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G40 Hybrid+

Owner's Manual



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Important Safety Instructions

To reduce the risk of injury or damage, keep these instructions at hand when setting up, using, and maintaining this device.



WARNING SYMBOLS USED
This is the safety alert symbol. This symbol alerts you to potential hazards that could result in property damage and/or serious bodily harm or death.

- This device can be used by individuals aged 8 years and above and individuals with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of this device in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with this device.
- Cleaning and maintenance shall not be performed by children without adult supervision.

- This device is only to be used with the Self-Empty Station provided.
- Before cleaning or maintaining this device, the plug must be removed from the outlet.
- The battery in this device should only be replaced by a skilled professional.
- Before removing the battery, disconnect the device from its power supply.
- The battery must be removed before this device is disposed of. To remove the battery, first unscrew the screws on the bottom, then remove the back cover. Remove the battery by disconnecting the quick connector.
- The used battery should be placed in a sealed plastic bag and disposed of safely according to local environmental regulations.
- This device is for indoor use only.
- This device is not a toy. Do not sit or stand on this device. Small children and pets should be supervised when this device is operating.
- Store and operate this device in room temperature environments only.

Thank you for purchasing RoboVac. Carefully read all the instructions below before using this device, and keep this manual for future reference.

- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Before using this device, pick up objects like clothing and loose paper. Lift up cords for blinds or curtains. Move power cords and sharp, pointed, or fragile objects out of the way. Be aware that if this device passes over a power cord and drags it, an object could be pulled off a table or shelf.
- If the room to be cleaned has a balcony, a physical barrier should be used to prevent access to it to ensure safe operation.
- Do not place anything on top of this device.
- Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
- Do not operate this device in areas with exposed electrical outlets on the floor.
- Do not expose the electronic components of this device, its battery, or the Self-Empty Station. There are no user-serviceable parts inside.

- Do not use this device on carpets with tasseled edges or loose threads or on an unfinished, unsealed, waxed, or rough floor, as it may result in damage to the floor and this device. Use only on hard floor surfaces or low-pile carpets.
- This device has been designed to be used on floors without scratching them. We recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.
- Only use attachments recommended or described in this manual.
- Do not handle the device or plug with wet hands.
- Ensure that the dust bag and/or filters are correctly in place before use.
- Do not use a battery pack or device that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- Do not expose the battery pack or device to fire or excessive heat. Exposure to fire or temperatures above 130°C / 266°F may cause an explosion.

- Do not modify or attempt to repair the device or the battery pack, except as indicated in the instructions for use and care.
- Follow all charging instructions and do not charge the battery pack or device outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Keep cord away from heated surfaces
- Turn off all controls before unplugging.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Use extra care when cleaning on stairs.

Notice



This symbol on the device or its packaging indicates:

Do not dispose of electrical appliances as unsorted municipal waste; use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obliged to take back your old appliance for disposal free of charge.

FCC 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.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and radiates radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following

measures: (1) reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio / TV technician for help.

The following importer is the responsible party (for FCC matters only).

Company Name: POWER MOBILE LIFE, LLC

Address: 400 108th Ave NE Ste 400, Bellevue, WA 98004-5541

Telephone: +1 (800) 994 3056

RF Exposure Compliance Statement

This equipment complies with the FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

ISED Compliance Statement

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.

Declaration of Conformity

This product complies with the radio interference requirements of the European Community. Hereby, Anker Innovations Limited declares that the radio equipment type T2273 is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following

website: <https://support.eufylife.com/s/articleRecommend?type=Download>.

Maximum output power: 18 dBm (For EU)

Frequency band: 2.4G band (2.4000GHz - 2.4835GHz)

GB Declaration of Conformity

Hereby, Anker Innovations Limited declares that the product type T2273 is in compliance with Radio Equipment Regulations 2017 and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The full text of the GB Declaration of Conformity is available at the following website: <https://support.eufylife.com/s/articleRecommend?type=Download>.

The following importer is the responsible party for EU and UK matters.

Anker Technology (UK) Ltd | GNR8, 49 Clarendon Road, Watford, Hertfordshire, WD17 1HP, United Kingdom

Anker Innovations Deutschland GmbH | Georg-Muche-Strasse 3, 80807 Munich, Germany

Manufacturer:

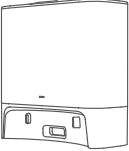
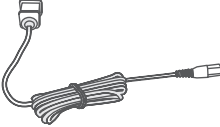
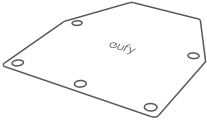
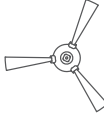
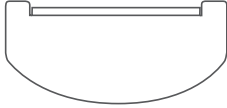
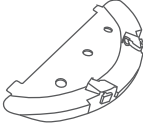
Anker Innovations Limited | Room 1318-19, Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon, Hong Kong

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- Google Home is a trademark of Google Inc.

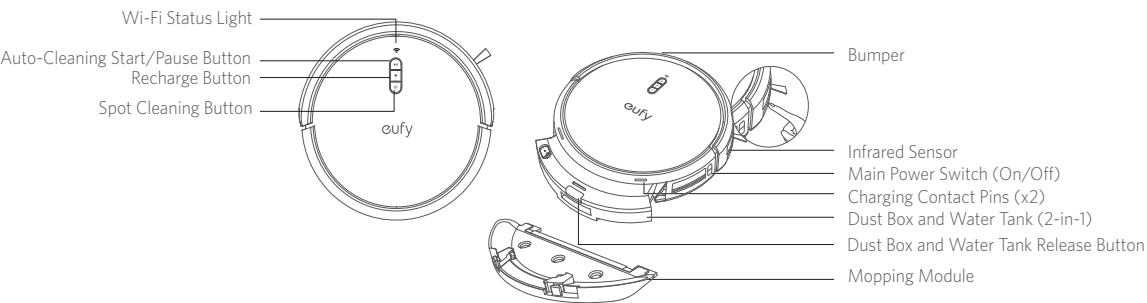
About Your RoboVac

What's in the Box

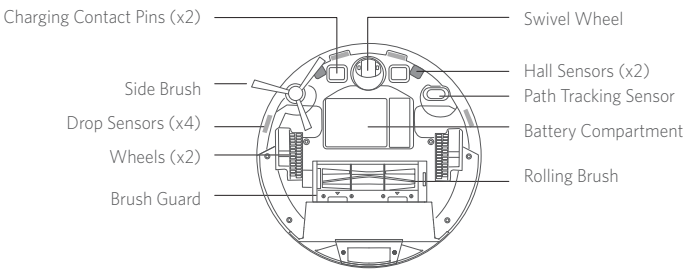
		
RoboVac	Self-Empty Station	Power Cord
		
Protective Pad	Cleaning Tool	Side Brush (×1)
		
Washable Mopping Cloth	Mopping Module	Owner's Manual & Other Documents

Overview

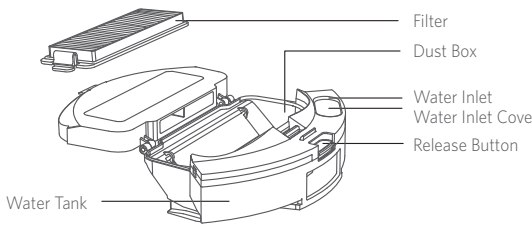
A. Top & Side



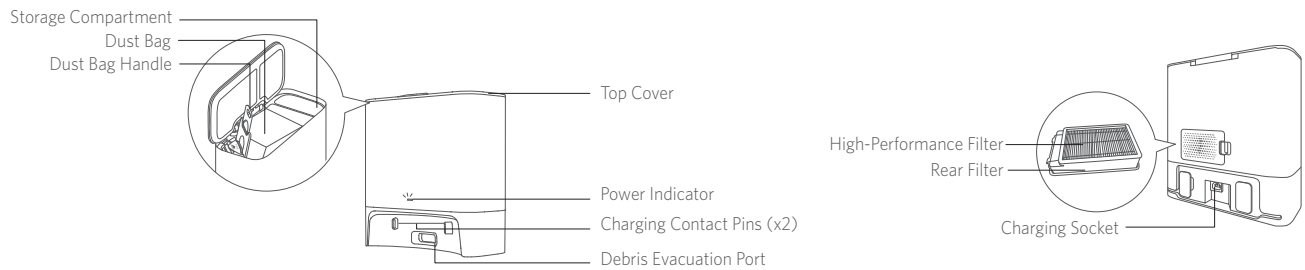
B. Bottom



C. Dust Box and Water Tank (2-in-1)



D. Self-Empty Station



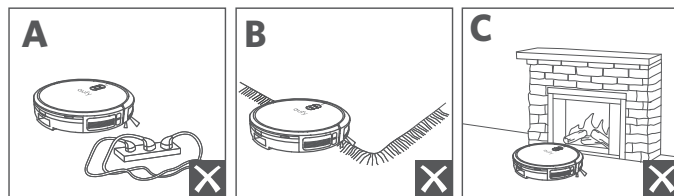
LED Indication

You can see the status of RoboVac from the LED indicators.

		Start / Pause Cleaning - Steady blue: standby, cleaning, cleaning paused, returning to Self-Empty Station, or fully charged - Steady orange: standby or working in low battery - Pulsing orange (when docked to Self-Empty Station): charging - Flashing red: error (Refer to the "Troubleshooting>Voice Alert" section in this manual for solutions) Reset the Wi-Fi Connection (Press and hold for 10 seconds)
		Return to Self-Empty Station - Flashing blue slowly: returning to Self-Empty Station - Steady blue: standby or paused
		Spot Cleaning - Flashing blue slowly: Spot mode - Steady blue: standby or paused

Using Your RoboVac

Important Tips Before Use



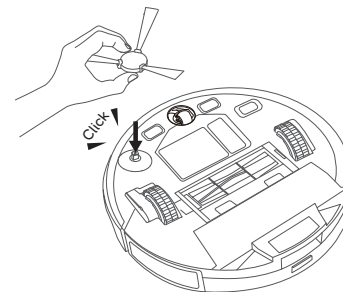
- a** Remove power cords and small objects from the floor that may entangle RoboVac.
- b** Fold tasseled edges of rugs underneath to prevent tangling RoboVac. Avoid cleaning dark-colored high-pile rugs or rugs thicker than 1.02 in / 26 mm as they may cause RoboVac to malfunction.
- c** It is strongly recommended to place physical barriers in front of fireplaces and certain areas (i.e. air vents) that may cause damage to RoboVac if entered.



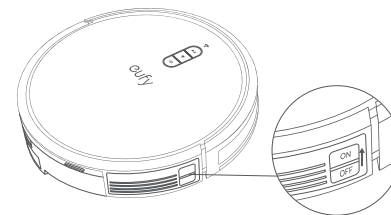
- d** Keep RoboVac away from wet areas during cleaning.
- e** RoboVac may climb on top of objects less than 0.63 in / 16 mm in height. Remove these objects if possible.
- f** Anti-drop sensors will prevent RoboVac from tumbling down stairs and steep drops in most cases. Sensors are less effective if dirty or used on carpeted, reflective, or dark-colored floors. Place physical barriers to block off areas where RoboVac may fall.

Preparation

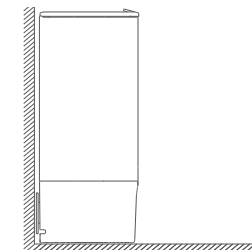
- 1** Remove the foam blocks beside the bumper before use.
- 2** Install the side brush before use. You will hear a click when the side brush is firmly installed.



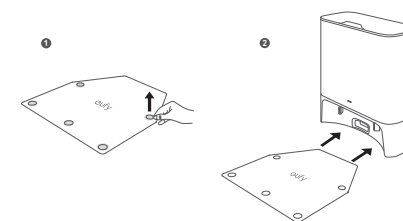
- 3** Turn on the main power switch on the right side of RoboVac.



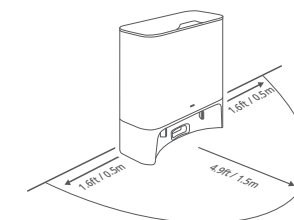
- 4** Install the self-empty station in a location that RoboVac can easily access. Place it against a wall, and on a hard, level surface.



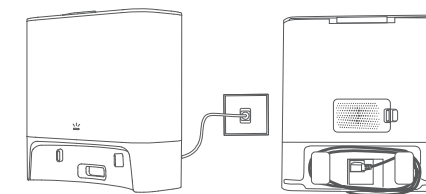
- 5** Peel off the stickers on the protective pad and install it under the self-empty station. Make sure the protective pad is firmly attached to the floor.



- 6** Remove objects within 1.6ft / 0.5m to the left and right sides and within 4.9ft / 1.5m of the front of the Self-Empty Station.



- 7** Connect the power cord to the Self-Empty Station and a wall outlet.





- Make sure the Self-Empty Station is plugged in, otherwise RoboVac will not automatically return to it. When the Self-Empty Station connects to AC power, the LED indicator on the Self-Empty Station is steady white.
- Please do not place the self-empty station on rugs or carpets, as it will interfere with RoboVac's return to the self-empty station for recharge.

Use the Self-Empty Station



- With Allergycare™ certified by TUV Rheinland, the Self-Empty Station can lock in 99.9% of allergens (such as dust, garbage, dust mites, pet dander, etc.) to prevent them from emitting into the air.
- RoboVac will return to the Self-Empty Station at the end of a cleaning cycle or when its battery is running low.
- Make sure the power cord is connected to a power outlet and the dust bag is properly installed.
- If the cleaning time or the time period between two cleaning sessions is too short, the Self-Empty Station may not empty the dust box automatically.
- The emptying function will not be activated if you have selected the 'Do-Not-Disturb' mode in the eufy Clean app.
- It is recommended that RoboVac moves away from the Self-Empty Station to start cleaning.
- Some noise will be made when the Self-Empty Station is working. It is recommended to place the device in a proper location or select the 'Do-Not-Disturb mode' in the eufy Clean app to prevent noise interference.

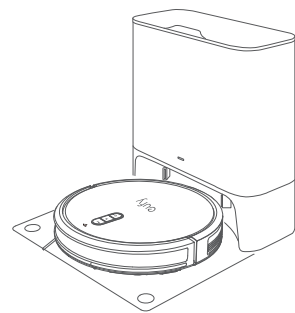
Attach RoboVac to the Self-Empty Station by aligning its charging pins.



RoboVac starts charging automatically.



If RoboVac has finished a round of cleaning (a couple of minutes), it will empty the dust box automatically by default when it returns to the self-empty station. Make sure the dust bag is properly installed.



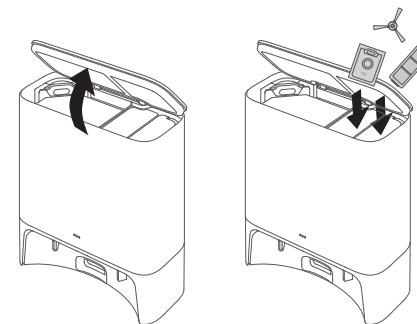
LED Indicator	Status of Self-Empty Station
Steady white, with 50% brightness	Standby
Flashing white slowly	Working normally
Flashing white quickly	Abnormal working status (Refer to the " Troubleshooting " section in this manual for solutions)



- Turn off the main power switch if RoboVac will not be used for a long period of time. To preserve the battery's lifespan, recharge at least once every 6 months.

Store Accessories

Store your frequently-used accessories in the storage compartment of the Self-Empty Station, such as the filter, side brush, dust bag, and cleaning tools. To prevent any damage or unpleasant smells, things that are damp should not be stored inside the Self-Empty Station.



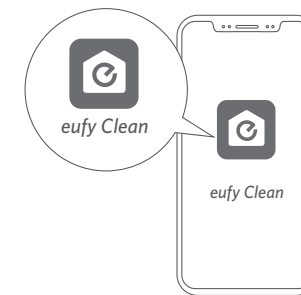
Use Your RoboVac with the eufy Clean App

To enjoy all the available features, it is recommended to control your RoboVac via the eufy Clean app.

Before you start, make sure that:

- Your smartphone or tablet is running iOS 10.0 (or above) or Android 5.0 (or above).

- The 2.4GHz band wireless signal is enabled on your wireless router.
- RoboVac is attached to the Self-Empty Station to ensure it has enough power during setup.



- Download the eufy Clean app from the App Store (iOS devices) or Google Play (Android devices).
- Open the app and create a user account.
- Tap the "+" icon to add RoboVac to your eufy Clean account.
- Follow the instructions in the app to set up the Wi-Fi connection.



After connecting successfully, you can control RoboVac via the app.



With the app, you can select a cleaning mode, set the time, schedule a cleaning, adjust suction power, view system status, receive notifications, and access additional features.

	Slowly flashing blue	Waiting for connection
	Rapidly flashing blue	Connecting with your wireless router
	Steady blue	Connected with your wireless router



- If RoboVac gets stuck in any space, tap **Find My Robot** in the app to find the device.

Restore Factory Settings

Press and hold **▶||** on RoboVac for 10 seconds to restore factory settings if necessary.



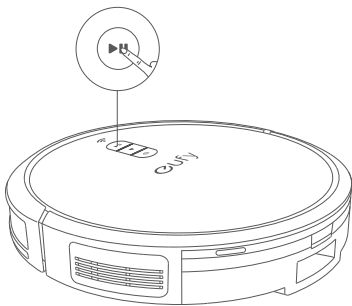
- You will hear a voice prompt when the settings have been reset and the Wi-Fi status light will slowly flash blue.

Start / Pause Cleaning



- Make sure the main power switch at the side of RoboVac is turned on before use.
- You can also start or pause cleaning via the eufy Clean app.

- 1 Press **▶||** on RoboVac to start cleaning in Auto-Cleaning mode.



- 2 To pause cleaning, press **▶||** again.

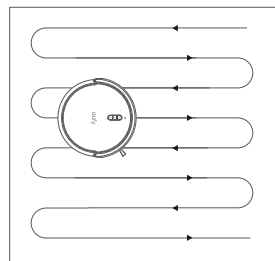
Select a Cleaning Mode



- You can also select the cleaning mode via the eufy Clean app.
- By default, RoboVac starts in Auto-Cleaning mode when it is turned on.

Auto-Cleaning Mode

After startup, RoboVac moves from the Self-Empty Station and automatically determines its cleaning route, following a Z-shaped cleaning path. When the cleaning is finished, RoboVac automatically returns to the Self-Empty Station.

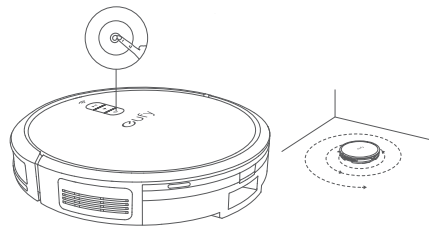


Press **▶||** to start cleaning in Auto-Cleaning mode.

Spot Cleaning Mode

RoboVac intensively cleans a specific area in a spiral pattern, which is useful if there is a concentrated area of dust or debris. In Spot Cleaning mode, RoboVac will stop cleaning after 2 minutes.

- Press **⦿** on RoboVac to start cleaning in Spot Cleaning mode.



Select a Suction Power Level

In the eufy Clean app, select a suction power level according to your needs: Quiet, Standard (Default), Turbo and Max.



- When RoboVac starts cleaning next time, it will clean according to the suction power level you previously selected.

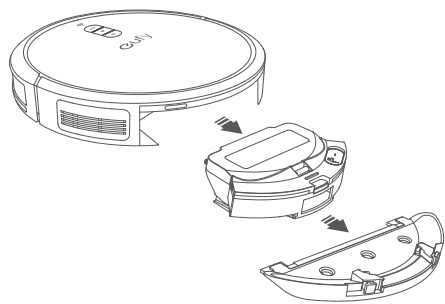
Use Mopping System



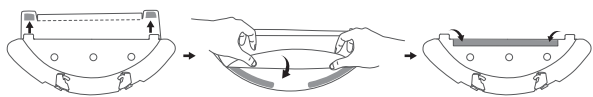
- The mopping mode is only intended for a clean floor without stubborn stains. To avoid staining floors, do not use the mopping function when dust is mixed with liquids such as coffee or ink.
- Mopping system cleans best on smooth hard surfaces and may not perform so well on uneven tiles, heavily waxed floors or rough surfaces like slate or brick, which may snag the mopping module.
- The mopping mode is not recommended for use when no one is at home.
- Do not use the mopping mode on a carpeted floor. It is recommended to set a physical barrier to avoid cleaning the carpeted area.

- 1 Before mopping, make sure the protective pad has been installed under the Self-Empty Station.

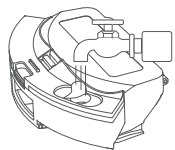
- 2 Remove the mopping module and water tank.



- 3 Wet the mopping cloth and wring it until it does not drip, then attach the cloth to the mopping module.

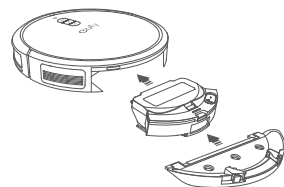


- 4 Open the water inlet cover to fill with water, then close the cover.



- Only use the cleaning solution designated by eufy, otherwise it may affect the cleaning effect and damage the device.

- 5 Install the water tank and the mopping module under RoboVac with a click.



- 6 Start cleaning. RoboVac will automatically vacuum and mop. During mopping, you can choose among three water levels via the eufy Clean app.

- 7 When RoboVac finishes cleaning, remove the mopping module, dust box, and water tank.

- 8 Clean the dust box and water tank, empty any remaining water, and clean the mopping cloth to prevent mildew or unpleasant smells. For how to clean and maintain the components, refer to the “Cleaning and Maintenance” section in this manual.

Use RoboVac with Amazon Alexa / The Google Assistant

Amazon Alexa or the Google Assistant is a smart voice control device that enables you to control RoboVac with your voice.

Before you start, make sure that:

- RoboVac is attached to the Self-Empty Station to ensure there is enough power.
- RoboVac is connected with the eufy Clean app.

- You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot, Amazon Tap, Echo Show, or Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

To control RoboVac with Amazon Alexa or the Google Assistant:

- 1 Open the eufy Clean app and find “Smart Integrations” in the top left.
- 2 Follow the on-screen instructions to complete the setup.



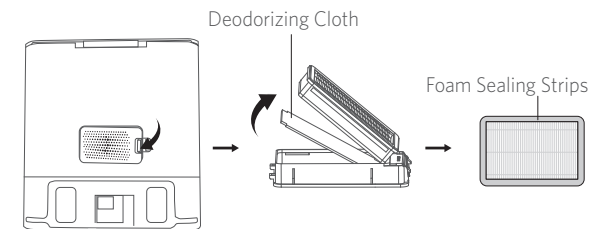
- Currently, this feature only supports a few languages including English, German, French, Portuguese, and Spanish. For more supported languages, check <https://www.eufy.com/support/>.

Cleaning and Maintenance

Prior to cleaning and maintaining, turn off the device and unplug the power cord. For optimal performance, follow the instructions below to clean and maintain RoboVac regularly. The cleaning and replacement frequency will depend on your RoboVac usage habits.



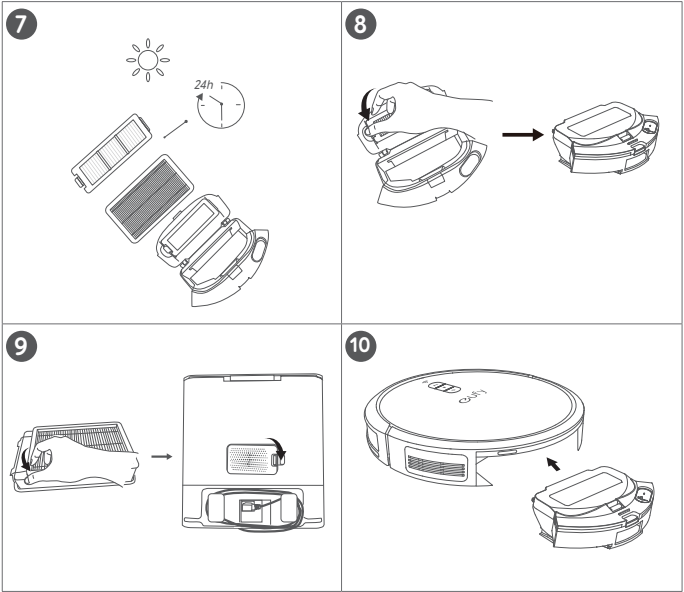
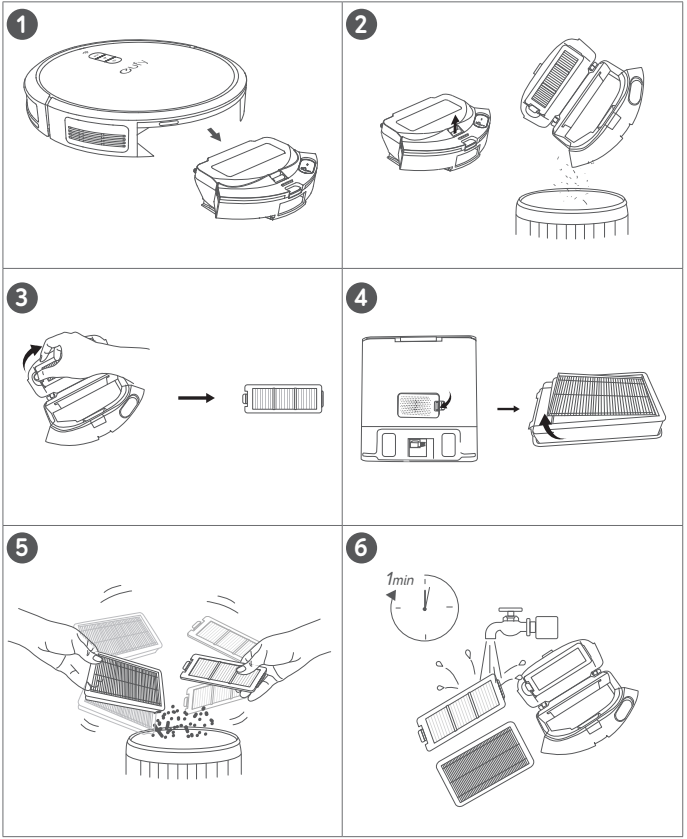
- Use the original eufy Clean filter and dust bag during cleaning. Any use of unofficial parts may cause the AllergyCare™ function to fail.
- Make sure the rear filter and dust bag are installed in place to avoid allergen leakage.
- If your skin accidentally touches the dust containing allergens during cleaning and maintenance, rinse it with running water immediately if you are prone to allergies. Do not tap the dust to prevent the allergens from floating into the air.
- To protect yourself from allergens, wear a dust mask and rubber gloves before discarding the dust bag and cleaning the filter, and go outside to avoid contact with allergens or residual allergens indoors.
- Make sure the deodorizing cloth and the foam sealing strips are in place and installed correctly.



Recommended Cleaning and Replacement Frequency

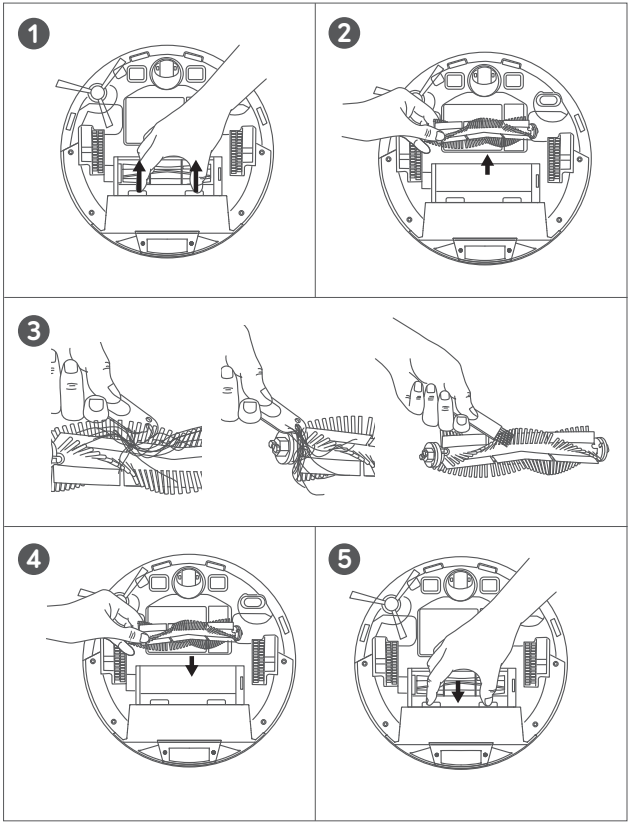
RoboVac Part	Cleaning Frequency	Replacement Frequency
Dust Box and Water Tank (2-in-1)	Dust Box: Once a week Water Tank: After each use	-
Washable Mopping Cloth	After each use	-
Filter	Once a week (Twice a week if you have a pet)	Every 6 months or after every 50 rounds of cleaning
Side Brush	Once a month	Every 3-6 months (or when visibly worn)
Brush Guard	Once a month	Every 3-6 months (or when visibly worn)
Rolling Brush	Once a month	Every 6-8 months
Sensors	Once a month	-
Charging Pins	Once a month	-
Swivel Wheel	Once a month	-
Dust Bag	Timely check and empty the dust bag if you have a pet.	Every 60 days

Clean the Dust Box, Water Tank, and Filter



- Do not clean the filter with hot water or any detergent.
- Do not use the filters if they are not completely dry, otherwise it may affect the cleaning performance.

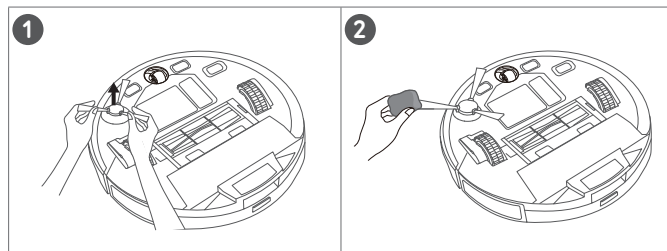
Clean the Rolling Brush





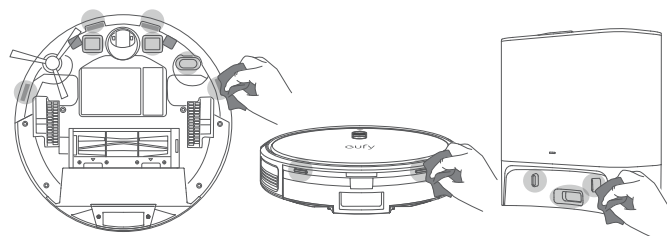
- If there's a lot of hair scattering around your house, it is recommended to clean both ends of the rolling brush and the brush motor connectors after each cleaning.

Clean the Side Brush



- Only use the side brush when it is completely dry.

Clean the Sensors and Charging Pins

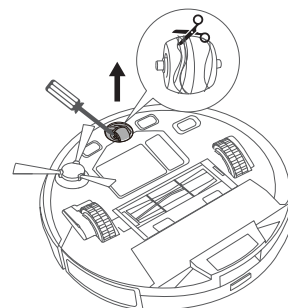


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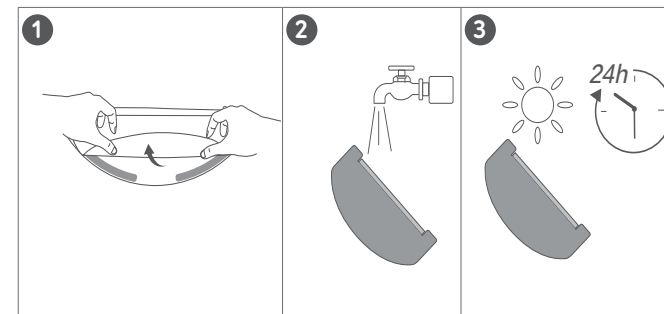
- Be careful not to touch the path tracking sensor with your hands.
- Do not clean the path tracking sensor with sharp-pointed objects, as it may damage the sensor.

Clean the Swivel Wheel

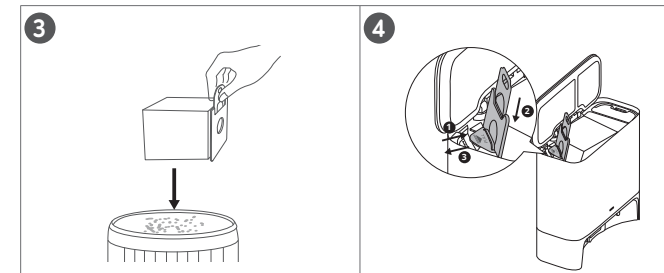
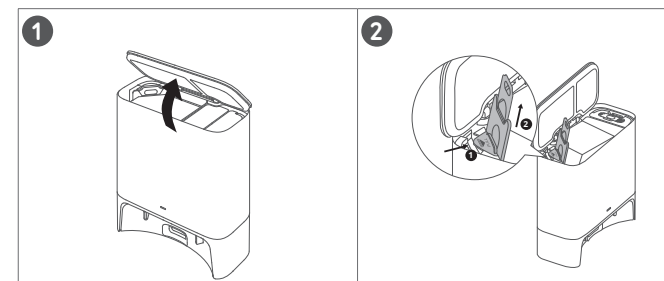


- Do not clean the swivel wheel with water.

Clean the Mopping Cloth



Replace the Dust Bag



- 1 Lift open the top cover.
- 2 Pull the release button to position, then pull up the handle to remove the dust bag.
- 3 Discard the used dust bag.
- 4 Install a new dust bag.
(1) Pull the release button to open the dust bag holder.
(2) Insert a new dust bag in place.
(3) Push the dust bag holder back until you hear a click.



- When discarding the dust bag, carefully lift the handle and ensure the dust bag is completely closed to prevent dust leakage. Gently put the dust bag containing allergens into a garbage bag / trash can, then seal the garbage bag / trash can properly. In this way, you can avoid allergy symptoms due to exposure to allergens such as dust, pollen, pet dander, etc.

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Allergy-Proof Your Home

The AllergyCare™ Self-Empty Station is specially designed for people with dust and allergen sensitivity.

If you experience allergy symptoms such as hay fever or allergic asthma throughout the year, here's a room-by-room guide to reducing allergens in your home and maintaining a clean home environment.

Bedroom

- Clean weekly with the AllergyCare™ Self-Empty Station and shampoo the carpets frequently to minimize allergens.
- Remove carpeting and use hardwood or linoleum flooring and washable area rugs. If impossible, use low-pile instead of high-pile carpeting.
- Consider keeping pets out of your bedroom or away from any bedding.

Living room

- Replace carpeting with easy-to-clean flooring options. If impossible, use low-pile instead of high-pile carpeting and vacuum weekly with the AllergyCare™ Self-Empty Station. Wash area rugs and floor mats weekly, and shampoo the carpets periodically.
- Consider replacing upholstered sofas and chairs with furniture made of leather, wood, metal or plastic.
- Wipe pets off with a towel before they come inside and bathe pets regularly. Consider keeping pets outside if weather permits.

Bathroom

- Remove carpeting and use tile, vinyl, wood or linoleum flooring. Use washable rugs.

Kid's room

- Dust mites, mold, and pet dander often linger on children's toys. Clean toys every one to two weeks if your child is prone to allergies.

Basement

- Remove moldy or water-damaged carpeting. If possible, use concrete, vinyl or linoleum flooring.

Entire house

- Dust and damp mop solid surface flooring regularly. Clean carpets weekly with the AllergyCare™ Self-Empty Station. Use a damp cloth to clean other surfaces, including the tops of doors, windowsills and window frames. Maintain good pet hygiene.

Troubleshooting

The solutions below are for general questions. If your problem persists, visit www.eufy.com, go to the eufy Clean app, or contact support@eufy.com for help.

Problems	Solutions
RoboVac will not turn on.	• Make sure the main power switch is turned on. • Make sure the battery is fully charged. • If it still has no response, turn off the main power switch and then turn it back on.
RoboVac stops working suddenly.	• Check if RoboVac is trapped or stuck on an obstacle. • Check if the battery level is too low. • If you still have trouble, turn off the main power switch, wait for 2 seconds, and then turn it back on. • Check if RoboVac has alerted you with any voice prompts or LED indicators. Refer to the “Voice Alert” section in this manual.

Problems	Solutions
Too much water comes out during mopping.	• Make sure the water tank and mopping cloth have been installed properly. • Check if the water tank is damaged.
You cannot schedule cleanings.	• Make sure the main power switch is turned on. • Make sure the scheduled time has been set correctly. Check if the time zone in the eufy Clean app is consistent with that on your mobile device. • Check if RoboVac’s battery is charged. • Cleaning schedules are erased when RoboVac is powered off. If RoboVac is powered on without Internet access, cleaning schedules will not synchronize and must be reset via the app.
Suction power is weak.	• Check if any obstructions are blocking the suction inlet. • Empty the dust box. • Check if the filter is wet due to water or other liquid on the floor. Air-dry the filter completely before use.
RoboVac’s movements or travel path are abnormal.	• Clean the sensors carefully with a dry cloth. • Restart RoboVac by turning the power switch off and on.

Problems	Solutions
Water does not come out during mopping.	• Make sure there is enough water in the water tank. • Make sure the water tank and mopping cloth are properly installed. • Make sure to wet the mopping cloth before using the Mopping System.
RoboVac cannot be charged.	• Check if the indicator on the Self-Empty station lights up. If not, reconnect the power cord with the Self-Empty Station and try a new power outlet. • Dust off the charging contact pins with a dry cloth. • Check if the charging contact pins are damaged. • Check if you can hear the "Charging" voice prompt when RoboVac is attached to the Self-Empty Station. If not, contact the eufy Service Center for assistance.
The LED on the Self-Empty Station flashes white quickly.	• Install a dust bag if it is missing or replace the old one if it is full. Next time when the Self-Empty Station works normally, the LED will stop flashing automatically. • Make sure the top cover is pushed down and firmly sealed. • Make sure the dust bag is securely installed. • Remove any debris from the evacuation port at the bottom of the Self-Empty Station.

Problems	Solutions
RoboVac stops collecting dust.	• Prolong the cleaning time. RoboVac automatically stops dust collection if the cleaning time is too short. • Check if RoboVac can normally return to the self-empty station to recharge by observing if there are any voice prompts or if the LED of the self-empty station flashes. Failure to recharge will cause RoboVac to stop collecting dust. Please refer to the troubleshooting section of this manual to find any relevant solutions. • Open the top cover of the self-empty station to reinstall the dust bag and make sure it is properly in place. Then start cleaning to check whether RoboVac resumes dust collection.
You cannot control RoboVac with the Google Assistant.	• Check if there are any Internet connection problems. • Check if you have installed the Google Home app onto your smart device and initiated the “eufy Clean” action in the Google Home app. For details, refer to the “Smart Integrations” page in the eufy Clean App. • Check if you are using the proper commands when talking to the Google Assistant. When making your request, first say the wake phrase “Ok Google”. • Repeat your question. Speak clearly to the Google Assistant.

Problems	Solutions
RoboVac cannot return to the self-empty station for recharge with the protective pad installed.	• Place the self-empty station against a wall, and on a hard, level surface rather than on rugs or carpets. • When using the Mopping System, check if the protective pad has been firmly attached to the self-empty station without warping. If RoboVac fails to return after adjusting the protective pad installation, please get in touch with support@eufy.com for help. • If you don't often use the Mopping System, try to remove the protective pad and press the recharge button again. If RoboVac returns successfully, it is recommended to use the self-empty station without the protective pad subsequently. • Clean the charging contact pins. • Clear any obstacles surrounding the self-empty station. • Check if RoboVac is stuck on any objects.
RoboVac cannot connect to a Wi-Fi network.	• Make sure you entered the Wi-Fi password correctly. • Make sure your RoboVac, router, and mobile phone are close enough to ensure a strong signal strength. • Make sure your Wi-Fi router supports a 2.4GHz and 802.11b/g/n band; a 5GHz band is not supported.

Problems	Solutions
You cannot control RoboVac with Amazon Alexa.	• Check if there are any Internet connection problems. • Check whether you have installed the Amazon Alexa app onto your smart device and enabled “eufy Clean - RoboVac” Skill in the Amazon Alexa app. For details, refer to the “Smart Integrations” page in the eufy Clean App. • Make sure you have an eufy Clean account and have connected to RoboVac. • Make sure you are using correct Alexa voice-commands.

Voice Alert

When RoboVac encounters a problem, the red indicator on RoboVac will flash and you will hear the relevant voice prompts.

The voice prompts below are only for reference and may be changed after voice pack updates. Please follow the voice prompts you have heard to find the cause and solution below. If the issue persists, contact customer support for help.

Voice Prompt	Cause and Solution
Error 1: Front bumper stuck.	Front bumper is stuck. Tap it repeatedly to remove any dust, if not, then move the device to a new position and try again.
Error 2: Wheel stuck. Check the wheel and move it to a new position.	Wheel may be stuck or trapped. Clear any obstacles in the surrounding area and check the wheel for any trapped dust. Move the device to a new position and try again.
Error 4: Rolling brush stuck. Remove and clean the rolling brush.	Remove the rolling brush, roller joint, roller brush cover, and suction inlet to clean it. Once cleaned, place the items back into the device and try again.
Error 5: Device trapped. Clear the surrounding area.	Device is trapped. Clear any obstacles in the surrounding area and try again.

Voice Prompt	Cause and Solution
Error 6: Device trapped. Place device near the position where the problem occurred.	Device may be suspended in air. Move it to a new position close to the original position and try again. If the device is still unable to start, clean the edge sensor and try again.
Error 7: Wheel suspended. Please move the device to a new position.	Wheels may be suspended in air. Move the device to a flat surface and a new position close to the original position then try again.
Error 8: Low battery, shutting down device. Please charge your device.	Low Battery; system will shut down. Charge the device and try again.
Error 9: Magnetic Boundary Strip detected. Move device to a different area.	Device is too close to a strong magnetic field or strip. Move the device to a different area and try again.
Error 21: Self-Empty Station blocked by surrounding obstacles.	Self-Empty Station is blocked by obstacles, clear any obstacles around the Self-Empty Station and try again.
Error S1: Battery Error. Refer to Owner's Manual or App for help.	- Open the battery compartment and check whether the battery is connected and restart the device. - Battery Temperature may be too high or low; wait until the battery falls to normal temperatures before usage (0°C ~ 40°C / 32°F ~ 104°F).

Voice Prompt	Cause and Solution
Error S2: Wheel Module Error. Refer to Owner's Manual or App for help.	Check whether the wheels are stuck or dust is trapped inside before restarting the device.
Error S3: Side Brush Error. Refer to Owner's Manual or App for help.	Check whether the side brush is stuck in an unknown object before restarting the device.
Error S4: Suction Fan Error. Refer to Owner's Manual or App for help.	- Check whether the fan blades are stuck in an unknown object before restarting the device. - Clean the dust box and filters before restarting the device.
Error S5: Rolling Brush Error. Refer to Owner's Manual or App for help.	Remove and clean the roller brush, roller brush connection, roller brush cover and suction inlet before restarting the device.
Error S8: Path Tracking Sensor Error. Refer to Owner's Manual or App for help.	Check and clean the path tracking sensor for unknown objects before restarting the device.
Error 54: Please install the dust bag.	Check if the dust bag is missing or installed incorrectly.
Error 66: Self-Empty Station input voltage error, please check.	Check if the input voltage of your region is consistent with the information printed at the bottom of the Self-Empty Station. If not, contact customer support for help.

Specifications

	Input	19V  0.6A
	Battery Voltage	14.4 V 
	Power Consumption	48W
	Battery Type	14.4V  Li-ion 2600mAh
	Dust Box Capacity	250ml
	Water Tank Capacity	130ml
	Cleaning Time	Maximum 100 min
	Charging Time	300 - 360 min
	Power Consumption	1000W

Customer Service

Contact Us

✉ support@eufy.com

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For more support phone numbers, please visit:
<https://support.eufylife.com/s/phonecontactus>
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