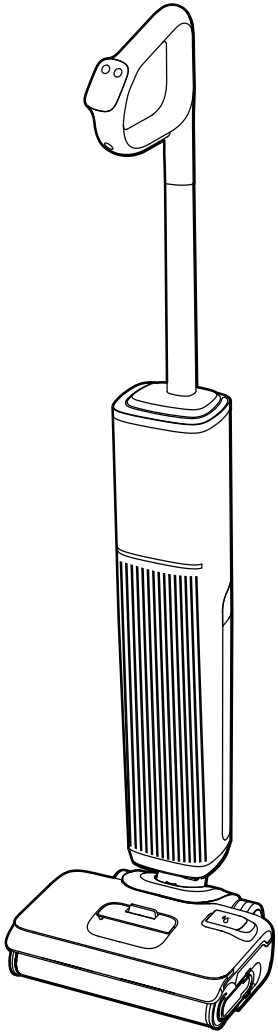


Website: https://global.dreametech.com
Manufactured by: Dreame Trading (Tianjin) Co., Ltd.
Made in China

EU-A00

G12 Pro Flex

Wet and Dry Vacuum



User Manual

The illustrations in this manual are for reference only.
Please refer to the actual product.

DREAME

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Please scan the QR code to get the User Manual in multiple languages.

Important Safety Instructions

To avoid electric shock, fire or injury caused by improper use of the appliance, please read the user manual carefully before using the appliance and keep it for future reference.

Usage Restrictions

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- This appliance should not be used by children younger than 8 years old nor persons with physical, sensory, intellectual deficiencies, or limited experience or knowledge with out the supervision of a parent or guardian to ensure safe operation and to avoid any risks. Cleaning and maintenance shall not be performed by children without supervision.
- Plastic film can be dangerous. To avoid the danger of suffocation, keep it away from children. Children shall not play with the appliance.
- Use indoors only, on non-carpeted floor surfaces such as vinyl, tile, sealed wood, etc. Be careful not to run over loose objects or the edges of area rugs. Stalling the brush may result in premature belt failure.
- Use only as described in this user guide. Use only manufacturer's recommended attachments.
- Do not expose the appliance to fire or excessive temperature. Exposure to fire or excessive temperature may cause an explosion.
- Do not use in extremely hot or cold environments (below 5°C/41°F or above 40°C/104°F). Please charge the appliance in temperature above 5°C/41°F and below 40°C/104°F.
- Do not immerse the appliance in liquid.
- Do not use to pick up flammable or combustible liquids, such as gasoline. Do not use in areas where flammable or combustible liquids may be present.
- Do not put any object into openings. Do not use the appliance when any opening is blocked. Keep free of dust, lint, hair, and anything that may inhibit air flow.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.). Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not use the appliance in an enclosed space filled with vapor given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapour. Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not use the appliance without filters in place.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts of the appliance and its accessories.
- Keep ground cables away from the appliance when using it. A hazard may occur if the appliance runs over a supply cord.
- Use extra care when cleaning on stairs.
- The appliance is only to be used with the power supply unit provided with the appliance.
- This appliance contains batteries that are only replaceable by skilled persons.
- Do not install, charge or use the appliance in the bathrooms or around the pools.
- The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.

Important Safety Instructions

- Only clean water and the officially-approved cleaning solution can be added to the clean water tank. Do not add any other liquid such as alcohol or disinfectant. The ratio of the cleaning solution to clean water can be checked on the cleaning solution bottle. Keep the cleaning solution out of reach of children.
- Make sure the appliance is turned off when being transported and kept in its original packaging if possible.
- Please use this product in accordance with the instructions in the User Manual. Users are responsible for any loss or damage that arises from improper use of this product.
- Prevent unintentional starting. Ensure the switch is in the OFF-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or turning on the appliance may result in an accident.
- Ensure that the appliance is placed on a horizontal surface. Do not use the appliance at the same position if the appliance is equipped with a brush roller and the handle is not completely upright. Do not store the appliance in a place where it may freeze.
- Switch off and unplug the appliance when not in use, before cleaning, maintaining or servicing it, and before connecting or disconnecting it with a moving brush.
- Do not use an appliance that is damaged or modified. A damaged or modified appliance may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- Do not modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- Do not use the appliance with a damaged attachment (eg: charging base, supply cord etc.). If the appliance or attachment has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, never attempt to operate it. Please have it repaired at an authorized service center.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the appliance is maintained.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Battery and Charging

- **WARNING:** For the purpose of recharging the appliance, only use the charging base provided with this appliance. Use only with<XHD024-270100EUV>or<CZH024N270100EUW A1>adapter.
- The charging base is capable of charging the 6-cell 2500 mAh battery pack. Do not use any non-rechargeable battery pack. Failing to do so may cause the lithium-ion battery to catch fire.
- Use the adapter carefully to prevent it from getting damaged. The adapter should be kept away from heat sources as it can be dangerous otherwise. If the adapter is damaged, to avoid any risks, stop using it for charging and contact the after-sales service for replacement.
- Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the battery as doing so increases the risk of fire.
- Do not improperly dispose of old batteries. Unneeded batteries should be discarded at an appropriate recycling facility.
- If the appliance will not be used for an extended period of time, fully charge it, then turn it off and store it in a cool, dry place. Recharge the appliance at least once every 3 months to avoid overdischarging the battery.

Important Safety Instructions

- The appliance must be disconnected from the power supply vwhen removing the battery. Keep batteries out of the reach of children. Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- Under abusive conditions, never contact the battery from which theliquid may be ejected. If contact accidentally occurs, rinse with water. If liquid contaccts eyes, seek medical help immediately. Liquid ejected from the battery may cause irritattion or burns.
- The charging base is capable of charging the base should not be used to charge non-re-changeable batteries. Failing to do so may cause the lithium-ion battery to catch fire.

Symbols


Class II equipment



Time-lag miniature fuse-link where T 3.15A is the symbol for the time/ current characteristic


For indoor use only


Read operator's manual


Caution: Hot Surface


Detachable supply unit


WEEE Information

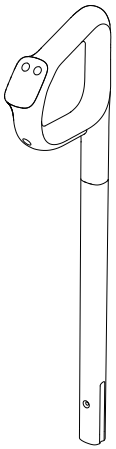
We, Dreame Trading (Tianjin) Co., Ltd., hereby declares that this equipment is in compliance with the applicable Directives, European Norms, and amendments. The full text of the EU declaration of conformity is available at the following internet address:
https://global.dreametech.com/pages/declaration-of-conformity

For detailed e-manual, please go to
https://global.dreametech.com/pages/user-manuals-and-faqs

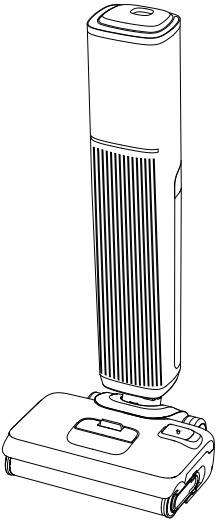
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Product Overview

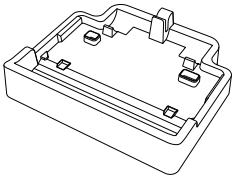
Packing List



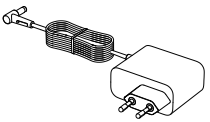
Handle



Main Body



Charging Base



Adapter

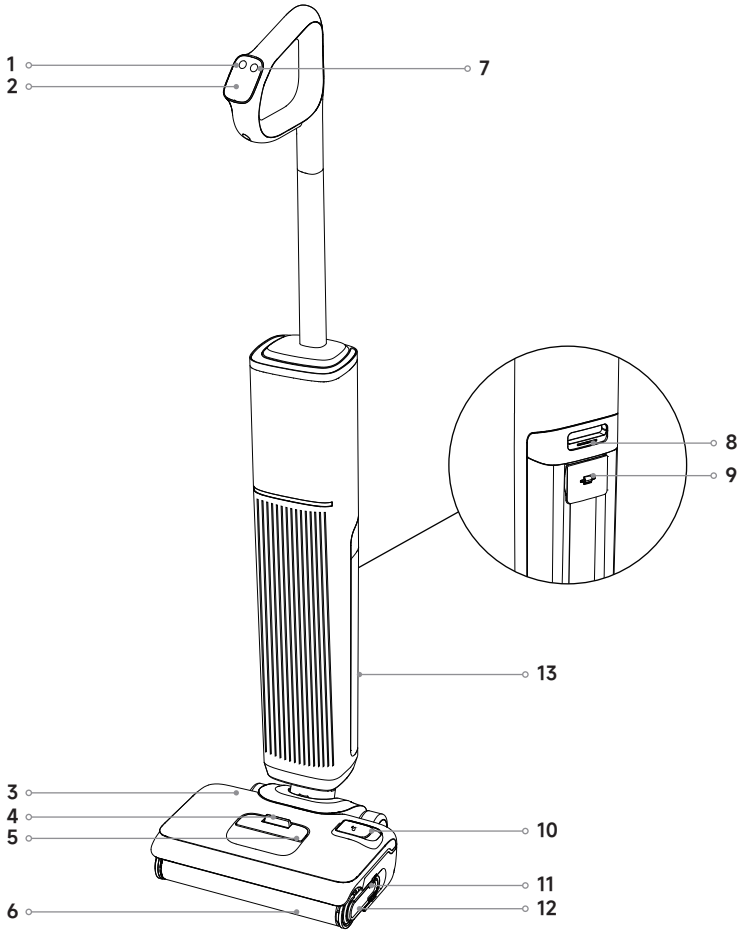


Cleaning Brush

Product Overview

EN

Vacuum



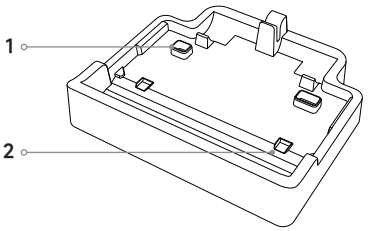
1 Mode Switch/Self-Cleaning Mode Switch
2 Display Panel
3 Clean Water Tank
4 Clean Water Tank Release Button
5 Clean Water Tank Handle
6 Roller Brush
7 Power Switch
8 Used Water Tank Release Button
9 Used Water Tank Handle
10 Clean Water Tank Cover
11 Roller Brush Release Lock
12 Roller Brush Handle
13 Used Water Tank

MAX Max capacity-Upright
MAX Max capacity-Flat

EN

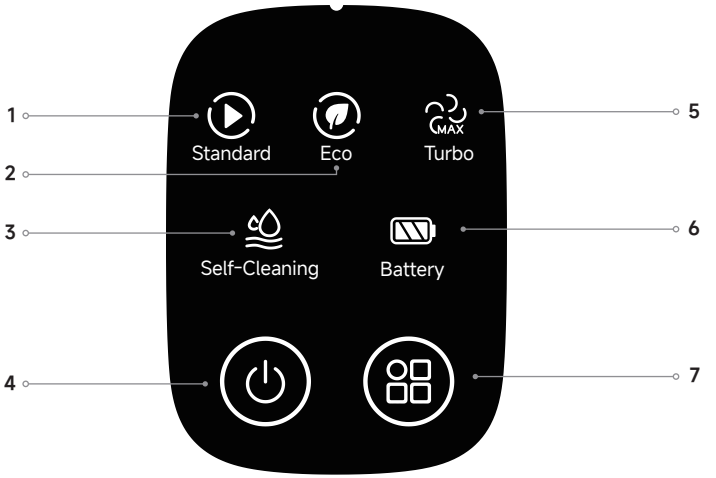
Product Overview

Charging Base



1. Charging Contacts
2. Heating Plate

Display Panel



1	Standard Mode	**4**	Power Switch	**7**	Mode Switch/ Self-Cleaning Mode Switch
2	Eco Mode	**5**	Turbo Mode		
3	Self-Cleaning Mode	**6**	Battery Status		

Note:
- For reference only. The actual appearance and display panel of the product shall prevail.

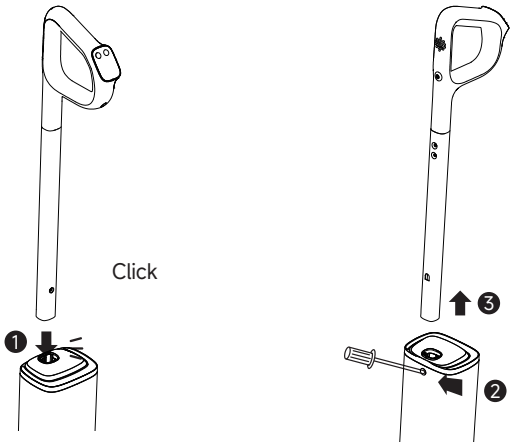
Installation

Install the Handle

Insert the end of the handle vertically into the slot on the top of the appliance as indicated until you hear a click.

Note:

- To disassemble the handle, use an appropriate tool to insert into the hole indicated in the diagram and pull the main handle upwards forcefully at the same time.



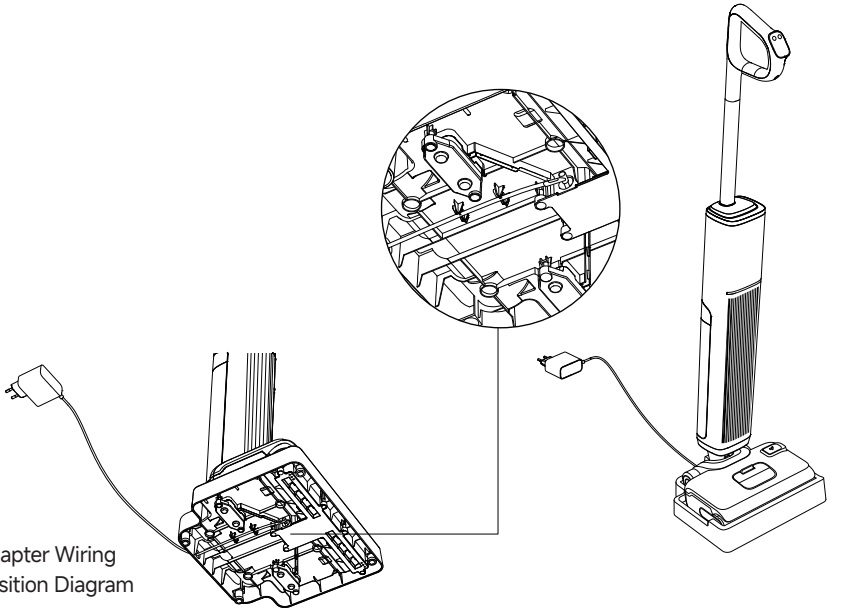
EN

Charging

1. Install the adapter according to the wiring diagram shown.
2. Place the charging base against a wall on level ground and connect it to a power source. Fully charge the appliance before first use.
3. Place the appliance on the charging base. When the white light on the display indicates, it means the charging is complete.

Note:

- After full charge, if there is no operation for 10 minutes, the main unit enters sleep mode. Restart requires turning on the unit again.
- To extend battery life, if the product has been running continuously for a long time, the battery will cool down before charging (cooling time approx. 1 hour).
- Cleaning status:
  1. Battery ⩾ 20% – white light;
  2. Battery < 20% – red light;
- Charging status:
  1. Battery 100% – white light;
  2. Battery ⩽ 20% – red light;
  3. Battery > 20% – white light blinking;



Adapter Wiring Position Diagram

How to Use

Switch Modes

Press ⊞ to switch modes based on your needs.

Standard Mode
The appliance will perform normal cleaning work based on default suction power.

Eco Mode
Maintain moderate suction and water volume to extend battery life.

Turbo Mode
Applies strong suction power to remove stubborn stains on the floor.

Self-Cleaning Mode
Place the appliance on the charging base. When the battery level is above 25%, you can activate Self-Cleaning Mode to deep clean the brush roller and the pipe.

Note:

Voice Prompt

Default language is English.

In upright standby position, press and hold the Mode switch ⊞ for 3 secornds to enter language settings.

Briefly press the Mode switch ⊞ to switch languages (English / Polish / Swedish / Norwegian / Georgian) or turn voice on/off.

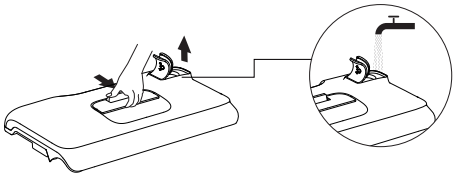
Press and hold the Mode switch ⊞ for 3 seconds to confirm. A prompt will indicate: "Language setting successful."

The system will exit automatically after 10 seconds of inactivity, or when cleaning starts, the appliance powers off, or charging begins.

Fill the Clean Water Tank

Note:

- Do not add any detergent other than the officially-approved cleaner. The cleaner can be available on the official online store. Refer to the cleaning solution label for specific usage instructions.

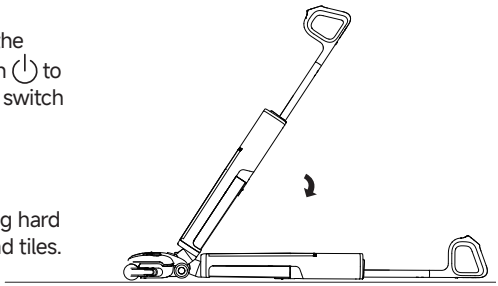


Start Cleaning

Gently step on the brush cover and recline the appliance backward. Press the Power switch ⏻ to start cleaning. Press the Mode switch ⊞ to switch modes based on your needs.

Note:

- Do not vacuum any foamy liquids.
- The appliance is only suitable for cleaning hard surfaces such as wood floors, marble, and tiles.

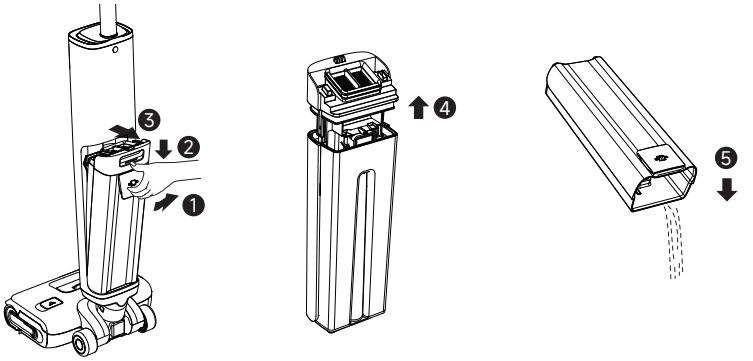


EN

How to Use

Empty the Used Water Tank

Place your hand in the used water tank handle, press down on the used water tank release button, and pull the entire used water tank out. After removing the used water tank, pull up the used water tank and pour out the used water. Reinstall the used water tank onto the main body. A "click" sound indicates successful installationn.



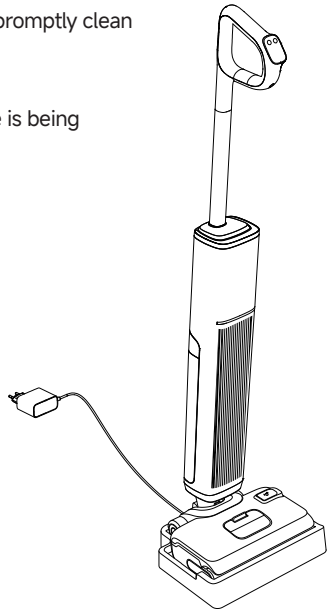
Self-Cleaning Mode

1. After cleaning, promptly return the appliance to the base and ensure the clean water tank is sufficiently filled.
2. Briefly press the mode switch on the handle to switch to Self-Cleaning mode and start self-cleaning.
3. After the self-cleaning process is completed, please promptly clean the used water tank.

Note:

- Self-cleaning can be enabled only when the appliance is being charged and the battery level is more than 25%.
  1. Press briefly to start/stop self-cleaning.
  2. Press and hold for 3 seconds to enter drying mode.
  3. In drying mode, press briefly to exit drying mode.





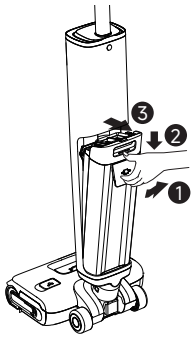
Care & Maintenance

Tips:

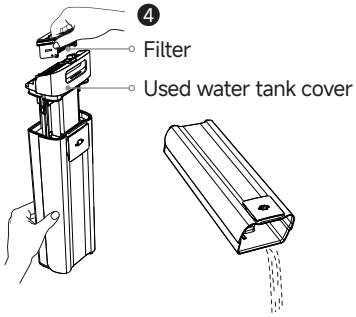
- Turn off the appliance before maintenance. Be careful not to accidentally press the power switch.
- Replace parts if needed. The parts must be replaced by those available from the manufacturer or its service agent.
- If the appliance is unused for an extended period, fully charge it, disconnect the power plug, and store it in a cool, dry place away from direct sunlight. Charge the appliance at least once every 3 months to prevent the battery from over-discharging.

Clean the Used Water Tank

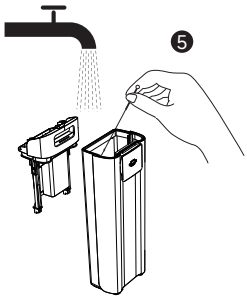
1.Place your hand in the used water tank handle, press down on the used water tank release button, and pull the entire used water tank out.



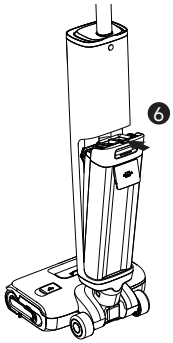
2. Remove the filter from the tank cover. Lift the cover and pour out the used water.



3. Rinse the tank and the tank cover with clean water. Use the cleaning brush to scrub the inner walls of the tank.



4. Re-install the filter and tank cover. Then, re-install the used water tank until you hear a click sound.



Note:

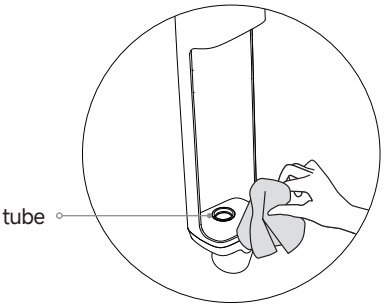
- If the filter is dirty, rinse it with clean water and dry it completely before use.
- Replace the filter every 3 to 6 months is recommended.

EN

Care & Maintenance

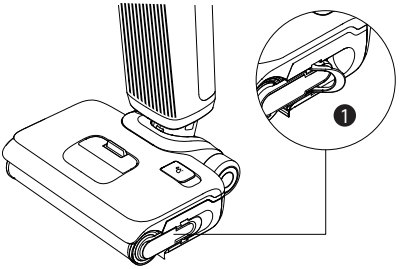
Clean the Tube

Remove the used water tank and gently wipe the tube with a wet cloth.
Note: Do not rinse the tube with water.

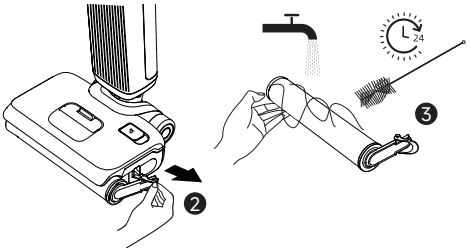


Clean the Brush

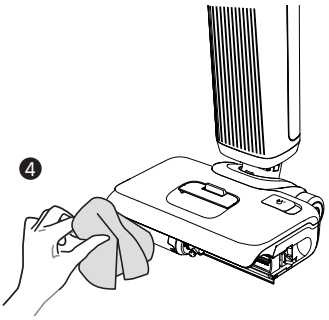
1. In case the brush is very dirty or the tube is blocked, rotate the release latch of the roller brush 90° outward, pull out the handle of the roller brush and remove it.



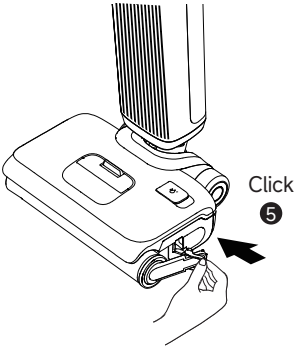
2. Use the cleaning brush to clean the roller brush, then rinse the roller brush with clean water and dry it completely.



3. Wipe the suction inlet with a dry cloth or wet tissue. Do not rinse it with water.



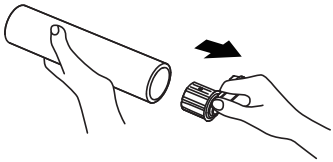
4. Re-install the roller brush and the handle until you hear a click sound.



*Pull the roller brush handle firmly to remove the roller brush. Replace it with a new roller brush, and press it firmly into place.

Note:

- Clean as needed. Replace the roller brush every 3 to 6 months is recommended.



Troubleshooting

If an error occurs, the appliance will stop working. Please refer to the following table for troubleshooting. If the problem persists, please contact the customer service.

Issue	Possible Cause	Solution
The appliance does not work	The appliance is out of battery or its battery level is low	Fully charge the appliance before use
	The appliance is in the upright position	Recline the appliance backward
	Overheat protection is activated due to blockage	Clear the blockage and wait until the temperature returns normal
	The used water tank is full	Empty the used water tank
	The parts are not installed in place	Ensure all parts are installed in place.
The appliance charges slowly	The temperature of the battery is too low or too high	Wait until the battery's temperature returns normal
The suction power of the appliance is weak	The filter is clogged	Clean the filter
	The suction inlet or tube is blocked by a foreign object	Clean the tube and the suction inlet
The motor is making a strange noise	There is too much dirty water in the used water tank.	Empty the used water tank
	The suction inlet is blocked	Clear any blockage in the suction inlet
The battery icon does not light up while charging	The charging base plug is not inserted into the electrical outlet properly	Make sure the charging base plug is inserted in place
	The appliance is not properly placed on the charging base	Make sure the appliance is properly placed on the charging base

Troubleshooting

No water is coming out of the appliance	The clean water tank is not properly installed, or the water in it is insufficient	Re-install or fill the clean water tank
	It takes 30 seconds to dampen the brush roller	Check again after a while
The air outlet leaks water	A collision or a sharp pull causes water to enter the motor	Move the appliance gently back and forth while it is turned on
	The filter is not completely dry after being cleaned	Dry the filter completely before use
Self-cleaning fails	The roller brush may be jammed by large debris	Remove the roller brush cover to check and clean the roller brush
	The appliance is not properly placed on the charging base	Make sure the appliance is being charged before enabling the self-cleaning function
	Self-cleaning cannot be enabled if the battery level is lower than 25%	Self-cleaning function can only be enabled while the appliance is being charged and the battery level is more than 25%
	The used water tank is full	Empty the used water tank
	The clean water tank is not installed in place, or the water in it is insufficient	Re-install or fill the clean water tank

Error Prompts and Solutions

If the appliance is not working properly, please follow the solution below according to the voice fault announcement.

Voice Fault Announcement	Solution
Please clean the brush roller	Clean the brush roller
Please clean the bottom tube	Clean the bottom tube
Error. Please restart or contact customer service	Restart or contact customer service

Specifications

Wet and Dry Vacuum Floor Washer			
Model	HHR10D	Charging Time	Approx. 3 hours
Rated Voltage	21.6V ⎓	Rated Power	300W
Charging Voltage	27V ⎓		
Charging Base			
Model	HCBCA	Rated Power Input	27W
Rated Input	27V ⎓ 1.0A	Rated Output	27V ⎓ 1.0A
Adapter			
Model	XHD024-270100EUV/ CZH024N270100EUWA1	Rated Power Input	27W
Rated Input	100-240V ~ 50-60Hz 0.8A Max	Rated Output	27V ⎓ 1.0A 27W

*When the appliance is fully charged, it automatically enters standby mode after 10 minutes, with a power consumption of 0.12W.
*Power consumption in standby mode: ≤ 0.5W (within 10 minutes after the appliance is fully charged)

Battery Disposal and Removal

The built-in lithium-ion battery contains substances that are hazardous to the environment. Before disposing of the battery, make sure the battery is removed by qualified technicians and discarded at an appropriate recycling facility.
– The battery must be removed from the appliance before it is scrapped.
– The appliance must be disconnected from the supply mains when removing the battery.
– The battery is to be disposed of safely.

Battery Disposal and Removal

CAUTION:

- Before removing the battery, disconnect the power and discharge it as much as possible.
- Unneeded batteries should be discarded at an appropriate recycling facility.
- Avoid exposing the battery to high temperatures to prevent the risk of explosion.
- Under abusive conditions, the battery may leak liquid. If contact occurs, rinse with water and seek medical assistance.

Removal Guide

1. Press into the hole on the back of the main unit to remove the handle.
2. Remove the Mylar sheet on the top cover of the main unit.
3. Remove the screws on the top cover of the main unit and remove the top cover.
4. Remove the battery pack bracket screws.
5. Disconnect the terminal connecting the battery to the mainboardand remove the battery.

Warranty

1. Dreame is liable to the consumer for any lack of conformity in material or workmanship not detectable at the time of the purchase.
2. Warranty period: please refer to the customer service office for more information. If the territory where the consumer is located has different regulations, local regulations prevail.
3. The warranty will not be applicable in the following cases:
   a) Issues due to carelessness, use, or installation that does not comply with the instructions provided by Dreame.
   b) Tampering and/or modifications of the product by entities or individuals not expressly authorized by Dreame.
   c) Damage due to accidental causes and/or negligence on the part of the consumer, with particular reference to external parts.
   d) Parts subject to wear that do not have manufacturing defects.
   e) No valid purchasing document (receipt, invoice, or other) is provided to certify the date the product was purchased.
   f) The model and/or numbers of the product on the purchase certificate is not consistent with the model and/or numbers shown on the product.
4. For more warranty information, please refer to the official Dreame website: https://global.dreametech.com.



WEEE Information

All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points.