FAQ for eufy Products

Robotic Vacuum Cleaner

X10 Pro Omni

Contact us



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Mon-Fri 6:00AM - 5:00PM (PT)

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Email: support@eufy.com

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

1. What should I do if X10 Pro Omni does not start dust collection automatically?
It may be due to clogged hair or first-time use as there may be excessive debris under furniture.

Clear the robot's dust bin and station's air ducts manually. Consistent use should lead to fewer blockages as your home gets cleaner.

2. How do I optimize the Auto-Detangling Feature?

For pet owners, please increase the self-empty frequency to every 15 minutes and set the suction power to Turbo or Max.

3. What are X10 Pro Omni and its station's dimensions? And what is the recommended height clearance?

The station's dimensions are (L) 366 × (W) 460 × (H) 480 mm or (L) 14.41 × (W) 18.11 × (H) 18.90 inches. For the robot, it's (L) 353 × (W) 327 × (H) 113.5 mm or (L) 13.90 × (W) 12.87 × (H) 4.47 inches. It is recommended to place the station in an area with an 850 mm height clearance for operation and water tank maintenance.

4. How do I improve edge cleaning with my X10 Pro Omni?

For enhanced edge cleaning, you can use the Edge-Hugging Mopping feature. Update to the latest firmware and app version, then enable it in the app under the mode settings menu.

5. What are the main differences between eufy X8 Pro with Self-Empty Station, X9 Pro, and X10 Pro Omni?

X8 Pro has a Self-Empty Station, X9 Pro has an Auto-Clean Station to wash and dry its mops. X10 Pro Omni has an 80 ml water tank in the robot, plus an All-in-One Station that washes and dries the mops, and has self-emptying and refilling.