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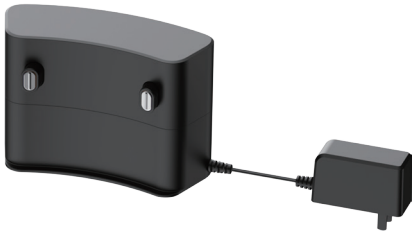
1. About Your G50 Series

1.1 Product Differentiation

	G50 (T2210)	G50 Hybrid (T2212)
Charging Base	✓	✓
Power Adapter	✓	✓
Cleaning Tool	✓	✓
Side Brush	✓	✓
Dust Box with Water Tank	✗	✓
Dust Box	✓	✓
Washable Mopping Cloth	✗	✓
Hall Sensors	✗	✓
BoostIQ™ feature	✓	✓
Mopping System	✗	✓
Wi-Fi Connection	✓	✓
Bluetooth Connection	✓	✓

1.2 What's in the Box

RoboVac



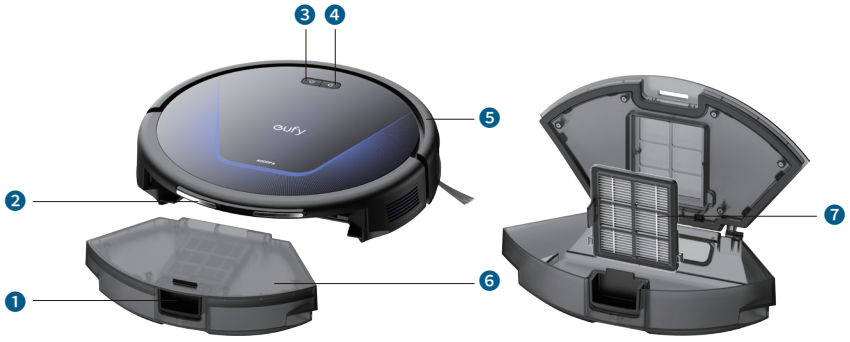
Charging Base

Cleaning Tool

Document

Mopping Module (T2212 Only)

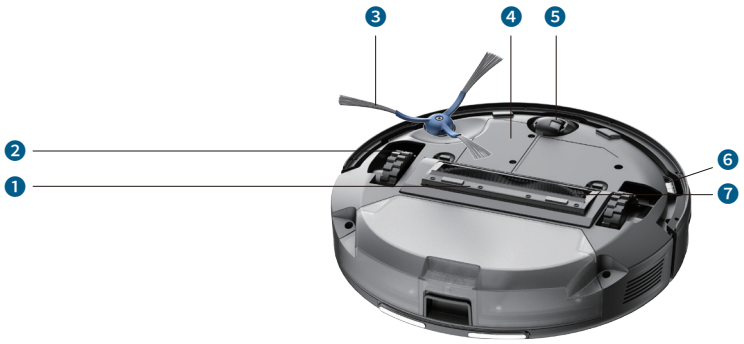
1.3 Overview



1. Dust Box Release Button
2. Charging Contact Pins (×2)
3. Power Button
4. Recharge Button
5. Bumper
6. Dust Box
7. HEPA Filter

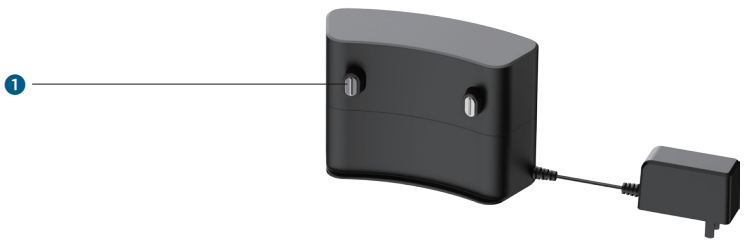
Dust Box of G50 Hybrid (T2212)

1. Dust Box Release Button
2. Water Inlet
3. HEPA Filter
4. Mopping Module



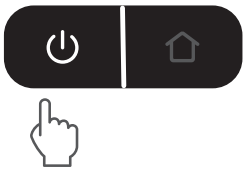
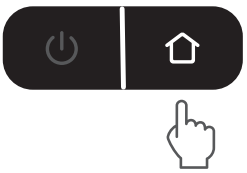
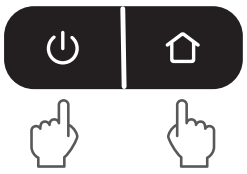
1. Brush Guard
2. Wheels (×2)
3. Side Brush
4. Battery Compartment
5. Swivel Wheel
6. Drop Sensors
7. Rolling Brush

Charging Base



1. Charging Contact Pins

1.4 Buttons Control

	• Long press (3s): Power on or off • Short press: Start cleaning; pause or resume the current task when working
	• Short press: Return RoboVac to the Charging Base • Long press (3s): Enable or disable Child Safety Lock
	• Long press simultaneously (3s): Reset Wi-Fi connection

1.5 LED Indication

You can see the status of RoboVac from the LED indicators.

LED Indicators	LED Indication	RoboVac Status
	Solid white	Working normally Standby Current task pauses
	Pulsing white (When attached to Charging Base)	Charging (When fully charged for 1 minute, RoboVac switches to Sleep Mode)
	Flashing white	Returning to Charging Base
	Flashing red slowly	Error * Refer to the “Troubleshooting” section in this manual, check in-app instructions, or contact eufy Customer Service for solutions Low battery
	Flashing white quickly	Wi-Fi connection is being reset
	Solid red	Wi-Fi connection has dropped
	Off	Powered off Sleep mode Updating firmware

2. Preparing Your G50 Series

2.1 Important Tips Before Use

	A. Remove power cords and small objects from the floor that may entangle RoboVac.
	B. Fold tasseled edges of rugs underneath to prevent tangling RoboVac. Avoid cleaning high-pile rugs or rugs thicker than 0.98 in / 25 mm as they may cause RoboVac to malfunction.
	C. It is strongly recommended to place physical barriers in front of fireplaces, the edge of staircase, and certain areas (i.e. air vents) that may cause damage to RoboVac if entered.
	D. Avoid vacuuming large amounts of water as it may damage the device.
	E. RoboVac may climb on top of objects less than 0.98 in / 25 mm in height. Remove these objects if possible.
	F. Anti-drop sensors will prevent RoboVac from tumbling down stairs and steep drops in most cases. Sensors are less effective if dirty or used on carpeted / reflective floors. Place physical barriers to block off areas where RoboVac may fall.

2.2 Preparation

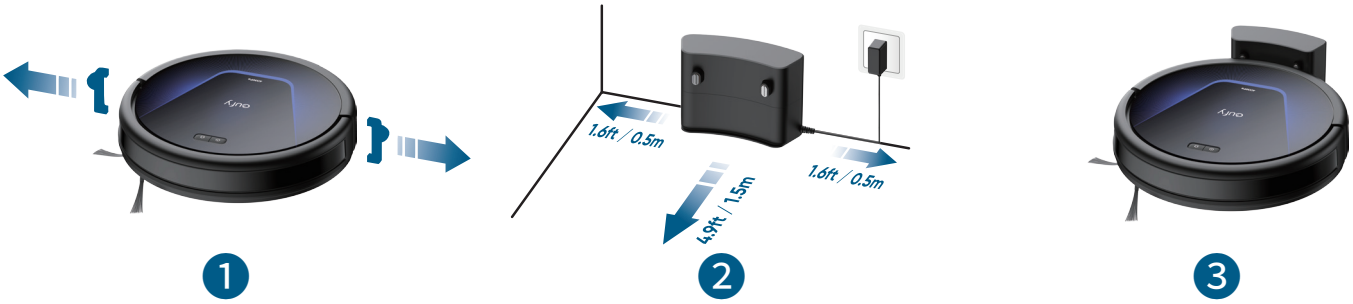
❶ Remove the foam blocks beside the bumper before use.

❷ Peel off the protective film and sticker from the Charging Base, and install it against a wall and on a hard, level surface rather than on rugs or carpets, then plug it in.

- Always keep the Charging Base plugged in, otherwise RoboVac will not automatically return to it.

❸ Dock RoboVac on the Charging Base by aligning the charging pins.

- 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.



3. Using Your G50 Series

To enjoy all the available features, it is recommended to control your RoboVac via the eufy Clean app.

Before you start, make sure:

- Your smartphone is running iOS 11.0 (or above) or Android 8.0 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.

3.1 Download the App

1. Download the eufy Clean app from the App Store (iOS devices) or Google Play (Android devices), or by clicking this link: https://dl-eufy.eufylife.com/qcdl/index.html?flow=eufy.
2. Open the app and create a user account.
3. Tap the "+" icon to add RoboVac to your eufy Clean account.
4. Follow the instructions in the app to set up the Wi-Fi connection.

- After connecting successfully, you can control RoboVac via the app.
- With the app, you can select cleaning modes, select cleaning at your desired suction power, schedule cleaning, view the system status, receive notifications, and access additional features.

- If RoboVac gets stuck in any space, tap **Find My Robot** in the app to find the device.

3.2 Reset the Wi-Fi Connection

If you bump into issues when connecting your RoboVac to the eufy Clean app, try to reset the Wi-Fi connection. Press and hold the power and recharge buttons simultaneously for 3 seconds until you hear a voice prompt.

You will hear a voice prompt when the Wi-Fi connection has been reset, and the LED indicators on RoboVac will quickly flash white. Now you can follow the in-app instructions to reset the Wi-Fi connection.

3.3 Start / Pause Cleaning

Press the power button on RoboVac to start cleaning in Auto mode. Press the power button again to pause cleaning.

3.4 Start Cleaning in Auto Mode

3.4.1 Auto Mode

Press the power button on RoboVac or tap Start in the eufy Clean app to enable Auto cleaning mode. RoboVac will then depart from the Charging Base and automatically determine its cleaning route, following a Z-shaped cleaning method. When the entire clean is finished, RoboVac automatically returns to the Charging Base.

- In the eufy Clean app, RoboVac can be set to return to the Charging Base automatically if the battery is running low. Once recharged, RoboVac will resume to finish the remaining cleaning.
- By default, RoboVac starts in Auto cleaning mode when it is turned on.

3.5 Schedule Cleaning (Available on App only)

With the eufy Clean app, you can set the time and customize cleaning schedules from Sunday to Saturday.

3.6 Select a Suction Power Level

In the eufy Clean app, select a suction power level according to your needs: Quiet, Standard (Default), Turbo, and Max. When RoboVac starts cleaning next time, it will clean according to the suction power level you previously selected.

In the eufy Clean app, you can also select the BoostIQ™ feature according to your needs. RoboVac will automatically increase suction power if it detects that stronger power is needed to ensure the best clean. BoostIQ™ is ideal for cleaning thicker carpets. If the vacuuming noise caused by BoostIQ™ disturbs you, you can disable this feature.

4. Using the Mopping System (Available to T2212 Only)

- Do not use the mopping mode when no one is at home.
- Only use the mopping mode on a floor without carpets.

1. Wet the mopping cloth and wring it until it does not drip.
2. Attach the cloth to the mopping module.
3. Open the water inlet cover to fill the water tank, then close the cover.
4. Attach the mopping module onto the dust box.
5. Install the water tank into the bottom of RoboVac until a click is heard.

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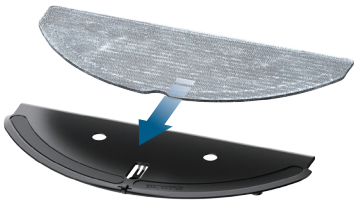

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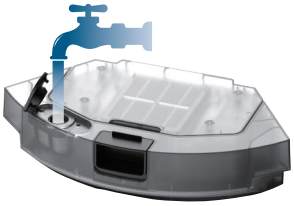

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- RoboVac automatically sweeps and mops in the selected mode.
- When RoboVac finishes cleaning, clean the mopping pads and dirty water tank to prevent mildew or unpleasant smells. For instructions on how to clean the dirty water tank, refer to the "**Cleaning and Maintenance**" section in this manual.

5. Using RoboVac with Amazon Alexa / The Google Assistant

Amazon Alexa or the Google Assistant are smart voice control devices that enable you to control RoboVac with your voice.

Before you start, make sure:

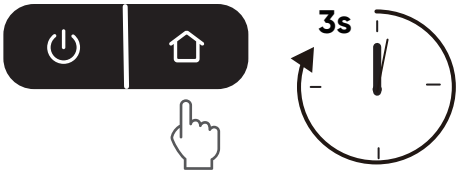
- RoboVac is attached to the Charging Base to ensure there is enough power.
- RoboVac is connected with the eufy Clean app.
- You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot, Amazon Tap, Echo Show, or Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google 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:

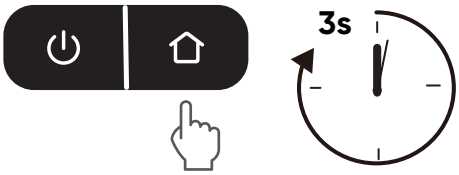
1. Open the eufy Clean app and find "**Smart Integrations**" in the top left.
2. Follow the on-screen instructions to complete the setup.

6. Enabling / Disabling Child Safety Lock

- Press and hold the spot cleaning button for 3 seconds to activate the child safety lock. Once the child safety lock is enabled, all buttons will be locked to prevent children from damaging the device or accidentally getting hurt.



- To disable the child safety lock, press and hold the spot cleaning button for 3 seconds again.



- This function is also available in the eufy Clean app.

7. 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/replacement frequency

RoboVac Part	Cleaning Frequency	Replacement Frequency
Dust Box	After each use	-
Filter	Once every 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 Contact Pins	Once every month	-
Swivel Wheel	Once every month	-
Washable Mopping Cloth	After each use	-
Water Tank	After each use	-

7.1 Clean the Dust Box and Filter

1. Press the release button to detach the dust box from RoboVac.
2. Open the lid of the dust box.
3. Take out the filter.
4. Empty the dust box and shake the filter to get rid of the remains.
5. Rinse the filter with running water.
6. Sun dry the filter before next use.
7. Place the filter back to the dust box.
8. Reinstall the dust box onto RoboVac.

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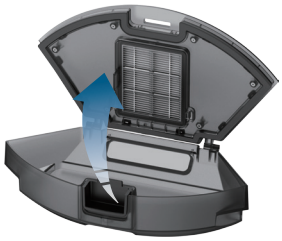

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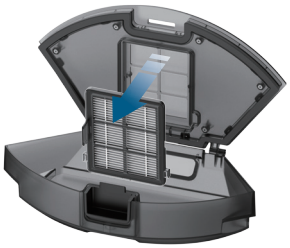

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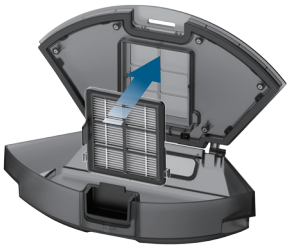

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7.2 Clean the Mopping Cloth and Water Tank (Only Applicable to T2212)

1. Remove the dust box.
2. Detach the mopping module from the dust box.
3. Open the water inlet cover to empty the water tank.
4. Detach the mopping cloth.
5. Carefully wash the mopping cloth with water.
6. Sun dry the mopping cloth completely before next use.
7. Attach the mopping module back onto the dust box.
8. Reinstall the dust box.

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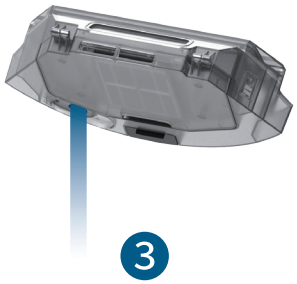

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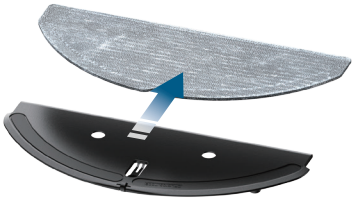

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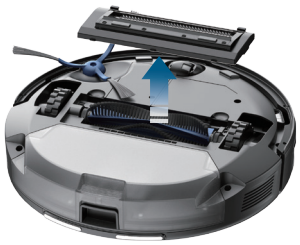
7.3 Clean the Rolling Brush

1. Turn over the main unit, push the release tabs with both hands to unlock the brush guard.
2. Take out the rolling brush. Clean the hair entangled on the rolling brush and debris with scissors.
3. Rinse the rolling brush and brush guard with water.
4. Sun dry the rolling brush and brush guard before next use.
5. Reinstall the rolling brush by inserting the fixed protruding end first.
6. Reinstall the brush guard.



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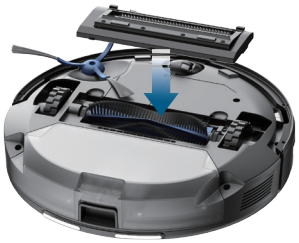

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7.4 Clean the Side Brush

Foreign substances, such as hair, can easily get tangled in the side brush, so it is best to clean it regularly.

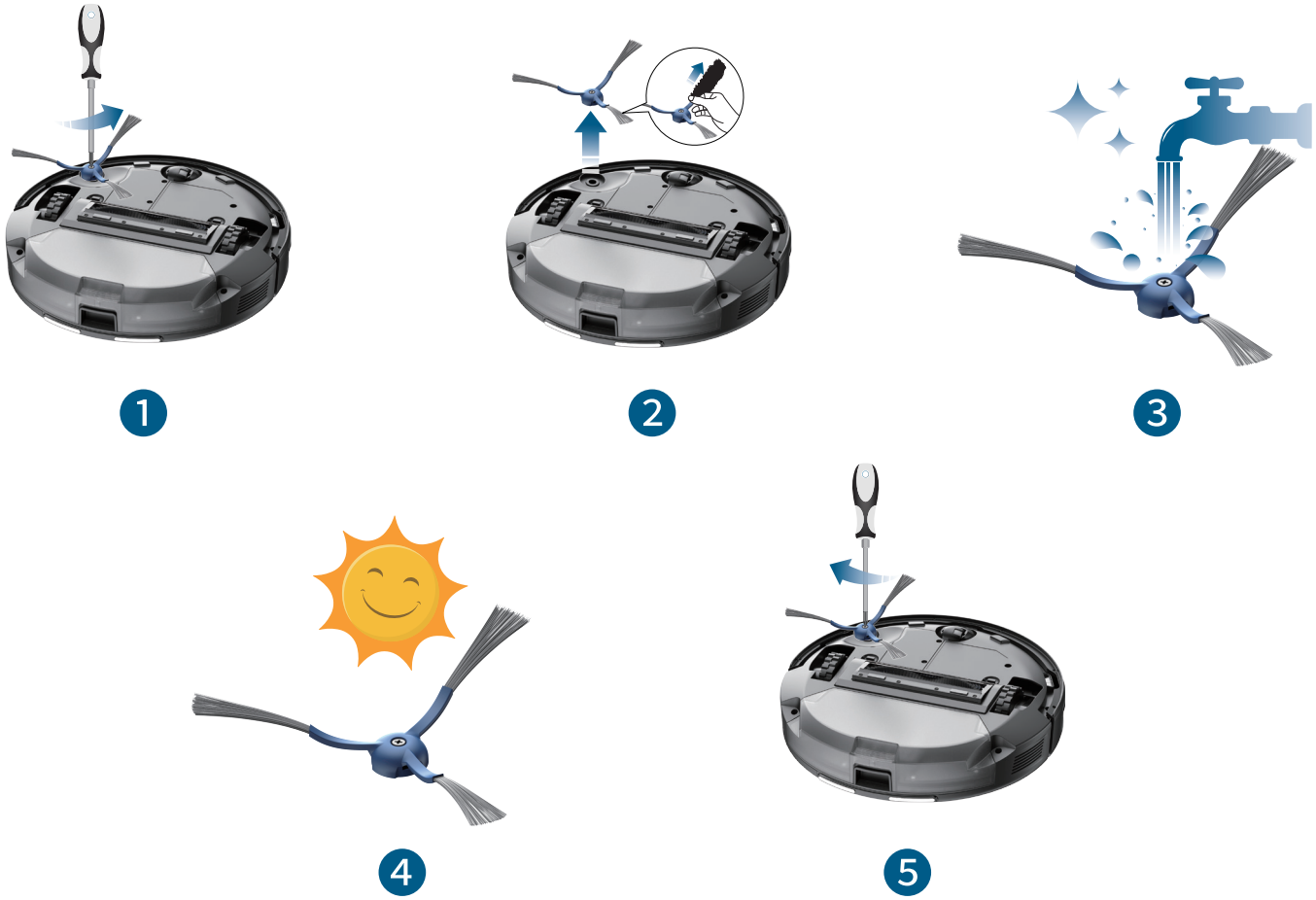
❶ Remove the side brush with a screwdriver.

❷ Carefully unwind and pull off any hair or substances that are wrapped between the main unit and the side brush.

❸ Clean the side brush with water.

❹ Air dry the side brush before next use.

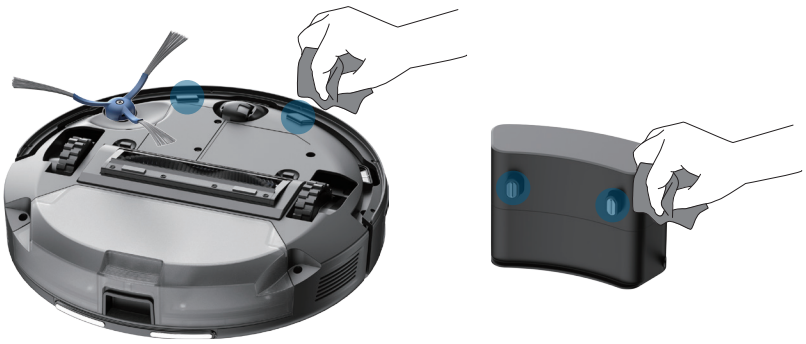
❺ Reinstall the side brush.



7.5 Clean the Sensors and Charging Pins

To maintain the best performance, clean the sensors and charging contact pins regularly.

- Dust off the sensors and charging contact pins using a soft dry cloth or cleaning brush.



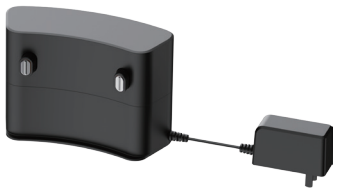
8. Troubleshooting

The solutions below are for general questions. If your problem persists, visit www.eufy.com, go to eufy Clean app, or contact support@eufy.com for help

Problems	Solutions
RoboVac cannot be activated.	• Make sure the battery is fully charged. • If you still have trouble, reboot RoboVac
RoboVac suddenly produces a loud noise.	• Adjust the suction power level in the eufy Clean app. • Check if the rolling brush, filter, dust box or suction inlet is stuck. • Make sure the filter and the brush guard have been properly installed.
RoboVac suddenly stops working.	• Check if RoboVac is trapped or stuck on an obstacle. • Check if the battery level is too low. • If you still have trouble, turn off RoboVac, wait for 3 seconds, and then turn it back on.
You cannot schedule cleanings.	• Make sure the scheduled time has been set correctly. • Check if RoboVac's power is too low to start cleaning. • RoboVac will not start a scheduled cleaning while already performing a cleaning task. • 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.
Suction power is weak.	• Check if any obstructions are blocking the suction inlet. • Empty the dust box. • Clean the filter with water. • Select the max suction power level in the eufy Clean app. • Check if the filter is wet due to water or other liquid on the floor. Air-dry the filter completely before use.
RoboVac cannot be charged.	• Check if the white indicator on the Charging Base lights up. If not, reconnect the power cord with the Charging Base and try a new power outlet. If the problem persists, contact the eufy Customer Service team for solutions. • Dust off the charging contact pins with a dry cloth.
RoboVac cannot return to the Charging Base.	• 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. • 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. • Clean the charging contact pins.

Problems	Solutions
The rolling brush does not rotate.	• Clean the rolling brush. Remove the hair wrapped around the rolling brush or entangled in the two ends of the brush. • Check if the rolling brush and brush guard have been installed properly.
RoboVac's movements or travel paths are abnormal.	• Clean the sensors carefully with a dry cloth. • Restart RoboVac.
RoboVac cannot connect to a Wi-Fi network.	• Make sure you entered the Wi-Fi password correctly. • Make sure your RoboVac, router, and mobile phone are close enough to ensure a strong signal strength. • Make sure your Wi-Fi router supports the 2.4GHz and 802.11b/g/n bands; the 5GHz band is not supported.
You cannot control RoboVac with Amazon Alexa.	• Check if there are any Internet connection problems. • 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 "**Smart Integrations**" page in the eufy Clean App. • Make sure you have an eufy Clean account and have connected to RoboVac. • Make sure you are using correct Alexa voice-commands.
You cannot control RoboVac with the Google Assistant.	• Check if there are any Internet connection problems. • 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 "**Smart Integrations**" page in the eufy Clean App. • 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". • Repeat your question. Speak clearly to the Google Assistant.
Water does not come out during mopping.	• Make sure there is enough water in the water tank. • Check if the mopping module is correctly installed. • Check if the water outlets are blocked.
Too much water comes out during.	• Make sure the water tank has been installed properly.

9. Specifications

	Input	20V, 0.6A
	Battery Voltage	14.4V
	Power Consumption	< 45W
	Suction Power	4000Pa
	Battery Type	4S1P
	Dust Box Capacity	T2210: 600ml T2212: 400ml
	Water Tank	T2212: 200ml
	Cleaning Time	≥120min
	Charging Time	≤5h
	Input	100~240V, 60Hz/50Hz, 0.5A max
	Output	20V, 0.6A

10. Customer Service

Contact Us:

support@eufy.com

www.eufy.com

(US/CA) +1 (800) 994 3056
(UK) +44 (0) 1604 936200
(DE) +49 (0) 69 9579 7960
(日本) 03 4455 7823

For more support phone numbers, please visit: https://support.eufy.com/s/phonecontactus

Hereby, Anker Innovations Limited declares that this device is in compliance with The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. For the Statement of Compliance, visit the website: https://www.eufy.com/uk/psti-related.