

FAQ for eufy Robot Omni C28

Contact Us

Phone:

USA: +1-800-994-3056

Mon-Fri 6:00AM - 5:00PM (PT)

Sat 7:00AM - 3:30PM (PT)

UK: +44(0)1604 936 200

Mon-Fri 9:00AM - 5:00PM (GMT)

Email: support@eufy.com

(We will respond to you within 24 hours on workdays.)



Contents:

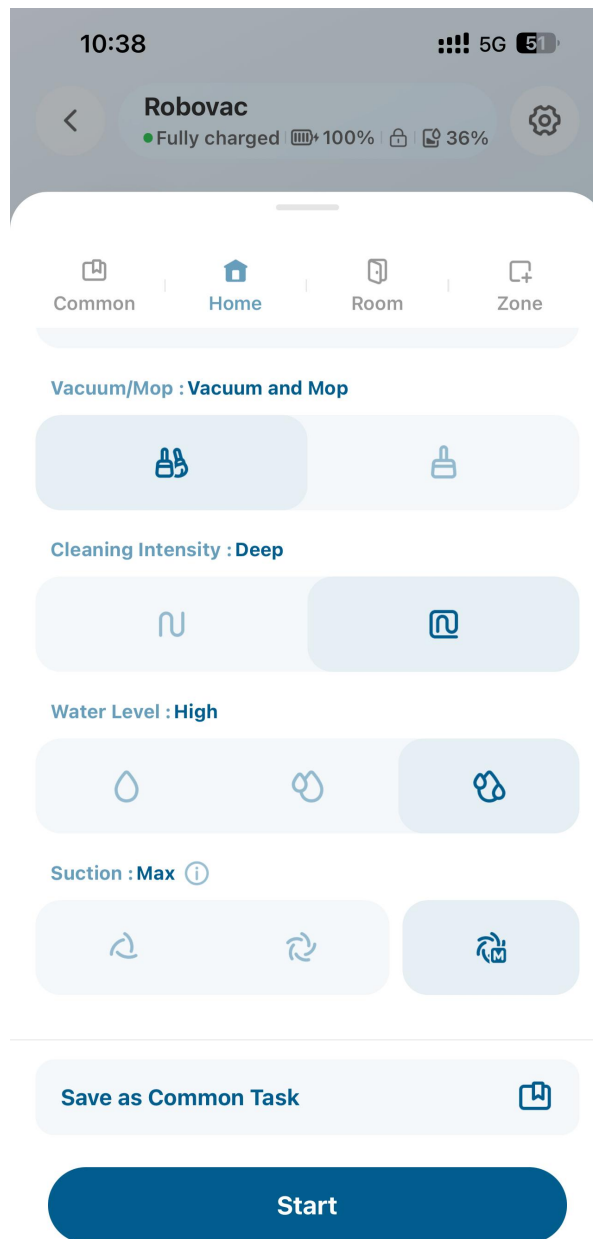
1. How can I optimize Omni C28's cleaning performance? (2-5)
2. How can I optimize Omni C28's mopping performance? (5-8)
3. How to Achieve Better Carpet Cleaning of C28? (8-11)
4. How to get your Omni C28 to clean the entire house in one go? (11-13)
5. How to ensure your Omni C28 mop pads are properly dried? (14-15)

1. How can I optimize Omni C28's cleaning performance?

Before starting a cleaning task, please pick up any cables or small objects from the floor.

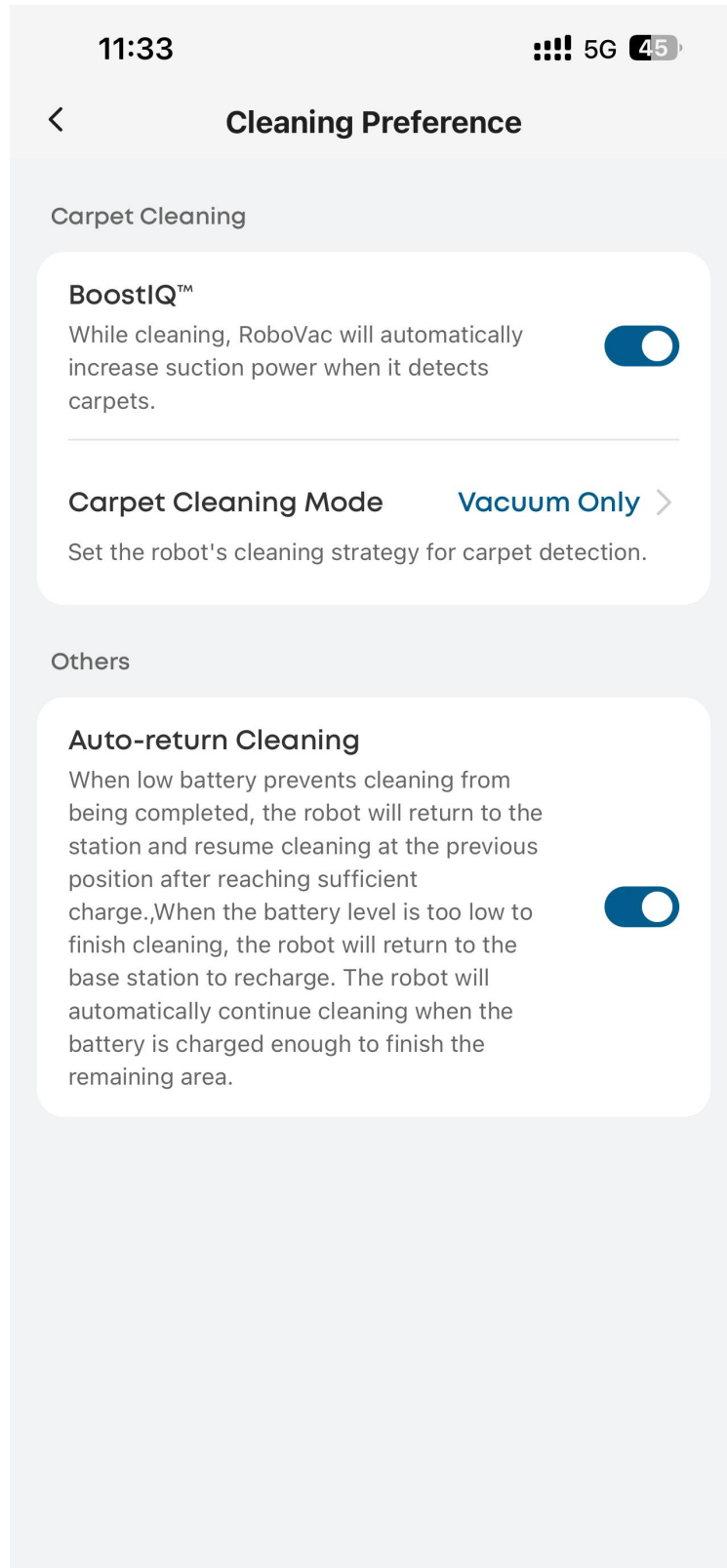
- **Adjust Suction Level**

If you have pets or children, use Turbo or Max suction and set the empty frequency to 15 min via the eufy app for better cleaning performance.



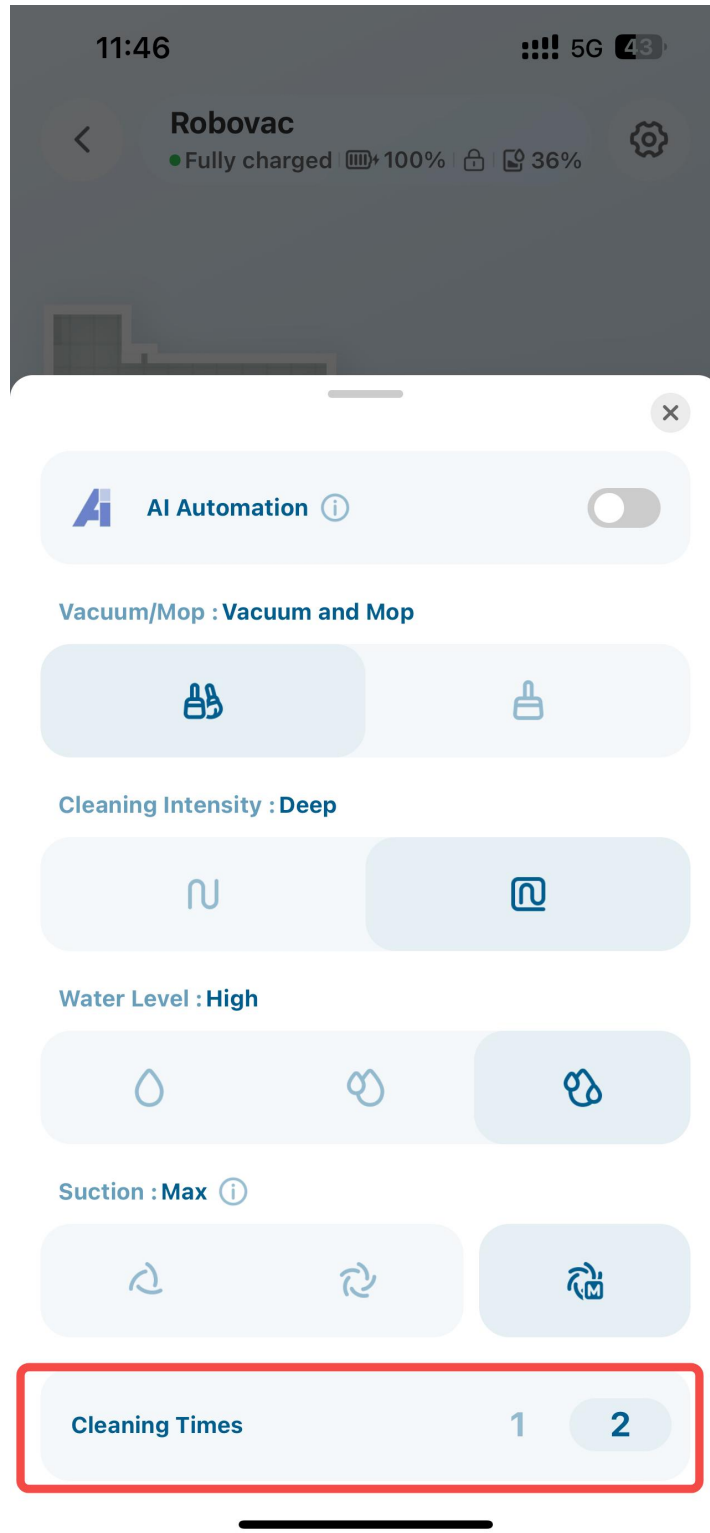
- **BoostIQ Feature**

Enable the BoostIQ feature via the app. When the robot detects a carpet, it will automatically increase suction power for enhanced cleaning.



- **Adjust Cleaning Frequency**

For heavy debris or hair, select the area and choose to clean it twice via the app.



- **Adjust Water Level**

If your home tends to get dirty easily, we recommend setting a high water level during mopping for optimal results.

- **Accessories Maintenance**

To ensure the best performance, clean and replace C28 accessories (roller, filter, dustbin, etc.) periodically as prompted in the app.

- **Keep Software and Firmware Updated**

Regularly update the software and firmware to the latest version to ensure optimal performance and access to new features.

2. How can I optimize Omni C28's mopping performance?

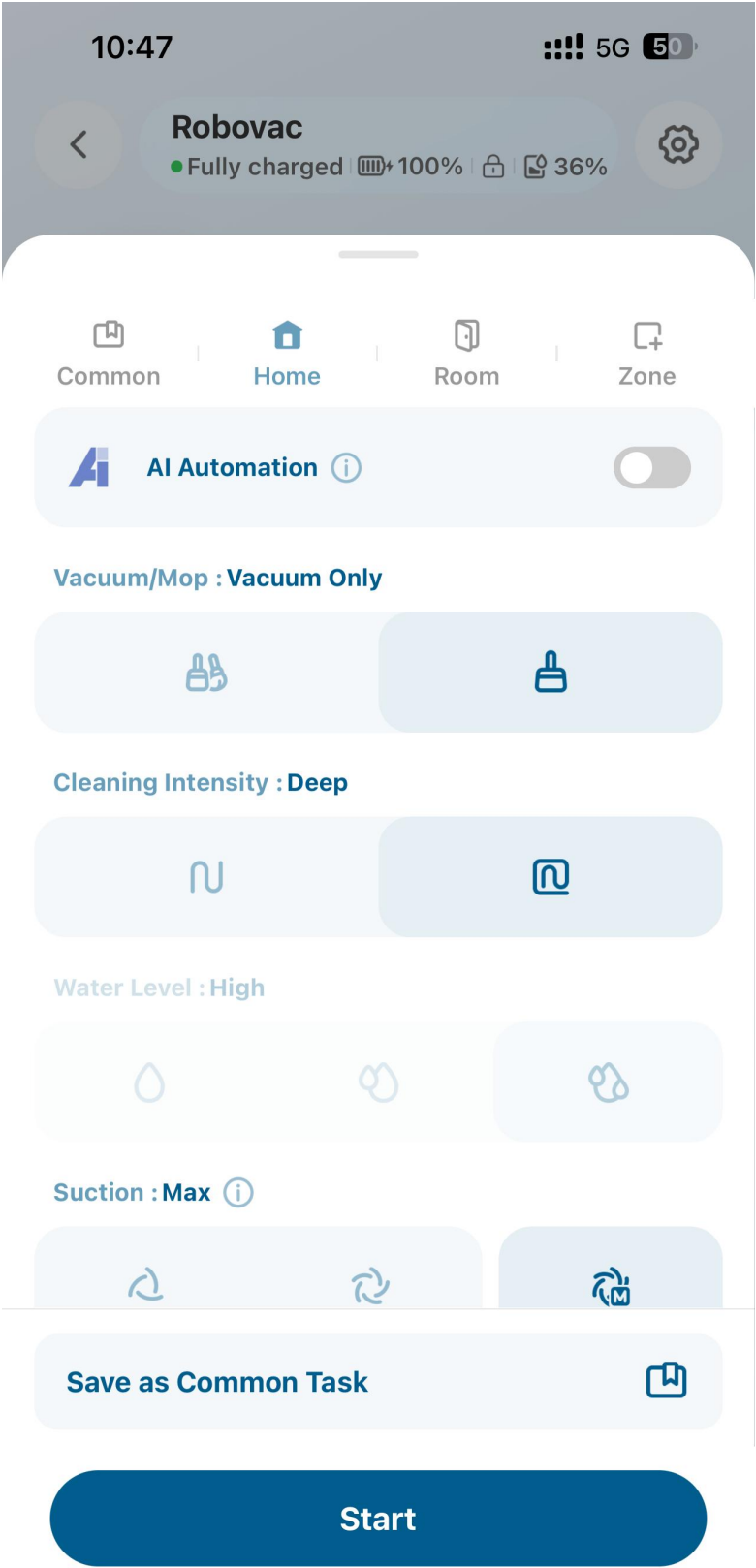
When using it for the first time, Omni C28 may leave mopping streaks from thick dust under furniture. This is normal and will improve with more use.

- **Cleaning Solution**

Use eufy's floor cleaning solution and enable the automatic cleaning solution dispenser. Mix the cleaning solution with water at a 1:200 ratio for best results. If you need floor cleaning solution, scan the QR code on the station to purchase it.

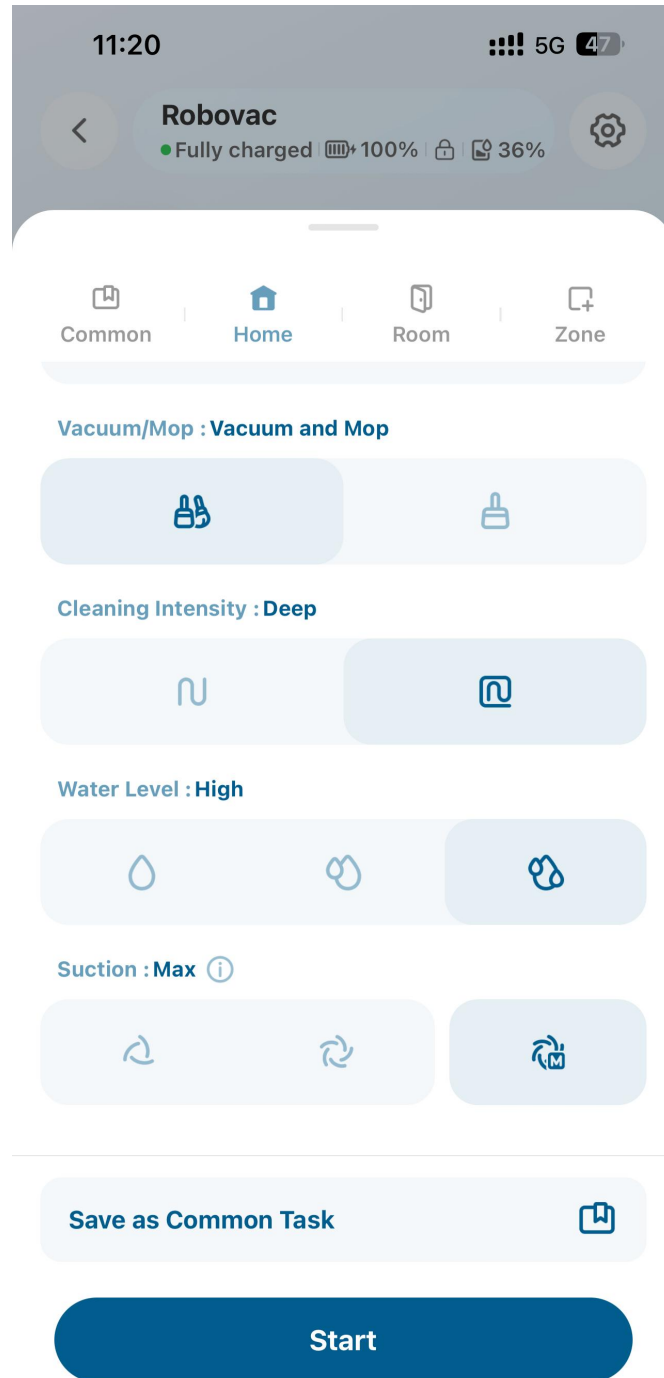
- **Vacuum-Only Mode**

Before the first mopping session with your C28, use Vacuum-Only mode to remove dust and hair via the eufy app.



- **Adjust Water Level**

Raise the water level in the app for better mopping. For stubborn stains, pre-wet them manually, then select the area and mop 2-3 times.



- **Accessory Maintenance**

Clean the roller mop and dirty water tank regularly to ensure optimal results.

- **Keep Software and Firmware Updated**

Regularly update the software and firmware to the latest version to ensure optimal performance and access to new features.

3. How can I achieve better carpet cleaning results with C28?

- **Carpet Cleaning Mode**

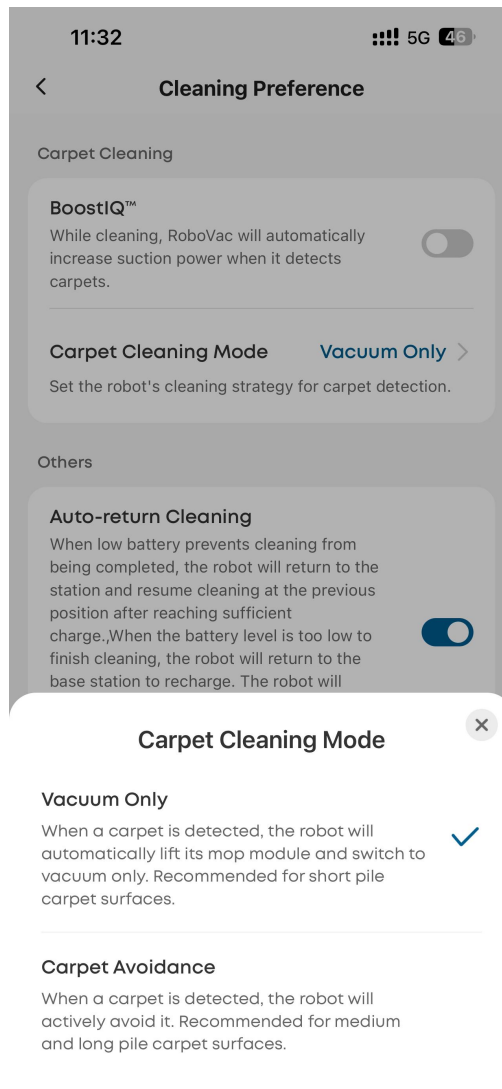
For short-pile carpets:

Use Vacuum-Only mode. The device will automatically raise the mopping module to avoid wetting carpets while vacuuming.

For medium- and long-pile carpets:

Select Carpet Avoidance mode. The device will avoid carpets entirely upon detection.

Note: Please note that dark carpets may not be detectable. You can set up a no-go zone in the app.



● BoostIQ Feature

Enable the BoostIQ feature via the app. When the robot detects a carpet, it will automatically increase suction power for enhanced cleaning.

11:33

5G 45



Cleaning Preference

Carpet Cleaning

BoostIQ™

While cleaning, RoboVac will automatically increase suction power when it detects carpets.



Carpet Cleaning Mode

Vacuum Only >

Set the robot's cleaning strategy for carpet detection.

Others

Auto-return Cleaning

When low battery prevents cleaning from being completed, the robot will return to the station and resume cleaning at the previous position after reaching sufficient charge. When the battery level is too low to finish cleaning, the robot will return to the base station to recharge. The robot will automatically continue cleaning when the battery is charged enough to finish the remaining area.



- **Adjust Suction Level**

For carpets, it is recommended to use Max suction mode.

- **Keep Software and Firmware Updated**

Regularly update the software and firmware to the latest version to ensure optimal performance and access to new features.

4. How do I get Omni C28 to clean my entire house in one go?

Please read the following before using Omni C28:

- **Charging**

Before cleaning, fully charge the robot vacuum to 100%. During operation, it will start returning to the station to recharge when the battery level drops to 10%. Cleaning will resume once it reaches 80% charge. Charging from 10% to 80% takes approximately 2 hours and 30 minutes. If the remaining cleaning area is small, the "auto-return cleaning" feature may activate and complete the area before the battery reaches 80%.

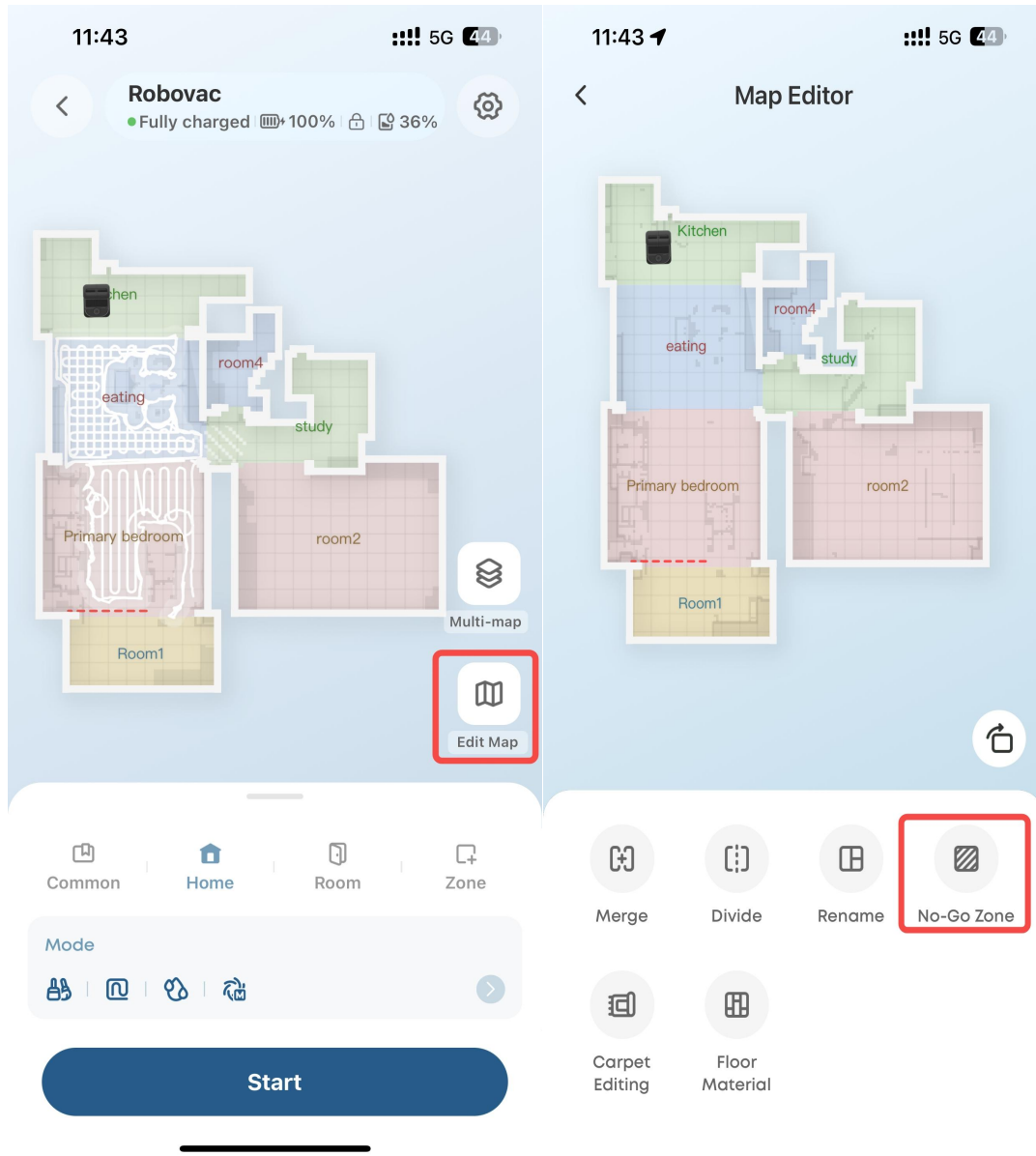
- **Pick Up Small Objects**

Pick up cords, socks, toys, or any other objects before using Omni C28, as these objects may cause the robot vacuum to get stuck.



● Set No-Go Zones

For carpets with a pile height exceeding 20 mm (0.78 in), or those that are particularly light and thin, create no-go zones in the app to prevent the robot from getting trapped or tangled.

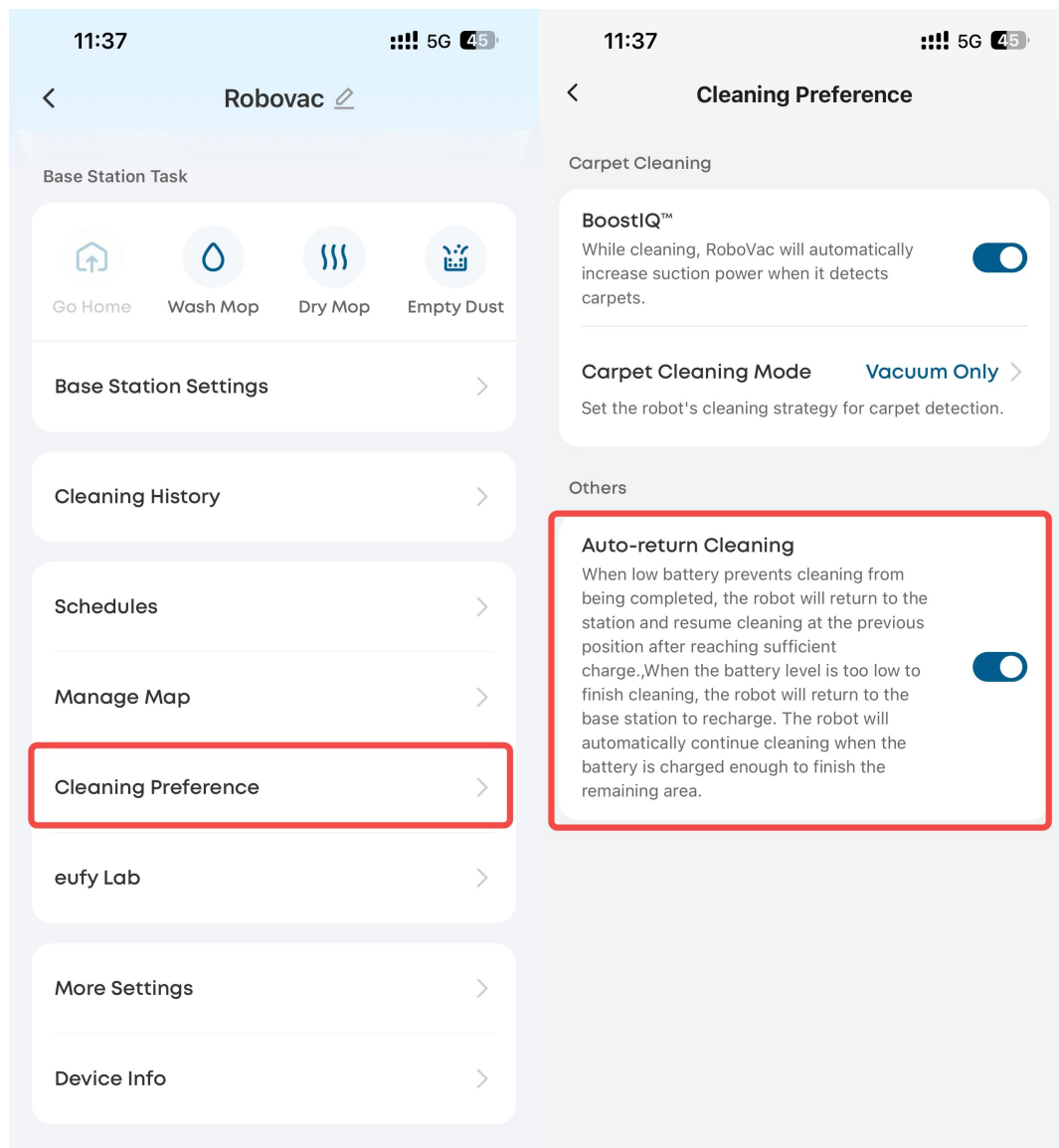


● Carpet Edge Management

If your carpet edges tend to curl, flatten or secure them to ensure smooth navigation for Omni C28.

● Auto-Return Cleaning Feature

Enable the auto-return cleaning feature to ensure that the cleaning process will not be interrupted.



5. How do I ensure that Omni C28 mop pads are properly dried?

Please read the following information about mop pad drying:

- **Power Consumption**

Omni C28 uses 85W per hour while drying at room temperature.

- **Drying Time**

The default drying time is set to 5 hours. This is typically sufficient for most environments.

- **Low-Humidity Conditions**

In areas with low humidity, you can use Quick Dry mode via the app to reduce drying time to 3.5 hours. After the first use, please check if the mop pads are completely dry. If not, switch back to Standard mode, as insufficient drying may cause odors.

