

DREAME D20 Ultra

DREAME D20 Ultra Robot Vacuum Cleaner User Manual

Model: D20 Ultra (RLD31SE_1)

INTRODUCTION

This manual provides essential information for the safe and efficient operation of your DREAME D20 Ultra Robot Vacuum Cleaner. Please read it thoroughly before first use and retain it for future reference.

Key Features:

- **Powerful 13,000Pa Suction:** Designed to effectively clean dirt, dust, and pet hair from various floor types.
- **Self-Cleaning & Drying Mop:** The PowerDock automatically washes and air-dries the mop pads, reducing manual maintenance.
- **Smart Carpet Detection:** Features ultrasonic carpet detection, automatic suction boost, and mop lifting for optimized cleaning across different surfaces.
- **Intelligent Mapping & Obstacle Avoidance:** Utilizes Smart Pathfinder technology for precise navigation and obstacle avoidance.
- **App & Voice Control:** Manage cleaning schedules and settings remotely via the Dreame app or voice assistants.

1. SETUP

Before operating your DREAME D20 Ultra, follow these steps for initial setup.

1.1 Unpacking and Component Check

Carefully remove all components from the packaging. Verify that all items listed below are present.



Image: What's in the Box

This image displays all components included with the DREAME D20 Ultra: the robot vacuum, base station, two pre-installed mop pads, two mop pad holders, one side brush, two dust bags (one pre-installed), a user manual, and a base station ramp extension plate.

Included Components:

- Robot Vacuum x 1
- Base Station x 1
- Side Brush x 1
- Mop Pad x 2 (pre-installed)
- Mop Pad Holder x 2
- User Manual x 1
- Dust Bag x 2 (one pre-installed)
- Base Station Ramp Extension Plate x 1

1.2 Base Station Placement

Place the base station on a hard, level surface against a wall. Ensure there is adequate clear space around the base station for the robot to dock and maneuver.

- Leave at least 0.5 meters (1.6 feet) of clear space on both sides of the base station.
- Leave at least 1.5 meters (4.9 feet) of clear space in front of the base station.
- Ensure the area is free from obstacles, direct sunlight, and heat sources.
- Connect the power cord to the base station and plug it into a power outlet.

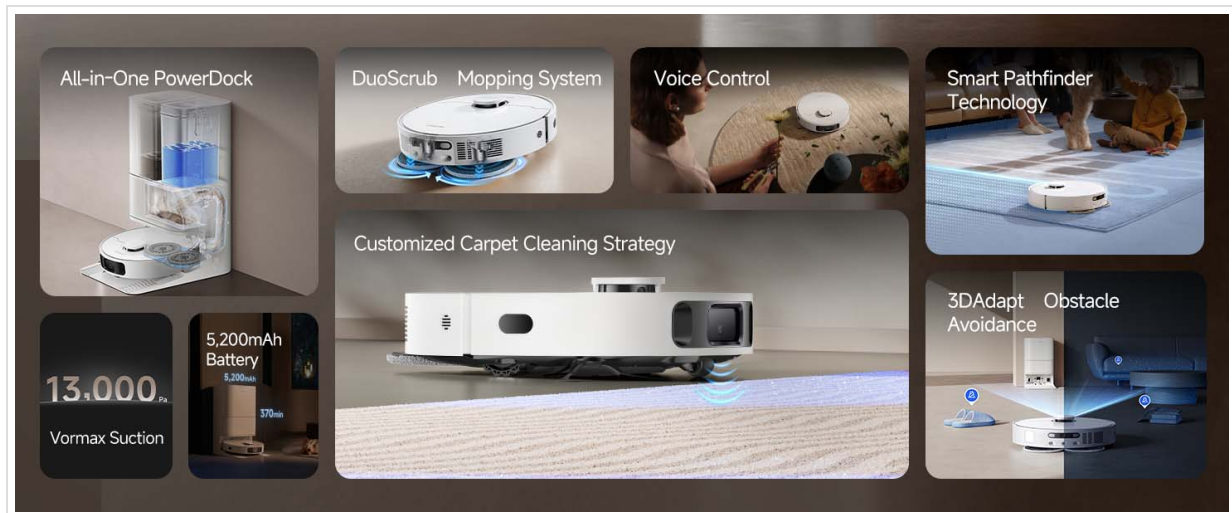


Image: Base Station Placement Guidelines

This diagram illustrates the recommended clear space around the base station for optimal robot navigation and docking.

1.3 Initial Charging

Place the robot vacuum onto the base station. Ensure the charging contacts align. The robot will automatically begin charging. For first-time use, fully charge the robot before operation.

1.4 App Connection

Download the Dreame Home app from your mobile device's app store. Follow the in-app instructions to connect your DREAME D20 Ultra to your Wi-Fi network and complete the initial setup.

2. OPERATING INSTRUCTIONS

Learn how to effectively use your DREAME D20 Ultra for various cleaning tasks.

2.1 Starting and Pausing Cleaning

- **Via Robot:** Press the power button on the robot once to start or pause cleaning.
- **Via App:** Use the Dreame Home app to start, pause, or stop cleaning cycles.

2.2 Cleaning Modes

The D20 Ultra offers multiple cleaning modes accessible through the Dreame Home app:

- **Vacuuming Mode:** For dry debris removal. The robot provides 13,000Pa Vortex™ suction power.
- **Mopping Mode:** For wet cleaning of hard floors using the DuoScrub™ mopping system.
- **Vacuum & Mop Mode:** Simultaneous vacuuming and mopping.
- **Custom Cleaning:** Define specific areas or rooms for cleaning.



Image: Powerful Suction in Action

This image shows the DREAME D20 Ultra robot vacuum cleaning a floor, highlighting its 13,000Pa Vormax™ suction capability for picking up various debris.

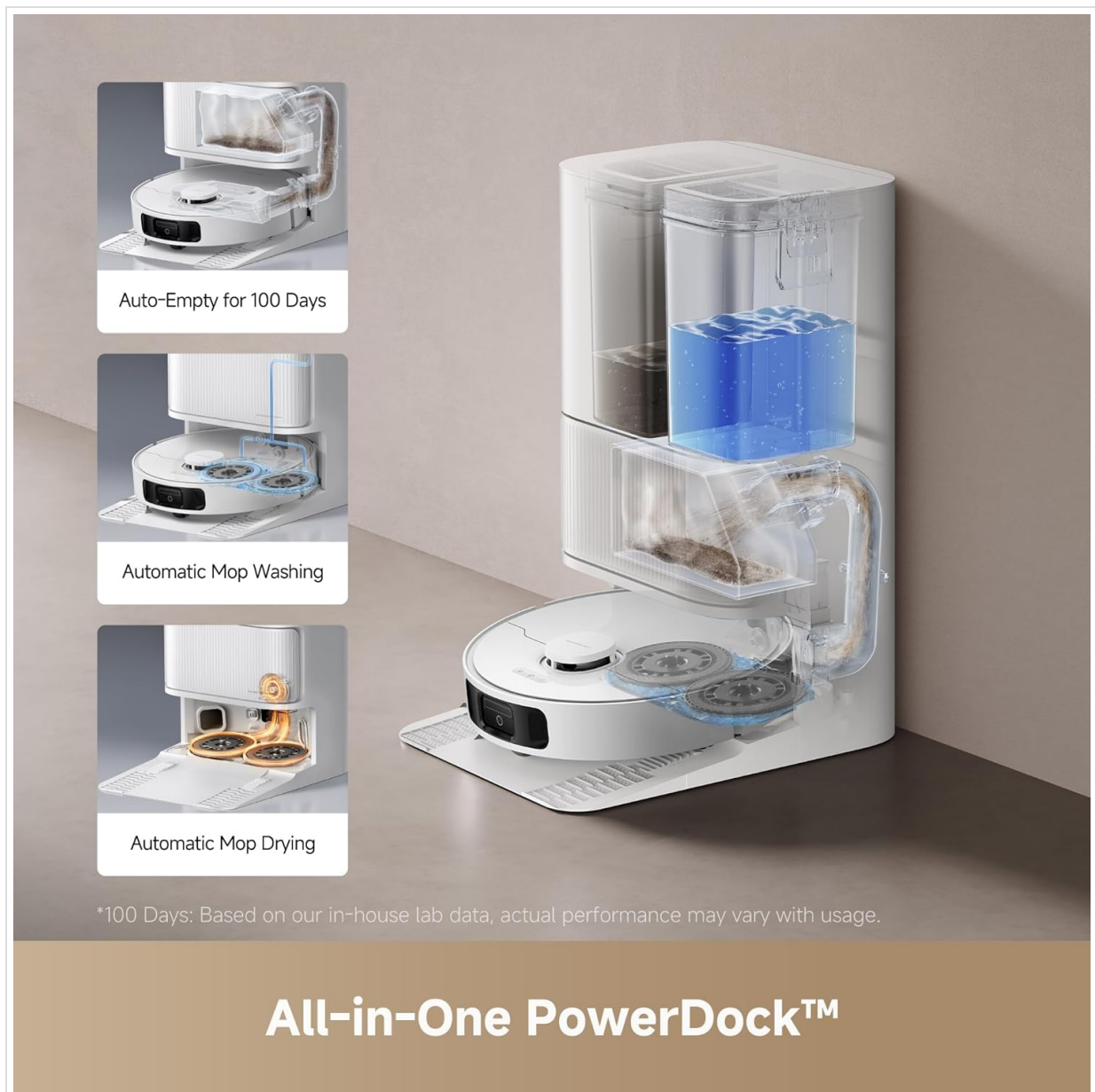


Image: DuoScrub™ Mopping System

This image illustrates the DuoScrub™ mopping system with its two high-speed rotary mops designed for effective wet cleaning.

2.3 Smart Carpet Cleaning

The D20 Ultra automatically detects carpets using ultrasonic sensors. When a carpet is detected:

- Suction power is automatically boosted for deeper cleaning.
- Mop pads are lifted by 10.5mm to prevent wetting the carpet during mopping tasks.



DuoScrub™ Mopping Power

Image: Smart Carpet Cleaning Strategy

This image demonstrates the robot's ability to detect carpets, boost suction, and lift its mops to protect carpets during cleaning.

2.4 Navigation and Obstacle Avoidance

The robot uses Smart Pathfinder™ technology and 3DAdapt™ obstacle avoidance for efficient navigation. It maps your home and avoids furniture and other objects.

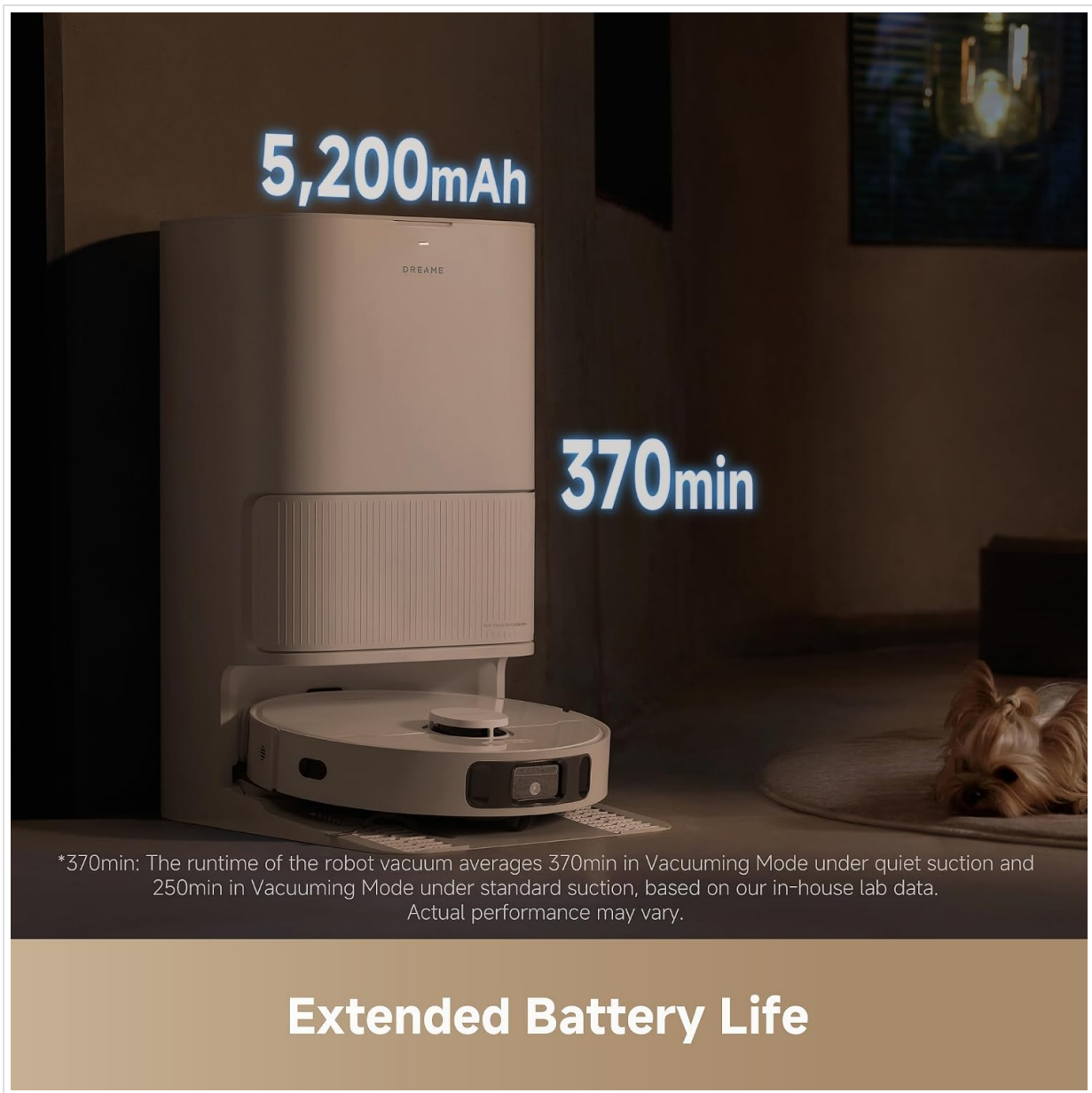


Image: Obstacle Avoidance

The robot vacuum is shown navigating around common household obstacles, illustrating its 3DAdapt™ obstacle avoidance capabilities.

2.5 Edge-to-Edge Cleaning (RoboSwing™)

The RoboSwing™ technology allows the robot to extend its cleaning reach into corners and along baseboards, ensuring thorough coverage.



Reach the Unreachable

Elevate your corner cleaning with RoboSwing™ technology, crafted to effectively remove dust from baseboards and hard-to-reach areas.

Image: Reach the Unreachable

This image demonstrates the robot's RoboSwing™ technology, allowing it to clean effectively along edges and into corners.

2.6 Voice Control

The D20 Ultra is compatible with popular voice assistants like Alexa, Google Home, and Siri. Link your robot to your preferred voice assistant through the Dreame Home app to control it with voice commands.



Air-Dried Mops, Odor-Free Floors

Following mop washing, warm air drying effectively keeps odors, mold, and dampness at bay.

Image: Fully Voice Compatible

This image shows the robot being controlled via voice commands, highlighting its compatibility with major voice assistants.

3. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your DREAME D20 Ultra.

3.1 All-in-One PowerDock™ Maintenance

The PowerDock handles automatic dust emptying, mop washing, and mop drying.



Image: All-in-One PowerDock™ Functions

This image illustrates the PowerDock's capabilities, including automatic dust emptying, mop washing, and warm air drying.

3.1.1 Dust Bag Replacement

The PowerDock can auto-empty the robot's dustbin for up to 100 days. Replace the dust bag in the base station when the indicator light or app notification prompts you.

Fully Voice Compatible

Easily manage your cleaning with popular voice assistants like Alexa, Siri, and Google Home* without lifting a finger.



Alexa



Google Home



Siri

*Alexa, Siri, and Google Home: The third-party service requires a device that integrates voice technology.

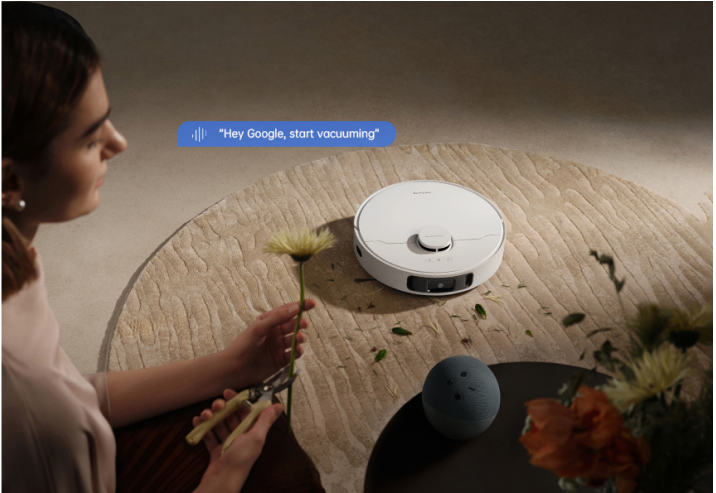


Image: Hands-Free Dust Emptying

This image demonstrates the automatic dust emptying feature into a 3.2L dust bag within the base station, providing up to 100 days of hands-free operation.

3.1.2 Water Tank Maintenance

The base station contains a clean water tank (4.5L) and a used water tank (4L). Regularly empty the used water tank and refill the clean water tank to ensure effective mop washing.

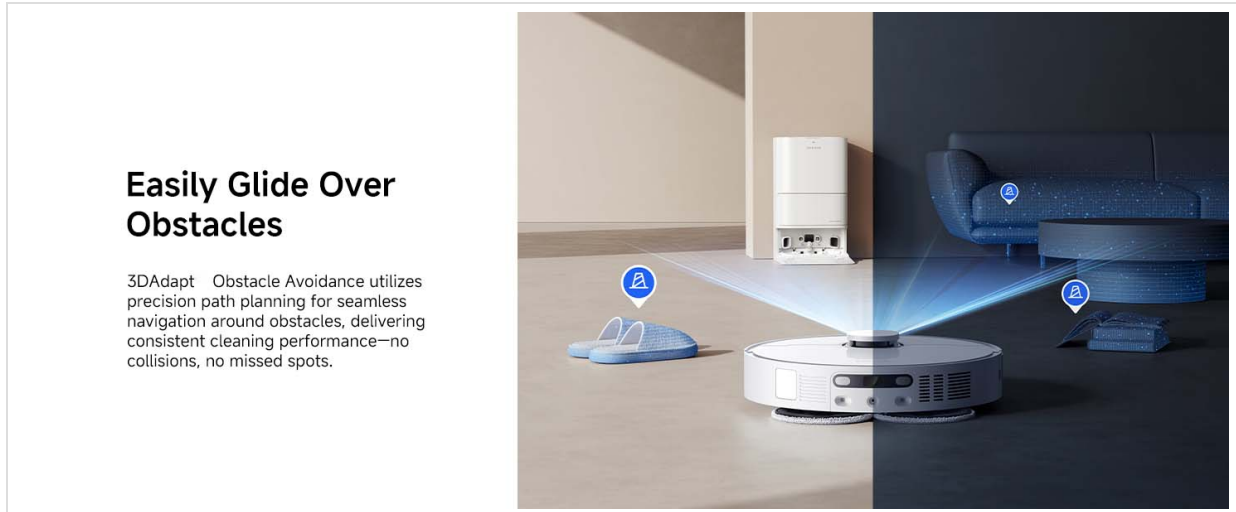


Image: Easy Mop Care for Gleaming Floors

This image illustrates the base station's water tanks, which facilitate automatic mop washing to remove stains and dirt from the mop pads.

3.1.3 Mop Drying

After washing, the PowerDock uses warm air drying to prevent odors, mold, and dampness on the mop pads.

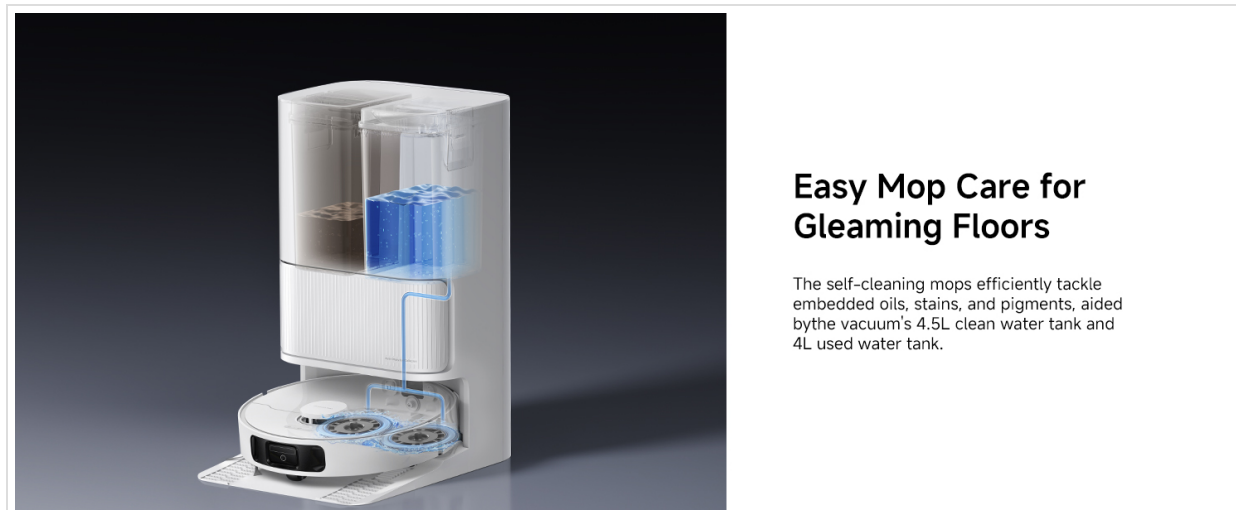


Image: Air-Dried Mops, Odor-Free Floors

This image shows the warm air drying process for the mop pads within the base station, designed to prevent odors and mold.

3.2 Robot Components Maintenance

- **Main Brush:** Regularly remove hair and debris tangled around the main brush.
- **Side Brush:** Check for tangled hair or damage. Replace if necessary.
- **Sensors:** Wipe all sensors (cliff sensors, wall sensors, etc.) with a dry cloth to ensure proper navigation.

- **Mop Pads:** While the PowerDock washes them, occasionally inspect mop pads for wear and tear. Replace when cleaning performance diminishes.

4. TROUBLESHOOTING

If you encounter issues with your DREAME D20 Ultra, refer to the following common problems and solutions.

Problem	Possible Cause	Solution
Robot does not start or respond.	Low battery; power button not pressed correctly; robot stuck.	Ensure robot is fully charged. Press and hold the power button. Check for obstructions.
Poor cleaning performance.	Full dust bag; clogged brushes; dirty sensors; worn mop pads.	Replace dust bag. Clean main and side brushes. Wipe sensors. Replace mop pads.
Robot cannot return to base station.	Base station obstructed; robot too far from base station; base station not powered.	Ensure clear path to base station. Place robot closer to base station. Check power connection.
App connection issues.	Incorrect Wi-Fi password; weak Wi-Fi signal; robot not in pairing mode.	Verify Wi-Fi credentials. Move robot closer to router. Follow app instructions for pairing mode.
Mop pads not cleaning effectively.	Dirty water tank full; clean water tank empty; worn mop pads.	Empty dirty water tank. Refill clean water tank. Replace mop pads.

For further assistance, refer to the Dreame Home app or contact customer support.

5. SPECIFICATIONS

Detailed technical specifications for the DREAME D20 Ultra Robot Vacuum Cleaner.

Brand: DREAME

Model Number: RLD31SE_1

UPC: 810142563017

Suction Power: 13,000Pa Vormax™

Battery Life: 370 Minutes (Vacuuming Mode, quiet suction)

Battery Type: Lithium Ion

Control Method: App, Voice

Special Features: RoboSwing & Edge-to-Edge Mopping, Ultrasonic Carpet Intelligence, All-in-One PowerDock™ (True Autonomy), 3DAdapt™ & Smart Pathfinder™ Navigation

Surface Recommendation: Tile, marble, wood, carpets, granite, etc.

Product Dimensions (L x W x H): 35L x 45W x 59H Centimeters

Item Weight: 12000 Grams

Included Components: Robot, Base Station, Side Brush, Mop Pads, Mop Pad Holders, User Manual, Dust Bags, Base Station Ramp Extension Plate

Country of Origin: China

6. WARRANTY AND SUPPORT

6.1 Manufacturer Warranty

The DREAME D20 Ultra comes with a **1 Year Manufacturer Warranty**.

For warranty claims or service, please retain your proof of purchase.

6.2 Customer Support

For technical assistance, troubleshooting, or service inquiries, please contact DREAME customer support:

- **Email:** Support.in@dreame.tech
- **Customer Support Contact Number:** 1-800-309-3942
- **Operating Hours:**
 - Monday to Saturday: 10:00 AM to 6:00 PM
 - Sunday: 10:00 AM to 4:00 PM

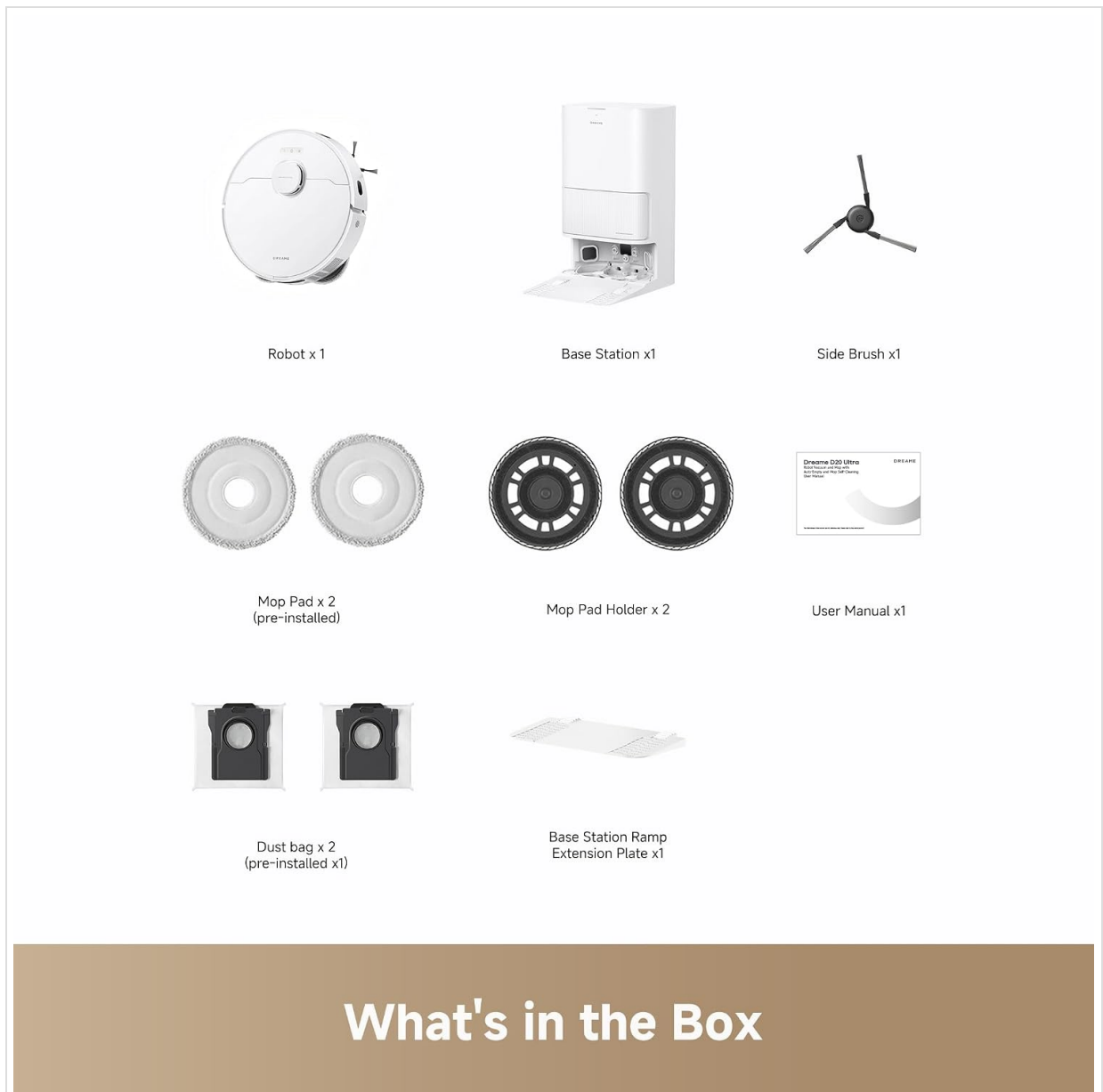


Image: DREAME India Support

This image provides contact details and service coverage information for DREAME India, including email, phone number, and operating hours.

DREAME offers service support covering 165 cities and provides home pick-up and drop-off services.