



FAQ for Anker eufy Products
Robotic Vacuum Cleaner

Omni C30 Edge / C30

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(We will respond to you within 24 hours on workdays.)



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Q1. I have a few pets at home. How can I improve the floor cleaning performance?

Try the following to get the best pickup results:

- Choose the right suction level: For everyday fine-dust cleaning, the Quiet mode is plenty. For pet hair and heavier debris, switch to Turbo (Powerful) or Max (Maximum) in the App to fully unleash the 35,000Pa AeroTurbo dual-stage multi-cone cyclone system.
- Empty the dust bag regularly: The All-in-One Station auto-empties after every clean into a 2.5L dust bag rated for up to 60 days of typical use, but homes with heavy pet hair or dust may need more frequent emptying for peak suction.
- Keep the floating brush clear: The brush is engineered for zero tangling, but we still recommend wiping off any surface buildup periodically to keep cleaning performance at its best.
- Keep software updated: Keep the app and firmware up to date for the best performance and the latest features.

Q2. The C30 Edge has a dedicated mop extension, how does the C30 clean edges and corners?

C30 Edge and C30 use different mechanisms to clean along walls and corners, both are engineered to get close to edges:

- C30 Edge: 76mm dynamic mop extension with side laser (Edge exclusive). A side-facing laser (120 degree field of view) reads baseboard shape in real time, recognizing 100+ baseboard profiles, and physically extends the mop pad outward by up to 76mm. This lets C30 Edge reach into a wider range of edge scenarios, including recessed and convex baseboard trim.
- C30: body-rotation edge cleaning. C30 does not have a mop extension arm. Instead, it rotates its body as it travels along walls, angling the mop pad closer to the wall line to clean standard baseboards and everyday edges.
- Which one should I choose: If your home has a variety of baseboard styles, including recessed or decorative trim, C30 Edge's laser-guided extension is built to adapt to more of them. C30 is a great fit for typical wall and edge cleaning in most homes.

Q3. How can I improve the mopping performance of C30 Edge and C30?

C30 Edge/C30 deliver thorough mopping through MopMaster 3.0:

- Pentagon-shaped pressure mop pads: Deliver 10N downforce and 180RPM spin for consistent scrubbing pressure and rotation speed, helping lift deeper stains with no gaps left behind.
- Adjustable water level (C30 Edge only, Edge exclusive): C30 Edge has an onboard 150ml water tank for continuous water supply while mopping, and lets you adjust water output in the app based on your floor type and cleaning needs. C30 mops at a fixed water output and does not support in-app water level adjustment.
- Auto mop wash + hot-air drying: The All-in-One Station rinses the mop pads with clean water between passes and follows with 45C hot-air drying, so pads go back onto your floors clean and dry, helping prevent musty odors.
- Increase mop rewash frequency: In the app, you can increase how often C30 returns to the station to rinse its mop pads mid-clean. This keeps the mop cleaner for longer stretches of mopping, which can improve mopping results on heavily soiled floors.

Q4. Can the C30 Edge and C30 clean carpets? How does the cleaning work?

Both models are built to clean mixed hardwood-and-carpet homes without extra setup:

- Automatic carpet detection: Triple-sensor detection identifies carpet boundaries and automatically lifts the mop pads 12mm so mopping never gets your carpet wet.
- Suction adapts on carpet: No manual adjustment needed. Once carpet is detected, suction is automatically boosted to its highest level, so thicker or plush carpets already get maximum pickup power without any setting changes.
- Tip: Secure the corners of lightweight rugs and fold in loose fringe before cleaning to prevent shifting or tangling.

Q5. How can I improve the cleaning success rate of the C30 Edge / C30?

C30 Edge/C30 use iPath LiDAR navigation paired with laser-based obstacle sensing to map your home and avoid furniture, walls, and common household objects in real time. A few tips to get the smoothest runs:

- Tidy up very low, thin objects first: Items under roughly 2cm in height, such as thin cables, shoelaces and small toys, sit below the laser's precise detection range. Clearing these before cleaning gives the best results.
- Set No-Go Zones in the app: Mark off tight furniture gaps, cable-heavy areas, or delicate decor so the robot routes around them automatically on every run.
- Keep firmware updated: We continuously tune obstacle recognition and motion behavior through free OTA updates. Keeping your app and firmware current ensures you always have the latest improvements.