ECOVACS

DEEBOT X5 PRO OMNI

Instruction Manual

Instruction Manual ..... **EN** | **P03**

說明書 ..... **ZH-TW** | **P36**

Important Safety Instructions

IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

SAVE THESE INSTRUCTIONS

1. This Appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the Appliance in a safe way and understand the hazards involved. Children shall not play with the Appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. Clear the area to be cleaned. Remove power cords and small objects from the floor that could entangle the Appliance. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
3. If there is a drop off in the cleaning area due to a step or stairs, you should operate the Appliance to ensure that it can detect the step without falling over the edge. It may become necessary to place a physical barrier at the edge to keep the unit from falling. Make sure the physical barrier is not a trip hazard.
4. Only use as described in this manual. Only use attachments recommended or sold by the manufacturer.
5. Please make sure your power supply source voltage matches the power voltage marked on the Docking station.
6. For INDOOR household use ONLY. Do not use the Appliance in outdoor, commercial or industrial environments.
7. Use only the original rechargeable battery and Docking station provided with the Appliance from the manufacturer. Non-rechargeable batteries are prohibited.
8. Do not use without dust bin and/or filters in place.
9. Do not operate the Appliance in an area where there are lit candles or fragile objects.

10. Do not use in extremely hot or cold environments (below -5˚C/23˚F or above 40˚C/104˚F).
11. Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
12. Do not operate the Appliance in a room where an infant or child is sleeping.
13. Do not use Appliance on wet surfaces or surfaces with standing water.
14. Do not allow the Appliance to pick up large objects like stones, large pieces of paper or any item that may clog the Appliance.
15. Do not use Appliance to pick up flammable or combustible materials such as gasoline, printer or copier toner, or use in areas where they may be present.
16. Do not use Appliance to pick up anything that is burning or smoking, such as cigarettes, matches, hot ashes, or anything that could cause a fire.
17. Do not put objects into the suction intake. Do not use if the suction intake is blocked. Keep the intake clear of dust, lint, hair, or anything that may reduce air flow.
18. Take care not to damage the power cord. Do not pull on or carry the Appliance or Docking station by the power cord, use the power cord as a handle, close a door on the power cord, or pull power cord around sharp edges or corners. Do not run Appliance over the power cord. Keep power cord away from hot surfaces.
19. If the power cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
20. Do not use the Docking station if it is damaged. The power supply is not to be repaired and not to be used any longer if it is damaged or defective.
21. Do not use with a damaged power cord or receptacle. Do not use the Appliance or Docking station if it is not working properly, has been dropped, damaged, left outdoors, or come in contact with water. It must be repaired by the manufacturer or its service agent in order to avoid a hazard.
22. Turn OFF the power switch before cleaning or maintaining the Appliance.
23. The plug must be removed from the

receptacle before cleaning or maintaining the Docking station.

24. 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.
25. The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
26. Please dispose of used batteries according to local laws and regulations.
27. Do not incinerate the Appliance even if it is severely damaged. The batteries can explode in a fire.
28. When not using the Docking station for a long period of time, please unplug it.
29. The Appliance must be used in accordance with the directions in this Instruction Manual. Ecovacs Home Service Robotics cannot be held liable or responsible for any damages or injuries caused by improper use.
30. The robot contains batteries that are only replaceable by skilled persons. To replace the robot's battery, please contact Customer Service.
31. If the robot will not be used for a long time, power OFF the robot for storage and unplug the Docking station.
32. **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit CH2413 provided with the Appliance.

The lithium battery type suitable for CH2413 is Max. 8 cells, max. nominal voltage DC14.4V, rated capacity 5,900mAh.The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.

To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation.
To ensure compliance, operations at closer than this distance is not recommended. The antenna used for this transmitter must not be co-located in conjunction with any other antenna or transmitter.

Device Update

Typically, some devices are updated bi-monthly, but not always so specific.
Some devices, especially those that went on sale more than three years ago, will only be updated if a critical vulnerability is found and fixed.

	Short-circuit-proof safety isolating transformer
	Switch mode power supply
	For indoor use only
	Direct current
	Alternating current
	Caution: hot surface
	This product conforms to the applicable EC Directives.
	Before charging, read the instructions.
	This product conforms to the applicable UK legislation.
	Polarity of the charging port
	Time-lag miniature fuse-link

For EU Countries

For EU Declaration of Conformity information, visit https://www.ecovacs.com/global/compliance.

For UK

For UK Declaration of Conformity information, visit https://www.ecovacs.com/global/compliance.



Correct Disposal of this Product

This marking indicates that this product should not be disposed of with other household waste throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To recycle your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can safely recycle this product.

The remote surveillance is for the absolute private use of non-public, private owned places for the pure self-protection and single control intended only. Please be aware of the local data protection based legal obligations in case of use. No surveillance of public places,

especially with clandestine intent and/or on the part of the employer without justified reasons. Such not justified use is in the risk and responsibility of the user only.

European Union Compliance Statement

Information on Disposal for Users of Waste Electrical & Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points.
Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.
To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point.
Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

Information on Disposal for Users of used batteries



This symbol means that batteries and accumulators, at their end-of-life, should not be mixed with unsorted municipal waste. Your participation is an important part of the effort to minimize the impact of batteries and accumulators on the environment and on human health.
For proper recycling you can return this product or the batteries or accumulators it contains to your supplier or to a designated collection point, which is free of charge.
Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.
Penalties may be applicable for incorrect disposal of this waste, in accordance with your national .legislation.
there are separate collection systems for used batteries and accumulators.
Please, dispose of batteries and accumulators correctly at your local community waste collection/recycling center.

Restriction of the use of certain hazardous substances (RoHS) Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares the whole product including parts (cables, cords, and so on) meets the requirements of RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2.0").

Radio Equipment Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU.

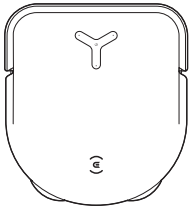
Europe Authorised Representative:

CE

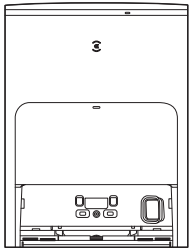
ECOVACS Europe GmbH
Holzstrasse 2 | D-40221 Düsseldorf | Germany

Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product comply with the essential requirements and other relevant provisions of the RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863, the Radio Equipment Directive 2014/53/EU.
The declaration of conformity can be viewed at the following address: https://www.ecovacs.com/global/compliance.

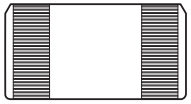
Package Contents



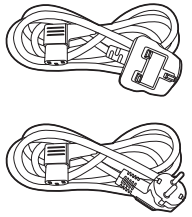
Robot



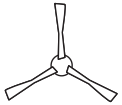
OMNI Station



Base



Power Cord



Side Brush



Instruction Manual

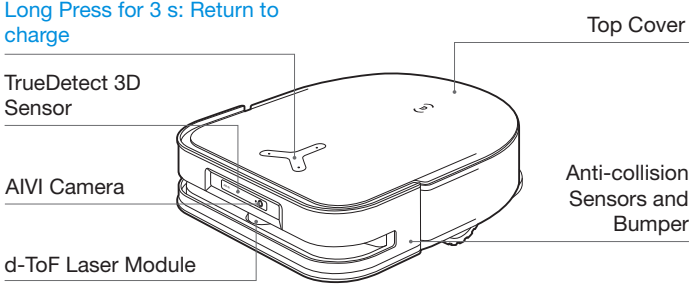
Note:

• Figures and illustrations are for reference only and may differ from actual product appearance.
Product design and specifications are subject to changes without notice.

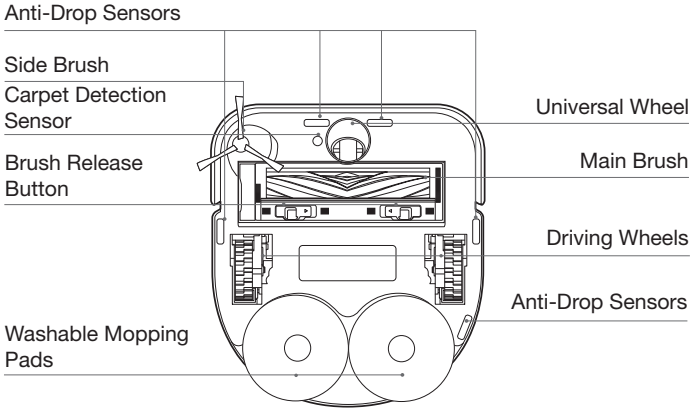
Product Diagram

1 Robot

Button on DEEBOT
Short Press: Start/Pause
Long Press for 3 s: Return to charge

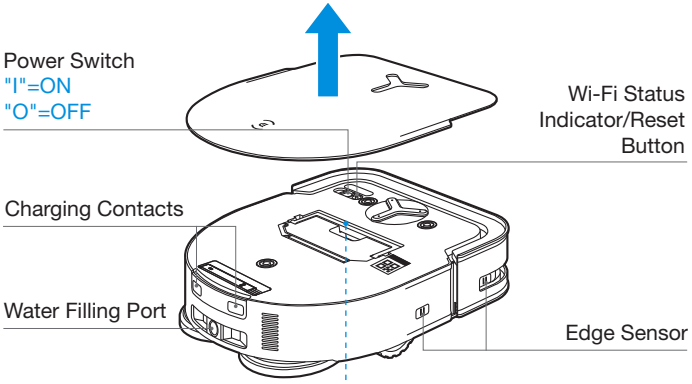


2 Bottom View

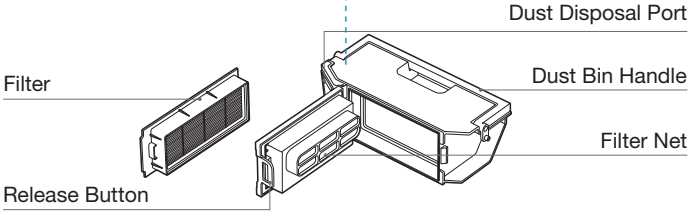


3 RESET Button

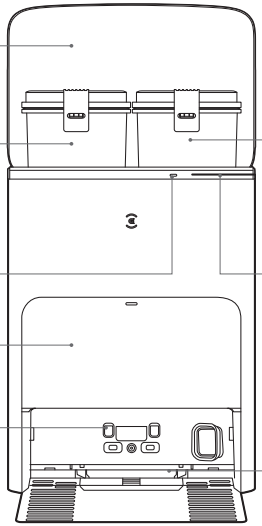
Press the Reset Button, the YIKO Assistant will guide you to connect DEEBOT to your phone.
Restore to default settings: Press and hold RESET Button for 5 seconds. After you hear the voice prompt, the startup music will be played and the robot will be restored to default settings.



4 Dust Bin



5 Station (Front)

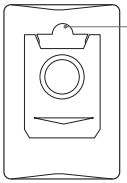


Note:

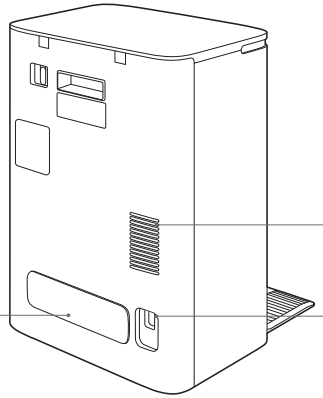
• If the Indicator Light flashes red, check ECOVACS HOME App for details about the malfunction.

• Wipe the charging contacts of the OMNI Station with a dry cloth if robot is unable to get charged.

6 Dust Bag



7 Station (Back)



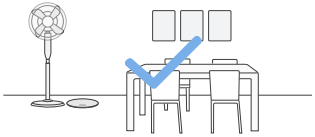
Note:

• Compatible with the ECOVACS Automatic Water Refill/Drain Module. If you wish to purchase it, please visit ECOVACS HOME App or https://www.ecovacs.com/global.

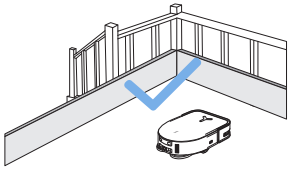
Sensors

Name	Functional Description
d-ToF Laser Module	With Laser Ranging-measuring the distance between DEEBOT and surroundings through the time difference of reflection, it can map according to the objects around while DEEBOT is moving. Detection of 10 m.
TrueDetect 3D Sensor	The sensor emits infrared rays and receives the light reflected from obstacles in front of it. With Infrared Ranging-measuring the distance between DEEBOT and surroundings by using the Similar Triangle Method, it can identify and avoid the obstacles nearby. Detection of 0.8 m.
Anti-drop Sensor	With Infrared Ranging-detecting the distance between the bottom of DEEBOT and ground by Infrared Sensor at the bottom, DEEBOT will not move forward when there are stairs in front (For example: White ground height greater than 55mm. Black ground height greater than 30mm.) or the identified distance exceeds the present one, realizing the Anti-drop.
Carpet Detection Sensor	The ultrasound probe can emit ultrasonic waves with a frequency of 300KHZ. The energy of the ultrasonic waves is absorbed by the carpet. If the reflected energy is below the threshold, the DEEBOT recognizes the presence of the carpet.
Anti-collision Sensor	When the transmitted signal is blocked by an obstacle, the signal receiver will not be able to receive the signal. With this principle, DEEBOT will avoid obstacles when colliding with them.
Edge Sensor	With infrared distance measurement, DEEBOT can detect the distance between itself and objects on its right side. When there is a wall or obstacle on the right side, DEEBOT will perform edge cleaning to avoid missing spots or collisions.
AIVI Camera	With AI Camera's surrounding image collection, it can make video recordings. Through interaction with the MIC, it can realize the Remote Voice Call. FOV: Vertical 109.29°, Horizontal 155.7°.
Microphone	Vibrating the diaphragm through air by human voice, it can realize Voice Recording and ask DEEBOT to complete the assigned work by Voice Control. Effective wake of 5m.

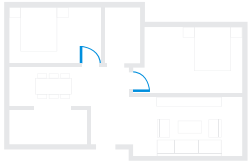
Notes before Cleaning



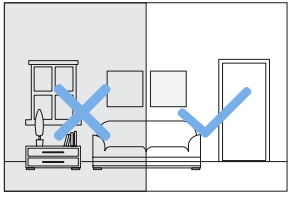
Tidy up the area to be cleaned by putting furniture, such as chairs, in their proper place.



It may be necessary to place a physical barrier at the edge of a drop to stop the unit from falling over the edge.



During the first use, make sure each room door is open to help DEEBOT fully explore your house.



Make sure areas to be cleaned are well illuminated so AIVI Camera works properly. Remove power cords and small objects from the floor to ensure cleaning efficiency.



Put away objects including cables, cloths and slippers, etc. on the floor to improve the cleaning efficiency.



Before using the product on a rug with tasseled edges, please fold the rug edges under.



Please do not stand in narrow spaces, such as hallways, and make sure not to block the d-ToF sensor.



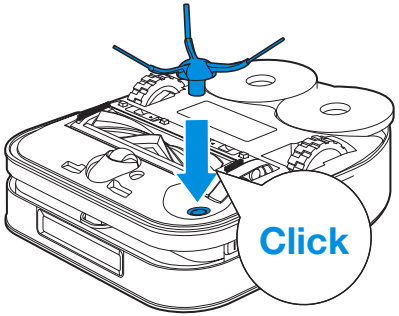
Clean the AIVI Camera and TrueMapping Distance Sensor with a clean cloth, and avoid using any detergent or cleaning spray.

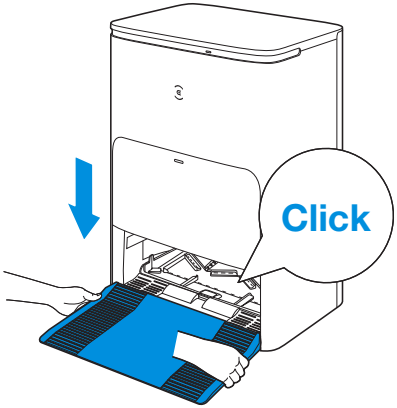
QUICK START

Before using, please remove all protective materials.

Installation

The sound of Click indicates proper installation.

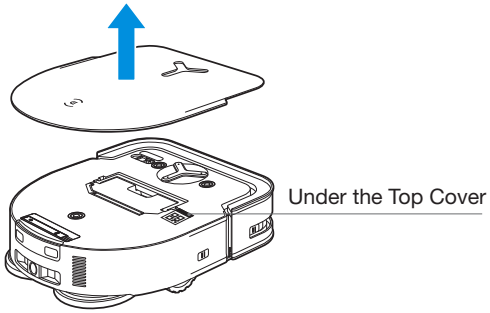




Download the ECOVACS HOME App

To enjoy all available features, it is recommended to control your DEEBOT via the ECOVACS HOME App.

1. Scan the QR Code under the Top Cover to download the App.



2. Search the ECOVACS HOME to download the App.

Download on the App Store

Get it on Google Play

» ECOVACS HOME

Connect DEEBOT with App

1. Via Bluetooth: Turn on the DEEBOT and mobile phone Bluetooth. Allow the App to obtain mobile phone Bluetooth permission. Tap ⌜⌝ or Add in the App. The App will automatically pop up a nearby robot. Or scan the QR code to enter Bluetooth distribution mode.

2. Via Wi-Fi: You can also choose to connect DEEBOT with the App through other methods according to the prompts on the App's page.

Note: Please connect via Bluetooth for a better experience.

Wi-Fi Network Requirements:

- You are using a 2.4GHz or 2.4/5 GHz mixed network.
- Your router supports 802.11b/g/n and IPv4 protocol.
- Do not use a VPN (Virtual Private Network) or Proxy Server.
- Do not use a hidden network.
- WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is not supported.
- Use Wi-Fi channels 1-11 in North America and channels 1-13 outside North America (refer to local regulatory agency).
- If you are using a network extender/repeater, the network name (SSID) and password are the same as your primary network.
- Please enable the WPA2 on your router.

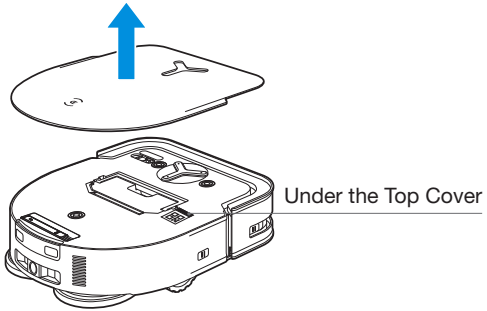
Wi-Fi Indicator Light

	Breathing White	Disconnected to Wi-Fi
	Solid White	Connected to Wi-Fi

Please be aware that the realization of intelligent functions such as remote startup, voice interaction, 2D/3D map display and control settings, and personalized cleaning (depending on different products) requires users to download and use ECOVACS HOME App, which is constantly updated. You need to agree to our Privacy Policy and User Agreement before we can process some of your basic and necessary information and enable you to operate the product. If you do not agree with our Privacy Policy and User Agreement, some of the aforementioned intelligent functions cannot be realized through ECOVACS HOME App, but you can still use the basic functions of this product for manual operation.

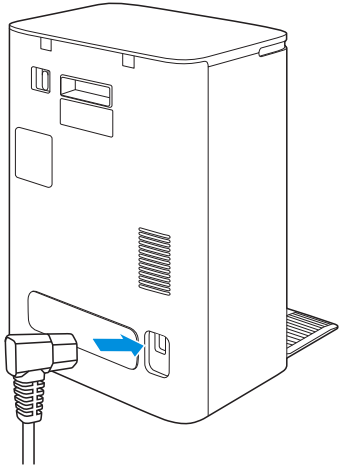
Get the Full Version of Instruction Manual

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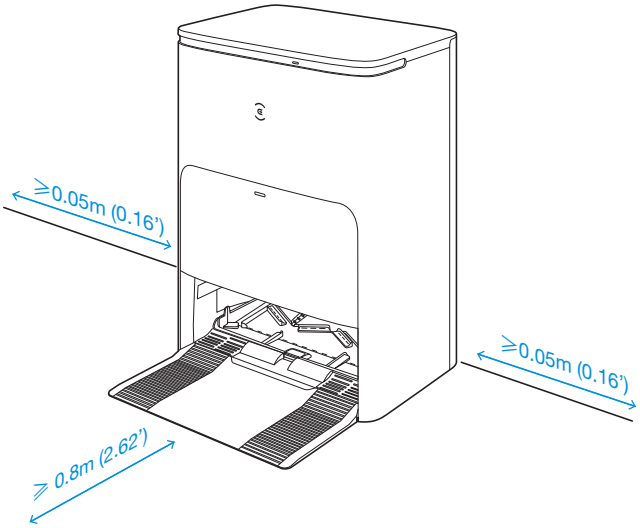
Charge DEEBOT

1 Assemble the Station



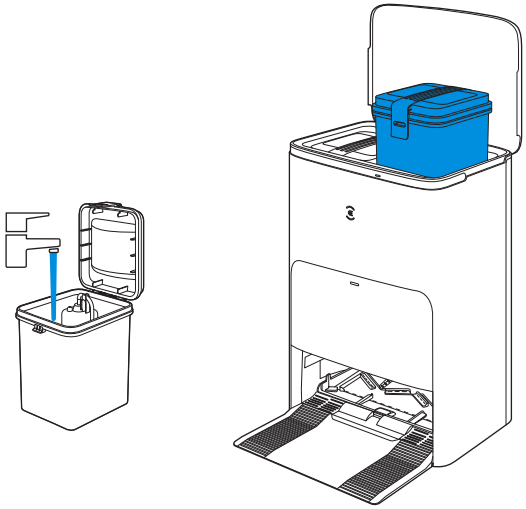
2 Place the Station

Keep the area around the Station clear of objects especially objects with reflective surfaces.



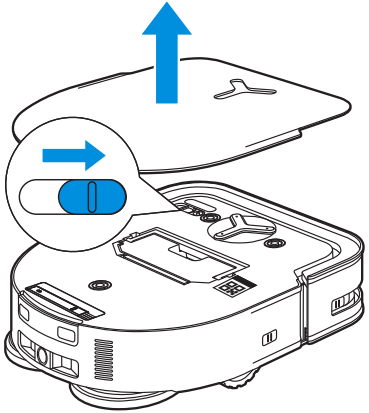
- If there are reflective objects such as mirrors and reflective skirting lines near the Station, the bottom 14 cm of that should be covered.
- Do not place the Station under direct sunlight.
- Place Station in a location with a strong Wi-Fi signal.

3 Use Water Tanks



Note: It is recommended to use ECOVACS DEEBOT Cleaning Solution (sold separately). Using other cleaning solution may cause DEEBOT slipping, water tank block and other problems.

❹ Power On

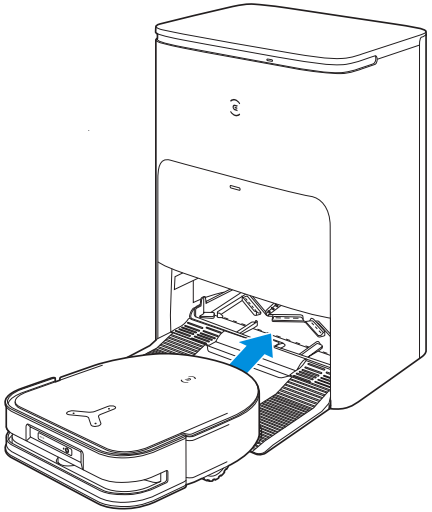


"I" = ON, "O"= OFF.

- DEEBOT can't be charged when the power is turned off.
- When DEEBOT is not working, it is recommended to keep it powered ON and charging.

❺ Charge DEEBOT

Make sure the Station is connected to the power supply. Use the ECOVACS HOME App or voice to recall DEEBOT to enter the Station to charge it up.



- It is recommended that DEEBOT start cleaning from the Station. Do not move the Station while cleaning.

6 Operate DEEBOT

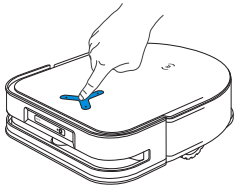
1. Create a map

Order the DEEBOT to map by ECOVACS HOME App or voice.
When creating a map for the first time, please follow DEEBOT to help eliminate some minor issues.
When mapping, DEEBOT will explore the house environment automatically. The exploration path may be different from cleaning path.
Set up Virtual Boundary via the App: Map > > Virtual Boundary.

2. Start vacuum

- When mopping, DEEBOT will recognize floor types. DEEBOT is able to lift mops automatically when encountering carpet. Please don't use the DEEBOT on shaggy rugs or carpets with fibres longer than 10mm. It is recommended to fold up the shaggy rugs with fibres longer than 10mm during the cleaning process, or set the shaggy carpeted area as a No-Entry Zone by setting Virtual Boundary in the ECOVACS HOME App.

Before first vacuuming, please make sure the DEEBOT is in the Station and fully charged. Tap ⏻ on DEEBOT to start. You can also use the ECOVACS HOME App or YIKO voice command to start DEEBOT.

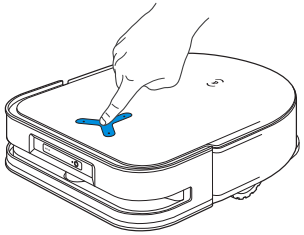


Note:

- Do not frequently remove washable mopping pads.
- Do not use a rag or any other object to scratch the Moping Pad Plates.
- When the ECOVACS HOME App prompts that the mops need to be replaced, please replace them in time. Explore more accessories at ECOVACS HOME App or at https://www.ecovacs.com/global.

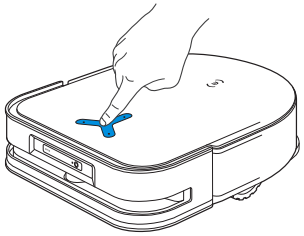
3. Pause

Tap ⏻ on DEEBOT to pause during vacuuming. You can also use the ECOVACS HOME App or YIKO voice command to pause DEEBOT.



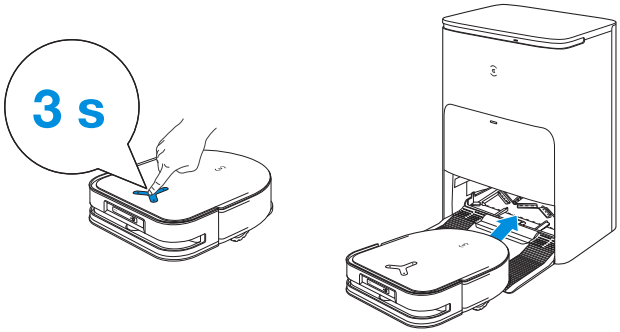
4. Wake up

The indicator light will go out after DEEBOT is paused for a few minutes. Press ⏻ on DEEBOT to wake it up. After stopping working for about 1 hour, DEEBOT may enter standby mode.



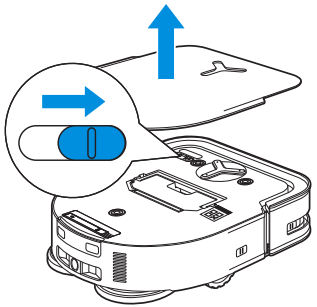
5. Back to Station

Use the ECOVACS HOME App or voice to recall DEEBOT to enter the Station to charge it up. Long press the button for 3 s on the DEEBOT can also recall it.



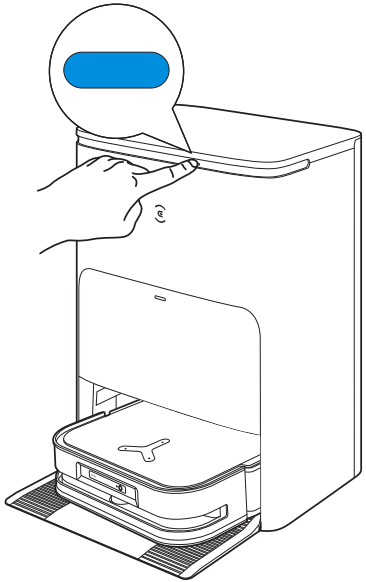
6. Deep Sleep Mode

DEEBOT will enter deep sleep mode to protect the battery if the DEEBOT stays outside the Station for about 5 h. Please switch OFF and ON to wake up the DEEBOT.



7 Station

When DEEBOT is in the Station, short press to start/pause. Long press to self-clean the Station.



Regular Maintenance

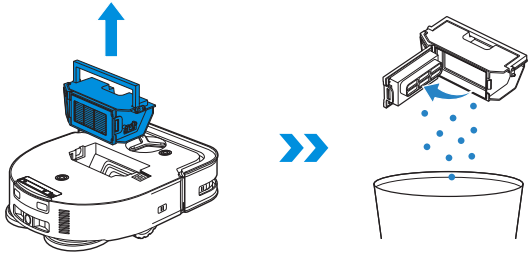
To keep DEEBOT running at peak performance, perform maintenance tasks and replace parts at the following frequencies:

Robot Part	Maintenance Frequency	Replacement Frequency
Washable Mopping Pad	/	Every 1-2 months
Dust Bag	/	Every 2-3 months
Side Brush	Once every 2 weeks	Every 3-6 months
Main Brush	Once per week	Every 6-12 months
Filter	Once per week	Every 3-6 months
TrueDetect 3D Sensor Universal Wheel Anti-Drop Sensors Anti-collision Sensors and Bumper Charging Contacts on DEEBOT Charging Contacts on Station d-ToF Laser Module	About 1 month	/
Mop Washing Tray	About 150 days	/
Clean Water Tank	Every 3 months	/
Dirty Water Tank	Once per month	/
Dust Collection Cabin	Once per month	/
OMNI Station	Once per month	/

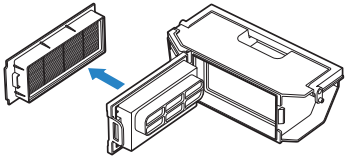
Note: Explore more accessories at ECOVACS HOME App or at https://www.ecovacs.com/global.

Maintain Dust Bin and Filter

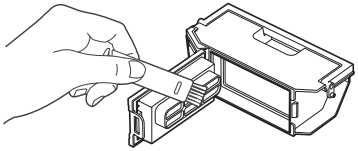
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2

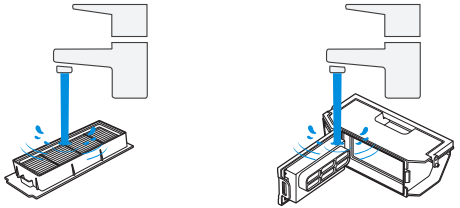


3



• Explore more accessories at ECOVACS HOME App or at https://www.ecovacs.com/global.

4

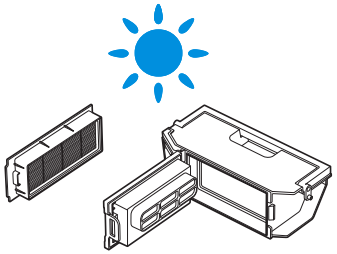


Note:

• Please rinse the filter with water as shown above.

• Do not use finger or brush to clean the Filter.

5

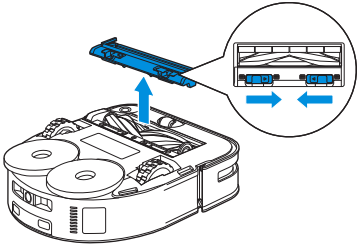


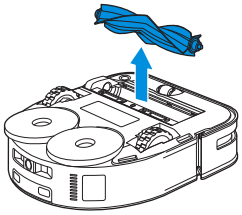
Note: Completely dry the filter before use.

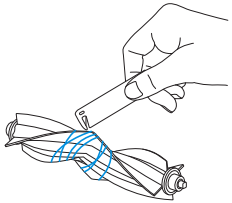
Explore more accessories at ECOVACS HOME App or at https://www.ecovacs.com/global.

Maintain Brush and Side Brush

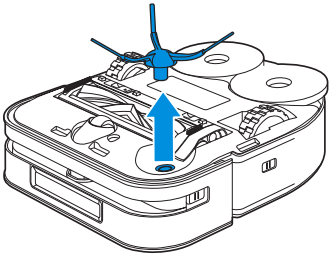
Brush

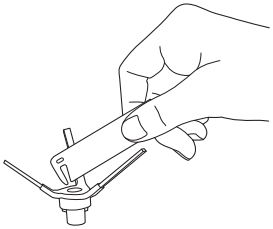






Side Brush

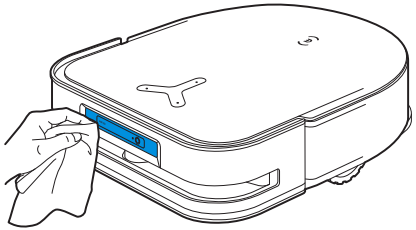




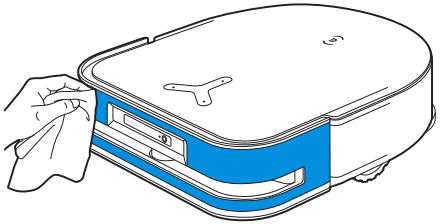
• Explore more accessories at ECOVACS HOME App or at https://www.ecovacs.com/global.

Maintain Other Components

1

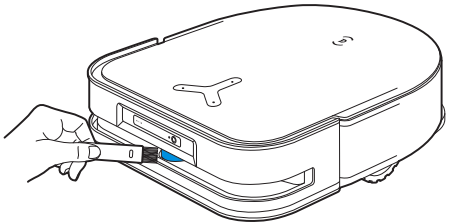


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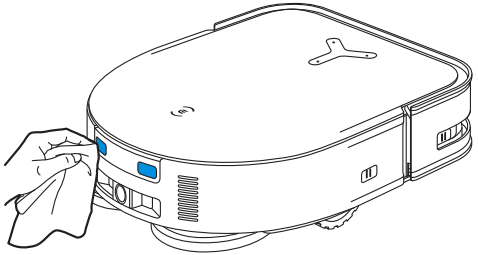
- Wipe the components with a clean, dry cloth. Avoid using cleaning sprays or detergents.

3

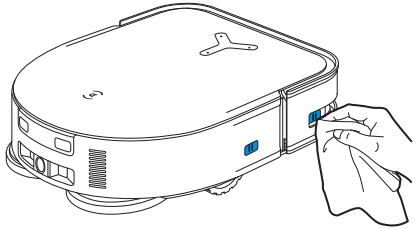


- Rotate the Module to clean the lens gently.

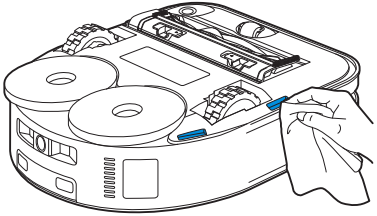
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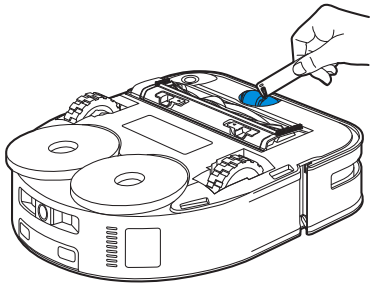
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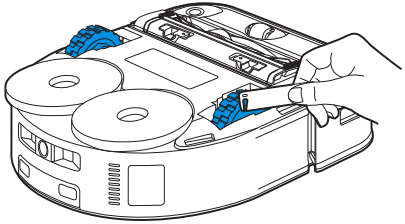
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7



8



• Wipe the components with a clean, dry cloth. Avoid using cleaning sprays or detergents.

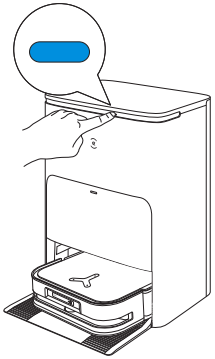
OMNI Station

Note:

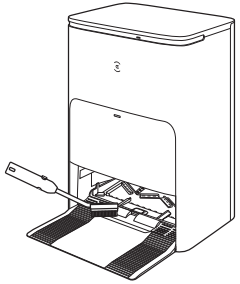
• Please don't enable self-clean when DEEBOT is working.

• If there is remaining dirty water in the Mop Washing Tray, the Station will drain the water first after a long press on . Please long press to start self-clean.

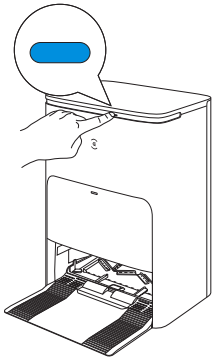
1. Long Press for 3 s to start self-clean.



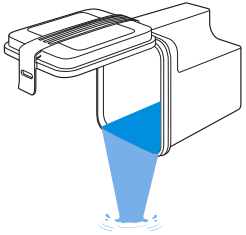
2. Clean the Mop Washing Tray.



3. The Station will drain the water out of the Tray automatically.

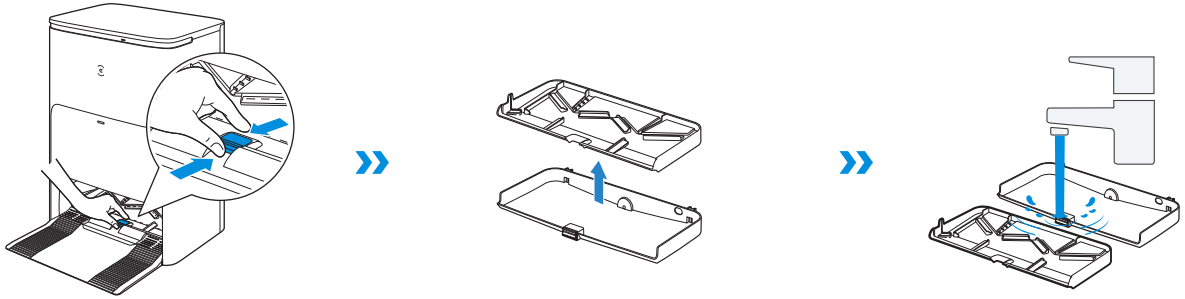


4. Empty the Dirty Water Tank.

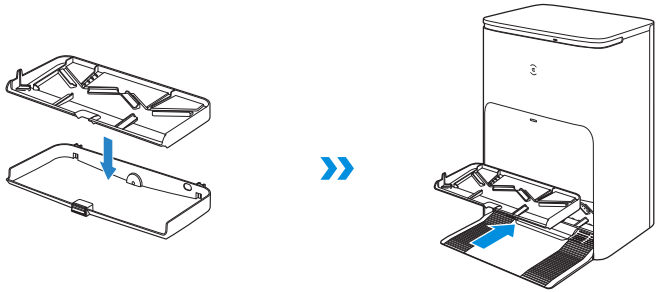


Maintain Mop Washing Tray

1. Take the Detachable Tray and Base Filter out for washing.



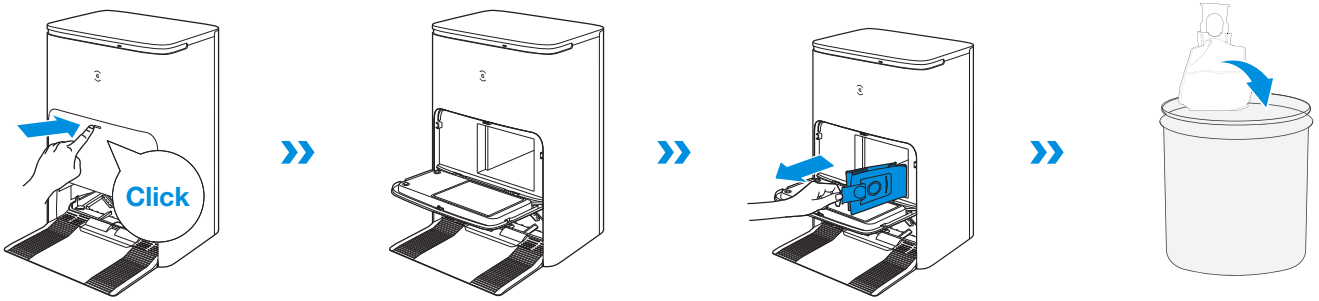
2. Install.



Note: Please install Mop Washing Tray properly to prevent malfunction.

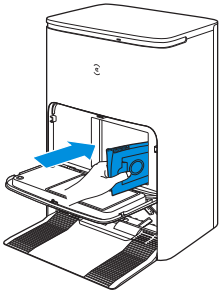
Maintain Dust Bag

1. Discard the Dust Bag.

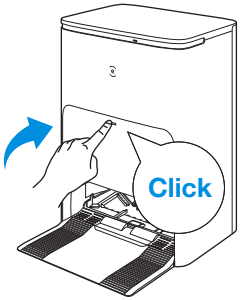


Hold the Handle to lift out the Dust Bag, which can effectively prevent dust leakage.

2. Clean the Dust Collection Cabin with a Dry Cloth and Put a New Dust Bag in.

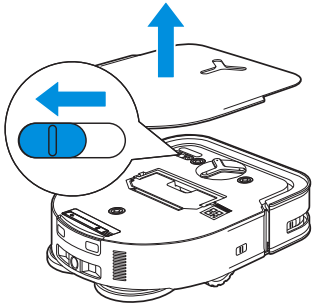


3. Close the Dust Collection Cabin.



STORAGE

Please fully charge and switch OFF the DEEBOT before storage. Please recharge it every 1.5 months to prevent the battery from over-discharge.



Note: • DEEBOT can't be charged when the power is turned off.

- When DEEBOT is not working, it is recommended to keep it powered ON and charging.
- If the battery is over-discharged or not used for a long time, the DEEBOT may not be charged. Please contact ECOVACS for help. Do not disassemble battery by yourself.

Troubleshooting

No.	Malfunction	Possible Causes	Solutions
1	DEEBOT is not able to connect to ECOVACS HOME App.	Incorrect home Wi-Fi username or password entered.	Enter the correct home Wi-Fi username and password.
		DEEBOT is not within range of your home Wi-Fi signal.	Make sure DEEBOT is within range of your home Wi-Fi signal. Try to stay as close to the Wi-Fi signal as possible.
		DEEBOT is not in the configuration state.	Press the Reset Button to connect DEEBOT to your phone by Bluetooth. If failed, please press the Reset Button and ⏻ to connect via ECOVACS HOME App.
		There is no home Wi-Fi on the Wi-Fi list.	1. Check if the Wi-Fi name contains special characters. Please do not use special characters like !@#& ¥%/\. 2. Do not use a 5Ghz network.
		Incorrect App installed.	Please download and install ECOVACS HOME App.
2	The map is lost.	The map might be lost if you move DEEBOT when cleaning.	Move DEEBOT to the front of the Station to retrieve the map. Find the restored map in the Map Management and tap “Use This Map” to retrieve it. You can lock the map in the ECOVACS HOME App. If this problem persists after trying the above solutions, please restart mapping.
3	Unable to create furniture map on App.	Move DEEBOT when cleaning might cause the map to be lost.	During cleaning, do not move DEEBOT.
		Auto cleaning is not finished.	Make sure DEEBOT automatically return to the Station after cleaning.
4	DEEBOT Side Brush drops out of place during use.	The Side Brush is not properly installed.	Make sure the Side Brush clicks into place.
5	No signal found. Unable to return to the Station.	The Station is incorrectly placed.	Please place the Station correctly according to the instructions in the [Charging DEEBOT] section.
		The Station is out of power or manually moved.	Check whether the Station is connected to power supply. Do not manually move the Station.
		DEEBOT does not start cleaning from the Station.	It is recommended that DEEBOT start cleaning from the Station.
		The charging route is blocked. For example, the door of the room with the Station is closed.	Keep the charging route clear.

No.	Malfunction	Possible Causes	Solutions
6	DEEBOT returns to the Station before it has finished cleaning.	The room is so large that DEEBOT needs to return to recharge.	Please enable Continuous Cleaning. For more details, please follow the App instructions.
		DEEBOT is unable to reach certain areas blocked by furniture or barriers.	Tidy up the area to be cleaned by putting furniture and small objects in their proper place.
7	DEEBOT is unable to charge.	DEEBOT is not switched ON.	Switch ON DEEBOT.
		DEEBOT's Charging Contacts are not connected to the Station's Charging Contacts	Make sure that the robot's Charging Contacts have connected to the Station's Charging Contacts and ⏻ flashes. Check whether DEEBOT's and Station's Charging Contacts are dirty. Please clean these parts according to the instructions in the [Maintenance] section.
		The Station is not connected to the power supply.	Make sure the Station is connected to the power.
8	Running is very loud during cleaning.	Side brush and floating rubber brush are entangled. Dust bin and filter are blocked.	It is recommended to clean the side brush, floating rubber brush, dust bin, filter, etc. regularly.
		DEEBOT is in Max Mode.	Switch to Standard Mode.
9	DEEBOT gets stuck while working and stops.	DEEBOT is tangled with something on the floor (electrical wires, curtains, carpet fringing, etc.)	DEEBOT will try various ways to free itself. If it is unsuccessful, manually remove the obstacles and restart.
		DEEBOT might be stuck under furniture with an entrance of similar height.	Please set a physical barrier, or set a Virtual Boundary via the ECOVACS HOME App.
		DEEBOT is stuck in a narrow area.	Tidy up the house. Or set a physical barrier. Or set a Virtual Boundary via the ECOVACS HOME App.

No.	Malfunction	Possible Causes	Solutions
10	The following problems appear when DEEBOT is working: disordered cleaning route, deviation from the cleaning route, repeated cleaning, or missing of small areas to be cleaned. (If there is a large area that has not been cleaned temporarily, DEEBOT will automatically clean the missed area. Sometimes DEEBOT will re-enter a cleaned room, which may not be a repeated cleaning, but DEEBOT finding any missed area.)	Objects such as wires and slippers placed on the ground block the DEEBOT.	Please tidy up the scattered objects on the ground such as wires, slippers before cleaning. If there are any missed areas, DEEBOT will clean them by itself, please do not interfere (such as moving DEEBOT or blocking the route).
		It may be that the Driving Wheels slip on the ground when DEEBOT climbs steps, thresholds and door bars, thus affecting its judgment of the whole house environment.	It is recommended to close the door of this area and clean the area separately. After cleaning, DEEBOT will return to the starting location.Please rest assured to use.
		Work on freshly waxed and polished floors or smooth tiles, resulting in less friction between the Driving Wheels and the floor.	Please wait for wax to dry before cleaning.
		Due to different home environments, some areas cannot be cleaned.	Tidy up the home environment to ensure that DEEBOT can enter for cleaning.
11	Delay in remote control.	The Wi-Fi signal is poor, causing the video loading to be slow.	Use DEEBOT in areas with good Wi-Fi signal.
12	After returning to the Station, DEEBOT does not empty the Dust Bin.	The Auto-Empty function has not been turned on in the ECOVACS HOME App.	Turn on the Auto-Empty function in the ECOVACS HOME App.
		Dust Bag is not installed in the Station.	Install the Dust Bag, and close the Dust Collection Cabin.
		Manually moving DEEBOT back to the Station might not trigger Auto-Empty function.	It is recommended to let DEEBOT return to the Station on its own. Please do not manually move it.
		In Do Not Disturb mode, DEEBOT will not empty the dust after returning back to the Station.	Turn off Do Not Disturb mode in ECOVACS HOME App or manually start dust-emptying.
		The Station detects a decrease in empty efficiency.	Replace the Dust Bag according to the [Maintenance] section and close the Dust Collection Cabin. If the Dust Bag is not full when ECOVACS HOME App prompts, you can put it back again.
		If the above possible causes have been ruled out, components of the Station may be abnormal.	Please contact Customer Support for help.

No.	Malfunction	Possible Causes	Solutions
13	Fail to empty the Dust Bin.	The Station detects a decrease in empty efficiency.	Replace the Dust Bag according to the [Maintenance] section and close the Dust Collection Cabin. If the Dust Bag is not full when ECOVACS HOME App prompts, you can put it back again.
		The outlet of Dust Bin is blocked by foreign objects.	Remove the Dust Bin and clean the foreign objects on the outlet.
14	The inner side of Dust Collection Cabin is dirty.	Fine particles are absorbed in the inner side of Dust Collection Cabin through the Dust Bag.	Clean the inner side of Dust Collection Cabin.
		The Dust Bag is broken.	Check the Dust Bag. Replace it.
15	Dust leakage occurs during working.	The outlet of Dust Bin is blocked by foreign objects.	Remove the Dust Bin and clean the foreign objects on the outlet.
16	Mopping Pad Plate cannot rotate.	Mopping Pad Plate is not correctly installed.	Please install Mopping Pad Plate correctly. A sound of Click means properly installation
		The Mopping Pad Plate is blocked by foreign objects.	Clean the foreign objects.
17	DEEBOT does not respond to the Station instruction.	DEEBOT is not in the Station.	Please make sure DEEBOT is in the Station.
18	Driving wheels are blocked.	Driving wheels are blocked by foreign objects.	Please rotate and press the driving wheels to check whether there is any foreign object wrapped or stuck. If there is any foreign object, please clean it in time. If this problem persists, please contact Customer Support for help.

No.	Malfunction	Possible Causes	Solutions
19	When Cleaning Sink is full of water and water cannot be drained out, the voice reports that the Cleaning Sink is full.	The Dirty Water Tank is not properly installed.	Tap down on the Dirty Water Tank to ensure it is properly installed.
		The sealing plugs in the Dirty Water Tank is not installed properly.	Make sure that the sealing plugs are properly installed.
		The Station cannot drain water normally.	Long press  to see whether the Station can properly draw the water. If the water is successfully drawn, wipe dry the Water Overflow Sensor of the Cleaning Sink. If the Station fails to draw the water, check between the Dirty Water Tank and the Station for foreign object and clean it.
		The suction port of the Cleaning Sink is blocked by foreign object.	Ensure that there is no foreign object in the suction port of the Cleaning Sink.
		The voice prompt still exists after trying the above solutions.	Power cycle the Station. If this problem persists, please contact Customer Support for help.
		The Cleaning Sink and Base Filter are dirty	Wash the Cleaning Sink and Base Filter with clean water.

Technical Specifications

Model	**DDX39**
Rated Input	20V ⎓ 2A
Charging Time	5 h
Station Model	**CH2413**
Rated Input	220-240V ~ 50-60Hz
Rated Output	20V ⎓ 2A
Rated Input Current (Charging)	0.5A
Power (Emptying)	1000W
Power (Hot Water Washing Mop)	1650W
Frequency band of operation	2400-2483.5MHz
The Max Effective Isotropic Radiated Power	Bluetooth LE: 7dBm
	2.4GHz Wi-Fi: 18dBm

Note: Technical and design specifications may be changed for continuous product improvement. Explore more accessories at https://www.ecovacs.com/global.

安全規範

安全規範

使用電器設備時，應務必遵守基本注意事項，包括下列各項：

使用本產品前請仔細閱讀所有說明

請妥善保管說明書

1. 8 歲以上兒童及生理、感官或心智能力不足或缺乏相關經驗與知識者，可在受到監督或已接受關於如何安全使用本產品的指導，並瞭解相關危險的情況下使用本產品。兒童不應將產品當做玩具使用。兒童不應在無人監督的情況下進行清掃與使用者保養。
2. 清潔前請先清空需要清潔的區域。移除地板上可能會纏繞本產品的電源線和小型物品。將地毯的流蘇邊塞到地毯下，並將窗簾和桌布等物品提高，使其不會接觸到地板。
3. 如有臺階或樓梯等懸空區域，請先測試產品，看其是否可以偵測到臺階而不會從邊緣掉落。如有掉落的風險，則必須在邊緣放置實體柵欄，以防止本產品掉落。請確保實體柵欄不會導致絆倒。
4. 請僅依照操作手冊所述的方式使用產品。請僅使用製造商推薦或銷售的配件。
5. 確保電源電壓符合充電站上標註的電壓。
6. 僅供居家室內使用。請勿在戶外、商業或工業環境中使用本產品。
7. 僅使用製造商專配的原裝可充電電池及充電站。嚴禁使用非充電式電池。
8. 請勿在未安裝塵盒和 / 或濾材的情況下使用本產品。
9. 請勿在有點燃蠟燭或易碎物品的區域內操作本產品。
10. 請勿在極熱或極冷 (低於 -5°C /23°F 或者高於 40°C /104°F) 的環境中使用產品。
11. 請將頭髮、寬鬆的衣服、手指和身體的所有部位遠離任何開口和運作零件。
12. 請勿於嬰幼兒正在睡覺的房間內操作本產品。
13. 請勿在潮濕或積水的表面上使用本產品。
14. 請勿讓本產品吸入大型物品 (例如石頭)、大型紙張或任何可能堵塞本產品的物品。
15. 請勿使用本產品吸取易燃物或可燃物 (例如汽油、印表機或影印機碳粉)，或在可能有這些物品的區域內使用本產品。
16. 請勿使用本產品吸取任何正在燃燒或冒煙的物品，例如香煙、火柴、灰燼，或任何可能引起火災的物品。
17. 請勿將物品放入吸口處。吸口處堵塞時請勿使用本產品。請清理吸口處的灰塵、棉絮、毛髮，或任何可能會減少氣流的物品。

18. 請小心不要損壞電源線。禁止利用電源線拖曳或提拉產品及產品充電站，禁止將電源線當作把手，禁止把電源線夾在門縫裡，禁止在尖銳和彎角處拉動電源線。請勿讓本產品輾過電源線。請讓電源線遠離高溫表面。
19. 如果電源線損壞，則必須由製造商或其維修代理商進行更換，以避免危險。
20. 請勿使用損壞的充電站。電源供應器不可維修，若發生損壞或故障，則不應再使用。
21. 電源線或插座已損壞時，請勿使用本產品。當產品或充電站因跌落、損壞、室外使用或進水導致無法正常工作時，請勿使用。為避免危險，產品必須由製造商或其維修代理商進行維修。
22. 在清潔或保養本產品前，請先關閉電源開關。
23. 在清潔和保養充電站前必須先將插頭從電源插座拔出。
24. 在處置產品前，請先將產品從充電站上取下，關閉產品電源開關並取出電池。
25. 在處置產品前，必須先遵循當地的法律和法規取出並丟棄電池。
26. 請按照當地的法律和法規處理舊電池。
27. 即使本產品已嚴重損壞，也請勿焚燒。電池在火中可能會爆炸。
28. 若長時間不使用充電站，請將充電站斷電。
29. 請務必依照本說明書中的指示使用本產品。如因不當使用造成任何損害或傷害，Ecovacs Home Service Robotics 概不負責。
30. 本主機包含僅可由專業人員更換的電池。若需更換主機電池，請聯絡客戶服務。
31. 若長時間不使用產品，將主機關機存放，並拔除充電站電源。
32. **警告：**若要為電池充電，請僅使用本產品隨附的外接式供電裝置 CH2413。

CH2413 適用的鋰電池類型：最多 8 個電池、最大額定電壓 DC 14.4V、額定容量 5,900mAh。
在處置產品前，必須先按照當地的法律和法規取出並丟棄電池。

為滿足射頻暴露需求，裝置作業期間應與人身保持 20 公分或更遠的間隔距離。
為確保合規，不建議於少於此距離的狀況下作業。
此發送器所使用的天線不得與其他天線或是發送器放置於同一地點。

裝置更新

有些裝置通常會兩個月更新一次，但未必維持如此明確的週期。
有些裝置（尤其是三年多前就已經上市的裝置）只有在發現並修復嚴重漏洞後，才會進行更新。

	短路防護安全隔離變壓器
	交換式電源供應器
	僅供室內使用
	直流電
	交流電
	注意：表面高溫
CE	本產品符合適用的 EC 指令。
	充電前，請閱讀指示。
UK CA	本產品符合適用的英國法律。
	充電端口的正負極方向
	延時微型保險絲

如為歐盟國家

若要參閱歐盟符合性聲明，請造訪 https://www.ecovacs.com/global/compliance。

如為英國

若要參閱英國符合性聲明，請造訪 https://www.ecovacs.com/global/compliance。



本產品的正確處置方式

此標誌表示在歐盟不能以丟棄家庭垃圾的方法處置本產品。為防止未受控制的廢物處理對環境或人體健康造成危害，請以負責任的方式回收，確保物質資源的可持續運用。如要回收使用後的裝置，請利用退還及回收系統，或聯絡當初將產品販售給您的銷售商。銷售商能安全回收本產品。遠端監控功能僅限純為自我保護和單一控制目的，在非公共的私人擁有場所提供完全自用。在使用時，請留意以當地個人資料保護為依據的法定義務。若是公有場地，則不得進行監控，尤其是在意圖不明和 / 或雇主無正當理由的情況。使用者必須獨自承擔這種非正當使用的風險和相關責任。

歐盟合規聲明

廢棄電子電機設備使用者須知處置資訊



本符號標示於產品或其包裝上，表示使用後的電子電機產品不應與未分類的一般廢棄物混在一起。為了適當處理廢棄設備，您有責任安排將其送回指定回收點以進行處置。正確處置本產品有助於節省珍貴資源，並可避免對人體健康和環境造成任何潛在的負面影響，而不當的廢棄物處理可能會產生這類負面影響。
如要送回使用後的裝置，請免費利用退還及回收系統，或聯絡當初將產品販售給您的零售商，如需取得離您最近的指定回收點的更多詳細資料，請聯絡當地主管機關。
依照貴國法律，不正確地處置本產品可能遭到處罰。

為舊電池使用者提供的處置資訊



此符號表示電池和蓄電池使用壽命結束時，不應與未分類的一般廢棄物混在一起。為了將電池和蓄電池對環境以及人體健康造成的影響降到最低，您的參與十分重要。為了適當進行回收，您可以將本產品或其中包含的電池或蓄電池，免費送回供應商或指定回收點。
正確處置本產品有助於節省珍貴資源，並可避免對人體健康和環境造成任何潛在的負面影響，而不當的廢棄物處理可能會產生這類負面影響。
依照貴國法律，不正確地處置本產品可能遭到處罰。
舊的電池和蓄電池有分別的回收系統。
請將電池與蓄電池正確棄置於當地社區的廢棄物收集 / 回收中心。

特定有害物質限用 (RoHS) 指令

Ecovacs Home Service Robotics Co., Ltd. 特此聲明，整體產品 (包括纜線、電線等零件) 符合 RoHS 指令 2011/65/EU 的要求和委員會授權指令 (EU) 2015/863 修正條款對電子電機設備中的特定有害物質限用 (「RoHS recast」或「RoHS 2.0」)。

無線電設備指令

Ecovacs Home Service Robotics Co., Ltd. 特此聲明，本節所列產品均符合無線電設備指令 2014/53/EU 的基本要求與其他相關規定。

歐洲授權代表：

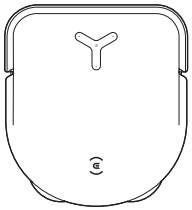
CE

ECOVACS Europe GmbH
Holzstrasse 2 | D-40221 Düsseldorf | Germany

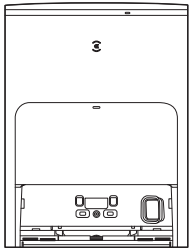
Ecovacs Home Service Robotics Co., Ltd. 特此聲明，本產品符合 RoHS 指令 2011/65/EU、委員會授權指令 (EU) 2015/863 修正條款，以及無線電設備指令 2014/53/EU 的基本要求與其他相關規定。
您可於下列位址檢視符合性聲明：https://www.ecovacs.com/global/compliance。

產品內容

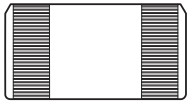
❶ 包裝內容物



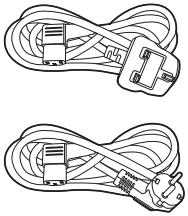
主機



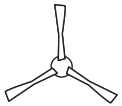
全能基座



基座斜坡底座



基座電源線



邊刷

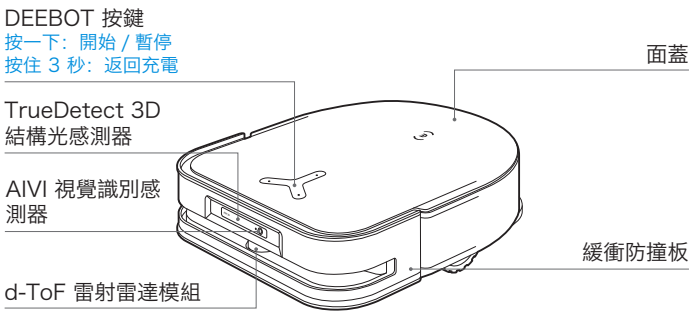


產品使用資訊

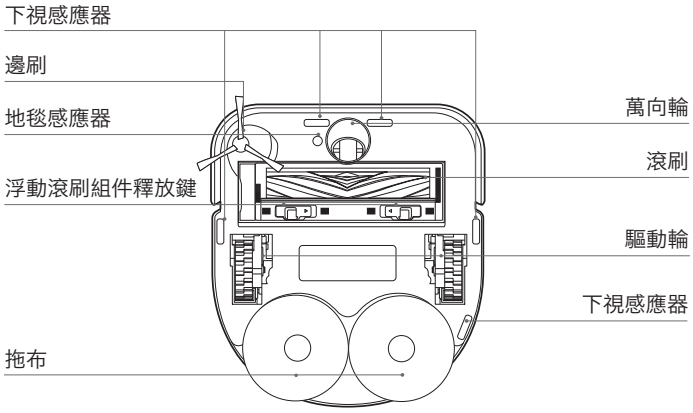
備註： 圖片與示意圖僅供參考，可能會與實際產品外觀不同。產品設計與規格如有變更，恕不另行通知。

❷ 元件名稱

1. 主機正面

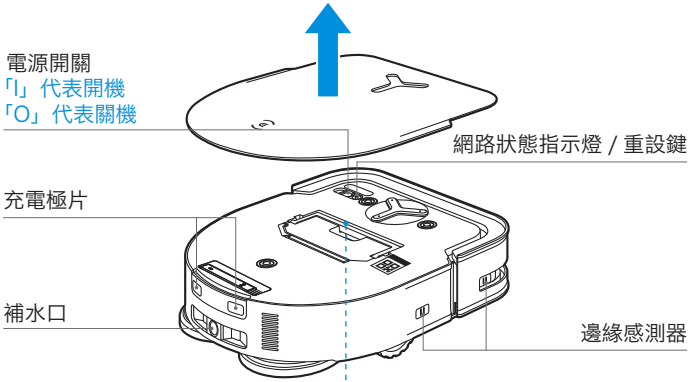


2. 主機背面

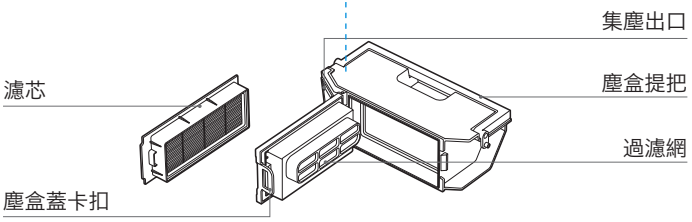


3. 主機內部（面蓋下方）

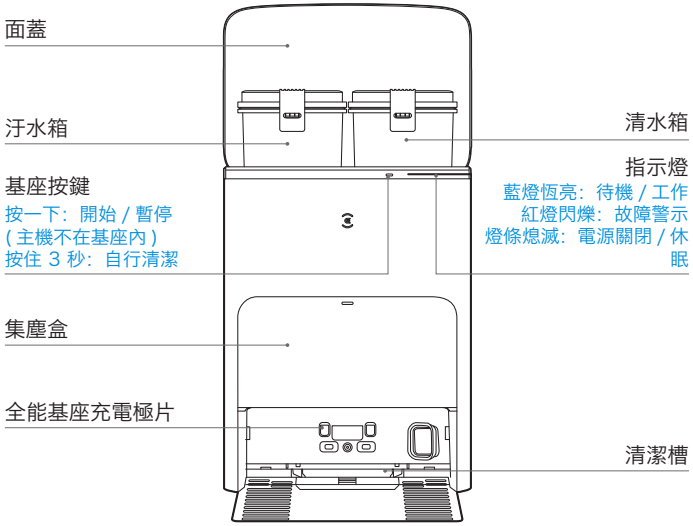
重設鍵
配網時：按一下重設鍵，語音提示主機配網。
恢復原廠設定：按住重設鍵 5 秒，提示音後開機音樂響起，主機即恢復原廠設定。請謹慎使用。



4. 塵盒



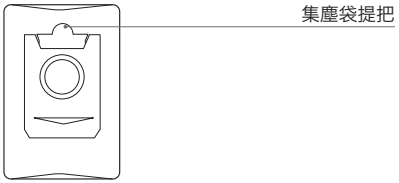
5. 全能基座（正面）



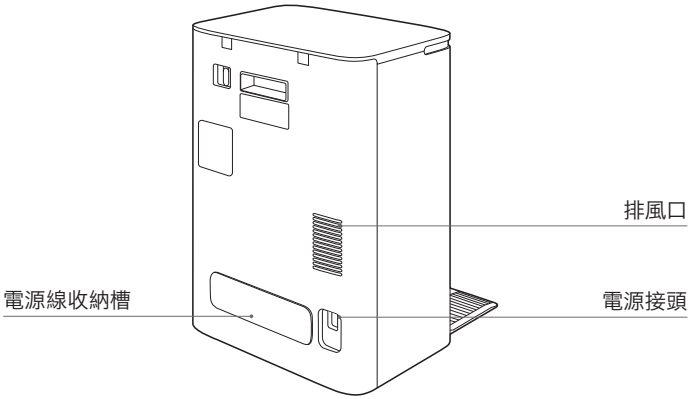
溫馨提示：

- 如果出現紅燈閃爍，請前往 ECOVACS HOME App 查看具體故障原因。
- 如果機器無法充電，請嘗試用乾抹布擦拭全能基座的充電極片。

6. 集塵袋



7. 全能基座（背面）



感測器簡介

元件名稱	功能說明
d-ToF 雷射雷達模組	透過雷射測距原理，以發射雷射和接受周遭物體反射光線之間的時間差，利用演算法計算主機與周圍物體之間的距離。當主機在特定環境運作時，即透過定位周圍物體的位置來繪製出主機所在空間環境的地圖。測量範圍為 10 公尺。
TrueDetect 3D 結構光感測器	透過紅外線測距原理，以感測器發出紅外線並接受前方障礙物反射回的光線，利用相似三角形計算障礙物與主機之間的距離。當感測器辨識出主機靠近障礙物時，讓主機自動轉彎以遠離障礙物。測量範圍為 0.8 公尺。
下視感側器	透過紅外線測距原理，以主機底部的紅外線感測器來監測主機底部與地面的距離。若主機偵測到前方有台階 (白色地面高度大於 55 公釐、黑色地面高度大於 30 公釐)，且感測器讀數超過預設值時，主機即停止前進，避免墜落。
地毯感測器	超音波探頭能放射 300KHZ 的超音波。在有地毯的地方，超音波能量會被地毯吸收，反射能量會小於閾值，主機因此得以辨識出此處有地毯。 ECOVACS 實驗室能夠辨識出市面上 50 種以上的地毯。
防撞感測器	透過光耦開關原理，在 DEEBOT 碰撞到物體時會避開障礙物。
邊緣感測器	透過紅外線測距原理來偵測 DEEBOT 右側與物體之間的距離。當右側有牆壁或障礙物時，主機會沿著邊緣移動，確保打掃區域無遺漏並避免碰撞。
AIVI 攝影機	透過 AI 攝影機收集周圍環境的影像來進行影片錄製，並透過與 MIC 互動來實現遠端視訊通話。FOV：垂直 109.29°，水平 155.7°。
麥克風	人聲通過空氣時產生的振動能夠使震膜振動，再以聲音模型進行擷取和演算來執行錄音，並以語音控制主機完成指定工作。有效喚醒距離在 5 公尺內。

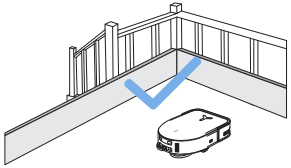
產品使用

❶ 注意事項



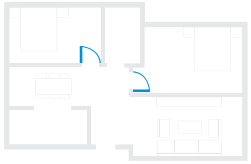
整理待清掃的空間

使用前，請先將桌椅和電風扇等家具物品擺放整齊，收納好體重計等低矮物品，整理出最大的清掃空間。



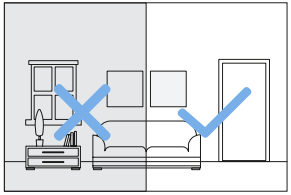
預防主機跌落

如果主機必須在樓梯間或階梯等邊緣進行作業，請設置防護欄，確保主機安全且運作順暢。



打開房門讓主機探索

為了讓 DEEBOT 能順利探索整個空間並建立居家地圖，請在第一次使用前打開每個房間的門。



營造明亮的清潔環境

主機可透過 AIVI 攝影機辨識鞋子、襪子、電線等物品，因此請確認所有清掃區域均光線充足，以免影響主機辨識障礙物的能力。



將地面上的電線、抹布、拖鞋等雜物收納好，有助於提高主機工作效率。



如果家中的地毯有流蘇邊，請事先將地毯流蘇邊收到地毯下方。



請避免站在主機前方、門檻和通道等狹窄處，以免主機無法識別待清掃的區域。



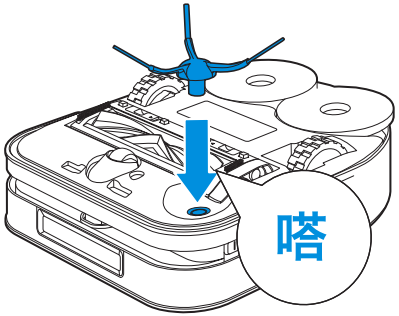
請確保主機視覺的清晰度，小心不要讓主機的 AIVI 攝影機鏡頭刮傷或沾上指紋、機器潤滑油脂等髒汙。請用乾淨的軟布擦拭，不要使用清潔劑、洗衣精、噴霧器。

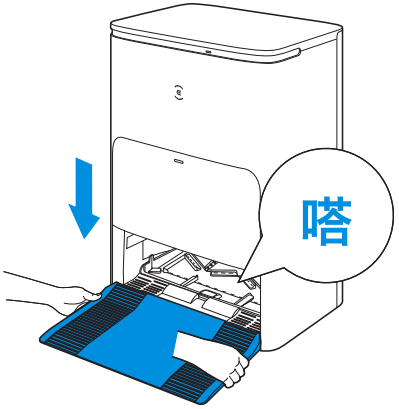
❷ 準備工作

使用本產品前，請先移除主機和全能基座上的所有防護物。

安裝主機和全能基座

聽到「嗒」的一聲，表示安裝到位。

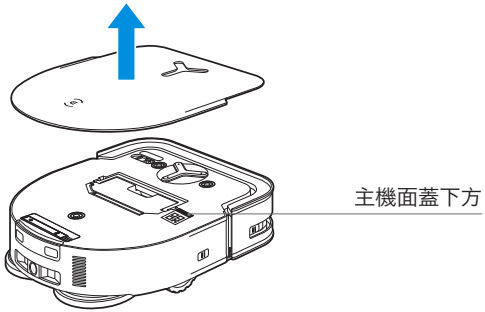




❸ 應用程式下載

下載 ECOVACS HOME App，體驗 DEEBOT 更多功能：

方法一：掃描機身條碼，依照提示免費下載並安裝應用程式。



方法二：開啟手機應用程式商店，搜尋、下載並安裝「ECOVACS HOME」。

Download on the App Store

Get it on Google Play

» ECOVACS HOME

溫馨提示： 安裝完成後，請根據手機應用程式頁面的引導完成註冊、登錄及連線。

❹ 主機連線

方法一：

藍牙連線： 開啟 DEEBOT 電源和手機藍牙，允許 ECOVACS HOME App 取得手機藍牙權限。點選應用程式中的 或 添加，應用程式會自動顯示附近的掃地機器人或條碼，以進入藍牙連線模式。

方法二：

Wi-Fi 連線： 您也可以根據應用程式連線頁面中的提示，選擇不同的連線方式。

溫馨提示： 為獲得更佳體驗，建議使用藍牙配網。

Wi-Fi 網路要求：

- 使用 2.4GHz 或 2.4/5 GHz 混合網路。
- 路由器支援 802.11b/g/n 和 IPv4 通訊協定。
- 請勿使用 VPN (虛擬私人網路) 或 Proxy 伺服器。
- 請勿使用隱藏的網路。
- 具有 TKIP、PSK、AES/CCMP 加密的 WPA 和 WPA2。
- 不支援 WEP EAP (企業認證通訊協定)。
- 在北美地區使用 Wi-Fi 頻道 1-11，北美以外地區使用 Wi-Fi 頻道 1-13 (請洽詢當地主管機關)。
- 如果使用網路訊號延伸器 / 中繼器，則網路名稱 (SSID) 和密碼會與主要網路相同。
- 請確認路由器已開啟 WPA2 選項。

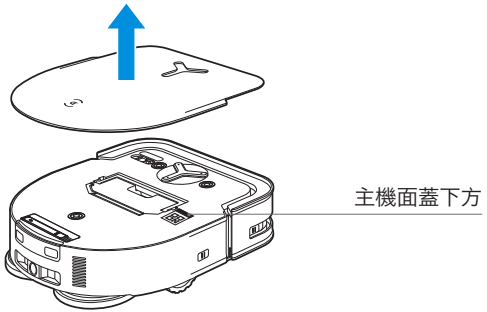
Wi-Fi 指示燈

	白色呼吸	已中斷 Wi-Fi 連線
	白色常亮	已連接 Wi-Fi

請注意，若要使用 ECOVACS 產品的遠端啟動、語音互動、2D/3D 地圖呈現和操作設定、個人化清掃模式等智慧功能 (視產品而定)，使用者必須下載並使用 ECOVACS 持續更新的 ECOVACS HOME App。您必須先同意我們的《隱私權政策》和《使用者協議》，我們才能處理您的基本和必要資訊，接著您才能使用 ECOVACS HOME App 操作本產品的部分功能。如果您不同意我們的《隱私權政策》和《使用者協議》，您將無法使用 ECOVACS HOME App 操作本產品的上述特定智慧功能，但您仍然可以手動操作產品的基本功能。

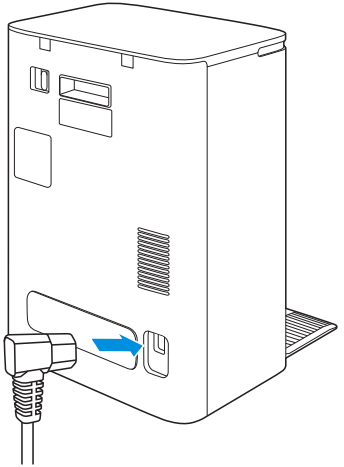
5 取得完整指南

使用微信掃描機身條碼，取得完整版使用指南。



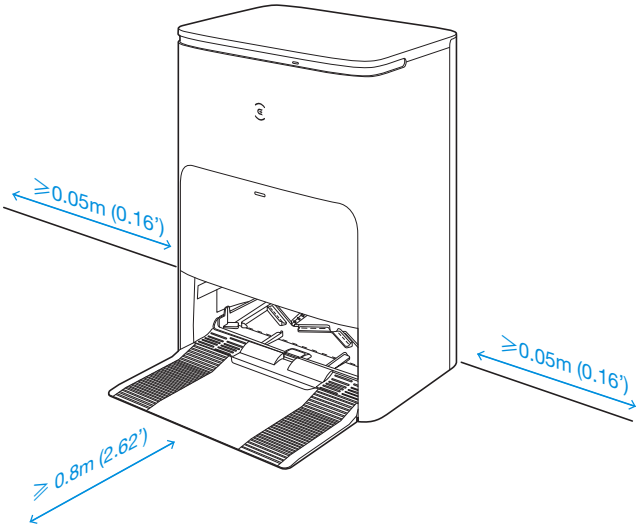
6 主機充電

1. 連接電源線



2. 尋找合適的位置放置全能基座

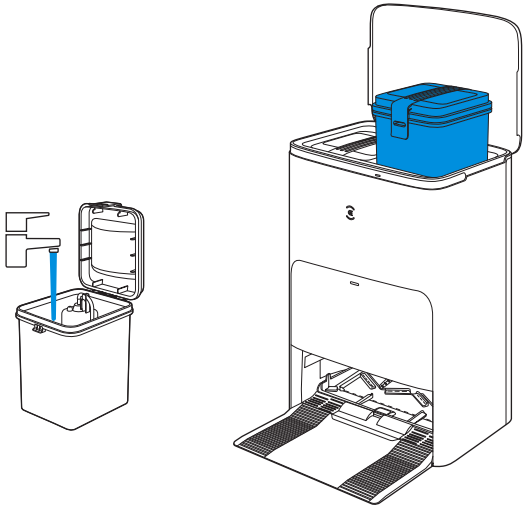
全能基座應靠牆置於平坦堅硬的地面，左右 0.05 公尺和前方 0.8 公尺範圍內不要放置物品。



- 全能基座附近若有鏡子、反光踢腳板等反光物體，需遮擋其底部 14 公分的部分。
- 請勿將全能基座放在陽光直射的地方。
- 建議將全能基座放置在 Wi-Fi 訊號較強的位置，以獲得更好的使用體驗。

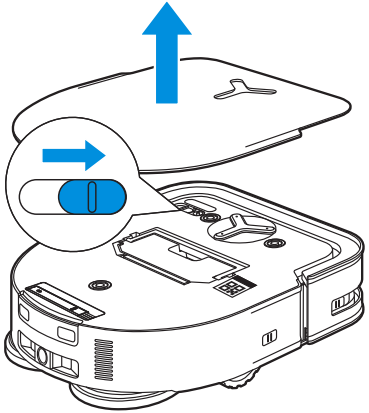
3. 使用水箱

情境一：使用清水箱及污水箱



備註：為延長使用壽命，請僅使用 ECOVACS 專用清潔劑。如需購買，請造訪 ECOVACS HOME App 或 https://www.ecovacs.com/global。

4. 開啟主機電源

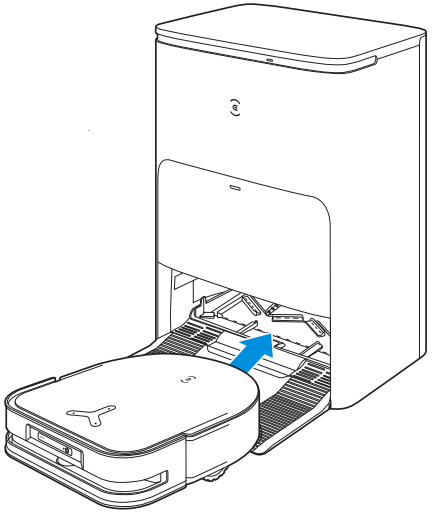


「I」表示開機，「○」表示關機。

- 請注意，主機電源關閉時無法充電。
- 主機完成工作後，建議先不要關機，讓主機保持在充電狀態，以便能更好地進行下一次的工作。

5. 充電

使用 ECOVACS HOME App 或語音將主機召回至基座以開始充電。



- 為了讓主機在清掃完畢後能順利返回全能基座充電，建議您在清掃過程中不要搬動全能基座。

❼ 啟動清掃

1. 繪製地圖

使用 ECOVACS HOME App 或語音來下達繪圖指令。

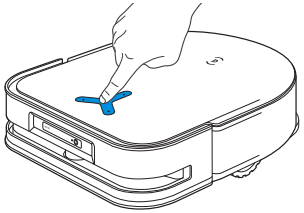
第一次繪製地圖時，請跟著主機移動，幫主機排除一些遇到的小問題。繪製地圖時，主機會以智慧方式探索居家環境，而探索路徑可能會與清掃路徑有所不同。

應用程式設置虛擬牆： 地圖管理 品 > 虛擬牆。

2. 啟動清掃

- 主機水箱可透過全能基座自動補水，無需手動加水。
- DEEBOT 在掃拖時可識別地面類型，遇到地毯時會自動抬起拖布，無需手動取下拖布與拖布支架。請勿在毛長超過 10 公釐的長毛地毯上使用 DEEBOT。建議您在清潔過程中，將毛長超過 10 公釐的長毛地毯收起來，或在 ECOVACS HOME App 中設置虛擬牆，將長地毯設為不需清掃的區域。

首次開啟清潔工作，請確認產品置於全能基座且已充飽電。按一下主機上的 ⏻ 鍵開始清掃。或使用 ECOVACS HOME App 或語音控制 DEEBOT 啟動清掃。

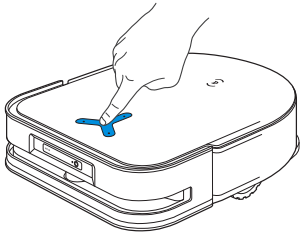


溫馨提示：

- 為延長可水洗拖布的使用壽命，請勿頻繁取下可水洗拖布。
- 請勿使用抹布或任何其他物品刮擦拖布支架，以免縮短魔鬼氈的使用壽命。
- 當 ECOVACS HOME App 提示需要更換拖布時，請立即更換。若要購買配件，請造訪 ECOVACS HOME App 商店或 ECOVACS 官網商店：https://www.ecovacs.com/global。

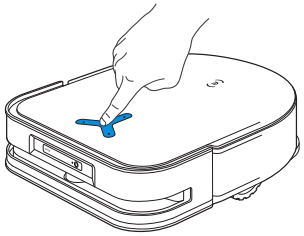
3. 暫停

主機在工作時，按一下主機的 ⏻ 鍵即可暫停主機。或使用 ECOVACS HOME App 或語音控制 DEEBOT 暫停工作。



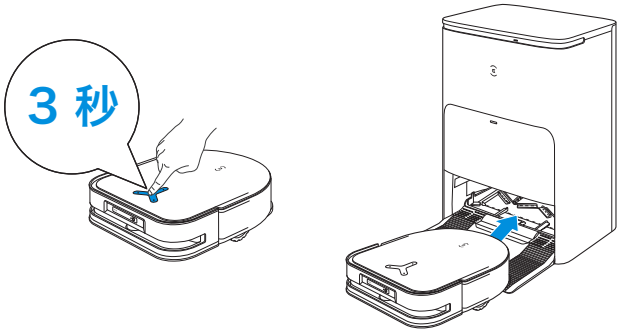
4. 喚醒

暫停一段時間後，主機面板上所有的指示燈都會熄滅。若要重新開始工作，請按一下 ⏻。停止大約 1 小時後，機器可能會進入待機狀態。



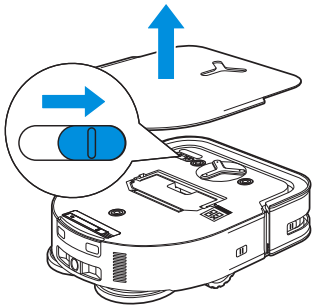
5. 返回全能基座

使用 ECOVACS HOME App、語音或按鍵召回主機，開始充電。



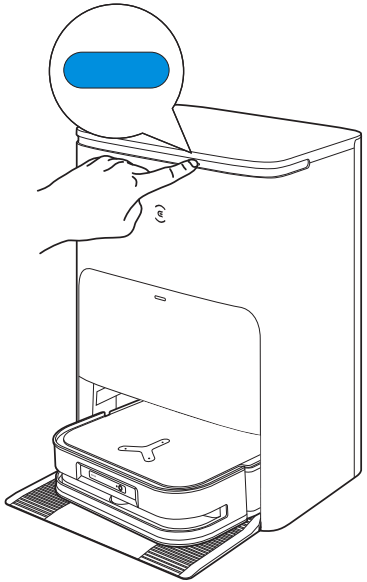
6. 深度休眠

為保護電池，主機在全能基座外待機大約 5 小時後，就會進入深度休眠狀態。請嘗試開啟和關閉主機，以再次喚醒主機。



8 使用全能基座

主機在基座中時，按一下 以開始/暫停掃拖。按住 3 秒開始自行清潔。



元件保養

❶ 維護和保養頻率

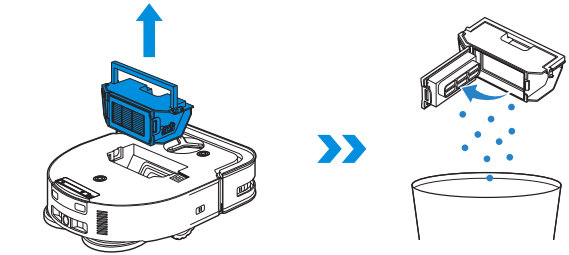
為了維持主機的最佳效能，建議參考下表所述的頻率來維護保養主機元件：

元件	維護頻率	更換頻率
可水洗拖布	/	每 1-2 個月
集塵袋	/	每 2-3 個月
邊刷	每 2 週	每 3-6 個月
滾刷	每 1 週	每 6-12 個月
濾芯	每 1 週	每 3-6 個月
TrueDetect 3D 結構光感測器 萬向輪 下視感應器 緩衝防撞板 主機充電極片 全能基座充電極片 d-ToF 雷射雷達模組	約 1 個月	/
清潔槽	約 150 天	/
清水箱	每 3 個月	/
汙水箱	每 1 個月	/
塵盒內部	每 1 個月	/

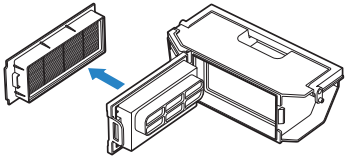
溫馨提示：若要購買各類配件，請造訪 ECOVACS HOME App 商店或 ECOVACS 官方商店：https://www.ecovacs.com/global。

❷ 塵盒

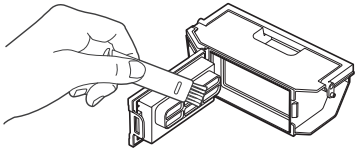
1. 將塵盒從 DEEBOT 中取出，打開塵盒蓋並丟棄垃圾。



2. 打開濾網後，取下濾芯。

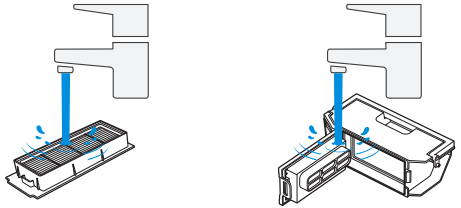


3. 清理濾網上的灰塵，注意濾網內外都要清理。



• 若要購買清理小工具，請造訪 ECOVACS HOME App 或 ECOVACS 官方商店：https://www.ecovacs.com/global。

4. 可用水沖洗塵盒和濾芯，然後用力甩乾水珠。

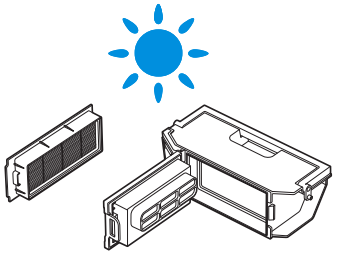


溫馨提示：

• 如圖所示，用清水沖洗。

• 請勿用刷子或手去刷洗濾芯。

5. 晾乾塵盒和濾芯。

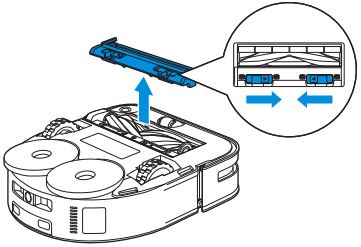


溫馨提示：使用過濾材料前請務確認已完全晾乾。
建議您在 ECOVACS HOME App 商店或 ECOVACS 官網商店 https://www.ecovacs.com/global 購買專用濾材組件，方便輪替使用。

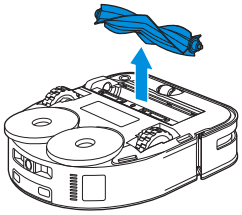
❸ 滾刷與邊刷

清理滾刷

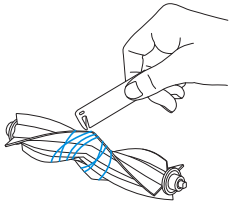
1. 打開滾刷蓋板



2. 取出滾刷

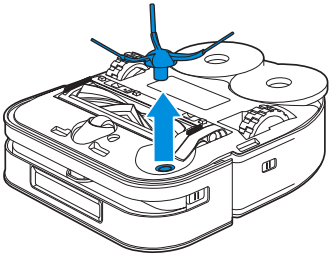


3. 清理滾刷

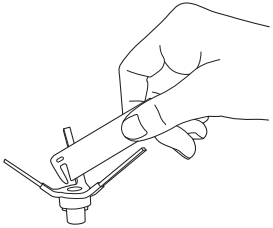


清理邊刷

1. 取下邊刷



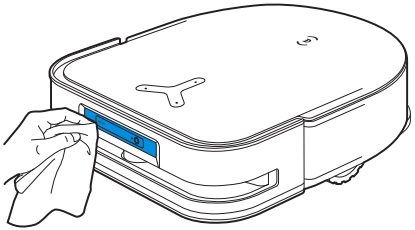
2. 清理邊刷



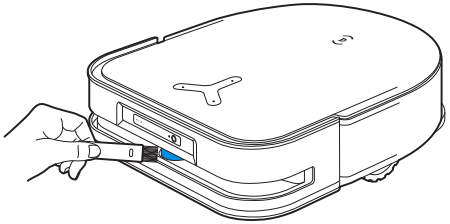
• 若要購買清理小工具，請造訪 ECOVACS HOME App 或 ECOVACS 官方商店：https://www.ecovacs.com/global。

4 其他元件

清理感測器鏡片

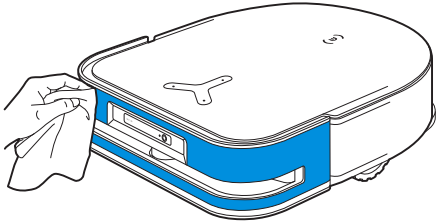


清潔 d-ToF 雷射雷達模組

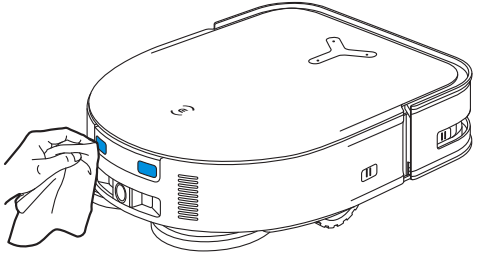


• 清潔雷射雷達模組時，請將雷達玻璃鏡頭轉至正面，然後使用清潔小工具的毛刷輕輕擦拭。

清理緩衝防撞板

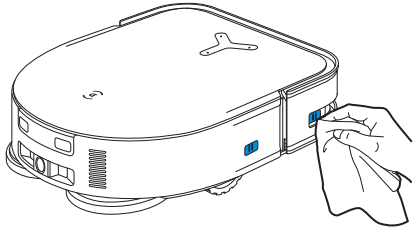


清理充電極片

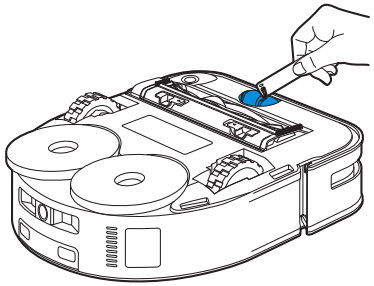


• 請使用乾抹布清潔下視感應器和緩衝防撞板。請勿使用濕抹布，以防進水造成損壞。

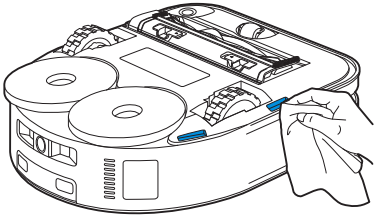
清理邊緣感測器



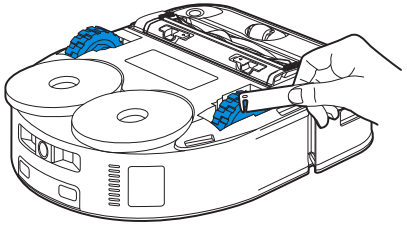
清理萬向輪



清理下視感應器



清理驅動輪



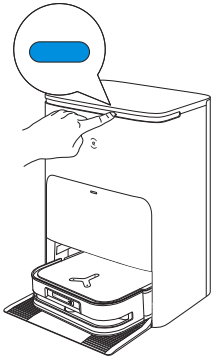
溫馨提示：充電極片內部含有敏感電子元件，清理時請使用乾抹布，請勿使用濕抹布，以防進水造成損壞。

❺ 全能基座

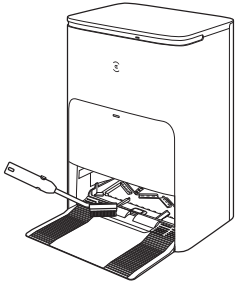
溫馨提示：

- 請勿在 DEEBOT 運作時使用自行清潔。
- 如果清潔槽內有汙水，按住 自行清潔後，基座會先自動排空汙水。請再次按住 以啟動自行清潔。

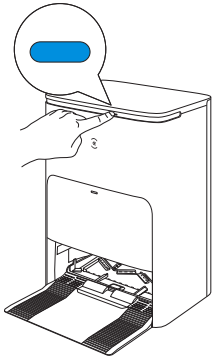
1. 按住 3 秒開始自行清潔



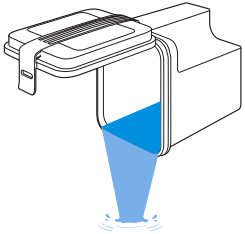
2. 清理清潔槽



3. 清理清潔槽後，全能基座會自動排空汙水

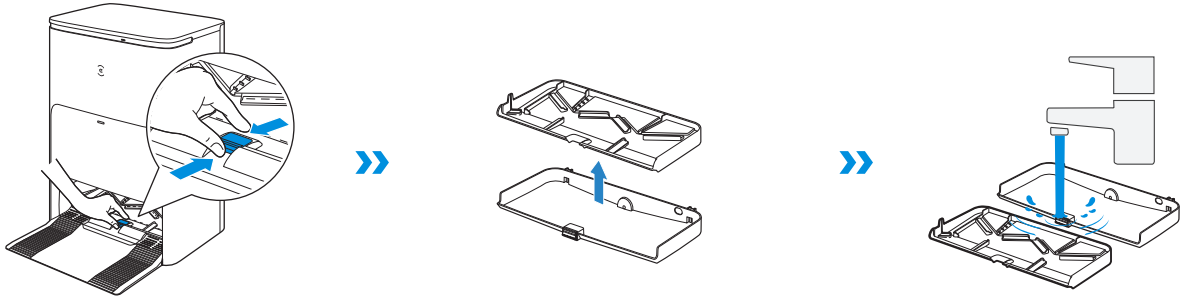


4. 清空污水箱

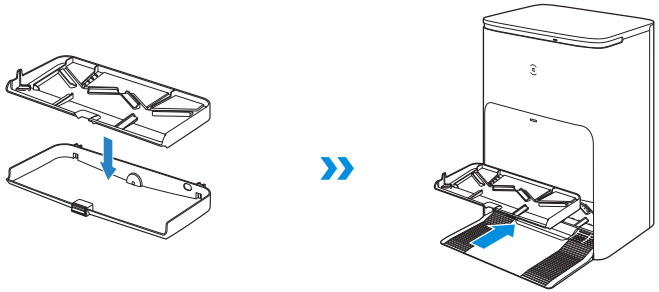


⑥ 清潔槽

1. 取出並清洗清潔槽的可拆式底盤



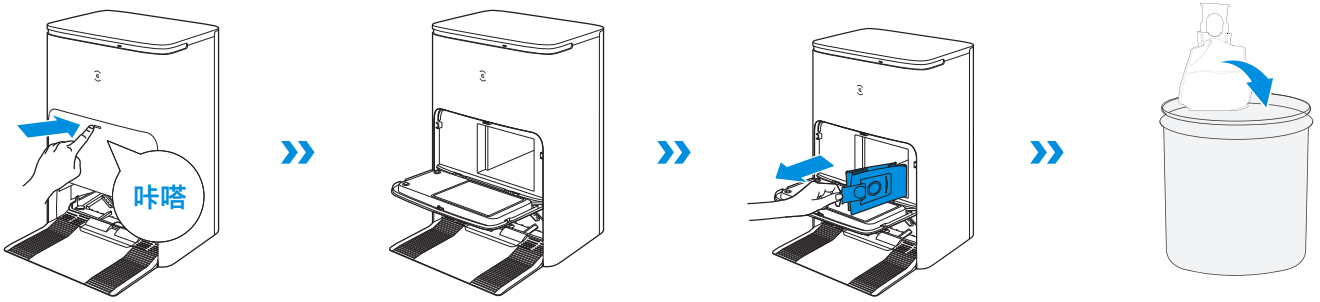
2. 安裝清潔槽的可拆式底盤



溫馨提示： 正確安裝清潔槽的可拆式底盤、底盤過濾件和基座斜坡底座，以避免影響正常使用。

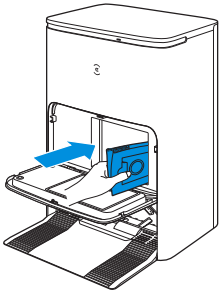
❼ 集塵袋

1. 丟棄集塵袋

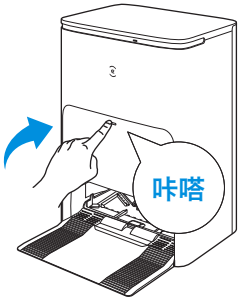


取出集塵袋時，集塵袋提把會將集塵袋密封起來，有效防止灰塵溢出。

2. 用乾抹布擦拭塵盒，並安裝新的集塵袋

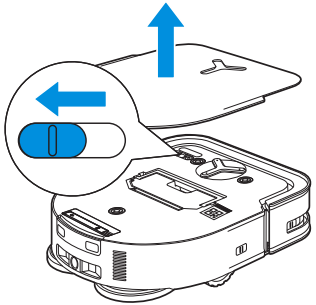


3. 關上塵盒



⑧ 關機存放

若長時間不使用產品，請先將產品充飽電、關閉電源，最後收納。每 1.5 個月充電一次，避免電池過度放電。



請注意，主機電源關閉時無法充電。

- 主機完成工作後，建議先不要關機，讓主機保持在充電狀態，以便能更好地進行下一次的工作。
- 若電池過度放電或長時間不使用，產品可能無法充電，請聯絡本公司進行售後維護，請勿自行取出電池。

常見問題疑難排解

使用產品時若發生下列情況，可對照查詢，自行解決。

序號	故障情況	可能原因	解決方法
1	主機無法連線至應用程式。	Wi-Fi 名稱和密碼不正確。	請確認輸入的 Wi-Fi 名稱和密碼正確。
		主機不在路由器網路訊號的範圍內。	請確認主機位於路由器網路訊號的範圍內，並且盡可能靠近路由器。
		主機未進入配網狀態。	按一下重設鍵，進入藍牙配網。如果藍牙配網失敗，請按一下重設鍵 + ⏻ ，然後按照應用程式提示重新配網。
		Wi-Fi 清單中沒有家庭 Wi-Fi。	1. 檢查 WiFi 名稱是否包含特殊字元。建議不要使用特殊字元，例如！@#& ￥%/\。 2. 請檢查 Wi-Fi，並確定您不是使用 5Ghz 網路。
		可能是下載到錯誤的應用程式。	請掃描本產品條碼，或在手機應用程式商店中搜尋並下載 ECOVACS HOME App。
2	地圖遺失。	搬動主機可能會造成遺失地圖的風險。	將主機移至全能基座前方以嘗試復原。 在 ECOVACS HOME App 地圖管理中找到儲存的地圖，並試著按一下「使用地圖」來進行恢復。您也可以在 ECOVACS HOME App 中使用地圖鎖定功能，避免遺失地圖。 如果以上方式無法解決問題，建議重新繪製地圖。
3	無法在應用程式上建立居家地圖。	在清掃過程中搬動 DEEBOT 會導致其無法定位。	在清潔過程中，請盡量避免搬動 DEEBOT。
		自動清掃工作未完成。	讓 DEEBOT 在清掃後自動返回全能基座。
4	邊刷脫落。	未安裝到位。	安裝時需要聽到「嗒」的一聲，確保邊刷安裝到位。
5	找不到全能基座訊號，無法返回全能基座。	全能基座的放置位置不正確。	請依照說明書【主機充電】一節的指示正確放置全能基座。
		全能基座斷電或遭人為移動。	請檢查全能基座是否已連接電源。請勿手動移動全能基座位置。
		主機未從全能基座出發開始清潔。	建議讓主機從全能基座出發開始清潔。
		返回基座充電的路線受到阻礙。例如，放置全能基座房間的房門處於關閉狀態。	請讓返回基座的路線保持通暢。

序號	故障情況	可能原因	解決方法
6	未清掃完畢，但主機返回充電。	房間較大，主機必須在中途返回基座充電。	建議開啟斷點續掃功能。請參考應用程式說明以瞭解具體方法。
		在非常複雜的居家環境中，清潔效率會降低，甚至可能無法完成。	整理居家環境。
7	主機無法充電。	主機電源未開啟。	主機電源必須開啟為「I」狀態才能充電。
		主機與全能基座的充電極片未充分接觸。	請確認主機與基座的充電極片充分對接，且 ⏻ 鍵處於閃爍狀態。檢查主機和全能基座的充電極片是否有髒汙，並請依照說明書【元件維護】一節進行清理。
		全能基座未連接電源。	請確認全能基座已連接電源。
8	主機作業聲響較大。	邊刷、滾刷被纏繞，塵盒、過濾材料被堵住。	建議定期清理並保養邊刷、滾刷、塵盒和過濾材料等。
		主機進入強力清掃模式。	變更為標準清掃模式。
9	主機工作時被困住。	主機被地面上的散亂電線、下垂的窗簾布或地毯鬚邊等纏繞或阻礙。	主機會自行嘗試各種方法脫困，若未能脫困，建議手動協助。
		若家具底下間隙高度與主機相近，可能導致主機卡住。	建議您將家具墊高、設置人為遮擋，或透過應用程式引導設置虛擬牆。
		主機卡在狹窄區域內。	建議整理居家環境，替狹窄區域設置人為遮擋，或透過應用程式引導設置虛擬牆。
10	主機工作時發生行進路線混亂、偏離路線、重複清掃，以及小部分區域未清掃等狀況。(如果目前有一個大面積區域沒有被清掃，主機會自動返回該區域進行清掃，不用擔心；有時候主機會重新進入剛已清掃過的房間，可能不是要重複清掃，而是要清掃剛剛遺漏的部分。)	地面擺放的電線、拖鞋等物體，阻礙了 DEEBOT 行進路線。	主機工作前，請先收拾地面散落的電線、拖鞋等物體，盡可能減少地面上擺放的雜亂物品。如果發生部分區域漏掃的狀況，主機會自動返回遺漏的區域進行打掃，請勿干擾主機 (例如搬動主機或阻擋主機行進路徑)。
		主機可能因為攀爬台階、門檻或門擋造成驅動輪在地面上打滑，進而影響主機對整個居家環境的判斷。	建議關閉該區域的房門，讓主機單獨清掃該區域。主機清掃完後會返回起點，請不用擔心。
		在剛打蠟、拋光的地板或光滑的磁磚上作業，會造成驅動輪與地面之間的摩擦力降低。	建議等待地板蠟乾燥後再清掃。
		由於居家環境不同，不同區域的主機無法進入清掃。	建議整理居家環境，確保主機可進入清掃。

序號	故障情況	可能原因	解決方法
11	遠端操作延遲過久。	主機連線的 Wi-Fi 訊號不良，導致載入視訊變慢。	建議在 Wi-Fi 訊號良好的區域使用主機。
12	主機返回全能基座後，未開始自動集塵。	ECOVACS HOME App 未開啟自動集塵功能。	開啟 ECOVACS HOME App 中的自動集塵功能。
		全能基座未安裝集塵袋。	安裝集塵袋並關閉塵盒。
		手動將主機移回全能基座，未觸發自動集塵功能。	為了讓主機在清掃完畢後能順利返回進行充電和集塵作業，建議讓主機自行返回全能基座，避免手動搬動主機。
		在 ECOVACS HOME App 中設為「請勿打擾」模式時，主機在返回基座時不會開始集塵作業。	可在 ECOVACS HOME App 中取消「請勿打擾」模式，或手動啟動集塵作業。
		全能基座偵測到集塵效率降低。	請依照說明書【元件保養】中的說明更換集塵袋，並關閉塵盒。若應用程式提示時集塵袋尚未裝滿，再次裝回即可。
		若已排除上述可能原因，則可能是全能基座元件異常。	請聯絡售後服務人員。
13	自動集塵失敗。	全能基座偵測到集塵效率降低。	請依照說明書【元件保養】中的提示更換集塵袋，並關閉塵盒。若應用程式提示時集塵袋尚未裝滿，取出集塵袋並再次裝回即可。
		塵盒的集塵出口被異物卡住。	取出塵盒，並清除集塵出口上的異物。
14	全能基座塵盒內髒汙。	細微顆粒透過集塵袋吸附在塵盒內側。	清理塵盒內壁。
		集塵袋破損。	檢查集塵袋並進行更換。
15	主機作業時會漏灰塵。	塵盒的集塵出口被異物卡住。	取出塵盒，並清除集塵出口上的異物。
16	拖布支架無法旋轉。	拖布支架未安裝到位。	請正確安裝拖布支架。將拖布組件壓入其安裝口，直至聽到「嗒」的一聲。
		拖布支架被異物卡住。	請清除異物。
17	主機不回應全能基座的指令。	主機不在基座內。	請確認主機位於基座內。

序號	故障情況	可能原因	解決方法
18	驅動輪卡住。	驅動輪被異物纏繞或卡住。	請轉動並按壓驅動輪，檢查是否被異物纏繞或卡住，若有的話請儘速清理。如果無法解決，請聯絡售後服務人員。
19	全能基座清潔槽已滿水且無法吸出，語音警示清潔槽已滿水。	汙水箱未正確安裝。	輕輕壓下汙水箱，確保汙水箱正確安裝。
		汙水箱內部密封塞未正確安裝。	請確定已正確安裝基座內汙水箱的兩個密封塞。
		全能基座無法正常抽水。	按住基座按鍵 ，觀察基座是否可以正常抽水。如果能正常抽水，請擦乾清潔槽的漏水感應片；如果無法抽水，請檢查污水箱和基座之間是否有異物，並視需要進行清理。
		清潔槽吸水口有異物。	確定清潔槽中的吸水口沒有異物。
		嘗試上述方法仍無法解除語音警示。	拔掉全能基座電源開關，然後再重新插上。如果無法解決，請聯絡售後服務人員。
		清潔槽或底部濾芯髒汙。	取下清潔槽和底部濾芯，用清水沖洗乾淨。

如果執行上述動作仍無法排除故障，請聯絡售後服務人員。

產品參數

產品型號	**DDX39**
主機額定輸入	20V ⎓ 2A
充電時間	約 5 小時
自動清洗拖布集塵座型號	**CH2413**
額定輸入	220-240V ～ 50-60Hz
額定輸出	20V ⎓ 2A
額定輸入電流（充電狀態）	0.5A
功率（集塵狀態）	1000W
功率（熱水清洗拖布狀態）	1650W
運行頻帶	2400-2483.5MHz
最大等效全向輻射功率	藍牙低功耗：7dBm
	2.4GHz Wi-Fi: 18dBm

備註： 技術和設計規格可能有所變更以持續改善產品。
歡迎前往 https://www.ecovacs.com/global 探索更多配件。

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