Roborock S7 Max Ultra

Robotic Vacuum Cleaner User Manual

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

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Safety Information

Restrictions

WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock EWFD04HRR or EWFD05HRR provided with this product.
- 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.
- 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.
- Do not use the product to clean hard or sharp objects (such as decoration wastes, glass and nails).
- The product must be switched off and the plug must be removed from socket outlet before cleaning or maintaining the product.
- 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.
- Do not place any object near the suction inlet of the dock.
- Do not put fingers into the seam of the dock to avoid possible injury.
- Do not operate the product in a room where an infant or child is sleeping.
- Do not carry the product using dock base or dustbin.
- Make sure the robot is compatible with the dock, otherwise emptying or charging may fail.
- Do not use the dock to pick up stones, paper scraps, or other objects that may block the air duct. If the air duct gets blocked, clean it immediately.
- 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 air.
- Do not place any object (including children and pets) on the product or dock, or cover it with any item (including dust-proof cover) whether it is in operation or not.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use the dock to pick up flammable or explosive objects such as fire lighter, gasoline, and toner used in printers or copiers.

Safety Information

Battery and Charging

WARNING

- Always use a properly grounded power outlet to minimize the risk of electric shock. If such a socket is not available, consult an electrician to make one available.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Be sure that the supply voltage meets the requirements listed on the dock.
- 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.

International Symbols Explanation

⏚ – PROTECTIVE EARTH (Protective Ground) symbol [symbol IEC 60417-5019 (2009-02)]

A Product Overview

A1 Robot (Top View)

Power/Clean
- Press and hold to turn the robot on or off
- Press to start cleaning

Power Indicator
- White: Battery level ⩾ 20%
- Red: Battery level < 20%
- Breathing: Charging or starting up
- Flashing red: Error

—Spot Clean/Child Lock
- Press to start spot cleaning
- Press and hold for 3 seconds to turn on/off the child lock

—Dock
- Press to return to dock/start emptying
- Press and hold to wash mop

Note: Press any button to stop the robot during cleaning or docking.

A1-1—Dock Locator
A1-2—Reactive Tech Obstacle Avoidance Sensor

A2 Robot (Bottom View)

A2-1—Wall Sensor
A2-2—Charging Contacts
A2-3—Omnidirectional Wheel
A2-4—Carpet Sensor
A2-5—Side Brush
A2-6—Main Wheel
A2-7—Main Brush
A2-8—Main Brush Cover Latches
A2-9—Cliff Sensors

A3 Robot (Upper Cover Open)

A3-1—Vertical Bumper
A3-2—LiDAR Sensor
A3-3—WiFi Indicator
- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

A3-4—Reset Button
A3-5—Dustbin
A3-6—Mop Wash Sensor
A3-7—Self-Filling Port
A3-8—Positioning Button
A3-9—VibraRise Module
A3-10—Air Outlet
A3-11—Bumper

A4 VibraRise Mop Mount

A4-1—Mop Cloth Attachment Slot
A4-2—Vibration Module

Note: The VibraRise mop mount is non-detachable.

A5 VibraRise Mop

A5-1—Hook and Loop Pads

A6 Dustbin

A6-1—Cover Latch
A6-2—Filter Cover
A6-3—Dustbin Latch
A6-4—Air Inlet
A6-5—Washable Filter

A7 Dock Base

A8 Power Cable

A9 Disposable Dust Bag

A10 Dock

A10-1—Water Tank Handle
A10-2—Dirty Water Tank
A10-3—Self-Filling Port
A10-4—Dock Location Beacon
A10-5—Air Inlet
A10-6—Charging Contacts
A10-7—Washing Strip
A10-8—Maintenance Brush Latch
A10-9—High-Speed Maintenance Brush
A10-10—Dustbin
A10-11—Water Tank Lid
A10-12—Clean Water Tank
A10-13—Water Tank Latch

A10-14—Status Indicator Light

- Breathing: Emptying/Mop washing
- Red: Dock error
- Light off: Powered Off/Charging/Drying

A10-15—Water Filter
A10-16—Dock Base
A10-17—Hot Air Outlet

A11 Power Cable Storage

A11-1—Cable Outlets
A11-2—Power Port
A11-3—Cable Slot

Note: Power cable can exit at either side.

B Installation

B1 Important Information

B1-1—Tidy cables 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.

B1-2—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.

B2 Position the charging dock

B2-1—Place the dock on a hard and flat floor. 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.

Note: Remove the water tanks and the dustbin before moving the dock.

B2-2—Connect the power cable to the back of the dock, and keep the excess cable inside the storage slot.

B3 Place the Dock

Place the dock on a hard and flat floor (wood/tile/concrete etc.), flat against a wall. Keep at least 1 m (3.3 ft) of clearance in front and above. Make sure the location has good WiFi for a better experience with the mobile app, and then plug it in.

B3-1—More than 1m (3.3 ft)
B3-2—Do not block the air inlet

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, dustbin, dust bag, 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.

B4 Power on and charge the robot

Press and hold the ⏻ button to power on the robot. Wait until the power light is steady, and then place the robot on the dock to charge. 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.

B4-1—Power Indicator

Dock Status Indicator Light turns off, Robot Power Indicator breathing:
Charging

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

Connecting to the App

This robot supports both Roborock and Xiaomi Home apps. Choose the one that best meets your needs.

❶ 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.

❷ 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.

Note: If you cannot connect to the robot due to your router configuration, a forgotten password, or any other reason, reset the WiFi and add your robot as a new device.

❸ Add Device

Open the Roborock or Xiaomi Home App, tap "+" and add the device as instructed in the app.

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.

C Instructions for Use

On/Off

Press and hold ⏻ to turn on the robot. The power indicator light will come on, and the robot will wait for orders.
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.

C1 Filling the Water Tank

Open the clean water tank and fill the tank with water. Close the lid, lock the latch, and fit the tank back in place.

Notes:

- To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
- Do not add too much cleaning fluid to prevent the robot from working improperly due to slipping.
- To avoid water tank deformation, do not place hot water in the tank.
- If water marks remain on the water tank, wipe them clean before reinstallation.

C2 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 so doing, the robot cleans all zones one by one, efficiently cleaning the house.

C2-1—Zone 1 – Cleaned
C2-2—Zone 2 – Cleaned
C2-3—Zone 3 – In Progress
C2-4—Zone 4 – Next Zone

Notes:

- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting the 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.
- The robot will retract mop mount when cleaning 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 wait for orders.

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.

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 robot will not automatically resume cleanup, the power indicator light will dim, and the volume of the voice prompts will lower.

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 and will determine if mop washing, drying and emptying are needed upon returning to the dock according to its past cleaning behavior.
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.

Error

If an error occurs, the power indicator light on the robot will flash red or status indicator light on the dock will be steady red. A pop-up notification will receive in the app and a voice alert may sound.

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.

System Reset

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.

Deactivating WiFi

To disconnect the robot from WiFi, press the Reset button until you hear a voice message. Then wait for 5 minutes and the WiFi will be automatically deactivated. If you want to reconnect, please follow the related connecting instructions.

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 the Reset button until you hear the “Restoring factory settings” voice prompt. The robot will then be restored to factory settings.

Mop Washing

During cleaning, the robot automatically determines when it should return to the dock for mop washing and water tank refilling to maximize its mopping performance. To manually start washing, tap Wash button in the app or press and

hold the ⌂ button on the robot to send it back. Press any button to stop washing.

Notes:

- To allow the robot to wash the mop automatically, start the robot from the dock and do not move the dock during cleaning.
- Mop washing duration is 20 minutes by default and you can modify this duration or washing mode in the app.

Emptying

Auto-emptying will automatically begin when the robot returns to the dock after cleaning. To manually start emptying, press ⌂ button on the docked robot or tap Empty button in the app. Press any button to stop emptying.

Notes:

- When auto-emptying has been left unused for a long period, empty the dustbin manually and make sure the air inlet is clear for optimal emptying performance.
- Auto emptying can be disabled through the app.
- Avoid frequent manual emptying.

Drying

Drying starts automatically after mop washing or after cleaning are completed. To manually start or stopping drying, tap Drying button in the app.

Notes:

- Modify the drying duration in the app.
- Auto drying can be disabled through the app.

D Routine Maintenance

D1 Main Brush

*** Clean every 2 weeks and replace every 6-12 months.**

D1-1—Main Brush Cover
D1-2—Latches
D1-3—Main Brush
D1-4—Main Brush Caps
D1-5—Main Brush Bearing

D1-6—Turn over the robot and press the latches to remove the main brush cover.

D1-7—Pull out the main brush and remove the main brush bearing.

D1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

D1-9—After removing the tangled hair or dirt at both ends of the main brush, reinstall it, press on the main brush cover to lock it in place.

Notes:

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

D2 Side Brush

*** Clean monthly and replace every 3-6 months.**

1. Unscrew the side brush screw.

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

D3 Omnidirectional Wheel

*** Clean as required.**

D3-1—Use a tool, such as a small screwdriver, to pry out the axle and take out the wheel.

Note: The omnidirectional wheel bracket cannot be removed.

D3-2—Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

D4 Main Wheel

*** Clean monthly.**

Clean the main wheel with a soft, dry cloth.

D5 Dustbin

*** Clean as required.**

D5-1—Open the top cover of the robot and press the dustbin latch to take out the dustbin.

D5-2—Press the cover latch to open the dustbin cover and remove the washable filter, then empty the dustbin.

D5-3—Fill the dustbin with clean water and close the cover. Gently shake the dustbin, and then pour out the dirty water. Leave the dustbin and the washable filter to dry.

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

D6 Washable Filter

*** Clean weekly and replace the filter every 6-12 months.**

D6-1—Open the filter cover and remove the filter.

D6-2—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.

D6-3—Allow 24 hours for the filter to dry thoroughly and reinstall it.

D7 VibraRise Mop

*** Clean after each use and replace every 3-6 months.**

D7-1—Remove the VibraRise mop cloth from the VibraRise mop mount. Clean the VibraRise mop cloth and air-dry it.

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

D7-2—Slide the mop cloth in from the opening of the attachment slot then stick it flat in place.

D8 Robot Sensors

*** Clean monthly.**

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

D8-1—Dock Locator
D8-2—Reactive Tech Obstacle Avoidance Sensor
D8-3—Wall Sensor
D8-4—Mop Wash Sensor
D8-5—Carpet Sensor
D8-6—Cliff Sensors

D9 Moving Dock

Remove the water tanks and the dustbin before moving the dock. Grip the handle on the back with one hand and the inner side of the front, as shown. Do not grip the base because it is not designed for lifting.

D10 Dirty Water Tank

*** Clean as required.**

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.

D11 Charging Contact Areas

*** Clean monthly.**

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

D12 High-Speed Maintenance Brush

*** Clean as required and replace every 6-12 months.**

1. Lift the high-speed maintenance brush latch and remove the brush.

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

D13 Water Filter

*** Clean as required.**

Unlock the water filter and remove it from dock. Unlock the filter latch, rinse the filter clean. 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.

D14 Base

*** Clean as required.**

D14-1—Clean the base and air inlet with a soft, dry cloth.

D14-2—If the outlet is blocked, clean it with a cotton swab. If any debris falls into the dryer base, remove the base and shake the debris out.

D15 Replacing the Disposable Dust Bag

*** Replace the disposable dust bag when it is full.**

D15-1—Lift the dustbin and remove the bag vertically as shown.

Note: Pulling the dust bag handle to remove the bag will seal the bag to prevent leakage.

D15-2—Discard the dust bag and clean around the filter with a dry cloth.

D15-3—Slot in a new disposable dust bag as shown. Slide until it reaches the bottom of the slot and reinstall the dustbin securely.

Note: Always install a dust bag before putting back the dustbin top lid to avoid auto-emptying without the bag. You can also disable auto-emptying in the app.

D16 Cleaning the Air Duct

*** Clean as required.**

Follow the following steps to clean the air duct and avoid blockages.

D16-1—Remove the clean water tank, dirty water tank, and dustbin.

D16-2—Remove the water filter and wipe off any water marks with a cloth.

D16-3—Carefully place the the dock upside down on a hard floor covered with a soft towel. Unscrew the eight screws and remove the cover.

D16-4—Wipe the air duct and duct cover with a dry cloth. Re-install the cover and screw it back in place.

Basic Parameters

Robot

Model	Q100TSC
Battery	14.4 V/5200 mAh lithium-ion battery
Rated Input	20VDC 1.5A
Charging Time	Approx. 4 hours

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

Empty Wash Fill Dock

Model	EWFD04HRR or EWFD05HRR
Rated Input Voltage	220-240VAC
Rated Frequency	50-60Hz
Rated Input (Dust Collection)	5A
Rated Input (Non-Dust Collection)	0.65A
Rated Output	20VDC 1.5A
Battery	14.4 V/5200 mAh lithium-ion battery

Common Issues

Problem	Solution
Unable to power on	• The battery level is low. Put the robot on the charging dock and charge it before use. • The battery temperature is too low or too high. Only use the robot within the range of 4-40°C (39-104°F).
Unable to charge	• Check the power indicator light turns on and both ends of the power cabel are properly connected. • If contact is poor, clean the contact areas on the charging dock and the robot.
Slow charging	• When used at high or low temperatures, the robot will automatically reduce its charging speed to extend battery life. • The charging contacts may be dirty. Wipe them with a dry cloth.
Unable to dock	• There are too many obstacles near the charging dock. Move it to an open area. • The robot is too far from the charging dock. Place it closer and retry.
Abnormal behavior	• Restart the robot.
Noise during cleaning	• The main brush, side brush, main wheels, or omni-directional wheel may be jammed. Turn off the robot and clean them. • VibraRise system abnormal. Check for jammed objects.
Unable to connect to WiFi	• WiFi is disabled. Reset the WiFi and try again. • The WiFi signal is poor. Move the robot to an area with good WiFi reception. • Abnormal WiFi connection. Reset the WiFi, download the latest mobile app, and retry. • The current Roborock robot is not supported. You can find supported models in the app. • Unable to connect to WiFi abruptly. There may be an error with your router settings. Contact Roborock customer service for additional support.
Poor cleaning ability or dust falling out	• The dustbin is full and needs emptying. • The filter is blocked and needs cleaning. • The main brush is jammed and needs cleaning.

Common Issues

Problem	Solution
Scheduled cleaning is not working	• Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 20%.
Is power always being drawn when the robot is on the charging dock?	• The robot will draw power while it is docked to maintain battery performance, but power consumption is minimal.
Does the robot need to be charged for at least 16 hours the first three times it is used?	• No. The robot can be used any time after it has been fully charged.
No or little water during mopping	• Check whether there is water in the water tank and use the mobile app to set the scrub intensity or check the manual for full instructions on how to correctly install the mop cloth and mop mount.
Cleaning does not resume after recharging	• Make sure that the robot is not in DND mode. DND mode will prevent cleanup. When cleaning a space requiring a top-up charge, if the robot was placed manually on the charging dock before it returned to the dock automatically, it will not be able to continue cleanup.
The robot cannot return to the charging dock after Spot cleaning or when it has been moved manually	• After spot cleaning or a significant position change, the robot will re-generate the map. If the charging dock is too far away, it may not be able to return to recharge and must be placed on the charging dock manually.
The robot has begun to miss certain spots	• The wall sensor or cliff sensors may be dirty. Wipe them with a soft dry cloth.
It takes a long time to fill the water tank	• The filter may be blocked and need cleaning.

Common Issues

Problem	Solution
The LED status indicator light on the dock is steady red.	• The dustbin or dust bag is not in place. Check and correct installation. • Voltage error. Check that local voltage meets the requirements listed on the dock. • Check clean water tank placement or refill as required. • Check dirty water tank placement or empty as required. • Check that the water filter has been correctly installed.
Reduced emptying performance or unusual noise when emptying.	• The main brush or main brush cover is not properly installed. Check and correct installation. • The filter, air duct, suction inlet, air inlet, or dustbin is blocked. Clean to remove blockages.
Robot voice alert: Error 42. Maintenance brush jammed. Clean it and remove blockages.	• If the brush stops at the left side, it may be jammed. Remove any items jamming it. • If the brush stops at the right side, the filter may be blocked or is not installed in place. Clean and correct installation.
Reduced mop washing performance.	• The mop is not attached properly. Reinstall. • The floor is dirty. Change the mop washing mode to “Deep” in the app for better cleaning.
Auto Drying is not working.	• Auto Drying is disabled. Check in-app settings. • Auto drying starts only after mopping or mop washing.
Auto-emptying is not working.	• Auto-emptying is disabled. Check in-app settings. • Dock dustbin is not installed. Check and install. • Auto-emptying will not be triggered if the robot returns to the dock without cleaning. • The robot will not auto-empty after returning to the dock in Do Not Disturb (DND) mode. Adjust cleaning or DND duration, or start emptying manually.
The mop is not washed.	• The mop will not be washed if not used. • The robot will not return to the dock for mop washing if it does not start from the dock or no dock is found on the app map. • Check tank placement and refill or empty as required. • Check that the water filter has been correctly installed.