

Roborock Handheld Cordless Vacuum Cleaner H7 FAQ

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Frequently Asked Questions

1. Q: Is it normal to find slight scratches after unpacking?

A: The product may have slight scratches caused by bumping during transportation, but we guarantee that every machine we deliver to our customers is brand new and unused.

2. Q: Is it normal to have several vertical/diagonal lines or cracks on the side of the transparent dust bin?

A: These are the molding lines of the dust bin and are not cracks. They are normal and have no effect on the strength and sealing capacity of the machine.



3. Q: Is it normal for the bristles on the floor brush roller to be slightly deformed?

A: The bristles on the Multi-Surface Brush roller are made of nylon and carbon fiber, which may be slightly deformed when pressured during transportation. They will return to normal after being used or left idle for a period of time and will not affect normal usage or cleaning performance.

4. Q: Is it normal for the brush and machine to be different colors?

A: Yes, it is normal. Our machines are sprayed with a space silver coating, which has a slightly different color from the brush.

5. Q: What does "MAX" on the transparent dust bin mean?

A: "MAX" on the dust bin indicates the maximum dust holding volume. When the dust reaches or exceeds the MAX line, please promptly empty the dust bin to avoid an overload of dust affecting vacuum performance.

6. Q: What does the circular gray rubber on the bottom of the dust bin do?

A: The gray rubber is a sealing material that prevents air leakage when the dust cover is closed so as to avoid affecting suction power.

7. Q: What does the red object inside the dust bin do?

A: It is the secondary separator of the vacuum cleaner. Its interior has nine parallel tubes that are important parts used for secondary dust separation. Please ensure that the secondary separator is correctly installed before using the vacuum.

8. Q: What does the gray filter on top of the red secondary separator do, and can it be washed?

A: The gray circular filter is the vacuum cleaner's pre-filter. It is used to block fine dust which passed through the secondary separation filter system. It is recommended that you wash it once a month with tap water and dry it before reinstalling to ensure the best performance of the vacuum cleaner.

9. Q: What is the cover that can be twisted and removed from the top of the vacuum cleaner, and can it be washed?

A: It is the vacuum cleaner's rear HEPA filter which can filter dust as small as 0.3 micrometers. It is recommended that you wash it once a month with tap water and dry it before reinstalling to ensure the best performance of the vacuum cleaner.

10. Q: What does the sliding button on the bottom of the vacuum cleaner do?

A: It is the vacuum cleaner's dust bin release button. Pull the button in the direction of the arrow to remove the transparent dust bin for cleaning.

11. Q: Is it normal to have scratches on the body of the machine and brush head after use?

A: As small scratches and minor collisions occur inevitably during usage, it is normal to have such marks. Product performance will not be affected.

12. Q: What is the weight of the vacuum cleaner?

A: The main unit weighs around 1.46kg, while the extension tube and floor brush weigh around 1kg. **The total weight of the package (overseas version) is 7.8kg.**

13. Q: What are the parameters of the fan used in the Roborock Handheld Cordless Vacuum Cleaner H7?

A: The fan used in the Roborock Handheld Cordless Vacuum Cleaner H7 has a rated power of 480 W and a maximum speed of 100,000 rpm, which produces negative pressure of around 25,000 Pa (21,000 Pa for some models) and suction power of **160 AW**.

14. Q: Is the Roborock Handheld Cordless Vacuum Cleaner H7 loud when used?

A: There is high-speed air flow when using the vacuum cleaner, which will inevitably produce some noise. We have undergone significant noise reduction optimization without reducing suction power, suction effect, and machine power efficacy. When using ECO mode, noise is optimized to as low as 72 dB, which does not feel noisy during usage.

15. Q: What are the rotation speeds of the Soft Roller Brush and Multi-Surface Brush of the Roborock Handheld Cordless Vacuum Cleaner H7?

A: The rotation speeds of the Soft Roller Brush is around 3,000 rpm, and Multi-Surface Brush is around 4000rpm.

16. Q: Are there consumable parts in the Roborock Handheld Cordless Vacuum Cleaner H7?

A: No, there are no consumable parts that require regular replacement. The filter can be washed with water, and performance will gradually lower after prolonged usage. It can be replaced to improve performance. It is recommended that you replace it annually.

17. Q: Is it normal for there to be a slight smell from the air vent of the Roborock Handheld Cordless Vacuum Cleaner H7?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 contains sealing components that are made of rubber, so new machines may have a certain smell. It is not harmful to the human body, and the smell will gradually disappear with normal usage. Do not worry about it.

18. Q: Does the Roborock Handheld Cordless Vacuum Cleaner H7 have motor overload protection mechanisms?

A: All motors used in the vacuum cleaner feature overload protection, including the vacuum fan, Soft Roller Brush motor, and **Multi-Surface Brush motor**. If foreign objects enter and cause an overload, they will automatically stop running for protection purposes.

19. Q: What kind of battery does the Roborock Handheld Cordless Vacuum Cleaner H7 use?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 uses a high-rate polymer lithium-ion battery pack, with a total of 6 batteries and a capacity of 3610 mAh.

20. Q: What does the main switch on the side of the vacuum cleaner do?

A: Press the main switch to enter or exit continuous mode. In continuous mode, press the trigger once and the vacuum cleaner will run continuously. This allows you to release the trigger while using the vacuum cleaner. Press the main switch again to exit continuous mode. In any mode, pressing the main switch for 2 seconds will stop the vacuum.

21. Q: Can the Roborock Handheld Cordless Vacuum Cleaner H7 run continuously? When active, will the machine run continuously even after releasing the trigger?

A: Press the main switch on the side of the handle to enter continuous mode and press the trigger to start the machine, or hold the trigger and press the main switch while the machine is running to enter continuous mode, after which it will run even if you let go of the trigger. When you need to stop, press the main switch to exit the mode.

22. Q: Why can't the vacuum cleaner be stopped?

A: It may be running in continuous mode. Press the main switch to exit the mode and then stop it. There may also be foreign objects stuck in the trigger. Press and hold the main switch for 2 seconds to stop the machine.

The main switch is located on the handle on the left of the screen. It is round and has a small diameter.

23. Q: What does the change mode button on the rear of the machine do?

A: When powered on, pressing the change mode button will switch between Standard, MAX, and ECO modes, and the corresponding icon will be highlighted on the screen.

24. Q: Which mode should I choose when vacuuming?

A: It is recommended to choose Standard mode for daily cleaning. If you need to clean a large floor area or reduce noise, you can choose ECO mode. When cleaning areas that are difficult to clean, such as mattresses, sofa cushions, and gaps, you can use MAX mode.

25. Q: Does the Roborock Handheld Cordless Vacuum Cleaner H7 support the mobile app?

A: No, the Roborock Handheld Cordless Vacuum Cleaner H7 does not support the mobile app.

26. Q: How do you change the screen language?

A: Press and hold the change mode button for 10 seconds to enter the language selection interface. An * is displayed before the currently selected language. Press the change mode button to switch the cursor. If the cursor is on an unselected language, press the trigger to select the language. If the cursor is on a selected language, press the trigger to exit. You can directly exit the language selection interface by pressing the main switch. It will also shut down after 30 seconds without operation.

27. Q: How do you turn off the vacuum cleaner?

A: In standby mode, the screen will turn off automatically after 30 seconds without operation. After 30 more seconds without operation, the machine will automatically turn off.

28. Q: How long is the run time of the Roborock Handheld Cordless Vacuum Cleaner H7?

A: In Standard mode, run time is around 45 minutes when using the crevice tool, around 35 minutes when using the Soft Roller Brush and Bed brush, around 30 minutes when using the Multi-Surface Brush. In MAX mode, run time is around 8 minutes when using the crevice tool, around 12 minutes when using the Soft Roller Brush and Bed Brush. In ECO mode, run time is around 90 minutes when using the crevice tool, around 70 minutes when using the Soft Roller Brush and Bed Brush, around 60 minutes when using the Multi-Surface Brush.

Under the influence of different temperature, surfaces and other factors, the above data may differ slightly.

29. Q: Does the Roborock Handheld Cordless Vacuum Cleaner H7 support battery replacement to increase run time?

A: Our battery and machine are integrated and do not support battery replacement. It is recommended that you fully charge the battery before using the vacuum cleaner for the first time so as to prolong battery life.

30. Q: Why does the estimated run time value on the Roborock Handheld Cordless Vacuum Cleaner H7 flicker?

A: The estimated run time of the vacuum cleaner is estimated based on parameters such as operating power and remaining battery. Operating power will vary along with factors such as operating status and working surface, and there may be errors in the remaining battery value, causing the estimated time to flicker at times.

31. Q: Why is the estimated run time of the Roborock Handheld Cordless Vacuum Cleaner H7 different from actual run time?

A: The estimated run time of the vacuum cleaner is estimated based on parameters such as operating power and remaining battery. Operating power will vary along with factors such as operating status and working surface, and there may be errors in the remaining battery value. As such, there will be errors in the estimated run time and it is for reference only.

32. Q: Why does the run time of the Roborock Handheld Cordless Vacuum Cleaner H7 not meet the standard value when fully charged?

A: There are slight differences between each vacuum cleaner, and run time is affected by factors such as operating power and remaining battery. Battery discharge may also be affected by factors such as degradation and temperature, thus the actual run time may be somewhat different from the standard value.

In addition, even when the screen displays 100% battery during charging, the battery may not yet be fully charged and it continues to charge at a low current. In this case, using the vacuum cleaner may result in a reduced run time because the battery is not yet fully charged.

33. Q: The vacuum cleaner displays a certain amount remaining battery during use, so why does it display low battery once it stops running?

A: The vacuum cleaner requires quite a lot of power to start, so it may not be able to start if the remaining battery is low. The run time may also be prone to a certain degree of error when the battery is very low.

**34. Q: How long does it take to charge the Roborock
Handheld Cordless Vacuum Cleaner H7?**

A: It takes about 2.5 hours to charge from 0% to 100%. Battery temperature will be higher after using MAX mode continuously, which will increase charging time. It is recommended that you cool down the machine for 30 minutes before charging.

35. Q: Does the Roborock Handheld Cordless Vacuum Cleaner H7 need to be charged for 12 hours after the first three uses?

A: No, the Roborock Handheld Cordless Vacuum Cleaner H7 uses a high-rate polymer lithium-ion battery pack which can be charged and used anytime. However, there may not be enough power in the machine after production. It is recommended to fully charge the machine before using it for the first time. Charging time is around 2.5 hours.

36. Q: Why does the Roborock Handheld Cordless Vacuum Cleaner H7 take longer to charge in summer?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 has a complete battery charging and discharging management system. In the hot summer, battery temperature may be higher after usage. To prolong battery life and ensure charging safety, the machine will wait for the battery to cool down before charging. As such, charging time becomes longer in summer.

37. Q: Does the Roborock Handheld Cordless Vacuum Cleaner H7 have a car charger?

A: No, we issue standard power adapters for home usage, and no car charger is available.

38. Q: Can I store the Roborock Handheld Cordless Vacuum Cleaner H7 in a car trunk?

A: Temperature within cars is very high in summer due to sunlight exposure. To prolong battery life and ensure charging safety, please do not store the Roborock Handheld Cordless Vacuum Cleaner H7 in a car trunk.

39. Q: How do I turn off the screen when charging?

A: The screen will turn off automatically after 1 minute without operation when charging. Press any button to turn it on.

40. Q: How do I turn on the screen when charging?

A: Press any button when charging to turn the screen on. It will turn off automatically after 1 minute without operation.

41. Q: Does continually connecting the machine to the charger or charging stand damage the battery?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 has a complete battery charging and discharging management system. It will automatically stop charging when the battery is fully charged so that there is no risk of overcharging affecting the battery life. Please use it at ease.

42. Q: Why is the battery not full even after charging for a long time?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 will stop charging and shut down once fully charged. There is still slight power consumption after it is shut down, and power will drop a certain extent after a long time. If the battery drops too much, it will resume charging.

43. Q: How should I store the vacuum cleaner if I do not plan to use it for a long time?

A: When the vacuum cleaner will not be used for a long time, fully charge it and place it in a cool and dry place. Avoid temperatures that are too high or low, and charge it once every 3 months to avoid the battery level being too low, which can affect battery life.

44. Q: Can I vacuum items such as liquids, Coke, peanut butter, or porridge?

A: Please do not use the Roborock Handheld Cordless Vacuum Cleaner H7 to vacuum liquids or goeey items. It may cause water damage to the fan.

45. Q: What should I do if I accidentally vacuum water or liquid?

A: Please remove the dust bin and cyclone tube parts of the vacuum cleaner and leave the main unit in a cool place to dry. Use water to clean parts such as the dust bin, the red secondary tube, the primary filter, and the rear filter. Let them dry and then put them back together to use the vacuum cleaner again.

46. Q: The vacuum cleaner is sucking in and expelling air and twitching. What is happening?

A: When the filters, brush heads, or extension tube are blocked, the fan will suck in and expel air as a protective measure. If the blockage remains after a few tries, the machine will stop temporarily and a blockage warning will appear on the screen. Please check and wash the primary filter and rear filter, check the extension tube and brush heads for blockage and clear them.

47. Q: Can the floor brush head be used on short pile carpets?

A: Yes, the floor brush head can be used on short pile carpets. However, it is not recommended to use it on medium and long pile carpets. This may cause overcurrent or overheat issues. When rotation resistance is high, the floor brush may activate overcurrent and overheat protection, which is normal.

48. Q: Why are there two rows of holes on the sides of the crevice tool?

A: The small holes are ventilation holes to ensure sufficient airflow to generate suction and avoid the air inlet from being completely blocked.

49. Q: What can I clean with the dusting brush?

A: There are soft bristles on the front end of the dusting brush, making it especially suitable for cleaning places that need to be wiped first and then vacuumed, such as curtains, leather sofas, keyboards, and cloth surfaces.

50. Q: What can I clean with the Soft Roller Brush?

A: There are motor-driven rotating bristles at the bottom of the Soft Roller Brush, which is suitable for cleaning a wide range of cloth materials, such as beds, quilts, fabric sofas, and short-pile carpets.

51. Q: What can I clean with the floor brush?

A: The floor brush suction head has a built-in motor-driven soft velvet roller, which can clean most hard floors and some soft rugs, such as wooden floors, tiled floors, and marble floors.

52. Q: What can I clean with the Multi-Surface Brush?

A: The Multi-Surface Brush has powerful built-in motor-driven hard nylon bristles, which can penetrate the carpet to clean dirt and hair. It is suitable for cleaning most short and medium pile carpets, and can also be used to clean hard floors. However, use it with caution as it may scratch the floor.

53. Q: What is the use of the soft tube?

A: The soft tube can be connected to the dusting brush and crevice tool (it cannot be connected to electric brushes such as the Soft Roller Brush and floor brush), and is suitable for cleaning narrow areas such as car interiors and below furniture.

54. Q: Why does the Multi-Surface Brush stop rotating automatically?

A: The Multi-Surface Brush is suitable for cleaning short and medium pile carpets, and is not suitable for most long pile carpets. For long pile carpets, use the dusting brush for cleaning. The Multi-Surface Brush has overcurrent and overheat protection. When the brush becomes entangled or the motor temperature is too high, it will stop running to prevent danger. Please remove and clean it according to instructions in the manual. Wait for the motor temperature to drop before using it normally.

55. Q: Is it normal for the Multi-Surface Brush to be noisy when in use?

A: The Multi-Surface Brush has powerful built-in motor-driven hard nylon bristles, which can penetrate the carpet to clean dirt and hair. It produces more noise than other electric brushes. If noise increases suddenly when using the brush, debris may be entangled within the roller. Please remove the roller and clean it according to the maintenance instructions in the manual.

56. Q: Why does fan sound increase and run time become shorter when using the Multi-Surface Brush?

A: For better carpet cleaning, our Multi-Surface Brush is equipped with a carpet pressurization function. When in ECO or Standard mode, fan power will automatically increase if a carpeted surface is detected. The corresponding icon will appear on the screen. When a hard surface is detected, fan power will return to normal.

57. Q: Why isn't carpet pressurization activated on carpets?

A: Carpet pressurization differentiates carpets according to surface roughness. Carpets with short and smooth pile may not be recognized. These carpets can be thoroughly cleaned without needing carpet pressurization.

58. Q: Why is carpet pressurization activated on hard floors?

A: There may be debris caught in the roller. Please remove the roller and clean it according to the maintenance instructions in the manual.

59. Q: Why can't debris in corners be cleared when using the Multi-Surface Brush to vacuum debris such as garbage and seed shells?

A: The Multi-Surface Brush roller cannot cover corners. It is recommended to use MAX mode to clean wall corners, and adjust the angle from which the brush contacts the wall for better vacuum performance.

60. Q: When using the Soft Roller Brush to vacuum quilts to remove mites, the sheets are sucked in and difficult to move. What should I do?

A: The vacuum cleaner has great suction power for great mite removal effect. When cleaning sheets, you will have to hold and move the sheets by hand while vacuuming. This will make it easier to clean. For sheets with poor ventilation, we recommend using Standard mode for cleaning to alleviate the problem of the sheets being sucked in and unable to move.

61. Q: Is it normal for bristles of the dusting brush to deform?

A: The bristles of the dusting brush are made of a special soft velvet material, and have a strong ability to recover. They will return to normal after being used or left idle for a period of time and will not affect normal usage or cleaning performance.

62. Q: What does the long strip at the bottom of the Soft Roller Brush do?

A: It is a sealing strip which creates a vacuum when in contact with cloth materials during usage.

63. Q: Can I clean car interiors with the Roborock Handheld Cordless Vacuum Cleaner H7?

A: Yes, you can use accessories such as the soft tube, dusting brush, crevice tool, and Soft Roller Brush to clean seats and mats in your car.

64. Q: Why does the Soft Roller Brush/ Multi-Surface Brush stop rotating automatically?

A: The electric Soft Roller Brush and Multi-Surface Brush has overcurrent and overheat protection. When the brush becomes entangled or the motor temperature is too high, it will stop running to prevent danger. Please remove and clean it according to instructions in the manual. Wait for the motor temperature to drop before using it normally.

65. Q: How can I turn the brush head when using Multi-Surface Brush?

A: Turn the vacuum cleaner to the left or right, and the brush head will automatically turn left or right. You can easily control the cleaning direction.

66. Q: Must I use a coin to remove the Soft Roller Brush/ Multi-Surface Brush roller cover?

A: You can use any tool of corresponding size, such as coins, keys, etc. to open and clean the brush head, but do not use sharp tools to avoid damaging the roller cover.

67. Q: What does the black rubber at the entrance of the suction port do?

A: It is a black foam sealing material that creates an airtight environment and prevents air leakage between the brush head and the dust bin to avoid affecting suction power.

68. Q: What do the two small circular holes at the inlet of the vacuum cleaner do?

A: It is the power supply port for the electric brushes. The Soft Roller Brush and floor brush are connected to the main machine through this port, and power is supplied to the brushes through this port.

69. Q: Why is it difficult to open and close the dust bin?

A: It may be that the dust bin latch has accumulated dust. Please open the dust bin cover, remove the dust bin, and clean the dust bin latch.

It is also possible that dust has accumulated in the dust bin switch. Remove the dust bin and clean the slide rail of the dust bin switch.

70. Q: The air from the air outlet sometimes blows in my direction. Is the air clean?

A: The Roborock Handheld Cordless Vacuum Cleaner H7 has two levels of cyclone filtering and three layers of filters, with a filtration efficiency of up to 99.97%. The air at the air outlet is clean.

71. Q: Why is it difficult to remove the vacuum cleaner from the charging dock?

A: The vacuum cleaner should be placed vertically on the charging dock. When removing it, please pull it upward and do not twist. Brand-new vacuum cleaners may be quite tight once

placed on the charging dock, but they will loosen slightly and become normal after a period of use.

72. Q: How to use the magnetic charging station?

A: There is a magnet on the side of the button of the crevice tool, motorized mini-brush ,flex tube ,dusting brush .The magnet of these accessories can be adsorbed on the charging station, and can also be adsorbed on other iron surfaces, such as refrigerators.

73. Q:How to use the child lock?

A: Press the lock button for 5 seconds when Vacuum is in standby or charging to enter the child lock state. Similarly, long press to turn off the child lock function.

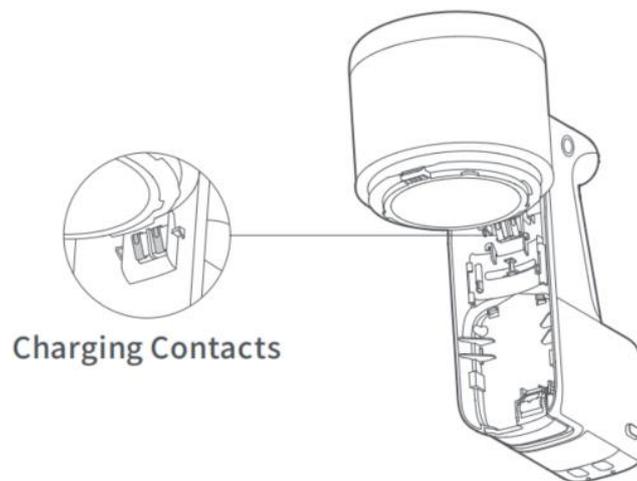
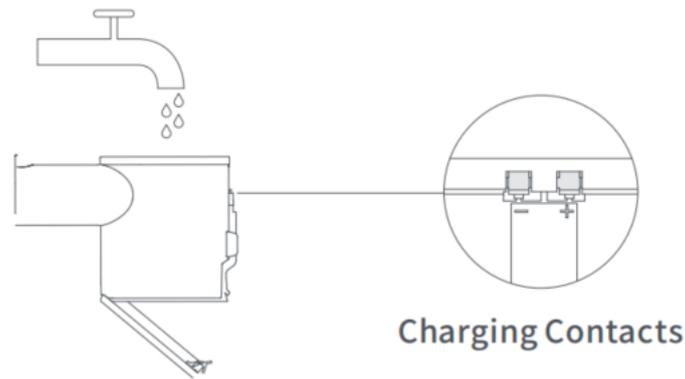
Troubleshooting related

1. Q: The vacuum cleaner shuts down after sucking in and expelling air a few times. What should I do?

A: Sucking in and expelling air 5 times indicates that the air duct is blocked. Please check the following: 1) The dust bin may be full or the contents may exceed the MAX line. Please empty the dust bin. 2) The pre-filter may be blocked. Please remove and clean it. 3) The rear filter may be blocked. Please remove and clean it. 4) The extension tube may be blocked. Please clean it. 5) The brush pipe may be blocked. Please clean the pipe inside the brush head. 6) The suction inlet may be completely blocked when vacuuming.

2. Q: The Soft Roller Brush/ Multi-Surface Brush does not work. What should I do?

A: 1. The Soft Roller Brush and Multi-Surface Brush motors have temperature protection switches. When the motor temperature is too high, it will automatically shut down. Please wait for an hour before trying to use it again. If temperature protection occurs frequently, please remove and clear entangled debris on both sides of the brush head. 2. The charging contacts are dirty. Please wipe the position shown in the diagram.



3. Q: The Soft Roller Brush/ Multi-Surface Brush often stops rotating. What should I do?

A: The Soft Roller Brush and Multi-Surface Brush have overcurrent and overheat protection functions. When resistance is too high, it will stop running to prevent danger. Please remove and clear entangled debris on both sides of the brush head to lower rotation resistance to avoid overcurrent shutdown.

4. Q: It is difficult to push the Soft Roller Brush. What should I do?

A: The Soft Roller Brush may suck tightly onto materials with poor ventilation. It is recommended to use a lower power mode. The Soft Roller Brush may suck up soft and slack fabric, which will affect performance. It is recommended to tighten the fabric or use

the dusting brush instead.

5. Q: The vacuum cleaner is not working. What should I do?

A: Please check the screen to confirm the battery level of the vacuum cleaner. If there is a low battery reminder or the screen does not turn on, you should charge it immediately to avoid damage to the battery. If battery is sufficient, the screen may display other error messages. If it is due to high temperature protection triggered by the fan or battery, please place the vacuum cleaner in a cool place and wait for it to cool down before using it again.

6. Q: Suction power is weak. What should I do?

A: Please check the following: 1) The dust bin may be full or the contents may exceed the MAX line. Please empty the dust bin. 2) The pre-filter may be blocked. Please remove and clean it. 3) The rear filter may be blocked. Please remove and clean it. 4) The extension tube may be blocked. Please clean it. 5) The brush pipe may be blocked. Please clean the pipe inside the brush head.

7. Q: The vacuum cleaner has become noisier. What should I do?

A: Please remove and wash the dust bin and filter, and dry them thoroughly before using.

8. Q: The Soft Roller Brush/ Multi-Surface Brush has become noisier. What should I do?

A: Please remove and clear entangled debris on both sides of the brush head, carefully reinstall the roller, and try again.

9. Q: The vacuum cleaner is unable to charge. What should I do?

A: Please check that the machine is in a location with the temperature in the range of 4-40°C. If the temperature is too high or too low, the lithium battery will be protected and

cannot be charged normally.

10. Q: The charging stand cannot charge the machine. What should I do?

A: Please check if the charging stand socket is properly inserted, wipe the charging contacts and electrode on the bottom of the stand, and remove dust from the charging socket of the machine.

11. Q: The screen doesn't turn on when the charger is connected. What should I do?

A: When the battery is very low, it is in a low current charging state at the beginning of charging and the screen cannot be turned on. When the battery is charged to a certain level, the screen can be turned on. If the screen does not turn on after 20 minutes, the battery may be damaged.

When the vacuum cleaner will not be used for a long time, fully charge it and place it in a cool and dry place. Charge it once every 3 months to avoid the battery level being too low, which can affect battery life.

Routine maintenance related

1. Q: How often does the Roborock Handheld Cordless Vacuum Cleaner H7 have to be maintained?

A: Under normal use, it is recommended that you empty the dust bin once a week, clean the pre-filter and rear filter once a month, and clean the Soft Roller Brush and Multi-Surface Brush roller once a month.

2. Q: Can I use detergent or disinfectant during routine maintenance and cleaning?

A: Please use tap water for cleaning. Some detergents and disinfectants may affect the sealing performance of the soft rubber. Please do not use them.

3. Q: Can I use a dishwasher to clean the dust bin, brush heads, rollers, and filters?

A: Please do not put the dust bin, brush heads, rollers, or filters in the dishwasher. The high temperature of dishwashers can cause deformation or even make the parts unusable.

4. Q: How do I clean the Soft Roller Brush when it is tangled with hair?

A: Please remove the side cover of the Soft Roller Brush to take out the Soft Roller Brush roller. You can then easily remove the tangled hair.

5. Q: How do I clean the dust bin when it is tangled with hair?

A: Please press the dust bin release switch on the bottom of the machine. After removing the dust bin, you can easily clean the hair tangled in the tube.

6. Q: Can I wash the crevice tool, dusting brush, Multi-Surface Brush, and Soft Roller Brush directly with water?

A: The crevice tool and dusting brush can be washed directly. The Soft Roller Brush and Multi-Surface Brush contain a motor and cannot be washed directly with water. However, the roller can be removed from the Soft Roller Brush for cleaning and washing. The Multi-Surface Brush contains a motor and the roller contains a bearing, and thus does not support washing with water. For washable components, please use tap water for cleaning. Some detergents and disinfectants may affect the sealing performance of the soft rubber. Please do not use them.

7. Q: Which parts of the Cordless Stick Vacuum can be washed and which parts cannot be washed?

A: Washable: crevice tool, dusting brush, internal filters, cyclone, rear filter, dust bin, Soft Roller Brush roller. Cannot be washed (contains motors and bearings): main machine, Multi-Surface Brush, Multi-Surface Brush roller, Soft Roller Brush.

8. Q: How do I clean dust on the body and in gaps of the Cordless Stick Vacuum? Does it come with a beak-like cleaning tool?

A: Our handheld machine does not come with a beak-like cleaning tool, but we have a dusting brush which can be used to clear dust on the body and in gaps of the machine and produces good results.

9. Q: The Multi-Surface Brush stops rotating when the vacuum cleaner is stopped and then restarted, but nothing is entangled in it. What should I do?

A: If the vacuum cleaner is restarted when the Multi-Surface Brush has not completely stopped, it is normal for it to fail to start at times. Please use the vacuum cleaner as normal.

10. Q: The vacuum cleaner vibrates slightly when first switched on, but it doesn't start properly. After several attempts, a blockage error is displayed. What should I do?

A: It may be that the temperature of the vacuum cleaner is too low for it to start properly. Please leave it at room temperature for a while before using it.

11. Q: The screen displays an unfamiliar interface which cannot be exited even by pressing the trigger. What should I do?

A: The vacuum cleaner may have mistakenly entered engineering mode. Please press the main switch to exit. If this fails to work, please leave the vacuum cleaner idle and do not press any buttons for at least 2 minutes. It will return to normal after this time.