

Owner's Guide

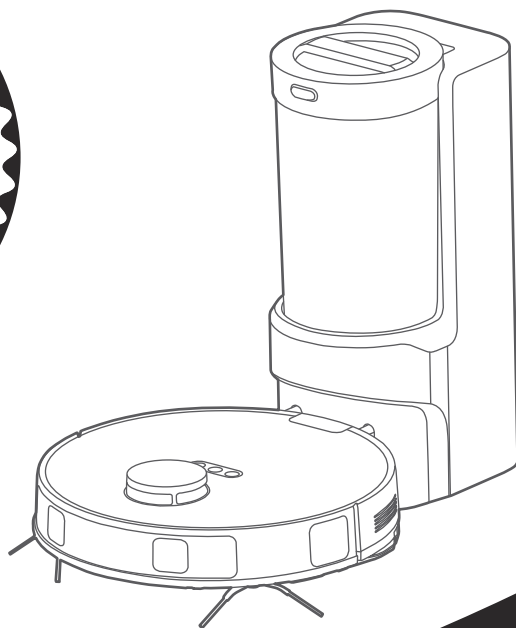
Thank you for purchasing your new Eureka vacuum!

Important instructions

For easy assembly, please take a few moments to read this owner's guide.

If you have questions about your new vacuum, please contact our customer service HELPLINE at 1-800-282-2886.

We're here to help!



**VISIT
WEBSITE
BUY NOW**

www.eureka.com

eureka®

Where to find important vacuum information

Keep this information

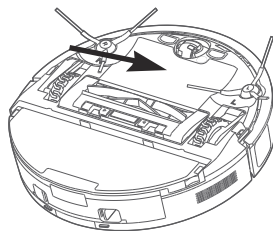
Write the model, type and serial number here:

Date of purchase (keep your receipt) _____

Model number and type _____

Serial number _____

Find these numbers on a label on the vacuum, battery, and charger. Refer to these numbers when ordering parts and accessories, or if service is needed.



This Owner's Guide provides important instructions to use and maintain your Eureka vacuum cleaner

Registration: To register your product visit www.eureka.com and click on the 'Register Your Product' link in the top right corner.

Please note, the failure to complete and submit this form does not diminish your warranty rights.

Inspection: Carefully unpack and inspect your new Eureka vacuum cleaner for shipping damage. Each unit is tested and thoroughly inspected before shipping. For instructions regarding any shipping damage, call the Eureka Customer Service HELPLINE at 1-800-282-2886 immediately.

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Follow caution information wherever you see this symbol.

IMPORTANT SAFEGUARDS

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

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

This vacuum should not be used by children under the age of eight or those with reduced physical, sensory or mental capabilities without supervision.

WARNING

- Before using, clear area of power cords, pull cords for curtains or blinds, clothing and fragile items.
- Do not operate in a room where a child or infant is sleeping.
- Do not pour or spray any liquids on or in your robotic vacuum.
- If you live in an area that is prone to electrical storms, we recommend using a surge protector.
- Do not operate the robotic vacuum in a room that has lit candles or lit fireplace.
- Do not allow children to sit on vacuum.
- Do not use the docking station if it is damaged.
- Do not operate in areas with exposed electrical outlets on the floor.
- Be aware that the robotic vacuum moves around on its own. Take care when walking in the area when it is in operation.
- Do not place the robotic vacuum on any unstable surfaces.
- Prevent unintentional starting. Ensure the switch is in the off-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that has the switch on invites accidents.
- Danger. Do not touch nozzle when the vacuum cleaner is on.
- Do not put any object into openings. Do not use with any openings blocked; keep free of dust, lint, hair and anything that may reduce air flow.
- Do not use outdoors or on wet surfaces.
- Do not operate the vacuum cleaner or charger if it has been damaged in any way. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water or other liquid, call the Eureka Customer Service HELP-LINE at 1-800-282-2886.
- To avoid excessive heat and damage to the unit or battery, the vacuum cleaner will not operate while charging.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack."
- Do not pull or carry the charger by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- This charger is not intended for use

IMPORTANT SAFEGUARDS

by travelers.

- Do not use extension cords or outlets with inadequate current-carrying capacity for the charger.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle charger or vacuum cleaner with wet hands.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- **DO NOT MUTILATE OR INCINERATE BATTERIES. THEY BECOME DANGEROUS AT HIGH TEMPERATURES.**
- Liquid ejected from the battery may cause irritation or burns. If the liquid gets on the skin, (1) seek medical attention, (2) wash quickly with soap and water, and (3) neutralize with a mild acid such as lemon juice or vinegar. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- This product is functioning at temperature range within 40°F - 104°F.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F may cause explosion.
- Follow all charging instructions and

do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.

- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- The terminals on both the vacuum cleaner and battery should be kept free and clear of objects. Do not insert metal objects inside the terminals.
- This vacuum cleaner creates suction. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Do not use the robotic vacuum to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Store vacuum cleaner and charger indoors in a cool, dry area. To avoid electric shock and/or damage, do not expose to weather elements.
- Keep your work area well lit. Unplug electrical appliances before vacuuming them.
- Overcharging, short circuiting, reverse charging, mutilating or incinerating the cells and the batteries must be avoided.
- If a cell or a battery has leaked or vented, it should be replaced

IMPORTANT SAFEGUARDS

immediately using protective gloves.

- If and when necessary, these cells or batteries must be replaced with identical new ones from the same manufacturer. If a cell or a battery to be replaced is connected with other cells or batteries in series, it is recommended that the other cells or batteries be replaced with new ones at the same time.

- Reverse polarity installation of the cell or the battery in the end product must be avoided.

- Do not incinerate this appliance even if it is severely damaged.

Contact local waste facility before discarding in trash.

- Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.

- Do not operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.

- The power cord must be unplugged from docking station before cleaning or maintaining the docking station.

- Remove the appliance from the docking station and turn off the power switch to the appliance before removing the battery for disposal of the appliance.

- If the robotic vacuum will not be used for a long time, fully charge the robotic vacuum and power OFF for storage and unplug the charger.

- Use only with eureka BS2301 docking station.

- Docking station is only for use with the Eureka NER E10s robotic vacuum.

- Warning: The battery charger (Docking station) is not intended to charge non-rechargeable batteries.

- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, seek medical help immediately.

Liquid ejected from the battery may cause irritation or burns.

- Do not use and store in extremely hot or cold environments (below 23°F or above 104°F). Please charge the robotic vacuum in temperature above 39.2°F and below 104°F.

- Place the cords from other appliances out of the area to be cleaned.

- Turn off the power switch before cleaning or maintaining the appliance.

- **WARNING:** This product can expose you to chemicals including Di(2-ethylhexyl)phthalate (DEHP), which is known to the State of California to cause cancer and to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

- Do not use the vacuum on a wet surface.

- Unplug the docking station from outlet when not in use and before servicing.

- Turn off all controls before unplugging.







CAUTION:

RISK OF INJURY. BRUSH MAY START UNEXPECTEDLY.

REMOVE MAIN BRUSH BEFORE CLEANING OR SERVICING.

IMPORTANT SAFEGUARDS WARNING FOR BATTERY

- The product must be powered off before removing the battery.
- Do not disassemble the battery by yourself.
- If you need to replace it, please contact the after-sales service center.
- Please dispose of used battery according to local laws and regulations.
- Do not dismantle, open or shred the battery.
- Do not expose batteries to heat or fire. Avoid storing or keeping robotic vacuum in direct sunlight.
- Do not short-circuit a battery.
- Do not store batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
- Do not subject batteries to mechanical shock.
- In the event of a leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any battery which is not designed for use with the equipment.
- Do not mix different manufacture, capacity, size or type within a device. Keep batteries out of the reach of children.
- Seek medical advice immediately if the battery has been swallowed.
- Keep batteries clean and dry.
- Do not leave a battery on prolonged charge when not in use.
- After extended periods of storage, it may be necessary to charge and discharge the batteries several times to obtain maximum performance.
- The batteries give their best performance when they are operated at normal room temperature (59 °F - 77 °F).
- Retain the original product literature for future reference.
- The battery may be irreversibly damaged if the battery is in low power for a long time. It is recommended that the battery retain sufficient power before storage.

	[symbol IEC 60417-5957 (2004-12)]	for indoor use only
	[symbol ISO 7000-0790 (2004-01)]	read operator's manual
	[symbol IEC 60417-5031 (2002-10)]	direct current
	time-lag miniature fuse-link where X is the symbol for the time/current characteristic as given in IEC 60127	
	[symbol IEC 60417-5032 (2002-10)]	alternating current
	[symbol IEC 60417-5172 (2003-02)]	class II equipment
	ON	
○	OFF	

SAVE THESE INSTRUCTIONS
Household use only

IMPORTANT SAFEGUARDS

To reduce the risk of electric shock, the docking station of the appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way.

If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

CLASS 1 LASER PRODUCT INVISIBLE LASER RADIATION

This device complies with DHHS Radiation Rules, 21CFR Chapter 1, SubchapterJ.

1. To enable Power Saving Mode: In standby or charging state, press and hold the docking button and the LiDAR sensor for 20s. All the indicator lights will turn off.
2. To disable Power Saving Mode: press and hold the power button to restart the machine.

FCC Compliance Statement CAUTION:

Please read the instruction sheet carefully before use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment can radiate radio frequency signals and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

TECHNICAL DATA

1. Product Model: NER E10s
2. Host Charging Voltage: 16.7V ---
3. Host Rated Voltage: 14.4V ---
4. Host Rated Power: 55W
5. Docking Station Model: BS2301
6. Docking Station Input: 120V~, 60Hz, 5.6A
7. Docking Station Output: 16.7V---, 1A
8. Battery Model: BP14452C
9. Battery Rated Voltage: 14.4V ---
10. Battery Capacity: 5200mAh 74.88Wh
11. Charging Limit Voltage: 16.8V---

Midea Robozone Technology Co.,Ltd.

Add.: No.39 Caohu Avenue, Xiangcheng Economic
Development Zone, Suzhou, Jiangsu, China

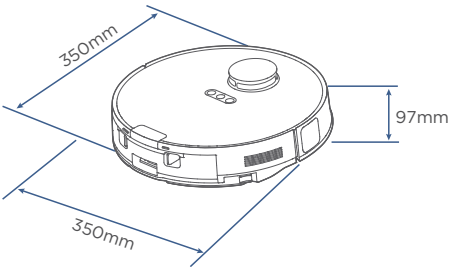
Company: Midea America Corp.

Address: 300 Kimball Drive Suite 201, Parsippany, NJ, USA 07054

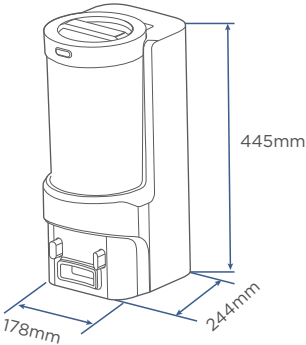
Parts and Components

What comes in the box

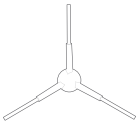
Robotic Vacuum



Self-Emptying Base



Side Brush x2



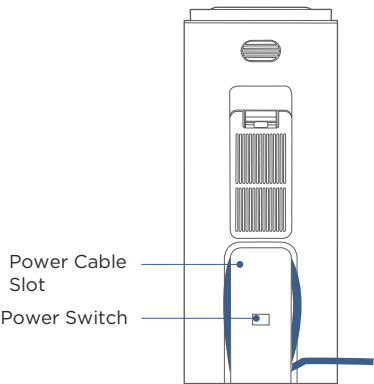
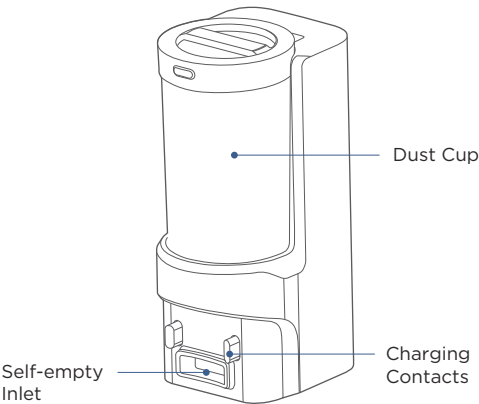
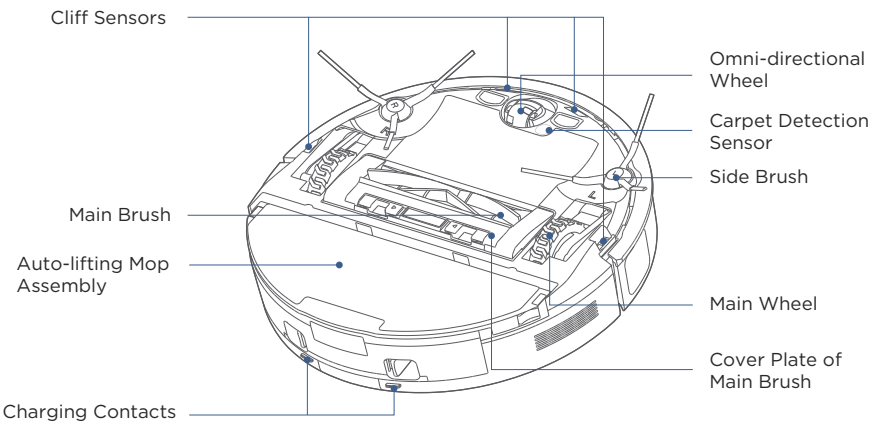
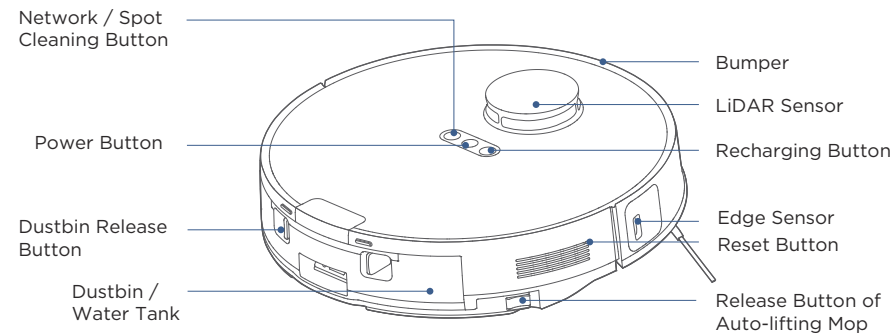
Cleaning Brush



Instruction Manual



How to identify parts of your robotic vacuum





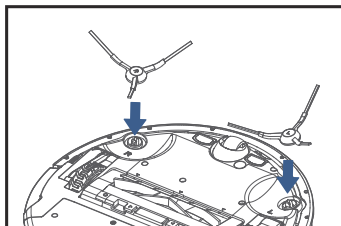
WARNING

Remove excess clutter and cables on the floor before cleaning.

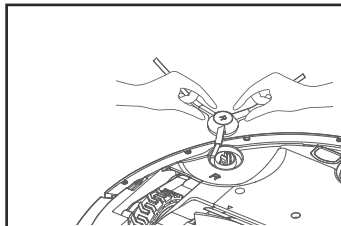
Quick Assembly

■ Installation of side brushes

1. Turn the main unit over. Attach the side brush to its color-matched post and press down until they fit into place.



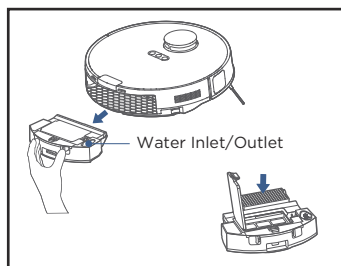
2. To remove the side brush, grab the rubber-coated legs of the side brush with both hands and pull it out.



■ Filter installation

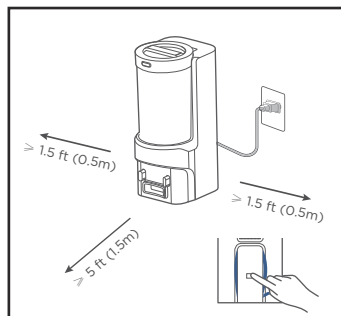
Robotic Vacuum comes with filter installed. Before use, ensure the filter is securely in place. If not, remove dustbin from robotic vacuum, pull up lid of dustbin and make sure filter is snapped into place. Ensure dustbin lid and bottom latch are securely closed and place back dustbin onto robotic vacuum.

When using the mopping function, open the tank lid, fill the water tank with cold water, and securely close the lid.



■ Setting up self-emptying base

1. Place the self-emptying base flat against the wall on a level surface. If there is any charging base for other robotic vacuum cleaners in the room, please put it away before use of our self-emptying base to avoid mismatching.
2. Place the self-emptying base in an area covered with wireless network signal to ensure stable network connection of the robotic vacuum and proper function of the App. Store the excess cords into the slot at the back of the charging base to avoid affecting the proper function of the robotic vacuum.
3. Plug the power cord into a power outlet. Switch the power switch to "I" position to turn on the base.

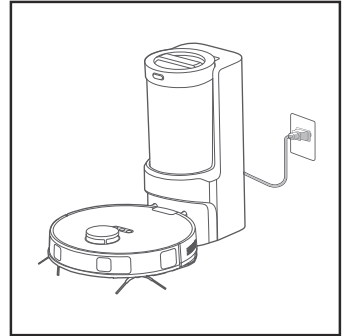





Charging

NOTES

1. Avoid placing the robotic vacuum and the base under direct sunlight.
2. Be sure to keep the charging area dry.

Press and hold "⏻" for 3 seconds to power on the robotic vacuum. After the power indicator turns on, press the recharging button or manually put the robotic vacuum back into the self-emptying base for charging, as shown. We recommend you charge the robotic vacuum for at least 6 hours before using it for the first time.






Indicator Light			Status
			
off	stable light	off	1) Robotic Vacuum is in standby mode, or 2) Cleaning in progress, or 3) Robotic Vacuum is fully charged.
off	stable light	stable light	battery level \geq 20%, robotic vacuum has finished its mission and is going to recharge
off	stable light	flash quickly	battery level $<$ 20%, robotic vacuum is going to recharge
off	flash slowly	off	Robotic Vacuum is charging
off	flash quickly	off	Error has occurred, see "Troubleshooting".
off	off	off	Robotic Vacuum is in sleep mode or turned off.

NOTES

1. When the battery level is too low, the robotic vacuum cannot be turned on. Please manually put the robotic vacuum onto the charging base.
2. The robotic vacuum will not be turned off when placed on the charging base. To turn the battery off, remove the robotic vacuum from the base, press and hold "⏻" for 3s to shut it down. All indicators will be turned off.
3. To ensure the optimal performance of the lithium-ion battery, please keep the robotic vacuum charged.
4. If you manually put the robotic vacuum into the base, ensure that the charging contacts of both the robotic vacuum and the base are connected.
5. For long-term storage, remove the robotic vacuum from the base, turn it off and store it in a cool, dry place. If the robotic vacuum is not used for more than 3 months, allow it to get charged for at least 12 hours before using. To preserve the battery lifespan, we suggest you fully charge the battery at least once every six months.


How to use your robotic vacuum

Operation	Button		
			
Short Press	Start/pause/resume	Return to the base	Start spot cleaning
Press and hold for 3s	Shut down	/	Enter the network pairing state

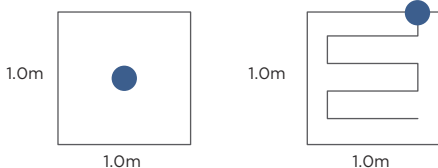
■ Start / Pause / Resume

Briefly Press "" to start/pause/resume cleaning or use your App to control.




■ SPOT Cleaning

When the robotic vacuum is in standby/pause mode, press "" to start spot cleaning. The robotic vacuum will begin to clean an area of one square meter centered on itself. After spot cleaning, the robotic vacuum will automatically return to the charging base to recharge.

Note that starting the spot cleaning mode will automatically stop the current cleaning cycle.



■ Recharge

- ① When the robotic vacuum is in standby mode, press "" and the robotic vacuum will start recharging.
- ② When the robotic vacuum is in cleaning process, pressing "" can stop cleaning, and then press "" can start recharging.

Under special circumstances (such as power depletion, robotic vacuum jamming, etc.), the robotic vacuum may not be able to recharge automatically. Please manually place the robotic vacuum back to the charging base.

NOTES

1. The robotic vacuum will enter sleep mode when it is in standby mode for more than 10 minutes. In sleep mode, press any key to wake up the robotic vacuum.
2. Do not immerse the robotic vacuum in water. Doing so may damage the equipment, causing short-circuit or current leakage.

Self-Emptying Function

1. After cleaning, the robotic vacuum will return to the charging base and automatically begin self-emptying.
2. Press the recharging button (the recharge interval between two times should be longer than 5 minutes) to trigger self-emptying.
3. Select manual self-emptying function on the App. Avoid manual self-emptying frequently.

Status Indicators of Self-Emptying Base

Indicator Light	Status
Off	Self-emptying base is powered off. Self-emptying base is in sleep mode.
White light stays on	Self-emptying base is powered on.
White light flashes slowly	Self-emptying is in progress.
White light flashes quickly	The air duct of the dust cup may be clogged. Please check and empty the dust cup in time.

Setting Up App and Connecting the Device

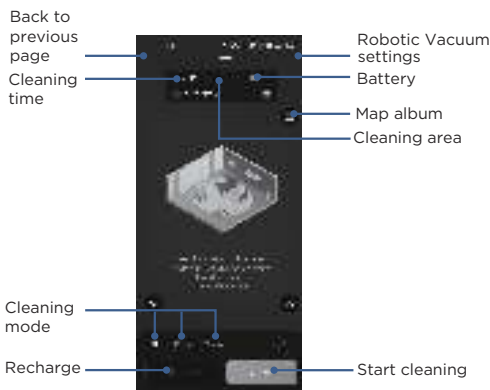
NOTES

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

1. In the App Store or Google Play, search for eureka robot, download and install the app.
2. Open the Eureka app and complete the registration process, which includes an email address confirmation, and once you have confirmed your email address you can log in and follow the setup instructions in the app.
3. Connect your phone to your home wireless network.
4. In the app select Add Devices and choose the device NER E10s.
5. Connect your robotic vacuum to your wireless network. After assembling and powering on the robotic vacuum, press and hold the "G" button for 3 seconds until a beep is heard. The network indicator light should start flashing white. Follow instructions on app for next steps.

Using Eureka Robot App

NOTE: If the wireless network in your home is unstable, it may cause issues with the operation of the Eureka Robot App. The content of the Eureka Robot App may change when the version is updated. Please refer to the Eureka Robotic Vacuum interface for details. This interface will be upgraded later, this interface is for reference only.



NOTE: When you start clean, the machine automatically scans and creates a map.

Using Amazon Alexa or Google Home

Amazon Alexa

1. Open Amazon Alexa App
2. Select 'Skills & Games' and search for Smart Eureka Robot and select
3. Enable the Smart Eureka Robot skill
4. Your Eureka Robot app will then open and you will login using your Eureka Robot app credentials
5. The Smart Eureka Robot skill and the app should now be successfully linked, and this will be indicated on the Amazon Alexa app.
6. You can now use the following commands to control the robotic vacuum:
"Alexa, turn on vacuum"
"Alexa, turn off vacuum"
"Alexa, set charge mode on"

Google Home

1. Open Google Home App
2. Search for Smart Eureka Robot and select
3. Link Smart Eureka Robot skill
4. Your Eureka Robot app will then open and you will login using your Eureka Robot app credentials
5. The Smart Eureka Robot skill and the app should now be successfully linked
6. You can now use the following commands to control the robotic vacuum:
"Hey Google, Start the vacuum"
"Hey Google, Stop the vacuum"
"Hey Google, Charge the vacuum"

How to maintain your robotic vacuum

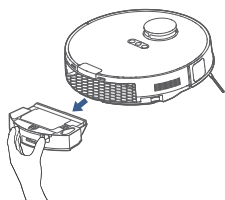


Never operate robotic vacuum without all filters, filter screen and dustbin in proper position.

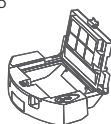
WARNING: Moving parts! Recharge robotic vacuum after each use.

■ Dustbin/Water tank maintenance (clean as needed)

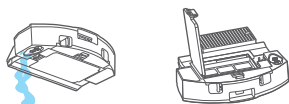
1. Take out the dustbin:
Press the dustbin release button as shown and take out the dustbin.



3. Remove debris by tapping the filter against your garbage bin. You can clean the dustbin, the filter and filter mesh with water, but remember to dry them THOROUGHLY before reinserting them into the robotic vacuum (Do not clean the filter elements with detergents).



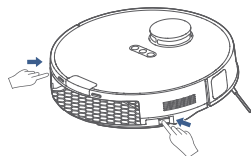
2. Open the lid of the water tank and clean out the remaining water. Open the lid of the dustbin and take out the filter.



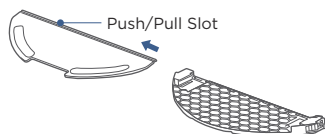
4. Reinsert the dustbin into the robotic vacuum. It is recommended to clean the filter elements every week and replace them every 1-3 months.

■ Cleaning the mop assembly

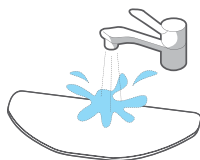
1. Release the mop assembly and clean it.



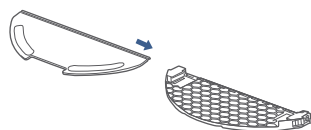
3. Wash the mopping cloth with water and dry it.



2. Remove the mopping cloth from the mop holder.



4. Place the cleaned mopping cloth back to the mop holder and re-install the mop assembly to the robotic vacuum.



How to maintain brushroll

Washable brushroll – clean frequently



CAUTION

Make sure robotic vacuum is turned off and not plugged into a power source.

WARNING: Do not attempt to remove belt. Call the Eureka Customer Service HELPLINE at 1-800-282-2886.

■ Cleaning tools

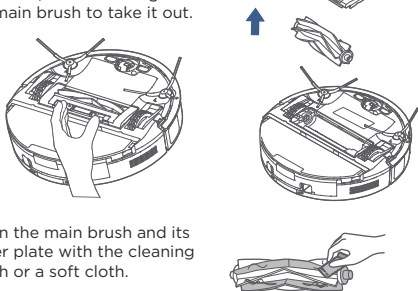
How to use the cleaning brush:

- ① Cut the hair entangled on the main brush with the blade.
- ② Brush off the hair.



■ Main brush maintenance (weekly cleaning recommended)

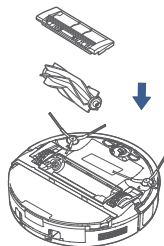
1. Turn the main unit over. Release the cover plate of the main brush and pull it out, and lift the right side of the main brush to take it out.



3. Wash the main brush with water and dry it.



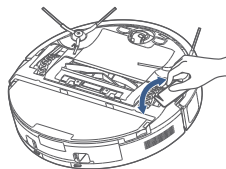
4. After cleaning, press the end cover back to the main brush body. Install the main brush body into the main unit according to the direction shown in the figure. It is recommended to clean the main brush every week and replace them every 6 months.



Main wheels and side brushes cleaning

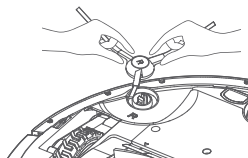
■ Main wheels cleaning (weekly cleaning recommended)

Rotate the main wheels back and forth to remove debris or dust - remove and take out the hair or debris with the cleaning brush or a soft cloth.

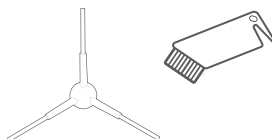


■ Side brushes cleaning (weekly cleaning recommended)

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



2. It is recommended to clean the side brush every week and replace them every 6 months.

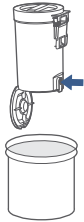


■ How to empty the dust cup

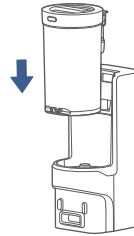
1. Empty as soon as dirt reaches the MAX mark. Remove the dust cup by moving it vertically upwards.



2. Hold the dust cup over a bin. Press the lower dust cup release tab and empty the trash into the bin.

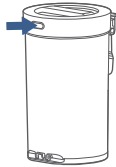


3. Close the tab, and place the dust cup straight down back into the self-emptying base.

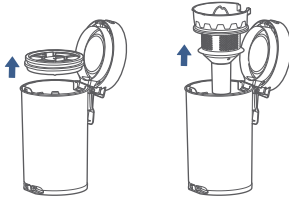


■ How to clean the cyclone

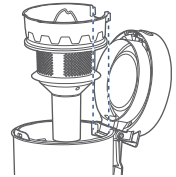
1. Press the upper release tab to open the top of the dust cup.



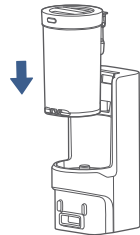
2. Take out the sponge filter and the cyclone (use the handle) as shown in figure.



4. Place the cyclone and sponge filter back down into their regular positions. Close the dust cup so it clicks into place.



5. Place the dust cup back into the self-emptying base.



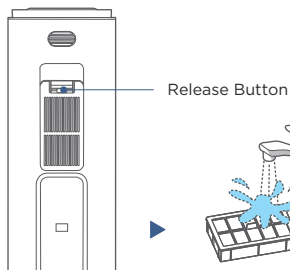
3. Rinse the cyclone with clean water and make sure it is completely dry before putting it back.

Note: Do not use detergents, polishes or air fresheners to clean the dust cup and cyclone to avoid corrosion.



■ How to clean the filter

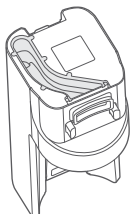
1. Press the release tab of the cover of the filter on the back of the base to remove the cover.



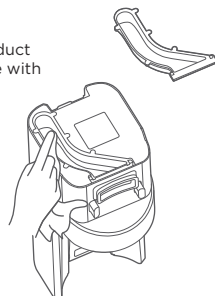
2. Rinse the filter with clean water until it is clean. Make sure the filter is completely dry before putting it back.

■ How to clean the dust collection air duct

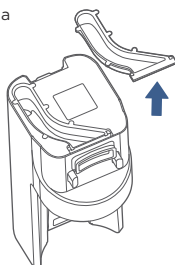
1. Turn the self-emptying base upside down and check whether the dust collection air duct has been clogged.



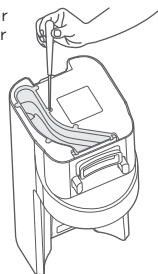
3. Clean and wipe the air duct and air duct cover plate with a dry cloth.



2. If the air duct has been clogged, use a screwdriver to unscrew the air duct cover plate and take off the air duct cover plate.

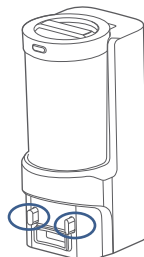
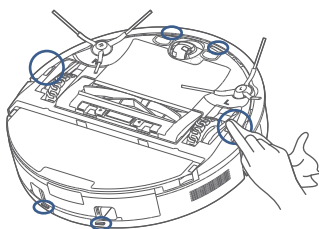


4. After cleaning, reinstall the air duct cover and tighten the air duct cover.



■ Sensors and charging contacts cleaning

Wipe the sensors on the robotic vacuum and charging contacts on both the robotic vacuum and the base with a dry, soft cloth.



The Eureka two year limited warranty

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

What Eureka will do:

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

This warranty does not cover:

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

Obtaining warranty service:

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

Shipping charges:

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

Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty of Fitness For A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

The Eureka 12-month limited battery warranty

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

What Eureka will do:

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

This warranty does not cover:

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

Obtaining warranty service:

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

Shipping charges:

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

Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the Battery Module, including any warranty of Merchantability or any warranty of Fitness For A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the Battery Module. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

Midea America Corp. • 300 Kimball Drive • Parsippany, NJ 07054 • USA

18 Eureka Customer Service HELPLINE 1-800-282-2886

Troubleshooting

Check your problem by using the chart below and try the solutions for each problem. If the robotic vacuum still does not work properly, contact our customer service HELPLINE at 1-800-282-2886.

Faults	Possible Causes	Solutions
The robotic vacuum cannot be recharged	The robotic vacuum is not in contact with the charging contacts.	Place the robotic vacuum 1m in front of the self-emptying base and press the recharging button.
The robotic vacuum cannot return for charging	The self-emptying base is placed improperly.	Place the self-emptying base on a level surface that is free of obstacles.
The robotic vacuum is trapped	The robotic vacuum is entangled/stuck by objects (such as cords) on the floor.	Please put away the scattered cords and objects on the floor.
	The side brush/main brush is stuck so that the robotic vacuum cannot move normally.	Remove the objects that caused the main/side brush to be stuck and place the robotic vacuum flat on the floor and restart.
	The robotic vacuum is stuck by obstacles.	Remove the obstacles and proceed with cleaning, or set No-go zones in App.
Cleaning process has not been completed, but the robotic vacuum returns for charging	The battery level of the robotic vacuum is running low.	Let the robotic vacuum return for recharging.
Fail to clean as appointment	Scheduled appointment has been cancelled.	Reset appointment.
	The robotic vacuum is in Do Not Disturb Mode.	Turn off "Do Not Disturb Mode" or adjust the "Do Not Disturb" time interval.
The robotic vacuum does not work	Left/right wheel is suspended.	Place the robotic vacuum flat on the floor and retry.
The robotic vacuum moves backward	The protective cover of navigation module is stuck.	Gently tap the protective cover to remove dust.
	There is obstacle ahead.	Remove the obstacle ahead.
The robotic vacuum moves backward	The bumper is stuck.	Gently tap the front bumper to remove dust.
	There is dust accumulated on the cliff sensors.	Clean the dust accumulated on the surface of cliff sensors.

Troubleshooting

Check your problem by using the chart below and try the solutions for each problem. If the robotic vacuum still does not work properly, contact our customer service HELPLINE at 1-800-282-2886.

Faults	Possible Causes	Solutions
The robotic vacuum has no sound	<ul style="list-style-type: none"> · The sound is muted. · The robotic vacuum is in Do Not Disturb Mode. 	<ul style="list-style-type: none"> · Turn up the volume. · Turn off "Do Not Disturb Mode".
The App shows the connection is disconnected	<ul style="list-style-type: none"> · The phone is not connected to the network normally. · The router is not working properly. · The robotic vacuum is not turned on. · The network is removed. · Wireless network password or network has been changed. 	<ul style="list-style-type: none"> · Reconnect the phone network. · Restart the router. · Turn on the robotic vacuum. · Add new appliances in the App. · Reset the network by pressing and holding the "🔗" button for 3 seconds · Add the device again following the phone's instructions.
App operation response delays	<ul style="list-style-type: none"> · Wireless network signal is weak. · The network bandwidth is insufficient. 	<ul style="list-style-type: none"> · Restart the router to reduce the number of access users. · Check the phone settings. · Increase the network bandwidth.
After the robotic vacuum returns to the self-emptying base, the self-emptying process fails to start automatically	The dust cup is full.	Empty the dust.
	<ul style="list-style-type: none"> · The lid of dust cup is not closed. · The dust cup is not installed correctly. 	<ul style="list-style-type: none"> · Close the lid. · Reinstall the dust cup correctly.

Disposal of robotic vacuum and battery pack



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


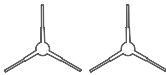







Important battery disposal information.

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



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

Image	Part name	Part # (fits models)
	HEPA - Robotic vacuum HEPA	12175000090123
	Soft plastic side brush	Left: 12175000089234 Right: 12175000089235
	Brushroll	12175000077610
	Robotic vacuum dust box (without HEPA)	12175000096231
	Robotic vacuum mop	12475000008369
	Self-emptying base HEPA	12175000096907
	Filter cotton	12475000007769



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