



# Roborock S4 Robot Vacuum User Manual

Read this user manual carefully before using this product and store it properly for future reference.



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# Safety Information

## IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:  
READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE), Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

### WARNING

To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.
- Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle charger, including charger plug, and charger terminals with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.

# Safety Information

- For use only with roborock CDZ10RR charger. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- Turn off the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the vacuum in a room where an infant or child is sleeping.
- Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
- Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.

# Safety Information

- Do not allow children to sit on the vacuum.
- Do not use the vacuum cleaner on a wet surface.  
Risk Of Injury. Brush May Start Unexpectedly. Disconnect the main Brush Before Cleaning or Servicing.
- Do not use the product when the temperature is higher than 40°C or lower than 4°C, or there is any liquid or sticky substance on the floor.

## SAVE THESE INSTRUCTIONS

Household use only.

## IMPORTANTES MESURES DE S CURIT

L'utilisation d'un appareil électrique demande certaines précautions:

LIRE TOUTES LES INSTRUCTIONS AVANT DE FAIRE FONCTIONNER (CETAPPAREIL), Le non-respect des mises en garde et des instructions peut causer des chocs électriques, des incendies et/ou des blessures graves.

## AVERTISSEMENT

- Pour réduire les risques d'incendie, de choc électrique ou de blessure:
- Ne pas exposer à la pluie, Ranger à l'intérieur.
- Ne pas permettre aux enfants de jouer avec l'appareil. Une attention particulière est nécessaire lorsque l'appareil est utilisé par des enfants ou à proximité de ces derniers.
- N'utiliser que conformément à cette notice avec les accessoires recommandés par le fabricant.
- Ne pas utiliser si le cordon ou la fiche est endommagé. Retourner l'appareil à un atelier de réparation s'il ne fonctionne pas bien, s'il est tombé ou s'il a été endommagé, oublié à l'extérieur ou immergé.
- Ne pas tirer soulever ni trainer l'appareil par le cordon. Ne pas utiliser le cordon comme une poignée, le coincer dans l'embrasure d'une porte ou l'appuyer contre des arêtes vives ou des coins. Ne pas faire rouler l'appareil sur le cordon.
- Garder le cordon à l'écart des surfaces chaudes. Ne pas débrancher en tyrant sur le cordon. Tirer plutôt la fiche.  
Ne pas manipuler le chargeur, y compris la prise du chargeur, et les bornes du chargeur avec les mains mouillées.

# Safety Information

- N'insérer aucun objet dans les ouvertures. Ne pas utiliser l'appareil lorsqu'une ouverture est bloquée. S'assurer que de la poussière, de la peluche, des cheveux ou d'autres matières ne réduisent pas le débit d'air. Maintenir les cheveux, les vêtements amples, les doigts et toutes les parties du corps à l'écart des ouvertures et des pièces mobiles.
- User de prudence lors du nettoyage des escaliers.
- Ne pas aspirer des liquides inflammables ou combustibles, comme de l'essence, et ne pas faire fonctionner dans des endroits où peuvent se trouver de tels liquides.
- Ne pas aspirer de matières en combustion ou qui dégagent de la fumée, comme des cigarettes, des allumettes ou des cendres chaudes.
- Ne pas utiliser l'appareil si le sac à poussière ou le filtre n'est pas en place.
- Éviter une mise en marche accidentelle. S'assurer que l'interrupteur est à la position arrêt avant de raccorder la batterie, de lever ou de déplacer l'appareil. Transporter l'appareil en gardant un doigt sur l'interrupteur, ou mettre sous tension un appareil dont l'interrupteur est à la position marche peut causer un accident.
- Pour emploi seulement avec roborock CDZ10RR chargeur. Recharger uniquement avec le chargeur prescrit par le fabricant. Un chargeur venant à un type de batterie peut présenter un risque d'incendie lorsqu'il est utilisé avec une autre batterie.
- Retirer la batterie de l'appareil avant d'effectuer des réglages, changer les accessoires ou ranger l'appareil. Ces mesures de sécurité ont pour but d'éviter une mise en marche accidentelle de l'appareil.
- Lorsque l'appareil n'est pas utilisé, tenir la batterie loin d'objets métalliques comme des trombones, des pièces de monnaie, des clés, des clous, des vis ou autres petits objets qui pourraient établir une liaison entre les bornes. Un court-circuit des bornes des batteries peut causer des brûlures ou un incendie.
- Utiliser uniquement les batteries recommandées pour l'appareil. L'utilisation d'autres types de batteries peut présenter un risque de blessure ou d'incendie.
- Lorsque l'appareil n'est pas utilisé, tenir la batterie loin d'objets métalliques comme des trombones, des pièces de monnaie, des clés, des clous, des vis ou autres petits objets qui pourraient établir une liaison entre les bornes. Un court-circuit des bornes des batteries peut causer des brûlures ou un incendie.
- En condition d'usage abusif, du liquide peut s'échapper de la batterie ; éviter tout contact avec ce liquide.
- En cas de contact accidentel, rincer abondamment avec de l'eau. En cas de contact avec les yeux, consulter également un médecin. Le liquide projeté peut causer des irritations ou des brûlures.

# Safety Information

- Ne pas utiliser une batterie ou un appareil endommagé ou qui a été modifié. Des batteries endommagées ou modifiées peuvent avoir un comportement imprévisible pouvant causer un incendie, une explosion ou un risque de blessure.
- Ne pas exposer une batterie ou un appareil à la flamme ou à des températures excessives. L'exposition à une flamme ou à des températures supérieures à 130 °C peut causer une explosion.
- Respecter toutes les instructions de chargement et ne pas charger la batterie ou l'appareil à des températures qui ne sont pas incluses dans la gamme de températures indiquées dans la notice d'instructions. Un chargement mal effectué.
- Confier les réparations à une personne qualifiée qui utilisera uniquement des pièces de remplacement identiques. Cette façon de faire garantira la sécurité du produit.
- Ne pas modifier ni tenter de réparer l'appareil ou la batterie sauf comme il est indiqué dans les instructions d'utilisation et d'entretien.
- Éloigner les cordons d'autres appareils de la zone à nettoyer.
- Ne pas utiliser l'aspirateur dans une pièce où un nourrisson ou un enfant dort.
- Ne pas utiliser l'aspirateur dans un endroit où il ya des bougies allumées ou des objets fragiles sur le plancher à nettoyer.
- Ne pas utiliser l'aspirateur dans une pièce où il ya des bougies allumées sur les meubles que l'aspirateur peut heurter ou se cogner accidentellement.
- Ne pas laisser les enfants s'asseoir sur l'aspirateur.
- Ne pas utiliser l'aspirateur sur une surface mouillée.  
Risque de blessures. La brosse motorisée peut se mettre en marche d'une manière imprévue.
- Déconnecter la brosse principale avant le nettoyage ou le service.

## CONSERVER CES INSTRUCTIONS

Usage Domestique seulement.

### Laser Safety

Class 1 laser product, Complies with FDA 21 CFR 1040.10 and 1040.11 except for conformance with IEC 60825-1 Ed. 3., as described in Laser Notice 56, dated May 8, 2019.



# FCC Statement

Compliance Information	
Product Name	Robotic Vacuum Cleaner with Dock Charger
Produce Model	Robotic Vacuum Cleaner Model: roborock S4 Dock Charger Model: CDZ10RR
Compliance Statement	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Correspondence of the responsible party in USA	
Company	Roborock Technology Co.
Address	108 West 13th Street, Wilmington, Delaware 19801.
Email	support@roborock.com

## Warning

Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

# FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## MPE Requirements

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.

L'antenne installée doit être située de façon à ce que la population ne puisse être exposée à une distance de moins de 20 cm. Installer l'antenne de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l'antenne. La FCC des États-Unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son fonctionnement.

CAN ICES-3 (B)/NMB-3(B)

# Battery and Charging

- Please keep the dock charger away from heat (such as heating plates).
- The battery must be removed from the appliance before it is scrapped.
- The appliance must be disconnected from the supply mains when removing the battery.
- The battery is to be disposed of safely. Please do not discard waste batteries. Leave them to a professional recycling organization.
- Do not wipe or clean the chargers shrapnel with a piece of wet cloth or wet hands.
- Please make sure the cleaner is powered off in shipment and original packaging is advised.
- If left unused for a long period, please store the cleaner in a cool and dry place after having it fully charged and switched off, charge it at least every three months to avoid the battery being over discharged.
- Please do not use the product when the temperature is higher than 40°C or lower than 4°C , or there is any liquid or sticky substance on the floor.

Battery pack charging temperature		4°C ~ 40°C	@Max Charging Current:0.5C
Battery pack using temperature		4°C ~ 40°C	@Max Discharge Current:0.5C
Battery pack storage temperature	Storage(1month)	-20°C ~ 60°C @Less than 70% RH	If the battery pack store at 25°C over the 3 months period, it should be recharged.
	Long Storage(3months)	-20°C ~ 45°C @Less than 70% RH	
	Long Storage(1year)	-20°C ~ 20°C @Less than 70% RH	

# Welcome

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Thank you for choosing a Roborock S4 robot vacuum.

This robot vacuum features a precision laser mapping system able to quickly and accurately create maps of your home. Adaptive routing algorithms then allow it to plan the most effective cleaning route for each room based on the shape of the room and the obstacles within. Suction is generated by a powerful fan and advanced airflow management. A floating main brush keeps close to the ground, flicking dust and hair into the suction flow for a more thorough clean.

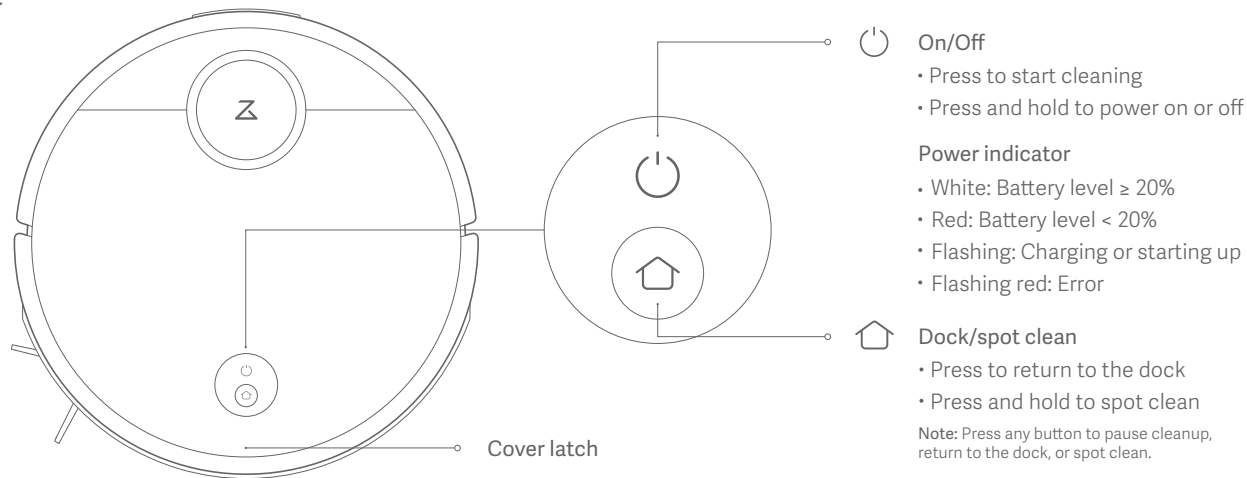
Through the Roborock app, you can see a map of your home, the location of the robot, and its cleaning path in real-time, set cleaning schedules and specific cleaning areas, and more, for full remote control. When at home, you can also control your robot with your voice through a voice assistant.

Roborock S4 was designed to make your life simpler through technology.

Now you can step away from vacuuming and focus on spending time with the people you love. We hope you enjoy your robot.

# Product introduction

## Robot



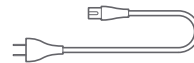
## Parts list



Charging dock



Main brush cleaning tool

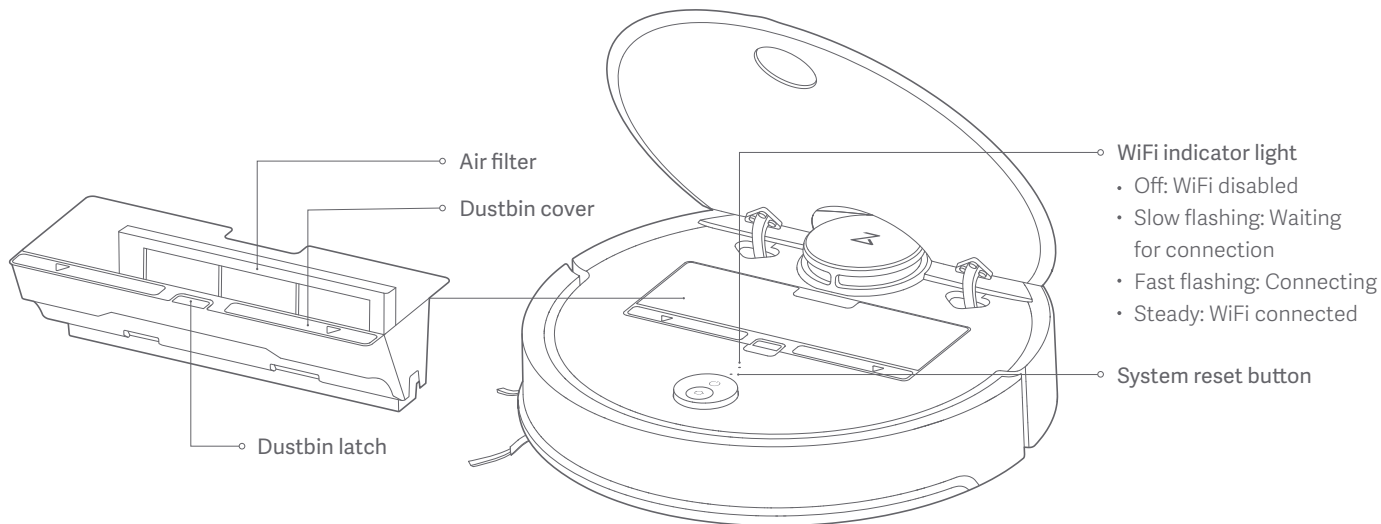


Power cable

# Product introduction

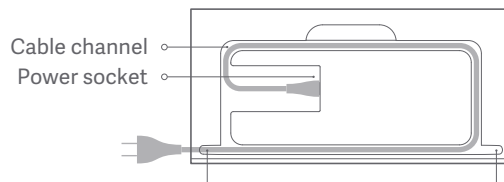
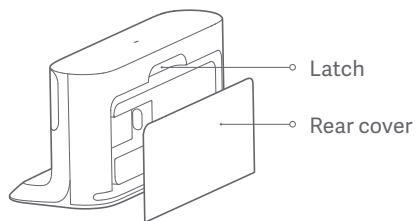
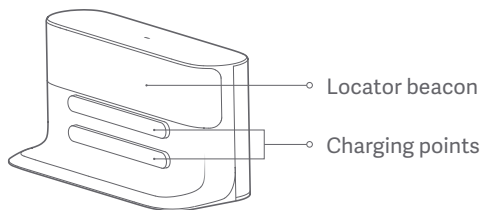
## Dustbin

## Robot



# Product introduction

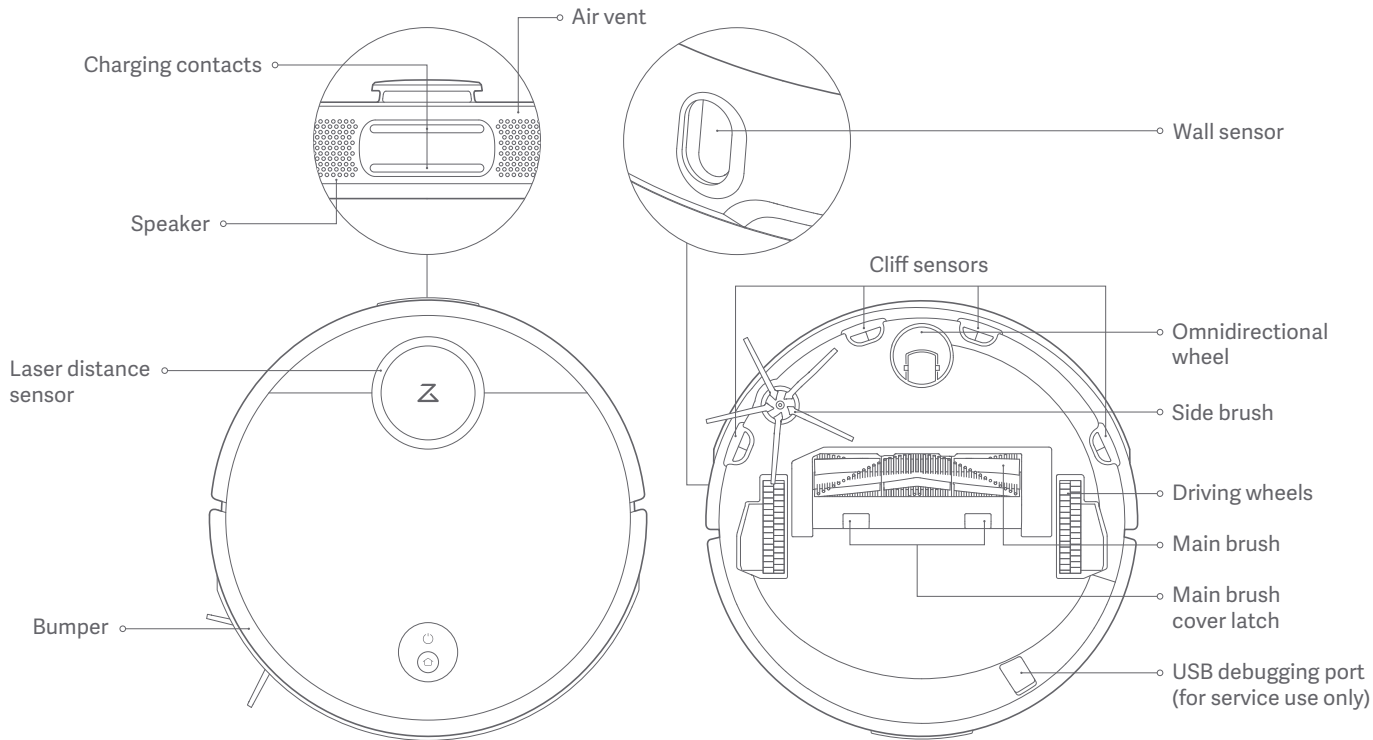
## Charging dock



Cable exit points

Note: Cables can exit either the right or left opening.

# Product introduction

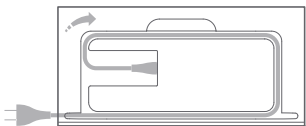




# Installation

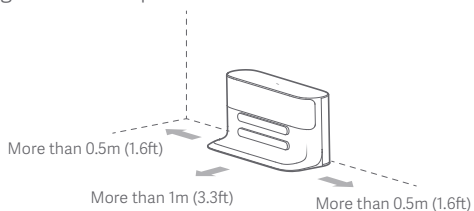
## Using the robot

1. Connect the power cable to the charging dock and tidy cables using the cable channel as necessary.




**Note:** If the power cable is vertical to the ground, it may get dragged by the robot, causing the charging dock to be disconnected.

2. Place the charging dock against the wall on a flat surface and plug it into mains power.

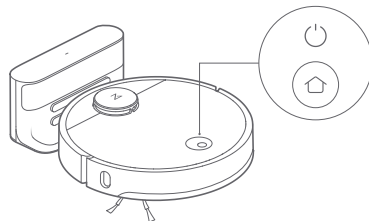


**Note:** The charging dock should have more than 0.5m (1.6ft) of clearance on each side, and more than 1m (3.3ft) in the front.

3. Turn on and charge

Press and hold the  button to turn on the robot. When the power indicator lights up, place the robot onto the charging dock to begin charging. The robot uses a high-performance lithium-ion rechargeable battery. To maintain peak battery performance, always keep the robot charged.

**Note:** The robot will not turn on when the battery is low. Place the robot directly onto the charging dock to begin charging.




The color of the power indicator indicates the battery level.

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

4. Connect to the mobile app. (recommended)

5. Start cleanup

When the battery is fully charged, the power indicator will remain lit. Press the  button or use the app to start a cleanup.

# Installation

## Connect to the Mi Home App



This robot is controlled through the Mi Home app. Through the MIUI system, it can be connected to other smart home products.

### ① Download app

Search for "Mi Home" in the App Store or Google Play, or scan the QR code below, then download and install the app.



### ② Reset WiFi

1. Open the top cover of the robot to reveal the WiFi indicator light.
2. Press and hold the  and  button until you hear the "Reset WiFi" voice alert. When the WiFi indicator light is flashing slowly, the robot has entered network configuration mode.

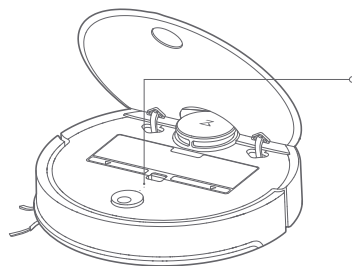
**Note:** If you cannot connect your phone to the robot, reset the WiFi, and add your robot as a new device.

### ③ Add device

Open the Mi Home app and click "+" in the top right corner, then follow the instructions in-app. Once your robot has been added, it will be found in a list on the Mi Home homepage.

**Note:**

- Due ongoing Mi Home development, the actual process may differ slightly from the above description. Always follow instructions given in-app.
- Only 2.4GHz WiFi is supported.





WiFi indicator light

- Off: WiFi disabled
- Slow flashing: Waiting for connection
- Fast flashing: Connecting
- Steady: WiFi connected


# Instructions for use

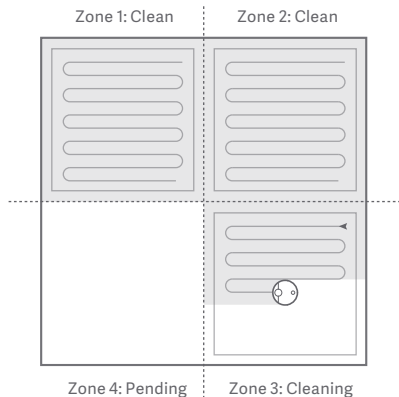
## On/off

Press and hold the  button to turn on the robot. The power indicator will turn on, and the robot will enter Standby mode. If the robot is asleep, press and hold the  button to turn it off and end the current cleanup.

**Note:** The robot cannot be turned off when it is charging.

## Start cleanup



Press the  button to start a cleanup. Once started, the robot will plan its cleaning route based on its scan of the area. It cleans along the wall of a zone first and then moves in a Z-shaped cleaning route to cover the whole area efficiently and thoroughly.



**Note:**

- Cleaning cannot start if the battery level is too low. Allow the robot to charge before restarting cleanup.
- Tidy away any cables on the ground (including the power cable of the charging dock) before cleaning to avoid losing power or damaging either the robot or any connected devices.
- If a cleanup finishes within 10 minutes, cleaning repeats by default.
- If the battery runs low before cleanup is complete, the robot will carry out a top-up charge before resuming cleanup from where it left off.

## Pause

When the robot is cleaning, press any button to pause it. Then press the  button to continue cleaning or the  button to stop the cleanup and send it back to the dock.

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

## Sleep

If the robot is paused for over 10-minutes, it will go to sleep, and its power indicator will flash slowly. Press any button to wake it back up.


**Note:**

- The robot will not go to sleep when it is on the charging dock.
- The robot will shut down if left asleep for over 12-hours.

# Instructions for use

## Charging

Auto: After cleanup, the robot will automatically return to the charging dock to recharge.

Manual: In Pause mode, press the  button to send the robot back to the charging dock.

The power indicator will flash slowly as the robot charges.

**Note:** If the cleanup was started away from the charging dock and the robot could not return to the dock after cleanup, it will instead return to its starting point. Place the robot directly on the dock to start recharging.



## Error

If an error occurs while the robot is cleaning, the power indicator will flash red quickly, and you will hear a voice alert. See "Troubleshooting" for resolution options.

**Note:**


- The robot will go to sleep automatically if left in an Error state for over 10-minutes.
- Placing the robot on the charging dock in an error state will stop the current cleanup.

## Reset WiFi

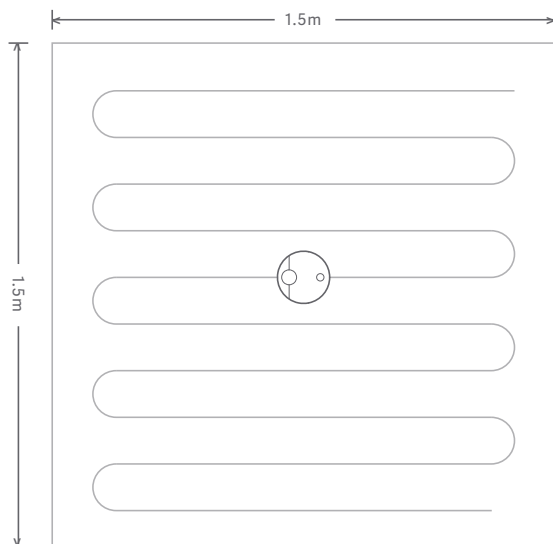
If your phone cannot connect to the robot because you have changed your router configuration, forgotten your password, or any other reason, open the top cover to see the WiFi indicator light then press and hold the  button and  button until you hear the "Resetting WiFi" voice alert. When the WiFi indicator light flashes slowly, reset is complete.

**Note:** If the robot is left connecting to the network for over an hour, its WiFi will be disabled. Reset WiFi before attempting reconnection.

## Spot cleaning

In Standby or Pause modes, press and hold the  button to spot clean. A 1.5m x 1.5m square area centered on the robot will be cleaned. After cleanup, the robot will return to the center of the square.

**Note:** Pressing any button will cancel the current spot cleanup



# Instructions for use

## Scheduled cleanup

Use the Mi Home app to set start times and suction levels for scheduled cleanups. The robot will return to the charging dock after each cleanup.

## Pin n go

Use the Mi Home app to set a destination for the robot. It will then go to that point.

## Zone cleanup

Use the Mi Home app to draw a specific zone for the robot to clean.

**Note:** While cleaning the designated zone, the robot may move outside zone borders. Make sure that there are no cables or obstacles placed close to the cleanup zone.

## Cleaning mode

Use the Mi Home app to chose from Quiet, Balanced, Strong, or MAX modes. The Balanced mode is the default.

## Do not disturb (DND) mode

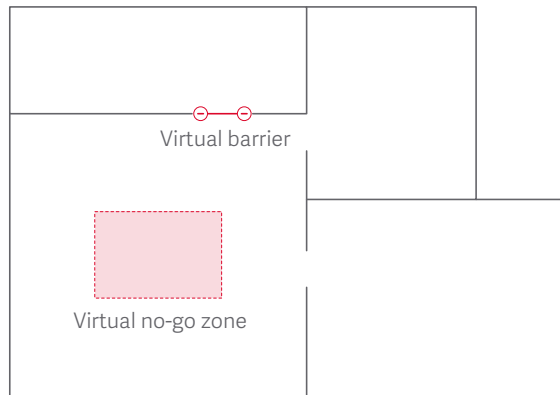
In DND mode, no cleanups will start, no voice alerts will play, and the power indicator will dim. DND mode is set from 22:00 to 08:00 by default and can be disabled or modified in the Mi Home app.

## Virtual no-go zone and barrier

The Mi Home app can be used to draw virtual no-go zones and barriers to keep the robot from entering the areas you define.

**Note:**

- "Map Saving Mode" must be turned on in the Mi Home app to use virtual no-go zones.
- Virtual no-go zones and barriers should only be used to customize the cleaning area. It should not be used to isolate hazards.
- Moving the robot manually or making significant changes to the home environment may cause the loss of virtual no-go zones and barriers



# Instructions for use

## More app functions

Live map	Cleanup records	Robot location
Change cleaning mode	Remote control mode	Control other Mi Home devices
View cleaning history	View robot status	Change voice pack
Firmware updates		

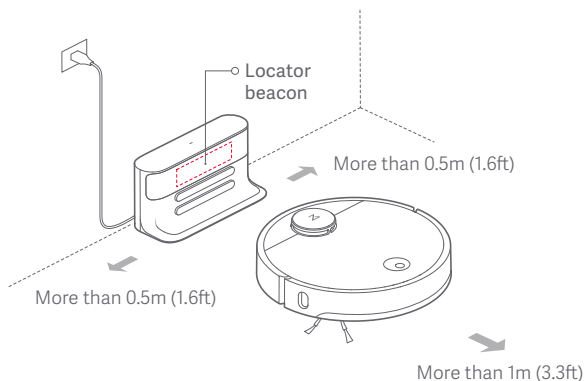
**Note:** Functions and details of the Mi Home app may vary slightly due to the continuous app development and upgrades.

## Instructions for use

### Charging dock

The charging dock should be plugged in and placed against a wall on level ground, with more than 0.5m (1.6ft) of clearance on each side, and more than 1m (3.3ft) in front. For the best experience, when using the mobile app, place the charging dock in an area with strong WiFi coverage.

**Note:** Do not place the charging dock in direct sunlight or block the locator beacon; otherwise, the robot may not be able to return to the charging dock.

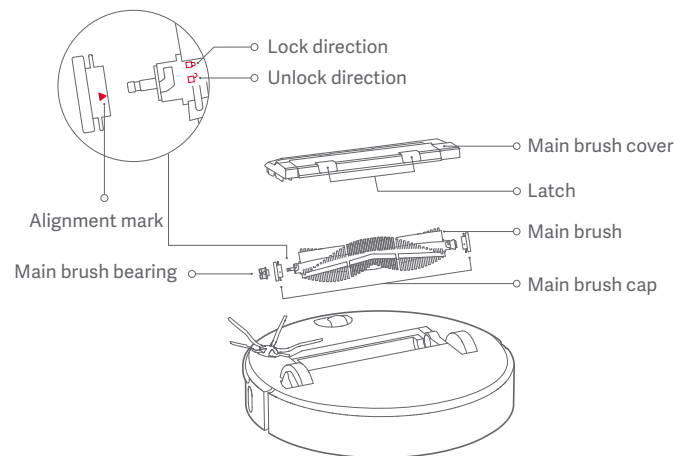


## Routine maintenance

### Main brush \* Weekly cleaning recommended

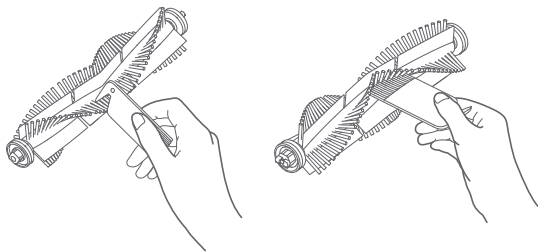
1. Turn the robot over then unlatch and remove the main brush cover.
2. Take out the main brush, remove and clean its bearings.
3. Remove the main brush cap rotating in the unlock direction.
4. Use the supplied main brush cleaning tool to remove any entangled hair.
5. Re-install the cap and bearing following the lock direction.
6. Re-insert the main brush and replace the brush cover.

**Note:** Main brush replacement every 6-12 months is recommended.



## Routine maintenance

### Using the main brush cleaning tool

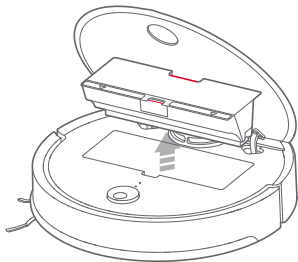


Cut hair

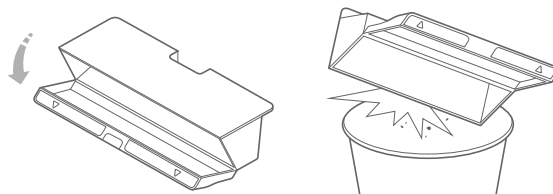
Clean dirt

### Dustbin and filter \* Weekly cleaning is recommended

1. Open the top cover of the robot, squeeze the dustbin latch, and remove the dustbin.

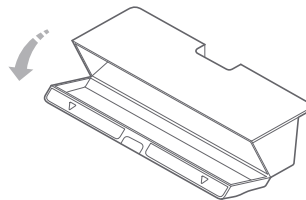


2. Open the dustbin lid as indicated by the arrow and pour out the contents.



### Clean the filter \* Bi-weekly cleaning is recommended

1. Open the dustbin lid as before.

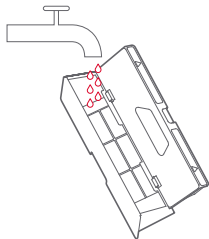




## Routine maintenance

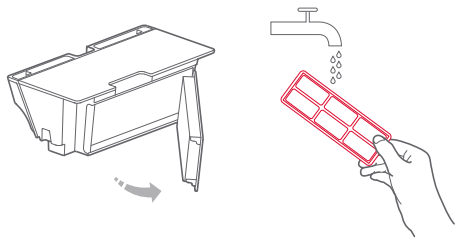
### Clean the filter \* Bi-weekly cleaning is recommended

2. Fill the dustbin with clean water and close the cover. Gently shake the dustbin, then pour out the dirty water.



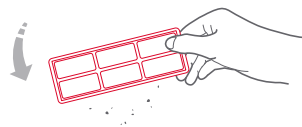
**Note:** Only use fresh water without cleaning liquid.

3. Remove the filter and clean it with water.



**Note:** To avoid damage, do not touch the surface of the filter with hands, brushes, or sharp objects.

4. Rinse repeatedly and tap the filter frame to remove as much dirt as possible.



5. Leave the filter to dry before reinstalling it.

**Note:**

- Allow the filter to dry thoroughly before use. 24-hours of drying is recommended.
- Alternating between two filters is recommended.

## Battery

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

**Note:** If the robot is to be left unused for an extended period, turn it off before storage and charge it at least once every three months to avoid battery damage resulting from over-discharging.

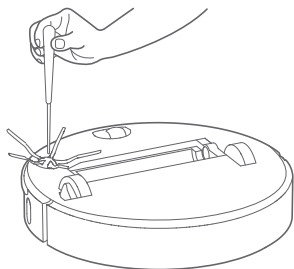
## Charging dock \* Monthly cleaning recommended

Use a soft dry cloth to clean the charging contacts of the charging dock.

## Routine maintenance


### Side brush \* Monthly cleaning recommended

1. Turn the robot over and remove the screw holding the side brush.
2. Remove and clean the side brush.
3. Reinstall the side brush.



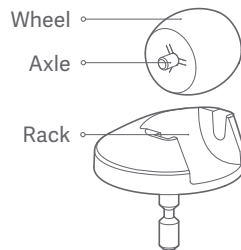
**Note:** Side brush replacement every 3-6 months is recommended.

### Restore factory settings

If the robot is not functioning after a system reset, turn it on, then press the  button. Then press and hold the Reset button until you hear the "Start restoring initial version" voice alert. The robot will then be restored to factory settings.


### Omnidirectional wheel \* Monthly cleaning recommended

1. Turn the robot over and remove the omnidirectional wheel.
2. Remove any hair and dirt on the wheel and axle.
3. Press the wheel back into its mounting point.



### System reset

If the robot does not respond when you press a button or the robot cannot be shut down, press the Reset button (see page 2). The robot will then restart.

 After a system reset, cleaning schedules, WiFi and other settings will be restored to factory settings.

### Firmware update

Firmware updates are carried out using your phone. Connect the robot to the charging dock and ensure that the battery level is higher than 20% before updating. The power indicator will flash white quickly during the firmware update.

## Routine maintenance

### Holiday Energy Saving Function

When the cleaner is on the charging dock, hold and press "Recharge" for 10 seconds until you hear a "Ding-dong" sound, and Holiday mode will be activated.

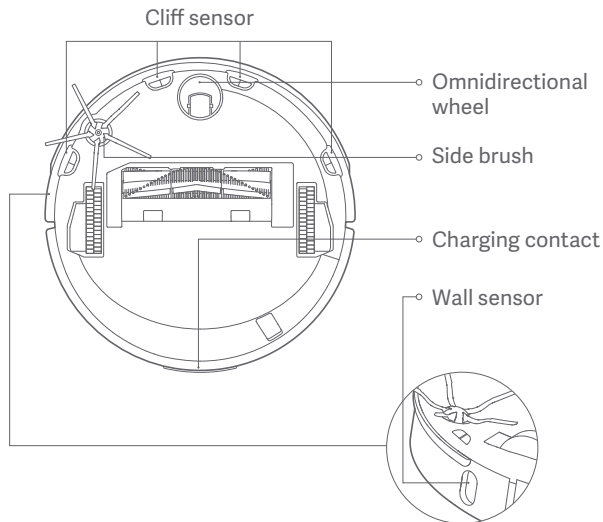
In this mode, the LED indicator will dim, functions that has nothing to do with charging such as cleaning, recharging and remote control via WIFI will be disabled, and the cleaner will enter low power consumption mode to maintain optimal battery performance.

After Holiday mode is activated, you can disable it by holding and pressing "Recharge" for 10 seconds until the LED indicator brightens.

### Machine sensors

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

1. Four cliff sensors at the bottom of the robot.
2. The wall sensor on the right of the robot.
3. The charging contact on the rear of the robot.



## Basic parameters

### Robot

Name	Parameters
Dimensions	354.7×350×96 mm
Battery	14.4 V/5200 mAh lithium battery
Weight	Approx. 3.8 kg
Wireless connection	WiFi Smart Connect
Rated voltage	14.4VDC
Rated power	58W

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

### Charging dock

Name	Parameters
Dimensions	265×109×129mm
Rated power	42W
Rated input	100-240VAC
Rated output	20VDC 1.8A
Rated frequency	50-60Hz

# Troubleshooting

If an error occurs during cleanup, the power indicator will flash red quickly, and a voice alert will play. Refer to the table below for resolution options.

Errors	Troubleshooting
Error 1: Rotate the laser head to check that it turns freely.	The LDS unit is jammed. Remove any items blocking it then move the robot to a new location and restart.
Error 2: Clean and lightly tap the bumper.	The bumper is stuck. Tap the bumper repeatedly to dislodge any jammed items. If nothing falls out, move the robot to a new location and restart.
Error 3: Move the robot to a new location and restart.	A wheel is suspended. Move the robot to a new location and restart.
Error 4: Wipe the cliff sensors, move the robot away from raised edges, and restart.	The robot is suspended. Move it to a new location and restart. If the problem persists, clean the cliff sensors.
Error 5: Remove the main brush and clean the brush and bearing.	The main brush may be tangled up. Remove and clean both it and its bearings.
Error 6: Remove and clean the side brush.	The side brush may be tangled up. Remove and clean it.
Error 7: Look for anything stuck in the driving wheels then move the robot to a new location and restart.	The driving wheels may be jammed. Remove and clean them.
Error 8: Clear away any obstacles around the robot.	The robot may be stuck. Clear any obstacles from around it.
Error 9: Install the dustbin and filter.	Reinstall the dustbin and filter and check that they are installed properly. If the problem persists, try replacing the filter.
Error 10: Filter is either wet or blocked.	The filter is not completely dry. Dry the filter for at least 24 hours. The filter may also require cleaning. If the problem persists, replace the filter.
Error 11: High-intensity magnetic field detected. Move the robot away from barrier tape and restart.	The robot is too close to barrier tape and cannot start. Move it to a new location and restart.

# Troubleshooting

If an error occurs during cleanup, the power indicator will flash red quickly, and a voice alert will play. Refer to the table below for resolution options.

Errors	Troubleshooting
Error 12: The battery is too low. Recharge before use.	Low battery. Recharge before use.
Error 13: Charging error. Clean the charging contact area.	Use a dry cloth to wipe the charging contacts on the robot and on the charging dock.
Error 14: Battery error.	The battery temperature is either too high or too low. Wait until it returns to normal.
Error 15: Wipe the wall sensor.	The wall sensor is dirty. Wipe it clean.
Error 16: Robot is tilted. Place it on flat ground and restart.	The robot is placed at an angle. Move it to flat ground and restart.
Error 17: Side brush module error. Reset the system.	The side brush module is experiencing a fault. Reset the system.
Error 18: Vacuum fan error. Reset the system.	The vacuum fan is experiencing a fault. Reset the system.
Error 19: The charging dock has no power. Check that the power cable is properly inserted.	The charging dock power cable may have come loose. Re-insert the power cable then retry recharging.
Error 24: Virtual no-go zone or barrier detected. Move the robot to a new location and restart.	Move the robot out of the virtual no-go zone or barrier and restart.
Internal error. Reset the system.	Malfunction due to an internal error. Reset the system.

**Note:** A system reset may not resolve all problems.

If the problem persists after using the recommendations in the table above, please email our after-sales service team:

US/Non-Europe Support: [support@roborock.com](mailto:support@roborock.com) Europe Support: [support@roborock-eu.com](mailto:support@roborock-eu.com)

## FAQs

Problem	Solution
Unable to power on	Battery level may be too low. Charge the robot and retry. Battery temperature may be too low or too high. Try again when the battery is between 0°C (32°F) to 40°C (104°F).
Unable to charge	If the charging dock is not receiving power, check that both ends of the power cable are properly connected. If contact is poor, clean the contact areas of the charging dock and the robot. Power is restored when the power indicator light turns on.
Slow charging	If the robot is being used in a very hot or very cold environment, it will reduce its charging speed to extend its battery life. The charging contact points also may be dirty. If that is the case, clean them using a dry cloth.
Unable to recharge	There are too many obstacles near the charging dock. Please place it in an open area. The robot is too far from the charging dock. Place it closer.
Abnormal behavior	Restart the robot.
Noise during cleaning	The main brush, side brush or main wheel may be jammed. Turn off the robot and clean them.
Poor cleaning ability or dust falling out	If the dustbin is full, empty it. If the filter is blocked, wash it. If the main brush is tangled up, clean it.

## FAQs

Problem	Solution
Unable to connect to WiFi	If WiFi is disabled, reset it and try again; if the WiFi signal is weak, make sure the robot is within the coverage of a WiFi signal. If the WiFi connection is abnormal, reset the WiFi, download the latest mobile app, then try reconnecting to the WiFi. The app may not support your model of robot. You can view supported robots in-app.
Scheduled cleanups are not starting	The battery level is too low. Scheduled cleanup can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the charging dock?	The robot will draw power while it is docked to maintain battery performance, but power consumption is incredibly low.
Does the robot need to be charged for at least 16 hours the first three times it is used?	No. The robot can be used any time after it has been fully charged once.
Cleaning does not resume after recharging	Make sure that the robot is not in DND mode because DND mode will prevent cleanup. When cleaning a space requiring a top-up charge, if the robot was placed manually on the charging dock before it topped up automatically, it will not be able to continue cleanup.
The robot cannot return to the charging dock after spot cleaning or when it has been moved manually.	After a spot cleanup or a significant position change, the robot will re-generate the map. If the charging dock is too far away, it may not be able to return for recharging and must be placed on the charger manually.

### Robot Vacuum Cleaner

Manufacturer: Beijing Roborock Technology Co. Ltd.

Product Model: roborock S4

Address of Manufacturer: Floor 6, Suite 6016, 6017, 6018, Building C, Kangjian Baosheng Plaza,  
No.8 Heiquan Road, Haidian District, Beijing, P.R.CHINA

For more product information, visit our website: [www.roborock.com](http://www.roborock.com)

For after-sales support, email our after-sales service team:

US/Non-Europe Support: [support@roborock.com](mailto:support@roborock.com)

Europe Support: [support@roborock-eu.com](mailto:support@roborock-eu.com)

