



DEEBOT **1150 MAX** Family

Instruction Manual

IMPORTANT SAFETY INSTRUCTIONS

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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. The Appliance is not intended for use by persons(including children)with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the Appliance by a person responsible for their safety.
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. For INDOOR household use ONLY. Do not use the Appliance in outdoor, commercial, or industrial environments.
6. Do not use without dust bin and/or filters in place.
7. Do not operate the Appliance in an area where there are lit candles or fragile objects.
8. Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
9. Do not operate the Appliance in a room where an infant or child is sleeping.
10. Do not use and store in extremely hot or cold environments (below -5°C /23°F or above 40°C/104°F). Please charge the robot in temperature above 0°C/32°F and below 40°C/104°F.
11. Do not use Appliance on wet surfaces or surfaces with standing water.
12. Do not allow the Appliance to pick up large

- objects like stones, large pieces of paper, or any item that may clog the Appliance.
13. 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.
 14. 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.
 15. 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.
 16. If the power cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
 17. Turn OFF the power switch before cleaning or maintaining the Appliance.
 18. The lithium battery type suitable for CH2453I is Max. 8 cells, max. nominal voltage DC 14.4V, rated capacity 5,800mAh. The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
 19. Please dispose of used batteries according to local laws and regulations.
 20. Do not incinerate the Appliance even if it is severely damaged. The batteries can explode in a fire.
 21. 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.
 22. The robot contains batteries that are only replaceable by skilled persons. To replace the robot's battery, please contact Customer Service.
 23. Please make sure your power supply source voltage matches the power voltage marked on the OMNI Station.
 24. Use only the original rechargeable battery and OMNI Station provided with the Appliance from the manufacturer. Non-rechargeable batteries are prohibited.
 25. Take care not to damage the power cord. Do not pull on or carry the Appliance or OMNI 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.
26. Do not use the OMNI 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.
 27. Do not use with a damaged power cord or receptacle. Do not use the Appliance or OMNI 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 hazards.
 28. The plug must be removed from the receptacle before cleaning or maintaining the OMNI Station.
 29. Remove the Appliance from the OMNI Station, and turn OFF the power switch to the Appliance before removing the battery for disposal of the Appliance.
 30. When not using the OMNI Station for a long period of time, please unplug it.
 31. If the robot will not be used for a long time, power OFF the robot for storage and unplug the OMNI Station.

32. **WARNING**-Add clean water into the clean tank only.

33. WARNING: For the purposes of recharging the battery, only use the detachable supply unit CH2453I provided with 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.

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

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:



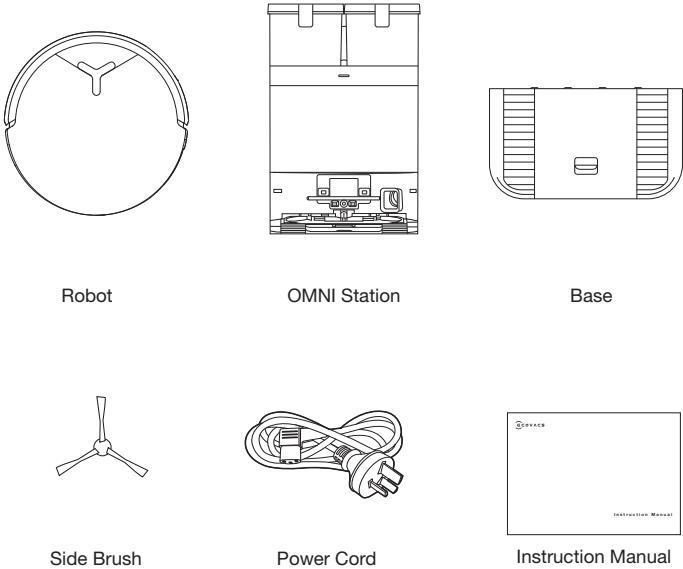
ECOVACS Europe GmbH
Holzstrasse 2 | D-40221 Düsseldorf | Germany

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 Components

1 PACKAGE CONTENTS

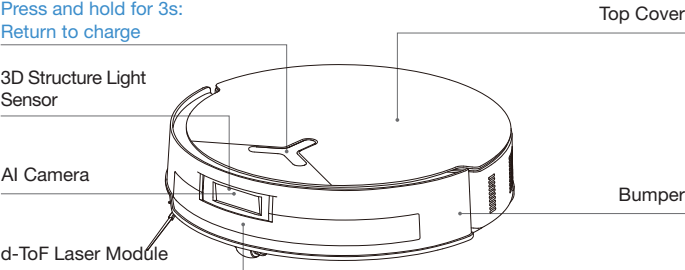


Note: Figures and illustrations are for reference only and may differ from actual product appearance. Product design and specifications are subject to changes without notice.

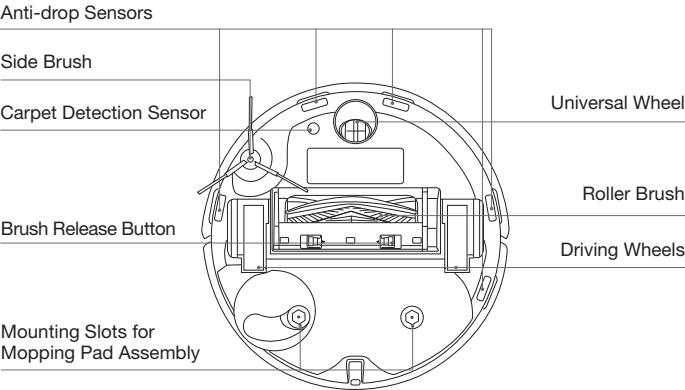
2 PRODUCT DIAGRAM

1. Robot Front View

Button on DEEBOT
Press: Start/Pause
Press and hold for 3s:
Return to charge



2. Bottom Back View



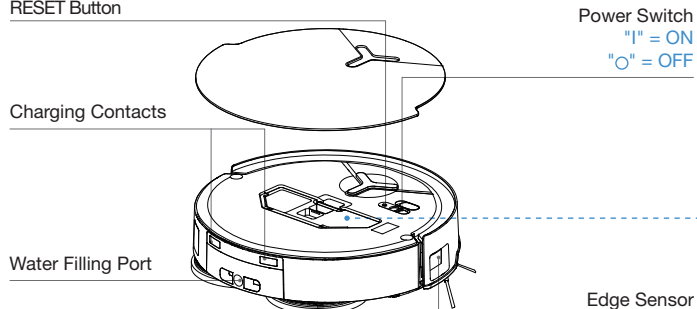
3. Inside the Robot

RESET Button

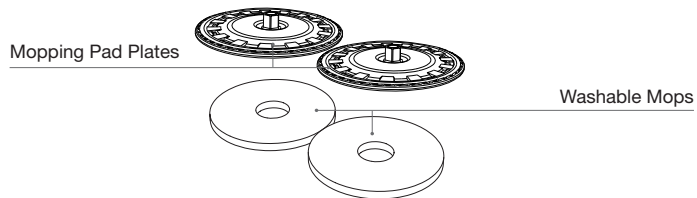
Network Setup: Press the RESET Button and follow the voice prompt to set up the network.

Restore to default settings: Press and hold the RESET button for 5 seconds, and you will hear a prompt sound. After that, the startup music will play, and the robot will be restored to default settings.

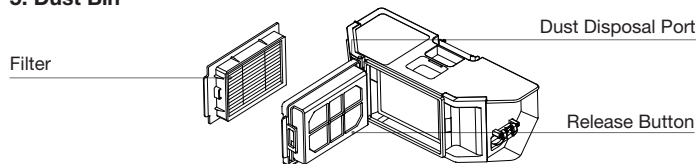
Wi-Fi Status Indicator/
RESET Button



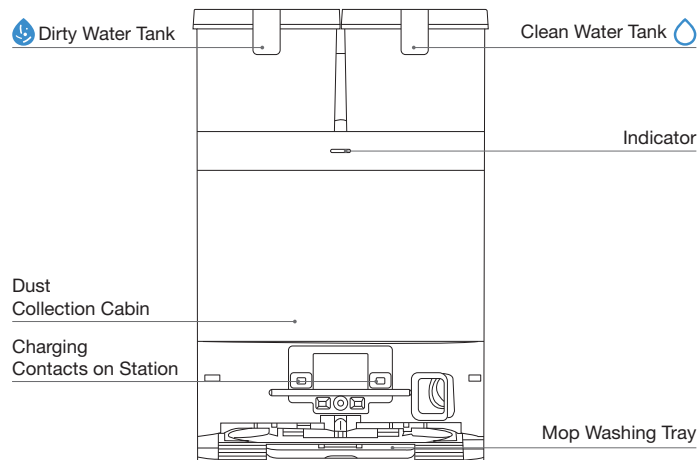
4. Mopping Pad Assembly



5. Dust Bin



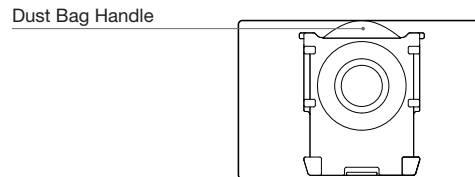
6. Station Front View



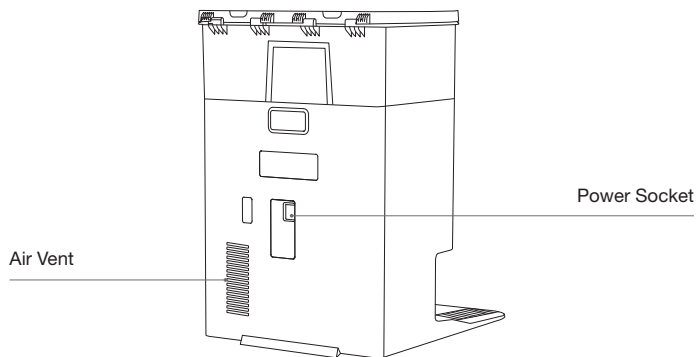
Note:

- If the Indicator flashes red, go to the ECOVACS HOME App for details about the malfunction.
- If the robot cannot charge, wipe the corresponding charging contacts on the OMNI station with a dry cloth.

7. Dust Bag



8. Station Back View



9. Indicator Light

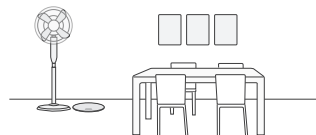
Indicator	Light Effect	State
Robot	Breathing White	Charging
	Solid White	Fully Charged/Running
	Solid Red	Low Battery
	Flashing Red	Alarm
	Solid Yellow	Voice Assistant Mute
Station	Solid White	Standby/Running
	Flashing Red	Malfunction
	Goes Out	Power Outage/ Deep Sleep Mode

10. Sensors Overview

Name Functional Description	Functional Description
d-ToF Laser Module	Laser Ranging is applied to measure the distance between the robot and surrounding objects based on the time difference of reflection, allowing the module to map against the objects around while the robot is moving. The detection range is 10 m.
3D Structure Light Sensor	Infrared ranging and similar triangles are applied to measure the distance between the surrounding objects and the robot. When the sensor detects an object nearby, the robot will automatically take a turn to avoid bumping into the object. The detection range is 0.4 m.
Anti-drop Sensors	Infrared ranging is applied by the sensor at the bottom of the robot to measure the height between the bottom of the robot and the ground. When there is a height difference, for example, a height above 55 mm on white-colored ground or a height above 30 mm on black-colored ground, the robot will stop advancing, fulfilling the feature of Anti-drop.
Carpet Detection Sensor	The ultrasound probe can emit ultrasonic waves with a frequency of 300KHZ. The energy of the ultrasonic waves can be absorbed by carpets. If the reflected energy is below the threshold, the robot will recognize the presence of a carpet. According to ECOVACS lab tests, currently, over 50 types of carpets available on the market can be identified.
Anti-collision Sensor	When the transmitted signal is blocked by an object, the signal receiver will not be able to receive it. With this principle, the robot will avoid obstacles when encountering them.
Edge Sensor	With Infrared Ranging, the robot can detect the distance between itself and objects on its right side. When there is a wall or an obstacle on the right side, the robot will do edge cleaning to avoid missed spots or collisions. (for model DDX 45) With ToF distance measurement, the robot can detect the distance between itself and objects on its right side. When there is a wall or obstacle on the right side, the robot will perform edge cleaning to avoid missing spots or collisions. (for model DEX 54)
AI Camera	Use AI Camera to collect images of the surroundings for video recording, allowing distant video call via the microphone. FOV: Vertical Span of 77°, Horizontal Span of 97°
Microphone	Human voices cause vibrations in the diaphragm of the microphone through air. As a result, the microphone utilizes the collection and algorithms of sound models to achieve sound recording and voice control of the robot to complete specific tasks. The effective wake-up distance is 5 m.

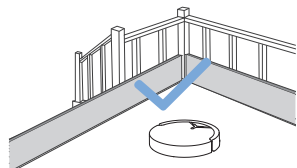
NOTES BEFORE CLEANING

1 Before Cleaning



Prepare the Area

Tidy up the area by arranging furniture like chairs and storing low-lying items to maximize cleaning space.



Set up Protective Barriers

If working near stairs or edges, place a barrier to prevent falls.



Keep Doors Open to Rooms to be Cleaned

During the first use, keep all doors open to help the robot explore and map the area.



Tidy up the area by arranging furniture like chairs and storing low-lying items to maximize cleaning space.



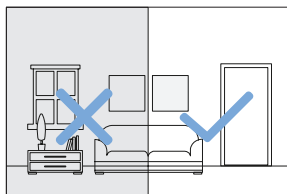
For rugs with tassels, tuck them under the rug.



Avoid blocking narrow spaces like doorways to ensure the robot can detect all areas.



Keep the camera lens clean with a soft cloth, avoiding cleaning agents.



Provide Sufficient Lighting

Ensure areas are well-lit to optimize the robot's obstacle avoidance.

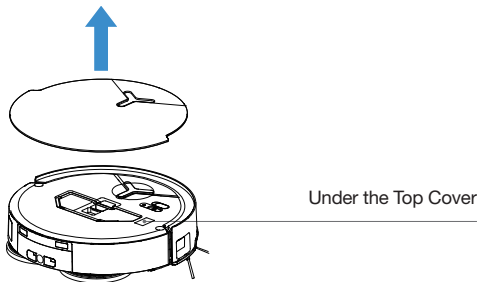
2 Quick Start

Before using, please remove all protective materials from the robot and OMNI station.

1. Download ECOVACS HOME App

Download ECOVACS HOME App to enjoy more features.

You may scan the QR Code on the robot to download the App.

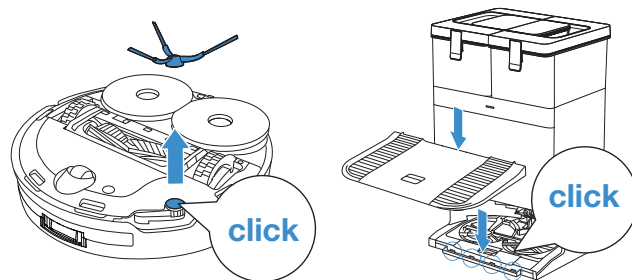


Or search for the ECOVACS HOME in your mobile app store to download the App.



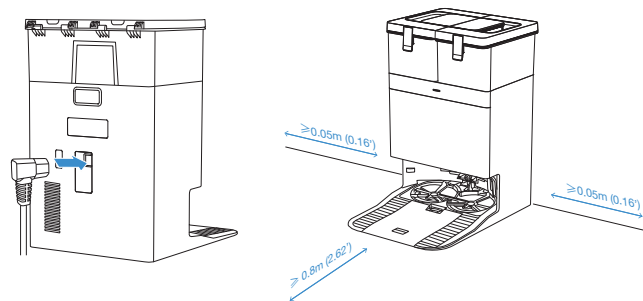
2. Install Robot and Station

The sound of Click indicates proper installation.



3. Place Station and Connect Power Cord

Place the station against a wall on a level, hard ground. Ensure there are no objects within 0.05 m on either side or 0.8 m in front of it.



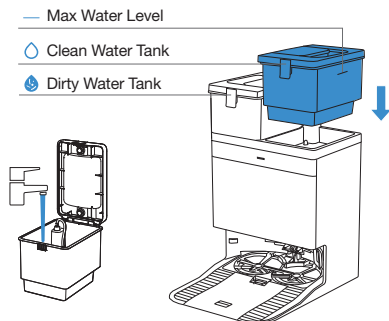
Note:

- If there are reflective objects, such as mirrors, or reflective skirting lines near the station, cover them from the ground up to a height of 14 cm.
- Do not place the Station under direct sunlight.
- Place the Station in a location with a strong Wi-Fi signal.

Note: Follow the guide of the App to register, log in, and connect the product with the App.

3 Fill Clean Water Tank

Take out the clean water tank and fill it up to the max water level. After filling the tank, lock its cover and put it back to the station.

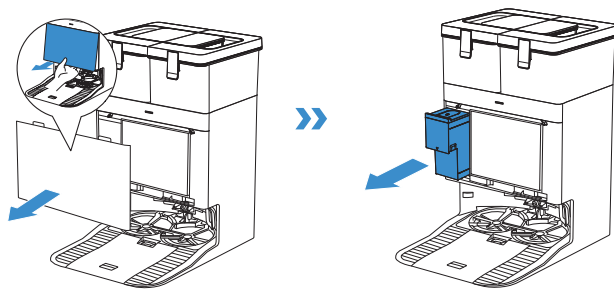


Note:

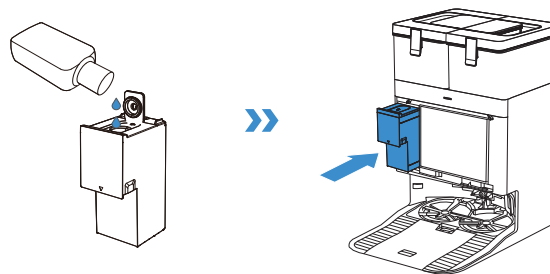
- Use a clean, dry cloth to wipe off any water on the surface of the tank before placing it in position.
- Make sure to lock the top covers of both water tanks securely before use.
- Any water marks in the water tanks are from function testing. Please use it with confidence.

4 Add Cleaning Solution (sold separately)

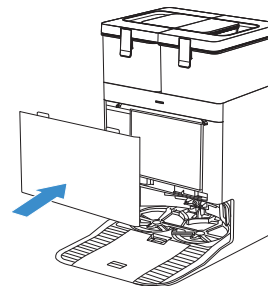
1. Take off the dust collection cabin cover, pull out the cleaning solution unit, and place it on a level, hard surface.



2. Unlid the cleaning solution unit and fill it with ECOVACS cleaning solution (sold separately). Put the lid on and the unit back to the station.



3. Place the fit joints at the upper edge of the dust cabin cover and press the lower part of it to install it properly.

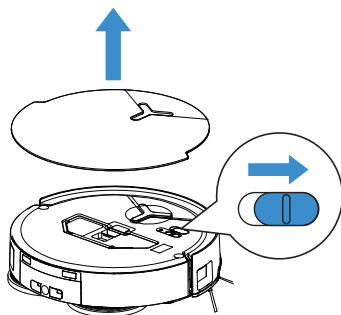


Note:

- Cleaning Solution is pumped automatically from the cleaning solution unit. Do not add Cleaning Solution to the water tanks.
- For better performance and longer lifespan of the product, please use ECOVACS DEEBOT Cleaning Solution (sold separately).
- Please make sure that no foreign objects fall into the cleaning solution unit.

5 Power on Robot

Turn on the power switch under the robot cover ("I" = ON, "O" = OFF), and place the robot in front of the Station that is connected to power supply.



6 Connect Robot to App

Network Interface Information

Name	Description
Bluetooth	Enable Bluetooth to connect the robot to the network during the network setup process.
Wi-Fi*	Facilitate data transfer between the app and the robot, enabling control of the robot through the app.
ECOVACS HOME App	ECOVACS products offer smart functions such as network setup, mapping, and cleaning mode selection (specific to each product). To utilize these features, users need to download and use the official ECOVACS Home App.

***Note:** The Deebot series robotic vacuums are designed for domestic cleaning scenarios. A home Wi-Fi network is required for operation, and anti-DDOS protection can be configured by users through route settings.

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 that of your primary network.
- Please enable the WPA2 on your router.

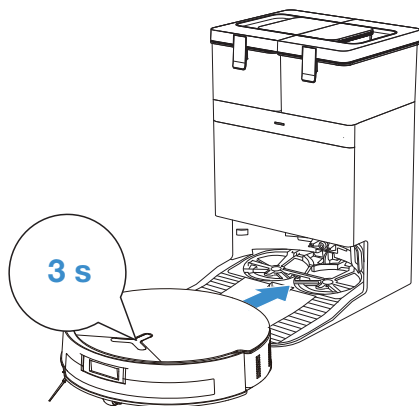
Wi-Fi Indicator Light

	Slow Flashing White	Disconnected from Wi-Fi
	Quick Flashing White	Connecting
	Solid White	Connected to Wi-Fi

Please note that to access smart features such as remote startup, voice interaction, 2D/3D map display and control settings, and personalized cleaning (features may vary depending on the product), you'll need to download and use the ECOVACS HOME App, which receives constant updates. You must 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 via the ECOVACS HOME App. Without your agreement, some of the aforementioned smart features cannot be accessed through the ECOVACS HOME App. Nevertheless, you can still use the product's basic functions for manual operation.

7 Charge Robot

Use the ECOVACS HOME App or voice control to recall the robot, or press and hold  the robot for 3 seconds, to allow the robot to dock for charging.



Note:

- The robot cannot be charged when the power is turned off.
- When the robot is not working, it is recommended to keep it powered ON and charging.
- It is recommended that the robot start cleaning from the Station. Do not move the Station while cleaning.

8 Operate Robot

1. Start Mapping

When creating a map for the first time, please follow the robot to help resolve some minor issues.

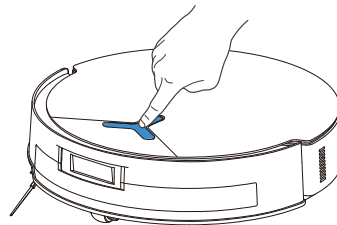
For instance, if the robot gets stuck in a narrow space under furniture, you may refer to the following solutions:

- ① Raise the furniture to create a passage for the robot if feasible.
- ② Cover the bottom of the furniture to prevent the robot from trying to enter.
- ③ Set up Virtual Boundary in the App to prevent the robot from entering.

2. Start Cleaning

- The robot's water tank is automatically refilled through the Station. Manual refilling is not needed.
- When mopping, the robot will recognize floor types and is able to lift mops automatically when encountering carpets. Please do not use the robot on shaggy rugs or carpets with fibres longer than 10 mm. It is recommended to fold up the shaggy rugs with fibres longer than 10 mm 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 cleaning for the first time, please make sure the robot is in the Station and fully charged. Tap  on the robot to start. You can also use the ECOVACS HOME App or Voice Control to start.



Note:

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

3. Pause

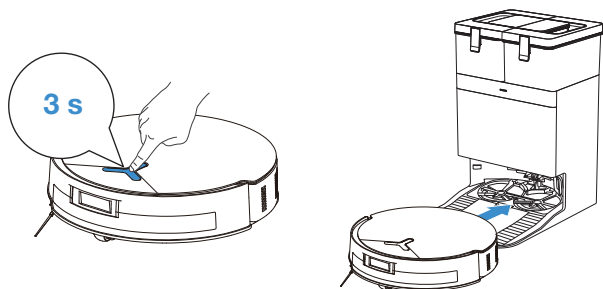
Tap  on the robot to pause it while it is working. You can also use the ECOVACS HOME App or Voice Control to pause the robot.

4. Wake up

After pausing for a while, all indicator lights on the robot will go out. To wake up the robot, press .

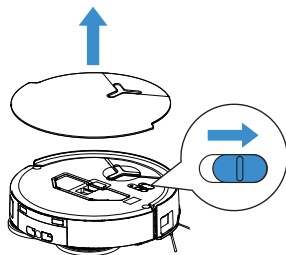
5. Return to Station

Use the ECOVACS HOME App or Voice Control to recall the robot, or press and hold the  button on the robot for 3 seconds, to allow the robot to dock for charging.



6. Deep Sleep Mode

The robot will enter deep sleep mode to protect the battery if it stays outside the Station for about 10 h. Please switch OFF and ON to wake up the robot.



Regular Maintenance

1 Maintenance Frequency

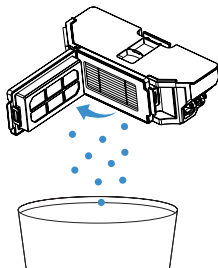
To ensure optimal performance, maintain and replace parts at the following frequencies:

Part	Maintenance Frequency	Replacement Frequency
Washable Mops	/	Every 1-2 months
Dust Bag	/	When App prompts
Side Brush	Every 2 weeks	Every 3-6 months
Roller Brush	Every week	Every 6-12 months
Filter	Every week	Every 3-6 months
3D structure light sensor Universal Wheel Anti-drop Sensors Bumper Charging Contacts on the robot Charging Contacts on the Station d-ToF Laser Module AI Camera	Approx. every month	/
Clean Water Tank	Every 3 months	/
Dirty Water Tank	Every month	/
Dust Collection Cabin	Every month	/
Body and Bottom of the Station	Every month	/
Cleaning Solution Unit	Every month	/

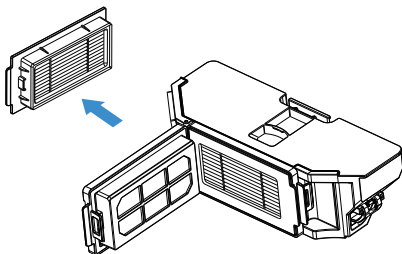
Note: Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com>.

2 Dust Bin Maintenance

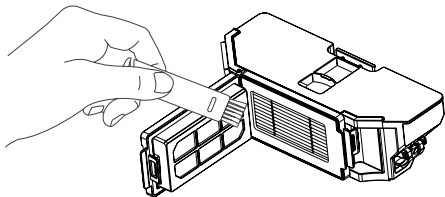
1. Open the cover and empty the bin.



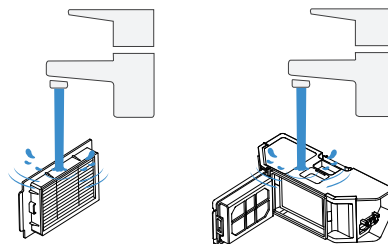
2. Take out the filter.



3. Clean the dust bin.



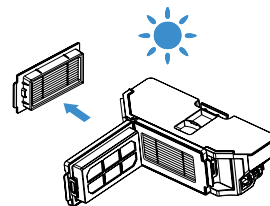
4. You may wash the dust bin and the filter with running water. Shake off the remaining water from the parts.



Note:

- Please rinse the filter with water.
- Do not use fingers or brushes to clean the filter.

5. Dry by airing.

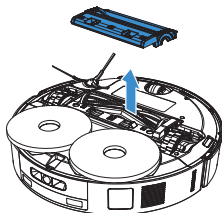


Note: Make sure to dry the filter completely before use.

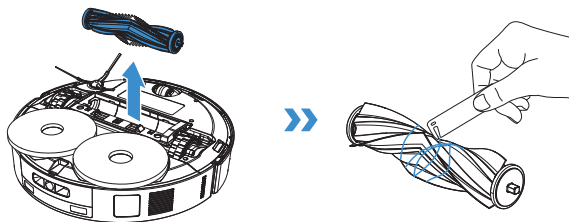
③ Roller and Side Brush Maintenance

Clean the Roller Brush

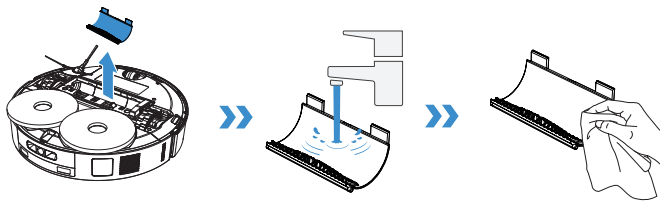
1. Remove the cover on the roller brush.



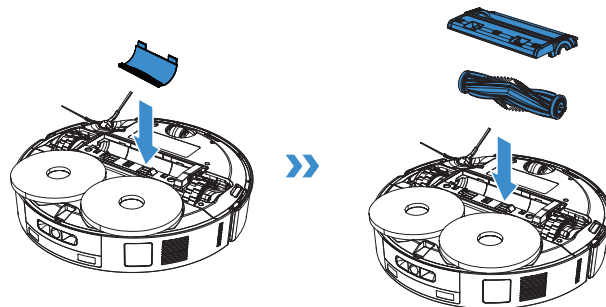
2. Remove and clean the roller brush.



3. Remove, clean and dry the brush comb.

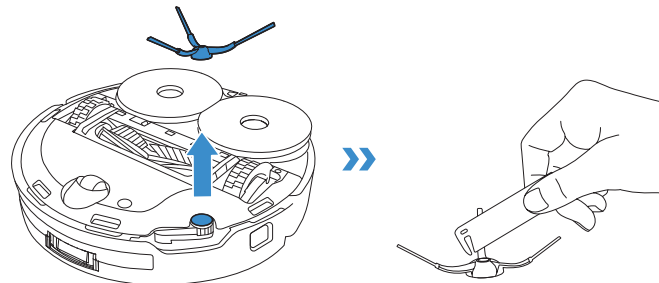


4. Install the brush comb, the roller brush and the roller brush cover.



Clean the Side Brush

Remove and clean the side brush.

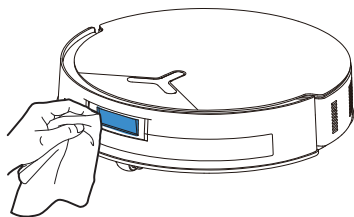


Note: Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com>

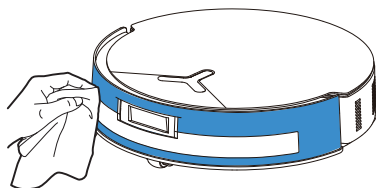
4 Maintain Other Components

Note: Do not use wet cloth when cleaning the following parts to prevent water damage.

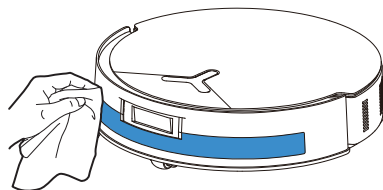
1. Clean the Sensor Lens



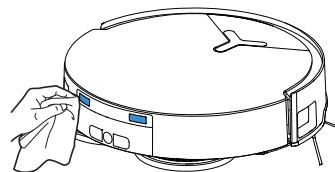
2. Clean the Bumper



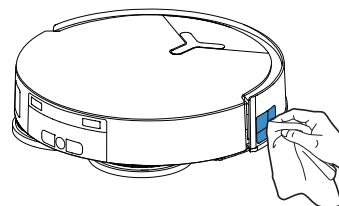
3. Clean the d-ToF Laser Module



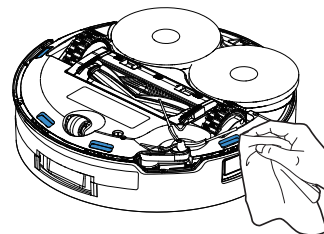
4. Clean the Charging Contacts



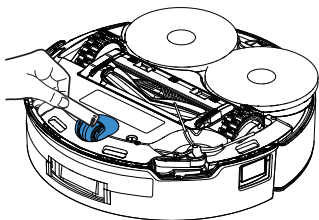
5. Clean the Edge Sensor



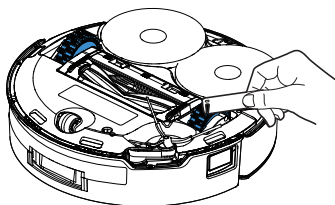
6. Clean the Anti-drop Sensors



7. Clean the Universal Wheel



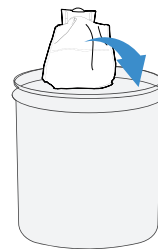
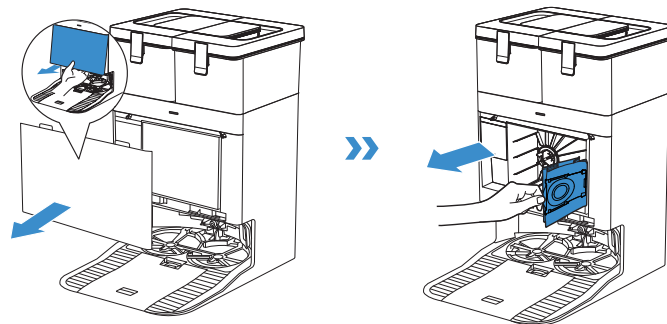
8. Clean the Driving Wheels



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

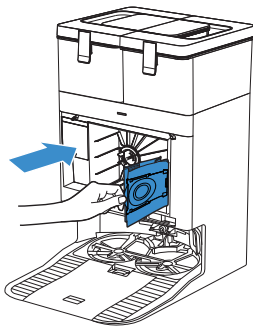
5 Dust Bag

1. Discard the used dust bag.

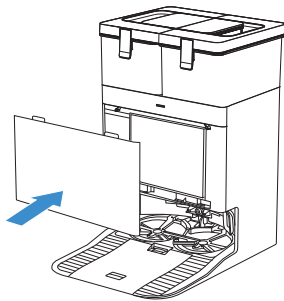


Hold the handle to lift out the dust bag, which can effectively prevent dust leakage.

2. Wipe the dust collection cabin with a dry cloth and insert a new dust bag.

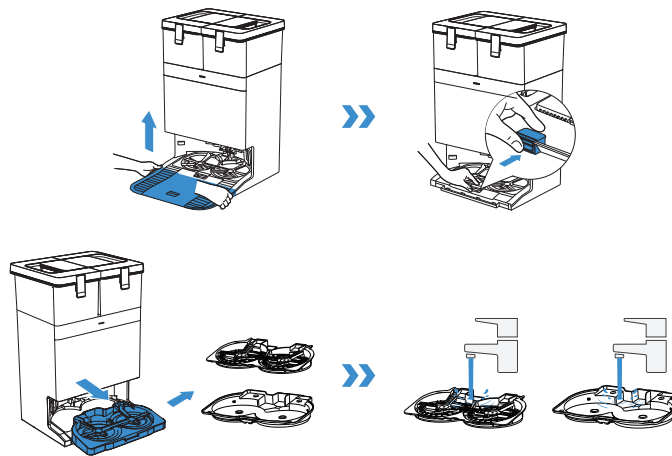


3. Place the fit joints at the upper edge of the dust cabin cover and press the lower part of it to install it properly.

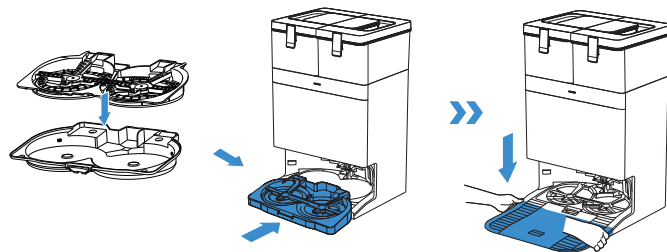


6 Mop Washing Tray

1. Remove the base and mop washing tray, and clean them.



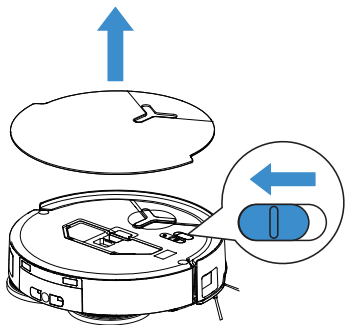
2. Install the cleaned base and mop washing tray.



Note: Please install the Mop Washing Tray properly for smooth operation.

7 Storage

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



! Please note that the robot cannot charge when powered OFF.

- When the robot 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 robot may not be able to be charged. Please contact ECOVACS for help. Do not disassemble the battery by yourself.

TROUBLESHOOTING

For any issues encountered, refer to the corresponding solutions below. If the problem persists, please contact customer service for further assistance.

No.	Malfunction	Possible Cause	Solution
1	The robot is not able to connect to the ECOVACS HOME App.	Incorrect Wi-Fi username or password entered.	Enter the correct Wi-Fi username and password.
		The robot is not within range of your home Wi-Fi signal.	Make sure the robot is within range of your home Wi-Fi signal. Try to stay as close to the router as possible.
		The robot is not in the configuration state.	Press the RESET button and try to connect again. In case of failure, follow the App to reset the connection.
		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 5 Ghz network.
		Incorrect App installed.	Please download and install the ECOVACS HOME App.
2	The map is lost.	The map might be lost if you move the robot while cleaning.	Move the robot back to the Station to retrieve the map. Find the saved map in Map Management on the ECOVACS HOME App and tap "Use This Map" to retrieve it. If this issue persists, please restart mapping.
3	Unable to create the furniture map in the App.	Moving the robot when cleaning might cause the map to be lost.	During cleaning, do not move the robot.
		Auto cleaning is not finished.	Make sure that the robot automatically returns to the station after cleaning.
4	The 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 [Quick Start] section.
		The station is out of power or moved.	Check whether the station is connected to the power supply. Do not move the station.
		The robot does not start cleaning from the OMNI station.	It is recommended that the robot starts cleaning from the OMNI station.
		The docking route is blocked. For example, the door is closed to the room where the station is placed.	Keep the route clear.

No.	Malfunction	Possible Cause	Solution
6	The robot returns to the station before it has finished cleaning.	The room is so large that the robot needs to return to recharge.	Please enable auto resume. For more details, please follow the App instructions.
		In highly complex home layouts, cleaning efficiency may decrease, possibly resulting in incomplete cleaning.	Simplify your home layout.
7	The robot is unable to charge.	The robot is not switched ON.	Switch ON the robot.
		The robot's charging contacts are not fully in contact with the station's.	Make sure that the robot's charging contacts have connected to the station's charging contacts and  flashes. Check whether the robot's and OMNI station's charging contacts are dirty. Please clean these parts according to the instructions in the [Regular Maintenance] section.
		The station is not connected to power supply.	Make sure the OMNI station is connected to power supply.
		The base of the station is not installed properly.	Refer to the [Quick Start] section for correct installation.
8	The robot is very loud during cleaning.	The roller brush/side brush is tangled, or the dust bin/filter is blocked.	It is recommended to clean the roller brush, side brush, dust bin, filter, etc. regularly.
		The robot is in Strong Mode.	Switch to Standard Mode.
9	The robot gets stuck while working and stops.	The robot is tangled with objects on the floor (electrical wires, curtains, carpet fringing, etc.).	The robot will try various ways to free itself. If its attempts fail, manually remove the obstacles and restart.
		The robot might be stuck under furniture with an entrance of similar height.	Please raise the furniture, set a physical barrier, or set a virtual boundary via the ECOVACS HOME App.
		The robot is stuck in a narrow area.	Tidy up your home, set a physical barrier, or set a virtual boundary via the ECOVACS HOME App.
10	During cleaning, the robot may encounter issues like a disorderly route, biased movement, repeated cleaning over the same spots, and missing small areas. (If there is a large area that has not been cleaned temporarily, the robot will automatically clean the missed area. Sometimes the robot will re-enter a cleaned room, which may not be repeated cleaning, but the robot finds any missed area.)	Objects such as wires and slippers placed on the ground block the robot.	Before cleaning, please tidy up scattered wires, slippers, and other objects on the ground as possibly can. If there is any area missed during cleaning, the robot will correct it automatically. Please refrain from interfering (such as moving the robot or blocking its route).
		The Driving Wheels may slip on the ground when the robot climbs steps, thresholds, and door bars, which can affect its judgement of the entire home environment.	It is recommended to close the door of the affected area and clean it separately. After cleaning, the robot will return to its starting location.
		On freshly waxed or polished floors, as well as smooth tiles, there may be less friction between the driving wheels and the floor.	Please wait for the wax to dry before cleaning.
		Due to variations in home layouts, some areas cannot be entered by the robot.	Tidy up your home to ensure that the robot can enter the areas to be cleaned.

No.	Malfunction	Possible Cause	Solution
11	Delay in remote control.	The Wi-Fi signal is poor, causing the video loading to be slow.	Use the robot in areas with good Wi-Fi signal.
12	After returning to the OMNI station, the robot does not empty its 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 the robot back to the station may not trigger the auto-empty function.	It is recommended to allow the robot return to the OMNI station on its own. Please do not manually move it.
		In Do Not Disturb mode, the robot will not empty the dust after returning back to the OMNI station.	Turn off Do Not Disturb in the ECOVACS HOME App or manually start dust-emptying.
		If the above possible causes have been ruled out, components of the station may be abnormal.	Please contact customer service for assistance.
13	Auto-empty unsuccessful.	The station detects a decrease in empty efficiency.	Replace the dust bag according to the [Regular Maintenance] section and close the dust collection cabin. If the dust bag is not full when prompted by the App, you can put it back again.
		The outlet of the dust bin is blocked by foreign objects.	Remove the dust bin and clear the foreign objects on the outlet.
14	The inner side of the dust collection cabin is dirty.	Fine particles pass through the dust bag and accumulate on the inner side of the dust collection cabin.	Clean the inner side of the dust collection cabin.
		The dust bag is broken.	Check and replace the dust bag.
15	Dust leakage occurs while the robot is working.	The outlet of the dust bin is blocked by foreign objects.	Remove the dust bin and clear the foreign objects on the outlet.
16	Mopping pad plates will not rotate.	The mopping pad plates are not correctly installed.	Please install the mopping pad plates correctly. The sound of click indicates proper installation.
		The mopping pad plates are blocked by foreign objects.	Clear the foreign objects.
17	The robot does not respond to the station's instructions.	The robot is not in the station.	Please make sure the robot is in the station.

No.	Malfunction	Possible Cause	Solution
18	The driving wheel is stuck.	The driving wheel is entangled or stuck due to foreign objects.	Rotate and press the driving wheel to check for any wrapping or obstruction by foreign objects. If any foreign objects are found, please clean them promptly. If this issue persists, please contact customer service for assistance.
19	The mop washing tray is full of water and can't be emptied. A voice prompt is broadcasted to alert you about this.	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 are not installed properly.	Make sure that the two sealing plugs are properly installed.
		The station cannot drain water normally.	Follow the App instructions to see if the station can drain properly. If draining attempts fail, please check for possible foreign objects between the dirty water tank and the Station.
		The suction port of the mop washing tray is blocked by foreign objects.	Ensure that there is no foreign object in the suction port of the mop washing tray.
		The mop washing tray is dirty.	Cleaning the mop washing tray with running water.
		Check if the floating ball gets stuck when there is no water in the mop washing tray base.	Take out the mop washing tray to put the floating ball back in place.
		The voice alert persists after all the above solutions are tried.	Power off and on the station. If this issue persists, please contact customer service for assistance.

Please contact our customer service for assistance if the problem persists despite the recommended solutions.

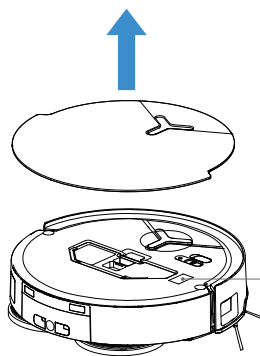
TECHNICAL SPECIFICATIONS

Model	DEX 54		
Rated Input	20V === 2A	Charging Time	About 3.5 h
Station Model	CH2453I		
Rated Input	220-240V ~ 50-60Hz	Rated Output	20V === 2A
Rated Input Current(Charging)	0.5A	Power(Emptying)	650W
Power(Hot Water Washing Mop)	1650W		
Robot Dimensions (L*W*H mm)	353*350*98mm		
Station Dimensions (L*W*H mm)	350*477*533mm (with base) 350*294*533mm (without base)		

Output power of the wireless module is less than 100mW.

Note: Technical and design specifications may be changed for continuous product improvement.

Explore more accessories at <https://www.ecovacs.com>.



Please use the mobile camera to scan the QR code and obtain the user guide.



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