



# **Roborock Q5 Pro**

## **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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# Restrictions

## WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ12RR, CDZ20RR, AED06HRR or AED07HRR 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 place any object (including children and pets) on the product, whether it is in operation or not.
- Do not use the product on burning objects (such as cigarette butts).
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- Do not use the mopping module on carpets.
- The product must be switched off and the plug must be removed from the socket outlet when not in use, 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.

## 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  $< 20\%$
- Breathing: Charging or starting up
- Flashing red: Error

#### WiFi Indicator Light

- Flashing blue slowly: Waiting for connection
- Flashing blue quickly: Connecting
- Steady blue for five seconds: WiFi connected



#### 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

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

- A1-1—Vertical Bumper
- A1-2—LiDAR Sensor
- A1-3—Wall Sensor
- A1-4—Dock Locator
- A1-5—Bumper

### A2 Robot (Bottom View)

- A2-1—Cliff Sensors
- A2-2—Omnidirectional Wheel
- A2-3—Charging Contacts
- A2-4—Side Brush
- A2-5—Main Brushes
- A2-6—Main Brush Cover
- A2-7—Main Wheels

### A3 Robot (Dustbin Removed)

- A3-1—Reset Button
- A3-2—Air Inlet
- A3-3—Air Outlet
- A3-4—Mopping Module

### A4 Dustbin

- A4-1—Dustbin Latch
- A4-2—Washable Filter

### A5 Charging Dock

- A5-1—Power Indicator
- A5-2—Location Beacon
- A5-3—Charging Contacts
- A5-4—Power Socket
- A5-5—Electrode Brushes

### A6 Power Cable

### A7 Adjustable Water Tank

- A7-1—Water Tank Stopper
- A7-2—Water Tank Latches
- A7-3—Filter Components
- A7-4—Flow Control

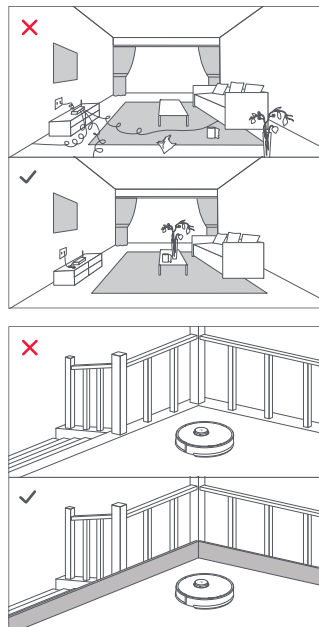
### A8 Mop Cloth

- A8-1—Hook and Loop Pads

### A9 Moisture-Proof Mat

## 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** Place the Dock

Keep the dock on a level surface, flat against a wall. Connect it to a power supply.

**B1-1—More than 0.5m (1.6ft)**

**B1-2—More than 1.5m (4.9ft)**

**Notes:**

- Allow more than 0.5 m (1.6 ft) of clearance on each side, and 1.5 m (4.9 ft) in front of the dock.
- If the power cable hangs vertical 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.
- 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.
- To ensure a better user experience of the mobile app, place the dock in an area with good WiFi coverage.

## **B2** Secure the Dock

Select a flat floor surface to place the dock and wipe it with a dry cloth. Then, place the

dock on the selected surface against the wall. Use the double-sided tape to secure the dock better.

## **B2-1—Double-Sided Tape**

**Notes:**

- Use of the double-sided tape to secure the charging dock is optional.
- When necessary, remove the double-sided tape slowly to reduce residue glue.


## **B3** Secure the Moisture-Proof Mat

After the dock is secured, use a dry cloth to wipe the surface on which the moisture-proof mat is to be placed. Tear off the double-sided tape at the bottom of the moisture-proof mat, and stick the mat on the floor.

**Notes:**

- Always place the moisture-proof mat on wooden floors.
- The moisture-proof mat attaches better to smooth surfaces.

## **B4** Powering on & Charging

Press and hold the  button to power on the robot. When the power light goes on, place the robot on the dock to charge. Make sure the charging dock power indicator turns off and a “charging” voice alert sounds. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.

**Note:** The robot may not turn on when the battery is low. In this case, place the robot directly onto the dock to charge.

## **B5** Using the Mopping Module

### **B5-1—Adjust the water flow**

Slide the switch down to increase the water flow and up to decrease the water flow.

### **B5-2—Fill the water tank**

Remove the water tank stopper, fill it with water, and close it.

### **B5-3—Install the mop cloth**

Dampen the mop cloth and wring it until it stops dripping. Insert it into the bottom along the attachment slot and stick it firmly in place.

### **B5-4—Install the mopping module**

Slide the mopping module along the back of the robot as indicated by the arrow. A click indicates that it is locked in place.

**Notes:**

- To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.
- If carpets are present, draw No-Go Zones or Invisible Wall to prevent the robot going on them, or roll them up.
- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not use hot water as this may cause the tank to deform.
- The mop cloth should be cleaned after 60 minutes of mopping to ensure water flow and cleaning performance.

## **B6** Remove the Mopping Module

When the robot returns to the dock after cleaning, press the latches on both sides, and slide the mopping module backwards to remove it.

**Notes:**

- Wash the mop cloth after each use, and regularly

- empty the water tank of unused water to prevent odor.
- Remove the mopping module when not mopping.

## 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

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.

**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” button or the “Search for Device” button, or open the 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 5 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

## Instructions

### On/Off

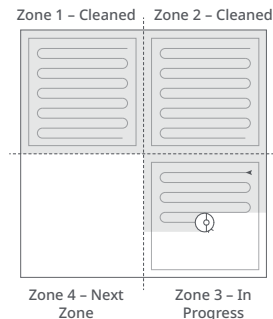
Press and hold the button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the button to turn off the robot and complete the cleaning cycle.

**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 the 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.
- Before starting each mopping task, make sure that the mop cloth 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.

## Pause

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

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

## Refilling the Water Tank or Cleaning the Mop Cloth

To add water or clean the mop cloth, press any button to stop the robot and remove the mopping module. After adding water or cleaning the mop cloth, reinstall the mopping module and press the  button to continue.

## 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 breath 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.

### 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 the Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.

## Routine Maintenance

### Main Brushes

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

#### C1-1—Main Brush Cover

#### C1-2—Latches

#### C1-3—Main Brush Bearings

#### C1-4—Main Brush Caps

#### C1-5—Main Brushes

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

**C1-7—**Remove the main brush and pull out the main brush bearing.

**C1-8—**Pull out the main brush caps.

**C1-9—**After removing the tangled hair or dirt at both ends of the main brushes, reinstall them, press on the main brush cover to lock it in place until hear a “click”. Make sure that the main brush cover has been properly attached.

### Notes:

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

## **C2** 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** Omnidirectional 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 omnidirectional 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 and Washable Filter

\* Clean every week and filter should be replaced every 6-12 months.

- C5-1**— Press the dustbin latch and slide the dustbin backwards.
- C5-2**— Remove the washable filter and empty the dustbin.
- C5-3**— Fill the dustbin with clean water. 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**— Rinse the washable 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.

- C5-5**— Leave the dustbin and the washable filter to dry thoroughly and reinstall them.

**Note:** Purchase an additional filter and alternate if necessary.

## **C6** Adjustable Water Tank

\* Clean as required.

- C6-1**— Open the water tank and fill it with clean water.

- C6-2**— Close the water tank and shake it gently.

- C6-3**— Pour out the remaining water as shown.

## **C7** Mop Cloth

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

Remove the mop cloth from the mopping module. Clean and air dry the mop cloth.

**Notes:**

- After cleaning, always remove the mop cloth to prevent dirty water from leaching back into the water tank.
- A dirty mop cloth will affect the mopping performance. Clean it before use.

## **C8** Filter Components

\* Replace them every 1-3 months.

1. Move your finger along the notch to remove each filter.
2. Insert new filter components and make sure they are properly installed.

**Note:** To ensure cleaning performance, replace the filter components every 1-3 months, depending on the water quality and how often you use the robot.

## **C9** Robot Sensors

\* Clean monthly.

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

- C9-1**—Dock Locator  
**C9-2**—Wall Sensor  
**C9-3**—Four Cliff Sensors

## **C10** Charging Contact Areas

\* Clean as required.

Clean the charging contacts of the dock and the robot with a soft, dry cloth.

## Battery

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:** 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.

# Basic Parameters

## Robot

Model	Q50ULE
Battery	14.4V/5200mAh (TYP) lithium-ion battery
Rated Input	20VDC 1.2A
Charging Time	< 6 hours

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

## Charging Dock

Model	CDZ12RR or CDZ20RR
Rated Power	28W
Rated Input	100-240VAC
Rated Output	20VDC 1.2A
Rated Frequency	50-60Hz
Charging Battery	14.4V/5200mAh (TYP) lithium-ion battery

## Common Issues

Problem	Solution
Unable to power on	<ul style="list-style-type: none"><li>• Battery low. Put the robot on the dock and charge it before use.</li><li>• Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39-104°F).</li></ul>
Unable to charge	<ul style="list-style-type: none"><li>• Check that both ends of the power cable are properly connected and confirm that the dock indicator is on.</li><li>• If the contact is poor, clean the charging contacts of the dock and the robot.</li></ul>
Slow charging speed	<ul style="list-style-type: none"><li>• To maintain the battery life, the robot automatically reduces the charging speed when it is charged in an environment at a high or low temperature.</li><li>• Charging contacts dirty. Clean them with a dry cloth.</li></ul>
Unable to return to dock	<ul style="list-style-type: none"><li>• There are too many obstacles near the dock. Move it to an open area.</li><li>• The robot is too far from the dock. Place it closer and retry.</li></ul>
Abnormal behavior	<ul style="list-style-type: none"><li>• Restart the robot.</li></ul>
Noise during cleaning	<ul style="list-style-type: none"><li>• The main brushes, side brush, or main wheels may be jammed. Turn off the robot and clean them.</li><li>• The omnidirectional wheel is jammed. Use a screwdriver to remove it for cleaning.</li></ul>
Poor cleaning performance and/or leaking dust	<ul style="list-style-type: none"><li>• The dustbin is full and needs emptying.</li><li>• The filter is blocked and needs cleaning.</li><li>• The main brushes are tangled up and need cleaning.</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. Move the robot to an area with good WiFi reception.</li><li>• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, 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>

## Common Issues

Problem	Solution
Scheduled Cleaning is not working	<ul style="list-style-type: none"><li>• Battery low. Scheduled cleaning can only begin when the battery level is above 20%.</li></ul>
Is power always being drawn when the robot is on the dock?	<ul style="list-style-type: none"><li>• The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.</li></ul>
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none"><li>• No. The lithium-ion battery has no memory effect. The robot can be used any time after it has been fully charged once.</li></ul>
No or little water during mopping	<ul style="list-style-type: none"><li>• Check whether there is water in the water tank; adjust up the water flow; wash the mop cloth; replace the filter; check the manual for instructions on how to correctly install the mop.</li></ul>
Too much water during mopping	<ul style="list-style-type: none"><li>• Make sure that the water tank stopper is properly installed; adjust down the water flow; make sure that the filter is properly installed.</li></ul>
Cleaning does not resume after recharging	<ul style="list-style-type: none"><li>• 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 before it is recharged automatically, it will not be able to continue cleanup.</li></ul>
The robot cannot return to the dock after spot cleaning or when it has been moved manually	<ul style="list-style-type: none"><li>• After spot cleaning or a significant position change, the robot will re-generate the map. If the dock is too far away, the robot may not be able to return for recharging and must be placed on the dock manually.</li></ul>
The robot begins to miss certain spots	<ul style="list-style-type: none"><li>• The wall sensor or cliff sensors may be dirty. Clean them with a soft, dry cloth.</li></ul>