

**Dreame H11 MAX**

**WET and DRY Vacuum**

**FAQs**

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# Specs

**1. What is the rated power of the H11 MAX?**

**A:** The rated power of H11 MAX is 200W.

**2. What is the rated input of the H11 MAX?**

**A:** The rated input of H11 MAX is 21.6V.

**3. What is the battery pack capacity of the H11 MAX?**

**A:** The H11 MAX is equipped with six 4000mAh batteries.

**4. How long could H11 MAX work after fully charged?**

**A:** The H11 MAX could work for about 36 minutes after being fully charged.

**5. How long does the H11 MAX take to be fully charged?**

**A:** It will take around 5hours to be fully charged.

**6. What is the vacuum degree of the H11 MAX?**

**A:** The Vacuum degree is  $\geq 10$ kpa.

**7. What is the clean water tank capacity of the H11 MAX?**

**A:** The clean water tank capacity is 900ml.

**8. What is the dirty water tank capacity of the H11 MAX?**

**A:** The clean dirty tank capacity is 500ml.

**9. What is the decibel noise when the H11 MAX is working?**

**A:** The working noise is as low as 76dB.

**10. How many modes does the H11 MAX have?**

**A:** The H11 MAX has two modes: Water Absorption Mode and Auto Mode.

**11. What is the weight of the H11 MAX?**

**A:** The net weight of the H11 MAX itself is 4.65kg.

**12. What is the dimension of the H11 MAX?**

**A:** The dimension of the H11 MAX itself is 290\*218.5\*1105 mm.

**13. What is in the Box?**

**A:** Charging Base, Handle Assembly, Main body, Cleaning Brush, Back-up Roller Brush, Power Adapter, Accessory Holder, Back-Up Filter.

**14. What is the motor speed of the main motor?**

**A:** The main motor reaches a speed of 61000r/min.

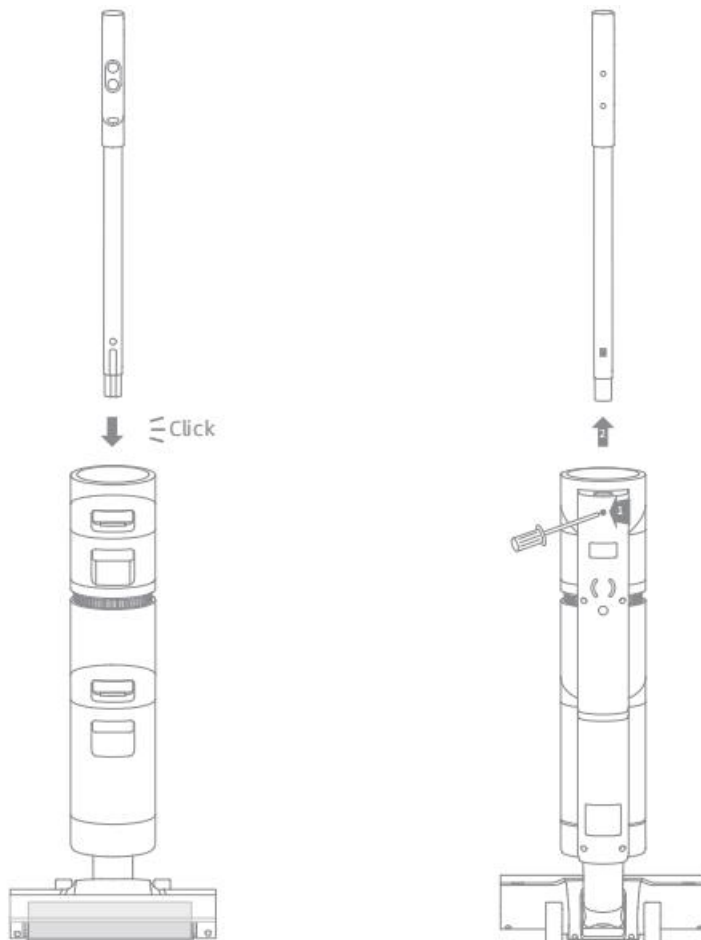
**15. What is the motor speed of the brush?**

**A:** The brush has its own motor, reaching a speed of 9300r/min.

## Product introduction and maintenance

### 1. How to install the H11 MAX?

**A:** Insert the end of the handle assembly vertically into the port on the top of the vacuum as indicated, you will feel it click in place.



Note: To disassemble the handle, please use a hard object to reach into the hole on the back of the vacuum to press the contacts, and at the same time, pull the handle upwards.

### 2. How many buttons does the H11 MAX have, and what are they for?

**A:**

**On/Off Switch:** Press briefly to turn on and press again to turn off.

**Self-clean Button:** Press briefly to start the self-clean mode, press and hold the button to enter

the deep self-clean mode.

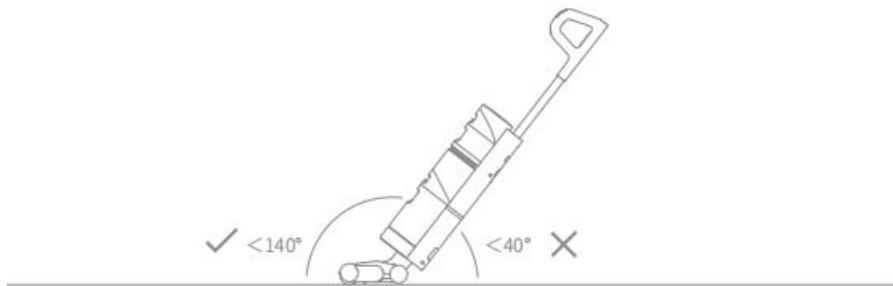
**Water Absorption Button:** Press to start the water absorption mode, press again to switch to auto mode.

**Voice Prompt Button:** Press briefly to turn on/off the voice prompt and adjust the volume. Press and hold to switch the language.

### 3. How to do the cleaning task with H11 MAX?

**A:** The vacuum is equipped with an upright/tilt switch. Please use it at an angle after turning it on. Short press the on/off switch to power on and the vacuum starts cleaning. Press again to stop working.

Note: Do not recline the vacuum more than 140° to protect against water leakage.



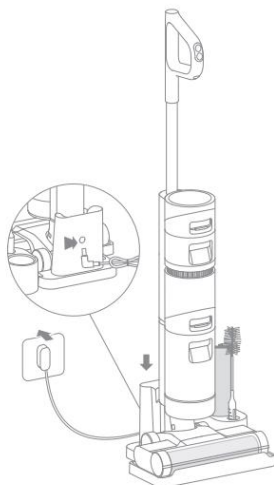
### 4. How to charge the H11 MAX?

**A:**

1. Place the charging base on the level ground against a wall. Connect one end of the power adapter to the charging base and another end to a home socket.

2. Place the vacuum on the charging base, then the screen lights up to indicate the charging status. The number on the display screen represents the current battery level in a percentage during charging. When the number is at 100, the battery is fully charged.

Once the vacuum is fully charged, the indicator will turn off after 10 seconds.



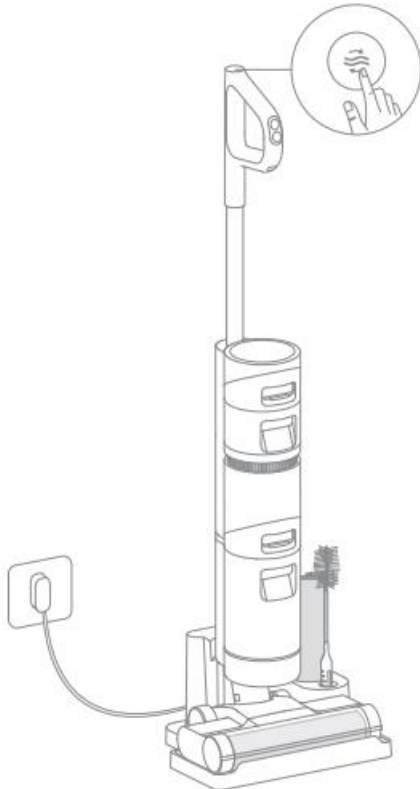
### 5. How to do the self-clean for H11 MAX?

**A:** The self-cleaning function can be enabled only when the vacuum is charged and the battery level is more than 10%.

Place the vacuum upright on the charging base after designated cleanups and make sure the clean water tank is full.

Press the self-cleaning button on the top of the handle briefly, the self-cleaning indicator lights up on the screen and the self-cleaning starts.

The vacuum will continue to recharge after the self-cleaning is finished.



## 6. How to clean the dirty water tank?

A:

### Clean the Dirty Water Tank

\* It is recommended to empty the dirty water tank after each use, and before and after the self-cleaning function is enabled.

1. Press the dirty water tank release button and pull it out as indicated.



2. Hold the tank with one hand and pull up the tank cover with another hand to pour out the dirty water.



3. Rinse the tank and tank cover with clean water. Clean the inner wall of the tank with the included cleaning brush.



4. After the cleaning is completed, close the tank cover, snap the bottom of the tank into the support position of the vacuum, and gently push the tank until you hear a click.



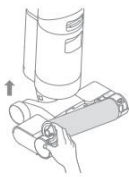
## 7. How to clean the roller brush?

A:

### Clean the Roller Brush

\* Clean it as needed, it is recommended to replace it every 3 to 6 months.

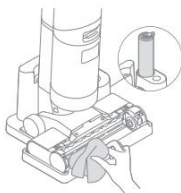
1. Pull up the left handle of the roller brush and take it out.



2. Use the included cleaning brush to remove hairs and debris that get stuck in the roller brush and rinse it with clean water. The roller brush must be thoroughly dried before use.



3. Wipe the dust from the dust intake with a dry cloth or paper towel. Never rinse it with water.



4. After cleaning is completed, align the right end of the roller brush with the right slot on the vacuum and push the left end into the left slot on the vacuum until it clicks into place.



## 8. How to clean the filter?

A:

**Clean the Filter** \* It is recommended to clean it after each use and replace it every 3 to 6 months.

1. Remove the filter from the top of the dirty water tank.

2. Rinse the filter with clean water. Thoroughly dry it before re-installing it.

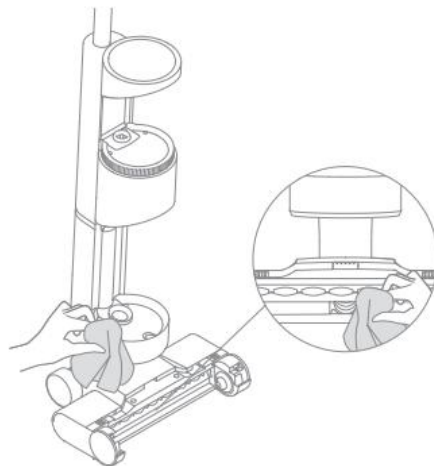


## 9. How to clean the tube?

A:

### Clean the Tube

Remove the dirty water tank, wipe it with a damp cloth to clean up the dirt in the tube before use.









# FAQs

## 1. Why does the robot show the error icons? What are they for?

**A:** If the vacuum is not working properly, the screen display will show an error message. Please refer to the troubleshooting table to find your solution.

Error Icon	Possible Cause	Solution
	Clean water tank empty	Fill the clean water tank.
	Dirty water tank not installed	Install the dirty water tank.
	Dirty water tank full	Empty the dirty water tank.
	Roller brush stuck	Clean the roller brush with the included cleaning brush.
	Roller brush not installed	Install the roller brush.
	Tube blocked	Check whether the filter is clogged.
		Refer to the maintenance manual [Clean the Tube] section.

## 2. Why does the robot show the troubleshooting errors? What are they for?

**A:** If the vacuum is not working properly, the screen display will show an error message. Please refer to the troubleshooting table to find your solution.

Troubleshooting Code	Possible Cause	Solution
E1/EE/EF	Motor error	Please contact customer service.
E2/E3/E7/E8/E9	Battery failure	Please contact customer service.
E4/E5	Power adapter incompatible	Please use the original power adapter, or contact customer service.
E6	Battery overheating	Wait until the battery's temperature returns normal, then continue to use the vacuum.

## 3. Why does the suction power become weak?

**A:**

1. There might be blockage with the filter, roller brush, and the tube; Please check and clean those parts in time.

2. The roller brush cover, filter, and clean water tank have not been installed in place; Please check and install those correctly.

**4. Why does the H11 MAX make the strange noise?**

**A:**

1. There might be too much water in the dirty water tank; Please empty it in time;
2. The main suction opening might be blocked; Check and clear any blockage.

**5. What should I do if The battery status indicator does not light up while charging?**

**A:**

1. Please make sure the power adapter is plugged in properly and connect to the base normally;
2. Please place the H11 MAX back to the base again.

**6. Why does the self-clean fail?**

**A:**

1. The roller brush might be blocked, please open the cover and clear the blockage;
2. Make sure the vacuum is charging and the battery is over 10% before activating the self-clean mode;
3. Confirm the dirty water tank is installed correctly and not full;
4. Check if the clean water tank is installed correctly and not empty.

**7. Why does no water flow come out of the vacuum when cleaning?**

**A:**

1. Please check if the clean water tank is installed properly and fill the clean water tank;
2. Please confirm whether the vacuum is in water absorption mode;

**8. Why does the vacuum fail to turn on?**

**A:**

1. The handle assembly has not been installed in place; Please reinstall the handle assembly;
2. The vacuum is out of battery or low on power. Please fully charge the vacuum first, then continue to use it;
3. The roller brush has not been installed in place, or the roller brush is stuck. Please reinstall or clean the roller brush;
4. The dirty water tank has not been installed in place or fully; Please reinstall it and empty it.