Welcome to the **Roborock Vacuum Cleaner Subreddit FAQ!** Whether you're a new user or a long-time owner, this FAQ will help address some of the most common questions about Roborock devices. If you can't find your question here, feel free to ask the community!

General Questions:

1. **What makes Roborock vacuums better than the rest**?
   Roborock vacuums use advanced mapping technology which uses Lidar to create a 3D model of your home. They have great suction, mopping features, and intelligent obstacle avoidance, making them versatile for different floor types and household needs. The app is easy to use and has tons of features that you can customize.
2. **How do I decide which Roborock model is right for me?**
   Roborock has a wide variety of models to suit every person's needs. To simplify the models, Roborock has 3 lineups: The Q series, Q Revo series, and S series robot vacuums.
   - The Q series is Roborock's entry-level robots. It has limited obstacle avoidance capability and less automation than the other series. Every model, except the Q5+, has mopping capability.
   - The Q Revo series is relatively new and was introduced last year as part of their mid-range robots, with the Q Revo Curv being a top model in the series. It also has great obstacle avoidance, especially on the ones with a camera(denoted by having a V in the model name). The Q Revo series is perfect if you are looking to forget about cleaning and let the robot handle it.
   - The S series is Roborock's top-of-the-line robot vacuums and this is perfect if you are looking for no compromises and the absolute best obstacle avoidance. Look for models ending with Ultra if you are looking for a docking station that needs almost no involvement from you.

   For a more detailed guide use this link for a thorough comparison of all the models:
   https://www.reddit.com/r/Roborock/comments/1c7kax7/comparison_of_models_2024/?utm_source=share&utm_medium=web3x&utm_name=web3xcss&utm_term=1&utm_content=share_button

3. **Are Roborock vacuums worth it for homes with pets or carpets?**
   Absolutely! Roborock vacuums are great at picking up pet hair and debris from carpets. Premium models like the S8 series or higher-end Q Revo models have strong suction (up to 18500 Pa) and anti-tangle brushes, making them ideal for pet owners. The Q Revo CurV is recommended for pet owners as it uses Roborock's latest anti-tangle Duo Divide brush which makes sure hair doesn't tangle anywhere.

4. **Is the mopping function effective for tough stains?**

The mopping feature is great for light maintenance and surface cleaning. Models with dual-spin or vibrating mop pads(e.g., Q Revo or S8 series) offer better scrubbing power, but for deeply ingrained stains or large spills, manual mopping may still be necessary.

5. **Can I set different cleaning settings for different rooms?**
Yes, the Roborock app lets you customize settings for each room on the map, such as suction power, mopping water flow, and cleaning frequency.

Setup and Installation:

1. **Where should I place the charging dock?**
Place the dock in an open location with at least 1.5 feet of clearance on either side and 4 feet in front. Avoid areas near stairs or thick carpets for optimal docking and navigation.

2. **Can I use Roborock vacuums without the app?**
Yes, you can start and stop cleaning using the physical buttons on the vacuum. However, features like mapping, no-go zones, and customized schedules require the app for setup and operation. It's highly recommended to use the app for the best experience.

3. **How do I connect my Roborock vacuum to Wi-Fi?**
   - Ensure your Wi-Fi is set to 2.4GHz (Roborock doesn't support 5GHz networks for setup).
   - Open the Roborock app, follow the step-by-step instructions to add the device, and connect it to your Wi-Fi.
   - Make sure to have your mobile data turned off as it sometimes interferes with connecting the robot to Wi-Fi.
   - Ensure the vacuum is near the router during setup to avoid connection issues.

4. **How do I perform the first mapping session?**
   - Remove obstacles like loose wires, toys, and rugs with fringes.
   - Fully charge the vacuum before starting.
   - Start a map-only session(doesn't clean the house while mapping) or a map+quick clean(maps and cleans at the same time) via the app and allow the vacuum to map your space without interruption.

5. **Why is my dustbin clogging after the first run?**
If the area hasn't been vacuumed in a while, the robot might pick up a significant amount of dirt or dust which may lead to clogging for the first use. This is completely normal and shouldn't happen again after the robot does maintenance runs which limits the amount of dust buildup.

Features and Performance

1. **How does Roborock's navigation system work and should I be worried about privacy?**
   Roborock vacuums use LiDAR (Light Detection and Ranging) technology to map your home with precision. Advanced models also incorporate AI and cameras for obstacle detection and avoidance, ensuring efficient and safe cleaning. Roborock does use data to improve its robots but doesn't directly release anything that is captured on the cameras. If privacy is a big concern, Roborock offers models without a camera and some use structured light for obstacle avoidance (Less accurate than camera models)

2. **What's the benefit of dual roller brushes?**
   Dual roller brushes improve debris pickup, especially on carpets, and reduce tangling. This feature ensures thorough cleaning for homes with heavy foot traffic or pets.

3. **Can my robot run in total darkness?**
   Absolutely! All Roborock models use LiDAR to "see" around your home. It generates invisible light which is only captured on infrared cameras or night vision cameras. On vision models that use cameras for obstacle avoidance, the robot has a built-in flashlight to make sure it doesn't miss anything.

Maintenance

1. **How often should I clean the vacuum?**

   - **Dustbin**: Empty after each use or let the auto-empty dock handle it (if available). If excess dirt builds up, wash the dustbin and let it dry under the sun. The frequency varies for each individual.
     - ★ Caution - Residual water can damage filter/vacuum motor/electronic board
     - ★ Caution - The Flapper door on the dustbin is quite fragile. Damaged foam on the door/dustbin perimeter can reduce vacuum efficiency.

   - **Sensors:** Clean sensors as needed or when alerted by the Roborock app.

   - **Filters:** Clean every 2 weeks using a handheld vacuum cleaner. Roborock recommends washing it but many posts report the filters degrading quicker after

washing. Replace the filter whenever the robot alerts you in the maintenance section of the app(varies depending on use)

    ★ Caution: Clean the filter with a handheld vacuum cleaner only on the dirty side. Doing it on the opposite side is forcing more fine dust to be trapped deep inside filter crevices.

- **Brushes:** Check for tangles weekly(Not as often for dual roller brushes or Duo Divide brushes), and replace them as needed or when alerted by the app.

2. **Where can I buy replacement parts?**
Purchase genuine parts from the Roborock website, Amazon, or authorized retailers. Avoid counterfeit parts, as they can degrade performance. If the price is a problem for genuine parts, AliExpress and retailers on Amazon sell cheaper accessories. It is still recommended to get original dust bags and filters as the cheaper variants have problems filtering out dust.

3. **How long do Roborock vacuums last?**
Roborock vacuums should last a long time. Users have reported over 5 years of use with no problems. It's important to maintain the robot by replacing parts and cleaning it every so often. The main problem that inhibits the longevity of robot vacuums in general is the battery. The battery can only go through a certain number of cycles before battery life is reduced and becomes unusable.

Troubleshooting

1. **Why is my Roborock getting stuck?**
   - Clear the floor of cables, toys, and loose rugs before cleaning
   - Use the app to set no-go zones for problematic areas
   - Inspect the wheels and sensors for debris

2. **Why is my map getting corrupted every so often?**
   - Make sure the sensors are clean and unobstructed.
   - Floor-to-ceiling windows or mirrors can confuse the robot into thinking there is another room and it ends up corrupting the map. Unfortunately, you can't edit out areas of the map. It's best to keep a backup and use the restore function whenever the map gets corrupted. Make sure to recreate any routines or

schedules on the app. The only way to avoid this is by using curtains to block the windows.

3. **The vacuum isn't returning to the dock. What can I do?**
   - Ensure the dock is in an open, unobstructed area.
   - Ensure the docking station is powered On (power interruption/failure)
   - Robot battery (0%) - hand carry robot to dock station to start charging again
   - Recalibrate the map if the vacuum struggles to locate the dock.
   - Check for firmware updates in the app.

4. **My Roborock isn't mopping correctly. What's wrong?**
   - Ensure the water tank is full and mop pads are installed properly.
   - Check if the mop cloths are clean and free of debris.
   - Verify water flow settings in the app.
   - Check the water flow outlets at the bottom of the robot and make sure it isn't blocked.

5. **Is gurgling or sucking sounds normal during mop washing?**
   Yes, this is completely normal as the dock tries to suck up any remaining water in the cleaning tray.

6. **Why does my dirty water tank smell bad?**
   The dirty water tank will smell bad since the robot mops the floor extremely well. To reduce or avoid the smell, try adding some vinegar or soap to the dirty water tank and emptying it frequently to limit the growth of bacteria. The silver ion module also helps limit bacteria growth in the clean water tank.

7. **Is it normal for the dock to be loud when emptying the dustbin?**
   Yes, the dock uses powerful suction to suck up debris in the robot's dustbin and ensures dirt or dust doesn't remain in the dustbin. If it causes any disturbance such as when you're sleeping, set a Do-Not Disturb schedule so the robot doesn't empty the dustbin.

Community Tips

- **First-Time Users:**
  - ❖ Let the vacuum complete its first mapping session uninterrupted for the most accurate map.
  - ❖ Charge the robot battery to 100% before the first mapping session

- **Pet Owners:** Clean the main brush more frequently to avoid hair tangles.

- **Daily Users:** Schedule automatic cleanings through the app to save time and maintain cleanliness.