

Roborock Saros Z70

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

WARNING

- For use only with roborock EWFD28LRR docking station.
- The product must be switched off, the robotic arm retracted in its compartment, and the plug removed from socket outlet when not in use, before cleaning or maintaining the product.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- The docking station can only be used to charge the robotic vacuum cleaner equipped with a 14.4 V/6400 mAh (TYP) lithium-ion battery.
- To prevent injury, when the robotic arm is operating (including but not limited to extending, gripping, carrying, resetting, and retracting), do not touch any part of the product especially moving parts and exposed wiring with hands or any other body part, nor interfere with it unnecessarily. Keep children and pets away from the product when the robotic arm is operating.
- Risk of personal injury. Sensors and controls shall only be serviced by a skilled person.
- Users shall be adequately instructed on the use of this robot.
- This robot shall be stored indoors only.
- Do not use on slopes.
- Remove cords, hard or sharp objects (such as nails and glass), and loose items from the floor. Also, relocate unstable, fragile, valuable, or hazardous items (such as balls, scissors, knives, electrical appliances, medicines, toxic substances, glass, porcelain, liquid-filled containers, and lit candles) to prevent injury or damage due to items becoming tangled in, struck by, dragged, knocked over, picked up, or dropped upon pickup by the robot.
- Stop using the product, including the robotic arm, immediately if it is damaged in any way or cannot operate normally. Contact customer service for assistance.
- The gripper can hold a rated load of 0.3 kg. Do not use it to pick up any objects weighing more than 0.3 kg, as this may cause risks such as object dropping.
- The robotic arm can pick up light items, such as slippers.

CAUTION

- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Do not rinse the robot and the dock.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass, and nails) to avoid scratching the robot, the dock or the floor.

- Make sure dustbin, washable filter, dust bag, side brush, mop cloths, main brush and main brush cover are installed in place before cleaning.
- Do not sit or stand on the robot or dock.
- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Do not put any low objects (such as shoes, mats) near raised areas like stairs. Otherwise, the robot may fall down caused by malfunctioning sensors.
- To prevent water damage, make sure that the floor where the robot operates is free of water.
- Do not operate the product in a room where an infant or child is sleeping.
- Keep hair, loose clothing, fingers, and all body parts of people and pets away from seams, openings and moving parts of the product to avoid possible injury.
- Do not carry the robot using magnetic top cover, robotic arm, electric hatch, side brush or bumper. Do not move the dock by lifting dock base, water tank handles or dust container cover.
- Place the dock on a hard, flat floor. Keep the dock, robot, and power cord away from fire and heat sources like a heating radiator. Avoid humid and narrow spaces or locations where the robot may be suspended in the air.
- This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision.
- Do not dismantle, repair or modify the battery or charging dock.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Do not use the product on high pile carpets. Product effectiveness may also be reduced on dark carpets.
- Do not place any object on top of the robot or dock, near the suction inlet of the dock, or cover them with any item (including dust-proof cover).
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, a slide, or top of furniture.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct.
- Always operate the device in well-ventilated areas to prevent overheating.
- Roborock disclaims all liability for indirect, punitive, incidental, or consequential damages resulting from the use, misuse, or inability to use this product. This disclaimer does not affect any statutory rights that may not be disclaimed under applicable law.
- Do not move the robotic arm forcibly unless it is an emergency, or the robot may be damaged.
- Do not disassemble the robotic arm unless instructed by our customer service, or the robot may be damaged.

- To prevent pinching, do not place your hands, body, pets or any objects near the electric hatch when it is opening or closing.
- Do not forcibly pull the electric hatch open or push it to close, as this may cause damage.
- **⚠** – To avoid burns, do not touch the clean water dispensers or drying air outlets.

GROUNDING INSTRUCTIONS

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug.

The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

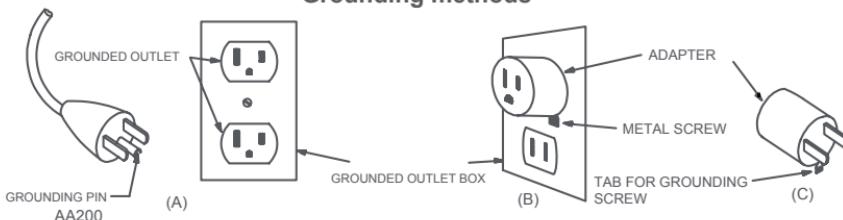
WARNING

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120-V circuit and has a grounding attachment plug that looks like the plug illustrated in sketch A in Grounding methods. Make sure that the appliance is connected to an outlet having the same configuration as the plug.

No adaptor should be used with this appliance.

Grounding methods



Battery and Charging

- Do not wipe the charging contacts with wet cloth or wet hands.
- If the product is left unused for a long period, store it in a cool, dry place after having it fully charged, unplugged, and switched off. Recharge it at least every three months to avoid battery overdischarge.
- Do not use the product when the temperature is higher than 40°C (104°F) or lower than 4°C (39°F), or if there is any liquid or sticky substance on the floor.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- To transport the product, be sure to unplug the dock, switch off the robot, and empty water tanks. In addition, drain and rinse the cleaning solution cartridge, leave it air dry completely, and then reinstall it. Use of the original packaging is advised.
- Be sure that the supply voltage meets the requirements listed on the dock.

International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]

⎓ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

⏚ – PROTECTIVE EARTH (Protective Ground) symbol [symbol IEC 60417-5019 (2009-02)]

⚠ – For indoor use only.

FCC/IC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Charging Dock
Product Model	Robotic Vacuum Cleaner Model: RRE0R50 Empty Wash Fill Dock: EWFD28LRR
Compliance Statement	<p>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.</p> <p>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.</p>
Correspondence of the responsible party in USA	
Company	Roborock Technology Co.
Address	ROOM 1227, 12TH FLOOR, 1000 N. WEST STREET, WILMINGTON, DE 19801
Email	support@roborock.com

A Product Overview

A1 Robot (Top View)

① Emergency Stop Button

- Robotic arm in its compartment: Press and hold the  and  buttons to enable/disable the robotic arm function.

Note: Please use the robotic arm function via Roborock app.

- Robotic arm out of its compartment: Press the  button to stop the robot immediately / Press and hold the  and  buttons to reset the robotic arm.

Robot Arm Status Indicator Light

- Breathing: Robotic arm extended/retracted/reset
- Steady on: Robotic arm standby
- Flashing slowly: Robotic arm in emergency stop status
- Flashing quickly: Robotic arm working
- Off: Robotic arm in its compartment

② Robot Status Indicator Light

- Dim: Robotic arm function disabled
- Bright: Robotic arm function enabled
- Steady on: WiFi connected

- Breathing slowly: Voice assistant starting up
- Breathing quickly: Voice assistant working
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Off: Charging/Mop washing/ Emptying/Sleep/Shutdown, etc.

③ Power/Clean

- Press and hold to turn the robot on or off
- Press to start cleaning

Power Indicator Light

- White: Battery level $\geq 15\%$
- Red: Battery level $< 15\%$
- Breathing: Charging or starting up
- Flashing red quickly: Error
- Flashing red and white alternately: Remote viewing or cruising

④ Dock

- Robot not on dock: Press to start docking / Press and hold to start spot cleaning
- Robot on dock: Press to start emptying / Press and hold to wash the mop cloths

Note: Press  or  to pause a running robot.

A1-1—Upper Surface Sensor

A1-2—Wall Sensor

A1-3—Microphones

A1-4—Bumper

A1-5—Front Navigation Sensor

A1-6—LED Fill Light

A1-7—Robotic Arm

A1-8—Robotic Arm Retraction Sensors

A1-9—Electric Hatch

A1-10—Robotic Arm Compartment

A1-11—Anti-pinch Sensor

A1-12—Pressure Switch

A1-13—Gripper

A1-13-1—Gripper Camera

A1-13-2—Camera Fill Light

A2 Robot (Bottom View)

A2-1—Carpet Sensor

A2-2—Side Brush

A2-3—Main Brush Cover

A2-4—Cliff Sensors

A2-5—Omnidirectional Wheel

A2-6—Main Brush

A2-7—Main Brush Cover Latches

A2-8—Main Wheels

A2-9—Mop Cloths

A3 Robot (Top Cover Removed)

A3-1—Magnetic Top Cover

A3-2—Dustbin

A3-3—Suction Inlet

A3-4—Rear Navigation Sensor

A3-5—Reset Button

A3-6—Charging Contacts

A3-7—Air Outlets

A3-8—Communication Sensor

A3-9—Self-Filling Port

A3-10—Automatic Lift and Rotate Mop Modules

A4 Dustbin

- A4-1—Filter Latch
- A4-2—Suction Inlet
- A4-3—Dustbin Lid
- A4-4—Washable Filter
- A4-5—Dustbin Latch
- A4-6—Air Inlet

A5 Mop Cloth Mount

- A5-1—Hook and Loop Pads
- A5-2—Mop Axle

Note: Secure the mop cloths flat in place.

A6 Mop Cloth

A7 Dock Base

A8 Power Cord

A9 Disposable Dust Bag

A10 Empty Wash Fill Dock

- A10-1—Water Tank Handle
- A10-2—Dirty Water Tank
- A10-3—Filter
- A10-4—Cleaning Solution Cartridge
- A10-5—Dock Base
- A10-6—Clean Water Tank
- A10-7—Water Tank Latch
- A10-8—Status Indicator Light
 - Breathing: Emptying/Mop washing
 - Red: Dock error
 - Off: Powered off/Charging
- A10-9—Dust Bag Slot
- A10-10—Dust Container Cover

A10-11—Charging Contacts

- A10-12—Drain Port
- A10-13—Cleaning Tray Filter
- A10-14—Drying Air Outlets
- A10-15—Dock Location Beacon
- A10-16—Suction Inlet
- A10-17—Robot Refill Port
- A10-18—Cleaning Tray Module
- A10-19—Water Level Float
- A10-20—Clean Water Dispensers

A11 Empty Wash Fill Dock (Back View)

- A11-1—Power Port
- A11-2—Power Cord Storage Slot
- A11-3—Cord Outlets

B Installation

B1 Important Information

- B1-1—Remove cords, hard or sharp objects (such as nails and glass), and loose items from the floor. Also, relocate unstable, fragile, valuable, or hazardous items (such as balls, scissors, knives, electrical appliances, medicines, toxic substances, glass, porcelain, liquid-filled containers, and lit candles) to prevent injury or damage due to items becoming tangled in, struck by, dragged, knocked over, picked up, or dropped upon pickup by the robot.

B1-2—When using the robot in a raised area (such as in a duplex apartment), always use a physical security barrier to prevent personal injury or property damage caused by accidental falls of the robot or the object picked up by the robotic arm.

Notes:

- 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.
- To prevent excessive buildup of dirt on the mop cloths, floors should be vacuumed at least three times before the first mopping cycle.

B2 Assembly

- B2-1—Attach the dock base by pressing down both sides of the base and the connecting part in the middle firmly until you hear a click.

Note: When moving the dock, secure the water tanks to prevent them from falling off.

- B2-2—Connect the power cord to the back of the dock, and the power cord can exit at either the left or right cord slot opening.

- B2-3—Align and install the mop axles into the robot in place until you hear a click.

B3 Positioning the Dock

Place the dock on a hard, flat floor (wood/tile/concrete etc.), flat against a wall, and reserve a space of at least 0.75 m (2.46 ft)

in height, 0.4 m (1.31 ft) in width and 1.2 m (3.94 ft) in depth. Make sure that the location has good WiFi coverage for a better experience with the mobile app. Plug in and make sure that the status indicator light is on.

B3-1—More than 1.2 m (3.94 ft)

B3-2—More than 0.75 m (2.46 ft)

B3-3—More than 0.4 m (1.31 ft)

Notes:

- If the power cord hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected.
- The status indicator light is on when the dock is powered on, and off when the robot is charging.
- The status indicator light turns red if an error occurs.
- Place the dock on a hard, flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt and cause docking and departing problems.
- Keep the dock away from direct sunlight or anything that may block the dock location beacon, otherwise the robot may fail to return to the dock.
- Do not use the dock without clean water tank, dirty water tank, dust container cover, disposable dust bag, cleaning solution cartridge, or cleaning tray module.
- Maintain the dock according to the Routine Maintenance. Do not clean the dock power cord and charging contacts with a wet cloth or tissue.
- All docks are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the waterway of the dock.

B4 Powering On & Charging

Press and hold U to power on the robot. Wait until the power indicator light is steady, and then place the robot in front of the dock. Make sure the dock is

plugged in. Then, press D and the robot will automatically return to the dock for charging. The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged.

B4-1—Dock status indicator light off, robot power indicator light breathing: Charging.

Note: The robot may not be turned on when the battery is low. In this case, place the robot to the dock for charging.

Connecting to the App

1. Download the App

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



2. Reset WiFi

Press and hold U and D simultaneously until you hear the "Resetting WiFi" voice message. The reset is complete when the robot status indicator light flashes slowly. The robot will then wait for a connection.

Notes:

- 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.
- To check the current WiFi connection status, press the U and D buttons simultaneously.

3. Add Device

Open the Roborock app, tap the "Add Device" or "+" button and add your device following the in-app guide.

Notes:

- The actual process may vary due to ongoing app updates. Follow the guide provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 5 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

C Instructions for Use

C1 Filling the Clean Water Tank

Lift the clean water tank, open its lid, and then fill it with tap water. After filling, close the lid, lock the latch, and then put the clean water tank back to the dock.

Notes:

- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.
- To prevent damage, do not add any disinfectant in the clean water tank. To prevent a high concentration of cleaning solution, add solution only to the cleaning solution cartridge.

② Adding Cleaning Solution

1. Remove the dust container cover, pull out the entire cleaning solution cartridge by its bottom handle, and then place it on a hard, flat surface.

Note: To prevent the dust container cover from falling and hitting the robot, remove the cover with both hands, one on each side.

2. Open the lid of the cartridge and add cleaning solution.
3. Close the lid and put the cartridge back to the dock. Press the cartridge until you hear it lock with a click.
4. Install the dust container cover in place to make sure the dust container is securely sealed.

Notes:

- Make sure that the cleaning solution cartridge is entirely removed before adding cleaning solution.
- To prevent damage, do not use any disinfectant and only use cleaning solution recommended by Roborock in the solution cartridge.
- After adding, the robot will automatically add cleaning solution to the water for mop washing and robot water tank refilling according to the preset ratio to ensure optimal mopping performance.
- Cleaning solution is not included in the package. Purchase one if needed.
- If no floor cleaning solution is used daily, you may skip this step or disable Smart Cleaning Solution Filling in the app.

Turning On/Off

Press and hold \textcircled{U} to turn on the robot. The power indicator light will come on, and the robot will be on standby.

Press and hold \textcircled{U} to turn off the robot and complete the cleaning cycle.

Note: The robot cannot be turned off when it is being charged.

Enabling the Robotic Arm Function

When the robotic arm is in its compartment, press and hold the \textcircled{U} and \textcircled{A} buttons to enable or disable the robotic arm function. Please use the robotic arm function via Roborock app.

Note: When the robotic arm is emergency stopped or paused, press and hold the \textcircled{U} and \textcircled{A} buttons to reset the robotic arm.

Starting Cleaning

Press \textcircled{U} to start cleaning. The robot will plan its cleaning route and in each room, it firstly draws out edges and then fills the room in a zigzag pattern. In so doing, the robot cleans all rooms one by one, thoroughly and efficiently.

Notes:

- To make sure the robot returns to the dock automatically, start the robot from the dock and do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting a cleanup.
- Before cleaning, tidy cords (including the power cord of the dock) and valuables from the floor. Loose items may be dragged by the robot, resulting in the disconnection of electrical appliances or damage of cords and property.
- If cleaning is completed in less than 10 minutes, the robot will clean the area twice.
- If the battery runs low during a cleaning cycle, the

robot will automatically return to the dock. After charging, the robot will resume where it left off.

- The robot will retract mop cloth mounts to clean the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each cleaning task, make sure that the mop cloths have been properly installed.

Spot Cleaning

Press and hold \textcircled{D} to start spot cleaning.

Cleaning range: The robot cleans a 1.5 m (4.9 ft) \times 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 be on standby.

Pause

When the robot is running, press \textcircled{U} or \textcircled{D} to pause it, press \textcircled{U} to resume cleaning. Press \textcircled{D} on a paused robot to send it back to the dock.

Note: Placing a paused robot on the dock manually will end the current cleanup.

Emergency Stop and Reset

If an emergency occurs when the robotic arm is working, press the \textcircled{A} button to immediately stop all operations of the robot. When the robot is emergency stopped, press and hold the \textcircled{U} and \textcircled{A} buttons to reset the robotic arm. If the robotic arm has picked up an object, it will slowly put down the object and then retract to its compartment. If the robotic arm has not picked up any object, it will open its

gripper, and then close its gripper while retracting to its compartment to complete the reset action.

Note: If the robotic arm does not perform the reset action for more than 10 minutes upon entering the emergency stop status, it will automatically reset and the robot will go to sleep.

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator light will flash every few seconds. Press the U or D 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 sleep 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, or set whether to enable auto top-up, emptying and drying, to dim indicator lights, or lower the volume of the voice message during the DND period.

Child Lock

Press and hold the A and D buttons to enable or disable Child Lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary.

Mop Washing

During cleaning, the robot automatically determines when it should return to the dock for mop washing and water tank refilling to maximize its mopping performance. To manually start washing, tap the corresponding button in the app. Press any button to stop washing.

Notes:

- To ensure the robot automatically washes the mop cloths, start it from the dock and avoid moving the dock during cleaning.
- To avoid burns from hot water, do not touch the clean water dispensers.
- Mop wash frequency and mode can be modified in the app.

Emptying

After cleaning, the robot will return to the dock and auto-emptying will begin as needed. To manually start emptying, press D on the docked robot or tap the corresponding button in the app. Press any button to stop emptying.

Notes:

- When emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto-emptying can be disabled in the app.
- Avoid frequent manual emptying.
- Do not use without dustbin, dust container cover, or disposable dust bag installed in place.

Drying

After mop washing or after cleaning, drying will begin as needed. To manually start or

stop drying, tap the corresponding button in the app.

Notes:

- Drying duration can be modified in the app.
- Auto-drying can be disabled in the app.
- Stay away from the drying air outlets during drying.

Charging

After cleaning, the robot will automatically return to the dock to charge. Press D to send the paused robot back to the dock. The power indicator light will breathe during robot charging.

Note: If the robot fails to find the dock, it will automatically return to its starting position. Place the robot on the dock manually to recharge.

Error

If an error occurs, the power indicator light will flash red or status indicator light will be steady red. A pop-up notification will appear in the app and a voice alert may sound.

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.

Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system by removing the magnetic top cover and pressing the Reset button.

Note: After resetting the system, existing settings such as scheduled cleaning and WiFi will be restored to factory settings.

Restoring Factory Settings

If the robot does not function properly after a system reset, power it on. Press and hold  and at the same time, press the Reset button until you hear the "Restoring factory settings. This will take about 5 minutes." voice message. The robot will then be restored to factory settings.

D Routine Maintenance

Notes:

- The dock must be unplugged and the robot must be turned off with its robotic arm retracted in its compartment before cleaning or maintaining the dock and robot.
- The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.

D1 Main Brush

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

D1-1—Main Brush Cover

D1-2—Main Brush Cover Latches

D1-3—Main Brush

D1-4—Slots

D1-5—Turn over the robot and press the two latches inwards to remove the main brush cover.

D1-6—Lift the main brush and pull it out, remove any entangled hair or dirt at both ends of the main brush.

D1-7—Reinstall the main brush.

D1-8—Reinstall the main brush cover. Make sure its four teeth are fully seated in the slots, and press the main brush cover until you hear it lock with a click.

Notes:

- It is recommended to wipe the main brush with a wet cloth. If the main brush is wet, air-dry it away from direct sunlight.
- Do not use corrosive cleaning fluid or disinfectant to clean the main brush.

D2 Side Brush

* Clean monthly and replace every 3-6 months.

Unscrew the side brush screw. Remove and clean the side brush. Then, align the central groove with the raised position on the robot and tighten the screw to reinstall the side brush.

D3 Omnidirectional Wheel

* Clean as required.

D3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omnidirectional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Air-dry, reinstall, and press the wheel and axle back in place.

D4 Main Wheels

* Clean as required.

Clean the main wheels with a soft, dry cloth.

D5 Dustbin

* Clean as required.

D5-1—Remove the magnetic top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Remove the dustbin lid, press the filter latch to remove the washable filter, and then empty the dustbin.

D5-3—Fill the dustbin with clean water, and reinstall the washable filter and dustbin lid. Gently shake the dustbin, and then pour out the dirty water.

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

D5-4—Allow at least 24 hours for the dustbin, dustbin lid and the filter to dry thoroughly before reinstalling them.

D6 Washable Filter

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

D6-1—Remove the dustbin lid and the washable filter.

D6-2—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with hands, brushes, or sharp objects to avoid potential damage.

D6-3—Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.

D7 Mop Cloths

* Clean as required and replace every 1-3 months.

D7-1—Remove the mop cloths from mop

cloth mounts. Clean the mop cloths and air-dry them.

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

D7-2—Stick the mop cloths on the mounts flat in place.

D8 Robot Sensors

* Clean as required.

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

D8-1—Upper Surface Sensor

D8-2—Front Navigation Sensor

D8-3—Wall Sensor

D8-4—Communication Sensor

D8-5—Rear Navigation Sensor

D8-6—Cliff Sensors

D8-7—Carpet Sensor

D9 Moving the Dock

To move the dock, grip the power cord storage slot on the back with one hand and the inner side of the front board with the other hand. Do not lift the dock base, water tank handles, or dust container cover directly to prevent the dock from falling off.

D10 Dirty Water Tank

* Clean as required.

Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, lock the latch, and shake. Pour out the dirty water. Lock the lid and reinstall the tank.

Notes:

- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft, dry cloth before reinstalling the tank.

D11 Charging Contacts

* Clean as required.

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

D12 Replacing Disposable Dust Bag

* Replace as required.

D12-1—Remove the dust container cover.

Note: To prevent the dust container cover from falling and hitting the robot, remove the cover with both hands, one on each side.

D12-2—Remove the disposable dust bag and discard it.

Notes:

- The dust bag handle seals the bag on removal to prevent leakage.
- Always install a dust bag before putting back the dust container cover to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

D12-3—Clean the filter with a dry cloth, insert a new disposable dust bag into the slot all the way in, and spread it evenly.

Note: Make sure the disposable dust bag is properly installed to avoid waste escaping and damaging the dock.

D12-4—Reinstall the dust container cover in place to make sure the dust container is securely sealed.

D13 Cleaning Tray Module

* Clean as required.

D13-1—Remove the cleaning tray module.

D13-2—Remove the cleaning tray and filter from the module and then rinse them with water.

D13-3—Reinstall the filter and cleaning tray. Then, reinstall the cleaning tray module.

Environmental Protection Information

Removing the battery

* The following information applies only when disposing of the robot and should not be followed for day-to-day operations.

The chemical substances contained in the built-in lithium-ion battery of this product can cause environmental pollution. Remove the battery before disposing of this product and hand it to a professional battery recycling facility for centralized disposal.

How to remove the battery:

1. Operate the robot without connecting to the dock until it runs out of battery.
2. Turn off the robot.
3. Unscrew the battery cover.
4. Remove the battery cover.
5. Press the latch to pull out the battery connector and remove the battery.

Notes:

- Before removing the battery, make sure it is fully drained and the robot is disconnected from the dock.
- Remove the entire battery pack. Avoid damaging the battery pack casing to avoid short-circuits or leakage of hazardous substances.
- In the event of accidental contact with battery fluid, rinse thoroughly with water and seek immediate medical care.

Basic Parameters

Robot

Model	RRE0R50
Battery	14.4 V/6400 mAh (TYP) lithium-ion battery
Rated Input	20 V⎓ 2.5 A
Rated load of the robotic arm	0.3 kg

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

Empty Wash Fill Dock

Model	EWFD28LRR
Rated Input	120 V~
Voltage	
Rated Frequency	60 Hz
Rated Input (Dust collection)	6 A
Rated Input (Hot-water mop washing)	12 A
Rated Input (Charging & drying)	1.4 A
Rated Output	20 V⎓ 2.5 A

Common Issues

Issue	Solution
Unable to power on	<ul style="list-style-type: none">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 (39-104°F).
Unable to charge	<ul style="list-style-type: none">Dock not connected to power. Check whether both ends of the power cord are properly connected.Poor contact. Clean the charging contacts of the dock and the robot.Check that the status indicator light is on.
Slow charging	<ul style="list-style-type: none">When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.Charging contacts dirty. Wipe them with a soft, dry cloth.
Unable to return to dock	<ul style="list-style-type: none">Too many obstacles near the dock. Clear them up or move the dock to an open area.Robot too far from the dock. Place it closer and retry.
Abnormal behavior	<ul style="list-style-type: none">Restart the robot.
Noise during cleaning	<ul style="list-style-type: none">The main brush, side brush, or main wheels may be jammed. Turn off the robot and clean them.The omnidirectional wheel may be jammed. Use a screwdriver to remove it for cleaning.
Unable to connect to WiFi	<ul style="list-style-type: none">WiFi disabled. Reset the WiFi and try again.Poor WiFi signal. Move the robot to an area with better WiFi.Abnormal WiFi connection. Reset the WiFi, download the latest app version and retry.Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for help with troubleshooting.
Is power always being drawn when the robot is on the dock?	<ul style="list-style-type: none">The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.

Issue	Solution
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none"> No. Lithium-ion batteries have no memory effect. The robot can be used once fully charged.
The robot does not resume cleaning after recharging	<ul style="list-style-type: none"> 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 or sent to dock by pressing buttons, it will not be able to resume cleaning.
The robot begins to miss certain spots	<ul style="list-style-type: none"> The wall sensor, cliff sensors, or carpet sensor may be dirty. Clean them with a soft, dry cloth.
Poor cleaning performance and/or dust leakage	<ul style="list-style-type: none"> The dustbin is full and needs emptying. The filter is blocked and needs cleaning. The main brush is tangled up. Clean the main brush.
No or little water during mopping	<ul style="list-style-type: none"> Use the mobile app to increase the water flow.
The robot cannot return to the charging dock after spot cleaning or when it has been moved manually	<ul style="list-style-type: none"> After spot cleaning or a significant position change, the robot will re-generate the map. If the charging dock is too far away, it may not be able to return to recharge and must be placed on the charging dock manually.
Scheduled cleaning is not working	<ul style="list-style-type: none"> Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 15%.
The status indicator light is steady red	<ul style="list-style-type: none"> Voltage error. Check that the local voltage meets the requirements listed on the dock. Check clean water tank placement or refill the tank as required. Check dirty water tank placement or empty the tank as required. Check that the cleaning tray module and cleaning tray filter have been correctly installed.
Reduced emptying performance or unusual noise when emptying	<ul style="list-style-type: none"> The main brush or main brush cover is not properly installed. Check and install in place. The filter, air duct, suction inlet, air inlet, dustbin or disposable dust bag is blocked. Clean to remove blockages.
Reduced mop washing performance	<ul style="list-style-type: none"> The mop cloths are not attached properly. Stick them on the mounts flat in place. The floor is dirty. Change the mop washing mode to "Deep" in the app for better cleaning.

Issue	Solution
Unable to start auto-drying	<ul style="list-style-type: none"> Auto-drying is disabled. Check in-app settings. If the robot departs the dock during drying, the drying will end in advance. In a humid environment, it is recommended to extend the drying duration in the app to improve the drying performance.
Unable to auto-empty	<ul style="list-style-type: none"> Auto-emptying is disabled. Check in-app settings. Dock dust container cover is not installed. Check and install. Auto-emptying will not be triggered if the robot returns to the dock without cleaning. The robot will not auto-empty after returning to the dock in DND mode. Adjust the cleaning time or DND period, or start emptying manually. Auto-emptying will not be triggered if the robot is moved to the dock manually. Start emptying manually.
Unable to wash the mop cloths	<ul style="list-style-type: none"> The mop cloths will not be washed if not used. If the robot does not start from the dock or no dock is found on the app map, it will not return to the dock for mop washing. Check clean water tank placement or refill the tank as required. Check dirty water tank placement or empty the tank as required. Check that the cleaning tray module and cleaning tray filter have been correctly installed.
Unable to wash the mop cloths with hot water	<ul style="list-style-type: none"> Check that Washing Water Temperature is set to Hot Water in the app.
The mop cloth is unable to extend	<ul style="list-style-type: none"> Check that the FlexiArm Design Extended Mopping feature is enabled in the app. The mop cloth will only extend along walls and certain obstacles. Check if the mop extension structure is stuck.
The side brush is unable to extend	<ul style="list-style-type: none"> Check that the FlexiArm Design Extended Cleaning feature is enabled in the app. The side brush does not extend for every corner or every time when the robot cleans along the wall. Check whether the side brush is jammed.

Issue	Solution
Unable to automatically detach/reinstall the mop cloth mounts	<ul style="list-style-type: none">Check that the Auto-Detach/Reinstall Mop Cloth Mounts feature is enabled in the app.The Auto-Detach/Reinstall Mop Cloth Mounts feature is applicable only under specific conditions.Check if the mop cloth mounts are jammed.Check that the mop cloth mounts are placed in the position where they were removed.
Unable to open the electric hatch	<ul style="list-style-type: none">Make sure the robotic arm function is enabled.Check for jammed objects near or on top of the electric hatch.
Unable to extend the robotic arm after the electric hatch opens	<ul style="list-style-type: none">Check for jammed objects near or on top of the robotic arm.
Robotic arm tangled or stuck by items	<ul style="list-style-type: none">Remove any entangled or stuck items and move the robot to an open area. Press \textcircled{U} to resume cleaning, or press and hold \textcircled{U} and Δ simultaneously to reset the robotic arm.
Robotic arm unable to release the picked-up items or retract to its compartment	<ul style="list-style-type: none">Press and hold \textcircled{U} and Δ simultaneously to reset it.
Robotic arm cannot be reset	<ul style="list-style-type: none">Contact Roborock customer service for help with troubleshooting.