



Roborock Q7 Max+

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

- Use the product according to the manual. Any loss or damage caused from improper use will be borne by the user.
- 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.
- 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 product using the dustbin handle or filter 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 flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in air.
- Do not place any object (including children and pets) on the dock or cover it with any item (including dust-proof cover), whether it is in operation or not.
- Do not pick up anything that is 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.

Safety Information

Battery and Charging

WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR, CDZ12RR, AED03HRR or AED04HRR provided with this 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.
- 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.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cable 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 cable before placing the dock into storage.

A Product Overview

A1 Robot (Top View)



Power/Clean

- Press and hold to turn the robot on or off
- Press to start cleaning

Status Indicator Light

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



Spot Clean/Child Lock

- Press to Spot clean
- Press and hold for 3 seconds to turn on/off the child lock



Dock

- Press to return to dock

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

A1-1—Bumper

A1-2—LiDAR Sensor

A1-3—Vertical Bumper

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: WiFi connected

A3-2—System Reset

A3-3—Mop Cloth Mount

A3-4—Air Vent

A4 Dustbin and Water Tank Combo Unit

A4-1—Water Tank Stopper

A4-2—Water Filter

A4-3—Washable Filter

A5 Dustbin (Disposable Dust Bag Pre-Installed)

A6 Dustbin Cover

A7 Disposable Dust Bag

A8 Base

A8-1—Air Duct Cover Screws (10)

A8-2—Air Duct Cover

A8-3—Screwdriver

A8-4—Base Fastening Screws (6)

A9 Auto-Empty Dock

A9-1—Dustbin Cover

A9-2—Dustbin

A9-3—Base

A9-4—Status Indicator Light

- Steady white: Waiting for orders
- Flashing white: Emptying
- Steady red: Malfunction
- Light off: Charging Robot/Not Powered On

A9-5—Dock Location Beacon

A9-6—Charging Contacts

A9-7—Suction Inlet

A9-8—Electrode Brushes

A10 Auto-Empty Dock (Cover Removed)

A10-1—Dust Bag Slot

A10-2—Filter

A11 Power Cable Storage

A11-1—Power Cable Storage Slot

A11-2—Cable Outlet

A11-3—Power Port

Note: Power cable can be pulled out at both sides.

A12 Mop Cloth Mount

A12-1—Mop Cloth Slot

A12-2—Mop Cloth Mount

A12-3—Mop Cloth Mount Latch

A13 Mop Cloth

A13-1—Mop Cloth

A13-2—Hook and Loop Pads

A14 Screwdriver

A15 Power Cable

B Installation

B1 Important Information

B1-1—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.

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 Dustbin Assembly

B2-1—Take the screwdriver from its storage bin at the bottom of the base.

B2-2—Place dock upside down on a soft, flat surface (carpet/towel/cloth) and attach the base by using the six screws provided.

Note: Hold the dustbin cover securely when upside down to prevent damage from falling.

B2-3—Connect the power cable to the dock, and keep the excess cable inside the storage slot.


B2-4—Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Keep at least 0.3 m (1 ft) of clearance on either side and 1 m (3.3 ft) both in front and above. Make sure the location has good WiFi for a better experience with the mobile app, and then plug it in.

B2-4-1 More than 0.3m (1 ft)

B2-4-2 More than 1m (3.3 ft)

B2-4-3 More than 1m (3.3 ft)

B3 Emptying

Auto-emptying will begin when the robot returns to the dock after cleaning. Press the  button to trigger emptying manually. Press any button to stop emptying.

Notes:

- The status indicator light turns off automatically when the robot is charging.
- Do not use without dustbin cover or dust bag.
- 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 excess power cable inside the storage slot so that the robot will not get tangled in the cable, and the dock will not be dragged away or disconnect from the power supply.
- 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.
- The Auto-Empty Dock recharges and empties. Store the standard robot dock before use. Failure to do so may cause issues returning to dock.
- Maintain the dock according to the maintenance instructions. Do not clean the dock with a wet cloth.
- Avoid frequent manual emptying.
- Images are for illustration purposes only and may not exactly represent the product.

B4 Mopping

Note: To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.

B4-1—Remove the dustbin and water tank combo unit

Open the upper cover and take out the unit.

B4-2—Fill the water tank

Remove the water tank stopper, fill the tank with water, and close it tightly.

Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not use hot water as this may cause the tank to deform.
- When filling the water tank, tilt tank 30° to avoid wetting the filter.

B4-3—Reinstall the dustbin and water tank combo unit

Reinstall the unit. It will click in place.

B4-4—Install the mop cloth

Wet the mop cloth and wring it until it stops dripping, then slide it along the mop cloth slot before sticking it firmly in place.

Note: Only use the official Roborock mop cloth.

B4-5—Install the mop cloth mount

Slide the mount forwards along the bottom of robot until it clicks in place.

Note: Clean the mop cloth after 60 minutes of mopping to maintain water flow and cleaning quality.

B4-6—Remove the mop cloth mount

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

Notes:

- Wash the mop cloth after each use, and regularly empty the water tank of unused water.
- Remove the mop mount when not mopping.

Connect to the App

This robot supports both Roborock and Xiaomi Home apps. Choose the one that best meets your needs.

① Download 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.



② 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.

③ 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.


Instructions

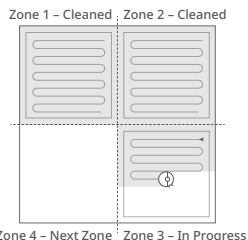
On/Off

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.

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 doing so, the robot cleans all zones one by one, efficiently cleaning the house.



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 cleanup.
- If cleaning 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.
- Before starting each mopping task, make sure that the mop cloth has been properly installed.

Spot Cleaning

Press 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 wait for orders.

Pause

When the robot is running, press any button to pause it, press the  button to resume cleaning, 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 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 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.

Child Lock

Press and hold the  button to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to stop it.

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 will pulse 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 will flash red and a voice alert will sound. See “Errors” for solutions.

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.

System Reset


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 the system, scheduled cleaning, WiFi, etc. 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.

Restore 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.

App Features

Cleaning Map

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

Custom Cleaning Modes

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

Cleaning Mode Switch

- Suction Power Levels
- Mop Intensity Levels

Robot Information

- Cleaning History
- Battery Level
- Care & Maintenance

More Features

- Firmware Update
- Volume Adjustment
- Language Selection
- Do Not Disturb mode
- Voice Assistant Support

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

Routine Maintenance

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—Remove any hair or dirt entangled around the main brush, reinstall the main brush and re-insert the brush cover, making sure to place the tabs in the slots.

C1-10—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 fluids or disinfectants to clean the main brush.

Side Brush

* Clean monthly and replace every 3-6 months

1. Unscrew the side brush screw.

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

Omni-Directional Wheel

* Clean as required

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. Dry and reattach the wheel, pressing it firmly in place.

Main Wheels * Clean monthly

Clean the main wheels with a soft, dry cloth.

C5 Dustbin and Water Tank Combo Unit

* Clean weekly and replace the filter every 6-12 months

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

C5-2—Remove the filter then empty the dustbin.

C5-3—Empty the water tank of unused water.

C5-4—Fill the dustbin with clean water and gently shake it. Then pour out the dirty water.

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

C5-5—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.

C5-6—Allow 24 hours for the filter to dry thoroughly and reinstall it.

Note: Purchase an additional filter and alternate if necessary.

C6 Mop Cloth

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

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

Note: A dirty mop will affect the mopping performance. Clean it before use.

C7 Dust Bag Replacement

* Replace as needed

C7-1—Remove the dustbin cover vertically as shown.

C7-2—Lift the dust bag out of the dustbin and discard it.

Note: The dust bag handle seals the bag on removal to prevent dust leakage.

C7-3—Clean the filter with a dry cloth.

C7-4—Install a new dust bag in place along the slot and put the dustbin cover back.

C8 Air Duct * Replace as needed

C8-1—Unscrew the screws (10) and remove the cover.

C8-2—Wipe the air duct and cover with a dry cloth.

C8-3—Reinstall the cover and screw it back in place.

C9 Robot Sensors * Clean monthly

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

C9-1—Dock Locator

C9-2—Wall Sensor

C9-3—Four Cliff Sensors

C10 Charging Area Cleaning

* Clean as needed

Clean the dock location beacon, charging contacts, and electrode brushes with a 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	Q380RR
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 3.7kg
Rated Input	20VDC 1.2A
Charging Time	< 6 hours

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

Auto-Empty Dock

Model	AED03HRR, AED04HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Dust Collection)	5A
Rated Input (Charge)	0.5A
Rated Output	20VDC 1.2A
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.

FAQs

Problem	Solution
Unable to power on.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Restart the robot.
Noise during cleaning.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.
Scheduled cleaning is not working.	<ul style="list-style-type: none">• 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?	<ul style="list-style-type: none">• 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?	<ul style="list-style-type: none">• No. The lithium battery has no memory effect. The robot can be used any time after it has been fully charged once.

FAQs

Problem	Solution
No or little water during washing.	<ul style="list-style-type: none"> Check whether there is water in the water tank and check the manual for instructions on how to correctly install the dustbin and water tank combo unit, mop cloth mount and mop cloth.
Cleaning does not resume after recharging.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> The wall sensor or cliff sensors may be dirty. Clean them with a soft, dry cloth.
Red LED indicator on the Auto-Empty Dock.	<ul style="list-style-type: none"> The dustbin cover is not in place. Check and correct installation. The fan is not operating properly. Potentially due to overheating protection resulting from frequent starting and stopping. Unplug the power cable and try again after 30 minutes. Voltage error. Check that local voltage meets the requirements listed on the dock.
Reduced emptying performance or unusual noise when emptying.	<ul style="list-style-type: none"> The main brush or main brush cover is not properly installed. Check and correct installation. The filter, air duct, suction inlet, air inlet, or dustbin is blocked. Clean to remove blockages.
Auto-emptying does not start when the robot returns to the dock.	<ul style="list-style-type: none"> Auto-emptying is disabled. Check in-app settings. Dustbin cover is not in place. Check and install. Auto-emptying will not be triggered if the robot is moved to the dock manually. Start emptying manually. Auto-emptying will not be triggered if the robot returns to the dock without cleaning. The robot will not auto-empty after returning to the dock in Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually. The battery level is lower than 10%. Charge the robot until the battery reaches 10%.
The robot cannot return to the dock or cannot be charged.	<ul style="list-style-type: none"> The dock is surrounded by obstacles. Clear any obstacles around it or move it to an open area as recommended in the User Manual. The dock is not connected to a power supply. Make sure the power cable is securely plugged in and power is on. Poor contact. Clean charging contacts.