

Dreame V9 Cordless Vacuum

Cleaner FAQ

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Parameters

1. How many suction levels and Suction power does V9 have?

Dreame V9 has 3 suction levels: Eco Mode (Power: 13 AW), Standard Mode (Power: 36 AW) and Turbo Mode (Power: 120 AW)

2. What kind of accessories does V9 have, and what are they for?

V9 has four accessories: soft roller brush, 2-in-1 Crevice tool, 2-in-1 Wide tool, and Mini Motorized Brush.

1. **Soft Roller Brush**: for cleaning wood floor, marble, and other hard surfaces;
2. **2-in-1 Crevice brush**: for cleaning crevices such as corners of walls, doors, and windows;
3. **2-in-1 Wide brush**: for cleaning dust on the surface of curtain, keyboard, ceiling, car seats and tables;
4. **Mini Motorized brush** :for removing surface dirt, pet hair and deep dirt inside a mattress or sofa.

3. What is the weight of the main body?

Mainly made of ABS engineering plastics, the net weight is 1.6 kg (without roller brush and connection hose)

4. What is the battery pack capacity of V9?

V9 is equipped with seven 2500mAh batteries.

5. What is the highest suction power of V9?

The max suction power of V9 is 120AW with a vacuum degree of 20Kpa

6. What decibels does V9 make?

The max decibels of V9 is 85dB(A)

7. What is the motor speed of V9?

Powered by the Dreame SPACE3.0 High-Speed Motor, V9 reaches a max motor speed of up to 100,000 rpm.

8. Does V9 memorize have electronic self-lock feature?

No

Battery

9. How long can V9 operate after fully charged?

Without main brush: Eco Mode 60min, Standard Mode 28min, Turbo Mode 8min

10. How long does it take to fully charge the vacuum?

About 3.5 hours, when charging at low battery status, the first LED will flash; when charging at mid battery status, the first LED will turn solid, the second LED will flash; when charging is nearly done, the previous 2 LEDs will turn solid, the third LED will flash; When all three LEDs turn solid, it indicates that charging is done; After 10min with all three LEDs solid on, it turns to battery saving mode and all LEDs turn off.

11. How much electricity does it take to fully charge the vacuum?

Around 0.084 kWh

12. Can I keep the vacuum being charged all the time?

Yes. After fully charged, the circuit will automatically disconnect in order to protect the vacuum from overcharging.

13. What should I do with the batteries if I am not going to use them for a long time?

It is recommended to fully charge the battery before storing it in dry and cool places. If storing for a long period of time, we also recommend you charging it every 3 months to prevent the battery from over-discharging.

14. Why is the LED indicator off during charging?

1. Check if the battery has already been fully charged;
2. Check if the adapter is properly connected with the vacuum. If the LED indicator is still off, contact Dreame aftersales.

15. The vacuum fails to charge?

If charging failure show up, please following steps listed below:

Check if the power plug is being properly inserted into the socket;

Please make sure the socket is powered on. If not, please turn on the socket;

Please make sure the adapter is properly connected with the main body. If charging still fails, please contact Dreame aftersales.

Accessory

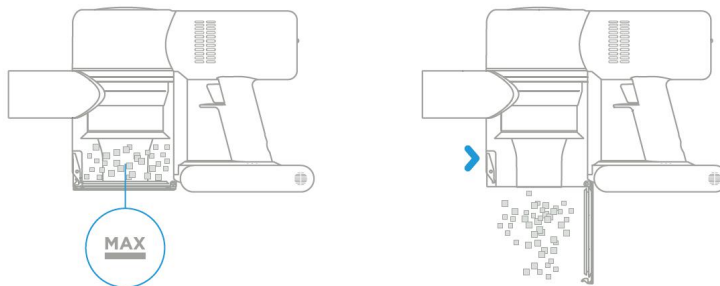
16. How to install the vacuum?

Please refer to page 5 of the User manual.

17. How to clean the dust cup?

Cleaning dust cup and HEPA

Empty dust cup by dust cup release button when debris reaches the MAX fill line.



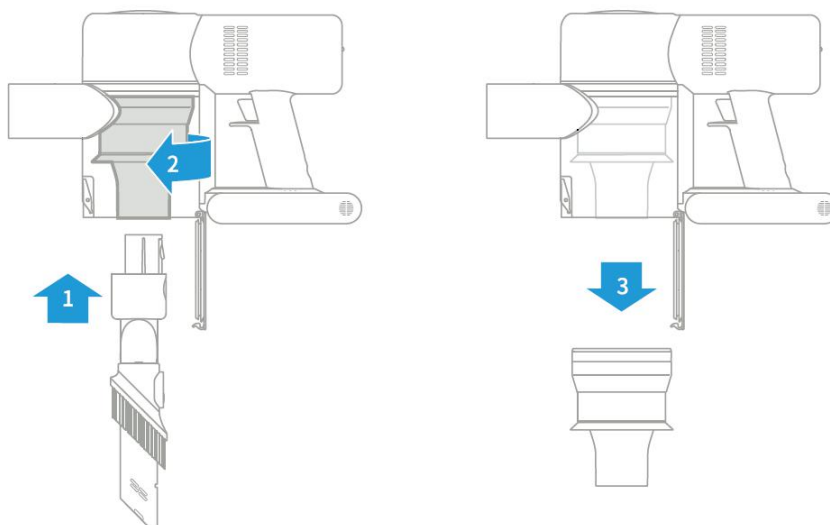
18. How often do I need to replace the filter? Is the filter washable?

It is recommended to wash the cyclone module, built-in foam and HEPA filter in every 3-4 month before replacing them .

Make sure the HEPA filter and foam are fully dried for about 24 hours before the installation and use.

19. How to install and detach the cyclone module and HEPA filter?

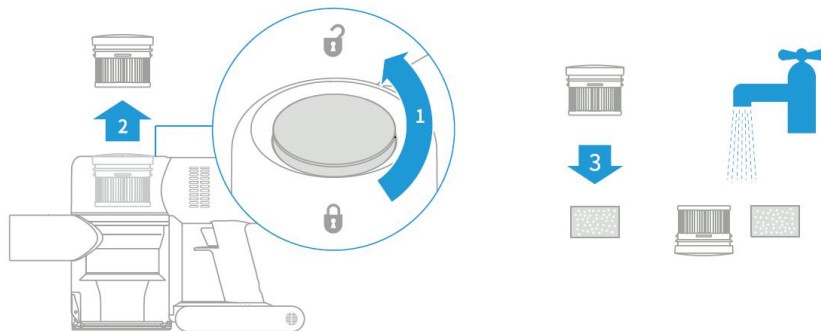
Clean the cyclone as below picture.



Cleaning dust cup and HEPA

Take off HEPA as below picture

Rinse HEPA with water. Tap loose dirt off HEPA between washes as needed. Once HEPA is completely dry, install HEPA back.

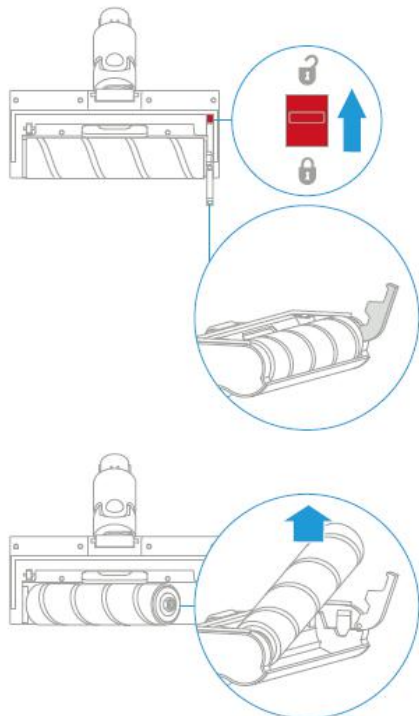


20. How to clean and wash the roller brush?

Cleaning sofa roller

Take off soft roller as picture.

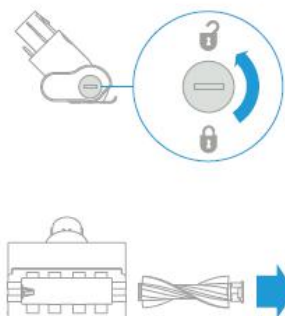
Remove any string, hair, or debris that may be wrapped around the soft roller, wheel.



Cleaning anti acarids nozzle

Take off anti acarids nozzle cover.

Remove any string, hair, or debris that may be wrapped around the anti acarids nozzle.



Operations

21. What should I do if the vacuum stops working?

If you find the vacuum stop working or working abnormally, please check by following steps as listed below:

1. Please check if the battery runs out, if yes, please connect the vacuum with adapter to recharge, if charge fails, please refer to the question 15 or contact Dreame aftersales.
2. The motor failure, please contact Dreame aftersales.
3. If the main body of vacuum or the motor get wet, there might be mechanism failure. If so, please contact Dreame aftersales.

22. Why is the suction power fading?

1. Check if there is too much dust inside of the dust cup. If yes, clean the dust cup; Check if the extension rod or main body adaptor is clogged. Please make sure the air duct is not blocked; Check if the HEPA filter is clogged with dust. If yes, clean the HEPA filter; If step 1 to step 3 are all good, it may be caused by motor issues. Please contact Dreame aftersales.

23. Why does the brush fail move around?

Check if the brush is clogged. If yes, remove the foreign matters; if not, contact Dreame aftersales.

24. Why does the vacuum become less responsive to be powered on?

In case it happens, please contact Dreame aftersales.

25. Why does the vacuum heat up rapidly after working for a while?

1. Check if any part of the air duct is clogged. If yes, remove the foreign matters;
2. Check if there is too much dust in the filter. If yes, clean the filter.

26. Troubleshootings

Problem	Possible cause	Solution
cleaner does not work	Low battery	Charge battery
	No suction	Clean air path
Weak suction	Dust cup and HEPA are dirty	Cleaning cup and HEPA
	Nozzle jamed	Clean nozzle
At starting,the first lamp lights up in red	Battery error	Contact dreame for service
At starting,the first lamp blinks in red	Wrong charger	Use right charger
On startup, the first light flashes	Wrong adapter	Please select the original adapter
Failure on battery charging	Poor charger connection	Make sure of good connection
	Connection is good,but still not working	Contact dreame for service