

# Roborock Qrevo MaxV

## Robotic Vacuum Cleaner User Manual

Read this user manual with diagrams carefully before using this product and store it properly for future reference.



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# Safety Information

## Restrictions

### WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock EWFD16HRR or EWFD20HRR provided with this product.
- 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.
- To prevent blocking the product and to avoid damage to valuables, remove lightweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.
- Do not place any object near the suction inlet of the dock.
- Do not put fingers into the seam of the dock to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the robot using vertical bumper, top cover or bumper. Do not move the dock by lifting dock base, water tank handles or dust container cover.
- Make sure the robot is compatible with the dock, otherwise emptying or charging may fail.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct. If the air duct gets blocked, clean it immediately.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in air.
- Do not place any object (including children and pets) on the product or dock, or cover it with any item (including dust-proof cover) whether it is in operation or not.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the dock to pick up flammable or explosive objects such as fire lighter, gasoline, and toner used in printers or copiers.

# Safety Information

## Battery and Charging

### WARNING

- Always use a properly grounded power outlet to minimize the risk of electric shock. If such a socket is not available, consult an electrician to make one available.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Be sure that the supply voltage meets the requirements listed on the dock.
- Only use the power cable provided with the product to prevent potential smoke, heat or fire.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Unplug the power cable before placing the dock into storage.

## International Symbols Explanation

 – PROTECTIVE EARTH (Protective Ground) symbol [symbol IEC 60417-5019 (2009-02)]

# **A** Product Overview

## **A1** Robot (Top View)



### Power/Clean

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

### Power Indicator Light

- White: Battery level  $\geq$  15%
- Red: Battery level  $<$  15%
- Breathing: Charging or starting up
- Flashing red: Error
- Breathing blue: Remote viewing
- Steady blue: Voice-Alert active



### Dock

- Press to return to dock/start emptying
- Press and hold to start spot cleaning/mop washing

**Note:** Press any button to stop the robot during cleaning or docking.

A1-1—Dock Locator

A1-2—Reactive AI Obstacle Avoidance Sensor

A1-3—LED Fill Light

A1-4—Microphones

## **A2** Robot (Bottom View)

A2-1—Wall Sensor

A2-2—Omni-Directional Wheel

A2-3—Carpet Sensor

A2-4—Side Brush

A2-5—Main Wheel

A2-6—Main Brush

A2-7—Main Brush Cover Latches

A2-8—Mop Cloths

A2-9—Cliff Sensors

## **A3** Robot (Upper Cover Open)

A3-1—Vertical Bumper

A3-2—LiDAR Sensor

A3-3—WiFi Indicator Light

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

A3-4—Reset Button

A3-5—Dustbin

A3-6—Charging Contacts

A3-7—Communication Sensor

A3-8—Air Outlet

A3-9—Positioning Button

A3-10—Self-Filling Port

A3-11—Automatic Lift and Rotate Mop Modules

A3-12—Suction Inlet

A3-13—Bumper

## **A4** Mop Cloth Mount

A4-1—Hook and Loop Pads

A4-2—Mop Axle

**Note:** Secure the mop cloths in place.

## **A5** Mop Cloth

## **A6** Dustbin

A6-1—Dustbin Latch

A6-2—Air Inlet

A6-3—Washable Filter

A6-4—Suction Inlet

## **A7** Dock Base

## **A8** Power Cable

## **A9** Disposable Dust Bag

## **A10** Dock

A10-1—Water Tank Handle

A10-2—Water Tank Latch

A10-3—Dirty Water Tank

A10-4—Dust Container Cover

A10-5—Charging Contacts

A10-6—Self-Filling Port

A10-7—Suction Inlet

A10-8—Clean Water Tank

A10-9—Status Indicator Light

- Breathing: Emptying/Mop washing
- Red: Dock error
- Light off: Powered off/Charging

A10-10—Water Outlet

A10-11—Air Outlet

A10-12—Dock Base

A10-13—Filter

A10-14—Dust Bag Slot

A10-15—Dock Location Beacon

A10-16—Water Level Float

A10-17—Cleaning Tank Filter

A10-18—Cleaning Tank

## **A11** Power Cable Storage

A11-1—Cable Outlets

A11-2—Power Port

A11-3—Cable Storage Slot

## **B** Installation

### **B1** Important Information

**B1-1**—Tidy cables, hard or sharp objects (such as nails and glass), 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.

**B1-2**—When using the 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 potential problems. The robot will be able to clean by itself in future uses.

### **B2** Assembly

**B2-1**—Place the dock on a hard and flat floor. Attach the base by pressing down both sides of the base firmly, and then pressing the connecting part in the middle until you hear a click.

**B2-2**—Click

**Note:** When moving the dock, secure the water tanks to prevent it from falling off.

**B2-3**—Connect the power cable to the back of the dock, and keep the excess cable inside the storage slot.

**Note:** Power cable can exit at either side.

**B2-4**—Align and install the mop axles into the robot in place until you hear a “click”.

**B2-5**—Click

### **B3** Place the Dock

Keep a space of clearance about 0.9 m (2.9 ft) in height, 0.4 m (1.3 ft) in length and 1.2 m (3.9 ft) in width. Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Make sure the location has good WiFi for a better experience with the mobile app, and then plug it in and make sure the dock status indicator light is on.

**B3-1**—About 0.9 m (2.9 ft)



**B3-2**—About 0.4 m (1.3 ft)

**B3-3**—About 1.2 m (3.9 ft)

### **Notes:**

- If the power cable hangs vertically to the ground, it may be caught by the robot, causing the dock to be moved or disconnected.
- The dock status indicator light is on when the dock is powered on, and off when the robot is charging.
- The dock status indicator light turns red if an error occurs.
- Place the dock on a flat floor away from fire, heat, and water. Avoid narrow spaces or locations where the robot may be suspended in the air.
- Placing the dock on a soft surface (carpet/mat) may cause the dock to tilt over and cause problems docking and departing.
- Keep the dock away from direct sunlight or anything that may block the dock location beacon; otherwise, the robot may fail to return to the dock.
- Do not use the dock without clean water tank, dirty water tank, dust container cover, disposable dust bag, or cleaning tank.
- Maintain the dock according to the maintenance instructions. Do not clean the dock with a wet cloth or tissue.
- All docks are subject to water-based tests before leaving the factory. It is normal that a small amount of water remains in the waterway of the dock.

### **B4** Power on and Charge the Robot

Press and hold the  button to power on the robot. Wait until the power light is steady, and then place the robot on the dock to charge. Make sure the dock is powered on. Press the  button on the robot to make the robot automatically return to the dock for charging. 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.

**B4-1**—Dock Status Indicator Light turns off, Robot Power Indicator breathing: Charging

**Note:** The robot may not be turned on when the battery is low. In this case, connect the robot to the dock.



# Connecting to the App

## 1 Download App

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



## 2 Reset WiFi

1. Open the top cover and find the WiFi indicator light.
2. Press and hold the  and  buttons until you hear the “Resetting WiFi” voice alert. The reset is complete when the WiFi indicator light flashes slowly. The robot will then wait for a connection.

**Note:** If you cannot connect to the robot due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your robot as a new device.

## 3 Add Device



Open the Roborock App, tap the “Scan to Connect” or “Search for Device” button and add the device as instructed in the app.

### Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 30 minutes for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

# C Instructions for Use

## On/Off

Press and hold the  button to turn on the robot. The power indicator light will turn on and the robot will enter standby mode. 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.


## C1 Filling the Water Tank

Remove and open the clean water tank and fill the tank with water to MAX. Close the lid, lock the latch, and fit the tank back in place.

### Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not add too much cleaning fluid to prevent the robot from working improperly due to slipping.
- To avoid water tank deformation, do not place hot water in the tank.
- If water marks remain on the water tank, wipe them clean before reinstallation.

## C2 Starting 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, and then fills the zone in a zigzag pattern. In so doing, the robot cleans all zones one by one, efficiently cleaning the house.

C2-1—Zone 1 – Cleaned.

C2-2—Zone 2 – Cleaned.


C2-3—Zone 3 – In Progress.

C2-4—Zone 4 – Next Zone.

### Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting the cleanup.
- Before cleaning, tidy cables (including the power cable of the dock) and valuables from the floor. Loose items 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 will automatically return to the dock. After charging, the robot will resume where it left off.
- The robot will retract mop cloth mount when cleaning the carpet. You can also set the carpet as a no-go zone in the app to avoid it.
- Before starting each cleaning task, make sure that the mop cloths have been properly installed.

## Spot Cleaning

Press and hold the  button to start spot cleaning in pause mode.

Cleaning range: The robot cleans a 1.5 m (4.9 ft) x 1.5 m (4.9 ft) square area centered on itself.

**Note:** After spot cleaning, the robot will automatically return to the starting point and enter Standby mode.

## Pause

When the robot is running, press any button to pause it, press the ⏸ button to resume cleaning, and press the ⏪ button to send it back to the dock.

**Note:** Placing a paused robot on the 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 light will flash every few seconds. Press any button to wake the robot up.

**Notes:**

- The robot will not go to sleep when it is charging.
- The robot will automatically shut down if left in sleep mode for more than 12 hours.

## DND Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period. When DND is on, the robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

## Mop Washing

During cleaning, the robot automatically determines when it should return to

the dock for mop washing and water tank refilling to maximize its mopping performance. During cleaning, tap Dock button in the app to send robot back for mop washing. When the robot is charging, press and hold the ⏪ button on the robot or tap Wash button in the app to manually start washing. Press any button to stop washing.

**Notes:**

- To allow the robot to wash the mop automatically, start the robot from the dock and do not move the dock during cleaning.
- Watch out for hot water and do not touch the water outlet.
- You can set the wash frequency and washing mode in the app.

## Emptying

Auto-emptying will automatically begin when the robot returns to the dock after cleaning. To manually emptying, press ⏪ button on the docked robot or tap Empty button in the app. Press any button to stop emptying.

**Notes:**

- When auto-emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto emptying can be disabled through the app.
- Avoid frequent manual emptying.

## Drying

Drying starts automatically after mop washing or after cleaning are completed. To manually start or stopping drying, tap the Drying button in the app.

**Notes:**

- Drying duration can be modified in the app.
- Auto drying can be disabled through the app.

## Charging

After cleaning, the robot will automatically return to the dock to charge. In Pause mode, press the ⏪ button to send the robot back to the dock. The power indicator light will breath as the robot charges.

**Note:** If the robot fails to find the dock, it will automatically return to its starting location. Place the robot on the dock manually to recharge.

## System Reset

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 cleaning, WiFi, etc. will be restored to factory settings.

## Restoring Factory Settings

If the robot does not function properly after a system reset, switch it on. Press and hold the ⏪ button and at the same time, press the Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.



## Robot Error

The power indicator of the robot will flash red and a voice alert will sound. Follow the voice prompts and instructions in the app for troubleshooting.

### Notes:

- The robot will go to sleep automatically if left in a malfunctioning state for over 10 minutes.
- Placing a malfunctioning robot on the dock manually will end the current cleanup.

## Dock Error

The dock status indicator light will be steady red. Follow the voice prompts and instructions in the app for troubleshooting.

## D Routine Maintenance

### D1 Main Brush

\* Clean every 2 weeks and replace every 6-12 months

D1-1—Main Brush Cover

D1-2—Main Brush Cover Latches

D1-3—Main Brush

D1-4—Main Brush Caps

D1-5—Main Brush Bearing

D1-6—Turn over the robot and press the main brush latches to remove the main brush cover.

D1-7—Pull out the main brush and remove the main brush bearing. Rotate the main brush caps in the indicated unlock direction to remove the caps,

and remove any entangled hair or dirt at both ends of the main brush.

D1-8—Reinstall the main brush.

D1-9—Reinstall the main brush cover. Make sure that the four teeth are fully seated in the slot, and then press on the main brush cover to lock it until you hear a click.

### Notes:

- Main brush should be wiped down with a wet cloth. If the main brush is wet, air-dry it away from direct sunlight.
- Do not use corrosive cleaning fluids or disinfectants to clean the main brush.

### D2 Side Brush

\* Clean monthly and replace every 3-6 months

Unscrew the side brush screw. Remove and clean the side brush. Reinstall the brush and tighten the screw.

### D3 Omni-Directional Wheel

\* Clean as required

D3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omni-directional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

### D4 Main Wheel

\* Clean as required

Clean the main wheel with a soft, dry cloth.

### D5 Dustbin

\* Clean as required

D5-1—Open the top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Open the washable filter and empty the dustbin.

D5-3—Fill the dustbin with clean water and reinstall the washable filter. Gently shake the dustbin, and then pour out the dirty water.

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

D5-4—Leave the dustbin and the washable filter to dry.

### D6 Washable Filter

\* Clean every 2 weeks and replace the filter every 6-12 months

D6-1—Remove the filter.

D6-2—Rinse the filter repeatedly and tap it to remove as much dirt as possible.

Note: Do not touch the surface of the filter with your hands, brush, or hard objects to avoid potential damage.

D6-3—Allow at least 24 hours for the filter to dry thoroughly and reinstall it.

### D7 Mop Cloths

\* Clean as required and replace every 1-3 months

D7-1—Remove the mop cloth from the mop cloth mount. Clean the mop cloth and air-dry it.

**Note:** A dirty mop cloth will affect the washing performance. Clean it before use.

**D7-2**—Stick the mop cloth on the mount in position and firmly.

## **D8** Robot Sensors

\* Clean as required

Use a soft, dry cloth to wipe and clean all sensors, including:

**D8-1**—Dock Locator

**D8-2**—Reactive AI Obstacle Avoidance Sensor

**D8-3**—Wall Sensor

**D8-4**—Communication Sensor

**D8-5**—The Carpet Sensor

**D8-6**—Five Cliff Sensors

## **D9** Moving Dock

Lift up and move the dock. Do not move the dock by lifting the dock base, water tank handles or dust container cover directly to prevent the dock from falling off.

## **D10** Dirty Water Tank

\* Clean as required

Open the dirty water tank lid and pour out the dirty water. Fill the tank with clean water, close the lid, and shake. Pour out the dirty water. Close the lid and then re-install.

## **D11** Charging Contact Areas

\* Clean monthly

Use a soft dry cloth to wipe the charging contacts on the robot and the dock.

## **D12** Replacing Disposable Dust Bag

\* Replace as required

**D12-1**—Remove the dust container cover.

**D12-2**—Remove the disposable dust bag in the direction of the arrow and discard it.

**Notes:**

- The dust bag handle seals the bag on removal to prevent leakage.
- Always install a dust bag before closing the dust container cover to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

**D12-3**—Clean around the filter with a dry cloth. Install a new disposable dust bag in place along the slot and unfold the dust bag to maximize emptying performance.

**D12-4**—Close the cover of the dust container and make sure it is securely sealed.

## **D13** Cleaning Tank

\* Clean as required

**D13-1**—Remove the cleaning tank.

**D13-2**—Rinse the cleaning tank and the filter with water.

**D13-3**—Reinstall the cleaning tank.

# Basic Parameters

## Robot

Model	QR0PEP
Battery	14.4 V/5200 mAh (TYP) lithium-ion battery
Rated Input	20VDC 1.5A
Charging Time	Approx. 4 hours

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

## Empty Wash Fill Dock

Model	EWFD16HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Dust Collection)	3A
Rated Input (Hot water washing mop)	5.6A
Rated Input (Charging & drying)	0.6A
Rated Output	20VDC 1.5A
Charging Battery	14.4 V/5200 mAh (TYP) lithium-ion battery

## Common Issues

Problem	Solution
Unable to power on.	<ul style="list-style-type: none"><li>• The battery level is low. Put the robot on the charging dock and charge it before use.</li><li>• The battery temperature is too low or too high. Only use the robot within the range of 4-40°C (32-104°F).</li></ul>
Unable to charge.	<ul style="list-style-type: none"><li>• The charging dock is not connected, and check that both ends of the power cable are properly connected.</li><li>• If contact is poor, clean the contact areas on the charging dock and the robot.</li><li>• Confirm that the dock indicator light is on.</li></ul>
Slow charging.	<ul style="list-style-type: none"><li>• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life.</li><li>• The charging contacts may be dirty. Wipe them with a dry cloth.</li></ul>
Unable to dock.	<ul style="list-style-type: none"><li>• There are too many obstacles near the charging dock. Move it to an open area.</li><li>• The robot is too far from the charging dock. Place it closer and retry.</li><li>• The dock locator may be dirty. Wipe them with a dry cloth.</li></ul>
Noise during cleaning.	<ul style="list-style-type: none"><li>• The main brush, side brush, or main wheels may be jammed. Pause the robot and clean them.</li><li>• The omni-directional wheel is jammed. Use a screwdriver to remove it for cleaning.</li></ul>

Unable to connect to WiFi.	<ul style="list-style-type: none"><li>• WiFi disabled. Reset the WiFi and try again.</li><li>• Poor WiFi signal. Move the robot to an area with good WiFi reception.</li><li>• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app and retry.</li><li>• Unable to connect to WiFi. There may be an error with your router settings. Contact Roborock customer service for additional support.</li></ul>
Is power always being drawn when the robot is on the charging dock?	<ul style="list-style-type: none"><li>• The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.</li></ul>
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none"><li>• No. The robot can be used any time after it has been fully charged.</li></ul>
Cleaning does not resume after recharging.	<ul style="list-style-type: none"><li>• Make sure that the robot is not in DND mode. DND mode will prevent cleanup.</li><li>• The robot will not resume cleaning if users press button to recharge or manually place the robot back to the dock.</li></ul>
The robot suddenly misses a certain spot.	<ul style="list-style-type: none"><li>• The wall sensor, cliff sensors, or carpet sensor may be dirty. Wipe them with a soft dry cloth.</li></ul>

## Common Issues

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The LED status indicator light on the dock is steady red.

- Voltage error. Check that local voltage meets the requirements listed on the dock.
- Check clean water tank placement or refill as required.
- Check dirty water tank placement or empty as required.
- Check that the cleaning tank or cleaning tank filter has been correctly installed.

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Reduced emptying performance or unusual noise when emptying.

- The main brush or main brush cover is not properly installed. Check and correct installation.
- The filter, air duct, suction inlet, air inlet, dustbin or dust bag is blocked. Clean to remove blockages.

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Reduced mop washing performance.

- The mop cloth is not attached properly. Reinstall.
- The floor is dirty. Change the mop washing mode in the app for better cleaning.

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Auto Drying is not working.

- Auto Drying is disabled. Check in-app settings.
- Auto drying starts only after mopping or mop washing.

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Auto-emptying is not working.

- Auto-emptying is disabled. Check in-app settings.
  - Dock dust container cover is not installed. Check and install.
  - Auto-emptying will not be triggered if the robot returns to the dock without cleaning.
  - The robot will not auto-empty after returning to the dock in the Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually.
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The mop is not washed.

- The mop will not be washed if not used.
- The robot will not return to the dock for mop washing if it does not start from the dock or no dock is found on the app map.
- Check clean water tank placement or refill as required.
- Check dirty water tank placement or empty as required.
- Check that the cleaning tank or cleaning tank filter has been correctly installed.

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Hot water washing mop is not working.

- Check that hot water washing mop is enabled in the app.

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Unable to extend the mop cloths.

- Check that corner stretch mopping is enabled in the app.
  - The mop cloths will only extend along walls and certain obstacles.
  - Please check if the mop extension structure is stuck.
-