

FAQs

Fault description	Treatment methods
Machine goes in circles	- Turn over the main unit, check whether its wheels rotate freely, and in case of any foreign matters, clean them up immediately
Loud noise	- Wash HEPA and dry it before use, avoid operating the machine in areas with water accumulation - Recommend cleaning the dust box and HEPA regularly - Choose a quiet suction force in the App
Slow app reactions	- Recommend authenticating with your mobile's hotspot
Delayed device reactions	- If the radar is blocked, clean up foreign matters immediately
Device ID not found	- Long press the return-to-charge key to enter the network pairing mode (Observe whether the WiFi indicator begins to flash)
Failed software updating by clicking in the App	- Place the main unit in the charging dock to ensure whether the unit is charging - Recommend updating the software when your home network is stable
Map cannot be deleted	- Recommend deleting the map when your home network is stable
Map unavailable	- Choose the map when your home network is stable
No breakpoint resume is performed after the machine is fully charged	- The breakpoint resume is a type of actions done by the main unit itself, which cannot be intervened by human beings
Unable to upgrade	- Verify whether the main unit resides in the charging block - Observe whether the WiFi indicator is always on, and verify whether the main unit is connected to Internet

Jiangsu Midea Cleaning Appliances Co.,Ltd.

Declaration of Conformity (DoC)

Unique identification of this DoC: M3LDS-001

We Jiangsu Midea Cleaning Appliances Co., Ltd.

No.39 Caohu Avenue, Xiangcheng Economic Development Zone, Suzhou, Jiangsu, China

responsibility that the product:

product name: Robot Vacuum Cleaner

trade name: Midea/eureka/comfee

type or model: M3LDS/VCR21/Tornado/CFR08

to which this declaration relates is in conformity with the essential requirements and other relevant requirements of the Directive:

2014/53/EU 2011/65/EU (EC)No 1907/2006

The product is in conformity with the following standards and/or other normative documents:

2014/53/EU : EN 60335-2-2:2010 +A11:2012 + A1:2013

EN 60335-1:2012+A11:2014+AC:2014+A13:2017+A1:2019+A14:2019+A2:2019

EN 62311: 2008 EN 62233: 2008

EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 55014-1:2017 EN 55014-2: 2015

EN IEC 61000-3-2: 2019 EN 61000-3-3:2013+A1: 2019 EN 300 328 V2.2.2

2011/65/EU : EN 62321-1:2013 EN 62321-2:2014 EN 62321-3-1:2014

EN 62321-4:2014 EN 62321-5:2014 EN 62321-6:2015 EN 62321-7-1:2015

EN 62321-7-2:2017 EN 62321-8:2017

Supplementary information:

Technical file held by:Jiangsu Midea Cleaning Appliances Co., Ltd.

Place and date of issue (of this DoC): CHINA 2021-4-10

Signed by or for the manufacturer

(Signature of authorised person)

Name (in print): Shawn.yan

Title: Quality Manager

Shawn