

# **Roborock F25 ACE**

## **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.



<b>English</b>	<b>02</b>
<b>Français</b>	<b>11</b>
<b>Deutsch</b>	<b>19</b>
<b>Italiano</b>	<b>28</b>
<b>Español</b>	<b>37</b>
<b>Nederlands</b>	<b>45</b>
<b>Polski</b>	<b>54</b>
<b>Norsk</b>	<b>63</b>
<b>Svenska</b>	<b>71</b>
<b>Português</b>	<b>79</b>

## **Contents**

03	Safety Information
04	Product Introduction
04	Product Installation
05	Connecting to the App
05	Instructions for Use
06	Routine Maintenance
08	Basic Parameters
09	Common Issues
10	EU Declaration of Conformity
10	WEEE Information
10	Warranty Information

# 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 cannot 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 docking station roborock MDS14HRR 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 battery 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 the Routine Maintenance section.

## A Product Introduction

### A1 Vacuum Cleaner

#### —Switch Mode


- Press: Switch to AUTO / MAX / ECO / Sponge mode
- Press and hold for 2 seconds while charging: Switch to Quiet Drying / Fast Drying mode

#### —Power

- Press: Start/Pause
- Press and hold for 2 seconds while on standby: Power off

#### —Self-Clean

- Press while charging: Start/Pause self-cleaning
- Press and hold for 2 seconds while charging: Start/Stop drying

**Note:** To stop self-cleaning or drying, press the  button while charging.

#### A1-1—Speaker

#### A1-2—Handle

#### A1-3—Handle Release Hole

#### A1-4—Roller Release Tab

#### A1-5—Adaptive Drive Wheels

#### A1-6—LED Display

#### A1-7—Dirty Tank Release

#### A1-8—Dirty Tank Handle

#### A1-9—Dirty Tank

#### A1-10—Clean Tank Refill Port

#### A1-11—Cleaning Solution Refill Port

#### A1-12—Clean Tank Release

#### A1-13—Clean Tank

#### A1-14—Roller

### A2 Charging Dock

#### A2-1—Drying Tray

#### A2-2—Drying Air Outlets

#### A2-3—Charging Contacts

### A3 Power Cord

### A4 Filter

### A5 Maintenance Brush

**Note:** The maintenance brush can be placed in the groove at the back of the charging dock.

### A6 LED Display

#### A6-1—Sponge Mode

#### A6-2—ECO Mode

#### A6-3—Drying Indicator

#### A6-4—Battery Level

#### A6-5—AUTO Mode

#### A6-6—MAX Mode

#### A6-7—Light Stripe & Error Indicator

#### A6-8—WiFi Indicator

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

## B Product Installation

### B1 Fitting the Handle

**B1-1**—Connect the handle to the main body until it clicks into place. The buttons on the handle should face forward.

**B1-2**—To detach the handle, hold it firmly and pull it out while inserting a hard object into the handle release hole on the back of the main body to press the release button.

### B2 Positioning the Charging Dock

**B2-1**—Place the charging dock upside down, connect the power cord to the socket of the charging dock, and loop the cord inside the cord storage slot as required.

**Note:** The power cord can exit from either the right or left cord storage slot opening.

**B2-2**—Place the charging dock on a flat, hard floor and plug it in.

**B2-3**—The maintenance brush can be placed in the groove at the back of the charging dock.

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

# Connecting to the App

## 1. Download the App

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



## 2. Reset WiFi

- a. Keep the vacuum cleaner upright and press the **U** button. The LED display will turn on, and the vacuum cleaner will be on standby.
- b. Press and hold the **W** and **U** buttons simultaneously until you hear the "Resetting WiFi" voice message. The reset is complete when the WiFi indicator on the LED display flashes slowly. The vacuum cleaner will then wait for a connection.

**Note:** If you cannot connect to the vacuum cleaner due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your vacuum cleaner as a new device.

## 3. Add Device

Open the Roborock app, tap the "Add

Device" or "+" button and add your device following the in-app guide.

### 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.

# C Instructions for Use

## C1 Filling the Clean Tank

**C1-1**—Grip the clean tank handle, press the release button, and gently pull the clean tank upwards at a slight angle.

**C1-2**—Open the cap of the clean tank refill port, add tap water, and then close the cap.

**C1-3**—Open the cap of the cleaning solution refill port, add compatible cleaning solution, and then close the cap.

**C1-4**—Place the clean tank back to the cleaner head. Push it down gently until it clicks into place.

### Notes:

- To avoid deforming the clean tank, only use cold water.
- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solutions recommended by Roborock.
- To improve cleaning performance, we suggest that you add the recommended cleaning solution to the cleaning solution refill port before use. During cleaning, the machine will automatically add cleaning solution to clean water based on the preset ratio.

## C2 Locking and Unlocking

Lightly step on the cleaner head and hold the handle. Push it to lock the vacuum cleaner, and pull it to unlock the vacuum cleaner.

**C2-1**—Locked

**C2-2**—Unlocked

## C3 Starting the Vacuum Cleaner

Pull the handle to unlock the vacuum cleaner, and press the **U** button to start it.

## C4 Lay-Flat Cleaning

The vacuum cleaner can be laid flat to clean under furniture. To lay it flat on the floor, lower the handle while using the machine. The available capacity of the dirty tank decreases during lay-flat cleaning. Therefore, it is recommended to empty the dirty tank before cleaning under furniture.


**Note:** Always lay the vacuum cleaner flat with the buttons on the handle facing up.

## C5 Mode Switching

Press the **W** button to switch between AUTO, MAX, ECO, and Sponge modes. The screen will display the icon of the current mode.

## Standby and Power off

1. Press the **U** button during cleaning to pause the vacuum cleaner. It is now on standby.

2. Lock the vacuum cleaner while on standby so that it can stand upright on the floor.
3. If the vacuum cleaner is left idle for 5 minutes while on standby, it will automatically turn off. To manually turn it off, press and hold the  button for 2 seconds while it is on standby.

## **C6** Water Level Alerts

When the dirty tank is full or the clean tank is empty during use, the vacuum cleaner will provide audio and visual alerts. In this case, fill the clean tank or empty the dirty tank prior to resuming cleaning.

**C6-1**—Light stripe in red: Error

## **C7** Emptying the Dirty Tank

**C7-1**—Hold the dirty tank handle, press the release button, and pull out the dirty tank.


**C7-2**—Gently pull out the tank cover, and empty the dirty tank.

**C7-3**—Reinstall the tank cover. Tilt the dirty tank, insert its bottom back in the vacuum cleaner, and then push it gently until it clicks into place.

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

1. Lock the vacuum cleaner while it is on standby and place it on the charging



dock. Charging starts when you hear the "Charging started. Please start self-cleaning." voice message.

2. Press the  button to start/pause smart self-cleaning.
3. After self-cleaning and drying are completed, follow the voice message and empty the dirty tank timely to prevent odors.

### Notes:

- Make sure that the clean tank and dirty tank are in place for optimum self-cleaning and drying performance.
- You can disable automatic self-cleaning in the app.
- The product is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the product charged during normal use.
- Always place the vacuum cleaner back on the charging dock after use to avoid leaving water stains on the floor.

## **C9** Drying

When self-cleaning is completed, drying will start automatically. During charging, press and hold the  button for 2 seconds to switch the drying mode. Press and hold the  button for 2 seconds to start/stop drying.



### Notes:

- Drying will automatically start after self-cleaning completes. Do not often start drying manually.
- You can schedule self-cleaning and drying and adjust the mode in the app.
- Self-cleaning and drying are available only when the vacuum cleaner is being charged and with a high battery level. Different drying modes require different power levels. When the vacuum cleaner is set to Fast Drying mode but the battery level is low, it will automatically switch to Quiet Drying mode.
- Stay away from the drying air outlets during drying.

## Voice Message Settings

After adding your vacuum cleaner in the app, you can adjust the volume and change the language of the voice messages through the app.

## Restoring Factory Settings

When the vacuum cleaner is on standby, press and hold the  button and then the  button for 5 seconds until you hear the "Restoring factory settings" voice message. The machine will then be restored to factory settings.

## **D** Routine Maintenance

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

Part	Maintenance Frequency	Replacement Frequency
Roller	2-4 weeks	6-12 months
Filter	1 month	6-12 months
Cleaner head and dirty water pathway	As needed	N/A
Dirty tank	As needed	N/A
Charging dock	As needed	N/A
Charging contacts	As needed	N/A

Part	Maintenance Frequency	Replacement Frequency
Clean tank	2-4 weeks	N/A
Adaptive drive wheels	As needed	N/A

#### Notes:

- The frequency of replacement may vary with the actual situation. If abnormal wear occurs, replace the parts immediately.
- The filter and roller fibers have been treated with silver ion antimicrobial agent to resist bacterial odors.
- The vacuum cleaner must be powered off or stopped running, and the charging dock unplugged before you clean or maintain them.

## Product Maintenance

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

## Vacuum Cleaner

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

### D1 Dirty Tank and Filter

**D1-1**—Uninstall the dirty tank, pull out the tank cover, and remove the filter on the tank cover. Use the provided

maintenance brush to clean the debris on the filter. If the filter is very dirty, rinse it with cold water and shake off the remaining water.

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

#### Notes:

- Allow at least 24 hours for the filter to dry thoroughly before reinstalling it.
- Do not touch the filter surface with hands, brushes, or sharp objects to avoid damaging it.

### D2 Clean Tank and Roller

**D2-1**—Grip the clean tank handle, press the release button, and gently pull the clean tank upwards at a slight angle to uninstall the tank.

**D2-2**—Rinse the tank bottom with clean water.

**D2-3**—Grab the roller release tab and pull the roller out along the cleaner head. Use the provided maintenance brush to remove the dirt on the roller, then rinse it with clean water.

**D2-4**—When you need to replace the roller, pull the roller cap out of the roller by grabbing the whole cap. Then, install the roller cap to a new roller.

#### Notes:

- Use the maintenance brush carefully to avoid injury.
- When you detach the roller cap, do not pull it by its handle.
- To prevent potential damage, keep the roller cap attached while cleaning the roller.

**D2-5**—Reinstall the roller and clean tank.

### D3 Adaptive Drive Wheels

Clean the adaptive drive wheels regularly.

### D4 Cleaner Head and Dirty Water Pathway

1. Power off the vacuum cleaner and place it in a stable position, then remove the dirty tank, clean tank, and roller.
2. Clean the roller slot and dirty water pathway with the provided maintenance brush.
3. Reinstall the dirty tank, clean tank, and roller.

**Note:** Do not rinse the cleaner head directly with water.

### D5 Charging Dock

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

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

## Basic Parameters

### Vacuum Cleaner

Model	WD5M2A
Rated Voltage/ Current	21.6 VDC 11 A
Battery	21.6 V/4000 mAh (TYP) Lithium-ion battery

### Dock Charger


Model	MDS14HRR
Rated Input Voltage	220-240 VAC
Rated Frequency	50-60 Hz
Rated Input (Charging)	0.35 A
Rated Input (Drying)	3 A
Rated Output	30 VDC 1 A
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 obvious water stains on the floor, the cleaner head leaks water, or water cannot be vacuumed from the floor.	<ul style="list-style-type: none"><li>Remove the roller and dirty tank, check the dirty tank pathway and the suction port inside the roller slot for any clogging, and check if the filter is clogged or wet. Confirm that the dirty tank and filter are properly installed, then try again.</li></ul>
The LED display 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>
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 foam.	<ul style="list-style-type: none"><li>Do not add any disinfectant to the clean tank or spray it on the floor. Only use cleaning solutions recommended by Roborock in the clean tank.</li><li>Do not over-add the recommended cleaning solution.</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 vacuum cleaner.</li></ul>
The LED display is on, but the vacuum cleaner does not respond on button pressing.	<ul style="list-style-type: none"><li>Press and hold the  button for 10 seconds to force a power-off, then restart the machine.</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. Make sure that the vacuum cleaner is placed in an area with better WiFi.</li><li>Abnormal WiFi connection. Reset the WiFi, download the latest app version 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>
Is power always being drawn when the vacuum cleaner is on the dock?	<ul style="list-style-type: none"><li>The vacuum cleaner will consume 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 declare 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.