Roborock Q7
Robotic Vacuum Cleaner User Manual

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

English Contents

Restrictions

WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR, CDZ12RR, AED03HRR or AED04HRR provided with this product.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, or on top of furniture.
- To prevent blocking the product and to avoid damage to valuables, remove lightweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Do not place any object (including children and pets) on the product, whether it is in operation or not.
- Do not use the product on burning objects (such as cigarette butts).
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.

International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]
⎓ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

(A) Product Overview

(A1) Robot (Top View)

⏻ ─ **Power/Clean**
- Press and hold to turn the robot on or off
- Press to start cleaning

─ **Power Indicator**
- White: Battery level ≥ 20%
- Red: Battery level < 20%
- Pulsing: Charging or starting up
- Flashing red: Error

⌂ ─ **Docking/Spot Cleaning**
- Press to return to dock
- Press and hold to start spot cleaning

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

A1-1—Bumper
A1-2—LiDAR Sensor
A1-3—Cover Opener
A1-4—Dock Locator

(A2) Robot (Bottom View)

A2-1—Wall Sensor
A2-2—Cliff Sensors
A2-3—Omni-Directional Wheel
A2-4—Charging Contacts
A2-5—Side Brush
A2-6—Main Wheel
A2-7—Main Brush
A2-8—Main Brush Cover Latches

(A3) Robot (Upper Cover Open)

A3-1—WiFi Indicator Light
- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: Connected

A3-2—Reset Button
A3-3—Air Outlet

(A4) Dustbin

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

(A5) Charging Dock

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

(A6) Power Cable

(A7) Adjustable Water Tank

A7-1—Water Tank Stopper
A7-2—Filter Components
A7-3—Water tank
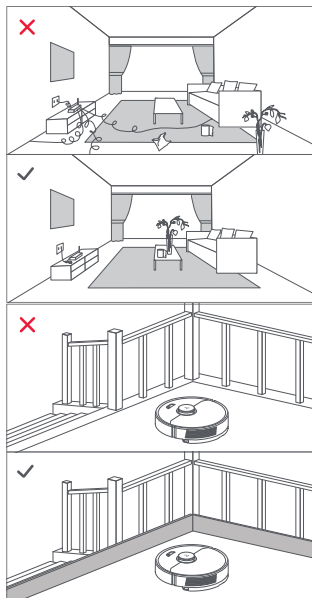A7-4—Water Tank Latch
A7-5—Flow Control

(A8) Mop Cloth

A8-1—Mop Cloth
A8-2—Hook and Loop Pads

(A9) Moisture-Proof Mat

(B) Installation

Important Information

1. Tidy cables and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.

2. When using the robot in a raised area, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.

Note: When using the robot for the first time, follow it throughout its whole cleaning route and watch for potential problems. The robot will be able to clean by itself in future uses.

B1 Place the dock

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

B1-1 More than 0.5m (1.6ft)
B1-2 More than 1.5m (4.9ft)

Notes:
• Allow more than 0.5 m (1.6 ft) of clearance on each side, and 1.5 m (4.9 ft) in front of the dock.
• If the power cable hangs vertical to the ground, it may be caught by the robot, causing the dock to be moved or disconnected.
• The dock indicator is on when the dock is powered on, and off when the robot is charging.
• Keep the dock away from direct sunlight or anything that may block the dock location beacon; otherwise, the robot may fail to return to the dock.
• To ensure a better user experience of the mobile app, place the dock in an area with good WiFi coverage.

B2 Secure the dock

Select a flat floor surface to place the dock and wipe it with a dry cloth. Then, place the dock on the selected surface against the wall. Use the double-sided tape to secure the dock better.

B2-1—Double-Sided Tape

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

B3 Secure the Moisture-Proof Mat

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

Notes:
• Alway place the moisture-proof mat on wooden floors.
• The moisture-proof mat attaches better to smooth surfaces.

B4 Powering on & Charging

Press and hold the ⏻ button to power on the robot. Wait until the power light is steady, and then place the robot on the dock to charge. The robot is equipped with high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

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

B5 Using the mopping module

B5-1—Adjust the water flow
Slide the switch down to increase the water flow and up to decrease the water flow.

B5-2—Fill the water tank
Remove the water tank stopper, fill it with water, and close it.

B5-3—Install the mop cloth
Dampen the mop cloth and wring it until it stops dripping. Insert it into the bottom along the attachment slot and stick it firmly in place.

B5-4—Install the mopping module
Slide the mopping module along the back of the robot as indicated by the arrow. A click indicates that it is locked in place.

Notes:
• To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.
• If carpets are present, draw No-Go Zones or Invisible Wall to prevent the robot going on them, or roll them up.
• To avoid water tank corrosion, do not use cleaning fluid or disinfectant.
• The mop cloth should be cleaned after 60 minutes of mopping to ensure water flow and cleaning performance.

B6 Remove the mopping module

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

Notes:
- Wash the mop cloth after each use, and regularly empty the water tank of unused water to prevent odor.
- Remove the mopping module when not mopping.

Connecting to the App

The robot supports the Roborock and Xiaomi Home app. Choose the one that best meets your needs.

❶ Downloading App

Option 1: Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

Option 2: Search for "Xiaomi Home" in the App Store or Google Play or scan the QR code to download and install the app.
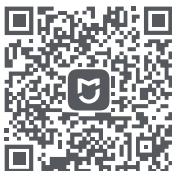
❷ Reset WiFi

1. Open the upper cover and find the WiFi indicator.

2. Press and hold the ⏻ and ⌂ buttons until you hear the "Resetting WiFi" voice alert. The reset is complete when the WiFi indicator flashes slowly. The robot will then wait for a connection.

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

❸ Add device

Open the Roborock App, tap the "Search for device" button, or open Xiaomi Home app, tap "+" in the top right corner and add the device as instructed in the app.

Notes:
- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

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. Press and hold the ⏻ button to turn off the robot and complete the cleaning cycle.

Note: The robot cannot be turned off when it is being charged.

Starting Cleaning

Press the ⏻ button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, and then fills the zone in a zigzag pattern. In so doing, the robot cleans all zones one by one, efficiently cleaning the house.

Zone 1 – Cleaned	Zone 2 – Cleaned

Zone 4 – Next Zone	Zone 3 – In Progress
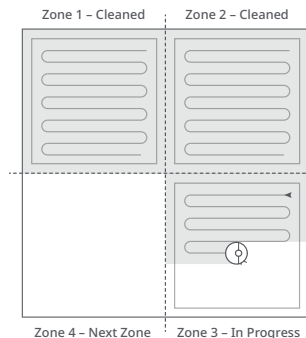
Notes:
- Cleanup cannot start if the battery level is too low. Allow the robot to charge before starting cleanup.
- If cleanup is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.

Pause

Press any button to stop the robot during operation. Press the ⏻ button to resume cleanup. Press the ⌂ button to send the robot back to the dock and end the current cleanup.

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

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator will flash every few seconds. Press any button to wake it up.

Notes:
• The robot will not go to sleep when it is charging.
• The robot will automatically shut down if left in sleep mode for more than 12 hours.

Charging

Automatically: After cleaning, the robot will automatically return to the dock to charge.
Manually: In pause mode, press the ⌂ button to send the robot back to the dock.
The power indicator light pulses during charging.

Note: If the robot fails to find the dock, it will automatically return to its starting location. Place the robot on the dock manually to recharge.

Error

If an error occurs while the robot is cleaning, the power indicator will flash red and a voice alert will sound. See "Errors" for solutions.

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

Spot Cleaning

Press and hold the ⌂ button to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (4.9 ft) x 1.5 m (4.9 ft) square area centered on itself.

Note: After spot cleaning, the robot will automatically return to the starting point and enter Standby mode.

Resetting

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

Note: After resetting is complete, WiFi and other settings will be restored to factory defaults.

Restoring Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the ⌂ button and at the same time press Reset button until you hear the "Restoring factory settings" voice prompt. The robot will then be restored to factory settings.

Do Not Disturb (DND) Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period. When DND mode is activated, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

Refilling the Water Tank or Washing Mop Cloth

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

App Features

Cleaning Map
• Multi- Map Management
• Real-Time Vacuum and Mop Route
• Map Zoning
• Map Editing

Custom Cleaning Modes
• Scheduled Cleaning
• Selective Room Cleaning
• Zone Cleaning
• No-Go Zones & Invisible Wall
• Custom Modes
• Carpet Boost

Cleaning Mode Switch
• 4-Level Suction Power

Robot Information
• Cleaning History
• Battery Level
• Care & Maintenance

More Features
• Firmware Upgrade
• Volume Adjustment
• DND Mode
• Voice Assistance Support

Note: Features and details of the app may vary slightly due to the continuous app development and updates.

C Routine Maintenance

C1 Main Brush

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

C1-1—**Main Brush Cover**
C1-2—**Latches**
C1-3—**Main Brush**
C1-4—**Main Brush Caps**
C1-5—**Main Brush Bearing**

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

C1-7—Pull out the main brush and remove the main brush bearing.

C1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

C1-9—After removing the tangled hair or dirt at both ends of the main brush, reinstall it, press on the main brush cover to lock it in place. Make sure that the main brush cover has been properly attached. When properly installed, all four tabs should be hidden.

Notes:
• Main brush should be wiped down with wet cloth and left to dry away from direct sunlight.
• Do not use corrosive cleaning fluid or disinfectant to clean the main brush.

C2 Side Brush

* Clean every month and replace every 3 to 6 months

1. Unscrew the side brush screw.

2. Remove and clean the side brush. Reinstall the brush and tighten the screw.

C3 Omni-Directional Wheel

* Clean as needed

C3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omni-directional wheel bracket cannot be removed.

C3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Air-dry, reinstall, and press the wheel and axle back in place.

C4 Main Wheels

* Clean every month

Clean the main wheels with a soft, dry cloth.

C5 Dustbin and Washable Filter

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

C5-1—Open the upper cover of the robot and take out the dustbin.

C5-2—Remove the washable filter and empty the dustbin.

C5-3—Fill the dustbin with clean water. Gently shake the dustbin, and then pour out the dirty water.

Note: To prevent blockage, only use clean water without any cleaning liquid.

C5-4—Rinse the washable filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

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

C6 Robot Sensors

* Clean every month

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

C6-1—Dock Locator
C6-2—Wall Sensor
C6-3—Four Cliff Sensors

C7 Mop Cloth

* Clean after each use and replace every 3 to 6 months

C7-1—Remove the mop cloth from the mopping module. Wash and air dry the mop cloth.

Notes:
• After cleaning, always remove the mop cloth to prevent dirty water from leaching back into the clean water tank.
• A dirty mop cloth will compromise the washing performance. Clean it before use.

C8 Filter Components

* Replace them every 1 to 3 months

C8-1—Mop Attachment Slot

1. Move your finger along the notch to remove each filter.

2. Insert new filter components and make sure they are properly installed.

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

C9 Charging Contact Areas

* Clean every month

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

Battery

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

Note: If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

Basic Parameters

Robot

Model	Q400RR
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 3.2kg
Rated Input	20V ⎓ 1.2A
Charging Time	< 6 hours

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

Charging Dock

Model	CDZ11RR or CDZ12RR
Rated Power	28W
Rated Input	100-240V~
Rated Output	20V ⎓ 1.2A
Rated Frequency	50-60Hz
Charging Battery	14.4V/5200mAh lithium-ion battery

Errors

If an error occurs while the robot is cleaning, the power indicator will flash red quickly, and a voice alert will sound. Refer to the following table for troubleshooting.

1. After resolving any of the following errors, relocate your robot and restart cleaning.

2. After any sensor errors, clean the sensor and retry.

3. If the battery is at an abnormal temperature, wait for it to return to normal before use.

Error 1: LiDAR turret or laser blocked. Check for obstruction and retry.
Error 2: Bumper stuck. Clean it and lightly tap to release it.
Error 3: Wheels suspended. Move robot and restart.
Error 4: Cliff sensor error. Clean cliff sensors, move robot away from drops and restart.
Error 5: Main brush jammed. Clean main brush and bearings.
Error 6: Side brush jammed. Remove and clean side brush.
Error 7: Wheels jammed. Move the robot and restart.
Error 8: Robot trapped. Clear obstacles surrounding robot.
Error 9: No dustbin. Install dustbin and filter.
Error 12: Low battery. Recharge and retry.
Error 13: Charging error. Clean charging contacts and retry.
Error 14: Battery error.
Error 16: Robot tilted. Move to level ground and restart.
Error 17: Side brush error. Reset robot.

Error 18: Fan error. Reset robot.
Error 21: Vertical bumper pressed. Move robot and retry.
Error 22: Dock locator error. Clean and retry .
Error 23: Could not return to dock. Clean dock location beacon and retry.
Error 26: Wall sensor dirty. Clean wall sensor.
Filter blocked or wet. Clean, dry, and retry.
No-go zone or Invisible Wall detected. Move robot from this area.
Internal error. Reset the robot.

Note: A system reset may resolve some problems.

If the problem persists after using the recommendations in the table above, please email our after-sales service team:
Europe Support: support@roborock-eu.com
Australia Support: service@roborock.com.au

FAQs

Problem	Solution
Unable to power on	• Battery low. Put the robot on the dock and charge it before use. • Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39.2-104°F).
Unable to charge	• If the dock is not receiving power, check that both ends of the power cable are properly connected. • If the contact is poor, clean the charging contacts of the dock and the robot. • Confirm that the dock indicator is on.
Slow charging speed	• To maintain the battery life, the robot automatically reduces the charging speed when it is charged in an environment at a high or low temperature. • Charging contacts dirty. Clean them with a dry cloth.
Unable to return to dock	• There are too many obstacles near the dock. Move it to an open area. • The robot is too far from the dock. Place it closer and retry.
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. • The omni-directional wheel is jammed. Use a screwdriver to remove it for cleaning.
Poor cleaning performance and/or leaking dust	• The dustbin is full and needs emptying. • The filter is blocked and needs cleaning. • The main brush is tangled up and needs cleaning.
Unable to connect to WiFi	• WiFi disabled. Reset the WiFi and try again. • Poor WiFi signal. Move the robot to an area with good WiFi reception. • Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry. • Current device not supported. Find the supported models in the app. • Unable to connect to WiFi. There may be an error with your router settings. Contact Roborock Customer Service for help with troubleshooting.

FAQs

Problem	Solution
Scheduled Cleaning is not working	• Battery low. Scheduled Cleaning can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the dock?	• The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.
Does the robot need to be charged for at least 16 hours for the first three uses?	• No. The lithium battery has no memory effect. The robot can be used any time after it has been fully charged once.
No or little water during washing	• Check whether there is water in the water tank; adjust up the water flow; wash the mop cloth; replace the filter; check the manual for instructions on how to correctly install the mop.
Too much water during washing	• Make sure that the water tank lid is properly installed; adjust down the water flow; make sure that the filter is properly installed.
Cleaning does not resume after recharging	• Make sure that the robot is not in DND mode. DND mode will prevent auto top-up. If the robot is placed manually on the dock before it is recharged automatically, it will not be able to continue cleanup.
The robot cannot return to the dock after spot cleaning or when it has been moved manually	• After spot cleaning or a significant position change, the robot will re-generate the map. If the dock is too far away, the robot may not be able to return for recharging and must be placed on the dock manually.
The robot begins to miss certain spots	• The wall sensor or cliff sensors may be dirty. Clean them with a soft, dry cloth.