Roborock Customer Service Center - Technical Support Document

Roborock Robotic Vacuum Cleaner S6 Series FAQ

Version: v1.0

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Appearance-related

1. Q: What is the difference between S60, S61 and S65?

A: S60 is marble white, S61 is marble gold, and S65 is jet black. The rest of the functions and accessories are no different.

2. Q: Is it normal if the machine is found to be slightly scratched after it is unpacked?

A: The product may become slightly scratched during transportation. However, we guarantee that each robot delivered to our end users is new and unused.

3. Q: Is it normal if the machine body and top cover are scratched after use?

A: As your machine will inevitably be slightly scratched and impacted during use, it is subject to normal signs of use that will not impact product performance.

4. Q: What's the height of the machine?

A: The machine has an overall height of about 9.65 cm and may not be suitable for use in areas where furniture is lower than 10 cm.

5. Q: What's the diameter of the machine?

A: The machine has a diameter of 35cm and may not be suitable for use in areas with a width of less than 38 cm.

6. Q: What's the small brush on the right of the machine?

A: This is the side brush of the robotic vacuum cleaner. The side brush, when running, is mainly used to sweep waste along the wall or obstacles in front of the main brush, where it is then vacuumed into the dust bin.

7. Q: Is it normal that the loose portion on the front of the machine is movable?

A: The front structural component that can be pressed is a bumper. This contain an important sensor that helps the machine detect obstacles in the range of 180 degrees in front. The

machine can effectively detect obstacles in front upon a slight physical impact.

8. Q: Why is there a circular orange rotating component protruding from the top? Is it normal that the top cover can be pushed? Is it normal that the top cover is loose?

A: The protruding part on the top is the LDS (laser distance sensor), which is a core component of the machine. It rotates constantly at 300 RPM to obtain topographic data of the environment in which the machine is placed. The laser distance sensor is fitted with an external protective cover. On the bottom of the LDS top cover is the LDS cover bumper sensor, which is capable of detecting any foreign matter that may get stuck in the laser head and enabling the machine to automatically move backwards to prevent the machine from getting stuck.

9. Q: What's the hole in the front of the machine?

A: This is the machine's recharge sensor, which allows to machine to align with the dock charger for recharging.

10. Q: What are things on the two rear sides of the machine?

A: On the rear left of the machine is the air outlet and on the right is the speaker. The black thing visible inside the air outlet is the soundproof sponge that is used to reduce the noise from the air outlet.

11. Q: What are the two metal tabs on the bottom of the machine?

A: Two metal tabs on the bottom of the machine are the positive and negative terminals of the charging contact. They come into contact with the charging tab of the dock charger to enable the machine to charge properly.

12. Q: What's the black area on the white dock charger?

A: This is the signal transmission area for the dock charger where the IR recharge signal is transmitted to guide the machine to correctly align with the recharge port for charging.

13. Q: What is the metal strip that can be pressed on the bottom of the dock charger?

A: This is the charging tab of the dock charger. It comes into contact with the charging contact on the bottom of the machine body to enable the robot to charge and it is flexible to ensure

better contact.

14. Q: What's the purpose of the small wheel on the rear of the water tank?

A: This is the follower wheel of the water tank that can improve the obstacle clearance capability when a mopping module is installed.

15. Q: What's the movable wheel on the bottom front of the machine body?

A: This is the omni-directional wheel that can be rotated 360 degrees. It is designed with flexible materials to effectively prevent scratching the floor.

16. Q: What's the purpose of the long transparent adhesive tape on the bottom of the main brush cover?

A: The adhesive tape on the bottom of the main brush cover is the sealing strip. When the machine runs, the sealing strip, together with the floor, forms a stable and closed high-static pressure area to improve suction.

17. Q: What's the purpose of the six transparent windows on the bottom of the machine?

A: These are cliff sensors. The machine uses these six IR sensors to detect steep drops and prevent the machine from falling.

18. Q: What's the purpose of the handful of black bristles on the side brush and main brush covers?

A: This is a cushioning bundle to prevent hair from becoming entangled on such components. It is a patented design and useful to prevent hair getting into the bearing and resulting in overheating or jamming.

19. Q: What's the purpose of the black rubber pads on the two sides on the bottom of the main brush cover?

A: These are the wear pads for the main brush cover. The soft rubber pads can effectively prevent the main brush cover from touching the floor and scratching wooden floors.

20. Q: Is it normal that the main brush structure on the bottom is free to move up and down?

A: Yes. To realize seamless cleaning, the floating main brush system can automatically adapt to uneven ground to ensure more efficient cleaning.

21. Q: What's the purpose of the transparent film exposed when the main brush is removed?

A: This is the suction hose structure that can be easily connected to the floating main brush and dust bin. It ensures trash is effectively sucked up into the dust bin regardless of whether the main brush is up or down.

22. Q: What's the purpose of the iron wires on the main brush cover?

A: These two stainless steel wires are mainly used to prevent entanglement of cables or vacuuming up large items of waste.

23. Q: What's the purpose of the white label on the bottom screw?

A: This is a tamper label that should not be removed or damaged; otherwise, this will void your warranty.

24. Q: What's the purpose of the hole on the right of the machine body? (Updated on January 31, 2018)

A: This is the machine's wall sensor. It is a high-precision distance sensor used to achieve precision edge cleaning by controlling the distance between the machine body and the wall. A distance of 10mm should be kept between walls and the Roborock robotic vacuum cleaner.

25. Q: Why can the two wheels of the machine move up and down?

A: The wheels are equipped with a suspension system that can provide sufficient downward pressure to help the machine to overcome an obstacle.

26. Q: Why is the tread pattern of the machine designed to be serrated?

A: For an off-road tire of 70 mm in diameter, a serrated tread pattern can effectively improve the machine's obstacle clearance capability.

27. Q: Is it normal that the side brush and bottom cover are scratched?

A: During use, the side brush may become deformed upon collision with an obstacle or the bottom cover may become scratched. This is a normal sign of use and will not impact product performance.

28. Q: Is the upper cover of the machine strong enough not to be easily broken?

A: Both the upper cover and its joints are made of resilient materials. The upper cover cannot be easily broken unless malicious damage is caused.

29. Q: Is the upper cover wear-resistant?

A: In-Mold Decoration by Roller (IMR) technology is used for the upper cover such that the surface is very smooth and flat and will not be scratched except in the case of malicious damage such as the use of a hard or pointed object.

30. Q: What should I do when the laser head protective cover of the machine is stained?

A: As this is the highest point of the machine, it is hard to avoid it being scratched underneath furniture, but please note that this will not impact the machine's performance. If you are particularly concerned about this, you can make some circular protective films to stick on it.

31. Q: What's the black soft rubber ring on the dust bin and what's its purpose?

A: The black soft rubber ring on the dust bin is an FIP seal ring that has the advantages of being both tightly sealed and dustproof. The dust bin is closely mated with the air ducts on both sides with the help of the FIP seal ring.

32. Q: Why is only one side brush provided rather than two?

A: Firstly, the side brush of the robotic vacuum cleaner is mainly used to clean waste along a wall or at the base of an obstacle. The side brush is not a main cleaning structure when cleaning other areas. For example, for non-edge cleaning, if the side brush always runs at high speed, it may make the waste fly about. The side brush can be dynamically regulated and the speed of the side brush will be reduced for non-edge cleaning to prevent waste flying about. Secondly, the machine is designed in such a way that only one side cleans against a wall or the base of an obstacle, so a side brush is not required on the other side. Finally, if the machine were to

encounter any cables, two side brushes operating in reverse direction would mean it is easier for these cables to become entangled in the machine. For these reasons, it has been designed with only one side brush.

33. Q: Will the machine be affected if the packaging box is slightly deformed/damaged?

A: The outer packaging may be deformed or damaged due to compression or vibration during transportation. Inner packaging boxes and lining material are subjected to strict drop and vibration tests and will provide good protection to ensure that the machine will not be affected in any manner. Please rest assured when unpacking and using the machine.

34. Q: What is in the box? (Updated on March 12, 2019)

A: Standard content in a Roborock robotic vacuum cleaner box: robotic vacuum cleaner *1, dock charger *1, power cable *1, filter *1 (installed in the machine), mop *1, water tank *1, filter element *1 pair (installed on the water tank), moisture-proof mat *1, disposable mop*10, and mop bracket*1 (mop material: polyester, nylon; board material: PP)

The following is also included: gift filter *1, mop *1 and filter element *2 pairs.

The power cable is 130cm in length.

35. Q: Are the accessories for the Roborock vacuum cleaner compatible with Mi Home accessories? (Updated on January 15, 2018)

A: Compatible accessories: main brush, side brush, main brush cover, filter (Mi Home and Xiaowa Lite filters are not washable), and barrier tapes.

Use-related

1. Q: Where is the best location to put the dock charger?

A: The dock charger should be placed against a wall with a distance of about 0.5 m on both sides and 1.5 m in front retained. It is generally recommended that the dock charger be placed in the living room as this is usually a more spacious area. Do not install the dock charger in a cramped and narrow area.

2. Q: Is a bumper strip required?

A: The machine is provided with a laser distance sensor, allowing the machine to automatically reduce its speed in most instances. In addition, the bottom of the machine is provided with a bumper strip. As there is only a slight chance of robot collision in a home environment, an additional bumper strip is not required. Also, if the ultrasonic sensor or wall sensor is blocked by your purchased bumper strip, the machine may not work normally.

3. Q: Can the robot be used on solid wood/composite/archaize/tiled floors?

A: The machine works well on all these floors without scratching them.

4. Q: What should I do if I think the robot is too noisy?

A: As this product helps you to clean your home thoroughly, it is normal for it to make a certain degree of noise. You can download the Mi Home app, connect it to your machine, and then select the Silent mode, or remotely start the machine when there's no one at home.

5. Q: Can it clean effectively?

A: The floating main brush structure of the machine hugs the floor to ensure waste is vacuumed into the dust bin. In addition, the high power fan provides high negative pressure to gather up any dust, while the self-regulating side brush is capable of cleaning waste along the wall and in front of furniture. Lastly, the route planning navigation algorithm allows the machine to cover all areas. The combination of the above features ensures effective cleaning.

6. Q: Is mopping possible?

A: Of course. The mopping module consists of a 140 ML high-capacity water tank, a mopping cloth that is the same width as the main brush, a constant-speed water outlet filter, an adjustable water control switch, and a rear auxiliary wheel. In addition, we have disposable mop packages for you to choose from as well. All are capable of effectively removing dust from the floor.

7. Q: How long will it take to clean my home?

A: This depends on the operating time, room size, furniture arrangement, etc. In generally, it takes not more than 60 minutes to clean a 100 m² room, and may be shorter if furniture is well arranged and there is little trash.

8. Q: Is it suitable for overseas markets? (Updated on March 9, 2019)

A: It works well with a power supply in the range of 100-240V/50-60Hz and thus can be used in overseas markets. However, since the vacuum cleaner needs to be connected to a local server, vacuum cleaners purchased in mainland China might not be able to connect to the Internet and use the Mi Home app. Therefore, it is recommended that international users purchase vacuum cleaners in their locale to avoid being unable to connect to the Mi Home app and control the vacuum cleaner by phone.

9. Q: Is scheduled cleaning supported? How do you set it? (Updated on January 31, 2018)

A: Yes. Download the Mi Home app and connect it to your machine. You can then set up scheduled cleaning in the Settings option. After scheduled cleaning is set up, the machine will perform this action regardless of whether it is connected to Wi-Fi. In map saving mode, the user can set scheduled cleaning for one or multiple zones on a saved map with zones.

10. Q: Is it suitable for carpets?

A: It works well on low-pile or suede carpets, but may not be suitable for some high-pile carpets or dark carpets because high-pile carpets may block the cliff sensor on the bottom of the machine, thereby making the machine regard it as a steep drop that it should avoid. This is also true for some dark carpets that may have good light absorption ability.

11. Q: What should I do when it frequently gets stuck out on a balcony?

A: In the case where the cleaner gets stuck on a small step, it is recommended to first turn on map saving mode to save a map, and then isolate the step area using an invisible wall on the app. The user can also purchase specialized magnetic strips from the official website to put up an invisible wall to prevent the cleaner getting stuck on the step and being unable to return.

12. Q: What should I do when it frequently gets stuck in the same place and reports an error?

A: Please check if there is any place in this area that has the similar width or height as that of the cleaner. If so, it is recommended to first turn on map saving mode to save a map, and then isolate the area using an invisible wall on the app. The user can also purchase magnetic strips from the official store to put up an invisible wall to prevent the cleaner entering this area.

13. Q: What should I do when it always pushes a waste bin or a slipper?

A: It is hard for the machine to detect light objects. Please gather up objects on the floor before starting the machine so as to prevent these objects being pushed or pulled during operation.

14. Q: Can I move the machine when it is working?

A: You can pause the machine mid-cycle and move it within a small range. However, if you move the machine too far, the machine may restart cleaning due to route planning failure. The probability of route planning failure greatly reduced when map saving move is turned on and a map is saved.

15. Q: Can it work normally in total darkness?

A: Of course. All sensors attached on the machine body can work well in a completely dark environment.

16. Q: Is 5GHz Wi-Fi or 802.1x verification mode supported?

A: Only 2.4GHz Wi-Fi is supported. Encryption methods that require user names to be entered, such as 5GHz and 802.1x, are not supported.

17. Q: Why does the robotic vacuum cleaner only support 2.4G networks? (Updated on August 13, 2018)

First of all, Mi Home app supports 2.4G network connections.

Secondly, the 2.4G network is a traditional Wi-Fi network band. Advantages: strong penetration ability and highly adaptable to its surroundings.

Disadvantages: less network data can be transmitted per unit time (compared to 5G).

The 5G network is a Wi-Fi network band that has become popular in recent years. Advantages: more network data can be transmitted per unit time.

Disadvantages: easily blocked by objects, resulting in signal attenuation.

There are a variety of places smart devices can be located in a home. If the home environment is complex, then it is possible that the places where these smart devices located are network blind spots or spots where the network signal is seriously attenuated when using 5G Wi-Fi. On

the other hand, these situations will be greatly improved when using a 2.4G network. Although 2.4G may result in a slower network speed, it is only slow compared to a 5G network. Therefore, the devices connected to the Mi Home app are generally on a 2.4G network.

Currently, almost all routers support 2.4G. Only a number of routers support 5G (although it is becoming increasingly more common). 2.4G network is the most universal. The robotic vacuum cleaner requires to move from one room to another. 5G signals are not able to penetrate solid objects as well as 2.4G, therefore 2.4G is the most best solution.

[Boilerplate answer on how the robotic vacuum cleaner only supports 2.4G connection] Hello, currently our robotic vacuum cleaner only supports 2.4G. 5G Wi-Fi is not supported. The reason being that 5G Wi-Fi has only recently become popular. It does have a faster network transmission speed per unit time compared to 2.4G. However, 5G Wi-Fi signals are easily blocked and attenuated by objects, making it unsuitable for household use. 2.4G network Wi-Fi is a traditional Wi-Fi signal. Its advantages include: strong penetration ability and highly adaptable to its surroundings. All things considered, the 2.4G Wi-Fi network has been selected for this product. We apologize for any inconvenience. Thank you for your support. 18. Q: What should I do if the robotic vacuum cleaner accidentally sucks water into its system?

A: Please remove the dust bin and main brush of the machine, use a dry cloth to wipe any water off, and then dry the machine in a well ventilated place. Remove the filter on the dust bin and rinse the dust bin and filter with tap water. Wait for them to dry before reinstalling them. It should be noted that the filter should be completely dried before reuse; otherwise, it may become frequently blocked.

19. Q: Can the machine automatically empty the waste?

A: No. Please regularly empty the dust bin yourself.

20. Q: Will my private information be disclosed?

A: No. All data is stored in your machine. User map or other data will not be uploaded to the server. If you have checked the Customer Experience Improvement Program, some error logs will be uploaded to the server to help us further improve our products.

21. Q: Is there a potential risk of electric shock when touching the dock charger?

A: No. Firstly, the dock charger outputs no current except when the machine is connected. Secondly, a dock charger without a connected machine has an output voltage of DC 4.2 V, far less than the safe voltage threshold of 36 V. Finally, please rest assured that the dock charger

is provided with short circuit and current leakage protection features such that it can be automatically powered off in abnormal situations.

22. Q: What's the red flashing light when looking at the laser distance sensor (LDS) with the naked eye, and is it harmful to my eyes?

A: The red light is the ranging laser emitted from the LDS and is certified in accordance with IEC 60825-1:2014 laser safety Class 1. Please rest assured that the emitted laser power dissipation is from a safe internal laser and is too low to be harmful to children or pets.

23. Q: Why does the robotic vacuum cleaner not clean some areas (for example, a 2 mm balcony with black floor is neglected)?

A: 1. Dark floors and dark rugs have light-absorbing properties. The machine will mistake these areas as steep drops, and thereby avoid cleaning them.
2. If there is dust on the cliff sensor, the cliff sensor may be wrongly triggered for non-dark floors. Please use soft and dry cloth to carefully clean the four cliff sensors on the bottom of the machine and then try again.

3. Some places may be missed if the wall sensor is dirty. Please clean the wall sensor on the right of the machine.

24. Q: What is the ambient noise level of the robotic vacuum cleaner (in decibels)? (Updated on March 27, 2019)

A: In our professional laboratory, we measured the sound pressure level to test the noise level from a meter above ground. The ambient noise level ranges between 53dB to 61dB from Silent mode to Max mode. Specific noise levels may vary with each machine.

25. Q: How long does it take for the robotic vacuum cleaner to charge?

A: It takes about 220 minutes to charge from 0% to 100%, and 180 minutes to charge from 20% to 80%.

26. Q: Will tire tracks be left on the floor? (Updated on March 22, 2019)

A: The tires of the robotic vacuum cleaner are made of flexible materials and the bottom of the

main brush is equipped with a cushion rubber. In addition, the surface of the omni-directional wheel is also made of flexible materials. The machine has a total weight of 3.6kg, thus it will not scratch the floor during normal use.

27. Q: What should I do when the machine make an abnormal noise? (Updated on January 31, 2018)

A: 1. The omni-directional wheel is noisy mainly because there is too much dust under the bed or sofa the first two times it is used. It is recommended to remove the omni-directional wheel to clean dust inside the bearing and use cotton swabs to remove particles inside the bearing hole.

If the cleaner still make an abnormal noise after being cleaned and is clearly malfunctioning, remove the omni-directional wheel and hold or balance the tail end of the cleaner with your hands to keep its front end off the ground. Perform the cleaning task again to see if the cleaner is free of the abnormal sound. If there is no noise, it means omni-directional wheel is at fault. The user can continue to clean or replace it.

2. If foreign matter is drawn into the main brush or small solid particles are vacuumed into the dust bin, please clean the main brush or empty the dust bin.

It may be that the main brush is entangled with foreign matter or jammed, and there is an issue with the main brush cover. If there is a fault with the main wheels, it can be sent back to the customer services (The customer service department will make a judgment and perform a BIT test and flow test on the left and right wheels. It should be easy to reproduce such failures.)

3. Main brush gear box issue: This is caused by foreign matter becoming entangled with the main brush or jammed. The user can inspect and clean the main brush, or remove the main brush and the main brush cover to determine the issue. If the cleaner still makes an abnormal noise after removal of the main brush and main brush cover or the main brush squeaks after installation, it means sediments have found their way into the main brush gear box. In this case, the machine needs to be sent for cleaning.

4. The machine may clatter when moving backwards or turning around because, in rare situations, the black wear pads on the two sides of the main brush cover rub against the floor when moving backwards or turning around.

This usually requires no special treatment. After being used for a certain period of time, wear pads will produce less friction and thus the noise will naturally disappear. If any foreign matter is stuck to the wear pads, the noise will disappear after the foreign matter is removed.

5. The machine may briefly clatter when moving forwards. This may occur when the machine travels over carpets or rugged floors. The floating main brush clatters briefly due to

upward/downward setting of ground clearance. This usually requires no special treatment. This may occur to a new machine but only last for a short period of time and will disappear over time.

28. Q: What should I do when there is no water/too little water/the mop is too dry? (Updated on March 12, 2019)

A: You can adjust the water control switch for the water tank, and select the setting with the solid water droplet mark for greater water output. If the problem persists, please perform the following: (open the water plug to see if the air inlet and the filter drip water)
1. Replace with a spare filter. 2. Squeeze the water tank to see if the air inlet is dripping water (see the arrow on the figure below). 3. Mop cleaning time: After the water tank is filled with water, the general mop cleaning time is 45-60 minutes. 4. Check whether the mop is dirty. 5. Replace with a new mop. 6. We will issue an improved mop for models older than SN: S809.
If none of the above work, please provide a video recording of the abnormal water outlet for our technical group to see the issue is, and apply for an improved mop to try again.
Boilerplate answer on issuing an improved mop: Hello, the reason why the water tank on your cleaner lets out water slowly might have something to do with the material of your floor. This mop might produce less water on certain floors. We had received some user feedback regarding this. According to this feedback, we have improved our mop design and launched an improved version of the mop. We can send you one for you to test out and see if it works.

29. Q: What should I do when there is high water flow/too much water/the cloth is too wet?

A: You can adjust the water control switch for the water tank, and select the setting with the outlined water droplet mark for more modest water output. If the solution is not working, please check for the following: 1. The filter is not installed in place. If this is so, press the filter into place with your thumb. 2. The O ring of the filter has fallen off. If the O ring is missing, please replace the filter assembly. 3. Do not use a non-original mopping cloth as this may result in a high water flow. 4. A full water tank supports 45-60 minutes of mopping (30 minutes if the water output is set at high). 5. Check whether the water plug is tight and whether the water tank is cracked. Air leakage will result in high water flow. How to check: Fill the water tank with water and place it vertically. (Put one hand on the bottom of the tank and the other on the top. Do not squeeze the water tank too hard). The air inlet and the filter element will not yield water. Water will continuously drip out of the filter element due to the water pressure and the fact that the water tank is turned upside down. The water flow should gradually slow down within 5 seconds. 6. Check whether your floor is smooth. A smooth floor will result in uneven distribution of the water generated from the mopping cloth. Because the force between the water molecules is greater than the adhesion of the ground, water will gather together to form large water droplets, which is normal.

30. Q: Is it normal that the machine slightly tilts after recharging?

A: It is normal that the machine slightly tilts left or right and its use and charging operation will

not be affected as long as normal charging is possible.

31. Q: Why does the machine require two or three attempts at connecting with the dock charger for it to start charging?

A: Please check whether the charging contact area on the bottom of the machine is dirty as this may result in charging failure. Please remove any dirt.

32. Q: Users complain about cracks on their dust bins (updated on November 27, 2017)

A: Hello, the crack you're referring to here is the parting line. The mold our factory used for infusion are made by joining several parts together, and two materials infuse in the mold. The dust bin is manufactured using such molds. As dust bins are transparent, the parting line is rather visible. This is not a quality issue and the dust bin can be used normally.
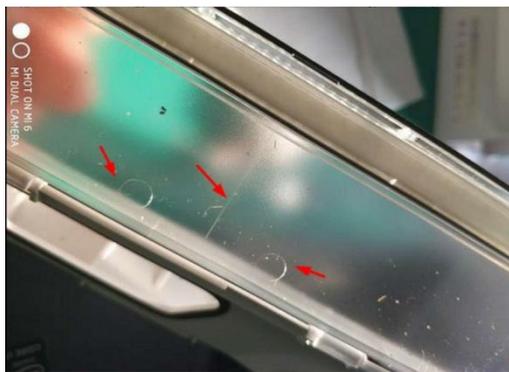
33. Q: Users complain about cracks on their water tanks (updated on March 12, 2019).

A: Hello. When manufacturing the water tank, glue is injected from two glue inlets and connect at this welding line. Therefore, each water tank has this welding line. This is not a quality issue and the water tank can be used normally.

Mopping module

Water tank cover
Filter
Mopping cloth slot
Water tank buckle
Water tank
Water control switch
Water tank buckle
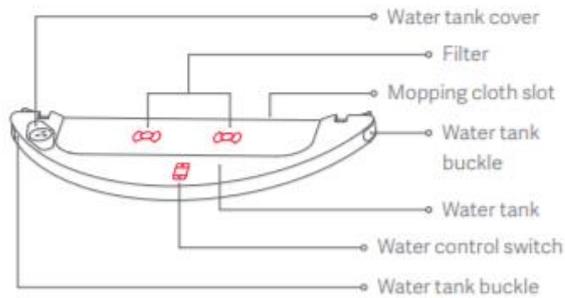
34. Q: Users complain about cracks on their wall sensor (updated on November 13, 2018).

A: The line inside the casing is the welding line for the wall sensor. This is not a quality issue.

35. Q: Users complain about blocked filters (updated on November 29, 2017).

A: Check whether the filter has turned black in this case. Generally speaking, the color black indicates that the filter is blocked. The user needs to pay attention to the cleaning method. Do not put the mop on the water tank and use a brush to clean it. This way, dust can easily block the filter through the mop. If the problem is caused by water quality, the user can try using soaking the filter assembly in white vinegar.

Hardware and structure-related

1. Q: What's the detection range and precision of the laser head?

A: The laser distance sensor can accurately detect distances under 6 m and has an error rate of ±1% within 3 m, that is, a difference of less than 1 cm for a distance of 1 m.

2. Q: Is the laser sensor harmful to children or pets?

A: The laser distance sensor is designed in accordance with IEC 60825-1:2014 laser safety Class 1 and will not generate hazardous radiation. It is tested in TÜV Rheinland laboratories in Germany as described in the manual. Please rest assured during use.

3. Q: Is a dust detection feature provided?

A: No. As a home frequently using the machine will be very clean and tidy, the dust detection feature is not practical. In addition, the dust detection feature may frequently fail and the sensor may be easily covered or blocked by dust that may result in misjudgment, thus, this kind of sensor has not designed to be used on the vacuum cleaner.

4. Q: What kind of fan is used and what is the suction capacity?

A: A world-class brushless fan manufactured by NIDEC is used. Maximum suction capacity is 2000 Pa, which is more than two times that of general robotic vacuum cleaners on the market.

5. Q: Is a dust bin detection feature provided? (Updated on July 04, 2018)

A: No. If the dust bin is not emptied for an accumulated usage period of five hours, the machine will give a voice prompt to ask you to empty the dust bin and your mobile phone will also send you a message to ask you to empty the dust bin. Dust bin sensors used in other commercially available products are easily blocked by dust and thus frequently misreport that the dust bin is full.

6. Q: Will long-term charging consume more power? Will overcharging shorten the service life of the battery?

A: Charging stops after the battery is full. The motherboard is powered directly from the dock charger and the battery is in standby mode and thus the battery performance will not be affected. The machine consumes very little power (less than 3 W) when not in use. To maintain the best battery performance, please try to keep the machine connected to the dock charger when it is left unused.

7. Q: Why does it take longer to charge in summer?

A: The machine is designed with a charge and discharge management system. In summer, the battery may be hot immediately after cleaning. To extend the service life of the battery and ensure charging safety, charging will start only after the battery temperature reduces. Thus, it is normal that charging takes longer in summer.

User complaints about the charging speed slowing down (Updated on May 31, 2018)

A: When used at high or low temperatures, the machine will automatically reduce the charging speed so as to extend battery life. Starting from June 11, the charging time is 5 hours when used below 16 degrees Celsius, and 10 hours when used below 7 degrees Celsius (for all models).

8. Q: Why does it fail to power on in winter?

A: Please ensure that the machine operates in an environment with a temperature of no less than 0°C; otherwise, the machine may not power on so as to protect the battery. This is the same as the low temperature battery protection mechanism used in iPhones.

9. Q: Will the laser head be damaged due to the interference from a full-length mirror?

A: No. Please rest assured that a full-length mirror will not impact the cleaning operation of the machine.

10. Q: How long can the machine work for once fully charged?

A: This depends on the operating time, floor material and mode of operation. For a common floor without a carpet, a fully charged machine can work for about 2.5 hours in Standard mode, less in Strong mode and longer in Silent mode.

11. Q: Is there a motor overload protection mechanism available?

A: All electric motors are provided with a motor overload protection mechanism, including the side brush motor, main brush motor, main wheel motor, LDS motor and vacuum cleaner fan motor.

12. Q: What's the RPM of the side brush, main brush and fan?

A: The side brush can be dynamically regulated and works at 330 RPM along a wall and 130 RPM in other conditions. The main brush works at 1350 RPM, while the vacuum cleaner fan in Standard mode works at 12000 RPM.

13. Q: What kind of lithium battery is used and what's the capacity?

A: The machine uses a LG/Panasonic 18650 cell type lithium battery with a capacity of 5200 mAh and a voltage rating of 14.4 V.

14. Q: What's the purpose of the floating main brush structure?

A: On an uneven floor, the floating main brush structure will adapt to the changes in floor level, thereby ensuring effective cleaning and the maximum suction pressure.

15. Q: Do I have to power the machine off after cleaning?

A: No. The machine will automatically return to the dock charger after cleaning for recharging. Once fully charged, the machine will be directly powered by the dock charger and will not consume the battery power. This helps to extend the service life of the battery.

16. Q: Can the machine still work after the main brush is removed?

A: The machine itself will not fail to work due to an error and can still work without the main brush, but, without the main brush, cleaning may be less effective. It is not recommended to remove it.

17. Q: Will the magnetism of the virtual wall be reduced overtime?

A: The magnetism can be maintained, except in a high temperature environment or long-term reversing field.

18. Q: Why don't Roborock and Xiaowa robotic vacuum cleaners use an electric water tank?

(Updated on November 29, 2018)

A: 1. Although electric tanks have a large water volume, the dimensions of the mop are limited. The mop's cleaning capacity gradually decreases as time goes by. When at maximum cleaning capacity, not only does the continuous water output make it difficult to clean the floor, but it would also cause the dirty water to flow back into the system. As a result, the more you mop, the dirtier it gets. The Roborock water tank capacity and its mop dimensions are perfectly matched. As the water in the water tank is running low, the cleaning capacity of the mop is also close to saturation. At this time, it is recommended that you wash the mop and add more water. However, even if you continue to use it as it is, the water will not flow back into the system and make a mess.

2. The structure of an electric water tank is complicated. All kinds of connecting pipe fittings are easily blocked by scale deposits. The water pump is a consumable product that is prone to failure and damage. As a result, the cleaner cannot function properly. The Roborock water tank adopts a botanically biomimetic system. The structure is reliable and durable, and the water tank filter can be easily replaced at a low price.

Software & Algorithm-related

1. Q: Why does the machine turn around rather than going straight ahead in an open area?

A: The machine will clean the floor in zones. Turning around in an open area indicates that the machine has reached the outskirts of an zone, beyond which is the next area to be cleaned and will not be missed.

2. Q: How does it divide an area into zones?

A: By default, the machine divides areas in the principle of a 4 x 4 m matrix. As obstacles such as walls, furniture and electric appliances are present in a home environment, it is normal for zoned areas to vary in size.

With the map saving function enabled, the cleaner will save the map and automatically divide an area into zones after completing the first automatic cleaning task and automatic recharge. Afterwards, the cleaner will perform cleaning based on the zoned areas.

When there is an expansion or addition to the previously divided areas, the cleaner will

complete cleaning the originally divided areas first before taking care of the extended areas.

3. Q: Why does the machine slow down in an open area?

A: In the exceedingly rare occasions, highly reflective objects such as electric appliances with a mirrored surface or highly reflective furniture in a home environment will interfere somewhat with the laser distance sensor. The machine will mistakenly determine there is an obstacle in front and thus slow down. This generally lasts for a short time and will not affect the operation and cleaning task. Another likelihood is a failure of the ultrasonic sensor due to dirt. The machine may mistakenly determine there is an obstacle in front and thus frequently slow down. In this case, please clean the ultrasonic sensor.

4. Q: Why is the machine not designed to fully avoid impacting furniture?

A: To achieve optimum cleaning, the machine is designed to work in extreme distances. Without impact, waste at the base of furniture may not be effectively vacuumed. For this reason, the machine is designed in such a way that it can slightly impact furniture to ensure the most effective cleaning result. However, please rest assured that, as the machine is provided with an ultrasonic sensor and a laser distance sensor, most furniture can be properly identified and the machine will decelerate before impact; thus, furniture or the machine itself will not be damaged.

5. Q: Why does the speed of the side brush change frequently?

A: The side brush, when working along a wall or around an obstacle, will run at full speed of 330 RPM to ensure that waste in a corner and at the base of furniture is completely collected. Nevertheless, when operating in a Z-shaped path, it will switch to low speed of 130 RPM in an open area to prevent waste flying about. Dynamic regulation of the side brush can ensure optimum cleaning.

6. Q: Why don't the brush and fan turn off when the machine returns to recharge?

A: Firstly, this is to prevent deformation or damage to the side brush as a result of impact when the machine goes to recharge. Secondly, it is to prevent any leakage from the dust bin due to the machine shaking when it goes to recharge.

7. Q: Why do the side brush and main brush of the machine rotate in reverse?

A: When any entangled foreign matter (such as a USB cable) is detected, the main brush and side brush of the machine will try to reverse to unwind it. In some cases, the side brush, even

when not entwined, may also reverse briefly when it hits certain obstacles.

8. Q: Why doesn't the machine clean the middle area?

A: The machine will firstly work along the border of the area and then work in a Z-shaped path to cover the middle area. Please be patient while it works along the border, and then heads to clean the middle area.

9. Q: Why does the machine recharge after cleaning my house twice?

A: If a complete cleaning operation takes less than 10 minutes, the machine will work one more time before automatically going recharge or ending its work to return to the starting point.

10. Q: Why can't the machine recharge after spot cleaning?

A: By default, spot cleaning requires re-generation of a map, and the previous map and the coordinates of the dock charger will be cleared, which may result in failure to return to the dock charger. Therefore, please put the machine back onto the dock charger after spot cleaning. Once the map saving function is enabled, the cleaner can return to recharge via the app or by pressing the recharge key following spot cleaning.

11. Q: Why does route planning fail?

A: If the machine is moved somewhere far away from the breakpoint, it may fail to locate its own position. In this case, you will prompted with "Failed to plan route due to long distance. Start cleaning again." In general, the machine can locate its own position and continue working when it is placed near the breakpoint. Turning on the map saving function can greatly reduce the probability of route planning failure.

12. Q: Why can't the machine clean a room with a door that was previously closed?

A: After the machine finishes cleaning around the area border, the machine considers the room with the door closed as a general wall or a piece of furniture. Therefore, after finishing cleaning, the machine will not try to enter that area when the door is later opened.

13. Q: Why does the machine automatically power off? (Updated on January 31, 2018)

A: The machine will automatically enter sleep mode with low power consumption when the machine is in standby, pause, or error mode and left inactive for 10 minutes. The power indicator

on the main body of the machine flashes every 8 seconds. The machine will automatically power off after 12 hours or more in sleep mode. In addition, it will automatically power off if the battery is too low. Power consumption is about 20%-30% during this period.

14. Q: Can scheduled cleaning be enabled after the machine is powered off?

A: After the machine is powered off, scheduled cleaning will not be effective until you press and hold the ON/OFF key to power it on or place the machine onto the dock charger to automatically power it on.

15. Q: Why can't the machine cross a curtain or bed sheet?

A: The laser distance sensor will identify a curtain or bed sheet as an inaccessible area and thus will not try to cross it. To clean it, please lift up the bed sheet or curtain from the floor

16. Q: Can the machine memorize a map? How do I to clear the memory?

A: During a cleaning task, the machine will memorize a map. It will return to the dock charger if the battery is low and then continue working once charged. The map will be automatically cleared at the end of the cleaning task, without the need for manual intervention.

In map saving mode, after the cleaner starts cleaning from the dock changer and following a successful automatic recharge, the map will be automatically saved and used for the next cleaning task. In this case, the last used map can be restored or reset/cleared in map management.

17. Q: What should I do when I do not want to continue cleaning or I would like to restart cleaning?

A: Follow the operations below to end and restart cleaning: 1. Pick the machine up and put it onto the dock charger, and start cleaning after you are alerted with the message that the machine is charging. 2. Press the Recharge key to return the machine to the dock charger, and start cleaning after you are alerted with the message that the machine is charging. 3. Press and hold the Cleaning key to power the machine off and start cleaning after the machine is powered on again. 4. Press the Recharge key to enable spot cleaning and pause it, and then start cleaning.

18. Q: Why won't the machine return to the dock charger when I press the Recharge key while the machine is working?

A: 1. The machine will return to the dock charger when you press the Recharge key if the machine starts working from the dock charger. (Recharge may fail due to positioning deviation if the machine is moved mid-cycle.)

1. If the machine was neither started from the dock charger nor passed it during cleaning, pressing the Recharge key will return it to its starting point.

2. During a cleaning task, a map may become deformed due to the machine continuously trying to exit areas in which it may get stuck. This may result in the machine being unable to recharge.

19. Q: What are invisible walls and no-go zones? (Updated on September 29, 2018)

A: Use the app's invisible walls and no-go zones to set areas or rooms that you do not want to clean. They can only be used after the map saving mode is turned on and the map is saved.

20. Q: How do I set up no-go zones and invisible walls? (Updated on September 29, 2018)

A: Go to machine settings and turn on map saving mode. Place the machine on the dock changer and wait for the cleaner to complete a full cleaning cycle and automatically return to the dock changer. Once completed, select Map Management and set the no-go zones and invisible walls. (Note: The min. area for a no-go zone is 0.4m*0.4m and the max. area is 10m*10m, while the min. length for an invisible wall is 0.4m and the max. length is 10m.)

21. Q: What is the maximum number of invisible walls and no-go zones allowed? (Updated on September 29, 2018)

A: You can add up to 10 invisible walls and no-go zones respectively when the cleaner is online. You can assign both invisible walls and no-go zones in the same area.

22. Q: What should I do if the cleaner still clean the areas where invisible walls or no-go zones have been set up? (Updated on September 29, 2018)

A: 1. Confirm whether the machine has reported an error. When positioning fails, all maps, no-go zones and invisible walls will be directly cleared, which would result in the cleaner cleaning

areas previously set as no-go zones and with invisible walls set up.

2. The cleaner has successfully positioned itself, but the location of the cleaner on the map is different from where it is actually at. This can cause the cleaner to cross invisible walls or enter no-go zones because the cleaner matches another similar environment when repositioning.

Please manually reset the map and edit invisible walls and no-go zones before trying again. It is recommended to refrain from moving the cleaner during cleaning to avoid map positioning failure, and invalidation of no-go zones and invisible walls.

23. Q: Is it necessary to buy physical barrier tapes if the no-go zone and invisible wall function is enabled? (Updated on September 29, 2018)

A: Hello, it is recommended to use physical barrier tapes in hazardous areas, such as steps, duplex homes, areas with water, etc.

24. Q: If I rearrange my furniture after saving a map, will the areas be automatically cleaned and the map updated? (Updated on September 30, 2018)

A: After the map saving function is enabled, the map will be updated each time a cleaning task is finished as long as the cleaner automatically recharges and the saving conditions are met. So changes to the home environment can be identified.

25. Q: Why is the saved map reset? How can I restore it? (Updated on January 8, 2019)

A: If the machine is moved or powered on and off, the machine will re-locate itself in the map. If it fails to do so, the saved map will become invalid, and a new temporary map will be generated. You will be able to save a new map or restore a previous map on the app once the machine is returned to its dock charger.

26. Q: How do I schedule targeted room cleaning? (Updated on March 27, 2019)

A: Go to machine settings and turn on map saving mode. Place the cleaner on the dock changer and initiate a full cleaning cycle. After the cleaner completes a full cycle and automatically returns to the dock changer, the cleaner will automatically divide areas into zones. Once area division is completed, open the app and tap Settings in the upper right corner. Go to scheduled cleaning, select to add a schedule, and check the zoned areas. Once the zoned map is loaded, select the areas for scheduled cleaning.

Phone-related

1. Q: What should I do when Wi-Fi connection timeout always occurs?

A: Please check whether your SSID password contains a special character. A combination of letters and numbers is preferred.

Wi-Fi hotspot operates on the 2.4G network. The robotic vacuum cleaner does not support the 5G network.

It is necessary to record a video of operation to see if the right steps are performed to connect to Wi-Fi and whether there is an error during operation (the cleaner's hotspot is saved in the Wi-Fi hotspot list, whether the password is correct, case sensitive, with or without spaces).

Use another mobile phone network to establish a Wi-Fi hotspot and try connecting to Wi-Fi. If successful, it means there is something wrong with your home network. Try changing the settings of the router (such as the MAC address or whitelist).

Change the DNS address.

Exception 1: Huawei emui (and some Samsung phones) system Android phones are not able to establish a connection using conventional quick connection methods. The user should switch manually just like Apple users do. Turning off WLAN+ does not fix the problem.

Exception 2: Wi-Fi connection method for Huawei P20. When the cleaner is connected to Wi-Fi, return to Wi-Fi, then tap to connect to the cleaner's hotspot. Once connected, you will be prompted that the hotspot cannot access the Internet and asked if you want to switch networks. Ignore this page prompt and return to Mi Home. This problem occurs when connecting Roborock and Xiaowa cleaners to Wi-Fi. (Updated on June 1, 2018)

Exception 3: A glitch with the page error prompt when iPhone users click into the Roborock robotic vacuum cleaner interface (updated on May 14, 2018)

A: This occurs because the user's Mi Home app is an old version. It is recommended that the user upgrades the app.

(Due to the recent GDPR privacy compliance and IOS version privacy policy upgrade, it is

necessary to use the corresponding interface of the Mi Home app, which is something that the older version of Mi Home does not have. This is the reason this problem occurs. This explanation is provided for customer service agents only. There is no need to explain this to users.)

2. Q: What should I do when the machine frequently goes offline?

A: 1. Please check that the machine works within the coverage of your router, especially when the machine works out of the Wi-Fi coverage range.

2. Please check that the network of the broadband service provider works normally.

3. Is timed rebooting of your router set up?

3. Q: What should I do when the machine cannot be found in the Mi Home app?

A: 1. Press and hold the Cleaning key and also the Recharge key until you are alerted with the "Reset Wi-Fi" voice prompt.

2. Move your phone within 1 m of the machine, and then open the Mi Home app.

3. Wait until the robotic vacuum cleaner is detected and then connect it to the Internet.

4. Please check that the positioning permission for the Mi Home app is not disabled.

4. Q: What should I do when the machine displays an inaccurate battery capacity?

A: Please firstly charge it to 100% to calibrate it before use. The battery capacity displayed will be more accurate.

5. Q: Why does the direction of the map frequently change?

A: The map of the Mi Home robotic vacuum cleaner is generated in real time according to data collected by sensors attached to the machine body. The map generation process may be affected when the environment changes.

Therefore, the direction of the generated map may also change accordingly. Please rest assured that this will not influence the cleaning effect of the machine.

6. Q: What should I do when the map or path is askew?

A: The map of the robotic vacuum cleaner takes the environment near the starting point as a reference. If there are a few other things near the starting point, it may result in a poor frame of reference. In this case, please move the dock charger to an open area.

7. Q: How many times a day can schedule cleaning be set?

A: The machine supports up to 10 scheduled cleaning tasks a day.

8. Q: What's the purpose of the DND (Do Not Disturb) mode?

A: After the DND mode is enabled, if the machine automatically recharges due to low battery capacity, the machine will not continue cleaning once sufficiently charged. All passive voice prompts (such as reporting an error) will be unavailable and the brightness of the light indicator will be reduced. The DNS mode will be disabled once the cleaning starts or there is any active operation (such as removing the dust bin). The machine will enter the DND mode again if it is left inactive for a certain period of time. This mode is enabled in the factory and is effective between 22:00-08:00 by default. It can be enabled or changed by using your mobile phone.

9. Q: What's the purpose of the machine positioning feature?

A: From your mobile phone, when you tap "Position Machine", the machine will tell you its location via a voice prompt. When the machine reports an error from somewhere you cannot find, this feature is useful to quickly locate the machine.

10. Q: Is it normal when the path seems repetitive?

A: The map path indicated on your mobile phone may include some inter-area or intra-area movement that may be partially repetitive, in addition to normal cleaning. The machine will not carry out repeated cleaning.

11. Q: Are spot cleaning records not shown in the cleaning logs?

A: Spot cleaning records are not included in the cleaning logs.

12. Q: How long can cleaning logs be retained? (Updated on January 3, 2019)

A: The cleaner only retains cleaning logs for seven days. The logs can be saved after being uploaded to the server. (Spot cleaning logs are not included in the cleaning logs.)

13. Q: Can notifications be blocked from the app?

A: From your mobile phone, when the "Notification ON/OFF" switch is set to OFF, any notification about the machine will be blocked.

14. Q: Why is there a long delay when tapping a button in the app?

A: When the machine runs in an area with poor Wi-Fi coverage, the command issued may fail or be delayed for a certain amount of time. In this case, this situation can be effectively improved by using a router with a higher signal strength or by using a signal amplifier.

15. Q: What should I do when firmware update fails/stops?

A: 1. Please update the Mi Home client to the latest version. An old client version may fail to normally display firmware update prompts. 2. If there is a poor network signal, downloading OTA packages may fail or time out. Please place the machine and dock charger near your wireless router and try again. 3. Check that the machine is connected to the dock charger and charging and that the battery capacity is higher than 20%, and then try again. 4. If an update stops, please wait for another 20 minutes and then try again.

16. Q: Is multi-router roaming supported?

A: Yes, but please ensure that all routers use the same SSID (i.e. wireless signal name of these routers) and login password. Roaming among routers using different SSIDs and passwords is not supported.

17. Q: Are Wi-Fi amplifiers/repeaters supported?

A: Yes.

18. Q: What's the 3G/4G traffic consumption for the mobile phone?

A: About 20 MB of traffic is required per hour on the map page, with almost no traffic

consumption on any other page.

19. Q: Can the machine be connected to several devices at a time?

A: Yes. You are allowed to use the same Xiaomi account to log in to different devices and also to view and control your robotic vacuum cleaner on your Android OS-based or iOS-based mobile phone or tablet.

20. Q: Can the machine only be connected to one mobile phone or tablet? How can it be

remotely controlled by my family members?

A: You can either use the same Xiaomi account to log in to different devices, or share your machine with your family members via "General - Share Device" on your mobile phone. However, some features of the shared device can only be available on the primary account.

21. Q: What should I do if I buy a cleaner and want to share it with family or friends, but there

is no sharing function on the settings page of the cleaner? (Updated on August 13, 2018)

A: At present, only mainland Chinese version cleaners connected to a mainland Chinese server support device sharing. Servers in other areas do not support this function. But please rest assured that this does not affect the normal operation of the cleaner.

22. Q: What should I do if the machine cannot automatically start working when scheduled

cleaning is enabled?

A:

1. Please check that the machine is powered on as scheduled cleaning is ineffective when it is powered off.

2. Please check that the battery capacity is higher than 20% as the scheduled cleaning is ineffective when the battery capacity is lower than 20%. It is recommended to keep the machine on the dock charger and work in standby mode.

3. Please check that the cleaning timer is correctly set; for example, if it is set to "Once", the setting will not be effective after being executed once, or if it is set to "Workday" and the current day is a weekend day, scheduled cleaning will also be ineffective.

23. Q: Why can't the firmware be updated to the latest version in one go?

A: The firmware update involves a key update package. It means that when updating from version A to version C, version B cannot be neglected to check version C updates. Updates should be carried out in the order of A->B->C, rather than A->C.

24. Q: Why can't the app map be updated? (Updated on August 10, 2018)

A: 1. An Internet connection is essential for obtaining the map of the Mi Home robotic vacuum cleaner. The map may not be refreshed successfully in poor network environments.

2. The map of the Mi Home robotic vacuum cleaner can be obtained only when the cleaner works within the Wi-Fi coverage. The map may not be refreshed successfully when the machine itself is located underneath a sofa or far away from your router.

3. Domain name resolution of the map server is not well supported by some routers and operators, meaning that refreshing the map always fails. Roborock will promptly offer a solution to resolve this technical problem. The customer service center can try to help a user to change the DNS of the router to 114.114.114.114 to test the effectiveness.

If the problem persists, the customer service center can refer the user to the technical support team.

Exception: The cleaner is connected via hotspots. The maps can be displayed correctly in the Mi Home app, but occasionally the maps cannot be display when connected via a router. Understand the broadband operator of the user. Typical broadband operators such as China Unicom and China Telecom don't have such a problem. But some smaller operators such as Great Wall, Broad Netcom, etc. are not very stable, so sometimes the map cannot be displayed. It is recommended that the user adjusts the MTU in the router settings to 1300, because the larger the MTU, the longer the delay to transmit a data packet. The larger the MTU, the greater

the probability that the bits in the packet will be wrong. If the map is still not displayed after change the setting to 1300, please go to the user experience option and provide the SN for customer service troubleshooting.

25. Q: Can the machine work normally when moving from an area with Wi-Fi to an area without Wi-Fi during cleaning?

A: Wi-Fi is only used to allow the machine to communicate with your mobile phone and to upload route data. Loss of Wi-Fi only results in your mobile phone being unable to get cleaning data, rather than affecting the cleaning operation itself. The machine still works normally without a Wi-Fi connection.

26. Q: What do the green, yellow and red points on the app map interface indicate respectively?

A: The green point indicates the dock charger, the yellow point indicates the machine, and the red one indicates the loading data of the map.

27. Q: Why does the iOS-based app always reload a plug-in?

A: If your iOS-based mobile phone has insufficient free space, some cache files will be automatically deleted. A plug-in may be deleted by the system. Please retain sufficient space on your mobile phone.

28. Q: Why I am alerted with "Device Initialization Failed" when tapping the machine on the Device List page in the iOS-based app?

A: The Mi Home app version is old. Please update it to the latest version.

29. Q: Is unencrypted Wi-Fi supported?

A: So far, it is only supported by Android OS-based devices but not for iOS-based devices. This feature will be added in the near future.

30. Q: App issue summary for different phone models

A: 360 mobile phones: The positioning service permission for the Mi Home app may be automatically disabled by your mobile phone, resulting in a problem connecting to the app. (The

machine appears in the Wi-Fi list but is invisible in the app)

iPhones: The "capitalize the initial letter by default" feature is enabled such that the password is incorrect and Wi-Fi cannot be connected.

31. Q: Why does the robotic vacuum cleaner automatically go offline the day after Wi-Fi is normally connected?

A: Please disable the router auto-reboot function if enabled. In some cases, rebooting of the router may result in failure of the machine to connect to the router.

32. Q: What is carpet pressurization mode?

A: In this mode, the cleaner can automatically identify carpets and apply maximum suction. After leaving the carpeted area, the cleaner will automatically restore normal suction.

33. Q: Why is the map not saved after cleaning?

A: 1. First, turn on the map saving mode in the machine's settings via the app, otherwise the map cannot be saved. 2. Place the cleaner on the dock changer with the map saving mode turned on and start a full cleaning cycle without interruption. The map will automatically be saved after the cleaner returns to the dock charger.

34. Q: What should I do if the automatic area division is not accurate?

A: When the machine is on standby or charging mode, select Map Management > Edit Area in the app to merge and break up divided areas in the map for future use.

35. Q: Can multiple maps be saved?

A: After map saving mode is enabled, the last two automatically saved maps and one edited and manually saved map will be recorded in the app. In Map Management > Restore Map, you can choose to use saved maps.

36: Q: How do I select a certain area or room for the cleaner to clean?

A: Method 1 (recommended): Turn on map saving mode. The area will be automatically divided in the map after the machine completes the first automatic cleaning cycle and saves

the map. If area division is not accurate, you can go to Map Management > Edit Area to adjust the zones. You can schedule the machine to clean the zoned area/room at a specified time.

Method 2: Use the targeted area cleaning function to select an area for cleaning. The user can choose to clean the same area up to three times.

Troubleshooting-related

All troubles should be identified by users: Please power off and on to check whether troubles are eliminated.

1. Q: What should I do when error 1 occurs?

A: Error 1 indicates that the laser ranging sensor is abnormal. Please perform the following:
1. Remove the cover on the laser distance sensor on the top of the machine, and start the machine to continue cleaning.

2. Press and hold the OFF key to power the machine off, and then start the machine again to continue cleaning.

3. If the laser distance sensor does not rotate, use your finger or a tool to toggle the laser distance sensor to check that no foreign matter is stuck in the laser head, and then start the machine to continue cleaning.

2. Q: What should I do when error 2 occurs?

A: Error 2 indicates that the bumper is stuck. Please use your hands to slightly tap the left and right sides and peripheral region of the bumper in the front of the machine to check that the bumper can be normally pressed down and rebounded. Remove the foreign matter (if any) preventing the bumper from rebounding.

3. Q: What should I do when error 3 occurs?

A: Error 3 indicates that the machine's wheels are suspended. Please check whether the machine is dragging any objects or is against an obstacle, and remove any objects.

4. Q: What should I do when error 4 occurs?

A: Error 4 indicates that the cliff sensor is faulty: 1. Pick up any dark carpet where the error may occur or use a virtual wall for blockage. 2. This error may occur when the cliff sensors on the bottom are dirty or blocked. In this case, use a dry cloth to clean them.

5. Q: What should I do when error 5 occurs?

A: Error 5 indicates that the main cleaning components may be entangled with foreign matter, or the robotic vacuum cleaner is stuck on foreign matter.

a. Remove the main brush cover to take the main brush out to clean bristle and bearing, and put it back when finished.

b. This error may also occur when the machine is operating on some high pile carpets. Please pick up these high pile carpets or use a virtual wall to prevent the machine operating on them.

c. This error may be due a hardware failure, which customer services inspection and maintenance.

6. Q: What should I do when error 6 occurs?

A: Error 6 indicates that the side brush motor is overloaded because the side brush is entangled with foreign matter. Please stop the machine and remove the foreign matters. If the problem persists, please use a Phillips screwdriver to remove the side brush for cleaning.

7. Q: What should I do when error 7 occurs?

A: Error 7 indicates that the main wheel motor is overloaded because the main wheel is stuck: 1. Check whether the main wheel is entangled; if so, manually reverse the main wheel gently to remove the foreign matter. 2. If the machine gets trapped and stops moving, pull the machine out and continue cleaning. If the machine frequently gets trapped in certain areas, please use a virtual wall or chair for blockage.

8. Q: What should I do when error 8 occurs? (Updated on January 8, 2019)

A: Error 8 indicates that the machine is trapped in a certain area: 1. The door may have been closed with the machine inside. Please open the door and continue cleaning. 2. If the machine gets trapped in a confined space, take the machine out and continue cleaning. If the machine frequently gets trapped in certain areas, please use a virtual wall or chair for blockage.
   a. Check if the cleaner's wheels are entangled with foreign matter.
   b. Ask the user to provide a picture of the surroundings where the error occurs or a video showing the machine rotating on the spot while cleaning (15 seconds or more). If the error occurs in an open space, try starting the cleaner again after instructing the user

to remove the water tank and eliminate any issues with the wheels.

c. Confirm whether the problem occurs with or without a water tank.

If the cleaner operates normally without a water tank, the user can provide a picture of the water tank and mop. Check if the mop is installed flat and the velcro is aligned. If not, instruct the user to remove the mop and reinstall it flat before use. The user can also check if the mop is dirty. Instruct the user to clean the mop or replace it with a spare one (the service life for a mop is 3-6 months. You can remind the user to replace it in a timely manner.)

If the mop is newly replaced and installed flat, check whether the water tank is deformed (refer to the figure below). If any deformation occurs, the water tank should be returned to the factory for inspection and replaced with a new water tank. At the same time, the user should be reminded that it is better to empty the water tank when not use, and not to dry it in direct sunlight to avoid any exception.

If the robotic vacuum cleaner still spins in place after the water tank is removed, a preliminary diagnosis is that the wheels are slipping. It is recommended that the user soak a piece of cloth with some detergent, wring the cloth until it does not drip water, wipe the wheels, and then give it a try after the wheels are clean and dry. If convenient, it is recommended that the user clean the floor with ordinary mops first before starting the vacuum cleaner. If this does not work, please return the machine, the water tank, and the mop to the designated maintenance center for testing and diagnosis.

d. The robotic vacuum cleaner can clear obstacles up to 1.5cm high when the water tank is installed, and 2cm without the water tank. Check to see if the user has stairs in the house. If so, photos of the stairs should be requested to see if the step is higher than the obstacle clearance threshold. It is suggested to take a video to see if the way the robotic vacuum cleaner climbs obstacles is abnormal. If the height of the step is about 2cm, it is recommended that the user make a slope for easier access. If the step is lower than 1.5cm and the machine can function normally before entering and exiting the kitchen, it can be diagnosed that the fault is due to a slipping wheel. It is thus recommended to clean the wheels and steps (from grease, water stains, etc.).

e. In addition to the above methods, it is required to ask the user about the weather, the temperature, if it has rained frequently lately and whether the humidity has increased. It is recommended to try the cleaner again on a nice day.

9. Q: What should I do when error 9 occurs?

A: Error 9 indicates that the machine has detected that the dust bin or filter is not installed: 1. Reinstall the dust bin or filter if necessary. 2. If a non-Xiaomi filter purchased from a third party is used, please buy a genuine filter from Xiaomi Store.

10. Q: What should I do when error 10 occurs? (Updated on August 10, 2018)

A: Error 10 indicates that the machine has detected that the filter is blocked: 1. If the dust bin is full, empty the dust bin. 2. If the filter is blocked, please carefully clean the filter. 3. If the filter has been used for more than 3 months, please replace it. 4. If the machine has accidentally sucked up water or the filter has been washed with water, please replace the filter.

It is recommended that the user follow the description in the link when cleaning the filter. Link: https://www.youtube.com/watch?v=zL3ztCynHIY

11. Q: What should I do when error 11 occurs?

A: Error 11 indicates that the machine has detected an intense magnetic field when starting: 1. The starting point may be too close to a barrier tape. Please move the machine and start it in another place. 2. The machine has started near an intense magnetic field, such as a speaker or floor-mounted socket. Please move the machine and start it in another place.

12. Q: What should I do when error 12 occurs?

A: Error 12 indicates that the battery level is too low. Please put the machine back onto the dock charger to charge before use.

13. Q: What should I do when error 13 occurs?

A: Error 13 indicates a machine charging failure: 1. Poor contact results because the charging area is dirty. Please clean the charging contact on the rear of the machine and the contact tab of the dock charger after powering off and disconnecting the machine from the dock charger. 2. Poor contact of the dock charger's power cable. Please check whether the power cable is inserted in place. 3. The dock charger is placed on an uneven floor or on a carpet. Please place the dock charger against a wall on a level and hard floor.

14. Q: What should I do when error 14 occurs?

A: Error 14 indicates that the machine has detected battery failure. Do not use the machine in extremely low (0°C or below) or extremely high (40℃ or above) temperatures. When the battery detects a temperature exception, the machine will automatically power off to ensure battery safety. Please move the machine to somewhere at room temperature for a certain period of time and try again.

15. Q: What should I do when error 15 occurs?

A: Error 15 indicates that the machine has detected a wall sensor failure. Please use a soft dry cloth to carefully clean the wall sensor on the right of the machine and continue operation.

16. Q: What should I do when error 16 occurs?

A: Error 16 indicates that the machine has detected excessive tilt when starting. Please start the machine on a level floor.

17. Q: What should I do when error 17 occurs?

A: Error 17 indicates that the machine has detected a side brush module failure. Please stop the machine and turn it over. Use your finger to grasp the side brush and forcedly and repeatedly rotate it forward and in reverse a few times to eliminate this failure.

18. Q: What should I do when error 18 occurs?

A: Error 18 indicates that the machine has detected a vacuum cleaner fan failure. If the fan works noisily, please stop use and contact the after-sales service center for a solution.

20. Q: What should I do when error 21 occurs?

A: Error 21 indicates that the LDS cover bumper sensor on the top of the machine is pressed or stuck. Please remove any foreign matter to ensure the top cover can be normally pressed down and rebounded.

21. Q: What should I do when error 22 occurs?

A: Error 22 indicates that the recharge sensor of the machine may be dirty. Please clean it to

ensure that it can correctly receive the recharge signal. This error occurs if the machine is disconnected when moving away from the dock charger or the dock charger is moved away.

22. Q: What should I do when error 23 occurs?

A: Please clean the signal transmission area of the dock charger. If the dock charger is blocked by dust or foreign matter, please remove it. It is recommended that the user clear any objects near the dock charger or clean the signal emission area of the dock charger.

23. Q: What should I do when I get a message from the machine that it has failed to return to the starting point?

A: This indicates that the machine has encountered an obstacle that cannot be crossed when returning to the dock charger or starting point. Please perform the following: 1. Check whether the room door is closed; 2. Check whether the machine is trapped in a lower area; 3. Check whether the machine is dragging a movable object that blocks its passageway.

24. Q: What should I do when I get a message from the machine that the filter is blocked when I remove the dust bin?

A: It indicates that the filter is partially blocked (error 10 occurs when the filter is completely blocked). Carefully clean the filter and check that it is not damp.

25. Q: What should I do when I get a message from the machine that recharge has failed and telling me to move the dock charger to an open area?

A: This message appears when there is an obstacle near the dock charger. Please ensure that a distance of at least 0.5 m on both sides and 1.5 m in front is retained for the dock charger.

26. Q: What should I do when I get a message from the machine that the dock charger cannot be found and telling me to move the machine close to the dock charger?

A: If no dock charger is available in the cleaning environment, the machine will return to the starting point after cleaning, and alert you with this message.

27. Q: What should I do when the machine works abnormally and always knocks into a wall or furniture?

A: Very occasionally, the machine may have positioning deviation. Please pause the machine and put it back on the dock charger and try again.

28. Q: What should I do when the machine can't power on?

A: This could be due to several reasons: 1. Check whether it is a result of the low battery protection. Connect it to the dock charger and put the machine on the dock charger to check whether it can be normally started. 2. The machine does not work in the temperature range of 0-40℃. Too high or low temperature will result in the battery being protected. Please check that the operating temperature is restored to 0-40℃ and kept for a certain period of time, and then try again.

29. Q: What should I do when the startup tune does not sound and there is a breathing white light after the machine is powered on?

A: This indicates that the machine has failed to load all modules: 1. Remove the machine from the dock charger, and then press and hold the Cleaning key for more than 10 seconds to force shutdown. Wait until the light indicator turns off. Press and hold the Cleaning key again to power it on to check whether the machine resumes operation. 2. With the light indicator on, press the Reset button using a paperclip or other sharp object to check whether the machine resumes operation. 3. If the problem persists after the steps above are completed, with the light indicator on, press and hold the Recharge key, and then press the Reset button using a paperclip or other sharp object until the voice prompt "Restoring the original version" sounds. After restoring the original version, try again to check whether it can be normally powered on.

30. How do I restore the Roborock robotic vacuum cleaner to its initial version, reset Wi-Fi or reset the system?

A: To reset the system: When the cleaner is turned on, press the system reset button (lift the upper cover to press the Reset button).
To reset Wi-Fi: When the cleaner is turned on, press the Recharge button and the Spot Cleaning button at the same time until the voice prompt "Reset Wi-Fi" is given. Wait for the Wi-Fi indicator to start flashing slowly, indicating that the system has been successfully reset.
To restore to its initial version: Power on the machine, press and hold the Recharge button, and press the Reset button until the voice prompt "Restoring initial version" is given. The machine will be restored to its initial settings in this way.

31. Q: What should I do when the machine travels along an abnormal path (circular motion)?

A: This may be caused by the sensors being blocked. It is recommended to remove dust on the sensors, including the wall sensor, cliff sensors and the ultrasonic sensor.

32. Q: According to user feedback, the Roborock robotic vacuum cleaner fails to recharge. How does one find out whether the problem is related to finding the dock charger, connecting to the dock charger or the charging process itself? (Updated on March 27, 2018)

a. Watch the recharge video (50cm in front of the dock charger). If the recharge test shows that the machine disconnects from the dock charger, please wipe the charging contact area first before testing again. If it still does not connect or if the connection is unstable, it is recommended that user put the machine directly on the dock charger. At that time, the will indicator out and the system prompts "Charging". If the machine does not disconnect from the dock charger for a period of time, then the charging function is normal. Otherwise, there is a fault with the charging function. If the charging test fails yet again after the dock charger is moved to another position, please advise the user to send the machine for repair.

b. If the machine cannot find the dock charger after several tests, and the machine cannot even find the dock charger after it has been charged at the same dock charger before it starts the cleaning task, then there is a fault when finding the dock charger. First, check the receiver indicator for connection, or see if the black area of the dock charger is dirty and try again after wiping it clean. If the fault still cannot be fixed, please advise the user to send the machine for repair.

c. During a recharge test, if the robotic vacuum cleaner has to connect several times before successfully connecting to the charger, or the machine always tips to one side when connecting to the charger, then it is a connection failure. Please ask the user to send the machine for repair.

33. Q: What should I do when an internal error occurs to the Roborock robotic vacuum cleaner?

(Updated on October 9, 2018)

A: Hello. Please update the firmware to version 3.3.9_001632 first. If the machine still prompts an internal error after updating the software, please provide a screenshot of the specific fault information of the internal error and send it to customer service, who will then build a customer service work order according to the information in the screenshot.

Routine Maintenance-related

1. Q: How often should the machine undergo routine maintenance?

A: In cases where the machine is used every day, for a general home environment, it is recommended to maintain the machine every week or less. For a home larger than 150 m² or where the user has a pet, it is recommended to maintain the machine every 3 days less.

2. Q: Do I have to replace consumables when I get a message regarding part replacement from the Mi Home app?

A: Replacement information about the side brush, main brush and filter is concluded based on normal service conditions and is applicable to most of general users. It is recommended to regularly replace consumables to maintain optimal cleaning performance. If the side brush, main brush or filter is not broken and works well, you can select the Reset button from your phone and continue use.

3. Q: Can the side brush, main brush, dust bin and filter be washed with water?

A: Yes. After washing, please thoroughly dry and reinstall them in place, especially the filter; otherwise, the system will prompt you to clean it.

4. Q: Can the filter be washed with water? Why?

A: Yes. The Roborock robotic vacuum cleaner is provided with a washable filter. When suction is affected due to a seriously dirty filter, wash the filter with tap water but do not use detergent or a brush. Dry it thoroughly before use.

5. Q: What should I do when the side brush is deformed?

A: It can be recovered by soaking it in hot water at 60-70°C for about 10 seconds.

6. Q: What should I do when the main brush is entangled with hair?

A: Please use the supplied main brush cleaning tool. If it is tightly entangled with hair or string, use scissors, but take care not to damage the rubber sheet and bristles of the main brush. The

main brush bearing and the main brush cap at both ends of the main brush can be removed to clear the hair wrapped around the bearing.
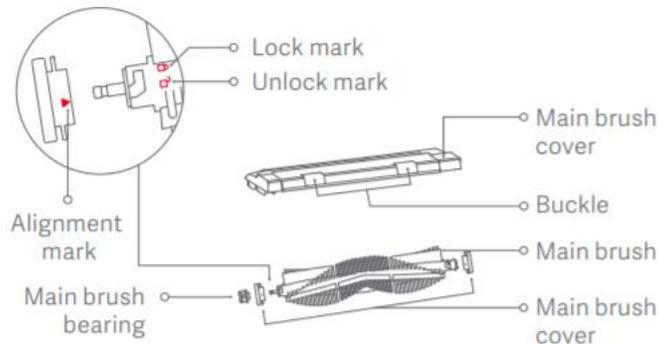
7. Q: What should I do when the left/right wheel is entangled with string?

A: Rotate the wheel gently in reverse direction and slowly unravel the string with your hands. Do not pull with force as this may result in the string becoming tighter or breaking.

8. Q: What should I do when the machine suddenly make a loud sound during operation?

A: Please stop the machine, and: 1. check whether any foreign matter is stuck on the bottom of the machine; 2. remove the main brush to check whether any foreign matter is stuck inside the inner wall of the main brush module or at the inlet of the suction hose; 3. check whether any foreign matter is stuck in the main wheel; 4. check whether any foreign matter is stuck in the side brush; 5. check whether any foreign matter is stuck in the omni-directional wheel; 6. check whether any foreign matter is stuck in the black wear pad of the main brush cover; 7. check whether any foreign matter is stuck in the strip on the main brush cover; 8. noise may also result from slight objects rattling inside the dust bin. In this case, please empty the dust bin.

9. Q: Can I use a wet cloth to wipe the machine body/dock charger?

A: For foreign matter that cannot be removed with a dry cloth, you can power the machine off or disconnect it from the power supply and use a wet cloth to clean it. Be sure to use a dry cloth to wipe water residue off before charging or use.

10. Q: How often should the side brush and main brush be replaced?

A: The frequency of replacement may vary with service condition and home environment. In general, the side brush and main brush should be replaced every 3-6 months and 6-12 months respectively.

11. Q: How do I remove the filter to clean it?

A: Push the buckle on the left of the filter and forcedly rotate to remove it. The removed filter can be cleaned using a vacuum cleaner, or rinsed with tap water. Dry it thoroughly before use again.

Remove the strainer and rinse with water.
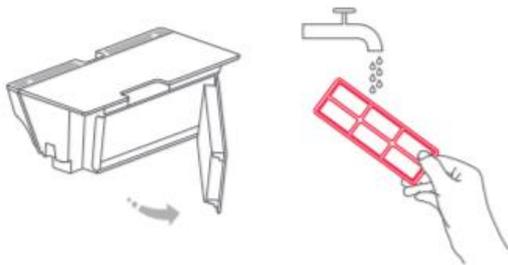
13. Q: How do I clean the omni-directional wheel?

A: Turn the machine over and pinch the wheel upwards to pull it off. You can also use tools to gently pry it off from one side. After cleaning, please put it back and press it down to secure it. (Note: the base of the omni-directional wheel can be removed with an external device)

14. Q: What should I do when the main brush is deformed due to entangled thread?

A: After removing the thread, allow the machine to work for a few times. The deformed rubber sheet and bristles will slowly return to their normal shape due to centrifugal force. This problem generally requires no special treatment. The main brush can be replaced if necessary.

After-sales Service Policy-related

1. Q: What's the criteria for returning goods without reason within seven days? My robotic vacuum clean has been used, can I still return it?

A: The concept of "Return of goods without reason within seven days" is stipulated strictly in accordance with the provisions defined in the "Three Guarantees Law". That is, "as is" and unpacked products can be returned without reason within seven days from the day following the date of receipt, provided that secondary sales is not affected. Any visible scratches, damage or stains found on machine that cannot be effectively removed (including on the main brush, side brush and filter) and that will affect the secondary sales will void this 7-day return policy. Thank you for your kind understanding!

2. Q: What should I know about exchange due to defects that occur within 15 days?

A: You can choose to exchange or repair the product in the case of non-artificial damage or defects that occur within 15 days from the day following the date of receipt of the product.

It should be noted that the robotic vacuum cleaner includes two parts: the machine body and the dock charger. Please be aware that only the faulty part, either the machine body or the dock charger, will be exchanged according to the fault point found.

3. What are the customer service policies for the sale of the robotic vacuum cleaner itself as well as the consumables sold separately? (Updated on March 12, 2019)

The entire robotic vacuum cleaner is covered under a 2-year warranty. The consumables are not covered if the issue is not related to quality.

7-day return policy: Within 7 days from the day following the date of receipt and under the condition that the return will not affect a second sale, the user can return the product without any reason given. Any delivery costs incurred will be borne by the user.

7-day quality return: Within 7 days from the day following the date of receipt, if the machine has a performance failure, the user can apply to return the product. The delivery costs will be paid by the user first, who will then receive subsequent reimbursement.

15-day replacement policy for quality problems: Within 7 to 15 days from the day following the date of receipt, the machine can be returned for replacement or refund if there is any

performance failure. The delivery costs will be paid by the user first, who will then receive subsequent reimbursement.

2-year warranty: After 15 days from the day following the date of receipt, in the event of a performance failure as a result of non-artificial damage, the after-sales customer service center will arrange a maintenance service for the user after inspecting and confirming the fault.

Return and replacement policies for consumables:

Consumables sold separately that are unused and still packaged can be returned without any reason given within 7 days from the day following the date of receipt, including barrier tape, the main brush, the side brush, the dust bin filter, the main brush cover, the mop, and the filter element. When returning the product, please return the sales invoice at the same time. The delivery costs that occur during the return will be borne by the user.

Consumables sold separately that are already unpacked, such as barrier tape, the main brush, the side brush, the dust bin filter, the main brush cover, the mop, and the filter element, are not included in the 7-day return policy. Products that are artificially damaged or lost are not included in the 7-day return policy.

Return policy for quality problems: Consumables that are inspected and confirmed by the customer service center as not usable due to quality problems can be returned within 7 days from the day following the date of receipt (the invoice should be returned at the same time).

Customer service policy for international version products:

① Products that are sold from mainland China can be delivered to mainland China for maintenance. In the case of performance failure due to non-artificial damage, the delivery costs will be borne by the seller.

② If a product sold in mainland China cannot be sent for repair, the user can send the old LDS back for a write-off, and purchase a new LDS with a replacement price (a quotation outside the warranty period). The user will bear the delivery costs (accessories are not included in the after-sales warranty services of repair, replacement and refund).

③ Chinese Mainland products that cannot meet the above two conditions therefore cannot enjoy the after-sales services.

International version products are not covered under warranty if used in mainland China. Such a product will have to be sent for paid repair. Please refer to option 1 and 2 above. The delivery costs will be borne by the user.

4. Warranty period calculation (updated on January 8, 2019)

a. Normal repair during the warranty period: After the repair is completed, if the remaining warranty period is more than 3 months, then the warranty period remains as it is. If the remaining warranty period is less than 3 months, then the remaining warranty period will be rectified to 3 months (90 days).

b. If the product is artificially damaged or damaged by liquid in the warranty period, it will not be included in the customer warranty service of repair, replacement and refund. It will be subject to paid repair services. Upon completion of the repair, the machine itself will be guaranteed for 1 month, and the replaced accessories and parts will be guaranteed for 3 months.

c. If the product is outside the warranty period and undergoes a paid repair service, the new warranty period is calculated as follows: the accessories (water tank, dock charger, etc.) are outside the warranty period; the machine itself will be guaranteed for 1 month; and the replaced accessories and parts will be guaranteed for 3 months.

d. For customers who purchase the product without order forms and invoices or in an informal manner, the warranty period is calculated as follows: the warranty period is 2 months after the date of manufacture provided on the side of the package.

e. During the warranty period, if the product has yet again another quality problem after being repaired 2 times (replacement of the machine as well as the accessories and parts) on account of no artificial or liquid damage, the user can apply to replace the product instead of repairing it, subject to the inspection result of the engineer. (It is not recommended that customer service provide this knowledge to the user if not solicited).

5、Extended warranty (updated on January 8, 2019)

Extended warranty service of Roborock official store on Tmall: This service is provided by the official service provider on Tmall. Please phone 4006-606-365 or consult Aliwangwang: Integrated Technology Services extended warranty service.

Extended warranty service of Roborock official store on JD: Please contact JD Finance customer service for information about an extended warranty.

FAQ updates:

1. Power consumption calculation of the robotic vacuum cleaner (updated on November 28, 2017)

A: The battery capacity is 5200mAh. Assuming the cleaner is 80% charged, it will consume 4Ah for each operation, and less than 120Ah over one month. Our designed voltage is 14.4V. Under the condition that the charging efficiency is 80%, it will consume 2.2kWh every month. (In the case where the robotic vacuum cleaner operates every day until the battery is 20%, it will consume 2.2kWh each month.)

2. Battery fault (updated on December 5, 2017)

a. The machine suddenly shuts off and turns offline

b. The machine's light flashes red every morning and the app prompts abnormal charging.

c. The machine suddenly unhooks itself from the dock charger after a short while and shuts off.

This type of battery problem is mostly seen in the machines sold in April, because a small batch of battery cells were abnormal. This batch of battery cells are mostly in machines with an SN number from 13871/00264*** to 13871/00274***.

3. The system keeps prompting Error 10 (the filter is blocked) in Silent mode and does not prompt an error in any other mode (updated on December 11, 2017)

Boilerplate answer: Hello. This is a system software problem. It is recommended that you change the mode to Standard temporarily. We will fix this problem during the firmware update later. Thank you!

4. Q: The user asks for the faulty materials that have been replaced during repair (updated on March 27, 2019)

A: Hello. The repair quotation is the replacement price, which is the price of the faulty material with a 10% depreciation rate. If you request us to send back the faulty material to you, you will need to pay an addition 10% of the material cost.

5. Q: Do I have to power the machine off after cleaning?

A: No. The machine will automatically return to the dock charger after cleaning for recharging. Once fully charged, the machine will be directly powered by the dock charger and will not consume the battery power. This helps to extend the service life of the battery.

Generally, lithium batteries can be charged and discharged at least 500 times, and the capacity can still stay at 80% or more of the initial capacity. The battery can be used for 2 years if it is used on a daily basis.

6. Q: Notes for the first use of the Roborock robotic vacuum cleaner:

a. When connecting to Wi-Fi, please refrain from using any Chinese characters and special symbols in a user name. It is recommended to use a combination of English letters and numbers.

b. The robotic vacuum cleaner can clear an obstacle 1.5 cm high when the water tank is installed. An invisible wall is recommended to be used for higher thresholds.

c. If you have rugs at home, it is recommended to clear them aside before using the mopping function, or stick barrier tape around the rug/carpeted area.

d. The cleaner is about 9.65cm high with a diameter of 35cm. It is possible that the cleaner is unable to access areas that are less than 10cm high and less than 38cm wide.

7. Q: If a user's firmware version of the Roborock robotic vacuum cleaner is 3.3.9_00xxx0, and

the user has received a prompt for the latest version while there is no prompt for 3.3.9_00xxx1,

what should the user do? (Updated on November 13, 2018)

A: In this case, a time zone other than mainland China is selected (how to view: Mi Home homepage > "My Device" at the bottom right corner> Settings > Region > View current time zone). You can guide the user to switch to mainland China, reconnect the cleaner to Wi-Fi and see if it works.

8. Q: Why am I not prompted with an update?

A: Hello. In order to reduce the impact of possible system bugs, we will push the upgrade notifications to 20%-30% of users for feedback on the new version. If we do not find any problems after one week, we'll push the upgrade notifications to 60%-80% of users. If there are no problems reported after another week, all users will receive an upgrade notification. So, if

you haven't received the update prompt, please be patient.

9. Q: The cleaner can't clear a 2cm-high step or a step almost 2cm high.

Boilerplate: Hello! If there are small steps in your home and their height almost reaches the cleaner's obstacle clearance limit, which results in the cleaner being unable to traverse the steps, it may be due to the ground environment. We recommend that you use a cloth with detergent to wipe the steps and wheels. If the cleaner still can't pass the steps, we recommend you create a small slope to reduce the wear of the robotic cleaner's main wheels, and to ensure the normal use of the robot. Thank you for your support. If you have any issues during use of the cleaner, please leave a message at any time!

10. Q: The robotic cleaner gets stuck when it encounters a circular iron frame of about 2.5cm.

What's the solution? (Updated on March 26, 2018)

It is recommended that the user purchase a bumper strip (as shown below). After attached to the cleaner, the height of the iron frame can trigger the cleaner's collision bumper.

11. Q: According to user feedback, when the remote control function is being used, there is a prompt indicating that the machine is not in the same LAN.

A: In the case where the Roborock robotic cleaner is used in the same LAN, but the remote control function prompts that it is not in the same LAN, this may be caused by the firewall set up on the router. To solve this problem, it is recommended to guide the user to turn off the router firewall function. This functional issue is currently being fixed.

12. Q: The cleaning power of the Roborock robotic cleaner (updated on March 5, 2018)

Silent mode: 600Pa; Standard mode: 1000Pa; Strong mode: 1300Pa; MAX: 2000Pa.

13. The display language on the Roborock robotic cleaner is in English (updated on May 2, 2018)

A: 1. Please ask the user to confirm the time zone of the robotic cleaner (Roborock robotic cleaner > three dots in the upper right corner > robot settings > robot time zone > Asia/Beijing); 2. view the Mi Home app area (Mi Home app > My device > Settings > Area – Mainland China. If this doesn't work, the user can switch to Singapore before switching back to Mainland China.) 3. Mobile phone settings > Language and text > Switch to Simplified Chinese (usually on Huawei mobile phones); 4. It is recommended that users upgrade the Mi Home app to the latest version.

If there is any user who has not yet solved this problem, you can add the user in the whitelist for plug-ins, including Mi Home, Roborock, and Xiaowa. After the user is added in the whitelist, if the language still can't be switched to Chinese, you can guide the user to 1) Upgrade the plug-in; 2) Select Simplified Chinese in the Mi Home app by going to My device > Settings > Language Options.

The customer support team can send an email to the IT department to add a user to the whitelist.

Model number	Phone	Mi ID	Customer's phone number or email address
S6	iphone X	6286867	***@hotmail.com

Email to: support@roborock.com; support@roborock-eu.com

14. Q: The robotic cleaner purchased in mainland China is to be used abroad, but the English

language voice packet can't be found. What's the solution? (Updated on March 29, 2019)

A: Hello. The S6 series robotic cleaners for sale in mainland China have voice packets containing Mandarin, Taiwan Mandarin, Cantonese and 7 personalized voice packets. If you need to set up the language, you can connect the cleaner to the Mi Home app and select the option you want. Thank you for your support!

If a user purchases the robotic cleaner in mainland China but uses it overseas and connects it to a foreign IP, it's normal that the English language voice packet is not available in the default voice packets. (To ensure the products are sold in designated areas, a product used with an overseas IP does not display the English voice packet. This information is something the customer support team can know, but please do not directly copy and paste it.)

*Note: Cleaners sold in mainland China can be connected to servers in all regions. Cleaners sold outside mainland China can be connected to all servers except for servers in mainland China.

15. What does the suffix of the Roborock robotic vacuum cleaner's name mean when the

cleaner is being connected to the app? (Updated on November 22, 2018)

When the user connects the cleaner to the app, "2611C", which is the suffix of the cleaner's name, is the last two bytes in the MAC address. This is mandatory content displayed by Xiaomi. If the device needs to be connected to the Mi Home app, this information will be displayed.
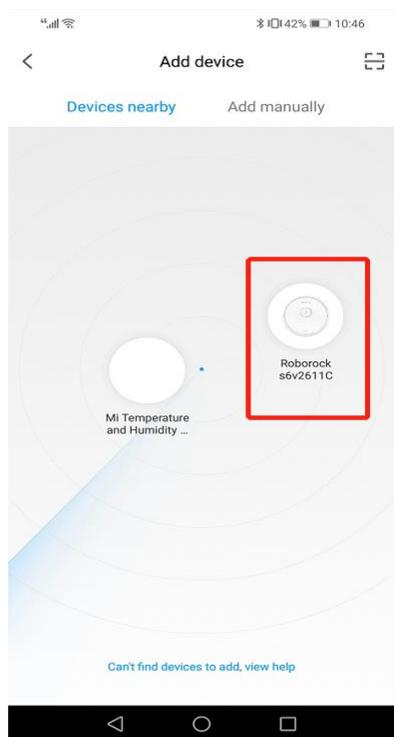
16. Voice packet updates for the S6 series Roborock robotic vacuum cleaners.

	Version	Mainland China	Taiwan	CE (Europe)	FCC (US)	Korea	Japan	Russia
S6	Voice packet	Mandarin-China, English, Mandarin-Taiwan, and 9 personalized voices, 12 options in total	Taiwanese Mandarin, Chinese, English	English, Chinese, German, French, Italian, Taiwanese, Spanish	English, Chinese, Taiwanese	English, Korean	Japanese, English	Russian, English
	Connectable server	can be connected to all severs	can be connected to all severs except for those in Mainland China	can be connected to all severs except for those in Mainland China	can be connected to all severs except for those in Mainland China	can be connected to all severs except for those in Mainland China	can be connected to all severs except for those in Mainland China	can be connected to all severs except for those in Mainland China

17. How does Tmall Genie operate the cleaner through voice control? (updated on March 7, 2019)

A: **Supported models of robotic cleaners:**

Roborock robotic vacuum cleaner, Xiaowa robotic vacuum cleaner (autonomous route planning edition), Xiaowa robotic vacuum cleaner (youth edition)

Supported robot versions:

Only products for sale in mainland China are supported (CE version, FCC version, Korean version, Japanese version and Taiwanese version are not supported).

Supported servers: Only servers in mainland China are supported.

Models supported by Tmall Genie: all models

Connection method:

1) Connect the Roborock/Xiaowa robotic vacuum cleaner to the Internet.

Download the "Mi Home" app and follow the prompts to configure the device's Internet connection and binding.

2) Bind the robotic cleaner to Tmall Genie.

a. Find "My device" in the lower right corner of the Tmall Genie app, select the "Smart Home" option under "Skill Settings", tap the "+" button in the upper right corner to select "Roborock" to bind the cleaner to the account; or search "Roborock" by tapping the "Skill Settings" option to bind the account.

b. Enter your Xiaomi account and password to finish binding.

c. Tmall Genie can be used to perform voice control of cleaner that have been connected to the Internet through the Mi Home app.

Control command: clean, recharge, pause

Voice command examples:

Start cleaning the floor.

Start cleaning.

Stop cleaning.

Recharge.

18. Differences between S6 series and S5 series Roborock robotic vacuum cleaners (updated on March 27, 2019)

The brand-new S6 series Roborock cleaner in 2019 is an upgraded version of the S5 series:

1) Simultaneous upgrade of quality and service: Strict selection of well-known components, and two-year warranty covering the whole cleaner;

2) Intelligent upgrades: With a new generation of LDS laser mapping algorithm, automatic identification of objects, dynamic route planning, and a cleaning efficiency of up to 20% have been made possible; Other upgrades and features include Map Management 3.0, area selection, area division, no-go zone settings, and adjustable cleaning tasks;

3) A brand-new noise reduction design: Noise has been reduced by 50% while maintaining powerful 2000Pa suction;

4) A new sweeping experience: The water volume of the water tank can be adjusted between two settings, the disposable mop can be used and disposed directly, and the detachable main brush can be easily cleaned.

5) Sensors have been upgraded to Type 14, and the cleaner is more agile than before. Moreover, with the newly upgraded storage dock charger, automatic recharge is now more convenient and faster. The new S65 has undergone comprehensive upgrades in terms of quality and intelligence. We recommended users choose S65 as it delivers the best user experience.

Specs comparison chart

Model	Mi	S5	S6
Cleaning Mode	LDS Navigation System	LDS Navigation System	LDS Navigation System
Battery/ Cleaning Area	5200mAh(> 200㎡)	5200mAh(> 200㎡)	5200mAh(> 200㎡)
Mopping	/	√	√
Map	High precision map	High precision map	High precision map
App Remote Control	√	√	√
Suction	1800pa	2000pa	2000pa
Obstacle Crossing	1.5CM	2CM	2CM
Smart Area Identification & Map Saving	/	/	√
Zone Cleaning & Targetted Cleaning	√	√	√
Z shaped Cleaning	/	/	√
Adjustable water tank	/	/	√
Rear Cliff Sensors	/	/	√
Noise Level	62db	62db	58db

19. Can the robotic cleaner check whether the charging contact area on the bottom of the machine is dirty or not? (Updated on March 18, 2019)

A: All series can check if the charging contact area on the bottom of the machine is dirty. If no error is reported, it means that the cleaner is not particularly dirty, indicating that it's safe to charge the cleaner. If dirt is detected, the cleaner will try to check it again several times before reporting the error to remind the user to check the charging contact area. The cleaner will enter standby mode during this process.

20. Q: What's the function of the water tank's position sensor? (Updated on March 27, 2019)

A: 1) It is used to trigger a voice reminder when the water tank is installed and removed;

2) After the water tank is installed, the user will be reminded whether the water volume is sufficient or not during the cleaning process;

3) If the water tank has been installed in the cleaner for more than 6 hours at a time, the user will be reminded once every day at 8:00/20:00. A message will be pushed to the user on the app that reads "To prevent odor, it is recommended to remove the water tank, pour out the remaining water and clean the mop.";

4) It records the service time of the water tank filter. The user will be reminded via the app to replace the filter upon expiration of the service time.