



**CLOVER**  
RETURNS MANAGEMENT  
SOLUTIONS

## **R-QX0PEA CERTIFIED-REFURBISHED USER MANUAL**

### **Important Information About Your Refurbished Product**

Notice to Customers: This product has been refurbished by Clover Environmental Solutions, LLC dba Clover Returns Management Solutions. We are committed to providing high-quality refurbished household products to meet your needs.

Terms and Conditions: Any terms and conditions set forth in the attached original OEM documentation may not apply to this remanufactured item. For the specific terms applicable to your purchase, please refer to the documentation provided at the time of purchase or visit [www.refurbproductsupport.com](http://www.refurbproductsupport.com)

### **Additional Information:**

- **Safety Notice:** Ensure you follow all safety instructions provided in the OEM documentation as they remain applicable to the safe operation of this remanufactured product.
- **Recycling and Disposal:** For information on proper disposal or recycling of this product please visit the manufacturer's website.

**Contact Us:** If you have any questions or concerns about your refurbished product, please reach out to us via:

Website: [www.refurbproductsupport.com](http://www.refurbproductsupport.com)

Email: [productsupport@cloveres.com](mailto:productsupport@cloveres.com)

Phone: (844) 745-0760

This cover sheet is being provided to ensure clarity regarding the status and support of your refurbished product. The attached OEM documentation is provided for reference only.



# **Roborock QX Revo**

## **Robotic Vacuum Cleaner User Manual**

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

**English**

**03**

## **Contents**

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# Safety Information

## WARNING

- For use only with roborock EWFD11LRR or EWFD12LRR docking station.
- Place the cords from other appliances out of the area to be cleaned.
- Do not operate the vacuum in a room where an infant or child is sleeping.
- Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
- Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
- Do not allow children to sit on the vacuum.
- Do not carry the robot using vertical bumper, top cover or bumper. Do not move the dock by lifting dock base, water tank handles or dust container cover.
- 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.
- The product must be switched off and the plug must be removed from the socket outlet when not in use, before cleaning or maintaining the product.
- This product 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 product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision.
- Do not dismantle, repair or modify the battery or charging dock.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.

# Safety Information

## Battery and Charging

- To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
- Keep the charging dock away from heat (such as radiators).
- Do not wipe the charging contacts with wet cloth or wet hands.
- Turn the robot off and use original packaging for shipment.
- 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.
- Do not use the product when the temperature is higher than 40°C (104°F) or lower than 4°C (39°F), or there is any liquid or sticky substance on the floor.

## International Symbols Explanation

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

≡ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

## FCC/IC Statement

| Compliance Information                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Name                                   | Robotic Vacuum Cleaner with Charging Dock                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Product Model                                  | Robotic Vacuum Cleaner Model: QX0PEA<br>Empty Wash Fill Dock: EWFD11LRR, EWFD12LRR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Compliance Statement                           | <p>This device complies with Part 15 of the FCC Rules.<br/>Operation is subject to the following two conditions:<br/>(1) this device may not cause harmful interference, and<br/>(2) this device must accept any interference received, including interference that may cause undesired operation.</p> <p>This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).<br/>Operation is subject to the following two conditions:<br/>(1) This device may not cause interference.<br/>(2) This device must accept any interference, including interference that may cause undesired operation of the device.</p> |
| Correspondence of the responsible party in USA |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Company                                        | Roborock Technology Co.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Address                                        | ROOM 1227, 12TH FLOOR, 1000 N. WEST STREET, WILMINGTON, DE 19801                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Email                                          | support@roborock.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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



### Dock

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

**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 (Upper Cover Open)

A3-1—Vertical Bumper

A3-2—LiDAR Sensor

A3-3—WiFi Indicator

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

A3-4—Reset Button

A3-5—Dustbin

A3-6—Charging Contacts

A3-7—Mop Wash Sensor

A3-8—Positioning Button

A3-9—Self-Filling Port

A3-10—Automatic Lift and Rotate Mop Modules

A3-11—Air Outlet

A3-12—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—Suction Inlet

A6-3—Washable Filter

A6-4—Air Inlet

## A7 Dock Base

## A8 Power Cable

## 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—Self-Filling Port

A10-7—Suction Inlet

A10-8—Clean Water Tank

A10-9—Status Indicator Light

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

A10-10—Water Outlet

A10-11—Air Outlet

A10-12—Dock Base

A10-13—Filter

A10-14—Dust Bag Slot

A10-15—Dock Location Beacon

A10-16—Water Level Float

A10-17—Cleaning Tank Filter

A10-18—Cleaning Tank

## A11 Power Cable Storage

A11-1—Cable Outlets

A11-2—Power Port

A11-3—Cable Storage Slot

## B Installation

### B1 Important Information

**B1-1**—Tidy cables, 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.

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

**B2-2**—Connect the power cable to the back of the dock, and keep the excess cable inside the storage slot.

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

**B2-3**—Install the mop axles into the robot in place until you hear a “click”.

**B2-4**—Click

### B3 Place the Dock

Keep a space of clearance about 1 m (3.3 ft) in height, 0.46 m (1.5 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 1 m (3.3 ft)

**B3-2**—About 0.46 m (1.5 ft)

**B3-3**—About 1.2 m (3.9 ft)

#### Notes:

- If the power cable 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 Power on and Charge the Robot

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 a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

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

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

## Connecting to the App

This robot supports both Roborock and Mi 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 “Mi Home” in the App Store or Google Play and scan the QR code to download and install the app.



## 2 Reset WiFi

1. Open the top 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 “Scan to Connect” button or the “Search for device” button, or open the Mi 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 30 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

# C 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.

## C1 Filling the Water Tank

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

### Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not add too much cleaning fluid 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.

## C2 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.
- 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.
- The robot will retract mop cloth mount when cleaning the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each mopping 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 enter Standby mode.

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

## Mop Washing

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.

**Note:** To allow the robot to wash the mop automatically, start the robot from the dock and do not move the dock during cleaning.

## Emptying

Auto-emptying will automatically begin when the robot returns to the dock after cleaning. To manually start emptying, press  button on the docked robot or tap Empty 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 are completed. To manually start or stopping drying, tap the Drying 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 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.

## 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.

## 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 prompt. The robot will then be restored to factory settings.

## Robot Error

The power indicator of the robot will flash red and a voice alert will sound. Follow the voice prompts and instructions in the app for troubleshooting.

### 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.

## Dock Error

The dock status indicator light will be steady red. Follow the voice prompts and instructions in the app for troubleshooting.

## D Routine Maintenance

### D1 Main Brush

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

D1-1—Main Brush Cover

D1-2—Latches

D1-3—Main Brush

D1-4—Main Brush Caps

D1-5—Main Brush Bearing

D1-6—Turn over the robot and press the 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.

#### 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.

### 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 monthly

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 two 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 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 cleaning performance. Clean it before use.

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

### D8 Robot Sensors

\* Clean monthly

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—Mop Wash Sensor

D8-5—The Carpet Sensor

D8-6—Four Cliff Sensors

## D9 Moving Dock

Lift up and move the dock. Do not move the dock by lifting 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.

**D12-4**—Close the cover of the dust container 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.

## Empty Wash Fill Dock

|                                      |                                            |
|--------------------------------------|--------------------------------------------|
| Model                                | EWFD11LRR or<br>EWFD12LRR                  |
| Rated Input Voltage                  | 120V~                                      |
| Rated Frequency                      | 60Hz                                       |
| Rated Input<br>(Dust Collection)     | 7.5A                                       |
| Rated Input<br>(Non-Dust Collection) | 1.0A                                       |
| Rated Output                         | 20V $\approx$ 1.5A                         |
| Battery                              | 14.4V/5200mAh (TYP)<br>lithium-ion battery |

## Basic Parameters

### Robot

|               |                                            |
|---------------|--------------------------------------------|
| Model         | QX0PEA                                     |
| Battery       | 14.4V/5200mAh (TYP)<br>lithium-ion battery |
| Rated Input   | 20V $\approx$ 1.5A                         |
| Charging Time | Approx. 4 hours                            |

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

# Environmental Protection Description

## Removing the battery

\* The following information applies only when disposing of the robot and should not be followed for day-to-day operations

The chemical substances contained in the built-in lithium-ion battery of this product can cause environmental pollution. Before disposing of this product, remove the battery. The battery should then be properly recycled either through local authorities or by providing the batteries to a battery recycling facility.

How to remove the battery:

1. Operate the robot without connecting to the dock until it runs out of battery.
2. Turn off the robot.
3. Unscrew the battery cover.
4. Remove the battery cover.
5. Press the latch to pull out the battery connector and remove the battery.

### Notes:

- Before removing the battery, make sure it is fully drained and the robot is disconnected from the dock.
- Remove the entire battery pack. Avoid damaging the battery pack casing to avoid short-circuits or leakage of hazardous substances.
- In the event of accidental contact with battery fluid, rinse thoroughly with water and seek immediate medical care.

## Common Issues

| Problem                                                                                   | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unable to power on.                                                                       | <ul style="list-style-type: none"><li>• The battery level is low. Put the robot on the charging dock and charge it before use.</li><li>• The battery temperature is 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>• Check the power indicator light turns on and both ends of the power cable are properly connected.</li><li>• If contact is poor, clean the contact areas on the charging dock and the robot.</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>• The charging contacts may be dirty. Wipe them with a dry cloth.</li></ul>                                                                                                                                                                                                |
| Unable to dock.                                                                           | <ul style="list-style-type: none"><li>• There are too many obstacles near the charging 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, main wheels, or omni-directional wheel may be jammed. Pause the robot and clean them.</li><li>• The omnidirectional wheel is jammed. Use a screwdriver to remove it for cleaning.</li></ul>                                                                                                                                                                                  |
| Unable to connect to WiFi.                                                                | <ul style="list-style-type: none"><li>• WiFi is disabled. Reset the WiFi and try again.</li><li>• The WiFi signal is poor. 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 additional support.</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 power consumption is minimal.</li></ul>                                                                                                                                                                                                                                                                                |
| Does the robot need to be charged for at least 16 hours the first three times it is used? | <ul style="list-style-type: none"><li>• No. The robot can be used any time after it has been 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>                                                                                                     |

## Robotic Vacuum Cleaner

Product Model: QX0PEA

Manufacturer: Beijing Roborock Technology Co., Ltd.

Address of Manufacturer: Room 1001, Floor 10, Building 3, Yard 17, Anju Road,  
Changping District, Beijing, P.R. China

