



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. How carpet thickness can my robot vacuum climb?

The C30 series performs best on carpets that are 7 mm to 26 mm thick. If a carpet is too thick, the wheels may lose contact with the floor, preventing the robot from moving forward, or carpet fibers may get caught in the roller brush. If a carpet is too thin, the robot may not detect the carpet area accurately and may not deep clean it. Before using your C30, we recommend measuring your carpet thickness. If it falls outside the recommended range, set up a no-go zone in the app.

Q2. I have a few pets at home. How can I improve the cleaning performance on my floors and carpets?

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.
- Turn on Deep Carpet Cleaning: Built for carpets. Suction maxes out at 35,000Pa, the brush beats faster, and the robot makes two passes at 90° to each other — pulling out the dust and dander buried deep in the fibers.
- 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.

Q3. C30 Edge has a dedicated mop extension. How does C30 clean edges and corners?

C30 and C30 Edge use different mechanisms to clean along walls and in corners, but both are designed to clean close to edges:

- C30 Edge: A side-facing laser (120° field of view) reads baseboard shapes in real time, recognizes 100+ baseboard profiles, and extends the mop pad outward by up to 76 mm. This helps C30 Edge handle more edge scenarios, including recessed and convex baseboard trim.
- C30: C30 does not have a mop extension arm. Instead, it rotates as it travels along walls, positioning the mop pad closer to the wall line to clean standard baseboards and 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 designed to adapt to more of them. C30 is a great fit for standard wall and edge cleaning in most homes.

Q4. How can I improve the mopping performance of C30 and C30 Edge?

C30 / C30 Edge deliver thorough mopping with MopMaster™ 3.0.

- Pentagonal mop pads provide 10 N of downforce and 180 RPM rotation for consistent scrubbing pressure and speed, helping lift deeper stains without leaving gaps.
- C30 Edge has a 150 ml onboard 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 uses a fixed water output and does not support in-app water level adjustment.
- The All-in-One Station rinses the mop pads with clean water between passes, then dries them with 45°C hot air. This helps keep the pads clean and dry for your floors and helps prevent musty odors.
- In the app, you can increase how often C30 returns to the station mid-clean to rinse its mop pads. This can keep the mop cleaner for longer and improve results on heavily soiled floors. Note that more frequent rewashing also increases the time spent returning to the station instead of cleaning, so use it for areas that need extra attention.

Q5. Can C30 and C30 Edge clean carpets? How does it work?

Both models are designed to clean homes with both hardwood and carpet without extra setup:

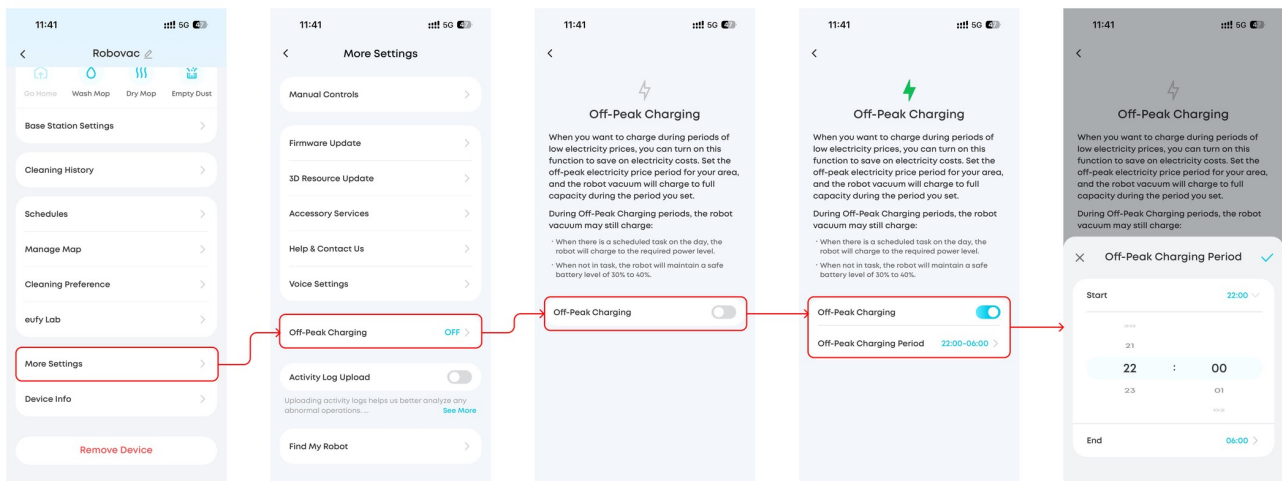
- Automatic carpet detection: Triple-sensor detection identifies carpet boundaries and automatically lifts the mop pads by 12 mm to help keep carpets dry while mopping.
- Suction adapts on carpet: No manual adjustment is needed. Once carpet is detected, suction automatically boosts to the highest level, so thicker or plush carpets get maximum pickup power without any setting changes.
- Tip: Secure the corners of lightweight rugs and tuck in loose fringe before cleaning to help prevent shifting or tangling.

Q6. How can I improve the cleaning success rate of C30 / C30 Edge?

C30 / C30 Edge use iPath™ LiDAR navigation with laser-based obstacle sensing to map your home and avoid furniture, walls, and common household objects in real time. Tips for smoother runs:

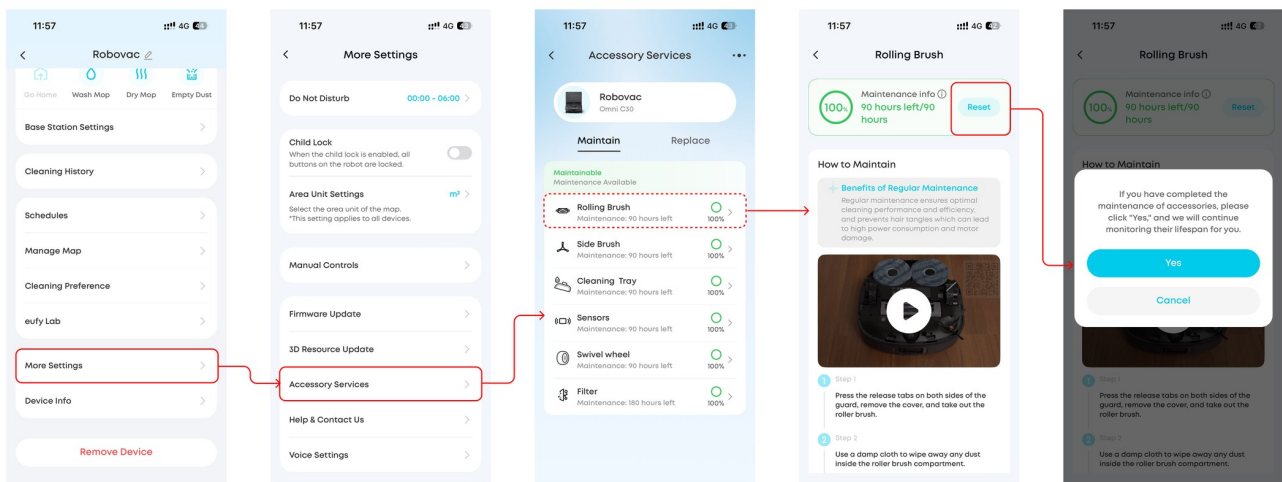
- Tidy Small, Thin Objects: Items under roughly 2 cm high—such as thin cables, shoelaces, and small toys—may be below the laser's detection range. Clearing them before cleaning helps improve results.
- Set No-Go Zones in the App: Mark tight furniture gaps, cable-heavy areas, or delicate items so the robot can route 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 up to date ensures you have the latest improvements.

Q7. How do I set up off-peak charging?



On the home page, tap More Settings > Off-Peak Charging. Turn on Off-Peak Charging, then select the off-peak time window for your region to complete setup.

Q8. Where can I find the usage time for consumable accessories?



On the home page, tap More Settings > Accessory Services to view usage time for all accessories. If you manually clean or replace an accessory, tap Reset to reset its usage time.

Q9. Does the roller brush have a hair cutter to prevent tangling?

The hair-cutter roller brush was an earlier anti-tangle solution used by eufy, but it still had limitations with heavy hair. The C30 series upgrades the design with a single-cantilever floating brush: one end connects to the robot, and the other end stays open. During self-cleaning, the robot rotates the brush so hair flows toward the open end to help prevent tangling. Based on internal testing, this design achieves zero-tangle cleaning for long hair and pet hair around 35 mm.

Q10. Why does C30 have only a single side brush on the right? What's the difference between a single side brush and dual side brushes?

The choice between single and dual side brushes reflects two priorities: how edge debris is collected, and how the vacuuming and mopping systems work together.

- What is the role of the side brush?

The side brush gathers debris, while the main brush and suction port pick it up. Areas such as wall edges, table legs, and corners are difficult for the main brush and suction port to reach directly, so the side brush pushes debris into the effective suction range.

Currently, most robot vacuums use a right-side sensor to navigate close to walls and furniture edges, making the right-side side brush the primary mechanism for edge cleaning. During a full cleaning cycle, the robot uses high-precision radar navigation and obstacle detection to plan a bow-shaped path, allowing the main brush and suction port to cover the floor row by row. As a result, both single and dual side brushes can achieve complete floor coverage with proper path planning.

Based on internal testing, the cleaning rate difference between single and dual side brushes is only 1.84%.

- Why is there a design difference between single and dual side brushes?

It depends on the mop system design. Currently, there are two main types of mop systems in vacuum-and-mop combos: water-based systems such as rollers and belts, and systems that return to the station to clean the mop head, such as dual-disc and flatbed systems.

Water-based mop systems continuously supply clean water to wet the mop head, then use squeegees attached to the mop head to remove dirt. This provides real-time self-cleaning while mopping. If particles and hair are not vacuumed up first, they can enter the squeegee area with the mop head and reduce contact between the squeegee and the mop head, which can reduce the self-cleaning effect. Therefore, one reason to use dual side brushes is to collect debris from both sides in front of the mop head as the robot moves, so particles reach the suction port earlier and are less likely to interfere with mopping and mop self-cleaning.

Dual-disc and flatbed systems return to the station to clean the mop head based on a set time or cleaned area. Because they do not rely on continuous in-device dirt removal, there is less concern about particles entering the squeegee structure. If the main brush, suction performance, and path coverage meet cleaning requirements, a single right-side side brush can gather debris from corners. This avoids adding a second side brush for mop protection, simplifies the structure, and reduces maintenance costs.