

Roborock Qrevo Master

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 docking station roborock EWFD22HRR or EWFD23HRR provided with this product.
- To prevent injury caused by blades used to cut hair inside the main brush cover, make sure to install two main brushes in place before installing the main brush cover.
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- 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.

CAUTION

- 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.
- 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) to avoid scratching the robot or the floor.
- Before placing the robot into storage, charge it fully, turn it off, and then choose a cool, dry place. Recharge it at least every three months to avoid battery overdischarge.
- 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 robot using vertical bumper, top cover, side brush or bumper. Do not move the dock by lifting the dock base, water tank handles or dust container cover.
- 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 hard, flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Do not place any object, child, or pet 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 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.
- Do not rinse the robot and the dock.
- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.

Safety Information

- 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 in the water tank.
- Do not put any low objects (such as shoes, mats) near raised areas like stairs. Otherwise, the robot may fall down caused by malfunctional sensors.
- To prevent water damage, make sure that the floor where the robot operates is free of water.

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.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cord 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 cord before placing the dock into storage.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- To transport the product, make sure it is powered off and shut down, and empty the remaining fluid in the water tanks. Original packaging is advised.

International Symbols Explanation

 – 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 Light

- White: Battery level \geq 15%
- Red: Battery level $<$ 15%
- Breathing: Charging or starting up
- Flashing red: Error
- Breathing blue: Remote viewing
- Flashing blue slowly: Waiting for WiFi connection
- Flashing blue quickly: Connecting
- Steady blue: Voice assistant ready/WiFi connected



Dock

- Press to return to dock/start emptying
- Press and hold to start spot cleaning/mop washing

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

A1-1—Dock Locator

A1-2—Reactive AI Obstacle Recognition Sensor

A1-3—LED Fill Light

A1-4—Microphones

A2 Robot (Bottom View)

A2-1—Wall Sensor

A2-2—Omnidirectional Wheel

A2-3—Carpet Sensor

A2-4—Flexible Side Brush

A2-5—Main Wheel

A2-6—Main Brushes

A2-7—Main Brush Cover Latches

A2-8—Mop Cloths

A2-9—Cliff Sensors

A3 Robot (Top Cover Removed)

A3-1—Magnetic Top Cover

A3-2—Dustbin

A3-3—Vertical Bumper

A3-4—Reset Button

A3-5—LiDAR Sensor

A3-6—Charging Contacts

A3-7—Communication Sensor

A3-8—Air Outlets

A3-9—Positioning Button

A3-10—Self-Filling Port

A3-11—Automatic Lift and Rotate Mop Modules

A3-12—Suction Inlet

A3-13—Bumper

A4 Mop Cloth Mount

A4-1—Hook and Loop Pads

A4-2—Mop Axle

Note: Secure the mop cloths flat in place.

A5 Mop Cloth

A6 Dustbin

A6-1—Filter Cover

A6-2—Washable Filter

A6-3—Filter Latch

A6-4—Dustbin Latch

A6-5—Air Inlet

A6-6—Suction Inlet

A7 Dock Base

A8 Power Cord

A9 Disposable Dust Bag

A10 Empty Wash Fill Dock

A10-1—Water Tank Handle

A10-2—Water Tank Latch

A10-3—Dust Container Cover

A10-4—Charging Contacts

A10-5—Robot Refill Port

A10-6—Drain Port

A10-7—Cleaning Tank Filter

A10-8—Dock Base

A10-9—Dirty Water Tank

A10-10—Clean Water Tank

A10-11—Status Indicator Light

- Breathing: Emptying/Mop washing
- Red: Dock error
- Off: Powered off/Charging

A10-12—Suction Inlet

A10-13—Cleaning Tank Module

A10-14—Dust Bag Slot

A10-15—Filter

A10-16—Dock Location Beacon

A10-17—Clean Water Dispensers

A10-18—Water Level Float

A10-19—Drying Air Outlets

A11 Power Cord Storage

A11-1—Cord Outlets

A11-2—Power Port

A11-3—Cord Storage Slot

B Installation

B1 Important Information

B1-1—Tidy cords, hard or sharp objects (such as nails and glass), 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.

B1-2—When using the robot in a raised area, always use a physical security barrier to prevent accidental falls that may result in personal injury or property damage.

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—Place the dock on a hard, flat floor (wood/tile/concrete etc.), flat against a wall. 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.

B2-2—Click

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

B2-3—Connect the power cord to the back of the dock, and keep the excess cord inside the storage slot.

Note: Power cord can exit at either side.

B2-4—Align and install the mop axles into the robot in place until you hear a click.

B2-5—Click

B3 Positioning the Dock

Reserve a space of about 0.9 m (2.9 ft) in height, 0.4 m (1.3 ft) in length and 1.2 m (3.9 ft) in width. Make sure that the location has good WiFi access for a better experience with the mobile app. Plug in and make sure that the status indicator light is on.

B3-1—About 0.9 m (2.9 ft)

B3-2—About 0.4 m (1.3 ft)

B3-3—About 1.2 m (3.9 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 dock status indicator light is on when the dock is powered on, and off when the robot is charging.
- The dock status indicator light 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 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, or cleaning tank 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 the  button 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 the  button 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 the \cup and \square buttons until you hear the “Resetting WiFi” voice message. Wait for the power indicator light to flash blue slowly. The robot will then wait for a connection.

Note: 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.

3 Add Device

Open the Roborock App, tap the “Scan to Connect” or “Search for Device” 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

Turning On/Off

Press and hold the \cup button to turn on the robot. The power indicator light will come on, and the robot will be on standby. Press and hold the \cup button to turn off the robot and complete the cleaning cycle.

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

C1 Filling the Water Tank

Lift the clean water tank, open its lid, and then fill it with tap water to MAX. After filling, close the lid, lock the latch, and then fit the tank back in place.

Notes:

- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock.
- Do not add too much cleaning solution to prevent the robot from working improperly due to slipping.
- 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.

C2 Starting Cleaning

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

C2-1—Zone 1 – Cleaned.

C2-2—Zone 2 – Cleaned.

C2-3—Zone 3 – In Progress.

C2-4—Zone 4 – Next Zone.

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 area will be cleaned 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 the \square button to start spot cleaning.

Cleaning range: The robot cleans a 1.5 m (4.9 ft) × 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 any button to pause it, press the \cup button to resume cleaning, and press the \square button to send it back to the dock for charging.

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 light 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 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. When DND is on, the robot will not automatically resume cleaning, the power indicator light will dim, and the volume of voice messages will lower.

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 make sure the robot to wash the mop cloths automatically, start the robot from the dock and do not move the dock during cleaning.

- To avoid burns from hot water, do not touch the water outlets.
- 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 the  button 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.


Drying

Drying starts automatically after mop washing or after cleaning is completed. 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.

Charging

After cleaning, the robot will automatically return to the dock to charge. Press the  button 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 on the robot will flash red or the status indicator light on the dock 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 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, switch it on. Press and hold the  button and at the same time, press the Reset button until you hear the "Restoring factory settings" voice message. The robot will then be restored to factory settings.

D Routine Maintenance

Note: The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.

D1 Main Brushes

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

D1-1—Hair-Blocking Rings

D1-2—Main Brush Caps

D1-3—Main Brush Cover

D1-4—Main Brush Cover Latches

D1-5—Main Brush Bearing

D1-6—Main Brushes

D1-7—Turn over the robot and press the main brush cover latches to remove the main brush cover.

D1-8—Pull out the main brushes and remove the main brush bearings, main brush caps, and hair-blocking rings. Remove any entangled hair or dirt at both ends of the main brushes. Then, reinstall the hair blocking rings, main brush caps, and main brush bearings.

D1-9—Reinstall the main brushes. Firmly snap the main brush bearings into place. Only after the bearings are securely installed, fit the main brush cover.

D1-10—Reinstall the main brush cover. Make sure its four teeth are fully seated in the slots, and press the main brush cover latches until you hear it lock

with a click. Then, lift the main brush cover by each side to check whether it is securely installed.

Notes:

- To securely install the main brush cover, make sure to press both of the red main brush cover latches in place.
- Main brushes should be wiped down with a wet cloth. If the main brushes are wet, air-dry them away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brushes.
- To prevent injury caused by blades used to cut hair inside the main brush cover, make sure to install two main brushes in place before installing the main brush cover.
- To prevent injury caused by blades inside both ends of the main brush cover, when the main brush cover is in place, keep your body or pets away from main brushes.

D2 Flexible Side Brush

* Clean monthly and replace every 3-6 months.

Unscrew the side brush screw. Remove and clean the side brush. Reinstall the brush and tighten the screw.

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 filter cover, press the filter latch to uninstall the washable filter, and then empty the dustbin.

D5-3—Fill the dustbin with clean water and reinstall the washable filter. 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, filter cover, and the filter to dry thoroughly before reinstalling them.

D6 Washable Filter

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

D6-1—Uninstall the filter cover 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 hard 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 the 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—Dock Locator

D8-2—Reactive AI Obstacle Recognition Sensor

D8-3—Wall Sensor

D8-4—Communication Sensor

D8-5—Carpet Sensor

D8-6—Five Cliff Sensors

D9 Moving Dock

To move the dock, grip the cord storage slot on the back with one hand and the inner side of the front board with the other hand. Do not move the dock by lifting 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, 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.

D12-2—Remove the disposable dust bag in the direction of the arrow as shown and discard it.

Notes:

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

D12-3—Clean around the filter with a dry cloth. Install a new disposable dust bag in place along the slot and unfold the dust bag to maximize emptying performance.

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 Tank Module

* Clean as required.

D13-1—Remove the cleaning tank module.

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

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

Basic Parameters

Robot

Model	QR2PPS
Battery	14.4 V/5200 mAh (TYP) lithium-ion battery
Rated Input	20 VDC 1.5 A
Charging Time	Approx. 4 hours

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

Empty Wash Fill Dock

Model	EWFD22HRR
Rated Input Voltage	220-240 VAC
Rated Frequency	50-60 Hz
Rated Input (Dust collection)	3 A
Rated Input (Hot water washing mop)	5.6 A
Rated Input (Charging & drying)	0.6 A
Rated Output	20 VDC 1.5 A
Charging Battery	14.4 V/5200 mAh (TYP) lithium-ion battery

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.• Confirm that the dock 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 dry cloth.
Unable to return to dock	<ul style="list-style-type: none">• Too many obstacles near the dock. Move it to an open area.• Robot too far from the dock. Place the robot closer and retry.• The dock locator may be dirty. Wipe it with a dry cloth.
Noise during cleaning	<ul style="list-style-type: none">• The main brushes, flexible 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 good WiFi reception.• 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.

Issue	Solution
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.
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.
Scheduled cleaning is not working	<ul style="list-style-type: none">• Keep the robot charged. Scheduled cleaning begins only 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 tank module and cleaning tank filter are correctly installed.

Common Issues

Issue	Solution
Reduced emptying performance or unusual noise when emptying	<ul style="list-style-type: none">• The main brushes or main brush cover is not properly installed. Check and install in place.• The filter, air duct, suction inlet, air inlet, dustbin or 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 in the app for better cleaning.
Unable to start auto-drying	<ul style="list-style-type: none">• Auto-drying is disabled. Check in-app settings.• Auto-drying starts only after mopping or mop washing.
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 cleaning time or DND period, or 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 tank module and cleaning tank filter are correctly installed.

Issue	Solution
Unable to wash the mop cloths with hot water	<ul style="list-style-type: none">• Check that Mop Washing with Hot Water is enabled in the app.
Unable to extend the mop cloth	<ul style="list-style-type: none">• Check that the FlexiArm Design Extend 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 flexible side brush is unable to extend	<ul style="list-style-type: none">• Check that the FlexiArm Design Extend Cleaning feature is enabled in the app.• The flexible side brush does not extend for every corner or every time when the robot cleans along the wall.• Check whether the flexible side brush is jammed.