

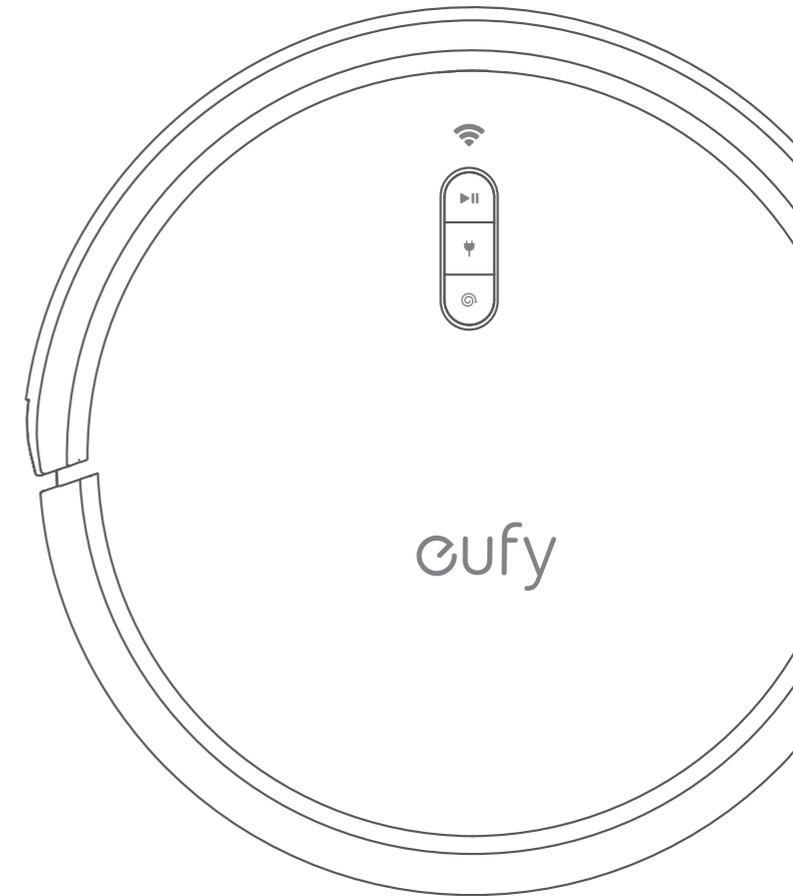


For FAQs and more information, please visit:  
[www.eufy.com](http://www.eufy.com)



**RoboVac**  
**G30 (T2250)**  
**G30 Edge (T2251)**  
**G30 Verge (T2252)**  
**G30 Hybrid (T2253)**

Owner's Manual



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## Important Safety Instructions

To reduce the risk of injury or damage, read these safety instructions carefully and keep them at hand when setting up, using, and maintaining this device.

### WARNING SYMBOLS USED



This is the safety alert symbol. This symbol alerts you to potential hazards that could result in property damage and/or serious bodily harm or death.

- This device 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 this device in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with this device.
- Cleaning and maintenance shall not be performed by children without adult supervision.

- This device is only to be used with the power supply unit provided.
- Before cleaning or maintaining this device, the plug must be removed from the outlet.
- The battery in this device should only be replaced by a skilled professional.
- When removing the battery, disconnect the device from the supply mains.
- To recharge the battery, only use the detachable adapter (US/CA: GSCU0600S019V12E; UK: GSCB0600S019V12E; EU: GSCV0600S019V12E; AU: GSCS0600S019V12E) provided with this device.
- The battery must be removed before this device is disposed of. To remove the battery, first unscrew the screws on the bottom, then remove the back cover. Remove the battery by disconnecting the quick connector.
- The used battery should be placed in a sealed plastic bag and disposed of safely according to local environmental regulations.
- The external flexible cable or cord of the power supply unit cannot be replaced; if the cord is damaged, the power supply unit shall be disposed of.

Thank you for purchasing RoboVac. Carefully read all the instructions below before using this device, and keep this manual for future reference.

- This device is for indoor use only.
- This device is not a toy. Do not sit or stand on this device. Small children and pets should be supervised when this device is operating.
- Store and operate this device in room temperature environments only.
- Do not use this device to pick up anything that is burning or smoking.
- Do not use this device to clean up spills of bleach, paint, chemicals, or anything wet.
- Before using this device, pick up objects like clothing and loose paper. Lift up cords for blinds or curtains. Move power cords, sharp-pointed and fragile objects out of the way. If this device passes over a power cord and drags it, an object could be pulled off a table or shelf.
- If the room to be cleaned has a balcony, a physical barrier should be used to prevent access to the balcony and to ensure safe operation.
- Do not place anything on top of this device.
- Be aware that this device moves around on its own. Take care when walking in the area where this device is operating to avoid stepping on it.
- Do not operate this device in areas with exposed electrical outlets on the floor.

- Do not expose the electronics of this device, its battery, or the integrated Charging Base. There are no user-serviceable parts inside.
- Do not use this device on an unfinished, unsealed, waxed or rough floor. It may result in damage to the floor and this device. Use only on hard floor surfaces or low-pile carpets, and not on carpets with tasseled edges or loose threads.
- This device has been designed to be used on floors without scratching them. We still recommend that you test this device on a small area of the room to be cleaned to ensure no scratches are made before cleaning the whole room.
- Only use attachments recommended or described in this manual.
- Do not handle the appliance or plug with wet hands.
- Ensure that the dust bag and/or filters are correctly in-place before usage.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- Do not expose the battery pack or appliance to fire or excessive temperature. Exposure to

fire or temperature above 130°C may cause an explosion.

- Do not modify or attempt to repair the appliance or the battery pack (as applicable), except as indicated in the instructions for use and care.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.

## Notice



This symbol on the device or its packaging indicates:

Do not dispose of electrical appliances as unsorted municipal waste; use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obliged to take back your old appliance for disposal at least free of charge.

## FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and radiates radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following

measures: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio / TV technician for help.

The following importer is the responsible party (for FCC matters only).

Company Name: POWER MOBILE LIFE, LLC

Address: 400 108th Ave NE Ste 400, Bellevue, WA 98004-5541

Telephone: +1 (800) 994 3056

#### RF Exposure Compliance Statement

This equipment complies with the FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

#### ISED Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

#### Declaration of Conformity

This product complies with the radio interference requirements of the European Community. Hereby, Anker Innovations Limited declares that the radio equipment type T2250/T2251/T2252/T2253 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://support.eufylife.com/s/articleRecommend?type=Download>

Maximum output power: 18 dBm (For EU)

Frequency band: 2.4G band (2.4000GHz - 2.4835GHz)

#### GB Declaration of Conformity

Hereby, Anker Innovations Limited declares that the device is in compliance with Radio Equipment Regulations 2017 and The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The full text of the GB Declaration of Conformity is available at the following website:

<https://support.eufylife.com/s/articleRecommend?type=Download>.

The following importer is the responsible party for EU and UK matters.

Anker Technology (UK) Ltd | GNR8, 49 Clarendon Road, Watford, Hertfordshire, WD17 1HP, United Kingdom

Anker Innovations Deutschland GmbH | Georg-Muche-Strasse 3, 80807 Munich, Germany

Manufacturer:

Anker Innovations Limited | Room 1318-19, Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon, Hong Kong

#### Trademark Notice

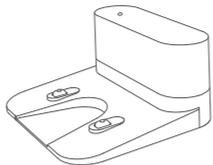
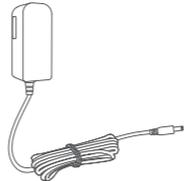
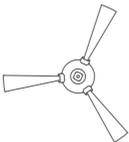
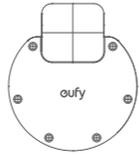
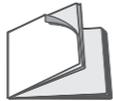
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- Google Play and the Google Play logo are trademarks of Google Inc.
- Google Home is a trademark of Google Inc.

## About Your RoboVac

### Product Differentiation

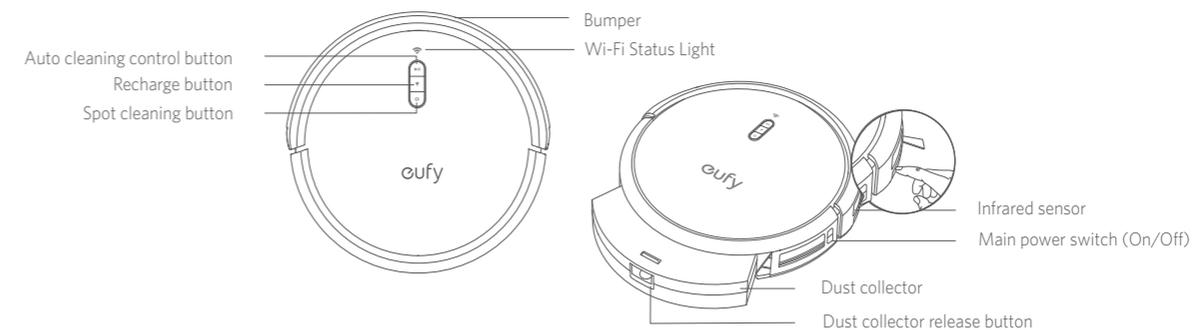
	G30 (T2250)	G30 Edge (T2251)	G30 Verge (T2252)	G30 Hybrid (T2253)
Charging Base	✓	✓	✓	✓
Power Adapter	✓	✓	✓	✓
Cleaning Tool	✓	✓	✓	✓
Side Brush	✓	✓	✓	✓
Water Tank				✓
Washable Mopping Cloth				✓
Waterproof Pad				✓
Boundary Strip Support * Boundary strips are sold separately.		✓	✓	✓
BoostIQ™ feature	✓	✓	✓	✓
Mopping System				✓
Wi-Fi Connection	✓	✓	✓	✓

## What's in the Box

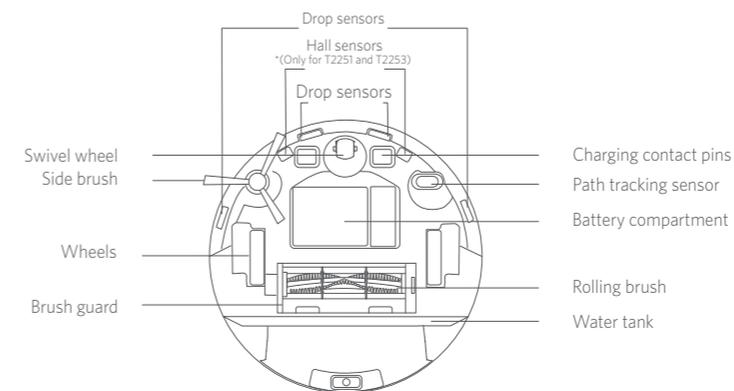
		
RoboVac	Charging Base	Power Adapter
		
Side Brush (x1)	Cleaning Tool	Water Tank *Only available for G30 Hybrid (T2253)
		
Washable Mopping Cloth *Only available for G30 Hybrid (T2253)	Waterproof Pad *Only available for G30 Hybrid (T2253)	Owner's Manual & Other Documents

## RoboVac Anatomy

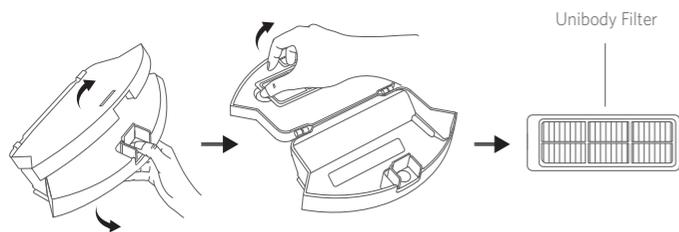
### A. Top & Side



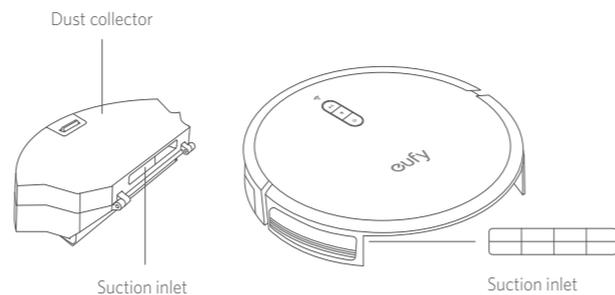
### B. Bottom



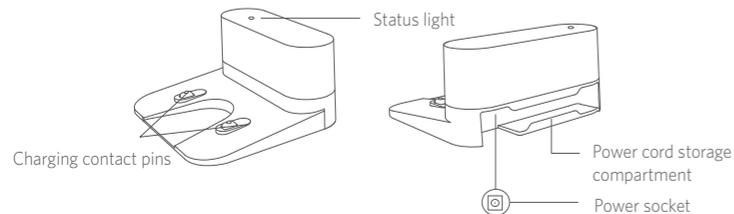
### C. Dust Collector



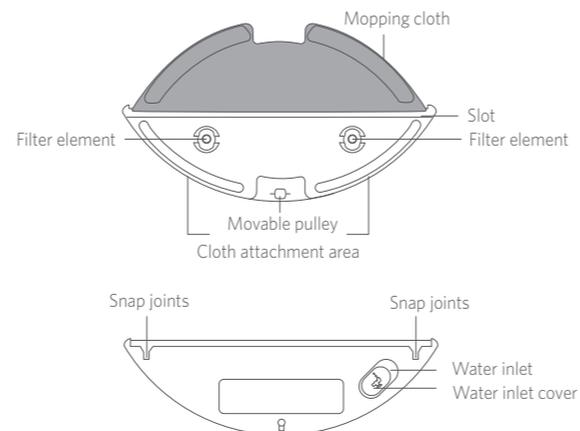
### D. Suction Inlet



### E. Charging Base



### F. Water Tank \*Only for G30 Hybrid (T2253)



### Buttons & Indicators

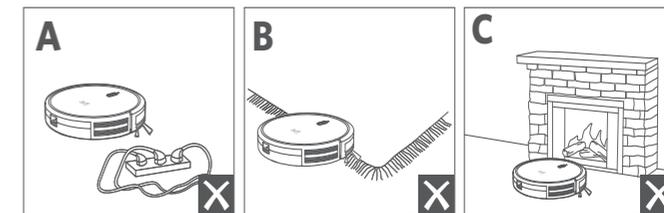
	<p><b>Start/Pause Cleaning</b></p> <ul style="list-style-type: none"> <li>• Solid blue: standby, cleaning, pause cleaning, returning to charging base or fully charged</li> <li>• Solid orange: standby or working in low battery status</li> <li>• Flashing red: error</li> </ul> <p>* Refer to the <b>"Troubleshooting&gt;Voice Alert"</b> section in this manual for solutions.</p> <p><b>Reset the Wi-Fi Connection</b> (Press and hold for 10 seconds)</p>
	<p><b>Return to Charging Base</b></p> <ul style="list-style-type: none"> <li>• Flashing blue slowly: returning to Charging Base</li> <li>• Steady blue: standby or paused</li> </ul>
	<p><b>Spot Cleaning</b></p> <ul style="list-style-type: none"> <li>• Flashing blue slowly: Spot mode</li> <li>• Steady blue: standby or paused</li> </ul>

- When you use the **Find My Robot** function via the eufy Clean app, all three LED indicators are solid blue and a voice prompt is heard.
- To conserve power, the blue light on the button becomes dim when:
  - (1) RoboVac is not docked to the Charging Base and has been inactive for 10 minutes;
  - (2) RoboVac is fully charged for 1 minute.

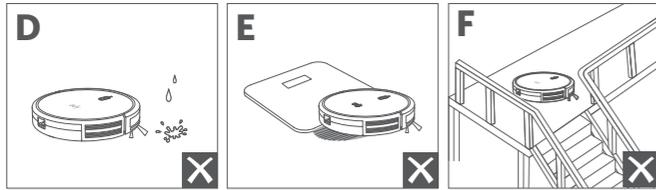
Wi-Fi Status Light	Status
Slowly flashing blue	Waiting for connection
Rapidly flashing blue	Connecting with your wireless router
Solid blue	Connected to your wireless router

## Using Your RoboVac

### Important Tips Before Use



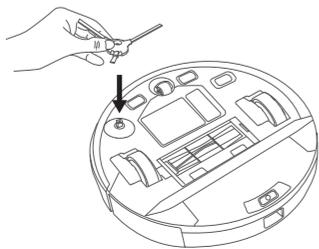
- Remove power cords and small objects from the floor that may entangle RoboVac.
- Fold tasseled edges of area rugs underneath to prevent tangling RoboVac. Avoid cleaning very dark-colored high-pile rugs or rugs thicker than 1.02in / 26mm as they may cause RoboVac to malfunction.
- It is strongly recommended to place boundary strips (sold separately) in front of fireplaces and certain areas (i.e. air vents) that may cause damage to RoboVac if entered.



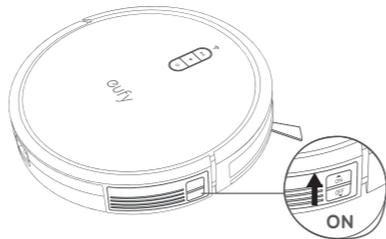
- d** Keep RoboVac away from wet areas during cleaning.
- e** RoboVac may climb on top of objects less than 0.63in / 16mm in height. Remove these objects if possible.
- f** Anti-drop sensors will prevent RoboVac from tumbling downstairs and steep drops in most cases. Sensors are **less effective** if dirty or used on carpeted/reflective/very dark-colored floors. It is recommended to place physical barriers to block off areas where RoboVac may fall.

## Preparation

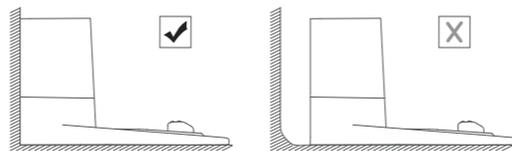
- 1** Remove the foam blocks beside the bumper before use.
- 2** Install the side brush before use.



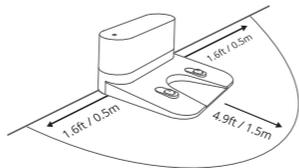
- 3** Turn on the main power switch at the right side of RoboVac.



- 4** Place the Charging Base on a level surface and against a wall.

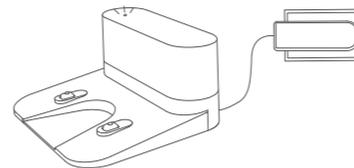


- 5** Remove objects within 1.6ft / 0.5m to the left and right sides and within 4.9ft / 1.5m of the front of the Charging Base.



- 6** Connect the round connector of the adapter into the power socket on the Charging Base and the other end into a wall outlet.

- When the Charging Base connects to AC power, the LED indicator on the Charging Base is SOLID WHITE.



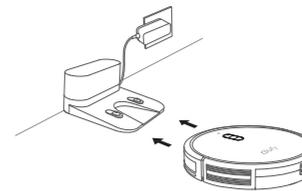
- Install the Charging Base in a location that RoboVac can easily access. It is recommended to place the Charging Base against a wall, and on a hard-level surface rather than on rugs or carpets.
- Always keep the Charging Base plugged in, otherwise RoboVac will not automatically return to it.

## Charge Your RoboVac

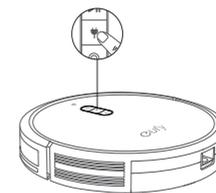


- Make sure RoboVac is fully charged before use.
- RoboVac returns to the Charging Base at the end of a cleaning cycle or when its battery is running low.

- 1** Attach RoboVac to the Charging Base by aligning its charging pins with the charging pins on the base.



- 2** Press  to return RoboVac to the Charging Base.



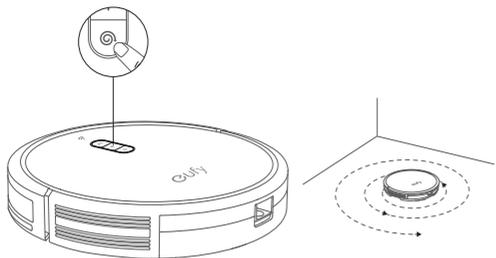
- Turn off the main power switch if RoboVac will not be used for a long period of time. To preserve the battery's lifespan, recharge at least once every 6 months.



## 2 Spot cleaning

RoboVac intensively cleans a specific area in a spiral pattern, useful if there is a concentrated area of dust or debris. In Spot mode, RoboVac will stop cleaning after 2 minutes.

Press  on RoboVac to start cleaning in Spot Mode.



## Select a Suction Power Level

In the eufy Clean app, select a suction power level according to your needs:

- Standard (Default)
- Turbo
- Max

### BoostIQ™



- When RoboVac starts cleaning the next time, it will clean according to the suction power level you previously selected.

## Select BoostIQ™ feature

In the eufy Clean app, select the BoostIQ™ feature according to your needs. While cleaning at standard suction power level, RoboVac will automatically increase the suction power if it detects that stronger power is needed to ensure the best clean. BoostIQ™ is ideal for cleaning thicker carpets and hard-to-sweep messes, which will reduce the total cleaning time, but increase the noise level. If the vacuuming noise caused by BoostIQ™ disturbs you, you can disable this feature.

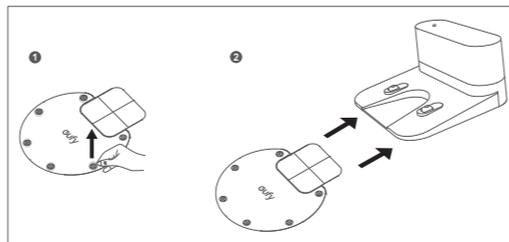
## Use Mopping System

\*Only available for G30 Hybrid (T2253)

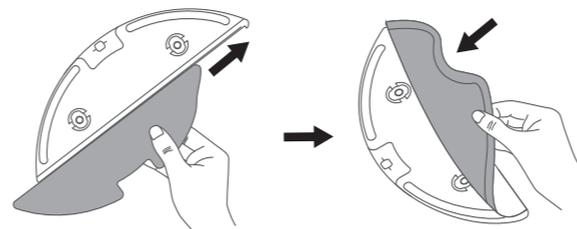


- The mopping mode is not recommended when no one is at home.
- Only use the mopping mode on a floor without carpets.
- Remove the water tank when RoboVac is under charging or not in use.

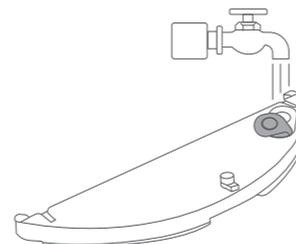
- 1 Before mopping, peel off the stickers on the waterproof pad and install it under the Charging Base to keep the floor dry.



- 2 Wet the mopping cloth and wring it until it does not drip. Insert the cloth along the bracket slot and stick it firmly.

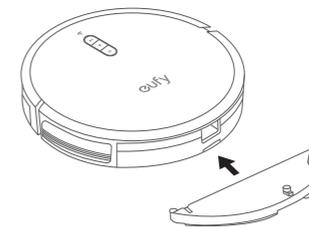


- 3 Open the water inlet cover to fill the water tank, then close the cover.



- Only use the cleaning solution designated by eufy, otherwise it may affect the cleaning effect and damage the device.

- 4 Install the water tank into the bottom of RoboVac until a click is heard.

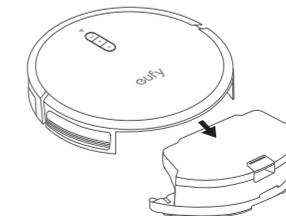


- The mopping mode is only intended for a clean floor without stubborn stains. To achieve a better mopping effect, it is recommended to clean the floor with RoboVac three times before installing the mopping module.

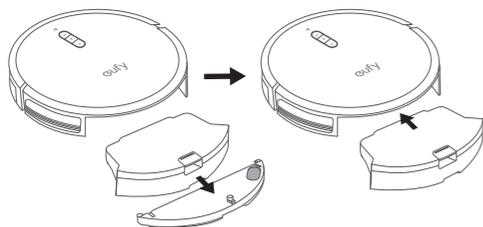
- 5 Select a cleaning mode to start cleaning.

- RoboVac automatically sweeps and mops in the selected mode.

- 6 When RoboVac finishes working and returns to the Charging Base, press the release button to remove the dust collector and the water tank.



- 7 Remove the water tank and put the dust collector back into the main unit.



- After mopping, remove the water tank, empty any remaining water and clean the washable mopping cloth to prevent the cloth becoming mildewed or producing a peculiar smell. For how to maintain the mopping cloth and water tank, refer to the **"Cleaning and Maintenance"** section in this manual.

## Use RoboVac with Amazon Alexa / the Google Assistant

Amazon Alexa or the Google Assistant is a smart voice control device that enables you to control RoboVac with your voice.

Currently this feature only supports English, German, French, and Spanish. You could check regularly if more languages are supported at <https://www.eufy.com/support/>.

### Before you start, make sure that:

- RoboVac is attached to the Charging Base to ensure there is enough power.
- RoboVac is connected with the eufy Clean app.
- You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot and Amazon Tap, Echo Show, Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

### To control RoboVac with Amazon Alexa or the Google Assistant

- 1 Open the eufy Clean app and find **"Smart Integrations"** in the top left.
- 2 Follow the on-screen instructions to complete the setup.



- For more information about how RoboVac works with Amazon Alexa / the Google Assistant, visit <https://www.eufy.com/support/> for details.

## Cleaning and Maintenance

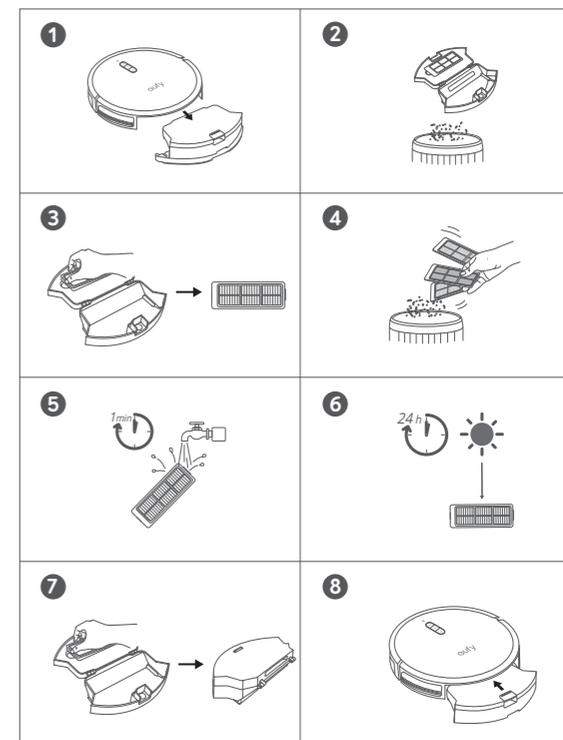
Before cleaning and maintaining, turn off the device and unplug the adapter.

For optimal performance, follow the instructions below to clean and maintain RoboVac regularly. The cleaning/replacement frequency will depend on your RoboVac usage habits.

### Recommended Cleaning and Replacement Frequency

RoboVac Part	Cleaning Frequency	Replacement Frequency
Dust Collector	After each use	-
Filter	Once a week (Twice a week if you have a pet)	Every 6 months or after every 50 rounds of cleaning
Side Brush	Once every month	Every 3-6 months (or when visibly worn)
Rolling Brush	Once every week	Every 6-12 months
Brush Guard	Once every month	Every 3-6 months (or when the silicone rubber strip on the brush guard becomes visibly worn)
Sensors	Once every month	-
Charging Pins	Once every month	-
Swivel Wheel	Once every month	-
Washable Mopping Cloth <b>*Only applicable to G30 Hybrid (T2253)</b>	After each use	-
Water Tank <b>*Only applicable to G30 Hybrid (T2253)</b>	After each use	-

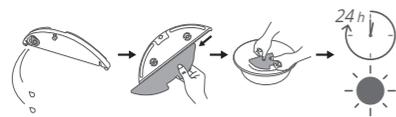
### Clean the Dust Collector and Filter



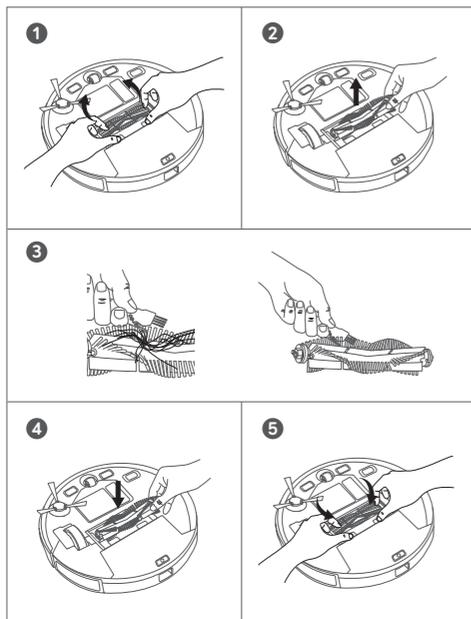
- Do not use a brush, hot water, or any detergent to clean the filter.

## Clean the Mopping Cloth and Water Tank

\*Only applicable to G30 Hybrid (T2253)



## Clean the Rolling Brush

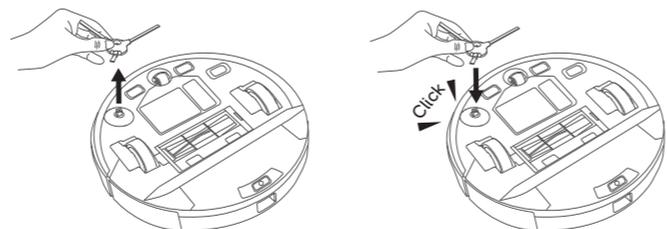


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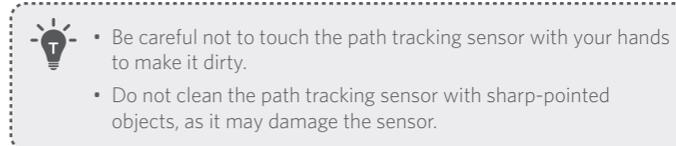
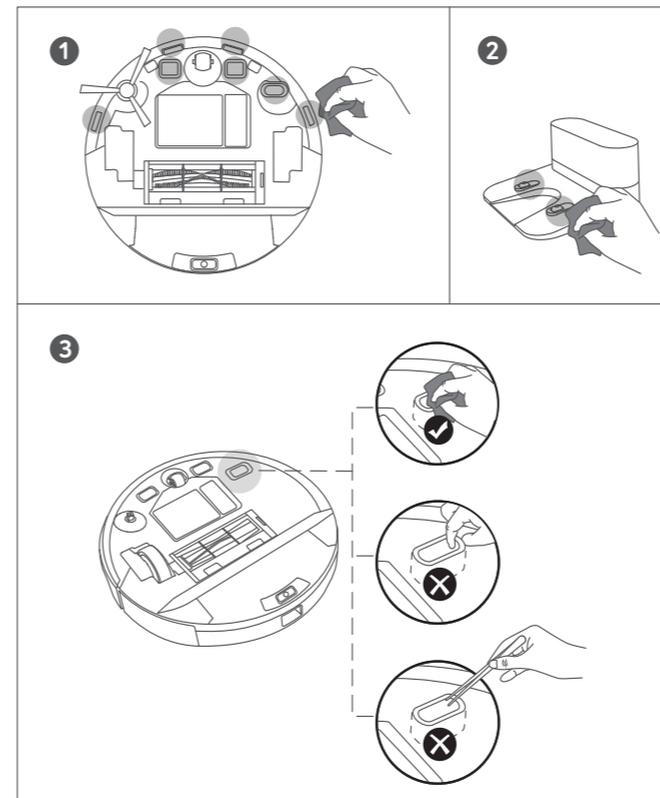
## Clean the Side Brush



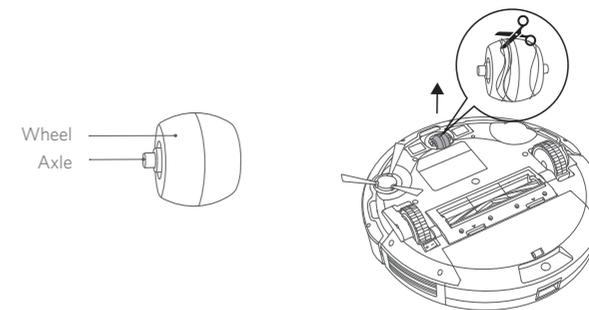
## Replace the Side Brush



## Clean the Sensors and Charging Pins



## Clean the Swivel Wheel



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## Troubleshooting

The solutions below are for general questions. If your problem persists, visit [www.eufy.com](http://www.eufy.com), go to eufy Clean app, or contact [support@eufy.com](mailto:support@eufy.com) for help.

Problems	Solutions
RoboVac cannot be activated.	<ul style="list-style-type: none"> <li>Make sure the main power switch is in the ON position.</li> <li>Make sure the battery is fully charged.</li> <li>If you still have trouble, turn off the main power switch and then turn it back on.</li> </ul>
RoboVac suddenly produces a loud noise.	<ul style="list-style-type: none"> <li>Adjust the suction power level in the eufy Clean app.</li> <li>Check if the rolling brush, filter, dust collector, wheel or suction inlet is stuck.</li> <li>Make sure the filter and the brush guard have been properly installed.</li> </ul>
RoboVac suddenly stops working.	<ul style="list-style-type: none"> <li>Check if RoboVac is trapped or stuck on an obstacle.</li> <li>Check if the battery level is too low.</li> <li>Check if RoboVac has alerted you with any voice prompts or LED indicators. Refer to the <b>"Voice Alert"</b> section in this manual.</li> <li>If you still have trouble, turn off RoboVac, wait for 3 seconds, and then turn it back on.</li> </ul>

Problems	Solutions
You cannot schedule cleanings.	<ul style="list-style-type: none"> <li>Make sure the main power switch is turned on.</li> <li>Make sure the scheduled time has been set correctly.</li> <li>Check if RoboVac's power is too low to start cleaning.</li> <li>RoboVac will not start a scheduled cleaning while already performing a cleaning task.</li> <li>Cleaning schedules are erased when RoboVac is powered off or when reset to factory default settings. If RoboVac is powered on without Internet access, cleaning schedules will not synchronize and must be reset via the app.</li> </ul>
Suction power is weak.	<ul style="list-style-type: none"> <li>Check if any obstructions are blocking the suction inlet.</li> <li>Empty the dust collector.</li> <li>Clean the filter with water.</li> <li>Select the max suction power level in the eufy Clean app.</li> <li>Check if the filter is wet due to water or other liquid on the floor. Air-dry the filter completely before use.</li> </ul>
The rolling brush does not rotate.	<ul style="list-style-type: none"> <li>Clean the rolling brush. Remove the hair wrapped around the rolling brush or entangled in the two ends of the brush.</li> <li>Check if the rolling brush and brush guard have been installed properly.</li> </ul>

Problems	Solutions
RoboVac cannot return to the Charging Base.	<ul style="list-style-type: none"> <li>Remove objects within 1.6 ft/ 0.5 m to the left and right side and within 4.9 ft/ 1.5 m of the front of the Charging Base.</li> <li>When RoboVac is in the vicinity of the Charging Base, it will return more quickly. However, if the Charging Base is located far away, RoboVac will need more time to return. Please be patient as it works its way back.</li> <li>Clean the charging contact pins.</li> </ul>
RoboVac cannot be charged.	<ul style="list-style-type: none"> <li>Check if the LED indicator on the Charging Base lights up (when RoboVac is not on the Charging Base). If not, reconnect the adapter with the Charging Base and try a new power outlet. If the problem persists, contact the eufy service center to repair or replace the Charging Base.</li> <li>Dust off the charging contact pins with a dry cloth.</li> <li>Check if you can hear the "Charging" voice prompt when RoboVac is docked onto the Charging Base. If not, contact the eufy service center to repair or replace the Charging Base.</li> </ul>
RoboVac's movements or travel paths are abnormal.	<ul style="list-style-type: none"> <li>Clean the sensors carefully with a dry cloth.</li> <li>Restart RoboVac by turning the power switch off and on.</li> </ul>

Problems	Solutions
RoboVac's cleaning time becomes shorter or is less than 100 minutes.	<ul style="list-style-type: none"> <li>Make sure RoboVac is fully charged (indicated by a solid blue LED light) before cleaning.</li> <li>The cleaning time will be affected by the suction mode and floors/carpets to be cleaned:               <ol style="list-style-type: none"> <li>Standard suction mode (on hardwood floors): approx. 100 minutes of cleaning</li> <li>Turbo suction mode (on medium-pile carpets): approx. 60 minutes of cleaning</li> <li>Max suction mode (on medium-pile carpets): approx. 40 minutes of cleaning</li> </ol> </li> <li>If your cleaning time is much less than the time mentioned above, contact eufy customer service for help.</li> </ul>
RoboVac cannot connect to a Wi-Fi network.	<ul style="list-style-type: none"> <li>Make sure you entered the Wi-Fi password correctly.</li> <li>Make sure your RoboVac, router, and mobile phone are close enough to ensure a strong signal strength.</li> <li>Make sure your Wi-Fi router supports the 2.4GHz and 802.11b/g/n bands; the 5GHz band is not supported.</li> </ul>
Water does not come out during mopping. <b>*Only applicable to G30 Hybrid (T2253)</b>	<ul style="list-style-type: none"> <li>Make sure there is enough water in the water tank.</li> <li>Check if the mopping module is correctly installed.</li> <li>Check if the water outlets are blocked.</li> </ul>

Problems	Solutions
You cannot control RoboVac with Amazon Alexa.	<ul style="list-style-type: none"> <li>Check if there are any Internet connection problems.</li> <li>Check whether you have installed the Amazon Alexa app onto your smart device and enabled “eufy Clean - RoboVac” Skill in the Amazon Alexa app. For details, refer to the <b>“Smart Integrations”</b> page in the eufy Clean App.</li> <li>Make sure you have an eufy Clean account and have connected to RoboVac.</li> <li>Make sure you are using correct Alexa voice-commands.</li> </ul>
You cannot control RoboVac with the Google Assistant.	<ul style="list-style-type: none"> <li>Check if there are any Internet connection problems.</li> <li>Check if you have installed the Google Home app onto your smart device and initiated the “eufy Clean” action in the Google Home app. For details, refer to the <b>“Smart Integrations”</b> page in the eufy Clean App.</li> <li>Check if you are using the proper commands when talking to the Google Assistant. When making your request, first say the wake words “Ok Google”.</li> <li>Repeat your question. Speak clearly to the Google Assistant.</li> </ul>

Problems	Solutions
Too much water comes out during mopping. <b>*Only applicable to G30 Hybrid (T2253)</b>	<ul style="list-style-type: none"> <li>Make sure the water tank has been installed properly.</li> <li>Make sure the filter elements are correctly installed in place.</li> <li>Check if the dust collector is damaged.</li> </ul>

## Voice Alert

When RoboVac encounters a problem, the red indicator on RoboVac will flash and you will hear the relevant voice prompts. Please refer to the following table for problem solutions. If the issue persists, contact customer support for help.

Voice Prompt	Cause and Solution
Error 1: Front bumper stuck.	Front bumper is stuck. Tap it repeatedly to remove any dust, if not, then move the device to a new position and try again.
Error 2: Wheel stuck. Check the wheel and move it to a new position.	Wheel may be stuck or trapped. Clear any obstacles in the surrounding area and check the wheel for any trapped dust. Move the device to a new position and try again.
Error 4: Rolling brush stuck. Remove and clean the rolling brush.	Remove the rolling brush, roller joint, roller brush cover, and suction inlet to clean it. Once cleaned, place the items back into the device and try again.

Voice Prompt	Cause and Solution
Error 5: Device trapped. Clear the surrounding area.	Device is trapped. Clear any obstacles in the surrounding area and try again.
Error 6: Device trapped. Place device near the position where the problem occurred.	Device may be suspended in air. Move it to a new position close to the original position and try again. If the device is still unable to start, clean the edge sensor and try again.
Error 7: Wheel suspended. Please move the device to a new position.	Wheels may be suspended in air. Move the device to a flat surface and a new position close to the original position then try again.
Error 8: Low battery, shutting down device. Please charge your device.	Low Battery; system will shut down. Charge the device and try again.
Error 9: Magnetic Boundary Strip detected. Move device to a different area. <b>*Only applicable to G30 Edge (T2251), G30 Verge (T2252), and G30 Hybrid (T2253)</b>	Device is too close to a strong magnetic field or strip. Move the device to a different area and try again.
Error 10: Path Tracking Sensor needs cleaning	Path tracking sensor is blocked by dust and requires cleaning.

Voice Prompt	Cause and Solution
Error 21: Charging Base blocked by surrounding obstacles	Charging base is blocked by obstacles, clear any obstacles around the charging base and try again.
Error S1: Battery Error. Refer to Owner’s Manual or App for help.	<ul style="list-style-type: none"> <li>Open the battery compartment and check whether the battery is connected and restart the device.</li> <li>Battery Temperature may be too high or low; wait until the battery falls to normal temperatures before usage (0°C ~ 40°C / 32°F ~ 104°F).</li> </ul>
Error S2: Wheel Module Error. Refer to Owner’s Manual or App for help	<ul style="list-style-type: none"> <li>Check whether the wheels are stuck or dust is trapped inside before restarting the device.</li> </ul>
Error S3: Side Brush Error. Refer to Owner’s Manual or App for help	<ul style="list-style-type: none"> <li>Check whether the side brush is stuck in an unknown object before restarting the device.</li> </ul>
Error S4: Suction Fan Error. Refer to Owner’s Manual or App for help	<ul style="list-style-type: none"> <li>Check whether the fan blades are stuck in an unknown object before restarting the device.</li> <li>Clean the dust collector and filter before restarting the device.</li> </ul>

Voice Prompt	Cause and Solution
Error S5: Rolling Brush Error. Refer to Owner's Manual or App for help	<ul style="list-style-type: none"> <li>Remove and clean the roller brush, roller brush connection, roller brush cover and suction inlet before restarting the device.</li> </ul>
Error S8: Path Tracking Sensor Error. Refer to Owner's Manual or App for help	<ul style="list-style-type: none"> <li>Check and clean the path tracking sensor for unknown objects before restarting the device</li> </ul>

## Specifications

	Input	19V $\equiv$ 0.6A
	Battery Voltage	14.4 V $\equiv$
	Power Consumption	40 W
	Battery Type	14.4V $\equiv$ Li-ion 2600mAh
	Dust Collector Capacity	<ul style="list-style-type: none"> <li>G30 (T2250) &amp; G30 Edge (T2251) &amp; G30 Verge (T2252): 600ml</li> <li>G30 Hybrid (T2253): 450ml</li> </ul>
	Water Tank <b>*Only available for G30 Hybrid (T2253)</b>	130ml
	Cleaning Time	Max. 100 mins
Charging Time	300 - 360 min	
	Input	19 V $\equiv$ 0.6 A
	Output	19 V $\equiv$ 0.6 A

## Customer Service

### Contact Us

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<https://support.eufylife.com/s/phonecontactus>  
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