Dreame D20

Robot Vacuum and Mop
User Manual

DREAME

The illustrations in this manual are for reference only. Please refer to the actual product.

Contents

EN User Manual 01

DE Benutzerhandbuch 15

FR Manuel d'utilisation 29

IT Manuale utente 43

ES Manual de usuario 57

PL Instrukcja obsługi 71

NL Gebruikershandleiding 86

SV Användarmanual 100

NO Brukerhåndbok 114

EL Εγχειρίδιο χρήστη 128

PT Manual do utilizador 142

HE מדריך למשתמש 156

AR دليل المستخدم 170

Contents

TR Kullanıcı Kılavuzu 195

VI Hướng dẫn sử dụng 209

TH คู่มือการใช้งาน 223

ID Panduan Pengguna 237

ZH-HK 說明書 251

RU Руководство пользователя 263

JA 取扱説明書 288

FI Käyttöohjeet 315

DA Brugermanual 330

KK Пайдаланушы нұсқаулығы 345

UZ Foydalanuvchi uchun qo'llanma 360

UA Посібник користувача 375

Contents

CZ Uživatelská příručka 390

HU Használati útmutató 405

SL Uporabniški priročnik 420

SR Uputstvo za upotrebu 435

LT Naudotojo vadovas 450

LV Lietotāja rokasgrāmata 465

SK Príručka používateľa 480

RO Manual de utilizare 495

MS Manual Pengguna 510

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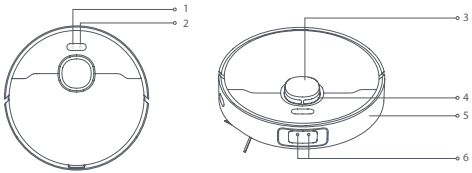

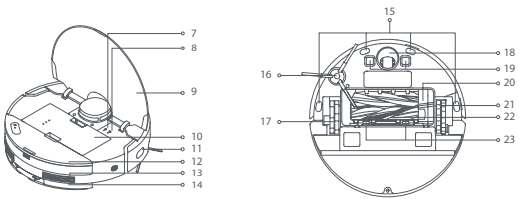

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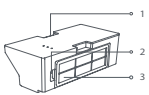

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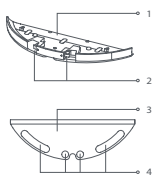

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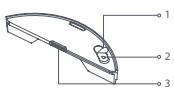

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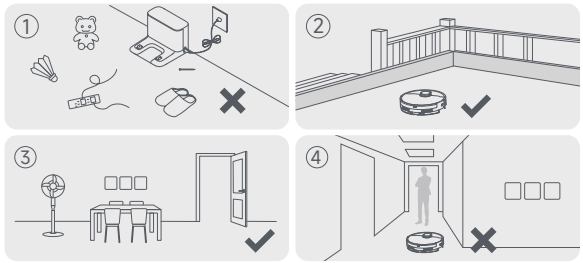

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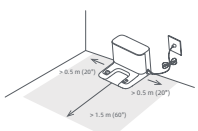

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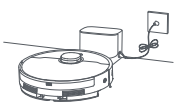

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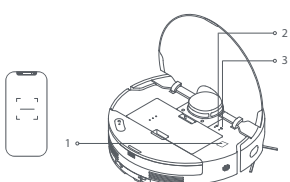

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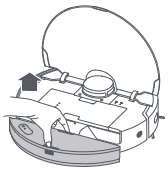

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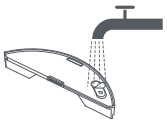

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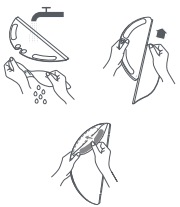

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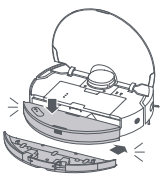

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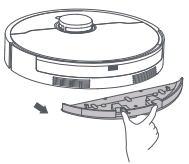

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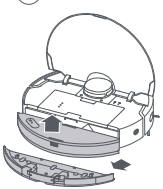

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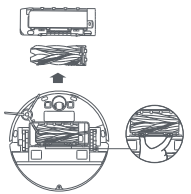

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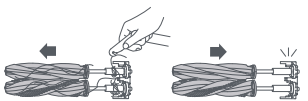

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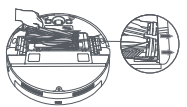

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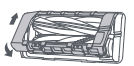

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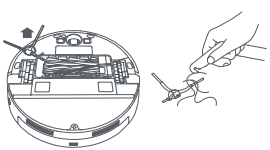

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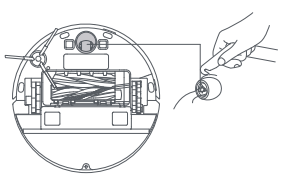

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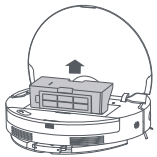

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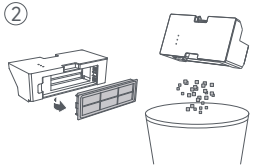

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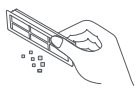

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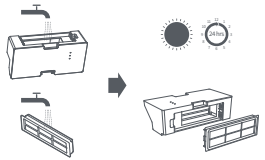

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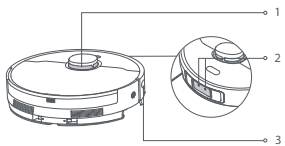

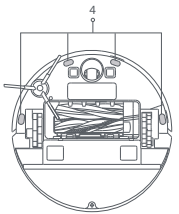

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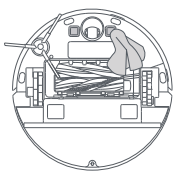

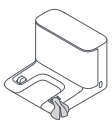

Safety Information

To avoid electric shock, fire or injury caused by improper use of the appliance, please read the user manual carefully before using the appliance and keep it for future reference.

Usage Restrictions

- This product should not be used by children younger than 8 years old nor persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge without the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be performed by children without supervision.
- Children shall not play with this product. Ensure children and pets are kept at a safe distance from the robot while it is operating.
- This product is for floor cleaning in a home environment only. Do not use it outdoors, on non-floor surfaces, or in a commercial or industrial setting.
- If the power cord becomes damaged or broken, stop using it immediately and contact after-sales service.
- Do not use the robot in an area suspended above ground level without a protective barrier.
- Do not place the robot upside down. Do not use the LDS cover, robot cover, or bumper as a handle for the robot.
- Use the robot in environments with an ambient temperature above 0°C and below 40°C. Make sure there is no liquid or sticky substance on the floor.
- Pick up any cables from the floor before using the robot to prevent it from dragging them while cleaning.

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Safety Information

- Remove fragile or small items from the floor to prevent the robot from bumping into and damaging them.
- To prevent damage or harm from dragging, clear any loose objects from the floor, and remove cables or power cords on the cleaning path before operating the appliance.
- Keep hair, fingers, and other body parts away from the suction opening of the robot.
- Keep the cleaning tool out of reach of children.
- Do not place children, pets, or any item on top of the robot regardless of whether it is stationary or moving.
- Do not use the robot to clean any burning objects. Do not use the robot to pick up flammable or combustible liquids, corrosive gases, or undiluted acids or solvents.
- Do not vacuum hard or sharp objects. Do not use the appliance to pick up objects such as stones, large pieces of paper or any item that may clog the appliance.
- Make sure the robot is turned off and the charging dock is unplugged before cleaning or performing maintenance.
- Do not use a wet cloth to wipe or any liquid to rinse the robot and charging dock. Washable parts must be dried completely before installing and using them.
- Make sure the robot is turned off when being transported and kept in its original packaging if possible.
- Please use this product in accordance with the instructions in the User Manual. Users are responsible for any loss or damage that arise from improper use of this product.

Safety Information

Batteries and Charging

- Do not use any third-party battery, power cord, or charging dock. Use only with RCS0 supply unit.
- Do not attempt to disassemble, repair, or modify the battery or charging dock on your own.
- Do not place the charging dock near a heat source.
- Do not use a wet cloth or wet hands to wipe or clean the dock's charging contacts.
- Do not improperly dispose of old batteries. Unneeded batteries should be discarded at an appropriate recycling facility.
- If the robot will not be used for an extended period, fully charge it, then turn it off and store in a cool, dry place. Recharge the robot at least once every 3 months to avoid over-discharging the battery.
- This product contains batteries that can only be replaced by qualified technicians or after-sales service.

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Safety Information

Laser Safety Information

- The laser sensor in this product meets the IEC 60825-1:2014/EN 60825- 1:2014/A11:2021 Standard for Class 1 laser products. Please avoid direct eye contact with it during use.

  CLASS 1 LASER PRODUCT
  CONSUMER LASER PRODUCT
  EN 50689:2021

For indoor use only

Read operator's manual

Hereby, Dreame Trading (Tianjin) Co., Ltd. declares that the radio equipment type RLD35GA is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://global.dreametech.com
For detailed e-manual, please go to https://global.dreametech.com/pages/user-manuals-and-faqs

Ⓐ Product Overview

Robot

1. Power / Clean Button
   - Press and hold for 3 seconds to turn on or off
   - Press to start cleaning after the robot is turned on
2. ⌂ Dock / Spot Cleaning Button
   - Press to send the robot back to the charging dock
   - Press and hold for 3 seconds to start spot cleaning

Button Status Indicator
- Solid White: Cleaning or cleanup completed
- Blinking Orange: Error
- Breathing White: Robot is charging when the battery power is not low

Note:
- Press any button on the robot to pause while the robot is cleaning or returning to charge.
- Child Lock can be enabled/disabled through the Dreamehome App.

3. LDS Cover
4. Laser Distance Sensor (LDS)
5. Bumper
6. Dock Sensors
7. Reset Button
   - Press and hold for 3 seconds to restore to factory settings
8. Wi-Fi Indicator
9. Cover
10. Dust Box
11. Edge Sensor
12. Water Tank
13. Air Outlet
14. Mop Assembly
15. Cliff Sensors
16. Side Brush
17. Main Wheel
18. Omnidirectional Wheel
19. Charging Contacts
20. Brush Guard
21. Main Wheel
22. Main Brushes
23. Brush Guard Clips

Fig. A-1

Dust Box

1. Dust Box Clip
2. Filter Clip
3. Filter

Fig. A-2

Mop Assembly

1. Mop Pad Holder
2. Release Clips
3. Mop Pad
4. Mop Pad Attachment Area

Fig. A-3

Water Tank

1. Water Inlet Lid
2. Water Inlet
3. Release Clip

Fig. A-4

Charging Dock

1. Signaling Area
2. Charging Contacts
3. Power Port

Fig. A-5

B Preparing Your Home

1. Before cleaning, please move away unstable, fragile, valuable or dangerous items, and clean up cables, cloths, toys, hard objects and sharp objects on the ground to avoid being entangled, scratched or knocked over by the robot and causing losses.
2. Before cleaning, place a physical barrier at the edge of the stairs to ensure the secure and smooth operations of the robot.
3. Open the door of the room to be cleaned, and put the furniture in its proper place to leave more space.
4. To prevent the robot from not recognizing areas that need to be cleaned, do not stand in front of the robot, or in a threshold, hallway, or narrow places.

Note:

- When operating the robot for the first time, follow it around while cleaning to remove any potential obstacles in time.
- Do not vacuum hard objects like stones, steel balls and toy parts, or sharp objects like construction waste, broken glass and nails, otherwise the ground may be scratched.

C Before Use

1. Place the Charging dock and Connect to an Electrical Outlet

Place the charging dock in a location that is as open as possible with a good Wi-Fi signal. Leave enough space as shown in the figure and remove any objects in the shaded area. Insert the power cord into the charging dock and plug it into the socket.

Note:

- Do not place the charging dock in an area with direct sunlight or where other objects might block the signal, as this may hinder the robot from returning to the charging dock.
- To prevent water stains from wetting wood floors or carpets, placing the charging dock on tile floors or marble floors is recommended.

2. Charge the Robot

When placing the robot, align the charging contacts at the bottom of the robot with the charging contacts of the charging dock, and the robot will automatically turn on and start charging. After the robot is fully charged, the status indicators on the robot and the charging dock will remain lit for 10 minutes and will then dim.

Note: It is recommended to fully charge the robot before its first use. When the robot cannot be turned on after the battery is depleted, manually connect the robot with the charging dock to charge it.

Fig. C-1-Fig. C-2

D Connecting with the Dreamehome App

1. Download the Dreamehome App

Scan the QR code on the robot, or search "Dreamehome" in the app store to download and install the app.

Note:

- Only 2.4 GHz Wi-Fi is supported.
- Due to upgrades in the app software, the actual operations may differ from the directions in this manual. Please follow the instructions based on the current app version.

2. Add Device

Open the Dreamehome app, tap "Scan QR code to connect" and scan the same QR code on the robot again to add the device. Please follow the prompts to finish the Wi-Fi connection.

Note:

- To reset Wi-Fi, repeat step 2 and then follow the prompts to finish the Wi-Fi connection.
- After the device is successfully connected to the home Wi-Fi network, it will continuously attempt to reconnect in case of network disruptions caused by issues such as unpaid bills or power outages, in order to ensure a smooth user experience upon network restoration.
- To disconnect the device from Wi-Fi network, press and hold the Reset button on the robot for 3 seconds.

① QR Code

② Reset Button

③ Wi-Fi Indicator

- Blinking slowly: To be connected
- Blinking quickly: Connecting
- On: Connected

E How to Use

Turn On/Off

Press and hold the power button for 3 seconds to turn on the robot. The power indicator should be illuminated. Place the robot onto the charging dock, the robot should turn on automatically and begin charging. To turn off the robot, move the robot away from the charging dock and press and hold the power button for 3 seconds.

Fast Mapping

After configuring the network for the first time, follow the instructions in the app to quickly create a map. The robot will start mapping without cleaning. When the robot returns to the charging dock, the mapping process has been completed and the map will be saved automatically.

Start Cleaning

Press the power button to start cleaning after the robot is turned on. The robot will accurately map out a route, methodically clean along the edges and walls, then finish by cleaning each room in an S-shaped pattern to ensure a thorough job.

Note: It is recommended that the robot set out from the charging dock before cleaning. Do not move the charging dock while the robot is cleaning. This ensures that the robot returns to charging dock smoothly.

Pause/Sleep

When the robot is running, press any button to pause it. If the robot is paused for more than 10 minutes, it automatically enters sleep mode. All indicators on the robot will turn off. Press any button on the robot, or use the app to wake up the robot.

Note: If the robot is paused and placed onto the charging dock, the current cleaning process will end.

Auto Resume Cleaning

If the battery is too low, the robot will automatically return to the charging dock to charge. After charging to the appropriate battery level, it will resume unfinished cleaning tasks.

Note: To use this function, please open it in the app.

Do Not Disturb (DND) Mode

When the robot is set to Do Not Disturb (DND) mode, the robot will be prevented from resuming cleaning. DND mode is disabled by default at the factory. You can use the app to enable DND mode or modify the DND period. The DND period is 22:00–8:00 by default.

Note:

- The scheduled cleaning tasks will be performed as usual during the DND period.
- The robot will resume cleanup where it left off after the DND period expires.

Spot Cleaning

When the robot is awaiting, press and hold the button ⌂ for 3 seconds to enable the spot cleaning mode. In this mode, the robot cleans a square-shaped area of 1.5 × 1.5 meters around it and returns to its starting point once the spot cleaning is completed.

Robot Restarting

If the robot stops responding or cannot be turned off, press and hold the power button for 10 seconds to forcefully turn it off. Then, press and hold the power button for 3 seconds to turn the robot on.

Use Mopping Function

Note: It is recommended that floors are vacuumed at least three times before the first mopping session to achieve a better cleaning effect.

1. Press the release clip to remove the water tank.

2. Remove the water inlet lid, fill the tank with water, and close the lid tightly.

Note:

- Do not use detergent or disinfectant.
- Do not fill the water tank with hot water as this may cause the water tank to warp.

3. Dampen the mop pad and wring out excess water. Install the mop pad as shown in the figure.

4. Reinstall the water tank and mop pad holder back as shown in the figure until they click into place. Press the power button or use the app to start cleaning.

Click

Note:

- It is not recommended to use the mopping function on carpets.
- Use the app to adjust the mop pad moisture as required.

5. When the robot returns to charge after cleaning, press the release clips to remove the mop pad holder, and clean the mop pad to prevent mildew or odors.

Note:

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

Fig. E-1

F Routine Maintenance

Parts

To keep the robot in good condition, it is recommended to refer to the accessory usage in the app or the following table for routine maintenance.

Part	Maintenance Frequency	Replacement Period
Mop pad	After each use	Every 3 to 6 months
Main brushes	Once every 2 weeks	Every 6 to 12 months
Dust box's filter		Every 3 to 6 months
Side brush		
Signaling area	Once every month	/
Charging contacts		
Omnidirectional wheel		
Edge sensor		
Laser distance sensor (LDS)		

Part	Maintenance Frequency	Replacement Period
Cliff sensors	Once every month	/
Bumper		
Bottom of the robot		
Dust box	Clean it as needed	
Main wheels		
Water tank		

Note: The replacement frequency will depend on your usage of the robot. If an exception occurs due to special circumstances, the parts should be replaced.

Mopping Module

1. Remove the water tank and the mop pad holder.
2. Remove and clean the mop pad with water only, then dry it completely before reinstalling.
3. Pour out the water in the tank. Clean the tank with water only and leave it to air dry before reinstalling.

Note: Do not directly expose the water tank to sunlight.

4. If the water flow is slow or unevenly distributed, clean the air hole on the water inlet lid.

Fig. F-1

Main Brushes

1. Press the brush guard clips inwards to remove the brush guard, and then lift the brushes out of the robot.
2. Pull out the brushes as shown in the figure. Use the appropriate cleaning tool to remove any hair tangled in the brushes. After cleaning, push the brushes firmly into the main brush holder until they click into place.

Click

Note: Be careful while pulling out the main brushes to prevent injury.

3. With the screen-printed arrows facing upwards, insert the main brush holder into the slots downwards in an inclined way.
4. Align the front end of the brush guard with the slot, insert it downwards in an inclined way, and then press it into place.

Fig. F-2

Side Brush

Remove and clean the side brush.

Fig. F-3

Omnidirectional Wheel

Note:

- Use a tool such as a small screwdriver to separate the axle and tire of the omnidirectional wheel. Do not use excessive force.
- Rinse the omnidirectional wheel under the running water and put it back after drying it completely.

Fig. F-4

Dust Box and Filter

1. Open the robot's cover and press the clip to remove the dust box.

2. Remove the dust box filter, and then empty the dust box.

3. Gently tap the basket of the filter to remove the dirt.

Note: Do not attempt to clean the filter with a brush, a finger or sharp objects to prevent damage.

4. Rinse the dust box and filter with water and dry them completely before reinstalling.

Note:

- Rinse the dust box and filter with clean water only. Do not use any detergent.
- Use the dust box and filter only when they are completely dry.

Fig. F-5

Robot Sensors

Wipe the robot sensors by using a soft and dry cloth,

as shown in the below figure:

1. Laser Distance Sensor (LDS)
2. Dock Sensors
3. Edge Sensor
4. Cliff Sensors

Note: A wet cloth can damage sensitive elements within the robot and the charging dock. Please use a dry cloth for cleaning.

Fig. F-6

Charging Contacts and Signaling Area

Clean the charging contacts and the signaling area with a soft and dry cloth.

Fig. F-7

Battery

The robot contains a high-performance lithium-ion battery pack. Make sure that the battery remains well-charged for daily use to maintain optimal battery performance. If the robot is not used for an extended period of time, turn it off and put it away. To prevent damage from over-discharging, charge the robot at least once every three months.

Troubleshooting

Problem	Solution
The robot will not turn on.	• The battery is low. Recharge the robot on the charging dock and try again. • The temperature of the battery is too low or too high. It is recommended to use the robot in environments with an ambient temperature above 0°C and below 40°C.
The robot will not charge.	• The charging dock is not connected to power, please make sure both ends of its power cord are correctly plugged in. • The contact between the charging contacts on the charging dock and the robot is poor, please clean the charging contacts.
The robot fails to connect to Wi-Fi.	• The Wi-Fi network password is incorrect. Make sure the password used to connect to your Wi-Fi network is correct. • The robot does not support a 5 GHz Wi-Fi connection. Make sure the robot is connected to a 2.4 GHz Wi-Fi connection. • The Wi-Fi signal is weak. Make sure the robot is in an area with good Wi-Fi coverage. • The robot may not be ready to be configured. Please exit and re-enter the app, and then try again as instructed.

Problem	Solution
The robot cannot return to the charging dock.	• The route for returning to charge is blocked, e.g. the door is closed. • The charging dock is disconnected from power or moved when the robot is not on it. Please connect the charging dock to the power supply or place the robot onto the charging dock to charge. • There are too many obstructions around the charging dock. Place the charging dock in a more open area. • Moving the robot may cause it to re-position itself, and it will recreate a map if re-positioning fails. If the robot is too far from the charging dock, it might not be able to automatically return on its own, in which case you will need to manually place the robot onto the charging dock. • Wipe the signaling area on the charging dock to remove dust or debris.
The robot gets stuck in front of the charging dock and cannot return to it.	• Check whether there is enough space on both sides or in front of the charging dock to prevent the robot from being blocked. • The robot may slip if the floor in front of the charging dock is overly wet. If so, clean the excess water before trying again. • It is recommended to move the charging dock to a different place and try again.
The robot will not turn off.	• The robot cannot be turned off when it is charging. It is recommended to move the robot from the charging dock, and then press and hold the power button for 3 seconds to turn it off. • If the robot cannot be turned off by performing step 1, press and hold the power button for 10 seconds to forcibly turn off the robot. If the problem persists, please contact after-sales service.

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Troubleshooting

Problem	Solution
The charging speed is slow.	• It takes about 6 hours to fully charge the robot when its battery is low. • If you operate the robot at temperatures outside of the specified range, the charging speed will automatically slow down to extend the battery life. • The charging contacts on both the robot and the charging dock may be dirty, please wipe them with a dry cloth.
The noise increases while the robot is operating.	• Check whether the dust box's filter is clogged. If so, clean it or replace it. • A hard object may be caught in the main brushes or the dust box. Check and remove any hard objects. • The main brushes or the side brush may become tangled. Check and remove any foreign objects. • Switch the suction mode to Standard or Quiet.
The robot moves without following the set route.	• Objects such as power cords and slippers should be organized before using the robot. • Working on wet slippery surfaces may cause the main wheel to slip. It is recommended to dry any wet areas before using the robot.
The robot misses the rooms to be cleaned.	• Make sure that the doors of the rooms to be cleaned are open. • Check whether there is a threshold higher than 2 cm at the door of the room. The robot cannot climb over high thresholds or steps. • The place in front of the room to be cleaned may be wet and slippery, causing the robot to slip and work abnormally. Please try drying the floor before using the robot.
The robot will not resume cleaning after charging.	• Make sure that the robot is not set to the Do Not Disturb (DND) mode, which will prevent it from resuming cleaning. • The robot will not resume cleaning after you manually place the robot on the charging dock or send the robot to charge via the app or the button ⌂ .

Problem	Solution
No water comes out of the water tank, or only a little bit comes out.	• Check whether there is water inside the water tank. • Clean the air hole on the water inlet lid. • Clean the mop pad if it becomes dirty. • Make sure the mop pad and the mop pad holder is installed correctly according to the user manual.
The robot is malfunctioning.	• Turn off the robot and then reactivate it.
The robot no longer cleans efficiently or leaves dust behind.	• The dust box is full. Please clean it. • The filter is blocked. Please clean it. • A foreign object is caught in the main brushes. Please clean them.
The robot does not perform scheduled cleaning.	• The robot has low battery. Scheduled cleaning will not start unless the robot has at least 15% battery left.
Does leaving the robot on the charging dock consume power if it is already fully charged?	• Leaving the robot on the charging dock after it's fully charged consumes very little electricity and helps maintain optimal battery performance.

For more support, contact us via https://global.dreametech.com.

Specifications

Robot

Model	RLD35GA
Charging Time	Approx. 6 hours
Rated Voltage	14.4 V ⎓
Rated Power	75 W
Operation Frequency	2400-2483.5 MHz
Maximum Output Power	<20 dBm

Under normal use of condition, this equipment should be kept a separation distance of at least 20cm between the antenna and the body of the user.

Base Station/Charging Dock

Power consumption in standby mode: ≤ 0.5W (within 15 minutes after the robot leaves the base station/charging dock)

Robot&Base Station/Charging Dock

Power consumption in networked standby mode: ≤ 2 W (Within 20 minutes after the battery pack of robotic vacuum cleaner is fully charged.)
Power consumption in standby mode: ≤ 0.5 W (Within 20 minutes after the battery pack of robotic vacuum cleaner is fully charged.)

Rechargeable Lithium-ion Battery Pack

Model	R2412-4S2P-MMYD/R2412-4S2P-FMTEV
Nominal Voltage	14.4 V ⎓
Rated Capacity	4.8 Ah
Typical Capacity	5.2 Ah 74.88Wh

Charging dock

Model	RCS0
Rated Input	100-240 V ∼ 50/60 Hz 0.5 A
Rated Output	19.8 V ⎓ 1 A

Battery Disposal and Removal

The built-in lithium-ion battery contains substances that are hazardous to the environment. Before disposing of the battery, make sure the battery is removed by qualified technicians and discarded at an appropriate recycling facility.

– the battery must be removed from the appliance before it is scrapped;

– the appliance must be disconnected from the supply mains when removing the battery;

– the battery is to be disposed of safely.

CAUTION:

Before removing the battery, disconnect the power and run out the battery as much as possible.

Unneeded batteries should be discarded at an appropriate recycling facility.

Do not expose to high temperature environment to avoid risks of explosion.

Under abusive conditions, liquid may be ejected from the battery. If contact occurs, flush with water and seek medical help.

Removal Guide:

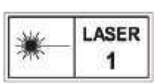
1. Turn over the robot, use a proper tool to remove the screws on the back of the robot, and then remove the cover.

2. Unplug the terminals between the battery and PCB board to remove the battery.

WEEE Information

All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points.

The word "dreame" is the abbreviation of Dreame Technology Co., Ltd. and its subsidiaries in China. It is the transliteration of the company's Chinese name " 追觅 ", which means striving for excellence in every endeavor and reflects the company's vision of continuous pursuit, exploration and search in technology.



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