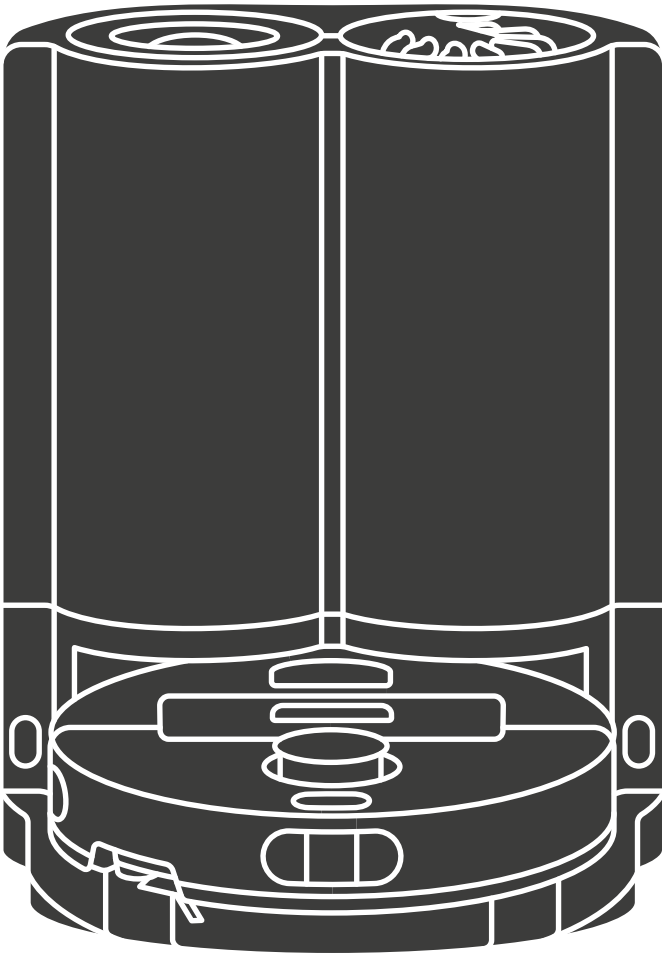
r2 nurovi wash+dry

Dyson R2 Nurovi™ Wash+Dry logo

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User guide



The Dyson R2 Nurovi™ Wash+Dry robot vacuum in its docking station.

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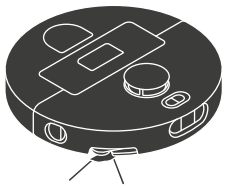
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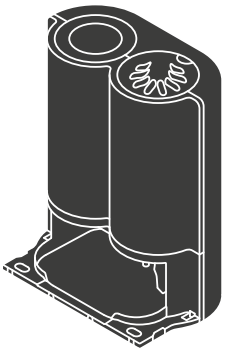
Dyson logo

In the box

Dyson R2 Nurovi™ Wash+Dry robot vacuum



Dyson R2 Nurovi™ Wash+Dry robot vacuum



Docking station
Self-empties, self-cleans, refills and recharges. All automatically.



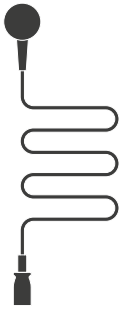
Docking ramp
Stores your robot off the floor and helps connect it to your docking station.



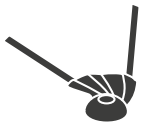
Cleaning pad frame
Refreshes the wet cleaning pads so it's ready for the next use.



Cleaning tray
Collects waste water from the wet cleaning pads to keep your floors clean.

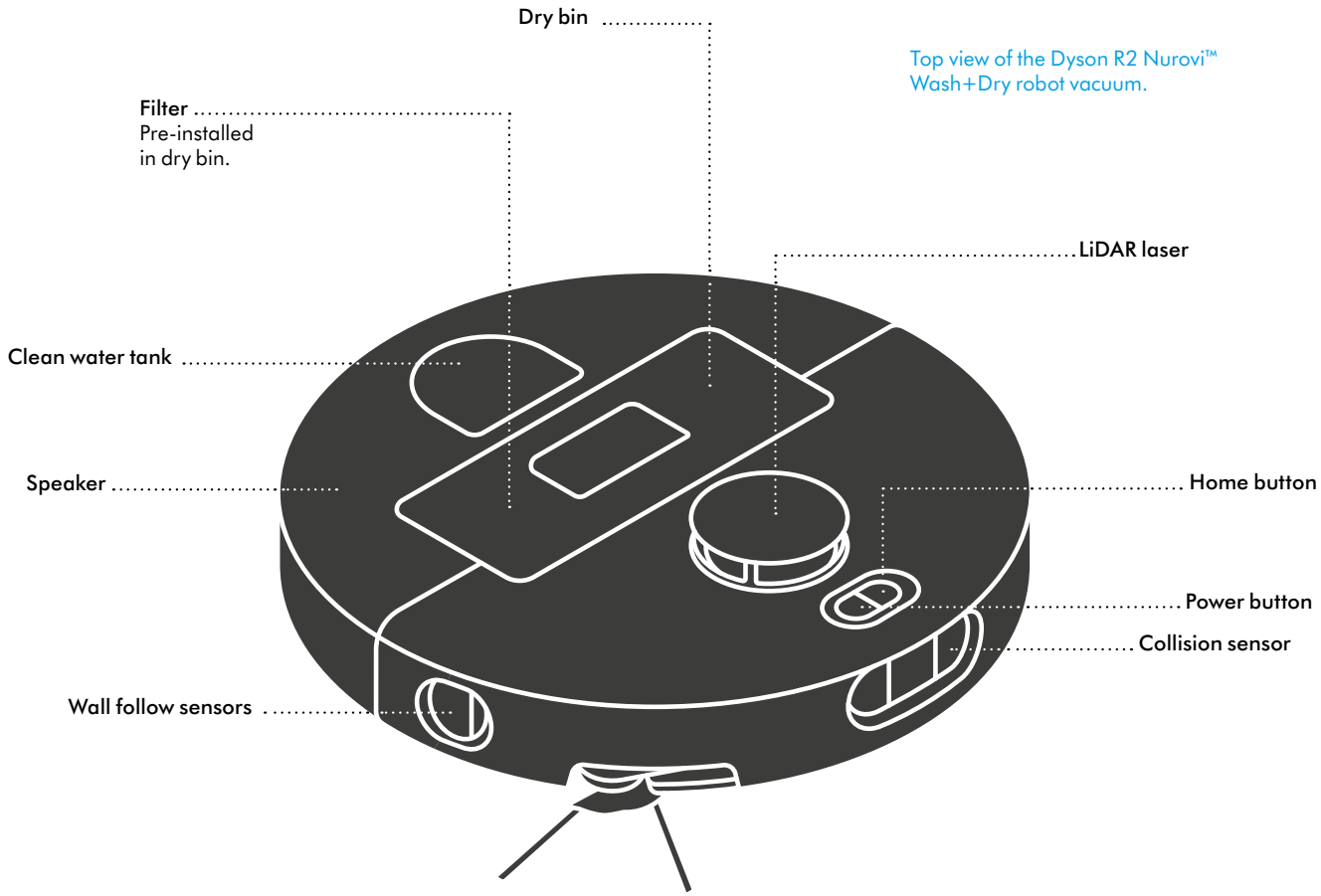


Charging cable
Connects your docking station to a power supply.

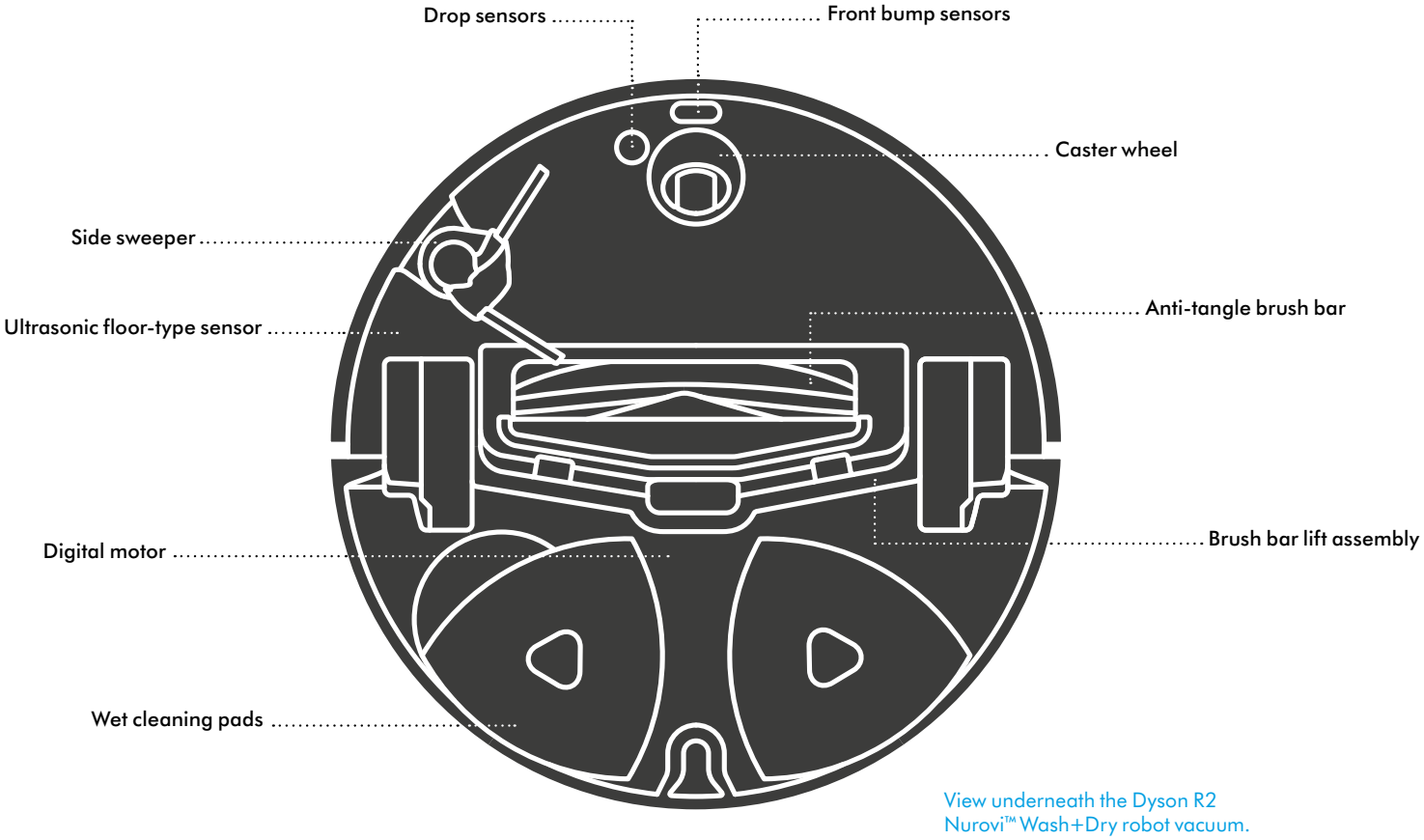


Side sweeper
Reach into tight spaces, corners and around furniture legs.

Getting started
Robot cleaner



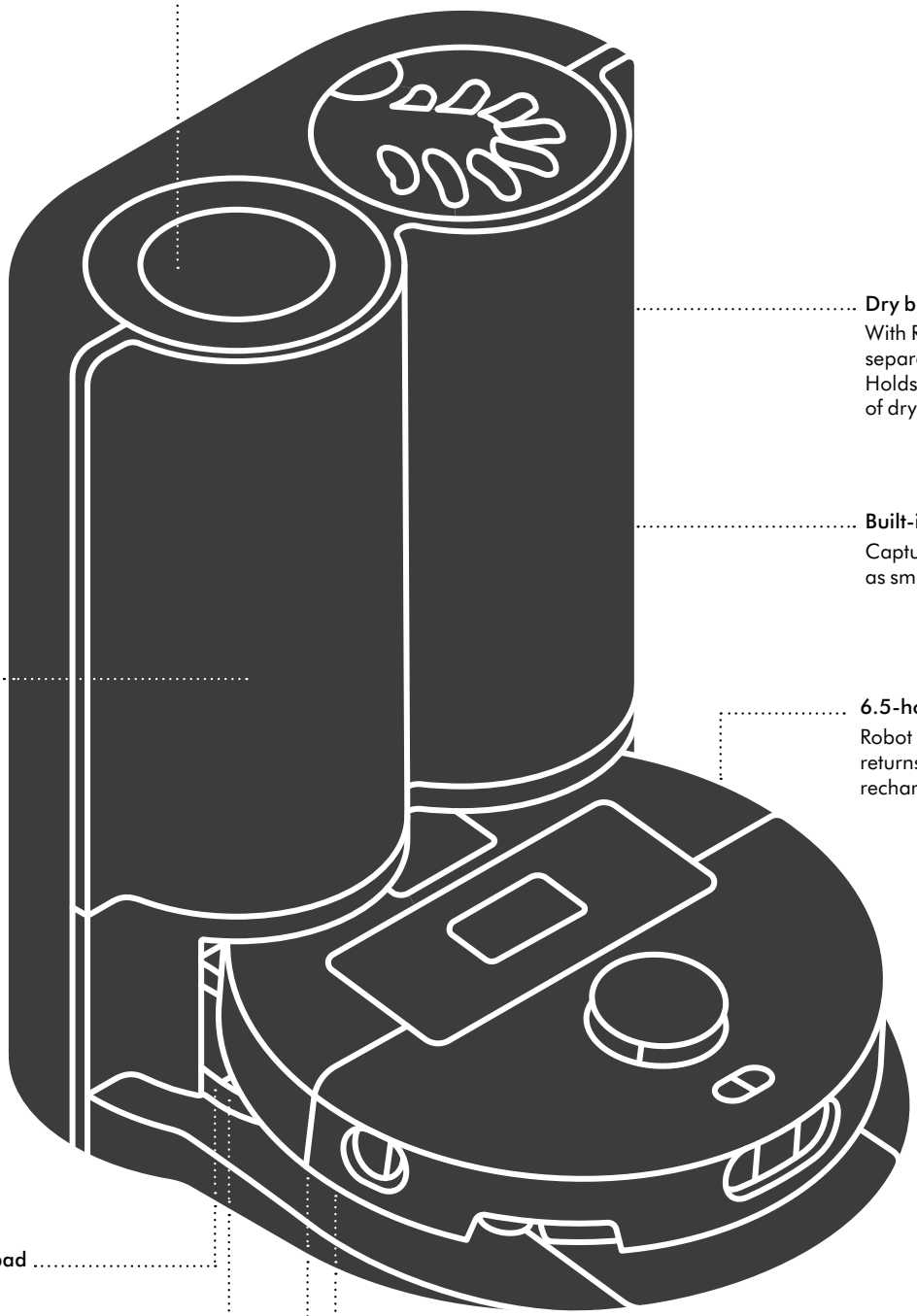
Top view of the Dyson R2 Nurovi™ Wash+Dry robot vacuum.



View underneath the Dyson R2 Nurovi™ Wash+Dry robot vacuum.

Getting started
Docking station

With Bluetooth® Low Energy to communicate with the robot.



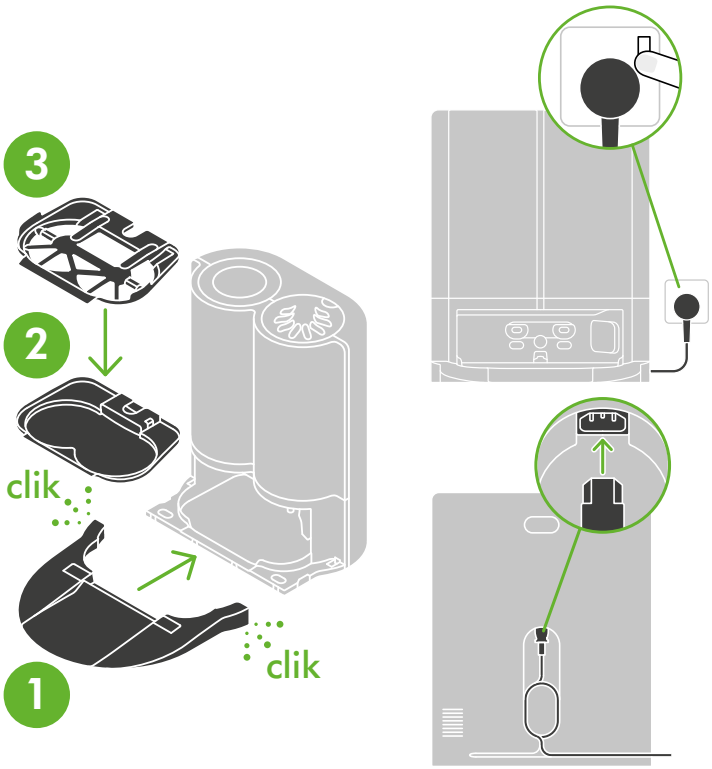
The docking station of the Dyson R2 Nurovi™ Wash+Dry robot vacuum.

Setting up your docking station

Assembling your docking station
Remove the cleaning tray and cleaning pad frame. Align the docking ramp with your docking station and press down until it clicks into place. Then replace the cleaning tray and cleaning pad frame.

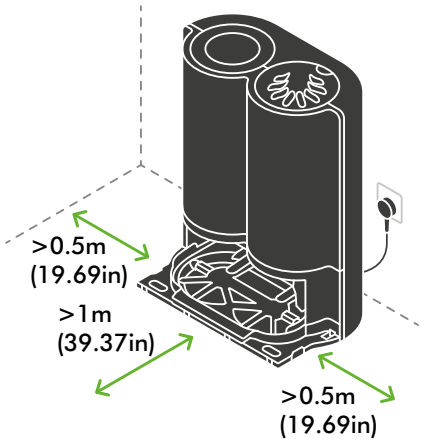
Plug the charging cable into the back of your docking station and plug in to the electric outlet. A white LED will light up when power is connected.

Wrap any excess cable around the cable tidy on the back of the docking station.



Choosing a location
The docking station should be located against a wall, on a level surface, close to a mains power supply. Make sure the position is out of bright sunlight and not obscured under a table or other furniture.

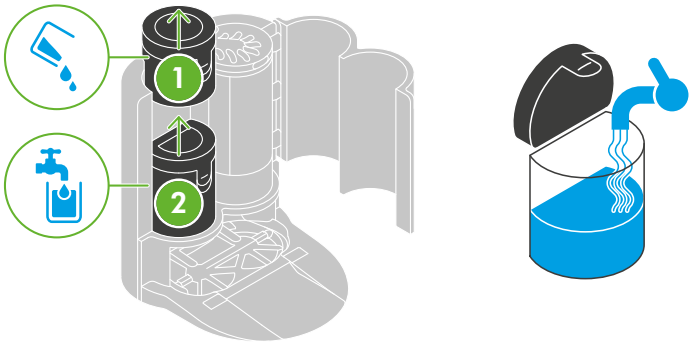
The docking station also needs to have at least 50cm (19.69in) of clear space around the sides and at least 1m (39.37in) in front.

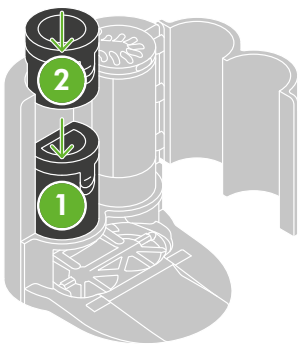


Adding formulation and filling your clean water tank
Open the door of your dock, lift out the dirty water tank and set it aside. Then lift the clean water tank out of your docking station.

Open the lid of the clean water tank. If you're adding Dyson cleaning solution, fill with clean water to just under the 'Max' mark, then add two caps (40ml) of cleaning solution. If you're just using clean water, fill to the 'Max' mark. Close the lid after.

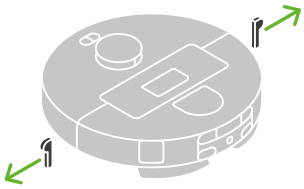
Place the clean water tank and then the dirty water tank back into your docking station and close the dock door.



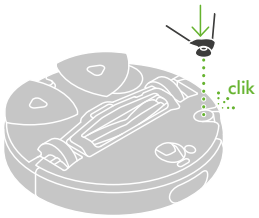


Setting up your robot

First, remove the foam protectors between the main body and front bumper.



Attach your side sweeper
Turn your robot over on a soft surface. Click in the side sweeper.



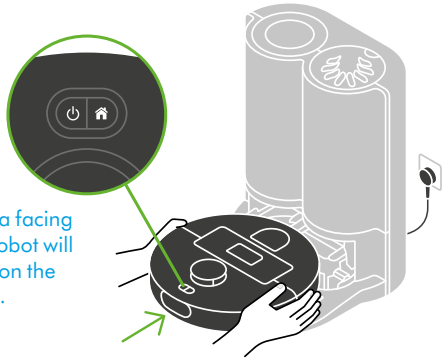
The side sweeper clicks into place on the front half of the base of your robot.

Plug in and charge
Place your robot on the docking station. The top Power button will pulse white to show your robot is charging.

The power and home buttons are located on the top of your robot.

Standby power
To save energy when it's on the docking station, your robot will go into standby mode and the Power and Home buttons will dim.

You can activate your robot by pressing the Power or Home buttons, or by using the MyDyson™ app or voice control.



With the camera facing forward, your robot will click into place on the docking station.

Powering off
If you need to turn off your robot's power, take it off the docking station and press and hold the Power button until your robot turns off.

Place your robot back on the docking station and it will automatically turn on again.

Downloading the MyDyson™

Control your robot – wherever you are. You can start cleaning, check your robot's progress, schedule a clean before you get home, or troubleshoot a problem using your smartphone. If you haven't already, download the MyDyson™ app to access all your robot's available features and the latest software updates.

You can download the app now from the App Store or Google Play. Then open the app on your smartphone and follow the on-screen instructions to create a new account.

MyDyson logo.

Download on the app store.

Get it on Google Play.

Apple, the Apple logo, and Siri are trademarks of Apple Inc. App Store is a service mark of Apple Inc. Google Play, the Google Play logo, Google Assistant are trademarks of Google LLC.

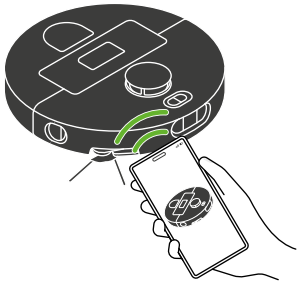
Connecting your robot

Connecting your robot via Bluetooth®
Place your robot in the docking station and ensure the dock is switched on and powered.

Open the MyDyson™ app and follow the on-screen instructions for pairing your robot.

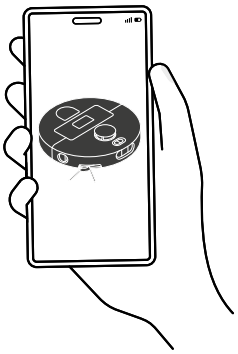
Press both the Power button and the Home button simultaneously to confirm the connection journey.

Hold mobile device close to the robot to pick up the signal.



Connecting a second user
If a second user wants to connect to the robot on their MyDyson™ app, the robot needs to be in pairing mode first. Press and hold the Home and Power buttons for 3 seconds to activate pairing mode.

Your robot will show on your MyDyson app when connected.



Connection problems
Your robot accesses the Internet through your home Wi-Fi network.

If your robot fails to connect, an alert will be displayed in the app. Click the alert to diagnose the problem. If your robot is not connected to your Wi-Fi router or the Internet, try the following:

1. Out of Wi-Fi coverage
Your robot may be too far from your Wi-Fi router, causing it to lose connection.Bring your robot closer to the Wi-Fi router. Your robot should automatically reconnect.

2. Automatic shutdown
Your robot may have powered off to save battery after being idle and away from the dock for 6 hours. Press and hold the Power button for 3 seconds to power on your robot.

3. Abnormal network connection
Your robot may not be properly connected to the router. Unplug your robot from the power supply then plug it back in. It should automatically reconnect.

4. Router issues
Your robot may not be able to connect due to:

- router restarting
- change in Wi-Fi name or password
- product on router blocklist

Resolve the router issue and check if your robot reconnects.
If the issue persists, switch to another Wi-Fi and try reconnecting.

5. Unsupported Wi-Fi band
Your robot supports 2.4GHz Wi-Fi band. Switch to the appropriate Wi-Fi network and it should automatically reconnect.

Standby state
Your robot enters a standby state after 10 minutes away from the dock or 10 minutes after it's fully charged on the dock. Press any button on your robot or start a task on the MyDyson™ app to wake your robot up.

If your robot is disconnected and enters a standby state while docked, it may take up to 30 seconds to fully wake up.

Changing or adding a new Wi-Fi network
Open the product settings tab in the MyDyson™ app and scroll down to 'Change Wi-Fi Network'.

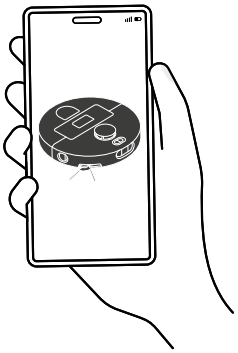
Follow the on-screen instructions to add a new Wi-Fi network.

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Mapping your home for the first time

Unlock intelligent features with the MyDyson™ app
Your robot works with the MyDyson™ app to navigate and clean your home. To start your first clean, you'll need to connect the app and create a map of your home.

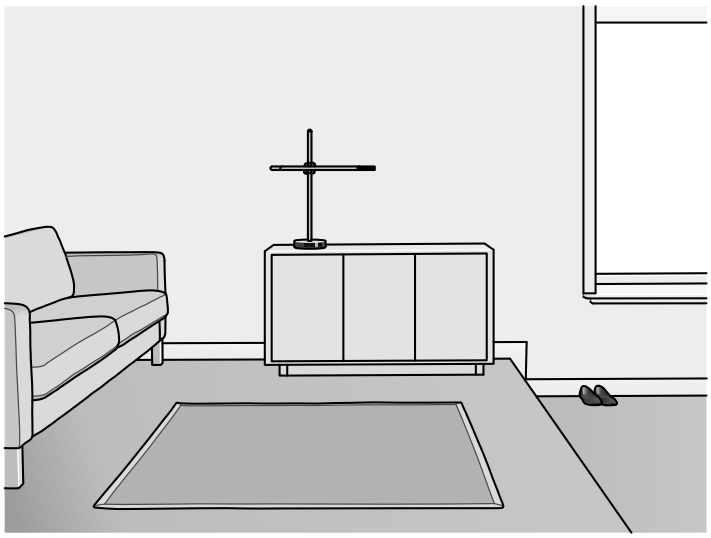
Once your map is set up, you can see where your robot has cleaned, manage your maps, and customize its cleaning behaviour.



The Dyson R2 Nurovi™ Wash+Dry robot vacuum on the MyDyson app.

Preparing to map your home
Before mapping, tidy up any loose objects from the floor that could get tangled in your robot. Tidy away any small items such as shoelaces, thin cables or small objects. Open internal doors and remove any furniture that isn't permanent. Place your robot on the docking station to start mapping.

Building a complete map can take time and depends on the size of your home.



An example of a tidied room ready for mapping by the robot.

During mapping
Your robot follows an optimized route to systematically map your home, with the brush bar and suction turned off to save power and minimize the time taken. For best results, avoid interrupting your robot while it's mapping.

Pausing or cancelling mapping
You can pause, resume or cancel mapping at any time using the MyDyson™ app.

Multiple floors
If your home has more than one floor level, you can create a map for each story of your home.

Move your robot to a suitable starting point on the new floor level and start mapping using the MyDyson™ app.

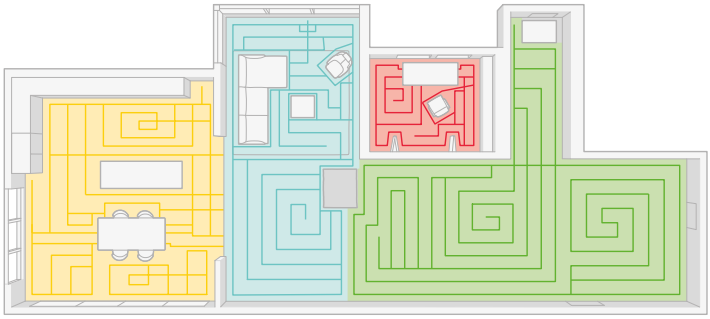
Managing your map

Once you've created a map, follow the instructions on the MyDyson™ app to split, merge and rename rooms to reflect the layout of your home.

Once you've divided your map into different rooms, you can choose when and how each room is cleaned.

Adding rules
You can use the MyDyson™ app to add directions or set rules for different rooms on your map:

- Avoid area – your robot will avoid this area.
- No climb – your robot will not climb over small, raised obstacles.
- Wash only – your robot will only wash this area, using its wet cleaning pads.
- Vacuum only – your robot will only vacuum this area, using its brush bar and side sweeper.



A home map on the MyDyson app split into rooms.

Scheduling and reviewing cleans

Scheduling cleans
Use the MyDyson™ app to schedule cleans for times when you're not at home, or to clean high-traffic areas like hallways more frequently.

Reviewing cleans
After every clean, your robot will share its activity history in the MyDyson™ app. You can use this to review where your robot has cleaned and see the dust levels detected in the home.

Additional features

Do not disturb
While active, Do not disturb turns off your robot's lights, dock lights, and voice feedback. Scheduled cleans are also skipped for this period.

If your robot is cleaning or you start a clean manually, it will continue to use lights and voice feedback until the clean is complete. Once finished, it will follow Do not disturb as normal.

Child lock
While active, the physical buttons on your robot won't respond.

To deactivate it, use the MyDyson™ app or hold both the Power and Home buttons for 10 seconds.

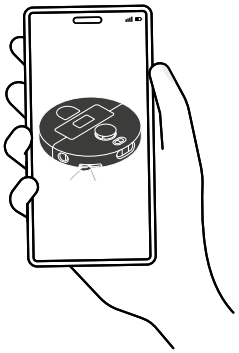
Stop or delay drying
Your dock washes and dries the wet cleaning pads whenever your robot finishes cleaning. You can delay or stop the drying process in the MyDyson™ app.

Starting a clean

Use the MyDyson™ app to start your clean. Start with your robot in the docking station, or pick up your robot and move it to a specific location.

You can choose a customized clean of one room, or select multiple rooms on your map in the MyDyson™ app. Your robot will clean according to your instructions, following the room divisions and rules you apply in the MyDyson™ app.

The Dyson R2 Nurovi™ Wash+Dry robot vacuum on the MyDyson app.



Customizing cleans

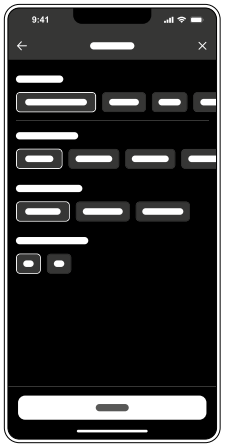
Pick a room or selection of rooms to clean.

Edit the cleaning settings for your selected room.

The order in which you select your rooms will define the order in which your robot will clean them.

You can also select 'Target clean' for a specific area on your map.

Room cleaning settings on the MyDyson app.



Clean type

Choose from the following cleaning types before you begin cleaning:

- Vacuum and wash simultaneously – your robot will automatically detect the floor type as it vacuums and cleans the selected areas.
- Vacuum only.
- Wash only.
- Vacuum then wash – your robot will vacuum all carpets and rugs, then complete the clean by washing hard floor areas.

Settings for Vacuum mode include:

- Auto mode – your robot intelligently adapts cleaning performance to match the current floor type and situation.
- Quick mode – your robot will prioritize open areas and perform a zigzag cleaning pattern for a shorter cleaning time.
- Quiet mode – a low-intensity cleaning mode that cleans all accessible areas as quietly as possible.
- Boost mode – a high-intensity mode that vacuums all selected areas as thoroughly as possible.

Settings for Wash mode include:

- Hydration level – Level 1, Level 2 or Level 3. This setting fine tunes how much water your robot uses to wash your floors, to suit your preferences and individual floor types.
- Wash repetitions – 1x or 2x. This setting washes hard floors in your chosen room(s) once or twice, for a more thorough clean.

When using modes that vacuum and wash, you can choose 1x or 2x Clean repetitions for standard or more thorough cleaning.

Starting from the docking station

Begin by selecting rooms and setting your preferred cleaning modes for each room in the app. Your robot will clean all rooms that are selected and accessible.

If your robot needs to recharge its battery during a clean, it will automatically return to the docking station to recharge. Once charged, it will recommence cleaning.

Starting from a different location

To clean a different story or level of your home, move the robot to its starting location and select the appropriate map from your map list.

Your robot will vacuum all the accessible space it can reach on a single charge. When its battery is low it will return to the initial starting location.

Please note, wet cleaning is not available when starting your robot away from the docking station.

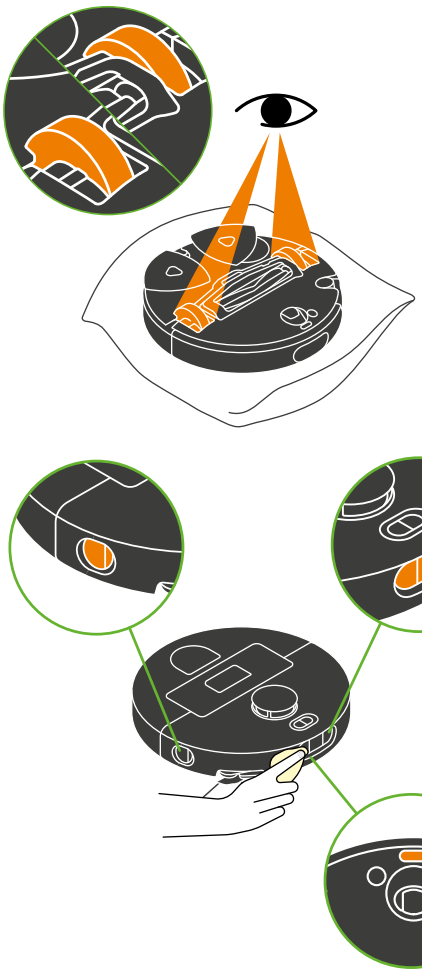
Looking after your robot

For optimum performance, clean your robot frequently and check underneath and around the wheels for any obstructions.

If your robot is dusty, wipe the machine and the front sensor array with a dry, lint-free cloth.

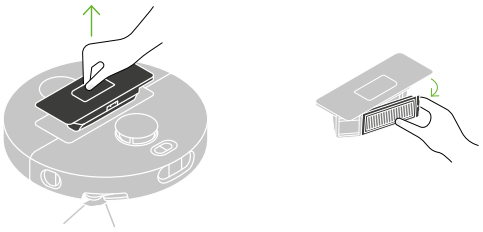
Do not place any part of your machine in a dishwasher, or use detergents, polishes or air fresheners to clean it as this could damage your machine.

Ensure your robot software and features are always kept up to date by enabling automatic updates in the MyDyson™ app.

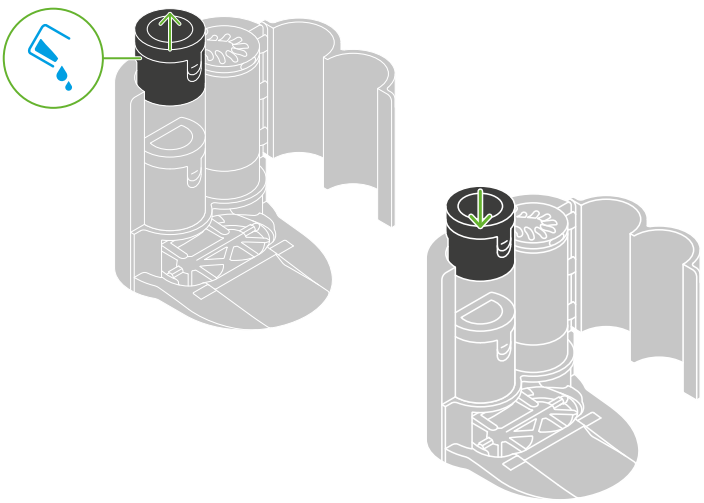


Cleaning your robot's dry bin
Turn your robot off. Gently lift out the bin and filter assembly on the top of your robot.

Unclip the filter tray and set aside. Remove any remaining debris and wipe with a dry cloth before refitting.



Emptying your docking station's dirty water tank
Open the dock door and lift the tank vertically out of your docking station using the handle. Unclip the lid and tip the contents into a sink or toilet. Rinse in warm water and wipe clean, then allow to dry before refitting.



Cleaning your docking station's clean and dirty water tanks

We recommend cleaning periodically to maintain hygiene.

Remove the tank from the docking station. Unclip the lid and tip out the contents. Wash in mild soapy water, rinse and wipe clean, then allow to dry before refitting.

Please do not wash your water tanks in a dishwasher.

Looking after your battery

Your machine won't operate if the ambient temperature is above 57°C (134°F) or below -17°C (2°F).

Your machine won't charge if the ambient temperature is above 52°C (125°F) or below 3°C (38°F).

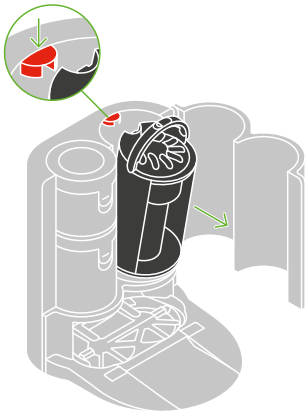
This is designed to protect both the motor and battery.

For more information and support videos for your machine, visit our support pages online: www.Dyson.com/support

Looking after your robot:
Checking for blockages

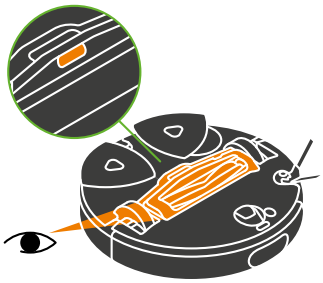
Checking your docking station's bin for blockages
Press the red release button on the top of the bin and pull it out of the docking station. Check for any debris in the airway behind it.

Checking the docking station for blockages
Check the docking station airways are unobstructed.
Wipe clean any areas required.



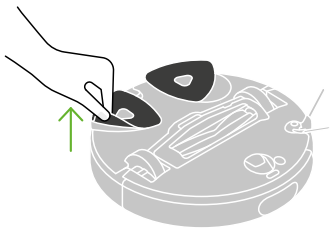
Checking your robot's brush bar for obstructions
Turn your robot over on a soft surface and remove any threads, hair or other debris from the brush bar that may cause an obstruction.

Unclip the brush bar cover at the two locations and remove the cover. You can now remove the brush bar for cleaning, and check for any debris or obstructions to the airways inside.



Checking your robot's wet cleaning pads for obstructions
Turn the robot over on a soft surface. Peel the wet cleaning pads off the holders.

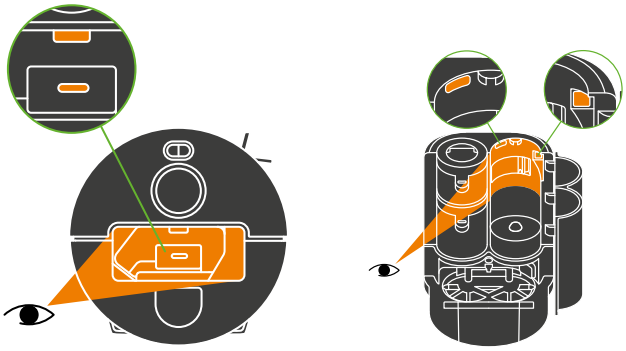
Check for any hair or debris causing an obstruction to the rotation of the wet cleaning pads.



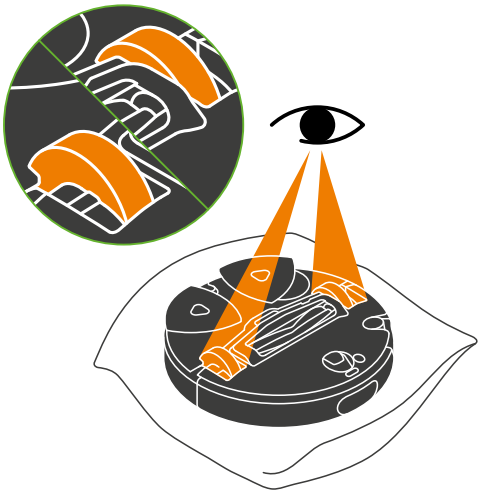
Checking your robot's bin and filter for blockages
Turn your robot off. Unclip the bin and filter assembly on the top of your robot. Lift the assembly out of your robot.

With the filter assembly removed, check the airways inside your robot for any obstructions.

Check the bin and filter assembly for blockages by unclipping the filter.

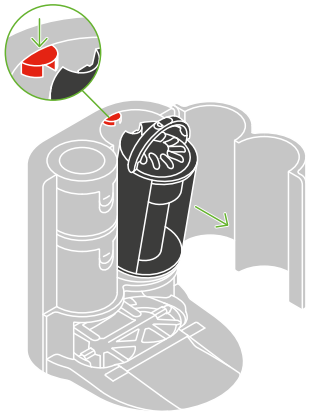


Checking the wheels for obstructions
Turn your robot over on a soft surface. Check the wheels are clear of any threads, hair or other debris that may cause an obstruction.

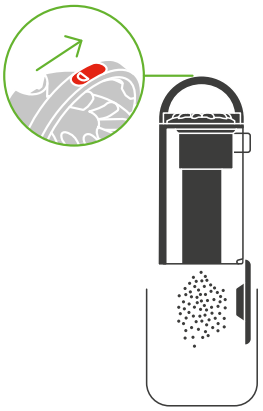


Emptying your docking station's dry bin

Empty your dry bin as soon as dirt reaches the MAX level.



Removing the bin
Open the dock door. Press the bin removal catch on the top of the bin and lift the bin out. Use the handle to carry it.

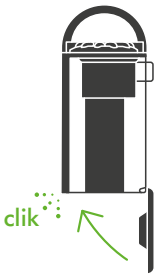


Releasing the dirt
Hold your bin over a trash can with the base of the bin pointing downwards. Slide the bin release button on the handle to open the base. Your bin will slide down, cleaning the shroud, and opening the base, releasing the dirt straight into the bin.

Close the bin by closing the base until it clicks into place. Lower your bin back into the docking station and make sure it clicks securely back into the docking station.

Minimizing dust contact
Alternatively, you can empty your bin directly into a bin liner or dustproof bag. Cover your bin tightly in a dustproof bag while you empty. Remove your bin carefully after emptying, seal the bag tightly and dispose.

Closing the bin
Push the bin base upwards until it clicks into place. Lower your bin back into the docking station and make sure it clicks securely back into the docking station.

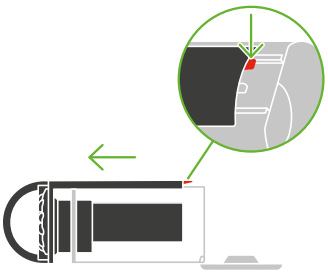


Cleaning the bin
Remove the clear outer bin casing by pressing the red tab on the side of the bin, near the base, and sliding it off your bin.

Clean the bin and the casing with a damp, lint-free cloth. Replace the outer bin casing by sliding it back onto your bin until it clicks into place.

Make sure your bin and the seals around the lid are completely dry before replacing it in your docking station.

Please do not wash your bin in a dishwasher, or use detergents, polishes or air fresheners as this could damage your bin and affect your robot's performance.



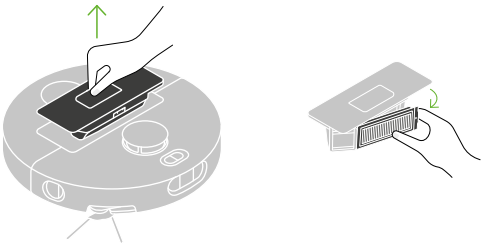
Washing your filters

Wash your robot and docking station filters at least once a month to maintain optimum performance, and always ensure they are completely dry before refitting.

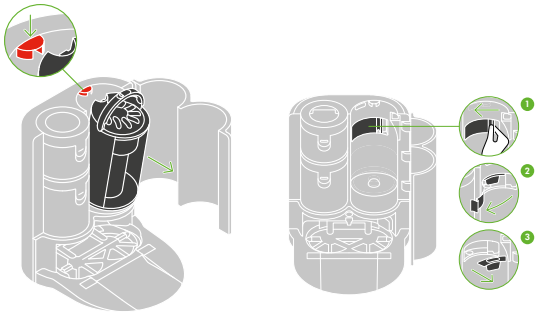
The filter units housing your washable filters can be wiped with a damp, lint-free cloth to remove any dirt or dust.

Removing your robot's filter
Unclip the bin and filter assembly on the top of your robot.
Lift the assembly out of your robot.

Unclip the filter from the side of the bin assembly.

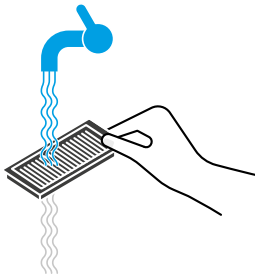


Removing your docking station's filter
Open the dock door and push the red button on the top of your docking station's dry bin to lift it out. At the back of the docking station where the dry bin used to be, you should now be able to see a small door with a tab. Push the tab to unclip the cover and pull out the filter toward yourself.



Washing your filters
Before washing, tap your filter gently over a bin to remove any loose dust or debris. Rinse with warm water to remove any dust or dirt.
Wash until the water runs clear.

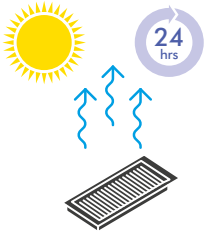
Firmly shake your filter in both an upward and downward position to remove any excess water. Keep shaking until there's no more excess water coming from the filter.



Drying your filter
Place your filter on its side and leave it to dry for at least 24 hours in a warm, well-ventilated place.

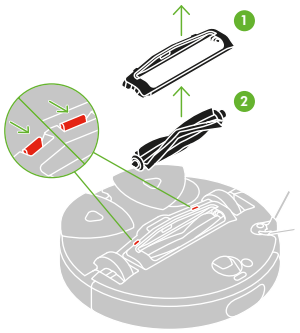
Don't dry your filter in a tumble dryer, microwave or near a naked flame.

Important: your filter must be completely dry before replacing it back into your docking station. Your docking station and/or robot may be damaged if it's operated with a damp filter.



Maintaining your brush bar

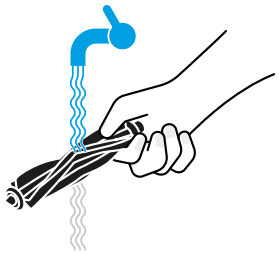
To maintain optimum performance, check and remove hair and debris from your brush bar at least once a month.



Removing your brush bar
Unclip the two tabs on the brush bar cover and remove the cover, then lift the brush bar out for cleaning.

Remove any threads or hair. Check the brush bar recess and remove any debris, including any threads wrapped around the rotating parts.

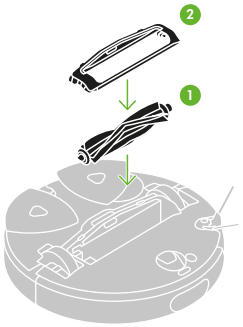
Washing and drying your brush bar
If your brush bar needs washing, hold it under running water and gently rub to remove any lint or dirt. Do not use any chemical cleaning agents.



After cleaning, remove as much excess water as possible. Run your hand down the length of the brush bar to squeeze out any remaining water.

Stand your brush bar upright and leave to dry completely for at least 24 hours. Do not refit the brush bar until it is completely dry.

Replacing your brush bar
Place the brush bar back into your robot. Replace the brush bar cover over the top and gently push down until both tabs click into place over the brush bar.

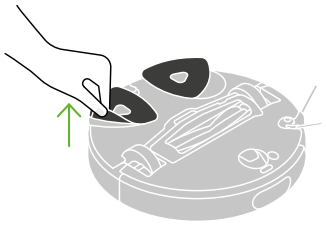


Maintaining your wet cleaning pads

To maintain optimum performance, check and remove hair and debris from your wet cleaning pads at least once a month.

Removing your wet cleaning pads
Turn the robot over on a soft surface. Gently peel the wet cleaning pads off your robot.

Remove any threads wrapped around the wet cleaning pad holders. Check the around the wet cleaning pad holders and remove any debris, including any threads wrapped around the rotating parts.



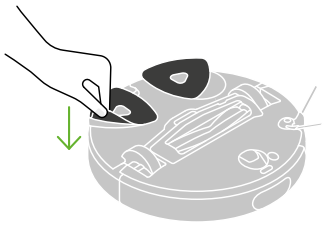
Washing and drying your wet cleaning pads
If your wet cleaning pads need washing, hold them under running water and gently rub them with detergent to clean the microfiber and remove any lint or dirt.

After washing, remove as much excess water as possible.



Replacing your wet cleaning pads
Before replacing, check that your wet cleaning pads are completely dry.

Turn the robot over on a soft surface. Gently paste the wet cleaning pads onto the holders of your robot ensuring alignment with the central recess of each cleaning pad.

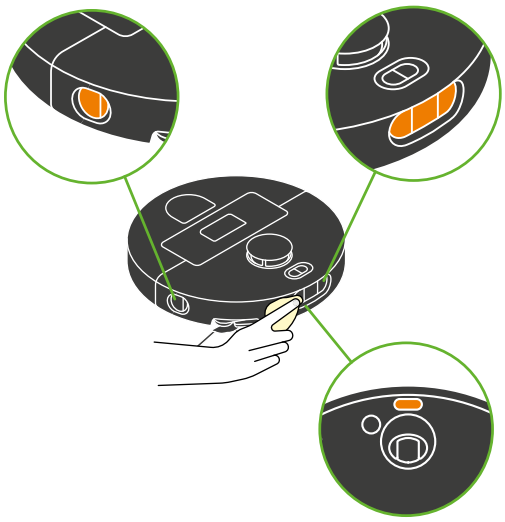


Cleaning your robot's sensors

To maintain optimum performance, check the front sensor unit at least once a month and clean any dust, smears or debris from the sensors.

Use a soft, dry, lint-free cloth to wipe the sensors. Do not use cleaning fluids, liquids or sprays of any kind.

Turn your robot over on a soft surface. Use the same cloth to wipe the sensors on the bottom of the machine.



For more information and support videos for your machine, visit our support pages online: www.Dyson.com/support

	For indoor use only
	Read operator's manual

LiDAR laser
The laser sensor in this product meets the IEC 60825-1: 2014 and EN 60825-1:2014/A11:2021 Standard for Class 1 laser products.

Please avoid direct eye contact during use.

Alerts

Notifications will appear in the MyDyson™ app to alert you that your robot needs attention. Follow the instructions in the app to clear the alert.

Once an alert has been cleared, press the resume button on the app to continue the task.

If you're unable to clear the alert, contact a Dyson Expert using the MyDyson™ app.

Robot or dock not responding
Turn off the power to the dock, then unplug it and plug it back in.

After that, pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

LiDAR sensor obstructed
Clear any obstacles blocking your robot's LiDAR sensor, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Abnormal LiDAR data
Clear any obstacles blocking the LiDAR sensor. Pick up your robot from the base for safer handling. Place it in a location with minimal reflective surfaces, then press the resume button on the app to continue the task.

LiDAR sensor fault
Pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Line laser sensor obstructed
Clear any obstacles blocking your robot's line laser sensor, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Line laser sensor fault
Pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Collision sensor obstructed
Clear any obstacles blocking your robot's collision sensor before resuming, then press the resume button on the app to continue the task.

For a step-by-step guide, visit the How-to section in the MyDyson™ app.

Drop detected
Your robot detected a drop and is unable to start the clean. Pick up your robot from the base for safer handling. Place it on level flooring, away from any drops, then press the resume button on the app to continue the task.

Drop sensor fault
Pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Unable to start wash
Your robot has detected it is on a carpeted area and cannot start to wash. Place your robot on a non-carpeted area, then press the resume button on the app to continue the task.

Floor sensor fault
Pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Caster wheel stuck
Clear any obstacles blocking your robot's caster wheel, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Wheels lifted
Your robot has detected it has been lifted, or cannot move away from a drop. Place your robot on level flooring, away from any drops, then press the resume button on the app to continue the task.

Wheel lift stuck
Clear any obstacles blocking your robot's wheel lift mechanisms, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Gyroscopic sensor error
Pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Side sweeper stuck
Clear any obstacles blocking your robot's side sweeper, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Wet cleaning pad stuck
Clear any obstacles blocking your robot's wet cleaning pad, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Robot's bin not detected
Check your robot's filter and bin are properly attached. Your robot won't clean if the bin or filter is missing or incorrectly fitted.

View a step-by-step guide in the MyDyson™ app to see how to resolve this issue.

Brush bar lift stuck
Clear any obstacles blocking your robot's brush bar assembly, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Dust detection sensor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Robot vacuum motor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Brush bar lift fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Brush bar stuck
Clear any obstacles blocking your brush bar, the press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Brush bar motor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Side sweeper motor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Wheel stuck
Clear any obstacles blocking your robot's wheels, the press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Wheel motor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Robot clean water pump stuck
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Robot clean water pump fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Wet cleaning pad motor fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Battery temperature out of operating range
Your robot's battery temperature is outside its operating range.
Place it back on the dock and wait for the temperature to stabilize.

Your robot charges between 3°C and 52°C (37°F and 125°F) and cleans between -17°C and 57°C (2°F and 134°F).

Battery fault
Pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Dock's bin not detected
Check the dock's bin is properly attached. Your robot won't clean if the bin is missing or incorrectly fitted.

View a step-by-step guide in the MyDyson™ app to see how to resolve this issue.

Dock's drying system fault
Turn off the power to the dock, then unplug it and plug it back in.

If the issue persists, contact customer support.

Dock's clean water tank not detected
Check the dock's clean water tank is properly attached. Your robot won't clean if the clean water tank is missing or incorrectly fitted.

View a step-by-step guide in the MyDyson™ app to see how to resolve this issue.

Dock's dirty water tank not detected
Check the dock's dirty water tank is properly attached. Your robot won't clean if the dirty water tank is missing or incorrectly fitted.

View a step-by-step guide in the MyDyson™ app to see how to resolve this issue.

Dock's cleaning tray not detected
Check the dock's cleaning tray is properly connected. Your robot won't clean if the cleaning tray is missing or incorrectly fitted.

View a step-by-step guide in the MyDyson™ app to see how to resolve this issue.

Sewage drainage fault
Turn off the power to the dock, then unplug it and plug it back in.

After that, pick up your robot and hold the Power button until it turns off.
Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Dock's clean water tank empty
Open the door of your dock and lift out the dirty water tank and set it aside. Then lift out the clean water tank out of your dock station. Open the lid of the clean water tank and fill with clean water until it reaches the 'Max' mark and close the lid.

Place the clean water tank and then the dirty water tank back into your dock and close the dock door.

Dock's dirty water tank full
Open the dock door and lift the tank vertically out of your dock using the handle. Unclip the lid and tip the contents into a sink or toilet. Rinse in warm water and wipe clean, then allow to dry before refitting.

Place the dirty water tank back into your dock and close the dock door.

Dock's clean water pump fault
Turn off the power to the dock, then unplug it and plug it back in.

If the issue persists, contact customer support.

Dock's three-way valve fault
Turn off the power to the dock, then unplug it and plug it back in.

If the issue persists, contact customer support.

Dock's dirty water pump fault
Turn off the power to the dock, then unplug it and plug it back in.

If the issue persists, contact customer support.

Dock's drying fan fault
Turn off the power to the dock, then unplug it and plug it back in.

If the issue persists, contact customer support.

Robot temperature too high
Your robot's temperature is too high to clean. Place your robot back on the docking station and wait for it to cool down.

Robot not paired to dock
To pair your robot to the dock:

1. Ensure your robot's voice is turned on in the product settings via the MyDyson™ app.
2. Place your robot on the dock. The dock's LED light should continuously blink white. If voice is enabled, you should hear a sound indicating the robot is charging.
3. Ensure the dock's clean water tank is filled, the dirty water tank is empty, and both are properly fitted.
4. Turn off the power to the dock.
5. Remove the dock's bin.
6. Turn on the power to the docking station. The dock light should blink white.
7. Press and hold the robot's collision sensor and Home button for 10 seconds.
8. After 10 seconds or when you hear the "Pairing with dock" voice announcement, release the bumper and Home button.
9. The white light should stop blinking and a "Pairing success" announcement would play to indicate successful pairing.

If the issue persists, contact customer support.

Locating failed
The robot is unable to determine its location, please place the robot in an already mapped area or create a new map.

Mapping failed
Your robot is unable to create a map, please repeat the mapping sequence, removing any wires or small obstacles on the floor.

Robot stuck
Clear any obstacles blocking your robot or move it to another location, then press the resume button on the app to continue the task.

Set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Drop sensor obstructed
Clear any obstacles blocking your robot's drop sensor, then press the resume button on the app to continue the task.

View a step-by-step guide or set up an 'Avoid area' rule in the MyDyson™ app if this alert continues to occur in a specific area of your home.

Unable to climb slope
Place your robot on flat ground, then press the resume button on the app to continue the task.

Robot in restricted area
Pick up your robot and move it out of the avoid area rule, then press the resume button on the app to continue the task.

Unable to reach area
Clear any obstacles or rules blocking the way, then press the resume button on the app to continue the task.

Unable to find starting point
Your robot is unable to return to the dock or starting point. Ensure the dock is powered and there are no obstacles blocking access to the dock (or starting point) for your robot. Go into the Settings in the MyDyson™ app. Check your robot's software is up to date and automatic upgrades are enabled.

If the issue persists, manually place your robot back on the dock.

Unable to return to charge
Ensure the dock is powered and there are no obstacles blocking access to it.

If the issue persists, manually place your robot back on the dock.

Unable to return to dock
Ensure there are no obstacles blocking the robot's path back to the dock.

If the issue persists, manually place your robot back on the dock.

Battery unrecognized
Using imitation or third-party batteries may cause poor performance as they are not designed to work with our motors and you may suffer from reduced suction. They may cause unexpected shut downs and increase the chances of early battery failure. Damages arising as a direct result of third-party batteries may not be covered by warranty support.

System error
Turn off the power to the dock, then unplug it and plug it back in.

After that, pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Robot battery fault
Turn off your dock and remove the robot. Wipe the charging contacts of the dock station and robot with a dry, lint-free cloth. The turn on the dock and try again.

After that, pick up your robot and hold the Power button until it turns off. Place your robot back on the dock and wait for it to turn on.

If the issue persists, contact customer support.

Unable to start scheduled clean
The robot is unable to start its scheduled clean because it's already cleaning or the battery is too low. Review your cleaning schedule and ensure the robot is sufficiently charged before the next scheduled clean.

The robot is unable to start its scheduled clean because it is unable to determine its location, please place the robot in an already mapped area or create a new map.

The robot is unable to start its scheduled clean because Do not disturb mode is enabled. Disable it in the product settings via the MyDyson™ app or change the scheduled clean time.

Unable to empty robot's bin
To protect the dock from damage from overheating, the robot bin emptying is temporarily disabled. Please wait for 10 minutes before trying again.

Unable to clean robot's wet cleaning pads
The robots wet cleaning pad cannot be cleaned as the battery level is too low. Ensure the robot is sufficiently charged, then start a 'Wash and dry' from the product hub in the MyDyson™ app to clean the wet cleaning pads.

Time to maintain dock's bin
You robot has completed a large number of cleans, check if the dock's bin requires emptying.

Resetting and upgrading software

Changing ownership

When you first connect your robot to the MyDyson™ app, you automatically become its owner. Your personal data, such as Wi-Fi settings, cleaning schedules and maps are linked to your account.

If you want to add another user, they should download the MyDyson™ app and follow the instructions to add the robot to their app. They'll have the option to be a user or owner.

Owner – has full control of the data.

User – only has access to the functions available in the app and robot.

If you want to change ownership, or if a new user wants to take full ownership of the robot, the robot will be removed from the original owner's account. A notification of change of ownership will be sent to the original owner.

Removing and resetting

To remove your robot from the MyDyson™ app and remove your personal data, such as maps, go into the Settings menu in the app and remove your robot.

To erase data from your robot, press and hold the 'Home' button for 10 seconds.

This will erase personal data stored on the robot, such as Wi-Fi passwords, and return your robot to its factory settings.

Upgrading software

To get the best experience from your robot and to access all the latest features, it's important that your robot's software is kept up to date.

We recommend enabling automatic updates in the MyDyson™ app when you first set up your robot.

How to enable automatic updates

Open the Settings menu in the MyDyson™ app and scroll down to 'Software updates'. Slide 'Auto update software' to 'On'.

When an update becomes available for your robot, it'll automatically download and install at the next available opportunity (when the robot is inactive, on the docking station and connected to Wi-Fi).

Turning wireless connections off/on

Remove the bin, push the front bumper then press and hold the Home button on your robot for 10 seconds to turn off your robot's wireless connections. This disconnects your robot from all wireless connections, Wi-Fi and Bluetooth®, including the MyDyson™ app.

To turn wireless connections back on, remove the bin, push the front bumper then press and hold the Home button on your robot for 10 seconds.

Manual forced reboot

If a Dyson expert has instructed you to do a forced reboot, remove the robot's bin and locate a small rubber flap. Lift the flap to find the reboot button, then carefully press the button and your robot will restart.