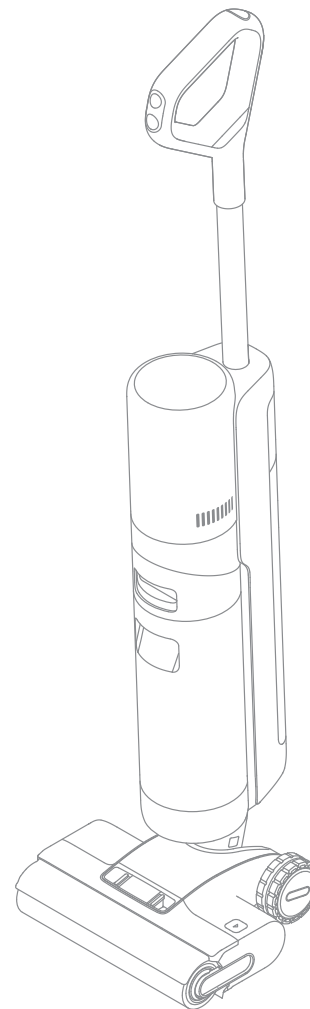


- The word "dreame" is the abbreviation of Dreame Technology Co., Ltd. and its subsidiaries in China. It is the transliteration of the company's Chinese name "追觅", which means striving for excellence in every endeavor and reflects the company's vision of continuous pursuit, exploration and search in technology.

Dreame H13 Pro

Wet and Dry Vacuum

User Manual



Website: <https://global.dreameotech.com>
Dreame Trading (Tianjin) Co., Ltd.
Made in China



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

DREAME

THANK YOU

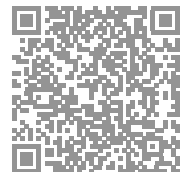
FOR PURCHASING THIS DREAME
WET AND DRY VACUUM.

Registration Quick Start

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



The high-quality product is engineered for optimal performance.
If you have any questions on the product, please contact us:
aftersales@dreame.tech.



Please scan the QR code for the User Manual.

Important Safety Instructions

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

Usage Restrictions

- 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 without 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.

Important Safety Instructions

Maintenance and Storage

- 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

- For the purpose of recharging the appliance, only use the charging base provided with this appliance. Use only with HCBC charging base.
- 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.
- Charging base is equipped with drying function and only suitable for drying this appliance's brush.
- Keep the charging base cable away from heated surfaces. Do not handle the charging base plug or appliance with wet hands. To unplug, grasp the charging base plug, rather than the cable.
- Do not pull or carry charging base by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- This appliance contains batteries that can only be replaced by qualified technicians or after-sales service.
- The lithium-ion battery pack contains substances that are hazardous to the environment. Before disposing of the appliance, please first remove the battery pack, then discard, or recycle it in accordance with local laws and regulations of the country or region it is used in.
- 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.
- 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.
- Do not use any non-rechargeable battery pack. Failing to do so may cause the lithium-ion battery to catch fire.

Important Safety Instructions

Symbols



Class II equipment



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



WEEE Information

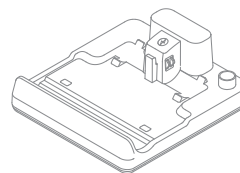
All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point 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.

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.dreameotech.com>

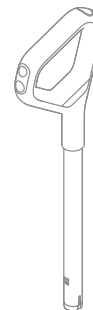
For detailed e-manual, please go to
<https://global.dreameotech.com/pages/user-manuals-and-faqs>

Product Overview

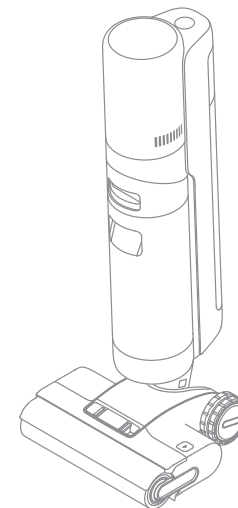
Packing List



Charging Base



Handle



Main Body



Replacement
Filter



Solid Waste
Filter Basket

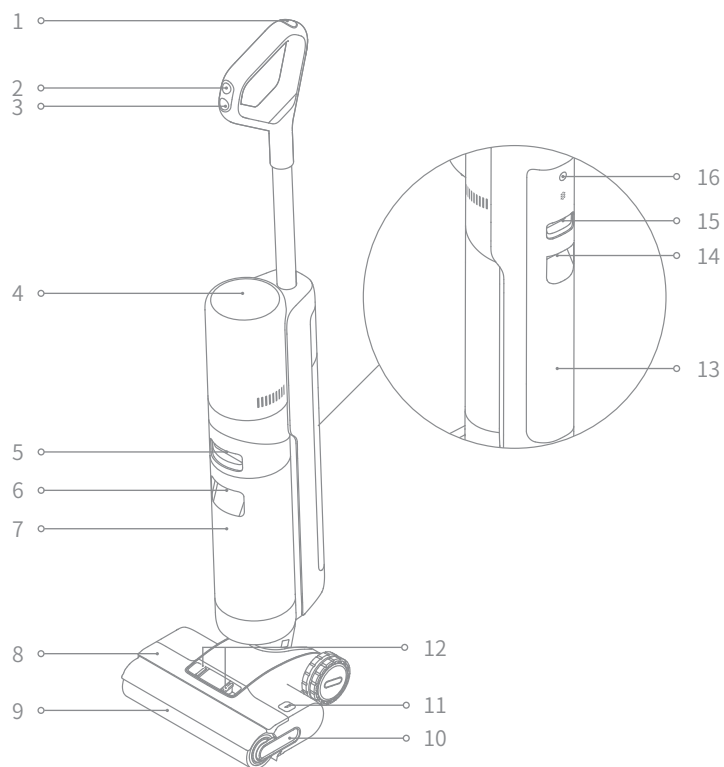


Spare Brush
Roller



Cleaning Brush

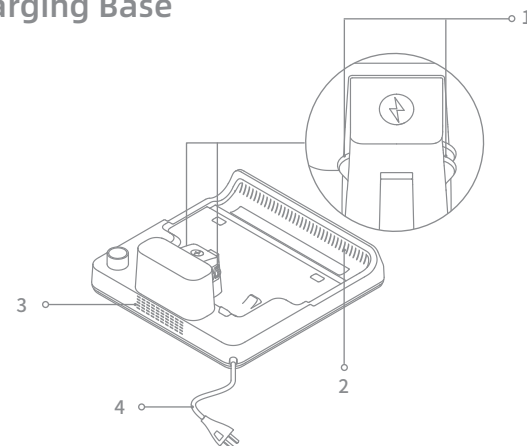
Vacuum



- | | | |
|-----------------------------------|--|---|
| 1. Self-Cleaning Button | 8. Brush Roller Cover | 15. Clean Water Tank Release Button |
| 2. Mode Switch | 9. Brush Roller | 16. Voice Prompt Button |
| 3. Power Switch | 10. Brush Roller Handle | <ul style="list-style-type: none"> Press briefly to activate the voice prompt or adjust the volume. |
| 4. Display Screen | 11. Brush Roller Release Button | <ul style="list-style-type: none"> Press and hold for 3 seconds to set the language. Press to switch between languages. Press and hold to confirm the selection. |
| 5. Used Water Tank Release Button | 12. Brush Roller Cover Release Buttons | |
| 6. Used Water Tank Handle | 13. Clean Water Tank | |
| 7. Used Water Tank | 14. Clean Water Tank Handle | |

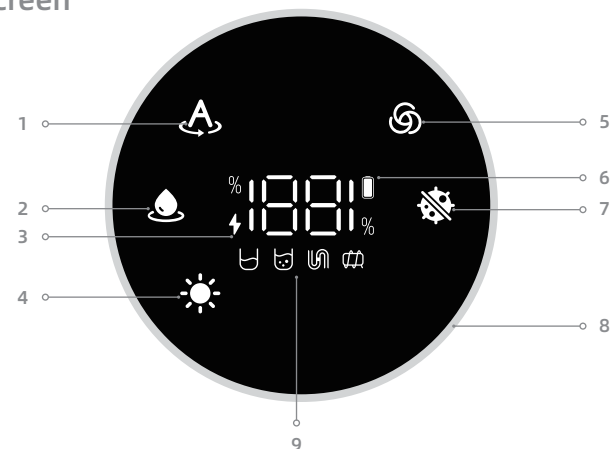
Product Overview

Charging Base



1. Charging Contacts
2. Air-Drying Outlet
3. Air-Drying Inlet
4. Power Cord

Display Screen

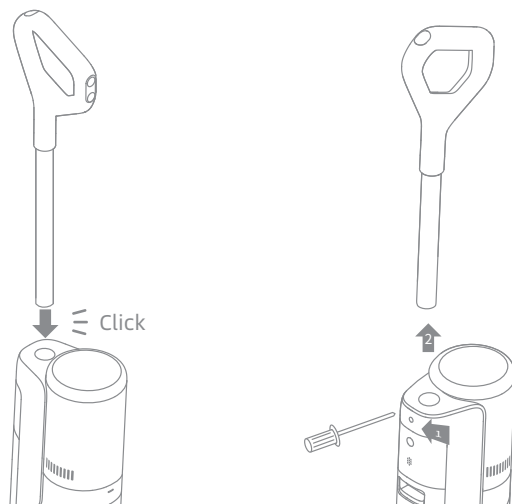


- | | | |
|--|---|--|
| 1. Auto Mode | 4. Drying Mode | 8. Dust Concentration Indicator |
| 2. Suction Mode | 5. Turbo Mode | The color of the curve changes with the amount of dust in real time. |
| 3. Charging Indicator | 6. Low Battery Indicator | 9. Error Messages |
| <ul style="list-style-type: none"> Breathing Orange : Battery level $\leq$ 20% Breathing Green: Battery level $>$ 20% | <ul style="list-style-type: none"> Solid Orange: Battery level $\leq$ 20% Solid Green: Battery level $>$ 20% | <ul style="list-style-type: none"> Insufficient water in the Clean Water Tank Used Water Tank full Blocked tube Brush roller stuck |
| 7. Ultra Mode | | |

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

Assembly and Disassembly of Handle

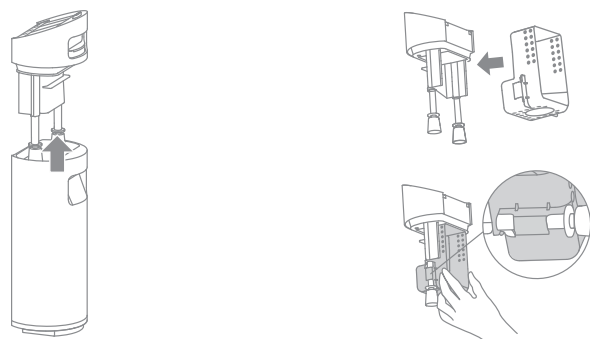
Insert the end of the handle vertically into the port on the top of the appliance as indicated until you hear a click.



Note: To disassemble, press the contacts in the hole on the back of the appliance with the appropriate tool and pull the handle upwards at the same time.

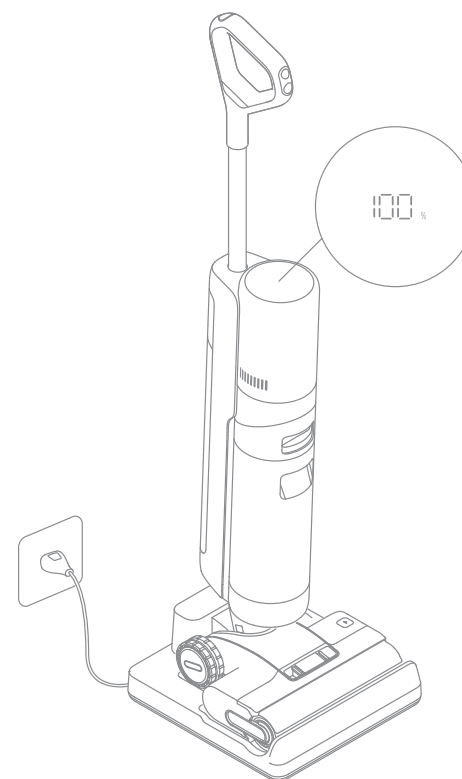
Installing the Solid Waste Filter Basket

Remove the used water tank and pull up the tank cover to install the solid waste filter basket.



Note: If the solid waste filter basket is not installed, other functions can operate normally except that the solid waste cannot be separated.

1. Place the charging base against a wall on level ground and connect it to a power source. Fully charge the appliance before first use.
2. Place the appliance on the charging base. When charging, the number on the display screen represents the current battery level as a percentage. When the number reaches 100, the battery is fully charged.



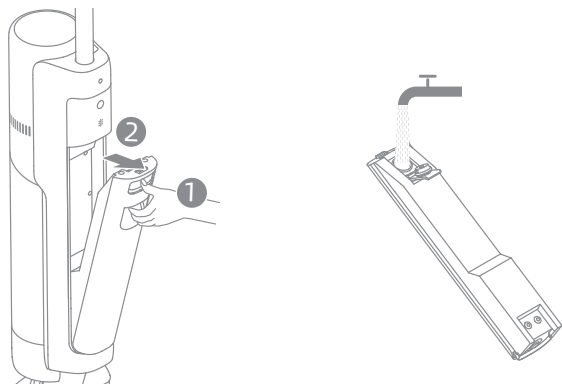
Note:

- If there is no operation within 10 minutes of being fully charged, the vacuum will enter sleep mode. Please restart the appliance if you need to use it.
- To extend the battery life time, the battery keeps cooling down for about one hour automatically after you have used the appliance for a long time.

How to Use

Filling the Clean Water Tank

Press the Clean Water Tank release button and pull the tank outwards to remove it. Remove the cover of the Clean Water Tank and fill the tank with clean water. Install the Clean Water Tank and ensure it clicks into place.

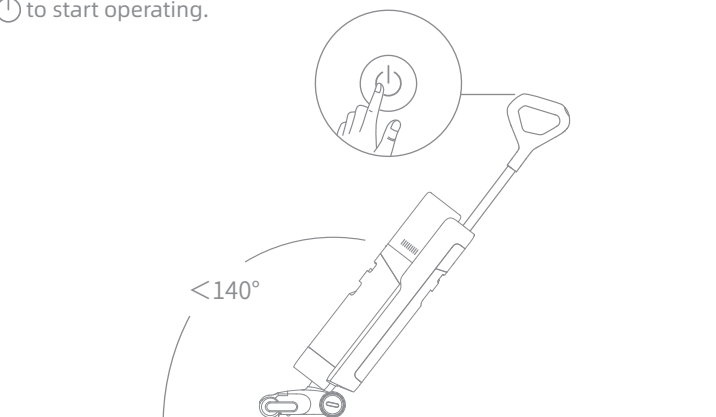


Note:

- For better cleaning performance, it is recommended to add 10ml detergent with the bottle cap into the full Clean Water Tank, then shake gently and evenly for use.
- Do not add any liquids other than the officially-approved cleaner. The cleaner can be available on the official online store.

Starting Cleaning

Gently step on the brush cover and recline the appliance backwards. Press the power switch  to start operating.



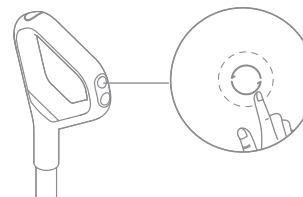
Note:

- Do not vacuum any foamy liquids.
- If the appliance is in the upright position while working, the current task will be suspended.
- The appliance is suitable for cleaning floors, marble, tiles and other hard surfaces.
- Please press the brush against the floor when using. Do not recline the appliance backwards more than 140° to prevent the appliance from leaking water.
- When the appliance is in operation, do not lift it off the ground, tilt it or lay it flat. Doing so may cause the used water to flow into the motor.

How to Use

Switching Modes

The appliance is powered on in auto mode by default, you can switch to the ultra mode-the suction mode-the turbo mode as needed.



Self-Cleaning with Hot Water

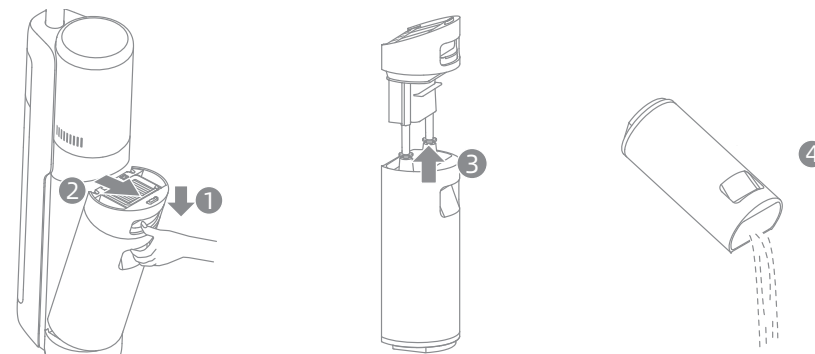
- Place the appliance back onto the base while you finish cleaning. Ensure that the water in the Clean Water Tank is sufficient for self-cleaning.
- Briefly press the self-cleaning button  on the top of the handle to start self-cleaning with hot water. Switch between self-cleaning modes according to the voice prompts.
- Please empty the Used Water Tank after self-cleaning is completed and drying mode has been engaged. Press the button  to exit the drying mode.

Note:

- The self-cleaning function can be enabled only when the appliance is being charged and the battery level is more than 15%.
- Do not touch the brush roller, hot water and the heating module on the charging base during the self-cleaning process.

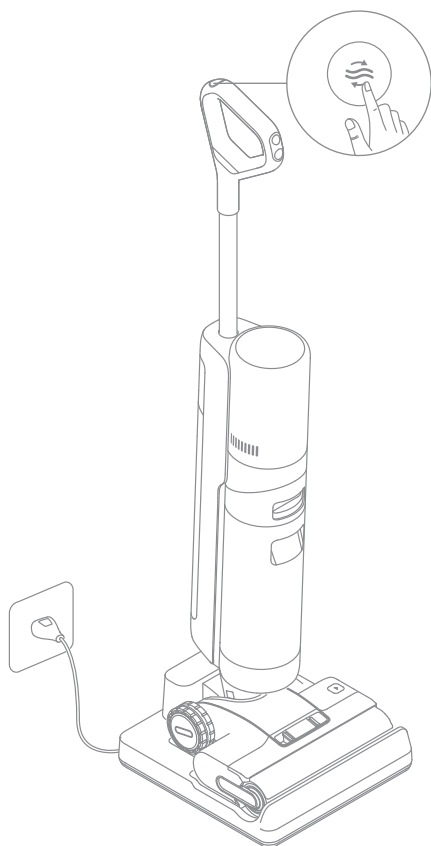
Empty the Used Water Tank

Press the used water tank release button to take out the tank. Pull up the tank cover and pour out the used water. Reinstall the tank cover and the tank before use.



Drying Mode

1. Press and hold self-cleaning button  for 3 seconds to activate drying mode.
2. The appliance will be charged once drying is completed.



Note:

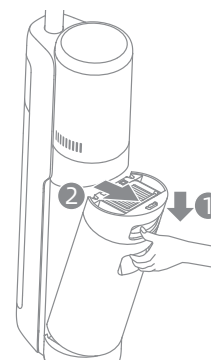
- After self-cleaning is complete, promptly clean the Used Water Tank. Clean the charging base if there are any stains left on the base.
- If cleaning the brush roller manually, please air-dry it thoroughly or dry it by using drying mode several times to ensure a good drying effect.

Tips:

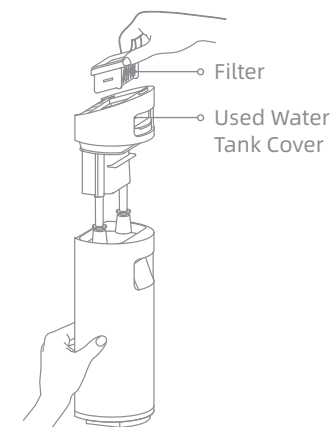
- Turn off the appliance before maintenance. Do not touch the power switch.
- Replace parts if needed. The parts must be replaced by those available from the manufacturer or its service agent.
- If the vacuum is not used for an extended period, fully charge it, unplug the power plug, and store the vacuum in a cool, low-humidity environment away from direct sunlight. To avoid over-discharge of the battery, charge the vacuum at least once every 3 months.

Cleaning the Used Water Tank and the Filter

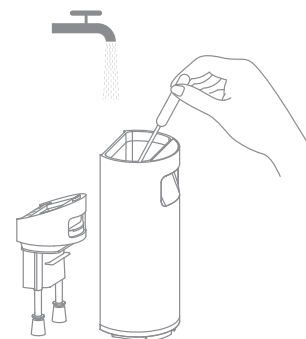
1. Press the Used Water Tank release button, and pull the Used Water Tank outwards to remove it.



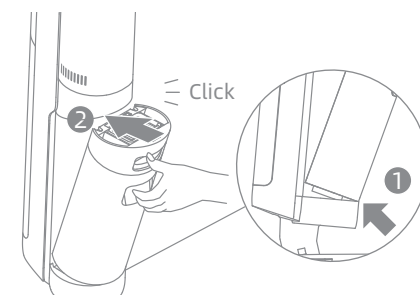
2. Take out the filter from the Used Water Tank cover. Pull up the tank cover and pour out the waste water.



3. Rinse the Used Water Tank and the tank cover with water, and clean the inner wall of the tank with the provided cleaning brush.



4. Re-install the filter and the Used Water Tank cover. Then re-install the Used Water Tank until you hear a click.

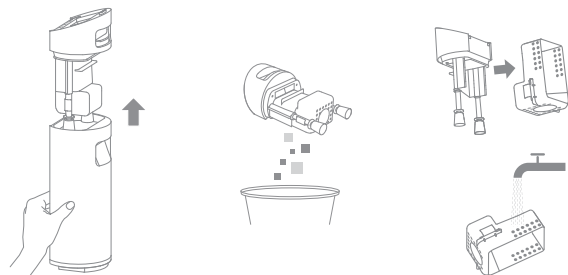


Note:

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

Cleaning the Solid Waste Filter Basket

Remove the Used Water Tank and then pull up the tank cover. Separate the solid waste filter basket from the tank cover and clean it.

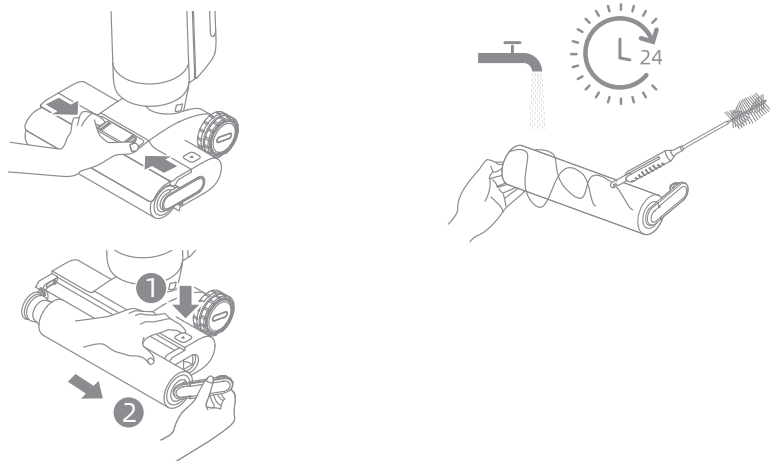


Note: If you do not need to use the solid waste filter basket, you can remove it.

Cleaning the Brush Assembly

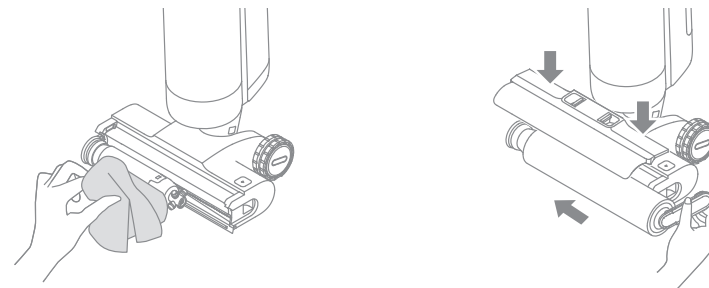
1. First, press the brush roller cover release buttons inwards on both sides to remove the brush roller cover. Press the brush roller release button, and the brush roller handle will pop out. Pull it to take out the brush roller.

2. Clear any hair and debris caught on the brush roller with the provided cleaning brush. Rinse the brush roller with clean water and dry it completely.



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

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

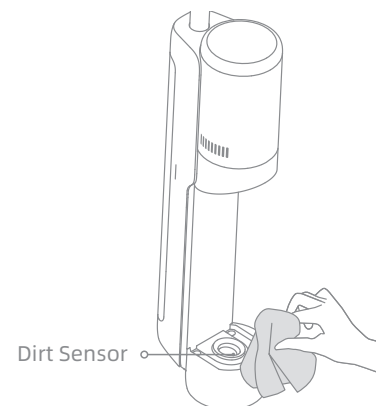


Note:

- Clean as needed. Alternating use of the two provided brush rollers is recommended.
- Replacing the brush roller every 3 to 6 months is recommended.

Cleaning the Tube and the Dirt Sensor

Remove the Used Water Tank, gently wipe the tube and the dirt sensor with a wet cloth before use.



Note: Do not rinse the tube or the dirt sensor.

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

Error	Possible Cause	Solution
The appliance does not work	The appliance is out of battery or its battery level is low	Fully charge its battery before use
	The appliance is in the upright position	Recline the appliance backwards
	Blockage activated overheat protection mode	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 properly installed	Ensure all parts are properly 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	Cleaning 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 used water in the Used Water Tank	Empty the Used Water Tank
	The suction inlet is blocked	Clear any blockage in the suction inlet
The dust concentration indicator is solid red	The dirt sensor needs cleaning	The dirt sensor is in the tube. Follow tube cleaning instructions
	The cleaning solution concentration is too high	Dilute the cleaning solution with water at the recommended ratio
	A third-party cleaning solution caused a large amount of foam	Use only the officially-approved cleaning solution
The display screen does not light up while charging	The charging base cable is not plugged into the electrical outlet	Make sure the charging base plug is inserted in place.
	The appliance is not placed onto the charging base properly	Make sure the appliance is placed onto the charging base properly

No water is coming out of the appliance	The Clean Water Tank is not properly installed in place, or the water in the Clean Water Tank is insufficient	Re-install or fill the Clean Water Tank
	It takes 30 second to dampen the brush roller	Turn on the appliance and check again in 30 seconds
The vent leaks water	A collision or a sharp pull causes water to enter the motor; Lift the appliance off the ground, tilt it or lay it flat	Move the appliance gently back and forth and press the brush against the floor when using
	The filter is not completely dry after being cleaned	Dry the filter completely before use
Self-cleaning fails	The brush roller may be jammed by large debris	Remove the brush roller cover to check and clean the brush roller
	The appliance is not placed onto the charging base properly	Make sure the appliance is being charged before self-cleaning
	Self-cleaning cannot be enabled if the battery level is lower than 15%	The self-cleaning function can only be enabled when the appliance is being charged and the battery level is more than 15%
	The Used Water Tank is not installed in place, or the Used Water Tank is full	Re-install or empty the Used Water Tank
	The Clean Water Tank is not installed in place, or the water in the Clean Water Tank is insufficient	Re-install or fill the Clean Water Tank
Poor drying performance or strange noise while drying	The air outlet and air inlet of the charging base may be blocked	Check and clear the blockage of air outlet and air inlet

For additional services, please contact us via aftersales@dreame.tech
Website: <https://global.dreametech.com>

Error Prompts and Solutions

If the appliance 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
	Insufficient water in the Clean Water Tank	Fill the Clean Water Tank
	The Used Water Tank is full	Empty the Used Water Tank
	Brush roller stuck	Clean the brush roller with the provided cleaning brush
	Blocked tube	Check whether the filter is clogged Alternatively, clean the tube and the dirt sensor
	The brush roller and tube are dirty	Place the appliance back onto the base for self-cleaning

Error Code	Possible Cause	Solution
E1-E7	Error	Restart the appliance for troubleshooting. If the problem persists, please contact customer service
H1-H6		
H7	Battery overheating	Wait until the battery's temperature returns normal

Specifications

Vacuum			
Model	HHR27C	Charging Time	Approx. 4 hours (including drying)
		Drying time	Approx. 30 minutes
Rated Voltage	21.6 V ---	Charging Voltage	27 V ---
Rated Power	300 W	Used Water Tank Capacity	700 mL
		Clean Water Tank Capacity	900 mL
Charging Base			
Model	HCBC	Rated Input Power*	234 W
Rated Input	220-240 V ~ 50-60 Hz	Rated Output	27 V --- 1.6 A

*The rated input power of the charging base is measured when the drying function and the charging function are turned on at the same time.

EN 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.

Removal Guide

1. Remove the display screen by rotating it with a tool.
2. Remove the screws on the battery cover in turn and then pry open the cover with proper tools.
3. Unplug the terminals between the battery and PCB board to remove the battery.

CAUTION:

- Before removing the battery, disconnect the power and run out the battery as much as possible.
- Unneeded batteries should be discarded at an appropriate recycling facility.
- Do not expose to high temperature environment to avoid risks of explosion.
- Under abusive conditions, liquid may be ejected from the battery. If contact occurs, flush with water and seek medical help.