Roborock Customer Service Center - Technical Support

FAQs for Roborock Robotic Vacuum Auto-Empty Dock Onyx Series

Version: V1.0

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Product

1、 Q: What colors are available for Roborock Auto-Empty Dock?

A: Roborock Auto-Empty Dock is available in white or black.

2、 Q: What are the dimensions of Roborock Auto-Empty Dock? How much free space should I allow around it?

A: The dimensions of Roborock Auto-Empty Dock are 457 × 314 × 383 mm (18 × 12.4 × 15.1 in). Please keep at least 0.5 m (1.6 ft) of clearance on either side, 1.5 m (5 ft) in front, and 1 m (3 ft) above.

3、 Q: What is included in Roborock Auto-Empty Dock?

Includes: Dock × 1, Base × 1, Auto-Empty Dustbin × 1, Power Cable × 1, Screwdriver × 1 (on the base), Disposable Dust Bag (in the dustbin), Front Filter (in the dock), and Rear HEAP Filter (in the dock).

4、 Q: Roborock Auto-Empty Dock comes with two bins. How do they work?

A: The left bin consists of a fan and a filter while the right bin is a dustbin. The two bins are connected with an air duct. After the emptying starts, the waste is sucked into the dustbin from the air duct, and clean air comes out of the left bin after being filtered by the H13 high-efficiency filter.

5、 Q: What is the black area on the front of Roborock Auto-Empty Dock?

A: This is the dock location beacon for communication with the robot. Do not block this area.

6、 Q: What are the two pieces of metal on Roborock Auto-Empty Dock?

A: They are the charging contacts for charging the robot. Do not cover them. Clean them regularly with a dry cloth.

7、 Q: What are the two brushes in front of the charging contacts?

A: They are electrode brushes used to clean the electrodes on the bottom of the robot when the robot departs from and returns to the dock. This helps to ensure optimal

contact for charging. Do not cut or damage the brushes. Regularly clean them with a dry cloth.

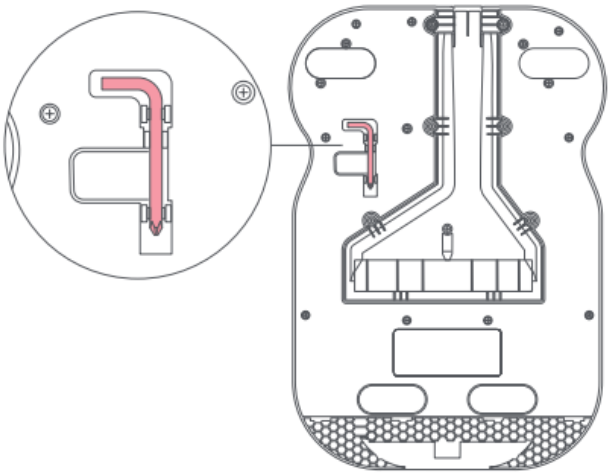
Use

1、Q: Do I need to connect Roborock Auto-Empty Dock via WiFi or Bluetooth?

A: The dock requires no Internet connection. However, for better experience with the robot, we advise you to place the dock in a location with good WiFi coverage.

2、Q: Where can I find the screwdriver?

A: The screwdriver is placed in a storage bin on the base of the dock.



3、Q: How does Roborock Auto-Empty Dock perform the emptying job?

A: The dock supports auto-emptying, button-based manual emptying, and app-controlled manual emptying.

You can enable or disable auto-emptying in the Roborock app. The robot decides whether to perform auto-emptying during docking based on the app settings.

When the robot is on the dock, press the Dock button or use the app to start manual emptying. Press any button to stop emptying.

4、Q: Why do I have to use the auto-empty dustbin? Do I need to remove the plate covering the air inlet?

A: A regular dustbin does not support emptying. During emptying, a large amount of air must be allowed into the dustbin to bring the waste to the dock. The auto-empty dustbin has a one-way air inlet on the side for taking in the air. This air inlet is not found on a regular dustbin. After the auto-empty dustbin is installed, remove the plate covering the air inlet for smooth air inflow.

5、Q: Which robot model is the Auto-Empty Dock compatible with?

A: Currently, the dock is only available for use with Roborock S7.

6、Q: Why is there a thin layer of mud at the air inlet of the dock?

A: During cleaning, the robot sucks the water on the ground into the dustbin. The water is then mixed with the dust in the dustbin. This mixture of water and dust may settle onto the air duct cover during emptying. You can clean the air duct and the cover as instructed in the Routine Maintenance section of the user manual.

7、Q: How long does each of the four empty modes last?

A: Smart mode: 15-30 seconds; Light mode: about 15 seconds; Balanced mode: about 20 seconds; MAX mode: about 30 seconds. (Don't get too specific.)

8、Q: What is the suction power of the Auto-Empty Dock? Will the emptying make a lot of noise?

A: The dock has a suction power of 27,000 Pa (27 Kpa). The strong suction allows it to suck the waste out of the dustbin, and a noise of about 83 dB may be produced. However, the emptying process does not last long. You may use the dock at a time of your convenience.

9、Q: What is the net weight of the Auto-Empty Dock? What about the gross weight?

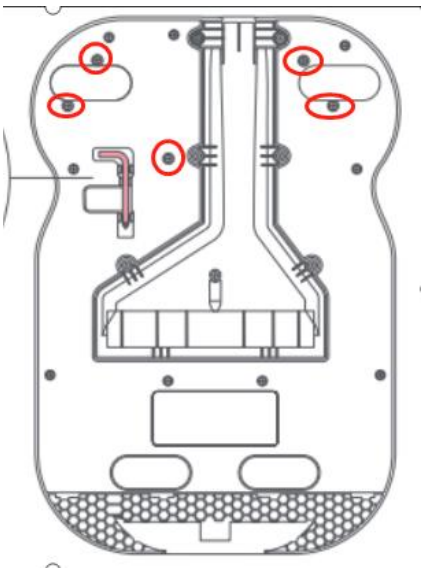
A: The net weight of the dock is 5.5 kg, and the gross weight is 8.7 kg.

10. Q: How long is the power cable? How should I store it properly if it is too long?

A: The power cable is about 1.8 meters long. The dock comes with a cable storage slot that allows you to keep excess cable hidden as needed.

11. Q: What if the dock is not fixed closely to the base?

A: Make sure to tighten each of the five screws for fixing the dock and base as shown. This will hold the dock securely to the base.



12. Q: Why is there a slight dust residue at the suction inlet after emptying?

A: It is normal for some dust to build up in the transparent air duct on the bottom of the base over time. You can remove the air duct and clean it.

13. Q: The air duct on the bottom of the base is slightly worn. Is this normal?

A: After the dock is used for a long time, the air duct may be slightly worn as it rubs against the ground that is not always flat. Rest assured that the slight wear will not affect the performance.

14. Q: Auto-emptying does not start after a cleanup is complete. Why?

A: 1. Check if auto-emptying is enabled in your app.

2. Do Not Disturb (DND) mode is enabled by default from 22:00 to 8:00. In this mode, auto-emptying is disabled to avoid any disturbance. You can adjust the cleaning or DND duration in your app, or start emptying manually at a convenient time.

15. Q: What if I manually put wastes into the dustbin? Will this reduce the emptying performance?

A: Wastes manually put into the dustbin are generally of a large size and may not always be swept into the robot. Therefore, it is difficult to completely empty these wastes. Automatic cleaning and emptying are recommended, rather than manually putting wastes into the dustbin.

16. Q: What if I manually move the robot to the dock? Will this reduce the emptying performance?

A. The robot can precisely locate and automatically return to the dock. This ensures the robot is securely docked so that the emptying performance can be maximized. Manually moving the robot to the dock may result in improper docking and poor emptying. To ensure optimal emptying performance, please allow the robot to return to the dock automatically.

17. Q: Why won't my dustbin be emptied completely?

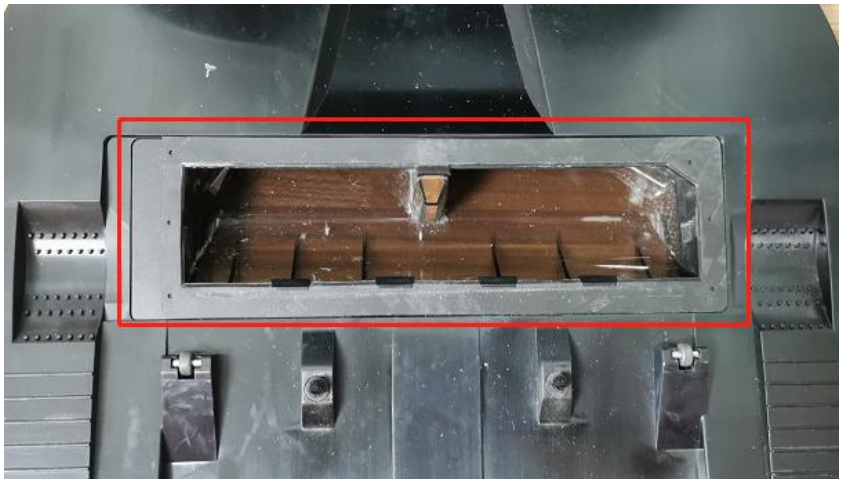
A: If the weather is wet, the Intense mode is used, or the Deep Mop mode is frequently used, the ground will be wet and some dust will be mixed with moisture and then stick to the inner wall of the dustbin. Therefore, your dustbin may not be emptied completely and this is normal. To improve the emptying performance, please adjust the cleaning mode based on the humidity level and switch the emptying mode to MAX.

18. Q: There is some powder in the dustbin of my new dock. Is this normal?

A: There may be some powder in the dustbin and cyclone assembly of a new dock. This is not a trace of use, but a lubricating powder to help with assembly and improve sealing. You may rest assured.

19. Q: The sealing rubber ring on the base is slightly worn. Is this normal?

A: Some slight friction or wear may occur to the sealing rubber ring as the robot frequently returns to and departs from the dock, comes into contact with the ring, and performs emptying. Our sophisticated design and reliability test have made sure that such slight friction or wear will not reduce the emptying performance. You may rest assured.



20. A: "Emptying completed. Please try again later" prompt appears after I manually start emptying for several times in a row. How long do I have to wait before I can start emptying again?

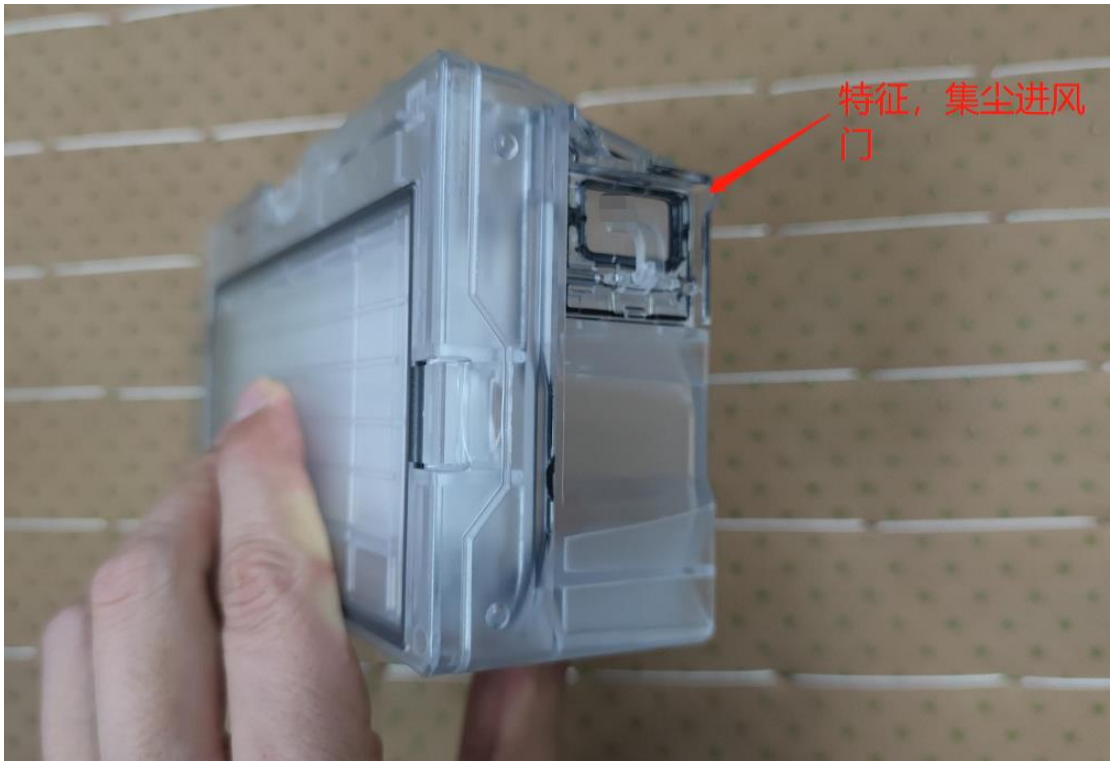
A: To protect the Auto-empty Dock, we don't recommend frequently starting emptying

manually. If frequent emptying attempts have been made, you need to wait for about five minutes before trying again. If the filter or air duct is detected to be blocked, you need to wait for about 30 minutes before making another attempt.

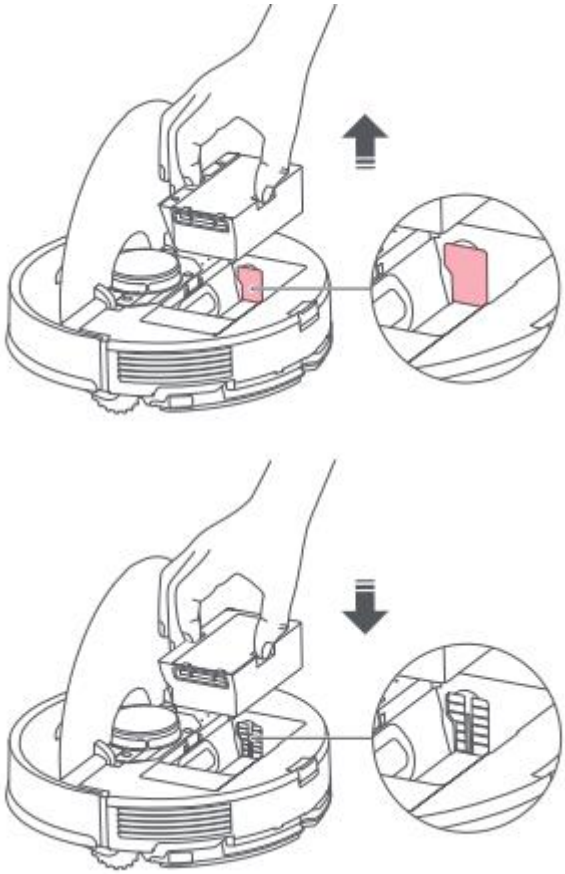
21. Q: What should I do if the emptying performance is poor or the air duct is blocked?

A:

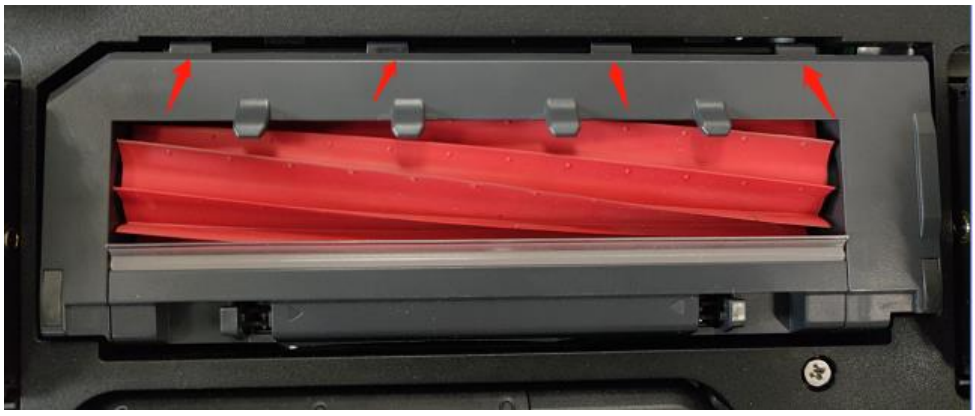
① Make sure that the auto-empty dustbin is used. See the label on the dustbin as shown below.



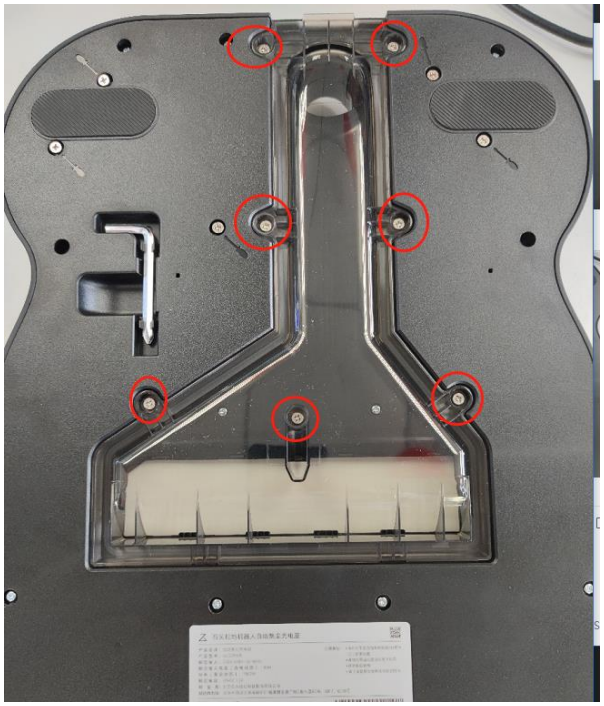
② Make sure that the plate covering the air vent is removed, as shown below.



③ Make sure that the main brush cover is properly installed with the four fasteners secured in place, as shown below. (If the main brush cover is not properly installed, air leakage may occur, resulting in reduced suction performance.)



④ Remove the transparent air duct cover on the bottom of the dock and clear the blockage.



⑤ Remove the dustbin as shown below. Check the pipe connected to the dustbin for any object stuck and clean it up (IMPORTANT).

⑥ Make sure that the front filter and the rear HEPA filter are not blocked. If there is any blockage, remove and clean it.

Conditions	Possible Causes & Solutions
The LED status indicator light is red, unusual noise when emptying, or emptying is unsatisfactory.	The robot dustbin has not been replaced with the auto-empty dustbin. Use the auto-empty dustbin. The plate covering the air vent has not been removed. Remove the plate. The main brush or main brush cover is not properly installed. Check and correct installation. The dustbin, filter, air duct, suction inlet, air inlet or auto-empty dustbin is blocked. Clean to remove blockages.

	The dustbin or filter is not in place. Check and correct installation. The fan is not operating properly. Potentially due to overheating protection resulting from frequent starting and stopping. Unplug the power cable and try again after 30 minutes. Voltage error. Check that local voltage meets the requirements listed on the dock.
Auto-emptying does not start when the robot returns to the dock.	Auto-emptying is disabled. Check in-app settings. Dock dustbin is not installed. Check and install. Auto-emptying will not be triggered if the robot is moved to the dock manually. Allow the robot to return to the dock automatically or start emptying manually. The robot will not auto-empty after returning to dock in Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually. The cleaning duration is too short. Clean for longer than 30 seconds, or start emptying manually. The battery level is lower than 10%. Charge the robot until the battery reaches 10%.

The robot cannot return to the dock or cannot be charged.	The dock is surrounded by obstacles. Clear any obstacles around it or move it to an open area as recommended in the user manual. The dock is not connected to a power supply. Make sure the power cable is securely plugged in and power is on. Poor contact. Clean base and dock charging contacts.