



DEEBOT **X5** HYBRID

Instruction Manual

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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>.

Per il manuale d'istruzioni in altre lingue, visitare il sito Web: <https://www.ecovacs.com>.

Bruksanvisningen finns på fler språk på: <https://www.ecovacs.com>.

Du finner bruksanvisningen på flere språk på: <https://www.ecovacs.com>.

Du kan finde brugsanvisningen på flere sprog på: <https://www.ecovacs.com>.

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. Tuck rug fringe under the rug base, and lift items such as curtains and tablecloths off the floor.
3. If there is a drop off in the cleaning area due to a step or stairs, you should operate the Appliance to ensure that it can detect the step without falling over the edge. It may become necessary to place a physical barrier at the edge to keep the unit from falling. Make sure the physical barrier is not a trip hazard.
4. Only use as described in this manual. Only use attachments recommended or sold by the manufacturer.
5. Please make sure your power supply source voltage matches the power voltage marked on the Auto-Empty Station.
6. For INDOOR household use ONLY. Do not use the Appliance in outdoor, commercial or industrial environments.
7. Use only the original rechargeable battery and Auto-Empty Station provided with the Appliance from the manufacturer. Non-rechargeable batteries are prohibited. For battery information, please refer to Specifications section.
8. Do not use without dust bin and/or filters in place.
9. Do not operate the Appliance in an area where there are lit candles or fragile objects.
10. Do not use in extremely hot or cold environments (below -5°C/23°F or above 40°C/104°F).
11. Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts.
12. Do not operate the Appliance in a room where an infant or child is sleeping.
13. Do not use Appliance on wet surfaces or surfaces with standing water.
14. Do not allow the Appliance to pick up large objects like stones, large pieces of paper or any item that may clog the Appliance.
15. Do not use Appliance to pick up flammable or combustible materials such as gasoline, printer or copier toner, or use in areas where they may be present.

16. Do not use Appliance to pick up anything that is burning or smoking, such as cigarettes, matches, hot ashes, or anything that could cause a fire.
17. Do not put objects into the suction intake. Do not use if the suction intake is blocked. Keep the intake clear of dust, lint, hair, or anything that may reduce air flow.
18. Take care not to damage the power cord. Do not pull on or carry the Appliance or Auto-Empty Station by the power cord, use the power cord as a handle, close a door on the power cord, or pull power cord around sharp edges or corners. Do not run Appliance over the power cord. Keep power cord away from hot surfaces.
19. If the power cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
20. Do not use the Docking Station if it is damaged. The power supply is not to be repaired and not to be used any longer if it is damaged or defective.
21. Do not use with a damaged power cord or receptacle. Do not use the Appliance or Auto-Empty Station if it is not working properly, has been dropped, damaged, left outdoors, or come in contact with water. It must be repaired by the manufacturer or its service agent in order to avoid a hazard.
22. The lithium battery type suitable for CH2420 is max. 8 cells, max. nominal voltage DC 14.4 V, and rated capacity 4,800 mAh. The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
23. Turn OFF the power switch before cleaning or maintaining the Appliance.
24. The plug must be removed from the receptacle before cleaning or maintaining the Auto-Empty Station.
25. Remove the Appliance from the Auto-Empty Station, and turn OFF the power switch to the Appliance before removing the battery for disposal of the Appliance.
26. The battery must be removed and discarded according to local laws and regulations before disposal of the Appliance.
27. Please dispose of used batteries according to local laws and regulations.
28. Do not incinerate the Appliance even if it is severely damaged. The batteries can explode in a fire.
29. When not using the Auto-Empty Station for a long period of time, please unplug it.
30. 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.
31. The robot contains batteries that are only replaceable by skilled persons. To replace the robot's battery, please contact Customer Service.
32. If the robot will not be used for a long time, power OFF the robot for storage and unplug the Auto-Empty Station.
- 33. WARNING:** For the purposes of recharging the battery, only use the detachable supply unit CH2420 provided with the Appliance.

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.

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.

Ensure the robot is always connected to a network, for smart features to function properly.

	Class II
	Short-circuit-proof safety isolating transformer
	Switch mode power supply
	For indoor use only
	Direct current
	Alternating current
	Read all instructions before using (this appliance)
	Time-lag miniature fuse-link

For EU Countries

For EU Declaration of Conformity information, visit <https://www.ecovacs.com/global/compliance>



Correct Disposal of this Product

This marking indicates that this product should not be disposed of with other household waste 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 recycle your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can safely recycle this product.

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.

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:



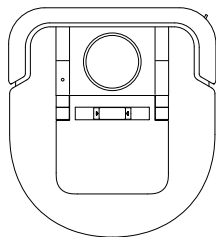
ECOVACS Europe GmbH
Holzstrasse 2 | D-40221 Düsseldorf | Germany

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.

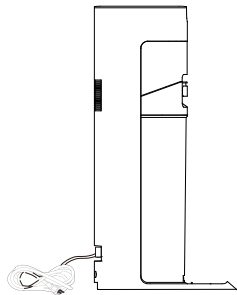
The declaration of conformity can be viewed at the following address: <https://www.ecovacs.com/global/compliance>.

COMPONENTS

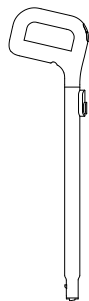
1 Package Contents



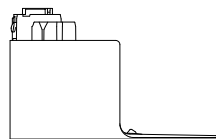
Robot



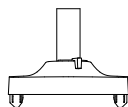
Station



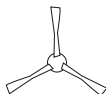
FlexiControl
Stick



Base



Adapter



Side Brush



Instruction Manual

2 Product Diagram

1. Robot



Press and hold for 3 seconds: Power On/Off
Press: Start/Pause

Press the  button: Recharge

Positioning Holes

Obstacle
Avoidance
Module

Navigation Module

Dust Bin

Bumper

RESET Button

Restore default settings: Press and hold the RESET button for 5 seconds. After you hear the voice prompt and the startup music, the DEEBOT will be restored to the default settings. Please use this feature with caution.

Charging
Contacts

Edge Sensor

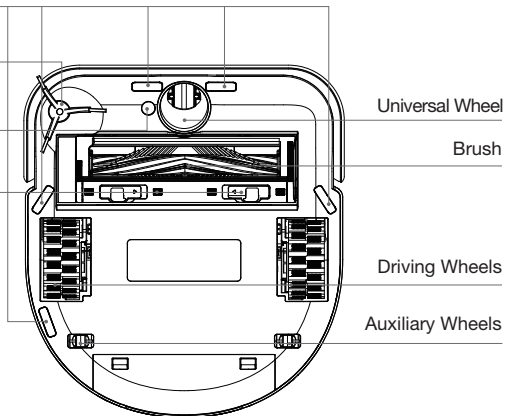
2. Bottom View

Anti-drop Sensors

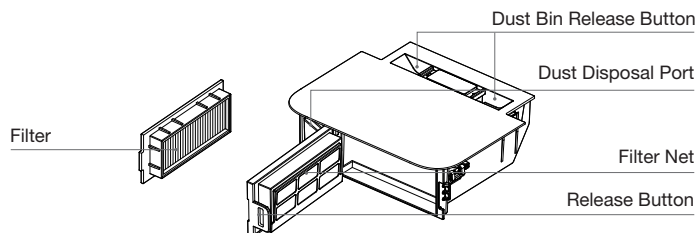
Side Brush

Carpet Detection Sensor

Brush Release Button



3. Dust Bin



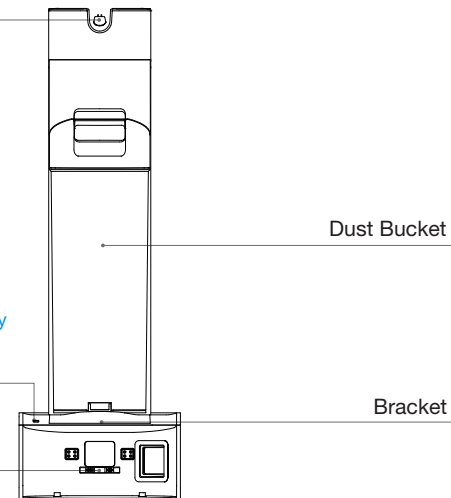
4. Station

Charging Pins

Indicator Light

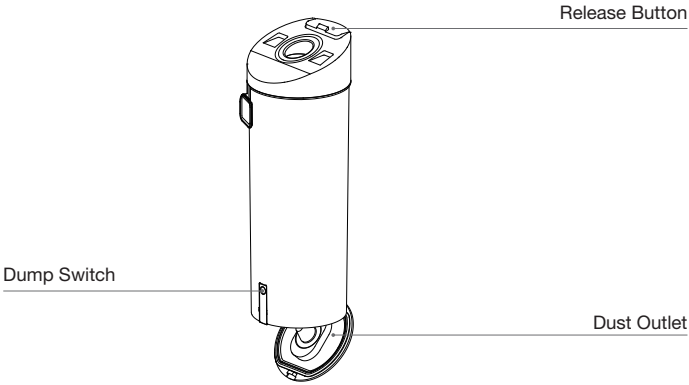
Steady on: Working/Standby
Light off: Power Outage/
Deep Sleep Mode

Charging Contacts

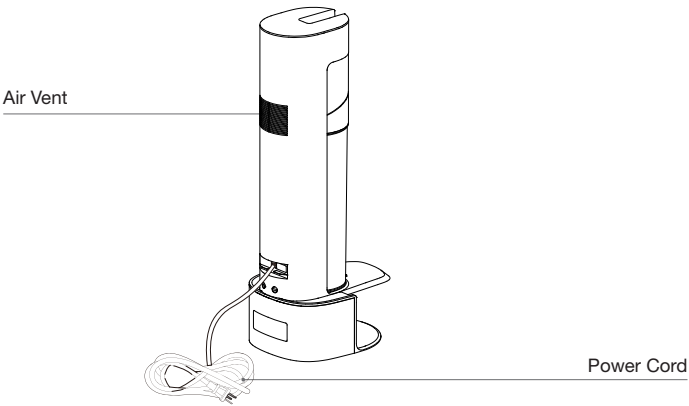


Note: If DEEBOT fails to charge, please wipe Charging Contacts with a clean dry cloth.

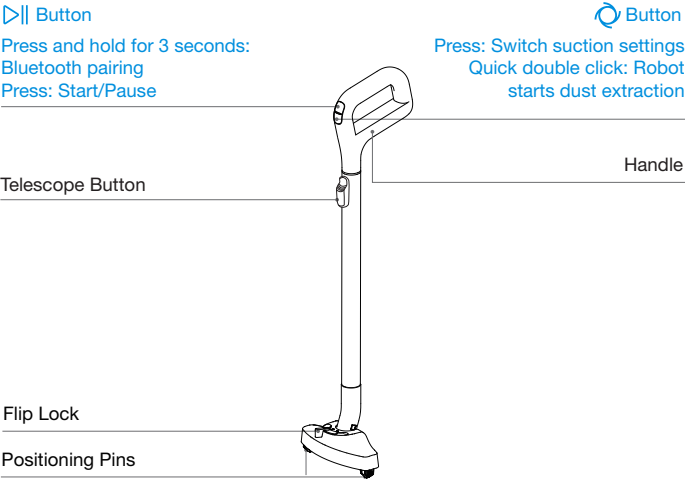
5. Dust Bucket



6. Station (Back)



7. FlexiControl Stick



Stick Indicator Light

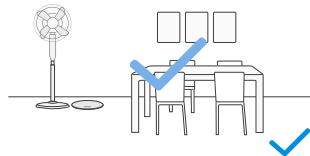
Flashing white light for 3 s	DEEBOT is pairing with the Stick
Off	The Stick is in the Deep Sleep Mode
Breathing white light	The Stick is charging
Steady white light	The Stick is fully charged
Breathing red light	The Stick low battery

8. Sensors

Name	Functional Description
Navigation Module	With Laser Ranging, the module calculates the distance between DEEBOT and surrounding objects by measuring the time elapsed from when the laser is emitted to when the reflected laser is received. When DEEBOT moves, the positions of surrounding objects are determined to create a spatial map of DEEBOT's surroundings. The measurement range is 8 m.
Obstacle Avoidance Module	With Infrared Ranging, the module calculates the distance between an obstacle and DEEBOT using the triangulation of the infrared light emitted from the sensor and the reflected light. When the sensor detects an obstacle near DEEBOT, DEEBOT automatically turns to avoid it. The measurement range is 0.3 m.
Anti-drop Sensor	With Infrared Ranging, the distance between the bottom of DEEBOT and the ground is detected by the Infrared Sensors at the bottom. DEEBOT will not move forward when there are downward stairs in front (such as when the height to the white surface is 55 mm or more, or when the height to the black surface is 30 mm or more), and the identified distance exceeds the preset one, realizing the Anti-drop.
Carpet Detection Sensor	The sensor emits 300 kHz ultrasound, which energy will be absorbed by the carpet, causing the echoed energy to be lower than the threshold. DEEBOT thereby detects the carpet's presence. In the ECOVACS laboratory, more than 50 types of carpets available on the market are identified.
Anti-collision Sensor	With the principle of the Optocoupler Switch, DEEBOT will avoid obstacles when they are about to collide.
Edge Sensor	With Infrared Ranging, the Edge Sensor detects the distance between DEEBOT and objects on the right. When there is a wall or obstacles on the right, DEEBOT performs edge cleaning to avoid missing any spots and prevent collisions.

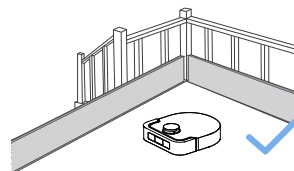
PRODUCT USE

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.



Prevent DEEBOT from Falling

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



Open Doors and Help DEEBOT Explore

Open all room doors to help DEEBOT fully explore your house during the first use.



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



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



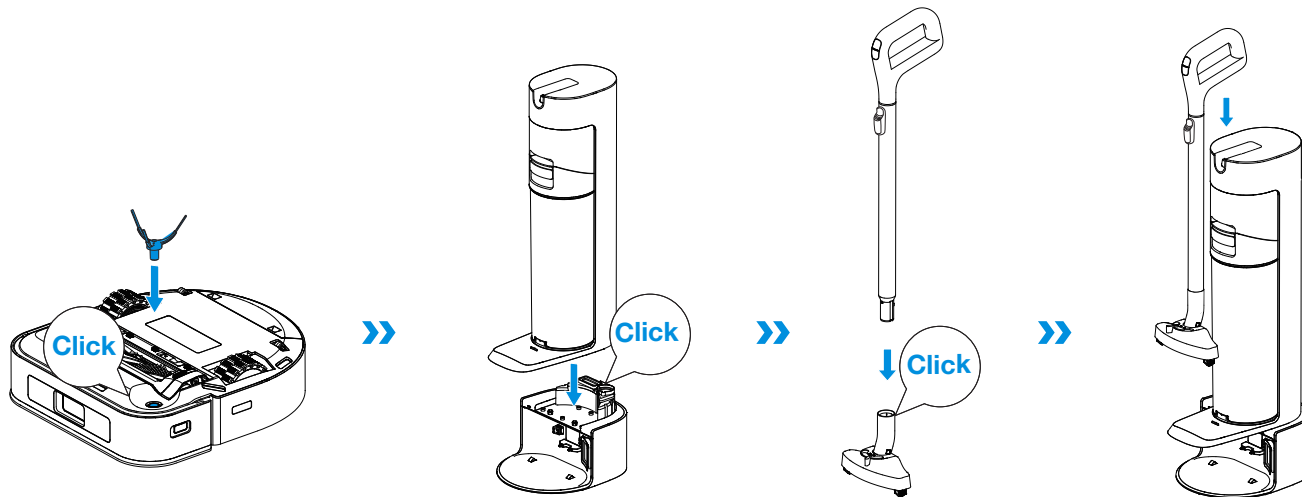
Please do not stand in narrow spaces, such as hallways, to avoid blocking TrueMapping.

2 Quick Start

Remove all protective materials before using the Appliance.

1. Install DEEBOT and the Station, and Charge the Control Lever

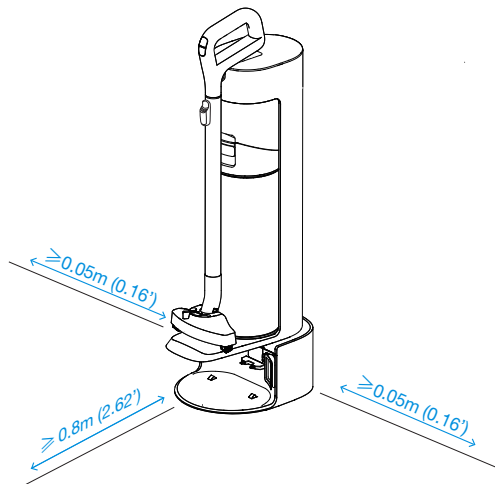
A "click" indicates a proper installation.



Align the Charging Port on the Control Lever with the Charging Pins on the Station. Then place the Control Lever on the Bracket as shown in the figure. The Indicator Light on the Control Lever is breathing, indicating the charging state.

2. Place the Station and Plug it in

Place the Station against the wall on a flat, hard surface. Do not place items within 0.05 m on either side and 0.8 m in front.



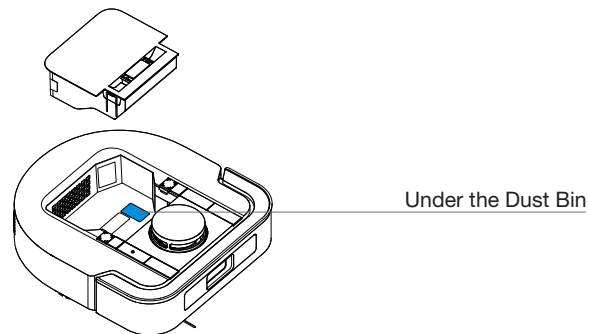
Note:

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

3 Download the ECOVACS HOME App

To enjoy all available features, it is recommended that you control your DEEBOT via the ECOVACS HOME App.

1. Scan the QR Code under the Top Cover to download the App.



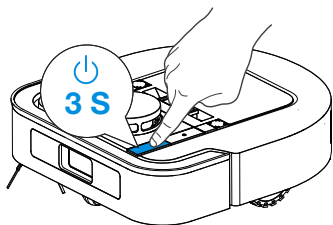
2. Search "ECOVACS HOME" on the App Store or Google Play to download the App.



Note: Follow the instructions on the App to complete the registration, login, and connection.

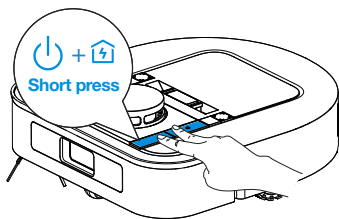
4 Power on DEEBOT

Press the  button and hold for 3 seconds to power on DEEBOT. The Indicator Light turns on and the startup music plays.



5 Connect DEEBOT with App

Press the  +  buttons to connect the network via Bluetooth.



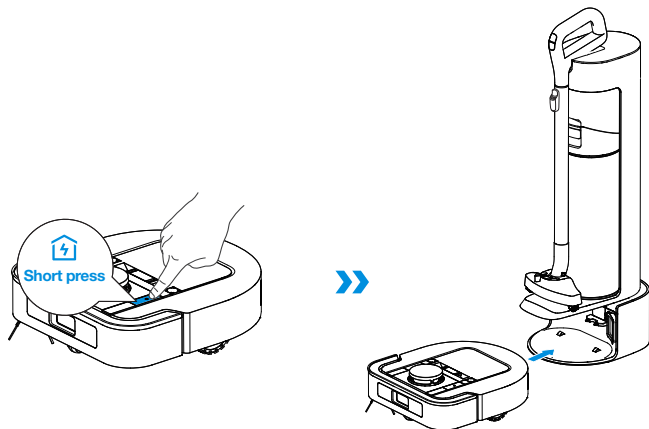
Wi-Fi Network Requirements:

- 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 use TKIP, PSK, and AES/CCMP encryption.
- WEP EAP (Enterprise Authentication Protocol) is not supported.
- Use Wi-Fi channels 1-11 in North America and 1-13 outside North America (refer to local regulatory agency).
- If you use a network extender/repeater, the network name (SSID) and password are the same as those on your primary network.
- Please enable WPA2 on your router.

Please be aware that intelligent features such as remote startup, voice interaction, 2D 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. If 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.

6 Charge DEEBOT

Place DEEBOT in front of the Station and press . DEEBOT automatically enters the Station to start charging.



Note:

- DEEBOT cannot charge when it is powered off.
- It is recommended to keep DEEBOT powered on and charging when it is not working.
- It is recommended that DEEBOT start cleaning from the Station. Do not move the Station while cleaning.

7 Operate DEEBOT

1. Mapping

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

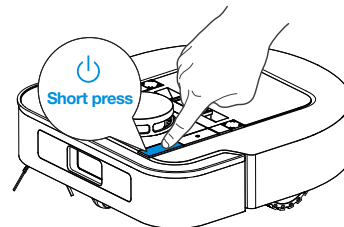
For example, DEEBOT may get stuck under furniture. Please refer to the following solutions:

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. Start Cleaning

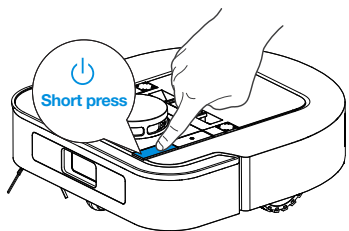
- Do not use DEEBOT on a carpet with a pile height over 30 mm. Put away carpets with a pile height over 30 mm during cleaning, or set such carpets as No-Entry Zones using Virtual Boundary in the ECOVACS HOME App.

Please ensure that DEEBOT is in the Station and is fully charged before cleaning for the first time. Press the  button, or use the ECOVACS HOME App to start cleaning.



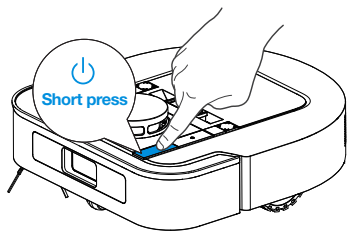
3. Pause

Press  on DEEBOT or use the ECOVACS HOME App to pause.



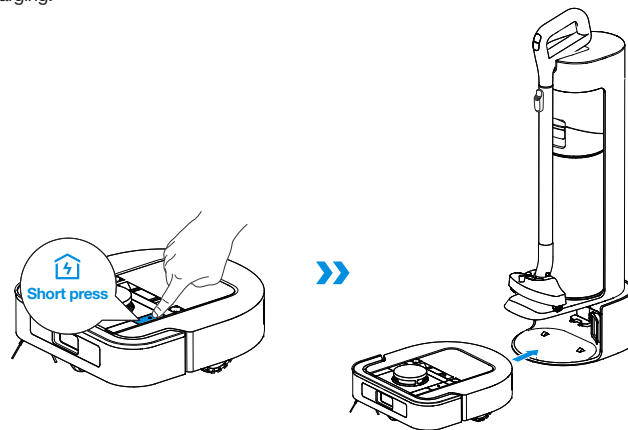
4. Wake up

All indicator lights will go off after DEEBOT is paused for a few minutes. Press  on DEEBOT to wake it up.



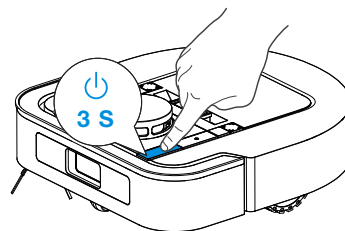
5. Back to Station

Press  or use the ECOVACS HOME App to recall DEEBOT to the Station for charging.



6. Deep Sleep Mode

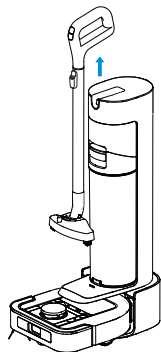
DEEBOT will enter the Deep Sleep Mode if it stays outside the Station for about 10 h to protect the battery. Press and hold  to wake DEEBOT up.



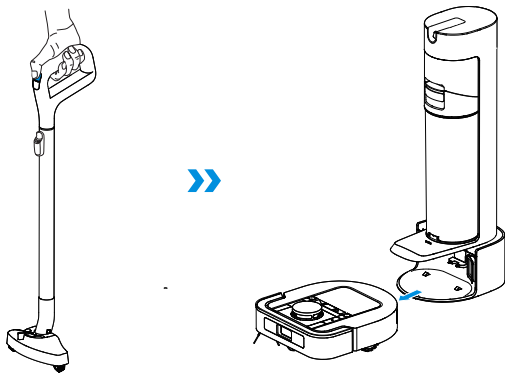
8 Notes for Stick

1. While DEEBOT is Charging

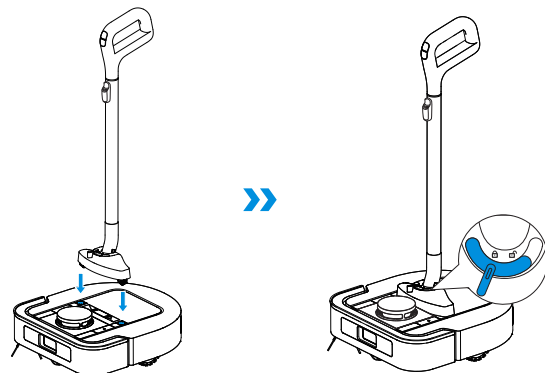
Remove the Stick from the Station.



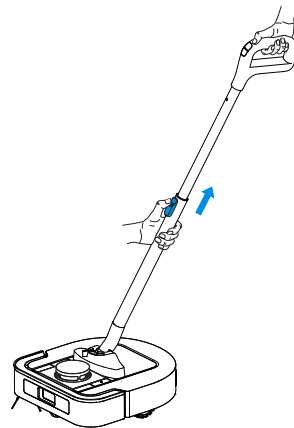
Press the  button on the Control Lever, and DEEBOT automatically exits from the Station.



Insert the Stick into DEEBOT by aligning the Positioning Pins with the Positioning Holes and secure the Stick to DEEBOT by closing the Flip Lock.

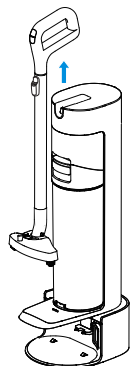


Push the Stick Telescope Button and extend the Stick.

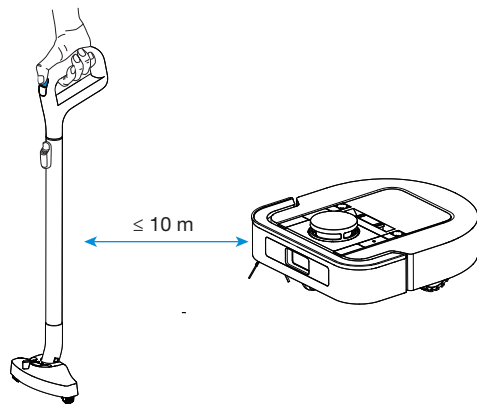


2. While DEEBOT is Cleaning

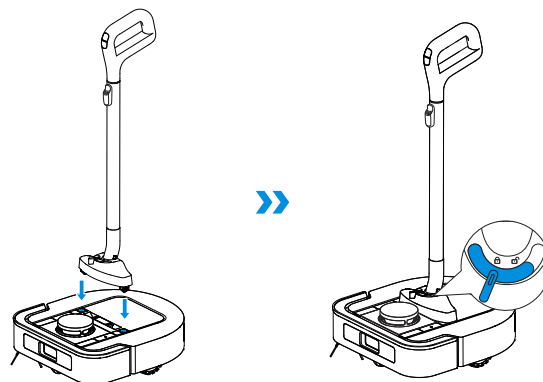
Remove the Stick from the Station.



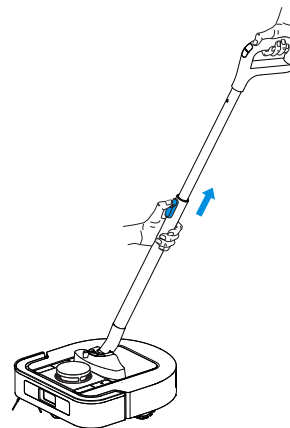
Press the  button on the Control Lever while the Control Lever is within 10m from DEEBOT. DEEBOT stops working and waits for a connection.



Insert the Stick into DEEBOT by aligning the Positioning Pins with the Positioning Holes and secure the Stick to DEEBOT by closing the Flip Lock.

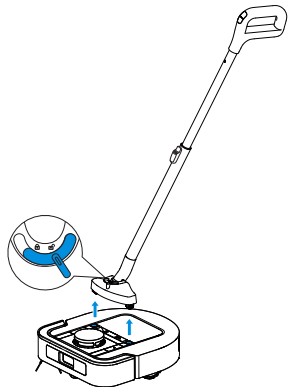


Push the Stick Telescope Button and extend the Stick.

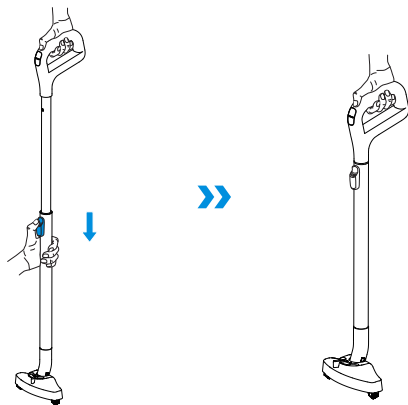


3.Exit Stick Mode

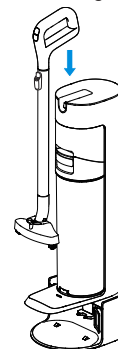
Release the Flip Lock and pull out the Control Lever.



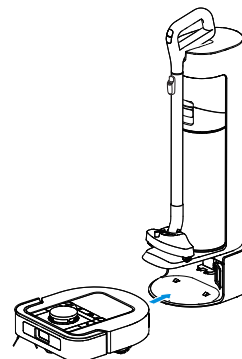
Push the Control Lever Telescope Button and retract the Control Lever.



Align the Charging Port on the Control Lever with the Charging Pins on the Station. Then place the Control Lever on the Bracket as shown in the figure. The Indicator Light on the Control Lever is breathing, indicating the charging state.



DEEBOT automatically returns to the Station to empty the Dustin Bin and to charge. No manual intervention is needed. If DEEBOT enters the Control Lever Mode while it is cleaning, it will automatically continue cleaning.



Note:

- DEEBOT Recharge and Auto-empty: DEEBOT and the Station should be on the same map.
- Resume Cleaning: Ensure that DEEBOT's position where it started automatic cleaning and DEEBOT's position where the Stick was removed are on the same map.

MAINTENANCE

1 Regular Maintenance

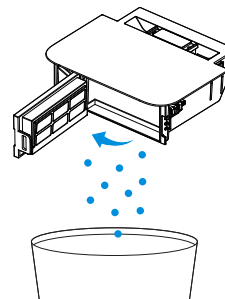
To keep DEEBOT running at peak performance, perform maintenance and replace parts at the following frequencies:

Robot Part	Maintenance Frequency	Replacement Frequency
Side Brush	Every 2 weeks	Every 3-6 months
Brush	Every week	Every 6-12 months
Filter	Every week	Every 3-6 months
Navigation Module Obstacle Avoidance Module Anti-drop Sensor Carpet Detection Sensor Edge Sensor Bumper Charging Contacts Universal Wheel	About every month	/
Dust Bucket	Every time it is cleaned	/
Sponge Filter	Every 3-6 months	Every 3-6 months or after multiple washes

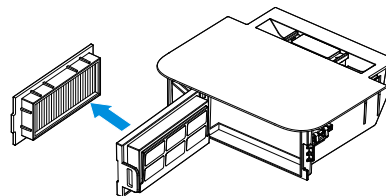
Note: Explore more accessories in the ECOVACS HOME App or at <https://www.ecovacs.com>.

2 Maintain Dust Bin and Filter

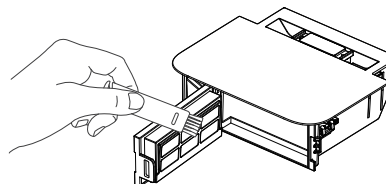
1. Open the Dust Bin cover and empty the Dust Bin.



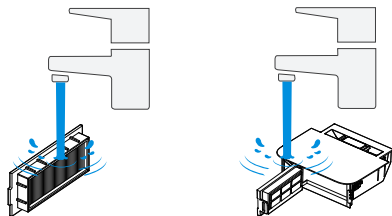
2. Remove the Filter.



3. Clean the Dust Bin.



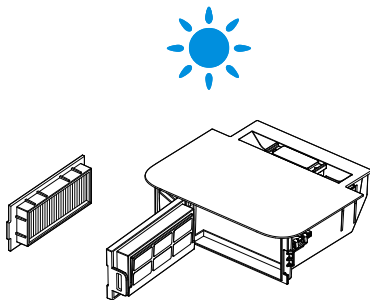
4. Rinse the Dust Bin and Filter with water and shake off the water droplets.



Note:

- Please rinse the filter with water as shown.
- Do not use fingers or a brush to clean the Filter.

5. Air dry.



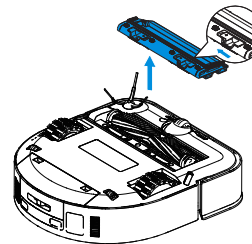
Note:

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

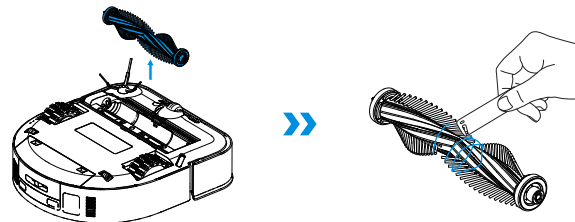
③ Maintain Brush and Side Brush

Brush

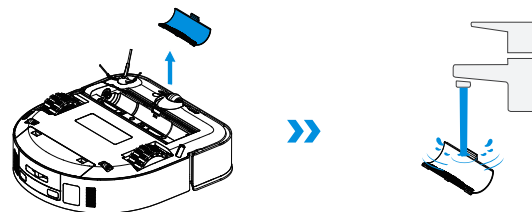
1. Open the cover.



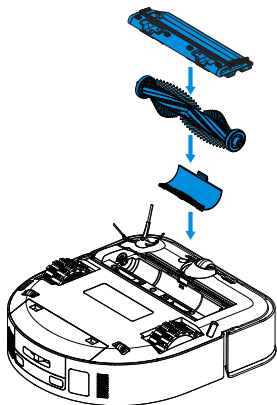
2. Remove the Brush.



3. Remove the Comb and clean it.

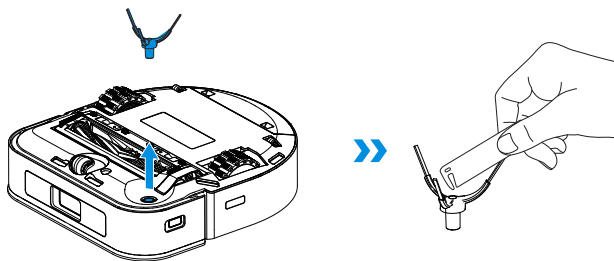


4. Install the Comb, Brush, and cover after they are completely dry.



Side Brush

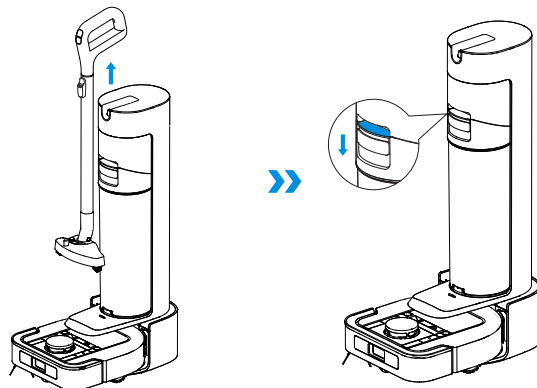
Remove and clean the side brush.



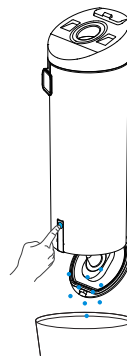
Note: Explore more accessories in the ECOVACS HOME App or at <https://www.ecovacs.com>.

4 Maintain Dust Bin and Sponge Filter

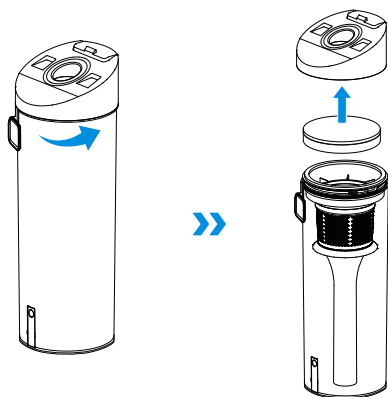
1. Remove the Stick from the Station, press the Dust Bucket Release Button, and remove the Dust Bucket.



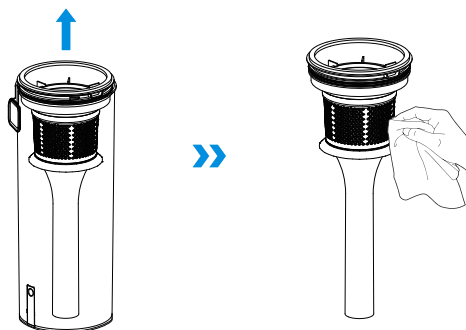
2. Hold the Dust Bucket with the bottom aiming your trash can, press the Dump Switch, and the bottom cover of the Dust Bucket will open to dump the dust.



3. Twist off the top and remove the Filter.

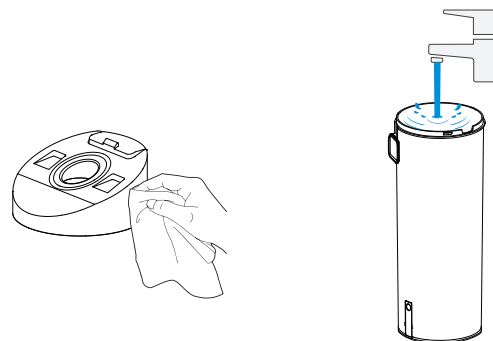


4. Remove the multi-cone structure.



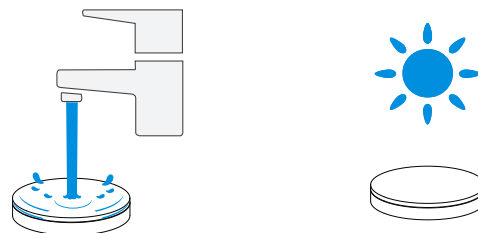
Note: It is not recommended to wash the multi-cone structure. If needed, you can use a wet cloth to wipe it and let it air-dry.

5. Rinse the container with water or wipe it with a wet cloth.



Note: Please make sure to air-dry the Dust Container before using it again.

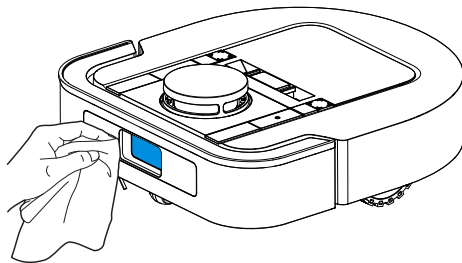
6. Rinse the Dust Bucket and Sponge Filter with water and dry them.



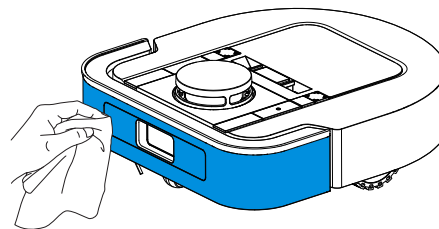
Note: Completely dry the Filter before use.

5 Maintain Other Components

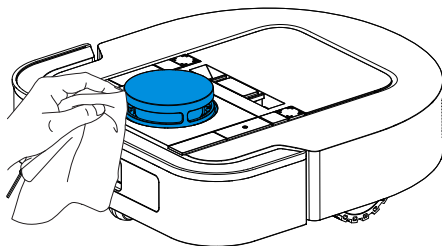
Clean the Obstacle Avoidance Module



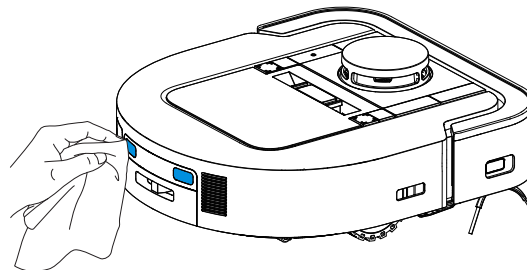
Clean the Bumper



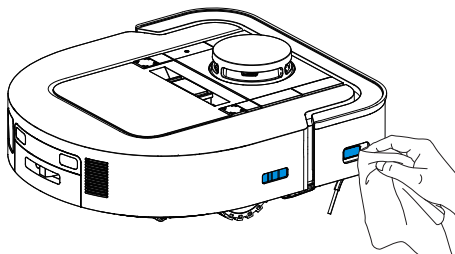
Clean the Navigation Module



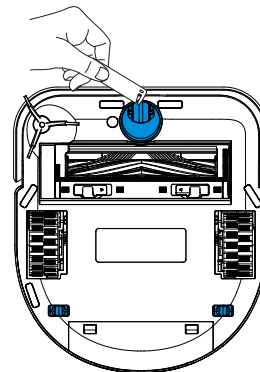
Clean the Charging Contacts



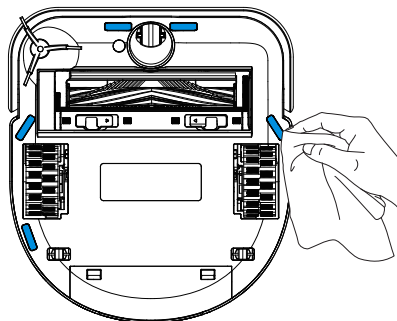
Clean the Edge Sensor



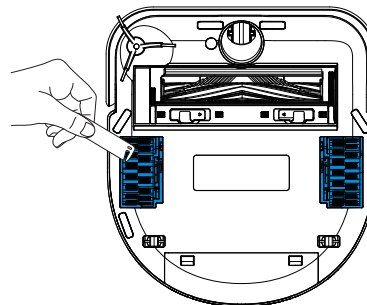
Clean the Universal Wheel and Auxiliary Wheels



Clean the Anti-drop Sensors



Clean the Driving Wheels

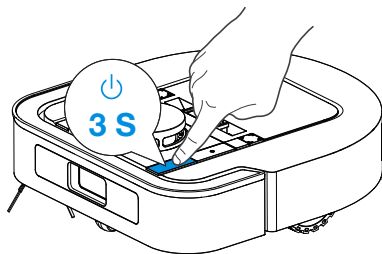


Note:

- Use a dry cloth to clean the sensor lens, Bumper, and Charging Contacts. Do not use a wet cloth to prevent water damage.

6 Storage

Please fully charge and power off DEEBOT before storage, and recharge it every 1.5 months to prevent the battery from over-discharging.



! DEEBOT cannot charge when it is powered off.

- When DEEBOT is not working, it is recommended to keep it powered on and charging.
- If the battery is over-discharged or not used for a long time, DEEBOT may not be able to charge. Please contact Customer Care for help. Do not disassemble it by yourself.

TROUBLESHOOTING

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

No.	Malfunction	Possible Causes	Solutions
1	DEEBOT cannot connect with the ECOVACS HOME App.	The Wi-Fi name or password is incorrect.	Make sure you enter the correct Wi-Fi name and password.
		DEEBOT is not within the Wi-Fi signal coverage.	Make sure DEEBOT is within the coverage of your Wi-Fi signal and keep it as close to the router as possible.
		DEEBOT is not in the network configuration state.	Press the   buttons to connect the Internet via Bluetooth. If the connection via Bluetooth fails, press and hold the   buttons for 3 seconds and reconnect the network according to the instructions on the App.
		Home Wi-Fi is not found in the Wi-Fi list.	1. Please check if the Wi-Fi name has any special characters. Do not use special characters such as !, @, #, &, ¥, %, /, and \. 2. Please check your Wi-Fi and make sure you are not using a 5 GHz network.
		Incorrect App installed.	Please download and install the ECOVACS HOME App.
2	The map is lost.	The map may be lost if you move DEEBOT when it is cleaning.	1.Move DEEBOT to the front of the Station to restore the map. 2.Go to the ECOVACS HOME App, find the stored map in Map Management, and tap "Use This Map" to restore it. You can also use the Map Lock feature in the ECOVACS HOME App to avoid losing the map. 3.If this problem persists, please restart mapping.
3	Failed to create a map on the App.	Moving DEEBOT when it is cleaning might cause the map to be lost.	During cleaning, try not to move DEEBOT.
		Auto cleaning is not complete.	Make sure DEEBOT automatically returns to the Station after cleaning.
4	The Side Brush falls 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 Station.	The Station is not properly placed.	Place the Station properly according to the instructions in the [Charge DEEBOT] section.
		The Station is out of power or has moved.	Check whether the Station is connected to a power supply. Do not move the Station.
		DEEBOT did not start cleaning from the Station.	It is recommended that DEEBOT start cleaning from the Station.
		The charging route is blocked. For example, the door of the room the Station is in is closed.	Keep the charging route clear of obstructions.

No.	Malfunction	Possible Causes	Solutions
6	DEEBOT returns to the Station before finishing cleaning.	The room is too large and DEEBOT needs to return to the Station for recharge. DEEBOT is unable to reach certain areas blocked by furniture or barriers.	Please enable Continuous Cleaning. For more details, please follow the instructions on the App. Tidy up the area to be cleaned by putting furniture and small objects in proper places.
7	DEEBOT cannot charge.	DEEBOT is not powered on. Charging Contacts on DEEBOT are not connected to those on the Station. The Station is not connected to a power supply. Ambient temperature is too low.	Press and hold  on DEEBOT. Start charging after you hear the startup music. Make sure that DEEBOT's Charging Contacts are connected to the Station's and that the  button is flashing. Check whether the Charging Contacts on DEEBOT and the Station are dirty. Please clean them according to the [Maintain] sections. Make sure the Station is connected to a power supply. Ensure the ambient temperature is above 3°C when charging the robot.
8	Loud noises during cleaning.	The Brush/Side Brush is entangled, or the Dust Bin/Filter is blocked. DEEBOT is in the Max or Max+ Mode.	It is recommended to clean the Brush, Side Brush, Dust Bin, Filter, etc. regularly. Switch to Standard Mode.
9	DEEBOT gets stuck while working and stops.	DEEBOT is entangled or obstructed by objects on the floor (electrical wires, curtains, carpet fringing, etc.). DEEBOT might get stuck under furniture with an entrance of a similar height. DEEBOT is stuck in a narrow area.	DEEBOT will try various ways to free itself. If it is unsuccessful, manually remove the obstacles and restart. Please set a physical barrier, or set a Virtual Boundary via the ECOVACS HOME App. Please set a physical barrier, or set a Virtual Boundary via the ECOVACS HOME App.
10	DEEBOT encounters issues like a disorderly route, biased movement, repeated passes over the same spots, and missing small areas. (However, if DEEBOT temporarily misses a large area, it automatically returns to ensure it is thoroughly cleaned. Sometimes, DEEBOT may enter a room again to clean missing spots.)	DEEBOT's travel route is blocked by objects such as wires and slippers on the ground. 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. On freshly waxed or polished floors, as well as smooth tiles, there may be less friction between the Driving Wheels and the floor. Due to variations in home environments, some areas cannot be cleaned.	Before cleaning, please tidy up scattered wires, slippers, and other objects on the ground as much as possible. If there are any missing areas during cleaning, DEEBOT will return to ensure they are thoroughly cleaned. Please do not intervene (such as moving DEEBOT or blocking its route). 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. Please feel assured to use this method. Please wait for the wax to dry before cleaning. Tidy up your home environment to ensure that DEEBOT can enter for cleaning.

No.	Malfunction	Possible Causes	Solutions
11	DEEBOT does not empty the Dust Bin after returning to the Station.	The Auto-Empty feature is not enabled in the ECOVACS HOME App.	Enable the Auto-Empty feature in the ECOVACS HOME App.
		Manually moving DEEBOT back to the Station might not trigger the Auto-Empty feature.	It is recommended to let DEEBOT return to the Station on its own. 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 the above causes have been ruled out, it may be due to an abnormality in Station components.	Please contact Customer Care for help.
12	DEEBOT fails to empty the Dust Bin.	The Dust Disposal Port is blocked by foreign objects.	Take out the Dust Bin and remove foreign objects from the Dust Disposal Port.
13	Dust leakage when DEEBOT is working.	The Dust Disposal Port is blocked by foreign objects.	Take out the Dust Bin and remove foreign objects from the Dust Disposal Port.
14	DEEBOT does not respond to the Station's instructions.	DEEBOT is not in the Station.	Please ensure DEEBOT is in the Station.
15	The Driving Wheels are jammed.	The Driving Wheels are entangled or jammed by 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 Customer Care for help.
16	The Stick cannot charge.	Abnormal connection between the Stick and the Station.	Make sure that the Charging Port on the Stick Handle is aligned with the Charging Pins on the Station.
		The Station is not powered on.	Make sure that the Station is connected to a power supply and its Indicator Light is on.
		If the above causes have been ruled out, it may be due to an abnormality in the Stick or Station components.	Please contact Customer Care for help.
17	The Stick buttons do not work.	The Stick battery is low.	Place the Stick into the Station and wait for the Stick Indicator Light to light up, indicating the Stick is charging.
		The Stick is too far away from DEEBOT.	Poor Bluetooth communication between the Stick and DEEBOT. Please use the Stick while being close to DEEBOT. DEEBOT responds to the Stick within 10 m without a wall between them.
		The Stick is not paired with DEEBOT.	1. Press and hold the  button on the Control Lever for 3 seconds. 2. Press the  +  buttons on DEEBOT, the Indicator Light on the Control Lever flashes, and the Bluetooth hotspot is enabled. 3. The pairing is complete when you hear a voice prompt indicating a successful pairing.
		DEEBOT is powered off.	Press and hold the  button on DEEBOT until you hear the startup music.

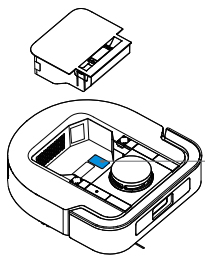
If a problem persists, please contact Customer Care for help.

TECHNICAL SPECIFICATIONS

Model	DDH56
Rated Input	20 V --- 1 A
Charging Time	About 5.5 h
Station	CH2420
Rated Input	220-240 V $\sim$ 50-60 Hz
Rated Output	20 V --- 1 A
Rated Input Current (Charging)	0.5 A
Power (Emptying)	650 W
FlexiControl Stick	FM24B1
Rated Input	2.9 V --- 0.6 A

Output power of the Wi-Fi module is less than 100 mW.

Note: Technical and design specifications may be changed for continuous product improvement.
Explore more accessories at <https://www.ecovacs.com>.



Please use the mobile camera to scan the QR code and obtain the user guide.

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