

eureka®

用户指南

感谢您采购eureka产品！
使用产品前请仔细阅读本说明书
并请妥善保管。



全自动扫拖机器人



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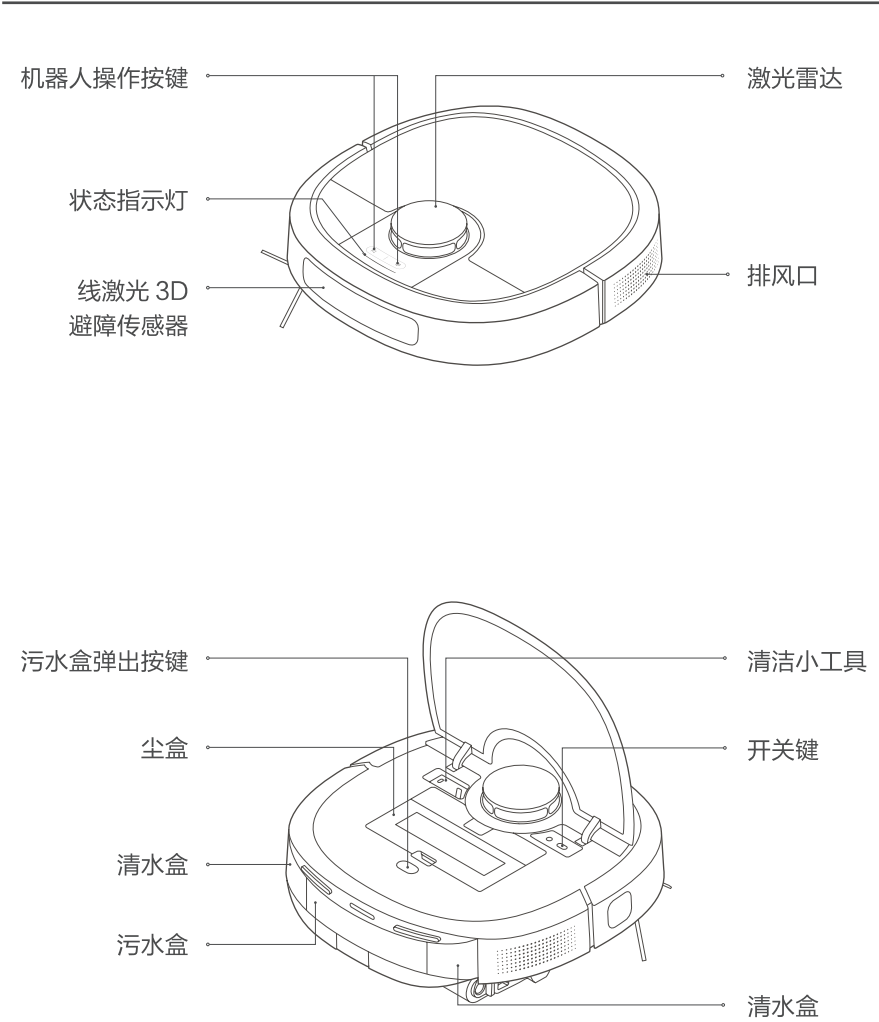
■ 注意事项

使用产品时，请保持一贯的警惕性，遵循以下事项：使用产品前请仔细阅读此说明书，并妥善保存。

- 针对产品在清洁中可能出现的问题，应尽早排除。清理地面上的电源线和细小物品，避免产品在清洁过程中受阻。尽量保证机器人不上地毯，垂挂的窗帘、桌布等不要接触地面。
- 存在诸如楼梯等悬空环境，请先测试产品是否可以检测到悬空区域边缘而不跌落。建议通过 优 + 智能 APP 在悬空区域边缘设置禁区 / 虚拟墙，以防产品跌落。
- 请按照说明书的指示使用产品，仅使用制造商推荐或销售的配件。
- 请确保电源电压符合基站上标注的电压，并将电源线接入。
- 使用产品前确保拖布支架、拖布、污水盒、污水槽、尘盒和过滤材料等均已安装到位。
- 如果电源线软线损坏。为了避免危险，必须由制造商维修部或指定机构的专业人员更换。
- 在清洁和维护机器人前，先关闭产品开关。
- 在清洁和维护基站前，必须先将插头从电源插座拔出。
- 在废弃产品前，请先将产品从基站上取下，关闭电源开关并取出电池。必须遵循当地法律法规处理旧电池。
- 若长时间不使用产品，请将产品断电。
- 产品不能由 8 岁以下儿童或精神上有障的人使用；若需要使用，请在监护人的监督指导下进行。请不要让儿童骑坐或站在产品上，或将产品作为玩具，以免造成不必要的危险。
- 仅在室内家庭环境中使用。请勿在室外（包括开放式阳台）、商业及工业场所使用。
- 请勿在婴幼儿睡眠的房间里使用产品。
- 请勿利用损坏的电源线或电源插座使用产品。当产品因跌落、损坏、室外使用或进水导致无法正常工作时，请勿使用产品。为避免伤害，产品应由制造商或其售后服务进行维修。
- 若产品在基站内，请勿将基站抱起，以防产品从中滑落，造成不必要的伤害。
- 请依据说明书和指南视频使用产品。因不当使用导致的任何损失及伤害，本公司概不负责。
- 仅使用制造商专配的原装基站。禁止私自更换电池，若怀疑电池已坏，请联系制造商，授权经销商或者类似部门的专业人员。
- 禁止在有明火或易碎物品的环境中使⤵产品。禁止在极热（高于 40℃）或极冷（低于 0℃）的环境中使⤵产品。
- 由于机器人和基站不防水，清理维护时请勿用水直接冲洗机器人和基站，谨防机器人或基站进水造成产品功能失效影响质保。
- 对机器人进行维护时，请暂停机器人，并以污水槽着地的方式立起来进行清理，谨防机器人进水造成产品功能失效影响质保。
- 对基站进行清理或搬运时，请先断电，并将基站底壳内的水清理干净后，再移动基站，且移动过程中不要过度倾斜基站，谨防基站进水造成产品功能失效影响质保。

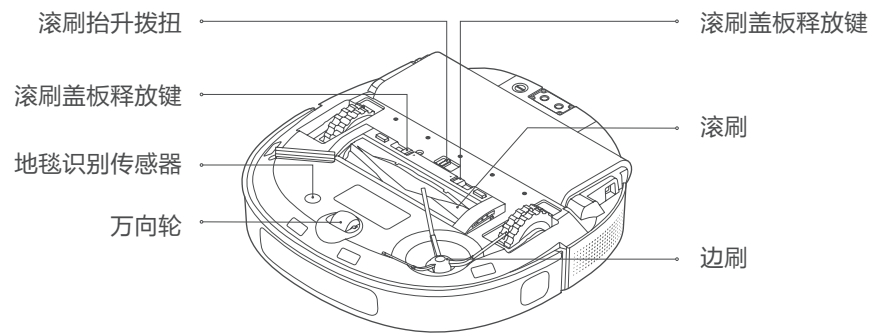
■ 产品介绍

机器人正面

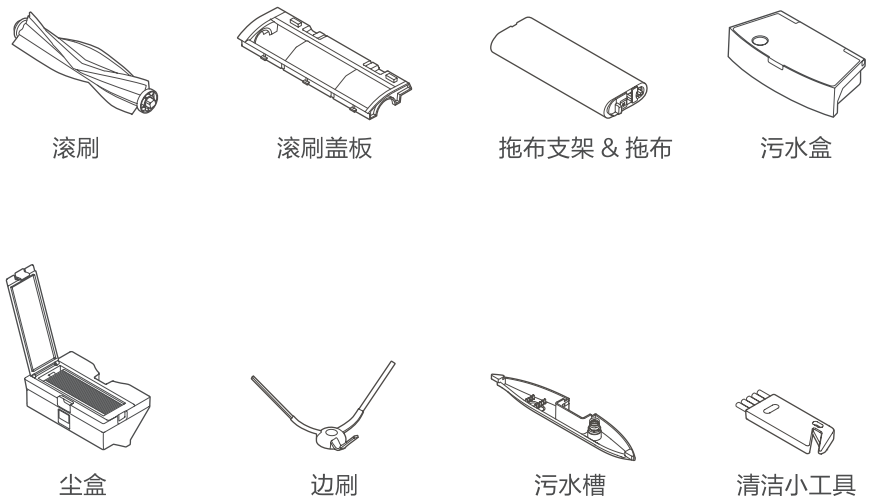


产品介绍

机器人背面

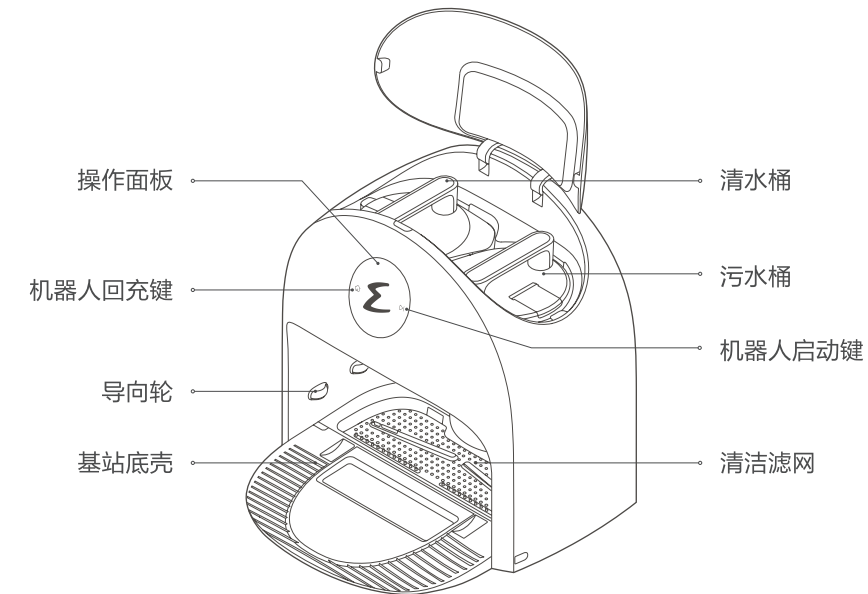


机器人配件

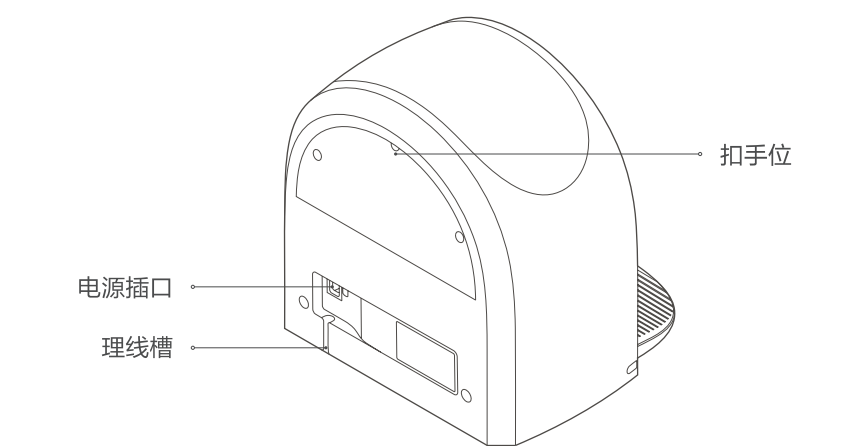


产品介绍

基站正面

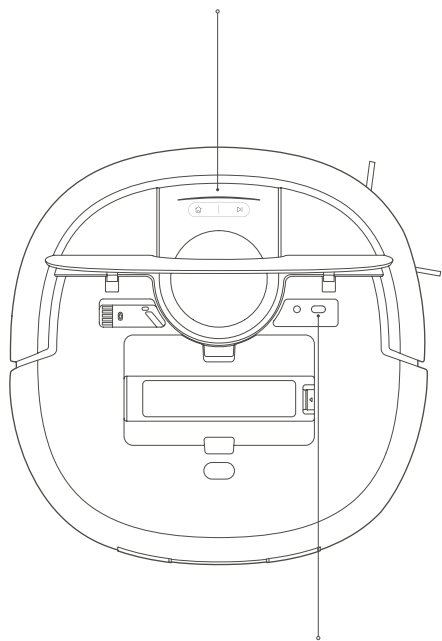
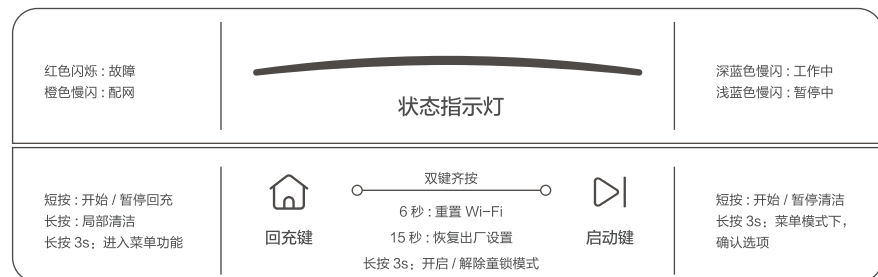


基站背面



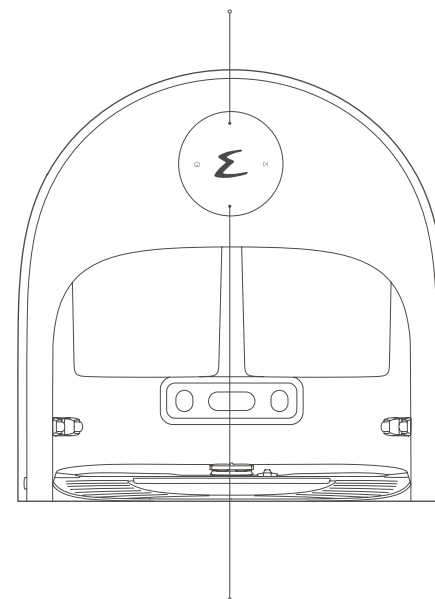
产品介绍

机器人操作面板



产品介绍

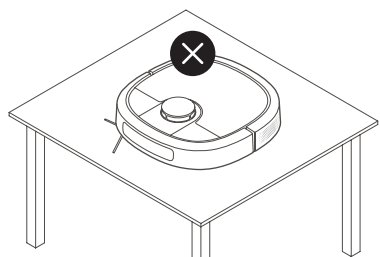
基站操作面板



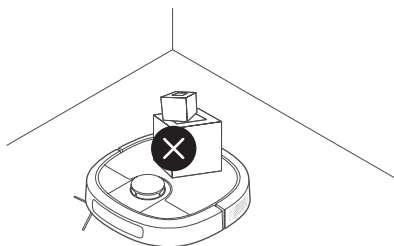
产品使用

特别提示

请保证机器人不在悬空环境
请勿将机器人放置在桌子、沙发等
距离地面有高度的位置启动。

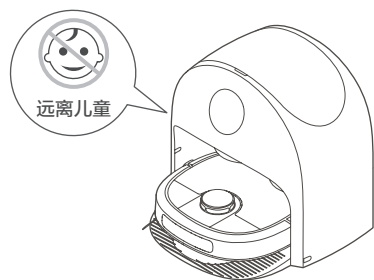


请避免物体压盖机器人
请勿将任何物体，包括人、宠物或
有重量的物品，放置在静止或移动
中的机器人身上。

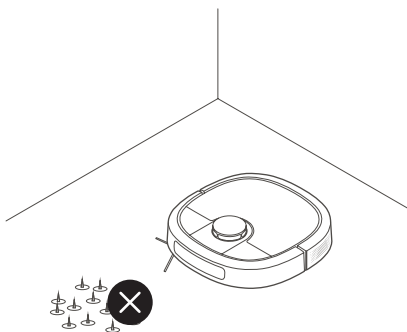


特别提示

保护好小朋友
请勿在机器人工作中，将头发、手
指等靠近或伸入机器人的拖布、边
刷、雷达、吸尘口或基站水桶、基
站底壳，避免受伤。



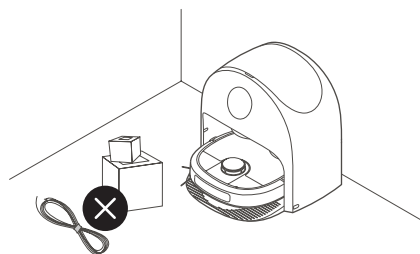
小心尖锐物体
请勿用机器人吸坚硬、尖锐的物体，
避免机器故障。



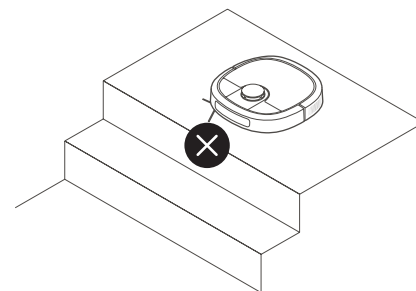
产品使用

特别提示

清理房间地面
请在启动前，清理散落在地面上的
线材和杂物并移开易倒、易碎、贵
重及可能造成危险的物品。避免被
机器人缠绕卡住、拖拽等造成人身
或财产损害。

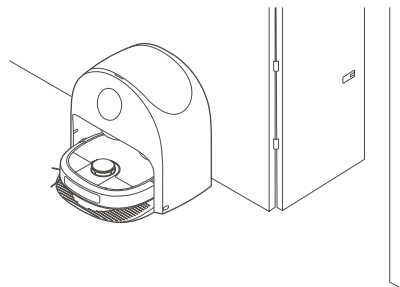


预防机器人跌落
若家庭为多层户型，有可能在楼梯
口、台阶边缘等位置执行任务，请
于APP内设置禁区/虚拟墙，确
保机器人安全行进。

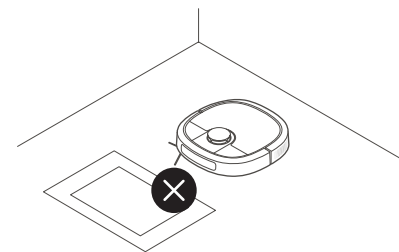


特别提示

开放需要清洁的房间
为了更好地帮助机器人探索整个空
间、获得完整地图。首次使用时，
建议将期待清洁的房间门打开，保
证通行的顺畅。



注意地毯区域
如果家中有地毯，建议通过APP给
地毯区域设置禁区/虚拟墙，避免
引起脏污和缠绕。

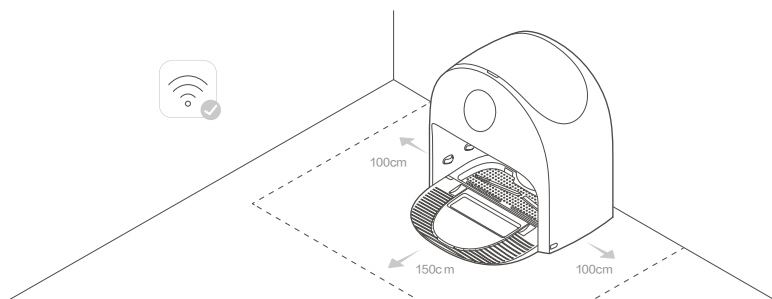


产品使用

使用前准备

请将基站平放于房间靠墙处然后接通电源

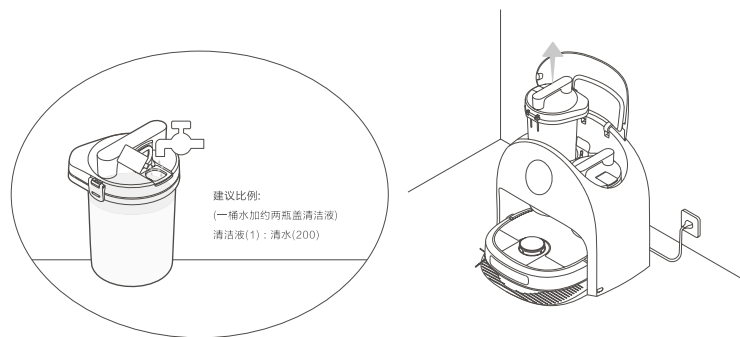
两侧需有 100cm、前方需有 150cm、上方需有 72cm 以上的空旷区域。同时确保基站所在位置网络信号覆盖良好，以便获得更好的 APP 交互体验。



使用前准备

清洁前准备工作

向清水桶内注入适量的清水和优瑞家标配清洁液（建议配比 1:200，清洁液约两瓶盖）。
注意：请勿使用非官方清洁液；清水桶加水量请勿超过 MAX 水位线

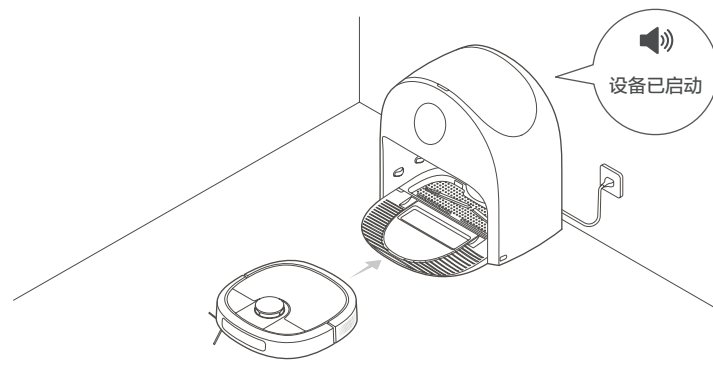


产品使用

使用前准备

机器人开机并充电

长按开机键，等待电源指示灯长亮后，将机器人水箱一侧朝内放入基站。机器人内置高性能锂离子电池组，为维持电池性能，日常使用请保持电量充足。



使用前准备

机器人配网

同时按住机器人上的回充键和启动键约 6 秒，根据语音提示和 APP 内的步骤提示完成配网，成功后即可通过手机启动清洁任务（注意：机器人仅在安装拖布的情况下才能启动清洁任务）。



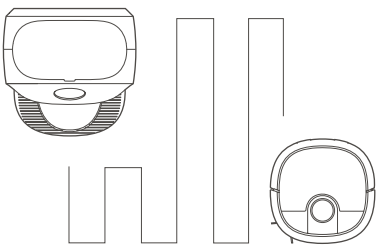
扫码下载 APP

产品使用

使用前准备

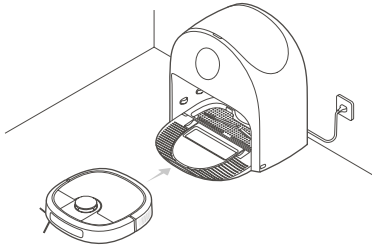
开始清洁任务

机器人将按照所得地图规划最佳的清洁路径和方案，若无特殊设置，机器人将优先清洁距离基站最近的房间。



自动返回蓄水排污

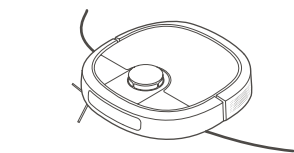
清洁过程中，机器人将实时清洗拖布，避免二次污染；当清水盒内的水用完，机器人将自动返回基站加清水，当污水盒内的水满，机器人将自动返回基站排污水。



使用前准备

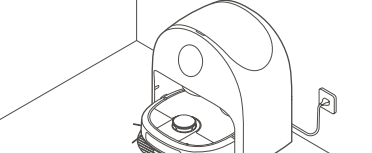
异常情况报错

机器人清洁过程中若被困住或遇到其他异常情况，将语音报错同时 APP 提示。



清洁任务完成

机器人将自动回到基站，进行排污水、加清水、清洗拖布、热风干拖布等工作。



请关注公共号了解更多使用信息

常见问题分析及处理

问题类型	可能原因	解决方法
APP 安装使用	手机操作系统版本过低	手机操作系统版本过低
	没有授权 APP 访问网络	手机设置允许 APP 访问网络
APP 账号注册	手机号已经在第三方登录方式中绑定过	手机号短信验证码登录 APP
APP 配网流程	1. 按键顺序有先后 2. 机器人非待机状态 3. 机器人系统内部错误	1. 按请同时长按机身上的回充和启动键 2. 确保机器人在非任务状态下进行配网 3. 重启机器人
	1. 未授权 APP 获取定位 2. 手机没有打开 GPS 定位	1. 手机设置授权 APP 获取位置信息 2. 打开手机的 GPS 定位功能
	1. 机器人未进入配网模式 2. 配网时间超过 2 分钟机器人会退出配网模式	1. 同时长按机身上的回充和启动键进行配网 2. 请重新操作配网流程，并在两分钟内完成配网
	1. 没有选择连接优 + 开头的热点就返回 APP 2. 手机系统识别到优 + 开头的热点是无网状态	1. 请连接优 + 开头的热点 2. 手动查找设备后，先连接家里的网络后选择优 + 开头的热点，再返回 APP 内继续配网流程
	1. Wi-Fi 密码错误 2. 家庭 Wi-Fi 为 5GHz 网络 3. 机器人连接的 Wi-Fi 信号弱	1. 请输入正确的 Wi-Fi 密码 2. 机器人仅支持 2.4GHz 网络进行配网 3. 请保证机器人在路由器的网络覆盖范围内且连接 Wi-Fi 的信号强度高
机器人离线	1. 机器人关机状态下，APP 无法连接机器人 2. 机器人所在的位置号弱或网络不稳定	1. 请长按机器人电源开关开机 2. 机器人正常工作时离线不会影响清洁进度，等网络信号较好，机器人会自动恢复成在线

常见问题分析及处理

问题类型	可能原因	解决方法
无法开 / 关机	1. 机器人电量不足 2. 机器人系统内部错误	1. 请将机器人放入基站内充电 2. 请将机器人恢复出厂设置，如无法解决问题，请联系售后客服
无法连接机器人	1. 机器人未开机 2. 机器人系统内部错误	1. 请按机器人开机键开机 2. 重启机器人，如仍无法解决，请联系售后客服
机器人按键无响应	1. 机器人系统内部错误 2. 机器人雷达系统异常，无法正常转动并放出信号	1. 重启机器人，如仍无法解决，请联系售后客服 2. 确认雷达无法正常转动并放出红光请联系售后客服进行处理
机器人发出异响	滚刷、边刷可能被异物缠绕	请检查滚刷和边刷是否缠绕异物，并进行清理，如清理后仍有异响，请拆卸滚刷和边刷，进一步清理
机器人无法顺利完成建图	1. 机器人未能自主完成清洁 2. 机器人未能自主回到基站 3. 机器人无法到达家中所有区域	1. 首次清洁任务，确保拖布已安装，请尽量保证环境畅通，不要手动结束清洁任务 2. 请按照指引将基站摆放在正确位置 3. 为了更好地帮助机器人建图，首次使用时，请打开各个房间的房门
机器人无法返回基站	1. 基站摆放位置不正确 2. 基站断电或被移动 3. 机器人被地面障碍物卡住或放置基站的房间门关闭 4. 机器人不是从基站出发开始清洁任务的 5. 基站放置的位置地面不平	1. 请按照指引将基站摆放在正确位置 2. 请检查基站是否连接可用的电源，不要人为移动基站的位置 3. 请按照指引对地面物品进行整理后再启动清洁任务 4. 建议让机器人从基站内出发开始清洁任务 5. 请将基站放置在平坦的地面

产品参数

机器人	基站
尺寸：35*35*10 cm	尺寸：44*44*45 cm
颜色：深空灰	颜色：深空灰
重量：3.95 kg	重量：7.6 kg
电池：6000 mAh	额定输入：220 V AC 50 Hz
额定电压：16.6 V DC	额定输出：24 V DC
额定功率：45 W	额定功率：50 W

优瑞家 J9 全自动扫拖机器人
产品 CMIIT ID 详见整机底部铭牌

部件名称	有害物质					
	铅	汞	镉	六价铬	多溴联苯	多溴二苯醚
塑胶件	○	○	○	○	○	○
五金件	×	○	○	○	○	○
电路模块	×	○	○	○	○	○
电子元器件	○	○	×	○	○	○
电池	○	○	○	○	○	○
插头电源线（金属部分）	×	○	○	○	○	○

备注：
说明：本表格依据 SJ/T 11364 的规定编制
○：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 现行有效版本规定的限量要求以下。
×：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 现行有效版本规定的限量要求，且目前业界没有成熟的替代方案，符合欧盟 RoHS 指令环保要求

■ 保修服务

保修信息

优瑞家全自动扫拖机器人三包凭证
优瑞家科技有限公司（以下简称“优瑞家”或“我们”）严格依据《中华人民共和国消费者权益保护法》、《中华人民共和国产品质量法》实行售后三包服务，内容如下：

● 退换货政策

1. 七天退货

七日内，在保证产品（含包装和附件）完好不影响二次销售前提下，可申请无理由退货，运费由用户自行承担。自签收次日起 7 日内，本产品出现《保修信息 - 性能故障》所列情况，经由优瑞家科技有限公司售后服务中心检测确定为产品性能故障问题，用户可以选择退货，运费由优瑞家科技有限公司承担。

2. 十五天质量问题换货

自签收次日起 15 日内，本产品出现《保修信息 - 性能故障》所列情况，经由优瑞家科技有限公司售后服务中心检测确定为产品性能故障问题，可免费享受换货服务，运费由优瑞家科技有限公司承担。

注：因运输过程中需使用包装箱保证产品运输安全，建议自签收之日起，至少保留快递包装箱 30 天

● 保修政策

自签收次日起 15 日后，且在保修期限内，本产品出现《保修信息 - 性能故障》所列情况，经由优瑞家科技有限公司售后服务中心检测，确定为产品性能故障问题后，可免费享受维修服务，运费由优瑞家科技有限公司承担。

● 非保修条例

以下情况，我们将不能为您的优瑞家全自动扫拖机器人提供免费保修服务，但可实行收费维修

1. 未经授权的维修、误用、碰撞、疏忽、滥用、进液、事故、改动、不正确的使用
2. 非本产品配件，或撕毁、涂改标贴、防伪标记
3. 已超过三包有效期
4. 因不可抗力造成的损坏
5. 不符合《保修信息 - 性能故障》所列性能故障的情况
6. 因人为原因导致本产品及其配件产生《保修信息 - 性能故障》所列性能故障

■ 保修服务

保修信息

整机及各零部件性能故障 & 保修期限如下：

类型	性能故障
机器人	1. 说明书所列功能失效 2. 无法开机 3. 无法充电 4. 滚刷、边刷、风机、主轮、拖地模组 不工作
基站	1. 无法开机 2. 无法正常为机器人供电 3. 清水桶无法供水 4. 污水桶无法抽水 5. 无法正常检测水位 6. 热风干模块无法工作 7. 基站洗拖布模块无法工作 8. OLED 显示屏无法正常显示
电源线	无法正常为基站供电

类型	保修信息	保修期限
机器人 & 基站	1. 机器人本体（包含电池） 2. 基站本体（包含电源线）	1 年
配件 & 耗材	1. 边刷 2. 滚刷 3. 拖布 4. 尘盒滤网 5. 清洁小工具 6. 污水过滤阀	不保修

■ 保修服务



产品保修卡	
用户姓名	
联系电话	
通讯地址	
产品名称及型号	
产品序列号	
产品购买日期	

维修记录				
	维修日期	故障问题 & 更换配件	维修中心	维修工程师
1				
2				
3				
4				
5				

优瑞家科技有限公司
地址：苏州市相城经济开发区漕湖大道 39 号
编码：215000
服务电话：400-001-0562



Owner's Guide

Thank you for purchasing your new eureka machine! Please read this Owner's Guide carefully before operating, and keep it properly.



Robot Vacuum and Mop



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PRODUCT USE	07
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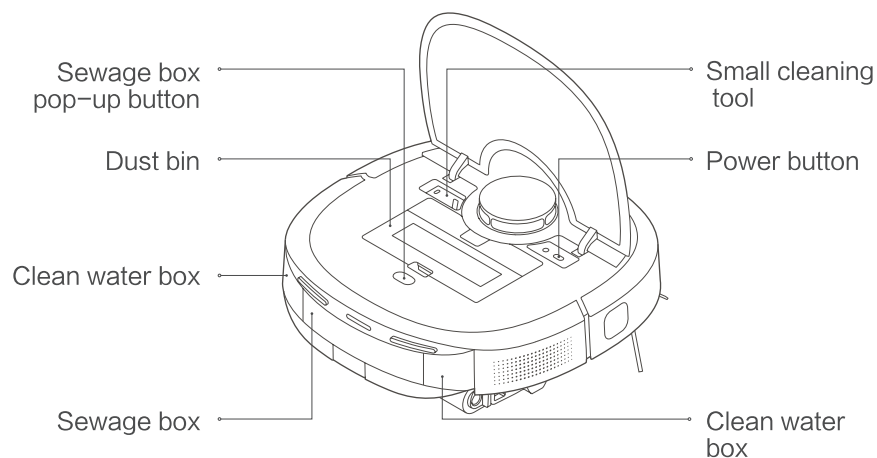
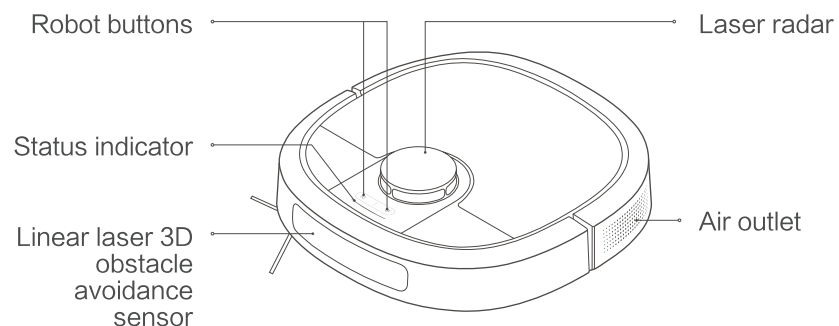
SPECIAL TIPS

Before use, please keep vigilant and pay attention to the followings: When using the product, please carefully read this Product Manual, and keep it properly.

- Be sure to recognize issues that may occur during cleaning as soon as possible. Clean up power cables and small items on the floor to avoid obstruction during the cleaning process. Keep the robot away from the carpet as much as possible. Prevent hanging curtains and tablecloth from touching ground.
- If there are suspended environments such as stairs, please test whether this product can detect these area edges without falling off. Set up restricted zones/virtual walls at suspended area edges using [eureka] app to prevent this product from falling off.
- Please follow the Product Manual to use this product. Only use accessories and cleaning detergent recommended or sold by the manufacturer.
- Please make sure that the power voltage is in line with the one marked on the station.
- Before use, make sure that the mop support, mop, dust bin and filtration materials have been installed in place.
- To avoid danger, any damaged power supply cord must be replaced by the manufacturer repair department or professionals from a designated institution.
- Before cleaning and maintaining the robot, please turn off this product first.
- Before cleaning and maintaining the station, make sure that the plug has been removed from the power socket.
- Before discarding this product, please remove this product from the station, turn off the power switch and remove the battery. Used batteries must be disposed of in accordance with local laws and regulations.
If this product is idle for a long time, please power it off.
- Children under 8 years old or the mentally disturbed are prohibited from using this product. If it is indeed necessary to do so, such users need to use this product under supervision and guidance of their guardians. Do not let children sit on this product or play it as a toy to avoid unnecessary danger.
- Only use this product in indoor house environment. Do not use this product outdoors (including in open balconies), commercial or industrial places.
- Do not use this product in baby or toddler bedrooms.
- Do not use this product with damaged power cable or power socket. Do not use this product if it fails to work due to falloff, damage, outdoor use, or water damage. To prevent injury, this product must be repaired by manufacturer or its after-sales customer service team.
- If the robot is in the station, do not pick up the station to prevent the robot from falling off and causing unnecessary harm.
- Please follow the Product Manual to use this product. Our company is not liable for any loss and injury caused by improper use.
- Only use original station assembled by the manufacturer. It is prohibited to replace batteries. In case of suspected battery errors, please contact manufacturer, authorized distributor or professionals in a similar institution.
- It is prohibited to use this product in an environment with open flame or fragile items. It is prohibited to use this product in an extremely hot >40°C or an extremely cold <0°C environment.
- As the robot and station are not water-proof, please do not directly flush them with water during cleaning and maintenance to avoid product malfunction due to water damage, which will affect product warranty.
- During maintenance, please stop the robot and make it stand up with the mop scraper on the floor to avoid product malfunction due to water damage, which will affect product warranty.
- When cleaning or moving the station, please power it off first and drain water from the station bottom shell before movement. During moving, do not tilt the station too much to avoid product malfunction due to water damage, which will affect product warranty.

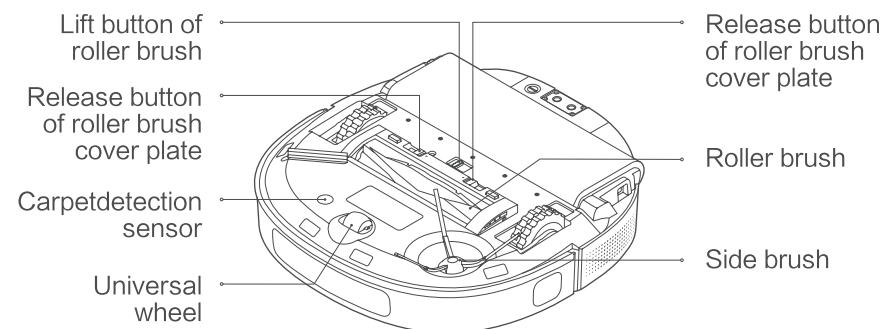
PRODUCT INTRODUCTION

Front side of robot

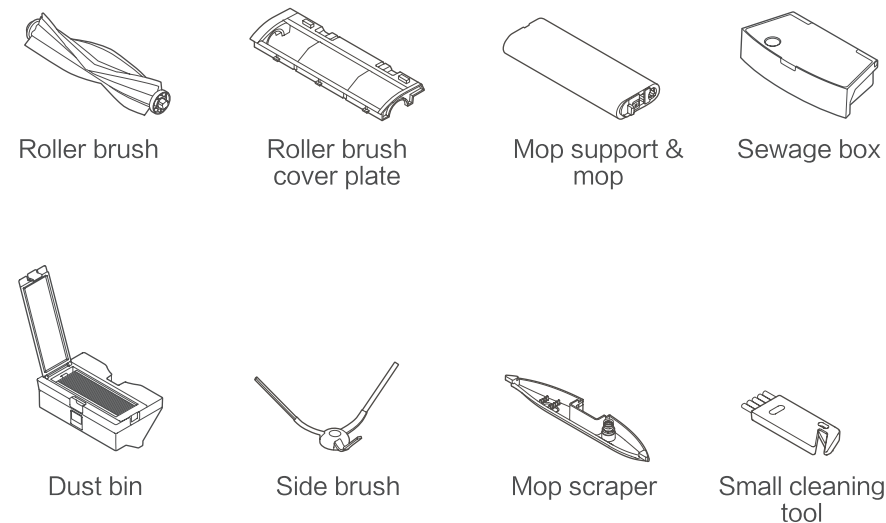


PRODUCT INTRODUCTION

Back side of robot

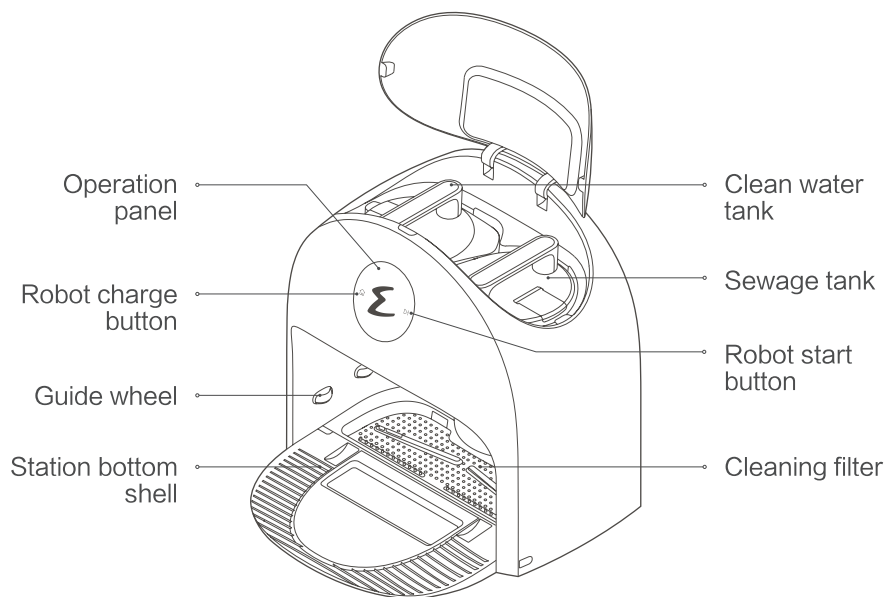


Robot accessories

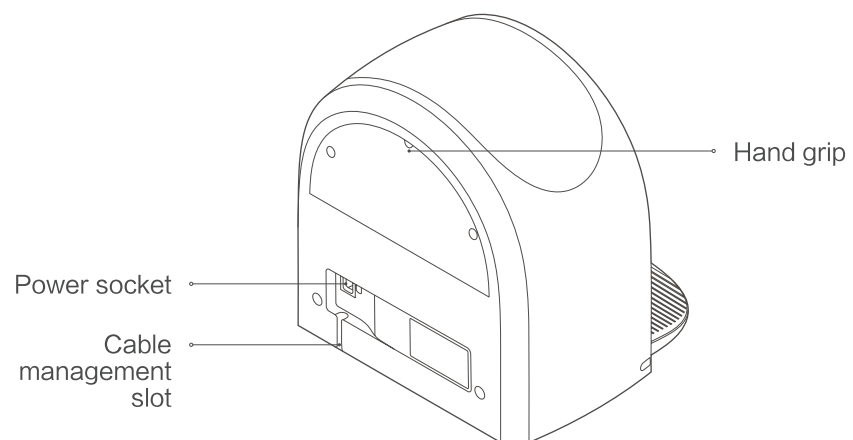


PRODUCT INTRODUCTION

Front side of station

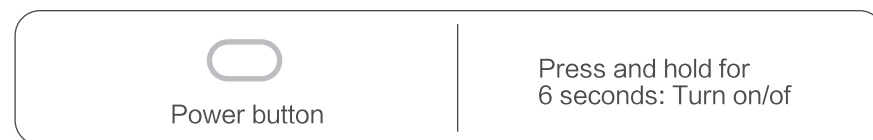
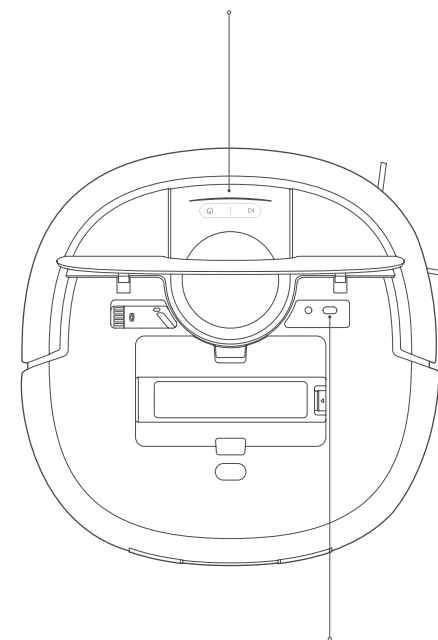
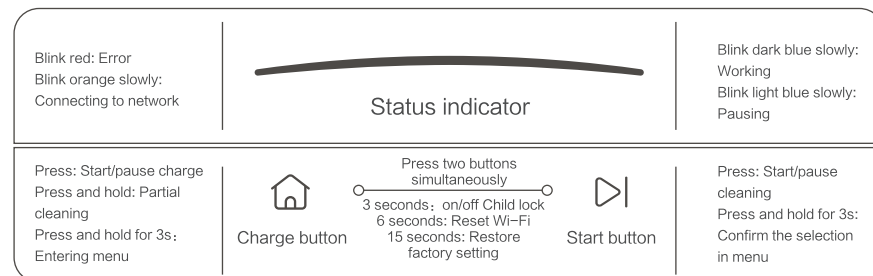


Back side of station



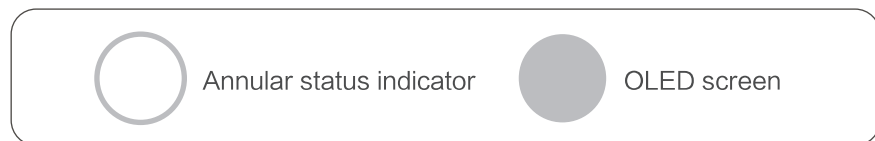
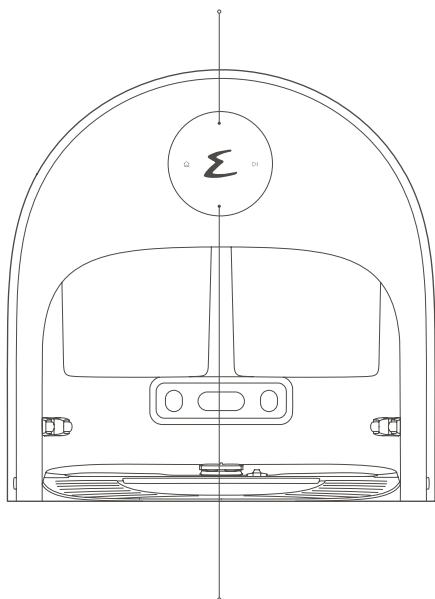
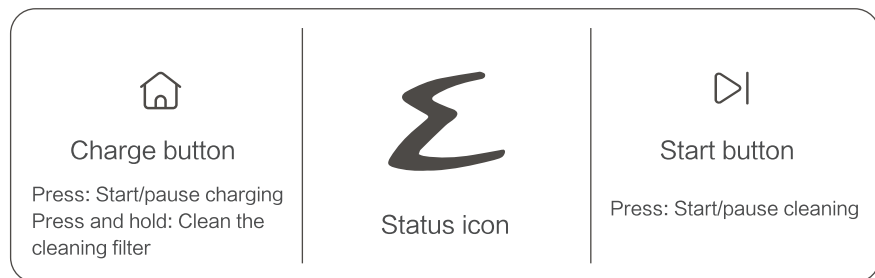
PRODUCT INTRODUCTION

Robot operation panel



PRODUCT INTRODUCTION

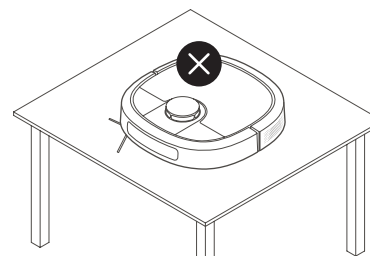
Station operation panel



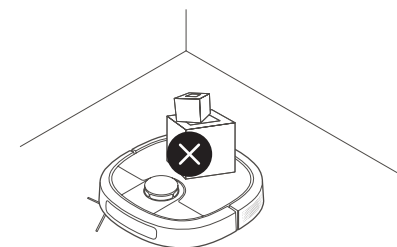
PRODUCT USE

Special tips

Please make sure that the robot is not in a suspended environment. Do not start the robot on a desk, sofa or other places with certain height from the ground.

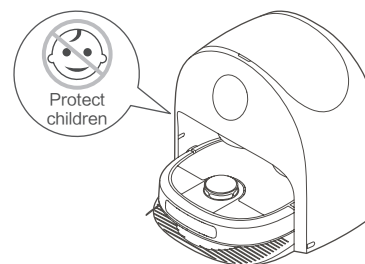


Prevent the robot from being pressed by any objects. Do not place any objects, including persons, pets or other objects with certain weight on robot no matter when it is static or moving.

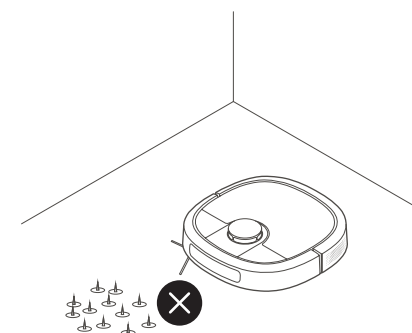


Special tips

Protect children nearby. To avoid injury, do not put hair or fingers near or into the robot's mop, side brush, radar, suction inlet, station water tank, or station bottom shell when the robot is working



Beware of sharp objects. Do not use the robot to collect hard or sharp objects to avoid machine error

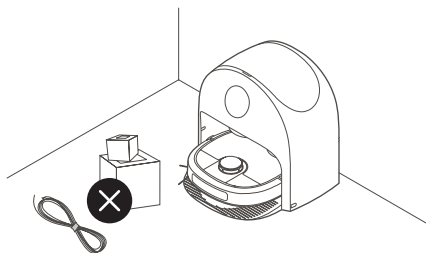


PRODUCT USE

Special tips

Clean up rooms.

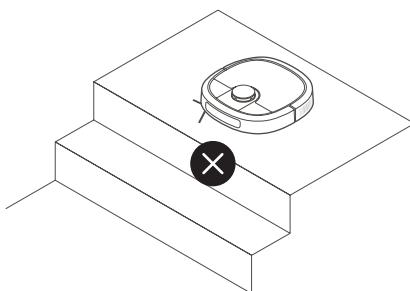
Before startup, clean up cables and sundries scattered on the ground, and remove objects that are prone to fall off, fragile objects, valuable objects, and objects that may cause danger. Prevent the robot from being tangled, stuck, or dragged, which may cause damage to person or property.



Prevent the robot from falling off.

If your house is multistorey, the robot may execute a task at staircase or step edges.

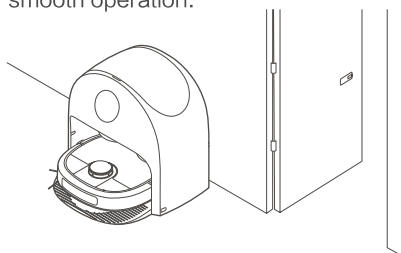
Please place protecting facilities or set up restricted zones or virtual walls in the app to ensure safe operation.



Special tips

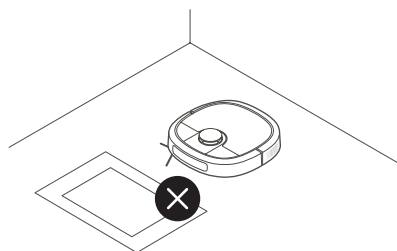
Open doors of all rooms to be cleaned.

To help eureka explore the entire space and conceive a complete map, during first use, it is recommended to open the doors of all rooms to be cleaned to ensure smooth operation.



Pay attention to carpet areas.

Pay attention to carpet areas. If there is carpet at home, please set up restricted zones or virtual walls for it to avoid dirt and tangling.

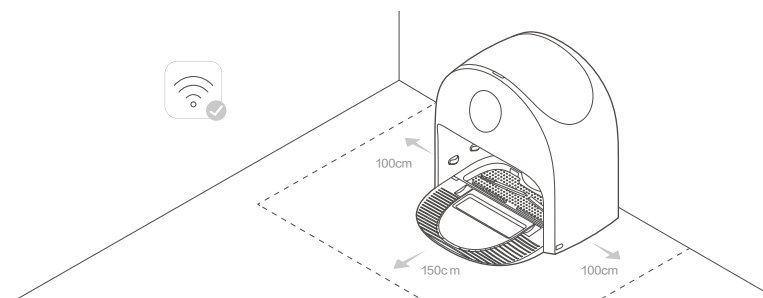


PRODUCT USE

Start using

Please put the station in a room against walls, and connect it to power supply.

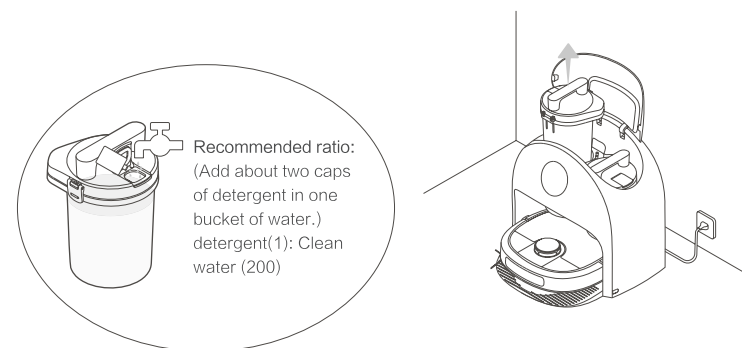
Retain an open area with at least 100 cm on both sides and 150 cm at the front. For better app interaction, make sure that the place where the station locates has strong network signals.



Start using

Make preparations before cleaning.

Remove the transportation protection foam for the cleaning filter on the bottom of the station. Then, supply the clean water tank with proper amount of clean water.

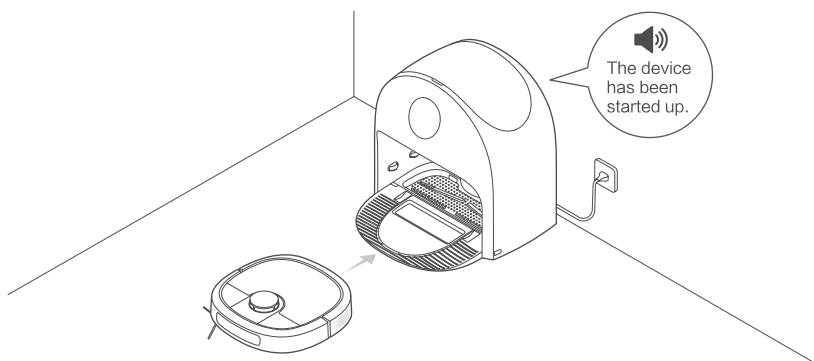


PRODUCT USE

Start using

Turn on and charge the robot.

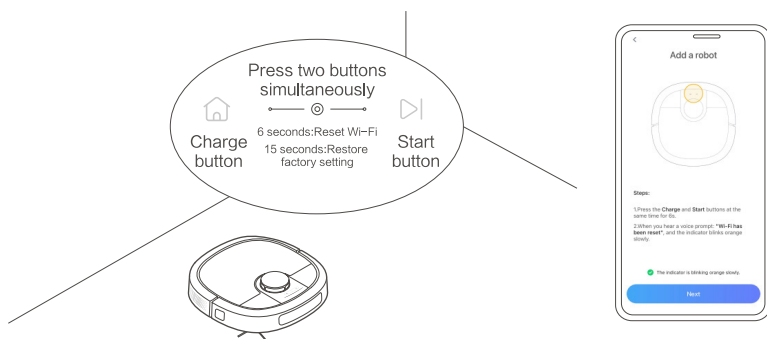
Press and hold the Power Button until the power supply indicator is solid on. Then, put the robot into the station as shown in the figure. The robot is built in with a high-performance Lithium ion chargeable battery pack. To maintain the battery performance, please keep a sufficient battery level.



Start using

Connect the robot to network.

Press the Charge Button and Start Button on the robot at the same time for about 6 seconds. Finish network connection based on voice prompts and app steps. After network connection done, you can start a cleaning task using the phone (Note: Please make sure that the robot has been installed with mop before starting a cleaning task).

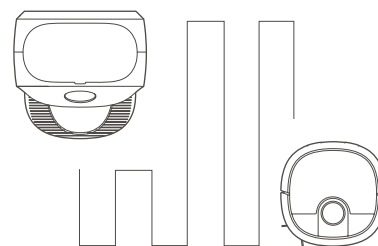


PRODUCT USE

Start using

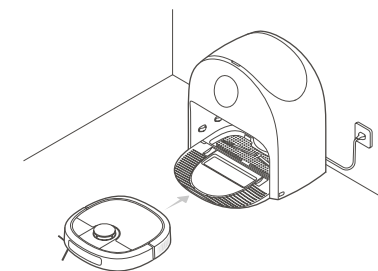
Start of a cleaning task

The robot will plan the optimal cleaning path and scheme based on the conceived map. If there are no special settings, the robot will clean the room farthest from the station first.



Automatic return to clean mop

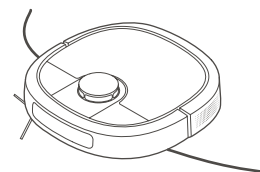
During cleaning, the robot will automatically return to the station to clean mop while draining sewage and refilling clean water. Do not move the station, water tank, or cleaning filter.



Start using

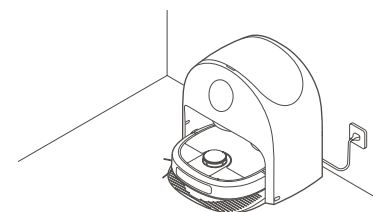
Voice prompts for errors

If the robot is stuck or has other accidents during cleaning, you will hear a voice prompt, and the app will also display a prompt.



Completion of a cleaning task

The robot will automatically return to the station for sewage draining, clean water refilling, cleaning and mop hot air drying, and so on.



ANALYSIS AND SOLUTION OF COMMON PROBLEMS

Issue type	Possible reasons	Solution
App installation and use	The operation system version of the phone is too old.	The operation system version of the phone is too old.
	The app is not authorized to access to internet.	Allow the app to access to the internet on phone settings.
App account registration	The phone number has been bound through a third-party login method.	Log into the app by texting a verification code to the phone number.
App network connection process	1. There is an order of clicking buttons. 2. The robot is not in standby status. 3. There is an internal error with the robot system.	1. Press the Charge Button and Start Button on the robot at the same time. 2. Make sure that the robot is not executing a task when connecting it to network. 3. Restart the robot.
	1. Fail to allow the app to access to location. 2. Fail to enable the phone's GPS location.	1. Allow the app to access to the location information on phone settings. 2. Enable the phone's GPS locating function.
	1. Fail to enter network connection mode. 2. If the network connection exceeds 2 minutes, the robot will exit network connection mode.	1. Press and hold the Charge Button and Start Button on the robot at the same time to connect to network. 2. Please redo the network connection process, and finish network connection within two minutes.
	1. Return to the app before connecting to the hotspot started with eureka. 2. The phone system detects that the hotspot started with eureka has no internet.	1. Please connect to the hotspot started with eureka. 2. After manually device search, connect to the internet at home and select the hotspot started with eureka. Then, return to the app to continue network connection.

ANALYSIS AND SOLUTION OF COMMON PROBLEMS

Issue type	Possible reasons	Solution
App network connection process	1. The Wi-Fi password is incorrect. 2. The Wi-Fi at home is a 5GHz network. 3. The Wi-Fi connected to the robot has poor signals.	1. Please enter a correct Wi-Fi password. 2. The robot only supports 2.4GHz network for network connection. 3. Please make sure that the robot is covered by the router network and the connected Wi-Fi has strong signals.
Robot offline	1. When the robot is turned off, the app cannot connect to the robot. 2. The location of the robot has poor signals or the network is unstable.	1. Please press and hold the power button to turn on the robot. 2. When the robot is functioning, the offline status will not affect the cleaning progress. When network signals become strong, the robot will automatically restore to online status.
Fail to turn on/of	1. The robot battery level is insufficient. 2. There is an internal error with the robot system.	1. Please put the robot back into the station to charge. 2. Please restore the robot to factory setting. If the issue persists, please contact customer services.
Fail to connect to the robot	1. The robot isn't turned on. 2. There is an internal error with the robot system.	1. Please press the power button to turn on the robot. 2. Restart the robot. If the issue persists, please contact customer services.
There is no response after pressing the buttons	1. There is an internal error with the robot system. 2. There is an error with the robot radar system, which cannot rotate smoothly and release signals.	1. Restart the robot. If the issue persists, please contact customer services. 2. If it is confirmed that the radar fails to rotate and release red light, please contact customer services.

ANALYSIS AND SOLUTION OF COMMON PROBLEMS

Issue type	Possible reasons	Solution
The robot has an abnormal sound	The roller brush or side brush may be tangled by foreign matters.	Please check whether the roller brush or side brush have been tangled with foreign matters. If so, clean them. If abnormal sound persists after cleaning, please detach the roller brush and side brush for further cleaning.
Fail to charge	<ol style="list-style-type: none"> 1. The power button on the robot is not turned on. 2. The station is not connected to the power supply. 3. The charging sheet is not correctly connected after you manually put the robot in the station. 4. The battery has been idle for a long time. 	<ol style="list-style-type: none"> 1. Make sure that the power button on the robot has been turned on. 2. Make sure that station has been powered on. 3. Please press the charge button on the station to control the robot return to the station for charging. 4. It is recommended NOT to leave eureka in idle status for a long time. If it cannot be charged for a long time, contact customer services.
Fail to complete mapping	<ol style="list-style-type: none"> 1. Fail to complete automatic cleaning. 2. Fail to return to the station automatically. 3. Fail to reach any area at home 	<ol style="list-style-type: none"> 1. During initial cleaning task, make sure that the mop has been installed properly and the environment is unobstructed. Do not manually end the cleaning task. 2. Please refer to the guideline to put the station in a correct position. 3. To facilitate robot mapping, please open the door of each room during first use.

ANALYSIS AND SOLUTION OF COMMON PROBLEMS

Issue type	Possible reasons	Solution
Fail to return to the station	<ol style="list-style-type: none"> 1. The station is put in an incorrect position. 2. The station is powered off or moved. 3. The robot is stuck by obstacles on the ground or the door of the room in which the station locates is closed. 4. The robot does not depart from the station to start a cleaning task. 5. The station is placed on an uneven ground. 	<ol style="list-style-type: none"> 1. Please refer to the guideline to put the station in a correct position. 2. Please check whether the station has connected to an available power supply. Do not move the station. 3. Please refer to the guideline to clean up objects on the ground before starting a cleaning task. 4. It is recommended to depart the robot from the station to start a cleaning task. 5. Please put the station on a flat ground.

PRODUCT SPECIFICATIONS

Robot	Station
Dimensions: 35 × 35 × 10 cm	Dimensions: 44 × 44 × 45 cm
Color: Space grey	Color: Space grey
Weight: 3.95 kg	Weight: 7.6 kg
Battery: 6000 mAh	Rated input: 100–240V ~ 50/60Hz
Rated voltage: 16.6 V DC	Rated output: 24V DC
Rated power: 45 W	Rated power: 50 W

Component name	Hazardous substance					
	Pb	Hg	Cd	Cr (VI)	PBBs	PBDEs
Plastic parts	○	○	○	○	○	○
Hardware	×	○	○	○	○	○
Circuit module	×	○	○	○	○	○
Electron components and parts	○	○	×	○	○	○
Battery	○	○	○	○	○	○
Plug cord (Metal parts)	×	○	○	○	○	○

Remarks:

Notice: This table is prepared in accordance with SJ/T11364.

O: Indicates that this hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in the current version of GB/T26572.

X: Indicates that this hazardous substance contained in at least one of the homogeneous materials for this part is above the limit requirement in the current version of GB/T26572, however, meets the environmental requirements of the EU ROHS directive. Beaware that there is no mature alternative in this industry.

WARRANTY SERVICE

Warranty information

Repair, replacement and return warranty for eureka Robot Vacuum and Mop eureka provides the aftersales repair, replacement and return warranty service in strict accordance with the Law of the People's Republic of China on Protection of Consumer Rights and Interests and Product Quality Law of The People's Republic of China.

• Return and exchange policy

1. Return of products within seven days after purchase

The user can apply for a return of goods within seven days after purchase without reason when the product (including its package and accessories) is in good condition without affecting secondary sales.

The shipping fees shall be borne by the user. Within 7 days from the second day after receipt, if this product has any issues listed in the Warranty Information – Performance Errors, which is determined as a product performance error by eureka After-sales Service Center, the user can return their product. The shipping fees shall be borne by eureka.

2. Exchange of products within fifteen days after purchase in case of quality issues

Within 15 days from the second day after receipt, if this product has any issues listed in the Warranty Information – Performance Errors, which is determined as a product performance error by eureka After-sales Service Center, the user can enjoy free exchange service. The shipping fees shall be borne by eureka.

Note: The original express package box is provided to protect this product during transportation. It is recommended to keep the original express package box for 30 days from the date of receipt.

• Warranty policy

Within 15 days from the second day after receipt, if this product under warranty has any issues listed in the Warranty Information – Performance Errors, which is determined as a product performance error by eureka After-sales Service Center, the user can enjoy free repair service. The shipping fees shall be borne by eureka.

WARRANTY SERVICE

• Non-warranty rules

eureka is not liable for free repair service (However, you may choose a charged repair) for your eureka Robot Vacuum and Mop in any one of the following cases:

1. Unauthorized repair, misuse, collision, negligence, abuse, water damage, accident, modification, improper use of product accessories, or tear-up or modification of label or false proof mark.
2. Expiry of the effective period for repair, replacement and return warranty
3. Damage caused by force majeure
4. Non-conforming of the performance errors listed in Warranty Information – Performance Errors
5. Performance errors for this product and its accessories listed in Warranty Information – Performance Errors due to human causes

WARRANTY SERVICE

Warranty information

Performance errors and warranty period for the entire machine and each component are as follows:

Type	Performance error
Robot	<ol style="list-style-type: none">1. Malfunction listed in the Product Manual2. Fail to turn on3. Fail to charge4. The roller brush, side brush, fan, drive wheel, or the mopping module fails to work
Station	<ol style="list-style-type: none">1. Fail to turn on2. Fail to charge the robot3. Clean water tank fails to supply water4. Sewage tank fails to drain sewage5. Fail to detect water level6. The station mop cleaning module fails to work7. OLED screen fails to display8. Hot air drying fails to work
Power cable	Fail to supply power to the station

Type	Warranty information	Warranty period
Robot & station	<ol style="list-style-type: none">1. Robot body (including batteries)2. Station body (including power cable)	One year
Accessories & consumables	<ol style="list-style-type: none">1. Side brush2. Roller brush3. Mop4. Dust bin filter5. Small cleaning tool6. Sewage filter element	No warranties

WARRANTY SERVICE



Product warranty card	
User name	
Contact number	
Contact address	
Product name and model	
Product serial number	
Date of purchase	

Repair records				
	Date of repair	Errors and replacement of accessories	Repair center	Repair engineer
1				
2				
3				
4				
5				

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eureka