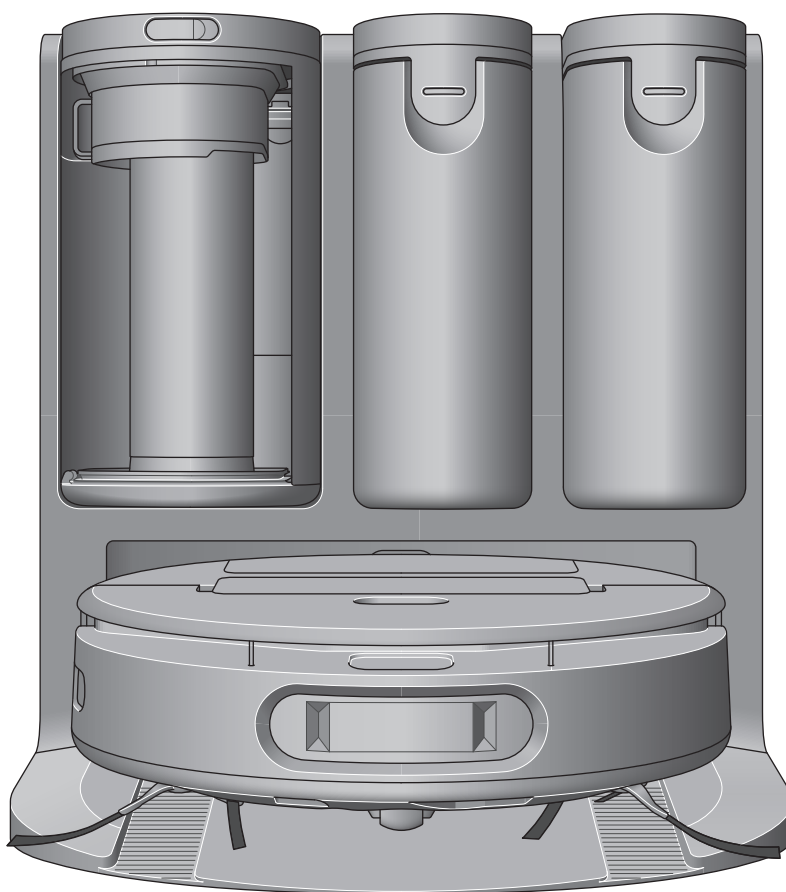


spot+scrub Ai

Spot+Scrub Ai logo

User guide

SV12 JN.00000 PN.000000-00-00
00.00.00 VERSION NO.01



The Dyson Spot+Scrub Ai robot vacuum in its docking station.

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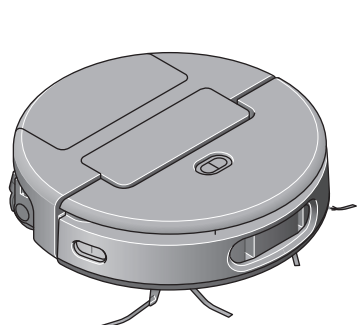
Cleaning your camera lens and sensors

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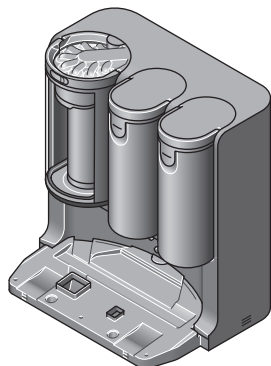
Resetting and upgrading software

In the box

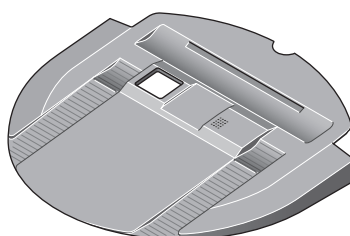
Dyson Spot+Scrub™ Ai wet and dry robot vacuum cleaner



Dyson Spot+Scrub™ Ai wet and dry robot vacuum cleaner.



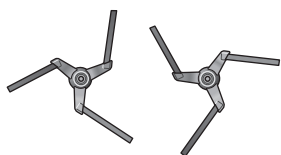
Docking station
Self-empties, self-cleans, refills and recharges. All automatically.



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



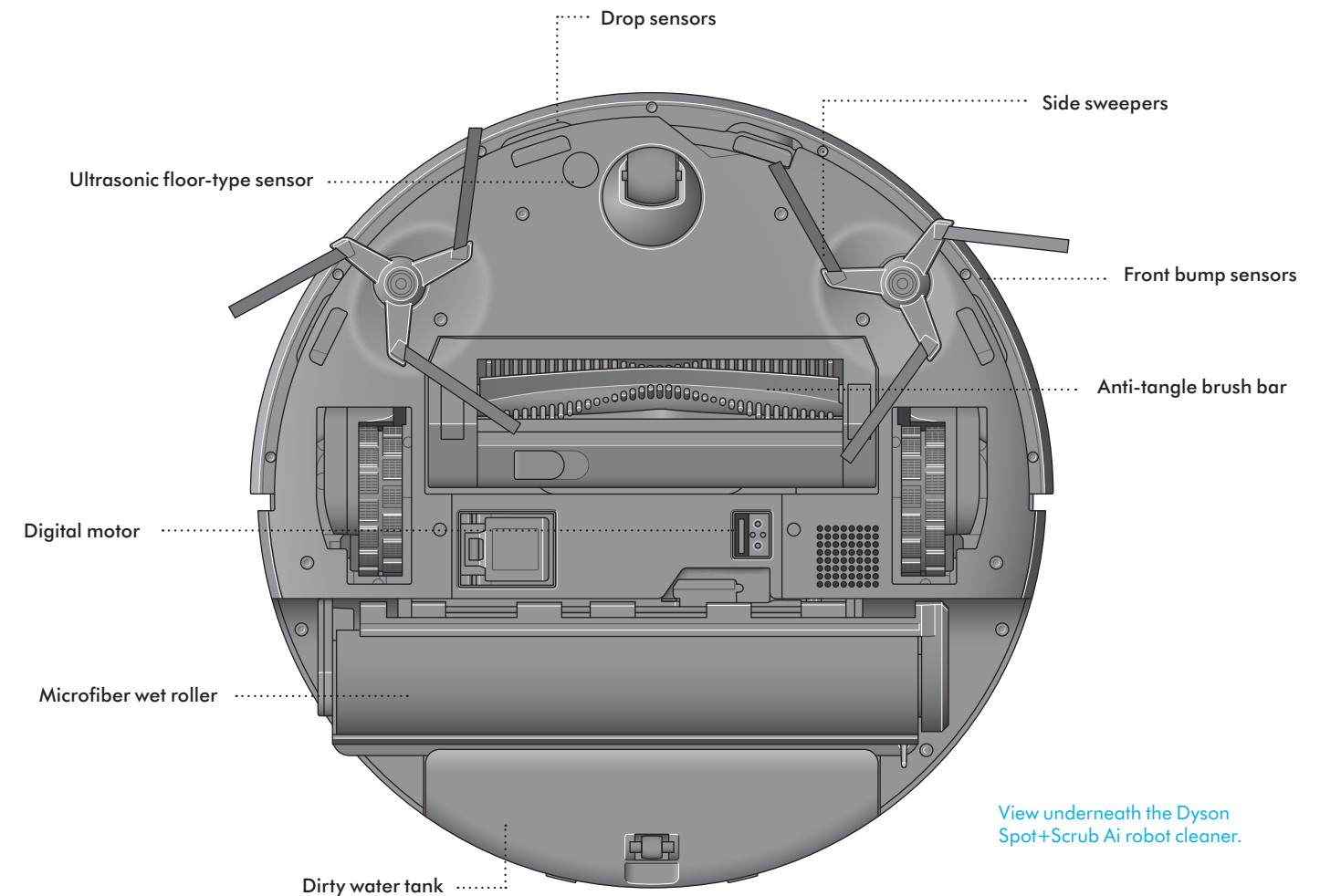
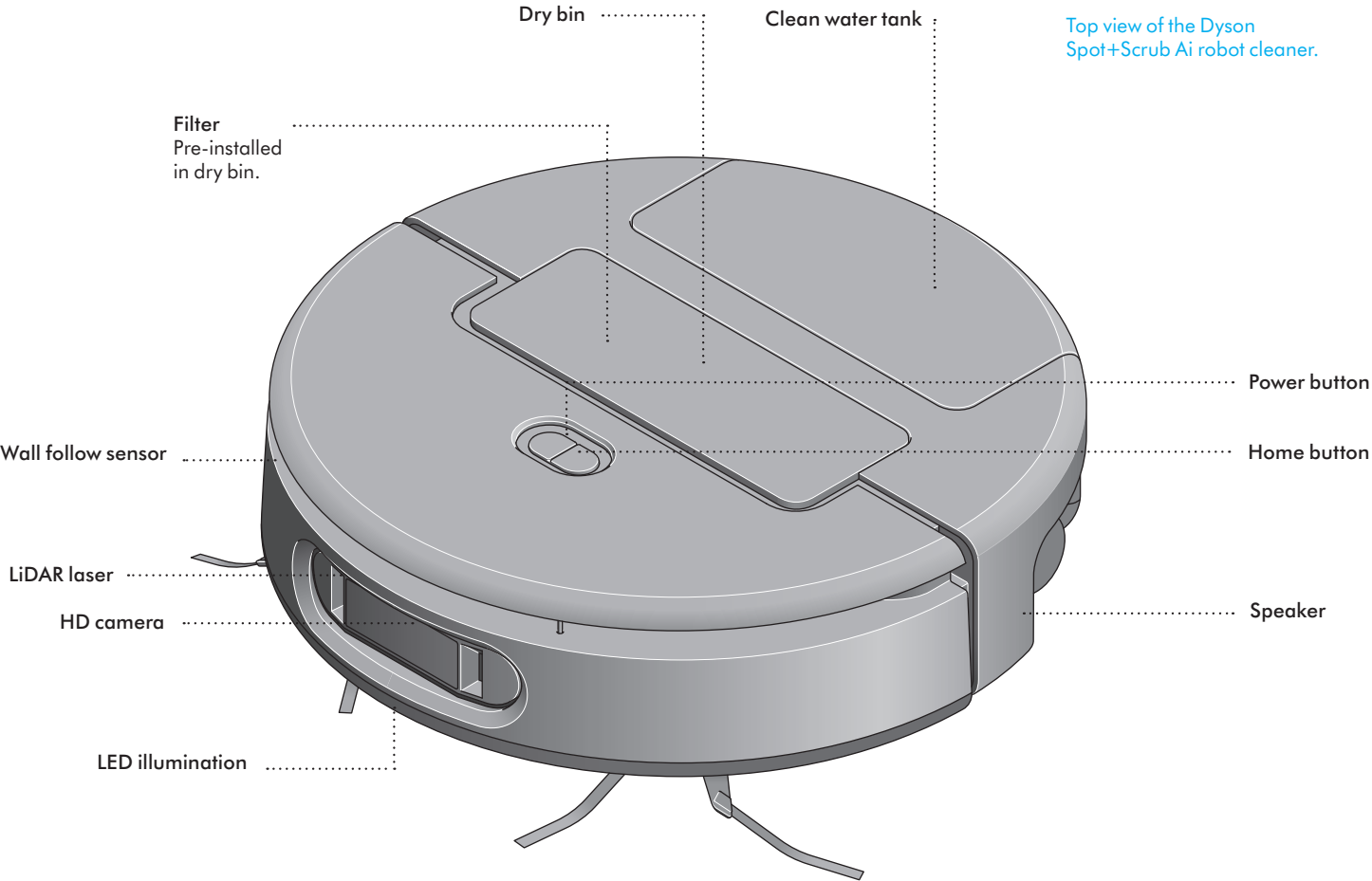
Charging cable
Connects your docking station to a power supply.



Side sweepers x2
Reach into tight spaces, corners and around furniture legs.

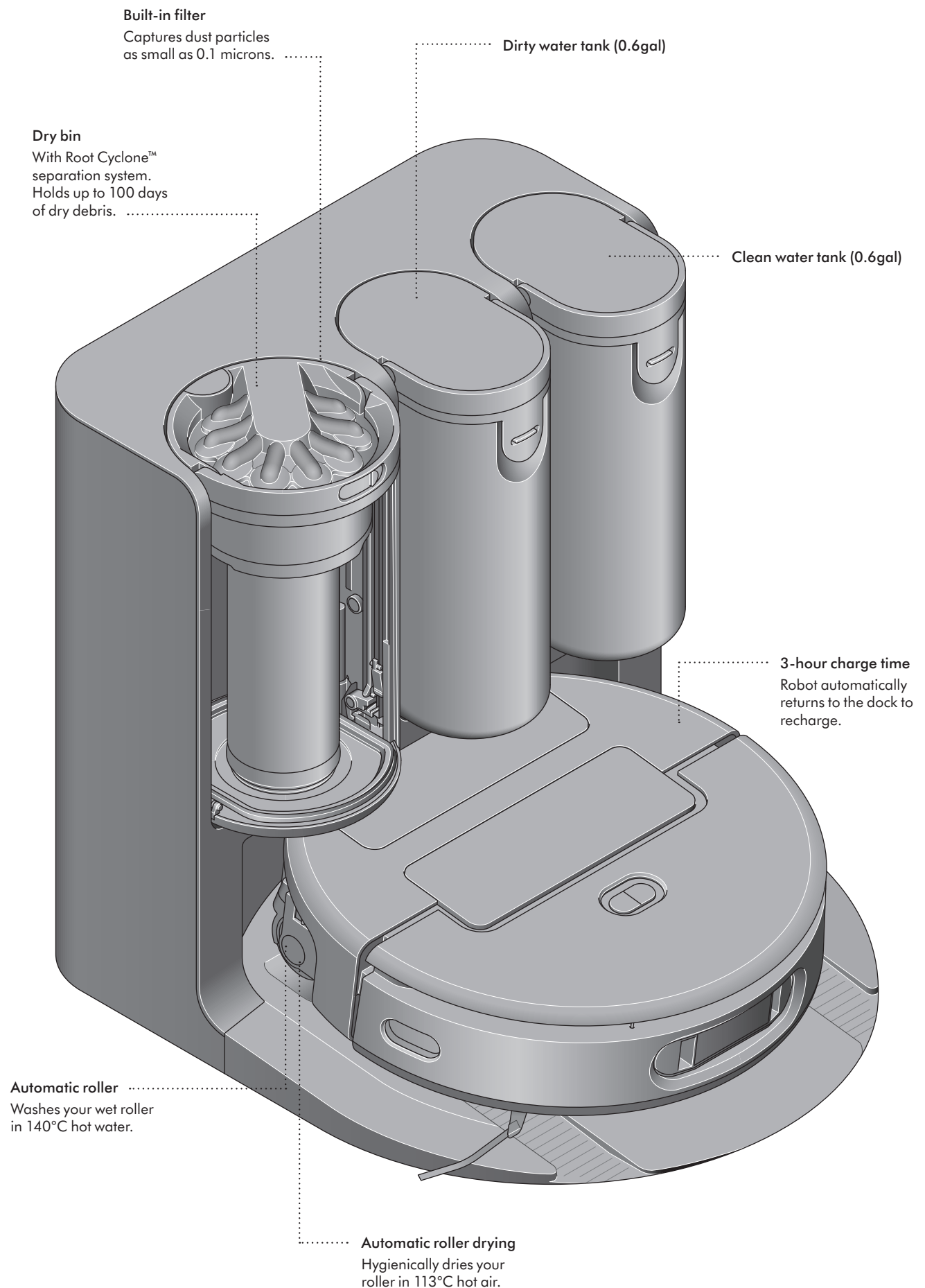
Getting started

Robot cleaner



Getting started

Docking station



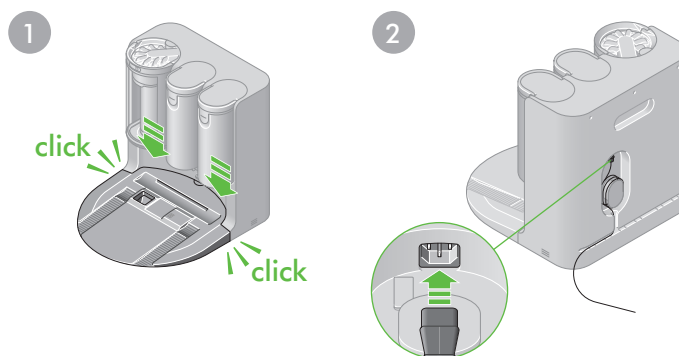
Setting up your docking station

Assembling your docking station

Align the docking ramp with your docking station and press down until it clicks into place.

Plug the charging cable into the back of your docking station and connect to the mains power supply. A white LED will light up when power is connected.

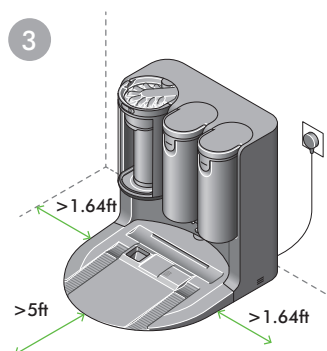
Wrap any excess cable around the cable tidy on the back of the docking station.



Choosing a location

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

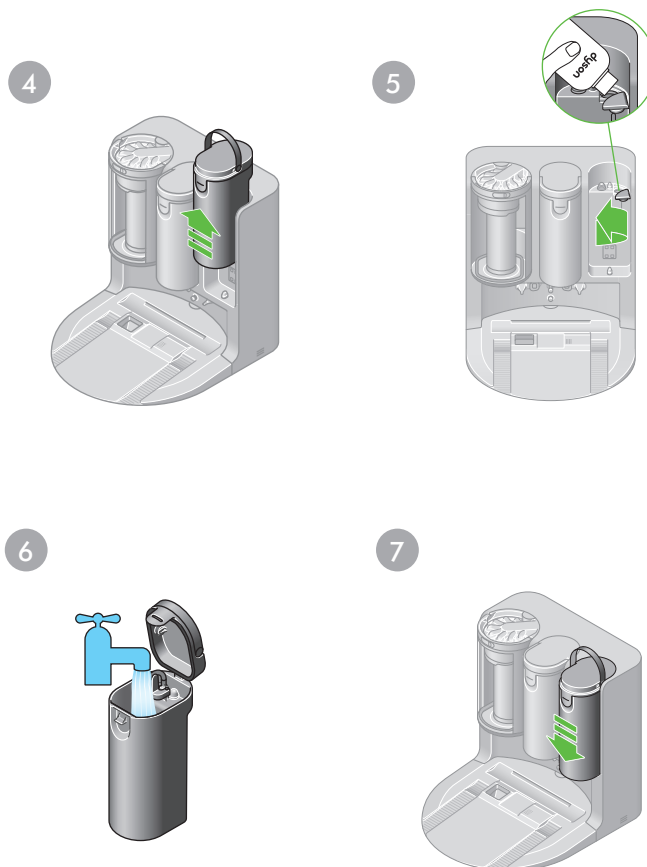
The docking station also needs to have at least 1.64ft of clear space around the sides and at least 4.9 ft in front.



Adding formulation and filling your clean water tank

Use the handle to lift the clean water tank out of your docking station. Remove the rubber formulation cap located on the back of your docking station. Fill with Dyson 02 Probiotic hard floor cleaning solution up to the 'Max' mark and replace the rubber cap.

Open the lid of the clean water tank and fill with clean water until it reaches the 'Max' mark. Close the lid and place the tank back into your docking station.



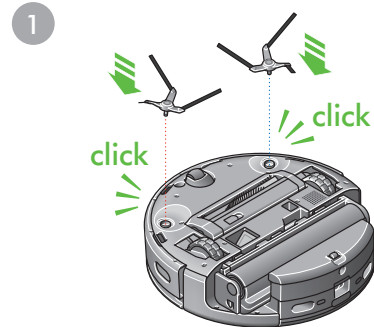
Setting up your robot

First, remove the foam protectors between the roller and front bumper.

Attach your side sweepers

Turn your robot over on a soft surface. With the water tank at the bottom, click in the side sweepers: red on the left, blue on the right.

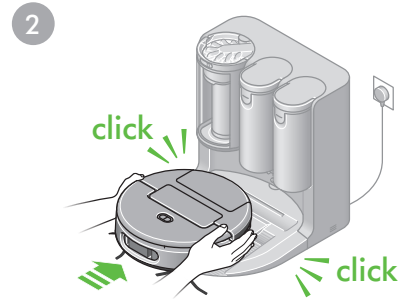
The side sweepers click into place on the front half of the base of your robot.



Plug in and charge

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

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



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.

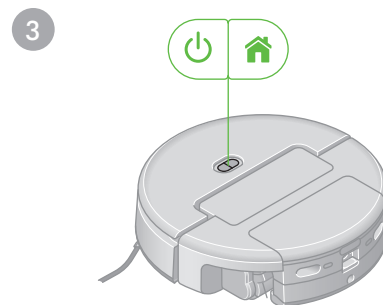
You can activate your robot by pressing the Power or Home buttons, or by using the MyDyson™ app or voice control.

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.

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



Downloading the MyDyson™ app

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.

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.



MyDyson logo.



Download on the app store.



Get it on Google Play.

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.

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 30 minutes.

Press and hold the power button for 3 seconds to power on your robot.

3. Abnormal network connection

The robot, docking station and router may be connected abnormally. Restart your robot. Your robot should automatically reconnect after.

4. Router issues

Your robot may not be able to connect due to:

- router restarting
- change in Wi-Fi name or password
- router blacklisting the robot

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

5. Robot in standby state

Your robot may be in a standby state if it has been disconnected from the Wi-Fi for more than 5 mins. Press the HOME button on your robot to exit standby and your robot should automatically reconnect.

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'.

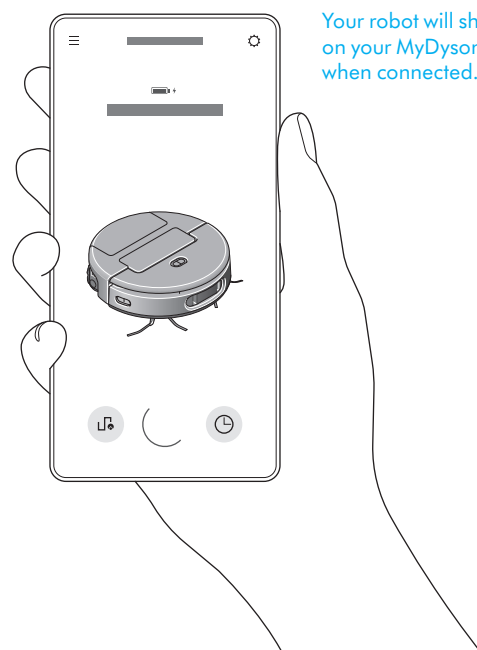
Follow the on-screen instructions to add a new Wi-Fi network.

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Dyson is under license.

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



Your robot will show on your MyDyson app when connected.

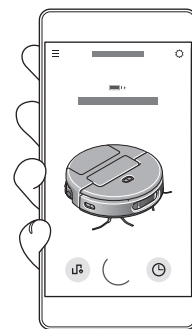


Mapping your home for the first time

Unlock intelligent features with the MyDyson™ app

Your robot works in tandem with the MyDyson™ app to intelligently navigate and deep clean your home. Easily connect to see where it's cleaned, manage your maps and customize your robot's behavior.

Creating a map of your home with the MyDyson™ app lets your robot learn the layout. This gives you more control over where and how your robot cleans areas of your home.

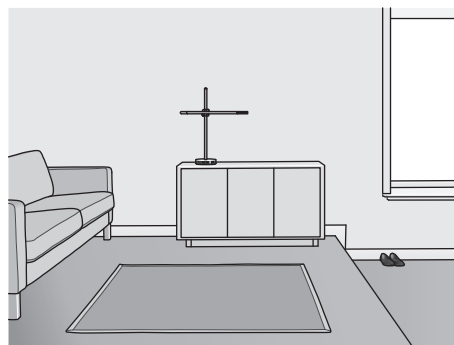


The Dyson Spot+Scrub Ai robot vacuum on the MyDyson app.

Preparing to map your home

Before mapping, it's a good idea to tidy up any loose objects from the floor that your robot might suck up. Tidy away any small items such as shoe laces, 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. During the mapping process, leave your robot to create your map. It will return to the docking station by itself when mapping is complete.



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 canceling mapping

Although you can't cancel the first map, you can pause, resume or cancel subsequent 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.

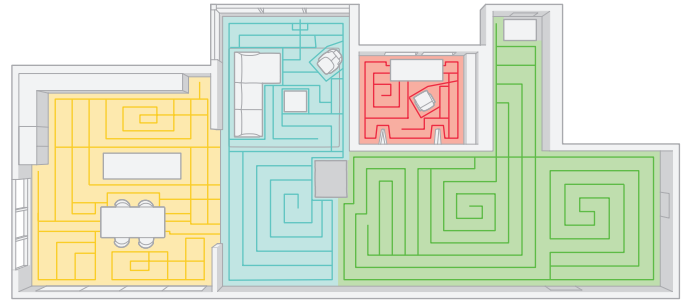
Once you've divided your map into different rooms, you can choose when and how each room is cleaned.

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 cleaning this area.
- Climb threshold – your robot will try to climb over small, raised obstacles.
- Wash only – your robot will only wash this area, using its wet roller.
- Vacuum only – your robot will only vacuum this area, using its brush bar and side sweepers.

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 on the MyDyson™ app. You can use this to review where your robot has cleaned, or where it encountered stains and spills.

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.

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.

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.

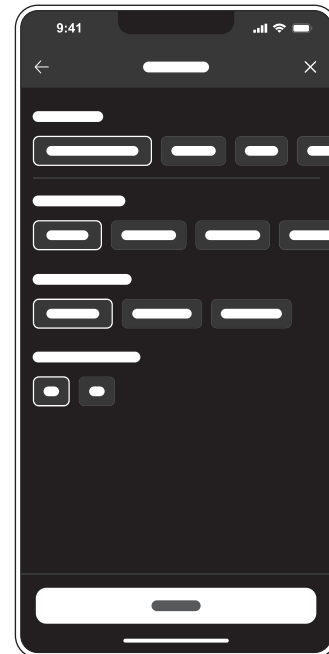
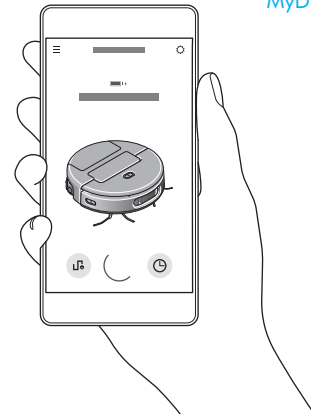
Starting from a different location

To clean a different story or level of your home, move the robot to its starting location and select the appropriate map from the 'Manage maps' tab. Then start the clean from the 'Overview' tab.

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.

The Dyson Spot+Scrub Ai robot vacuum on the MyDyson app.



Room cleaning settings on the MyDyson app.

Looking after your robot

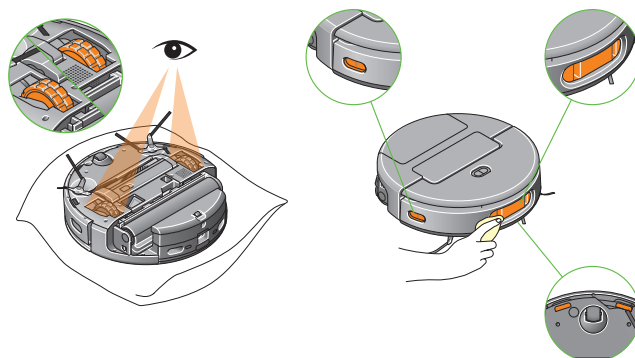
Look after your robot

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.

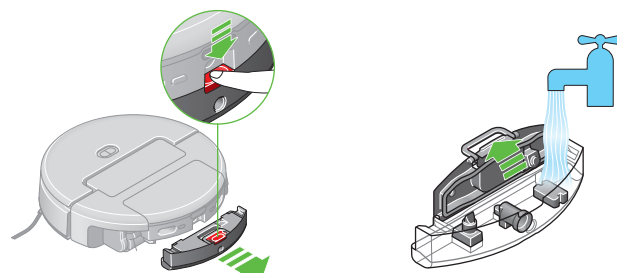
Do not place any part of your machine in a dishwasher, or use detergents, polishes or air fresheners to clean it as this could damage your machine.

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



Cleaning your robot's dirty water tank

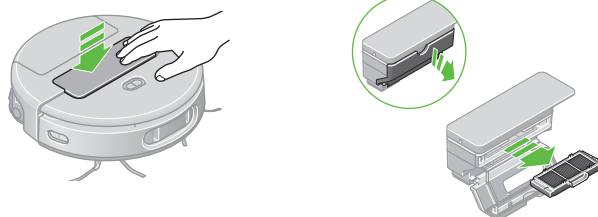
Push the red button down and slide the dirty water tank out from the front of your robot. Then lift silver catch and open lid. Wash and rinse under running water. Slide back into the front of your robot until it clicks into place.



Cleaning your robot's dry bin

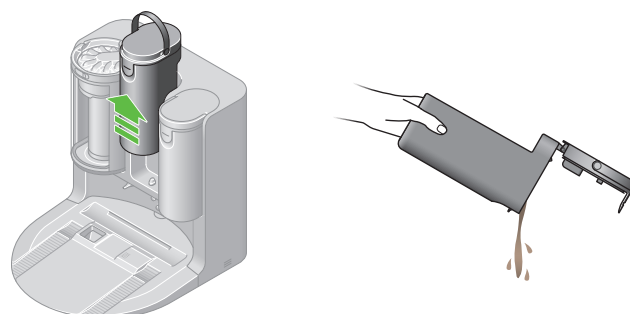
Turn your robot off. Gently press the bin and filter assembly on the top of your robot and it will pop up. Lift the assembly out of your robot.

Open the side panel, slide the filter tray out and set aside. Wash and rinse the bin under running water. Leave the bin to dry for at least 24 hours, and make sure it's completely dry before refitting.



Emptying your docking station's dirty water tank

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 or charge if the ambient temperature is below 41°F (5°C). This is designed to protect both the motor and battery.

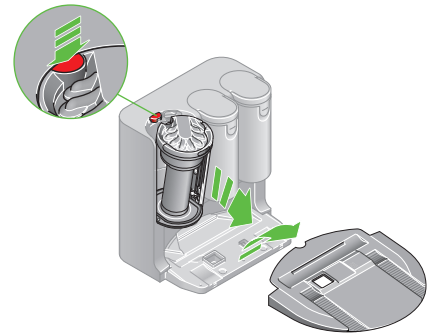
For more information and support videos for your machine, visit our support pages online: [dyson.com](https://www.dyson.com)

Looking after your robot:

Checking for blockages

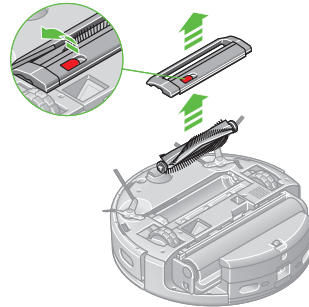
Checking your docking station's bin for blockages

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 ramp for blockages

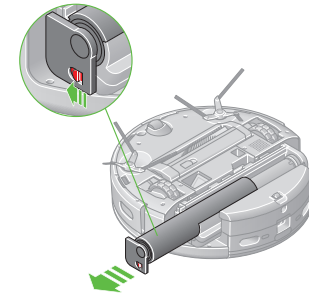
Pull upwards and unclip the ramp from your docking station. Wash and wipe it clean, check the docking station airways are unobstructed, then leave the ramp to dry fully before clicking it back into place.



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.

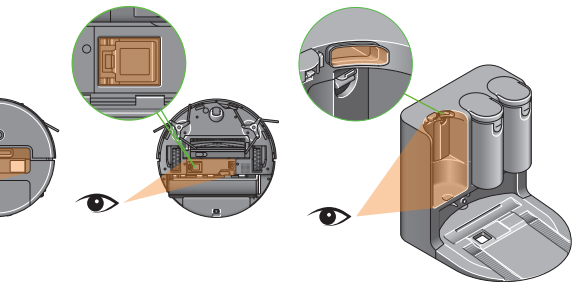
Lift the red tab on the brush bar cover and remove the cover. You can now remove the brush bar for cleaning, and check for any debris or obstructions to the airways inside.



Checking your robot's wet roller for obstructions

Turn the robot over on a soft surface. Push the silver button in the corner of the wet roller unit down, then slide the unit out of your robot. Push the red button to release the end cap holding the wet roller and slide the roller out of the unit.

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

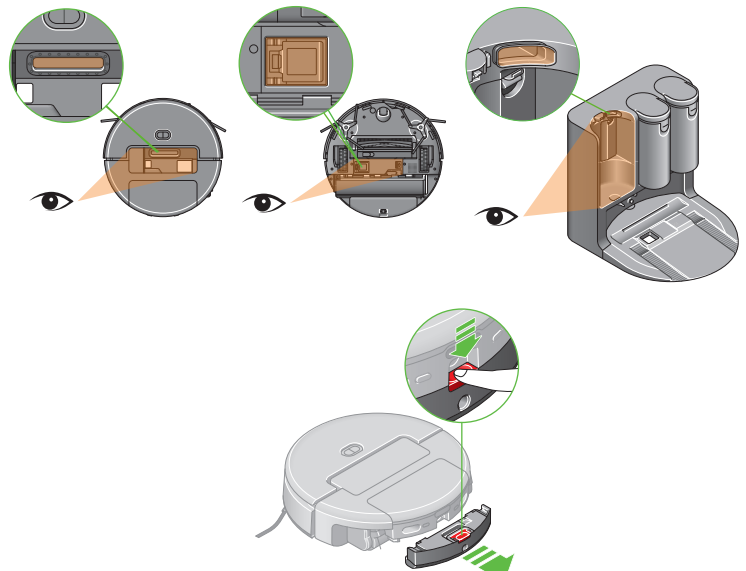


Checking your robot's bin and filter for blockages

Turn your robot off. Gently press the bin and filter assembly on the top of your robot and it will pop up. Lift the assembly out of your robot.

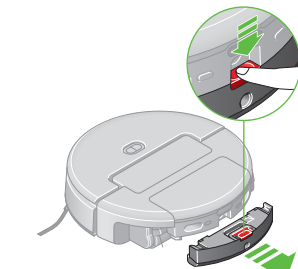
With the filter assembly removed, check the airways inside your robot for any obstructions.

Check the bin and filter assembly for blockages by opening the side panel. Slide the filter tray out to check for any debris.



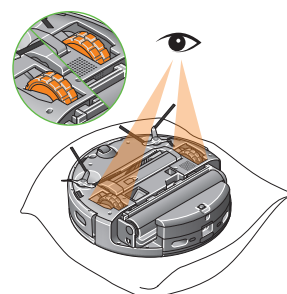
Checking your robot's dirty water tank for blockages

Push the red button down and slide the dirty water tank out from the front of your robot. Check for any blockages or obstructions on the tank and inside your robot. Once dry, slide back into the front of your robot until it clicks into place.



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.

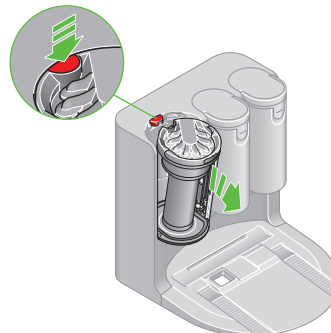


Emptying your docking station's dry bin

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

Removing the bin

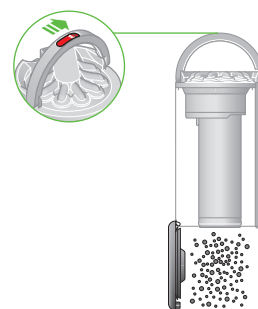
Press the bin removal catch on the top of the bin and lift the bin out. Use the handle to carry it.



Releasing the dirt

Hold your bin over a rubbish container 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.

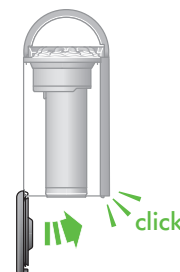


Minimizing dust contact

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.



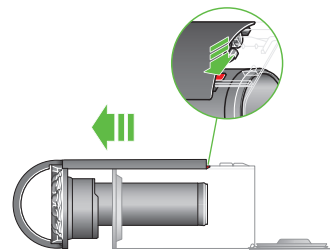
Cleaning the bin

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.



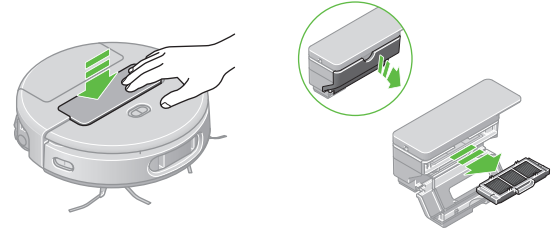
Washing your filters

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.

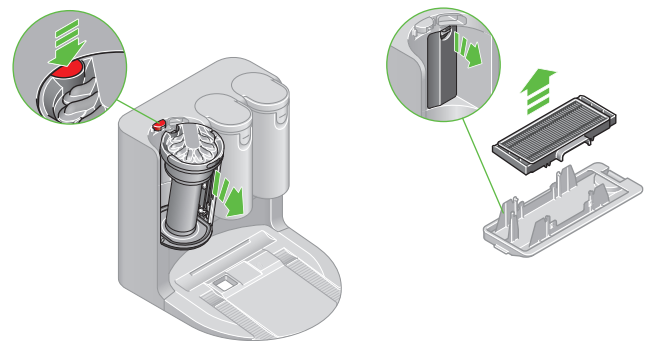
Removing your robot's filter

Turn your robot off. Gently press the central bin and filter assembly on the top of your robot and it will pop up. Lift the assembly out of your robot. Open the side panel, then pull the filter tray out.



Removing your docking station's filter

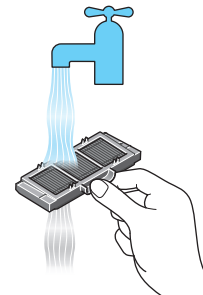
Push the red button on the top of your docking station's dry bin to lift it out. At the back of the docking station where the dry bin used to be, you should now be able to see a black tab. Push this down, then pull the tab to pull out the filter. You can then unclip the filter from the casing.



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.

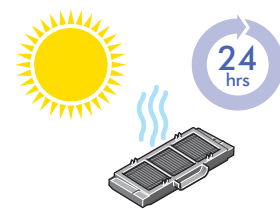


Drying your filter

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.

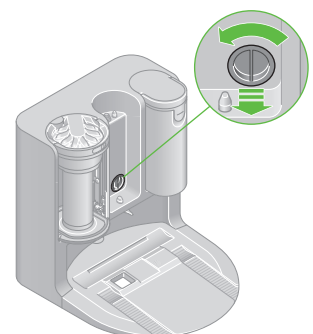
Important: your filter must be completely dry before replacing it back into your docking station. Your docking station and/or robot may be damaged if it's operated with a damp filter.



Replacing the water filter

The water filter is located behind the dirty water tank in your docking station.

To replace it, rotate the used water filter counterclockwise and pull it out. Insert the new water filter and rotate it clockwise to close.



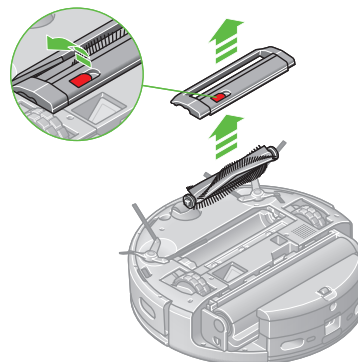
Maintaining your brush bar

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

Removing your brush bar

Lift the red tab 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.

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.

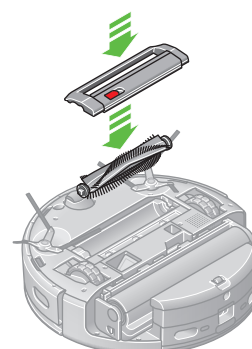
Stand your brush bar upright and leave to dry completely for at least 24 hours. Do not refit the brush bar until it is completely dry.



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 it clicks into place over the brush bar.

Lower the red tab on the brush bar cover to lock it in place.



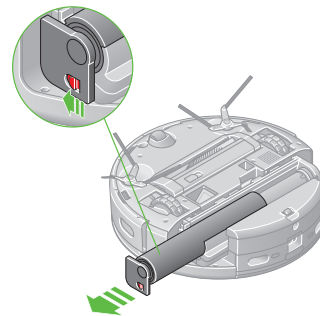
Maintaining your wet roller

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

Removing your wet roller

Turn the robot over on a soft surface. Slide the red button on the end cap holding the wet roller and rotate the cap so you can slide the wet roller out of your robot.

Remove any threads wrapped around the wet roller. Check the wet roller recess and remove any debris, including any threads wrapped around the rotating parts.



Washing and drying your wet roller

If your wet roller needs washing, hold it under running water and gently rub it with detergent to clean the microfiber and remove any lint or dirt.

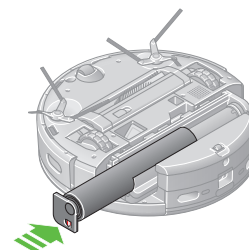
After washing, remove as much excess water as possible. Run your hand down the length of the roller to squeeze out any remaining water.



Replacing your wet roller

Before replacing, check that your roller is completely dry.

Slide the wet roller back into your robot. Rotate the end cap into position and press down until it clicks into place.

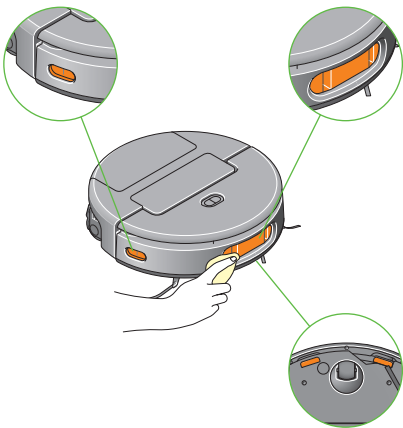


Cleaning your camera lens and sensors

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

Use a soft, dry, lint-free cloth to wipe the sensors and camera lens. 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: [Dyson.com](https://www.dyson.com)

	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, you can resume cleaning by placing your robot on the floor, then press the Start button to resume.

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

Area unreachable

Please clear the area of obstructions to continue the clean.

Battery low

Place your robot on the docking station to recharge.

Battery temperature too high

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

Your robot is engineered to work within a temperature range of 41-104 F°.

Brush bar stuck

The brush bar has stopped spinning. Lift your robot and check there are no obstructions around the brush bar. Follow the 'Maintaining your brush bar' instructions to remove the brush bar and check the recess inside.

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

Camera obstructed

Check your robot's camera and sensors for dirt, dust, fingerprints and smears, and wipe clean with a dry, lint-free cloth.

Cleaning solution empty

Use the handle to lift the clean water tank out of your docking station. Remove the rubber formulation cap located on the back of your docking station. Fill with Dyson 02 Probiotic hard floor cleaning solution, or your preferred cleaning formulation, up to the 'Max' mark.

Collision sensor obstructed

Please clear the collision sensor of any foreign objects.

Communication error

Your robot is unable to communicate with the docking station.

Check your robot is correctly positioned and connected to the docking station.

Communication failure

Your robot is unable to communicate with the docking station. Check the power is connected.

Check your robot is correctly positioned and connected to the docking station.

Docking station bin not detected

Check the docking station bin is connected properly. Your robot won't clean if the bin is missing or incorrectly fitted.

Docking station clean water pump error

Restart your robot and docking station and try again. If the fault persists, please contact a Dyson Expert using the MyDyson™ app.

Docking station clean water tank empty

Please add water to the docking station's clean water tank.

Docking station clean water tank not detected

Check the docking station's clean water tank is connected properly. Your robot won't clean if the clean water tank is missing or incorrectly fitted.

Docking station dirty water tank not detected

Check the docking station's dirty water tank is properly connected. Your robot won't clean if the dirty water tank is missing or incorrectly fitted.

Docking station dirty water pump error

Restart your robot and docking station and try again. If the fault persists, please contact a Dyson Expert using the MyDyson™ app.

Docking station dirty water tank full

Please empty the docking station's dirty water tank.

Drop sensors obscured

Check your robot's drop sensors for threads, dust or smears, and wipe clean with a dry, lint-free cloth.

Filter fault

Please check the docking station's filter and replace if necessary.

LiDAR sensor obstructed

Please clean the LiDAR sensor following the instructions in 'Cleaning your sensors'.

Low power mode

When the robot is docked and fully charged, it will automatically enter Low power mode after 20 minutes.

To test the Low power mode when the device is disconnected from Wi-Fi, press and hold the Home button for 5 seconds. After hearing the prompt tone, press and hold the Home button for another 5 seconds to restore factory settings.

Mapping failed

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

Place on the docking station

Your robot has encountered a problem and needs to be returned to the docking station.

Go into Settings on the MyDyson™ app. Check your robot's software is up to date and automatic upgrades are enabled.

Positioning failure

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

Robot bin not detected

Check your robot's bin is properly connected. Your robot won't clean if the bin is missing or incorrectly fitted.

Robot dirty water tank not detected

Check your robot's dirty water tank is properly fitted. Your robot won't clean if the dirty water tank is missing or has not been inserted correctly.

Robot lifted

Your robot has detected it has been lifted, or cannot move away from a drop.

Ensure the robot has stopped cleaning, then pick up your robot from the base for safer handling. Place it on level flooring, away from any drops, then press the Start button to resume cleaning.

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

Robot not found

Check your robot is correctly positioned and connected to the docking station.

Robot not charging

Please ensure the docking station is powered and the charging plate is clean.

Check the docking station's white LED charging indicator light is on and the plug is connected.

Wipe the charging contacts of the dock station and robot with a dry, lint-free cloth.

If your robot is still not charging, please contact a Dyson Expert using the MyDyson™ app.

Robot stuck

If your robot is unable to move, pick it up, move it away from any obstruction or out of the area.

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

Robot stuck on carpet

If your robot is unable to move, pick it up and move it away from any obstacle or obstruction.

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

Side sweeper stuck

A side sweeper has stopped spinning. Lift the robot and check if there are any obstructions.

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

Something went wrong

Please return your robot to the docking station.

Stuck on slope

Please move your robot to flat ground.

Unable to return to dock

Your robot is unable to return to the docking station.

Your robot may have become boxed in by obstacles. Ensure that its path back to the dock is not obstructed.

Check your robot's sensors for dust or threads and clean the sensors with a dry, lint-free cloth.

Go into the Settings in the MyDyson™ app. Check your robot's software is up to date and automatic upgrades are enabled.

Wall follow sensor obstructed

Please clean the wall follow sensor following the instructions in 'Cleaning your sensors'.

Wet roller stuck or not detected

Check your robot's wet roller is properly connected. Your robot won't clean if the wet roller is missing or incorrectly fitted.

Wheel stuck

Lift your robot and check for any obstructions or items that may have become entangled around the wheels.

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

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 and users.

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 on the app and remove your robot.

To erase data from your robot, move the robot off the docking station and 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).