

The word "dreame" is the abbreviation of Dreame Technology Co., Ltd. and its subsidiaries in China. It is the transliteration of the company's Chinese name "追觅", which means striving for excellence in every endeavor and reflects the company's vision of continuous pursuit, exploration and search in technology.



For more support, contact us via <https://global.dreame.tech.com>

Manufactured by: Dreame Trading (Tianjin) Co., Ltd.

Made in China

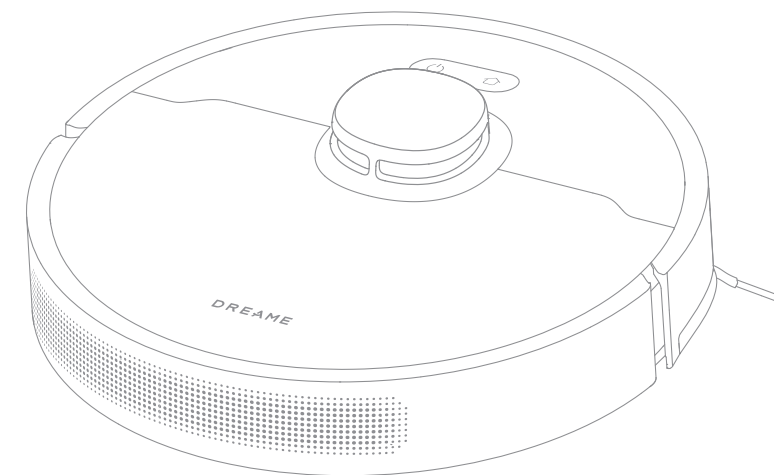


RLD34GA-AU-A00

# Dreame D9 Max Gen 2

## Robot Vacuum and Mop

## User Manual



The illustrations in this manual are for reference only. Please refer to the actual product.

**DREAME**



Contents

Safety Information	1
Product Overview	4
Preparing Your Home	8
Before Use	9
Connecting with Dreamehome App	10
How to Use	11
Routine Maintenance	13
Troubleshooting	18
Specifications	20
Battery Disposal and Removal	21

Safety Information

To avoid electric shock, fire or injury caused by improper use of the appliance, please read the user manual carefully before using the appliance and keep it for future reference.

Usage Restrictions

- This product should not be used by children younger than 8 years old nor persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge without the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be performed by children without supervision.
- Children shall not play with this product. Ensure children and pets are kept at a safe distance from the robot while it is operating.
- This product is for floor cleaning in a home environment only. Do not use it outdoors, on non-floor surfaces, or in a commercial or industrial setting.
- If the power cord becomes damaged or broken, stop using it immediately and contact after-sales service.
- Do not use the robot in an area suspended above ground level without a protective barrier.
- Do not place the robot upside down. Do not use the LDS cover, robot cover, or bumper as a handle for the robot.
- Use the robot in environments with an ambient temperature above 0°C and below 40°C. Make sure there is no liquid or sticky substance on the floor.
- Pick up any cables from the floor before using the robot to prevent it from dragging them while cleaning.
- Remove fragile or small items from the floor to prevent the robot from bumping into and damaging them.
- To prevent damage or harm from dragging, clear any loose objects from the floor, and remove cables or power cords on the cleaning path before operating

## Safety Information

### Usage Restrictions

- the appliance.
- Keep hair, fingers, and other body parts away from the suction opening of the robot.
- Keep the brush cleaning tool out of reach of children.
- Do not place children, pets, or any item on top of the robot regardless of whether it is stationary or moving.
- Do not use the robot to clean any burning objects. Do not use the robot to pick up flammable or combustible liquids, corrosive gases, or undiluted acids or solvents.
- Do not vacuum hard or sharp objects. Do not use the appliance to pick up objects such as stones, large pieces of paper or any item that may clog the appliance.
- Make sure the robot is turned off and the charging dock is unplugged before cleaning or performing maintenance.
- Do not use a wet cloth to wipe or any liquid to rinse the robot and charging dock. Washable parts must be dried completely before installing and using them.
- Make sure the robot is turned off when being transported and kept in its original packaging if possible.
- Please use this product in accordance with the instructions in the User Manual. Users are responsible for any loss or damage that arise from improper use of this product.

### Batteries and Charging

- Do not use any third-party battery, power cord, or charging dock. Use only with RCS0 supply unit.

## Safety Information

### Batteries and Charging

- Do not attempt to disassemble, repair, or modify the battery or charging dock on your own.
- Do not place the charging dock near a heat source.
- Do not use a wet cloth or wet hands to wipe or clean the dock's charging contacts.
- Do not improperly dispose of old batteries. Unneeded batteries should be discarded at an appropriate recycling facility.
- If the robot will not be used for an extended period, fully charge it, then turn it off and store in a cool, dry place. Recharge the robot at least once every 3 months to avoid over-discharging the battery.
- This product contains batteries that can only be replaced by qualified technicians or after-sales service.

### Laser Safety Information

- The laser sensor in this product meets the IEC 60825-1:2014/EN 60825-1:2014/A11:2021 Standard for Class 1 laser products. Please avoid direct eye contact with it during use.

CLASS 1 LASER PRODUCT  
CONSUMER LASER PRODUCT  
EN 50689:2021



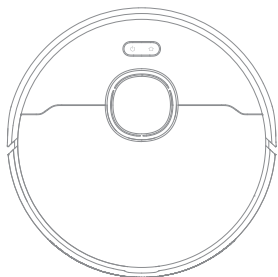
For indoor use only



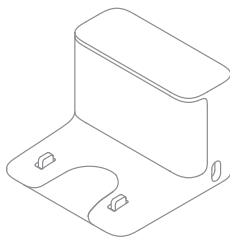
Read operator's manual

# Product Overview

## Package Contents



Robot



Charging Dock

## Other Accessories



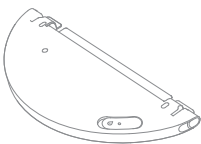
Side Brush



Power Cord



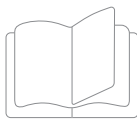
Cleaning Tool  
(pre-installed)



Water Tank



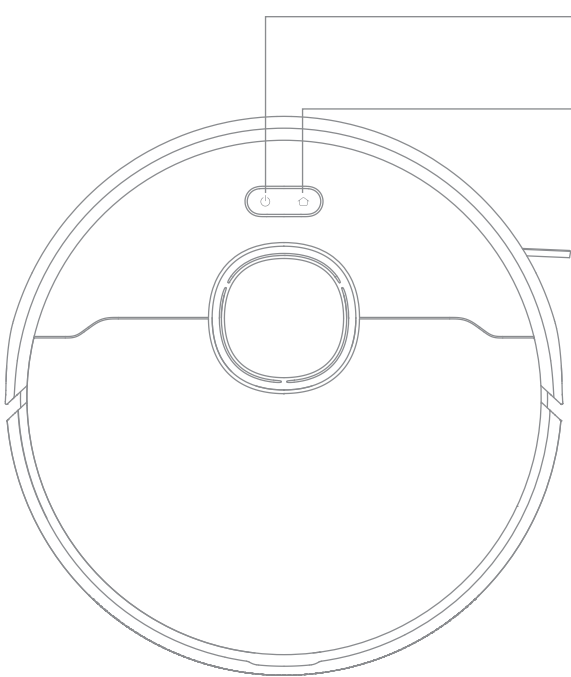
Mop Pad  
(pre-installed)



User Manual

# Product Overview

## Robot



- **Power/Clean Button**
  - Press and hold for 3 seconds to turn on or off
  - Press to start cleaning after the robot is turned on

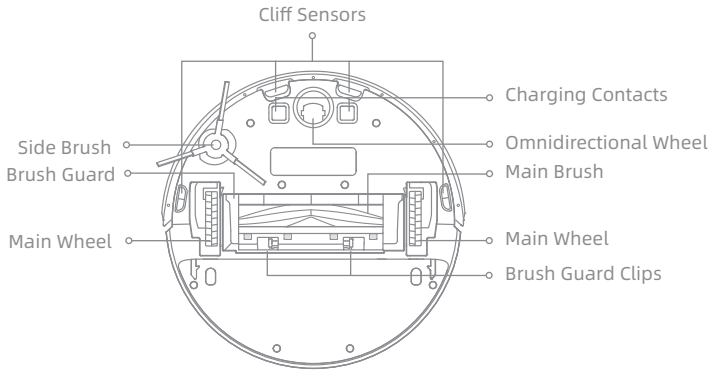
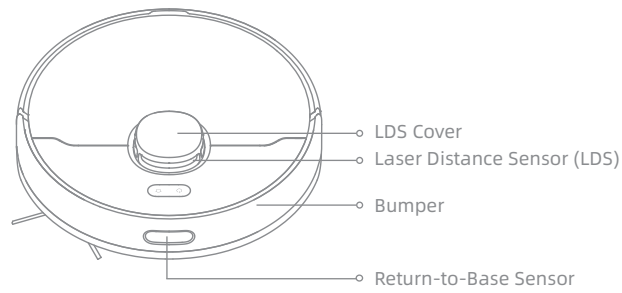
- **Dock/Spot Cleaning Button**
  - Press to send the robot back to the charging dock
  - Press and hold for 3 seconds to start spot cleaning

- Status Indicator**
- **Solid White:** Cleaning or cleanup is completed
  - **Blinking Orange:** Error
  - **Breathing White:** Robot is charging when the battery power is not low

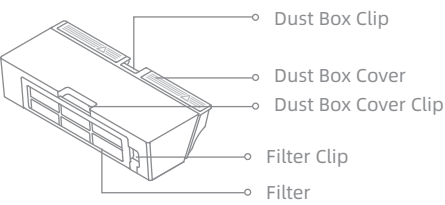
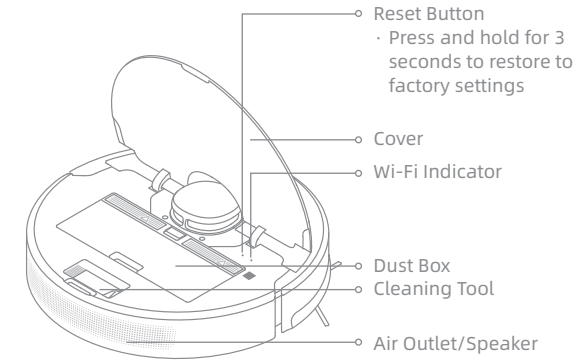
- Note:**
- Press any button on the robot to pause while the robot is cleaning or returning to charge.
  - Child Lock can be enabled/disabled through the Dreamehome app.

# Product Overview

## Robot and Sensors



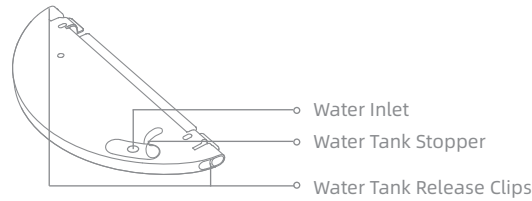
## Dust Box



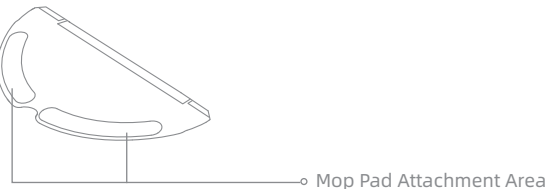
# Product Overview

## Mopping Module

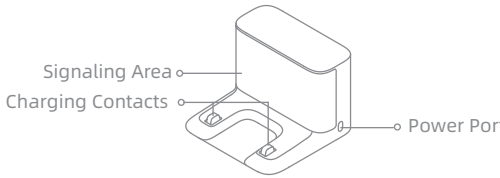
### Water Tank



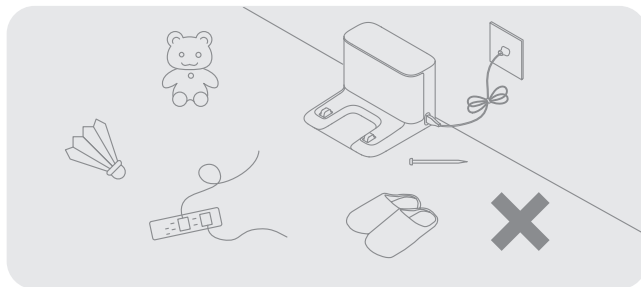
### Mop Pad



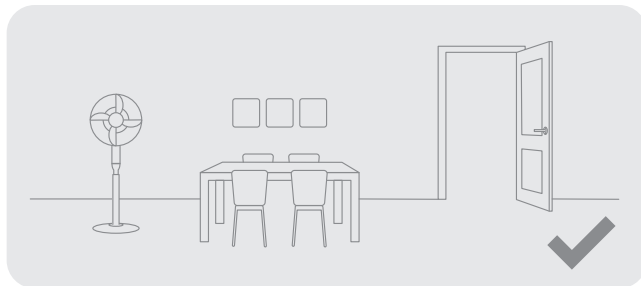
## Charging Dock



## Preparing Your Home



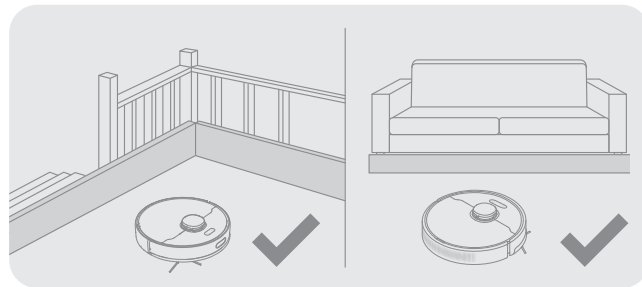
Before cleaning, please move away unstable, fragile, valuable or dangerous items, and clean up cables, cloths, toys, hard objects and sharp objects on the ground to avoid being entangled, scratched or knocked over by the robot and causing losses.



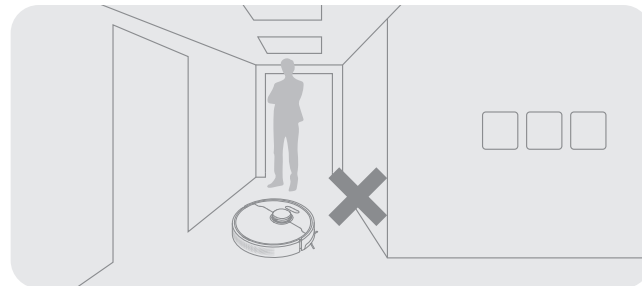
Open the door of the room to be cleaned, and put the furniture in its proper place to leave more space.

### Note:

- When operating the robot for the first time, follow it around while cleaning to remove any potential obstacles in time.
- Do not vacuum hard objects like stones, steel balls and toy parts, or sharp objects like construction waste, broken glass and nails, otherwise the ground may be scratched.



Before cleaning, place a physical barrier at the edge of the stairs and sofa to ensure secure and smooth operation of the robot.



To prevent the robot from not recognizing areas that need to be cleaned, do not stand in front of the robot, or in a threshold, hallway, or narrow places.

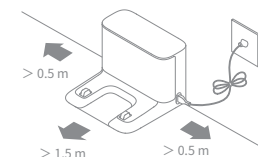
## Before Use

### 1. Place the Charging Dock and Connect to an Electrical Outlet

Place the charging dock on level ground against the wall. Insert the power cord into the charging dock and plug it into the socket.



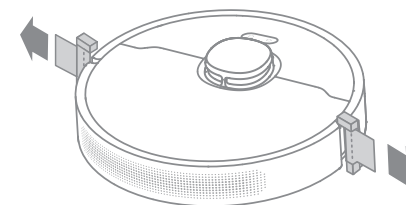
Place the charging dock in a location that is as open as possible with a good Wi-Fi signal.



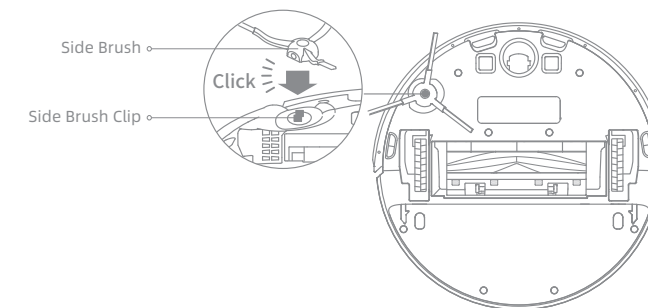
### Note:

- Remove any objects that are closer than 1.5 m from the front and 0.5 m from either side of the charging dock.
- Do not place the charging dock in an area with direct sunlight or where other objects might block the signal, as this may hinder the robot from returning to the charging dock.

### 2. Remove the Protections



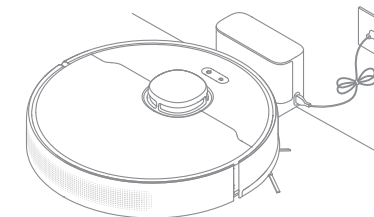
### 3. Install the Side Brush



**Note:** Install the side brush until it clicks into place.

### 4. Charge the Robot

When placing the robot, align the charging contacts at the bottom of the robot with the charging contacts of the charging dock, and the robot will automatically turn on and start charging.

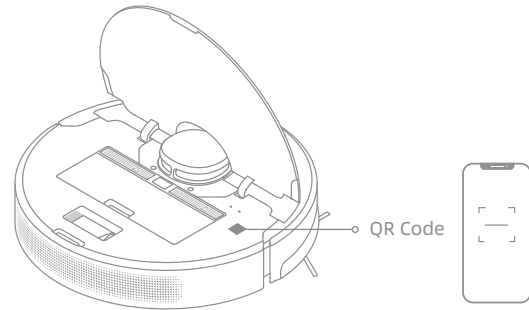


**Note:** It is recommended to fully charge your robot before first time use.

# Connecting with Dreamehome App

## 1. Download the Dreamehome App

Scan the QR code on the robot, or search "Dreamehome" in the app store to download and install the app.

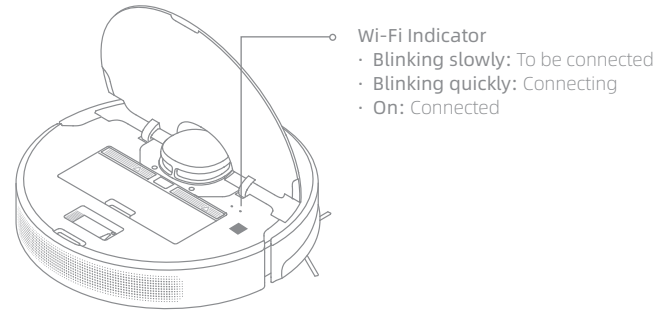


### Note:

- Only 2.4 GHz Wi-Fi is supported.
- Due to upgrades in the app software, the actual operations may differ from the directions in this manual. Please follow the instructions based on the current app version.

## 2. Add Device



Open the Dreamehome app, tap "+" in the upper right corner, and scan the same QR code on the robot again to add the device. Please follow the prompts to finish the Wi-Fi connection.



**Note:** If you want to reset Wi-Fi, repeat step 2 and then follow the prompts to finish the Wi-Fi connection.

# How to Use


## Turn On/Off

Press and hold the button  for 3 seconds to turn on the robot. The power indicator should be illuminated. Place the robot onto the charging dock, the robot should turn on automatically and begin charging. To turn off the robot, move the robot away from the dock and press and hold the  button for 3 seconds.

## Fast Mapping

After configuring the network for the first time, follow the instructions in the app to quickly create a map. The robot will start mapping without cleaning. When the robot returns to the charging dock, the mapping process has been completed and the map will be saved automatically.

## Start Cleaning

Press the button  to start cleaning after the robot is turned on. Then, the robot will accurately map out a route, methodically clean along the edges and walls, then finish by cleaning each room in an S-shaped pattern to ensure a thorough job.

**Note:** It is recommended that the robot set out from the charging dock before cleaning. Do not move the charging dock while the robot is cleaning. This ensures that the robot returns to charging dock smoothly.

## Pause/Sleep

When the robot is running, press any button to pause it.

If the robot is paused for more than 10 minutes, it automatically enters sleep mode. All indicators on the robot will turn off. Press any button on the robot, or use the app to wake up the robot.

**Note:** If the robot is paused and placed onto the charging dock, the current cleaning task will end.

## Auto Resume Cleaning

If the battery is too low, the robot will automatically return to the charging dock to charge. After charging to the appropriate battery level, it will resume unfinished cleaning tasks.

**Note:** To use this function, please open it in the App.


## Do Not Disturb (DND) Mode

When the robot is set to Do Not Disturb (DND) mode, the robot will be prevented from resuming cleaning and the power indicator will turn off. DND mode is disabled by default at the factory. You can use the app to enable DND mode or modify the DND period. The DND period is 22:00-8:00 by default.



### Note:

- The scheduled cleaning tasks will be performed as usual during the DND period.
- The robot will resume cleanup where it left off after the DND period expires.

## Spot Cleaning

When the robot is on standby, press and hold the button  for 3 seconds to enable the spot cleaning mode. In this mode, the robot cleans a square-shaped area of 1.5 × 1.5 meters around it and returns to its starting point once the spot cleaning is completed.

## Robot Restarting

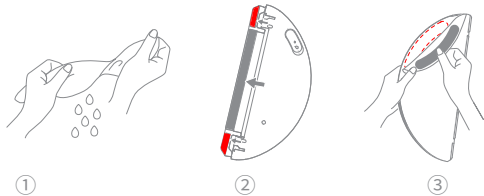
If the robot stops responding or cannot be turned off, press and hold the button  for 10 seconds to forcefully turn it off. Then, press and hold the button  for 3 seconds to turn the robot on.

# How to Use

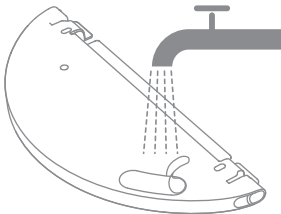
## Use Mopping Function

It is recommended that all floors are vacuumed at least three times before the first mopping session to achieve a better cleaning effect.

1. Dampen the mop pad and wring out excess water. Install the mop pad as shown in the diagram.




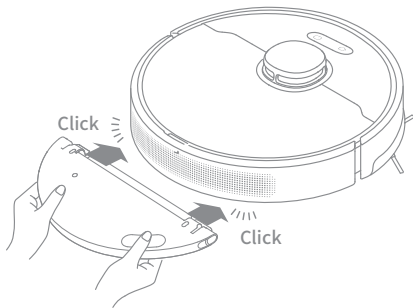
2. Fill up the tank with water.



Note:

- Do not use detergent or disinfectant.
- Do not fill the water tank with hot water as this may cause the water tank to warp.

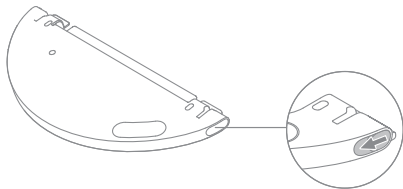
3. Align the mopping module as indicated by the arrow, then slide it into the back of the robot until it clicks into place. Press the button  or use Dreamehome app to start cleaning.



Note:

- It is not recommended to use the mopping function on carpets.
- Use the app to adjust the water flow as required.

4. When the robot finishes a cleaning task and returns to the charging dock, remove the mopping module and wash the mop pad in time. To remove the water tank, slide the two release clips on the side of it to take it out.



**Note:** When the robot is charging or not in use, remove the mopping module, pour out all the remaining water in the water tank, and clean the mop pad to prevent mildew or odors.

# Routine Maintenance

## Parts

To keep the robot in good condition, it is recommended to refer to the accessory usage in the app or the following table for routine maintenance.

Part	Maintenance Frequency	Replacement Period
Mop pad	After each use	Every 3 to 6 months
Main brush	Once every 2 weeks	Every 6 to 12 months
Dust box's filter		Every 3 to 6 months
Side brush		
Charging dock's signaling area	Once every month	/
Charging dock's charging contacts		
Omnidirectional wheel		
Laser Distance Sensor (LDS)		
Robot's charging contacts		

Part	Maintenance Frequency	Replacement Period
Bumper	Once every month	/
Bottom of the robot		
Cliff sensors		
Return-to-Base Sensor		
Water tank	Clean it as needed	/
Dust box		

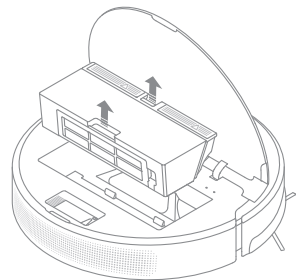
Note: The replacement frequency will depend on your usage of the robot. If an exception occurs due to special circumstances, the parts should be replaced.



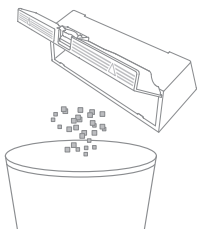
## Routine Maintenance

### Dust Box

1. Open the robot's cover and press the clip to remove the dust box.

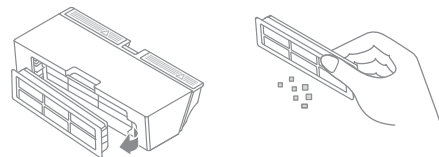


2. Open the dust box cover and empty the dust box as shown in the diagram.



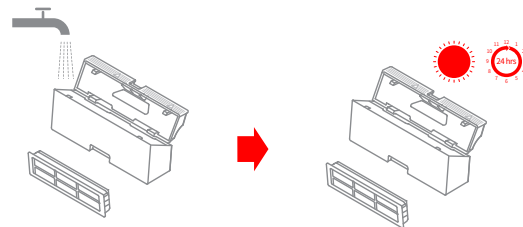
### Filter

1. Remove the filter and tap its basket gently.



**Note:** Do not attempt to clean the filter with a brush, a finger or sharp objects to prevent damage.

2. Rinse the dust box and filter with clean water and dry them completely before reinstalling.



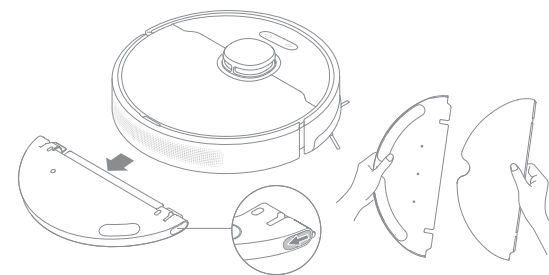
**Note:**

- Rinse the dust box and filter with clean water only. Do not use any detergent.
- Use the dust box and filter only when they are completely dry.

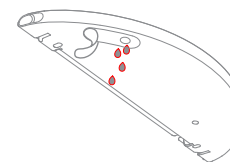
## Routine Maintenance

### Mopping Module

1. Slide the two release clips on the side of the water tank, remove the mopping module, and pull the mop pad off the mopping module.

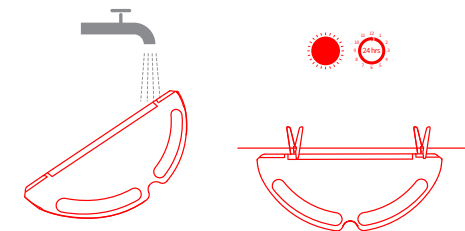


2. Pour out the water in the tank. Clean the tank with water only and leave it to air dry before reinstalling.



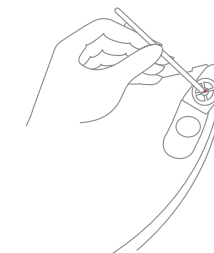
**Note:** Do not directly expose the water tank to sunlight.

3. Clean the mop pad with water only and leave it to air dry before reinstalling.



**Note:** Remove the mop pad from the mopping module before cleaning it, and make sure dirty water does not flow back into the water outlet to avoid clogging.

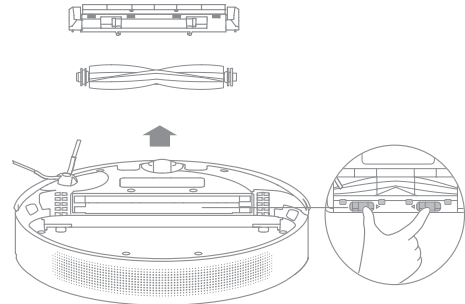
4. If slow water flow occurs, or the water volume is not well-distributed, clean the air hole in the cover of the water tank.



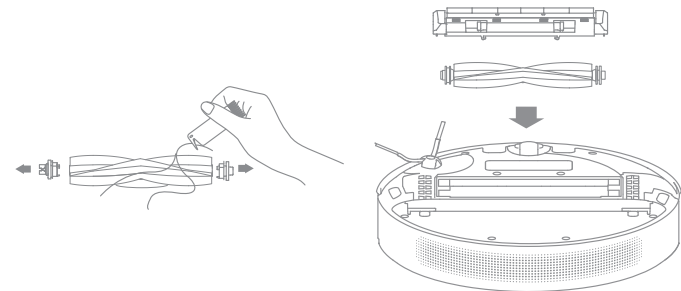
## Routine Maintenance

### Main Brush

1. Press the brush guard clips inwards to remove the brush guard and lift the brush out of the robot.



2. Pull out the brush covers at both ends of the brush as shown in the diagram. Use the provided cleaning tool to remove any hair tangled in the brush. Reinstall the brush covers on both ends of the brush, and then reinstall the brush. Press on the brush guard to lock it in place.

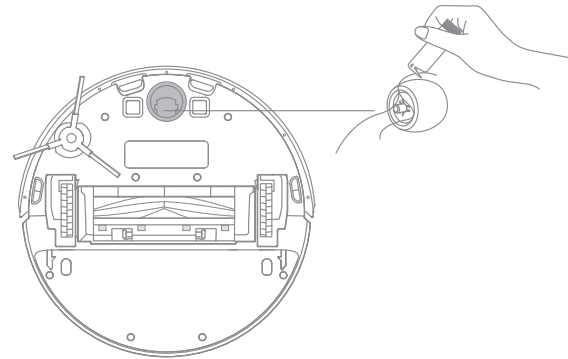


### Side Brush

Remove and clean the side brush.



### Omnidirectional Wheel



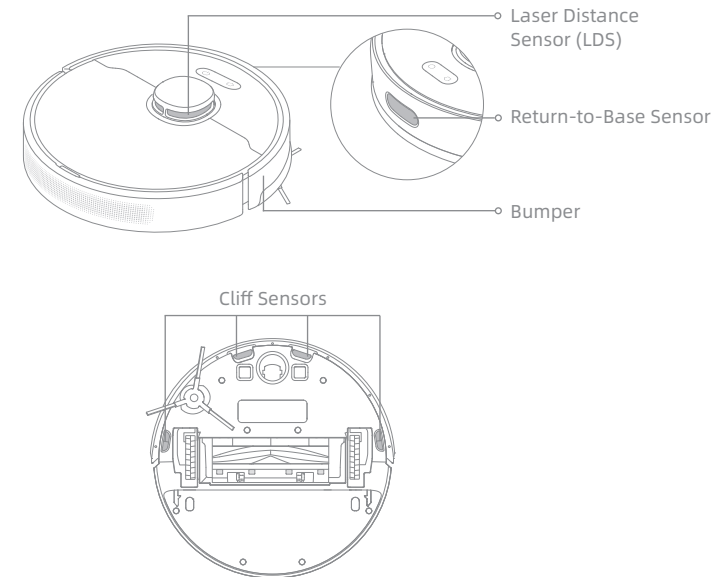
#### Note:

- Use a tool such as a small screwdriver to separate the axle and tire of the omnidirectional wheel. Do not use excessive force.
- Rinse the omnidirectional wheel under the running water and put it back after drying it completely.

## Routine Maintenance

### Robot Sensors

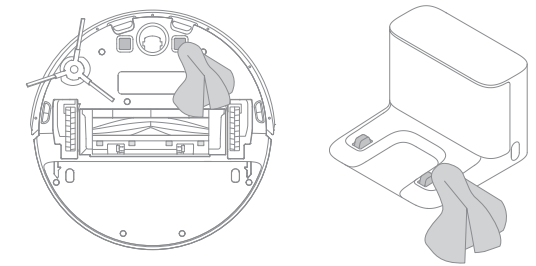
Wipe robot sensors by using a soft and dry cloth, as shown in the below figure:



**Note :** A wet cloth can damage sensitive elements within the robot and the charging dock. Please use a dry cloth for cleaning.

### Charging Contacts and Signaling Area

Clean the charging contacts and the signaling area with a soft and dry cloth.



### Battery

The robot contains a high-performance lithium-ion battery pack. Make sure that the battery remains well-charged for daily use to maintain optimal battery performance. If the robot is not used for an extended period of time, turn it off and put it away. To prevent damages from over-discharging, charge the robot at least once every three months.

## Troubleshooting

Problem	Solution
Robot does not turn on.	The battery is low. Recharge the robot on the charging dock, then try again. The temperature of the battery is too low or too high. It is recommended to operate the appliance at a temperature between 32 °F (0 °C) and 104 °F (40 °C).
Robot does not recharge.	The charging dock is not receiving power. Please confirm that both ends of the power cord are plugged in correctly. Poor contact. Clean charging contacts of the charging dock and robot.
Robot does not return to charging dock.	There are too many obstructions around the charging dock. Place the charging dock in a more open area. Please clean the dock's signaling area.
Robot is malfunctioning.	Turn off the robot and then reactivate it.
Robot is making a strange noise.	A foreign object may be caught in the main brush, side brush, or one of the main wheels. Stop the robot and remove any debris.
Robot no longer cleans efficiently or leaves dust behind.	The dust box is full. Please clean it. The filter is blocked. Please clean it. A foreign object is caught in the main brush. Please clean it.

## Troubleshooting

Problem	Solution
Robot cannot connect to Wi-Fi.	There is something wrong with the Wi-Fi connection. Reset the Wi-Fi and download the latest version of the Dreamehome app, then try reconnecting. Location permission is not open. Please ensure the location permission on the Dreamehome app is enabled. Wi-Fi signal is weak. Make sure the robot is in an area with good Wi-Fi coverage. 5GHz Wi-Fi is not supported. Please ensure your robot connects to 2.4GHz Wi-Fi. The username or password of Wi-Fi is incorrect. Please enter the correct username and password.
Robot does not perform scheduled cleaning.	The robot has low battery. Scheduled cleaning will not start unless the robot has at least 15% battery left.
Does leaving the robot on the charging dock consume power if it is already fully charged?	Leaving the robot on the charging dock after it's fully charged consumes very little electricity and helps maintain optimal battery performance.
No water comes out of the water tank, or only a little bit comes out.	Check whether there is water inside the water tank. Clean the mop pad if it becomes dirty. Make sure the mop pad is installed correctly according to the User Manual. Clean the air hole on the water tank stopper.
Robot doesn't resume cleaning after charging.	Make sure the robot is not set to Do Not Disturb mode (DND), which will prevent it from resuming cleaning. The robot does not resume cleaning when it is manually recharged or placed onto the charging dock.
Robot doesn't return to charging dock after being moved.	Moving the robot may cause it to re-position itself or re-map its surroundings. If the robot is too far from the charging dock, it might not be able to automatically return on its own, in which case you need to manually place the robot onto the charging dock.

For more support, contact us via <https://global.dreameotech.com>

# Specifications

## Robot

Model	RLD34GA
Charging Time	Approx. 6 hours
Rated Voltage	14.4 V $\overline{\text{---}}$
Rated Power	75 W
Operation Frequency	2400-2483.5 MHz
Maximum Output Power	< 20 dBm

Under normal use of condition, this equipment should be kept a separation distance of at least 20 cm between the antenna and the body of the user.

## Charging Dock

Model	RCS0
Rated Input	100-240 V $\sim$ 50/60 Hz 0.5 A
Rated Output	19.8 V $\overline{\text{---}}$ 1 A

# Battery Disposal and Removal

The built-in lithium-ion battery contains substances that are hazardous to the environment. Before disposing of the battery, make sure the battery is removed by qualified technicians and discarded at an appropriate recycling facility.

- the battery must be removed from the appliance before it is scrapped;
- the appliance must be disconnected from the supply mains when removing the battery;
- the battery is to be disposed of safely.

## CAUTION:

Before removing the battery, disconnect the power and run out the battery as much as possible.

Unneeded batteries should be discarded at an appropriate recycling facility.

Do not expose to high temperature environment to avoid risks of explosion.

Under abusive conditions, liquid may be ejected from the battery. If contact occurs, flush with water and seek medical help.

## Removal Guide:

1. Turn over the robot, use a proper tool to remove the screws on the back of the robot, and then remove the cover.
2. Unplug the terminals between the battery and PCB board to remove the battery.