



Instructions for using eufy Robot

3-in-1 E20

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1. Tips for using E20 in the first time.

Important: Before using the E20 robot vacuum for the first time, it must be **activated by charging it** at its base station.

- Remove the protective film from the robot's front and side lenses.



- The base station should be set up using the included dock assist mat on its underside. Furthermore, please remove any obstacles within 1.6ft/0.5m on both the left and right sides of the station and 4.9ft/1.5m in front of it.



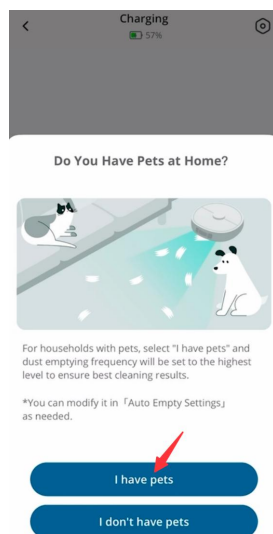
- As the robot can only detect objects that are at least 15mm tall, please remove small items like wires, toys, socks, and clothing from the floor to avoid them getting caught in the robot's roller brush.



- After creating a complete cleaning map, be sure to designate the carpet areas with the "Carpet Editing" feature. For thin carpets or small rugs, we recommend storing them away or securing them to the floor using 3M tape.



- If you have multiple pets at home or have a household with heavy foot traffic, it is important to choose the **pet option** for better cleaning performance.

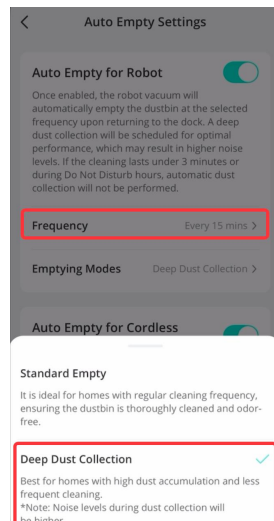


2. How to ensure higher cleaning efficiency of the E20?

- Increasing the cleaning suction power and auto-empty frequency.

- For pet or kids home, please adjust the suction power to Turbo or Max.

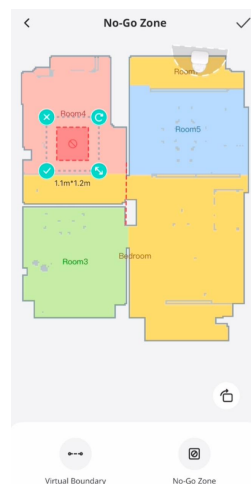
- For multiple pets at home or have a household with heavy foot traffic, please increase the frequency of dust collection to every 15 minutes in the app to maintain the robot's best performance. Furthermore, you can activate the "Deep Dust Collection" feature to improve the robot's cleaning efficiency.



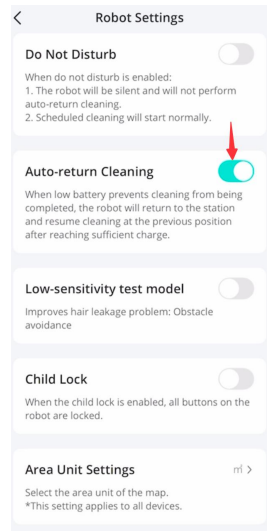
- **Using the App function for better cleaning experience.**

- For carpet cleaning, please **enabling BoostIQ mode**. The robot will automatically enhance its suction strength when cleaning carpets; however BoostIQ mode will reduce its battery life due to the increased suction.

- For areas that frequently cause the machine to get stuck, such as under chair legs or furniture with a height similar to the machine, it is recommended to set up **no-go zones** to improve cleaning efficiency. it is recommended to utilize the included **cordless stick vacuum** for these spots.



- If your home is relatively large, we recommend that you turn on the **Auto- return Cleaning** feature. When the robot is low on battery, it will automatically recharge. After charging, it will return to the last spot it was cleaning to continue and complete the remaining tasks. This ensure that the cleaning process will not be interrupted.



- **Using the cordless stick vacuum to clean some areas.**

To clean the edges and corners of the wall or carpet, areas under chair legs or furniture, etc, it is recommended to utilize the included **cordless stick vacuum** for these spots.

- **Maintain the robot's accessories regularly.**

Ensure the roller brush, side brush is free of any foreign objects and excessive hair, and the filter is not blocked by excessive dust and dirt.

3. How E20 clean carpets better?

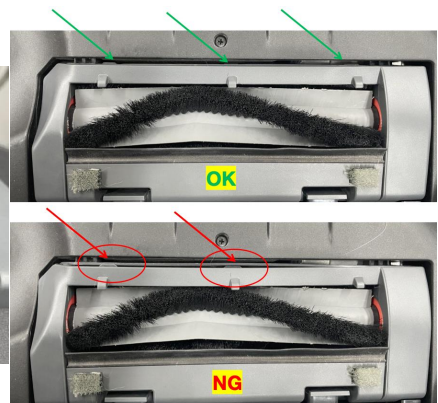
- The E20 will measure the thickness of the carpet. When the carpet thickness is exactly 25mm, it is recommended to **flatten the edges of the carpet**.
- If the carpet thickness exceeds 25mm, the E20 cannot climb onto it. However, because the length of carpet fibers is not always uniform, the measurements taken by the E20 and those taken by humans may differ. It is recommended to directly specify the carpet thickness using the **carpet editing function**.
- It is recommended to enable the **BoostIQ setting** to increase the robot's suction level when detects the carpet. Regularly clean and **maintain accessories** to ensure the robot's optimal cleaning performance.

4. What should I do if my E20 is not charging?

- **Check the power supply to the base station:**
 - Ensure that the power cord is fully inserted and the outlet has power.
 - Check if the white indicator light on the front of the base station is steadily lit.
- **Check the robot's position in the base station:**
 - The front of the robot should be centered and aligned with the base station, without tilting or being lifted up. (Avoid situations where the rear of the robot is facing the base station.)
 - You can place the robot outside the base station and press the recharge button to let the robot return and dock itself.
- **Check the status of the vacuum cleaner on the robot:**
 - Confirm that the vacuum cleaner is fully assembled onto the robot.
 - Press down on the vacuum cleaner to see if it can be pushed further.
(If it's not properly installed, you may hear a clicking sound when pressing down.)
- **Inspect the charging pins on the robot and base station:**
 - Please clean the pin on the base station and robot bottom thoroughly.
 - Ensure that the charging pins can be pressed all the way down and that they spring back into place correctly.

5. What should I do if the E20 with noise when cleaning.

- If your floor has wide grout lines, move the robot vacuum to an area with narrower grout lines to see if the abnormal noises persist. If the noises stop, it's normal—the wide grout lines are causing the issue.
- Ensure the brush guard is properly installed and check the rubber strip for any peeling. If it's peeling off, reattach it or replace the guard to solve abnormal noises.



- Check the roller brush area and dustbin for debris or foreign objects, and remove any you find.



- If the swivel wheel is jammed with dirt or hair, remove it and clean it thoroughly.



- Gently tap and rotate both wheels to check for obstructions. Remove any debris if necessary.