

Dreame V12 Cordless Vacuum Cleaner

FAQ (v1.0)

Manu

Parameters	4
1 How many suction modes does the V12 have? And what are the airwatt of each of them?	4
2 Application scenarios for each accessory?	4
3 What is the weight of V12?	4
4 What is the battery pack capacity of V12?	4
5 What is the highest suction power of V12?	4
6 What is the decibel noise when V12 is running?	5
7 What is the motor speed of V12?	5
8 Can V12 memorize the suction mode and electronic self-lock after powered off?	5
Battery	5
9 How long can V12 operate after fully charged?	5
10 How long does it take to fully charge T20 Pro?	5
11 How much time and electricity does it take to fully charge the battery pack?	5
12 Can I leave the vacuum and keep it charged all the time?	5
13 What should I do with the batteries if I am not going to use them for a long time?	5
14 Why is the LED indicator off during charging?	6
15 Why did the V12 fail to charge?	6
Accessory	6
16 How to install the V12 vacuum?	6
17 How to clean the dust cup?	6
18 How to wash the cyclone assembly?	6
19 How often do I need to replace the filter? Is the filter washable?	6
20 How should I clean the HEPA filter assembly?	6
21 How to clean and wash the soft roller brush ?	6
22 How should I wash the water tank and the rag?(for Chinese version and Korea version)	7
Operations	7
23 Error codes on the screen of V12.	7
24 Why is the suction power fading?	7
25 Why does the brush fail move around?	7
26 Why does the vacuum become less responsive to power on?	7
27 Why does the vacuum heat up rapidly after working for a while?	8
28 Why does the water fail to come out from the water tank?	8

29 How far can the flexible adapter reach to the bottom of the furniture and how much can it be bent?.....	8
Precautions.....	8
30 What and where can a vacuum clean?.....	8

Parameters

1 How many suction modes does the V12 have? And what are the airwatt of each of them?

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

2 Application scenarios for each accessory?

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

1 Soft roller brush and water tank and rag (China&Korea version): can be used to clean wood floors, floor tiles, and low pile carpets.

2 Smart All-Surface Brush(EU version): 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 Soft dusting brush: Suitable for vacuuming on LCDs, keyboards, lampshades, curtains, shutters, and other surfaces of fragile objects.

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).

5 flexible adapter: Bending and extending the rod with one click. Easily reach places such as bottom of furniture.

6 LED crevice nozzle: Suitable for vacuuming the debris in narrow places.

3 What is the weight of V12?

Mainly made of ABS engineering plastics, the net weight of the V12 main body is 1.65 kg, the total net weight is 2.65 kg (With extension rod and soft roller brush).

4 What is the battery pack capacity of V12?

V12 is equipped with seven 3000mAh batteries.

5 What is the highest suction power of V12?

The max suction of V12 is 185 AW with a vacuum degree of 27 KPa.

6 What is the decibel noise when V12 is running?

Suction modes	Turbo	Med	Eco
With Smart all-surface Brush	84 dBA	81 dBA	80 dBA

7 What is the motor speed of V12?

Powered by the Dreame High-Speed Motor SPACE5.0, V12 reaches a max motor speed of up to 150000 rpm.

8 Can V12 memorize the suction mode and electronic self-lock after powered off?

Yes.

Battery

9 How long can V12 operate after fully charged?

	Turbo	Med	Eco
With 2-in-1 brush	8 min	33 min	90 min
With main brush	10min)	30min	45min

10 How long does it take to fully charge T20 Pro?

Approximately 4 hours. While charging, LED indicators will flash during charging and turn solid after fully charged where the circuit disconnects automatically.

11 How much time and electricity does it take to fully charge the battery pack?

4 hours and 0.1 KWH

$$30 \times 0.8 \times 4 = 96 \text{ Ah} = 0.096 \text{ KW} = 0.096 \text{ KWH}$$

30 refers to voltage, 0.8 refers to current, and 4 refers to charging time.

12 Can I leave the vacuum and keep it charged all the time?

Yes. After fully charged, the circuit will automatically disconnect 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 T20 Pro before storing it in dry and cool places.

If you are going to store it for a long time, we also recommend you to fully recharge

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 aftersales@dreame.tech.

15 Why did the V12 fail to charge?

If charging failure occur, please try the following steps for troubleshooting.

- ① Check if the power plug is properly inserted into the socket.
- ② Please make sure the socket is on. If not, please turn it on, if charging still fails, please contact aftersales@dreame.tech.
- ③ Connect the adapter properly with the main body and check again. If charging still fails, contact aftersales@dreame.tech.

Accessory

16 How to install the V12 vacuum?

- ① Installation of brushes and the extension rod
Please refer to page 4 and page 5 of the user manual.
- ② Installation of water tank(for Chinese and korea version)
Please refer to page 12 of the user manual.

17 How to clean the dust cup?

Please refer to page 15 of the user manual.

18 How to wash the cyclone assembly?

Please refer to page 16 of the user manual.

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

- ① Wash: It is recommended to wash the cyclone module, built-in foam and HEPA filter in every 3-4 month before replacing them with a new one.
- ② Dry: Make sure the HEPA filter and foam are fully dried for about 24 hours before installation and use.

20 How should I clean the HEPA filter assembly?

Please refer to page 17 of the user manual.

21 How to clean and wash the soft roller brush ?

Please refer to page 18;

22 How should I wash the water tank and the rag?(for Chinese version and Korea version)

Please refer to page 17 of the user manual of the related version.

Operations

23 Error codes on the screen of V12.

 <p>Air duct blocked</p>	Check whether the dust cup, extension rod, and multi-brush bar are blocked.	 <p>Clean the brush</p>	Refer to the maintenance manual [Cleaning the Multi-Brush Bar] section to clean the fiber material and hairs wrapped around the roller brush.
 <p>Replace the filter</p>	Refer to the maintenance manual [Cleaning HEPA Filter] section to remove the filter and replace it.	 <p>Reset Filter (5 seconds)</p>	Press and hold the button  for 5 seconds to enter the countdown to reset the HEPA filter. Wait and until  appears on the screen, the reset is successful.
 <p>Low Battery Capacity</p>	Please charge as soon as possible.	 <p>The battery runs out</p>	Please charge as soon as possible.
 <p>Battery is overheating</p>	Please wait and continue to use after battery temperature is normal.	 <p>Error</p>	Please contact our after-sales service department for maintenance.

24 Why is the suction power fading?

- ① Check if there is too much dust inside the dust cup. If yes, clean the dust cup.
- ② Check if the extension rod or main body adaptor is clogged. If yes, remove the foreign matters.
- ③ Check if the HEPA filter is clogged with dust. If yes, clean the HEPA filter.
- ④ If the airduct is not clogged at all, it may be caused by motor issues. Please contact aftersales@dreame.tech for repairing.

25 Why does the brush fail move around?

Check if the brush is clogged. If yes, remove the foreign matters; if not, contact aftersales@dreame.tech for help.

26 Why does the vacuum become less responsive to power on?

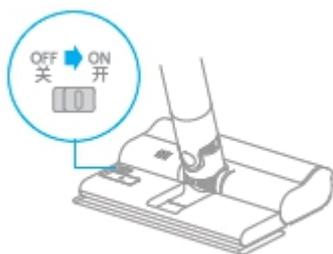
In this case, please contact aftersales@dreame.tech for help.

27 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 accumulated in the filter. If yes, clean the filter.

28 Why does the water fail to come out from the water tank?

Check if the water tank switch is on. If it is on yet no water comes out from the water tank, contact aftersales@dreame.tech for help.



29 How far can the flexible adapter reach to the bottom of the furniture and how much can it be bent?

height	length
10cm	37cm
20cm	90cm

Max. Bent angle is 80°

Precautions

30 What and where can a vacuum clean?

A vacuum can only be used to clean indoor dry surfaces;

Do not use the vacuum to clean water, gasoline or any other flammable or explosive liquid. Do not use it to clean toxic solution, including bleach, ammonia, drain cleaner and other similar liquid;

- ③ Do not use the vacuum to clean plaster, fireplace, or ashes. Do not clean any smoky or burning substance, such as live charcoal, cigarette butts, or matchsticks. Do not clean sharp objects, such as glass, nails, screws, and coins, otherwise it will cause damage to the vacuum cleaner.