EZVIZ

RE7 Edge

Robot Vacuum Cleaner
User Manual



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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ ™ website (http://www.ezviz.com).

Revision Record

New release – January 2025

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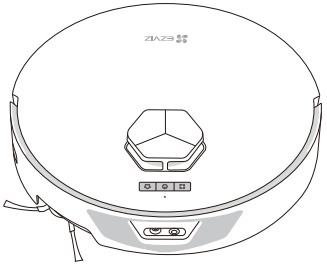
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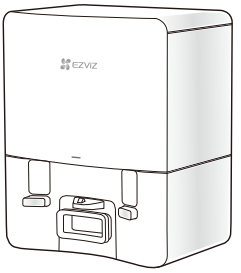
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Overview

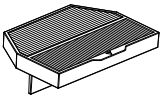
1. Package Contents



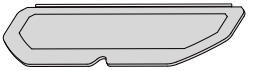
Robot Vacuum Cleaner ×1
(Hereinafter referred to “Robot”)



Base Station ×1



High-Efficiency Filter ×1



Mop Cloth ×4



Cleaning Tool ×1
(Fixed inside the Base Station)



Camera Sticker ×1



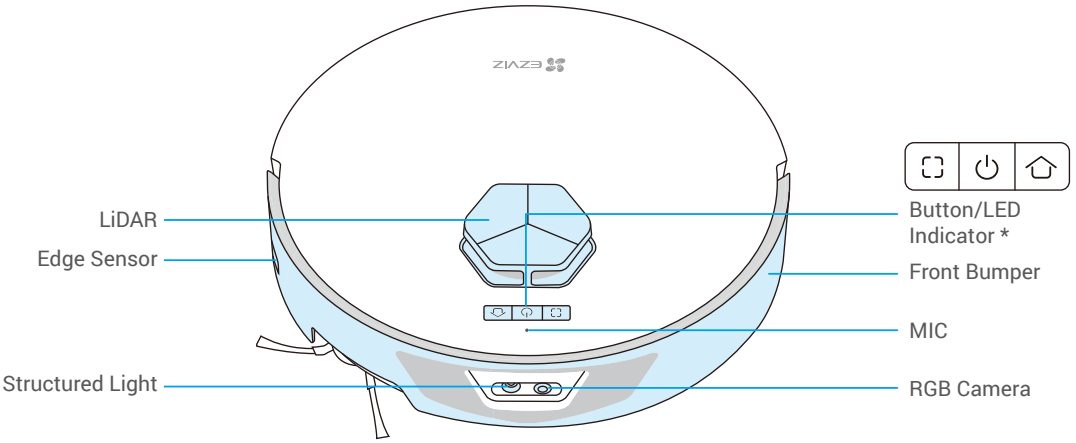
Quick Start Guide ×2



Regulatory Information ×1

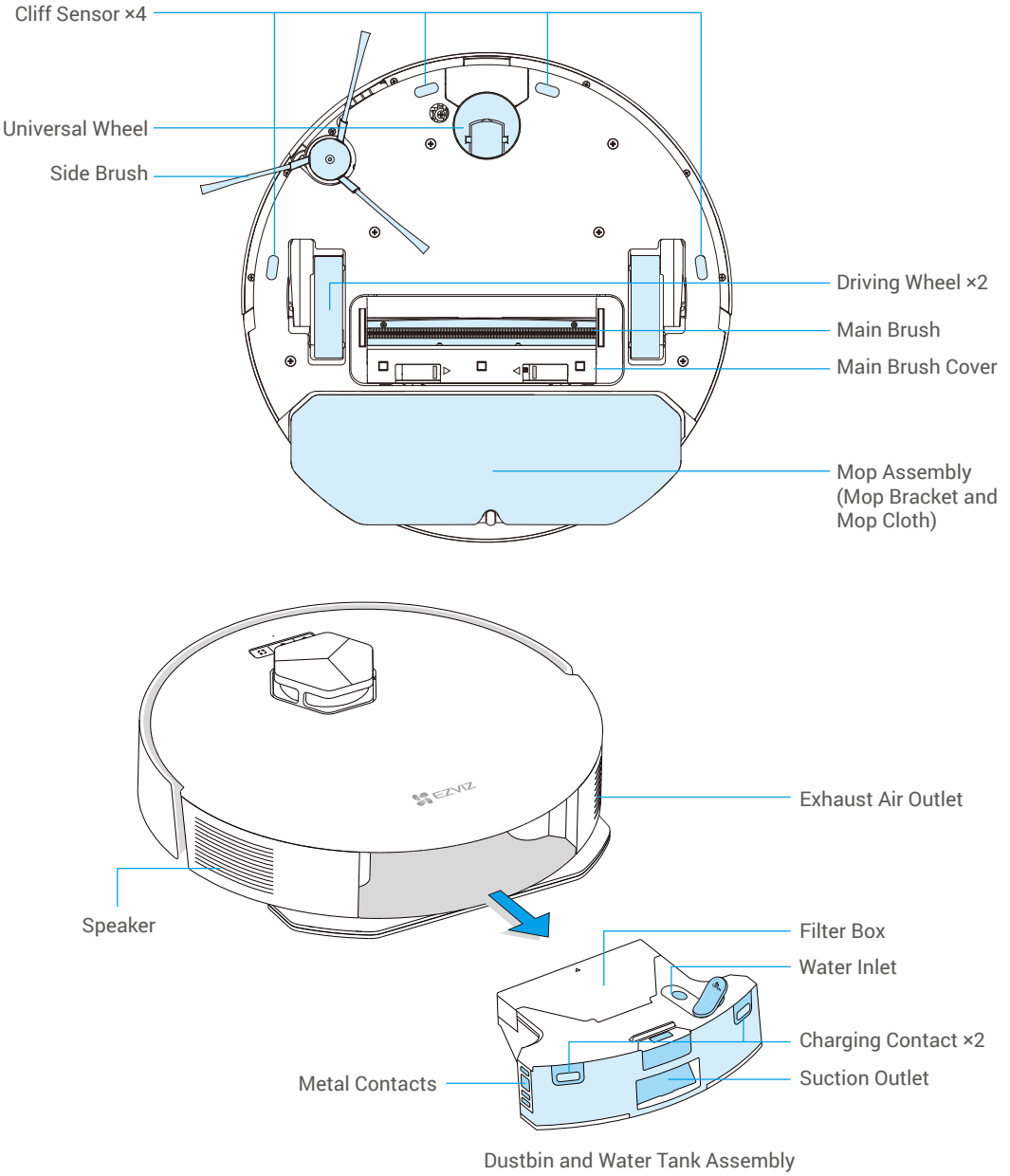
2. Basics

Robot

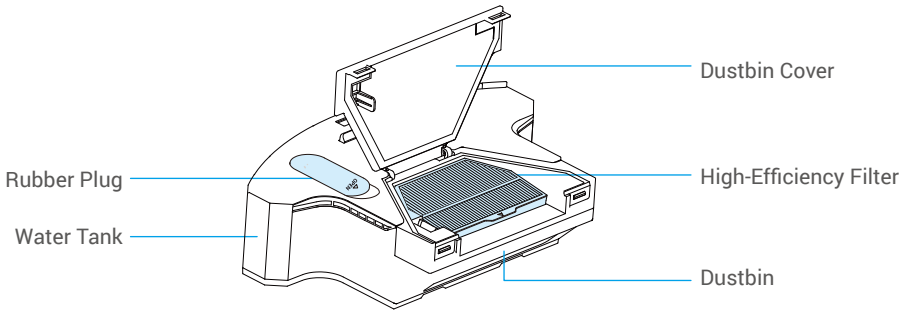


Button		
	Spot Cleaning Button	• Press once: Start/finish spot cleaning • Press twice: Enable/disable Child Lock • Press and hold for 3 seconds: Robot ready for network configuration • Press and hold for 10 seconds: Restore the Robot to factory settings
	Power/Clean Button	• Press and hold for 3 seconds: Turn on/off the Robot • Press once: Start full-house cleaning (under standby mode)/Pause or continue cleaning Before turn off the Robot, please remove it from the Base Station.
	Recharge Button	Press once to send the Robot back to Base Station and start charging. Press it again to stop recharging.

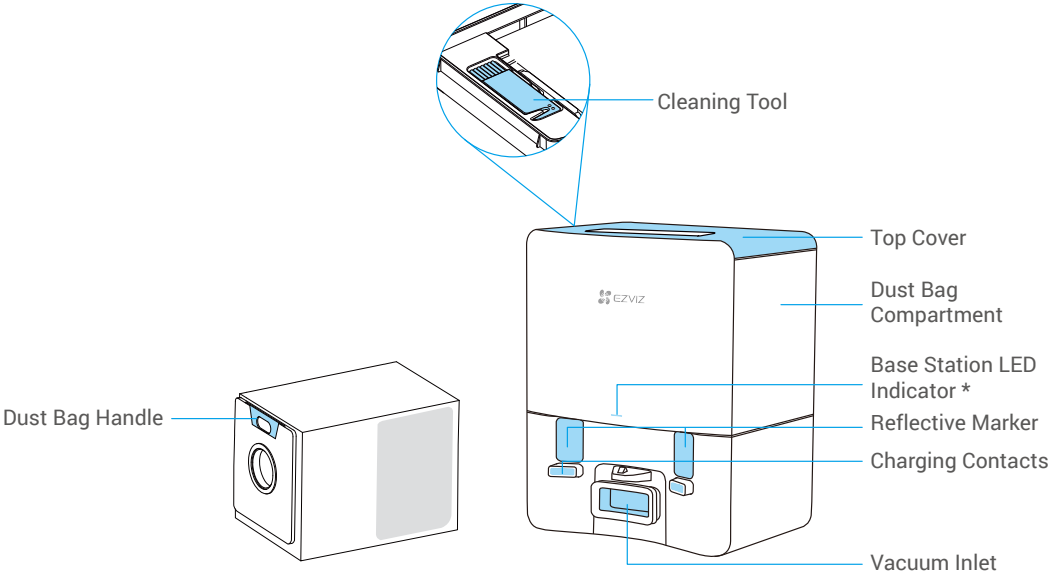
LED Indicator		
+ +		White: In standby mode/Working normally
		Red: Fault or exception
		Pink: In patrol inspection/remote video viewing


Cliff Sensor ×4
Universal Wheel
Side Brush
Driving Wheel ×2
Main Brush
Main Brush Cover
Mop Assembly
(Mop Bracket and
Mop Cloth)
Exhaust Air Outlet
Speaker
Filter Box
Water Inlet
Charging Contact ×2
Metal Contacts
Suction Outlet
Dustbin and Water Tank Assembly

Dustbin and Water Tank Assembly



Base Station

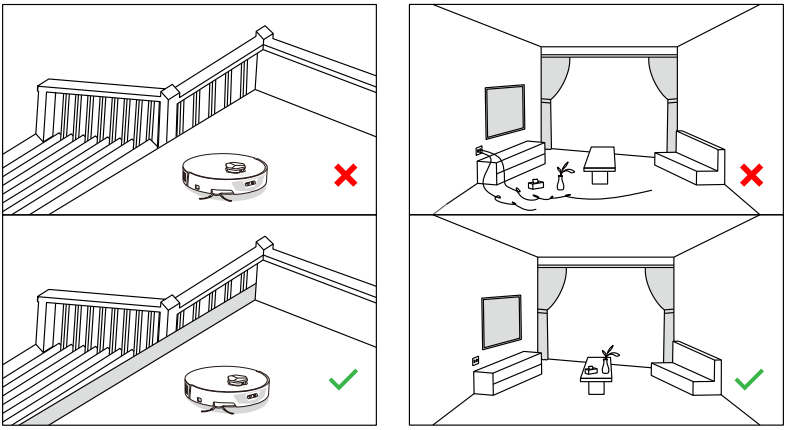


Name	Description	
Base Station LED Indicator		White light stays on: Collecting dust
		White light breathing-flashes 3 times: Base Station is powered on/Robot successfully recharged
		Red light flashes 3 times and stays on: The Dust Bag is not in place/Top cover is not installed/Vacuum inlet is blocked

Quick Start Guide

1. Preparation

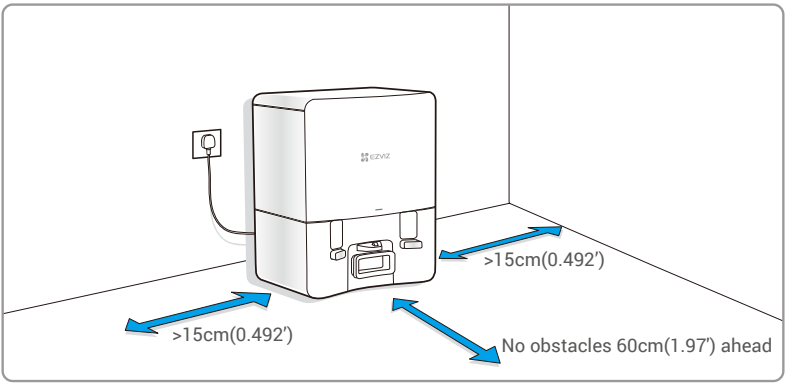
- Do not use the Robot in an environment with stairs (if unavoidable, use a guardrail).
- Remove any obstacles on the floor before use.
- Keep the Base Station and Robot away from any heat source, such as fireplaces, stoves, radiators or heaters.



2. Connect the Power Supply to the Base Station

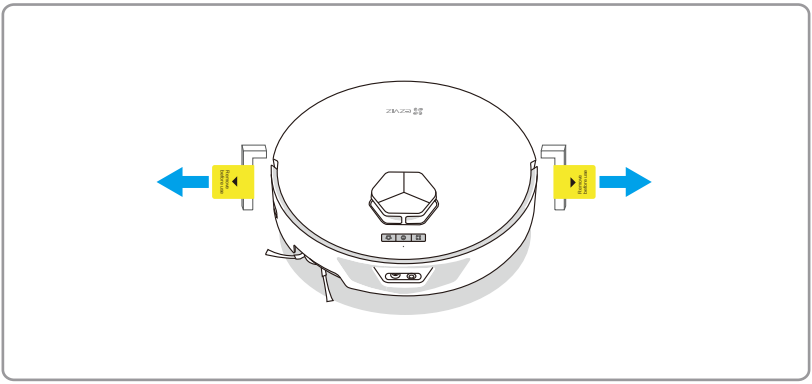
- It is recommended to place the Base Station on a flat, light colored tile floor instead of a carpet or wooden floor to avoid wetting them.
- Do not place the Base Station next to radiators, heaters, fireplaces, etc. to avoid external heat damage.
- Do not place the Base Station in damp, rainy, or direct sunlight areas as it may cause damage to the Robot or the Robot cannot return to the Base Station.

1. Place the Base Station on a horizontal floor against the wall.
2. Connect the Base Station and the power socket with the power cord, and the Base Station will start automatically.



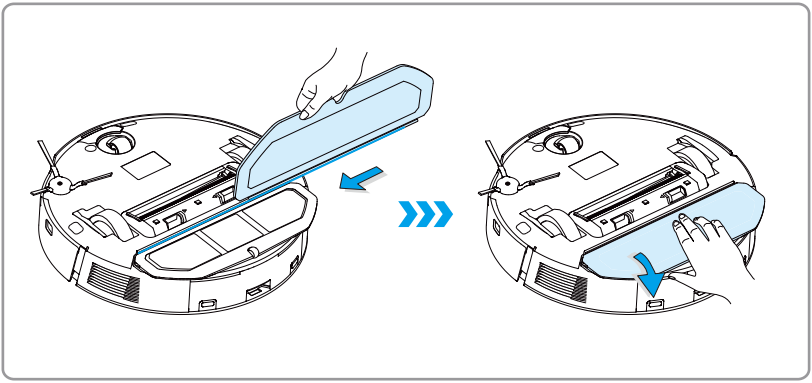
3. Remove Shields

Before use, remove the shields on both sides of the Front Bumper and all protective films on both of the Robot and the Base Station.



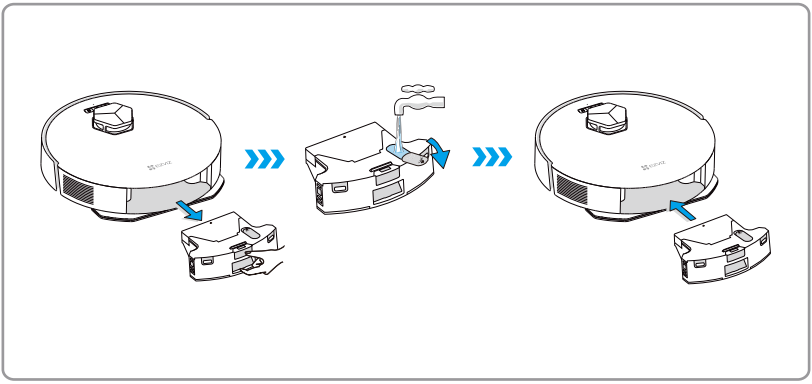
4. Install Mop Cloth

1. Flip the Robot over, insert the Mop Cloth into the rail of the Mop Bracket and slide it into place.
2. Press the Mop Cloth firmly onto the Mop Bracket, ensuring it is flat.

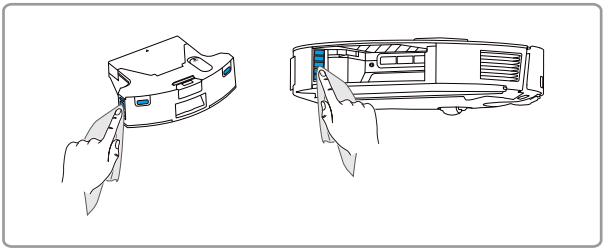


5. Add Clean Water

1. Take out the Dustbin and water tank assembly.
2. Open the rubber plug and add clean water to the water tank.
3. Put the Dustbin and water tank assembly back into the Robot.

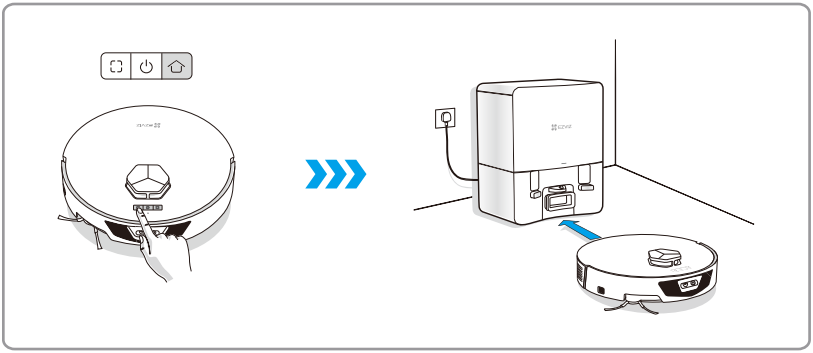


- Don't open the dustbin cover when adding water.
- Do not add disinfecting water, otherwise the device may be damaged.
- Please wipe the charging contacts and metal contacts on the Dustbin and water tank assembly after adding water.



6. Charging

1. Press ⌂ on the Robot.
2. The Robot returns to the Base Station and start charging.



A full charge (approximately 5 to 7 hours) is required for normal operation of the Robot.

7. Get the EZVIZ App

1. Connect your mobile phone to 2.4 GHz Wi-Fi (suggested).
2. Download and install the EZVIZ App by searching for “EZVIZ” in the App Store or Google Play™.
3. Launch the App and register an EZVIZ user account.

EZVIZ App

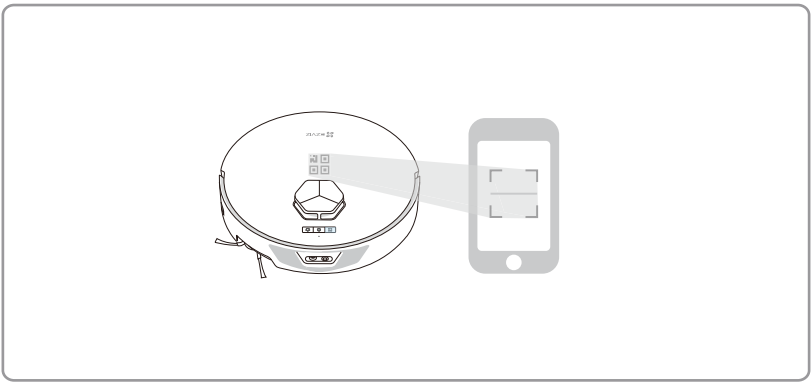
Download on the App Store | GET IT ON Google Play

If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the App store or Google Play™ and search for “EZVIZ”.

8. Add the Robot to EZVIZ App

1. Log in to your account through EZVIZ App, tap the device adding icon and then the QR code scanning interface will be displayed.
2. Scan the QR code on the Robot and complete network configuration according to the interface prompts.

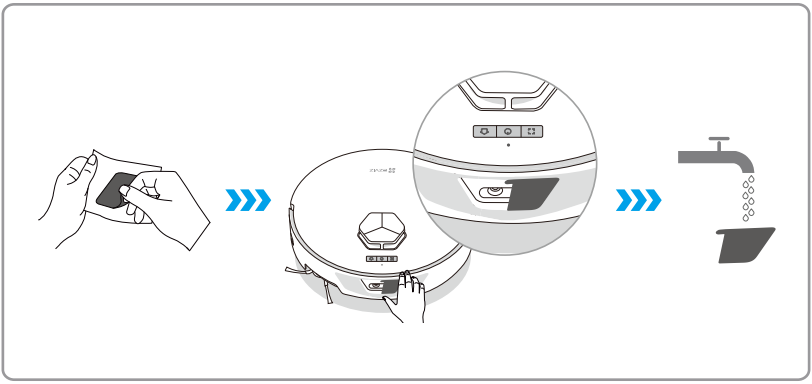
- Before network configuration, please ensure the following conditions:
  1. The Robot has enough power (over 20%) or docked to the Base Station;
  2. The Robot does not support 5GHz Wi-Fi, please connect it with 2.4GHz Wi-Fi.
- If network configuration failed, or you want to reconfigure the network, press and hold the [ ] on the Robot for 3 seconds and try again.



9. Use the Camera Sticker(optional)

An electrostatic camera sticker is provided if you need to cover the camera.

1. Remove the protective film.
2. Clean and wipe up the the camera with wet tissue. Stick the camera sticker to the camera and press to make it stick firmly.
3. The sticker can be washed and reused.



The visual obstacle avoidance is realized through the RGB camera. Covering the lens will affect some of the obstacle avoidance effect. The image processing is done locally and will not be uploaded to EZVIZ Cloud Platform.

Basic Operations

1. Mapping

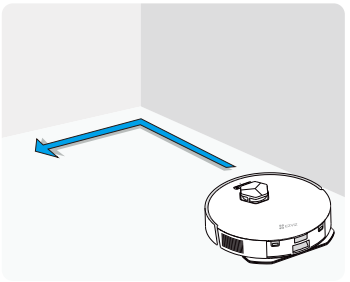
After configuring the network for the first time, follow the instructions on EZVIZ App to quickly create a map, and the Robot will start mapping without cleaning. The mapping process will be completed when the Robot returns to the Base Station, and the map will be saved automatically.

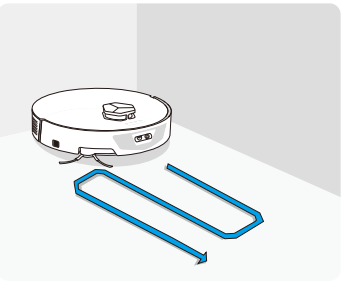
2. Start Cleaning

Start cleaning in one of the following two ways:

- Short press the ⏻ button on the Robot to start cleaning (full-house cleaning mode by default).

ⓘ The Robot will leave the Base Station to clean the area along the wall, and then clean in a zigzagging way. After cleaning, the Robot will return to the Base Station automatically.





- After adding the Robot to your EZVIZ App, select the cleaning mode on the home page of the Robot on your App, and tap ▷.

ⓘ
- If the Robot gets stuck or fails to recognize the Base Station, please manually place it onto the Base Station.
- After cleaning, please remove the wet Mop Cloth to prevent potential damage to the wooden floor.
- If the battery level is too low to start cleaning, please charge it first.
- Do not move the Base Station or disconnect its power while the Robot is working.

ⓘ The Robot will automatically enter Sleep Mode in the following two situations:
- The Robot is inactive and the Base Station is disconnected for 10 minutes.
- There is no operation within 10 minutes after the Robot is fully charged.

Operations on the EZVIZ App

The App interface may be different due to version update, and the interface of the App you installed on your phone shall prevail.

Remote Control Cleaning
Manual remotely-controlled cleaning is available in EZVIZ App to make the Robot go to the area to be cleaned.

Map for Cleaning
Map editing (area dividing, area merging, area building, room naming, no-go area, invisible wall), map zoning, carpet display, real-time cleaning route display, and multi-map saving.

Cleaning Method
General cleaning, personalized cleaning, scheduled cleaning, designated room cleaning, and area cleaning.

Cleaning Settings
Suction setting, water volume setting, cleaning sequence setting, carpet boost.

Information Display
Cleaning history, Robot power, consumables and maintenance.

More Features
Firmware upgrade, volume adjustment, Do Not Disturb mode, etc.

Routine Maintenance

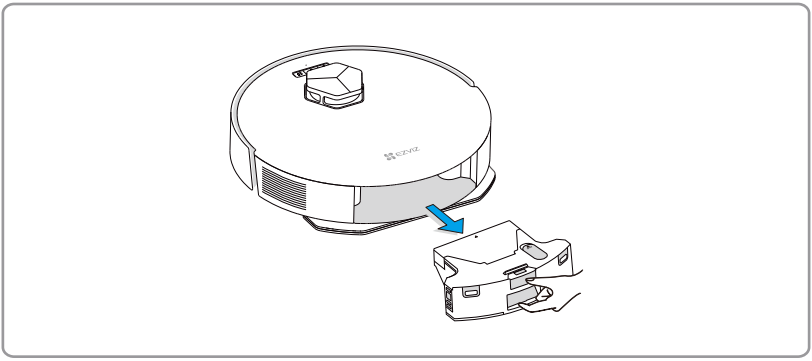
- Before performing cleaning and maintenance tasks on the Robot, turn the Robot off and unplug the Base Station.
- A multi-function Cleaning Tool is provided for easy maintenance. Handle with care, this Cleaning Tool has sharp edges.
- EZVIZ manufactures various replacement parts and fittings. Please visit www.ezviz.com for more information on replacement parts.
- Accessories are considered consumables and regular maintenance and replacement are recommended. Due to their wear characteristics, they are not subject to the standard product warranty period.

To maintain the best condition of the device, please maintain the device and replace parts with following frequencies:

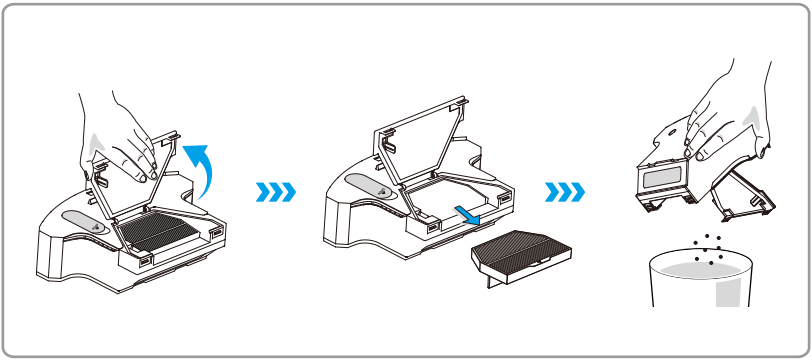
Robot Part	Maintenance Frequency	Replacement Frequency
Side Brush	Every 2 weeks	Every 3 to 6 months
Main Brush	Once per week	Every 6 to 12 months
High-Efficiency Filter	Once per week	Every 3 to 6 months
Edge Sensor Cliff Sensor Bumper Charging Contact Universal Wheel/Driving Wheel	Once per week	/
Dust Bag	/	About 90 days
Mop Cloth	After each use	Every 1 to 2 months

1. Clean the Dustbin and Water Tank Assembly

1. Take out the Dustbin and Water Tank Assembly.

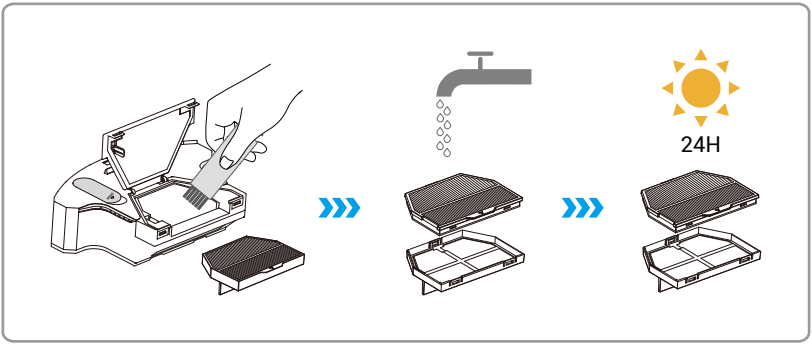


2. Open the top cover of the Dustbin and Water Tank Assembly, remove the Filter out of the Dustbin and pour out the garbage.



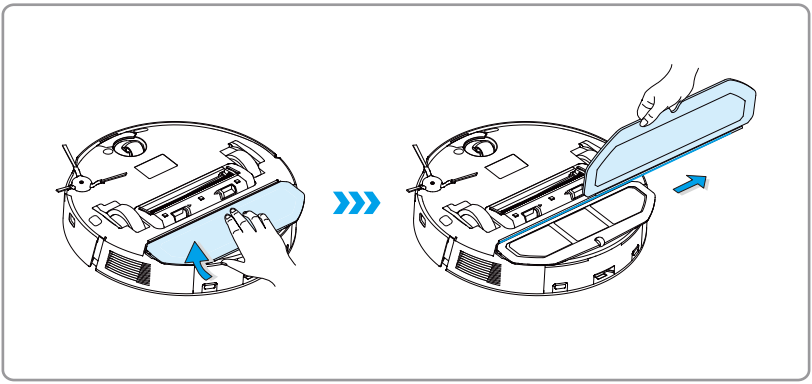
3. Clean the Dustbin and Filter with Cleaning Tool and flush the Filter thoroughly with water and let it dry completely.

- Do not clean the Dustbin with water.
- Do not clean with hot water or detergent.

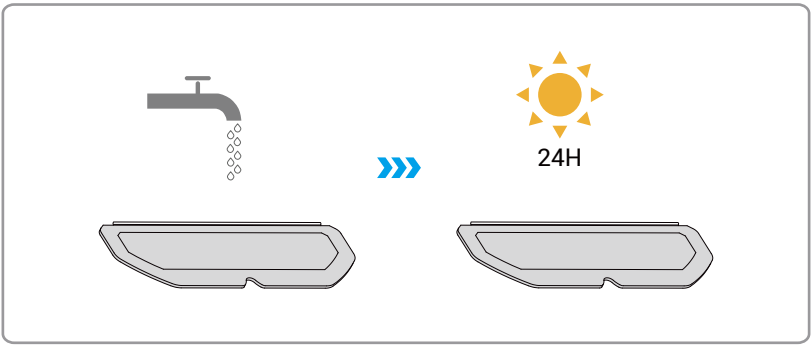


2. Clean/Replace Mop Cloth

1. Flip the Robot over, gently peel off the Mop Cloth from the Mop Bracket, slide the Mop Cloth out along the rail until it is fully detached.



2. Clean the Mop Cloth with water and let it dry completely.

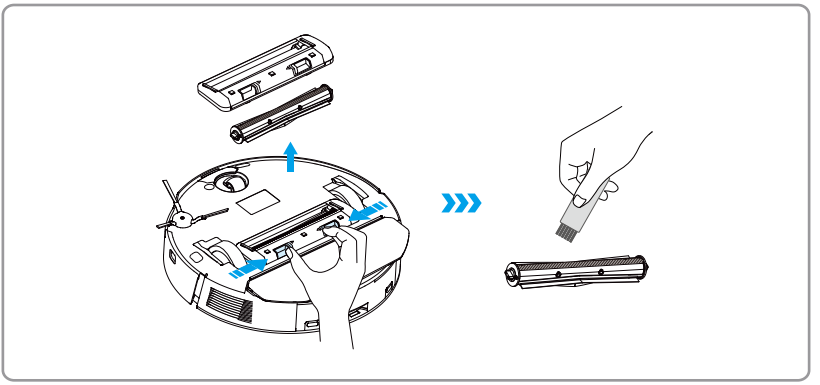


3. If you need to replace the Mop Cloth, refer to step 1 and attach a new Mop Cloth to the Mop Bracket.

3. Clean the Main Brush

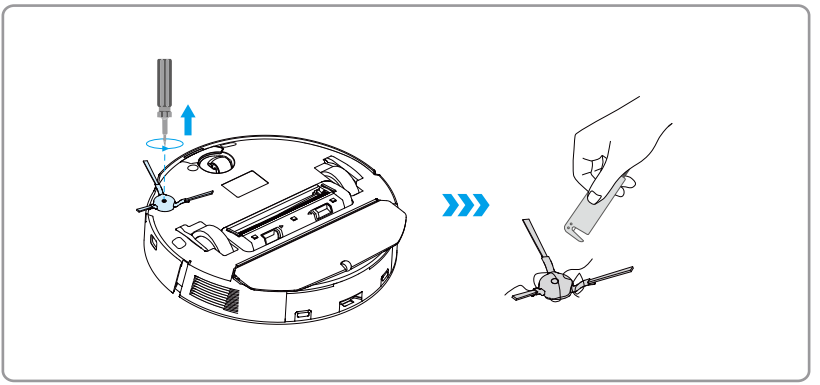
1. Flip the Robot over, pinch the two latches toward the center and lift the Main Brush cover. Take out the Main Brush.
2. Take out the Cleaning Tool, clean the Main Brush and both end of the brush axle.

   After installing the Main Brush and its cover, rotate the Main Brush manually and check if it spins smoothly. If the Main Brush is stuck, please reinstall it.



4. Clean/Replace the Side Brush

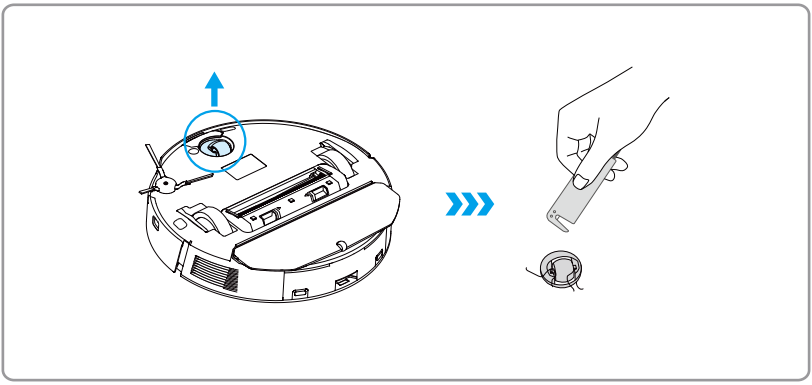
1. Flip the Robot over, loosen the screw on the Side Brush with a cross screwdriver counterclockwise and remove the Side Brush.
2. Take out the Cleaning Tool, cut off the tangled hair and remove debris from the Side Brush.



3. If you need to replace the Side Brush, put the new Side Brush in place and tighten the screw clockwise to fix it.

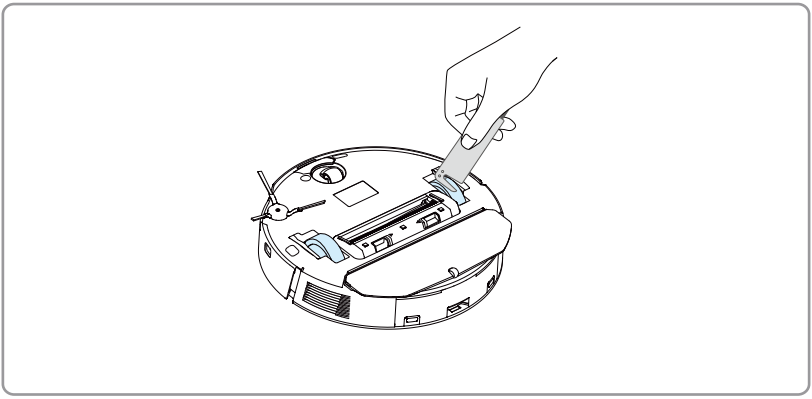
5. Clean Universal Wheel

1. Flip the Robot over, pull up the Universal Wheel directly by hand.
2. Take out the Cleaning Tool, cut off the tangled hair and remove debris from the Universal Wheel.



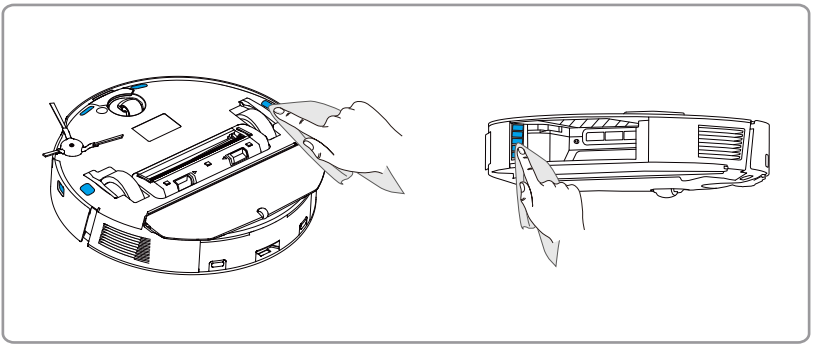
6. Clean Driving Wheels

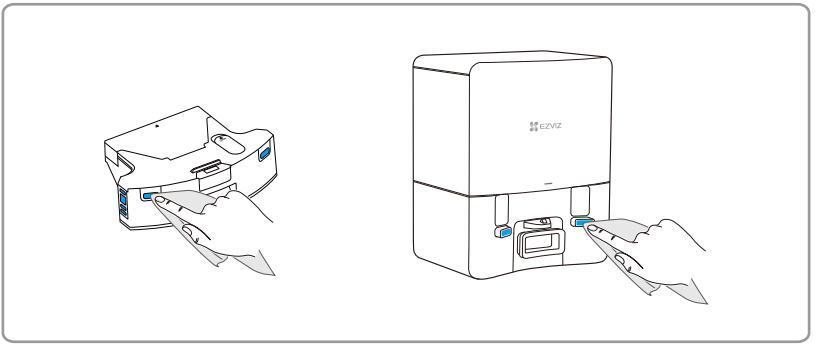
Flip the Robot over, take out the Cleaning Tool, cut off the tangled hair and remove debris from the Driving Wheels.



7. Clean Sensors and Charging Contacts

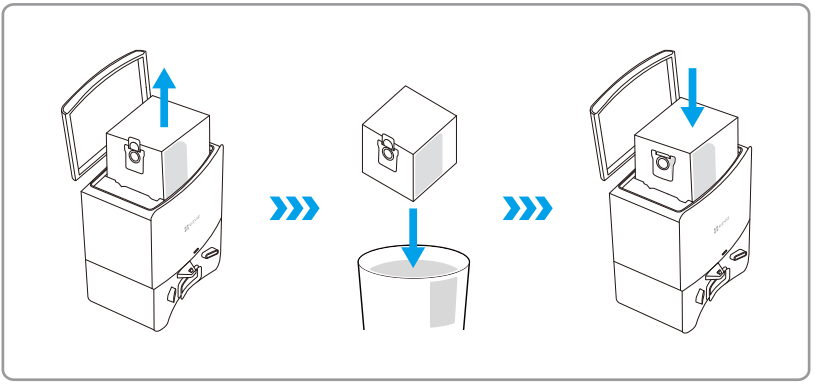
Wipe sensors and charging contacts of the Robot by a soft and dry cloth.





8. Replace the Dust Bag

1. Open the top cover of the Base Station, pull up the handle of the Dust Bag to take it out.
2. Discard the old Dust Bag.
3. Install a new one and place the top cover back.

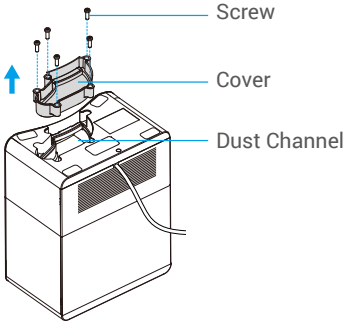


9. Clean the Dust Channel

If the Base Station LED Indicator flashes in red after replacing the Dust Bag, please check and clean the dust channel.

1. Disconnect the Base Station, remove the Top Cover of the Base Station and than take out the Dust Bag, and flip it over.
2. Loosen the 5 screws from the cover with a cross screwdriver and then remove the cover.
3. Check whether the dust channel is blocked by debris and clean them thoroughly.

Please do not forcefully remove the cover.



FAQ

Problem	Solution
Startup failure	The battery level is low. Place the Robot on the Base Station, ensuring that the charging contacts on the Robot and the Base Station are aligned with each other. After charging for a while, the Robot will be automatically turned on.
	The ambient temperature is too low (below 0°C/32°F) or higher than (above 40°C/104°F). Please use it within the environmental temperature range of 0°C to 40°C(32°F to 104°F).
Charging failure	Check if the power connection to the Base Station is secure.
	Poor contact. Please clean the charging contacts on the Robot and Base Station.
Return failure	Check if there are any obstructions near the Base Station, if there are, please remove them.
	Check if the Robot is far from the Base Station, if it is, place the Robot in front of the Base Station and try again.
Abnormal noise during cleaning	Turn off the Robot and check if the Side Brush, Main Brush, Universal Wheel or Driving Wheels are tangled with hair or other debris.
Poor cleaning performance or dirt leakage	Check if the Dustbin is full.
	Check if the Filter is clogged.
	Check if the Main Brush is tangled with hair or other debris.
	Check if the suction inlet is stucked by foreign matters.
Scheduled cleaning doesn't work	The battery level is low. Scheduled cleaning will be started when the remaining battery level is ≥20%.
Automatic dust collection does not work	Check if the power connection to the Base Station is secure.
	When the Base Station LED Indicator is flashing red, Please check: • if the top cover of the Base Station is properly closed. • if a Dust Bag is installed in the Base Station.
	Please allow the Robot to return to the Base Station automatically after cleaning. Do not place the Robot back manually, as it may affect dust collection.
	Check if the Dust Bag is full and replace it promptly.
	If the above solutions do not work, please contact the customer service department.

Problem	Solution
Automatic dust collection is interrupted after startup or garbage collection is not thorough	Check if the Dustbin is full.
	Check if the suction outlet is stucked by foreign matters.
	Check whether the air duct of the Base Station is blocked.
	Do not move the Robot during dust collection.
	Check if there is water in the Dustbin of the Robot and clean it so as not to affect the dust collection.
The inner wall of the Base Station is dirty	Fine dust passes through the Dust Bag and gets absorbed onto the inner wall. Please clean it regularly.
	Check if the Dust Bag has been damaged and replace it.
Overlapped map appeared	Delete the current map and build a new one.

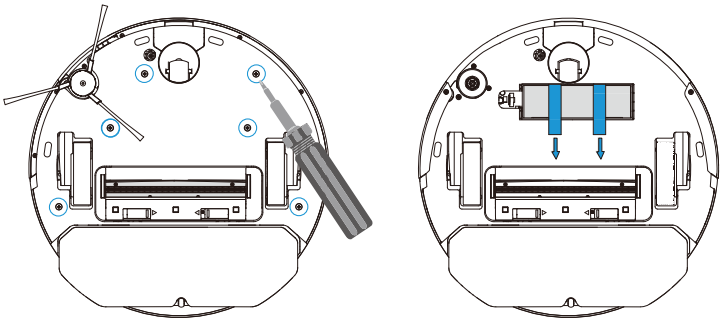
For additional information about the Robot, please refer to www.ezviz.com/eu.

Appendix

1. Environmental Precautions

The chemical substances contained in the built-in lithium-ion battery of this product may cause environmental pollution. Please remove it before scrapping and send it to a professional battery recycling station for centralized disposal.
Steps for removing the battery (the following information is only applicable when discarding the device, not the daily operation instructions):

1. Run the Robot to a low battery status and unable to work, and during this period, do not allow it to return to the Base Station.
2. Turn off the Robot and remove the Side Brush and Dustbin and Water Tank Assembly.
3. Turn the Robot over and remove the screws at the bottom.
4. Remove the battery cover.
5. Take out the battery.



- When disassembling the battery, please ensure that the power is exhausted and operate with the Base Station disconnected.
- Please disassemble the whole battery pack together and do not damage the battery pack casing to avoid short circuit or leakage of hazardous substances.
- If the battery has exudate and accidentally touches it, please flush it with plenty of water and seek medical attention promptly.
- This product should not be discarded after the expiration date or after the repair cannot work normally, please hand it over to an enterprise qualified to dispose of WEEE, please refer to the national or local regulations on the disposal of WEEE for the correct method.

2. Rechargeable Lithium ion Battery

The battery type of the device: Portable battery.

Chemical Composition	CAS No.	Weight (%)
Lithium nickel cobalt manganese oxide	346417-97-8	41.3%
Graphite	7782-42-5	23.3%
Copper	7440-50-8	10.7%
Aluminum	7429-90-5	3.4%
Ethylene carbonate	96-49-1	5.9%
Dimethyl carbonate	616-38-6	9.5%
Phosphate(1-), hexafluoro-, lithium	21324-40-3	5.9%

3. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.
2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.
3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.
4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.
5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1. Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.
2. Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.
3. Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.
4. The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.