

# Roborock Flexi

## 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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# 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 can not 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 supply unit roborock MDS10HRR or MDS13HRR 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 the battery to over-discharge.
- 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 Maintenance.

## A Product Introduction

### A1 Vacuum Cleaner

#### ⏻—Power

- Press: Start/Pause
- Press and hold for 2 seconds while in upright and locked position: Switch off
- Press while charging: Start/ Stop drying

#### ⏮—Change Mode

- Press: Switch to AUTO/MAX/ ECO mode

#### ⏸—Self-Clean

- Press while charging: Start/ Stop self-cleaning
- Press and hold for 2 seconds while charging: Start DEEP mode

#### A1-1—Handle

#### A1-2—Handle Release

#### A1-3—Dirty Tank Release

#### A1-4—Dirty Tank

#### A1-5—LED Display

#### A1-6—Clean Tank Release

#### A1-7—Clean Tank

#### A1-8—Cleaning Head

#### A1-9—Roller Cover Release

#### A1-10—Roller Cover

#### A1-11—Roller

### A2 Screen Functions

#### A2-1—Dirt Level

#### A2-2—ECO Mode

#### A2-3—Charging

#### A2-4—Battery Level

#### A2-5—AUTO Mode

#### A2-6—MAX Mode

#### A2-7—WiFi

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

#### A2-8—Error

#### A2-9—Drying

### A3 Charging Dock

#### A3-1—Charging Contacts

### A4 Power Cord

### A5 Filter

### A6 Maintenance Brush

## B Product Installation

### B1 Installing and Removing the Handle

B1-1—Insert the handle into the vacuum cleaner until it clicks in place. The screen should face forward.

B1-2—To remove the handle, hold the

handle firmly and pull it out while inserting a hard object into the hole on the back of the vacuum body to press the release button.

### B2 Connecting the Charging Dock

B2-1—Place the charging dock upside down, connect the power cord into the bottom of the charging dock, and store the extra cord inside the power cord storage slot as required.

**Note:** Power cord can exit from either side.

B2-2—Place the charging dock on a flat, hard surface and then plug it into the socket.

**Note:** Do not place the charging dock in humid locations or near any heat sources, such as bathrooms, kitchens, or radiators.

B2-3—The maintenance brush can be placed in the groove behind the charging dock.




## Connecting to the App

### 1. Download the App

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



### 2. Reset WiFi

- a. Keep the machine upright and press  to light up the screen and enter standby mode.
- b. Press and hold  and  until you hear the “Resetting WiFi” voice alert. The reset is complete when the WiFi indicator flashes slowly. The vacuum cleaner will then wait for a connection.

**Note:** If the mobile phone fails to connect to the vacuum cleaner because your router configuration has changed or you forget your password or for any other reasons, reset the WiFi, and add your device again.

### 3. Add the Device

Open the Roborock app, tap “Scan to Connect” or “Search for Device” on the home page, 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 vacuum cleaner waits more than half an hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

## Instructions for Use

### C1 Filling the Clean Tank

- C1-1—** Hold the upper part of handle firmly, and pull out the clean tank.
- C1-2—** Open the plug, fill it with tap water, the water level should not exceed the MAX line, and then close the plug tightly.

**C1-3—** Tilt the clean tank, install the bottom in place, and then gently push it inward until it clicks in place.

**Notes:**

- To avoid deforming the clean tank, only use cold water.
- To prevent any potential damage to the clean tank, do not use any disinfectant and only use detergent recommended by Roborock.


### C2 Locking and Unlocking

**C2-1—** Tap one side of the cleaning head and push the handle to lock the cleaning head or pull the handle to unlock the cleaning head.


**C2-2—** Locked

**C2-3—** Unlocked

### C3 Starting the Vacuum Cleaner

Unlock the cleaning head and press the  button to start the vacuum cleaner.

**Notes:**

- The cleaning head does not work when locked. Unlock it first.
- Press the  button to start or stop drying while the vacuum cleaner is charging.


### C4 Low-Profile Cleaning

1. When lowering the handle during operation, the vacuum cleaner can be positioned flat to clean low-lying areas. Please be aware that when the vacuum cleaner is in this flat position, the usable volume of the dirty tank is reduced. Therefore, we recommend cleaning the

- dirty tank before tackling low-lying.
2. When the vacuum cleaner is laid flat for cleaning, it will automatically adjust its operating mode.



**Note:** The vacuum cleaner can only be laid flat when the Self-Clean button faces up.

### C5 Switching Modes

Press the  button to switch to AUTO, MAX, or ECO mode. The screen will display the icon for the current mode.

**Note:** When the vacuum cleaner is laid flat for cleaning or when there is a significant amount of water on the floor, it will automatically adjust its operating mode to prevent sewage from entering, and there will be no response when switching between modes.

### Standby and Power Off

1. When the vacuum cleaner is operating, press the  button to pause it and enter standby mode.
2. In standby mode, you can lock the cleaning head and place the vacuum cleaner upright on the floor.
3. Lock the cleaning head and press and hold the  button for 2 seconds to turn off the vacuum cleaner. If the vacuum cleaner is left idle for 5 minutes in standby mode, it will automatically turn off.

**Note:** You can modify the settings in the app to enable automatically resume operation after unlocking the cleaning head.

### C6 Adding and Emptying Water

When the dirty tank is full or the clean tank

is empty during use, the vacuum cleaner will provide audio and visual alerts. Add water into the clean tank or empty the dirty tank before continuing.



## **C7** Emptying the Dirty Tank

**C7-1**— Hold the body of the dirty tank with one hand, push the dirty tank release with another hand, and then remove the tank.

**C7-2**— Gently lift out the handle of the cover to remove it, and then pour out the dirty water.

**C7-3**— Reinstall the cover, tilt the dirty tank, install the bottom in place, and then gently push the tank inward until it clicks in place.


## **C8** Charging and Self-Cleaning

1. Lock the cleaning head, and place the vacuum cleaner onto the charging dock. The voice alert "Start Charging" indicates that the vacuum cleaner is charging.
2. Press the  button on the top of the handle to start self-cleaning using hot water. Press and hold the  button for 2 seconds to switch to DEEP self-cleaning mode using hot water. Alternatively, set the self-cleaning type to self-cleaning using water at room temperature or self-cleaning using warm water in the app.
3. After self-cleaning finishes, empty the dirty tank to prevent odors.

### Notes:

- The product is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the product charged for normal use.
- Self-cleaning can only be used when the vacuum cleaner is charging and the battery level is  $\geq 20\%$ . Do not lift the vacuum cleaner during the self-cleaning process.
- Always place the vacuum cleaner on the charging dock after use to prevent water stains.

## **C9** Drying

Drying starts automatically after self-cleaning is completed. To manually start or stop drying, press the  button on the docked vacuum cleaner.

**Note:** You can use the Roborock app to stop the automatic drying that initiates after the self-cleaning process.

## Voice Alert Settings

Connect to the app to adjust the volume of voice alerts.

## **D** Routine Maintenance

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

Parts	Maintenance Frequency	Replacement Frequency
Roller	2–4 weeks	6–12 months
Filter	1 month	6–12 months

Parts	Maintenance Frequency	Replacement Frequency
Cleaning head and dirty water pipe	1 month	N/A
Dirty tank	1 month	N/A
Charging dock	As needed	N/A
Charging contacts	1 month	N/A
Roller cover	2–4 weeks	N/A

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

## Product Maintenance

If this product is left unused for a prolonged period of time, fully charge it and unplug it before storing it in a cool and dry place. Do not place the product in humid locations or under direct sunlight. Charge it at least once every 3 months to avoid overdischarge.

## Cleaning the Vacuum Cleaner

Wipe and clean the vacuum cleaner with a soft and dry cloth. Before cleaning, remove the vacuum cleaner from the charging dock and switch it off.

## **D1** Cleaning the Dirty Tank and Filter

**D1-1**—Take out the dirty tank, pull out the cover, and take out the filter from the cover. Remove any trash attached to the filter using the provided maintenance brush. If the filter is dirty, rinse it with cold water and then shake off the residual water.

**D1-2**—Dry all parts thoroughly before installing them back in place.

**Notes:**

- Use a second filter if necessary.
- Do not touch the filter with your hands, brushes, or sharp objects to avoid damage to the filter.

## **D2** Cleaning the Roller and Roller Cover

**D2-1**—Press the release buttons on both sides of the cover simultaneously and lift the cover upwards to detach it.

**D2-2**—Press the buttons on one side of the roller and pull the roller out from the side. Remove any dirt attached to the roller using the provided maintenance brush, and rinse it with clean water.

**Notes:**

- Use the maintenance brush carefully to avoid injury.
- Before you clean the roller, make sure that the vacuum cleaner is switched off or in upright and locked position.

**D2-3**—Rinse the detached roller cover with clean water.

**D2-4**—Reinstall the roller and roller cover in the correct order.

## **D3** Cleaning the Cleaning Head and Dirty Water Pipe

1. Switch off the vacuum cleaner and stabilize the body. Remove the dirty tank, roller cover, and roller.
2. Clean the roller slot and dirty water pipe with the provided maintenance brush.
3. Reinstall the roller, roller cover, and dirty tank in place.

**Note:** Do not wash the cleaning head directly with water.

## **D4** Cleaning the Charging Dock

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

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

# Basic Parameters

## Vacuum Cleaner

Model	WD3D2A
Rated Input	25.6VDC 1A
Battery	21.6 V/4000 mAh (TYP) Lithium-ion battery


## Dock Charger

Model	MDS10HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Hot water washing mop)	6A
Rated Input (Charging & drying)	0.8A
Rated Output	25.6VDC 1A
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
There are large water stains on the floor, the cleaning head leaks water, or water cannot be vacuumed from the floor.	<ul style="list-style-type: none"><li>Remove the roller and the dirty tank to check for a clog in the dirty water pipe or the suction outlet, and check if the filter is clogged or wet. Clear all blockages, clean the filter, and make sure dirty tank and filter are properly installed before retrying.</li></ul>
The screen 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>
There is an 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 bubbles.	<ul style="list-style-type: none"><li>Do not add detergent or disinfectants that are not recommended by Roborock to the clean tank, or spray such detergent or disinfectants on the floor.</li><li>Do not add too much detergent or disinfectants that are recommended by Roborock to the clean tank.</li></ul>
The vacuum cleaner does not charge when docked.	<ul style="list-style-type: none"><li>Clean the charging contacts on the charging dock and the corresponding part on the vacuum cleaner.</li></ul>
The screen is on, but the buttons do not respond.	<ul style="list-style-type: none"><li>Press and hold the  for 10 seconds to force restart the vacuum cleaner.</li></ul>
Unable to connect to WiFi.	<ul style="list-style-type: none"><li>WiFi is disabled. Reset the WiFi and try again.</li><li>Poor WiFi signal. Move the vacuum cleaner 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. 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 draw power while it is docked to maintain battery performance, but the power consumption is extremely low.</li></ul>



## EU Declaration of Conformity

We Shenzhen Roborock Innovation Technology Co., Ltd., hereby, declares 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>

## 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.