

# Dreame H11 **Max**

## Wet and Dry Vacuum User Manual

Please read this manual carefully before use and retain it for future reference.

**dreame**

# THANK YOU

FOR PURCHASING THIS DREAME  
WET AND DRY VACUUM.

---

## Registration Quick Start

Welcome to register a Dreame account by scanning the QR code. You are available for the **User Manual** and **Special Offers**.



---

With it you are obtaining a high quality product that is engineered for optimal performance.

If you have any questions on the product, please contact us: [aftersales@dreame.tech](mailto:aftersales@dreame.tech).

---

# Contents

<b>EN</b>	Dreame H11 Max Wet and Dry Vacuum User Manual	001
<b>DE</b>	Dreame H11 Max Kabellos Nass-Trockensauger Bedienungsanleitung	021
<b>FR</b>	Dreame H11 Max Aspirateur eau et poussière sans fil Manuel d'utilisation	041
<b>IT</b>	Dreame H11Max Aspirapolvere Secco Umido senza Fili Manuale d'Uso	061
<b>ES</b>	Manual de Usuario de Aspirador Inalámbrico Seco-Húmedo Dreame H11 Max	081
<b>RU</b>	Беспроводной пылесос для влажной и сухой уборки Dreame H11 Max Инструкция по эксплуатации	101
<b>PL</b>	Instrukcja obsługi Bezprzewodowego Odkurzacza do pracy na sucho i mokro Dreame H11 Max	121
<b>HE</b>	שואב אבק אלחוטי H11 Max של Dreame מדריך למשתמש	141
<b>SA</b>	مكنسة دريم اللاسلكية للاستخدام الرطب والجاف H11 Max دليل الاستخدام	161

## Important Safety Instructions For Household Use Only

- When using an electrical appliance, basic precautions should always be followed, including the following:
- READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE). Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

### **WARNING-** To reduce the risk of fire, electric shock, or injury:

- Use only as described in this user guide. Use only manufacturer's recommended attachments.
- Use indoors only, on non-carpeted floor surfaces such as vinyl, tile, sealed wood, etc. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- Do not use a flammable or combustible liquid to clean a floor./Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance. Use only with YLS0251B-E260090 (EU) / YLS0251A-A260090 (AU) supply unit.
- Recharge the vacuum only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Do not immerse the vacuum in liquid. Use only on floor moistened by cleaning process.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- 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 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.
- Plastic film can be dangerous. To avoid the danger of suffocation, keep it away from children.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts of the appliance and its accessories.

# Safety Information

- Only use the type and amount of liquids specified under the operations section of this guide. Liquid must not be directed towards equipment containing electrical components.
- Do not put any object into openings. Do not use the vacuum when any opening is blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Do not use it without filters in place.
- Do not use the vacuum with damaged cord or plug. If the cord or plug is damaged, it must be replaced by the manufacturer, its service agent or similarity qualified persons in order to avoid a hazard.
- Do not use the vacuum to pick up flammable or combustible liquids, such as petroleum, or use the vacuum in areas where they may be present.
- 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 vapour 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 charge the unit outdoors. Do not recharge, disassemble, heat above 60° C, or incinerate.
- Charger base output terminals should not be short-circuited. Do not use it with damaged cable or charger. If the appliance has been dropped, damaged, left outdoors, dropped into water, or is not working as it should, return it to a service center.
- Keep the charger cable away from heated surfaces. Do not handle the charger plug or appliance with wet hands. To unplug, grasp the charger plug, rather than the cable.
- Do not pull or carry charger by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- Switch off when not in use, before cleaning, maintaining or servicing the appliance, and before connecting or disconnecting the tool with a moving brush.
- The appliance must be disconnected from the power supply when 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.
- Do not use appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose the appliance to fire or excessive temperature. Exposure to fire or temperature above 130° C may cause an explosion.
- Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the battery and increase the risk of fire.
- Do not incinerate the appliance even if it is severely damaged. The battery must be disposed of safely, and it must be removed from the appliance before it is scrapped to avoid an explosion in the fire.
- Under abusive conditions, never contact the battery from which the liquid may be ejected. If contact accidentally occurs, rinse with water. If liquid contacts eyes, seek medical help immediately. Liquid ejected from the battery may cause irritation or burns.
- 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.

- Use extra care when cleaning on stairs.
- 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 energizing appliance that have the switch on invites accidents.
- This appliance contains batteries that are only replaceable by skilled persons.

## **SAVE THESE INSTRUCTIONS IMPORTANT SAFEGUARDS**

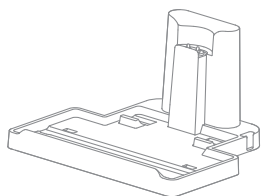
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance excepts as indicated in the instructions for use and care.
- Do not use and store in extremely hot or cold environments (below 0°C /32° F or above 40° C /104° F). Please charge the cordless vacuum in temperature above 0°C /32° F and below 40°C /104° F).
- If appliance 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.

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

For detailed e-manual, please go to <https://www.dreame-technology.com/pages/user-manuals-and-faqs>

# EN Product Overview

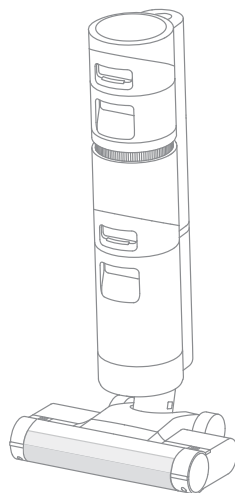
## Packing List



Charging Base



Handle Assembly



Main Body



Cleaning Brush



Back-up Roller Brush



Power Adapter



Accessory Holder

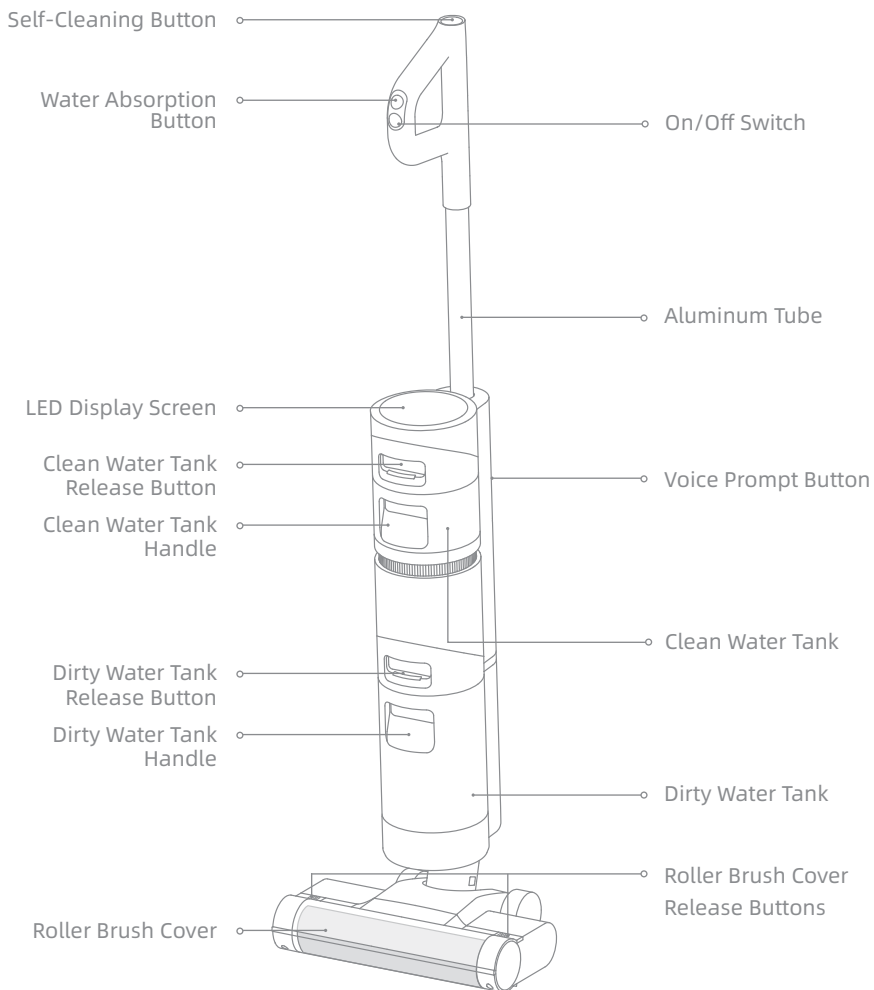


Back-up Filter

Note: The images in this manual are for illustrative purposes only. The actual product may differ.

# Product Overview

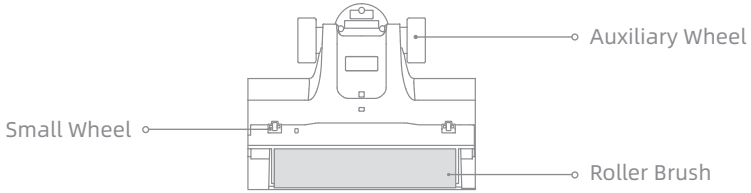
## Vacuum



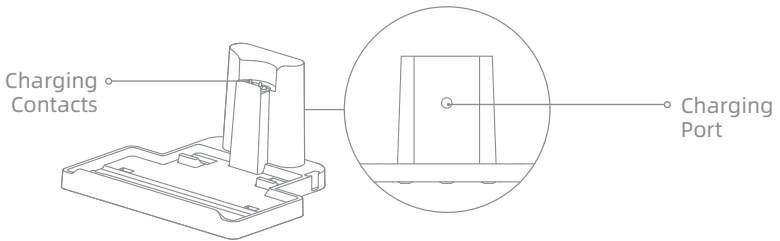


# EN Product Overview

## Roller Brush Assembly

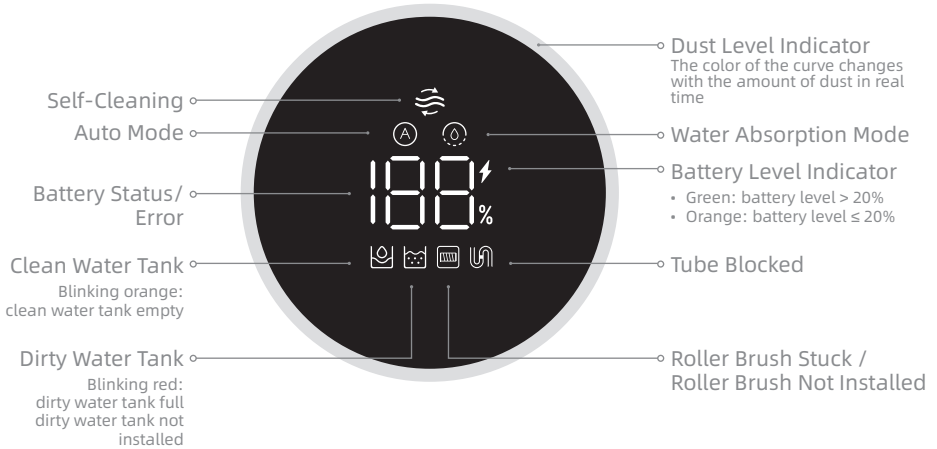


## Charging Base

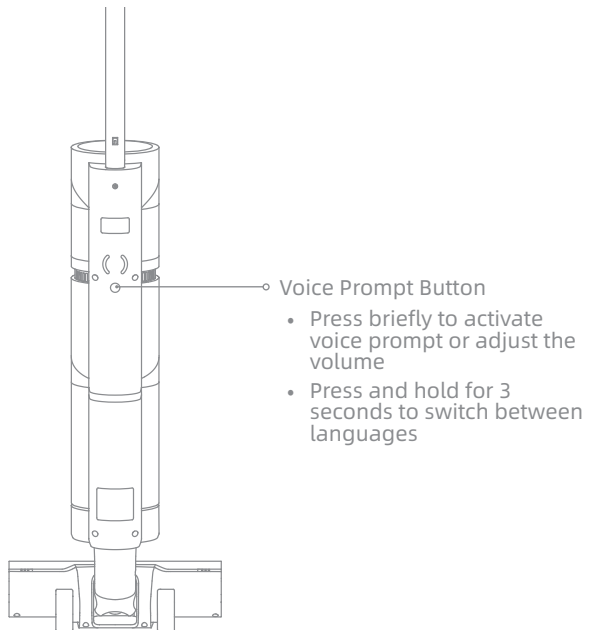


# Product Overview

## Display Screen



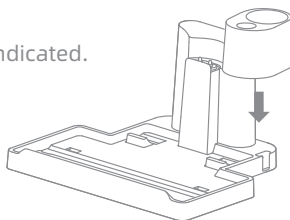
## Voice Prompt Button



# Installation

## Charging Base Installation

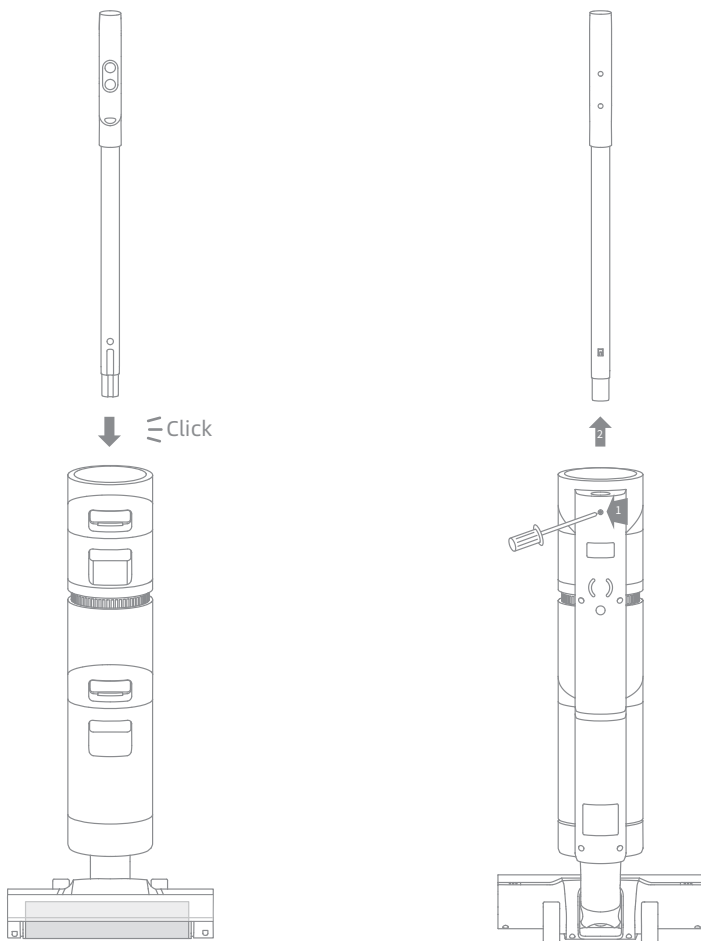
Install the accessory holder into the charging base as indicated.



## Vacuum Installation Diagram

Insert the end of the handle assembly vertically into the port on the top of the vacuum as indicated, you will feel it click in place.

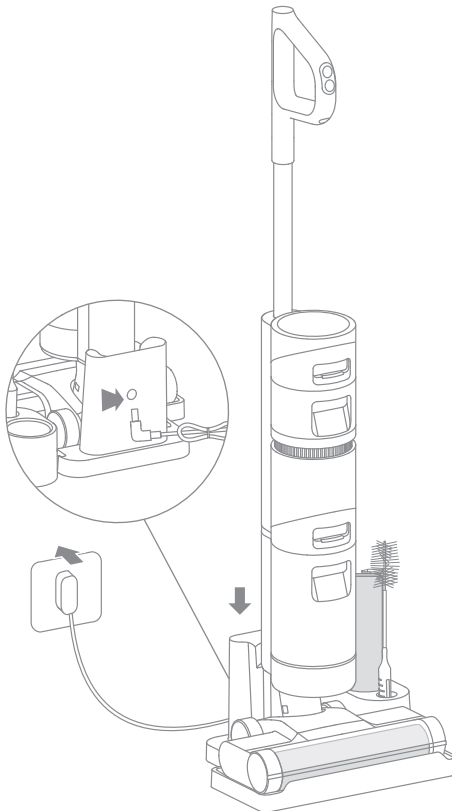
Note: To disassemble the handle, please use a hard object to reach into the hole on the back of the vacuum to press the contacts, and at the same time pull the handle upwards.



# Charging

Note: Fully charge the vacuum before using it for the first time.

1. Place the charging base on the level ground against a wall. Connect one end of the power adapter to the charging base and another end to a home socket.
2. Place the vacuum on the charging base, the ⚡ on the screen lights up to indicate the charging status. The number on the display screen represents the current battery level in a percentage during charging. When the number is at 100, the battery is fully charged. Once the vacuum is fully charged, the indicator will turn off after 10 seconds.

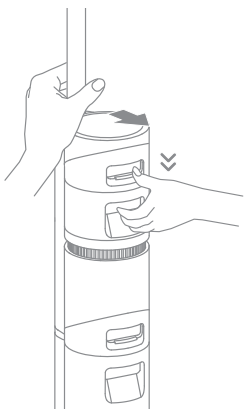


Note: No operation for 15 minutes after being fully charged, the vacuum begins sleeping.

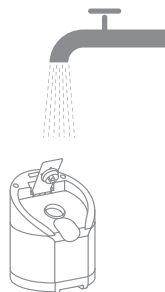
# How to Use

## Fill the Clean Water Tank

1. Press the clean water tank release button and pull the tank outward to remove it.



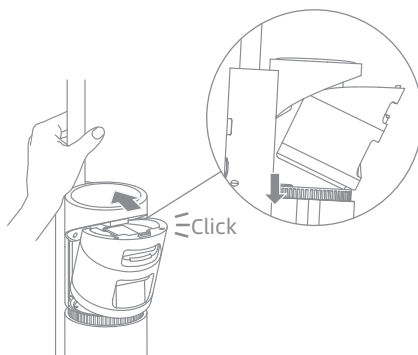
2. Open the tank cover and add enough clean water to the clean water tank.



3. Tightly close the tank cover after the water has been added.





4. Install the clean water tank into the main body until you hear a click.

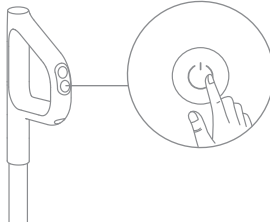


# How to Use

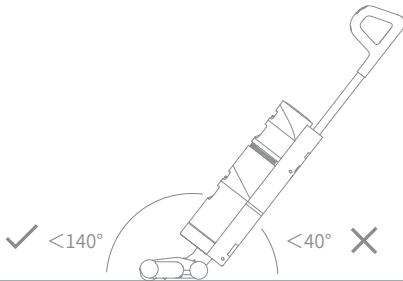
## Start Cleaning

The vacuum is equipped with an upright/tilt switch. Please use it at an angle after turning it on.

Short press the  to power on and the vacuum starts cleaning. Press  again to stop working.



Note: When the vacuum is working, do not lift it up and down or move it, and do not tilt the vacuum to one side or lay it flat to protect against the dirty water back into the vacuum.



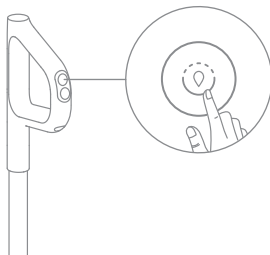
Do not recline the vacuum more than 140° to protect against water leakage.

## Auto Mode/Water Absorption Mode

The vacuum is powered on by default in Auto mode, you can switch to the Water Absorption mode according to actual needs.

Auto Mode: The vacuum will adjust the suction power according to the stains on the ground.

Water Absorption Mode: If there is water on the ground, the water absorption mode can be selected to clean it up.



# Care & Maintenance

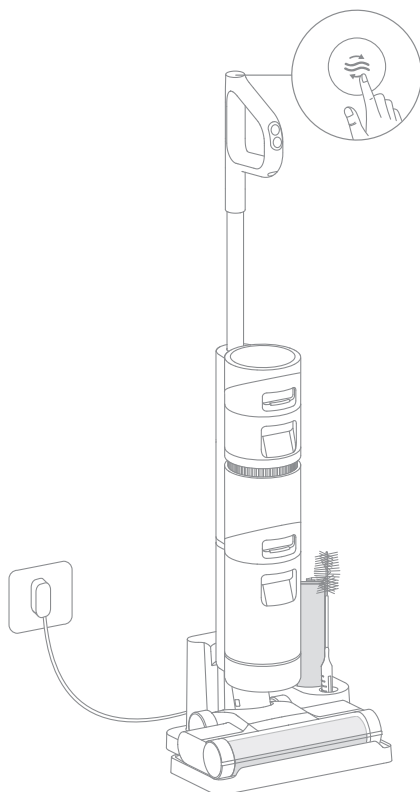
## Tips:

1. Make sure the vacuum is unplugged in and not working.
2. Parts need to be replaced if necessary. Please use the parts designated by the original factory to avoid damage to the product due to unsuitability.
3. If the vacuum is not used for an extended period, fully charge it, unplug its charger, and store it in a cool, low-humidity environment away from direct sunlight. To avoid over-discharge of the battery, recharge the vacuum at least once every 3 months.


## One-Click Self-Cleaning

\* The self-cleaning function can be enabled only when the vacuum is charged and the battery level is more than 10%.

1. Place the vacuum upright on the charging base after designated cleanups and make sure the clean water tank is full.
2. Press the self-cleaning button on the top of the handle briefly, the self-cleaning indicator lights up on the screen and the self-cleaning starts.
3. The vacuum will continue to recharge after the self-cleaning is finished.



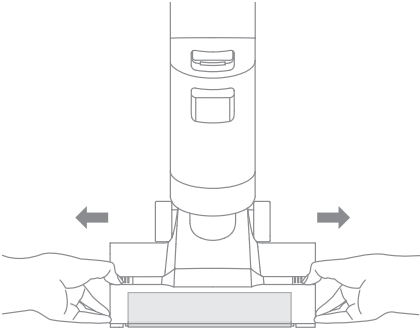
## Note:

- If the deep self-cleaning is needed, press and hold the  button to activate the deep self-cleaning function. Please fill the clean water tank and empty the dirty water tank before activation, and this function can be activated only when the vacuum is charged and the battery level is more than 30%.
- After self-cleaning is completed, clean the dirty water tank in time. If there are residual stains on the base, please clean up the base in time.

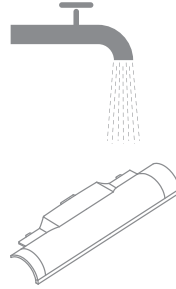
# Care & Maintenance

## Clean the Roller Brush Cover \* Clean it as needed.

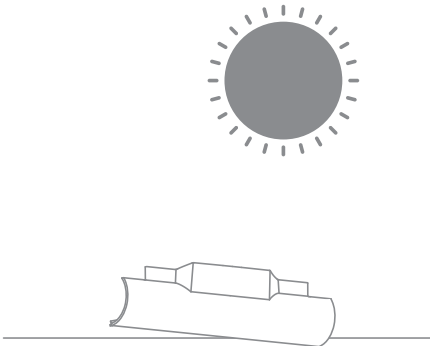
1. As shown in the figure, press the roller brush cover release buttons on both sides outward to remove the roller brush cover.



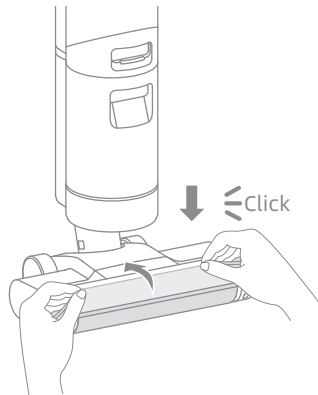
2. Rinse the roller brush cover with clean water until it is clean.



3. The cover must be thoroughly dried before use.



4. Align the brush cover with the right slot on the vacuum and press the cover down until you hear a click.

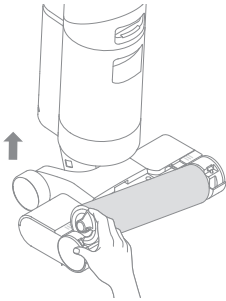




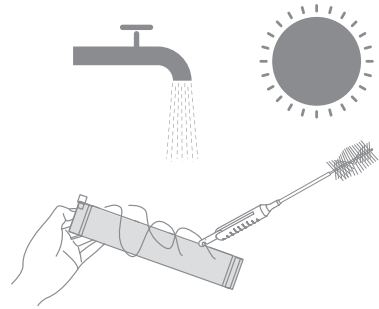
# Care & Maintenance

## Clean the Roller Brush \* Clean it as needed, it is recommended to replace it every 3 to 6 months.

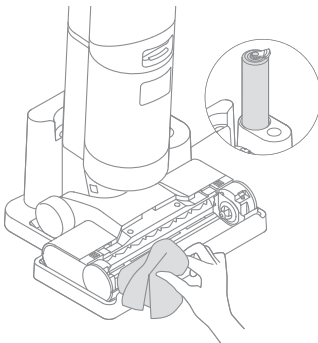
1. Pull up the left handle of the roller brush and take it out.



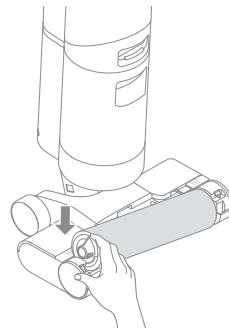
2. Use the included cleaning brush to remove hairs and debris that get stuck in the roller brush and rinse it with clean water. The roller brush must be thoroughly dried before use.



3. Wipe the dust from the dust intake with a dry cloth or paper towel. Never rinse it with water.



4. After cleaning is completed, align the right end of the roller brush with the vacuum and push the left end into the left slot on the vacuum until it clicks into place.

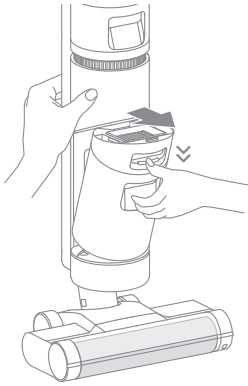


# Care & Maintenance

## Clean the Dirty Water Tank

\* It is recommended to empty the dirty water tank after each use, and before and after the self-cleaning function is enabled.

1. Press the dirty water tank release button and pull it out as indicated.



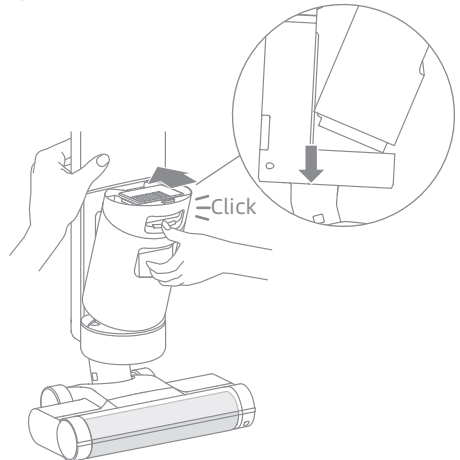
2. Hold the tank with one hand and pull up the tank cover with another hand to pour out the dirty water.



3. Rinse the tank and tank cover with clean water. Clean the inner wall of the tank with the included cleaning brush.



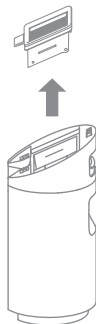
4. After the cleaning is completed, close the tank cover, snap the bottom of the tank into the support position of the vacuum, and gently push the tank until you hear a click.



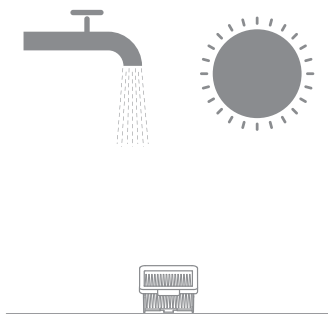
# EN Care & Maintenance

**Clean the Filter** \* It is recommended to clean it after each use and replace it every 3 to 6 months.

1. Remove the filter from the top of the dirty water tank.

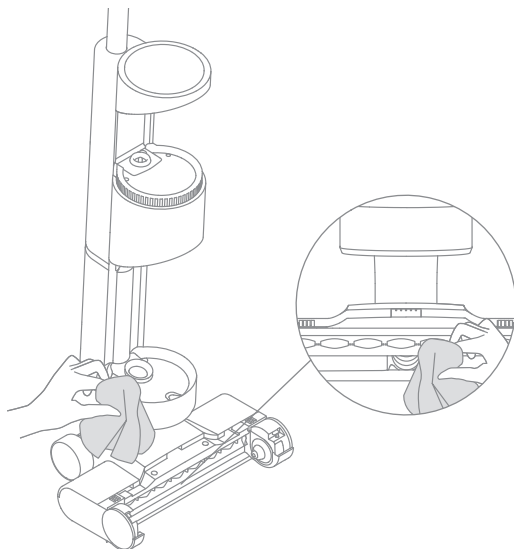


2. Rinse the filter with clean water. Thoroughly dry it before re-installing it.



## Clean the Tube

Remove the dirty water tank, wipe it with a damp cloth to clean up the dirt in the tube before use.







Error	Possible Cause	Solution
The vacuum does not work.	The handle assembly has not been installed in place.	Reinstall the handle assembly.
	The vacuum is out of battery or low on power.	Fully charge the vacuum, then continue to use it.
	The vacuum is upright.	Recline the vacuum.
	The roller brush has not been installed in place, or the roller brush is stuck.	Reinstall or clean the roller brush.
	The dirty water tank has not been installed in place.	Reinstall the dirty water tank.
	The dirty water tank is full.	Empty the dirty water tank.
Weak suction force.	The filter is clogged.	Clean the filter.
	The roller brush cover, filter, and clean water tank have not been installed in place.	Make sure the parts have been installed in place before use.
	The roller brush is entangled by hairs.	Refer to the maintenance manual [Clean the Roller Brush] section.
	There are some foreign objects in the tube or the tube is blocked.	Clean the tube.
The motor is making a strange noise.	Too much dirty water in the dirty water tank.	Empty the dirty water tank.
	The main suction opening is blocked.	Clear any blockage in the main suction opening.
The battery status indicator does not light up while charging.	The power adapter is not plugged into the electrical outlet.	Make sure the power adapter is plugged in properly.
	The power adapter is not connected to the charging base properly.	Make sure they are connected properly.

Error	Possible Cause	Solution
The battery status indicator does not light up while charging.	The charging base is not connected to the vacuum properly.	Make sure the vacuum is in place.
No water flow comes out of the vacuum.	The clean water tank has not been installed in place, or the clean water tank is empty.	Reinstall or fill the clean water tank.
Water leakage from the top of the dirty water tank.	A collision or a sharp pull causes water to enter the motor.	Move gently back and forth when the vacuum is turned on.
	The filter is not completely dry after being cleaned.	Thoroughly dry the filter before use.
Self-cleaning failed.	The roller brush may be jammed by large particles.	Open the brush cover to check and clean the roller brush.
	The vacuum is not being charged.	Make sure the vacuum is charged before activating the self-cleaning function.
	The self-cleaning cannot be started if the battery level is less than 10%.	The self-cleaning function can be enabled only when the vacuum is charged and the battery level is more than 10%.
	The dirty water tank has not been installed in place, or the dirty water tank is full.	Reinstall or empty the dirty water tank.
	The clean water tank has not been installed in place, or the clean water tank is empty.	Reinstall or fill the clean water tank.

# Troubleshooting

If the vacuum is not working properly, the screen display will show an error message. Please refer to the troubleshooting table to find your solution.

Error icon	Possible Cause	Solution
	Clean water tank empty	Fill the clean water tank.
	Dirty water tank not installed	Install the dirty water tank.
	Dirty water tank full	Empty the dirty water tank.
	Roller brush stuck	Clean the roller brush with the included cleaning brush.
	Roller brush not installed	Install the roller brush.
	Tube blocked	Check whether the filter is clogged.
		Refer to the maintenance manual [Clean the Tube] section.

Troubleshooting Code	Possible Cause	Solution
E1/EE/EF	Motor error	Please contact customer service.
E2/E3/E7/E8/E9	Battery failure	Please contact customer service.
E4/E5	Power adapter incompatible	Please use the original power adapter, or contact customer service.
E6	Battery overheating	Wait until the battery's temperature returns normal, then continue to use the vacuum.

# EN Specifications

Vacuum			
Model	VWV8	Charging Time	Approx. 5 hours
Rated Voltage	21.6 V $\text{---}$	Charging Voltage	26 V $\text{---}$
Rated Power	200 W	Rated Capacity	3650 mAh
Nominal Capacity	4000 mAh	Dirty Water Tank Capacity	500 mL
Clean Water Tank Capacity	900 mL		
Power Adapter			
Model	YLS0251B-E260090 (EU) / YLS0251A-A260090 (AU)	Average Active Efficiency	87.28%
Input	100-240 V ~ 50/60 Hz 0.8 A Max	Efficiency at Low Load (10%)	79.74%
Output	26 V $\text{---}$ 0.9 A	No-Load Power Consumption	0.08 W

- This product contains batteries that can only be replaced by qualified technicians or after-sales service.
- This product contains batteries that are non-replaceable.
- The lithium-ion battery pack contains substances that are hazardous to the environment. Before disposing of the vacuum, please follow the below instructions:
  - Before removing the battery, disconnect the power and run out the battery as much as possible, then remove the bottom cover of the device by unscrewing the screws.
  - Disconnect the terminals to remove the battery. To avoid the risk of hazard, do not damage the battery cover.
  - Then discard, or recycle the battery in accordance with local laws and regulations of the country or region it is used in.

## 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.