

Roborock Q5 Max+

Robotic Vacuum Cleaner User Manual

Read this user manual with diagrams carefully before using this product and store it properly for future reference.



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Safety Information

WARNING

- For use only with roborock CDZ12RR, CDZ20RR, AED06LRR or AED07LRR charger.
- The product must be switched off and the plug must be removed from socket outlet when not in use, before cleaning or maintaining the product.
- To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
- The docking station can only be used to charge the robotic vacuum cleaner equipped with a 14.4 V/5200 mAh (TYP) lithium-ion battery.

CAUTION

- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Do not rinse the robot and the dock.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass, and nails) to avoid scratching the robot, the dock or the floor.
- Make sure dustbin, washable filter, dust bag, side brush, main brushes and main brush cover are installed in place before cleaning.
- Do not sit or stand on the robot or dock.
- Do not put any low objects (such as shoes, mats) near raised areas like stairs. Otherwise, the robot may fall down caused by malfunctional sensors.
- To prevent water damage, make sure that the floor where the robot operates is free of water.
- Do not operate the product in a room where an infant or child is sleeping.
- Before using the product, move sundries such as wires and any unstable, fragile, precious, or dangerous items from the floor to prevent them from being pulled by the robot and causing personal injury or property damage.
- Keep hair, loose clothing, fingers, and all body parts of people and pets away from seams, openings and moving parts of the product to avoid possible injury.
- Do not carry the robot using vertical bumper, side brush or bumper. Do not move the dock by lifting dock base.
- Place the dock on a hard, flat floor. Keep the dock, robot, and power cord away from fire and heat sources like a heating radiator. Avoid humid and narrow spaces or locations where the robot may be suspended in the air.
- This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision.

- Do not dismantle, repair or modify the battery or charging dock.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Do not use the product on high pile carpets. Product effectiveness may also be reduced on dark carpets.
- Do not place any object on top of the robot or dock, near the suction inlet of the dock, or cover them with any item (including dust-proof cover).
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, a slide, or top of furniture.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct.
- Do not operate the product if it has been damaged in any way. Contact customer service for help.
- Always operate the device in well-ventilated areas to prevent overheating.
- Roborock disclaims all liability for indirect, incidental, or consequential damages resulting from the use, misuse, or inability to use this product. This disclaimer does not affect any statutory rights that may not be disclaimed under applicable law.

Battery and Charging

- Do not wipe the charging contacts with wet cloth or wet hands.
- If the product is left unused for a long period, store it in a cool, dry place after having it fully charged, unplugged, and switched off. Recharge it at least every three months to avoid battery overdischarge.
- Do not use the product when the temperature is higher than 40°C (104°F) or lower than 4°C (39°F), or if there is any liquid or sticky substance on the floor.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- To transport the product, be sure to unplug the dock and switch off the robot. Use of the original packaging is advised.
- Be sure that the supply voltage meets the requirements listed on the dock.

FCC/IC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Charging Dock
Product Model	Robotic Vacuum Cleaner Model: Q50ULE Dock Charger Model: CDZ12RR or CDZ20RR Auto-Empty Dock Model: AED06LRR, AED07LRR
Compliance Statement	<p>This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</p> <p>This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.</p>
Correspondence of the responsible party in USA	
Company	Roborock Technology Co.
Address	ROOM 1227, 12TH FLOOR, 1000 N. WEST STREET, WILMINGTON, DE 19801
Email	support@roborock.com

International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]

≡ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

A Product Overview

A1 Robot (Top View)



Power/Clean

- Press and hold to turn the robot on or off
- Press to start cleaning

Power Indicator

- White: Battery level $\geq 20\%$
- Red: Battery level $< 20\%$
- Breathing: Charging or starting up
- Flashing red: Error

WiFi Indicator Light

- Flashing blue slowly: Waiting for connection
- Flashing blue quickly: Connecting
- Steady blue for five seconds: WiFi connected



Spot Clean/Child Lock

- Press to spot clean
- Press and hold for 3 seconds to turn on/off the child lock



Dock

- Press to return to dock/start emptying

Note: Press any button to stop the robot during cleaning or docking.

A1-1—Vertical Bumper

A1-2—LiDAR Sensor

A1-3—Wall Sensor

A1-4—Dock Locator

A1-5—Bumper

A2 Robot (Bottom View)

A2-1—Cliff Sensors

A2-2—Omnidirectional Wheel

A2-3—Charging Contacts

A2-4—Side Brush

A2-5—Main Brushes

A2-6—Main Brush Cover

A2-7—Main Wheels

A3 Robot (Dustbin Removed)

A3-1—Reset Button

A3-2—Air Inlet

A3-3—Air Outlets

A4 Dustbin

A4-1—Dustbin Latch

A4-2—Washable Filter

A4-3—Air Inlet

A5 Power Cable

A6 Dustbin (Disposable Dust Bag Pre-Installed)

A7 Dustbin Cover

A8 Disposable Dust Bag

A9 Dock Base

A9-1—Air Duct Cover Screws (10)

A9-2—Air Duct Cover

A9-3—Screwdriver

A9-4—Base Fastening Screws (6)

A10 Auto-Empty Dock

A10-1—Dustbin Cover

A10-2—Dustbin

A10-3—Dock Base

A10-4—Status Indicator Light

- Steady white: Standby
- Flashing white: Emptying
- Steady red: Dock error
- Light off: Charging robot/Not power on

A10-5—Dock Location Beacon

A10-6—Charging Contacts

A10-7—Suction Inlet

A10-8—Electrode Brushes

A11 Auto-Empty Dock (Dustbin Cover Removed)

A11-1—Dust Bag Slot

A11-2—Filter

A12 Power Cable Storage

A12-1—Power Cable Storage Slot

A12-2—Cable Outlet

A12-3—Power Port

Note: Power cable can be pulled out at both sides.

B Installation

Important Information



1. Tidy cables and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.

2. When using the robot in a raised area, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.

Note: When using the robot for the first time, follow it throughout its whole cleaning route and watch for potential problems. The robot will be able to clean by itself in future uses.

B1 Position the Charging Dock

B1-1—Take the screwdriver from its storage bin at the bottom of the base.

B1-2—Place dock upside down on a soft, flat surface (carpet/towel/ cloth) and attach the base by using the six screws provided.

Note: Hold the dustbin cover securely when upside down to prevent damage from falling.

B1-3—Connect the power cable to the dock, and keep the excess cable inside the storage slot.

B1-4—Place the dock on a hard flat floor (wood/tile/concrete etc.), flat against a wall. Keep at least 0.3 m (1 ft) of clearance on either side and 1 m (3 ft) both in front and above. Make sure the location has good WiFi for a better experience with the mobile app, and then plug it in.

B1-4-1—more than 0.3 m (1 ft)


B1-4-2—more than 1 m (3 ft)

Notes:

- The status indicator light turns off automatically when the robot is charging.
- The status indicator light turns red if an error occurs.
- Do not use without a dustbin cover or dust bag.

- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt over and cause problems docking and departing.
- Keep excess power cable inside the storage slot so that the robot will not get tangled in the cables, and the dock will not be dragged away or disconnect from the power supply.
- Keep the dock away from direct sunlight or anything that may block the dock location beacon; otherwise, the robot may fail to return to the dock.
- The Auto-Empty Dock recharges and empties. Store the standard robot dock before use. Failure to do so may cause issues returning to dock.
- Maintain the dock according to the maintenance instructions. Do not clean the dock with a wet cloth.

B2 Powering on & Charging

Press and hold the  button to power on the robot. When the power light goes on, place the robot on the dock to charge. Make sure the status indicator light turns off and a “charging” voice message sounds. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.

Note: The robot may not turn on when the battery is low. In this case, place the robot directly onto the dock to charge.



Connecting to the App

1. Download App

Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.



2. Reset WiFi

Press and hold the  and  buttons until you hear the "Resetting WiFi" voice alert. The reset is complete when the WiFi indicator flashes slowly. The robot will then wait for a connection.

Note: If you cannot connect to the robot due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your robot as a new device.

3. Add Device



Open the Roborock App, tap the "Scan to Connect" button or the "Search for Device" button, and add the device as instructed in the app.

Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 5 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.


Instructions for Use

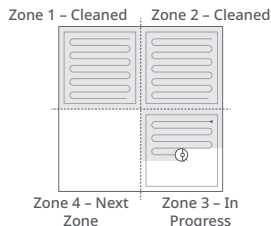
On/Off

Press and hold the  button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the  button to turn off the robot and complete the cleaning cycle.

Note: The robot cannot be turned off when it is being charged.

Starting Cleaning

Press the  button to start cleaning. The robot will plan its cleaning route and in each room, it firstly draws out zone edges and then fills the room in a zigzag pattern. In so doing, the robot cleans all rooms one by one, thoroughly and efficiently.




Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting the cleanup.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the


robot will automatically return to the dock. After charging, the robot will resume where it left off.

Spot Cleaning

Press the  button to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (4.9 ft) × 1.5 m (4.9 ft) square area centered on itself.



Note: After spot cleaning, the robot will automatically return to the starting point and enter Standby mode.

Emptying

Auto-emptying will begin when the robot returns to the dock after cleaning. Press the  button to trigger emptying manually. Press any button to stop emptying.

Note: Avoid frequent manual emptying.

Pause

When the robot is running, press any button to pause it, press the  button to resume cleaning, and press the  button to send it back to the dock.

Note: Placing a paused robot on the dock manually will end the current cleanup.

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator will flash every few seconds. Press any button to wake the robot up.


Notes:

- The robot will not go to sleep when it is charging.
- The robot will automatically shut down if left in sleep mode for more than 12 hours.


DND Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period. When DND mode is activated, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

Child Lock

Press and hold the  button to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to stop it.

Charging

After cleaning, the robot will automatically return to the dock to charge. In pause mode, press the  button to send the robot back to the dock. The power indicator will breathe as the robot charges.

Note: If the robot fails to find the dock, it will automatically return to its starting location. Place the robot on the dock manually to recharge.

Error

If an error occurs, the power indicator light on the robot will flash red or status indicator light on the dock will be steady red. A pop-up notification will receive in the app and a voice alert may sound.

Notes:


- The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.
- Placing a malfunctioning robot on the dock manually will end the current cleanup.

Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

Note: After resetting the system, scheduled cleaning, WiFi, etc. will be restored to factory settings.

Restoring Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the  button and at the same time, press the Reset button until you hear the "Restoring factory settings" voice prompt. The robot will then be restored to factory settings.

Routine Maintenance

Note: The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.

C1 Main Brushes

* Clean every 2 weeks and replace every 6-12 months.

C1-1—Main Brush Cover

C1-2—Latches

C1-3—Main Brush Bearings

C1-4—Main Brush Caps

C1-5—Main Brushes

C1-6—Turn over the robot and press the latches to remove the main brush cover.

C1-7—Remove the main brush and pull out the main brush bearing.

C1-8—Pull out the main brush caps.

C1-9—After removing the tangled hair or dirt at both ends of the main brushes, reinstall them, press the main brush cover to lock it in place until hear a click. Make sure that the main brush cover has been properly attached.

Notes:

- Main brushes should be wiped down with a wet cloth and left to dry away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brushes.

C2 Side Brush

* Clean monthly and replace every 3-6 months.

1. Unscrew the side brush screw.

2. Remove and clean the side brush.

Reinstall the brush and tighten the screw.

C3 Omnidirectional Wheel

* Clean as required.

C3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omnidirectional wheel bracket cannot be removed.

C3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

C4 Main Wheels

* Clean as required.

Clean the main wheels with a soft, dry cloth.

C5 Dustbin and Washable Filter

* Clean every week and filter should be replaced every 6-12 months.

C5-1—Press the dustbin latch and slide the dustbin backwards.

C5-2—Remove the washable filter and empty the dustbin.

C5-3—Fill the dustbin with clean water. Gently shake the dustbin, and then pour out the dirty water.

Note: To prevent blockage, only use clean water without any cleaning liquid.

C5-4—Rinse the washable filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

C5-5—Allow at least 24 hours for the dustbin and washable filter to dry thoroughly before reinstalling them.

Note: Purchase an additional filter and alternate if necessary.

C6 Robot Sensors

* Clean as required.

Use a soft, dry cloth to wipe all sensors, including:

C6-1—Dock Locator

C6-2—Wall Sensor

C6-3—Four Cliff Sensors

C7 Dust Bag Replacement

* Replace as required.

C7-1—Remove the dustbin cover vertically as shown.

C7-2—Lift the dust bag out of the dustbin and discard it.

Note: The dust bag handle seals the bag on removal to prevent dust leakage.

C7-3—Clean the filter with a dry cloth.

C7-4—Install a new dust bag in place along the slot and put the dustbin cover back.

C8 Air Duct

* Clean as required.

C8-1—Unscrew the screws (10) and remove the cover.

C8-2—Wipe the air duct and cover with a dry cloth.

C8-3—Reinstall the cover and screw it back in place.

C9 Charging Contacts

* Clean as required.

Use a soft, dry cloth to wipe the charging contacts on the robot. Clean the dock location beacon, charging contacts, and electrode brushes on the dock.

Battery

The robot is equipped with a high-performance lithium-ion rechargeable

battery pack. To maintain battery performance, keep the robot charged during normal use.

Note: If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

Environmental Protection Description

The chemical substances contained in the built-in lithium-ion battery of this product can cause environmental pollution. Before disposing of this product, remove the battery. The battery should then be properly recycled either through local authorities or by providing the batteries to a battery recycling facility.

How to remove the battery:

Note: The following information is only suitable for the situation that the robot will be disposed of or its battery cannot function normally after recharging.

1. Operate the robot without connecting to the dock until it runs out of battery.
2. Turn off the robot.
3. Unscrew the battery cover.
4. Remove the battery cover.
5. Press the clip to pull out the battery connector.
6. Remove the battery.

Notes:

- Before removing the battery, make sure it is fully drained. Do not attempt to remove the battery if the robot is connected to the charging dock.
- Remove the entire battery pack. Avoid damaging the battery pack casing to avoid short-circuits or leakage of hazardous substances.
- In the event of accidental contact with battery fluid, rinse thoroughly with water and seek immediate medical care.

Basic Parameters

Robot

Model	Q50ULE
Battery	14.4 V/5200 mAh (TYP) lithium-ion battery
Rated Input	20 V \approx 1.2 A
Charging Time	< 6 hours

Note: The serial number is on a sticker on the underside of the robot.

Auto-Empty Dock

Model	AED06LRR, AED07LRR
Rated Input Voltage	120 V~
Rated Frequency	50-60 Hz
Rated Input (Dust Collection)	9.5 A
Rated Input (Charge)	0.5 A
Rated Output	20 V \approx 1.2 A

Common Issues

Issue	Solution
Unable to power on	<ul style="list-style-type: none"> • Battery low. Put the robot on the dock and charge it before use. • Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39-104°F).
Unable to charge	<ul style="list-style-type: none"> • Check that both ends of the power cable are properly connected and confirm that the status indicator light is on. • If the contact is poor, clean the charging contacts of the dock and the robot.
Slow charging speed	<ul style="list-style-type: none"> • To maintain the battery life, the robot automatically reduces the charging speed when it is charged in an environment at a high or low temperature. • Charging contacts dirty. Clean them with a dry cloth.
Unable to return to dock	<ul style="list-style-type: none"> • There are too many obstacles near the dock. Move it to an open area. • The robot is too far from the dock. Place it closer and retry.
Abnormal behavior	<ul style="list-style-type: none"> • Restart the robot.
Noise during cleaning	<ul style="list-style-type: none"> • The main brushes, side brush, or main wheels may be jammed. Turn off the robot and clean them. • The omnidirectional wheel is jammed. Use a screwdriver to remove it for cleaning.

Issue	Solution
Poor cleaning performance and/or leaking dust	<ul style="list-style-type: none"> • The dustbin is full and needs emptying. • The filter is blocked and needs cleaning. • The main brushes are tangled up and need cleaning.
Unable to connect to WiFi	<ul style="list-style-type: none"> • WiFi disabled. Reset the WiFi and try again. • Poor WiFi signal. Move the robot to an area with good WiFi reception. • Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry. • Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock Customer Service for help with troubleshooting.
Scheduled Cleaning is not working	<ul style="list-style-type: none"> • Battery low. Scheduled Cleaning can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the dock?	<ul style="list-style-type: none"> • The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none"> • No. The lithium-ion battery has no memory effect. The robot can be used any time after it has been fully charged once.

Common Issues

Issue	Solution
Cleaning does not resume after recharging	<ul style="list-style-type: none"> Make sure that the robot is not in DND mode. DND mode will prevent auto top-up. If the robot is placed manually on the dock before it is recharged automatically, it will not be able to continue cleanup.
The robot cannot return to the dock after spot cleaning or when it has been moved manually	<ul style="list-style-type: none"> After spot cleaning or a significant position change, the robot will re-generate the map. If the dock is too far away, the robot may not be able to return for recharging and must be placed on the dock manually.
The robot begins to miss certain spots	<ul style="list-style-type: none"> The wall sensor or cliff sensors may be dirty. Clean them with a soft, dry cloth. The dustbin cover is not in place. Check and correct installation. The fan is not operating properly. Potentially due to overheating protection resulting from frequent starting and stopping. Unplug the power cable and try again after 30 minutes. Voltage error. Check that local voltage meets the requirements listed on the dock.
Red LED indicator on the Auto-Empty Dock	

Issue	Solution
Reduced emptying performance or unusual noise when emptying	<ul style="list-style-type: none"> The main brushes or main brush cover is not properly installed. Check and correct installation. The filter, air duct, suction inlet, air inlet, or dustbin is blocked. Clean to remove blockages.
Auto-emptying does not start when the robot returns to the dock	<ul style="list-style-type: none"> Auto-emptying is disabled. Check in-app settings. Dustbin cover is not in place. Check and install. Auto-emptying will not be triggered if the robot is moved to the dock manually. Start emptying manually. Auto-emptying will not be triggered if the robot returns to the dock without cleaning. The robot will not auto-empty after returning to the dock in Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually. The battery level is lower than 10%. Charge the robot until the battery reaches 10%.