Roborock Q7 Max

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

- For use only with roborock CDZ11RR, CDZ12RR, AED03LRR or AED04LRR.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the vacuum in a room where an infant or child is sleeping.
- Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
- Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
- Do not allow children to sit on the vacuum.

Battery and Charging

- Keep the charging dock away from heat (such as radiators).
- Do not wipe the charging contacts with wet cloth or wet hands.
- Turn the robot off and use original packaging for shipment.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.

FCC IC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Charging Dock
Product Model	Robotic Vacuum Cleaner Model: Q380RR Dock Charger Model: CDZ11RR or CDZ12RR Auto-Empty Dock Model: AED03LRR or AED04LRR
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	108 West 13th Street, Wilmington, Delaware 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

—Status Indicator Light
- White: Battery level ≥ 20%
- Red: Battery level < 20%
- Pulsing: Charging or starting up
- Flashing red: Error

—Spot Clean/Child Lock
- Press to Spot clean
- Press and hold for 3 seconds to turn on/off the child lock

—Dock
- Press to return to dock

Note: Press any button to stop the robot during cleaning or docking.

A1-1—Bumper
A1-2—LiDAR Sensor
A1-3—Vertical Bumper
A1-4—Dock Locator

A2 Robot (Bottom View)

A2-1—Wall Sensor
A2-2—Cliff Sensors
A2-3—Omni-Directional Wheel
A2-4—Charging Contacts
A2-5—Side Brush
A2-6—Main Wheel
A2-7—Main Brush
A2-8—Main Brush Cover Latches

A3 Robot (Upper Cover Open)

A3-1—WiFi Indicator Light
- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

A3-2—System Reset
A3-3—Mop Cloth Mount
A3-4—Air Vent

A4 Dustbin and Water Tank Combo Unit

A4-1—Water Tank Stopper
A4-2—Water Filter
A4-3—Washable Filter

A5 Charging Dock

A5-1—Charging Dock Power Indicator
A5-2—Dock Location Beacon
A5-3—Charging Contacts
A5-4—Power Socket
A5-5—Electrode Brushes

A6 Power Cable

A7 Mop Cloth Mount

A7-1—Mop Cloth Slot
A7-2—Mop Cloth Mount
A7-3—Mop Cloth Mount Latch

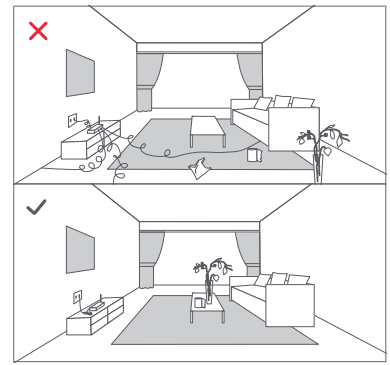
A8 Mop Cloth

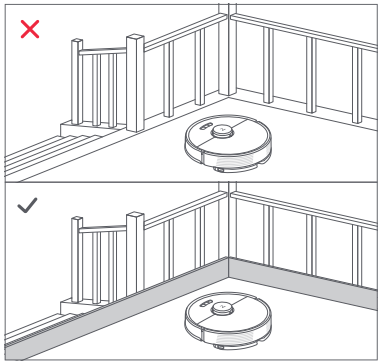
A8-1—Mop Cloth
A8-2—Hook and Loop Pads

A9 Moisture-Proof Mat

B Installation

Important Information





1. Tidy cables 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, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.

Note: 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.

B1 Position the Charging Dock

Keep the charging dock on a level surface, flat against a wall. Connect the power cable to the charging dock and tidy cables from the floor. To ensure a better user experience of the mobile app, place the charging dock in an area with good WiFi coverage.

B1-1 More than 0.5m (1.6ft)
B1-2 More than 1.5m (4.9ft)

Notes:

- Allow at least 0.5m (1.6ft) of clearance on each side, and more than 1.5m (4.9ft) in front of the charging dock.
- If the power cable hangs vertical to the ground, it may be caught by the robot, causing the charging dock to be disconnected.
- The charging dock indicator is on when the charging dock is electrified, and off when the robot is charging.
- Do not place the charging dock in places that are directly exposed to sunlight, or block the location beacon. Otherwise the robot may not be able to automatically return to the charging 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, as shown below.

Notes:

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

Power On and Charge the Robot

Press and hold the ⏻ button to power on the robot. When the power light goes on, place it on the dock to charge. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.

Note: The robot may not turn on when the battery is low. In this case, place the robot directly onto the dock to charge.

B3 Mopping

Note: To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.

B3-1—Remove the dustbin and water tank combo unit

Open the upper cover and take out the unit.

B3-2—Fill the water tank

Remove the water tank stopper, fill the tank with water, and close it tightly.

Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not use hot water as this may cause the tank to deform.
- When filling the water tank, tilt tank 30° to avoid wetting the filter.

B3-3—Reinstall the dustbin and water tank combo unit

Reinstall the unit. It will click in place.

B3-4—Install the mop cloth mount

Wet the mop cloth and wring it until it stops dripping, then slide it along the mop cloth slot before sticking it firmly in place.

Note: Only use the official Roborock mop cloth.

B3-5—Install the mop cloth mount

Slide the mount forwards along the bottom of robot until it clicks in place.

Note: Clean the mop cloth after 60 minutes of mopping to maintain water flow and cleaning quality.

B3-6—Remove the mop cloth mount

When the robot returns to the dock after cleaning, press the latches on both sides, and slide the mop cloth mount backwards to remove it.

Notes:

- Wash the mop cloth after each use, and regularly empty the water tank of unused water.
- Remove the mop cloth mount when not mopping.

Connect to the App

This robot supports both Roborock and Mi Home apps. Choose the one that best meets your needs.

❶ Download App

Option 1: Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

Option 2: Search for "Mi Home" in the App Store or Google Play or scan the QR code to download and install the app.

❷ Reset WiFi

1. Open the upper cover and find the WiFi indicator.

2. Press and hold the and buttons until you hear the "Resetting WiFi" voice alert. The reset is complete when the WiFi indicator 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.

❸ Add device

Open the Roborock App, tap the "Search for device" button, or open Mi Home app, tap "+" in the top right corner and add the device as instructed in the app.

Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

Instructions

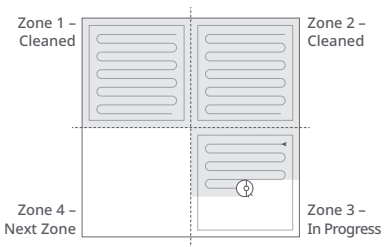
On/Off

Press and hold the ⏻ button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the ⏻ button 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 the ⏻ button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, and then fills the zone in a zigzag pattern. In doing so, the robot cleans all zones one by one, efficiently cleaning the house.



Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting cleanup.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- Before starting each mopping task, make sure that the mop cloth has been properly installed.

Spot Cleaning

Press the button to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (4.9 ft) x 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.

Pause

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

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 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 in sleep mode 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. When DND mode is activated, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

Child Lock

Press and hold the button 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 stop it.

Charging

After cleaning, the robot will automatically return to the dock to charge.
In Pause mode, press the button to send the robot back to the dock. The power indicator will pulse as the robot charges.

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 will flash red and a voice alert will sound. See “Errors” for solutions.

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.

System Reset

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

Note: After resetting the system, scheduled cleaning, WiFi, etc. will be restored to factory settings.

Restore Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the button and at the same time press Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.

App Features

Cleaning Map

- Multi-Map Management
- Real-Time Vacuum and Mop Route
- Map Zoning
- Map Editing

Custom Cleaning Modes
- Scheduled
- Selective Room
- Zone
- No-Go Zones & Invisible Wall
- Custom
- Carpet Boost

Cleaning Mode Switch
- Suction Power Levels
- Mop Intensity Levels

Robot Information
- Cleaning History
- Battery Level
- Care & Maintenance

More Features
- Firmware Update
- Volume Adjustment
- Language Selection
- Do Not Disturb mode
- Voice Assistant Support

Note: Functions and details of the app may vary slightly due to the continuous app development and updates.

C Routine Maintenance

C1 Main Brush

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

C1-1—Main Brush Cover
C1-2—Latches
C1-3—Main Brush
C1-4—Main Brush Caps
C1-5—Main Brush Bearing

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

C1-7—Pull out the main brush and remove the main brush bearing.

C1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

C1-9—Remove any hair or dirt entangled around the main brush, reinstall the main brush and re-insert the brush cover, making sure to place the tabs in the slots.

C1-10—Make sure that the main brush cover has been properly attached. When properly installed, all four tabs should be hidden.

Notes:
- Main brush should be wiped down with wet cloth and left to dry away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants 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. Reinstall the brush and tighten the screw.

C3 Omni-Directional 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 omni-directional wheel bracket cannot be removed.

C3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

C4 Main Wheels

*** Clean monthly**

Clean the main wheels with a soft, dry cloth.

C5 Dustbin and Water Tank Combo Unit

*** Clean weekly and replace the filter every 6-12 months**

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

C5-2—Remove the filter then empty the dustbin.

C5-3—Empty the water tank of unused water.

C5-4—Fill the dustbin with clean water and gently shake it. Then pour out the dirty water.

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

C5-5—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

C5-6—Allow 24 hours for the filter to dry thoroughly and reinstall it.

Note: Purchase an additional filter and alternate if necessary.

C6 Mop Cloth

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

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

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

C7 Robot Sensors

*** Clean monthly**

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

C7-1—Dock Locator
C7-2—Wall Sensor
C7-3—Four Cliff Sensors

C8 Charging Contact Areas

*** Clean monthly**

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

Battery

The robot is equipped with a high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

Note: If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

Basic Parameters

Robot

Model	Q380RR
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 3.7kg (8.16 lbs)
Rated Input	20VDC 1.2A
Charging Time	< 6 hours

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

Charging Dock

Model	CDZ11RR or CDZ12RR
Rated Power	28W
Rated Input	100-240V~
Rated Output	20VDC 1.2A
Rated Frequency	50-60Hz
Charging Battery	14.4V/5200mAh lithium-ion battery

Errors

If an error occurs while the robot is cleaning, the power indicator will flash red quickly, and a voice alert will sound. Refer to the following table for troubleshooting.

1. After resolving any of the following errors, relocate your robot and restart cleaning.

2. After any sensor errors, clean the sensor and retry.

3. If the battery is at an abnormal temperature, wait for it to return to normal before use.

Error 1: LiDAR turret or laser blocked. Check for obstruction and retry.
Error 2: Bumper stuck. Clean it and lightly tap to release it.
Error 3: Wheels suspended. Move robot and restart.
Error 4: Cliff sensor error. Clean cliff sensors, move robot away from drops and restart.
Error 5: Main brush jammed. Clean main brush and bearings.
Error 6: Side brush jammed. Remove and clean side brush.
Error 7: Wheels jammed. Move the robot and restart.
Error 8: Robot trapped. Clear obstacles surrounding robot.
Error 9: No dustbin. Install dustbin and filter.
Error 12: Low battery. Recharge and retry.
Error 13: Charging error. Clean charging contacts and retry.
Error 14: Battery error.
Error 16: Robot tilted. Move to level ground and restart.
Error 17: Side brush error. Reset robot.
Error 18: Fan error. Reset robot.
Error 21: Vertical bumper pressed. Move robot and retry.
Error 22: Dock locator error. Clean and retry .
Error 23: Could not return to dock. Clean dock location beacon and retry.
Error 26: Wall sensor dirty. Clean wall sensor.
Filter blocked or wet. Clean, dry, and retry.
No-go zone or Invisible Wall detected. Move robot from this area.
Internal error. Reset the robot.

Note: A system reset may resolve some problems.

If the problem persists after using the recommendations in the table above, contact our support team at:
support@roborock.com (United States/Canada/Non-Europe)
1-855-960-4321 (United States only)
1-833-421-1915 (Canada only)

FAQs

Problem	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 (39.2-104°F).
Unable to charge.	• If the dock is not receiving power, check that both ends of the power cable are properly connected. • If the contact is poor, clean the charging contacts of the dock and the robot. • Confirm that the dock indicator is on.
Slow charging speed.	• To maintain the battery life, the robot automatically reduces the charging speed when it is charged in an environment at a high or low temperature. • Charging contacts dirty. Clean them with a dry cloth.
Unable to return to dock.	• There are too many obstacles near the dock. Move it to an open area. • The robot is too far from the dock. Place it closer and retry.
Abnormal behavior.	• Restart the robot.
Noise during cleaning.	• The main brush, side brush, or main wheel may be jammed. Turn off the robot and clean them. • The omni-directional wheel is 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 good WiFi reception. • Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry. • Current device not supported. Find the supported models in the app. • Unable to connect to WiFi. There may be an error with your router settings. Contact Roborock Customer Service for help with troubleshooting.
Poor cleaning performance and/or leaking dust.	• The dustbin is full and needs emptying. • The filter is blocked and needs cleaning. • The main brush is tangled up and needs cleaning.
Scheduled cleaning is not working.	• Battery low. Scheduled cleaning can only begin when the battery level is above 20%.
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?	• No. The lithium battery has no memory effect. The robot can be used any time after it has been fully charged once.
No or little water during washing.	• 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.
Cleaning does not resume 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 before it is recharged automatically, it will not be able to continue cleanup.
The robot cannot return to the 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 dock is too far away, the robot may not be able to return for recharging and must be placed on the dock manually.
The robot begins to miss certain spots.	• The wall sensor or cliff sensors may be dirty. Clean them with a soft, dry cloth.