Wet and Dry 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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English 003
Français 012
Deutsch 021
Italiano 030
Español 039
Nederlands 048
Polski 057
Norsk 066
Svenska 075
Português 084
Suomi 093
Română 102
Dansk 111

English

Contents

004 Safety Information
005 International Symbols Explanation
006 Product Introduction
006 Product Installation
006 Instructions for Use
008 Routine Maintenance
009 Basic Parameters
010 Common Issues
011 EU Declaration of Conformity
011 WEEE Information
011 Warranty Information

Safety Information

Usage Restrictions

- Do not use this product outdoors or in any commercial or industrial environments. It is intended for home use only.
- Do not store the product anywhere in a car to avoid high or low temperatures affecting its battery life.
- The battery pack of this cleaner cannot be used for charging or discharging in environments with high humidity, or temperatures above 40°C (104°F) or below 4°C (39°F).
- Use the maintenance brush carefully to avoid injury. Keep out of reach of children.
- Children should be supervised to ensure that they do not play with the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety (CB).
- This appliance 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 appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision (EU).
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Keep limbs and pets away from the rotating brush heads to avoid injury.
- Do not touch the power cord, nor operate the product with wet hands to prevent injuries.
- Do not vacuum any burning or smoking substances (such as non-extinguished cigarette butts).
- Do not vacuum any hard or pointy objects (such as building materials, glass, and nails).
- This product is only to be used in areas below 3,000 meters above sea level.
- ⚠When self-cleaning and drying, the temperature of accessible surfaces of the charging dock, roller and vacuum cleaner will be high. Please do not touch the surfaces which are prone to getting hot during use. Only touch after the surfaces have cooled down.
- Do not vacuum cords or other cables to avoid danger.
- During and shortly after floor cleaning, the floor will be wet and slippery. To reduce the risk of slipping, adjust the cleaning mode based on the floor type, surface conditions, and the ambient temperature and humidity. Do not walk on the floor until it is completely dry.
- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.
- 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.

Battery and Charging

WARNING

- Do not charge non-rechargeable batteries.
- This product contains batteries that are only replaceable by skilled persons.
- For the purposes of recharging the battery, only use the detachable docking station roborock MDS48HRR provided with this product.
- Do not use any third-party batteries, power cords or docks.
- To reduce the risk of injury from moving parts, keep the power off before servicing.
- Do not disassemble, repair or modify the battery, power cord or the dock.
- Do not charge the vacuum or install the dock near heat sources or in humid areas (such as radiators or bathrooms).
- Do not wipe the power cord or the dock with a wet cloth, nor touch them with wet hands.

- If the power cord is damaged or broken, immediately stop using and contact the after-sales service.
- If the product is not going to be used for an extended period of time, fully charge it, unplug its power supply, and place it in a cool and dry place.
- Make sure that you recharge it once every three months to avoid battery overdischarge.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- Do not expose the appliance or battery to excessive temperatures.
- Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.

Environmental Protection Description

Removing the Battery

*** The following information applies only when disposing of the vacuum cleaner and should not be followed for day-to-day operations.**

The chemical substances contained in the built-in lithium-ion battery of this product can cause environmental pollution. Remove the battery before disposing of this product and hand it to a professional battery recycling facility for centralized disposal.

How to remove the battery:

1. Remove the screen cover and disconnect the screen terminal.
2. Remove the screws securing the battery holder, and then remove the battery holder.
3. Disconnect the positive and negative suction motor terminals, the machine communication terminal, and the suction motor communication terminal.
4. Remove the battery.

Notes:

- Before removing the battery, make sure that it is fully drained. Do not attempt to remove it if the power cord is plugged in.
- Unplug the terminals carefully to avoid a short circuit.
- Remove the entire battery pack. Be careful not to damage the battery pack case to avoid a short circuit or leakage of hazardous substances.
- If the battery is leaking, immediately disconnect the power supply. Wear protective equipment (such as gloves and a mask), and move the leaking battery to an open outdoor area. Let it sit and observe to ensure there is no risk of spontaneous combustion. Then place the battery in a sealed bag and dispose of it in accordance with electronic waste regulations. If any leaked fluid remains, avoid direct contact and clean it only after taking proper protective measures. If you come into contact with battery leakage, rinse thoroughly with plenty of water and seek medical attention promptly.

Transportation

- It is recommended to transport the product in its original packaging.

International Symbols Explanation

⌂ – For indoor use only.

A Product Introduction

A1 Vacuum Cleaner

—Switch Mode

- Press: Switch to AUTO/MAX/ECO/ Sponge mode
- Press and hold for 2 seconds when the vacuum cleaner is waiting for orders: Turn on/off voice messages / Adjust volume
- Press and hold for 2 seconds while charging: Switch to Quiet Drying / Fast Drying mode

—Power

- Press: Start operating / Enter wait-for-orders mode
- Press and hold for 2 seconds when the vacuum cleaner is waiting for orders: Power off

—Self-Clean

- Press while charging: Start/Pause self-cleaning
- Press and hold for 2 seconds while charging: Start/Stop drying

Note: To stop self-cleaning or drying, press the button while charging.

A1-1—Speaker
A1-2—Handle
A1-3—Handle Release Hole
A1-4—Roller Release Tab
A1-5—LED Screen
A1-6—Dirty Tank Release Button
A1-7—Dirty Tank Handle
A1-8—Dirty Tank
A1-9—Clean Tank Refill Port
A1-10—Clean Tank Release Button
A1-11—Clean Tank
A1-12—Roller

A2 Charging Dock

A2-1—Drying Tray
A2-2—Drying Air Outlets
A2-3—Charging Contacts

A3 Power Cord

A4 Filter

A5 Maintenance Brush

Note: The maintenance brush can be placed in the groove at the back of the charging dock.

A6 LED Screen

A6-1— Sponge Mode
A6-2— AUTO Mode
A6-3— ECO Mode
A6-4— MAX Mode
A6-5— Drying Indicator
A6-6— Light Strip & Error Indicator
A6-7— Battery Level Indicator

B Product Installation

B1 Fit the Handle

B1-1—Connect the handle to the main body until it clicks into place. The buttons on the handle should face forward.

B1-2—To detach the handle, insert a pen-shaped object into the handle release hole on the back of the main body and press. Hold the handle and pull it out.

B2 Plug in the Charging Dock

B2-1—Place the charging dock upside down, plug the power cord into the dock, and loop the cord inside the cord storage slot as needed.

Note: The power cord can exit from either the right or left cord storage slot opening.

B2-2—Place the charging dock on a flat, hard floor and plug it in.

Note: Do not place the charging dock in humid locations or near any heat sources, such as bathrooms, kitchens, or radiators.

C Instructions for Use

Language Selection

Press and hold the and buttons for 3 seconds to start language selection, then press the button to change language. To confirm your selection, stay upon your preferred language for 10 seconds or press the button.

C1 Filling the Clean Tank

C1-1—Grip the clean tank handle, press the release button, and pull the clean tank upwards at a slight angle to remove it.

C1-2—Open the cap of the clean tank refill port, add tap water, and then close the cap tightly.

C1-3—Place the clean tank back to the cleaner head. Push it down gently until it clicks into place.

Notes:

- To avoid deforming the clean tank, do not use hot water.
- To prevent corrosion or damage, do not use any disinfectant. Only use cleaning solutions recommended by Roborock.
- To improve cleaning performance, we recommend that you add 1/4 bottle cap of the recommended cleaning solution to the filled clean tank.

C2 Locking and Unlocking

Gently step on the cleaner head and hold the handle. Push it to lock the vacuum cleaner, and pull it to unlock.

C2-1—Locked
C2-2—Unlocked

C3 Starting the Vacuum Cleaner

Press the ⏻ button, and the machine will enter wait-for-orders mode. Gently step on the cleaner head and hold the handle. Then, tilt the handle backwards to unlock the machine. It will begin operating automatically.

C4 Lay-Flat Cleaning

The vacuum cleaner can be laid flat to clean under furniture and appliances. To do this, lower the handle while using the machine. The available capacity of the dirty tank decreases during low-profile cleaning. Therefore, we recommend you empty the dirty tank before cleaning under furniture and appliances.

Note: Always keep the vacuum cleaner flat with the buttons on the handle facing up.

C5 Mode Switching

Press the ⟲ button to switch between AUTO, MAX, ECO, and Sponge modes. The screen will display the icon of the current mode.

Wait for Orders and Power off

1. When you press the ⏻ button or stand the machine upright during cleaning, it will stop operating and enter wait-for-orders mode.
2. If the vacuum cleaner remains idle for 5 minutes when it is waiting for orders, it will automatically power off. To manually turn it off, press and hold the ⏻ button for 2 seconds when it is waiting for orders.

C6 Water Level Alerts

When the dirty tank is full or the clean tank is empty during use, the vacuum cleaner will provide audio and visual alerts. In this case, fill the clean tank or empty the dirty tank before resuming cleaning.

C6-1—Light strip in red: Error occurred

C7 Emptying the Dirty Tank

C7-1—Hold the dirty tank handle, press the release button, and tilt the tank backwards to remove it.

C7-2—Gently pull the handle of the tank lid upwards to remove the lid, and then empty the dirty tank.

C7-3—Reinstall the tank lid. Tilt the dirty tank, insert its bottom back into the vacuum cleaner, and then push it gently inwards until it clicks into place.

C8 Charging and Self-Cleaning

1. Lock the vacuum cleaner when it is waiting for orders and place it onto the charging dock. Charging starts when you hear the voice message: "Charging started. Please start self-cleaning."
2. Press the ⏲ button to start/pause self-cleaning.
3. After self-cleaning and drying are completed, follow the voice message and empty the dirty tank promptly to prevent odors.

Notes:

- Make sure that the clean tank and dirty tank are in place for optimum self-cleaning and drying performance.

- The product is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, always charge the product after use.
- Always place the vacuum cleaner back onto the charging dock after use to prevent water stains on the floor.
- If the Charge & Sleep mode is disabled and the machine is shut down, ensure the machine is on the charging dock, press the ⏻ button to turn it on, and then start self-cleaning.

Drying

When self-cleaning is completed, drying will start automatically. During charging, press and hold the ⟲ button for 2 seconds to switch between drying modes. To start drying directly, press and hold the ◎ button for 2 seconds while the machine is charging.

Notes:

- Self-cleaning and drying are available only when the vacuum cleaner is charging and has a sufficient battery level. The required battery level varies by drying mode. If the vacuum cleaner is set to fast drying but the battery level is low, it will automatically switch to quiet drying.
- Stay away from the charging dock area during self-cleaning and drying.
- If the Charge & Sleep mode is disabled and the machine is shut down, ensure the machine is on the charging dock, press the ⏻ button to turn it on, and then start drying.

Enable/Disable Charge & Sleep Mode

The Charge & Sleep mode is disabled by default. To enable or disable it, press the ⏻ button for 5 seconds while charging until you hear the voice message: "Charge & Sleep mode enabled" or "Charge & Sleep mode disabled."

Notes:

- Charge & Sleep mode enabled: After the machine has been charging for 5 minutes without operation, the LED screen will turn off. After the machine is fully charged, it will not automatically shut down. To start self-cleaning and drying, press the ◎ button. If the machine is removed from the charging dock, it will remain active, waiting for orders.
- Charge & Sleep mode disabled: Five minutes after the machine is fully charged, it will automatically shut down. To start self-cleaning and drying, ensure the machine is on the charging dock, press the ⏻ button to turn it on, and then press the ◎ button. If the machine is removed from the charging dock, it will not remain active or wait for orders.

Restoring Factory Settings

When the vacuum cleaner is waiting for orders, press and hold both the ◎ and ⏻ buttons for 5 seconds until you hear the "Restoring factory settings" voice message. The machine will then be restored to factory settings.

D Routine Maintenance

Notes:

- Before cleaning or maintaining the product, make sure the vacuum cleaner is powered off or stopped and the charging dock is unplugged.
- The frequency of replacement may vary with actual usage. If you notice any abnormal wear, replace the parts immediately.
- The filter and roller fibers have been treated with silver ion antimicrobial agent to resist bacterial odors.

Product Maintenance

If the machine is left unused for a prolonged period of time, fully charge it, unplug it, and store it in a cool, dry place. Do not place it in humid locations or direct sunlight. Charge it at least once every 3 months to avoid overdischarge.

Vacuum Cleaner

Wipe and clean the vacuum cleaner with a soft, dry cloth. Before cleaning, remove the vacuum cleaner from the charging dock and power it off.

D1 Dirty Tank and Filter

*** Dirty tank: Clean as needed.**
*** Filter: Clean or replace as needed.**

D1-1—Remove the dirty tank, pull the handle of the tank lid upwards to remove the lid, and remove the filter from the tank lid. Rinse the filter with cold water and shake off the remaining water.

D1-2—Dry all the parts thoroughly before installing them back in place.

Notes:

- Leave the filter to dry completely for at least 24 hours before reinstalling it.
- Do not touch the filter surface with hands, brushes, or sharp objects to avoid damaging it.

D2 Solid-Liquid Separator

* Clean as needed.

1. To remove the solid-liquid separator, squeeze the lower part of the snap-fit fasteners on both sides.
2. To install the separator, squeeze the lower part of the snap-fit fasteners and snap them into place.

D3 Clean Tank and Roller

* Clean tank: Clean every 2–4 weeks.
* Roller: Clean as needed and replace every 3 months.

D3-1—Grip the clean tank handle, press the release button, and pull the clean tank upwards at a slight angle to remove it.

D3-2—Rinse the tank bottom with clean water.

D3-3—Grab the roller release tab and pull the roller out along the cleaner head. Use the provided maintenance brush to remove dirt from the roller, and then rinse it with clean water.

D3-4—To replace the roller, use a flat-head screwdriver to gently pry off the roller cap. Then, install the cap onto the new roller.

D3-5—Reinstall the roller and then the clean tank.

Notes:

- Use the maintenance brush carefully to avoid injury.
- When you detach the roller cap, do not pull it by its handle.
- To prevent potential damage, keep the roller cap attached while cleaning the roller.

D4 Cleaner Head and Dirty Water Pathway

* Clean as needed.

1. Power off the vacuum cleaner, place it in a stable position, and then remove the dirty tank, clean tank, and roller.
2. Clean the roller slot and dirty water pathway with the provided maintenance brush.
3. Reinstall the roller, clean tank, and dirty tank.

Note: Do not rinse the cleaner head directly with water.

D5 Charging Dock

* Clean as needed.

Unplug the charging dock and use a soft, dry cloth to clean its surface and charging contacts.

Notes:

- Do not rinse the charging dock directly with water.
- When there is water on the surface of the charging dock, wipe it with a soft, dry cloth and do not overturn it to prevent damage.

Basic Parameters

Vacuum Cleaner

Model	WD5M21A
Rated Voltage/ Current	21.6 VDC 18.52 A
Battery	21.6 V/4,000 mAh (TYP) Lithium-ion battery

Dock Charger

Model	MDS48HRR
Rated Input Voltage	220-240 VAC
Rated Frequency	50-60 Hz
Rated Input (Charging)	0.35 A
Rated Input (Drying)	3 A
Rated Output	30 VDC 1 A
Charging Battery	21.6 V/4,000 mAh (TYP) Lithium-ion battery

Common Issues

Issue	Solution
There are water stains on the floor; the cleaner head leaks water; or water cannot be vacuumed from the floor.	• Remove the roller and dirty tank, check the dirty water pathway and the suction port inside the roller slot for any clogging, and check whether the filter is clogged or wet. Confirm that the dirty tank and filter are properly installed, and then try again.
The LED screen does not light up and the vacuum cleaner cannot start.	• Low battery level. Charge it before use.
Unpleasant smell during use.	• Clean the roller, dirty tank, and filter.
Cleaning creates a lot of foam.	• Do not add any disinfectant to the clean tank or spray it on the floor. Only use cleaning solutions recommended by Roborock in the clean tank. • Do not add the cleaning solution more than the recommended amount.
The vacuum cleaner is not charging properly; or the drying or self-cleaning process is interrupted.	• Clean the charging contacts on the charging dock and the vacuum cleaner.
The LED screen is on, but the vacuum cleaner does not respond to button pressing.	• Press and hold the ⏻ button for 10 seconds to force a power-off, and then restart the machine.
Is power always being drawn when the vacuum cleaner is on the charging dock?	• The vacuum cleaner will consume power while it is docked to maintain battery performance, but the power consumption is extremely low.

EU Declaration of Conformity

We Shenzhen Roborock Innovation Technology Co., Ltd. hereby declare that this equipment is in compliance with the applicable Directives and European Norms, and amendments. The full text of the EU declaration of conformity is available at the following internet address:
https://global.roborock.com/pages/compliance

WEEE Information

Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

Warranty Information

The warranty period depends on the laws of the country in which the product is sold, and the warranty is the responsibility of the seller.
The warranty only covers defects in material or workmanship.
The repairs under warranty may only be carried out by an authorized service centre. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.

The warranty will not apply in cases of:

- Normal wear and tear.
- Incorrect use, e.g. overloading of the appliance, use of non-approved accessories, use of force.
- Damage caused by external influences.
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions.
- Partially or completely dismantled appliances.