

# Roborock Qrevo Pro

## Robotic 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

### WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock EWFD16HRR or EWFD20HRR provided with this product.
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

### CAUTION

- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, a slide, or 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 use the product to clean hard or sharp objects (such as decoration wastes, glass, and nails) to avoid scratching the robot or the floor.
- Before placing the robot into storage, charge it fully, turn it off, and then choose a cool, dry place. Recharge it at least every three months to avoid battery overdischarge.
- Do not place any object near the suction inlet of the dock.
- Do not put fingers into the seam of the dock to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the robot using vertical bumper, top cover, side brush or bumper. Do not move the dock by lifting the dock base, water tank handles or dust container cover.
- Make sure the robot is compatible with the dock, otherwise emptying or charging may fail.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct. If the air duct gets blocked, clean it immediately.
- Place the dock on a hard, flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Do not place any object, child, or pet on the product or dock, or cover it with any item (including dust-proof cover) whether it is in operation or not.
- Do not pick up anything burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the dock to pick up flammable or explosive objects such as fire lighter, gasoline, and toner used in printers or copiers.
- Do not rinse the robot and the dock.
- Only use the product in accordance with the User Manual. Any loss or damage caused by improper use will be borne by the user.
- Make sure dustbin, washable filter, dust bag, side brush, mop cloths, main brush and main brush cover are installed in place before cleaning.
- Do not sit or stand on the robot or dock.

## Safety Information

- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock in the water tank.
- Do not put any low objects (such as shoes, mats) near raised areas like stairs. Otherwise, the robot may fall down caused by malfunctional sensors.
- To prevent water damage, make sure that the floor where the robot operates is free of water.

## Battery and Charging

### WARNING

- Always use a properly grounded power outlet to minimize the risk of electric shock. If such a socket is not available, consult an electrician to make one available.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cord provided with the product to prevent potential smoke, heat, or fire.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Unplug the power cord before placing the dock into storage.
- Do not discard waste batteries. Leave them with a professional recycling organization.
- To transport the product, make sure it is powered off and shut down, and empty the remaining fluid in the water tanks. Original packaging is advised.

## International Symbols Explanation

 – PROTECTIVE EARTH (Protective Ground) symbol [symbol IEC 60417-5019 (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 Light

- White: Battery level  $\geq 15\%$
- Red: Battery level  $< 15\%$
- Breathing: Charging or starting up
- Flashing red: Error



### Dock

- Press to return to dock/start emptying
- Press and hold to start spot cleaning/mop washing

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

A1-1—Dock Locator

A1-2—Reactive Tech Obstacle Avoidance Sensor

## A2 Robot (Bottom View)

A2-1—Wall Sensor

A2-2—Omnidirectional Wheel

A2-3—Carpet Sensor

A2-4—Side Brush

A2-5—Main Wheel

A2-6—Main Brush

A2-7—Main Brush Cover Latches

A2-8—Mop Cloths

A2-9—Cliff Sensors

## A3 Robot (Top Cover Open)

A3-1—Vertical Bumper

A3-2—LiDAR Sensor

A3-3—WiFi Indicator Light

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

A3-4—Reset Button

A3-5—Dustbin

A3-6—Charging Contacts

A3-7—Communication Sensor

A3-8—Air Outlet

A3-9—Positioning Button

A3-10—Self-Filling Port

A3-11—Automatic Lift and Rotate Mop Modules

A3-12—Suction Inlet

A3-13—Bumper

## A4 Mop Cloth Mount

A4-1—Hook and Loop Pads

A4-2—Mop Axle

**Note:** Secure the mop cloths in place.

## A5 Mop Cloth

## A6 Dustbin

A6-1—Dustbin Latch

A6-2—Air Inlet

A6-3—Washable Filter

A6-4—Suction Inlet

## A7 Dock Base

## A8 Power Cord

## A9 Disposable Dust Bag

## A10 Dock

A10-1—Water Tank Handle

A10-2—Water Tank Latch

A10-3—Dirty Water Tank

A10-4—Dust Container Cover

A10-5—Charging Contacts

A10-6—Robot Refill Port

A10-7—Suction Inlet

A10-8—Clean Water Tank

A10-9—Status Indicator Light

- Breathing: Emptying/Mop washing
- Red: Dock error
- Off: Powered off/Charging

A10-10—Water Outlet

A10-11—Air Outlets

A10-12—Dock Base

A10-13—Filter

A10-14—Dust Bag Slot

A10-15—Dock Location Beacon

A10-16—Clean Water Dispensers

A10-17—Water Level Float  
A10-18—Cleaning Tank Filter  
A10-19—Cleaning Tank

## **A11 Power Cord Storage**

A11-1—Cord Outlets  
A11-2—Power Port  
A11-3—Cord Storage Slot

## **B Installation**

### **B1 Important Information**

**B1-1**—Tidy cords, hard or sharp objects (such as nails and glass), 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.

**B1-2**—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.

### **B2 Assembly**

**B2-1**—Place the dock on a hard and flat floor.

Attach the base by pressing down both sides of the base firmly, and then pressing the connecting part in the middle until you hear a click.

**B2-2**—Click

**Note:** When moving the dock, secure the water tanks to prevent it from falling off.

**B2-3**—Connect the power cord to the back of the dock, and keep the excess cord inside the storage slot.

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

**B2-4**—Align and install the mop axles into the robot in place until you hear a click.

**B2-5**—Click

### **B3 Place the Dock**

Keep a space of clearance about 0.9 m (2.9 ft) in height, 0.4 m (1.3 ft) in length and 1.2 m (3.9 ft) in width. Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Make sure the location has good WiFi for a better experience with the mobile app, and then plug it in and make sure the dock status indicator light is on.

**B3-1**—About 0.9 m (2.9 ft)

**B3-2**—About 0.4 m (1.3 ft)



**B3-3**—About 1.2 m (3.9 ft)

**Notes:**

- If the power cord hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected.
- The dock status indicator light is on when the dock is powered on, and off when the robot is charging.

- The dock status indicator light turns red if an error occurs.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt over and cause problems docking and departing.
- 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.
- Do not use the dock without clean water tank, dirty water tank, dust container cover, disposable dust bag, or cleaning tank.
- Maintain the dock according to the maintenance instructions. Do not clean the dock with a wet cloth or tissue.
- All docks are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the waterway of the dock.

### **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. Make sure the dock is powered on. Press the  button on the robot to make the robot automatically return to the dock for charging. The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged.

**B4-1**—Dock Status Indicator Light turns off, Robot Power Indicator Light breathing: Charging

**Note:** The robot may not be turned on when the battery is low. In this case, place the robot to the dock for charging.



# Connecting to the App

## 1. Download 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

- Open the top cover and find the WiFi indicator light.
- Press and hold the  and  buttons until you hear the “Resetting WiFi” voice message. 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.

## 3. Add Device


Open the Roborock app, tap the “Scan to Connect” or “Search for Device” button and add your device as instructed in the app.


### Notes:

- The actual process may vary due to ongoing app updates. Follow the guide provided in the app.
- Only 2.4 GHz WiFi is supported.

## Instructions for Use

### On/Off

Press and hold  to turn on the robot. The power indicator light will come on, and the robot will wait for orders.

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.


### Filling the Water Tank

Remove and open the clean water tank and fill the tank with water to MAX. Close the lid, lock the latch, and fit the tank back in place.

#### Notes:

- To prevent corrosion or damage, do not use any disinfectant and only use cleaning solution recommended by Roborock in the water tank.
- Do not add too much cleaning solution to prevent the robot from working improperly due to slipping.
- To avoid water tank deformation, do not place hot water in the tank.
- If water marks remain on the water tank, wipe them clean before reinstallation.

### 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.

C2-1—Zone 1 – Cleaned.

C2-2—Zone 2 – Cleaned.

C2-3—Zone 3 – In Progress.

C2-4—Zone 4 – Next Zone.

#### Notes:

- 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.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting the cleanup.
- Before cleaning, tidy cords (including the power cord of the dock) and valuables from the floor. Loose items may be dragged by the robot, resulting in the disconnection of electrical appliances or damage of cords and property.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during a cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- The robot will retract mop cloth mounts when cleaning the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each cleaning task, make sure that the mop cloths have been properly installed.

## Spot Cleaning

Press and hold the  button to start spot cleaning in pause mode.

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 wait for orders.



## Pause

When the robot is running, press any button to pause it, press the ⏮ button to resume cleaning, and press the ⏮ button to send it back to the dock.

**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 light will flash every few seconds. Press any button to wake the robot 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.

## 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 is on, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice message will lower.

## Washing the Mop Cloths

During cleaning, the robot automatically determines when it should return to the dock for mop washing and water tank refilling to maximize its mopping

performance. During cleaning, tap Dock button in the app to send robot back for mop washing. When the robot is charging, press and hold the ⏮ button on the robot or tap Wash button in the app to manually start washing. Press any button to stop washing.

### Notes:

- To allow the robot to wash the mop automatically, start the robot from the dock and do not move the dock during cleaning.
- Watch out for hot water and do not touch the water outlet.
- Mop wash frequency and washing mode can be modified in the app.

## Emptying

Auto-emptying will automatically begin when the robot returns to the dock after cleaning. To manually emptying, press ⏮ button on the docked robot or tap the corresponding button in the app. Press any button to stop emptying.

### Notes:

- When auto-emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto-emptying can be disabled through the app.
- Avoid frequent manual emptying.

## Drying

Drying starts automatically after mop washing or after cleaning is completed. To manually start or stopping drying, tap the corresponding button in the app.

### Notes:

- Drying duration can be modified in the app.
- Auto-drying can be disabled through the app.

## Charging

After cleaning, the robot will automatically return to the dock to charge. In Pause mode, press the ⏮ button to send the robot back to the dock. The power indicator light will breath as the robot charges.

**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, the power indicator light on the robot will flash red or status indicator light on the dock will be steady red. A pop-up notification will receive in the app and a voice alert may sound.

### Notes:

- The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.
- Placing a malfunctioning robot on the dock manually will end the current cleanup.

## Resetting the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system by pressing the Reset button.


**Note:** After resetting the system, existing settings such as scheduled cleaning and WiFi will be restored to factory settings.

## Deactivating WiFi

To disconnect the robot from WiFi, press the Reset button until you hear a voice

message. Then wait for 5 minutes and the WiFi will be automatically deactivated. If you want to reconnect, please follow the related connecting instructions.

## 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 the Reset button until you hear the “Restoring factory settings” voice message. The robot will then be restored to factory settings.

## D Routine Maintenance

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

### D1 Main Brush

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

D1-1—Main Brush Cover

D1-2—Main Brush Cover Latches

D1-3—Main Brush

D1-4—Main Brush Caps

D1-5—Main Brush Bearing

D1-6—Turn over the robot and press the main brush latches to remove the main brush cover.

D1-7—Pull out the main brush and remove the main brush bearing. Rotate the main brush caps in the indicated unlock direction to remove the caps,

and remove any entangled hair or dirt at both ends of the main brush.

D1-8—Reinstall the main brush.

D1-9—Reinstall the main brush cover. Make sure that the four teeth are fully seated in the slot, and then press on the main brush cover to lock it until you hear a click.

**Notes:**

- Main brush should be wiped down with a wet cloth. If the main brush is wet, air-dry it away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brush.

### D2 Side Brush

\* Clean monthly and replace every 3-6 months.

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

### D3 Omnidirectional Wheel

\* Clean as required.

D3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

**Note:** The omnidirectional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

### D4 Main Wheel

\* Clean as required.

Clean the main wheel with a soft, dry cloth.

### D5 Dustbin

\* Clean as required.

D5-1—Open the top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Open the washable filter and empty the dustbin.

D5-3—Fill the dustbin with clean water and reinstall the washable filter. Gently shake the dustbin, and then pour out the dirty water.

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

D5-4—Leave the dustbin and the washable filter to dry.

### D6 Washable Filter

\* Clean every 2 weeks and replace the filter every 6-12 months.

D6-1—Remove the filter.

D6-2—Rinse the 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.

D6-3—Allow at least 24 hours for the filter to dry thoroughly and reinstall it.

### D7 Mop Cloths

\* Clean as required and replace every 1-3 months.

D7-1—Remove the mop cloth from the mop cloth mount. Clean the mop cloth and air-dry it.

**Note:** A dirty mop cloth will affect the washing performance. Clean it before use.

**D7-2**—Stick the mop cloth on the mount in position and firmly.

## **D8 Robot Sensors**

\* Clean as required.

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

**D8-1**—Dock Locator

**D8-2**—Reactive Tech Obstacle Avoidance Sensor

**D8-3**—Wall Sensor

**D8-4**—Communication Sensor

**D8-5**—Carpet Sensor

**D8-6**—Four Cliff Sensors

## **D9 Moving Dock**

Lift up and move the dock. Do not move the dock by lifting the dock base, water tank handles or dust container cover directly to prevent the dock from falling off.

## **D10 Dirty Water Tank**

\* Clean as required.

Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, and shake. Pour out the dirty water. Close the lid and then re-install.

## **D11 Charging Contact Areas**

\* Clean monthly.

Use a soft dry cloth to wipe the charging contacts on the robot and the dock.

## **D12 Replacing Disposable Dust Bag**

\* Replace as required.

**D12-1**—Remove the dust container cover.

**D12-2**—Remove the disposable dust bag in the direction of the arrow and discard it.

**Notes:**

- The dust bag handle seals the bag on removal to prevent leakage.
- Always install a dust bag before closing the dust container cover to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

**D12-3**—Clean around the filter with a dry cloth. Install a new disposable dust bag in place along the slot and unfold the dust bag to maximize emptying performance.

**Note:** Make sure the disposable dust bag is properly sealed to avoid waste escaping and damaging the dock.

**D12-4**—Close the dust container cover and make sure it is securely sealed.

## **D13 Cleaning Tank**

\* Clean as required.

**D13-1**—Remove the cleaning tank.

**D13-2**—Rinse the cleaning tank and the filter with water.

**D13-3**—Reinstall the cleaning tank.

# **Basic Parameters**

## **Robot**

Model	QR1PES
Battery	14.4 V/5200 mAh (TYP) lithium-ion battery
Rated Input	20VDC 1.5A
Charging Time	Approx. 4 hours


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

## **Empty Wash Fill Dock**

Model	EWFD16HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Dust collection)	3A
Rated Input (Hot water washing mop)	5.6A
Rated Input (Charging & drying)	0.6A
Rated Output	20VDC 1.5A
Charging Battery	14.4 V/5200 mAh (TYP) lithium-ion battery

## Common Issues

Issue	Solution
Unable to power on.	<ul style="list-style-type: none"><li>• Battery low. Put the robot on the charging dock and charge it before use.</li><li>• Battery temperature too low or too high. Only use the robot within the range of 4-40°C (39-104°F).</li></ul>
Unable to charge.	<ul style="list-style-type: none"><li>• Dock not connected to power. Check whether both ends of the power cord are properly connected.</li><li>• Poor contact. Clean the charging contacts of the dock and the robot.</li><li>• Confirm that the dock indicator light is on.</li></ul>
Slow charging.	<ul style="list-style-type: none"><li>• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.</li><li>• Charging contacts dirty. Wipe them with a dry cloth.</li></ul>
Unable to dock.	<ul style="list-style-type: none"><li>• Too many obstacles near the dock. Move it to an open area.</li><li>• The robot is too far from the charging dock. Place it closer and retry.</li><li>• The dock locator may be dirty. Wipe them with a dry cloth.</li></ul>
Noise during cleaning.	<ul style="list-style-type: none"><li>• The main brush, side brush, or main wheels may be jammed. Turn off the robot and clean them.</li><li>• The omnidirectional wheel may be jammed. Use a screwdriver to remove it for cleaning.</li></ul>

Issue	Solution
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. Move the robot to an area with good WiFi reception.</li><li>• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app and retry.</li><li>• Unable to connect to WiFi 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 robot is on the charging dock?	<ul style="list-style-type: none"><li>• The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.</li></ul>
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none"><li>• No. Lithium-ion batteries have no memory effect. The robot can be used once fully charged.</li></ul>
Cleaning does not resume after recharging.	<ul style="list-style-type: none"><li>• Make sure that the robot is not in DND mode. DND mode will prevent cleanup.</li><li>• The robot will not resume cleaning if users press  button to recharge or manually place the robot back to the dock.</li></ul>

## Common Issues

Issue	Solution
The robot suddenly misses a certain spot.	<ul style="list-style-type: none"><li>• The wall sensor, cliff sensors, or carpet sensor may be dirty. Wipe them with a soft dry cloth.</li></ul>
Schedules are not effective.	<ul style="list-style-type: none"><li>• Schedules will only take effect when the battery is higher than 15%.</li></ul>
The LED status indicator light on the dock is steady red.	<ul style="list-style-type: none"><li>• Voltage error. Check that the local voltage meets the requirements listed on the dock.</li><li>• Check clean water tank placement or refill as required.</li><li>• Check dirty water tank placement or empty as required.</li><li>• Check that the cleaning tank or cleaning tank filter has been correctly installed.</li></ul>
Reduced emptying performance or unusual noise when emptying.	<ul style="list-style-type: none"><li>• The main brush or main brush cover is not properly installed. Check and install in place.</li><li>• The filter, air duct, suction inlet, air inlet, dustbin or dust bag is blocked. Clean to remove blockages.</li></ul>
Reduced mop washing performance.	<ul style="list-style-type: none"><li>• The mop cloths are not attached properly. Reinstall.</li><li>• The floor is dirty. Change the mop washing mode in the app for better cleaning.</li></ul>
Unable to start auto-drying.	<ul style="list-style-type: none"><li>• Auto-drying is disabled. Check in-app settings.</li><li>• Auto-drying starts only after mopping or mop washing.</li></ul>

Issue	Solution
Unable to auto-empty.	<ul style="list-style-type: none"><li>• Auto-emptying is disabled. Check in-app settings.</li><li>• Dock dust container cover is not installed. Check and install.</li><li>• Auto-emptying will not be triggered if the robot returns to the dock without cleaning.</li><li>• The robot will not auto-emptying after returning to the dock in the Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually.</li></ul>
Unable to wash the mop cloths.	<ul style="list-style-type: none"><li>• The mop will not be washed if not used.</li><li>• If the robot does not start from the dock or no dock is found on the app map, it will not return to the dock for mop washing.</li><li>• Check clean water tank placement or refill as required.</li><li>• Check dirty water tank placement or empty as required.</li><li>• Check that the cleaning tank or cleaning tank filter has been correctly installed.</li></ul>
Unable to wash the mop cloths with hot water.	<ul style="list-style-type: none"><li>• Check that Mop Washing with Hot Water is enabled in the app.</li></ul>
Unable to extend the mop cloth.	<ul style="list-style-type: none"><li>• Check whether the FlexiArm Extend Cleaning feature is enabled in the app.</li><li>• The mop cloth will only extend along walls and certain obstacles.</li><li>• Please check if the mop extension structure is stuck.</li></ul>