FAQ for eufy Robot Omni C20

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1. **Tips on using the Omni C20.**

- **Navigation logic**

The Omni C20 robot rotates and positions itself regularly while performing a cleaning task. This is due to the robot utilizing its built-in point laser. Please rest assured that this behavior is normal and indicates that the robot is properly functioning.

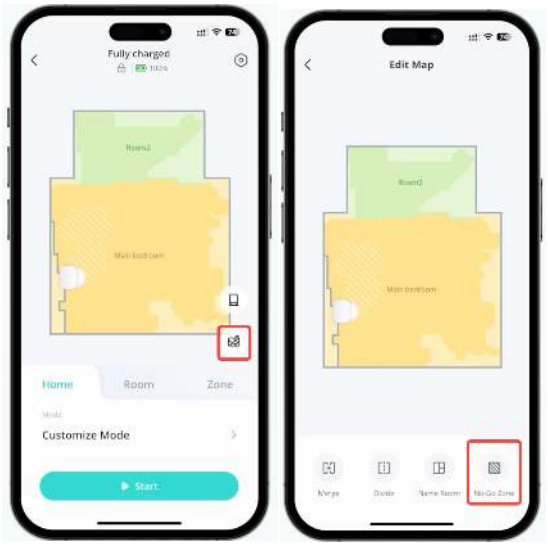
- **Obstacle avoidance ability**

To maximize the Omni C20 robot vacuum's cleaning performance, please remove any loose objects, such as wires, small toys, socks, and clothes, from the floor to prevent the robot from vacuuming them. Additionally, it is recommended to tie up curtains so the robot can easily pass through them as it performs cleaning tasks.





Note: If you have too many small items at home or do not want the robot to clean certain areas, please set up No-Go zones in the app to prevent the robot from entering these areas.



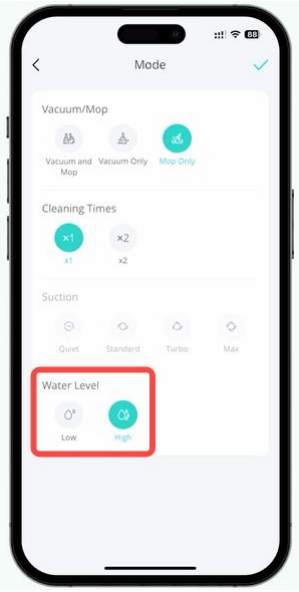
- **Dynamic obstacles**

People or pets that are constantly moving may affect the mapping and navigation accuracy of the Omni C20 robot vacuum. Therefore, please avoid standing in front of the robot for an extended time. Additionally, please avoid moving large objects, such as boxes/furniture, during the robot's cleaning process, as this may result in the robot not cleaning that area during its cleaning session.

2. How to ensure the mopping performance of your Omni C20?

- **Increase water volume and frequency of mop cleaning**

To effectively tackle stubborn stains, it is recommended that the robot dispenses a larger amount of water while mopping, and this setting can be configured in the app. Additionally, increasing the frequency of mop cleaning can further ensure that the cleaning performance of the mop remains effective throughout the robot's mopping process.

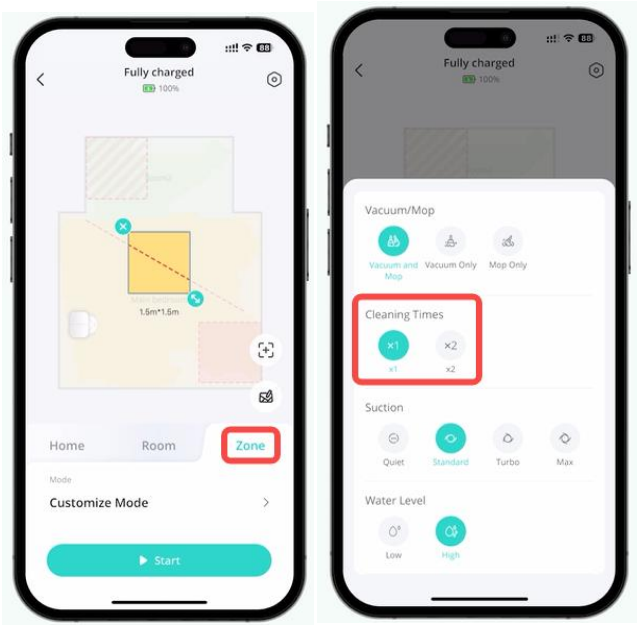


- **Use eufy cleaning solution**

Use only eufy cleaning solution with your Omni C20 to achieve optimal mopping results. Make sure to mix the cleaning solution with water at a ratio of 1:200.

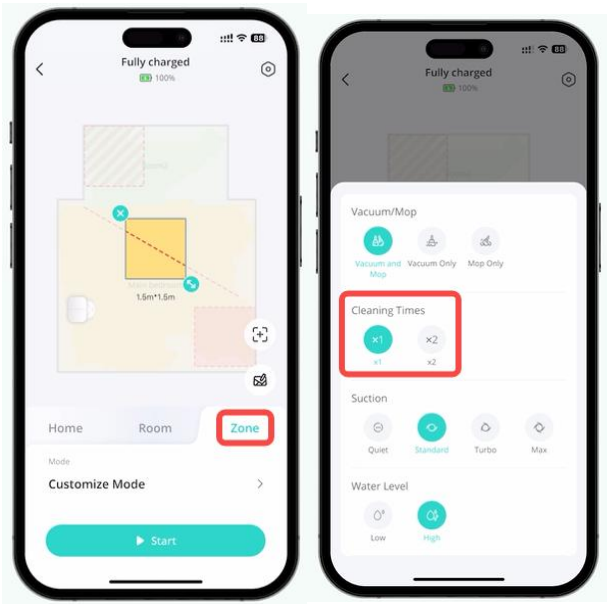
- **Utilize the "Zone Cleaning" feature**

For some areas with the stubborn stains, you can consider using the "Zone Cleaning" feature. You can select the area and choose to mop it twice.

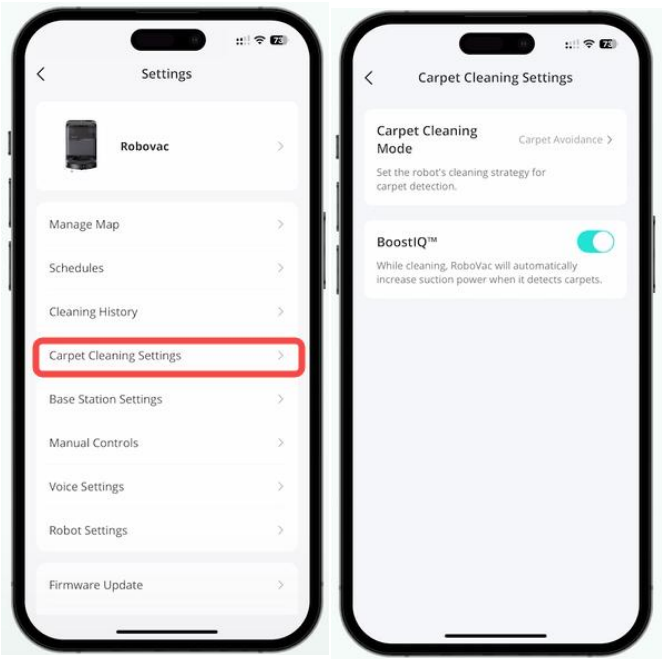


3. How to improve the cleaning performance of your Omni C20?

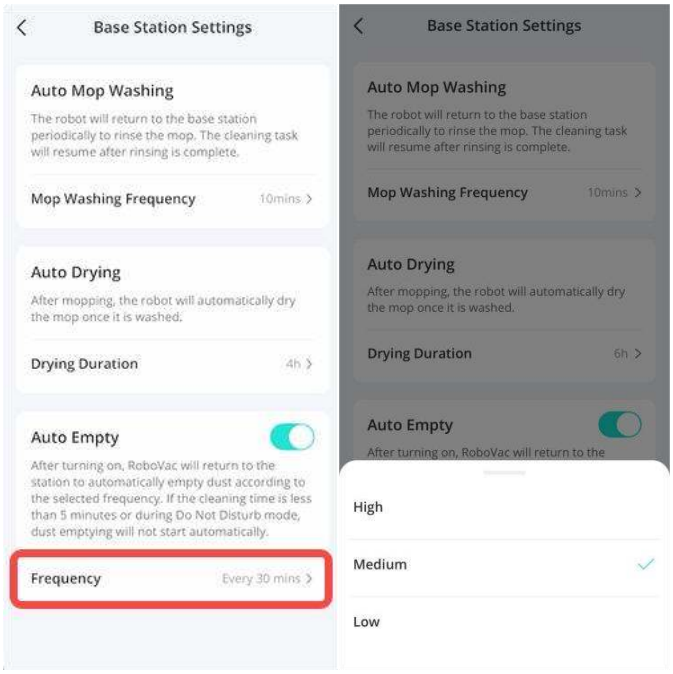
- For carpet cleaning, it is recommended to use the "Zone Cleaning" feature to increase the robot's vacuuming frequency and increase the robot's suction level.



- Enable the BoostIQ setting.



- Increase the robot's auto-empty frequency. For instance, the default empty frequency is set to High in Pet mode.



- Regularly clean and maintain accessories to ensure the robot's optimal cleaning performance.

4. How to ensure your Omni C20 cleans the entire house in one go?

Before using your Omni C20 for cleaning, please be aware of the following information:

- **Battery life in vacuum and mop mode (Only for reference)**

In Max suction mode, it works for about 94 minutes.

In Strong suction mode, it works for about 114 minutes.

In Standard suction mode, it works for about 132 minutes.

In Quiet suction mode, it works for about 162 minutes.

- **Power recharging**

Start recharging when the battery level is at 12%. You can resume cleaning when it reaches 80%. It takes approximately 3 hours and 10 minutes to charge the battery from 12% to 80%.

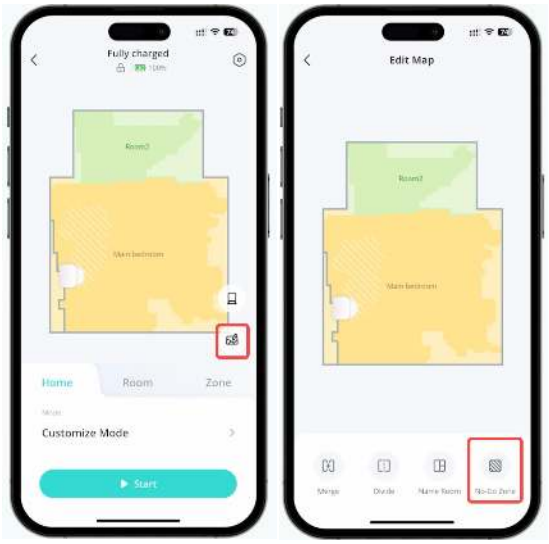
- **Collect small objects**

Collect cords, socks, toys, towels, clothes etc.before using the Omni C20 to avoid it getting stuck.



- **Customizable No-Go zones**

For carpets with a pile height exceeding exceeding 20mm/0.78inches, or those that are particularly light and thin, create no-go zones within the app. This prevents the robot from getting trapped or tangled.

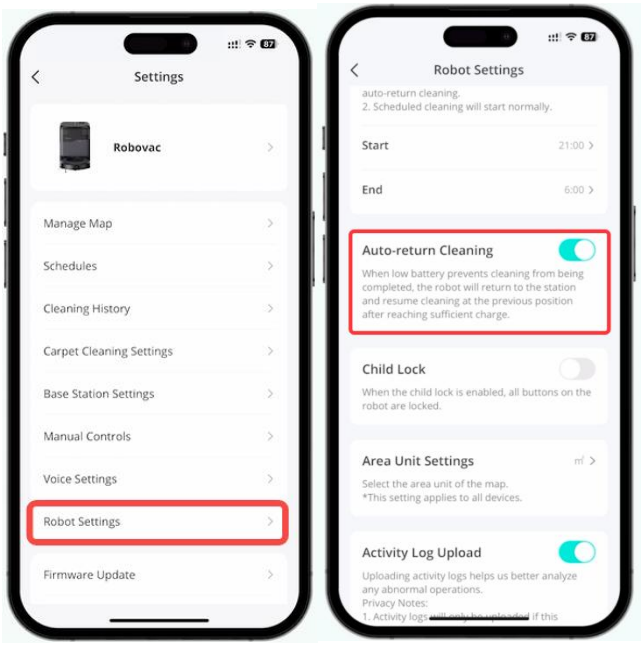


- **Carpet edge management**

If your carpet edges tend to curl, flatten or secure them to ensure smooth navigation for Omni C20.

- **Auto-return cleaning feature**

Enable the Auto-return cleaning feature to ensure that the cleaning process will not be interrupted.



5. How to ensure your Omni C20 mop pads are properly dried?

Please be aware of the following information:

- **Power consumption**

The Omni C20 utilizes a more energy-efficient Room Temp Drying technology. The Room Temp Drying power of the Omni C20 is 1.56W/h, while other robots with hot air drying power are 90W/h.

- **Drying time**

The default drying time is set to 4 hours. This is typically sufficient for most environments.

- **Humid conditions**

In areas with high humidity, it is advisable to extend the drying time to 5-6 hours via the eufy Clean app. This can ensure that your Omni C20 mop pads are always properly dried and ready for the next cleaning session.

