ECOVACS

DEEBOT T50S OMNI

Instruction Manual

Instruction Manual ..... **EN | P03**

Bedienungsanleitung ..... **DE | P29**

Manuel d'instructions ..... **FR | P55**

Manuale d'istruzioni ..... **IT | P81**

Bruksanvisning ..... **SE | P107**

Bruksanvisning ..... **NO | P133**

Brugsanvisning ..... **DK | P159**

Käyttöopas ..... **FI | P185**

Kullanım Kılavuzu ..... **TR | P211**

For the Instruction Manual in further languages, visit: https://www.ecovacs.com.

Die Bedienungsanleitung in anderen Sprachen findest du unter: https://www.ecovacs.com.

Pour obtenir le Manuel d'instruction dans différentes langues, visitez : https://www.ecovacs.com.

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Käyttöopas on saatavilla muilla kielillä osoitteessa https://www.ecovacs.com.

Diğer dillerde sunulan Kullanım Kılavuzu için şu adresi ziyaret edin: https://www.ecovacs.com.

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.
3. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
4. 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.
5. Only use as described in this manual. Only use attachments recommended or sold by the manufacturer.
6. For INDOOR household use ONLY. Do not use the Appliance in outdoor, commercial or industrial environments.
7. Do not use without dust bin and/or filters in place.
8. Turn OFF the Power Switch before removing the Dust Bin.
9. Do not operate the Appliance in an area where there are lit candles or fragile objects.
10. Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
11. Do not operate the Appliance in a room where an infant or child is sleeping.

12. Do not use Appliance on wet surfaces or surfaces with standing water.
13. Do not allow the Appliance to pick up large objects like stones, large pieces of paper or any item that may clog the Appliance.
14. 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.
15. 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.
16. 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.
17. If the power cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
18. Turn OFF the power switch before cleaning or maintaining the Appliance.
19. The lithium battery type suitable for CH2453M is Max. 8 cells, max. nominal voltage DC 14.4V, rated capacity 4800mAh.The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
20. Please dispose of used batteries according to local laws and regulations.
21. Do not incinerate the Appliance even if it is severely damaged. The batteries can explode in a fire.
22. The Appliance must be used in accordance with the directions in this Instruction Manual. Ecovacs Home Service Robotics cannot be held liable or responsible for any damages or injuries caused by improper use.
23. The robot contains batteries that are only replaceable by skilled persons. To replace the robot's battery, please contact Customer Service.
24. Please make sure your power supply source voltage matches the power voltage marked on the OMNI Station.
25. Use only the original rechargeable battery and OMNI Station provided with the Appliance from the manufacturer. Non-rechargeable batteries are prohibited.
26. 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.
27. 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.
28. 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.
29. The plug must be removed from the receptacle before cleaning or maintaining the OMNI Station.
30. 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.
31. When not using the OMNI Station for a long period of time, please unplug it.
32. If the robot will not be used for a long time, power OFF the robot for storage and unplug the OMNI Station.
33. WARNING-Add clean water into the clean tank only.
34. **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit CH2453M provided with the Appliance.

To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended. The antenna used for this transmitter must not be co-located in conjunction with any other antenna or transmitter.

Device Update

Typically, some devices are updated bi-monthly, but not always so specific.

Some devices, especially those that went on sale more than three years ago, will only be updated if a critical vulnerability is found and fixed.

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

The remote surveillance is for the absolute private use of non-public, private owned places for the pure self-protection and single control intended only. Please be aware of the local data protection based legal obligations in case of use. No surveillance of public places, especially with clandestine intent and/or on the part of the employer without justified reasons. Such not justified use is in the risk and responsibility of the user only.

European Union Compliance Statement

Information on Disposal for Users of Waste Electrical & Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points.
Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.
To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point.
Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

Information on Disposal for Users of used batteries



This symbol means that batteries and accumulators, at their end-of-life, should not be mixed with unsorted municipal waste. Your participation is an important part of the effort to minimize the impact of batteries and accumulators on the environment and on human health. For proper recycling you can return this product or the batteries or accumulators it contains to your supplier or to a designated collection point, which is free of charge.
Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.
Penalties may be applicable for incorrect disposal of this waste, in accordance with your national .legislation.
there are separate collection systems for used batteries and accumulators.
Please, dispose of batteries and accumulators correctly at your local community waste collection/recycling center.

Restriction of the use of certain hazardous substances (RoHS) Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares the whole product including parts (cables, cords, and so on) meets the requirements of RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2.0").

Radio Equipment Directive

Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU.

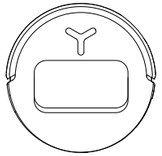
Europe Authorised Representative:

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

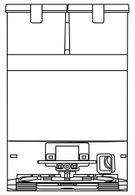
Ecovacs Home Service Robotics Co., Ltd. hereby declares that the product comply with the essential requirements and other relevant provisions of the RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863, the Radio Equipment Directive 2014/53/EU.
The declaration of conformity can be viewed at the following address: https://www.ecovacs.com/global/compliance.

PACKAGE COMPONENTS

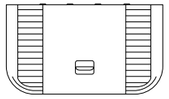
1 Package Contents



DEEBOT



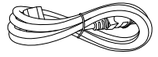
OMNI Station (with built-in dust bag)



Base



Side Brush



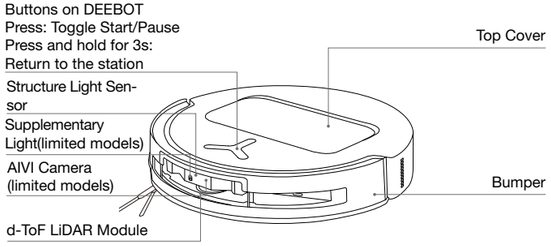
Power Cord



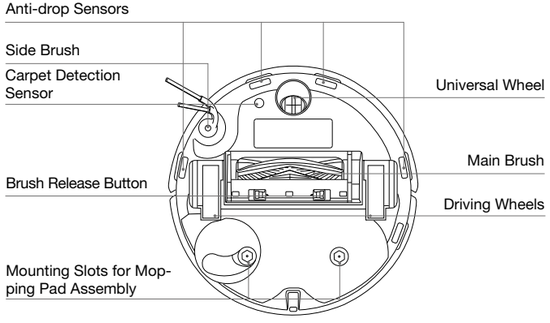
Instruction Manual

2 Components

1. DEEBOT Front View

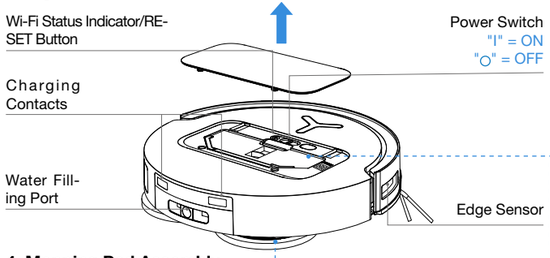


2. DEEBOT Bottom View

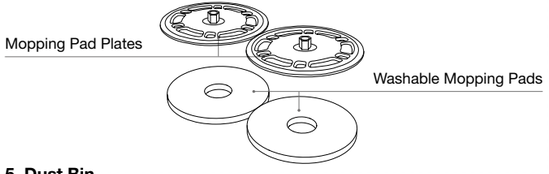


3. Inside DEEBOT (under the top cover)

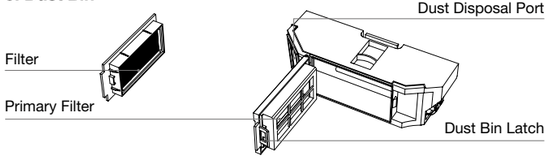
RESET Button
Network Setup: Press the Reset button once; a voice prompt will guide you through network setup process.
Factory Reset: Press and hold the Reset button for 5 seconds. After hearing the voice prompt, the startup music will play, and DEEBOT will be restored to factory settings. Please use with caution.



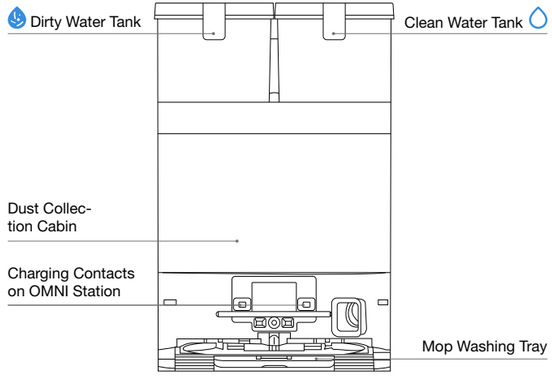
4. Mopping Pad Assembly



5. Dust Bin



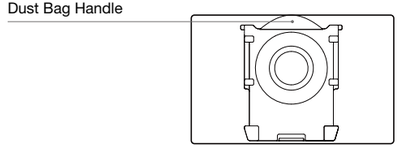
6. OMNI Station Front View



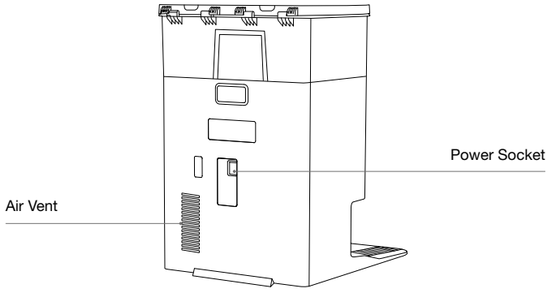
Note:

• If DEEBOT fails to charge, please wipe the charging contacts with a clean and dry cloth.

7. Dust Bag



8. OMNI Station Back View

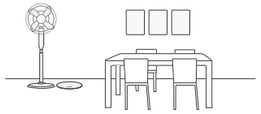


9. Sensor Overview

Component	Functional Description
d-ToF LiDAR Module	DEEBOT uses lasers to calculate the distance to surrounding objects by measuring the time-of-flight necessary for the emitted laser light to be reflected back to the sensors. As DEEBOT navigates within a given environment, it locates the positions of surrounding obstacles and constructs a map of the spatial environment it operates in. The detection range is 10m.
Structure Light Sensor	The sensor emits infrared rays and receives the light reflected back from obstacles in its path. It then calculates the distance to the obstacle using similar triangles. When the sensor detects a nearby obstacle, DEEBOT automatically turns to navigate around it. The detection range is 0.4m.
Anti-drop Sensors	An infrared sensor mounted on the bottom of DEEBOT monitors the distance between the robot's base and the ground. When a downward step is detected ahead (e.g., >55 mm on white surfaces, >30 mm on black surfaces) and the sensor reading exceeds a preset threshold, DEEBOT stops moving forward and enables it anti-drop function.
Carpet Sensor	The sensor emits 300 kHz ultrasonic waves via an ultrasonic probe. Carpet absorbs ultrasonic energy, so if the echoed energy is below a preset threshold, DEEBOT thereby detects the presence of carpet. In ECOVACS laboratory testing, the system can identify more than 50 types of carpets on the market.
Anti-Collision Sensor	With the principle of the Optocoupler Switch, DEEBOT will avoid obstacles before collision.
Edge Sensor	DEEBOT uses linear laser to detect the distance between DEEBOT and objects on its side. When there is a wall or obstacle on the right, DEEBOT performs an edge-following motion to avoid incomplete cleaning and prevent collisions.
AIVI Camera	An AI camera captures images of the surrounding environment; *This allows recording videos and enables remote video calling through interaction with the microphone. (limited models)

Use

1 Notes before Cleaning

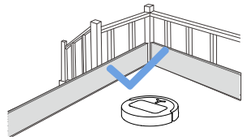


Tidy up the Area to be Cleaned

For the maximum cleaning area possible, put furniture, such as tables, chairs, and pedestal fans, in their proper place and put away low-lying items, such as weight scales, before using DEEBOT.



Remove objects, including cables, clothes, and slippers, from the floor to improve cleaning efficiency.



Prevent DEEBOT from Falling

Place a physical barrier at the edge of a drop, such as staircases and steps, to stop the DEEBOT from falling over the edge.



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

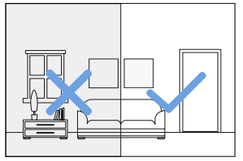


Open Doors and Help DEEBOT Explore

Open all doors to rooms to help DEEBOT fully explore your house and create a map during its first use.



Please do not stand in front of DEEBOT, on thresholds, or in narrow passageways, as this may prevent the robot from identifying the area to be cleaned.



Provide Sufficient Lighting

Ensure all cleaning areas are well-lit to support DEEBOT's AIVI camera in accurately avoiding obstacles such as shoes, socks, and cords.



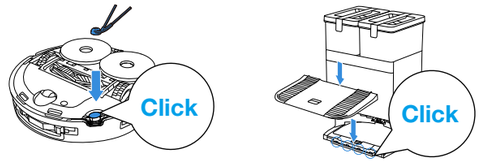
Ensure the clarity of the DEEBOT's vision and avoid scratching or smudging the AIVI camera lens with fingerprints or oily stains. Use a clean, soft cloth to wipe the camera, instead of cleaning agents, detergents, or sprays.

2 Quick Start

Remove all protective materials before using the appliance.

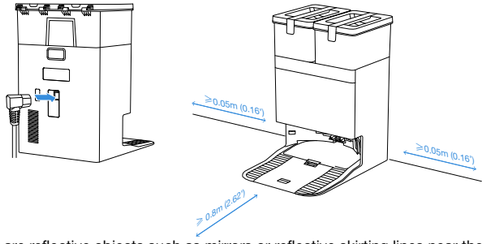
1. DEEBOT and OMNI Station Installation

A "click" sound indicates proper installation.



2. Connect to Power and Place the Station

Place the OMNI Station against a wall on a flat, hard surface. Do not place any objects within 0.05m to the left or right and 0.8m in front.

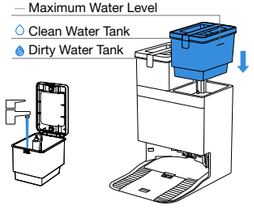


Note:

- If there are reflective objects such as mirrors or reflective skirting lines near the OMNI Station, the bottom 14 cm of such objects should be covered.
- Do not place the OMNI Station in direct sunlight.
- It is recommended to place it in a location with strong Wi-Fi signal for a better user experience.

3 Fill the Clean Water Tank

Take out the clean water tank, open the tank cover, and fill the tank with water up to the maximum water level line. After refilling, close the tank cover and reinstall the clean water tank into the station.



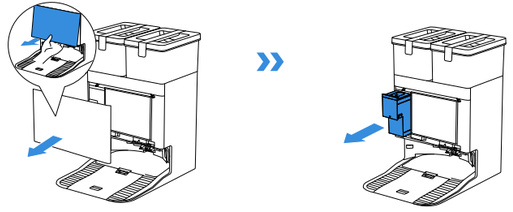
Note:

- Use a clean, dry cloth to wipe off any water on the surface of the tank before placing it in position.
- Before using, ensure that the covers of the clean water tank and dirty water tank are locked to avoid affecting normal operation.
- Any water marks in the water tanks are from function testing. They will not affect performance.

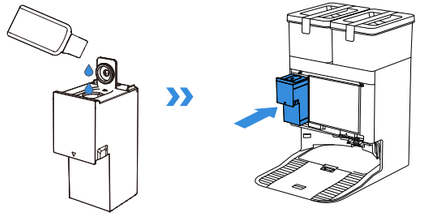
4 Add Cleaning Solution

For Stations with automatic refilling (on select models), please add solution as follows:

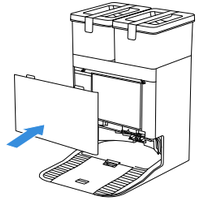
1. Take off the dust collection cover, insert your finger into the tab at the bottom of the cleaning solution box, pull out the box, and place it on a hard, level surface.



2. Open the cleaning solution box lid and add ECOVACS DEEBOT cleaning solution. Close the cleaning solution box lid and install it into the station.



3. Return the dust collection cabin cover and press the cover firmly to secure it in position.



Note:

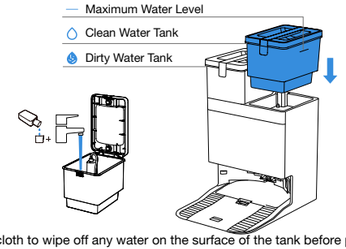
- To extend its lifespan, please use only ECOVACS DEEBOT Cleaning Solution.
- Do not allow foreign objects to fall into the cleaning solution box.

For Stations without automatic refilling, please add solution as follows:

Fill the clean water tank to the maximum water level line, then add an appropriate amount of cleaning solution using the bottle cap at a dilution ratio of 1:200. Close the water tank cover and gently shake to mix before use.

Note:

To extend its lifespan, please use only ECOVACS DEEBOT Cleaning Solution.



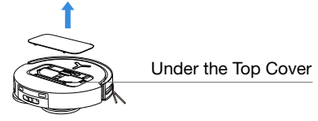
Note:

- Use a clean, dry cloth to wipe off any water on the surface of the tank before placing it in position.
- Before using, ensure that the covers of the clean water tank and dirty water tank are locked to avoid affecting normal operation.
- Any water marks in the water tanks are from function testing. They will not affect performance.
- If the product you purchased features automatic refilling, we recommend adding the cleaning solution using the following steps.

5 Download the ECOVACS HOME App

Download the ECOVACS HOME App to explore more features of DEEBOT:

Option 1: Scan the QR code under the top cover to download the App.



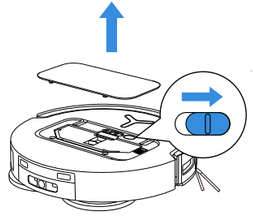
Option 2: Search "ECOVACS HOME" on the App Store or Google Play to download the App.



Note: After installation, follow the on-screen instructions in the mobile app to complete registration, login, and network setup.

6 Power on DEEBOT

Turn on the power switch under DEEBOT's cover ('I' = ON, 'O' = OFF), and place DEEBOT in front of the station that is connected to the power supply.



7 Connect DEEBOT with APP

Wi-Fi Network Requirements:

- You are using a 2.4 GHz or 2.4/5 GHz mixed network.
- Your router supports 802.11b/g/n and IPv4 protocol.
- Do not use a VPN (Virtual Private Network) or Proxy Server..
- Do not use a hidden network.
- WPA and WPA2 using TKIP, PSK, AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is not supported.
- Use Wi-Fi channels 1-11 in North America and channels 1-13 outside North America (refer to local regulatory agency).
- If you are using a network extender/repeater, the network name (SSID) and password are the same as that of your primary network.
- Please enable the WPA2 on your router.

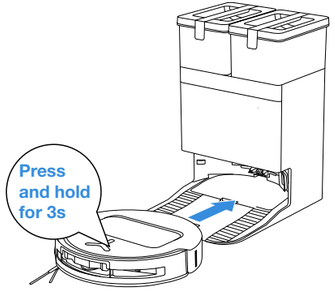
Wi-Fi Indicator

	Slow flashing white light	Wi-Fi Disconnected
	Fast flashing white light	Connecting
	Steady white light	Connected to Wi-Fi

Please be aware that intelligent features such as remote startup, voice interaction, 2D/3D map display and control settings, and personalized cleaning (depending on the Appliance) require the ECOVACS HOME App, which is constantly updated. You need to agree to our Privacy Policy and User Agreement so that we can process some of your essential and necessary information before you can use certain features of the ECOVACS HOME App to control the Appliance. Should you disagree with our Privacy Policy and User Agreement, such features will be unavailable. However, you can still use the basic features of this appliance for manual operation.

8 DEEBOT Charging

Use the ECOVACS HOME app to recall DEEBOT or press and hold the ⏻ button on DEEBOT for 3s to allow DEEBOT to the OMNI Station for charging.



Note:

- DEEBOT cannot charge when it is powered off.
- After cleaning, it is recommended to keep DEEBOT powered on and charging to ensure it is ready for the next cleaning session
- To facilitate DEEBOT's smooth return to charging after cleaning, it is recommended that DEEBOT start from the OMNI Station and not move the OMNI Station during cleaning.

9 Starting Cleaning

1. Start Mapping

When creating a map for the first time, please follow DEEBOT to help with some minor issues.
For example, DEEBOT may get stuck under furniture. Please refer to the following solutions:
① Raise the low-sitting furniture if possible;
② Cover the bottom of the furniture;
③ Set up a virtual boundary via the App.

2. Starting Cleaning

- During sweeping and mopping, DEEBOT can recognize the floor type and automatically raise the mopping pads when encountering carpet, without requiring manual disassembly of the mopping pad or the mopping pad plate. Please do not use DEEBOT on shaggy rugs or carpets with fibres longer than 10 mm. It is recommended to fold up the shaggy rugs with fibres longer than 10 mm during the cleaning process, or set the shaggy carpeted area as a no-entry zone by setting a virtual boundary in the ECOVACS HOME App.

Please ensure that DEEBOT is in the station and is fully charged before cleaning for the first time. Press ⏻ on DEEBOT to start. You can also use the ECOVACS HOME App to start.



Note:

- To extend the lifespan of the washable mopping pad, do not remove it frequently.
- Do not scratch the mopping pad plates with a rag or other objects.
- Replace the mopping pads in time as prompted by the ECOVACS HOME App. Explore more accessories in the ECOVACS HOME App or at https://mall.ecovacs.com.

3. Pause

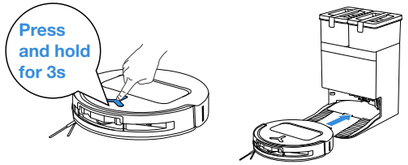
Press ⏻ on DEEBOT to pause it while it is working. You can also use the ECOVACS HOME App to pause DEEBOT.

4. Wake Up

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

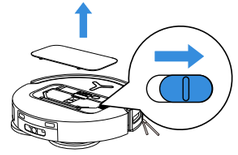
5. Back to Station

Use the ECOVACS HOME APP to recall DEEBOT, or press and hold the ⏻ button on DEEBOT for 3 s, to allow DEEBOT to dock for charging.



6. Deep Sleep Mode

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



Regular Maintenance

1Maintenance Frequency

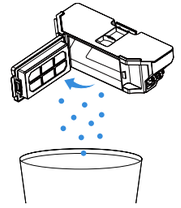
To keep DEEBOT running at peak performance, perform maintenance and replace parts at the following frequencies:

Part	Maintenance Frequency	Replacement Frequency
Washable Mopping Pad	/	Every 1-2 months
Dust Bag	/	When App prompts
Side Brush	Every 2 weeks	Every 3-6 months
Main Brush	Every 1 week	Every 6-12 months
Filter	Every 1 week	Every 3-6 months
Structure Light Sensor Universal Wheel Anti-drop Sensors Bumper Charging Contacts on DEEBOT Charging Contacts on OMNI Station d-ToF LiDAR Module AIVI Camera	Every 1 month	/
Clean Water Tank	Every 3 months	/
Dirty Water Tank	Every 1 month	/
Dust Collection Cabin	Every 1 month	/
Body and Bottom of the Station	Every 1 month	/

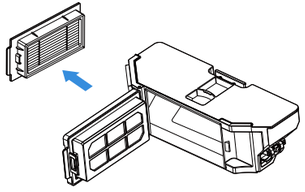
Note: Explore more accessories at the ECOVACS HOME App or at https://mall.ecovacs.com.

2Dust bin

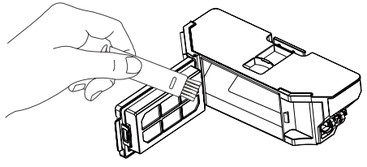
1. Open the dust bin cover and empty the dust box.



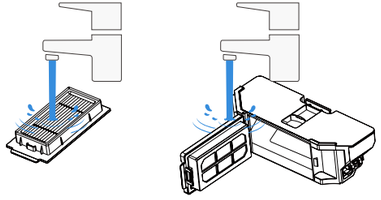
2. Open the filter net and remove the filter.



3. Clean the dust from both sides of the filter net.

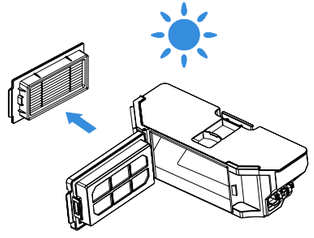


4. Rinse the dust bin and filter with water and shake off the water droplets.



Note:
- Rinse with clean water as shown in the figure.
- Do not brush or scrub the filter element by hand.

5. Air Dry

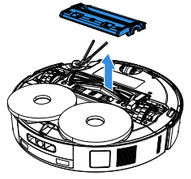


Note: Please ensure the filter element is completely dry before use.
We recommend purchasing ECOVACS DEEBOT filter replacement and cleaning tools from the ECOVACS HOME App or at https://mall.ecovacs.com

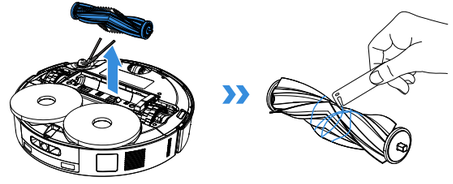
3Main Brush and Side Brush

Clean the Main Brush

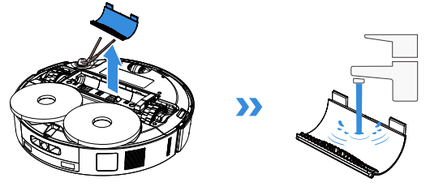
1. Open the main brush cover.



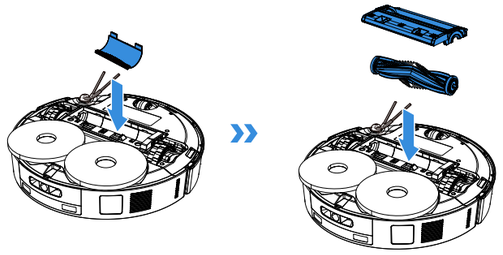
2. Take out and clean the main brush.



3. Take out and clean the comb teeth.

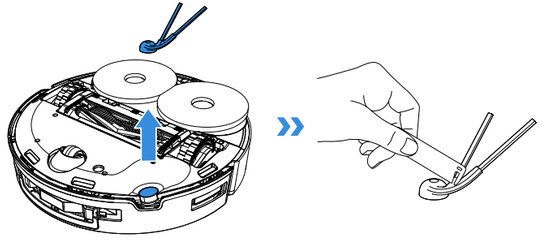


4. Install Comb Teeth, Main Brush and Main Brush Cover



Clean the Side Brush

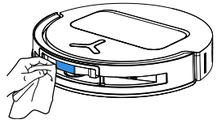
1. Remove and clean the side brush.



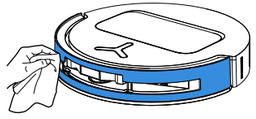
Note: Explore more accessories at the ECOVACS HOME App or at https://mall.ecovacs.com.

4 Other Components

Clean the Sensor Lens



Clean the Bumper



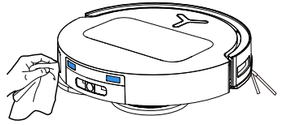
Note: Please use a dry cloth when cleaning the sensor lens and bumper. Do not use a wet cloth to prevent water damage.

Clean the d-ToF LiDAR Module



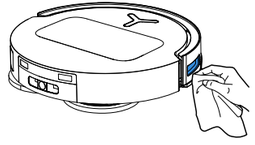
Note: When cleaning the LiDAR module, turn the radar glass lens to the front and gently wipe it with a small brush.

Clean the Charging Contacts

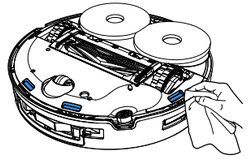


Note: The charging contacts contain sensitive electronic components. Please use a dry cloth when cleaning; do not use a wet cloth to prevent damage from water ingress.

Clean the Edge Sensor

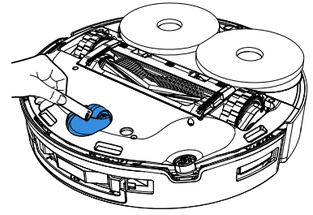


Clean the Anti-drop Sensors

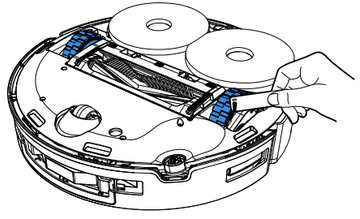


Note: Please use a dry cloth when cleaning the sensor lens and bumper. Do not use a wet cloth to prevent water damage.

Clean the Universal Wheel

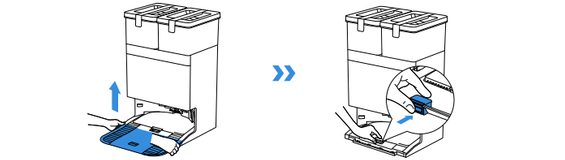


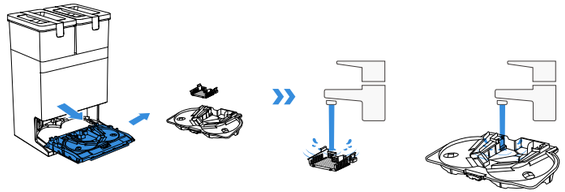
Clean the Driving Wheels



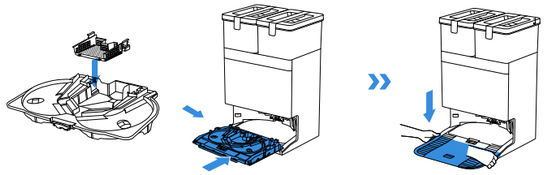
5 Mop Washing Tray

1. Take out and clean the mop washing tray and station slope base.





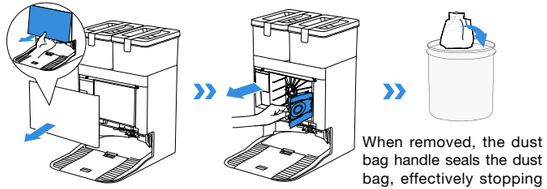
2. Install the mop washing tray and station slope base.



Note: Please ensure correct installation to avoid affecting normal operation.

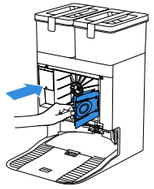
6 Dust Bag

1. Discard the dust bag

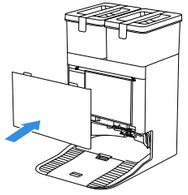


When removed, the dust bag handle seals the dust bag, effectively stopping dust from leaking out.

2. Wipe the dust collection bin with a dry cloth, then install a new dust bag.

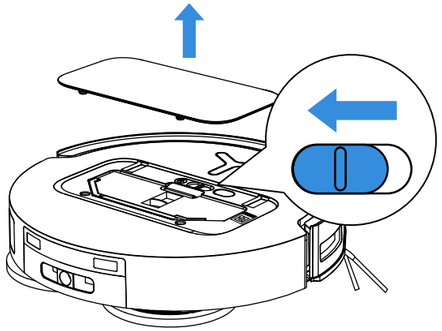


3. Return the dust collection cabin cover and press the cover firmly to secure it in position.



7 Power Off and Storage

If DEEBOT will not be used for an extended period, please fully charge it and power it off before storage.
Recharge it every 1.5 months to prevent battery over-discharging.



Please note that DEEBOT cannot charge when it is powered off.

- After cleaning, it is recommended to keep DEEBOT powered on and charging to ensure it is ready for the next cleaning session
- If the battery is over-discharged or not used for a long time, DEEBOT may not be able to be charged. Please contact Customer Care for help. Do not disassemble it by yourself.
- If you do not use the product for a long time, keep the water tanks empty, and the roller mop dry.

TROUBLESHOOTING

If you encounter the following during appliance use, please refer to the table below for solutions.

No.	Malfunction	Possible Cause	Solution
1	DEEBOT is not able to connect to the ECOVACS HOME App.	Incorrect Wi-Fi username or password entered.	Enter the correct Wi-Fi username and password.
		DEEBOT is not within range of your home Wi-Fi signal.	Make sure DEEBOT is within range of your home Wi-Fi signal. Try to stay as close to the router as possible.
		DEEBOT is not in the configuration state.	Press the reset button to enter network setup mode. If it fails, please reconnect as guided by the ECOVACS HOME App.
		There is no home Wi-Fi on the Wi-Fi list.	1. Check if the Wi-Fi name contains special characters. Please do not use special characters like ! @#& ￥%/\. 2. Check the Wi-Fi selection and do not use a 5 Ghz network.
		An incorrect app is installed.	Please scan the QR code on DEEBOT or download the ECOVACS HOME app from your app store.
2	Map lost.	Moving DEEBOT when cleaning might cause the map to be lost.	Move DEEBOT back to the station to restore the map. In the ECOVACS HOME app, find the stored map in Map Management and tap "Use This Map" to restore it. If this problem persists, please restart mapping.
3	Unable to create a home map in the app.	Moving DEEBOT during cleaning disrupts its positioning and causes localization failure.	During cleaning, do not move DEEBOT.
		Auto Cleaning does not finish.	Make sure DEEBOT automatically returns to the OMNI Station after cleaning.
4	The side brush fell off.	The side brush is not properly installed.	For proper installation, make sure you hear a "click" when installing the side brush
5	No signal found. DEEBOT cannot return to the OMNI Station.	The OMNI Station is not properly placed.	Place the OMNI Station properly according to the instructions in the [DEEBOT Charging] section.
		The OMNI Station is out of power or moved.	Check whether the OMNI Station is connected to the power supply. Do not move the OMNI Station.
		DEEBOT did not start cleaning from the OMNI Station.	It is recommended that DEEBOT start cleaning from the OMNI Station.
		The return-to-charge route is blocked. For example, the door to the room where the OMNI Station is located is closed.	Keep the return-to-charge route clear.
6	DEEBOT returns to the station before finishing cleaning.	The room is too large and DEEBOT needs to return to the station to recharge.	Please enable Auto Resume. For more details, please follow the instructions in the app.
		In highly complex home layouts, DEEBOT's cleaning efficiency may drop and some areas may not be cleaned.	Tidy up the area to be cleaned.
7	DEEBOT is unable to charge.	DEEBOT is not switched ON.	DEEBOT's power switch needs to be turned on to the "I" position to charge.
		The charging contacts of DEEBOT and the OMNI Station are not making full contact.	Ensure that DEEBOT is fully seated on the charging contacts on the OMNI Station. The indicator on the ⏻ button should be flashing. Check if the charging contacts of DEEBOT and the OMNI Station are dirty, and clean them according to the instructions in the [Regular Maintenance] section if necessary.
		The OMNI Station is not connected to the power supply.	Make sure the OMNI station is plugged in to an electrical outlet.
		The Station Slope Base is not properly installed.	Follow the instructions in the [Quick Start] section for proper installation.

No.	Malfunction	Possible Cause	Solution
8	There are loud noises from DEEBOT during cleaning.	The main brush/side brush is tangled up, or the dust bin/filter is blocked.	It is recommended to clean the main brush, side brush, dust bin, filter, etc. regularly.
		DEEBOT is in Max mode.	Switch to Standard mode.
9	DEEBOT gets stuck while working and stops.	DEEBOT has ingested something on the floor (electrical wires, curtains, carpet fringing, etc.).	DEEBOT will try various ways to free itself. If it is unsuccessful, manually remove them manually.
		DEEBOT might be stuck under furniture if the clearance is about the same height as itself.	Please set a physical barrier or set a virtual boundary via the ECOVACS HOME app.
		DEEBOT is stuck in a narrow area.	It is recommended to tidy up your home beforehand, manually block narrow entrances, or set virtual boundaries via the ECOVACS HOME app.
10	DEEBOT traces a random route, goes off route, repeats passes over the same spots, or misses small areas. (If DEEBOT temporarily misses a large area, it will automatically return to make sure it is thoroughly cleaned, so don't worry. Sometimes DEEBOT may re-enter already cleaned rooms; this may not be a repeated cleaning, but simply an automatic spot-filling operation.))	Objects such as wires and slippers on the ground affect DEEBOT's normal operation.	Before cleaning, please tidy up wires, slippers, and other objects on the ground as much as possible. If there are any missed areas during cleaning, DEEBOT will return to ensure they are thoroughly cleaned. Please do not intervene (such as moving DEEBOT or blocking its route).
		The driving wheels may slip on the ground when DEEBOT climbs steps, thresholds, and door bars, affecting its ability to navigate the entire house environment.	It is recommended to close the door of the affected area and clean the area separately. After cleaning, DEEBOT will return to its starting location. Do not worry about this.
		On freshly waxed or polished floors, as well as smooth tiles, there may be less friction between the driving wheels and the floor.	Please wait for the wax to dry before cleaning.
		Due to variations in home environments, some areas cannot be cleaned.	It is recommended to tidy up your home beforehand to ensure DEEBOT can enter and clean.

No.	Malfunction	Possible Cause	Solution
11	Remote control is delayed.	Poor Wi-Fi signal on DEEBOT causes slow video loading.	It is recommended to use DEEBOT in an area with a good Wi-Fi signal.
12	DEEBOT does not empty the dust bin after returning to the OMNI Station.	The Auto-Empty function has not been turned on in the ECOVACS HOME app.	Turn on the auto-empty function in the ECOVACS HOME app.
		The dust bag is not installed in the OMNI Station.	Install the dust bag, and close the dust collection bin.
		Manually moving DEEBOT back to the station did not trigger the auto-empty feature.	It is recommended to let DEEBOT return to the station on its own for auto emptying and charging after cleaning. Please do not move it manually.
		In Do Not Disturb mode, DEEBOT will not empty the dust bin after returning to the station.	Cancel Do Not Disturb mode in the ECOVACS HOME app or manually start dust emptying.
		If you've ruled out the above possible causes, the problem may stem from a faulty component in the OMNI Station.	Please contact our after-sales service.
13	Auto-Empty failed.	The OMNI station detects a decrease in emptying efficiency.	Replace the dust bag according to the [Regular Maintenance] section and close the dust collection bin. If the dust bag is not full when the app prompts the issue, remove the dust bag and reinstall it.
		The dust disposal port is blocked by foreign objects.	Take out the dust bin and remove foreign objects from the dust disposal port.

No.	Malfunction	Possible Cause	Solution
14	The inner side of the dust collection bin is dirty.	Fine particles collect on the inner side of the dust collection bin through the dust bag.	Clean the inner side of the dust collection bin.
		The dust bag is broken.	Check and replace the dust bag if necessary.
15	Dust leaks out when DEEBOT is operating.	The dust disposal port is blocked by foreign objects.	Take out the dust bin and remove foreign objects from the dust disposal port.
16	The mopping pad plates do not rotate.	The mopping pad plates are not properly installed.	Install the mopping pad plates properly. Press the mopping pad assembly into the mounting slots until you hear a "click".
		The mopping pad plates are stuck due to a foreign object.	Remove the object.
17	DEEBOT is not responding to commands from the OMNI Station.	DEEBOT is not inside the station.	Please ensure DEEBOT is inside the station.
18	The driving wheel is stuck.	The driving wheel is entangled or stuck due to foreign objects.	Please rotate and press the driving wheels to check for and remove any foreign objects that are entangled or jammed. If this problem persists, please contact after-sales service for help.

No.	Malfunction	Possible Cause	Solution
19	The water in the mop washing tray is full and cannot be drained. A voice prompts that the mop washing tray 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 are not installed properly.	Make sure that the two sealing plugs are properly installed.
		The OMNI Station cannot drain water normally.	Follow the instructions for draining in the app to see whether the station can drain water normally. If the draining still fails, check for and remove any foreign objects between the dirty water tank and the station.
		The suction port of the mop washing tray is blocked.	Ensure that there is no foreign object in the suction port of the mop washing tray.
		The removable tray base or scraper plate of the mop washing tray is dirty.	Remove the removable tray base and scraper plate of the mop washing tray and rinse them with clean water.
		If no water flows into the mop washing tray base, check if the floating ball is stuck and cannot fall back.	Remove the mop washing tray and put the floating ball in its original position.
		If the voice alert persists.	Power off and on the station. If this problem persists, please contact after-sales service for help.

If this problem persists, please contact after-sales service for help.