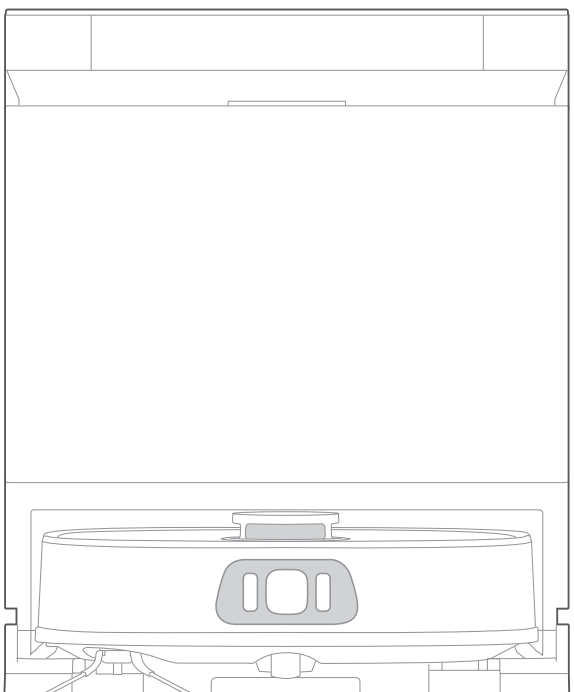
eureka®



INSTRUCTION MANUAL

NERJ15ULTRALITEBK

ROBOT VACUUM CLEANER

Please read the manual before use.

CONTENTS

English 04

SAFETY INSTRUCTIONS 04

TECHNICAL DATA 11

IN THE BOX 12

Components in Package 12

Introduction to Parts of Robot Vacuum 13

Introduction to Base Station 14

PREPARATIONS BEFORE USE 15

Placement of the Base Station 15

Installation of Side Brush to Robot Vacuum 15

Installation of the Mop 15

Power on & Charging 16

Environmental Requirements 17

Preparations of the Water Tank 17

Setting up App 18

GETTING STARTED 19

Status Indicators of Robot Vacuum 19

Start / Pause / Resume 19

Recharge 19

CONTENTS

Emptying 19
Reset to Factory Settings 19
Mop Washing 20
Mop Drying 20
Status Indicators of Base Station 20
MAINTENANCE 21
Maintenance of Base Station 21
Dust Bag Replacement 22
Maintenance of Dust Bin 22
How to Use the Cleaning Brush 23
Maintenance of Roller Brush 23
Cleaning of Side Brush 23
Cleaning of the Robot Sensors 24
Cleaning of Driving Wheel 24
TROUBLESHOOTING 25
THE EUREKA TWO YEAR LIMITED WARRANTY 29
French 33

SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. This vacuum should not be used by children under the age of eight or those with reduced physical, sensory or mental capabilities without supervision.

WARNING:

- Before using, clear area of power cables, pull cables for curtains or blinds, clothing and fragile items.
- Do not operate in a room where a child or infant is sleeping.
- Do not pour or spray any liquids on or in your robotic vacuum.
- If you live in an area that is prone to electrical storms, we recommend using a surge protector.
- Do not operate the robotic vacuum in a room that has lit candles or lit fireplace.
- Do not allow children to sit on vacuum.
- Do not use the self-emptying base if it is damaged.
- Do not operate in areas with exposed electrical outlets on the floor.
- Be aware that the robotic vacuum moves around on its own. Take care when walking in the area when it is in operation.
- Do not place the robotic vacuum on any unstable surfaces.
- Prevent unintentional starting. Ensure the power switch is in the off-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that has the switch on invites accidents.
- Danger. Do not touch it when the vacuum cleaner is on.
- Do not put any object into openings. Do not use with any openings blocked; keep free of dust, lint, hair and anything that may reduce air flow.
- Do not use outdoors or on wet surfaces.
- Do not use with damaged cord or plug.
- Do not operate the vacuum cleaner or self-emptying base if it has been damaged in any way. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water or other liquid, call the Eureka Customer Service HELP-LINE at 1-800-282-2886 at 1-888-365-2230.
- To avoid excessive heat and damage to the unit or battery, the vacuum cleaner will not operate while charging.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.

SAFETY INSTRUCTIONS

• Use only as described in this manual. Use only manufacturer's recommended attachments.
• Recharge only with the base specified by the manufacturer. A base that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
• Do not pull or carry the base by cable, use cable as a handle, close a door on cable, or pull cable around sharp edges or corners. Do not run appliance over cable. Keep cord away from heated surfaces.
• This base is not intended for use by travelers.
• Do not use extension cords or outlets with inadequate current-carrying capacity for the base.
• Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
• Do not handle plug, base or vacuum cleaner with wet hands.
• Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
• DO NOT MUTILATE OR INCINERATE BATTERIES. THEY BECOME DANGEROUS AT HIGH TEMPERATURES.
• Liquid ejected from the battery may cause irritation or burns. If the liquid gets on the skin, (1) seek medical attention, (2) wash quickly with soap and water, and (3) neutralize with a mild acid such as lemon juice or vinegar. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes.
• When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
• This product is functioning at temperature range within 40°F - 104°F.
• Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
• Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F may cause explosion.
• Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
• Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
• Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
• The terminals on both the vacuum cleaner and battery should be kept free and clear of objects. Do not insert metal objects inside the terminals.

SAFETY INSTRUCTIONS

• This vacuum cleaner creates suction. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
• Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
• Do not use without filters in place.
• Do not use the robotic vacuum to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
• Store vacuum cleaner and self-emptying base indoors in a cool, dry area. To avoid electric shock and/or damage, do not expose to weather elements.
• Keep your work area well lit. Unplug electrical appliances before vacuuming them.
• Overcharging, short circuiting, reverse charging, mutilating or incinerating the cells and the batteries must be avoided.
• If a cell or a battery has leaked or vented, it should be replaced immediately using protective gloves.
• If and when necessary, these cells or batteries must be replaced with identical new ones from the same manufacturer. If a cell or a battery to be replaced is connected with other cells or batteries in series, it is recommended that the other cells or batteries be replaced with new ones at the same time.
• Reverse polarity installation of the cell or the battery in the end product must be avoided.
• Do not incinerate this appliance even if it is severely damaged. Contact local waste facility before discarding in trash.
• Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
• Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
• The power cable must be unplugged from self-emptying base before cleaning or maintaining the self-emptying base.
• Remove the appliance from the self-emptying base and turn off the power of the appliance before removing the battery for disposal of the appliance.
• If the robotic vacuum will not be used for a long time, fully charge the robotic vacuum and power OFF for storage and unplug the base.
• Use only with Eureka R23W02UDS02 self-emptying base.
• Self-emptying base is only for use with the Eureka NERJ15ULTRALITEBK robotic vacuum.
• Warning: The battery charger (self-emptying base) is not intended to charge non-rechargeable batteries.
• Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
• Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, seek medical help immediately. Liquid ejected from the battery may cause irritation or burns.
• Do not use and store in extremely hot or cold environments (below 23°F or above 104°F). Please charge the robotic vacuum in temperature above 39.2°F and below 104°F.

SAFETY INSTRUCTIONS

• Place the cables from other appliances out of the area to be cleaned.
• Turn off the power switch before cleaning or maintaining the appliance.
• Unplug the self-emptying base from outlet when not in use and before servicing.
• Turn off all controls before unplugging.

CAUTION:
RISK OF INJURY. BRUSH MAY START UNEXPECTEDLY. REMOVE MAIN BRUSH BEFORE CLEANING OR SERVICING.

WARNING FOR BATTERY

• The product must be powered off before removing the battery.
• Do not disassemble the battery by yourself.
• If you need to replace it, please contact the after-sales service center.
• Please dispose of used battery according to local laws and regulations.
• Do not dismantle, open or shred the battery.
• Do not expose batteries to heat or fire. Avoid storing or keeping robotic vacuum in direct sunlight.
• Do not short-circuit a battery.
• Do not store batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
• Do not subject batteries to mechanical shock.
• In the event of a leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
• Do not use any charger other than that specifically provided for use with the equipment.
• Do not use any battery which is not designed for use with the equipment.
• Do not mix different manufacture, capacity, size or type within a device. Keep batteries out of the reach of children.
• Seek medical advice immediately if the battery has been swallowed.

SAFETY INSTRUCTIONS

• Keep batteries clean and dry.
• Do not leave a battery on prolonged charge when not in use.
• After extended periods of storage, it may be necessary to charge and discharge the batteries several times to obtain maximum performance.
• The batteries give their best performance when they are operated at normal room temperature (59 °F - 77 °F).
• Retain the original product literature for future reference.
• The battery may be irreversibly damaged if the battery is in low power for a long time. It is recommended that the battery retain sufficient power before storage.

	[symbol IEC 60417-5957 (2004-12)]	for indoor use only
	[symbol ISO 7000-0790 (2004-01)]	read operator's manual
	[symbol IEC 60417-5031 (2002-10)]	direct current
	time-lag miniature fuse-link where X is the symbol for the time/current characteristic as given in IEC 60127	
	[symbol IEC 60417-5032 (2002-10)]	alternating current
	ON	
	OFF	

SAFETY INSTRUCTIONS

GROUNDING INSTRUCTIONS

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING:

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
This appliance is for use on a nominal 120-V circuit and has a grounding attachment plug that looks like the plug illustrated as below. Make sure that the appliance is connected to an outlet having the same configuration as the plug. No adaptor should be used with this appliance.

CLASS 1 LASER PRODUCT
INVISIBLE LASER RADIATION
This device complies with DHHS Radiation Rules, 21CFR Chapter 1, SubchapterJ.
1. To enable Power Saving Mode: In standby or charging state, press and hold the docking button and the LiDAR sensor for 20s. All the indicator lights will turn off.
2. To disable Power Saving Mode: press and hold the power button to restart the machine.

FCC Compliance Statement

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not

occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

MPE Reminding

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.
To ensure compliance, operations at closer than this distance is not recommended.

SAVE THESE INSTRUCTIONS
Household use only

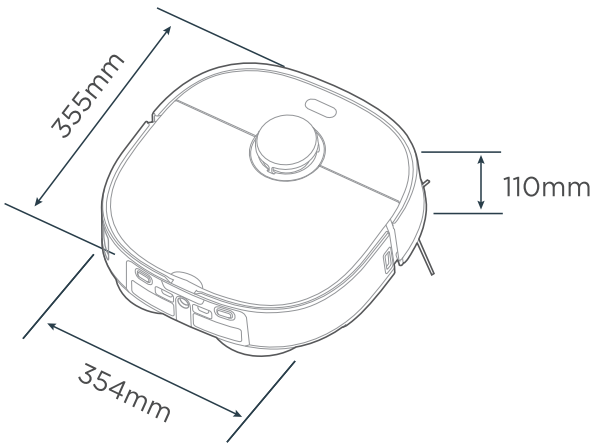
TECHNICAL DATA

Product Model	NERJ15ULTRALITEBK
Host Charging Voltage	19.5V ⎓
Host Rated Voltage	14.4V ⎓
Base Station Model	R23W02UDS02
Base Station Input	120V~, 60Hz, 7A

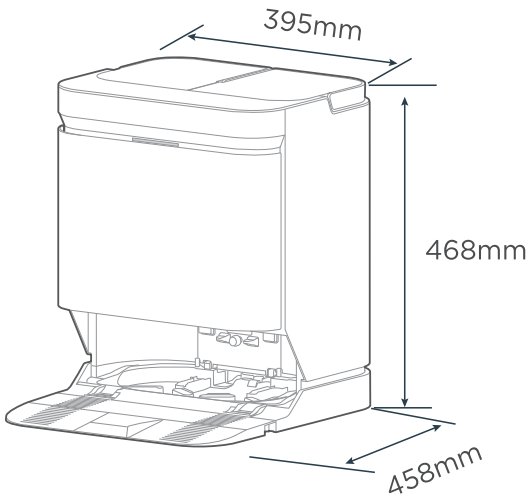
Base Station Output	19.5V⎓ , 1.85A
Hot Water Washing	1022W
Battery Model	BP14452I
Battery Rated Voltage	14.4V⎓

IN THE BOX

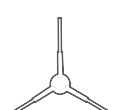
Components in Package



Robot Vacuum

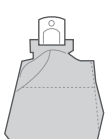


Base Station

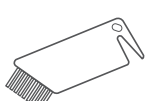


Side Brush x1

Mop x2



Dust Bag x 1



Cleaning Brush x 1

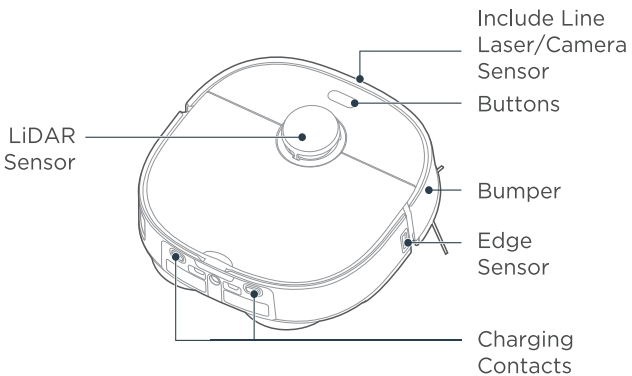
Base Ramp x 1

Instruction Manual

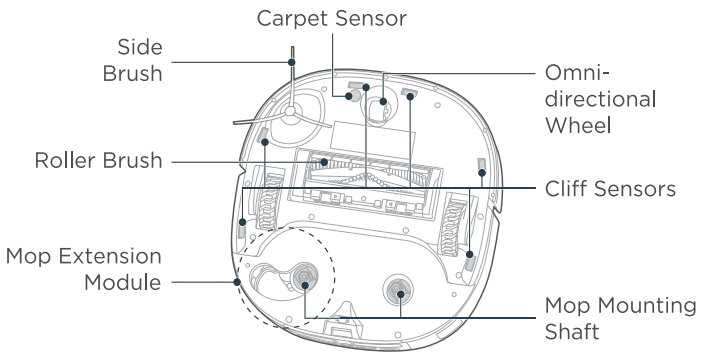
IN THE BOX

Introduction to Parts of Robot Vacuum

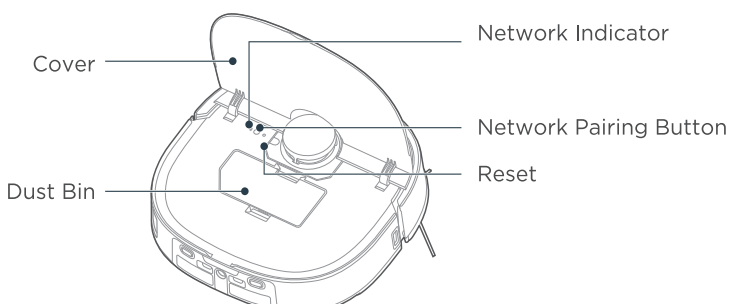
Main View (with cover closed)



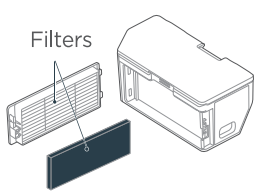
Bottom View



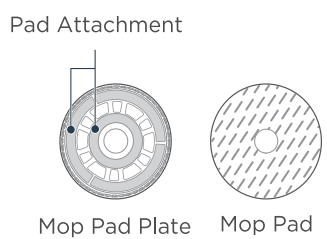
Main View (with cover open)



Dust bin



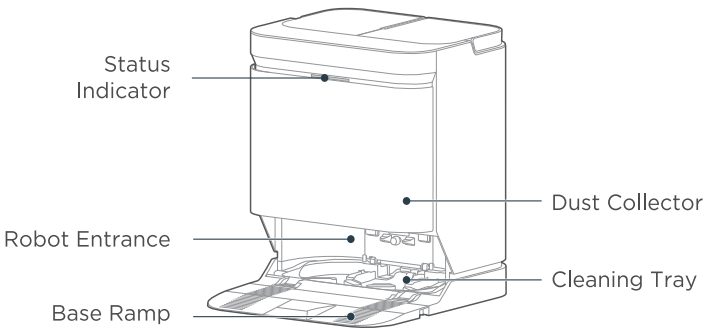
Mop



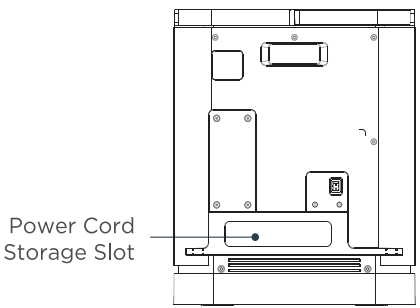
IN THE BOX

Introduction to Base Station

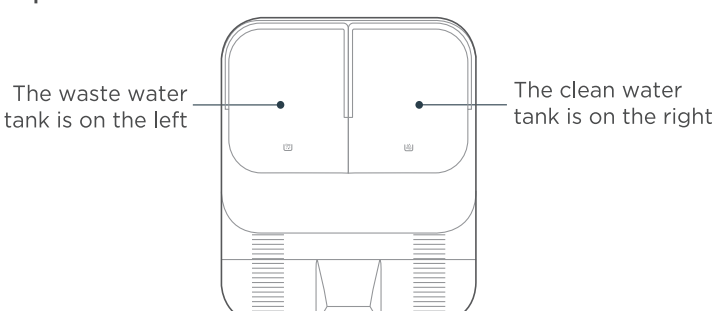
Main View



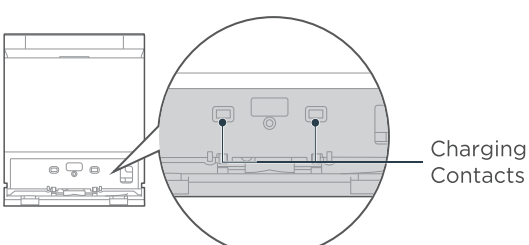
Back View



Top View



Inlet

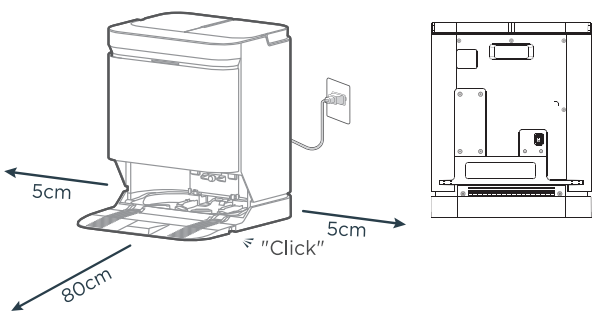


PREPARATIONS BEFORE USE

Placement of the Base Station

01 Place the base station on a hard surface against a wall, with clear space of at least 5cm on the left and right sides and 80cm in front.

02 Plug the power cord into an electrical outlet. Then wind the excess cable around the power cord storage slot on the back to avoid affecting the proper function of the robot vacuum.

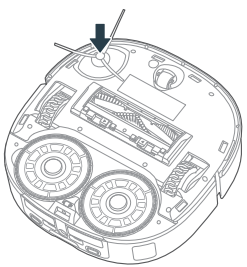


NOTES

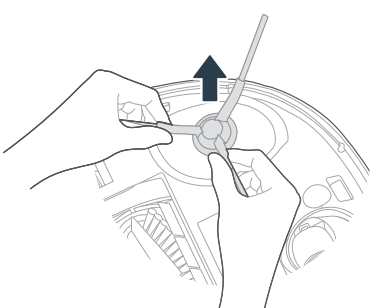
1. Do not expose the base under direct sunlight.
2. Do not cover the signal transmission area of the base station with objects such as stickers.
3. Do not place the base on floors with carpet or other soft coverings.
4. Please keep the charging area dry.

Installation of Side Brush to Robot Vacuum

01 Turn the robot over. Press the side brush downward into the slot.



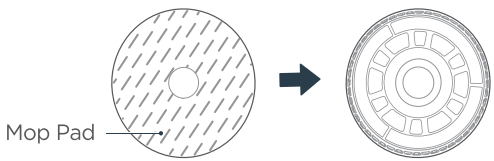
02 To remove: grab the rubber legs of the side brush with both hands (be careful not to pull the hair bundle vigorously) and pull it out.



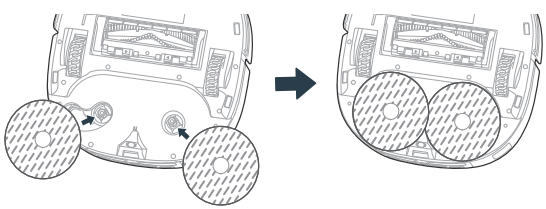
PREPARATIONS BEFORE USE

Installation of the Mop

01 | As shown in the figure, align the mop pad centrally with the mop pad plate and apply it evenly.

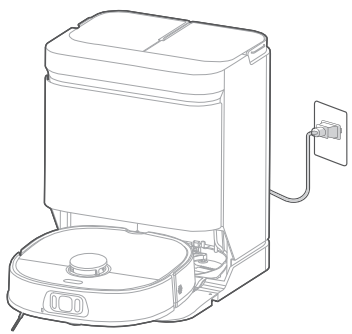


02 | Press the mop into the robot to complete the installation.



Power on & Charge

Press and hold the "⏻" button of robot for three seconds to turn it on. Wait for the power indicator to remain on, and place the robot against the base station as shown in the figure for charging. To facilitate daily use, please keep the robot charged.



NOTES

1. If you manually put the robot vacuum into the base station, ensure that the side with the charging contacts is placed against the base station as shown.
2. Before the first cleaning, ensure that the robot is fully charged.

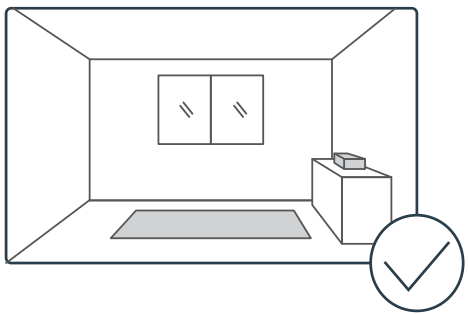
Tips

Before first use, manually put the robot in the base station, and the robot will automatically turn on.
After power-on, the robot will automatically pair with the base station. If the white status indicator of base station flashes fast, it means that the base station is disconnected from the robot. See the solution for "the base station indicator flashes white rapidly" in Troubleshooting.

PREPARATIONS BEFORE USE

Preparing the Cleaning Area

Before using the robot vacuum, please make sure the area to be cleaned is free from items that may be tangled/stuck with the robot vacuum (such as wires, hard objects, iron nails, glasses and other sharp fragments), and items that may be dragged or knocked down by the robot vacuum (such as valuable objects, fragile objects and dangerous objects likely to fall). This helps ensure that the robot vacuum does not cause personal injury or property damage.

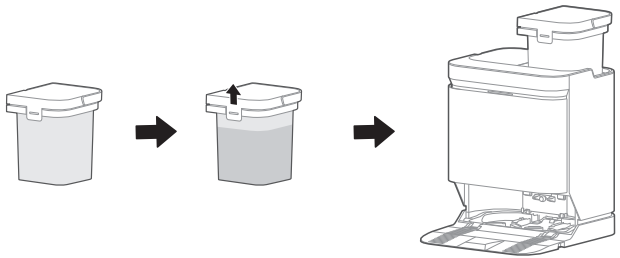


Preparations of the Water Tank

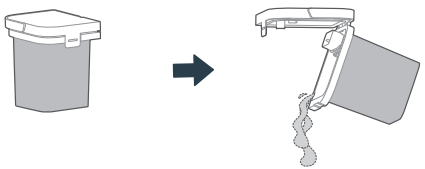
NOTES

Do not add hot water or cleaning solutions other than Eureka brand to avoid potential damage to the machine.

01 | To add clean water, remove the clean water tank on the right, open the cover, and fill the tank with clean water to the MAX mark. Then reinstall the tank.



02 | To empty the dirty water, remove the waste water tank on the left, open the cover, and pour out the water.



PREPARATIONS BEFORE USE

Setting up App

NOTES

1. The app supports iOS versions 13.0 and above and Android versions 8.0 and above. The app is not available for use with tablets.
2. This model does not support a WEP encrypted router.
3. The home wireless network name and password must contain only letters, numbers and standard symbols.
4. The network accessing configuration of the robot requires a wireless network of 2.4GHz frequency range.
5. The robot must be connected to wireless network to enable controlling the robot using the app. Once you have set up the app and connected the robot to wireless network, the app can be used to control the robot in wireless network or 2G/3G/4G/5G network environment.
6. If your home wireless network password is changed or the router is replaced, the robot will show as offline in the app; you will need to reconnect the robot to wireless network following the wireless network connection instructions.

Download the App

Scan the following QR code or search for eureka robot to download the App. Follow the instructions in the app to create a new account or login.

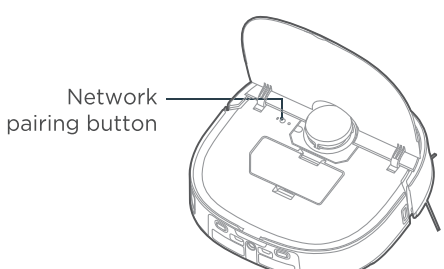
Add Device

Click “+” in the App to add the device. Choose J15 Ultra.

Follow the instructions on the app and continue until the app prompts that the connection is successful.

Connect the Device

1. Connect your robot to the network that you plan to use for operating the robot. Make sure the robot is placed within good wireless network coverage.
2. After assembling and powering on the robot, open the robot cover. Press and hold the network pairing button for 3 seconds until you hear a beep. The network indicator light should start flashing. Follow instructions in app for next steps.



GETTING STARTED

NOTES

1. Make sure that the mops are installed properly before use, otherwise the robot will not start normally.
2. This product is intended for indoor use only. Do not use it outdoors.
3. Do not submerge the robot vacuum in water. Doing so may damage the equipment, causing a short circuit or current leakage.

Buttons under cover		Buttons on panel	
	Reset		
Press and hold the network configuration button, and the robot will enter the network configuration mode	Press the reset button with a toothpick and other pointer objects to restart the robot	Press the button to instruct the robot to return to the station; press and hold the button for 3 seconds to turn on or off the child lock	Press the button to start/pause robot operation; press and hold the button to turn on/off the robot
		After long pressing the and buttons, the machine will enter Bluetooth pairing mode	

Status Indicators of Robot Vacuum

Indicator	Light	Status
	Solid White Light	Vacuuming, Patrolling
	Blinking White Light	Charging
	Blinking Red Light	Fault
	Solid White Light	Recharging
	Solid Red Light	Low Battery Recharging
+	Fast Blinking White Light	Bluetooth Pairing

Start / Pause / Resume

Press and hold the power button " " for three seconds to turn the robot on/off.
Briefly Press " " to start/pause/resume cleaning or use your App to control.

Recharge

Press " " briefly. The robot vacuum will move from the current location to the base station for charging.

Emptying

After cleaning, the robot will return to the base station and automatically begin self-emptying. More self-emptying settings can be enabled in the app, such as manual emptying and automatic emptying frequency.
Please ensure the dust bag of the base station is not full.

Reset to Factory Settings

Simultaneously press and hold the network configuration button and recharging button " " on the robot until you hear a "Ding", and the robot will reset to factory settings and restart. You can also click "More" → "General" → "Reset to factory settings" in the App.

GETTING STARTED

Mop Washing

To ensure the mopping effect, the robot will return to the base station halfway to clean the mop pad when mopping the floor, or you can manually set the cleaning frequency of mop on the App based on your needs.
After the robot completes the mopping task and returns to the base station, it will automatically clean the mop pad (the cleaning time is slightly longer).

Mop Drying

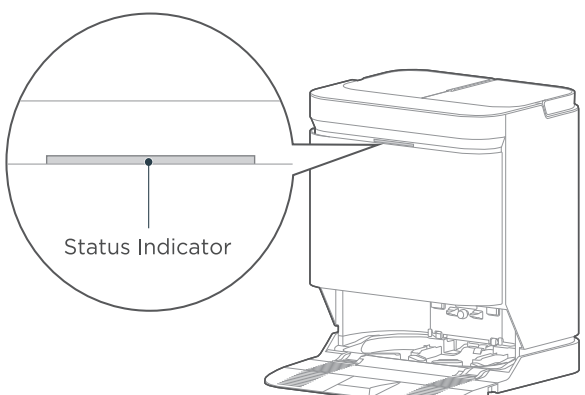
After the robot finishes mop washing, it will automatically initiate mop drying process (hot air drying, by default). You can customize it or turn off this function in the App-Settings-Station Settings.

NOTES

1. Do not remove the robot vacuum from the base station when it is washing the mop pad.
2. Do not move the base station after the robot vacuum starts cleaning.

Status Indicators of Base Station

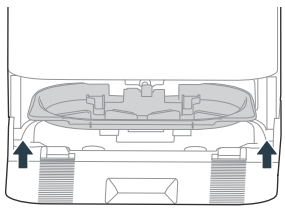
Indicator	Light	Status
Base Station Status Indicator	Solid White Light	Stand-by Cleaning Mop Emptying of the Dust Bin
	Breathing White Light	Bluetooth Pairing
	Fast Blinking White Light	Bluetooth Disconnected
	Blinking Red Light	Fault



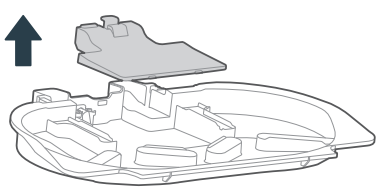
MAINTENANCE

Maintenance of Base Station

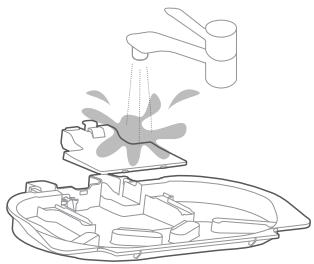
01 | Remove the cleaning tray from the bottom of the base station.



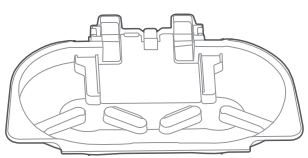
02 | Remove the filter from the cleaning tray.



03 | Rinse the cleaning tray and filter under the faucet and wipe it clean.



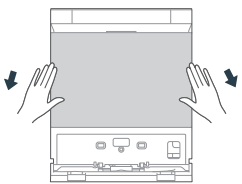
04 | Reassemble the filter back into the cleaning tray, and then reinstall them at the bottom of base station after drying.



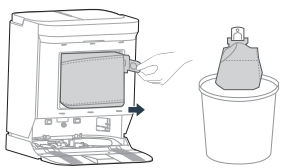
MAINTENANCE

Dust Bag Replacement

01 Remove the dust collector cover.

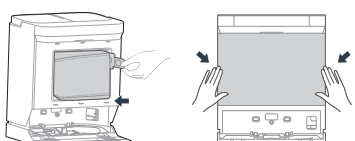


02 Pull the dust bag out of the dust collector.



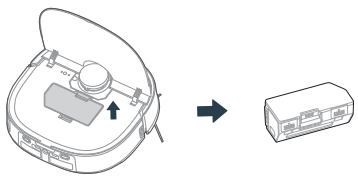
03 You can Use a soft, dry cloth to wipe and clean the dust collector.

04 Place a new dust bag, sliding the plastic card into the rails. Re-install the dust collector cover.

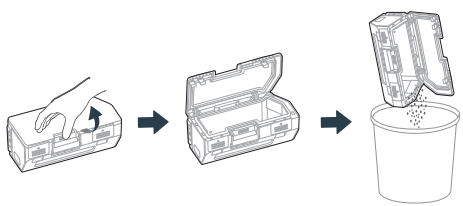


Maintenance of Dust Bin (Clean as needed)

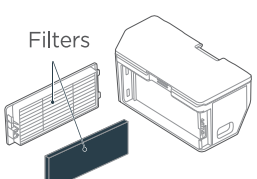
01 Open the upper cover of robot and remove the dust bin.



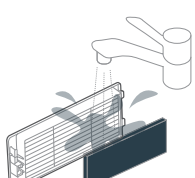
02 Push up the dust bin cover, and then dump the garbage downward.



03 Lift the side buckle of the dust bin to remove the dust filters.



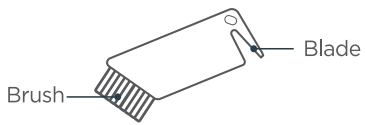
04 The filters are washable and should be dried before placing them back into the dust bin.



MAINTENANCE

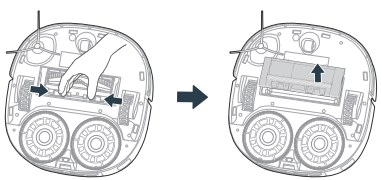
How to Use the Cleaning Brush:

1. Cut the hair entangled on the roller brush body with the blade.
2. Brush off the cut hair with the brush.

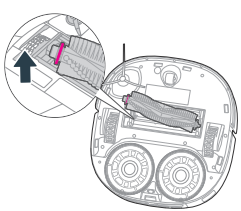


Maintenance of Roller Brush (Weekly cleaning is recommended)

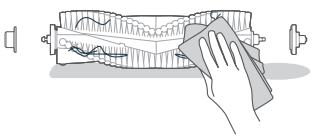
01 Press and hold the left and right release buttons on the cover plate of the roller brush and lift out the cover plate.



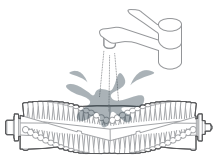
02 Lift the red side of the roller brush to take it out.



03 Pull out the caps at the end of roller brush, as shown below. Cut any hairs wrapped around the roller brush by using the cleaning brush in the accessories box. Then, clean the roller brush and its cover plate by using the cleaning brush or a soft cloth.

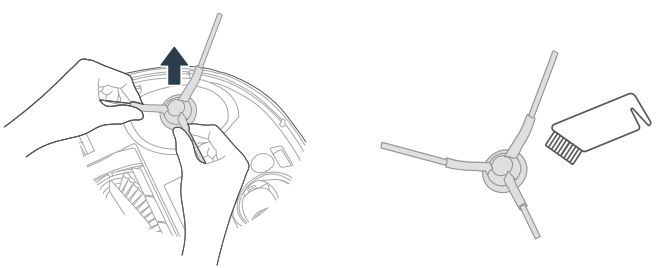


04 Wash the roller brush with tap water and dry it. After cleaning, install the roller brush and the cover plate into the robot vacuum.



Cleaning of Side Brush (Weekly cleaning is recommended)

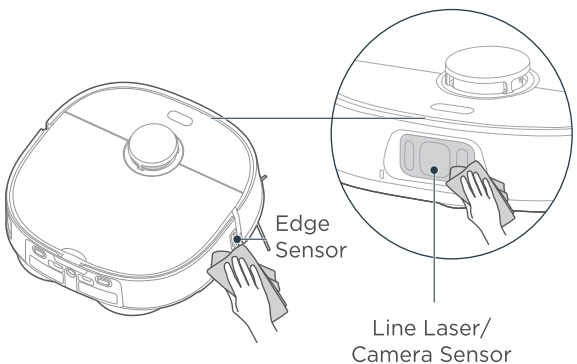
Pull out the side brush. Remove dust on the side brush.

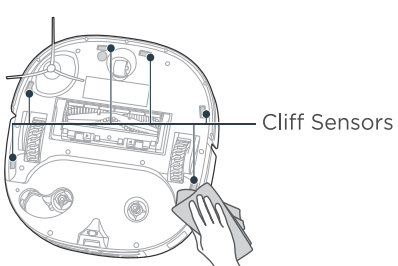


MAINTENANCE

Cleaning of the Robot Sensors (Clean as needed)

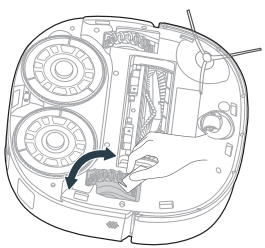
Wipe and clean all sensors of robot with a soft dry cloth, including:
1. Line laser/camera sensor
2. Edge sensor at the right
3. Cliff sensors at the bottom





Cleaning of Driving Wheel (Weekly cleaning is recommended)

Rotate the driving wheel back and forth to remove debris and clean it with the cleaning brush in the accessories box or a soft cloth.



TROUBLESHOOTING

Common issues	Possible Causes	Solutions
Robot fails to charge	Robot is not in contact with charging contacts	Place the robot directly in front of the charging dock and press the recharging button
Robot fails to return for charging	Unreasonable placement of base station	Refer to the "Placement of the Base Station " section of the manual for details
Robot gets stuck	The robot is entangled and stuck by wires and other sundries on the ground	Clean up scattered wires and other sundries on the ground
	The side brush and roller brush are stuck, and the machine cannot run normally	Remove the debris stuck in roller brush/side brush, and start the robot after it is placed on a level ground
	Robot is stuck around an obstacle	Clear obstacles/set custom restricted areas in the App
Return for charging or stop working before cleaning is completed	Low battery	Click return to charge or manually put the robot back to the base
Failure to clean as scheduled	The scheduled cleaning in the App has been closed	Reset the cleaning schedule in the app.
	The robot is in the Do Not Disturb mode	Turn off the Do Not Disturb mode or adjust the Do Not Disturb time period
Robot suspended in mid-air	Left and right wheels suspended in the air	Place the robot on a level ground before starting

TROUBLESHOOTING

Common issues	Possible Causes	Solutions
Robot keeps moving backward	The LiDAR sensor protective cover is stuck	Gently tap the protective cover to check it's able to rebound
	There is an obstacle in front of the robot	Clear obstacles in time
	The bumper is stuck	After clearing obstacles or foreign objects, gently tap the bumper
	The cliff sensor is dusty	Clean the dust on the surface of cliff sensor lens
Robot has no voice prompt	Voice is set to low volume or muted	Turn up the volume in the App
App operation response delay	Network busy	Restart the router and reduce the number of connected users
	Poor reception of mobile phone wireless network signal	Check the mobile phone settings
	Insufficient network bandwidth	Increase network bandwidth
App displays "Bluetooth disconnected" or the base station indicator flashes white rapidly	Robot disconnected from base station	Method 1: Place the robot near the base station, power off both and restart them. Wait for automatic pairing. Method 2: Quickly remove and insert the dust bag 3 times or take out and put back the cleaning tray 3 times within the first 15 minutes after the base station is powered on (the base station indicator will breath white). Simultaneously press and hold the "⏻" and "⊣□" until they flash white and you hear a "Ding". Wait for automatic pairing. Once the connection is successful, the base station indicator will remain white.

TROUBLESHOOTING

Common issues	Possible Causes	Solutions
Dust leaks from the robot vacuum during operation	The inlet of the dust bin is stuck by small objects	Remove the small objects on the inlet
Device is displayed as "Offline" on the App	Please check the following issues: - Mobile phone not connected to the network properly - Router is not working properly - Robot vacuum cleaner not turned on - Wireless network configuration of device is cleared - Wireless network password or network changed	Please try the following solutions: - Reconnect your mobile phone to the network - Restart the router - Turn on the power switch of robot vacuum cleaner - Add new home appliances in the App - After the system is started, press and hold the network configuration button for 3 seconds, and release when you hear a beep sound - Follow the mobile phone instructions to add the device again
App unable to scan QR code on the device	The QR code on the device is unclear or damaged	Enter the Eureka Robot App—Add Device Method 1: Select Add by Model and find the corresponding device; Method 2: Select Nearby Devices and search for nearby devices to add.
Robot does not respond to button operation with base station	Child lock turned on	Press and hold the recharge button "-⏀" on the robot for 3 seconds to deactivate the child lock. After that, the robot will give a voice prompt saying "Child lock released".
		Tap the child lock switch button in the App to turn off child lock. After turning off, the robot will give a voice prompt saying "Child lock released"

TROUBLESHOOTING

Common issues	Possible Causes	Solutions
Unable to clean mop	The clean water tank is empty	Remove the clean water tank and add water
	The waste water tank is full	Remove the waste water tank and pour out waste water

THE EUREKA LIMITED WARRANTY

The Eureka two year limited warranty

Midea America Corp. (“Eureka”), subject to the terms and conditions herein, warrants this vacuum cleaner to be free from defects in material and workmanship for a term of two years from the date of delivery when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members of immediate household, and is applicable only to original purchases from Eureka authorized resellers. The date of delivery establishes the warranty period, should service be required.

What Eureka will do:

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace the vacuum, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer’s purchase price.

This warranty does not cover:

Battery module and battery components. The battery module and its components are covered by a separate one-year limited battery warranty.

- Damages or malfunctions resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka or an authorized Eureka Warranty Station. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

Obtaining warranty service:

To obtain warranty service you must contact the Eureka Service Team, US toll free, at 1-800-282-2886, CA toll free, at 1-888-365-2230 or US email customerservice@eureka.com, CA email canadasupport@eureka.com,
to discuss the warranty claim and procedures to be followed. All warranty claims must include
submission of proof-of-purchase documentation. For additional information, you may also visit http://www.eureka .com/.

THE EUREKA LIMITED WARRANTY

Shipping charges:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka or a Eureka Authorized Warranty Station will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number located on the rating plate. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty of Fitness for A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

The Eureka 12-month limited battery warranty:

Midea America Corp. (“Eureka”), subject to the terms and conditions herein, warrants this Battery Module to be free from defects in material and workmanship for a term of one year from the date of delivery when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members of immediate household, and is applicable only to original purchases from Eureka authorized resellers. The date of delivery establishes the warranty period, should service be required.

What Eureka will do:

Eureka will, at its option, repair or replace a defective Battery Module or battery part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace the Battery Module, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer’s purchase price.

THE EUREKA LIMITED WARRANTY

This warranty does not cover:

- Normal wear and tear of the Battery Module and battery parts that require replacement under normal use.
- Damages or malfunctions resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka or an authorized Eureka Warranty Station. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

Obtaining warranty service:

To obtain warranty service you must contact the Eureka Service Team, US toll free, at 1-800-282-2886, CA toll free, at 1-888-365-2230 or US email customerservice@eureka.com, CA email canadasupport@eureka.com, to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation. For additional information, you may also visit http://www.eureka.com/.

Shipping charges:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka or a Eureka Authorized Warranty Station will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number located on the rating plate. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

THE EUREKA LIMITED WARRANTY

Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the Battery Module, including any warranty of Merchantability or any warranty of Fitness for A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the Battery Module. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

Disposal of robotic vacuum and battery pack

Before you discard this appliance, dispose of battery in an environmentally safe manner. Do not discard battery with your regular household trash.

Important battery disposal information.
To find a disposal location nearest you, call 1-800-822-8837.

To preserve natural resources, please recycle or dispose of expired battery pack properly. This product contains a lithium-ion battery. It must be disposed of properly. Local laws may prohibit disposal of lithium-ion batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.