Roborock S7 MaxV

Robotic Vacuum Cleaner User Manual

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

Contents

Restrictions

WARNING

- For the purposes of recharging the battery, only use the detachable supply unit roborock CDZ11RR, CDZ12RR, AED01HRR, AED02HRR, EWFD01HRR or EWFD02HRR 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 place any object (including children and pets) on the product, whether it is in operation or not.
- Do not use the product on burning objects (such as cigarette butts).
- 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.

International Symbols Explanation

~ – ALTERNATING CURRENT symbol [symbol IEC 60417-5032 (2009-02)]
⎓ – DIRECT CURRENT symbol [symbol IEC 60417-5031 (2009-02)]

Ⓐ Product Overview

Ⓐ1 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%
- Pulsing: Charging or starting up
- Flashing red: Error

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

⌂ **—Dock**
- Press to return to dock

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

A1-1—Vertical Bumper

A1-2—Microphone
- For use with Video Calls

Note: Only available in the Roborock app.

A1-3—Status Indicator Light
- White: Vacuuming
- Blue: Vacuuming and Mopping
- Orange: Alert
- Green: Docking/Recharging

A1-4—Wall Sensor

A1-5—Bumper

A1-6—Charging Contacts

A1-7—ReactiveAI Obstacle Recognition

A1-8—LED Fill Light

Ⓐ2 Robot (Bottom View)

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

Ⓐ3 Robot (Upper Cover Open)

A3-1—WiFi Indicator Light
- Off: WiFi disabled
- Flashing slowly: Waiting for connection
- Flashing quickly: Connecting
- Steady: WiFi connected

A3-2—Reset Button

A3-3—Air Inlet

Note: Remove this piece if using the Roborock Auto-Empty Dock or Empty Wash Fill Dock. Available for purchase separately. Visit www.roborock.com for details.

A3-4—LiDAR Sensor
A3-5—Mop Wash Sensor
A3-6—Water Tank Latch
A3-7—Positioning Button
A3-8—Water Tank
A3-9—VibraRise Module
A3-10—Air Outlet

Ⓐ4 Dustbin

A4-1—Filter Cover
A4-2—Dustbin Latch
A4-3—Cover Latch
A4-4—Air Inlet
A4-5—Washable Filter

Ⓐ5 Charging Dock

A5-1—Power Indicator
A5-2—Dock Location Beacon
A5-3—Charging Contacts
A5-4—Power Socket
A5-5—Electrode Brushes

Ⓐ6 Power Cable

Ⓐ7 Electric Water Tank

A7-1—Stopper
A7-2—Water Filter
A7-3—Water Tank Latch
A7-4—Self-Filling Port

Ⓐ8 VibraRise Mop Bracket

A8-1—Vibration Module
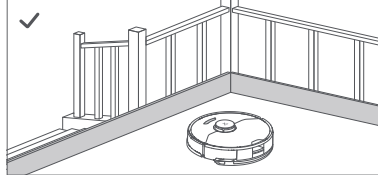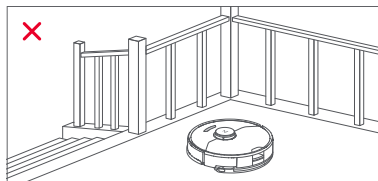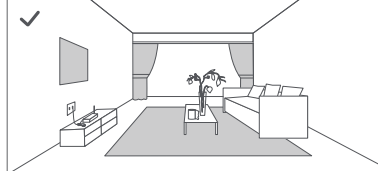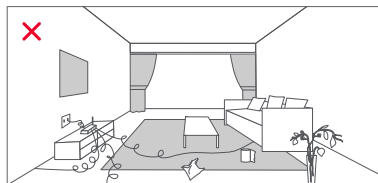**A8-2—Mop Cloth Attachment Slot**
A8-3—Mop Bracket Latch

Ⓐ9 VibraRise Mop Cloth

A9-1—Hook and loop pads

Ⓐ10 Moisture-proof Mat

🅑 Installation

Important Information

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.
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.

🅑1 Position the charging dock

Keep the Charging Dock on a level surface, flat against a wall. Connect the power cable to the Charging Dock and tidy cables from the floor. To ensure a better user experience of the mobile app, place the Charging Dock in an area with good WiFi coverage.

B1-1 More than 0.5m (1.6ft)
B1-2 More than 1.5m (4.9ft)

Notes:
- Allow at least 0.5m (1.6ft) of clearance on each side, and more than 1.5m (4.9ft) in front of the Charging Dock.
- If the power cable hangs vertical to the ground, it may be caught by the robot, causing the Charging Dock to be disconnected.
- The Charging Dock indicator is on when the Charging Dock is electrified, and off when the robot is charging.
- Do not place the Charging Dock in places that are directly exposed to sunlight, or block the Location Beacon. Otherwise the robot may not be able to automatically return to the Charging Dock.

🅑2 Secure the charging dock with the adhesive tape

Wipe the floor of the area where the charging dock will be placed with a dry cloth, then secure the dock in place using double-sided tape at the bottom of the dock.

Notes:
- Use of the double-sided tape to secure the charging dock is optional.
- When necessary, remove the double-sided adhesive tape slowly to reduce residue glue.

🅑3 Attach the Moisture-Proof Mat

After fixing the Charging Dock in place, use a dry cloth to clean the area where the Moisture-Proof Mat will be located. Slot the mat onto the dock as shown. The teeth will click in place to attach.

Notes:
- Always place the Moisture-Proof Mat on wooden floors.
- The Moisture-Proof mat attaches best to smooth surfaces.

Power on and charge the robot

Press and hold the ⏻ button to power on the robot. When the power light goes on, place it on the dock to charge. To maintain the performance of the high-performance lithium-ion rechargeable battery pack, keep the robot charged.

Note: The robot may not turn on when the battery is low. In this case, place the robot directly onto the dock to charge.

B4 Mopping

Note: To prevent excessive dirt buildup during first-time use, floors should be vacuumed at least three times before mopping.

B4-1—Remove the water tank
Press the water tank latch and slide the tank backwards.

B4-2—Fill the water tank
Remove the water tank stopper, fill the tank with water, and close it tightly.

Notes:
• To prevent corrosion or damage, only use the Roborock branded floor cleaner in the water tank.
• Do not use hot water as this may cause the tank to deform.

B4-3—Reinstall the water tank
Slide the water tank into the robot until you hear it lock with a click.

B4-4—Install the VibraRise mop cloth
Dampen the mop cloth and wring it until it stops dripping. Insert it into the bottom along the attachment slot and stick it firmly in place.

B4-5—Install the mop bracket
Slide the bracket forwards under the water tank. A click indicates that it is locked in place.

B4-6—Remove the mop bracket
When the robot returns to the dock after cleaning, press the latches on both sides, and slide the mop bracket backwards to remove it.

Notes:
• Wash the VibraRise mop cloth after each use, and regularly empty the water tank of unused water.
• Remove the mop bracket when not mopping. The water tank can stay in place.

B4-7— ⚠ WARNING
Risk of injury. Do not place your finger between VibraRise mop bracket and water tank.

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.

Notes:
• 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.
• After resetting the WiFi, the robot will activate its WiFi hotspot and camera for network configuration. The camera is used for QR Code scanning purposes in the Roborock app. Information obtained by the camera will neither be saved onboard nor transmitted to a server. Once connected successfully or if a QR code is not scanned within 5 minutes, the camera will automatically turn off.

❸ Add device
Open the Roborock App, tap the "Search for device" button, or open Xiaomi Home app, tap "+" in the top right corner 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.
• 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.

Instructions

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.

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.

| Zone 1 – Cleaned | Zone 2 – Cleaned |

Zone 4 – Next Zone   Zone 3 – In Progress
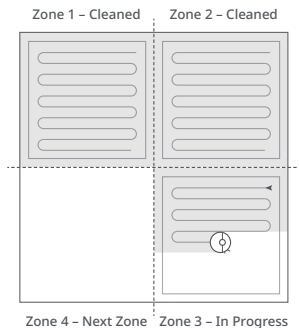
Notes:
- To allow the robot to automatically vacuum and return to the dock, start the robot from the dock. Do not move the dock during cleaning.
- Cleaning cannot start if the battery level is too low. Allow the robot to charge before starting cleanup.
- If cleaning is completed in less than 10 minutes, 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.
- When the mop bracket is attached, the robot will retract it 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 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.

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

Refilling the Water Tank or Cleaning the VibraRise Mop Cloth

To add water or clean the VibraRise mop cloth, press any button to stop the robot and remove the mopping module. After adding water or cleaning the VibraRise mop cloth, reinstall the mopping module and press the ⏻ button to continue.

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 mode is activated, 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.

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 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.

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.

Restore 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, No-Mop Zones, and Invisible Wall
- Custom
- Carpet Boost

Cleaning Mode Switch
- Suction Power Levels
- Mop Intensity Levels

Robot Information
- Cleaning History
- Battery Level
- Care & Maintenance

More Features
- Firmware Update
- Video Call

Note: Only available in the Roborock app.

- 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

C1 Main Brush

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

C1-1—Main Brush Cover

C1-2—Latches

C1-3—Main Brush

C1-4—Main Brush Caps

C1-5—Main Brush Bearing

C1-6—Turn over the robot and press the latches to remove the main brush cover.

C1-7—Pull out the main brush and remove the main brush bearing.

C1-8—Rotate the main brush caps in the indicated unlock direction to remove the caps.

C1-9—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.

C2 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.

C3 Omni-Directional Wheel
* Clean as required.

C3-1— 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.

C3-2— Rinse the wheel and the axle with water to remove any hair and dirt. Dry and reattach the wheel, pressing it firmly in place.

C4 Main Wheels
* Clean monthly.

Clean the main wheels with a soft, dry cloth.

C5 Dustbin
* Clean as required.

C5-1— Open the top cover of the robot and take out the dustbin.

C5-2— Open the dustbin cover and remove the filter, then empty the dustbin.

C5-3— 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.

C5-4— Leave the dustbin and the washable filter to dry.

C6 Washable Filter
* Clean every 2 weeks and replace every 6-12 months.

C6-1— Open the filter cover and remove the filter.

C6-2— 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.

C6-3— Allow 24 hours for the filter to dry thoroughly and reinstall it.

Note: Purchase an additional filter and alternate if necessary.

C7 Water Tank
* Clean as required.

C7-1— Open the water tank and fill it with clean water.

C7-2— Close the water tank and shake it gently.

C7-3— Pour out the remaining water as shown.

C8 VibraRise Mop Cloth
* Clean after each use and replace every 3-6 months.

C8-1— Remove the VibraRise mop cloth from the VibraRise mop bracket. Clean the VibraRise mop cloth and air-dry it.

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

C9 Robot Sensors
* Clean monthly.

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

C9-1— ReactiveAI Obstacle Recognition
C9-2— Wall Sensor
C9-3— Mop Wash Sensor
C9-4— Carpet Sensor
C9-5— Cliff Sensors

C10 Charging Contact Areas
* Clean monthly.

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

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	S270RR
Battery	14.4V/5200mAh lithium-ion battery
Weight	Approx. 4.7kg
Rated Input	20V ⎓ 1.2A
Charging Time	< 6 hours

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

Charging Dock

Model	CDZ11RR or CDZ12RR
Rated Power	28W
Rated Input	100-240V~
Rated Output	20V ⎓ 1.2A
Rated Frequency	50-60Hz
Charging Battery	14.4V/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	• 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.
Scheduled cleaning is not working	• Keep the robot charged. Scheduled cleaning can only begin when the battery level is above 20%.

Common Issues

Problem	Solution
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 bracket.
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.