

# **Roborock F25 ACE Combo**

## **Wet and Dry 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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<b>Deutsch</b>	<b>027</b>
<b>Italiano</b>	<b>039</b>
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# Safety Information

## Usage Restrictions

- Do not use this product outdoors or in any commercial or industrial environments. It is intended for home use only.
- Do not store the product anywhere in a car to avoid high or low temperatures affecting its battery life.
- The battery pack of this cleaner cannot be used for charging or discharging in environments with high humidity, or temperatures above 40°C (104°F) or below 4°C (39°F).
- Use the maintenance brush carefully to avoid injury. Keep out of reach of children.
- Children should be supervised to ensure that they do not play with the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety (CB).
- This appliance 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 appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision (EU).
- To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.
- The antenna used for this transmitter must not

be co-located in conjunction with any other antenna or transmitter.

- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Keep limbs and pets away from the rotating brush heads to avoid injury.
- Do not touch the power cord, nor operate the product with wet hands to prevent injuries.
- Do not vacuum any burning or smoking substances (such as non-extinguished cigarette butts).
- Do not vacuum any hard or pointy objects (such as building materials, glass, and nails).
- This product is only to be used in areas below 3,000 meters above sea level.
- ⚠ When self-cleaning and drying, the temperature of accessible surfaces of the charging dock, roller and vacuum cleaner will be high. Please do not touch the surfaces which are prone to getting hot during use. Only touch after the surfaces have cooled down.
- Do not vacuum cords or other cables to avoid danger.
- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.

## Battery and Charging

### WARNING

- Do not charge non-rechargeable batteries.
- This product contains batteries that are only replaceable by skilled persons.
- For the purposes of recharging the battery, only use the detachable docking station roborock MDS14HRR provided with this product.
- Do not use any third-party batteries, power cords or docks.
- To reduce the risk of injury from moving parts, keep the power off before servicing.

- Do not disassemble, repair or modify the battery, power cord or the dock.
- Do not charge the vacuum or install the dock near heat sources or in humid areas (such as radiators or bathrooms).
- Do not wipe the power cord or the dock with a wet cloth, nor touch them with wet hands.
- If the power cord is damaged or broken, immediately stop use and contact the after-sales service.
- If the product is not going to be used for an extended period of time, fully charge it, unplug its power supply, and place it in a cool and dry place.
- Make sure that you recharge it once every three months to avoid battery overdischarge.
- Do not discard waste batteries. Leave them with a professional recycling organization.

## Transportation

- It is recommended to transport the product in its original packaging.

## Note

- Rinse the filter at least once a month with tap water. For details please refer to the Routine Maintenance section.

## A Product Introduction

### A1 Wet and Dry Vacuum Cleaner

#### —Switch Mode


- Press: Switch to AUTO/MAX/ECO/Sponge mode
- Press and hold for 2 seconds while charging: Switch to Quiet Drying / Fast Drying mode

#### —Power

- Press: Start/Pause
- Press and hold for 2 seconds when the vacuum cleaner waiting for orders: Power off

#### —Self-Clean

- Press while charging: Start/Pause self-cleaning
- Press and hold for 2 seconds while charging: Start/Stop drying

**Note:** To stop self-cleaning or drying, press the  button while charging.

#### A1-1—Speaker

#### A1-2—Handle

#### A1-3—Handle Release Hole

#### A1-4—Roller Release Tab

#### A1-5—Adaptive Drive Wheels

#### A1-6—LED Display

#### A1-7—Detachable Suction Unit Release

#### A1-8—Dirty Tank Release

#### A1-9—Dirty Tank Handle

#### A1-10—Dirty Tank

#### A1-11—Clean Tank Refill Port

#### A1-12—Cleaning Solution Refill Port

#### A1-13—Clean Tank Release

#### A1-14—Clean Tank

#### A1-15—Roller

### A2 Handheld Vacuum Cleaner

#### —Switch Mode

- Press: Switch mode

#### —Power

- Press: Start/Pause

#### A2-1—Detachable Suction Unit

#### A2-2—Detachable Suction Unit Release

#### A2-3—Dustbin

#### A2-4—Dustbin Opener

#### A2-5—Cleaning Head Release

### A3 Charging Dock

#### A3-1—Drying Tray

#### A3-2—Drying Air Outlets

#### A3-3—Charging Contacts

### A4 Power Cord

### A5 Filter

### A6 Maintenance Brush

**Note:** The maintenance brush can be placed in the groove at the back of the charging dock.

### A7 LED Display

#### A7-1—Sponge Mode

#### A7-2—ECO Mode

#### A7-3—Drying Indicator

#### A7-4—Battery Level

#### A7-5—AUTO Mode

#### A7-6—MAX Mode

#### A7-7—Light Stripe & Error Indicator

#### A7-8—WiFi Indicator

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

### A8 Multi-Surface Brush

### A9 Motorized Mini-Brush

### A10 2-in-1 Cleaning Head

### A11 Storage Stand

### A12 Baton

## B Product Installation

### B1 Wet and Dry Vacuum Cleaner

#### B1-1—Fitting the handle

**B1-1-1**—Connect the handle to the main body until it clicks into place. The buttons on the handle should face forward.

**B1-1-2**—To detach the handle, hold it firmly and pull it out while inserting a hard object into the handle release hole on the back of the main body to press the release button.

## B1-2—Positioning the charging dock

**B1-2-1**—Place the charging dock upside down, connect the power cord to the socket of the charging dock, and loop the cord inside the cord storage slot as needed.

**Note:** The power cord can exit from either the right or left cord storage slot opening.

**B1-2-2**—Place the charging dock on a flat, hard floor and plug it in.

## B1-2-3—Maintenance Brush

### Notes:

- Do not place the charging dock in humid locations or near any heat sources, such as bathrooms, kitchens, and radiators.
- The maintenance brush can be placed in the groove at the back of the charging dock.

## B2 Handheld Vacuum Cleaner

### B2-1—Installing the detachable suction unit

**B2-1-1**—Press the detachable suction unit release button, and tilt the suction unit backward to remove it.

**B2-1-2**—Insert the detachable suction unit into the handheld vacuum cleaner and tilt it downwards at a slight angle until it clicks into place.

### B2-2—Installing cleaning heads

## B3 Storage Stand

**B3-1**—Put the storage stand on the floor, and attach the charging dock to the storage stand with either side of it aligned with the back of the storage stand.

**B3-2**—Install the baton holder onto the storage stand. Push it until it clicks into place.

**B3-3**—To remove the baton holder, press the release button on the back and pull the holder upwards.

**B3-4**—Store all parts as shown in the diagram.

**Note:** Before placing the handheld vacuum cleaner to the storage stand, remove the detachable suction unit to prevent it from falling down.



## 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

Keep the vacuum cleaner upright, the LED display on, and the machine waiting for orders. Press and hold the  and  buttons simultaneously until you hear the "Resetting WiFi" voice message. The reset is complete when the WiFi indicator flashes slowly. The vacuum cleaner will then wait for a connection.

**Note:** If you cannot connect to the vacuum cleaner due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your vacuum cleaner as a new device.

## 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 instructions provided in the app.
- Only 2.4 GHz WiFi is supported.

# C Instructions for Using the Wet and Dry Vacuum Cleaner

## C1 Filling the Clean Tank

- C1-1—Grip the clean tank handle, press the release button, and gently pull the clean tank upwards at a slight angle.
- C1-2—Open the cap of the clean tank refill port, add tap water, and then close the cap.
- C1-3—Open the cap of the cleaning solution refill port, add compatible cleaning solution, and then close the cap.
- C1-4—Place the clean tank back to the cleaner head. Push it down gently until it clicks into place.

### Notes:


- To avoid deforming the clean tank, only use cold water.
- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solutions recommended by Roborock.
- To improve cleaning performance, we suggest that you add the recommended cleaning solution to the cleaning solution refill port before use. During cleaning, the machine will automatically add cleaning solution to clean water based on the preset ratio.

## C2 Locking and Unlocking

Lightly step on the cleaner head and hold the handle. Push it to lock the vacuum cleaner, and pull it to unlock the vacuum cleaner.

C2-1—Locked  
C2-2—Unlocked

## C3 Starting the Vacuum Cleaner


Tilt the handle backward to unlock the vacuum cleaner, and press the  button to start it.

## C4 Lay-Flat Cleaning


The vacuum cleaner can be laid flat to clean under furniture and appliances. To lay it flat on the floor, lower the handle while using the machine. The available capacity of the dirty tank decreases during lay-flat cleaning. Therefore, it is recommended to empty the dirty tank before cleaning under furniture and appliances.


**Note:** Always lay the vacuum cleaner flat with the buttons on the handle facing up.

## C5 Mode Switching

Press the  button to switch between AUTO, MAX, ECO, and Sponge modes. The screen will display the icon of the current mode.

## Wait for Orders and Power off

1. Press the  button during cleaning to pause the vacuum cleaner. It is now waiting for orders.
2. Lock the vacuum cleaner when it is waiting for orders so that it can stand upright on the floor.

3. If the vacuum cleaner is left idle for 5 minutes when it is waiting for orders, it will automatically turn off. To manually turn it off, press and hold the  button for 2 seconds when it is waiting for orders.

## C6 Water Level Alerts

When the dirty tank is full or the clean tank is empty during use, the vacuum cleaner will provide audio and visual alerts. In this case, fill the clean tank or empty the dirty tank prior to resuming cleaning.

C6-1—Light stripe in red: Error

## C7 Emptying the Dirty Tank

- C7-1—Hold the dirty tank handle, press the release button, and tilt the tank backward to remove it.
- C7-2—Gently pull out the tank cover, and empty the dirty tank.
- C7-3—Reinstall the tank cover. Insert the bottom of the tank to the machine body and tilt the tank towards the machine until it clicks into place.

## C8 Charging and Self-Cleaning

1. Lock the vacuum cleaner when it is waiting for orders and place it on the charging dock. Charging starts when you hear the "Charging started. Please start self-cleaning." voice message.

2. Press the **⏻** button to start/pause smart self-cleaning.
3. After self-cleaning and drying are completed, follow the voice message and empty the dirty tank timely to prevent odors.

#### Notes:

- Make sure that the clean tank and dirty tank are in place for optimum self-cleaning and drying performance.
- You can disable automatic self-cleaning in the app.
- The product is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the product charged during normal use.
- Always place the vacuum cleaner back on the charging dock after use to avoid leaving water stains on the floor.
- If the Charge & Sleep mode is disabled and the machine is shut down, ensure the machine is on the charging dock, press the **⏻** button to turn it on, and then start self-cleaning.

## **C9** Drying

When self-cleaning is completed, drying will start automatically. During charging, press and hold the **⏻** button for 2 seconds to switch the drying mode. Press and hold the **⏻** button for 2 seconds to start/stop drying.

#### Notes:

- Drying will automatically start after self-cleaning completes. Do not often start drying manually.
- You can schedule self-cleaning and drying and adjust the mode in the app.
- Self-cleaning and drying are available only when the vacuum cleaner is being charged and with a high battery level. Different drying modes require different power levels. When the vacuum cleaner is set to Fast Drying mode but the battery level is low, it will automatically switch to Quiet Drying mode.
- Stay away from the drying air outlets during drying.

- If the Charge & Sleep mode is disabled and the machine is shut down, ensure the machine is on the charging dock, press the **⏻** button to turn it on, and then start drying.

## Enable/Disable Charge & Sleep Mode

The Charge & Sleep mode is disabled by default. To enable or disable it, press the **⏻** button for 5 seconds while charging until you hear the voice message: "Charge & Sleep mode enabled" or "Charge & Sleep mode disabled."

#### Notes:

- Charge & Sleep mode enabled: After the machine has been charging for 5 minutes without operation, the LED display will turn off. After the machine is fully charged, it will not automatically shut down. To start self-cleaning and drying, press the **⏻** button. If the machine is removed from the charging dock, it will remain active, waiting for orders.
- Charge & Sleep mode disabled: Five minutes after the machine is fully charged, it will automatically shut down and disconnect from WiFi. To start self-cleaning and drying, ensure the machine is on the charging dock, press the **⏻** button to turn it on, and then press the **⏻** button. If the machine is removed from the charging dock, it will not remain active and wait for orders.

## Voice Message Settings

After adding your vacuum cleaner in the app, you can adjust the volume and change the language of the voice messages through the app.

## Restoring Factory Settings

When the vacuum cleaner is waiting for

orders, press and hold the **⏻** button and then the **⏻** button for 5 seconds until you hear the "Restoring factory settings" voice message. The machine will then be restored to factory settings.

## Deactivating WiFi

To disconnect the vacuum cleaner from WiFi, press the **⏻** and **⏻** buttons until you hear a voice message. Then wait for 5 minutes and the WiFi will be automatically deactivated. If you want to reconnect, please follow the related connecting instructions.

# **D** Instructions for Using the Handheld Vacuum Cleaner

## **D1** Cleaning Heads

### D1-1—Motorized mini-brush

It is suitable for cleaning dust and mites on textile products such as beds, curtains, etc.

### D1-2—Multi-surface brush

It is suitable for cleaning tiles, floors, and low-pile carpets with fibers shorter than 2.5 cm (0.98 in).

### D1-3—2-in-1 cleaning head (crevice tool)

It is suitable for cleaning dust in narrow spaces such as door/window/wall corners, and stairs.

## D1-4—2-in-1 cleaning head (duster crevice tool)

It is suitable for cleaning dust on sofas or tabletops.

To switch between the crevice tool and duster crevice tool:

Press the button on the duster brush to slide it all the way forward/backward.

### Notes:

- Do not use these cleaning heads to vacuum water.
- Do not touch the rotating part of cleaning heads.
- To prevent scratching the fabric surface, do not use the motorized mini-brush on leather, leathaire, or silk materials.
- When using the multi-surface brush or motorized mini-brush, the surfaces of some fabrics may become fuzzy or exhibit resistance. In this case, it is recommended to use the 2-in-1 cleaning head.
- Before vacuuming polished surfaces (shiny wooden flooring or glazed tiles), check if there are objects in the multi-surface brush (especially the cleaning head) to avoid scratching the floor.
- Before using the vacuum cleaner, make sure that the dustbin, multi-cyclone assembly, sponge filter, and rear filter are properly installed.
- Do not block the exhaust port when vacuuming.
- For fine dust like flour and construction dust, the vacuum cleaner can be used only if the amount of dust is small.
- Do not use the vacuum cleaner to suck up sharp objects, small toys, pins, paper clips, etc. These objects can damage the vacuum cleaner and the floor.
- Pay attention to personal safety when cleaning dangerous areas such as stairs and windows.
- Do not place the product on high places such as desks and chairs or lean the product against other objects to avoid damage caused by it falling or tipping over.
- The movement of the multi-surface brush may result in an unevenly polished floor. To remedy this, the floor can be wiped with a damp cloth and polished with floor wax.

## E Routine Maintenance

To maintain optimal performance of the product, refer to the following table for routine maintenance.

Part	Maintenance Frequency	Replacement Frequency
Roller	As needed	3 months
Filter (dirty tank)	As needed	As needed
Filter (dustbin)	As needed	N/A
Cleaner head and dirty water pathway	As needed	N/A
Dirty tank	As needed	N/A
Charging dock	As needed	N/A
Charging contacts	As needed	N/A
Clean tank	2-4 weeks	N/A
Adaptive drive wheels	As needed	N/A
Dustbin	As needed	N/A
Multi-surface brush	1 month	N/A
Motorized mini-brush	1 month	N/A

### Notes:

- The product must be powered off or stopped running, and the charging dock unplugged before you clean or maintain them.

- The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.
- The filter and roller fibers have been treated with silver ion antimicrobial agent to resist bacterial odors.

## Product Maintenance

If this product will not be used for a long time, fully charge it, unplug it, and store it in a cool, dry place. Do not place it in humid locations or direct sunlight. Charge it at least once every 3 months to avoid battery overdischarge.

## Machine Body

Wipe and clean the machine body with a soft, dry cloth. Do not wash it with water. Before cleaning, unplug and turn off the machine.

## E1 Dirty Tank and Filter

**E1-1**—Remove the dirty tank, pull out the tank cover, and remove the filter from the tank cover. Use the provided maintenance brush to clean the debris on the filter. If the filter is very dirty, rinse it with cold water and shake off the remaining water.

**E1-2**—Dry all the parts thoroughly before reinstalling them.

### Notes:

- Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.
- Do not touch the filter surface with hands, brushes, or sharp objects to avoid damaging it.

## E2 Clean Tank and Roller

**E2-1**—Grip the clean tank handle, press the release button, and gently pull the clean tank upwards at a slight angle to remove it.

**E2-2**—Rinse the tank bottom with clean water.

**E2-3**—Grab the roller release tab and slide the roller out of the cleaner head. Use the provided maintenance brush to remove the dirt on the roller, then rinse it with clean water.

**E2-4**—When you need to replace the roller, pull the roller cap out of the roller by grabbing the whole cap. Then, install the roller cap to a new roller.

### Notes:

- Use the maintenance brush carefully to avoid injury.
- When you detach the roller cap, do not pull it by its handle.
- To prevent potential damage, keep the roller cap attached while cleaning the roller.

**E2-5**—Reinstall the roller and clean tank.

## E3 Adaptive Drive Wheels

Clean the adaptive drive wheels regularly.

## E4 Cleaner Head and Dirty Water Pathway

1. Power off the vacuum cleaner and place it in a stable position, then remove the dirty tank, clean tank, and roller.

2. Clean the roller slot and dirty water pathway with the provided maintenance brush.

3. Reinstall the dirty tank, clean tank, and roller.

**Note:** Do not rinse the cleaner head directly with water.

## E5 Charging Dock

Unplug the charging dock and use a soft, dry cloth to clean its surface and the charging contacts.

**Note:** Do not rinse the charging dock directly with water.

## E6 Dustbin

**E6-1**—Empty the dustbin as soon as possible once the dust reaches the MAX mark, otherwise it will affect the vacuuming performance.

**E6-2**—Disconnect the power before cleaning and make sure the machine stops operating. Remove the baton or cleaning head. Press the dustbin opener to empty the dustbin.

**E6-3**—Remove the multi-cyclone assembly.

**E6-4**—Use a dry cloth or tissue to wipe off the dust inside the dustbin. Reinstall the multi-cyclone assembly and push the dustbin base upwards until it closes securely.

**Note:** Do not rinse the main unit or dustbin to avoid damaging the electrical parts inside.

## E7 Sponge Filter and Multi-Cyclone Assembly

### Notes:

- Disconnect the power before removal and be careful not to press the **⏻** button.
- Follow the instructions to inspect and clean the sponge filter and multi-cyclone assembly periodically to ensure product performance.
- When cleaning fine dust or operating in MAX mode, the sponge filter may require more frequent washing.

**E7-1**—Rotate the multi-cyclone assembly in the direction indicated in the diagram to remove it. Remove the sponge filter.

**E7-2**—Rinse the sponge filter and multi-cyclone assembly with cold water until they are clean.

**E7-3**—Dry the sponge filter and multi-cyclone assembly for at least 24 hours to ensure thorough drying.

### Notes:

- Do not put the sponge filter in a dishwasher or washing machine for cleaning.
- Do not dry the sponge filter in a tumble dryer, oven, or microwave, nor dry it with hot air or near a fire.

**E7-4**—Put the dried sponge filter back into the multi-cyclone assembly.

**E7-5**—Align the multi-cyclone assembly with the main unit, and turn the multi-cyclone assembly counterclockwise to fit it in place.

## **E8** Rear Filter

- E8-1**—Pull the rear filter vertically upwards to remove it.
- E8-2**—Rinse the interior of the rear filter. Rotate the filter while washing to ensure that all gaps in the filter can be cleaned.
- E8-3**—Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.
- E8-4**—Reinstall the dried filter vertically downwards into the main unit.

## **E9** Multi-Surface Brush

- E9-1**—Place the multi-surface brush in the direction shown in the diagram. Grab the tab on the lock catch, and rotate counterclockwise to the unlock position.
- E9-2**—Pull out the lock catch and roller from the cleaning head.
- E9-3**—Clean debris off the roller and lock catch.
- E9-4**—After cleaning, reinstall the lock catch into the roller.
- E9-5**—Rotate the lock catch clockwise until it stops.

## **E10** Motorized Mini-Brush

- E10-1**—Use a coin-like object/hand to rotate the lock catch counterclockwise to the unlock position to remove it.
- E10-2**—Pull out the roller from the motorized mini-brush.
- E10-3**—Clean and wash the roller.
- E10-4**—Stand the roller and dry it for at least 24 hours to ensure thorough drying.
- E10-5**—When the roller is thoroughly dry, reinstall it and the lock catch back in place.
- E10-6**—Rotate the lock catch clockwise to the lock position to reinstall the roller properly.

## Basic Parameters

### Detachable Suction Unit

Model	WD5M6A
Rated Voltage/ Current	21.6 VDC/6 A
Battery	21.6 V/4000 mAh (TYP) Lithium-ion battery


## Dock Charger

Model	MDS14HRR
Rated Input Voltage	220-240 VAC
Rated Frequency	50-60 Hz
Rated Input (Charging)	0.35 A
Rated Input (Drying)	3 A
Rated Output	30 VDC 1 A
Charging Battery	21.6 V/4000 mAh (TYP) Lithium-ion battery

## WiFi Specification

Service	WiFi
Protocol	802.11b/g/n
Frequency Range	2400-2483.5 MHz
Max. Output Power	≤20dBm

## Common Issues

Issue	Solution
Obvious water stains on the floor, water is leaked from the cleaner head, or water cannot be sucked from the floor.	<ul style="list-style-type: none"><li>Remove the roller and dirty tank, check the dirty water pathway and the suction port inside the roller slot for any clogging, and check if the filter is clogged or wet. Confirm that the dirty tank and filter are properly installed, then try again.</li></ul>
The LED display does not light up and the vacuum cleaner cannot start.	<ul style="list-style-type: none"><li>Low battery level. Charge it before use.</li></ul>
Unpleasant smell during use.	<ul style="list-style-type: none"><li>Clean the roller, dirty tank, and filter.</li></ul>
Cleaning creates a lot of foam.	<ul style="list-style-type: none"><li>Do not add any disinfectant to the clean tank or spray it on the floor. Only use cleaning solutions recommended by Roborock in the clean tank. Otherwise, it may cause damage to the product.</li><li>Do not over-add the recommended cleaning solution.</li></ul>
The vacuum cleaner cannot be charged when docked.	<ul style="list-style-type: none"><li>Clean the charging contacts on the charging dock and vacuum cleaner.</li></ul>
The LED display is on, but the vacuum cleaner does not respond to button pressing.	<ul style="list-style-type: none"><li>Press and hold the  button for 10 seconds to force a power-off, then restart the machine.</li></ul>
Unable to connect to WiFi.	<ul style="list-style-type: none"><li>WiFi disabled. Reset the WiFi and try again.</li><li>Poor WiFi signal. Make sure that the vacuum cleaner is placed in an area with better WiFi.</li><li>Abnormal WiFi connection. Reset the WiFi, download the latest app version and retry.</li><li>Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for help with troubleshooting.</li></ul>
Is power always being drawn when the vacuum cleaner is on the dock?	<ul style="list-style-type: none"><li>The vacuum cleaner will consume power while it is docked to maintain battery performance, but the power consumption is extremely low.</li></ul>
The cleaning head is not functioning.	<ul style="list-style-type: none"><li>The motor of the cleaning head may be overheated. Wait until the temperature returns to normal before use.</li><li>The power contacts of the cleaning head may be dirty. Wipe them with a soft, dry cloth and try again.</li></ul>
Reduced suction force.	<ul style="list-style-type: none"><li>The dustbin is full or a filter is clogged. Use after cleaning the dustbin and the filter.</li><li>The cleaning head is clogged. Remove any stuck objects from it.</li></ul>

## EU Declaration of Conformity

We Shenzhen Roborock Innovation Technology Co., Ltd. hereby declare that this equipment is in compliance with the applicable Directives and European Norms, and amendments. The full text of the EU declaration of conformity is available at the following internet address:

<https://global.roborock.com/pages/compliance>

We Shenzhen Roborock Innovation Technology Co., Ltd. hereby declare that the radio equipment type WD5M6A 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.roborock.com/pages/compliance>

## WEEE Information

Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.



## Warranty Information

The warranty period depends on the laws of the country in which the product is sold, and the warranty is the responsibility of the seller.

The warranty only covers defects in material or workmanship.

The repairs under warranty may only be carried out by an authorized service centre. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.

The warranty will not apply in cases of:

- Normal wear and tear.
- Incorrect use, e.g. overloading of the appliance, use of non-approved accessories, use of force.
- Damage caused by external influences.
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions.
- Partially or completely dismantled appliances.