

Roborock Saros 20 Sonic Series

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

Restrictions

WARNING

- For the purposes of recharging the battery, only use the detachable docking station roborock EWFD55HRR or EWFD56HRR provided with this product.
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- The docking station can only be used to charge the robotic vacuum cleaner equipped with a 14.4 V/6400 mAh (TYP) lithium-ion battery.
- To prevent the robot from falling or causing injury, make sure there are no height drops (such as cliffs or steps) near the threshold, and ensure the surrounding area is safe.

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.
- Make sure dustbin, washable filter, dust bag, side brush, mop cloth, main brushes and main brush cover are installed in place before cleaning.
- 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.
- Do not sit or stand on the robot or dock.
- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- 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 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.
- 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 operate the product in a room where an infant or child is sleeping.
- Do not carry the robot using vertical bumper, magnetic top cover, side brush, mop cloth, mop cloth mount or bumper. Do not move the dock by lifting dock base, water tank handles, dock cover or dust container door.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct.
- Do not use the robot or dock to vacuum any burning or smoking items such as cigarettes, matches, hot ashes, or any flammable or explosive items such as lighters, gasoline, or toner used in printers or copiers.

- 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.
- 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 without dust bag.
- 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 and its retailers disclaim all liability for indirect, punitive, 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.
- Do not rinse the robot and the dock.
- ⚠ – Caution, hot surface. Do not touch the clean water dispensers or drying air outlets.
- During and shortly after mopping, the floor will be wet and slippery. To reduce the risk of slipping, adjust the water flow based on the floor type, surface conditions, and the ambient temperature and humidity. Do not walk on the floor until it is completely dry.

Battery and Charging

WARNING

- Always use a properly grounded power outlet to minimize the risk of electric shock. If such a socket is not available, consult an electrician to make one available.
- Be sure that the supply voltage meets the requirements listed on the dock.
- To prevent potential smoke, heat, or fire, only use the battery, charger, power cord, dock, and other accessories provided with the product.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- 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.
- To transport the product, be sure to unplug the dock, switch off the robot, and empty water tanks. In addition, drain and rinse the cleaning solution cartridge, leave it air dry completely, and then reinstall it. Use of the original packaging is advised.

International Symbols Explanation

⚡ – PROTECTIVE EARTH (Protective Ground) symbol

🏠 – For indoor use only.

RF Specification

Service	Protocol	Frequency Range	Max. Output Power
2.4 GHz WiFi	802.11b/g/n/ax	2400-2483.5 MHz	≤20 dBm
5 GHz WiFi	802.11a/n/ac/ax	5150-5725 MHz	≤20 dBm
5 GHz WiFi	802.11a/n/ac/ax	5725-5850 MHz	≤14 dBm
Bluetooth	BLE v5.4	2400-2483.5 MHz	<10 dBm

* The 5600-5650 MHz frequency range for this product is unavailable in Australia and New Zealand.

Restrictions in the 5 GHz Band

According to Article 10(10) of Directive 2014/53/EU, the product will be restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), United Kingdom (Northern Ireland), Turkey (TR), Norway (NO), Switzerland (CH), Iceland (IS), and Liechtenstein (LI). The country codes are displayed on the packaging.

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 Light

- White: Battery level $\geq 15\%$
- Red: Battery level $< 15\%$
- Breathing: Charging or starting up
- Flashing red quickly: Error
- Flashing red and white alternately: Remote viewing or cruising



Dock

- Robot not on dock: Press to start docking / Press and hold to start spot cleaning
- Robot on dock: Press to start emptying / Press and hold to wash the mop cloth

Note: Press any button to pause a running robot.

A1-1—Vertical Bumper

A1-2—LiDAR Sensor

A1-3—Microphones

A1-4—Dock Locator

A1-5—LED Fill Light

A1-6—Reactive AI Obstacle Recognition Sensor

A1-7—Wall Sensor

A2 Robot (Bottom View)

A2-1—Cliff Sensors

A2-2—Carpet Sensor

A2-3—Omnidirectional Wheel

A2-4—Side Brush

A2-5—Main Brush Cover

A2-6—Main Brushes

A2-7—Main Brush Cover Latches

A2-8—Main Wheels

A2-9—Auxiliary Wheels

A2-10—Climbing Arms

A3 Robot (Top Cover Removed)

A3-1—Reset Button

A3-2—Dustbin

A3-3—Bumper

A3-4—Suction Inlet

A3-5—Magnetic Top Cover

A3-6—Voice Assistant and WiFi Indicator Light

- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Breathing: Starting up or voice assistant ready

A3-7—Charging Contacts

A3-8—Communication Sensor

A3-9—Self-Filling Port

A3-10—VibraRise Module

A4 VibraRise Module

A4-1—Mop Cloth Attachment Slot

A4-2—Vibration Module

A4-3—Mop Cloth Mount Latches

A4-4—Mop Cloth Mount

A5 VibraRise Mop Cloth

A5-1—Hook and Loop Pads

Note: Secure the mop cloth flat in place.

A6 Dustbin

A6-1—Washable Filter

A6-2—Dustbin Latch

A6-3—Suction Inlet

A6-4—Dustbin Lid Latch

A6-5—Dustbin Lid

A6-6—Air Inlet

A7 Dock Base

A8 Disposable Dust Bag

A9 Power Cord

A10 Empty Wash Fill Dock

A10-1—Dock Cover

A10-2—Water Tank Handle

A10-3—Water Tank Latch

A10-4—Clean Water Tank

A10-5—Dust Container Door

A10-6—Dock Base

A10-7—Water Filter

A10-8—Filter

A10-9—Charging Contacts

A10-10—Robot Refill Port

A10-11—Drying Air Outlets

A10-12—Dirty Water Tank

A10-13—Status Indicator Light

- Breathing: Emptying/Mop washing
- Red: Dock error
- Off: Powered off/Charging

A10-14—Mop Washing Module

A10-14-1—High-Speed Maintenance Brush

A10-14-2—Washing Strip

A10-14-3—Clean Water Dispensers

A10-14-4—Maintenance Brush Latch

A10-15—Cleaning Solution Cartridge

A10-16—Dust Bag Slot

A10-17—Dock Location Beacon

A10-18—Suction Inlet

Note: To minimize disturbance, the status indicator light will be off or dim in DND mode.

A11 Empty Wash Fill Dock (Back View)

A11-1—Power Cord Storage Slot

A11-2—Power Port

A11-3—Cord Outlets

Note: Power cord can exit at either side.

B Installation

B1 Important Information

B1-1—Tidy cords, hard or sharp objects (such as nails and glass), 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.

B1-2—When using the robot in a raised area (such as in a duplex apartment), always use a physical security barrier to prevent accidental falls that may result in personal injury or property damage.

Notes:

- 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.
- To prevent excessive buildup of dirt on the mop cloth, floors should be vacuumed at least three times before the first mopping cycle.

B2 Assembly

B2-1—Remove the foam used to secure the mop washing module in shipment at the bottom of the dock.

B2-2—Attach the dock base by pressing down both sides of the base and the connecting part in the middle firmly until you hear a click.

B2-3—Connect the power cord to the back of the dock, and keep the excess cord inside the storage slot.

Note: Power cord can exit at either side.

B3 Positioning the Dock

Place the dock on a hard, flat floor (wood/tile/concrete etc.), flat against a wall, and reserve

a space of at least 0.8 m (2.63 ft) in height, 0.42 m (1.38 ft) in width and 1 m (3.29 ft) in depth. Make sure that the location has good WiFi coverage for a better experience with the mobile app. Plug in and make sure that the status indicator light is on.

B3-1—More than 1 m (3.29 ft)



B3-2—More than 0.8 m (2.63 ft)

B3-3—More than 0.42 m (1.38 ft)

Notes:

- If the power cord hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected. Keep the excess cord inside the storage slot.
- The status indicator light is on when the dock is powered on, and off when the robot is charging.
- The status indicator light turns red if an error occurs.
- Place the dock on a hard, 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 and cause docking and departing problems.
- 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.
- Do not use the dock without clean water tank, dirty water tank, high-speed maintenance brush, disposable dust bag, cleaning solution cartridge, or water filter.
- Maintain the dock according to the Routine Maintenance. Do not clean the dock power cord or charging contacts with a wet wipe, damp cloth, or wet hands.
- All docks are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the waterway of the dock.

B4 Powering On & Charging

Press and hold  to power on the robot. Wait until the power indicator light is steady, and then place the robot in front of the dock. Make sure that the dock is plugged in. Then, press  and the robot will automatically return to the dock for charging. The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged.

B4-1— Dock status indicator light off, robot power indicator light breathing: Charging.

Note: The robot may not be turned on when the battery is low. In this case, place the robot on the dock for charging.



Connecting to the App

1. Download the 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  and  simultaneously until you hear the “Resetting WiFi” voice message. The reset is complete when the voice assistant and WiFi indicator light 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 “Add Device” or “+” button and add your device following the in-app guide.

Note: The actual process may vary due to ongoing app updates. Follow the guide provided in the app.

C Instructions for Use

C1 Filling the Clean Water Tank

Open the dock cover, lift the clean water tank, open its lid, and then fill it with tap water. After filling, close the lid, lock the latch, and then put the clean water tank back to the dock.

Notes:

- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.

- To prevent damage, do not add any disinfectant in the clean water tank. To prevent a high concentration of cleaning solution, add solution only to the cleaning solution cartridge.


C2 Adding Cleaning Solution


1. Open the dust container door, pull out the entire cleaning solution cartridge by its bottom handle, and then place it on a hard, flat surface.
2. Open the lid of the cartridge and add cleaning solution.
3. Close the lid and put the cartridge back to the dock. Press the cartridge until you hear it lock with a click.
4. Close the dust container door in place to make sure the dust container is securely sealed.

Notes:

- Make sure that the cleaning solution cartridge is entirely removed before adding cleaning solution.
- To prevent damage, do not use any disinfectant and only use cleaning solution recommended by Roborock in the solution cartridge.
- After adding, the robot will automatically add cleaning solution to the water for mop washing and robot water tank refilling according to the preset ratio to ensure optimal mopping performance.
- If no floor cleaning solution is used daily, you may skip this step or disable Smart Cleaning Solution Filling in the app.


Turning On/Off

Press and hold  to turn on the robot. The power indicator light will come on, and the robot will wait for orders.

Press and hold  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  to start cleaning. The robot will plan its cleaning route and in each room, it firstly draws out 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:

- Before cleaning, tidy cords (including the power cord of the dock) and valuables from the floor. Loose items may be dragged by the robot, resulting in the disconnection of electrical appliances or damage of cords and property.
- Before starting each cleaning task, make sure that the mop cloth has been properly installed.
- To make sure the robot returns to the dock automatically, start the robot from the dock and do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting a cleanup.
- If the battery runs low during a cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- If cleaning is completed in less than 10 minutes, the robot will clean the area twice.
- The robot will automatically detach the mop cloth mount to clean the carpet first. You can also set the carpet as a no-go zone in the app to avoid it.



Spot Cleaning

Press and hold  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 wait for orders.

Pause

When the robot is running, press any button to pause it, press  to resume cleaning. Press  on a paused robot to send it back to the dock.

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator light 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 sleep for more than 12 hours.


Mop Washing

During cleaning, the robot automatically determines when it should return to the dock for mop washing and water tank refilling to maximize its mopping performance. To manually start washing, tap the corresponding button in the app. Press any button to stop washing.

Notes:

- Do not move the robot or the dock during mop washing.
- Mop wash frequency and mode can be modified in the app.
- To avoid burns from hot water, do not touch the clean water dispensers.

Emptying

After cleaning, the robot will return to the dock and auto-emptying will begin as needed. To manually start emptying, press  on the docked robot or tap the corresponding button in the app. Press any button to stop emptying.

Notes:

- When emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto-emptying can be disabled in the app.
- Avoid continual manual emptying.
- Do not use without dust container door closed or disposable dust bag installed in place.

Drying

After mop washing or after cleaning, drying will begin as needed. To manually start or stop drying, tap the corresponding button in the app.

Notes:

- Stay away from the drying air outlets during drying.
- Drying duration can be modified in the app.
- Auto-drying can be disabled in the app.

Charging

After cleaning, the robot will automatically return to the dock to charge. Press **□** to send the paused robot back to the dock. The power indicator light will breathe during robot charging.

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

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, or set whether to enable auto top-up, emptying and drying, to dim indicator lights, or lower the volume of the voice message during the DND period.

Child Lock

You can enable Child Lock in the app. Once it is enabled, the robot will not respond to button presses while stationary. When the robot is cleaning or docking, pressing any button will pause its operation. To disable Child Lock, press and hold **⏏** and **□**, or turn it off in the app.

Error

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

Note: The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.

Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, remove the magnetic top cover, open the rubber plug and press the Reset button inside to reset the system.

Note: After resetting the system, existing settings such as scheduled cleaning and WiFi will be restored to factory settings.

Deactivating WiFi

To disconnect the robot from WiFi, press the Reset button until you hear a voice message. Then wait for 5 minutes and the WiFi will be automatically deactivated. If you want to reconnect, please follow the related connecting instructions.

Restoring Factory Settings

If the robot does not function properly after a system reset, power it on. Press and hold **□** and at the same time, press the Reset button until you hear the voice message: "Restoring factory settings. This will take about 5 minutes." The robot will then be restored to factory settings.

Note: Open the rubber plug before pressing the Reset button.

D Routine Maintenance

Notes:

- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.

D1 Main Brushes

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

D1-1—Main Brush Cover

D1-2—Main Brush Cover Latches

D1-3—Main Brushes

D1-4—Main Brush Bearings

D1-5—Protective Ring

D1-6—Turn over the robot and press the two latches inwards to remove the main brush cover.

D1-7—Lift the main brushes, pull them out, and remove main brush bearings. Remove any entangled hair or dirt at both ends of the main brushes and bearings.

Note: If the protective rings get dirty, rotate and remove them for cleaning as needed.

D1-8—Reinstall the main brush bearings. And then, reinstall the main brushes and make sure the colors of the main brush and the main brush bearing match.

D1-9—Reinstall the main brush cover. Make sure its four teeth are fully seated in the slots, and press the main brush cover until you hear it lock with a click.

Notes:

- It is recommended to wipe the main brushes with a wet cloth. If the main brushes are wet, air-dry them away from direct sunlight.
- Do not use corrosive cleaning fluid or disinfectant to clean the main brushes.

D2 Side Brush

* Clean monthly and replace every 3-6 months.

Unscrew the side brush screw. Remove and clean the side brush. Then, align the central groove with the raised position on the robot and tighten the screw to reinstall the side brush.

D3 Omnidirectional Wheel

* Clean as needed.

D3-1—Insert a tool, such as a small screwdriver, into the omnidirectional wheel from the left or the right to pry it out slowly.

Note: The omnidirectional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Air-dry, reinstall, and press the wheel and axle back in place.

D4 Main Wheels

* Clean as needed.

Clean the main wheels with a soft, dry cloth.

D5 Dustbin

* Clean as needed.

D5-1—Remove the magnetic top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Open the dustbin lid, remove the washable filter, and empty the dustbin.

D5-3—Fill the dustbin with clean water, reinstall the washable filter and close the dustbin lid. Gently shake the dustbin, and then pour out the dirty water.

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

D5-4—Allow at least 24 hours for the dustbin and washable filter to dry thoroughly before reinstalling them.

D6 Washable Filter

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

D6-1—Open the dustbin lid and remove the washable filter.

D6-2—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with hands, brushes, or sharp objects to avoid potential damage.

D6-3—Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.

D7 VibraRise Mop Cloth

* Clean as needed and replace every 3-6 months.

D7-1—Remove the mop cloth from the mop cloth mount. Clean the mop cloth and air-dry it.

Note: A dirty mop cloth will affect the mopping performance. Clean it before use.

D7-2—Slide the mop cloth in from the opening of the attachment slot, and then stick it flat in place.

D8 Robot Sensors

* Clean as needed.

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

D8-1—Dock Locator

D8-2—Reactive AI Obstacle Recognition Sensor

D8-3—Wall Sensor

D8-4—Communication Sensor

D8-5—Cliff Sensors

D8-6—Carpet Sensor

D9 Charging Contacts

* Clean as needed.

Use a soft, dry cloth to wipe the charging contacts on the robot and the dock.

D10 Moving the Dock

To move the dock, grip the power cord storage slot on the back with one hand and the inner side of the front board with the other hand. Do not lift the dock base, dock cover, or dust container door directly to prevent the dock from falling off.

D11 Dirty Water Tank

* Clean as needed.

Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, lock the latch, and shake. Pour out the dirty water. Lock the lid and reinstall the tank.

Notes:

- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.

D12 High-Speed Maintenance Brush

* Clean as needed and replace every 6-12 months.

Lift the high-speed maintenance brush latch and remove the brush. Remove any entangled objects in the high-speed maintenance brush and rinse it clean. Reinstall the brush and latch it in place.

D13 Water Filter

* Clean as needed.

Pull out the water filter by its latch. Rinse it with water, use a soft, dry cloth to wipe the cleaning sink, and then reinstall the filter. Press down the filter until you hear it lock with a click.

D14 Replacing Disposable Dust Bag

* Replace as needed.

D14-1—Open the dust container door.

D14-2—Remove the disposable dust bag and discard it.

Notes:

- The dust bag handle seals the bag on removal to prevent leakage.
- Always install a dust bag before closing the dust container door to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

D14-3—Clean the filter with a dry cloth, insert a new disposable dust bag into the slot all the way in, and spread it evenly.

Note: Make sure the disposable dust bag is properly installed to avoid waste escaping and damaging the dock.

D14-4—Close the dust container door to make sure the dust container is securely sealed.

Basic Parameters

Robot

Model	RREOVES
Battery	14.4 V/6400 mAh (TYP) lithium-ion battery
Rated Input	20 VDC 2.5 A

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

Empty Wash Fill Dock

Model	EWFD55HRR
Rated Input Voltage	220-240 VAC
Rated Frequency	50-60 Hz
Rated Input (Dust collection)	2 A
Rated Input (Hot-water mop washing)	6.3 A
Rated Input (Charging & drying)	0.9 A
Rated Output	20 VDC 2.5 A

EU Declaration of Conformity

Hereby, Beijing Roborock Technology Co., Ltd. declares that the radio equipment type RREOVES is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://global.roborock.com/pages/compliance>

Please visit the following link to view the network interfaces exposed by the product, services exposed through the network interfaces, and external sensors information: <https://global.roborock.com/pages/compliance>

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">• Dock not connected to power. Check whether both ends of the power cord are properly connected.• Poor contact. Clean the charging contacts of the dock and the robot.• Check that the status indicator light is on.
Slow charging	<ul style="list-style-type: none">• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.• Charging contacts dirty. Wipe them with a soft, dry cloth.
Unable to return to dock	<ul style="list-style-type: none">• Too many obstacles near the dock. Clear them up or move the dock to an open area.• Robot 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 may be jammed. Use a screwdriver to remove it for cleaning.• VibraRise module abnormal. Check that the module is installed properly or if any objects are jammed.
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 better WiFi.• Abnormal WiFi connection. Reset the WiFi, download the latest app version 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.
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. Lithium-ion batteries have no memory effect. The robot can be used once fully charged.
The robot does not resume cleaning 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 or sent to dock by pressing buttons, it will not be able to resume cleaning.

Issue	Solution
The robot begins to miss certain spots	<ul style="list-style-type: none"> • The wall sensor, cliff sensors, or carpet sensor may be dirty. Clean them with a soft, dry cloth.
Poor cleaning performance and/or dust leakage	<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. Clean the main brushes.
No or little water during mopping	<ul style="list-style-type: none"> • Use the mobile app to increase the water flow.
The robot cannot return to the charging 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 charging dock is too far away, it may not be able to return to recharge and must be placed on the charging dock manually.
Scheduled cleaning is not working	<ul style="list-style-type: none"> • Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 15%.
The status indicator light is steady red	<ul style="list-style-type: none"> • Voltage error. Check that the local voltage meets the requirements listed on the dock. • Check clean water tank placement or refill the tank as required. • Check dirty water tank placement or empty the tank as required. • Check that the water filter of the cleaning sink is properly installed.
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 install in place. • The filter, air duct, disposable dust bag, suction inlet, air inlet, or dustbin is blocked. Clean to remove blockages.
Voice alert Error 42 occurs and the maintenance brush module stops at one side of the cleaning sink	<ul style="list-style-type: none"> • If the brush module stops at the left side, it may be jammed. Remove any items jamming it. • If the brush module stops at the right side, the water filter may be blocked or is not installed in place. Clean and install in place.
Reduced mop washing performance	<ul style="list-style-type: none"> • The mop cloth is not attached properly. Stick it on the mount flat in place. • The floor is dirty. Change the mop washing mode to "Deep" in the app for better cleaning.
Unable to auto-empty	<ul style="list-style-type: none"> • Auto-emptying is disabled. Check in-app settings. • The dust container door is not closed. Check and close it. • 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 DND mode. Adjust the cleaning time or DND period, or start emptying manually. • Auto-emptying will not be triggered if the robot is moved to the dock manually. Start emptying manually.

Issue	Solution
Unable to wash the mop cloth	<ul style="list-style-type: none"> • The mop cloth will not be washed if not used. • If the robot does not start from the dock or no dock is found on the app map, it will not return to the dock for mop washing. • Check clean water tank placement or refill the tank as required. • Check dirty water tank placement or empty the tank as required. • Check that the water filter of the cleaning sink is properly installed.
Unable to start auto-drying	<ul style="list-style-type: none"> • Auto-drying is disabled. Check in-app settings. • If the robot departs the dock during drying, the drying will end in advance. • In a humid environment, it is recommended to extend the drying duration in the app to improve the drying performance.
Unable to wash the mop cloth with hot water	<ul style="list-style-type: none"> • Check that Mop Washing Temperature is set to Hot Water in the app.
The side brush is unable to extend	<ul style="list-style-type: none"> • Check that the FlexiArm Design Extended Cleaning feature is enabled in the app. • The side brush does not extend for every corner or every time when the robot cleans along the wall. • Check whether the side brush is jammed.
The LiDAR sensor is unable to raise/lower itself	<ul style="list-style-type: none"> • The LiDAR sensor lowers itself only when the robot cleans under furniture or appliances. • Check if any objects are stuck around the LiDAR sensor.
Unable to automatically detach/reinstall the mop cloth mount	<ul style="list-style-type: none"> • Check that the Auto-Detach/Reinstall Mop Cloth Mounts feature is enabled in the app. • The Auto-Detach/Reinstall Mop Cloth Mounts feature is applicable only under specific conditions. • Check if the mop cloth mount is jammed. • Check that the mop cloth mount is placed in the position where it is removed. • Check that the mop cloth mount is properly installed on the robot. • Check if any objects are in the cleaning sink.
The mop cloth is unable to extend	<ul style="list-style-type: none"> • Check that the FlexiArm Design Extended Mopping feature is enabled in the app. • The mop cloth will only extend along walls and certain obstacles. • Check if the mop extension structure is stuck.
The climbing arm is unable to extend	<ul style="list-style-type: none"> • Check for any foreign objects obstructing the climbing arm's swing area.