

Dreame V10 Cordless Vacuum Cleaner

FAQ (v1.0)

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1 Why is my cleaner not working after I press the power button?

- 1 The cleaner cannot power on at low battery. Please charge and restart again.
- 2 Please check if the air duct or suction inlet is clogged. If it is, remove the debris.

2 How many suction modes does the V10 have?

Dreame V10 has 3 suction levels: Turbo mode, Standard Mode and Eco mode, operate speed adjustment button to switch among the 3 modes.

3 What is the suction power of V10?

Vacuum degree and suction power in different working modes.

Turbo mode: 140AW, 22kPa

Standard mode: 36AW, 12kPa

Eco mode: 13AW, 7kPa

4 How long can V10 operate after fully charged?

Turbo mode: 10min

Standard mode: 28min

Eco mode: 60min

5 Why is the suction power fading?

- 1 Check if the Hepa filter is clogged with debris. If yes, clean the Hepa filter or change a new one;
- 2 Check if the brush or air duct is clogged. If yes, remove the debris.

6 Why did V10 fail to charge?

If charging failure occur, follow the steps for troubleshooting.

- 1 Check if the adapter and the main body is connected properly, if not, please reconnect.
- 2 Check the contact metal balls of 2-in-1 Charging & Storage Mount and contact chips of battery pack to see if they are smudged, which may result in poor contact. If they are, please clean them with dry cloth and recharge.

7 There is abnormal noise when motor operates?

Either the suction inlet or brush is clogged, need to clean them in time.

8 Why there' s a red led flashing when charging?

The charging adapter doesn' t match the vacuum, please use the original adapter.

9 The small wheels on soft roller nozzle could not roll smoothly, how to deal with it?

After using, the small wheels on soft roller nozzle may get entangle with hair or other matters, who needs to be cleaned in time.

10 Which components are washable?

1. The cyclone assembly and HEPA are washable, but they must be dry completely before installed, otherwise it may result in mechanical failure.
2. Do not wash the main body or dust compartment, the motor may get wet and cause mechanical failure.

11 Application scenarios for each accessory?

Main Brush(different versions will have different type of main brushes)

- 1 Soft roller brush can be used to clean wood floors, floor tiles, and low pile carpets.
- 2 Smart All-Surface Brush: for cleaning wood floor, marble, tile, and low pile carpets. Suction power is adjusted automatically subject to different types of surface in Med mode (the smart all-surface brush can also be connected directly to the main body for use).

Attachment:

- 1 Two-in-one brush can be used to clean the surfaces of mattresses, sofas and other upholstered furniture.
- 2 Two-in-one flat brush can be used to clean crevices, corners and other narrow spaces.
- 3 Mini Motorized brush can be used to remove surface dirt, pet hair and deep dirt inside a mattress or sofa.
- 4 Extension hose can be used with the two-in-one brush or flat brush to clean corners that the cleaner base cannot reach (for example, under a car seat).