



realme TechLife

realme TechLife Robot Vacuum

User Manual

RMH2101

Read this user manual carefully before using the product, and store it in a safe place.

Contents

Safety Information.....	1
Product Introduction.....	5
Installation.....	8
Mopping Kit.....	9
Connect to realme Link.....	10
Usage.....	11
Routine Maintenance	13
Specifications	16
Troubleshooting.....	17
Common Problems.....	19
Warranty.....	20

Safety Information

Usage Limitations

- The product is used for floor cleaning in a home environment only and cannot be used for outdoor (such as open terrace), non-ground (such as sofa) and commercial or industrial environment.
- Please do not use the product in midair areas (such as penthouse, open terrace and furniture top) without protective fence.
- Please do not use the product at a temperature of above 40°C or below 0°C or when there are liquids and sticky substances on the ground.
- Please hang cables on the ground before use so as to avoid being dragged by the robot.
- Please clear fragile objects and impurities (such as vase and plastic bag, etc.) on the ground so as to avoid damaging valuables when the robot is stuck or impacted slightly.
- This appliance 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 the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Please keep main brush and other cleaning tools out of reach of children.
- Please do not place objects (including children and pets) on a stationary or moving machine.
- Please keep hair, fingers and other parts of human body or pets away from the suction inlet when the machine is works.
- Please do not use the product to sweep burning objects (such as burning cigarette end).
- Please do not use the product to clean long-haired carpet (some dark carpets may not be cleaned normally).
- Please prevent the robot from suctioning hard or sharp objects (such as waste decorative materials, glass and iron nail, etc.).
- Please do not move the machine by holding the protective cover of LiDAR and collision bumper.
- Please clean or maintain the robot and the charging base under shutdown or power-off state.
- Please do not wipe any part of the product using wet cloth or any liquid.
- Please use the product according to User Manual. User should be responsible for any damages and injuries caused by improper use.
- Please do not use mopping function for carpet and furniture top.
- Please be sure to remove the water tank when the machine is being charged.

Safety Information

1. The appliance is only to be used with the power supply unit provided with the appliance.
2. The adapter must be removed from the socket-outlet before cleaning or maintaining the appliance.
3. This appliance contains batteries that are only replaceable by skilled persons.
4. The battery must be removed from the appliance before it is scrapped.
5. The appliance must be disconnected from the supply mains when removing the battery.
6. The battery is to be disposed of safely.
7. WARNING: For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.

Plug Type	Model	Input	Output
EU	GA241-2001000E	100-240VAC 50/60Hz 0.6A	20V1A
UK	GA241-2001000B	100-240VAC 50/60Hz 0.6A	20V1A
USA	GA241-2001000U	100-240VAC 50/60Hz 0.6A	20V1A
Indian	GA241-2001000I	100-240VAC 50/60Hz 0.6A	20V1A

Battery and Charging

- Please do not use battery, charging base or charger provided by any third parties.
- Please do not dismantle or refit battery and charging base arbitrarily.
- Please keep the charging base away from heat source (such as heating plate).
- Please do not wipe or clean the charging base shrapnel using wet cloth or wet hand.
- Please do not abandon used batteries arbitrarily. Used batteries should be disposed of by professional recycling agency.
- If power line is damaged or broken, please disuse it immediately and replace it through official channels.
- Please ensure the robot shuts down during transportation and the product should be transported in original packaging.
- If the machine is left unused long, it should be fully charged and then placed in a cool and dry place. Charge the machine at least every 3 months so as to avoid damaging batteries due to excessive discharge.

FCC Statement :

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 can radiate 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 off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

FCC Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Safety Information

Disposal Instructions

- The following information is only applicable to the disposal of this product, not its daily use.
- The chemical substances contained in the battery in the robot will pollute the environment. Before disposing of the product, remove the battery from the robot and take it to a professional recycling station. The battery should only be removed after it has been completely used up. Do not under any circumstance allow the battery to come into contact with metal objects.
- Removing the Battery:
 1. Ensuring that the robot is not touching the charging base, keep the product running until it uses up all of its battery and shuts down.
 2. Remove the screws from the battery cover.
 3. Remove the battery cover, pull out the battery plug, and then remove the battery.

Laser Safety Information

- LiDAR of the product complies with the standard for class1 laser products of IEC60825 and does not produce dangerous laser radiation.
- Laser class IEC-60825 Class 1
- The maximum laser output power of the product 10mW
- Laser head Pulse time (1/2300s)
- Invisible laser radiation
- Laser energy-Exposure near aperture may cause burns.
- Standard: IEC 60825-1:2014

Frequency	2.4Ghz~2.4835Ghz
Power	≤ 17dBm

Warning



This symbol means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, user has the choice to give his product to a competent recycling organization. Proper recycling of your product will protect human health and the environment.



Indoor use only

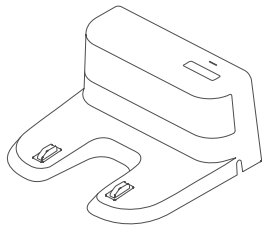
Battery warning

1. A lithium battery is built into this product. It must not be dismantled, impacted, forced out or exposed to fire.
2. A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
3. Please do not put the battery in a high-temperature environment or expose it to the sun; doing so could cause it to explode.
4. Please do not continue to use the product if the battery appears to be swollen.
5. Please dispose of the battery in accordance with local regulations. Do not dispose of the battery as household refuse.
6. Please do not attempt to repair, disassemble or modify the battery. Replacing battery by an incorrect type could lead to explosion.
7. Please do not place pressure on or pierce the battery with hard objects. Damaging the battery could cause battery leakage, overheating, or fires.

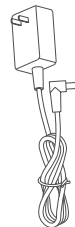
Hereby, realme, declares that this device is in compliance with the essential requirements and other relevant provisions of Radio Equipment Directive 2014/53/EU. The declaration of conformity may be consulted at www.realme.com/global/support/declaration.

Product Introduction

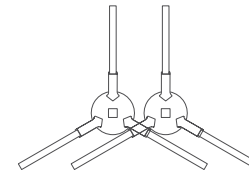
Scope of Delivery



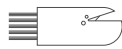
Charging Base x1



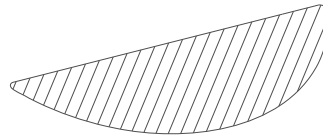
Adapter x1



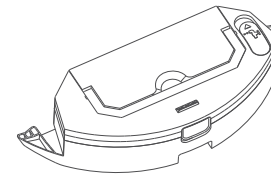
L Side Brush x1
R Side Brush x1



Cleaning Brush x1



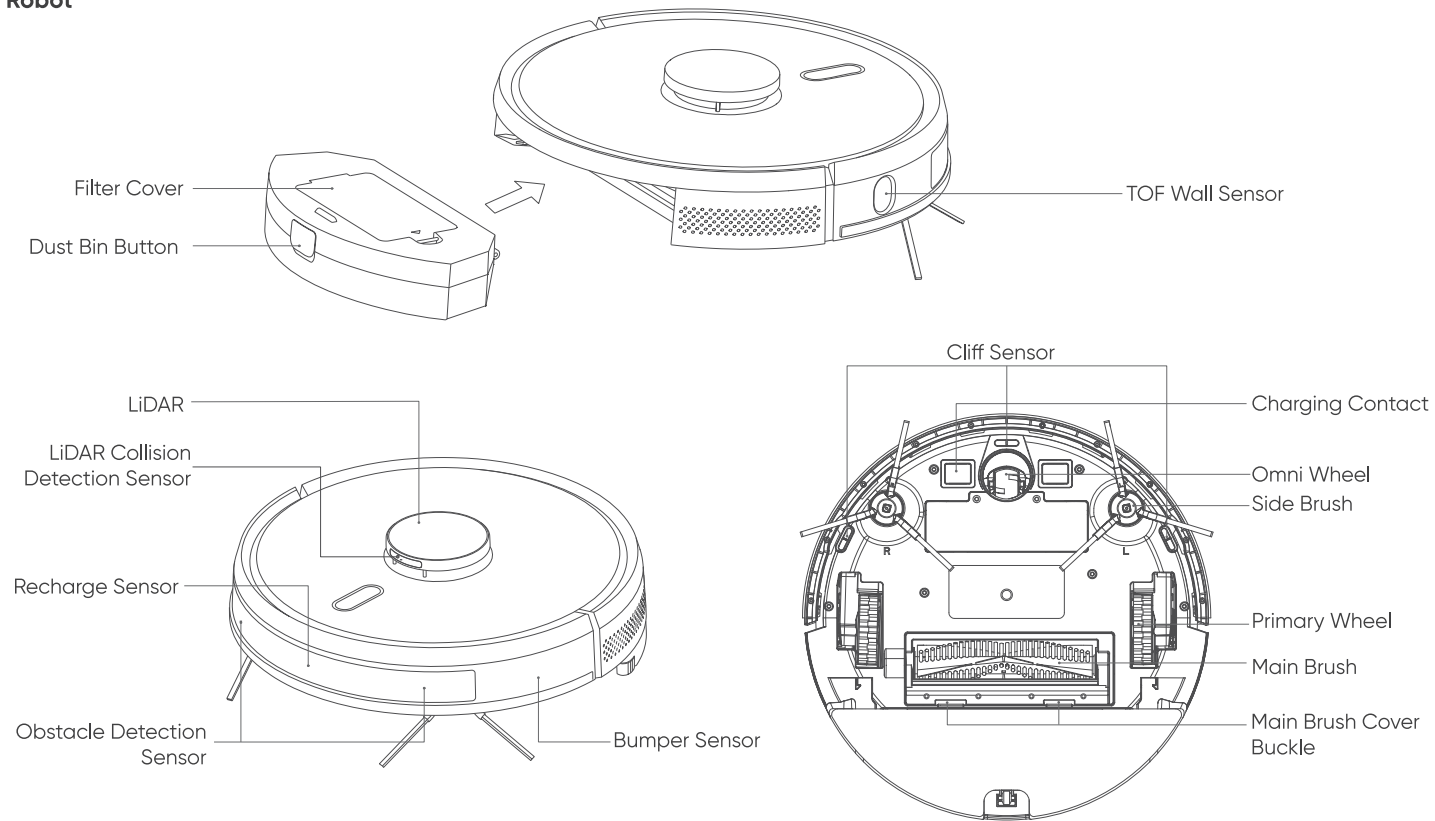
Washable Mop Pad x 2 (Optional)
Disposable Mop Pad x 10 (Optional)



Detachable 2-in-1 Water Tank (Optional)

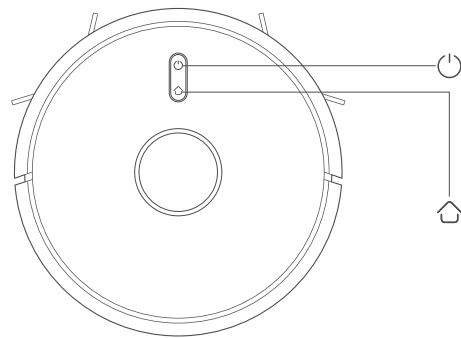
Product Introduction

Robot



Product Introduction

Robot



On/Off/Clean/Pause

- Press to start/pause cleaning
- Press and hold for 3 seconds to turn the device on/off
- When an error has occurred, press and hold for 15 seconds to force shutdown

Recharge/Partial Clean/Pause

- Press to recharge/pause
- Press and hold to start partial cleaning

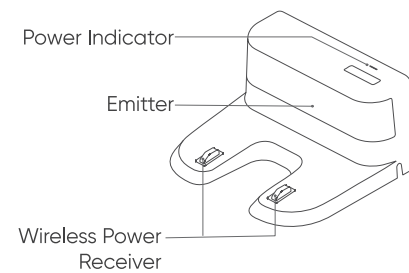
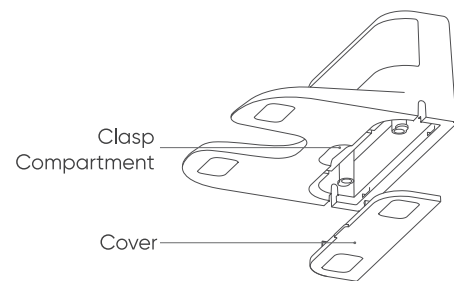
Indicator

- White: Connected to Wi-Fi
- Orange: Not connected to Wi-Fi
- Red: Error or low battery

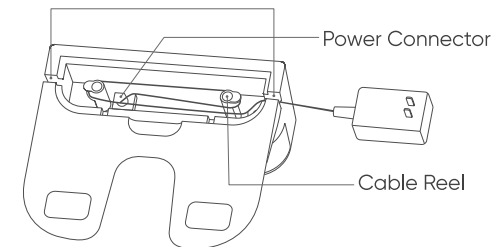
Reset Wi-Fi

- Press and hold both buttons for 3 seconds

Charging Base

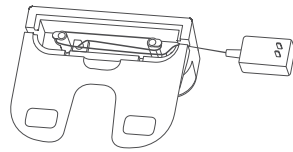


External Cable Compartment

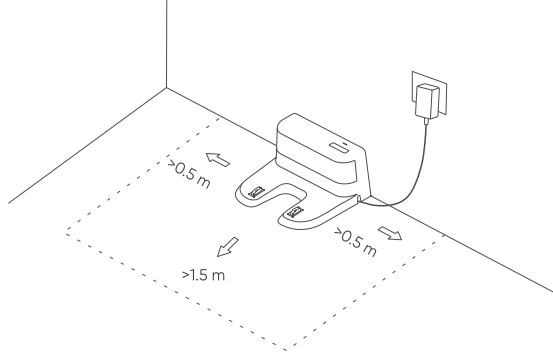


Installation

1. Connect the power cable, and then place any excess cable in the cable compartment.



2. Place the charging base against the wall on a flat surface, and then connect it to a power supply

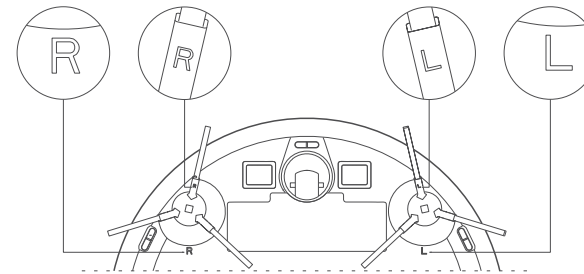


Note:

- Ensure that the charging base has at least 0.5 m of free space on both sides, and 1.5 m of free space in front.
- During installation, keep the power cable off the ground. When the power cable is on the ground, it may be dragged by the device, which will cause the charging base to power off.
- The charging indicator will remain on as long as electricity is flowing.

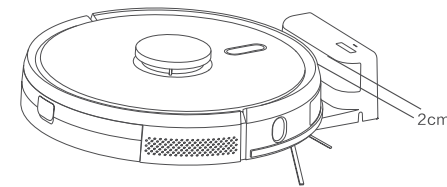
3. Install the side brushes

Align the left and right brushes with the corresponding markings on the bottom cover. Press down until you hear a click, which indicates successful installation.



4. Power on and charge

Press and hold the  button to turn on the device. Wait until the indicator turns on, and then place the device on the charging base.

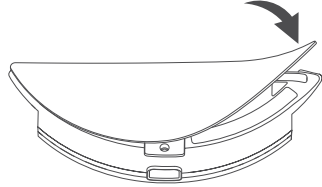


Note: The device cannot start if it does not have enough battery power. Place the device on the charging base, and it will automatically turn on when it has enough power. The device can work normally only when the battery is $\geq 20\%$ charged. As shown in the figure, the front of the device should face the charging base so that the charging contact of the robot is touching the wireless power receiver. The distance between the front of the device and the charging base should be around 2 cm.

Mopping Kit

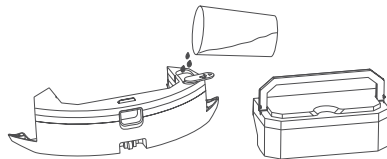
1. Install the detachable 2-in-1 water tank

- ① Install the cleaning mop: Affix the mop smoothly across the bottom of the water tank.



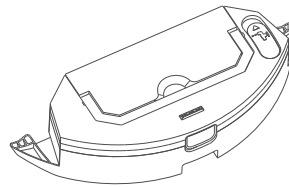
Note: Clean the mop after each use to ensure optimal performance.

- ② Fill the water tank: Open the lid, fill the tank with water, and then fasten the lid.

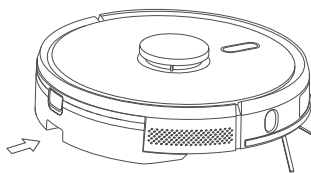


Note: It is recommended to remove the dust bin before filling the water tank. This ensures that water does not enter the dust bin. Lift the handle, remove the dust bin from the water tank, fill the tank with water, and then fasten the lid.

- ③ Install the water tank.



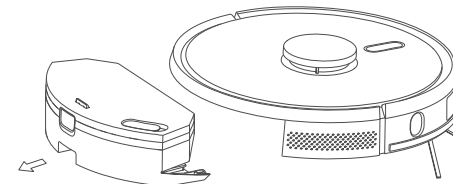
Place the dust bin in the water box and ensure the handle is flat.



Press and hold the button on the middle of the water tank, and then push it horizontally along the back of the device body. You will hear a click once the installation is successful.

2. Remove the detachable 2-in-1 water tank

When the device has finished cleaning, press and hold the button on the middle of the water tank, remove the tank by pulling it backwards, pour any remaining water out of the tank, and then clean the mop (do not move or turn over the device while it is cleaning).



3. Usage

- ① Do not use the water tank when no one is at home.
- ② To ensure safety, remove the water tank while it is not in use and when the device is charging.
- ③ Do not use the mopping function on carpets. Prevent the device from entering carpeted areas with the restricted area function on the mobile app.
- ④ To ensure optimal mopping performance, use the device to clean the area three times before installing the mopping module.
- ⑤ If you need to add water or clean the mop during a cleaning task, pause the device and follow the above steps. Do not move or turn the device body to avoid positioning failures and loss of the mop.
- ⑥ While the mopping function of the device can wipe surfaces to aid in deep cleaning, it cannot effectively remove stubborn stains in the same manner a human can.

Connect to realme Link

Download App

Method 1: Open your app store and download the realme Link app.
Method 2: Scan the QR code below.



Add Device

Open the mobile app and tap the + button on the homepage to enter the device selection page. Select Cleaning Robot, and then add the device to your app by following the instructions.

Firmware Upgrade

Open the mobile app and navigate to the upgrade firmware page, wait for the app to detect the new firmware, and then follow the instructions. The battery must be $\geq 50\%$ charged to perform a firmware upgrade. It is recommended to place the device on the charging base during a firmware upgrade.

Reset Wi-Fi

If your phone can no longer connect to your device due to changes in router configuration, password, or other reasons, press and hold the  and  buttons at the same time for 3 seconds. You should hear "Wi-Fi has been reset".



Usage

On/Off

Press and hold the  button for 3 seconds. The indicator should light up to indicate that it is turned on.

Note: The device cannot be turned off while charging.

Clean/Pause

Once the device has turned on, press the  button on the robot or use the mobile app to start the cleaning process.

(Press any key during cleaning to pause)

Note:

- Cleaning robots cannot be used to clean liquids.
- If the battery level is lower than 20%, the device will not be able to perform cleaning tasks. Charge the device before attempting to clean.
- If the battery level falls below 20% during the cleaning process, the device will automatically return to the charging base. Once the battery has charged to 80%, the device will attempt to continue from where it left off.
- Remove all cables (including the power cable of the charging base) from the floor before cleaning. This ensures that the device does not cause any power outages or damage to objects or cables by dragging them.

Charge

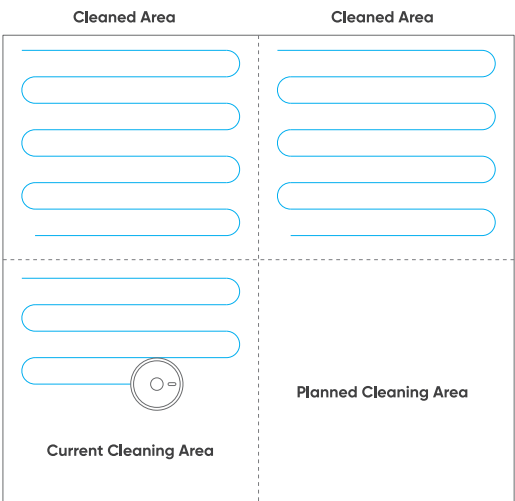
Automatic: When the device is done cleaning, it will automatically return to the charging base.

Manual: While the device is paused, press the  key or use the mobile app to start the recharge process.

Note: If the device cannot find the charging base, it will return to its starting position. You will have to manually place the device on the charging base.

Automatic Cleaning

When the cleaning process begins, the device scans the area, generates a map, and then intelligently partitions the map into zones. The device first cleans each zone along the walls, and then cleans the rest of the zone in a bow shape. Each zone is cleaned one by one in an orderly, efficient, and comprehensive manner. Once the cleaning process is complete, the device will automatically return to the charging base.



Note:

Do not arbitrarily or frequently move the device during operation. After you move the device, place it near its original location. Once it has restarted, the device will attempt to relocate its original coordinates. If the positioning is successful, the device will continue along its planned path. If the positioning fails, the device will abandon its previous task and attempt to build a new map to restart the cleaning process. In this circumstance, the device may not be able to successfully recharge.

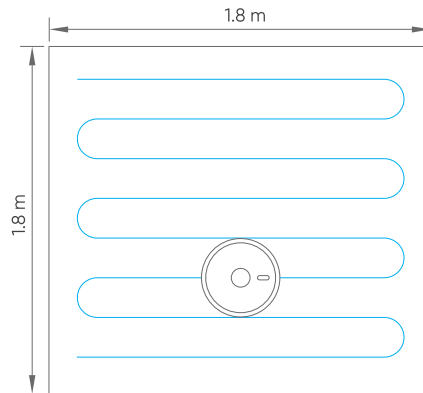
Usage

Spot Cleaning

If you wish to deep clean a certain area, specify its location on the mobile app. The device will center itself in and clean the 1.5 m x 1.5 m area around itself two times.

Partial Cleaning

If you cannot control the device through the mobile app, instead move it manually to the area that needs to be cleaned, and then press and hold the  key for 3 seconds. The device will center itself in and clean the 1.8 m x 1.8 m area around itself one time.



Custom Area

Use the mobile app to set the size and location of the area(s) that you wish to clean.

Restricted Area

Use the mobile app to define one or more restricted areas. The device will not attempt to enter or clean restricted areas.

Note:

- The device may enter restricted areas due to causes such as positioning errors or sensor failures.
- Permanent restricted areas may become invalid when significant changes occur to the position of furniture and the charging base. Do not move or interfere with the device while it is in operation.
- Building a new map will remove all permanent restricted areas.

Scheduled Cleaning

Use the mobile app to set scheduled cleaning times. The device will automatically start cleaning during the set times, and then return to the charging base once it is done.

Suction

Use the mobile app to select between the quite, normal, turbo, or max vacuum modes. The default mode is normal.

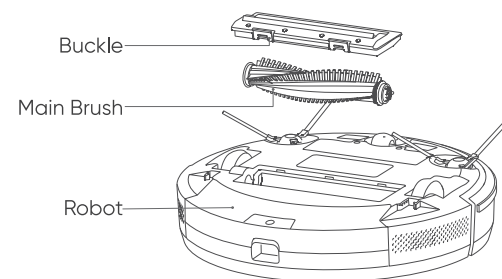
Water Level

Use the mobile app to select between the dry, low, mid, or high water modes. The default mode is high.

Routine Maintenance

Main Brush

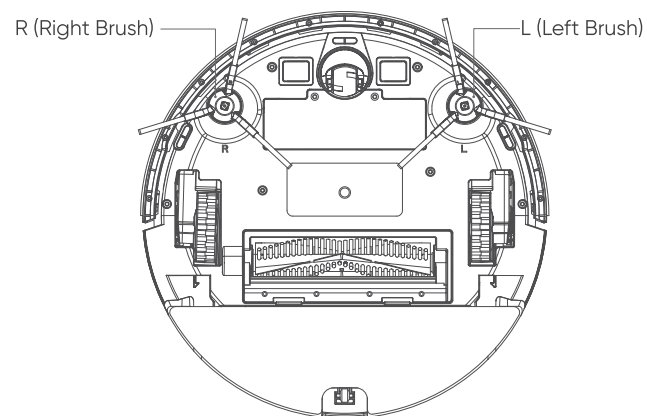
1. Flip the device over and press the buckle on the main brush cover to take out the main brush.
2. Use the corresponding tool to clean the main brush, any dust stuck in the main brush cavities, and any objects entangled in the main brush.
3. Reinstall the main brush, press down on the main brush cover, and secure the buckle.



Side Brush

1. Flip the device over and pull out the side brush vertically.
2. Reinstall the brush after removing any entangled hair and dirt.
3. Align the left and right brushes with the corresponding markings on the bottom cover, and then press down to install.

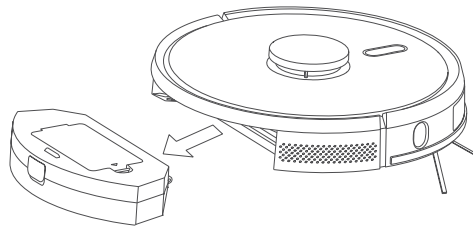
Note: It is recommended to replace the side brush once every 3–6 months to ensure optimal performance.



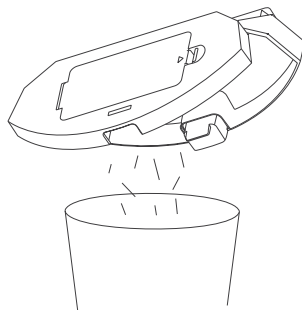
Routine Maintenance

Dust Bin

1. Press and hold the dust bin button, and then pull back on the dust bin to take it out.

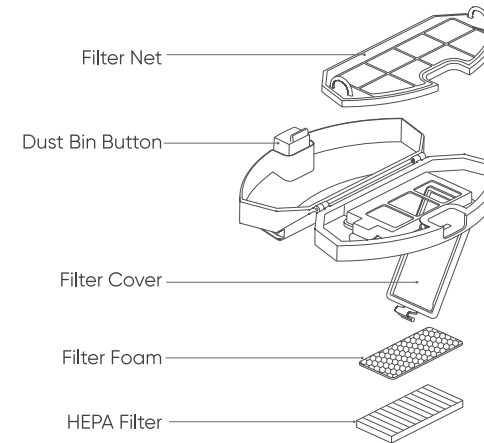


2. Open the dust bin and empty it into the trash.



Filter

1. After a long period of use, remove the filter net, filter foam, and HEPA filter.
2. Rinse the removed filter net, foam, HEPA filter, and dust bin under a tap.
3. Shake off any water drops after rinsing, and then wait until the filters and dust bin have completely dried.
4. After thoroughly drying, reinstall the filters in the following order: filter net > filter foam > HEPA filter.



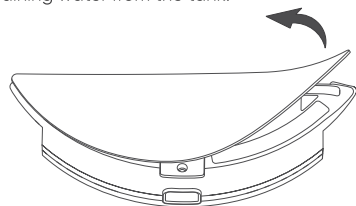
Note:

- Rinse with clean water. Do not add any detergents.
- Do not use a brush or your fingers to clean the filter.
- Allow the filter to dry thoroughly for at least 24 hours.
- It is recommended to replace the filter every 3-6 months.

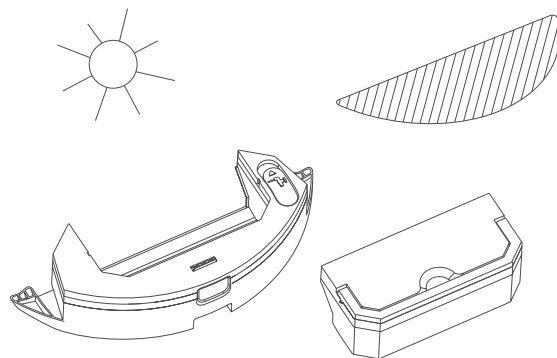
Routine Maintenance

Detachable 2-in-1 Water Tank (Clean After Each Use)

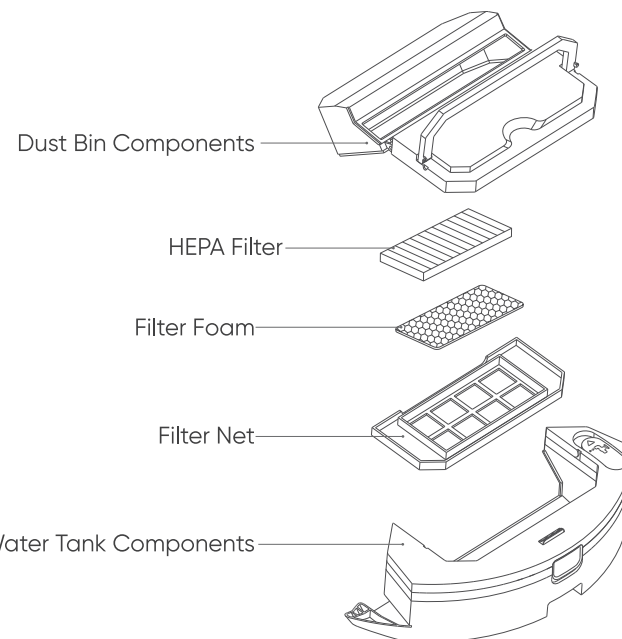
1. Remove the cleaning mop and pour out all remaining water from the tank.



2. Wash the cleaning mop, and then dry the water tank and the mop to prepare for the next use.



Lift the handle, take the dust bin out of the water tank, pour out any excess water, and then dry the water tank.



Battery

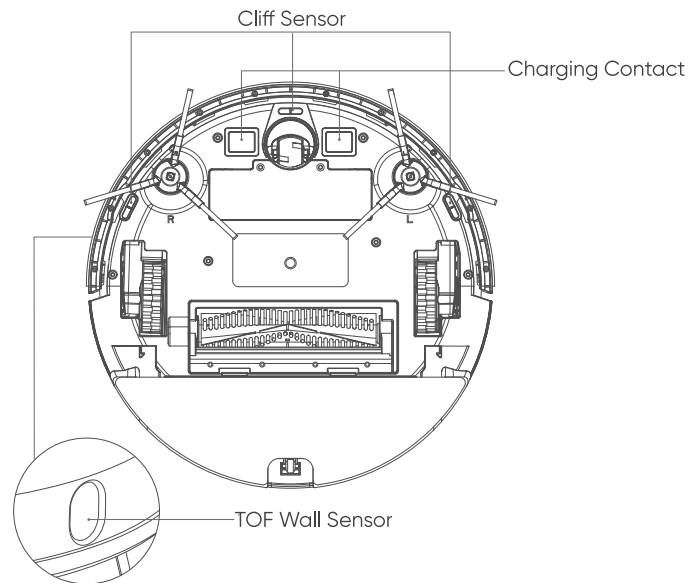
- The body of the device is equipped with a high-performance lithium-ion battery pack. To ensure optimal battery performance, keep the device charged.
- If you do not intend to use the device for a long period of time, turn it off and store it in a safe place. Charge the device at least once every 3 months to prevent over-discharge damage to the battery.

Routine Maintenance

Sensors (Clean Regularly)

Use a soft, dry cloth to wipe all the sensors on the device, including the following:

- 1. The TOF wall sensor on the right of the robot
- 2. The cliff sensor on the bottom of the robot
- 3. The obstacle detection sensor on the front of the robot
- 4. The LiDAR Collision Detection Sensor on the top of the robot
- 5. The charging contact on the bottom of the robot and the wireless power receiver on the charging base (turn off the power before cleaning)
- 6. The charging base emitter



Specifications

Robot

Product Name	realme TechLife Robot Vacuum
Model	RMH2101
Dimensions	350x350x100 mm
Weight	3.3 kg
Battery	5200mAh Lithium Battery
Input Voltage	14.4V ---
Rated Power	50W

Charging Base

Model	RMH2101CB
Dimensions	160x143x80 mm
Rated Power	20W
Rated Output	20W

Troubleshooting

Error Message	Solution
Error 1: The dust bin seems to be missing.	The device was started without a dust bin. Reattach the dust bin.
Error 2: The top radar seems to be obstructed or stuck.	The top radar has been covered or placed in an open area. Remove the top radar cover or move the device indoors.
Error 3: Please move me to a new location, then restart.	The device is currently in the air. Move the device to a level surface, then restart.
Error 4: Please clean the cliff sensor, move me to a new location, then restart.	The cliff sensor has been obstructed or placed in an elevated location. Wipe the window of the cliff sensor with a soft, dry cloth, move the device to ground level, then restart.
Error 5: Please clean the front sensor, move me to a new location, then restart.	The obstacle detection sensor is dirty or has become obstructed. Wipe the obstacle detection sensor with a soft, dry cloth.
Error 6: Please clean the right sensor, move me to a new location, then restart.	The TOF wall sensor is dirty or has become obstructed. Wipe the TOF wall sensor with a soft, dry cloth.
Error 7: Please clean the top radar cover, move the product to a new location, then restart.	The LiDAR Collision Detection Sensor is dirty or has become obstructed. Wipe the top LiDAR Collision Detection Sensor with a soft, dry cloth.
Error 8: The bumper seems to be stuck.	The edge or bumper sensor is stuck. Move the front bumper left and right to check for a jam.
Error 9: Please clean the dust bin and filter.	Clean the dust bin and filter, or replace the filter.
Error 10: The dust bin has been removed. Please clean the dust bin and filter.	Clean the dust bin and filter, or replace the filter.
Error 11: I'm stuck! Please help me!	Move the device to a level surface, then restart.

Troubleshooting

Error Message	Solution
Error 12: Please place me upright!	The device is on an incline. Move the device to a level surface, then restart.
Error 13: The tires seem to be stuck.	The primary wheel has become entangled or stuck. Check the primary wheel and remove any foreign objects.
Error 14: The main brush seems to be stuck.	The main brush has become entangled or stuck. Check the main brush and remove any foreign objects.
Error 15: The side brush seems to be stuck.	The side brush has become entangled or stuck. Check the side brush and remove any foreign objects.
Error 16: Uh-oh! Where's the charging base?	If the device says that the charging base is not found or not plugged in, check whether the charging base indicator is on, or move the device back to the charging base.
Error 17: Oh no! I've experienced a program error. Please restart me!	This error is caused by an unknown fault. Restart the product.
Error 18: A failure has caused the device to shut down automatically.	Restart the product. If the problem persists, contact after-sales support.
Error 19: The battery is low and must be recharged.	Place the product on the charging base.
Error 20: To shut down the device, move it away from the charging base and try again.	The product cannot be turned off when on the charging base. Move the product away from the charging base, and then press and hold the power button.

Common Problems

Problem Type	Solution
Cannot be started	• The battery is low. Place the product on the charging base and align it with the wireless power receiver. The device should automatically turn on. If the device was out of power, it may take some time to turn on. • The ambient temperature exceeds the normal operating range of 0-40°C. Only use the product in environments where the ambient temperature is within this range.
Cannot be charged	• Remove the device and check whether the indicator of the charging base is on. Ensure that both ends of the charging base power adapter are plugged in, the front of the device is facing the charging base, and the distance between the front of the device and the charging base is around 2 cm. • The connection may be poor. Clean the charging contacts on the wireless power receiver and the device body, or remove the side brushes. • Charge the device in an ambient temperature of 0-40°C.
Cannot be recharged	The product is too far away from the charging base. Move it closer and try again.
Abnormal noises during operation	There may be a foreign object entangled in the primary brush, side brushes, or wheels. Turn off the product and clean it.
Lowered performance or leaking dust	• The dust bin is full and needs to be cleaned. • The filter is clogged and needs to be cleaned or replaced. • The main brush is entangled with a foreign object and needs to be cleaned.
Can't connect to Wi-Fi	• The Wi-Fi signal is poor. Make sure the product is in an area with good Wi-Fi coverage. • A Wi-Fi connection error has occurred. Please reset the Wi-Fi connection, download the latest version of the mobile client, and try again. • The password you entered was incorrect. • The router is running a 5GHz network. This product only supports connection to 2.4GHz networks.
Consuming power while on the charging base	When the product is on the charging base, it will consume a small amount of power to ensure optimal battery performance.

Scan the QR code if you need more help



Warranty

Thank you for purchasing realme products. If any manufacturing defect problems occur within 24 months from the date of purchase, user can enjoy our company's warranty service.

Matters Needing Attention:

1. When you buy the product, the sales unit will issue a valid proof of purchase.
2. The warranty card and the proof of purchase should be kept by the user properly, and it will not be replaced if lost.
3. If the product fails due to non-human factors, the user can present the warranty card and proof of purchase to the realme customer service center for free maintenance during the warranty period.

Non-warranty situation:

This warranty does not cover the following cases:

1. Out of warranty period.
2. Damage caused by use not in accordance with the instructions.
3. Damage caused by man-made causes.
4. Failure caused by unauthorized disassembly, maintenance, or modification of the product.
5. Damage caused by force majeure factors (such as floods, earthquakes, lightning, etc.).
6. There is no warranty card, invoice, or warranty card that does not match the invoice information.
7. The product wears naturally.
8. Other failures and damages that are not caused by the quality of the product itself.

Website: www.realme.com

Warranty Card (Stub Copy)

Dear user, thank you for using the product of our company.
Please read and keep properly the warranty card after purchasing the product so that we can provide better services to you.

User Information

User's name _____

Phone Number _____

Address _____

Email _____

Product Information

Product Model _____

Product Serial Number _____

Sales Information

Purchase Date _____

Invoice Number _____

Sales Unit _____

Phone Number _____

Address _____

Warranty Card (Customer Copy)

Dear user, thank you for using the product of our company.
Please read and keep properly the warranty card after purchasing the product so that we can provide better services to you.

User Information

User's name _____
Phone Number _____
Address _____
Email _____

Product Information

Product Model _____
Product Serial Number _____

Sales Information

Purchase Date _____
Invoice Number _____
Sales Unit _____
Phone Number _____
Address _____



Realme Chongqing Mobile Telecommunications Corp., Ltd.
No.178 Yulong Avenue, Yufengshan, Yubei District, Chongqing, China
Representative in Europe:
Baradine Invest, S.L.U. c/ Príncipe de Vergara, 112, 4, 28002 Madrid, Spain

