

Eufy Customer Service Center FAQs for eufy Wet Dry Vacuum W31

1. How to Install the Handle Bar after Unboxing?

After unboxing WetVac W31, you'll need to install the handle bar.

- A. The handle bar is in the correct position when you hear a click.
- B. Check if the handle bar is securely in place.
- C. Check the unlock hole.
- D. Lift WetVac W31 by the handle bar to make sure it remains connected to the main unit.

Also, the handle bar can be removed if you need to store it. Please turn off WetVac W31 first. Inset a pen or other small tool into the unlock hole to release. Then pull the handle bar up.

If you need further assistance, please contact eufy customer support.

2. What to do if the voice prompt is too loud?

WetVac W31 supports low volume level and standard volume level. You can adjust volume according to your needs. Below are the instructions:

The voice prompt defaults to low volume level.

Hold the self-cleaning button for 3 seconds to enter the standard volume level.

Hold the self-cleaning button for 3 seconds again to turn off the voice prompts.

Hold the self-cleaning button for 3 seconds one more time to enter the low volume level.

If you need further assistance, please contact eufy customer support.

3. Will the WetVac self-clean everything?

No, it will self clean and auto dry its rolling brush. After cleaning, simply put the WetVac back onto the charging station and press the self-cleaning button, and WetVac will start self-cleaning. The whole process will take 3 minutes and you will hear a prompt voice when the self-drying is complete.

Note before self-clean:

Make sure the clean water tank level is more than 50%

Make sure the battery level is higher than 30%

It is recommended to follow the voice prompts to clean and clean the dirty water tank after each use. Also, please rinse and dry the sponge filter and rolling brush regularly.

If you need further assistance, please contact eufy customer support.