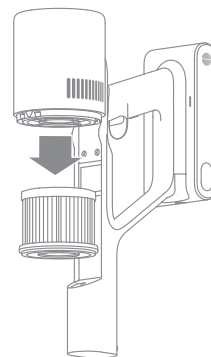
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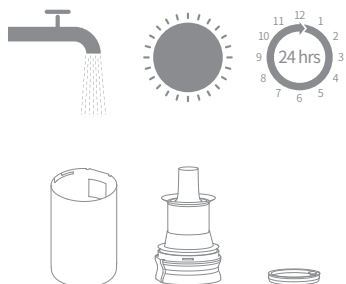
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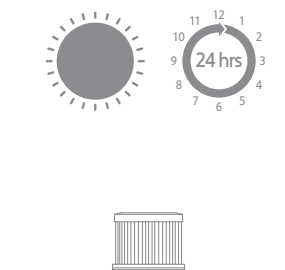
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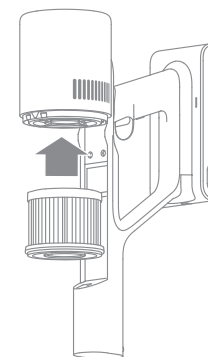
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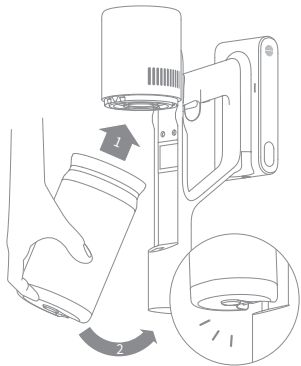
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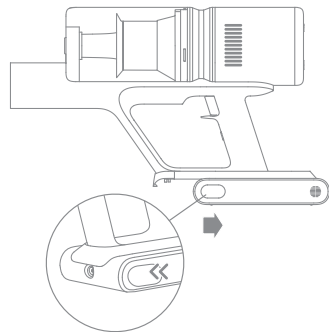
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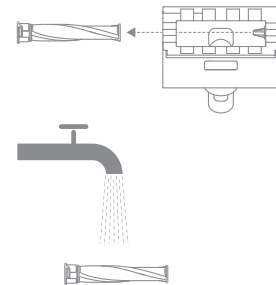
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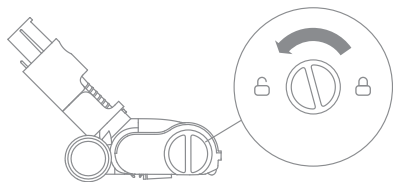
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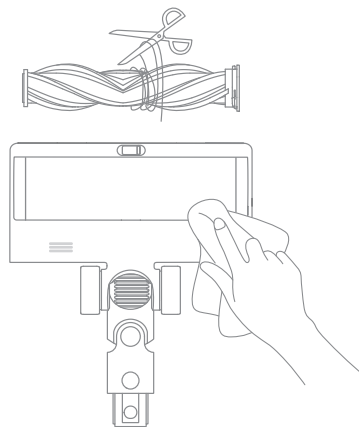
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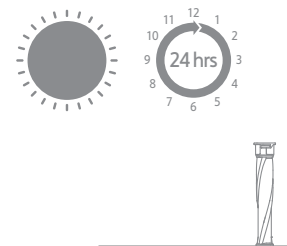
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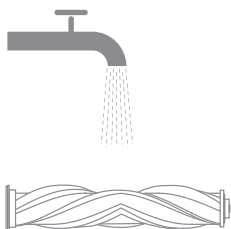
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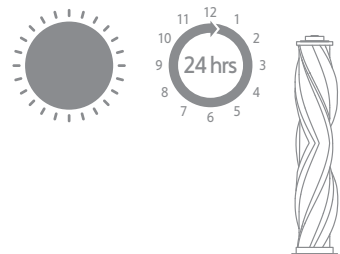
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E-16



E-17



# Safety Instructions

To prevent accidents including electric shock or fire caused by improper use, please read this manual carefully before use and retain it for future reference.

## Warning

- This product can be used by children aged from 8 years and above and persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge under the supervision of a parent or guardian to ensure safe operation and to avoid any risk of hazards. Cleaning and maintenance shall not be made by children without supervision.
- The vacuum is not a toy. Children shall not play with or operate this product. Please exercise caution when using the vacuum near children. Do not allow children to clean or maintain the vacuum unless supervised by a parent or guardian.
- Do not use the vacuum outdoors or on wet surfaces. Only use the vacuum on dry indoor surfaces. Do not touch the plug or any part of the vacuum with wet hands.
- To reduce the risk of fire, explosion, or injury, check to make sure the lithium battery and charging adapter are undamaged before use. Do not use the vacuum if either the lithium battery or charger is damaged.
- The multi-surface brush, soft roller brush, motorized mini-brush, battery, metal connector pin, and vacuum are electrically conductive and should not be immersed in water or other liquid. Make sure to dry all filters after cleaning.
- Prevent injury caused by moving parts. Turn off the vacuum before cleaning the multi-surface brush and soft roller brush. The multi-surface brush, soft roller brush, dust compartment and filter must all be properly installed before using the vacuum.
- Only use the original charging adapter. Never use an unoriginal adapter, as this may cause the lithium battery to catch fire.
- Do not use the vacuum to pick up flammable or combustible liquids, such as gasoline, or bleach, ammonia, drain cleaners or other liquids.
- Do not use the vacuum to pick up sharp or hard objects, such as glass, nails, screws, or coins, which may damage the machine. Do not use the vacuum to pick up drywall particles, ashes like fireplace ash, or smoking or burning materials such as coal, cigarette butts or matches.
- Check the area to be cleaned before use. To prevent the openings from being blocked, clear the larger paper, spitball, plastic cloth or sharp objects (such as glass, nails, screws, coins, etc.) and any object which is larger than openings.
- Keep hair, loose clothing, fingers and other parts of the body away from the vacuum's openings and moving parts. Do not point the extension rod, wand or tools at your eyes or ears or put them in your mouth.
- Do not put any object into the vacuum's openings. Do not use the vacuum with any opening blocked. Keep free of dust, lint, hair, or other items which may reduce airflow.
- Do not rest the vacuum against a chair, table, or other unstable surface, as this may cause damage to the machine or personal injury. If the vacuum becomes damaged from being knocked over or is otherwise malfunctioning, please contact our authorized service department. Never attempt to disassemble the device on your own.
- All instructions in the manual for recharging the battery must be strictly followed. Failure to properly charge the battery within the specified temperature range could damage the battery.

- Only use accessories and replacement parts recommended by the manufacturer.
- Please be extra careful when using the vacuum to clean stairs.
- Make sure the vacuum is unplugged when not used for extended periods as well as prior to performing any maintenance or repairs.
- Do not install, charge, or use this product outdoors, in bathrooms, or around a pool.
- Fire Hazard Warning: Do not apply any type of fragrance to the vacuum's filter. These types of products are known to contain flammable chemicals which may cause the vacuum to catch fire.
- Only use the original charger (Model ZD012M300065EU). Failing to do so may cause the lithium-ion battery to catch fire.
- Only use the approved battery type (Model V2316-7S1P-SCA). Failing to do so may cause the lithium-ion battery to catch fire.
- If the battery material is released, remove personnel from area until the batteries cool down and fumes dissipate.
- Provide maximum ventilation to clear out hazardous gases and avoid skin and eye contact or inhalation of vapors.
- Remove spilled liquid with absorbent and incinerate waste.
- Do not use and store in extremely hot or cold environments (below 0°C /32°F or above 40°C /104°F). Please charge the cordless vacuum in temperature above 0°C /32°F and below 40°C /104°F.
- This product is designed for home use only.
- The supply terminals are not to be short-circuited.

## Symbols



read operator's manual



detachable supply unit

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

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

# Accessories

Note: The illustrations in this manual are indicative only. The actual product may differ.

1. Extension Rod
2. Combination Tool
3. Charger
4. Multi-Surface Brush
5. Wall Mount (Including screw × 2, wall plug × 2)
6. Motorized Mini-Brush

**Fig. A**

## Components

1. Power Button (Press to turn on/Release to turn off)
2. Suction Level Status Indicator  
Turbo: Med: Eco:
3. Suction Level Switch  
⊙
4. Dust Cup
5. Dust Cup Release Button
6. Multi-Surface Brush
7. Antistatic Contact
8. Battery Status Indicator
9. Battery Pack Release Button
10. Charging Port
11. Extension Rod Release Button
12. Extension Rod
13. Brush Release Button

**Fig. B**

## Installation

- Vacuum and Accessories Installation  
**Fig. C-1**
- Wall Mount Installation

The mount should be installed in a cool, dry place near a power outlet. Make sure the installation area is clear of any pipes such as gas or water lines, and air ducts, electric wires and cables, or drainage

lines.

1. Before installation, measure the wall in the height of 102 cm (40.2 inches) above the ground.
2. Mark and drill two 8 mm (0.315 inch) diameter holes into the wall with an electric drill. Insert the wall plugs into the holes.
3. Align the position holes on the mount with the holes on the wall. Fasten it to the wall with the included screws.

**Fig. C-2**

## Operation

### Charging

- Connecting the charger to the wall mount
  1. Rotate the clip in the bottom of wall mount 90 degrees counterclockwise to remove it from the mount.
  2. Insert the power cord into the notch on the clip.
  3. Rotate the clip 90 degrees clockwise until it clicks into place.

**Fig. D-1**

- Put the vacuum cleaner on the wall mount and plug the charger into the charging port.

**Fig. D-2**

- Battery Status Indicator

**Fig. D-3**

### Charging

- Fully charged
- ☀ Charging

### Discharging

- Battery Level ≥ 10%
- ☀ Battery Level < 10%

- Solid white
- ☀ Blinking white
- off

Note:

1. The vacuum cannot be used while charging.
2. Fully charge the vacuum before using it for the first time. This will take about 4 hours.
3. Vacuuming at Turbo mode for a prolonged period will cause the battery

to heat up, which increases charging time. Allow the vacuum to cool down for 30 minutes before charging it.

### Working Method

Press and hold the power button to start the appliance, and release the button to stop immediately.

**Fig. D-4**

### Switching Suction Level

Press briefly to switch between eco, med and turbo mode.

**Fig. D-5**

### Using Different Accessories

- Multi-Surface Brush
  - When using on baby play mats, carpets or for vacuuming coffee beans, pop corn and other pellets, turn on the switch on the brush.
  - When vacuuming on tiles, wooden floors or other hard surfaces, turn off the switch.

**Fig. D-6**

Note:

1. The multi-surface brush can be attached directly to the vacuum.
2. When the appliance starts, the lights in front of the brush roller will automatically turn on, which is convenient for use.

- Combination Tool  
Suitable for vacuuming cracks, corners of doors and windows, stairs, and other hard-to-reach places.

**Fig. D-7**

- Motorized Mini-Brush  
For vacuuming dirt, pet hair, and other stubborn debris from sofas, bedding, and other fabric surfaces.  
Note: It is not recommended to vacuum on fragile surfaces, such as silk.

**Fig. D-8**

Note:

1. If any rotating part becomes stuck, the vacuum may shut off automatically. Remove any trapped foreign objects, then resume use.
2. When the battery becomes overheated, the vacuum will automatically shut off. Wait until the battery temperature returns to normal, then resume use.

# Care & Maintenance

## Tips:

1. Always use genuine parts to keep your warranty from being void.
2. If the filter or nozzle becomes clogged, the vacuum will stop working shortly after being turned on. Clean it to restore functionality.
3. If the vacuum is not used for an extended period, fully charge it, unplug its charger, remove the battery, and store it in a cool, low-humidity environment away from direct sunlight. To avoid over-discharging the battery, recharge the battery at least once every three months.

## Cleaning the Vacuum

Wipe the vacuum with a soft dry cloth.

## Cleaning the Dust Cup, Pre-Filter, and Cyclone Assembly

Before cleaning the dust cup, disconnect the charger and keep the vacuum's power button in the off position.

- Press the dust cup release button and remove it from the vacuum.

**Fig. E-1**

- Remove the pre-filter first, and then rotate the cyclone system to lift it out.

**Fig. E-2**

- Empty the dust cup.

**Fig. E-3**

- Rinse the cyclone assembly, pre-filter, and dust cup until they are clean. After washing, air dry for at least 24 hours.

**Fig. E-4**

Note:

1. It is recommended to clean the dust cup after use.
2. It is recommended to clean the cyclone system and pre-filter at least once every 3 to 4 months.



EN

## Installing the Dust Cup, Pre-Filter, and Cyclone Assembly

- Install the cyclone assembly and pre-filter into the dust cup.  
**Fig. E-5**
- Slightly tilt the dust cup so the slot aligns with the clip on the vacuum. Then gently push the dust cup until it clicks into place.  
**Fig. E-6**

### Cleaning the Filter

It is recommended to clean the filter once every 4 to 6 months.

- Remove the dust cup as shown in the figure.  
**Fig. E-7**
  - Remove the filter from the vacuum by pulling it down in the direction shown in the figure.  
**Fig. E-8**
  - Rinse the filter with rotating it 360°. Lightly tap the filter several times to remove any debris caught in it.  
**Fig. E-9**
- Note:
1. Only use clean water to wash the filter. Do not use detergent.
  2. Do not attempt to clean the filter with a brush or finger.
- Allow the filter to air dry for 24 hours.  
**Fig. E-10**

### Installing the Filter

- Insert the filter into the vacuum.  
**Fig. E-11**
- Reinstall the dust cup.  
**Fig. E-12**

### Replacing the Battery Pack

The vacuum contains a removable rechargeable lithium-ion battery pack which has a limited number of recharge cycles. After extended use, the battery pack may no longer hold a charge. If this happens, it means the battery pack has reached the end of its life cycle and needs to be replaced.

- Press down the battery pack release button and slide the battery pack to the right, as illustrated, to remove it.
- Install the new battery pack.  
**Fig. E-13**

### Cleaning the Multi-Surface Brush

- Turn the lock counterclockwise until it stops, then remove the brush roller from the brush.  
**Fig. E-14**
- Use scissors to cut off hairs and fibers tangled on the brush roller. Wipe the dust from the notch and brush cover with a dry cloth or paper towel.  
**Fig. E-15**
- When it is dirty, rinse the brush roller with clean water until it is clean.  
**Fig. E-16**
- Stand the brush roller upright for at least 24 hours until it is fully dry.  
**Fig. E-17**

### Cleaning the Motorized Mini-Brush

- Use a coin as illustrated to rotate the lock counterclockwise until you hear a click.  
**Fig. E-18**
- After unlocking the motorized mini-brush, remove the brush roller, then rinse and clean it.  
**Fig. E-19**
- Stand the brush roller upright in a well-ventilated area for at least 24 hours until it is fully dry.  
**Fig. E-20**
- Once the brush roller is dry, reinstall it by following the disassembly steps in reverse.  
**Fig. E-21**

## Specifications

Vacuum Cleaner	
Model	VPV11A
Rated Power	370 W
Rated Voltage	25.2 V===
Charging Time	approximately 4 hours
Multi-Surface Brush	
Model	VMR1
Rated Power	40 W
Rated Voltage	25.2 V===

Motorized Mini-Brush	
Model	VPA1
Rated Power	20 W
Rated Voltage	25.2 V===
Charger	
Model	ZD012M300065EU
Input	100-240 V~ 50/60 Hz 0.5 A
Output	30 V=== 0.65 A
Average Active Efficiency	85.36%
Efficiency at Low Load (10%)	75.35%
No-load Power Consumption	0.1 W

Rechargeable Lithium-Ion Battery Pack	
Model	V2316-7S1P-SCA
Nominal Voltage	25.2 V===
Nominal Capacity	2500 mAh
Rated Capacity	2300 mAh
Energy	57.96 Wh

# FAQ

If the vacuum is not working properly, please refer to the table below.

Errors	Possible Causes	Solutions
The vacuum does not work.	The appliance is out of battery or its battery level is low.	Fully charge the vacuum, then resume use.
	Overheat protection mode triggered by a blockage.	Clean the suction opening or air duct. Wait until the vacuum cools down, then reactivate it.
	The suction opening or air duct is blocked.	Clear any blockage from the suction opening or air duct.
Weak suction force.	The dust cup is full and/or filter assembly is clogged.	Empty the dust cup and/or clean the filter assembly.
	An attachment is blocked.	Clear any blockage in the attachment.
The motor makes a strange noise.	Main suction opening or extension rod is blocked.	Clear any blockage in the main suction opening or extension rod.
The battery indicator is solid red when charging the vacuum.	The battery pack is damaged.	Please contact the after-sales service department for maintenance.
The battery indicator blinks red after turning on the vacuum.	The motor temperature is too high. / The brush roller is blocked. / The air duct is blocked.	Check these parts in turn.
The battery indicator does not light up when charging.	The charger does not plug into the vacuum well.	Check whether the charger is properly plugged into the vacuum.
	The battery is fully charged and switches to sleep mode automatically.	The vacuum runs normally.
	The problem persists after ruling out the above two possibilities.	Please contact the after-sales service department for maintenance.
Charging too slow	The battery temperature is too low or too high.	Wait until the battery temperature returns normal, and then recharge.
LED lights of the multi-surface brush do not work.	LED lights are damaged.	Please contact the after-sales department for maintenance.

- The lithium-ion battery pack contains substances that are hazardous to the environment. Before disposing of the vacuum, please remove the battery pack, then discard or recycle it in accordance with local laws and regulations of the country or region it is used in.
- The appliance must be disconnected from the power supply when removing the battery. Keep batteries out of the reach of children. Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- Under abusive conditions, never contact the battery from which the liquid may be ejected. If contact accidentally occurs, rinse with water. If liquid contacts eyes, seek medical help immediately. Liquid ejected from the battery may cause irritation or burns.

## WEEE Information



All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points.