

Roborock H5

Cordless Stick 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

- Do not use this product outdoor 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).
- 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).
- Keep hair, loose clothing, fingers, and all parts of 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.
- Do not vacuum the product's cords or other cords 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.
- The switch must be turned off before cleaning or maintaining the appliance.

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, this product can only be charged using the S030-1B300100HE or S030-1B300100HA power supply provided with the product.
- Do not use any third-party batteries, power cables 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 adapter or the dock.
- Do not charge the vacuum cleaner or install the dock near heat sources or in humid areas (such as radiators or bathrooms).
- Do not wipe the adapter 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 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 overdischarge.
- Do not discard waste batteries. Leave them with a professional recycling organization.

Transportation

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

Note

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




A Product Introduction

A1 Main Unit

-  —Power
- Press: Start/Stop

A1-1—Rear Filter

A1-2—Change Mode

-  —Eco Mode
-  —Standard Mode
-  —Max Mode

A1-3—Charging Port

A1-4—Battery Level Indicator Light

- Full: Three steady lights
- High: Two steady lights
- Medium: One steady light
- Low: One flashing light

A1-5—Multi-Cyclone Assembly

A1-6—Dustbin

A1-7—Dustbin Opener

A2 Power Supply

A3 Motorized Mini-Brush

A4 2-in-1 Cleaning Head

A5 Multi-Surface Brush

A6 Disposable Dust Bag

A7 Dust Bag Holder

A8 Charging Dock

A9 Baton

B Installation

B1 Cleaning Heads

B2 Disposable Dust Bag (Optional)

B2-1—Press the dustbin opener to open the bottom cover of the dustbin and rotate to remove the multi-cyclone assembly.

B2-2—Insert the disposable dust bag along the slot of the dust bag holder. Ensure it is properly installed.

B2-3—Insert the dust bag holder. Ensure it is properly installed.

B2-4—Attach the bottom cover of the dustbin into place.

Notes:

- To ensure optimal vacuuming performance, it is recommended to replace the dust bag regularly or when it is full.
- The dust bag features a one-off seal which will securely seal the bag on removal. This design effectively prevents dust leakage.
- Please do not pull out the seal unless you are discarding the dust bag. A pulled seal cannot be restored.
- After replacing the disposable dust bag, please stow the removed multi-cyclone assembly properly.

B3 Charging Dock (Optional)

*It is recommended that you let specialists install the charging dock. Use protective clothing, safety goggles, and other protective equipment when necessary.

B3-1—To attach the positioning sticker:

Attach the positioning sticker onto the wall. Ensure that the edges are parallel to the ground and the bottom is approximately 105 cm (3.5 ft) above the ground.

B3-2—Diameter of drill bit: 6 mm (0.24 in)

B3-3—About 105 cm (3.5 ft)

B3-4—To install the charging dock:

Use an electric tool with an 6-mm (0.24 in) drill bit to create holes that align with the positioning holes on the sticker. Securely fix the charging dock using the provided expansion tubes and screws.

Notes:

- The dock should be fixed in a cool and dry area near a power source.
- The dock is an optional accessory and can be installed according to actual needs.
- Prior to installation, ensure that there are no wires or pipes running through the wall where the dock will be located.

C Instructions for Use

C1 Charging

The vacuum cleaner can be charged using either the power supply or charging dock.

Notes:

- Before initial use, please fully charge the main unit. After the battery is fully charged, the main unit goes to sleep and all three battery level indicator lights turn off.
- After using Max mode for a long time, the battery will get hot. Thus, it may take longer for the battery to charge. It is recommended that you let the machine cool down for 30 minutes before charging.

C1-1—Charge with power supply

C1-2—Charge with charging dock

Precautions

1. When using the multi-surface brush or motorized mini-brush on the vacuum cleaner, the surfaces of some fabrics may become fuzzy or exhibit resistance. In such cases, it is recommended to use the 2-in-1 cleaning head to vacuum these surfaces.
2. Before vacuuming polished surfaces (shiny wooden flooring or glazed tiles), check if there are objects in the multi-surface brush (especially the cleaning head) to avoid scratching the floor.
3. Before using the vacuum cleaner, make sure that the dustbin, multi-cyclone assembly, front filter, and rear filter are properly installed.
4. Do not block the exhaust port when vacuuming.

5. The vacuum cleaner is only suitable for vacuuming small amounts of fine dust, such as flour and construction dust.
6. Do not use the vacuum cleaner to suck up sharp objects, small toys, pins, paper clips, etc. These objects can damage the vacuum cleaner and the floor.
7. Pay attention to personal safety when cleaning dangerous areas such as stairs and windows.
8. Do not place the product on high places such as desks and chairs or lean the product against other objects to avoid damage caused by it falling or tipping over.
9. The movement of the multi-surface brush may result in an unevenly polished floor. To remedy this, the floor can be wiped with a damp cloth and polished with floor wax.

Auto Shutoff

1. If any of the spinning parts become stuck, the product may power off automatically. Clear the objects stuck in the parts to continue using.
2. When the cleaning head motor gets too hot, it will automatically power off. Please wait until the temperature returns to normal before continuing use.

Clearing Objects Tangled in Rollers

1. If any electric cleaning head gets clogged with large objects or tangled with long fibers, the roller may stop working. In such cases, prompt cleaning is required.

2. Before cleaning the roller, make sure that the cleaning head has been detached from the main unit. Avoid accidentally turning the vacuum cleaner on and causing injuries.

Notes:

- Be aware of sharp objects when cleaning the roller.
- If tangled objects cannot be cleared, please refer to the "Cleaning Head Rollers" section of Routine Maintenance to remove the roller for cleaning.

C2 Usage Scenarios for Cleaning Heads

C2-1—2-in-1 cleaning head

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

C2-2—Motorized mini-brush

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

Note: To prevent scratching the fabric surface, do not use the motorized mini-brush on leather, leathers, or silk materials.

C2-3—Multi-surface brush

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

Note: In Standard mode, the multi-surface brush will engage Carpet Boost mode to increase suction power when used on carpet surfaces. It will automatically switch back to Standard mode after leaving the carpet.

D Routine Maintenance

Product Maintenance

1. The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.
2. If any filter or cleaning head is clogged, the fan will stop working intermittently several times before stopping completely. Please promptly clean the filter and cleaning head.

Main Unit

Use a soft and dry cloth to wipe the main unit. Do not rinse it. Disconnect the power before cleaning.

D1 Dustbin

- D1-1**—When using the multi-cyclone assembly, empty the dustbin as soon as possible once the dust reaches "Max", otherwise it will affect the vacuuming performance.
- D1-2**—Disconnect the power before cleaning and make sure the machine stops operating. Remove the baton or cleaning head. Press the dustbin opener to empty the dustbin.
- D1-3**—Rotate the multi-cyclone assembly in the direction indicated in the digram to remove it.

D1-4—Use a dry cloth or tissue to wipe off the dust inside the dustbin and attach the bottom cover of the dustbin into place.

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

D2 Front Filter and Multi-Cyclone Assembly

*Clean every 2 months.

Notes:

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

D2-1—Remove the multi-cyclone assembly. Open the cover of the front filter and remove the front filter.

D2-2—Wash the filter and multi-cyclone assembly with cold water until they are clean.

D2-3—Dry the filter and multi-cyclone assembly for at least 24 hours to ensure thorough drying.

Notes:

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

D2-4—Face the filter upwards.

D2-5—Push the no filter protection lock on the multi-cyclone assembly into the slot. Place the filter into the right side of the multi-cyclone assembly and gently push it to the left, ensuring that the protrusion on the filter fits into the notch on the top of the multi-cyclone assembly.

D2-6—Close the cover of the front filter, align the multi-cyclone assembly and the main unit, and turn the multi-cyclone assembly counterclockwise to fit the parts.

D3 Rear Filter

*Clean every 2 months.

D3-1—Rotate the rear filter counterclockwise to unlock and remove it from the main unit.

D3-2—Rinse the interior of the rear filter. Rotate the filter while washing to ensure that all gaps in the filter can be cleaned. Rinse repeatedly and tap to remove as much dirt as possible.

D3-3—Dry the filter for at least 24 hours to ensure thorough drying.

D3-4—After drying, reinstall the filter in the main unit by aligning it to the unlock mark and turning it clockwise until it is locked in place.

Cleaning Head Rollers

Inspect and clean the cleaning head rollers periodically to ensure product performance. Before removing a roller, ensure that the cleaning head has been separated from the main unit to avoid causing injuries.

Notes:

- The roller part of a cleaning head must be removed for separate cleaning.
- There are electrical components in the motorized mini-brush and multi-surface brush and bearings in the multi-surface brush roller. Do not rinse them.

D4 Multi-Surface Brush

D4-1—Place the multi-surface brush in the direction shown in the diagram. Use a coin-like object to rotate the lock catch counterclockwise to unlock it.

D4-2—Pull out the lock catch and roller brush from the cleaning head.

D4-3—Clean the fibers and hair wrapped around the roller and the lock catch.

D4-4—After cleaning, reinstall the lock catch into the roller.

D4-5—Rotate the lock catch clockwise until you hear it lock with a click.

D5 Motorized Mini-Brush

D5-1—Rotate the lock catch counterclockwise to the unlock position to remove the lock catch.

D5-2—Take out the roller from the motorized mini-brush.

D5-3—Clean and wash the roller.

D5-4—Place the roller vertically and dry it for at least 24 hours to ensure thorough drying.

D5-5—When the roller is completely dry, reinstall the roller and lock catch back in place.

D5-6—Rotate the lock catch clockwise to the lock position, and ensure that the roller is properly installed.

Basic Parameters

Vacuum Cleaner

Model	H8D1A
Rated Voltage/ Current	25.2 VDC 20 A
Battery	25.2 V/2500 mAh (TYP) Lithium-ion battery
Charging Time	< 3.5 hours

Power Supply

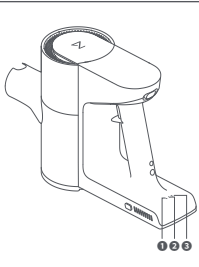
Model	S030-1B300100HE or S030-1B300100HA
Rated Input	100-240 VAC 50-60 Hz 0.8 A
Rated Output	30 VDC 1 A
Charging Battery	25.2 V/2500 mAh (TYP) Lithium-ion battery

Common Issues

The vacuum cleaner will stop working when it malfunctions. Please refer to the table below to find the cause and solution to the issue. If the issue persists, please contact customer service for repair.

Issue	Solution
Electric cleaning head is not functioning	<ul style="list-style-type: none"> The motor of the cleaning head may be overheated. Wait until the temperature returns to normal before use. The contacts of the cleaning head may be dirty. Wipe it with a soft, dry cloth and try again.
Multi-surface brush engages Carpet Boost mode on a non-carpet floor	<ul style="list-style-type: none"> Objects may be tangled in the multi-surface brush. Check and clean it to ensure that the multi-surface brush can rotate smoothly.
Reduced suction force	<ul style="list-style-type: none"> The dustbin is full or a filter is clogged. Use after cleaning the dustbin and the filter. The cleaning head is clogged. Remove any stuck objects from it.
Battery level indicator light is off when charging	<ul style="list-style-type: none"> Check that the power supply is properly connected to the vacuum cleaner or the charging dock. When the battery is fully charged, the vacuum cleaner goes to sleep and all three battery level indicator lights will be off.
Slow charging	<ul style="list-style-type: none"> When used at high or low temperatures, the vacuum cleaner will automatically reduce its charging speed. Wait for the temperature to return to normal and retry.

Troubleshooting

	Battery level indicator light No.2 display	Possible cause	Solution
	During use, light No.2 is flashing red quickly	Clogged air duct	Check if the dustbin, baton, or cleaning head is clogged and clear any stuck objects.
		Overheating of cleaning head	Wait for a while before using it again.
		Cleaning head entangled with objects	Clear the objects wrapped around the cleaning head.
During use, light No.2 is steady red (for approximately 10 s)	Low battery	Charge it for further use.	

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 environmental 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.