T2352 eufy Robot Vacuum Omni E28 — Listing FAQ

T2352 — eufy Robot Vacuum Omni E28

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For eufy Clean/MACH/Health

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

CLEANING & MOPPING PERFORMANCE

Q1. How effective is the mopping on hard floors?

The E28 mop system is designed for maintenance mopping on sealed hard floors such as tile, hardwood, vinyl plank, and laminate. It effectively removes light dust, spills, and surface grime. For heavily soiled areas or dried stains, we recommend a pre-clean before mopping. The rotating mop pads and adjustable water flow settings help optimize performance for your specific floor type.

Q2. Is the E28 suitable for vinyl plank or tile floors?

Yes — the E28 works well on sealed vinyl plank, tile, laminate, and hardwood. For best results on hard tile, set the water flow to Medium or High and run a second mop pass on heavily used areas.

Q3. How loud is the E28 during operation?

The E28 operates at approximately 65 dB in Standard mode — comparable to a normal conversation. In Max mode, noise increases slightly. Standard and Quiet modes are suitable for use when you are home. The primary source of noise is the E28's shared 1000W high-power wet/dry fan, which simultaneously handles both dust collection and dirty water extraction from the All-in-One Station. This is by design to deliver powerful cleaning and effective self-cleaning

in a single integrated system. If quieter operation is needed: (1) Switch to Quiet mode in the eufy Clean app to lower suction and reduce noise. (2) Set a Do-Not-Disturb schedule in the app to avoid running during specific time periods (e.g. nighttime or nap time) — the robot will resume at the next scheduled time.

Q4. Can it vacuum and mop at the same time?

Yes — the E28 vacuums and mops simultaneously. Its AI carpet detection automatically lifts the mop pads to avoid wetting carpets when transitioning from hard floors.

STATION & SPACE

Q5. How much clearance does the station need?

Place the All-in-One Station against a flat wall with at least 1.6 ft (0.5 m) of clearance on each side and 4.9 ft (1.5 m) of open space directly in front. This ensures the robot can dock, exit, and navigate freely.

Q6. How does the self-washing station work?

The station automatically washes and hot-air dries the mop pads after each cleaning session. Refill the clean water tank every 2–3 sessions and empty the dirty water tank regularly. The app notifies you when tanks need attention.

SUCTION & FILTRATION

Q7. How strong is the suction?

The E28 provides up to 8,000 Pa of suction, effective for picking up pet hair, dust, and debris on hard floors and medium-pile carpets.

SETUP & CONNECTIVITY

Q8. How do I connect it to the app?

Download the eufy Clean app (iOS / Android), connect the robot to your 2.4 GHz home Wi-Fi during setup (the E28 supports 2.4 GHz only, not 5 GHz), and allow the robot to complete a full mapping run with all doors open. If connection fails, move the robot closer to your router, ensure the app has location permissions enabled, and verify the Wi-Fi password is correct. Compatible with Amazon Alexa and Google Home for voice control.

MOPS & MAINTENANCE

Q9. Why is my mop leaving streaks or wet marks on the floor?

Mop streaks are usually caused by one or more of the following: (1) Water flow set too high for your floor type — reduce to Low or Medium in the eufy Clean app. (2) Worn or saturated mop pads — replace after 1–2 months of regular use. (3) The mop pad cleaning disc not clicked fully into position — remove and reattach until it clicks. (4) Mop pad installed unevenly — reattach it flat and centered. For glossy tile or finished hardwood, start with the lowest water flow setting and increase gradually. Running a mapping session first helps the robot follow an efficient, non-overlapping cleaning path.

Q10. There is an unusual odor from the mop pads or robot — what should I do?

A mild smell from brand-new mop pads is normal and typically fades after 2–3 cleaning sessions. If the smell persists: (1) Remove the mop pads and hand-wash with mild, unscented detergent — rinse thoroughly and air-dry completely before reattaching. (2) Wipe the mop pad tray and station interior with a damp cloth to remove residue. (3) Run a self-cleaning cycle from the eufy Clean app to flush the water system. (4) If odor continues, replace the mop pads. We recommend using only plain, clean water in the tank — adding non-eufy cleaning solutions, scented agents, or household detergents can cause persistent odors and may damage the pump system. Use only plain water or eufy-official cleaning solution.

Q: What should I do if my product arrived looking used or previously opened?

All products sold and fulfilled through our official Amazon listing are brand new. We never knowingly sell refurbished, pre-owned, or previously opened products as new. If your item arrived with signs of use — such as scratches, missing foam packaging, removed protective films, or evidence of prior use — this can occasionally occur due to Amazon's FBA warehouse handling process, where returned items may be incorrectly restocked. Please contact eufy official customer support immediately via eufy.com or the eufy Clean app. We will prioritize your case and arrange a replacement or resolution as quickly as possible. You deserve a product that is genuinely new, and we stand behind that commitment.

Can I use third-party or non-eufy cleaning solutions in the water tank?

We strongly recommend using only eufy-branded cleaning solutions in the water tank. eufy cleaning solutions are specially formulated for use with eufy robot vacuum mop systems and are safe for the pump, internal water channels, and mop pads. Using non-eufy cleaning agents, household detergents, scented solutions, or floor cleaners is not recommended and may: (1) Cause persistent odors that are difficult to remove. (2) Leave residue or streaks on your floors. (3) Damage the internal pump system or water channels over time. (4) Void your product warranty. For best results, use plain clean water or eufy-official cleaning fluid only. eufy cleaning solutions are available on Amazon and eufy.com.