

模切

标注



182mm

130mm

图纸提供单位

北京石头世纪科技股份有限公司

材质工艺要求

材质：金东太空模 105g 哑粉
 装订：骑马钉
 成品尺寸：182*130mm
 页数：20P
 参考色：PANTONE Cool Gray 11 C (石头灰)
 PANTONE 185 C (石头红)
 尺寸偏差：±1.5mm
 印刷偏位：±1.0mm

备注

印刷内容含料号二维码

项目名称 Topaz S+Onyx 2 组合装说明书 (英文)

料号 4.03.0727

版本号 V2.0

设计时间 2022.04.13

设计师 许戈

包装工程师 严德球

比例 1:1 单位 mm

历史版本

版本号: V2.0
 修改点: 第一轮校准
 修改人: 许戈

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Roborock G10

Robotic Vacuum Cleaner User Manual

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

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- 04 Product Overview
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Safety Information

Restrictions

- This product is designed for indoor floor cleaning only, do not use it outdoors (such as on an open-ended terrace), on any surface other than the ground (such as a sofa), or in any commercial or industrial environment.
- Do not use this product on elevated surfaces without barriers such as the floor of a loft, an open-ended terrace, or on top of furniture.
- Do not use the product when the ambient temperature is higher than 40°C (104°F), lower than 4°C (39°F).
- Before using the product, move wires off the ground or place them to the side to prevent them being pulled on by the cleaner.
- To prevent blocking the product and to avoid damage to valuables, remove lightweight items (such as plastic bags) and fragile objects (such as vases) from the floor before cleaning.
- Children should be supervised to ensure that they do not play with the appliance.
- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety (CB).
- This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Children shall not play with the product. Cleaning and user maintenance shall not be made by children without supervision (EU).
- Do not place any object (including children and pets) on the product, whether it is in operation or not.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Do not use the product on burning objects (such as cigarette butts).
- Do not use the product on high pile carpets (product effectiveness may also be reduced on dark carpets).
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).

- Do not carry the product using the vertical bumper, upper cover or bumper.
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- Do not use wet cloth or liquids for cleaning the product.
- This product contains batteries that are only replaceable by skilled persons.
- Do not operate the product in a room where an infant or child is sleeping.

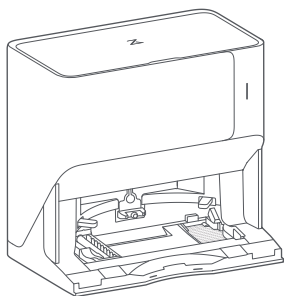
Battery and Charging

WARNING

- Do not charge non-rechargeable batteries.
- For the purposes of recharging the battery, only use the detachable supply unit roborock WFD01HRR, EWFD01HRR or EWFD02HRR provided with this product.
- Do not dismantle, repair or modify the battery or charging dock.
- Keep the charging dock away from heat (such as radiators).
- Do not wipe the charging contacts with wet cloth or wet hands.
- If the power cord is damaged, stop using it immediately. It must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Make sure the product is powered off before shipment.
- Use of the original packaging is advised.
- If placing the robot into storage, charge it fully and turn it off before placing it in a cool dry place. Recharge it at least every three months to prevent the battery over discharging.
- 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.
- Only use the power cable provided with the product to prevent potential smoke, heat or fire.
- Do not use the product with any type of power adapter, as this may cause danger and void the warranty.
- If the dock is placed in an area susceptible to thunderstorms or with unstable voltage, take protection measures.
- Unplug the power cable before placing the dock into storage.

Product Overview

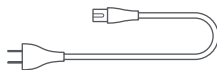
Accessories



Dock

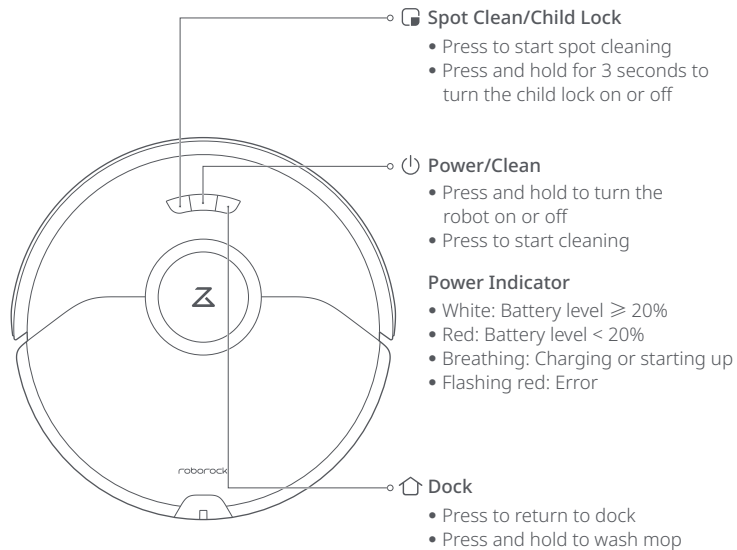


Dock Base



Power Cable

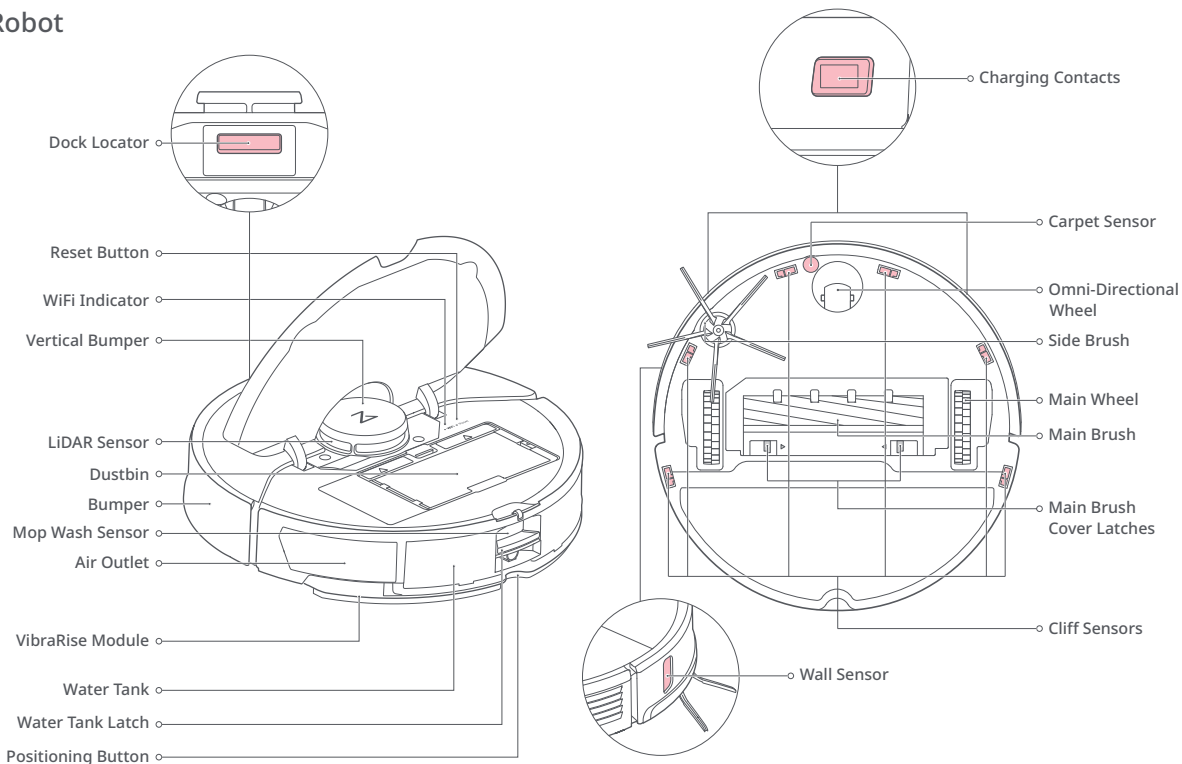
Robot



Note: Press any button to stop the robot during operation.

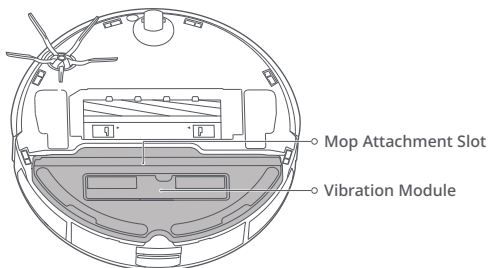
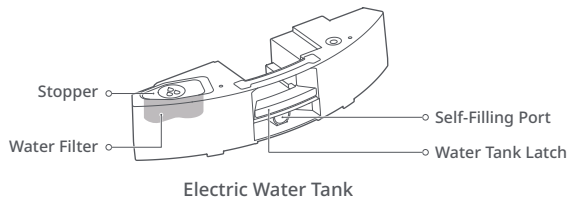
Product Overview

Robot

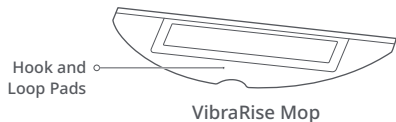


Product Overview

VibraRise Module

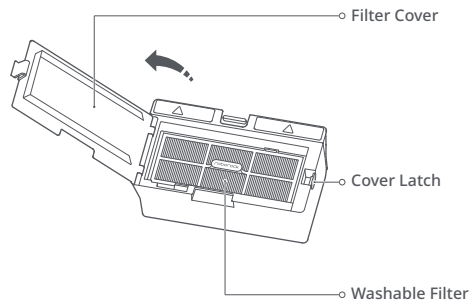


VibraRise Mop Mount

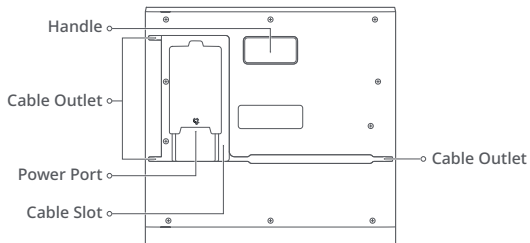


Note: The VibraRise mop mount is non-detachable.

Dustbin



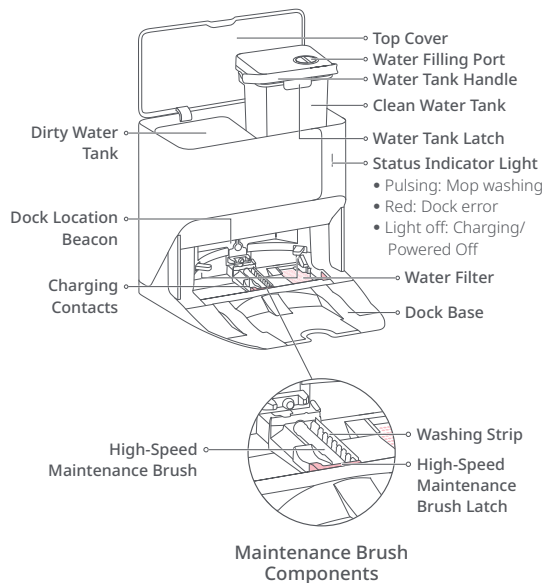
Dock



Dock Back

Product Overview

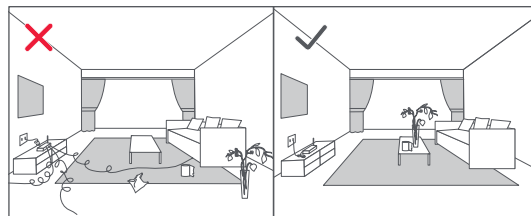
Dock



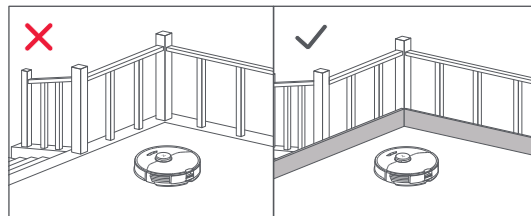
Installation

Important Information

1. Tidy cables, hard or sharp objects (such as nails and glass), and loose items from the ground and move any unstable, fragile, precious, or dangerous items to prevent personal injury or property damage due to items becoming tangled in, struck by, or knocked over by the robot.



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

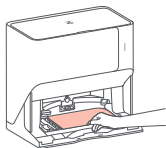


Note: When using the robot for the first time, follow it throughout its whole cleaning route and watch for potential problems. The robot will be able to clean by itself in future uses.

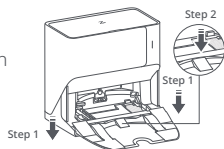
Installation

Assembly

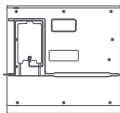
1. Place the dock on a hard and flat surface, and remove the foam used to secure the high-speed maintenance brush components in shipment at the bottom.



2. Attach the base by pressing down both sides of the base firmly, and then pressing the connecting part in the middle until you hear a click.



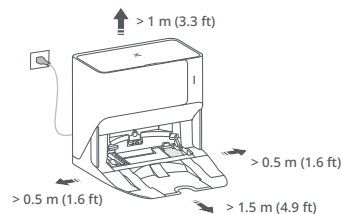
3. Connect the power cable to the back of the dock, and keep excess cable inside the storage slot.



Note: Power cable can be pulled out at both sides.

Placement of the Dock


Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Keep at least 0.5 m (1.6 ft) of clearance on either side, 1.5 m (4.9 ft) in front, and 1 m (3 ft) above. Check the location has good WiFi for a better experience with the mobile app, and then plug it in.

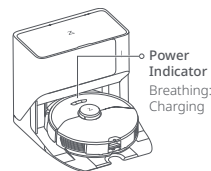


Notes:

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

Powering On & Charging

Press and hold the  button to power on the robot. When the power light goes on, place the robot on the dock to charge. Make sure the charging dock power indicator turns off and a "charging" voice alert sounds. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.



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

Instructions for Use

Connecting to the App

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

1. Download App



Option 1: Search for "Roborock" in the App Store or Google Play or scan the QR code to download and install the app.

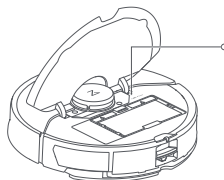


Option 2: Search for "Xiaomi Home" in the App Store or Google Play or scan the QR code to download and install the app.



2. Reset WiFi

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



WiFi Indicator

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

Note: If the mobile phone fails to connect to the robot because your router configuration changes or you forget your password or for any other reason, reset the WiFi and add the robot again when it is waiting for a connection.



3. Add Device

On the homepage of the app, tap "+" in the top right corner and add the device according to the in-app guide.

Notes:

- The actual process may vary due to ongoing app updates. Follow the instructions provided in the app.
- Only 2.4 GHz WiFi is supported.
- If the robot waits more than 1 hour for a connection, WiFi will be automatically disabled. If you want to reconnect, reset the WiFi before proceeding.

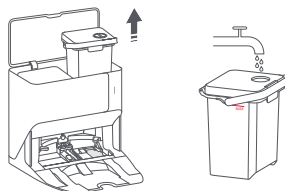
On/Off

Press and hold the  button to turn on the robot. The power indicator will turn on and the robot will enter standby mode. Press and hold the  button to turn off the robot and complete the cleaning cycle.

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

Filling the Clean Water Tank

Take out the clean water tank and remove the water filling port cover. Add water below the Max line. Tighten the port cover and fit the water tank back in place.




Notes:

- To prevent corrosion or damage, only use Roborock branded floor cleaner in the water tank.
- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft dry cloth before reinstalling the tank.

Instructions for Use


Starting Cleaning

Press the  button to start cleaning. The robot will plan its cleaning route according to its scan of the room. It splits a room into zones, first draws out zone edges, and then fills the zone in a zigzag pattern. In doing so, the robot cleans all zones one by one, efficiently cleaning the house. During cleaning, the robot automatically determines when it should wash the mop and fill the water tank to maximize its washing performance.

Notes:

- To allow the robot to wash the mop automatically, start the robot from the dock once it is fully charged. Do not move the dock during cleaning.
- Cleaning cannot start when the battery is low. Allow the robot to charge before starting cleanup.
- If cleaning is completed in less than 10 minutes, the area will be cleaned twice.
- If the battery runs low during the cleaning cycle, the robot will automatically return to the dock. After charging, the robot will resume where it left off.
- Automatic mop washing will not work if the dock encounters an error during cleaning. Wash the mop manually to restore.
- The robot will retract the mop mount to clean the carpet. You can also set the carpet as a No-Go Zone in the app to avoid it.
- Before starting each mopping task, make sure that the VibraRise mop has been properly installed.

Spot Cleaning

Press the  button to start spot cleaning.

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

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

Pause

When the robot is running, press any button to pause it, press the  button to resume cleaning, press the  button to send it back to the dock, hold and press the  button to wash the mop.

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

Sleep

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


Notes:

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

DND Mode

The default Do Not Disturb (DND) period is from 22:00 to 08:00. You can use the app to disable the DND mode or modify the DND period. When DND is on, the auto top-up is canceled, indicator lights are dimmed, and voice alerts are quietened.

Child Lock

Press and hold the  button to enable/disable the child lock. You can also set it in the app. Once enabled, the robot will not react to button presses when it is stationary. When the robot is cleaning or docking, press any button to stop it.

Charging

After cleaning, the robot will automatically return to the dock to charge.

In Pause mode, press the  button to send the robot back to the dock. The power indicator will pulse as the robot charges.

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

Resetting

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

Note: After resetting the system, scheduled cleaning, WiFi, etc. will be restored to factory settings.

Instructions for Use


Error

If an error occurs, the power indicator will flash red and a voice alert will sound. See “Errors” for solutions.

Notes:

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

Restoring Factory Settings

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

App Features

Cleaning Map

Multi-Map Management | Real-time Vacuum and Mop Route | Carpet Display | Map Zoning | Map Editing

Custom Cleaning Modes

Scheduled | Selective Room | Zone | No-Go Zones & Invisible Walls | Custom | Carpet Boost | Mop Wash Interval Settings

Cleaning Mode Switch

Suction Power | Washing Intensity | Mop Washing Modes | Custom Modes

Robot Information

Cleaning History | Battery Level | Care & Maintenance

More Features

Firmware Update | Volume Adjustment | Language Selection | Do Not Disturb Mode | Voice Assistant Support

Note: Functions and details of the app may vary slightly due to the continuous app development and updates.

Routine Maintenance

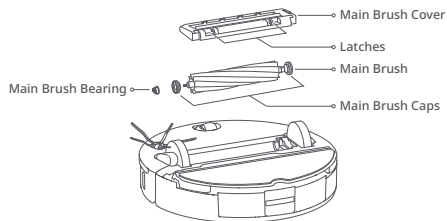
To ensure optimal performance of the robot, refer to the following table for routine maintenance:

Parts	Clean Frequency	Replacement Frequency
Omni-Directional Wheel	As needed	/
Dustbin	As needed	/
Water Tank	As needed	/
Main Brush	Every two weeks	Every 6-12 months
Side Brush	Monthly	Every 3-6 months
Washable Filter	Every two weeks	Every 6-12 months
VibraRise Mop	After each use	Every 3-6 months
Dock Locator	Monthly	/
Cliff Sensor	Monthly	/
Wall Sensor	Monthly	/
Carpet Sensor	Monthly	/
Main Wheel	Monthly	/
Charging Contacts	Monthly	/
Dock Charging Contacts, Location Beacon, and Robot Body	Monthly	/
Water Filter	As needed	/
Clean Water Tank and Dirty Water Tank	As needed	/
High-Speed Maintenance Brush	As needed	Every 6-12 months

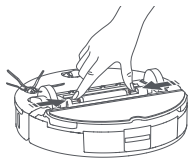
Note: The frequency of replacement may vary depending on the situation. If abnormal wear occurs, replace the parts immediately.

Routine Maintenance

Main Brush



1. Turn over the robot and press the latches to remove the main brush cover.



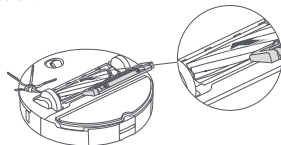
2. Pull out the main brush and remove the main brush bearing.



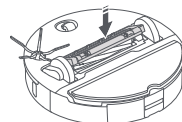
3. Rotate the main brush caps in the indicated unlock direction to remove the caps. Clean the caps and reinstall them in the indicated lock direction.



4. Clean caps and remove entangled hair before reinstalling in the indicated lock direction.



5. Reinstall the main brush cover, making sure that the four teeth are fully seated in the slots before pressing the main brush cover.

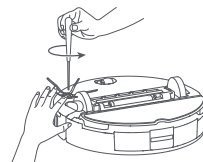


Notes:

- Main brush should be wiped down with wet cloth and left to dry away from direct sunlight.
- Do not use corrosive cleaning fluid or disinfectant to clean the main brush.

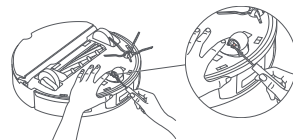
Side Brush

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



Omni-Directional Wheel

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



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

2. Rinse the wheel and the axle with water to remove any hair and dirt.

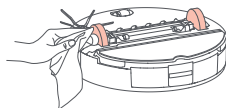


3. Air-dry, reinstall, and press the wheel and axle back in place.

Routine Maintenance

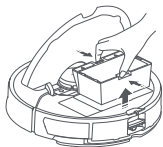
Main Wheel

Clean the main wheel with a soft, dry cloth.

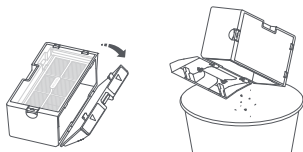


Dustbin

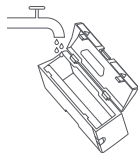
1. Remove the dustbin.



2. Open the dustbin cover and empty the dustbin.



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

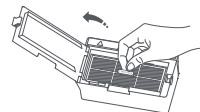


Note: To prevent blockage, only use clean water without any cleaning liquid.

4. Leave the dustbin and the washable filter to dry.

Washable Filter

1. Open the filter cover and remove the filter.

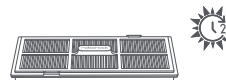


2. Rinse the filter repeatedly and tap it to remove as much dirt as possible.



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

3. Allow 24 hours for the filter to dry thoroughly and reinstall it.

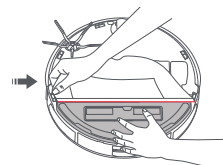


Notes:

- Make sure that the filter is completely dry before use.
- Purchase an additional filter and alternate if necessary.

VibraRise Mop

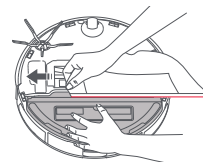
1. Remove the mop from the mop mount.



2. Clean the mop and air-dry it.

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

3. Slide the mop cloth in from the opening of the attachment slot then stick it flat in place.

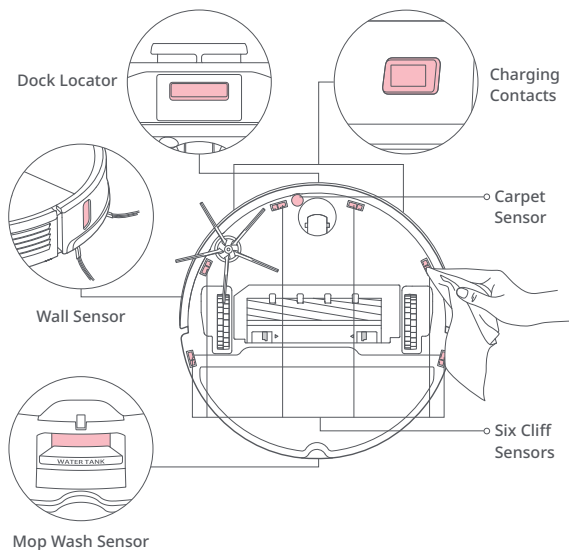


Routine Maintenance

Robot Sensors

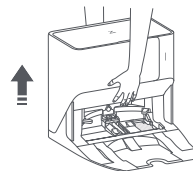
Use a soft, dry cloth to wipe and clean all sensors, including:

1. The dock locator and charging contacts in the front.
2. The wall sensor on the right.
3. The carpet sensor and six cliff sensors on the bottom.
4. The mop wash sensor in the rear.



Moving the Dock

To move the dock, grip the handle on the back with one hand and the inner side of the front board with the other hand, as shown below. Do not grip the base as it is not designed for lifting.

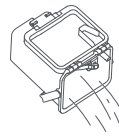


Dirty Water Tank

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

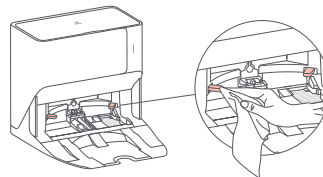
Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- To avoid deformation, only use cold water.
- If any water stains remain on the outside of the water tank, wipe them with a soft dry cloth before reinstalling the tank.



Charging Contact Areas

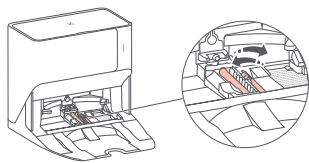
Use a soft, dry cloth to wipe the charging contacts on the dock.



Routine Maintenance

High-Speed Maintenance Brush

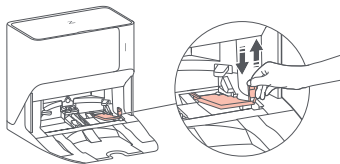
1. Lift the high-speed maintenance brush latch and remove the brush, as shown below.



2. Remove any entangled objects in the high-speed maintenance brush and rinse it clean. Reinstall the brush and latch it in place.

Water Filter

Unlock the water filter and remove it for washing. Use a soft, dry cloth to wipe the cleaning tank, and then reinstall the filter. Press down the filter until you hear it lock with a click.



Battery

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

Note: If the robot will be left unused for a long period, turn it off and charge it at least every three months to avoid battery damage caused by over-discharge.

Basic parameters

Robot

Model	S300RR
Battery	14.4 V/5200 mAh lithium-ion battery
Rated Input	20VDC 1.8A
Charging Time	< 6 hours

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

Dock

Name	Wash and Fill Dock
Model	WFD01HRR
Rated Input	100-240VAC 50-60Hz 0.8A
Rated Output	20VDC 1.8A
Charging Battery	14.4 V/5200mAh lithium-ion battery

Errors

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

1. After resolving any of the following errors, relocate your robot and restart cleaning.
2. After any sensor errors, clean the sensor and retry.
3. If the battery is at an abnormal temperature, wait for it to return to normal before use.

Error 1: LiDAR turret or laser blocked. Check for obstruction and retry.

Error 2: Bumper stuck. Clean it and lightly tap to release it.

Error 3: Wheels suspended. Move robot and restart.

Error 4: Cliff sensor error. Clean cliff sensors, move robot away from drops and restart.

Error 5: Main brush jammed. Clean main brush and bearings.

Error 6: Side brush jammed. Remove and clean side brush.

Error 7: Wheels jammed. Move the robot and restart.

Error 8: Robot trapped. Clear obstacles surrounding robot.

Error 9: No dustbin. Install dustbin and filter.

Error 12: Low battery. Recharge and retry.

Error 13: Charging error. Clean charging contacts and retry.

Error 14: Battery error.

Error 15: Wall sensor dirty. Clean wall sensor.

Error 16: Robot tilted. Move to level ground and restart.

Error 17: Side brush error. Reset robot.

Error 18: Fan error. Reset robot.

Error 21: Vertical bumper pressed. Move robot and retry.

Error 22: Dock locator error. Clean and retry .

Error 23: Could not return to dock. Clean dock location beacon and retry.

Error 27: VibraRise system jammed. Check for obstructions.

Error 28: Robot on carpet. Move robot to floor and retry.

Filter blocked or wet. Clean, dry, and retry.

No-go zone or Invisible Wall detected. Move robot from this area.

Cannot cross carpet. Move robot across carpet and restart.

Internal error. Reset the robot.

Note: A system reset may resolve some problems.

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

Common Issues

Problem	Solution
Unable to power on	<ul style="list-style-type: none">• Battery low. Put the robot on the dock and charge it before use.• Battery temperature too low or too high. Only use the robot within the range of 0-40°C (32-104°F).
Unable to charge	<ul style="list-style-type: none">• Dock not connected to power: Check that both ends of the power cable are properly connected.• Poor contact: Clean the charging contacts of the dock and the robot.• Confirm that the dock indicator is on.
Slow charging speed	<ul style="list-style-type: none">• To maintain the battery life, the robot automatically reduces the charging speed when it is charged in an environment at a high or low temperature.• Charging contacts dirty. Clean them with a dry cloth.
Unable to return to dock	<ul style="list-style-type: none">• Too many obstacles near the dock. Move it to an open area.• Robot too far from the dock. Place it closer and retry.
Abnormal behavior	<ul style="list-style-type: none">• Restart the robot.
Noise during cleaning	<ul style="list-style-type: none">• The main brush, side brush, or main wheel may be jammed. Turn off the robot and clean them.• The omni-directional wheel is jammed. Use a screwdriver to remove it for cleaning.
Poor cleaning performance and/or leaking dust	<ul style="list-style-type: none">• The dustbin is full and needs emptying.• The filter is blocked and needs cleaning.• The main brush is tangled up. Clean the main brush.
The robot cannot return to the dock after spot cleaning or when it has been moved manually	<ul style="list-style-type: none">• After spot cleaning or a significant position change, the robot will re-generate the map. If the dock is too far away, the robot may not be able to return for charging and must be placed on the dock manually.

Common Issues

Problem	Solution
Unable to connect to WiFi	<ul style="list-style-type: none">• WiFi disabled. Reset the WiFi and try again.• Poor WiFi signal. Move the robot to an area with good WiFi reception.• Abnormal WiFi connection. Reset the WiFi, download the latest mobile app and retry.• Current device not supported. Find the supported models in the app.• Unable to connect to WiFi. There may be an error with your router settings. Contact Roborock Customer Service for help with troubleshooting.
Scheduled cleaning is not working	<ul style="list-style-type: none">• Battery low. Scheduled cleaning can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the dock?	<ul style="list-style-type: none">• The robot will draw power while it is docked to maintain battery performance, but the power consumption is extremely low.
Does the robot need to be charged for at least 16 hours for the first three uses?	<ul style="list-style-type: none">• No. Lithium-ion batteries have no memory effect. The robot can be used once fully charged.
Cleaning does not resume after recharging	<ul style="list-style-type: none">• Make sure that the robot is not in DND mode. DND mode will prevent auto top-up.• If the robot is placed manually on the dock, it will not be able to continue cleanup.
The robot begins to miss certain spots	<ul style="list-style-type: none">• The wall sensor, cliff sensor, or carpet sensor may be dirty. Clean them with a soft, dry cloth.

EU Declaration of Conformity

We Beijing Roborock Technology Co., Ltd., hereby, declares that this equipment is in compliance with the applicable Directives and European Norms, and amendments. The full text of the EU declaration of conformity is available at the following internet address:
<https://global.roborock.com/pages/compliance>.

WiFi Specification

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

Laser Safety

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

WEEE Information

Correct Disposal of this product . This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



Warranty Information

The warranty period depends on the laws of the country in which the product is sold, and the warranty is the responsibility of the seller.

The warranty only covers defects in material or workmanship.

The repairs under warranty may only be carried out by an authorized service centre. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.

The warranty will not apply in cases of:

- Normal wear and tear.
- Incorrect use, e.g. overloading of the appliance, use of non-approved accessories, use of force.
- Damage caused by external influences.
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions.
- Partially or completely dismantled appliances.

Robotic Vacuum Cleaner

Product Model: S300RR

Manufacturer: Beijing Roborock Technology Co., Ltd.

Address of Manufacturer: Floor 6, Suite 6016, 6017, 6018, Building C, Kangjian Baosheng Plaza,
No.8 Heiquan Road, Haidian District, Beijing, P.R. China

For more product information, visit our website: www.roborock.com

For after-sales support, email our after-sales service team:

Europe Support: support@roborock-eu.com

Australia Support: service@roborock.com.au

