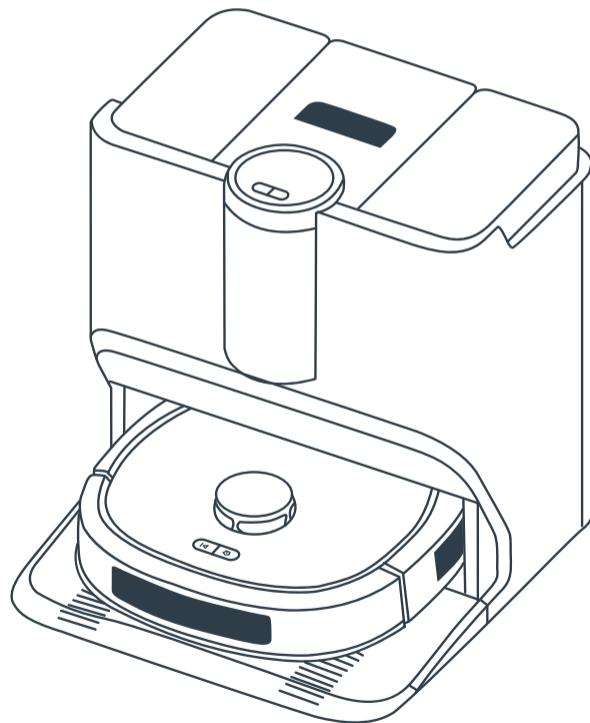


# eureka



## INSTRUCTION MANUAL

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### Eureka NER J20 Ultra ROBOT VACUUM CLEANER

Please read the manual before use.



# CONTENTS

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## SAFETY INSTRUCTIONS

### IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE).** Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

#### WARNING

**To reduce the risk of fire, electric shock, or injury:**

1. Turn off all controls before unplugging.
2. Do not use outdoors or on wet surfaces.
3. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
4. Use only as described in this manual. Use only manufacturer's recommended attachments.
5. Do not use with damaged cord or plug. If the appliance and the station is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.  
Do not run appliance over cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
8. Do not handle charger, including charger plug, and charger terminals with wet hands.
9. Do not put any object into openings. Do not use with any opening blocked; Keep the opening free of dust, lint, hair, and anything that may reduce air flow.
10. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
11. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Do not use without dust bin and/or filters in place.
14. Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.

# SAFETY INSTRUCTIONS

15. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
16. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
17. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
18. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, seek medical help immediately.  
Liquid ejected from the battery may cause irritation or burns.
19. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
20. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
21. Do not use and store in extremely hot or cold environments (It is recommended to use in temperature 0°C-35°C and store in temperature -20°C-40°C). Please charge the robot in temperature above 4°C and below 40°C.
22. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
23. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
24. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
25. Place the cords from other appliances out of the area to be cleaned.
26. Do not operate the vacuum in a room where an infant or child is sleeping.
27. Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
28. Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
29. Do not allow children to sit on the vacuum.

# SAFETY INSTRUCTIONS

30. Do not use the vacuum on a wet surface.
31. Do not use the Base Station if it is damaged.
32. Turn off the power switch before cleaning or maintaining the appliance.
33. The plug must be removed from the receptacle before cleaning or maintain the Base Station.
34. Remove the appliance from the base station and turn off the power switch to the appliance before removing the battery for disposal of the appliance.
35. If the robot will not be used for a long time, fully charge the robot and power OFF for storage and unplug the charger.  
Use only with R23H01ADS01 base station.
36. Use extra care when cleaning on stairs.
37. 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.
38. To reduce the risk of fire and electric shock due to internal component damage, use only eureka cleaning product intended for use with this appliance.
39. Use extra care when cleaning on stairs.

## CAUTION:

RISK OF INJURY. BRUSH MAY START UNEXPECTEDLY. REMOVE MAIN BRUSH BEFORE CLEANING OR SERVICING.

## CAUTION: Please read the instruction sheet carefully before use

1. "IMPORTANT SAFETY INSTRUCTIONS - SAVE THESE INSTRUCTIONS" and "DANGER - TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, CAREFULLY FOLLOW THESE INSTRUCTIONS".
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.  
Children should be supervised to ensure that they do not play with the appliance.
3. Cleaning and user maintenance shall not be made by children without supervision.
4. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
5. Base station is only applicable to the product NER J20 Ultra.
6. Warning: The battery charger (Base station) is not intended to charge non-rechargeable batteries.

# SAFETY INSTRUCTIONS

## WARNING FOR BATTERY

1. The product must be powered off before removing the battery.
2. Please note that do not disassemble the battery by yourself.
3. If you need to replace it, please contact the after-sales service center.
4. Please dispose of used battery according to local laws and regulations.
5. Do not dismantle, open or shred the battery.
6. Do not expose batteries to heat or fire. Avoid storage in direct sunlight.
7. Do not short-circuit a battery.
8. Do not store batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
9. Do not subject batteries to mechanical shock.
10. In the event of a leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
11. Do not use any charger other than that specifically provided for use with the equipment.
12. Do not use any battery which is not designed for use with the equipment.
13. Do not mix different manufacture, capacity, size or type within a device.
14. Keep batteries out of the reach of children.
15. Seek medical advice immediately if the battery has been swallowed.
16. Keep batteries clean and dry.
17. Do not leave a battery on prolonged charge when not in use.
18. After extended periods of storage, it may be necessary to charge and discharge the batteries several times to obtain maximum performance.
19. The batteries give their best performance when they are operated at normal room temperature (20 °C ± 5 °C).
20. Retain the original product literature for future reference.
21. The battery may be irreversibly damaged if the battery is in low power for a long time. It is recommended that the battery retains sufficient power before storage.

# SAFETY INSTRUCTIONS

	[symbol IEC 60417-5957 (2004-12)]	for indoor use only
	[symbol ISO 7000-0790 (2004-01)]	read user's manual
	[symbol IEC 60417-5031 (2002-10)]	direct current
	time-lag miniature fuse-link where X is the symbol for the time/current characteristic as given in IEC 60127	
	[symbol IEC 60417-5032 (2002-10)]	alternating current
	[symbol IEC 60417-5172 (2003-02)]	class II equipment
	ON	
	OFF	

**SAVE THESE INSTRUCTIONS**  
Household use only

## FCC Statement

### Please read the instruction sheet carefully before use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### MPE Reminding

To satisfy FCC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at distance that closer than this is not recommended.

# SAFETY INSTRUCTIONS

## IC Statement

**This device complies with Industry Canada license-exempt RSS standard(s).**

**Operation is subject to the following two conditions:**

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

**Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:**

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**The device is compliance with RF field strength limits, users can obtain Canadian information on RF exposure and compliance.**

**Le présent appareil est conforme de ce matériel aux conformités ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité d'acquérir les informations correspondante.**

**This Class B digital apparatus complies with Canadian ICES-003.**

**Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.**

**CAN ICES-003 (B)/NMB-003(B)**

**This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.  
Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.**

# TECHNICAL DATA

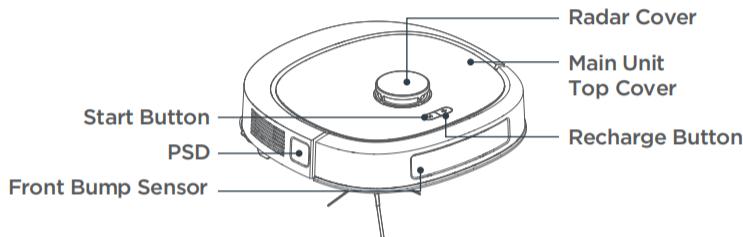
Product Model	NER J20 Ultra
Base Station Dimensions	423 x 444 x 452.5mm
Main Unit Dimensions	352 x 352 x 105mm
Base Station Dustbin Capacity	3L
Gross Weight	15.06kg (Host + Base station)
Host Charging Voltage	24V---
Host Rated Voltage	14.4V---
Host Motor Power	44W
Base Station Input	120V, 50~60Hz
Base Station Output	24V---1A
Rated Voltage	14.4V---

Battery Capacity	6000mAh (Li-battery)
Charging Type	Auto Charging
Cleaning Mode	Whole House, Area, Scheduled
Charging Time	Less than 6 hours
Cleaning Time	100 minutes (Standard mode in Sweep and Mop)
Main Button Type	One-Key Start

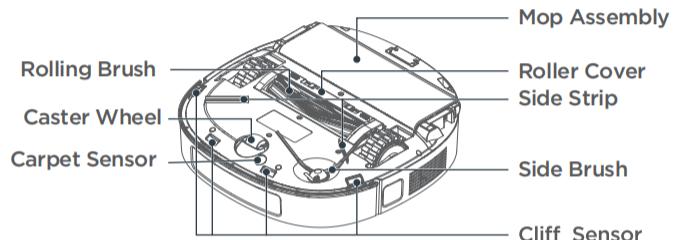
# Product Introduction

## Component Introduction

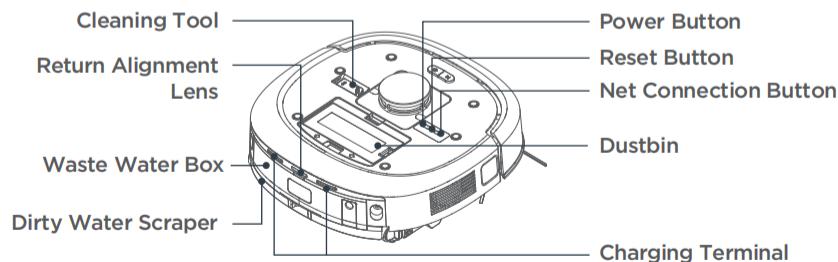
Robot Main View (with Cover Closed)



Bottom View of the Robot



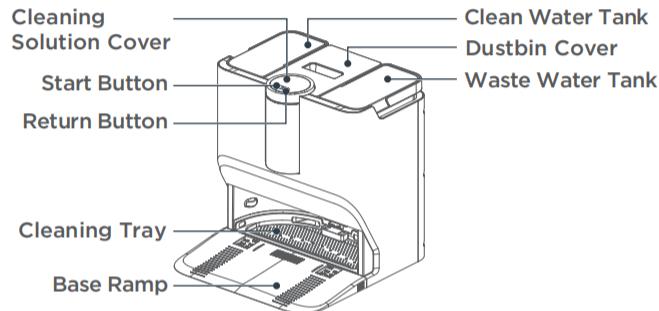
Robot Main View (with Cover Open)



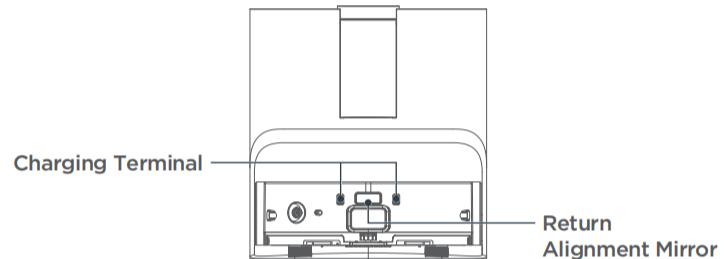
# Product Introduction

## Component Introduction

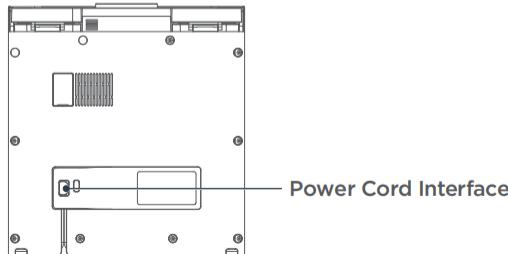
### Station Main View



### Bottom View of the Robot

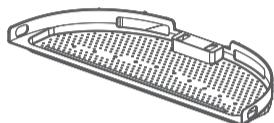


### Rear View of the Robot

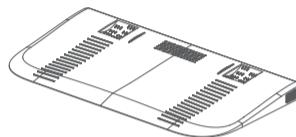


# Product Introduction

## Accessory List



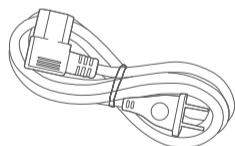
**Cleaning Tray x 1**



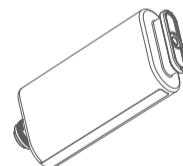
**Base Ramp x 1**



**Mop x 1  
(Installed)**



**Power Cord x 1**



**Cleaning Solution x 1**



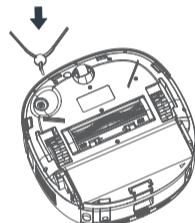
**Double-sided Mop x 1**

# Product Usage

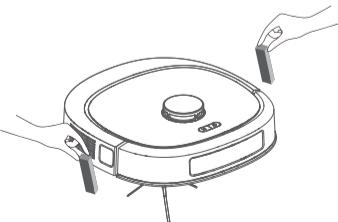
## Initial Use

### Remove the Robot's collision protection strip and the laser protection film

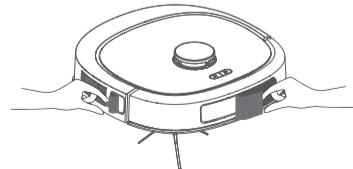
**01** | Install the side brush with the convex side facing down. Align and press until you hear a click, indicating it's properly installed.



**02** | Before using the robot for the first time, be sure to remove the collision protection strip.

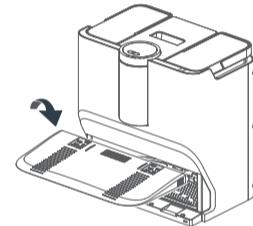


**03** | Before using the robot for the first time, be sure to remove the protective films on the front bumper sensor and PSD on the right side.



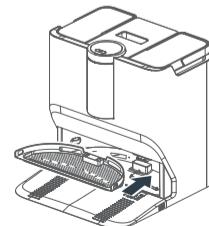
### Install the Base station Base ramp

Press it down into the corresponding position on the base station shell. When you hear a 'click' sound, it indicates that the installation is completed.



### Install the Base Station Cleaning Filter

Place the base station cleaning filter into the corresponding position on the base station shell, ensuring it is flat.

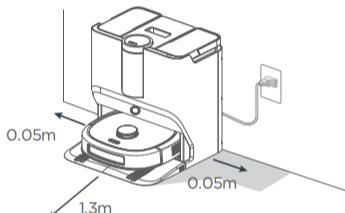


# Product Usage

## Initial Use

### Base Station Placement

Please place the base station against the wall on a hard surface, ensuring there is more than 0.05m of space on both sides and more than 1.3m of open space in front. Connect the power supply and ensure that the location of the base station has good network signal coverage.



#### Note

**01** | Avoid direct sunlight.



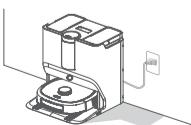
**03** | Do not place the base station on soft surfaces such as carpets.



**02** | Do not cover the signal emission area of the base station with stickers or other objects.

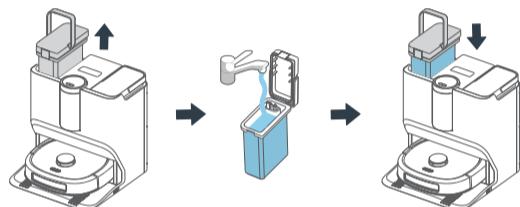


**04** | Ensure that the charging area is dry.



### Clean Water Replenishment

To add water, take out the left water tank, open the cover, fill the tank with tap water, and then place it inside the base station.



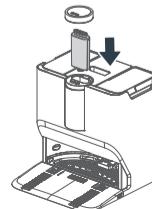
Maximum capacity after adding water is 3L.

### Warning

Do not add laundry detergent, laundry detergent, cleaning agents, disinfectants, hand sanitizers, unknown oily liquids, and acidic or alkaline substances to the water tank to avoid unknown damage.

### Add Cleanser

Press the cleaning solution directly into the slot, and when you hear a 'click' sound, it indicates that the installation is completed.



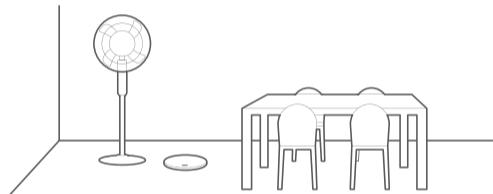
Cleaning liquid capacity is 300mL.

# Product Usage

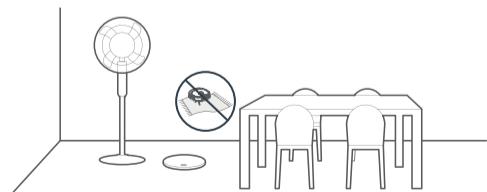
## Home Environment Preparation

### Cleaning the Area to be Swept

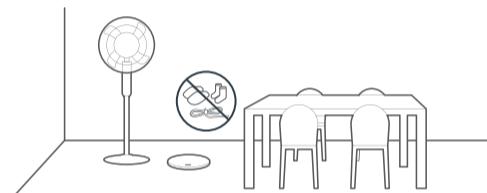
**01** | Before use, please arrange furniture such as tables and chairs, as well as items like floor fans neatly. Store low items like weighing scales properly to create the largest cleaning space possible.



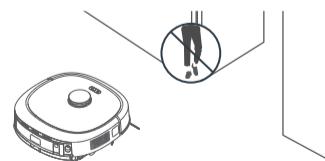
**03** | Do not use the mopping function on carpets. If there are fringes on the carpets, please roll them under the carpet in advance.



**02** | Organize miscellaneous items on the floor such as wires, cloths, and slippers to improve the efficiency of the main unit.



**04** | Avoid standing in front of the robot, doorsteps, narrow passages, etc., to prevent the robot from failing to recognize the area to be cleaned.

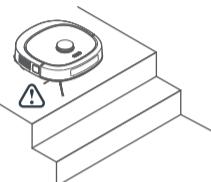


# Product Usage

## Home Environment Preparation

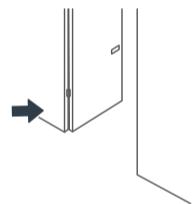
### Preventing Robot Falls

If the robot is performing tasks in areas such as the landing of a duplex staircase or the edge of steps, please place protective barriers in advance to ensure the safety of both people and the robot.

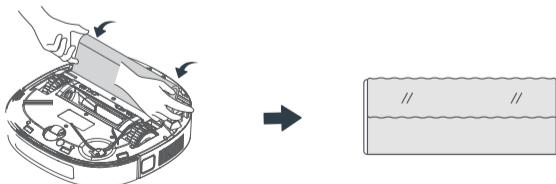


### Open the Room Doors

To better assist the robot in exploring the entire space and creating a map of your home, please open the door of each room before the first use.



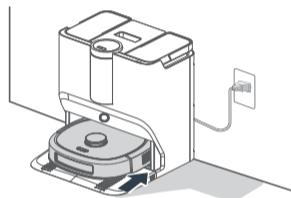
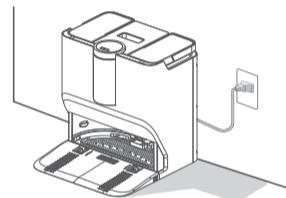
To vacuum on the carpet, please exchange the mop with double-sided one so the carpet won't get wet.



# Smart Operations

## Power On and Charge

To charge the robot, connect the power to the base station and press and hold the robot's power button. Wait for the power indicator to stay on steadily, then place the robot with the charging port facing inward into the base station.



### Note

The robot has a high-performance lithium-ion battery pack. To maintain battery performance, ensure that the battery is sufficiently charged for daily use.

Before the first cleaning, confirm that the robot's battery is fully charged to 100%.

After the first startup, the robot and base station will automatically pair. If the base station reports that the robot is offline, refer to the troubleshooting section for the solution to "Base station reports that the robot is offline".

# Smart Operations

## Network Setup

### 01 | Download the App

Search for 'eureka robot' in the app store or scan the QR code below to download and install the eureka Smart App



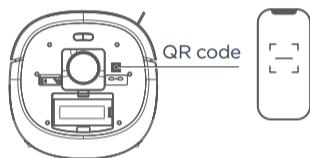
### 02 | Follow the App instructions to add the device.

Ensure your phone is connected to your home Wi-Fi network. Click the '+' icon in the top right corner or the 'Add Device' button at the bottom of the App homepage

\*The network accessing configuration of the robot requires a wireless network of 2.4 GHz frequency range.



### 03 | Scan the QR code on the device or add it manually by selecting the model



### 04 | Long-press the robot's network button, wait for the network indicator light to flash, and follow the voice prompts and steps in the App to complete the network configuration.

## Robot Usage

### Common Functions of the Robot

#### Start Cleaning

Short press the robot's start button '▷' to initiate cleaning.

#### Pause

While the robot is working, a short press on any button on the robot's body will pause its operation.

#### Resume

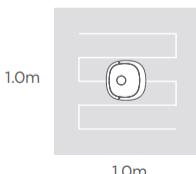
If the robot is paused, a short press on the robot's start button '▷' will resume its operation.

#### Power Off

With the robot turned on, press and hold the robot's power button '■' for 3 seconds to turn it off.

#### Spot Cleaning

Press and hold the robot's start button '▷' to start spot cleaning. The robot will clean a square area of 1.0m x 1.0m centered around its current position.



#### Child Lock (Button Lock) Function

Long press the robot's return-to-charge button '⌚', or enable the child lock function in the app. Once the child lock is activated, the buttons on the base station and robot will be disabled, and only control through the app will be possible to prevent pets or children from accidentally triggering them.

To deactivate the child lock, long press the robot's return-to-button button '⌚', or use the app to disable it. After deactivation, the robot will be unlocked.

#### Return to Station

Short press the robot's '⌚' button, and the robot will return to the Base station from its current location for charging.

#### Factory Reset

If the buttons are unresponsive or the robot cannot be turned off, try performing a factory reset. Simultaneously long press the Connection button '■' and the return-to-charge button '⌚', and when you hear the voice prompt "The robot has been restored to factory settings," the robot will return to its factory state and restart.

# Smart Operations

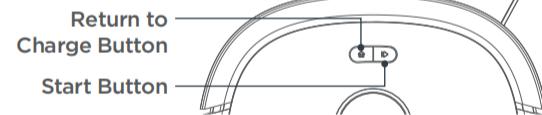
## Robot Usage

### Explanation of Robot Buttons

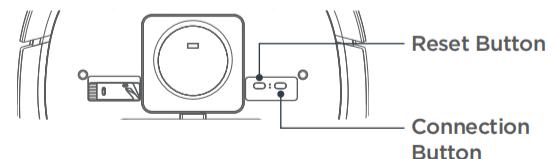
Buttons	Operation	
	Short Press	Long Press
Start Button	Start/Pause/ Resume Work	Spot Cleaning
Return to Charge Button	Return to Charging Station/Pause and Return to Charging Station	Enable Child Lock/ Exit Child Lock
Power Button	/	Power On/Off
Reset Button	Power Off	/
Connection Configuration Button	/	Enter Network Configuration Mode
Start + Return to Charge	/	Enter Pairing Mode
Return to Charge + Connection Configuration	/	Restore Factory Settings

Indicator Lights	Light Effects	Meaning
	White Breathing	Robot Charging
	Solid White	Robot Cleaning/ Robot Returning to Charge
	Red Blinking	Robot Malfunction

### Main Unit (Closed)



### Main Unit (Open)



# Smart Operations

## How to Use the Base Station

### Common Functions of the Robot

#### Start Cleaning

Short press the base station '▷' to initiate cleaning.

#### Pause Cleaning/Resume Cleaning

While the robot is working, a short press on the base station '▷' will pause its operation/resume its cleaning.

#### Recall

When the robot is away from the base station, a short press on the base station '🏡' will make the robot return to the base station for charging.

#### Dust Collection

When the robot is at the base station, long press the '▷' to perform dust collection tasks.

In the app, users can also use the dust collection function for manual one-button dust collection.

#### Clean Cleaning Tray

When the robot is away from the base station, long press the '🏡' to clean the cleaning tray. Initiating the cleaning tray cleaning will cause the base station to spray water into the cleaning tray. Once the cleaning tray is filled with water, users can use a cleaning brush to clean it. After cleaning, press any button on the base station to extract the sewage.

#### Clean Mop

When the robot is at the base station, long press the '🏡' to clean the mop. Initiating the mop cleaning will automatically clean the robot's mop, and empty the water in the robot's dirty water tank. The water in the clean water box will be filled.

In the app, users can also use the mop cleaning function for manual one-button mop cleaning.

## How to Use the Base Station

### Instructions for Base Station Buttons

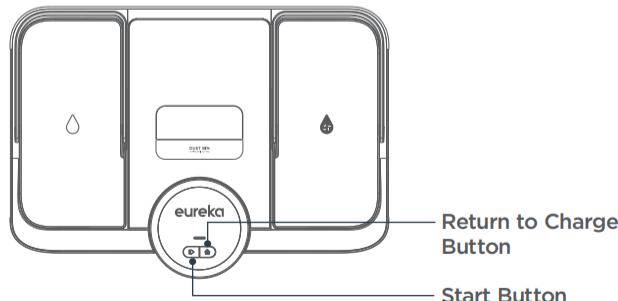
Buttons	Operation	
	Short Press	Long Press
Start Button	Start/Pause/Resume Work	When robot in the base: Clean Mop When robot not in the base: Clean Bottom Shell
Return to Charge Button	Return to Base/Pause and Return to Base	Dust Collection
Start + Return to Charge	/	Enter Pairing Mode

# Smart Operations

## How to Use the Base Station

### Instructions for Base Station Buttons

Indicator Lights	Light Effects	Meaning
	White Breathing	Cleaning Cleaning Tray/Dusting
	Solid White	Robot Charging/ Robot Cleaning/ Robot Returning to Station
	Red Blinking	Malfunction of the Station



## APP Usage

### Friendly Reminder

The software and products are continually upgraded, and other version pages may differ from the current version. Please refer to the latest version of the app for accurate information.

### App Feature List

Basic Functions	Whole-House Cleaning
	Room Cleaning
	Area Cleaning
	Return to Charging
Cleaning Preferences	Suction
	Mop
	Scheduled Cleaning
Cleaning Modes	Sweep and Mop Mode
	Mop Only Mode
	Sweep Only Mode
	Sweep First, Mop Later Mode

# Smart Operations

App Feature List	
Map Settings	Creating No-go zone
	Virtual Wall
	Room Editing
	Map Management
Base Station Operations	Cleaning Mop
	Drying Mop
	Dust Collection
Robot Settings	Carpet Recognition
	Child Lock
	Status Indicator Light
	Volume Settings
	Do Not Disturb Settings
Base Station Settings	Mop Cleaning Mode
	Drying Mode
	Dust Collection Frequency
	Automatically Add Cleaning solution

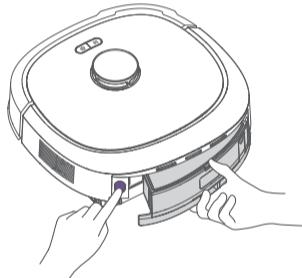
App Feature List	
Other Settings	Cleaning Records
	Personalized Cleaning
	Accessory Lifetime
	Manual Control
	Find Robot

# Maintenance

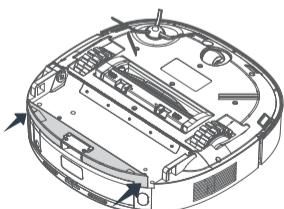
## Robot - Dirty Water Box & Dirty Water Tank & Dirty Water Filter Valve

### Disassembly

**01** | Press and hold the dirty water tank release button(purple) at the tail of the robot to manually remove the dirty water box and dirty water tank by hand.



**02** | Use both thumbs to press the sides of the dirty water trough and gently push forward to remove it.



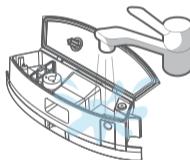
### Cleaning and Maintenance

**01** | Open the top cover of dirty water tank, wipe it with a soft cloth according to the degree of dirt, or rinse it with flowing water before reinstalling.

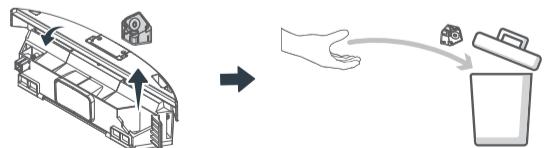
**02** | After removing the dirty water trough, wipe it with a soft cloth or use a cleaning tool to clean the gaps in the sewage trough according to the degree of dirt. You can also rinse it with flowing water before reinstalling.



Or



**03** | Depending on the level of dirt, it may be necessary to replace the dirty water filter valve.

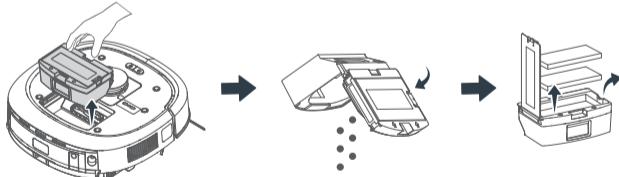


# Maintenance

## Robot - Dustbin & Dustbin Filter

### Disassembly

- 01** | Open the cover on the robot, squeeze the dustbin latches, and lift the dustbin upwards.
- 02** | Open the dustbin lid along the arrow direction, and empty the trash.
- 03** | Open the dustbin filter cover on one side of the dustbin and remove the dustbin filter.



### Cleaning and Maintenance

- 01** | Rinse the dustbin filter with clean water, make sure to air-dry it before placing it back in the dustbin.
- 02** | Depending on usage, it can be replaced with a new one.

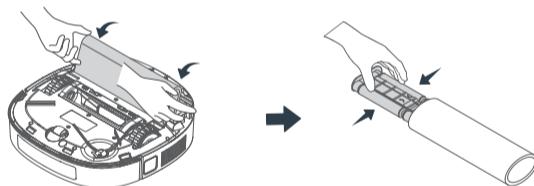


# Maintenance

## Robot - Mop Bracket & Mop

### Disassembly

- 01 | Press the purple buttons on both sides of the robot's bottom mop bracket, flip it up, and then remove the bracket.
- 02 | Squeeze the mop bracket and then remove the mop.



### Cleaning and Maintenance

- 01 | Follow the [Installation] instructions to remove the mop.
- 02 | Rinse it with water based on the degree of dirt, dry it, and then put it back for use.
- 03 | Depending on usage, it can be replaced directly if needed.

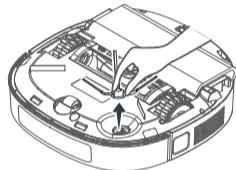


# Maintenance

## Robot - Side Brush

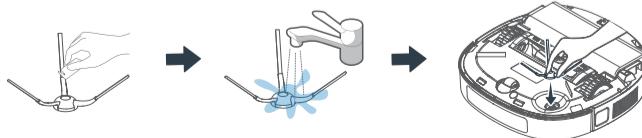
### Disassembly

Flip the robot, gently pinch the side brush, and lift it upward.



### Cleaning and Maintenance

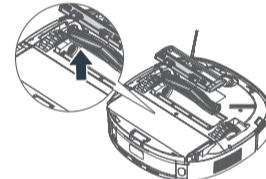
- 01 | Use the provided cleaning tool to remove entangled hair.
- 02 | Rinse with water based on the degree of dirt, air dry, and then put it back for reuse.
- 03 | Depending on usage, it can be replaced directly.



## Robot - Roller Brush

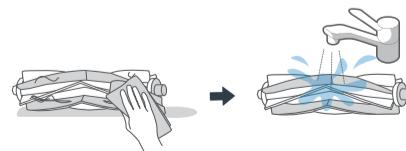
### Disassembly

- 01 | Simultaneously press the buttons on the roller brush cover with both hands and remove the cover.
- 02 | Lift and take out the roller brush from the tight purple end.



### Cleaning and Maintenance

- 01 | Use the provided cleaning tool to remove hair entangled on the roller brush.
- 02 | Rinse with water based on the level of dirtiness, let it air dry, and then put it back for use.
- 03 | Depending on usage, it can be replaced directly.

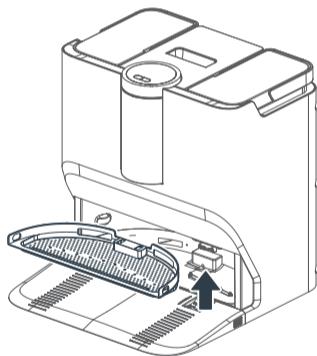


# Maintenance

## Base Station-Clean the filter & bottom shell cleaning trough

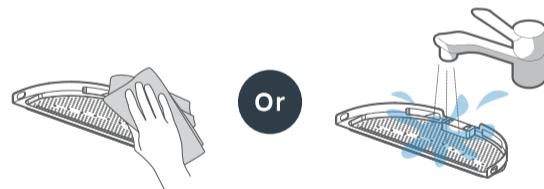
### Disassembly

Hold both sides of the cleaning filter with your hands and lift it upward to remove the cleaning filter.



### Cleaning and Maintenance

- 01** | Please use a cleaning cloth or disposable wet wipes to clean the cleaning filter and the base station's bottom shell cleaning slot.
- 02** | Rinse with water according to the degree of dirt.
- 03** | After cleaning the dirt from the cleaning filter, reinstall it before using again.

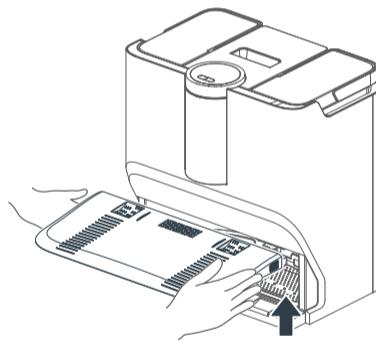


# Maintenance

## Base Station-Base Station Ramp

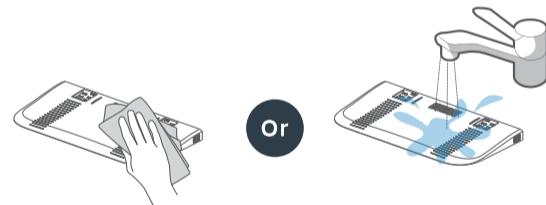
### Disassembly

Gently lift the ramp by holding the catches on both sides of the base station with both hands.



### Cleaning and Maintenance

- 01 | Use a cleaning cloth or disposable wipes to clean the base station slope.
- 02 | Rinse with water based on the level of dirt.
- 03 | After cleaning the dirt from the slope, reinstall it for further use.



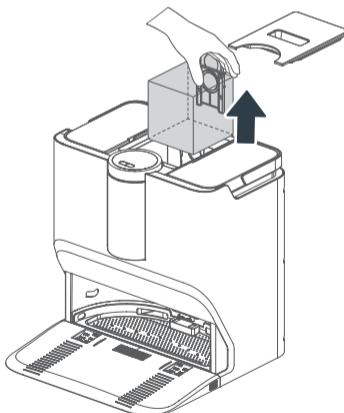
# Maintenance

## Base Station-Dust bag

### Disassembly

**01** | Remove the panel of the base station dustbin.

**02** | Lift the dust bag upward and pull it out.



### Cleaning and Maintenance

**01** | Discard the filled dust bag.

**02** | Wipe the dust collection port and the interior of the dust bin with a disposable wet wipe.

**03** | Install a new dust bag and cover the dust bin surface.



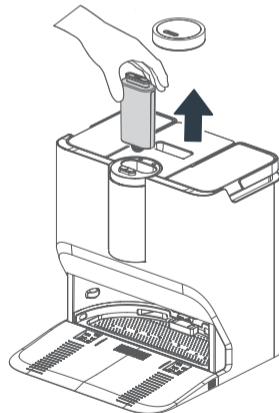
# Maintenance

## Base Station - Cleanser

### Disassembly

**01** | Remove the decorative cover of the base station buttons.

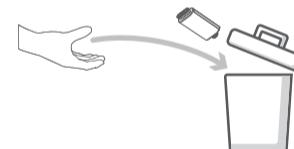
**02** | Lift the cleaning solution upward and pull it out.



### Cleaning and Maintenance

**01** | Discard the used cleanser container.

**02** | Remove the cap from the new cleaning solution bottle, pour the cleaning solution into the cleaning solution compartment, and press it down to the bottom.

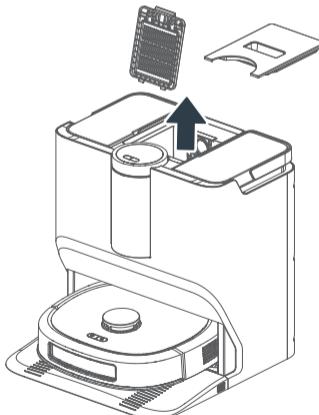


# Maintenance

## Base Station-Dust Collection Duct Filter Disassembly

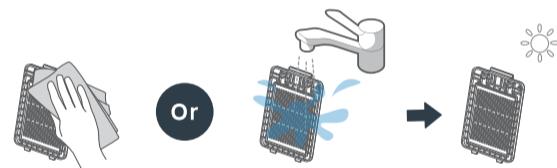
### Disassembly

- 01 | Remove the cover of the base station dustbin.
- 02 | Along the handles of the dust collection duct filter, push forward to remove the dust collection duct filter.



### Cleaning and Maintenance

- 01 | Please use a cleaning cloth or disposable wet wipes to clean the surface dust of the Dust Collection Air Duct Filter.
- 02 | Depending on the degree of dirt, it can be rinsed with water, dried, and then put back for use.

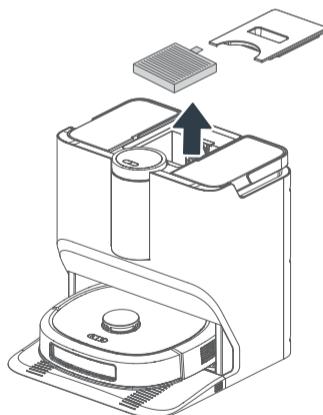


# Maintenance

## Base Station-Purifying Odor HAPA Disassembly

### Disassembly

- 01 | Remove the cover of the base station dust bin.
- 02 | Lift the Purifying Odor HAPA filter upward and take it out.



### Cleaning and Maintenance

- 01 | Rinse the odor Filter with clean water and make sure to air-dry it before putting it back for use. It may take a day.
- 02 | Depending on usage, it can be directly replaced with a new one.



# THE EUREKA LIMITED WARRANTY

Midea America Corp. ("Eureka"), subject to the terms and conditions herein, warrants this vacuum cleaner and Battery Module to be free from defects in material and workmanship for a term of two years for the vacuum/one year for the Battery Module from the date of delivery when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members of immediate household, and is applicable only to original purchases from Eureka authorized resellers. The date of delivery establishes the warranty period, should service be required.

## **What Eureka will do:**

Eureka will, at its option, repair or replace a defective vacuum/Battery Module or vacuum part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace it, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer's purchase price.

## **This warranty does not cover:**

- Normal wear and tear of the vacuum and vacuum parts that require replacement under normal use such as disposable dust bags, filters, drivebelts, light bulbs, brush-roll, bristles, impellers and cleaning.
- Damages or malfunctions resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka or an authorized Eureka Warranty Station. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

## **Obtaining warranty service:**

To obtain warranty service you must contact the Eureka Service Team, toll free, at 1-800-282-2886 or email [customerservice@eureka.com](mailto:customerservice@eureka.com), to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation. For additional information, you may also visit [www.eureka.com](http://www.eureka.com).

# THE EUREKA LIMITED WARRANTY

## What Eureka will do:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka or a Eureka Authorized Warranty Station will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number located on the rating plate. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

## Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty of Fitness For A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

## DISCARDING THE VACUUM AND BATTERY PACK



Before you discard this vacuum, dispose of battery in an environmentally safe manner. Do not discard battery with your regular household trash.



Important battery disposal information.  
To find a disposal location nearest you, call 1-800-822-8837.



To preserve natural resources, please recycle or dispose of expired battery pack properly. This product contains a lithium-ion battery. It must be disposed of properly. Local laws may prohibit disposal of lithium-ion batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.

# Troubleshooting

## ⚠ Common Issues

Abnormal Descriptions	Possible Reasons	Troubleshooting Steps
The robot does not charge	The robot is not in contact with the charging contacts	<ul style="list-style-type: none"> <li>- Clean contacts</li> <li>- Place the robot in front of the charging dock and press the "return to Charge" button</li> </ul>
The robot does not return to charge	The base station is placed in an unreasonable location	Refer to the user manual for details on "Base Station Placement"
The robot is stuck	<ul style="list-style-type: none"> <li>- The robot is entangled or stuck with items like wires on the floor</li> <li>- Side brushes or rolling brushes are stuck, preventing the robot from moving correctly</li> <li>- The robot is blocked by obstacles.</li> </ul>	<ul style="list-style-type: none"> <li>- Clear any scattered wires or debris on the floor</li> <li>- Remove any items obstructing the rolling brush or side brushes and start the robot on a flat surface</li> <li>- Remove obstacles or set custom forbidden zones in the app</li> </ul>
It returns to charge or stops working before completing the cleaning	The robot has low battery power	To have the robot return to charge
It does not clean according to the scheduled time	<ul style="list-style-type: none"> <li>- Scheduled cleaning in the app is turned off</li> <li>- The robot is in "Do Not Disturb" mode</li> </ul>	<ul style="list-style-type: none"> <li>- Reconfigure cleaning schedules in the app</li> <li>- Turn off "Do Not Disturb" mode or adjust the schedule</li> </ul>
The robot is suspended	The left or right wheel is suspended	Gently tap the collision protection cover to remove any foreign objects

# Troubleshooting



## Common Issues

Problem Descriptions	Possible Reasons	Troubleshooting Steps
The robot moves backward	<ul style="list-style-type: none"><li>- The navigation module protective cover is stuck</li><li>- There are obstacles in front of the robot</li><li>- The collision plate is stuck</li><li>- The cliff sensor is covered with dust</li></ul>	<ul style="list-style-type: none"><li>- Clear obstacles promptly</li><li>- After clearing obstacles or foreign objects, lightly tap the collision board</li><li>- Clean any dust accumulation on the lens surface of the anti-drop sensor</li></ul>
The robot cannot complete mapping smoothly	<p>The robot cannot reach all areas in the home</p> <ul style="list-style-type: none"><li>- The threshold of the unreached area is too high</li><li>- There is a narrow passage in the unreached area</li><li>- The doors to the unreached area are closed</li><li>- There is a carpet in front of the unreached area</li></ul>	For more details, refer to the "Home Environment Preparation" section in the user manual

# Troubleshooting

## ⚠ Common Issues

Abnormal Descriptions	Possible Reasons	Troubleshooting Steps
App responses slowly	<ul style="list-style-type: none"> <li>- Network busy</li> <li>- Poor wireless signal on the phone</li> <li>- insufficient network bandwidth</li> </ul>	<ul style="list-style-type: none"> <li>- Restart the router to reduce the number of connected users</li> <li>- Check the phone's settings</li> <li>- Increase network bandwidth</li> </ul>
Base station reports robot is disconnected	Robot and base station connection disconnected	Long press the base station start button and return button to enter pairing mode. At the same time, long press the main unit start button and return button
App displays device offline	<p>Please check the following issues:</p> <ul style="list-style-type: none"> <li>- Phone not properly connected to the network</li> <li>- Router not functioning correctly</li> <li>- Robot vacuum cleaner not turned on</li> <li>- Wireless network configuration on the device cleared</li> <li>- Wireless network password changed or network replaced</li> </ul>	<p>Please try the following solutions:</p> <ul style="list-style-type: none"> <li>- Reconnect your phone to the network.</li> <li>- Restart the router</li> <li>- Turn on the power switch of the robot vacuum cleaner</li> <li>- Add a new home appliance in the app</li> <li>- After the system starts, press and hold the network button for 3 seconds, release it when you hear a beep</li> <li>- Follow the phone instructions to re-add the device</li> </ul>

# Troubleshooting Common Issues

## Common Issues

Abnormal Descriptions	Possible Reasons	Troubleshooting Steps
App cannot scan robot's QR code	Blurry or damaged QR code on the device	Enter the Midea Smart Life App—Add Device Method 1: Choose to add by model, find the corresponding device Method 2: Choose nearby devices, search for nearby devices to add
Unable to clean the mop	- Empty water tank - Full dirty water tank	- Take out the water tank and add water - Take out the dirty water tank and pour water
Robot leaks garbage during operation	Foreign object blocking the dustbin dust collection port	Remove foreign objects from the dust collection outlet

1. For more detailed troubleshooting, refer to the information provided in the App notifications
2. For other issues that cannot be resolved, please contact your local after-sales service center or call the national service hotline at 1-800-282-2886



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