



# FAQ for eufy Products

## Robotic Vacuum Cleaner

### X8 Pro Series

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(We will respond to you within 24 hours on workdays.)



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## 1. What Should I Do if My X8 Pro SES Does Not Start Dust Collection?

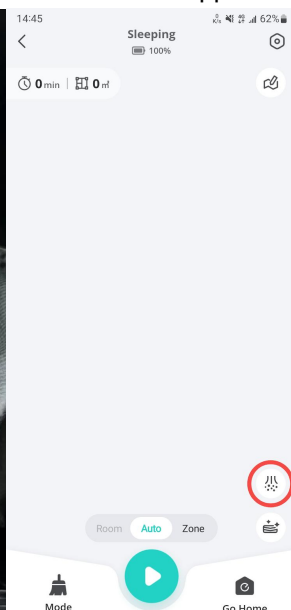
**Issue 1: The Self-Empty Station isn't collecting dust, a red light is on, and the voice prompt says "The dust bag is not installed in the dustbin. Please install the dust bag before starting dust collection."**

Troubleshooting:

Check if the dust bag is installed (see the left image: when it is not installed, it will give this voice prompt) and if it is properly positioned (see the right image).



Install or adjust the dust bag as shown in the following image, close the Self-Empty Station cover, and then press the automatic dust collection icon on the app.



**Issue 2: The Self-Empty Station can't continue collecting dust, a red light is on, and the voice prompt says "The station's dust bag is full or there is a foreign object stuck, please check."**

Troubleshooting:

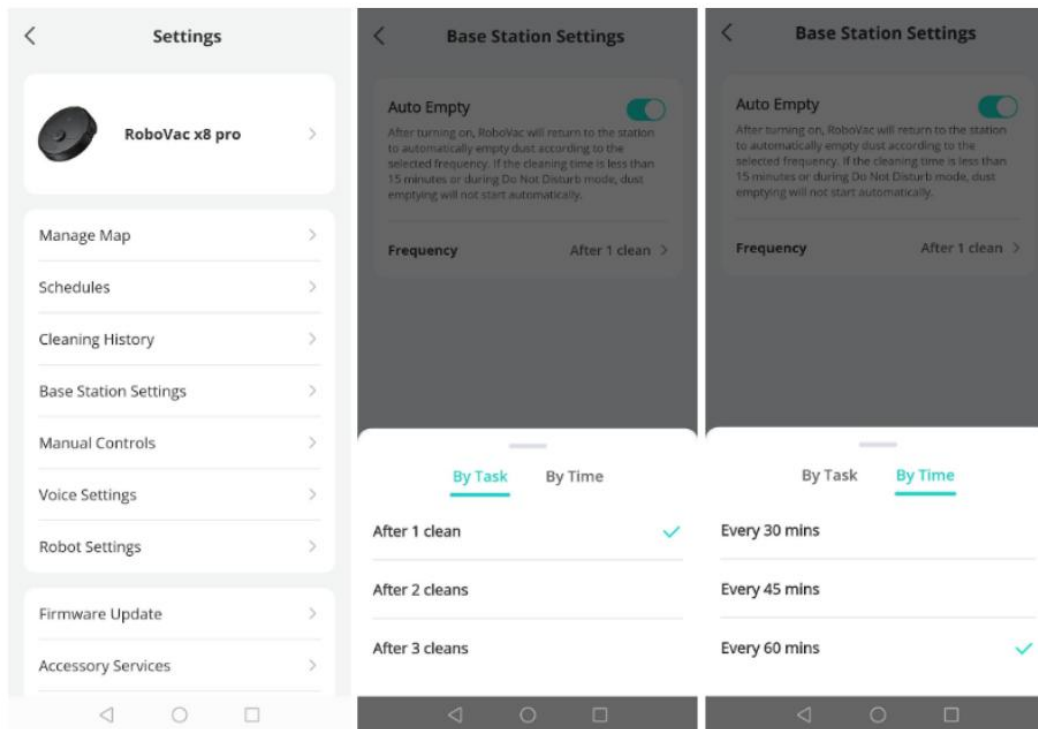
- Open the Self-Empty Station lid, remove the dust bag, and check if it's full. If the dust bag is full, simply replace it with a new one. Please remember to replace the dust bag when necessary.
- Lift the robot cover, open the dustbin cover, remove the filter, and check if there is any residual garbage in the dustbin that has not been emptied. Also, check if the dust collection port at the tail of the robot is blocked by a large foreign object (as shown in the image). If so, remove the foreign object, reinstall the dustbin, and try dust collection again.



- Turn over the Self-Empty Station and check if there is a foreign object stuck in the air duct located at the bottom of the Self-Empty Station (as shown in the image). Sometimes, the blockage might be in the middle of the Self-Empty Station air duct and not visible from the bottom. In this case, remove the four screws from the air duct cover on the bottom of the station, remove the cover to check, clean the foreign object, reinstall the air duct cover with the four screws, and try dust collection again.



Note: If air duct blockages happen frequently, it is recommended to set the self-empty frequency to every 30 minutes to prevent blockages caused by too much garbage in the dustbin due to extended cleaning times.



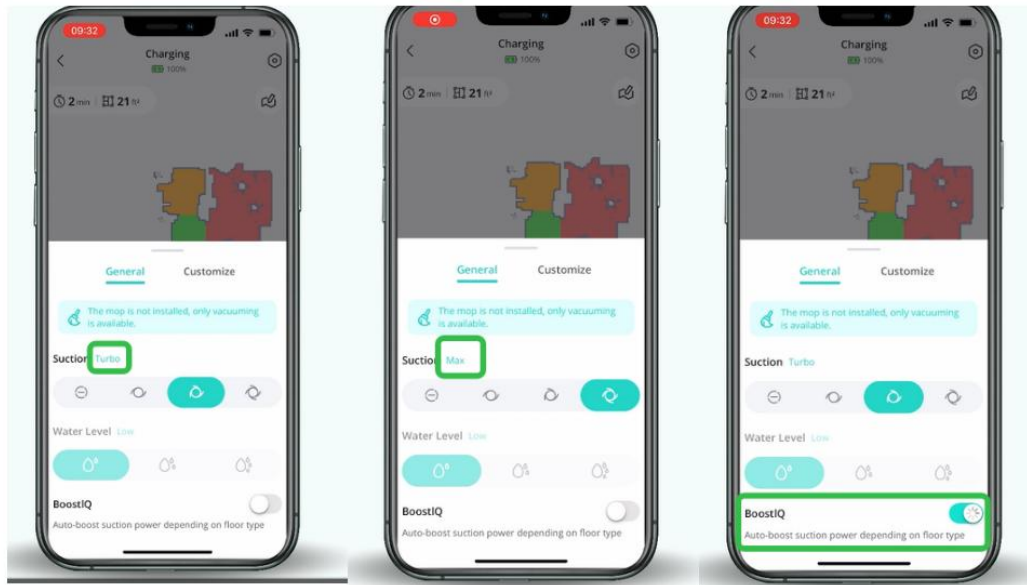
## 2. Why is the Anti-tangle Feature on My Robot Not Working as Expected ?

There could be a few reasons why you might not be seeing the anti-tangle feature performing the way you expected:

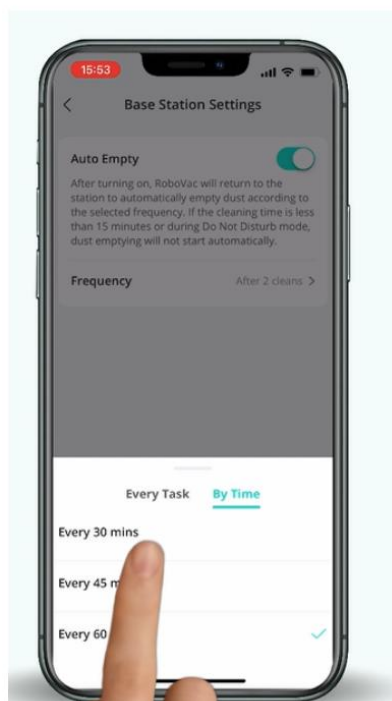
- The suction power might be set to Quiet or Standard mode. This can result in less effective hair cleaning and more hair getting tangled on the roller brush.
- The filter in the dustbin might be blocked. If the suction power is reduced, hair cleaning can become less effective, leading to more tangled hair.
- If you're using the robot vacuum for the first time, there may be lots of hidden hair and debris under beds or sofas that are being vacuumed into the dustbin. Additionally, a full dustbin will also affect the robot's cleaning performance.
- Hair that extends beyond 30cm may present a more challenging scenario for the robot's anti-tangle feature to be effective.
- The robot's suction inlet may be blocked by large objects (like tissues or small toys) during the robot's cleaning process, which can increase the chances of hair getting tangled on the roller brush.

### 3. What Can I Do to Improve My Robot's Anti-tangle Performance?

To improve hair cleaning, set the robot vacuum to Turbo or Max mode. If you're using it on a carpet, please also turn on the Boost IQ feature.



If it's the first time using your robot vacuum, or if you have a large home with multiple pets, it is recommended to consider setting the robot vacuum to automatically self-empty itself every 30 minutes.



Check the filter for blockages every two to three days and clean it with the cleaning tool. Wash the filter with cold running water every one to two weeks (make sure to fully dry it in the sun for at least 24 hours before using it again).



If the hair is longer than 30cm, increase the suction power and collection frequency to reduce the chances of tangled hair on the roller brush.

It's worth noting that hair tangle is a common challenge across the vacuum cleaner industry. However, the X8 Pro Series stands out with its impressive 99.7% anti-tangle rate. This is a significant leap from older models that only boasted a 10% anti-tangle rate, and it far surpasses other brands, which typically fall below 30%.

The X8 Pro Series' exceptional performance is backed by rigorous testing conditions. While these specific test conditions are for internal reference and not directly provided to customers, we can share that the testing involved a single use of 0.3g of hair (0.15g of 20cm hair + 0.15g of 30cm hair). After the robot completed its cleaning and self-emptying process, the amount of hair tangled on the roller brush was measured. This test was repeated seven times to simulate a week's worth of cleaning.

The standard for these tests was based on a TUV survey, which found that an average household sheds about 0.3g of hair daily. So, the seven consecutive tests effectively mimic a week's worth of cleaning.



#### **4. What Should I Do if My X8 Pro Series Fails to Return to Its Self-Empty Station/Charging Base?**

It is highly recommended to run a quick test to determine if the issue is due to the location of the Self-Empty Station/Charging Base or the robot:

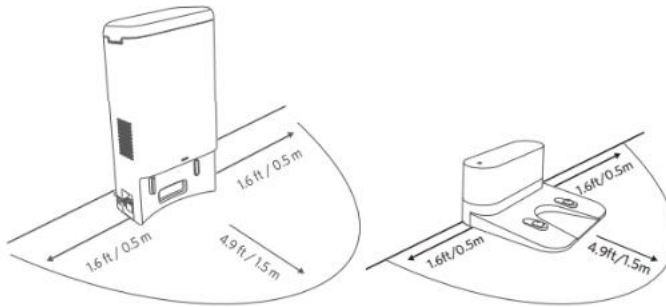
Place the robot within 6 ft in front of the Self-Empty Station/Charging Base with its front bumper facing toward the Self-Empty Station/Charging Base, then press the Home button on the robot and observe if the robot can successfully return to its Self-Empty Station/Charging Base. Meanwhile, please make sure the location of the Self-Empty Station/Charging Base icon is correctly displayed on the map. If the Self-Empty Station/Charging Base is shifted at any time while the robot is cleaning, it will affect the robot's ability to successfully return to its Self-Empty Station/Charging Base.

- Scenario 1: If the robot still fails to return to the Self-Empty Station/Charging Base, please send us a short video showing what the robot does.
- Scenario 2: If the robot is able to successfully return to the Self-Empty Station/Charging Base, then the robot is functioning normally and the issue is most likely due to the location of the Self-Empty Station/Charging Base.

If it is the second scenario, please contact eufy customer support and send us photos showing the surrounding environment of the Self-Empty Station/Charging Base. Additionally, please try placing the Self-Empty Station/Charging Base at another location according to the following recommendations:

- Make sure to start the robot from its Self-Empty Station/Charging Base.
- Make sure to install the Self-Empty Station/Charging Base against a wall and at a location that is easily accessible. Remove obstacles within 3 ft to the right and left side and 6 ft from the front of the Self-Empty Station/Charging Base, if possible. There is also a waterproof pad that can be installed on the bottom of the Self-Empty Station/Charging Base, and it is recommended to use the waterproof pad to affix the Self-Empty Station/Charging Base to the floor to prevent it from shifting.

- 3 It is recommended to remove objects within 1.6 ft / 0.5 m to the left and right sides and within 4.9 ft / 1.5 m of the front of the Self-Empty Station / Charging Base. If you cannot remove the objects, move RoboVac to a new place and check whether RoboVac can return to the Self-Empty Station / Charging Base normally; if not, contact us at [support@eufy.com](mailto:support@eufy.com) for suggestions.



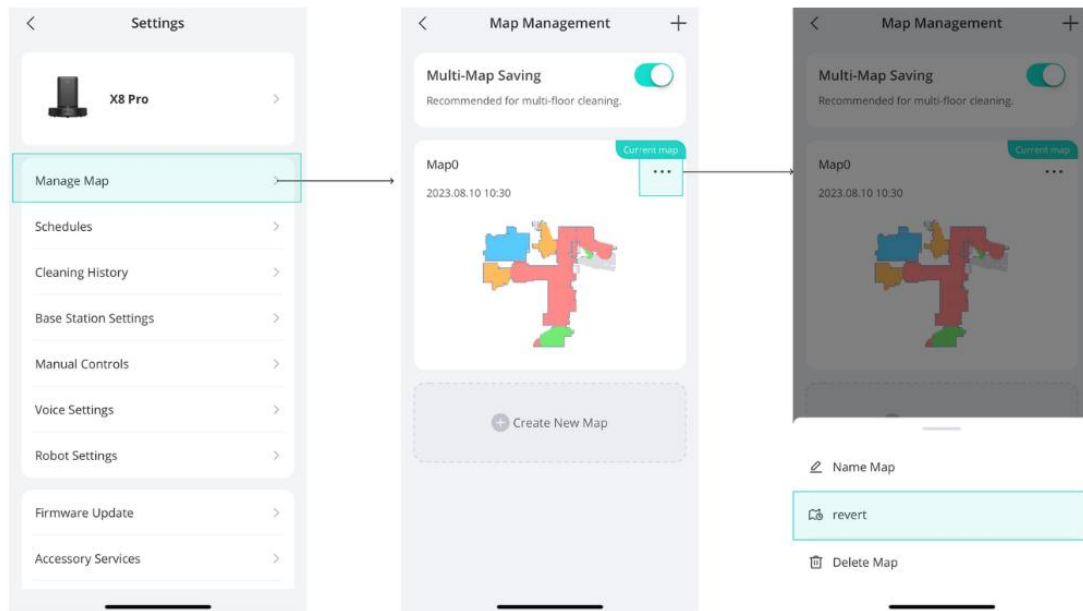
- Verify there are no objects in black color around the Self-Empty Station/Charging Base. If the Self-Empty Station/Charging Base is placed on a carpet, please try placing it on hard floors and start the robot from the new location on the Self-Empty Station/Charging Base.
- Make sure the charging pins on both the Self-Empty Station/Charging Base and the bottom of the robot are clean.
- Please inspect the robot's light transmission components of the front and rear infrared sensors for any major scratches or dust. Please wipe the infrared sensors clean with a soft cloth.



- Please try to revert the map by going to Settings > Map Management and start a new cleaning cycle to verify if the robot is able to successfully return to its Self-Empty



Station/Charging Base without issues. If you choose to revert the map, please note that it will restore the map to the most recent map that was last edited.



If none of the suggestions were able to resolve your issue, please try deleting the current map and restarting the robot from its Self-Empty Station/Charging Base to create a new map to verify if the robot is able to successfully return to its Self-Empty Station/Charging Base without issues.

If the troubleshooting steps listed in this article did not resolve your issue, please send us a screenshot of the eufy Clean app that shows your current map. Additionally, please make sure to enable the "Activity Log Upload" feature and then run the robot two to three times.

### **5. Can I upgrade my X8 Pro by purchasing the Self-Empty Station separately?**

Absolutely, the Self-Empty Station is compatible with all X8 Pro models. All you need to do is purchase the Self-Empty Station and adapter cable. You can order them from eufy support directly.

### **6. How Noisy is the X8 Pro Series? A Comprehensive Guide**

When considering the X8 Pro series, it's important to understand that the robot is designed with a balance between powerful cleaning performance and maintaining comfortable noise levels. During its operation, the noise level of the robot in the Max mode is approximately 62.3dB, which is a bit louder than the volume of a normal conversation. If you choose to activate the Boost IQ feature, the noise level in the Max mode slightly increases to 64.2dB, which is still within the range of a louder conversation.

The Self-Empty Station for the X8 Pro series, on the other hand, has a maximum noise level of 71.6 dB. This is similar to the volume of common household appliances like a vacuum cleaner or a hair dryer.

The noise level of the X8 Pro series is relatively low and it will not interfere with your daily life. The normal sound of human communication is around 40dB, and it can reach 60-70dB when speaking loudly. Even at its loudest, the noise level is comparable to a louder conversation or background music. Therefore, the noise level will not cause any disturbance to your daily activities.

For those who are particularly sensitive to noise, the X8 Pro series offers a Quiet mode, which operates at the lowest noise level of around 60dB. Additionally, you can schedule the robot to clean when you're not at home, allowing you to enjoy a clean house without any noise disturbance.

In conclusion, while the X8 Pro series does produce some noise during its operation, it is designed to keep these levels within a comfortable range for most individuals. The slight increase in noise level when using different suction power modes or the Boost IQ feature is a trade-off for the enhanced cleaning power these options provide.