Roborock S6 MaxV Robot Vacuum Cleaner User Manual

Before using the product, read this manual thoroughly and save it for future reference.

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Safety Information

Restrictions

- This product is designed for indoor floor cleaning only, do not use it outdoors (such as on an open-ended terrace), on any surface other than the ground (such as a sofa), or in any commercial or industrial environment.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, or on top of furniture.
- Do not use the product when the ambient temperature is higher than 104°F (40°C), lower than 39°F (4°C), or if there are liquids or tacky substances on the floor.
- Before using the product, move wires off the ground or place them to the side to prevent them being pulled on by the cleaner.
- To prevent blocking the product and to avoid damage to valuables, remove lighweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Children should be supervised to ensure that they do not play with the appliance.
- This product 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 product by a person responsible for their safety (CB).
- This product 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 product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision (EU).

- Keep the main brush cleaning tools out of reach of children.
- Do not place any object (including children and pets) on the product, whether it is in operation or not.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Do not use the product on burning objects (such as cigarette butts).
- Do not use the product on high pile carpets (product effectiveness may also be reduced on dark carpets).
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- Do not carry the product using the laser scanner cap, main unit cover, or collision buffer.
- The product must be switched off and the plug must be removed from socket-outlet before cleaning or maintaining the product.

Safety Information

- Do not use wet cloth or liquids for cleaning the product.
- Do not use the mopping module on carpets.
- Use the product according to the manual. Any loss or damage caused from improper use will be borne by the user.
- This product contains batteries that are only replaceable by skilled persons.

Battery and Charging

WARNING

- Do not charge non-rechargeable batteries.
- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR or CDZ12RR provided with this product.
- Do not dismantle, repair or modify the battery or charging dock.
- Keep the charging dock away from heat (such as heating vents).
- Do not wipe or clean the charger prongs with wet cloth or wet hands.
- If the power cord is damaged, stop using it immediately. It must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Make sure the product is powered off before shipment.
- Use of the original packaging is advised.

Safety Information

- If to be left unused for a long period of time, fully charge the product and switch it off before storing it in a cool, dry place.
- Charge it at least every three months to avoid over discharging the battery.
- 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.

Table of Faults

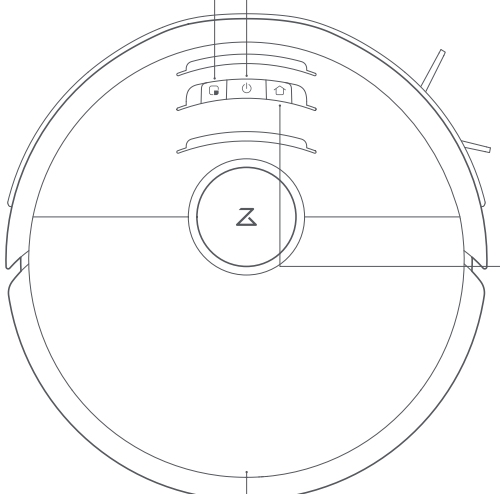
Table of Faults	
Item	Fault
Main Unit	Functions do not work.
	Does not power on.
	Main brush, side brush, fan or main wheel issue.
Charging dock	Main unit does not charge.
Power cable	Charging dock has no power.

WIFI Specification

Service	Protocol	Frequency Range	Max. Output Power
WIFI	802.11b/g/n	2400-2483.5 MHz	⩽ 20dBm

Product Overview

Robot



Spot Clean

Press to start spot cleaning

Clean/Power

- Press to start cleaning
- Press and hold to turn the robot on or off

Power indicator

- White: Battery level ≥ 20%.
- Red: Battery level < 20%
- Flashing slowly: Charging or starting up
- Flashing red: Error

Dock

Press to return to Dock

Note:

Press any button to stop the robot during cleaning, returning to the Dock, or spot cleaning

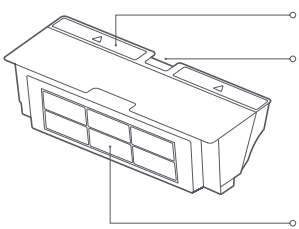
Reset WiFi

Press and hold both Spot Clean and Dock for 3 seconds

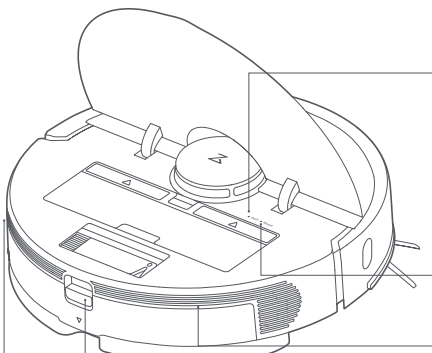
Cover Grip

Product Overview

Dustbin



Robot



WiFi indicator

- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

System Reset

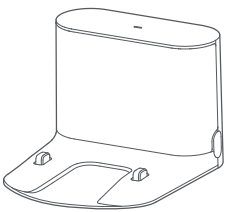
Air Vent

Water Tank Latch

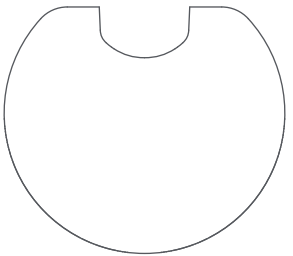
Speaker

Product Overview

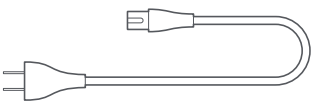
Accessories



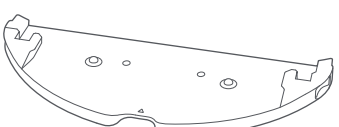
Charging Dock



Moisture-proof Mat



Power Cable

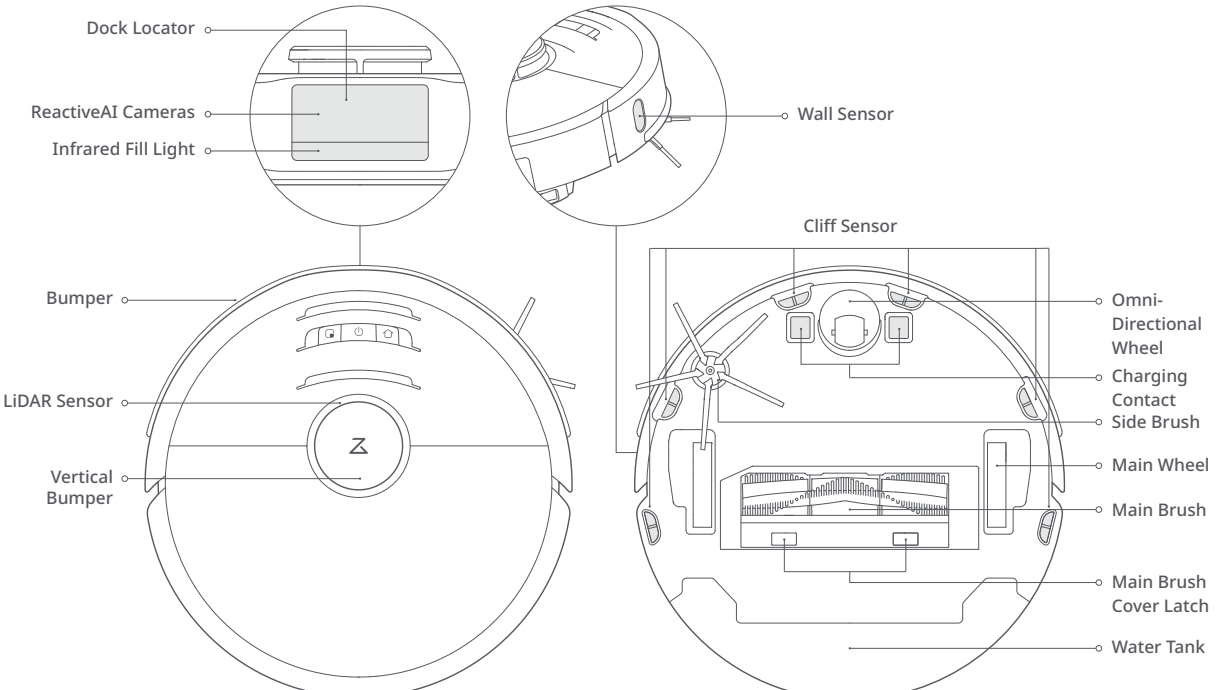


Mop Cloth Bracket

Mop Cloth

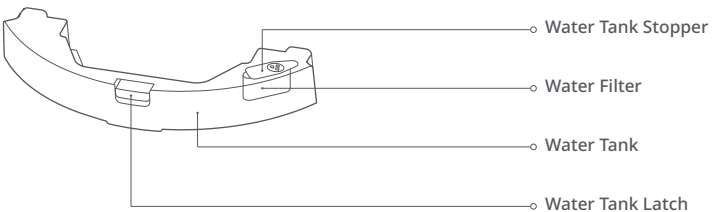
Product Overview

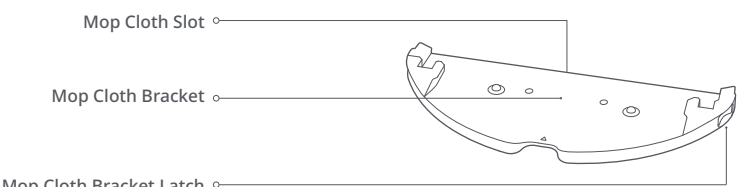
Robot and Sensors



Product Overview

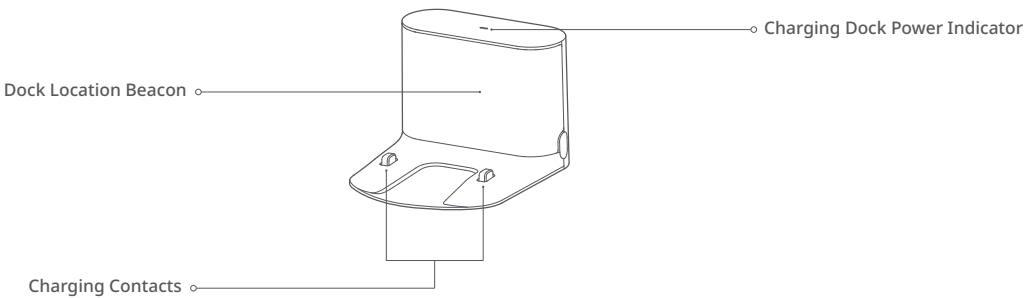
Mopping Module





Product Overview

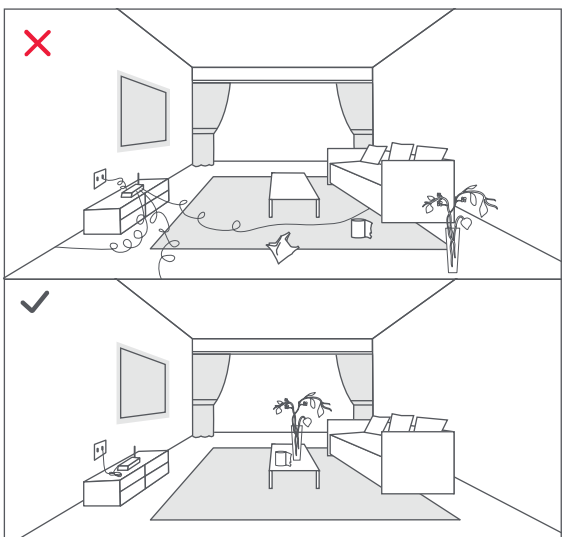
Charging Dock



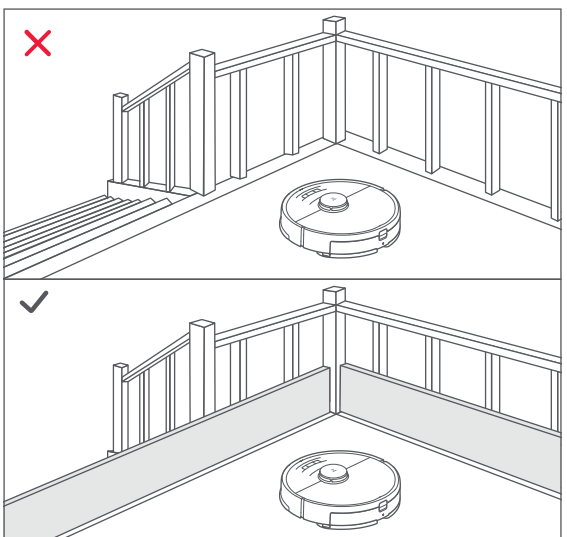
Installation

Important Information

1. Tidy cables and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.



2. If using this robot in a raised area, always use a secure physical barrier to prevent accidental falls that may result in personal injury or property damage.



Note:
When using the robot for the first time, follow it throughout its whole cleaning route and watch for major obstacles. The robot will be able to clean by itself in future uses.

Installation

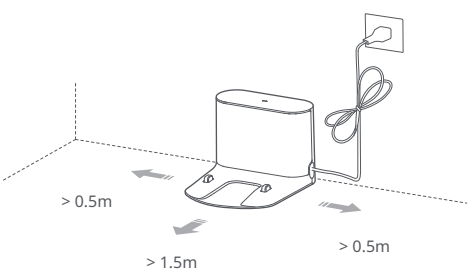
Using the Robot

1. **Place the charging dock**

   Keep the Charging Dock on a level surface, flat against a wall. Connect the power cable to the Charging Dock and place any exposed cable into the cable slot. To ensure a better user experience of the mobile app, place the Charging Dock in an area with good WiFi coverage.

   Note:

   - Allow at least 0.5m (1.6ft) of clearance on each side, and more than 1.5m (4.9ft) in front of the Charging Dock.
   - If the power cable hangs vertical to the ground, it may be caught by the robot, causing the Charging Dock to be disconnected.
   - The Charging Dock indicator is on when the Charging Dock is electrified, and off when the robot is charging.
   - Do not place the Charging Dock in places that are directly exposed to sunlight, and do not block the Location Beacon. Otherwise the robot may not be able to automatically return to the Charging Dock.
   - Use double-sided tape to stick the Charging Dock down.

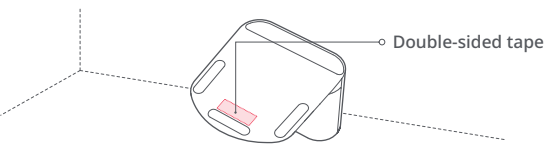


2. **Secure the charging dock with the adhesive tape.**

   Wipe the floor of the area where the charging dock will be placed with a dry cloth, then stick the enclosed double-sided tape to the floor. Place the dock onto the double-sided tape to secure it in place.

   Note:

   - Use of the double-sided tape to secure the charging dock is optional.
   - When necessary, remove the double-sided adhesive tape slowly to reduce residue glue.



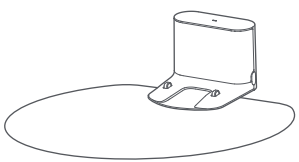
Installation

3. **Attach the Moisture-Proof Mat**

   After fixing the Charging Dock in place, use a dry cloth to clean the area where the Moisture-Proof Mat will be located. Peel off the outer layer of the double-sided tape attached to the bottom of the Moisture-Proof Mat, and stick the mat to the ground as shown.

   Note:

   - Always place the Moisture-Proof Mat on wooden floors.
   - Peel the double-sided tape slowly to minimize residual adhesive.
   - The Moisture-Proof mat attaches better to smooth surfaces.

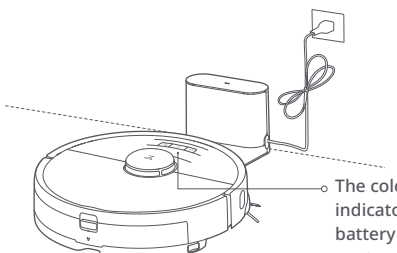


4. **Powering On and Charging**

   Press and hold the ⏻ button to power on the robot. Wait until the power light is steady, and then place the robot on the Charging Dock to charge. The robot is equipped with a built-in high performance lithium-ion rechargeable battery pack. To maintain battery performance, keep the robot charged during normal use.

   Note:

   The robot may not be turned on when the battery is low. In this case, connect the robot to the Charging Dock.



The color of the power indicator indicates the battery level.

- White: ≥ 20%;
- Red: < 20%

Installation

Connect to the app

5. **Download the mobile phone app for more smart features. (Optional)**

   The robot supports the Roborock or Xiaomi home app. Choose the one that best meets your needs.

   ① Download the app

   a. Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

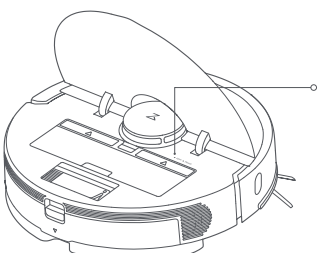
   b. Search for "Xiaomi home" in the App Store or Google Play or scan the QR code to download and install the app.

② Reset WiFi

a. Open the upper cover and find the WiFi indicator.

b. Press and hold the and buttons until you hear the "Resetting WiFi" voice alert. Reset is complete when the WiFi indicator flashes slowly. The robot will then wait for a connection.

Note:
If the mobile phone fails to connect to the robot, reset the robot WiFi and add it again when it is waiting for a connection.



WiFi indicator

- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

③ Add device

On the homepage of the app, tap "+" in the top right corner and add the device according to the in-app guide. After a device has been added, it can be found from the list on the home screen.

Note:

- The actual process may vary due to ongoing app updates. Follow instructions provided in-app.
- Only 2.4GHz WiFi is supported.

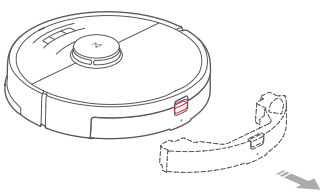
Installation

Using the Robot

6. Mopping the floor

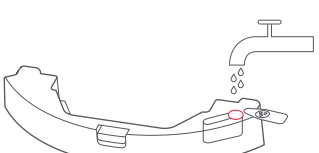
Note:
To prevent excessive dirt buildup on the mop, floors should be vacuumed at least three times before the first mopping session.

① Remove the water tank
Press the water tank latch and slide the tank backwards.

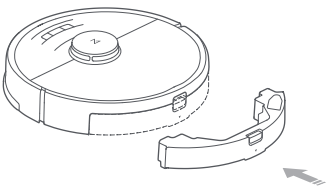


② Fill the water tank
Open the water tank, fill it with water, and close it tightly.

Note:
- To prevent corrosion or damage, do not use cleaning fluid or disinfectant in the water tank.
- Do not use hot water as this may cause the tank to deform.

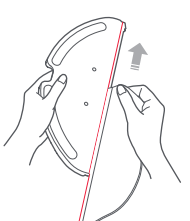


③ Reinstall the water tank
Slide the water tank into the robot until you hear it lock with a click.



④ Install the mop cloth
Dampen the mop cloth and wring it until it stops dripping. Insert it into the bottom along the slot of the water tank and stick it firmly in place.

Note:
Use virtual barriers and no-mop zones to prevent the robot mopping carpeted floors.



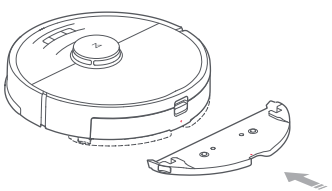
Installation

Using the Robot

⑤ Install the Mop Cloth Bracket

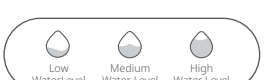
Slide the bracket along the back of the water tank. A click indicates that it is locked in place.

Note:
The mop cloth should be cleaned after 60 minutes of mopping to ensure water flow and cleaning quality.



7. Adjust the water flow

Use the mobile app to adjust water flow as required.



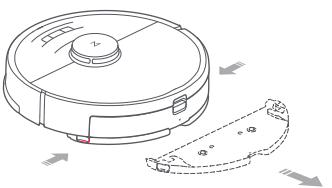
8. Start cleaning.

Charging is complete when the power indicator light changes from breathing to a steady white light. Press the ⏻ button or use the app to start cleaning.

9. Remove the Mop Cloth Bracket

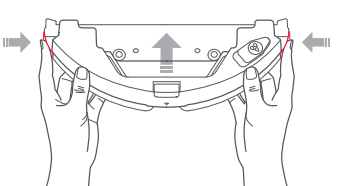
When the robot returns to the Charging Dock after cleaning, press the latches on both sides, and slide the Mop Cloth Bracket backwards to remove it.

Note:
- After mopping, remove the Mop Cloth Bracket, pour out residual water from the water tank, and clean the mop cloth to avoid mold and odor.
- Remove the Mop Cloth Bracket when not mopping.



10. Remove the Mop Cloth Bracket from the water tank

Press the two side latches inwards and slide the Mop Cloth Bracket backwards as shown to remove it from the water tank.



Instructions for use

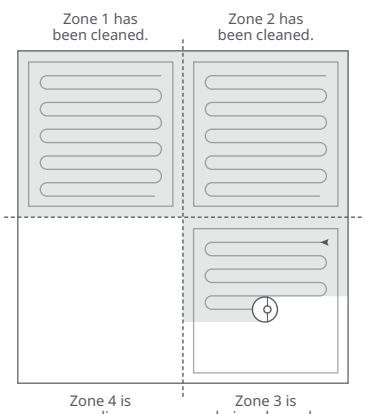
On/Off

Press and hold the ⏻ button to power on the robot. The power indicator will turn on and the robot will enter standby mode. When the robot is idle, press and hold the ⏻ button to turn off the robot and complete the cleaning cycle.

Note:
The robot cannot be turned off when it is being charged.

Start Cleaning

Press the ⏻ button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, then fills the zone in a zigzag pattern. In so doing, the robot cleans all zones one by one, efficiently cleaning the house.



Note:
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before restarting cleanup.
- Before cleaning, tidy cables (including the power cable of the Charging Dock) from the floor. Loose cables may be dragged by the robot, resulting in the disconnection of electrical appliances or damage of cables and property.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot automatically returns to the Charging Dock. After charging, the robot will resume where it left off.

Pause

When the robot is running, press any button to pause it.
Then press the ⏻ button to continue cleaning or the ⌂ button to return it to the Charging Dock and stop the cleaning cycle.

Note:
Placing a paused robot on the Charging Dock manually will end the current cleanup.

Sleep

If the robot is paused for over 10 minutes, it will go to sleep, and the power indicator will flash every few seconds. Press any button to wake the robot up.

Note:
- The robot will not go to sleep when it is on the Charging Dock.
- The robot will automatically shut down if left in sleep mode for more than 12 hours.

Instructions for use

Charging

Auto: After cleaning, the robot will automatically return to the Charging Dock to recharge.
Manual: In Pause mode, press the button to send the robot back to the Charging Dock.
The power indicator will breathe as the robot charges.

Note:
If the robot cannot find the Charging Dock, it will return to the most recent starting location. Place the robot on the Charging Dock manually to recharge.

Error

If an error occurs while the robot is cleaning, the power indicator flashes red and a voice alert will sound. See Troubleshooting for solutions.

Note:
- The robot will go to sleep automatically if left in an Error state for over 10 minutes.
- Placing the robot on the Charging Dock in an error state will stop the current cleanup.

Reset WiFi

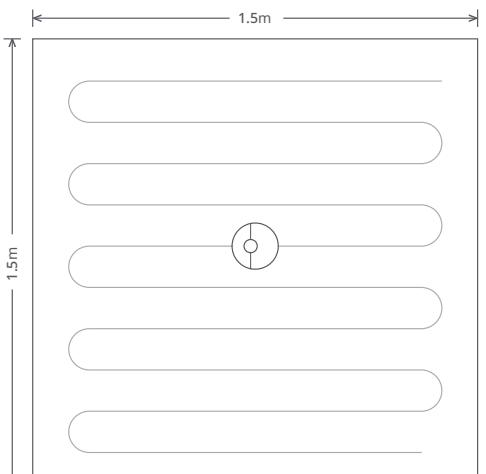
If the mobile phone fails to connect to the robot because the router configuration has changed, the password has been forgotten, or for any other reason, open the upper cover and find the WiFi indicator. Press and hold the and buttons until you hear the "Resetting WiFi" voice alert. Reset is completed when the WiFi indicator starts to flash slowly, showing that the robot is waiting for a connection.

Note:
If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you need to reconnect, reset the WiFi before proceeding.

Spot Cleaning

When the robot is in standby or pause mode, press the button to start spot cleaning. In this mode, the robot cleans an 1.5m x 1.5m square area centered on the robot. After spot cleaning, the robot will automatically return to the starting point and stop cleaning.

Note:
Starting spot cleaning in Pause mode will stop the current cleaning cycle.



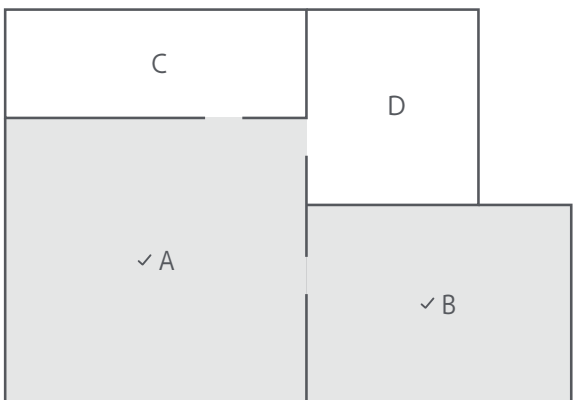
Instructions for use

Selective Room Cleaning

Select one or multiple rooms for cleaning in the app.

Note:

- A full map must have been created, and Map Saving mode switched on before this function can be used.
- The robot may enter unselected areas during cleaning. Clear obstacles from the ground around the selected rooms as the robot may enter unselected areas.



Scheduled Cleaning

Use the app to set start times for scheduled cleanings. The robot will return to the Charging Dock after each cleaning cycle.

Zone Cleaning

Draw specific zones in the app for targeted cleaning as required.

Note:

The robot may enter unselected areas during cleaning. Clear obstacles from the ground around the selected zones as the robot may enter unselected areas.

Pin n Go

Place a target on the map in the app and the robot will navigate to the desired spot.

Cleaning Mode

Select Quiet, Balanced, Turbo, or MAX mode in the app. Balanced mode is selected by default.

DND Mode

During the DND period, the robot stops cleaning and playing voice prompts, and the power indicator dims. DND mode is enabled in factory settings. The default DND period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period.

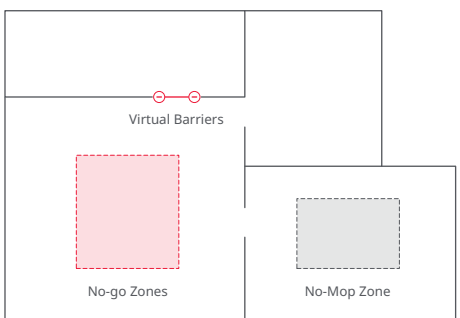
Instructions for use

No-go Zones/Virtual Barriers/ No-Mop Zone

Use the app to set no-go zones/virtual barriers/No-Mop Zone. The robot will not enter no-go zones and areas sealed off by virtual barriers while cleaning. No-mop zones only activate when the Mop Cloth Bracket is installed.

Note:

- "Map saving mode" must be turned on in the app to use virtual no-go zones and barriers.
- This function can be used only to set cleaning zones. Do not use it to prevent the robot from entering hazardous areas.
- Moving the robot or changing the home environment may cause the map to become inaccurate and erase virtual barrier and no-go zone settings.



Refilling the water tank or cleaning the mop cloth

To add water or clean the mop cloth, press any button to stop the robot and remove the mopping module. After adding water or cleaning the mop cloth, reinstall the mopping module and press the ⏻ button to continue.

More app functions

Real-time map updates	Carpet Boost	Robot location
Change cleaning mode	Part replacement schedule	Map management
View cleaning history	View robot status	DND mode
Change robot voice	Volume adjustment	Firmware update

Note:

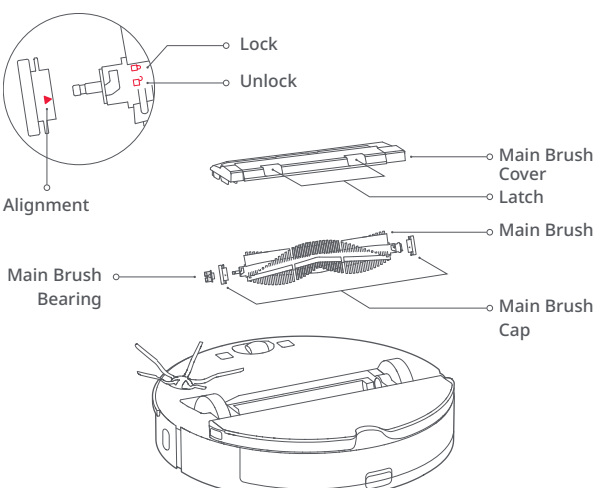
Functions and details of the Xiaomi Home app may vary slightly due to the continuous app development and upgrades.

Routine maintenance

Main brush * Clean weekly

1. Turn over the robot, press the latch, and remove the main brush cover.
2. Pull out the main brush. Remove and clean the main brush bearing.
3. Rotate the main brush cap in the indicated unlock direction to remove the cap.
4. Use the main brush cleaning tool to remove any entangled hair on the brush or bearing.
5. Rotate the main brush cover and main brush bearing in the indicated lock direction to reinstall them.
6. Reinstall the main brush, press on the main brush cover, and lock it .

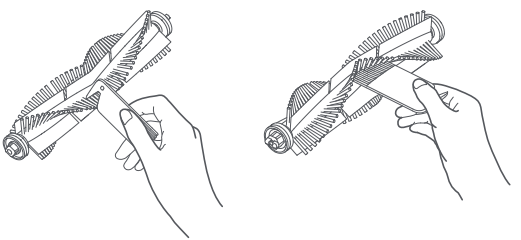
Note:
Replace the main brush every 6 to 12 months for optimal cleaning performance.



Using the main brush cleaning tool

Use the tool blade to cut away entangled hair on the brush and to clean the bristles.

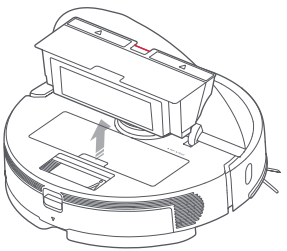
Note:
If there is a large amount of hair, or if hair is tightly entangled, remove it carefully to avoid damage.



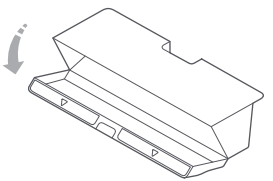
Routine maintenance

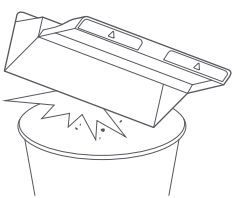
Dustbin and filter ⋆ Clean weekly

1. Open the top cover, squeeze the Dustbin latches and take out the Dustbin.



2. Open the Dustbin lid as indicated by the arrow and pour out the dirt.

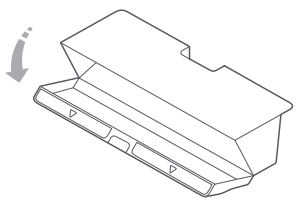




Routine maintenance

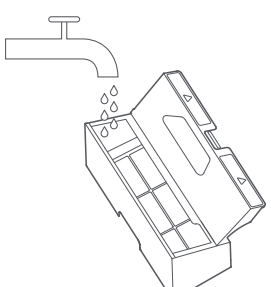
Washable filter * Clean every two weeks

1. Open the Dustbin lid as indicated by the arrow and pour out the contents.



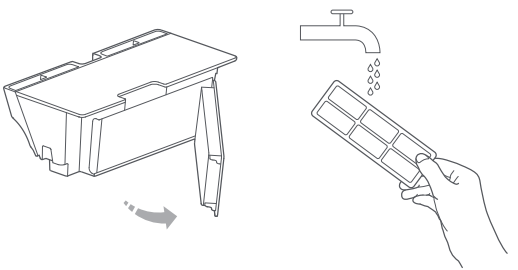
2. Fill the Dustbin with clean water and close the cover. Gently shake the Dustbin, then pour out the dirty water.

Note:
To prevent blockage, only use fresh water without cleaning liquid.

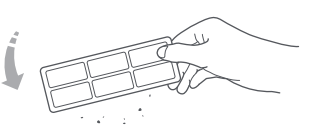


3. Remove the filter and clean it with water.

Note:
Do not touch the filter with hands, brushes, or sharp objects to avoid damage.



4. Rinse repeatedly and tap the filter frame to remove as much dirt as possible.



5. Leave the filter to dry before reinstalling it.

Note:
- Dry the filter thoroughly before use. (Dry for at least 24 hours)
- Use an alternate filter if necessary.

Routine maintenance

Battery

The robot is equipped with a built-in high-performance lithium-ion battery pack. To maintain battery performance, keep the robot charged during normal use.

Note:

If the robot will not be used for an extended period, turn it off and charge it at least every three months to avoid battery damage caused by overdischarge.

Charging Dock

* Clean monthly

Use a soft dry cloth to clean the Charging Contacts of the Charging Dock.

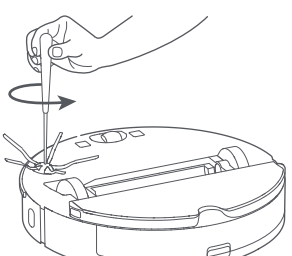
Side brush

* Clean monthly

1. Turn over the robot and unscrew the Side Brush screw.
2. Remove and clean the Side Brush.
3. Reinstall the brush and tighten the screw.

Note:

Replace the side brush every 3 to 6 months for optimal cleaning performance.



Water tank

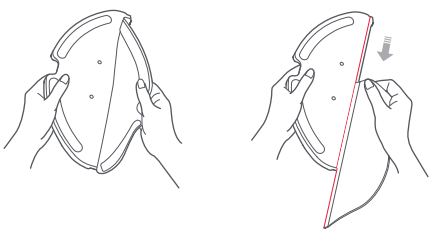
* Clean as required

1. Open the water tank.
2. Rinse the water inlet filter.
3. Fill the tank with water, shake it, then pour out the water.

Mop cloth

* Clean after use

1. Remove the mop cloth from the Mop Cloth Bracket.



2. Clean the mop cloth and air-dry it.

Note:

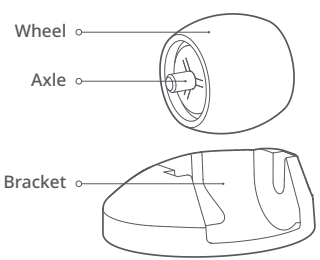
- A dirty mop cloth will affect mopping performance. Clean the mop cloth before use.
- Replace the mop cloth every 3 to 6 months for optimal cleaning performance.

Routine maintenance

Omni-Directional Wheel ⋆ Clean as required

1. Turn over the robot.
2. Use a tool, such as small screwdriver to pry out the axle and take out the wheel.
3. Rinse the axle and the wheel with water to remove any hair and dirt.
4. Air-dry, reinstall, and press the wheel and axle back in place.

Note:
The Omni-Directional Wheel bracket cannot be removed.



Reset the System

If the robot does not respond when a button is pressed or cannot be turned off, reset the system. Press the Reset button, and the robot will reset automatically.

Note:
After resetting the system, scheduled cleanup, WiFi, and others will be restored to factory settings.

Restore Factory Settings

If the robot does not function properly after a system reset, switch it on, then press and hold both the ⌂ and Reset buttons until you hear the "Start restoring initial version" voice alert. The robot will then be restored to factory settings.

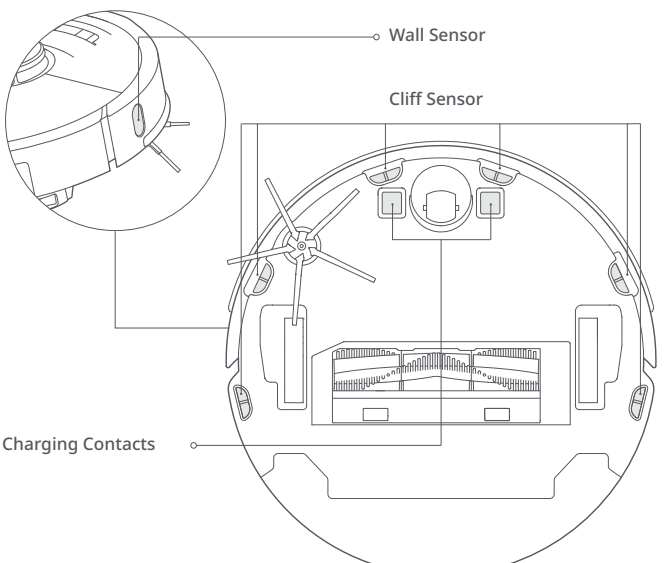
Firmware Upgrade

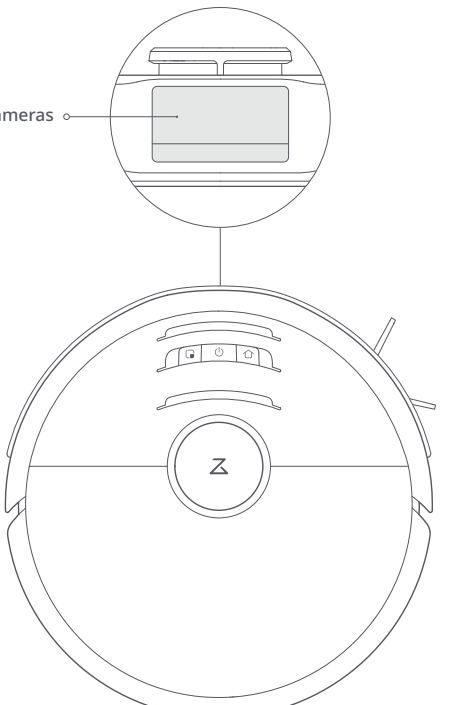
Use the mobile phone app to upgrade the robot firmware. Connect the robot to the Charging Dock and ensure that the battery level is above 20% before upgrading. The power indicator will flash white quickly during a firmware update.

Routine maintenance

Robot sensors * Clean monthly

Use a soft dry cloth to wipe and clean all sensors, including:
1. ReactiveAI Cameras
2. Six cliff sensors at the bottom of the robot
3. Wall sensor on the right side of the robot
4. Charging contacts at the bottom of the robot





Basic parameters

Robot

Name	Parameters
Model	roborock S6 MaxV
Appearance and Dimensions	353×350×96.5mm
Battery	14.4V/5200mAh lithium battery
Weight	Approx. 3.7kg
Wireless Connection	WiFi Smart Connect
Rated Voltage	14.4VDC
Rated Power	66W
Charging Time	<6h

Note:
The serial number is on a sticker on the underside of the robot.

Charging Dock

Name	Parameters
Model	CDZ11RR or CDZ12RR
Appearance and Dimensions	151×130×98mm
Rated Power	28W
Rated Input	100-240VAC
Rated Output	20VDC 1.2A
Rated Frequency	50-60Hz
Charging Battery	14.4V/5200mAh lithium battery

Troubleshooting

If an error occurs while the robot is cleaning, the power indicator will flash red and a voice alert will sound. Refer to the following table for troubleshooting.

Error	Solution
Error 1: Rotate the laser head to check that it turns freely.	The LDS unit is jammed. Remove any items blocking it then move the robot to a new location and restart.
Error 2: Clean and lightly tap the bumper.	The bumper is stuck. Tap the bumper repeatedly to dislodge any jammed items. If nothing falls out, move the robot to a new location and restart.
Error 3: Move the robot to a new location and restart.	A wheel is suspended. Move the robot to a new location and restart.
Error 4: Wipe the cliff sensors, move the robot away from raised edges, and restart.	The robot is suspended. Move it to a new location and restart. If the problem persists, clean the cliff sensors. This error may also be caused by a dirty cliff sensor. Try wiping all sensors clean.
Error 5: Remove the main brush and clean the brush and bearing.	The main brush may be tangled up. Remove and clean it.
Error 6: Remove and clean the side brush.	The side brush may be tangled up. Remove and clean it.
Error 7: Look for anything stuck in the main wheels then move the robot to a new location and restart.	The main wheels may be jammed. Remove and clean them.
Error 8: Clear away any obstacles around the robot.	The robot may be stuck. Clear any obstacles around it.
Error 9: Install the dustbin and filter.	Reinstall the dustbin and filter and check that they are installed properly. If the problem persists, try replacing the filter.
Error 10: The filter is either wet or blocked.	The filter is not completely dry. Dry the filter for at least 24 hours. The filter may also require cleaning. If the problem persists, replace the filter.

Troubleshooting

If an error occurs while the robot is cleaning, the power indicator will flash red and a voice alert will sound. Refer to the following table for troubleshooting.

Error	Solution
Error 11: High-intensity magnetic field detected. Move the robot away from the magnetic tape and restart.	The robot is too close to a magnetic tape and cannot start. Move it to a new location and restart.
Error 12: The battery is too low. Recharge before use.	Low battery. Recharge before use.
Error 13: Charging error. Clean the charging contact area.	Use a dry cloth to clean the charging contacts on the robot and on the charging dock.
Error 14: Battery error.	The battery temperature is either too high or too low. Wait until it returns to normal.
Error 15: Clean wall sensor.	The wall sensor is blocked by dust. Wipe clean the sensor.
Error 16: Robot is tilted. Place it on flat ground and restart.	The robot is tilted. Move it to flat ground and restart.
Error 17: Side brush module error. Reset the system.	The side brush module is experiencing a fault. Reset the system.
Error 18: Vacuum fan error. Reset the system.	The vacuum fan is experiencing a fault. Reset the system.
Error 21: Vertical bumper pressed. Release it and retry.	The vertical bumper has been pressed. Relocate the robot and retry.
Error 22: Dock locator dirty. Clean and retry.	The dock locator signal is blocked by dust. Clean it and retry.
Error 23: Dock location beacon lost. Clean and retry.	The dock location beacn is blocked by dirt. Clean it and retry.
Error 24: No-go zone or barrier tape detected. Move the robot away and retry.	Move the robot away from the virtual no-go zone or barrier tape and retry.
Internal Error.	Malfunction due to an internal error. Reset the system.

Note: A system reset may not resolve all problems.

If the problem persists after using the recommendations in the table above, please email our after-sales service team:
US/Non-Europe Support: support@roborock.com Europe Support: support@roborock-eu.com

FAQs

Problem	Solution
Unable to power on	The battery level is low. Put the robot on the Charging Dock and charge it before use. The battery temperature is too low or too high. Only use the robot within the range of 4-40°C (39-104°F).
Unable to charge	If the Charging Dock is not receiving power, check that both ends of the power cable are properly connected. If contact is poor, clean the contact areas of the Charging Dock and the robot. Confirm that the Charging Dock indicator is on.
Slow charging speed	The robot is charged in an environment at a high or low temperature. To maintain the battery life cycle, the robot automatically reduces the charging speed. The charging contacts may be dirty. Clean them with a dry cloth.
Unable to return to dock	There are too many obstacles near the Charging Dock. Move it to an open area. The robot is too far from the Charging Dock. Place it closer and retry.
Abnormal behavior	Restart the robot.
Noise during cleaning	The main brush, side brush, or main wheels may jammed. Turn off the robot and clean them. If the Omni-Directional Wheel is jammed, use a screwdriver to remove it for cleaning.
Poor cleaning performance and/or leaking dust	The Dustbin is full and needs emptying. The Filter is blocked and needs cleaning. The main brush is dirty. Clean it and retry.
Unable to connect to WiFi	WiFi is disabled. Reset the WiFi and try again. WiFi signal is poor. Move the robot to an area with good WiFi reception. Abnormal WiFi connection. Reset the WiFi, download the latest mobile app and retry. The current device is not supported. You can find supported models in the app. Unable to connect to WiFi. There may be an error with your router settings. Contact Roborock customer service for help with troubleshooting.

FAQs

Problem	Solution
Scheduled cleaning is not working	The battery level is too low. Scheduled cleaning can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the Charging Dock?	The robot will draw power while it is docked to maintain battery performance, but power consumption is extremely low.
Does the robot need to be charged for at least 16 hours the first three times it is used?	No. The robot can be used any time after it has been fully charged once.
No or little water during mopping	Check whether there is water in the water tank and use the mobile app to set the water flow or check the manual for full instructions on how to correctly install the mop cloth and Mop Cloth Bracket.
Cleaning does not resume after recharging	Make sure that the robot is not in DND mode. DND mode will prevent cleanup. When cleaning a space requiring a top-up charge, if the robot was placed manually on the Charging Dock before it is recharged automatically, it will not be able to continue cleanup.
The robot cannot return to the Charging Dock after spot cleaning or when it has been moved manually.	After spot cleaning or a significant position change, the robot will re-generate the map. If the Charging Dock is too far away, it may not be able to return for recharging and must be placed on the Charging Dock manually.
The robot has begun to miss certain spots	The wall sensor or cliff sensors may be dirty. Clean them with a soft dry cloth.
The water tank is too full	The filter may be blocked and need cleaning.
Unable to recognize and avoid objects	The ReactiveAI Cameras lens may be dirty or obscured. Use a soft cloth to wipe it and keep the lens clean and free from obstructions. Current AI algorithms cannot recognize dirt but it will keep learning daily.

EU Declaration of Conformity

Hereby we:

Name of manufacturer	Beijing Roborock Technology Co., Ltd.
Address	Floor6, Suite6016, 6017, 6018, BuildingC, Kangjian Baosheng Plaza, No.8 Heiquan Road, Haidian District, Beijing, P.R.CHINA

declare that this DoC is issued under our sole responsibility and that the products:

Product description	Robotic Vacuum Cleaner and Accessories
Type(model) designation(s)	roborock S6 MaxV

are in conformity and verified through testing with the provision of the following EU directives:

RED Directive 2014/53/EU Article 3.1 a): Safety&Health 1. EN 60335-1:2012 + A11:2014 + AC:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 2. EN 60335-2-2:2010 + A11:2012 + A1:2013 3. EN 62311:2008 4. EN 62233:2008	1.Household and similar electrical appliances-Safety-Part 1: General requirements 2.Household and similar electrical appliances-Safety-Part 2-2: Particular requirements for vacuum cleaners and water suction cleaning appliance 3.Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz - 300 GHz) 4.Measurement methods for electromagnetic fields of household appliance and similar apparatus with regard to human exposure

EU Declaration of Conformity

are in conformity and verified through testing with the provision of the following EU directives:

RED Directive 2014/53/EU Article 3.1 b): EMC 1. EN 301 489-1 V2.2.3 2. EN 301 489-17 V3.1.1 3. EN 55014-1:2006+A1+A2 EN 55014-1:2017 4. EN 55014-2: 2015 5. EN 61000-3-2: 2014 6. EN 61000-3-3: 2013	1.Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements; Harmonized Standard covering the essential requirements of article 3.1(b) of Directive 2014/53/EU and the essential requirements of article 6 of Directive 2014/30/EU 2.Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Broadband Data Transmission Systems; Harmonized Standard covering the essential requirements of article 3.1(b) of Directive 2014/53/EU 3.Electromagnetic Compatibility-Requirements for household appliances, electric tools and similar apparatus Part 1: Emission 4.Electromagnetic compatibility – Requirements for household appliances, electric tools and similar apparatus Part 2: Immunity – Product family standard 5.Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions (equipment input current ⩽ 16 A per phase). 6.Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current ⩽ 16 A per phase and not subject to conditional connection.
RED Directive 2014/53/EU Article 3.2: Radio Spectrum EN 300 328 V2.1.1	Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques; Harmonized Standard covering the essential requirements of article 3.2 of Directive 2014/53/EU
RoHS Directive 2011/65/EU EN50581:2012	Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances

Product description	Charging Dock and Accessories
Type(model) designation(s)	Charging Dock , model: CDZ11RR or CDZ12RR

EU Declaration of Conformity

are in conformity and verified through testing with the provision of the following EU directives:

Low Voltage Directive 2014/35/EU 1. EN 60335-1:2012 + A11:2014+AC:2014+A13:2017 2. EN 60335-2-29:2004 + A2:2010+A11: 2018 3. EN 62233:2008	1.Household and similar electrical appliances-Safety-Part 1: General requirements 2.Household and similar electrical appliances-Safety-Part 2-29: Particular requirements for battery chargers 3.Measurement methods for electromagnetic fields of household appliance and similar apparatus with regard to human exposure
EMC Directive 2014/30/EU 1. EN 55014-1:2006+A1+A2 EN 55014-1:2017 2. EN 55014-2: 2015 3. EN 61000-3-2: 2014 4. EN 61000-3-3: 2013	1.Electromagnetic Compatibility-Requirements for household appliances, electric tools and similar apparatus Part 1: Emission 2.Electromagnetic compatibility – Requirements for household appliances, electric tools and similar apparatus Part 2: Immunity – Product family standard 3.Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions (equipment input current ⩽ 16 A per phase). 4.Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current ⩽ 16 A per phase
RoHS Directive 2011/65/EU EN50581:2012	Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances

Person responsible for making this declaration:
Printed name: Rui.Shen
Position/Title: Quality Director
Signature: Rui.Shen.
Date of issue: Feb.23.2020
Place of issue: Floor 6, Suite 6016, 6017, 6018, Building C, Kangjian Baosheng Plaza, No. 8 Heiquan Road, Haidian District, Beijing, P.R. CHINA

WEEE Information

Correct Disposal of this product . This marking indicates that this product should not be disposed with other household wastes 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 return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Korrekte Entsorgung dieses Produkts Innerhalb der EU weist dieses Symbol darauf hin, dass dieses Produkt nicht über den Hausmüll entsorgt werden darf. Altgeräte enthalten wertvolle recyclingfähige Materialien, die einer Wiederverwertung zugeführt werden sollten und um der Umwelt bzw. der menschlichen Gesundheit nicht durch unkontrollierte Müllbeseitigung zu schaden. Bitte entsorgen Sie Altgeräte deshalb über geeignete Sammelsysteme oder senden Sie das Gerät zur Entsorgung an die Stelle, bei der Sie es gekauft haben. Diese wird dann das Gerät der stofflichen Verwertung zuführen.

Warranty Information

Warranty Information

The warranty period depends on the laws of the country in which the product is sold, and the warranty is the responsibility of the seller.
The warranty only covers defects in material or workmanship.
The repairs under warranty may only be carried out by an authorized service centre. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.
The warranty will not apply in cases of:
Normal wear and tear
Incorrect use, e.g. overloading of the appliance, use of non-approved accessories Use of force, damage caused by external influences Damage caused by non-observance of the user manual,
e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions
Partially or completely dismantled appliances.

Laser Safety

The laser distance sensor of this product meets the standards for Class I Laser Products in IEC 60825-1:2014 and will not generate hazardous laser radiation.