Roborock Qrevo Slim

Robotic Vacuum Cleaner User Manual

Read this user manual with diagrams carefully before using this product and store it properly for future reference.

roborock

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Safety Information

WARNING

- For use only with roborock EWFD17LRR docking station.
- To prevent injury caused by blades used to cut hair inside the main brush cover, make sure to install two main brushes in place before installing the main brush cover.
- The product must be switched off and the plug must be removed from socket outlet when not in use, before cleaning or maintaining the product.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- The docking station can only be used to charge the robotic vacuum cleaner equipped with a 14.4 V/5200 mAh (TYP) lithium-ion battery.

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.
- Do not rinse the robot and the dock.
- 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.
- Make sure dustbin, washable filter, dust bag, side brush, mop cloths, main brushes and main brush cover are installed in place before cleaning.
- To prevent injury caused by blades inside both ends of the main brush cover, when the main brush cover is in place, keep your body, pets or any object away from main brushes.
- 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 operate the product in a room where an infant or child is sleeping.
- Before using the product, move sundries such as wires and any unstable, fragile, precious, or dangerous items from the floor to prevent them from being pulled by the robot and causing personal injury or property damage.

- 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 carry the robot using magnetic top cover, side brush or bumper. Do not move the dock by lifting dock base, water tank handles or dust container cover.
- 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.
- This product 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 product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision.
- Do not dismantle, repair or modify the battery or charging dock.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Do not use the product on high pile carpets. Product effectiveness may also be reduced on dark carpets.
- 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 this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, a slide, or top of furniture.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct.
- 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 disclaims all liability for indirect, 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.

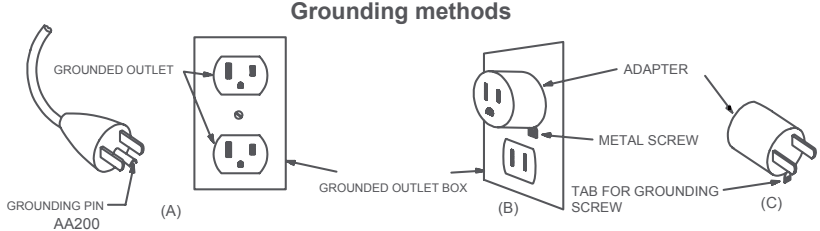
GROUNDING INSTRUCTIONS

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug.
The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING – Improper connection of the equipment-grounding conductor can result in a risk of electric shock.
Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120-V circuit and has a grounding attachment plug that looks like the plug illustrated in sketch A in Grounding methods. Make sure that the appliance is connected to an outlet having the same configuration as the plug.
No adaptor should be used with this appliance.

Grounding methods



Battery and Charging

- Do not wipe the charging contacts with wet cloth or wet hands.
- 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.
- Do not use the product when the temperature is higher than 40°C (104°F) or lower than 4°C (39°F), or if there is any liquid or sticky substance on the floor.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- To transport the product, be sure to unplug the dock, switch off the robot, and empty water tanks. Use of the original packaging is advised.
- Be sure that the supply voltage meets the requirements listed on the dock.

International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]
⎓ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]
⏚ – PROTECTIVE EARTH (Protective Ground) symbol [symbol IEC 60417-5019 (2009-02)]

FCC/IC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Charging Dock
Product Model	Robotic Vacuum Cleaner Model: QC0CRL Empty Wash Fill Dock: EWFD17LRR
Compliance Statement	This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.
Correspondence of the responsible party in USA	
Company	Roborock Technology Co.
Address	ROOM 1227, 12TH FLOOR, 1000 N. WEST STREET, WILMINGTON, DE 19801
Email	support@roborock.com

A Product Overview

A1 Robot (Top View)

—Mop Only/Child Lock
- Press to start Mop Only
- Press and hold for 3 seconds to enable/disable Child Lock

—Power/Clean
- Press and hold to turn the robot on or off
- Press to start cleaning

—Power Indicator Light
- White: Battery level ⩾ 15%
- Red: Battery level < 15%
- Breathing: Charging or starting up
- Flashing red: Error
- Flashing red and white alternately: Remote viewing or cruising

—Dock
- Press to start docking/emptying
- Press and hold to wash the mop cloths

Note: Press any button to pause a running robot.

A1-1—Microphones
A1-2—Bumper
A1-3—Front Navigation Sensor
A1-4—LED Fill Light
A1-5—Wall Sensor

A2 Robot (Bottom View)

A2-1—Cliff Sensors
A2-2—Carpet Sensor
A2-3—Side Brush
A2-4—Optical Flow Sensor
A2-5—Omnidirectional Wheel
A2-6—Main Brushes
A2-7—Main Brush Cover Latches
A2-8—Main Wheels
A2-9—Mop Cloths

A3 Robot (Top Cover Removed)

A3-1—Magnetic Top Cover
A3-2—Reset Button
A3-3—Rubber Plug
A3-4—Suction Inlet
A3-5—Automatic Lift and Rotate Mop Modules
A3-6—Voice Assistant and WiFi Indicator Light
- Breathing slowly: Voice assistant starting up
- Breathing quickly: Voice assistant working
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting

A3-7—Dustbin
A3-8—Charging Contacts
A3-9—Air Outlets
A3-10—Communication Sensor
A3-11—Self-Filling Port
A3-12—Positioning Button
A3-13—Rear Navigation Sensor

A4 Mop Cloth Mount

A4-1—Hook and Loop Pads
A4-2—Mop Axle

Note: Secure the mop cloths flat in place.

A5 Mop Cloth

A6 Dustbin

A6-1—Filter Cover
A6-2—Washable Filter
A6-3—Filter Latch
A6-4—Dustbin Latch
A6-5—Air Inlet
A6-6—Suction Inlet

A7 Dock Base

A8 Power Cord

A9 Disposable Dust Bag

A10 Empty Wash Fill Dock

A10-1—Water Tank Handle
A10-2—Water Tank Latch
A10-3—Dust Container Cover
A10-4—Charging Contacts
A10-5—Robot Refill Port
A10-6—Drain Port
A10-7—Cleaning Tray Filter
A10-8—Dock Base
A10-9—Dirty Water Tank
A10-10—Clean Water Tank

A10-11—Status Indicator Light

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

A10-12—Suction Inlet
A10-13—Cleaning Tray Module
A10-14—Dust Bag Slot
A10-15—Filter
A10-16—Dock Location Beacon
A10-17—Clean Water Dispensers
A10-18—Water Level Float
A10-19—Drying Air Outlets

A11 Power Cord Storage

A11-1—Cord Storage Slot
A11-2—Power Port
A11-3—Cord Outlets

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, always use a secure physical 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 cloths, floors should be vacuumed at least three times before the first mopping cycle.

B2 Assembly

B2-1—Attach the base by pressing down both sides of the base firmly and then pressing the connecting part in the middle until you hear a click.

B2-2—Click

Note: When moving the dock, secure the water tanks to prevent them from falling off.

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

Note: Power cord can exit at either side.

B2-4—Align and install the mop axles into the robot in place until you hear a click.

B2-5—Click

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 0.9 m (2.9 ft) in height, 0.4 m (1.3 ft) in width, and 1.2 m (3.9 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 0.9 m (2.9 ft)
B3-2—More than 0.4 m (1.3 ft)
B3-3—More than 1.2 m (3.9 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.
- 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, dust container cover, disposable dust bag, or cleaning tray module.
- Maintain the dock according to the Routine Maintenance. Do not clean the dock power cord and charging contacts with a wet cloth or tissue..
- 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 to the dock for charging.

Connecting to the App

❶ Download the App

Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

❷ Reset WiFi

Press and hold the ⌂ 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.

Notes:

- 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.
- To check the current WiFi connection status, press ⌂ and ⌂ simultaneously.

❸ Add Device

Open the Roborock App, tap the "Add Device" or "+" button and add your device following the in-app guide.

Notes:

- The actual process may vary due to ongoing app updates. Follow the guide provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 5 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

C Instructions for Use

Turning On/Off

Press and hold ⏻ to turn on the robot. The power indicator light will come on, and the robot will be on standby.
Press and hold ⏻ to turn off the robot and complete the cleaning task.

Note: The robot cannot be turned off when it is being charged.

C1 Filling the Clean Water Tank

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 prevent damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Do not add too much cleaning solution to prevent the robot from working improperly due to slipping.
- 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.

C2 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.

C2-1—Zone 1 – Cleaned.
C2-2—Zone 2 – Cleaned.
C2-3—Zone 3 – In Progress.
C2-4—Zone 4 – Next Zone.

Notes:

- To make sure the robot automatically starts cleaning and returns to the dock, start the robot from the dock once it is fully charged. Do not move the dock during cleaning.
- Cleaning cannot start when the battery is low. Allow the robot to charge before starting cleanup.
- 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.
- If cleaning is completed in less than 10 minutes, the robot will clean the area twice.
- 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.
- The robot will retract mop cloth mounts to clean the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each cleaning task, make sure that the mop cloths have been properly installed.

Spot Cleaning

Press ⌂ and ⏻ simultaneously 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 enter standby mode.

Mop Only

Press to start Mop Only. The main brushes and fan stop operating, and the main brushes rise.

Note: Compared with other cleaning modes, noise emanating from Mop Only is much lower.

Pause

When the robot is running, press any button to pause it, press to resume cleaning, press to send it back to the dock, and press and hold to wash the mop cloths and then resume cleaning.

Note: Placing a paused robot on the dock manually will end the current cleanup.

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.

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

Press and hold to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to pause it.

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, press and hold or tap the corresponding button in the app.

Notes:

- To ensure the robot automatically washes the mop cloths, start it from the dock and avoid moving the dock during cleaning.
- To avoid burns from hot water, do not touch the clean water dispensers.
- Mop wash frequency and mode can be modified in the app.

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 frequent manual emptying.

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:

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

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 location. Place the robot on the dock manually to recharge.

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.

Notes:

- The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.
- Placing a malfunctioning robot on the dock manually will end the current cleanup.

Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system by removing the magnetic top cover, opening the rubber plug, and pressing the Reset button.

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

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 "Restoring factory settings. This will take about 5 minutes." voice message. The robot will then be restored to factory settings.

D Routine Maintenance

Note: 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—Hair-Blocking Rings
D1-2—Main Brush Caps
D1-3—Main Brush Cover
D1-4—Main Brush Cover Latches
D1-5—Main Brush Bearing
D1-6—Main Brushes

D1-7—Turn over the robot and press the main brush cover latches to remove the main brush cover.

D1-8—Pull out the main brushes and remove the main brush bearings, main brush caps, and hair-blocking rings. Remove any entangled hair or dirt at both ends of the main brushes. Then, reinstall the hair-blocking rings, main brush caps, and then main brush bearings.

D1-9—Reinstall the main brushes. Firmly snap the main brush bearings into place. Only after the bearings are securely installed, fit the main brush cover.

D1-10—Reinstall the main brush cover. Make sure its four teeth are fully seated in the slots, and press the main brush cover latches until you hear it lock with a click. Then, lift the main brush cover by each side to check whether it is securely installed.

Notes:

- To securely install the main brush cover, make sure to press both of the main brush cover latches in place.
- 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.
- To prevent injury caused by blades inside both ends of the main brush cover, when the main brush cover is in place, keep your body, pets or any object away from main brushes.
- To prevent injury caused by blades used to cut hair inside the main brush cover, make sure to install two main brushes in place before installing the main brush cover.

D2 Side Brush

*** Clean monthly and replace every 3-6 months.**

1. Unscrew the side brush screw.
2. Remove and clean the side brush. Then, reinstall the brush and tighten the screw.

D3 Omnidirectional Wheel

*** Clean as required.**

D3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

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 required.**

Clean the main wheels with a soft, dry cloth.

D5 Dustbin

*** Clean as required.**

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

D5-2—Remove the filter cover, press the filter latch to remove the washable filter, and then empty the dustbin.

D5-3—Fill the dustbin with clean water and reinstall the washable filter. 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, filter cover, and the filter to dry thoroughly before reinstalling them.

D6 Washable Filter

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

D6-1—Remove the filter cover and 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 hard objects to avoid potential damage.

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

D7 Mop Cloths

* Clean as required and replace every 1-3 months.

D7-1—Remove the mop cloths from the mop cloth mounts. Clean the mop cloths and air-dry them.

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

D7-2—Stick the mop cloths on the mounts flat in place.

D8 Robot Sensors

* Clean as required.

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

D8-1—Front Navigation Sensor
D8-2—Wall Sensor
D8-3—Communication Sensor
D8-4—Carpet Sensor
D8-5—Optical Flow Sensor
D8-6—Cliff Sensors
D8-7—Rear Navigation Sensor

D9 Moving the Dock

To move the dock, grip the 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, water tank handles, or dust container cover directly to prevent the dock from falling off.

D10 Dirty Water Tank

* Clean as required.

Clean the dirty water tank regularly as needed. Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, lock it, 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.

D11 Charging Contacts

* Clean as required.

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

D12 Replacing the Disposable Dust Bag

* Replace as required.

D12-1—Remove the dust container cover.

D12-2—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 putting back the dust container cover to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

D12-3—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.

D12-4—Reinstall the dust container cover in place to make sure the dust container is securely sealed.

D13 Cleaning Tray Module

* Clean as required.

D13-1—Remove the cleaning tray module.

D13-2—Remove the cleaning tray and filter from the module and then rinse them with water.

D13-3—Reinstall the filter and cleaning tray. Then, reinstall the cleaning tray module.

Basic Parameters

Robot

Model	QC0CRL
Battery	14.4 V/5200 mAh (TYP) lithium-ion battery
Rated Input	20 V ⎓ 1.5A
Charging Time	Approx. 4 hours

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

Empty Wash Fill Dock

Model	EWFD17LRR
Rated Input Voltage	120 V~
Rated Frequency	60 Hz
Rated Input (Dust collection)	6 A
Rated Input (Hot-water mop washing)	12 A
Rated Input (Charging & drying)	1 A
Rated Output	20 V ⎓ 1.5 A

Environmental Protection Information

Removing the battery

* **The following information applies only when disposing of the robot 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. Operate the robot without connecting to the dock until it runs out of battery.
2. Turn off the robot.
3. Unscrew the battery cover.
4. Remove the battery cover.
5. Press the latch to pull out the battery connector and remove the battery.

Notes:

- Before removing the battery, make sure it is fully drained and the robot is disconnected from the dock.
- Remove the entire battery pack. Avoid damaging the battery pack casing to avoid short-circuits or leakage of hazardous substances.
- In the event of accidental contact with battery fluid, rinse thoroughly with water and seek immediate medical care.

Common Issues

Issue	Solution
Unable to power on	• 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	• 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	• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life. • Charging contacts dirty. Clean them with a dry cloth.
Unable to return to dock	• Too many obstacles near the dock. Move it to an open area. • Robot too far from the dock. Place it closer and retry.
Noise during cleaning	• 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.
Unable to connect to WiFi	• 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.

Issue	Solution
Is power always being drawn when the robot is on the dock?	• 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?	• Lithium-ion batteries have no memory effect. The robot can be used once fully charged.
The robot does not resume cleaning after recharging	• 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.
The robot begins to miss certain spots	• The wall sensor, cliff sensors, or carpet sensor may be dirty. Clean them with a soft, dry cloth.
Scheduled cleaning is not working	• Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 15%.
The status indicator light is steady red	• 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. • The cleaning tray module or cleaning tray filter is not installed or not properly installed.

Common Issues

Issue	Solution
Reduced emptying performance or unusual noise when emptying	• The main brushes or main brush cover is not properly installed. Check and install in place. • The filter, air duct, suction inlet, air inlet, dustbin, or disposable dust bag is blocked. Clean to remove blockage.
Reduced mop washing performance	• The mop cloths are not attached properly. Stick them on the mounts flat in place. • The floor is dirty. Change the mop washing mode to "Deep" in the app for better cleaning.
Unable to start auto-drying	• Auto-drying is disabled. Check in-app settings. • Auto drying will only start after mopping or mop washing.
Unable to auto-empty	• Auto-emptying is disabled. Check in-app settings. • Dock dust container cover is not installed. Check and install. • 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 Do Not Disturb (DND) mode. Adjust cleaning or DND period, or start emptying manually.
Unable to wash the mop cloths	• The mop cloths 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 cleaning tray module or cleaning tray filter has been correctly installed.

Issue	Solution
Unable to wash the mop cloths with hot water	• Check that Mop Washing with Hot Water is enabled in the app.
Unable to extend the mop cloth	• 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 side brush is unable to extend	• 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.