



# **Roborock S7 MaxV Plus**

## **Robotic Vacuum Cleaner User Manual**

Read this user manual with diagrams carefully before using this product and store it properly for future reference.



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# Safety Information

## Restrictions

- Use the product according to the manual. Any loss or damage caused from improper use will be borne by the user.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, or on top of furniture.
- To prevent blocking the product and to avoid damage to valuables, remove lightweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Keep the main brush cleaning tools out of reach of children.
- Do not place any object (including children and pets) on the product, whether it is in operation or not.
- Do not use the product on burning objects (such as cigarette butts).
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- Do not place any object near the suction inlet of the dock.
- Do not put fingers into the seam of the dock to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the product using the dustbin handle or filter cover.
- Make sure the robot is compatible with the dock, otherwise emptying or charging may fail.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct. If the air duct gets blocked, clean it immediately.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in air.
- Do not place any object (including children and pets) on the dock or cover it with any item (including dust-proof cover), whether it is in operation or not.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the dock to pick up flammable or explosive objects such as fire lighter, gasoline, and toner used in printers or copiers.

# Safety Information

## Battery and Charging

### WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR, CDZ12RR, AED01HRR, AED02HRR, EWFD01HRR or EWFD02HRR provided with this product.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cable provided with the product to prevent potential smoke, heat or fire.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Unplug the power cable before placing the dock into storage.

## International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]

≡ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

# A Product Overview

## A1 Robot (Top View)



### Power/Clean

- Press and hold to turn the robot on or off
- Press to start cleaning

### Power Indicator

- White: Battery level  $\geq$  20%
- Red: Battery level  $<$  20%
- Pulsing: Charging or starting up
- Flashing red: Error



### Spot Clean/Child Lock

- Press to Spot clean
- Press and hold for 3 seconds to turn on/off the child lock



### Dock

- Press to return to dock/start emptying

**Note:** Press any button to stop the robot during cleaning or docking.

### A1-1—Vertical Bumper

### A1-2—Microphone

- For use with Video Calls

**Note:** Only available in the Roborock app.

### A1-3—Status Indicator Light

- White: Vacuuming
- Blue: Vacuuming and Mopping
- Orange: Alert
- Green: Docking/Recharging

### A1-4—Wall Sensor

### A1-5—Bumper

### A1-6—Charging Contacts

### A1-7—ReactiveAI Obstacle Recognition

### A1-8—LED Fill Light

## A2 Robot (Bottom View)

### A2-1—Cliff Sensors

### A2-2—Carpet Sensor

### A2-3—Omni-Directional Wheel

### A2-4—Charging Contacts

### A2-5—Side Brush

### A2-6—Main Wheel

### A2-7—Main Brush

### A2-8—Main Brush Cover Latches

## A3 Robot (Upper Cover Open)

### A3-1—WiFi Indicator light

- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

### A3-2—Reset Button

### A3-3—Air Inlet

### A3-4—LiDAR Sensor

### A3-5—Mop Wash Sensor

### A3-6—Water Tank Latch

### A3-7—Positioning Button

### A3-8—Water Tank

### A3-9—VibraRise Module

### A3-10—Air Outlet

## A4 Dustbin

### A4-1—Filter Cover

### A4-2—Dustbin Latch

### A4-3—Cover Latch

### A4-4—Air Inlet

### A4-5—Washable Filter

## A5 Electric Water Tank

### A5-1—Stopper

### A5-2—Water Filter

### A5-3—Water Tank Latch

### A5-4—Self-Filling Port

## A6 VibraRise Mop Bracket

### A6-1—Vibration Module

### A6-2—Mop Cloth Attachment Slot

### A6-3—Mop Bracket Latches

## A7 VibraRise Mop Cloth

### A7-1—Hook and loop pads

## A8 Power Cable

## A9 Dust Bag Holder

## A10 Disposable Dust Bag

## A11 Screwdriver

## A12 Auto-Empty Dock

A12-1—Filter Cover

A12-2—Rear HEPA Filter

A12-3—Front Filter

A12-4—Base

A12-5—Dock

A12-6—Status Indicator Light

- Steady white: Standby.
- Flashing white : Emptying.
- Steady red: Malfunction.
- Light off: Charging, not powered on, or malfunction for more than 10 minutes.

A12-7—Dock Location Beacon

A12-8—Charging Contacts

A12-9—Suction Inlet

A12-10—Electrode Brushes

## A13 Dustbin

A13-1—Dustbin Handle

A13-2—Air Outlet

A13-3—Cyclone Separator

A13-4—Dustbin Opener

A13-5—Dustbin Opening

## A14 Power Cable Storage

A14-1—Power Cable Storage Slot

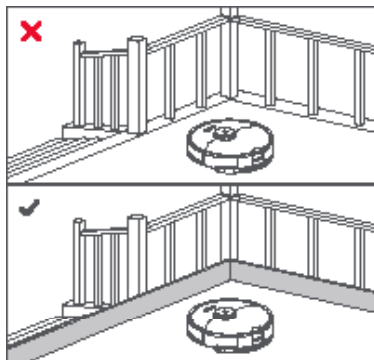
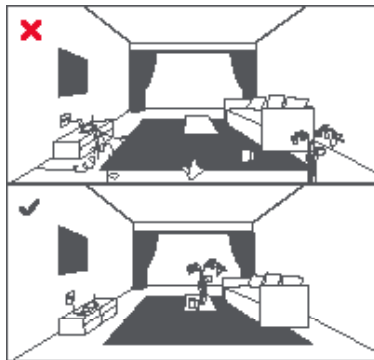
A14-2—Cable Outlet

A14-3—Power Port

**Note:** Power cable can be pulled out at both sides.

## B Installation


### Important Information



1. Tidy cables and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.
2. When using the robot in a raised area, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.

**Note:** When using the robot for the first time, follow it throughout its whole cleaning route and watch for potential problems. The robot will be able to clean by itself in future uses.

## B1 Position the charging dock

- B1-1—Take the screwdriver from its storage bin at the bottom of the base.
- B1-2—Place dock upside down on a soft, flat surface (carpet/towel/ cloth) and attach the base by screwing in five screws in the areas marked with a , as shown.
- B1-3—Connect the power cable to the dock, and keep excess cable inside the storage slot.
- B1-4—Place the dock on a hard and flat floor (wood/tile/concrete etc.). Keep at least 0.5 m (1.6 ft) of clearance on either side, 1.5 m (5 ft) in front, and 1 m (3 ft) above. Check the location has good WiFi then turn on.



**B1-5—more than 1.5 m (5ft)**


**B1-6—more than 0.5 m (1.6ft)**

**B1-7—more than 1 m (3ft)**

**Notes:**

- The status indicator light turns off automatically when the robot is charging.
- The status indicator turns red if an error occurs, and turns off automatically after 10 minutes.
- Do not use without filter, dustbin, cyclone separator, or dust bag. They are already installed during production. For details on assembly and cleaning, please refer to the "Routine Maintenance" section in this manual.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt over and cause problems docking and departing.
- Keep excess power cable inside the storage slot so that the robot will not get tangled in the cables, and the dock will not be dragged away or disconnect from the power supply.
- Keep the dock away from direct sunlight or anything that may block the dock location beacon; otherwise, the robot may fail to return to the dock.
- The Auto-Empty Dock recharges and empties. Store the standard robot dock before use. Failure to do so may cause issues returning to dock.
- Maintain the dock according to the maintenance instructions. Do not clean the dock with a wet cloth.

## **B2 Power on and charge the robot**

Press and hold the  button to power on the robot. When the power light goes on, place it on the dock to charge. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.

**Note:** The robot may not turn on when the battery is low. In this case, place the robot directly onto the dock to charge.

## **B3 Mopping**

**Note:** To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.

### **B3-1—Remove the water tank**

Press the water tank latch and slide the tank backwards.

### **B3-2—Fill the water tank**

Remove the water tank stopper, fill the tank with water, and close it tightly.

**Notes:**

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not use hot water as this may cause the tank to deform.

### **B3-3—Reinstall the water tank**

Slide the water tank into the robot until you hear it lock with a click.

### **B3-4—Install the VibraRise mop cloth**

Dampen the mop cloth and wring it until it stops dripping. Insert it into the bottom along the attachment slot and stick it firmly in place.

### **B3-5—Install the mop bracket**

Slide the bracket forwards under the water tank. A click indicates that it is locked in place.

### **B3-6—Remove the mop bracket**

When the robot returns to the dock after cleaning, press the latches on both sides, and slide the mop bracket backwards to remove it.

**Notes:**

- Wash the VibraRise mop cloth after each use, and regularly empty the water tank of unused water.
- Remove the mop bracket when not mopping. The water tank can stay in place.

### **B3-7— WARNING**

Risk of injury. Do not place your finger between VibraRise mop bracket and water tank.

## **Connecting to the App**

This robot supports both Roborock and Xiaomi Home apps. Choose the one that best meets your needs.

### **1 Download App**



Option 1: Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.



Option 2: Search for "Xiaomi Home" in the App Store or Google Play or scan the QR code to download and install the app.



## 2 Reset WiFi

1. Open the top cover and find the WiFi indicator.
2. Press and hold the  and  buttons until you hear the “Resetting WiFi” voice alert. The reset is complete when the WiFi indicator flashes slowly. The robot will then wait for a connection.

### Notes:

- If you cannot connect to the robot due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your robot as a new device.
- After resetting the WiFi, the robot will activate its WiFi hotspot and camera for network configuration. The camera is used for QR Code scanning purposes in the Roborock app. Information obtained by the camera will neither be saved onboard nor transmitted to a server. Once connected successfully or if a QR code is not scanned within 5 minutes, the camera will automatically turn off.

## 3 Add device



Open the Roborock App, tap the “Search for device” button, or open Xiaomi Home app, tap “+” in the top right corner and add the device as instructed in the app.

### Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.


# Instructions

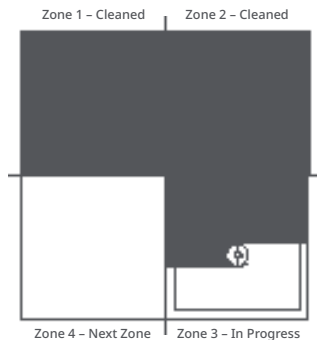
## On/Off

Press and hold the  button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the  button to turn off the robot and complete the cleaning cycle.

**Note:** The robot cannot be turned off when it is being charged.

## Starting Cleaning


Press the  button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, and then fills the zone in a zigzag pattern. In so doing, the robot cleans all zones one by one, efficiently cleaning the house.



### Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting cleanup.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- When the mop bracket is attached, the robot will retract it when cleaning the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each mopping task, make sure that the VibraRise mop has been properly installed.

## Spot Cleaning

Press the  button to start spot cleaning. Cleaning range: The robot cleans a 1.5 m (5 ft) x 1.5 m (5 ft) square area centered on itself.

**Note:** After spot cleaning, the robot will automatically return to the starting point and enter Standby mode.

## Auto Emptying

Auto emptying will begin when the robot returns to the auto-empty dock after cleaning.

## Manual Emptying

Manual emptying can be performed by pressing the DOCK button when the robot is being charged on the dock.

**Note:** Avoid frequent manual emptying.

## Stop Emptying



Press any button on the robot to stop emptying.

## B4 Using the Disposable Dust Bag

**Note:** The disposable dust bag uses a one-time seal design to effectively prevent dust from spreading outward during replacement. If you do not want to discard the dust bag, do not pull out the seal. If the seal is pulled out, it cannot be restored to the original state, which will affect the use of the dust bag.


- B4-1**— Remove the dustbin vertically as indicated by the arrow.
- B4-2**— Press the Dustbin Opener to open the bottom lid of the dustbin. Rotate the cyclone separator as shown to remove it.
- B4-3**— Rotate the dust bag holder as shown to install it until you hear it click in place.
- B4-4**— Install the disposable dust bag in place along the slot.
- B4-5**— Close the dustbin and place it back in the dock.

## Pause

When the robot is running, press any button to pause it, press the  button to resume cleaning, press the  button to send it back to the dock.

**Note:** Placing a paused robot on the dock manually will end the current cleanup.

## Refilling the Water Tank or Cleaning the VibraRise Mop Cloth

To add water or clean the VibraRise mop cloth, press any button to stop the robot and remove the mopping module. After adding water or cleaning the VibraRise mop cloth, reinstall the mopping module and press the  button to continue.

## Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator will flash every few seconds. Press any button to wake the robot up.


**Notes:**

- The robot will not go to sleep when it is charging.
- The robot will automatically shut down if left in sleep mode for more than 12 hours.


## DND Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period. When DND mode is activated, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

## Child Lock

Press and hold the  button to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to stop it.

## Charging

After cleaning, the robot will automatically return to the dock to charge. In Pause mode, press the  button to send the robot back to the dock. The power indicator will pulse as the robot charges.

**Note:** If the robot fails to find the dock, it will automatically return to its starting location. Place the robot on the dock manually to recharge.

## Error

If an error occurs, the power indicator will flash red and a voice alert will sound. See “Errors” for solutions.

**Notes:**


- The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.
- Placing a malfunctioning robot on the dock manually will end the current cleanup.

## System Reset

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

**Note:** After resetting the system, scheduled cleaning, WiFi, etc. will be restored to factory settings.

## Restore Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the  button and at the same time press Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.

## App Features

### Cleaning Map

- Multi-map management
- Real-time vacuum and mop route
- Carpet display
- Map zoning
- Map editing

### Custom Cleaning Modes

- Scheduled
- Selective Room
- Zone
- No-Go Zones, No-Mop Zones, and Invisible Wall
- Custom
- Carpet Boost

### Cleaning Mode Switch

- Suction Power Levels
- Mop Intensity Levels

### Robot Information

- Cleaning History
- Battery Level
- Care & Maintenance

### More Features

- Firmware Update
- Video Call

**Note:** Only available in the Roborock app.

- Volume Adjustment
- Language Selection
- Do Not Disturb Mode
- Voice Assistant Support

**Note:** Functions and details of the app may vary slightly due to the continuous app development and updates.

## C Routine Maintenance

### C1 Main Brush

\* Clean every 2 weeks and replace every 6-12 months.

#### C1-1—Main Brush Cover

#### C1-2—Latches

#### C1-3—Main Brush

#### C1-4—Main Brush Caps

#### C1-5—Main Brush Bearing

C1-6—Turn over the robot and press the latches to remove the main brush cover.

C1-7—Pull out the main brush and remove the main brush bearing.

C1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

C1-9—After removing the tangled hair or dirt at both ends of the main brush, reinstall it, press on the main brush cover to lock it in place.

#### Notes:

- Main brush should be wiped down with wet cloth and left to dry away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brush.

### C2 Side Brush

\* Clean monthly and replace every 3-6 months.

1. Unscrew the side brush screw.

2. Remove and clean the side brush.

Reinstall the brush and tighten the screw.

### C3 Omni-Directional Wheel

\* Clean as required.

C3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

**Note:** The omni-directional wheel bracket cannot be removed.

C3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

### C4 Main Wheels

\* Clean monthly.

Clean the main wheels with a soft, dry cloth.

### C5 Dustbin

\* Clean as required.

C5-1—Open the top cover of the robot and take out the dustbin.

C5-2—Open the dustbin cover and remove the filter, then empty the dustbin.

C5-3—Fill the dustbin with clean water and close the cover. Gently shake the dustbin, and then pour out the dirty water.

**Note:** To prevent blockage, only use clean water without any cleaning liquid.

C5-4—Leave the dustbin and the washable filter to dry.

## **C6** Washable Filter

\* Clean every 2 weeks and replace every 6-12 months.

**C6-1**— Open the filter cover and remove the filter.

**C6-2**— Rinse the filter repeatedly and tap it to remove as much dirt as possible.

**Note:** Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

**C6-3**— Allow 24 hours for the filter to dry thoroughly and reinstall it.

**Note:** Purchase an additional filter and alternate if necessary.

## **C7** Water Tank

\* Clean as required.

**C7-1**— Open the water tank and fill it with clean water.

**C7-2**— Close the water tank and shake it gently.

**C7-3**— Pour out the remaining water as shown.

## **C8** VibraRise Mop Cloth

\* Clean after each use and replace every 3-6 months.

**C8-1**— Remove the VibraRise mop cloth from the VibraRise mop bracket. Clean the VibraRise mop cloth and air-dry it.

**Note:** A dirty VibraRise mop will affect the mopping performance. Clean it before use.

## **C9** Robot Sensors

\* Clean monthly.

Use a soft, dry cloth to wipe and clean all sensors, including:

**C9-1**— ReactiveAI Obstacle Recognition

**C9-2**— Wall Sensor

**C9-3**— Mop Wash Sensor

**C9-4**— Carpet Sensor

**C9-5**— Cliff Sensors

## **C10** Charging Contact Areas

\* Clean monthly.

Use a soft dry cloth to wipe the charging contacts on the robot.

## Battery

The robot is equipped with a built-in high-performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

**Note:** If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

## **C11** Dustbin Emptying

\* Clean monthly.

**Notes:**

- To ensure optimal performance, clean the dustbin regularly or when the dust reaches the MAX mark.
- After using the cyclone separator, there may be a small amount of debris such as hair or dust left in the dustbin. This is normal and will not affect performance.

**C11-1**— Remove the dustbin vertically as shown.

**C11-2**— Hold the dustbin approx. 15 cm (6 in) over a bin then press the Dustbin Opener.

**C11-3**— After emptying, close the bottom lid and reinstall the dustbin on the dock.

## **C12** Dustbin & Cyclone Separator Cleaning

\* Clean as required.

**Notes:**

- To avoid potential corrosion, do not use detergents, polishes or air fresheners to clean the dustbin or cyclone separator.
- Do not wash the dustbin or cyclone separator in a dishwasher or washing machine.

**C12-1**— Empty the dustbin and remove the cyclone separator.

**C12-2**— Rinse the dustbin and cyclone separator with cold water until clean.

**C12-3**— Leave the dustbin and cyclone separator to dry for 24 hours or until completely dry.

**C12-4**— Rotate the cyclone separator as shown to install it back in the dustbin and close the bottom lid.

**C12-5**— Reinstall the dustbin in the dock.

## C13 Filter Cleaning

\* Clean as required.

### Notes:

- Do not wash the filter in a dishwasher or washing machine, or dry using a cylinder dryer, oven, microwave, hot air or fire.
- Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.
- Rinse the filter element with clean water. Do not remove it from the front filter.

**C13-1**—Rotate the filter cover counter-clockwise to remove it.

**C13-2**—Remove the front filter and/or the rear HEPA filter as needed.

**C13-3**—Rinse with cold water until clean.

**C13-4**—Shake off any remaining water and leave the filter to dry for 24 hours or until completely dry.

**C13-5**—Reinstall the dry filter and close the cover.

## C14 Air Duct

\* Clean as required.

**C14-1**—Clean the dust inlet with a cotton swab if it gets blocked.

**C14-2**—Unscrew the screws (7) and remove the cover.

**C14-3**—Wipe the air duct and cover with a dry cloth.

**C14-4**—Re-install the cover and screw it back in place.

## C15 Dust Bag Replacement

\* Clean as required.

### Notes:

- Replace the disposable dust bag when full.
- The disposable dust bag uses a one-time seal design to effectively prevent dust from spreading outward during replacement. If you do not want to discard the dust bag, do not pull out the seal. If the seal is pulled out, it cannot be restored to the original state, which will affect the use of the dust bag.

**C15-1**—Remove the dustbin vertically as shown.

**C15-2**—Press the Dustbin Opener to open the bottom lid of the dustbin.

**C15-3**—Pull out the bag as shown and discard the dust bag.

**Note:** The dust bag handle seals the bag on removal to prevent leakage.

**C15-4**—Replace the dust bag with a new one. Make sure it is properly installed.

**C15-5**—Close the bottom lid of the dustbin and place it back in the dock.

## C16 Clean the dock location beacon, charging contacts, and electrode brushes with a dry cloth.

\* Clean as required.

# Basic Parameters

## Robot

|               |                                      |
|---------------|--------------------------------------|
| Model         | S270RR                               |
| Battery       | 14.4V/5200mAh<br>lithium-ion battery |
| Weight        | Approx. 4.7kg                        |
| Rated Input   | 20V $\overline{\text{---}}$ 1.2A     |
| Charging Time | < 6 hours                            |

**Note:** The serial number is on a sticker on the underside of the robot.

## Auto-Empty Dock

|                               |                                      |
|-------------------------------|--------------------------------------|
| Name                          | Auto-Empty Dock                      |
| Model                         | AED01HRR, AED02HRR                   |
| Rated Input Voltage           | 220-240V~                            |
| Rated Frequency               | 50-60Hz                              |
| Rated Power (Charge)          | 28W                                  |
| Rated Power (Dust Collection) | 1000W                                |
| Rated Output                  | 20V $\overline{\text{---}}$ 1.2A     |
| Charging Battery              | 14.4V/5200mAh<br>lithium-ion battery |

## Errors

If an error occurs while the robot is cleaning, the power indicator will flash red quickly, and a voice alert will sound. Refer to the following table for troubleshooting.

1. After resolving any of the following errors, relocate your robot and restart cleaning.
2. After any sensor errors, clean the sensor and retry.
3. If the battery is at an abnormal temperature, wait for it to return to normal before use.

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Error 1: LiDAR turret or laser blocked. Check for obstruction and retry.

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Error 2: Bumper stuck. Clean it and lightly tap to release it.

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Error 3: Wheels suspended. Move robot and restart.

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Error 4: Cliff sensor error. Clean cliff sensors, move robot away from drops and restart.

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Error 5: Main brush jammed. Clean main brush and bearings.

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Error 6: Side brush jammed. Remove and clean side brush.

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Error 7: Wheels jammed. Move the robot and restart.

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Error 8: Robot trapped. Clear obstacles surrounding robot.

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Error 9: No dustbin. Install dustbin and filter.

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Error 12: Low battery. Recharge and retry.

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Error 13: Charging error. Clean charging contacts and retry.

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Error 14: Battery error.

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Error 15: Wall sensor dirty. Clean wall sensor.

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Error 16: Robot tilted. Move to level ground and restart.

---

Error 17: Side brush error. Reset robot.

---

Error 18: Fan error. Reset robot.

---

Error 21: Vertical bumper pressed. Move robot and retry.

---

Error 22: Dock locator error. Clean and retry .

---

Error 23: Could not return to dock. Clean dock location beacon and retry.

---

Error 27: VibraRise system jammed. Check for obstructions.

---

Error 28: Robot on carpet. Move robot to floor and retry.

---

Filter blocked or wet. Clean, dry, and retry.

---

No-go zone or Invisible Wall detected. Move robot from this area.

---

Cannot cross carpet. Move robot across carpet and restart.

---

Internal error. Reset the robot.

---

**Note:** A system reset may resolve some problems.

If the problem persists after using the recommendations in the table above, please email our after-sales service team:  
Europe Support: [support@roborock-eu.com](mailto:support@roborock-eu.com)  
Australia Support: [service@roborock.com.au](mailto:service@roborock.com.au)

# Common Issues

| Problem                                   | Solution  |
|---|---|
| Unable to power on                        | <ul style="list-style-type: none"><li>• The battery level is low. Put the robot on the charging dock and charge it before use.</li><li>• The battery temperature is too low or too high. Only use the robot within the range of 4-40°C (39-104°F).</li></ul>  |
| Unable to charge                          | <ul style="list-style-type: none"><li>• Check the power indicator light turns on and both ends of the power cable are properly connected.</li><li>• If contact is poor, clean the contact areas on the charging dock and the robot.</li></ul>   |
| Slow charging                             | <ul style="list-style-type: none"><li>• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.</li><li>• The charging contacts may be dirty. Wipe them with a dry cloth.</li></ul>   |
| Unable to dock                            | <ul style="list-style-type: none"><li>• There are too many obstacles near the charging dock. Move it to an open area.</li><li>• The robot is too far from the charging dock. Place it closer and retry.</li></ul>   |
| Abnormal behavior                         | <ul style="list-style-type: none"><li>• Restart the robot.</li></ul>  |
| Noise during cleaning                     | <ul style="list-style-type: none"><li>• The main brush, side brush, main wheels, or omni-directional wheel may be jammed. Turn off the robot and clean them.</li><li>• VibraRise system abnormal. Check for jammed objects.</li></ul>   |
| Unable to connect to WiFi                 | <ul style="list-style-type: none"><li>• WiFi is disabled. Reset the WiFi and try again.</li><li>• The WiFi signal is poor. Move the robot to an area with good WiFi reception.</li><li>• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry.</li><li>• The current Roborock robot is not supported. You can find supported models in the app.</li><li>• Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for additional support.</li></ul> |
| Poor cleaning ability or dust falling out | <ul style="list-style-type: none"><li>• The dustbin is full and needs emptying.</li><li>• The filter is blocked and needs cleaning.</li><li>• The main brush is jammed and needs cleaning.</li></ul>  |



## Common Issues

| Problem   | Solution  |
|---|---|
| Scheduled cleaning is not working   | <ul style="list-style-type: none"><li>• Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 20%.</li></ul>  |
| Is power always being drawn when the robot is on the charging dock?                                 | <ul style="list-style-type: none"><li>• The robot will draw power while it is docked to maintain battery performance, but power consumption is minimal.</li></ul>   |
| Does the robot need to be charged for at least 16 hours the first three times it is used?           | <ul style="list-style-type: none"><li>• No. The robot can be used any time after it has been fully charged.</li></ul>   |
| No or little water during mopping   | <ul style="list-style-type: none"><li>• Check whether there is water in the water tank and use the mobile app to set the scrub intensity or check the manual for full instructions on how to correctly install the mop cloth and mop bracket.</li></ul>   |
| Cleaning does not resume after recharging   | <ul style="list-style-type: none"><li>• Make sure that the robot is not in DND mode. DND mode will prevent cleanup. When cleaning a space requiring a top-up charge, if the robot was placed manually on the charging dock before it returned to the dock automatically, it will not be able to continue cleanup.</li></ul> |
| The robot cannot return to the charging dock after Spot cleaning or when it has been moved manually | <ul style="list-style-type: none"><li>• After spot cleaning or a significant position change, the robot will re-generate the map. If the charging dock is too far away, it may not be able to return to recharge and must be placed on the charging dock manually.</li></ul>  |
| The robot has begun to miss certain spots   | <ul style="list-style-type: none"><li>• The wall sensor or cliff sensors may be dirty. Wipe them with a soft dry cloth.</li></ul>   |
| It takes a long time to fill the water tank   | <ul style="list-style-type: none"><li>• The filter may be blocked and need cleaning.</li></ul>  |

## Common Issues

| Problem  | Solution   |
|--|--|
| The LED status indicator light on the dock is red, unusual noise when emptying, or emptying is unsatisfactory. | <ul style="list-style-type: none"><li>• The main brush or main brush cover is not properly installed. Check and correct installation.</li><li>• The dustbin, filter, air duct, suction inlet or air inlets are blocked. Clean to remove blockages.</li><li>• The dustbin or filter are not in place. Check and correct installation.</li><li>• The fan is not operating properly. Potentially due to overheating protection resulting from frequent starting and stopping. Unplug the power cable and try again after 30 minutes.</li><li>• Voltage error. Check that local voltage meets the requirements listed on the dock.</li></ul> |
| Auto-emptying does not start when the robot returns to the dock.   | <ul style="list-style-type: none"><li>• Auto-emptying is disabled. Check in-app settings.</li><li>• Dock dustbin not installed. Check and install.</li><li>• Auto-emptying will not be triggered if the robot is moved to the dock manually. Allow the robot to return to the dock automatically or start emptying manually.</li><li>• The robot will not auto-empty after returning to dock in Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually.</li><li>• The battery level is lower than 10%. Charge the robot until the battery reaches 10%.</li></ul>   |
| The robot cannot return to the dock or cannot be charged.  | <ul style="list-style-type: none"><li>• The dock is surrounded by obstacles. Clear any obstacles around it or move it to an open area as recommended in the User Manual.</li><li>• The dock is not connected to a power supply. Make sure the power cable is securely plugged in and power is on.</li><li>• Poor contact. Clean base and dock charging contacts.</li></ul>   |



## Robotic Vacuum Cleaner

Product Model: S270RR

Manufacturer: Beijing Roborock Technology Co., Ltd.

Address of Manufacturer: Floor 6, Suite 6016, 6017, 6018, Building C, Kangjian Baosheng Plaza,  
No.8 Heiquan Road, Haidian District, Beijing, P.R. CHINA

For more product information, visit our website: [www.roborock.com](http://www.roborock.com)

For after-sales support, email our after-sales service team:

Europe Support: [support@roborock-eu.com](mailto:support@roborock-eu.com)

Australia Support: [service@roborock.com.au](mailto:service@roborock.com.au)

