



Roborock S7 MaxV Ultra

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

Restrictions

WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR, CDZ12RR, AED01HRR, AED02HRR, EWFD01HRR or EWFD02HRR provided with this product.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, or on top of furniture.
- To prevent blocking the product and to avoid damage to valuables, remove lightweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.
- Do not place any object near the suction inlet of the dock.
- Do not put fingers into the seam of the dock to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the product using dock base or dustbin.
- Make sure the robot is compatible with the dock, otherwise emptying or charging may fail.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct. If the air duct gets blocked, clean it immediately.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in air.
- Do not place any object (including children and pets) on the product or dock, or cover it with any item (including dust-proof cover) whether it is in operation or not.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the dock to pick up flammable or explosive objects such as fire lighter, gasoline, and toner used in printers or copiers.

Safety Information

Battery and Charging

WARNING

- Always use a properly grounded power outlet to minimize the risk of electric shock. If such a socket is not available, consult an electrician to make one available.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cable provided with the product to prevent potential smoke, heat or fire.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Unplug the power cable before placing the dock into storage.

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)]

A Product Overview

A1 Robot (Top View)



Power/Clean

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

Power Indicator

- White: Battery level \geq 20%
- Red: Battery level $<$ 20%
- Pulsing: Charging or starting up
- Flashing red: Error



Spot Clean/Child Lock

- Press to Spot clean
- Press and hold for 3 seconds to turn on/off the child lock



Dock

- Press to return to dock/start emptying
- Press and hold to wash the mop

Note: Press any button to stop the robot during cleaning or docking.

A1-1—Vertical Bumper

A1-2—Microphone

- For use with Video Calls

Note: Only available in the Roborock app.

A1-3—Status Indicator Light

- White: Vacuuming
- Blue: Vacuuming and Mopping
- Orange: Alert
- Green: Docking/Recharging

A1-4—Wall Sensor

A1-5—Bumper

A1-6—Charging Contacts

A1-7—ReactiveAI Obstacle Recognition

A1-8—LED Fill Light

A2 Robot (Bottom View)

A2-1—Cliff Sensors

A2-2—Carpet Sensor

A2-3—Omni-Directional Wheel

A2-4—Charging Contacts

A2-5—Side Brush

A2-6—Main Wheel

A2-7—Main Brush

A2-8—Main Brush Cover Latches

A3 Robot (Upper Cover Open)

A3-1—WiFi Indicator Light

- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

A3-2—Reset Button

A3-3—Air Inlet

A3-4—LiDAR Sensor

A3-5—Mop Wash Sensor

A3-6—Water Tank Latch

A3-7—Positioning Button

A3-8—Water Tank

A3-9—VibraRise Module

A3-10—Air Outlet

A4 Dustbin

A4-1—Filter Cover

A4-2—Dustbin Latch

A4-3—Cover Latch

A4-4—Air Inlet

A4-5—Washable Filter

A5 Electric Water Tank

A5-1—Stopper

A5-2—Water Filter

A5-3—Water Tank Latch

A5-4—Self-Filling Port

A6 VibraRise Mop Bracket

A6-1—Vibration Module

A6-2—Mop Cloth Attachment Slot

A6-3—Mop Bracket Latches

A7 VibraRise Mop Cloth

A7-1—Hook and loop pads

A8 Power Cable

A9 Dock Base

A10 Disposable Dust Bag

A11 Empty Wash Fill Dock

- A11-1—Water Tank Handle
- A11-2—Dirty Water Tank
- A11-3—Self-Filling Port
- A11-4—Dock Location Beacon
- A11-5—Charging Contacts
- A11-6—Washing Strip
- A11-7—High-Speed Maintenance Brush
- A11-8—Maintenance Brush Latch
- A11-9—Dustbin
- A11-10—Water Tank Lid
- A11-11—Clean Water Tank
- A11-12—Water Tank Latch
- A11-13—Status Indicator Light
 - Pulsing: Emptying/Washing Mop
 - Red: Dock error
 - Light off: Charging/Powered Off
- A11-14—Water Filter
- A11-15—Dock Base

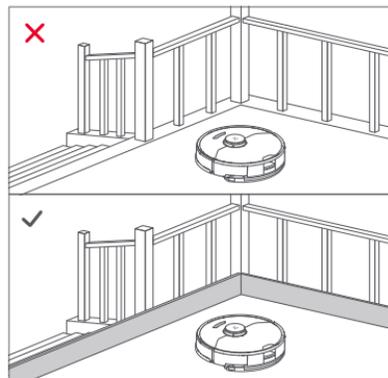
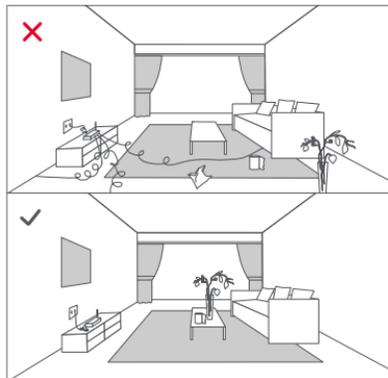
A12 Power Cable Storage

- A12-1—Cable Outlets
- A12-2—Power Port
- A12-3—Cable Slot

Note: Power cable can exit at either side.

B Installation

Important Information



1. Tidy cables and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.
2. When using the robot in a raised area, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.

Note: 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.

B1 Position the charging dock

- B1-1**—Place the dock on a hard and flat floor, and remove the foam used to secure the high-speed maintenance brush components in shipment at the bottom.
- B1-2**— Attach the base by pressing down both sides of the base firmly, and then pressing the connecting part in the middle until you hear a click.

Note: Remove the water tanks and the dustbin before moving the dock.

- B1-3**—Connect the power cable to the back of the dock, and keep excess cable inside the storage slot.

B1-4—Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Keep at least 0.5 m (1.6 ft) of clearance on either side, 1.5 m (4.9 ft) in front, and 1 m (3.3 ft) above. Make sure the location has good WiFi for a better experience with the mobile app, and then turn it on.

B1-5—more than 0.5 m (1.6 ft)

B1-6—more than 1.5 m (4.9 ft)

B1-7—more than 1 m (3.3 ft)

Notes:

- If the power cable hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected.
- The dock indicator is on when the dock is powered on, and off when the robot is charging.
- The dock indicator turns red if an error occurs.
- Place the dock on a 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 over and cause problems docking and departing.
- 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, high-speed maintenance brush, dustbin, dust bag or water filter.
- Maintain the dock according to the maintenance instructions. Do not clean the dock 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.

B2 Power on and charge the robot

Press and hold the  button to power on the robot. Wait until the power light is steady, and then place the robot on the dock to charge. The robot is equipped with a high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

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

B3 Mopping

Note: To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.

B3-1—Install the VibraRise mop cloth

Insert the VibraRise mop cloth into the bottom along the attachment slot and stick it firmly in place.

B3-2—Install the mop bracket

Slide the bracket forwards under the water tank. A click indicates that it is locked in place.

B3-3— **WARNING**

Risk of injury. Do not place your finger between VibraRise mop bracket and water tank.

Connecting to the App

This robot supports both Roborock and Xiaomi Home apps. Choose the one that best meets your needs.

1 Download App

Option 1: Search for “Roborock” in the App Store or Google Play or scan the QR code to download and install the app.



Option 2: Search for “Xiaomi Home” in the App Store or Google Play or scan the QR code to download and install the app.



2 Reset WiFi

1. Open the top cover and find the WiFi indicator.
2. Press and hold the  and  buttons until you hear the “Resetting WiFi” voice alert. The reset is complete when the WiFi indicator 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.
- After resetting the WiFi, the robot will activate its WiFi hotspot and camera for network configuration. The camera is used for QR Code scanning purposes in the Roborock app. Information obtained by the camera will neither be saved onboard nor transmitted to a server. Once connected successfully or if a QR code is not scanned within 5 minutes, the camera will automatically turn off.

3 Add device

Open the Roborock App, tap the “Search for device” button, or open Xiaomi Home app, tap “+” in the top right corner and add the device as instructed in the app.

Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

Instructions

Filling the Clean Water Tank

Open the clean water tank. Fill with water until the Max line. Close the lid, lock the latch, and fit the tank back in place.

Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- To avoid water tank deformation, do not place hot water in the tank.
- If water marks remain on the water tank, wipe them clean before reinstallation.

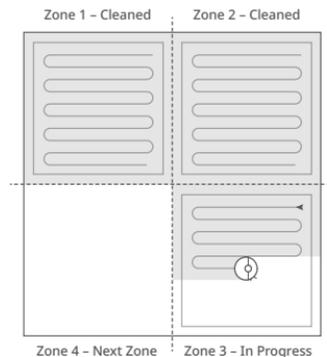
On/Off

Press and hold the  button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the  button to turn off the robot and complete the cleaning cycle.

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

Starting Cleaning

Press the  button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, and then fills the zone in a zigzag pattern. In so doing, the robot cleans all zones one by one, efficiently cleaning the house.



Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting cleanup.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- When the mop bracket is attached, the robot will retract it when cleaning the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each mopping task, make sure that the VibraRise mop has been properly installed.

Spot Cleaning

Press the  button to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (4.9 ft) x 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 enter Standby mode.

Auto Mop Washing

During cleaning, the robot automatically determines when it should return to dock for mop washing and water tank refilling to maximize its mopping performance.

Note: To allow the robot to wash the mop automatically, start the robot from the dock once it is fully charged. Do not move the dock during cleaning.

Manually Activated Mop Washing

During cleaning, press any button to pause, then press and hold the ⏮ button to send the robot back for mop washing.

Auto-Emptying

Auto-emptying will begin when the robot returns to the dock after cleaning.

Notes:

- If the dock has not emptied for an extended period, empty the robot dustbin manually and clear the air inlet of any debris to ensure optimum performance.
- If necessary, auto-emptying can be disabled in the app.

Manually Activated Emptying

Emptying can be triggered manually by pressing the ⏮ button while the robot is charging.

Note: Avoid frequent manual emptying.

Stopping Emptying

Press any button to stop emptying.

Pause

When the robot is running, press any button to pause it, press the ⏮ button to resume cleaning, press the ⏮ button to send it back to the dock.

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

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator will flash every few seconds. Press any 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 in sleep mode 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. When DND mode is activated, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

Child Lock

Press and hold the 🗑 button to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to stop it.

Charging

After cleaning, the robot will automatically return to the dock to charge. In Pause mode, press the ⏮ button to send the robot back to the dock. The power indicator will pulse as the robot charges.

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

Error

If an error occurs, the power indicator will flash red and a voice alert will sound. See “Errors” for solutions.

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.

System Reset

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

Note: After resetting the system, scheduled cleaning, WiFi, etc. will be restored to factory settings.

Restore Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the  button and at the same time press Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.

App Features

Cleaning Map

- Multi-map management
- Real-time vacuum and mop route
- Carpet display
- Map zoning
- Map editing

Custom Cleaning Modes

- Scheduled
- Selective Room
- Zone
- No-Go Zones, No-Mop Zones, and Invisible Wall
- Custom
- Carpet Boost

Cleaning Mode Switch

- Suction Power Levels
- Mop Intensity Levels

Robot Information

- Cleaning History
- Battery Level
- Care & Maintenance

More Features

- Firmware Update
 - Video Call
- Note:** Only available in the Roborock app.
- Volume Adjustment
 - Language Selection
 - Do Not Disturb Mode
 - Voice Assistant Support

Note: Functions and details of the app may vary slightly due to the continuous app development and updates.

Routine Maintenance

Main Brush

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

C1-1—Main Brush Cover

C1-2—Latches

C1-3—Main Brush

C1-4—Main Brush Caps

C1-5—Main Brush Bearing

C1-6—Turn over the robot and press the latches to remove the main brush cover.

C1-7—Pull out the main brush and remove the main brush bearing.

C1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

C1-9—After removing the tangled hair or dirt at both ends of the main brush, reinstall it, press on the main brush cover to lock it in place.

Notes:

- Main brush should be wiped down with wet cloth and left to dry away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brush.

Side Brush

* Clean monthly and replace every 3-6 months.

1. Unscrew the side brush screw.

2. Remove and clean the side brush.

Reinstall the brush and tighten the screw.

C3 Omni-Directional Wheel

* Clean as required.

C3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omni-directional wheel bracket cannot be removed.

C3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

C4 Main Wheels

* Clean monthly.

Clean the main wheels with a soft, dry cloth.

C5 Dustbin

* Clean as required.

C5-1—Open the top cover of the robot and take out the dustbin.

C5-2—Open the dustbin cover and remove the filter, then empty the dustbin.

C5-3—Fill the dustbin with clean water and close the cover. Gently shake the dustbin, and then pour out the dirty water.

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

C5-4—Leave the dustbin and the washable filter to dry.

C6 Washable Filter

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

C6-1—Open the filter cover and remove the filter.

C6-2—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

C6-3—Allow 24 hours for the filter to dry thoroughly and reinstall it.

Note: Purchase an additional filter and alternate if necessary.

C7 Water Tank

* Clean as required.

C7-1—Open the water tank and fill it with clean water.

C7-2—Close the water tank and shake it gently.

C7-3—Pour out the remaining water as shown.

C8 VibraRise Mop Cloth

* Clean after each use and replace every 3-6 months.

C8-1—Remove the VibraRise mop cloth from the VibraRise mop bracket. Clean the VibraRise mop cloth and air-dry it.

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

C9 Robot Sensors

* Clean monthly.

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

C9-1—ReactiveAI Obstacle Recognition

C9-2—Wall Sensor

C9-3—Mop Wash Sensor

C9-4—Carpet Sensor

C9-5—Cliff Sensors

C10 Charging Contact Areas

* Clean monthly.

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

Battery

The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

Note: If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

C11 Moving the Dock

Remove the water tanks and the dustbin before moving the dock. Grip the handle on the back with one hand and the inner side of the front, as shown. Do not grip the base because as it is not designed for lifting.

C12 Dirty Water Tank

* Clean as required.

Clean the dirty water tank as needed. Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, lock it, and shake. Pour out the dirty water. Close the lid and then re-install.

C13 High-Speed Maintenance Brush

* Clean as required and replace every 6-12 months.

Lift the high-speed maintenance brush latch and remove the brush, as shown below. Remove any entangled objects in the high-speed maintenance brush and rinse it clean. Reinstall the brush and latch it in place.

C14 Water Filter

* Clean as required.

Unlock the water filter and remove it for washing. Use a soft, dry cloth to wipe the cleaning tank, and then reinstall the filter. Press down the filter until you hear it lock with a click.

C15 Replacing the Disposable Dust Bag

* Replace the disposable dust bag when it is full.

C15-1—Lift the dustbin and remove the bag vertically as shown.

Note: Pulling the dust bag handle to remove the bag will seal the bag to prevent leakage.

C15-2—Discard the dust bag and clean around the filter with a dry cloth.

C15-3—Slot in a new disposable dust bag as shown. Slide until it reaches the bottom of the slot and reinstall the dustbin securely.

Note: Always install a dust bag before putting back the dustbin top lid to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

C16 Cleaning the Air Duct

* Clean as required.

Follow the following steps to clean the air duct and avoid blockages.

C16-1—Remove the clean water tank, dirty water tank, and dustbin.

C16-2—Remove the water filter and wipe off any water marks with a cloth.

C16-3—Carefully place the the dock upside down on a hard floor covered with a soft towel.

C16-4—Unscrew the eight screws and remove the cover.

C16-5—Wipe the air duct and duct cover with a dry cloth.

C16-6—Re-install the cover and screw it back in place.

Basic Parameters

Robot

Model	S270RR
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 4.7kg
Rated Input	20V $\overline{\text{=}}$ 1.2A
Charging Time	< 6 hours

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

Empty Wash Fill Dock

Name	Empty Wash Fill Dock
Model	EWFD01HRR, EWFD02HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Dust Collection)	5A
Rated Input (Charge)	0.5A
Rated Output	20VDC 1.8A
Charging Battery	14.4V/5200mAh lithium-ion battery

Errors

If an error occurs while the robot is cleaning, the power indicator will flash red quickly, and a voice alert will sound. Refer to the following table for troubleshooting.

1. After resolving any of the following errors, relocate your robot and restart cleaning.
2. After any sensor errors, clean the sensor and retry.
3. If the battery is at an abnormal temperature, wait for it to return to normal before use.

Error 1: LiDAR turret or laser blocked. Check for obstruction and retry.

Error 2: Bumper stuck. Clean it and lightly tap to release it.

Error 3: Wheels suspended. Move robot and restart.

Error 4: Cliff sensor error. Clean cliff sensors, move robot away from drops and restart.

Error 5: Main brush jammed. Clean main brush and bearings.

Error 6: Side brush jammed. Remove and clean side brush.

Error 7: Wheels jammed. Move the robot and restart.

Error 8: Robot trapped. Clear obstacles surrounding robot.

Error 9: No dustbin. Install dustbin and filter.

Error 12: Low battery. Recharge and retry.

Error 13: Charging error. Clean charging contacts and retry.

Error 14: Battery error.

Error 15: Wall sensor dirty. Clean wall sensor.

Error 16: Robot tilted. Move to level ground and restart.

Error 17: Side brush error. Reset robot.

Error 18: Fan error. Reset robot.

Error 21: Vertical bumper pressed. Move robot and retry.

Error 22: Dock locator error. Clean and retry .

Error 23: Could not return to dock. Clean dock location beacon and retry.

Error 27: VibraRise system jammed. Check for obstructions.

Error 28: Robot on carpet. Move robot to floor and retry.

Filter blocked or wet. Clean, dry, and retry.

No-go zone or Invisible Wall detected. Move robot from this area.

Cannot cross carpet. Move robot across carpet and restart.

Internal error. Reset the robot.

Note: A system reset may resolve some problems.

If the problem persists after using the recommendations in the table above, please email our after-sales service team:
Europe Support: support@roborock-eu.com
Australia Support: service@roborock.com.au

Common Issues

Problem	Solution
Unable to power on	<ul style="list-style-type: none">• The battery level is low. Put the robot on the charging dock and charge it before use.• The battery temperature is 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">• Check the power indicator light turns on and both ends of the power cable are properly connected.• If contact is poor, clean the contact areas on the charging dock and the robot.
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.• The charging contacts may be dirty. Wipe them with a dry cloth.
Unable to dock	<ul style="list-style-type: none">• There are too many obstacles near the charging dock. Move it to an open area.• The robot is too far from the charging 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, main wheels, or omni-directional wheel may be jammed. Turn off the robot and clean them.• VibraRise system abnormal. Check for jammed objects.
Unable to connect to WiFi	<ul style="list-style-type: none">• WiFi is disabled. Reset the WiFi and try again.• The WiFi signal is poor. Move the robot to an area with good WiFi reception.• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry.• The current Roborock robot is not supported. You can find supported models in the app.• Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for additional support.
Poor cleaning ability or dust falling out	<ul style="list-style-type: none">• The dustbin is full and needs emptying.• The filter is blocked and needs cleaning.• The main brush is jammed and needs cleaning.

Common Issues

Problem	Solution
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 20%.
Is power always being drawn when the robot is on the charging dock?	<ul style="list-style-type: none">• The robot will draw power while it is docked to maintain battery performance, but power consumption is minimal.
Does the robot need to be charged for at least 16 hours the first three times it is used?	<ul style="list-style-type: none">• No. The robot can be used any time after it has been fully charged.
No or little water during mopping	<ul style="list-style-type: none">• Check whether there is water in the water tank and use the mobile app to set the scrub intensity or check the manual for full instructions on how to correctly install the mop cloth and mop bracket.
Cleaning does not resume after recharging	<ul style="list-style-type: none">• Make sure that the robot is not in DND mode. DND mode will prevent cleanup. When cleaning a space requiring a top-up charge, if the robot was placed manually on the charging dock before it returned to the dock automatically, it will not be able to continue cleanup.
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.
The robot has begun to miss certain spots	<ul style="list-style-type: none">• The wall sensor or cliff sensors may be dirty. Wipe them with a soft dry cloth.
It takes a long time to fill the water tank	<ul style="list-style-type: none">• The filter may be blocked and need cleaning.

Common Issues

Problem	Solution
The LED status indicator light on the dock is steady red.	<ul style="list-style-type: none">• The dustbin or dust bag is not in place. Check and correct installation.• Voltage error. Check that local voltage meets the requirements listed on the dock.• Check clean water tank placement or refill as required.• Check dirty water tank placement or empty as required.• Check that the water filter has 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 correct installation.• The filter, air duct, suction inlet, air inlet, or dustbin is blocked. Clean to remove blockages.
Robot voice alert: Error 42. Maintenance brush jammed. Clean it and remove blockages.	<ul style="list-style-type: none">• If the brush stops at the left side, it may be jammed. Remove any items jamming it.• If the brush stops at the right side, the filter may be blocked or is not installed in place. Clean and correct installation.
Reduced mop washing performance.	<ul style="list-style-type: none">• The mop is not attached properly. Reinstall.• The floor is dirty. Change the mop washing mode to “Deep” in the app for better cleaning.
Auto-emptying is not working.	<ul style="list-style-type: none">• Auto-emptying is disabled. Check in-app settings.• Dock dustbin 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 Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually.
The mop is not washed.	<ul style="list-style-type: none">• The mop will not be washed if not used.• The robot will not return to the dock for mop washing if it does not start from the dock or no dock is found on the app map.• Check tank placement and refill or empty as required.• Check that the water filter has been correctly installed.