



DEEBOT **X1e** OMNI

**Instruction Manual/Bedienungsanleitung/Manual de instrucciones/
Manuel d'instructions/Manuale d'uso/Руководство по эксплуатации/
Instrukcja obsługi/Gebruiksaanwijzing**

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 OMNI 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 OMNI 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 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.
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 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.
21. 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 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 OMNI Station.

24. 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.
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 OMNI 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 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 OMNI Station.

32. WARNING: For the purposes of recharging the battery, only use the detachable supply unit CH2208 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.

	Class II
	Short-circuit-proof safety isolating transformer
	Switch mode power supply
	For indoor use only
	Direct current
	Alternating current
	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

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 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 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 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>.

UK 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.

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Information on Disposal for Users of used batteries



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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.

The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

Ecovacs Robotics Co., Ltd. hereby declares the whole product including parts (cables, cords, and soon) meets the requirements of The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

Radio Equipment Regulations 2017

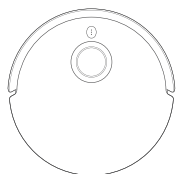
Ecovacs Robotics Co., Ltd. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of Radio Equipment Regulations 2017.

UK Authorised Representative:

**UK
CA** **ECOVACS ROBOTICS UK LTD**
The Old Surgery, 15a Station Road, Epping Essex,
England CM16 4HG United Kingdom

Ecovacs Robotics Co., Ltd. hereby declares that the product comply with the essential requirements and other relevant provisions of the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, the Radio Equipment Regulations 2017. The declaration of conformity can be viewed at the following address: <https://www.ecovacs.com/global/compliance>.

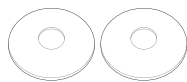
Package Contents



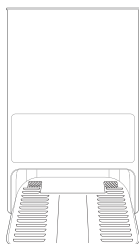
Robot



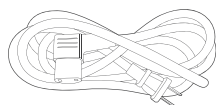
Mopping Pad Plates



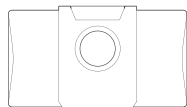
Washable Mopping Pads



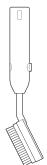
OMNI Station



Power Cord



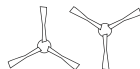
Dust Bag



Cleaning Brush



Instruction Manual



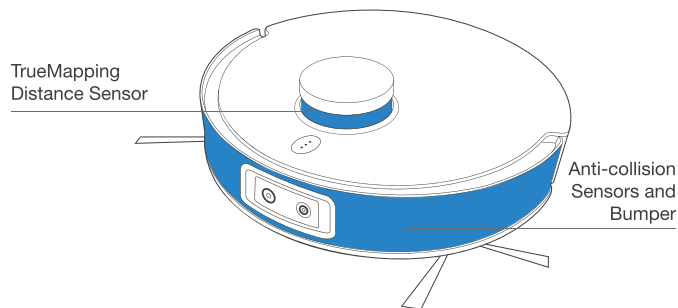
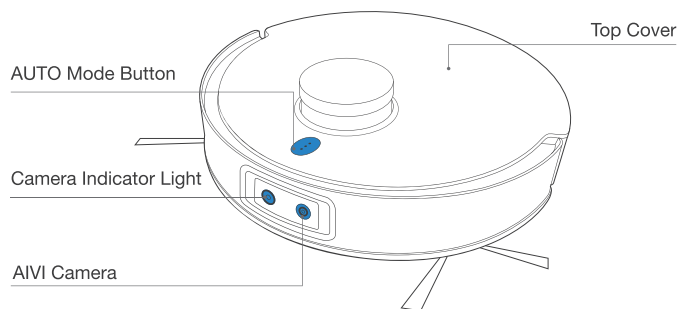
Dual Side Brushes



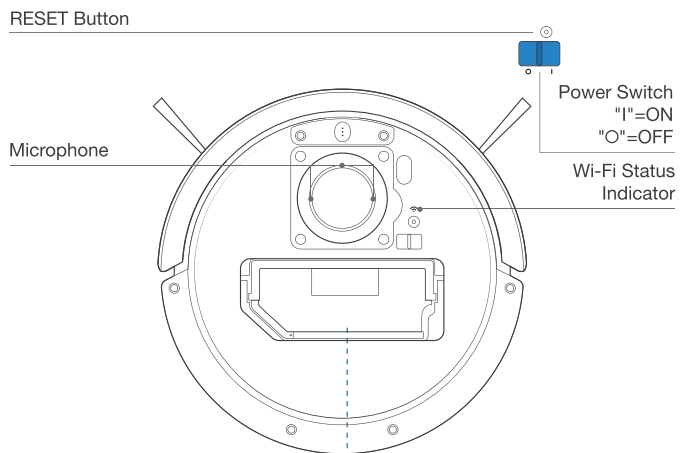
Multi-Function Cleaning Tool

Product Diagram

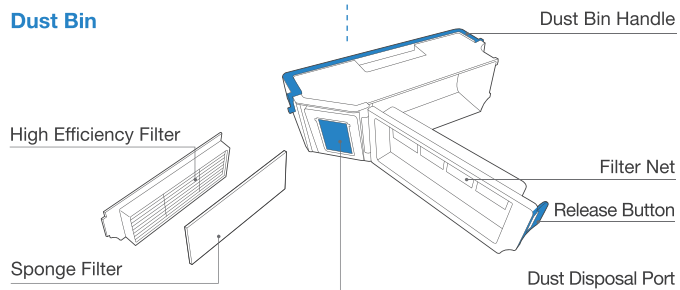
Robot



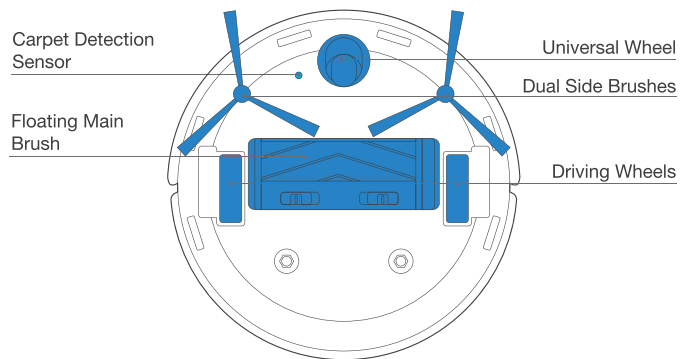
Note: Figures and illustrations are for reference only and may differ from actual product appearance. Product design and specifications are subject to changes without notice.



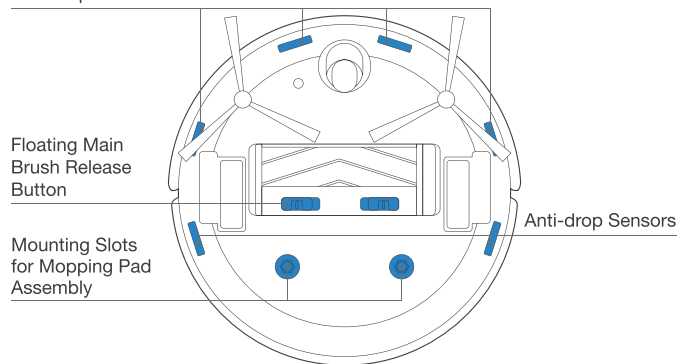
Dust Bin

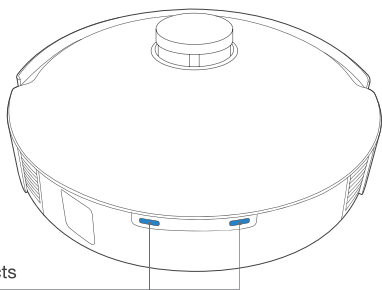


Bottom View



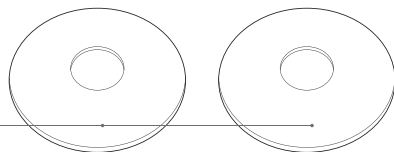
Anti-drop Sensors



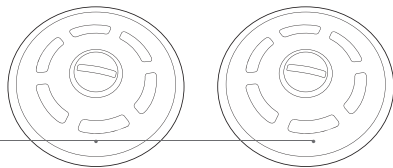


Charging Contacts

Mopping Pad Assembly

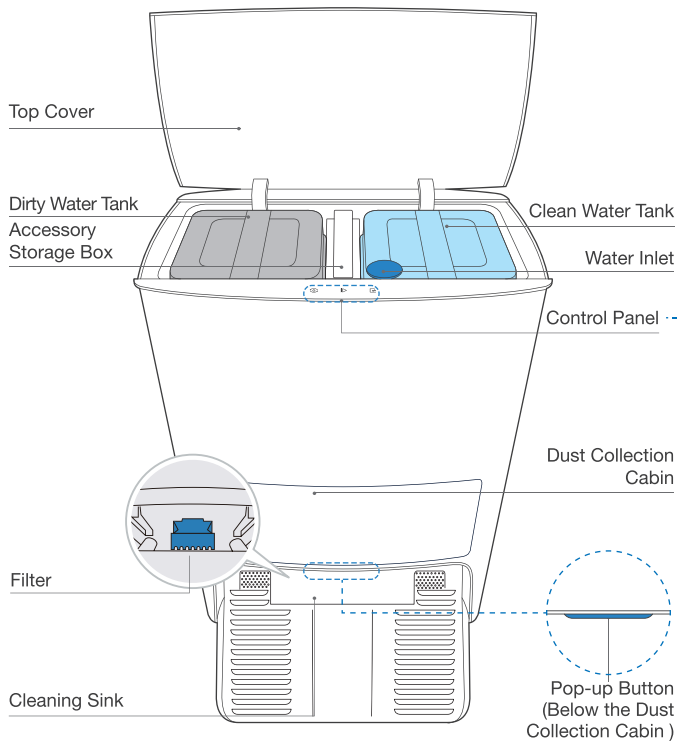


Washable Mopping Pads



Mopping Pad Plates

OMNI Station



Top Cover

Dirty Water Tank
Accessory
Storage Box

Clean Water Tank

Water Inlet

Control Panel

Dust Collection
Cabin

Filter

Cleaning Sink

Pop-up Button
(Below the Dust
Collection Cabin)

Control Panel Button

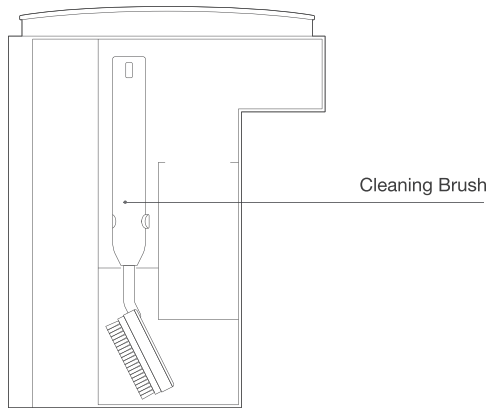
Self-cleaning Button



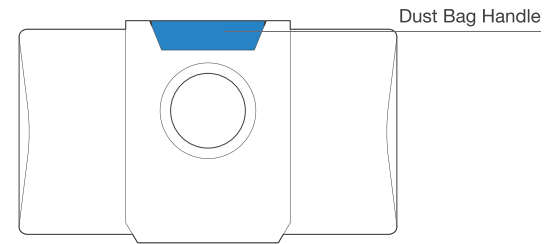
Recall/Exit Button

Start/Pause Button

Accessory Storage Box



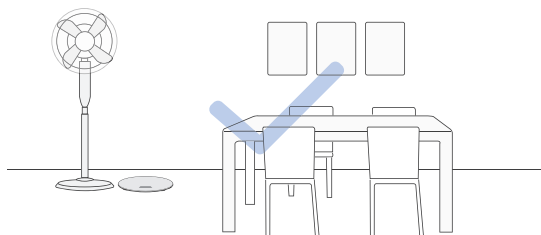
Dust Bag



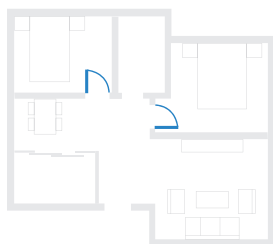
Sensors

Name	Functional Description
TrueMapping Distance Sensor	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 10m
AIVI Camera	With AI Camera's surrounding image collection, it can realize the video recording and meanwhile assist in drawing the 3D map. Through the interaction with the MIC, it can realize the Remote Voice Call. FOV (Diagonal) 148.3
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 8m
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 or the identified distance exceeds the preset one, realizing the Anti-drop. The trigger distance is 60nm
Carpet Detection Sensor	The difference in energy of the ultrasonic echo signal on different surfaces is used to identify the floor material and help DEEBOT to adjust the cleaning strategy automatically. Drive frequency 290kHz

Notes Before Cleaning



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



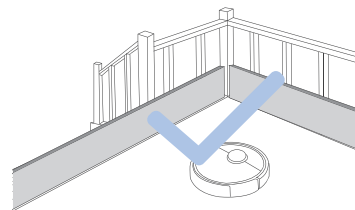
During the first use, make sure each room door is open to help DEEBOT fully explore your house.



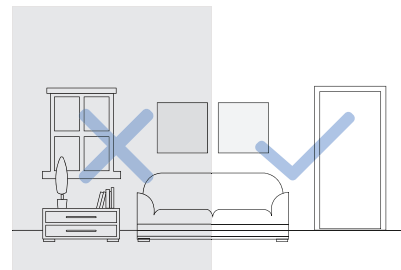
Put away objects including cables, cloths and slippers, etc. on the floor to improve the cleaning efficiency.



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



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



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.



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



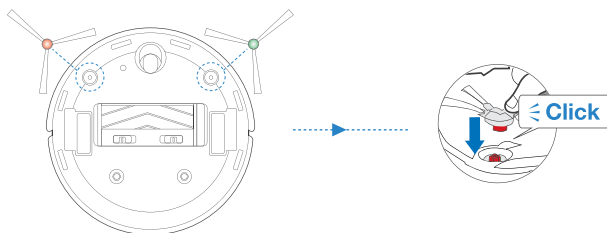
Please do not stand in narrow spaces, such as hallways, and make sure not to block the AIVI Camera.

Quick Start

Before using DEEBOT, please remove all protective films or protective strips on DEEBOT and OMNI Station.

Install the Dual Side Brushes

Make sure the colors of Dual Side Brushes are consistent with those of mounting slots.



ECOVACS HOME App

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

Before you start, make sure that:

- Your mobile phone is connected to a Wi-Fi network.
- The 2.4GHz or 2.4/5 GHz band wireless signal is enabled on your router.
- The Wi-Fi indicator light on DEEBOT is slowly flashing.



Wi-Fi Indicator Light

	Slowly flashing	Disconnected to Wi-Fi or waiting for Wi-Fi connection
	Rapidly flashing	Connecting to Wi-Fi
	Solid	Connected to Wi-Fi

Wi-Fi Connection

Before Wi-Fi setup, make sure DEEBOT, mobile phone, and Wi-Fi network meet the following requirements.

DEEBOT and Mobile Phone Requirements

- DEEBOT is fully charged and the power switch of DEEBOT is turned on.
- Wi-Fi status light slowly flashes.
- Turn off mobile phone's cellular data (you can turn it back on after setup).

Wi-Fi Network Requirements

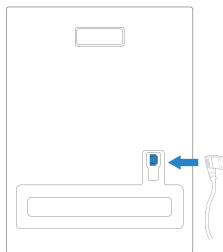
- You are using a 2.4GHz or 2.4/5 GHz mixed network.
- Your router supports 802.11b/g/n and IPv4 protocol.
- Do not use a VPN (Virtual Private Network) or Proxy Server.
- Do not use a hidden network.
- WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is 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.

After Wi-Fi connection, DEEBOT will enter into Networked Standby mode if it has no signal input within 10 minutes.

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.

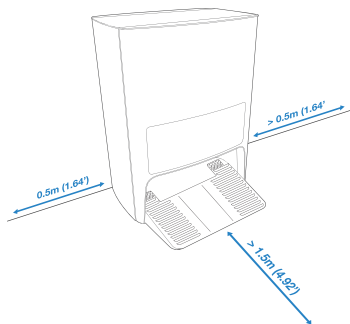
Charging DEEBOT

1 Assemble OMNI Station



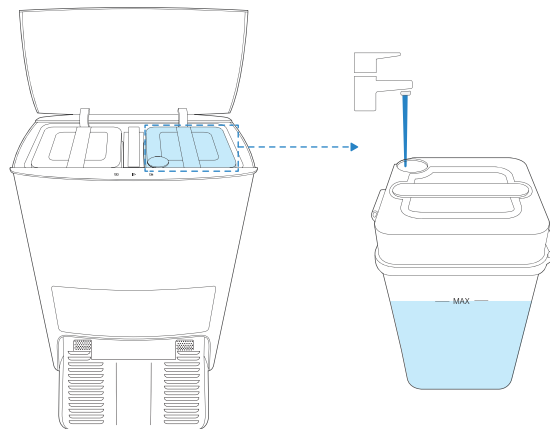
2 OMNI Station Placement

Keep the area around the Station clear of objects and reflective object surfaces.



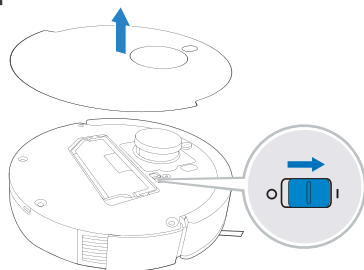
* If there are reflective objects such as mirrors and reflective skirting lines near the Station, the bottom 14cm of that should be covered.
Do not place the Station under direct sunlight.
It is recommended to place the Station on the hard floor to experience complete functions of the robot.

3 Add Water to Clean Water Tank



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.

4 Power ON



Note: I = ON, O = OFF.

DEEBOT cannot be charged when being powered OFF.

5 Charge DEEBOT



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

Operating DEEBOT

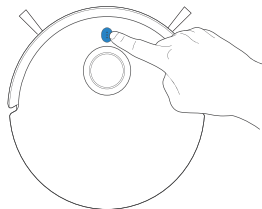
When creating a map for the first time, please follow DEEBOT to help eliminate some minor issues.

For example, DEEBOT may get stuck under the furniture. Please refer to the following solutions:

- ① Raise the furniture if possible;
- ② Cover the bottom of the furniture;
- ③ Set up Virtual Boundary via the App.

1 Start

Tap  on DEEBOT or  on the OMNI Station to start

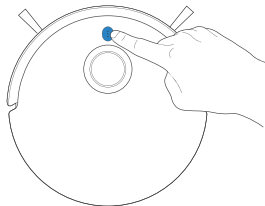


Note:

1. For the first-time cleaning, please ensure that DEEBOT is fully charged.
2. It is not recommended to assemble Mopping Pad Plates for the first time cleaning.

2 Pause/Wake Up

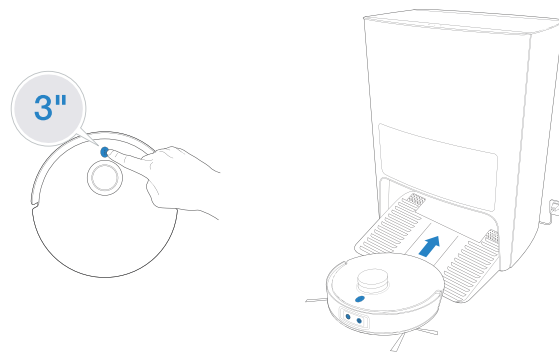
Tap  on DEEBOT or  on the OMNI Station to pause.



Note: The indicator light will go out after the robot is paused for a few minutes. Press the AUTO Mode Button on DEEBOT to wake up the robot.

3 Back to Station

Tap  for 3 seconds to recall DEEBOT to the OMNI Station.

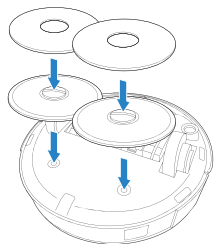


Note: When DEEBOT is not working, it is recommended to keep it switched ON and charging.

Mopping

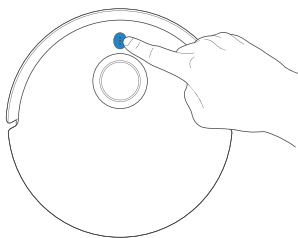
Do not use the mopping function on the carpet.

1 Attach the Mopping Pads and Mopping Pad Plates.



2 Mop

Tap  on DEEBOT or  on the OMNI Station to start mopping



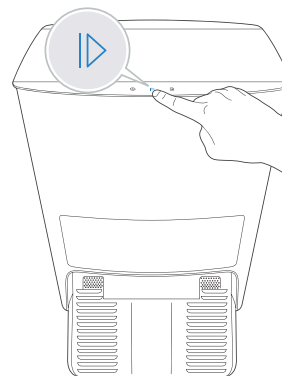
Note:

1. To prolong the service life of the reservoir, do not frequently remove washable mopping pads.
2. Do not use a rag or any other object to scratch the Mopping Pad Plates.
3. When the ECOVACS HOME App prompts that the mops need to be replaced, please replace them in time.

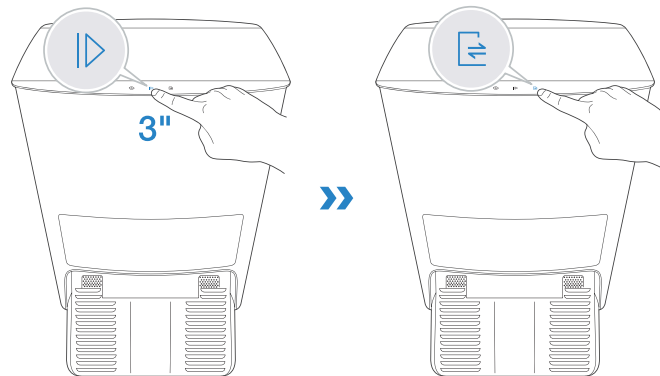
Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com/global>.

OMNI Station

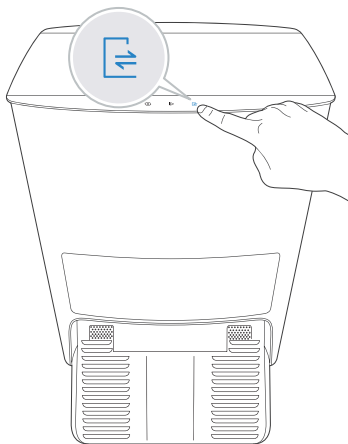
1 Start/Pause DEEBOT



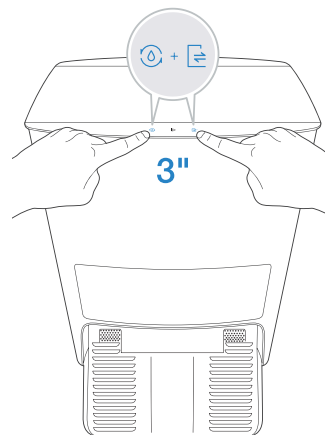
2 Recall DEEBOT



3 Direct DEEBOT to Exit from OMNI Station



4 Child Lock ON/OFF



When Child Lock is enabled, the touch key on DEEBOT and the Station will be locked to ensure safety. Repeat the same step to disable Child Lock.

Regular Maintenance

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

Robot Part	Maintenance Frequency	Replacement Frequency
Washable Mopping Pad	/	Every 1-2 months
Dust Bag	/	Replace when voice prompts
Dual Side Brushes	Once every 2 weeks	Every 3-6 months
Floating Main Brush	Once per week	Every 6-12 months
Sponge Filter/High Efficiency Filter	Once per week	Every 3-6 months
AIVI Camera TrueMapping Distance Sensor Universal Wheel Anti-Drop Sensors Bumper Charging Contacts OMNI Station Pins	Once per week	/
Cleaning Sink	Once every 2 weeks	/
Clean Water Tank	Once every 3 months	/
Dirty Water Tank	After each mopping	/
Dust Collection Cabin	Once per month	/
OMNI Station	Once per month	/
Filter	Once per month	/

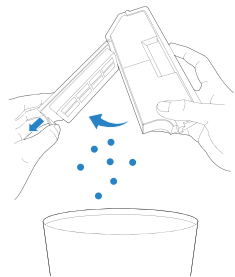
Before performing cleaning and maintenance tasks on DEEBOT, turn the robot OFF and unplug the OMNI Station.

A multi-function Cleaning Tool is provided for easy maintenance. Handle with care, this cleaning tool has sharp edges.

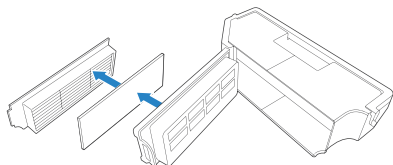
Note: ECOVACS manufactures various replacement parts and fittings. Please contact Customer Service for more information on replacement parts.

Maintain Dust Bin and Filters

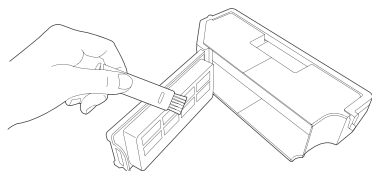
1



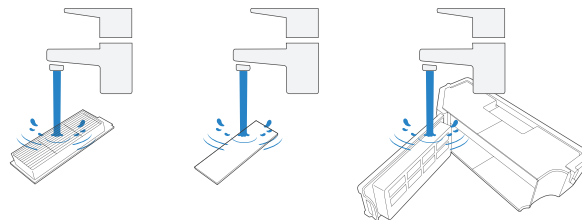
2



3



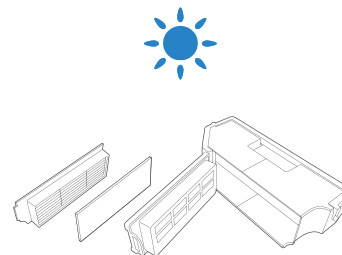
4



Note:

1. Please rinse the filter with water as shown above.
2. Do not use finger or brush to clean the High Efficiency Filter.

5

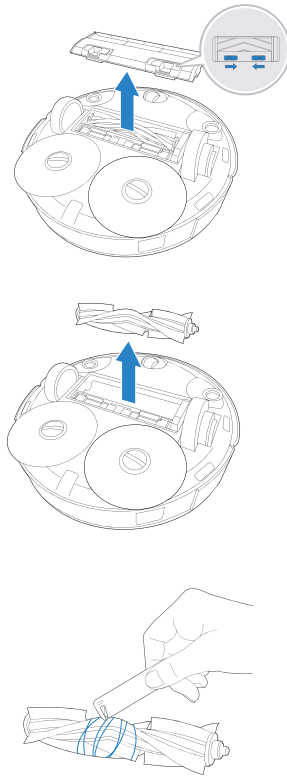


Note:

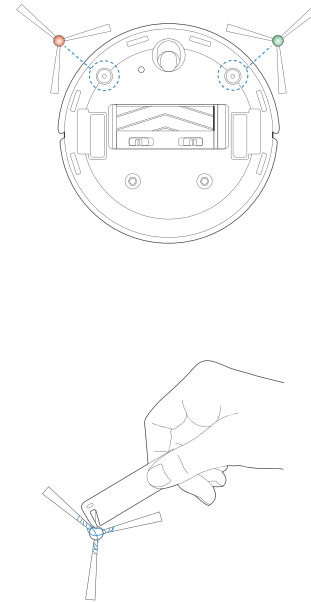
Completely dry the filter before use.
Explore more accessories at ECOVACS HOME App or at <https://www.ecovacs.com/global>.

Maintain Floating Main Brush and Dual Side Brushes

Floating Main Brush

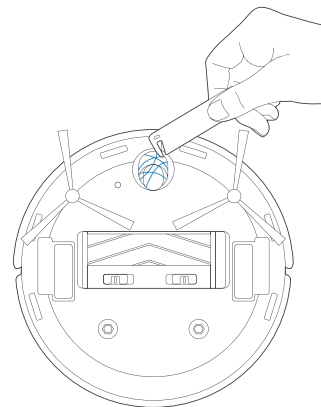
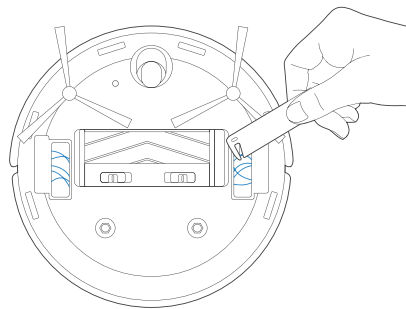
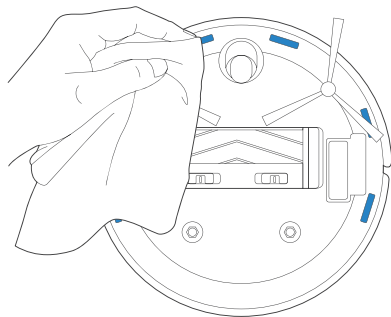
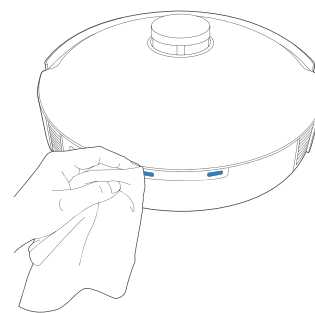
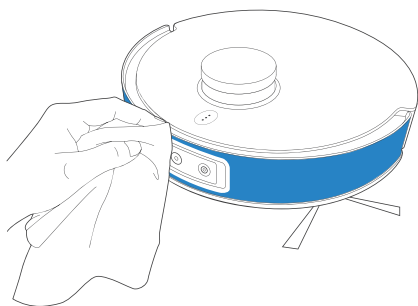
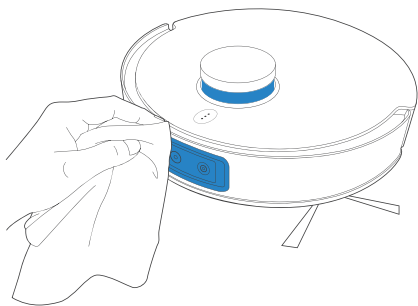


Dual Side Brushes



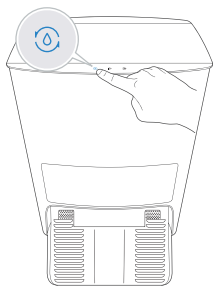
Maintain Other Components

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

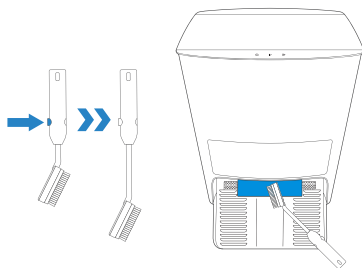


Maintain OMNI Station

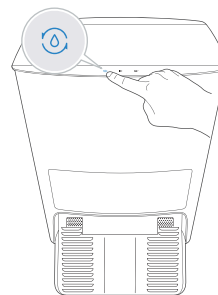
1 Add Water to Cleaning Sink



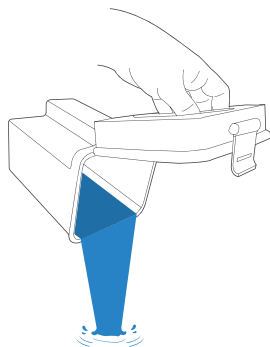
2 Clean Cleaning Sink



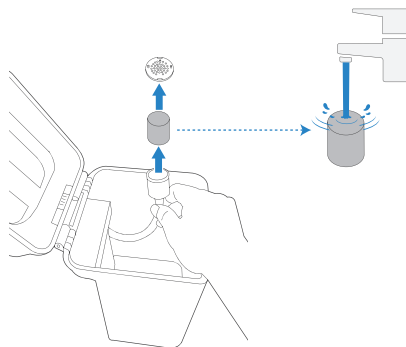
3 Drain the Water Out of Cleaning Sink



4 Empty Dirty Water Tank



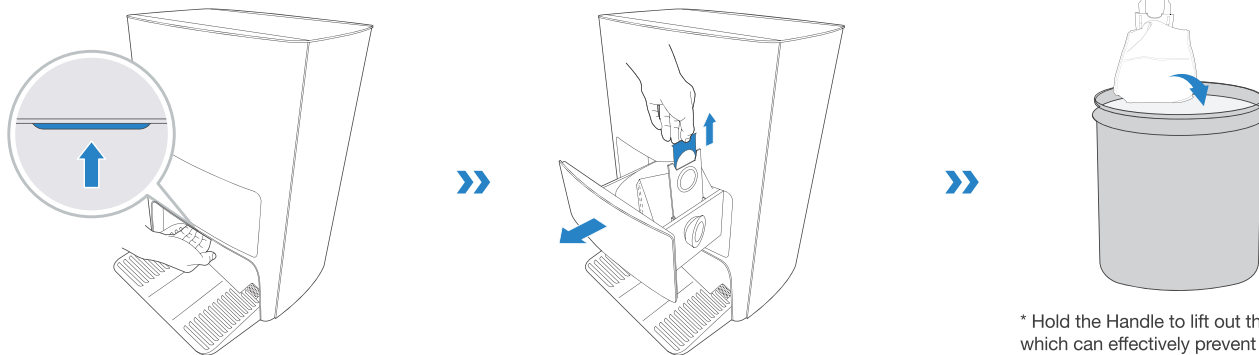
5 Clean the Clean Water Tank Filter



Maintain Dust Bag

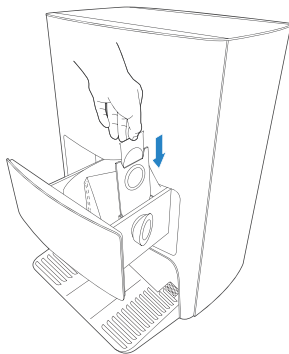
Before performing cleaning and maintenance tasks on DEEBOT, turn the robot OFF and unplug OMNI Station.

1 Discard the Dust Bag

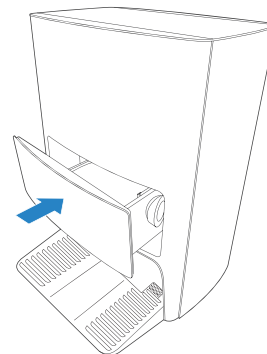


* Hold the Handle to lift out the Dust Bag, which can effectively prevent dust leakage.

2 Clean the Dust Collection Cabin with a dry cloth and put a new Dust Bag in

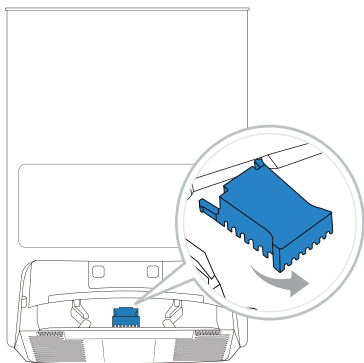


3 Close the Dust Collection Cabin

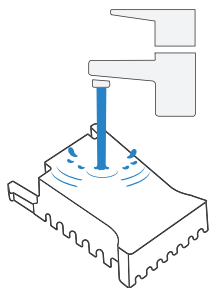


Maintain Filter

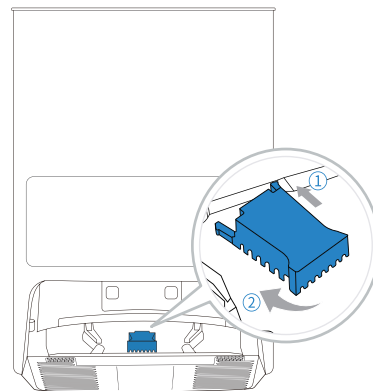
1 Take the Filter out



2 Wash the Filter



3 Install the Filter






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.
		DEEBOT is not in the configuration state.	Make sure DEEBOT is connected to the power supply and turned on. Open the cover, and press RESET Button. DEEBOT will enter the configuration state when you hear a voice prompt.
		Incorrect App installed.	Please download and install ECOVACS HOME App.
		Not using a 2.4GHz or 2.4/5 GHz mixed network.	DEEBOT does not support 5G network. Please use a 2.4GHz or 2.4/5 GHz mixed network.
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. If this problem persists after trying the above solutions, please restart mapping.
3	Unable to create home map on App.	DEEBOT does not start cleaning from the Station.	DEEBOT must start cleaning from the Station.
		Move DEEBOT when cleaning might cause the map lost.	During cleaning, do not move DEEBOT as far as possible.
		Auto cleaning is not complete.	Make sure DEEBOT automatically return to the Station after cleaning.
4	The Dual Side Brushes drop out of place during use.	The Dual Side Brushes are not properly installed.	Make sure the Dual Side Brushes click into place when installing.

No.	Malfunction	Possible Causes	Solutions
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.
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 instruction.
		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 Pins.	Make sure that the robot's Charging Contacts have connected to the Station Pins and the AUTO Mode Button flashes. Check whether DEEBOT'S Charging Contacts and the Station 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.
		The battery will be overcharged if DEEBOT is not used for a long time.	It is recommended to regularly use DEEBOT. If the battery cannot be charged because it has not been used for a long time, please contact Customer Care for help.
8	Running is very loud during cleaning.	Dual Side Brushes and Floating Main Brush are entangled. Dust bin and filter are blocked.	It is recommended to clean the Dual Side Brushes, Floating Main 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.

No.	Malfunction	Possible Causes	Solutions
10	During cleaning, DEEBOT appears in the route disorder, running bias, repeated cleaning, small area leakage and so on. (If there is a large area that has not been swept temporarily, DEEBOT will make up the leakage independently. Sometimes DEEBOT will re-enter a cleaned room to find any missing area.)	Objects such as wires and slippers placed on the ground affect the normal operation of DEEBOT.	Please tidy up the scattered wires, slippers and other objects on the ground before cleaning. And reduce the scattered objects on the ground as far as possible. If there is any area leakage, DEEBOT will correct the leakage by itself, please do not interfere (such as moving DEEBOT or blocking the route).
		It may be that the Driving Wheels slips on the ground when DEEBOT climbs steps, thresholds and door bars, thus affecting the 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.	Clean the home environment to ensure that DEEBOT can enter for cleaning.
		The TrueMapping Distance Sensor is dirty or blocked by foreign matters.	Wipe the TrueMapping Distance Sensor with a clean soft cloth or remove foreign matters.
11	Video Manager cannot open or has no screen.	Wi-Fi connection failed.	Check the Wi-Fi connection status. DEEBOT must be in an area with good Wi-Fi signal to enable the Video Manager.
		Video Manager is not authorized.	Please check your consent in the Privacy Policy before using the robot.
		Due to the network latency, you may not be able to open Video Manager temporarily.	Try again later.
		The AIVI Camera is blocked.	Remove the shield.
12	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 signals.

No.	Malfunction	Possible Causes	Solutions
13	AIVI Camera cannot recognize objects.	The cleaning area is not well illuminated.	Smart Recognition requires sufficient lighting. Please make sure the areas to be cleaned are well illuminated.
		AIVI Camera lens is dirty or blocked.	Clean the lens with a clean soft cloth, and make sure the sensor is not blocked. Avoid using any detergent or cleaning spray while cleaning.
14	After returning to the Station, DEEBOT does not empty the Dust Bin.	Dust Collection Cabin is not closed.	Please close the Dust Collection Cabin .
		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.
		DEEBOT will automatically return to the Station in Video Manager mode.	DEEBOT will not do cleaning task and empty the Dust Bin in Video Manager mode. This is a normal phenomenon, please rest assured to use.
		In Do Not Disturb mode, DEEBOT will not empty the dust after returning back to the Station.	Cancel Do Not Disturb mode in ECOVACS HOME App or manually start dust empty.
		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 prompted by ECOVACS HOME App, 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 Care for help.
15	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 prompted by App, 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.
16	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.
17	Ash 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.

No.	Malfunction	Possible Causes	Solutions
18	Mopping Pad Plate cannot rotate.	The Mopping Pad Plate is blocked by foreign objects.	Clean the foreign objects.
19	DEEBOT does not respond to the Station instruction.	DEEBOT is too far away from the Station.	If it is beyond the available distance, the ECOVACS HOME App can also be used to operate DEEBOT.
		DEEBOT and the Station are not paired.	Unplug the Station and wait for 10 seconds to plug again. Power off the robot and then turn it back on. Manually push the robot up to the Station, and ensure that the charging pins are correctly connected. Then, DEEBOT will start charging, and voice prompts pairing successful.
20	Fail to enable Child Lock.	Communication interruption between the Station and DEEBOT (For example: long distance or many partition walls)	Move DEEBOT near the Station to ensure smooth communication, and then enable Child Lock.
21	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 Care for help.
22	When the water in the Cleaning Sink is full and cannot be drained out, the voice prompts 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 to check that the sealing plugs are properly installed.
		The Station cannot drain water normally.	Double tap  to see whether the Station can properly draw the water. If the problem occurs during the mopping pads cleaning process, press and hold  to finish the task, and then double tap  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.	Unplug the Station and plug it again. If this problem persists, please contact Customer Care for help.

Technical Specifications

Model	DBX53
Rated Input	20V \equiv 2A
Docking Station(OMNI Station)	CH2208
Rated Input (Charging)	220-240V \sim 50-60Hz 0.5A
Rated Output	20V \equiv 2A
Frequency Bands	2400-2483.5MHz
Power(Emptying)	1000W
Networked Standby Power	Less than 2.00W

Output power of the Wi-Fi 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/global>.

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