Roborock Q10 Series

Robotic Vacuum Cleaner User Manual

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

roborock

English 03
Français 15
Español (Latinoamérica) 29
Português (Brasil) 41

Contents

04 Safety Information
05 Battery and Charging
05 International Symbols Explanation
06 FCC/IC Statement
07 Product Overview
07 Installation
09 Connecting to the App
09 Instructions for Use
10 Routine Maintenance
11 Basic Parameters
12 Environment Protection Information
13 Common Issues

Safety Information

WARNING

- For the purposes of recharging the battery, only use with roborock AED09LRR or SPCDZ04RR (use with roborock BLJ24WJ200120P-U power supply) docking station.
- 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.
- To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
- 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, side brush, mop cloth, main brush and main brush cover are installed in place before cleaning.
- 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 vertical bumper, side brush or bumper.
- 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, 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

- 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 tank. 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)]

 – For indoor use only.

FCC/IC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Charging Dock
Product Model	Robotic Vacuum Cleaner Model: RRA0TAL Docking Station Model: SPCDZ04RR Power Supply Model: BLJ24WJ200120P-U Auto-Empty Dock Model: AED09LRR
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)

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 quickly: Error
- Flashing blue slowly: Waiting for WiFi connection
- Flashing blue quickly: Connecting
- Steady blue: WiFi connected

Dock
- Press to start docking

Note: Press any button to pause a running robot during cleaning or docking.

A1-1—Vertical Bumper
A1-2—LiDAR Sensor
A1-3—Reactive Tech Obstacle Avoidance Sensor
A1-4—Dock Locator

A2 Robot (Bottom View)

A2-1—Cliff Sensors
A2-2—Omnidirectional Wheel
A2-3—Carpet Sensor
A2-4—Side Brush
A2-5—Main Brush
A2-6—Main Brush Cover Latches
A2-7—Main Wheels

A3 Robot (Top Cover Removed)

A3-1—Top Cover
A3-2—Dustbin and Water Tank Combo Unit
A3-3—Charging Contacts
A3-4—VibraRise Module
A3-5—Air Outlets
A3-6—Reset Button
A3-7—Bumper

A4 VibraRise Module

A4-1—Mop Cloth Attachment Slot
A4-2—Vibration Module
A4-3—VibraRise Mop Cloth Mount
A4-4—VibraRise Mop Cloth Mount Latches

A5 VibraRise Mop Cloth

A5-1—Hook and Loop Pads

Note: Secure the mop cloth flat in place.

A6 Moisture-Proof Mat

A6-1—Moisture-Proof Mat Adhesive Tape

A7 Adapter

A8 Dustbin and Water Tank Combo Unit

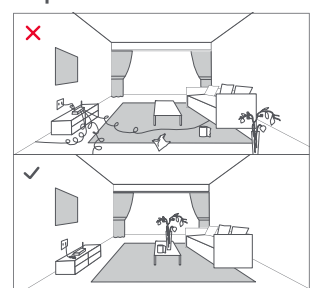
A8-1—Dustbin and Water Tank Combo Latches
A8-2—Dustbin Lid
A8-3—Cover Latch
A8-4—Water Tank Stopper
A8-5—Filter Handle
A8-6—Washable Filter
A8-7—Dust Outlet
A8-8—Dust Outlet Latches
A8-9—Dust Inlet

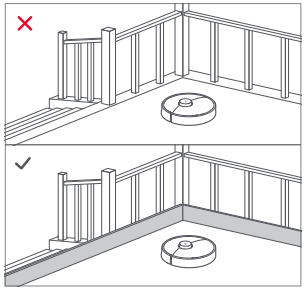
A9 Charging Dock

A9-1—Dock Location Beacon
A9-2—Power Port
A9-3—Charging Contacts

B Installation

Important Information





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.
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.

B1 Positioning the Dock

Place the dock on a hard, flat floor, flat against a wall. Connect the adapter with the dock and tidy up the excess cord. 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.

B1-1—More than 0.5 m (1.6 ft)
B1-2—More than 1.0 m (3.3 ft)

Notes:

- Keep at least 0.5 m (1.6 ft) of clearance on either side, 1.0 m (3.3 ft) in front.
- 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 dock away from direct sunlight or anything that may block the dock location beacon, otherwise the robot may fail to return to the dock.

B2 Attach the Moisture-Proof Mat

After fixing the charging dock in place, use a dry cloth to clean the area where the moisture-proof mat will be located. Tear off the double-sided tape at the bottom of the moisture-proof mat, and stick the mat on the floor.

Notes:

- Always place the moisture-proof mat on wooden floors.
- When necessary, remove the double-sided adhesive tape slowly to reduce residue glue.
- The moisture-proof mat attaches best to smooth surfaces.

B3 Powering On & Charging

Before using, be sure to remove the film on the dock locators on the front of and at the rear of the robot. Press and hold ⏻ to power on the robot. Wait until the power indicator light is steady white, and then place the robot to the dock. The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged.

B3-1—Power Indicator Light

Notes:

- The robot may not be turned on when the battery is low. In this case, place the robot to the dock for charging.
- The robot cannot be turned off when it is being charged.

B4 Starting Mopping

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

B4-1— Remove the dustbin and water tank combo unit, open the water tank stopper, and fill the water tank with tap water before reinstalling the stopper. Do not immerse the unit into the water directly.

B4-2— Dampen the mop cloth and wring it until it stops dripping. Insert the mop to the bottom of the mop cloth attachment slot and stick it firmly.

B4-3— Align the mop cloth mount with the bottom of the combo unit and slide it in until it clicks into place.

B4-4— After the robot finishes cleaning and returns to the dock, press two latches of the mop cloth mount inwards with both hands and pull backwards to remove the mop cloth mount.

Notes:
- To avoid deformation, only use cold water.
- Do not rinse or immerse the dustbin and water tank combo unit with water.
- To prevent damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Dampen the mop cloth and wring it until it stops dripping. Install the mop onto the mop cloth mount and stick it flat in place. After mopping, empty the water tank of unused water immediately.
- All combo units are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the unit.

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 "Entering network configuration mode" voice message. The reset is complete when the power indicator light flashes blue 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.

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 stays in network setup for more than 5 minutes, the setup will be stopped automatically.

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 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 have 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.
- The robot will retract mop cloth mount to clean the carpet. You can also set the carpet as a no-go zone in the app to avoid it.

Mop Only

Use app to start mopping only.
The main brush and fan reduce their operating speed, and the mopping module lowers itself.

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 ⌂ on a paused robot to send it back to the dock for charging.

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.

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.

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.

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.

Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system by pressing the Reset button.

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, reset WiFi and ensure the reset is successful. 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 "Restoring factory settings. This will take about 5 minutes." voice message. The robot will then be restored to factory settings.

C 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.

C1 Main Brush

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

C1-1—Main Brush
C1-2—Main Brush Bearing
C1-3—Main Brush Cover
C1-4—Main Brush Cover Latches
C1-5—Hair-Blocking Rings

C1-6— Turn over the robot and press the two latches inwards to remove the main brush cover.

C1-7— Pull out the main brush and remove the main brush bearing on the left as shown in the picture. Remove any entangled hair or dirt at both ends of the main brush. Then, reinstall the main brush bearing.

C1-8— Reinstall the main brush and main brush cover, and press the cover securely.

Notes:

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

C2 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.

C3 Omnidirectional Wheel

*** Clean as required.**

C3-1— 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.

C3-2— 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.

C4 Main Wheels

*** Clean as required.**

Clean the main wheels with a soft, dry cloth.

C5 Dustbin and Water Tank Combo Unit

*** Clean as required.**

C5-1— Open the top cover of the robot and take out the unit.

C5-2— Open the dust outlet, empty it, and clean the dustbin.

C5-3— Open the water tank stopper, and empty the tank of unused water.

C5-4— Reinstall the unit in the robot.

Note: After mopping, empty the water tank, wash the mop cloth, and air-dry them to prevent odors.

C6 Washable Filter

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

C6-1— Open the dustbin lid and take out the filter.

C6-2— 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.

C6-3— Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.

C7 VibraRise Mop Cloth

*** Clean after each use and replace every 3-6 months.**

C7-1— Hold the mop cloth mount by both ends to remove it.

C7-2— Remove the mop cloth from the mount.

C7-3— Wash the mop cloth and then air-dry it.

C8 Robot Sensors

*** Clean as required.**

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

C8-1— Dock Locator

C8-2— Reactive Tech Obstacle Avoidance Sensor

C8-3— Carpet Sensor

C8-4— Cliff Sensors

C9 Charging Contacts

*** Clean as required.**

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

Basic Parameters

Robot

Model	RRA0TAL
Battery	14.4V/5200mAh (TYP) lithium-ion battery
Rated Input	20V ⎓ 1.2A

Charging Dock

Model	SPCDZ04RR
Rated Input	20V ⎓ 1.2A
Rated Output	20V ⎓ 1.2A

Power supply

Model	BLJ24WJ200120P-U
Rated Input	100-240V~ 50/60Hz, 0.8 A
Rated Output	20V ⎓ 1.2A
Charging Battery	14.4V/5200mAh (TYP)

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

Environment 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

Issues	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. • Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39-104°F).
Unable to return to dock	• 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	• Restart the robot.
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.
Robot becomes offline	• Check that your robot is connected to Roborock app and is always within WiFi coverage.
Noise during cleaning	• The main brush, 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. • Check that no objects are stuck around the mopping module.
Poor cleaning performance and/or dust leakage	• The dustbin is full and needs emptying. • The filter is blocked and needs cleaning. • The main brush are tangled up. Clean the main brush.
Scheduled cleaning is not working	• Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 15%.
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.
Slow charging	• 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.
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.

Issues	Solution
Does the robot need to be charged for at least 16 hours for the first three uses?	• No. Lithium-ion batteries have no memory effect. The robot can be used once fully charged.
The robot begins to miss certain spots	• The cliff sensors or carpet sensor may be dirty. Clean them with a soft, dry cloth.
No or little water during mopping	• Use the mobile app to increase the water flow. • Check whether there is water in the water tank and check the manual for instructions on how to correctly install the dustbin and water tank combo unit, mop cloth mount and mop cloth.
The robot cannot return to the charging dock after spot cleaning or when it has been moved manually	• 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.