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1. What's in the Box

Robot

Uniclean™ Station (with Dust Bag Included)

Side Brushes (Two Sets)

Power Cord

Additional High-Performance Filter

Additional Rolling Mop

Cleaning Tool

Additional Dust Bag

Hard Floor Cleaner (600 ml)

Quick Start Guide and Other Documents

2. Overview

Exterior

1. 3D MATRIX EYE™ Sensor
2. TrueAI Sensor
3. Bumper
4. Recharge Button
   - Press to pause cleaning, then press again to return Robot to the station
5. Start / Pause Button
   - Press to start / pause cleaning
6. Mop Indicator Light

1. Recharge Sensors (×2)
2. Charging Contact Pins (×2)
3. Wall-Following Sensor

Interior

1. Light Ring Indicator
2. Dust Bin
3. Magnetic Cover
4. Wi-Fi LED Indicator
   - Flashing slowly: Wi-Fi disconnected or waiting for connection
   - Flashing quickly: Wi-Fi connecting
   - Steady on: Wi-Fi connected
5. Reset Button
   - Reset Wi-Fi connection: After pressing once, you'll hear a voice prompt "Wi-Fi has been reset", and the indicator light will flash slowly
   - Restore factory settings: Press and hold for 5 seconds until you hear the voice prompt, then the Robot will restore factory settings
6. Power Switch
   - "I" indicates the Robot is on
   - "O" indicates the Robot is off

1. dToF LiDAR

Bottom

1. Rolling Mop
2. Wheels (×2)
3. Brush Guard
4. Side Brushes (×2)
5. Rolling Brush
6. Swivel Wheel
7. Carpet Detection Sensor

Dirty Water Reservoir

1. Robot Water Sink Filter
2. Robot Water Sink
3. Dirty Water Reservoir Release Buttons
4. Dirty Water Reservoir Filters (×3)
5. Dirty Water Reservoir

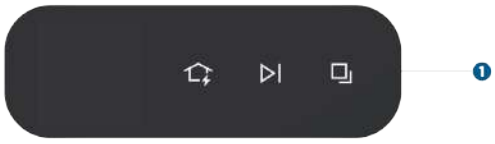
Dust Bin

1. Dust Bin Handle
2. Release Latch of Back Cover
   - Open to clean the interior of dust bin
3. Pre-Filter
4. High-performance Filter
5. Release Latch of Top Cover
   - Open to take out the High-performance Filter

1. Anti-Drop Sensors (×6)

Uniclean™ Station

1. Clean Water Tank
2. Water Inlet
3. Dirty Water Tank
4. Dirty Water Tank Cover
5. LCD Screen
6. Hard Floor Cleaner
7. Filter Tray
8. Automatic Water Filling Interface
9. Charging Contact Pins (×2)
10. Recharge Sensors (×4)
11. Dust Bag Handle
12. Dust Bag



1. Touch Buttons
   - Recharge Button
     » Press to return to the Uniclean™ Station
   - Start / Pause Button ▷|
     » Press to start / pause cleaning
   - Mode Switch Button
     » Press to switch between Vacuum Only mode and Mop mode
     » Press and hold for 3 seconds to activate an additional cleaning of the rolling mop

• Press and hold the and simultaneously for 3 seconds to enable or disable Child Safety Lock.

1. Cord Cover
2. Power Socket
3. Cord Winding Groove

3. Preparing Your S1 Pro

3.1 Remove Stickers and Foam Packaging

Before using, remove stickers and foam packaging from the robot and Uniclean™ Station.

• The foam packaging comes with an additional rolling mop inside.

3.2 Install Side Brushes

Make sure the brushes marked 1 (red) and 2 (gray) are correctly installed based on the diagram below. You will hear a "click" when the side brushes are in place.

3.3 Connect to Power Supply

Remove the cord cover and firmly insert the power cord as shown in the diagram. Tuck any excess cable into the winding groove, then reinstall the cover. Once the base station is connected to power, the LCD screen will light up.

3.4 Place the Station

Place the station on a hard and level surface against a wall. Ensure a clearance of at least 4.95 ft (1.5 m) in front and 1.65 ft (0.5 m) at the sides. Place the station in a location with a strong Wi-Fi signal **(Frequency band: 2.4GHz)**.

- Avoid placing the station in areas exposed to direct sunlight.

3.5 Install Hard Floor Cleaner

Follow the diagram to remove the clean water tank. Peel off the sticker from the station, then insert the cartridge into the cleaner slot. You will hear a "click" when the floor cleaner is securely installed.

- Only use floor cleaner specified by eufy. Using other cleaners may damage the product, and will not be covered by the warranty.

3.6 Add Clean Water

Remove the clean water tank from the station, add clean water until it reaches the MAX water line, and then reinsert the clean water tank.

- To ensure optimal electrolysis, use tap water; distilled or mineral water is not recommended.
- Do not add any third-party disinfectants, cleaning agents, or hot water to the water tank, as this may damage the device and such damage will not be covered under warranty.

3.7 Turn On the Robot

Open the magnetic cover of the robot and toggle the switch to "I" to power up the robot. Once powered on, the robot will play a voice prompt.

3.8 Download the eufy Clean App

To enjoy all the available features, it is recommended to control your robot via the eufy Clean app. You can try the following methods:
1. Download the eufy Clean app from the App Store (iOS devices) or Google Play (Android devices), or by clicking this link: https://dl-eufy.eufylife.com/qcdl/index.html?flow=eufy.

- Make sure your smartphone is running iOS 12.0 (or above) or Android 7.0 (or above).

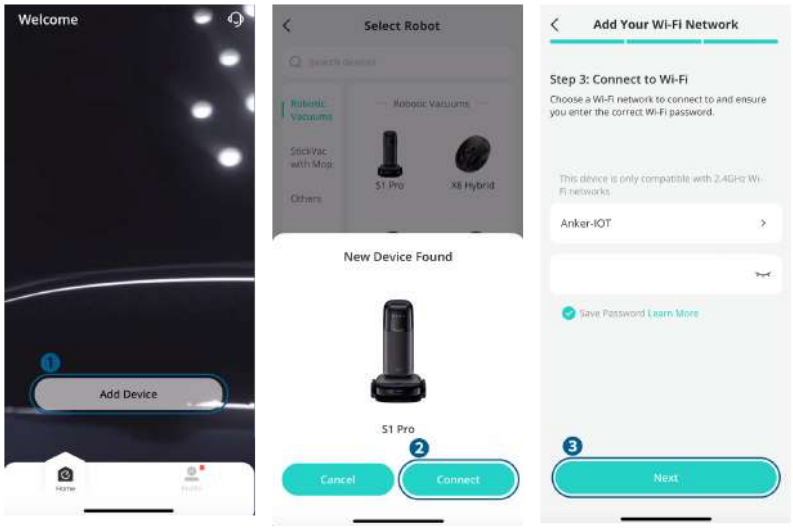
2. After opening the magnetic cover of the robot, scan the QR code on the main unit.
Once you've downloaded and finished installing the app, please register and log into your own eufy account.

3.9 Set Up the Wi-Fi Connection

Press the reset button once. When you hear the voice prompt, "Wi-Fi has been reset", follow the in-app instructions to add your robot and complete the connection.

Enable Bluetooth on your mobile phone, tap "**Add Device**" on the main screen of the app, and select **S1 Pro** from the device list. After the device appears on the list, tap "**Add**" to start connecting to the robot.

Select the 2.4G Wi-Fi network at your home and enter the password, then tap "**Next**".



- Use a 2.4GHz or dual-band 2.4/5GHz network.
- The router must support 802.11b/g/n and IPv4 protocols.
- Do not use a VPN (Virtual Private Network) or proxy servers.
- Do not connect to hidden networks.
- The device supports WPA and WPA2 encryption with TKIP, PSK, AES/CCMP; WPA3 is not supported.
- WEP EAP (Enterprise Authentication Protocol) is not supported.
- If using a network extender/repeater, ensure the SSID and password match the main network.

If the Wi-Fi name does not autofill, tap "**Select Wi-Fi**" next to the input field and choose your home network. Make sure your phone is connected to your home Wi-Fi before adding the device in the app again. Upon successful connection, the robot will sound a voice prompt, and then you can name the robot.

- Wi-Fi names cannot include special characters.

If the device fails to connect to the network:

- Verify the accuracy of Wi-Fi name or password, including case sensitivity.
- Check your router's internet connection and resolve any issues.

- If your router has whitelist mode enabled, disable it temporarily.
- If your router uses WPA3 encryption, switch to WPA2.

Upon successful connection, you can customize the robot's name, select cleaning modes, adjust settings, edit maps, and schedule cleanings.

3.10 Place the Robot

Attach the robot to the by aligning the charging contact pins.
Once the robot successfully docks with the station, it will automatically start charging and sound a voice prompt. Meanwhile, the LCD screen on the station will play a charging animation.

4. Using Your S1 Pro

4.1. Important Tips Before Use

A. Ensure all interior doors are open and remove any power cords and small objects from the floor that could entangle the robot.

B. Fold tasseled edges of rugs underneath to prevent tangling the robot. Avoid cleaning high-pile rugs or rugs thicker than 0.79 in / 20 mm as they may cause the robot to malfunction.

C. It is strongly recommended to place physical barriers or set a "No-Go Zone" / "Virtual Wall" via the eufy Clean app in front of fireplaces and certain areas (i.e. air vents) that may cause damage to the robot if entered.

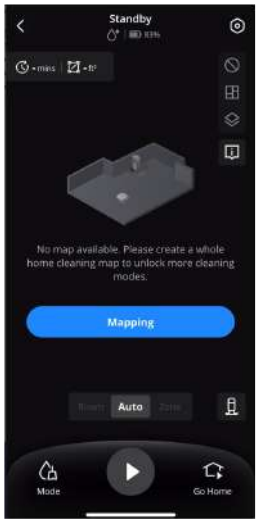
D. Do not use the robot to clean if there are burning materials such as cigarette butts, standing water or sticky substances, hard or sharp objects on the ground, so as to prevent safety incidents or damage to the robot.

E. The robot may climb on top of objects less than 0.79 in / 20 mm in height. Remove these objects if possible.

F. Anti-drop sensors will prevent the robot from tumbling down stairs and steep drops in most cases, but sensors are less effective if dirty or used on carpeted / reflective / dark floors. Place physical barriers or set a "No-Go Zone" / "Virtual Wall" to block off areas where the robot may fall.

4.2. Mapping

Before using your robot for the first time, create a map of the new environment to start cleaning tasks. To start mapping, tap the ▷| on the LCD screen of the station or tap "**Mapping**" in the app.

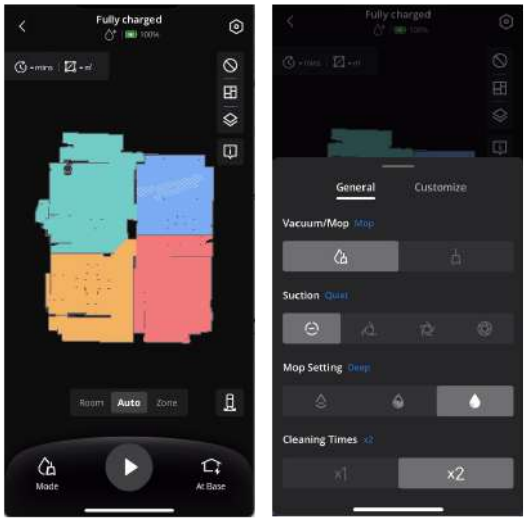


- Ensure all interior doors are open and remove obstacles like power cords on the ground for a complete map.

4.3. Start Cleaning

4.3.1 Select Cleaning Mode

The robot offers two modes: Vacuum Only and Mop. In Mop mode, it simultaneously vacuums and mops, automatically wetting and scrubbing the rolling mop and collecting dirty water. When carpets are detected, it automatically lifts the mop to prevent wetting them. You can switch cleaning modes by tapping the ▷| on the LCD screen or by tapping "**Mode**" in the app.



- To improve mopping performance, it's recommended to use the Vacuum Only mode 1-3 times before switching to Mop mode in a new environment.

4.3.2 Start a Cleaning Task

You can start a cleaning task by:

- Tapping the ▷| on the LCD screen of the base station.
- Press the ▷| on the robot.
- Tap ▶ in the app's main interface.

The robot will start cleaning based on the selected mode and settings.

4.3.3 Wash the Mop

- **Mop pre-moistening:** The robot will dampen a dry mop at the base station before mopping begins.
- **Mid-cleaning rinse:** Activate this feature in the app's **Base Station Settings** to have the robot periodically rinse the mop at the station during cleaning.
- **Deep cleaning:** The robot will automatically determine if the mop requires washing and drying after the cleaning task.
- **Manual trigger:** Touch and hold the ▷| for 3 seconds or tap in the app to manually start a mop wash. If the robot is outside of the base station at that time, it will trigger a mid-cleaning rinse; if the robot is docked to the base station, it will trigger a wash and dry cycle.

- For optimal mop cleanliness and odor prevention, set the rinse frequency to once every 35 to 65 square meters.

4.4. End a Cleaning Task

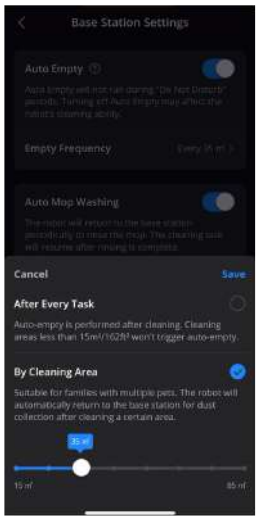
After completing a task or when the battery falls below 10%, the robot will automatically return to the base station for dust collection, mop washing, drying, and recharging. You can also manually end the task by:

- Tapping the ▷| on the LCD screen of the station.
- Pressing the ▷| on the robot once, and pressing it again.
- Tapping in the app.

4.5. Enable Dust Collection

The robot will automatically initiate dust collection at the base station after cleaning more than 45 square meters.

- Mid-cleaning dust collection: If "**Auto Empty by Cleaning Area**" is selected in the "**Base Station Settings**" of the app, the robot will periodically return to the station for dust collection at the pre-set frequency during the cleaning process, and then continue cleaning after dust collection is complete.



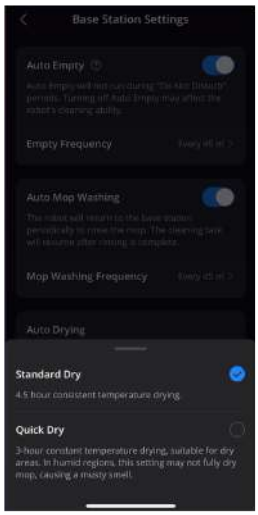
- Manual trigger: Tap in the bottom right corner of the app home screen to manually enable dust collection.

- For homes with multiple pets, it's recommended to adjust the dust collection frequency to once every 35 to 65 square meters based on your needs.
- If the dust collection feature has not been used for a long time, please manually clean the dust bin to avoid blockage, or the cleaning performance will be affected.
- Avoid triggering dust collection repeatedly in a short time.
- Certain noises will arise during dust collection. If the noise disturbs you, enable "Do Not Disturb" in the app.

4.6 Dry the Mop

After mopping, the robot will automatically dry the mop.

- Drying mode: You can switch the drying mode through the "**Base Station Settings**" in the app. Standard Dry is suitable for most households, while Quick Dry is suitable for areas with a dry climate.



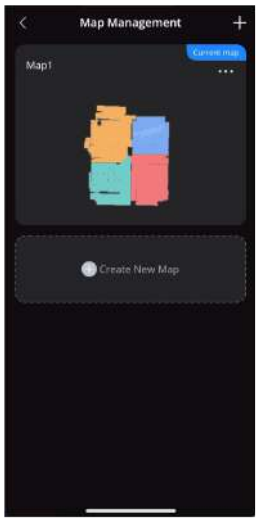
- Manual trigger: Tap in the bottom right corner of the app home screen to manually trigger a drying cycle.

- Please be cautious to select the quick drying mode, as it may not completely dry the mop, thereby leading to mold and odor.
- During the drying cycle, you can easily begin a new cleaning task by tapping in the app, which will automatically end the drying process and switch to cleaning mode.

5. More Features

5.1 Multi-Floor Cleaning

To clean across multiple floors, move the robot to the desired floor, then navigate to "**Settings**" > "**Manage Map**" > "**Create New Map**" to create a map for the new floor in the app. During the drying cycle, you can easily begin a new cleaning task by pressing the start/pause button on the robot or base station, or tapping in the app.



- To mop across floors, ensure the robot completes a mop washing task before moving it to a different floor for cleaning.

5.2 Smart Speaker Connection

S1 Pro can connect to your home's smart speaker for voice-controlled cleaning tasks. It currently supports Amazon Alexa and Google Home Speaker.

5.3 Firmware Update

Whenever a new firmware is available, you can update in the following ways:

- Tap the update icon in the app's device interface.
- Tap the update notification on the app's home screen.
- Go to "**Firmware Update**" in Settings.

After enabling firmware update, the robot will automatically download and install the new firmware. The update takes approximately 10–20 minutes; ensure the robot and the station are powered on and connected to network.

- It's normal for the robot and the station to restart automatically during the firmware update.
- Ensure stable network connection of the robot during firmware update. If the update fails, restart the robot and try again.

5.4 Ozone Water Preparation

The base station automatically prepares ozone water with disinfectant properties, which creates dense bubbles and a slight odor.

- You can choose to disable ozone water preparation in the "**Base Station Settings**" in the app.
- For optimal electrolysis, use tap water instead of distilled or mineral water.

5.5 Automatic Water Drainage

To empty the water for transport or storage:

- Place the robot into the station, remove the clean water tank, then tap and hold the start and ▷| on the LCD screen simultaneously for 3 seconds to drain the water.
- Empty any remaining water from the robot's dirty water reservoir and the dirty water tank of the station.
- Remove the floor cleaner and mop, then store them properly.

6. Cleaning and Maintenance

6.1 Maintenance Frequency

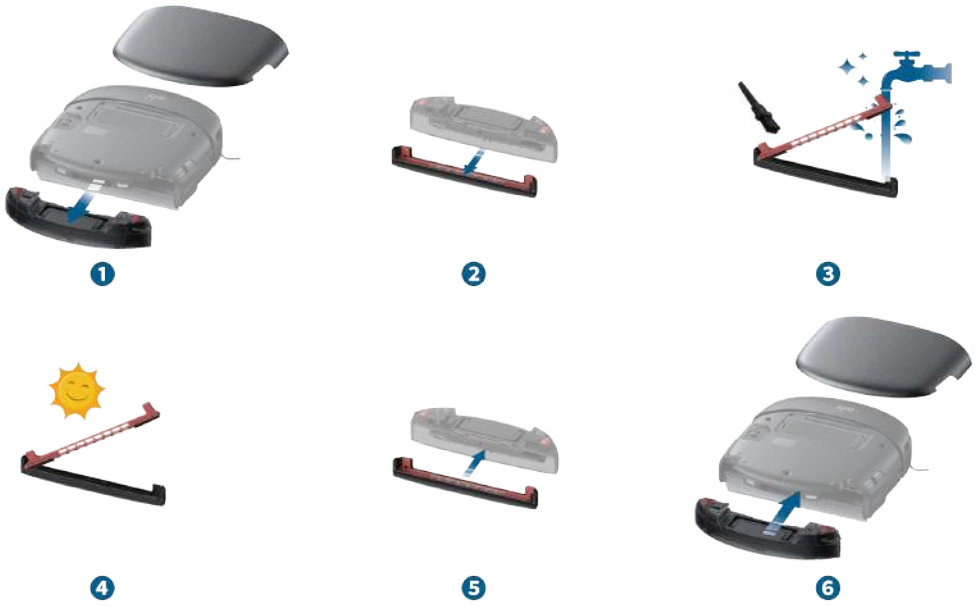
To ensure optimal performance of S1 Pro, we recommend regular maintenance of its components.

Module	Components	Cleaning Frequency	Replacement Frequency
Robot	Dirty Water Reservoir	Clean it when prompted by the App, about every 1-2 weeks	-
	Rolling Mop	Every 60 hours	Every 6 months (or when visbly worn)
	High-Performance Filter	Every 60 hours	Every 3 months
	Dust Bin	Every 60 hours	-
	Side Brush	Every 180 hours	-
	Rolling Brush	Every 180 hours	Every 6 months (or when visbly worn)
	Sensors	Every 360 hours	-
	Dirty Water Reservoir Filter	Every 360 hours	-
	Swivel Wheel	Clean it based on actual conditions	-
Base Station	Floor Cleaner	-	Every month
	Dust Bag	-	Replace as needed
	Bottom	Every month	-
	Filter Tray	Every 30 hours	-
	Clean Water Tank	Clean it based on actual conditions	-
	Dirty Water Tank	Clean it based on actual conditions	-

6.2 Clean the Parts

6.2.1 Clean the Dirty Water Reservoir

❶ Remove the robot's magnetic cover. Press the release buttons on both sides of the dirty water reservoir, and pull it out.
❷ Take out the water sink and sink filter.
❸ Use the cleaning tool to scrub the water sink and sink filter clean with running water.
❹ Air dry the water sink and sink filter.
❺ After air drying, reassemble the water sink and sink filter into the dirty water reservoir.
❻ Reinstall the dirty water reservoir into the robot properlly, and place the magnetic cover back.



- Clean the water sink and sink filter of the dirty water reservoir regularly.
- If you find there is dirty water leakage or decrease in cleaning performance, please check for blockages in the water sink and sink filter, and clean the dirty water reservoir as needed.

6.2.2 Clean the Dust Bin and Filters

6.2.2.1 Dust Bin

❶ Remove the robot's magnetic cover and lift the handle to take out the dust bin.

❷ Press the release latch to open the back cover.

❸ Empty the dust bin.

❶ ❷ ❸

6.2.2.2 Filters

❶ Press the release latch to open the top cover of the dust bin.

❷ Take out the high-performance filter.

❸ Use the provided cleaning tool to clean the high-performance filter and the pre-filter. If the high-performance filter cannot be cleaned thoroughly, replace it with a new one.

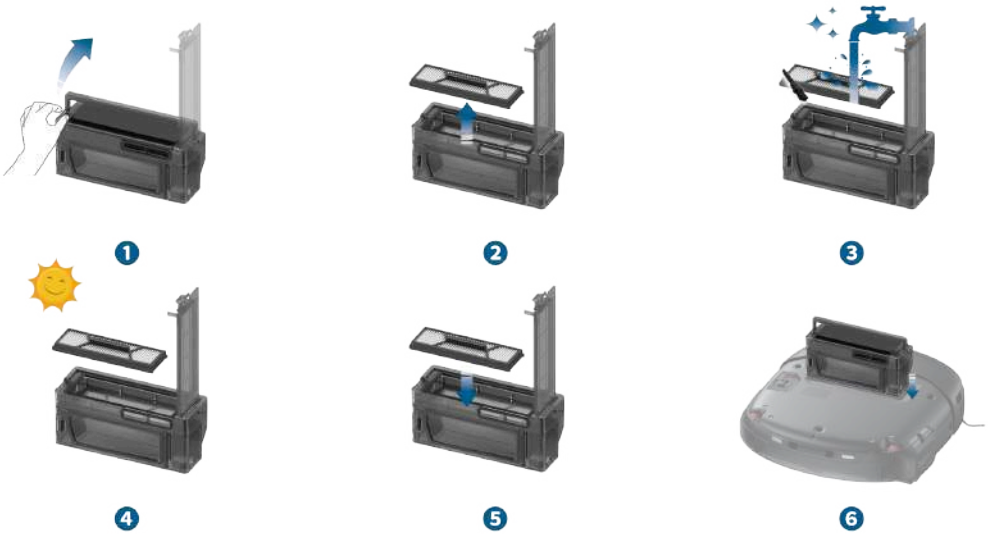
- Make sure to clean both sides of the pre-filter.

❹ After cleaning, air dry the high-performance filter and dust bin completely. Once they are dry, reinstall the filter into the dust bin.

❺ Once they are dry, reinstall the filter into the dust bin.

❻ Close the dust bin's top and back covers, and reinstall the dust bin into the robot.

- Regularly check the high-performance filter for blockages and clean if necessary.



❶ ❷ ❸ ❹ ❺ ❻

6.2.3 Replace the Rolling Mop

❶ With the robot powered on, remove the magnetic cover and take out the dirty water reservoir, then the rolling mop will automatically descend.

❷ Flip the robot over, press the rolling mop release button.

❸ Remove the rolling mop.

❹ Lift the roller drive motor and insert the new roller into the motor, adjust the motor until the rolling mop is properly in place. Press down on the roller until you hear a click.

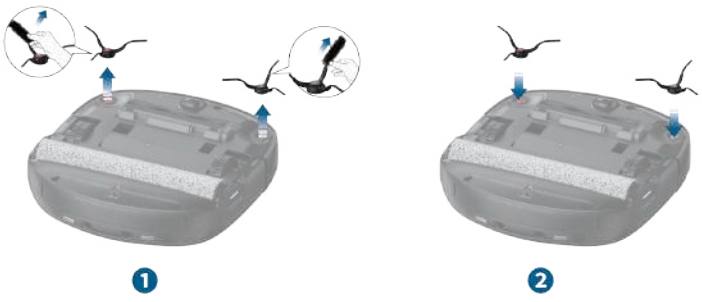
- If you find there is dirty water leakage or decrease in cleaning performance, please check if the rolling mop is dirty and replace it when necessary.

6.2.4 Clean the Swivel Wheel

❶ Use the provided cleaning tool to pry up the swivel wheel.
❷ Clean any hair and debris from its surface and cavity.
❸ Insert the wheel into the installation slot, and press down on the wheel until you hear a click.

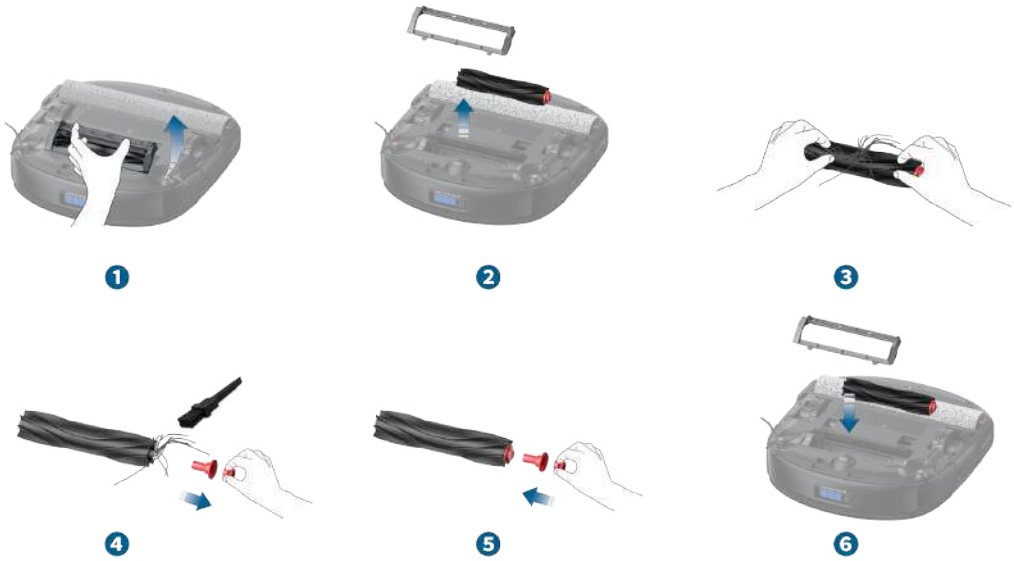
6.2.5 Clean the Side Brushes

❶ Grap the side brushes with both hands and pull them out. If the brushes are entangled with hair, clean them manually.
❷ Reinstall the red side brush into the red slot, press it down until you hear a click. Reinstall the grey side brush in the same manner.



6.2.6 Clean the Rolling Brush

❶ Press the brush guard release button.
❷ Remove the brush guard and take out the rolling brush.
❸ Remove the hair entangled on the rolling brush.
❹ Pull out the red axle of the rolling brush and use the provided cleaning tool to remove the hair from both ends of the rolling brush.
❺ After cleaning, reinsert the red axle.
❻ Reinstall the rolling brush and brush guard.



- Ensure the side brush is not trapped under the brush guard during reinstallation.

6.2.7 Clean the Sensors and Charging Contact Pins

Wipe the 3D MATRIX EYE™ Sensor, wall sensors, charging contact pins, cliff sensors, and carpet detection sensor with a damp cloth.

- Clean these sensors regularly to prevent slipping, charging issues, or abnormal carpet detection.

6.2.8 Clean the Wheels

Wipe the dirt off the robot's wheels with a damp cloth.

- If the robot experiences slipping or reduced obstacle-crossing ability, please clean the wheels or check if they are stuck on obstacles.

6.2.9 Clean the Dirty Water Tank

1. Remove the dirty water tank.
2. Open and empty the dirty water tank.
3. Rinse the dirty water tank thoroughly with water.
4. Reinstall the dirty water tank into the station. An animation will display on the LCD screen when the dirty water tank is properly installed.

❶ ❷ ❸ ❹

6.2.10 Clean the Filter Tray

❶ Take out the filter tray from the base station.
❷ Use the provided cleaning tool to clean the trash from the tray.
❸ Air dry the filter tray.
❹ After drying, place it back into the station.

❶ ❷ ❸ ❹

6.2.11 Replace the Dust Bag

❶ Remove the clean water tank, open the dust cover, and pull out the dust bag.
❷ Discard the used dust bag.
❸ Install a new dust bag and make sure it is properly in place, then close the dust cover.

❶ ❷ ❸

7. FAQs

Module	Problems	Possible Causes	Solutions
App	eufy Clean app indicates that the robot is offline.	• Abnormal or unstable Wi-Fi connection. • Robot is powered off. • Robot disconnected from the station. • Robot not connected to network.	• Try refreshing the app by scrolling down the screen. If the robot remains offline, remove the magnetic cover to check the Wi-Fi indicator. If it's flashing white, please reset the Wi-Fi connection. • Connect a mobile device to the same network as the robot and open other apps to check if the network is stable. If the connection is poor, switch to a more reliable network. • Open the robot's magnetic cover and check if the power switch is in the "O" position. If so, switch it to the "I" position. • Re-seat the robot on its base station to confirm proper docking and charging, indicated by "Charging" on the LCD screen. Monitor for any offline notifications. • Restart the robot. Remove the magnetic cover, toggle the power switch to the "O" position, wait for 3 minutes, and then switch it back to the "I" position.

Module	Problems	Possible Causes	Solutions
	Map is lost in the eufy Clean app.	• Poor Wi-Fi network conditions. • The "Home Mapping" was not completed properly. • Robot restored factory settings.	• After restarting the robot, try remapping to check if the map loss issue persists. • Ensure that the mapping is complete and the robot has prompted the successful saving of the map. • Make sure not to press and hold the reset button inside the robot or restore factory settings through the app.
	Firmware update failed.	• Poor Wi-Fi network conditions. • Robot is not in the station or disconnected from the station. • The firmware update process is stuck, the app does not synchronize the process.	• Check if the network is stable; it is recommended to switch to a new network environment and try updating again. • Check the robot's connection with the Uniclean™ Station. Remove the robot, switch the power button to the "O" position, wait for 3 minutes, then turn it on and place it back on the Uniclean™ Station to upgrade again. • Exit the app and re-enter to see if it functions normally.
	Robot unable to connect to network.	• Incorrect Wi-Fi password entered during network connection. • Robot is connected to a 5G network instead of a 2.4G network. • Wi-Fi router has whitelist mode enabled. • Wi-Fi router encryption is not set to WPA2.	• Retry with the correct Wi-Fi password. • Reconnect the device after disabling the router's whitelist mode. • Switch the encryption method to WPA2 through the router's management interface.
Robot	Robot is stuck and cannot move.	• Robot is entangled by power cords or other objects. • Rolling brush or side brush is obstructed by debris. • Robot's battery is too low. • Robot is stuck by obstacles.	• Check if the robot is trapped or stuck on obstacles, and inspect if the side brushes, rolling brush, wheels, or rolling mop are tangled with other objects. • Check if the battery level is too low. • If the problem persists, turn off the robot, wait for 2 seconds, and then restart it.
Robot	Robot makes abnormal noise during operation.	• The swivel wheel is dirty. • Robot's dust bin filter and high-performance filter are blocked. • The rolling	• After removing the swivel wheel, check if the wheel and axle are dirty. • Remove the dust bin and check if the dust bin, filter, and the high-performance filter are blocked. • Inspect the rolling brush for any entanglement and deformation caused by other

Module	Problems	Possible Causes	Solutions
		brush is entangled with debris, causing deformation. • The brush guard's strip is deformed or severely worn.	objects. • Check the brush guard strip and the installation slot of the rolling brush for any deformation and wear.
	Robot has no suction or reduced suction.	• Robot's dust bin is clogged. • Robot's dust bin filter and high-performance filter are blocked.	• Remove the dust bin and check if it is full or the opening is obstructed. • Check if the dust bin filter and high-performance filter are blocked.
	Robot reports "Abnormal clean water level".	• There are bubbles in the Robot's clean water tank.	• After flipping the robot vertically for 360 degrees, place it back on the base station.
	Robot cannot be charged.	• The charging contact pins between the robot and the station are not properly aligned. • The charging contact pins on the robot and station are dirty. • The station is not powered on.	• Ensure the charging pins on the robot and the base station are properly aligned, and the LCD screen does not indicate disconnection from the robot. • Remove the robot and clean the charging pins on both the robot and the base station with an alcohol wipe, then place the robot back into the station. • Make sure the LCD screen of the station lights up normally; if it does not, this indicates that the power cord is not properly plugged in.
Robot	Robot's cleaning path is disorganized, and the cleaning efficiency is low, etc.	• Swivel wheel slipping due to dirt. • There are many obstacles in the robot's cleaning area such as power cords and slippers. • The robot's radar window and wall sensors are dirty.	• Remove the swivel wheel, clean it, and then reinstall it onto the robot. • Before the robot starts cleaning, please try to tidy up the scattered items on the floor. • Clean the dust on the radar window bracket and wipe the dirt off the surface of the wall sensors.
	Robot keeps moving back and forth in one place.	• Bumper sensor is not rebounding properly.	• Tug gently forward and backward to even out the gap between the bumper and the robot's head.
	Robot leaks clean water during operation.	• The robot has operated on a floor with standing water. • The robot's dirty water reservoir is not properly	• Ensure the robot's dirty water reservoir is properly installed, make sure it's secure in place. • Clean any water from the bottom of the dirty water reservoir, and then check again for any leakage during operation. • It is normal for the robot to

Module	Problems	Possible Causes	Solutions
		installed. • There is water at the bottom of the robot's dirty water reservoir. • The robot is crossing a threshold or a door sill.	drip clean water when crossing thresholds or door sills.
	Robot leaks dirty water during operation.	• Robot's water sink is blocked, causing dirty water leakage. • Robot's dirty water reservoir is not properly installed. • There is residual water at the bottom of the robot. • There is water within the dust bin.	• Remove the robot's dirty water reservoir and use a cleaning brush to clean the water sink, sink filter, and the bottom of the dirty water reservoir. • Check if the robot's dirty water reservoir is properly installed, make sure it's secure in place. • If the robot has mopped over a wet surface, water may have entered the dust bin. Please wipe the water inside the dust bin.
	Robot drops debris during operation.	• There is debris at the bottom of the robot. • Robot's rolling mop is dirty.	• Clean the debris at the bottom of the robot. • Clean the rolling mop and debris of its cavity.
Robot	Robot unable to move, spining in one place.	• Wheels entangled with debris or hair. • The spring of the wheels malfunctions.	• Clean any foreign objects or hair wrapped around the wheels. • Disassemble the wheels to check if the spring is secure or broken. If broken, please contact customer service for repair.
	Robot does not avoid low obstacles.	• There are objects smaller than 2.5cm in length, width, and height. • The robot's trinocular camera lens is dirty.	• Please store objects smaller than 2.5cm in length, width, and height properly. • Use a soft cloth dampened with water to clean the trinocular camera lens.
	Robot falls from steps or drops over the height of over 5cm.	• Anti-drop sensors are dirty. • "Anti-Drop Detection" feature is disabled in app.	• Clean the Anti-drop sensors. • Enable "Anti-Drop Detection" in "Robot's Settings" via the app.

Module	Problems	Possible Causes	Solutions
	Unpleasant odor during robot's operation.	• There is blockage in the water sink. • The rolling mop is not dried.	• Remove the dirty water tank, and use the provided cleaning tool to clean the scraper and filter. • Remove the rolling mop, soak it in hot water, then reattach it to the robot. Activate the robot's mop wash. After cleaning, dry the mop before next-time use.
Uniclean™ Station	Dust bag leakage from the station.	• The dust bag is not properly in place. • The dust bag is full.	• Check if the dust bag is properly in place. • Remove any debris from the dust bag installation slot, then replace the dust bag.
	Robot does not enable auto dust collection when it has returned to the base station.	• The cleaning area does not exceed the pre-set automatic dust collection area, or the auto empty feature is not enabled. • The dust bag is not installed.	• Check if the auto empty feature is enabled and check if the cleaned area meets the pre-set dust collection area requirement. • Ensure the dust bag is properly installed.
	Robot reports "Dirty water tank is full".	• Check if the dirty water tank at the base station is full or not properly installed. • The filter of the tray is clogged. • The robot's water sink is clogged.	• Check if the dirty water tank is full, and ensure the lid is properly secured before reinstalling the dirty water tank. • Remove the tray and clean it thoroughly. • Remove the robot's dirty water reservoir, detach the water sink and sink filter, and clean them thoroughly.

If the problem persists after you've tried the recommended solutions, please contact our customer service staff.

8. Specs

	Dimensions	347*325*96mm
	Weight	4.78kg
	Battery	4600mAh,21.6v
	Input Power	25V ⎓ 1.5A
	Rated Power Consumption	Max 61.7W
	Cleaning Time	Vacuum-Only Mode: Up to 277 minutes Vacuum and Mop Mode: Up to 184 minutes
	Charging Time	3.6h (15%-100%)
	Charging Temperature	5-40℃
	Dimensions	467*383*670mm
	Weight	11.6kg
	Rated Input	100～240V
	Rated Output	25V ⎓ 1.5A
	Clean Water Tank Capacity	3.0L
	Dirty Water Tank Capacity	2.0L
	Dust Bag Capacity	2.5L

9. Customer Service

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For video tutorials, FAQs, warranty policies, and more information, please visit: https://support.eufy.com/
Hereby, Anker Innovations Limited declares that this device is in compliance with The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. For the Statement of Compliance, visit the website: https://www.eufy.com/uk/psti-related.