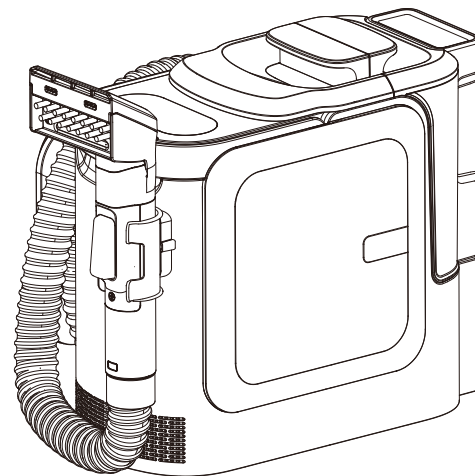


DREAME N20 Steam Portable Carpet Spot Cleaner



User Manual

Read this manual carefully and fully understand its contents before using this product.

This manual contains important safety information, as well as operation and maintenance instructions.

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



THANK YOU

FOR PURCHASING THIS DREAME
CORDLESS FLOOR WASHER.

Scan for Quick Start

Scan the QR code to access the video tutorial
and the user manual.

Register your Dreame account to receive
special offers and updates.



Contact Us for Support

Your satisfaction is our priority. Before considering a return, please reach out to our friendly support team. We are ready to help troubleshoot and find a solution, ensuring you get the most out of your product.



Customer Service: +1 (866) 977-5177
(Mon.to Sat:9:00-21:00,Sun:9:00-12:00 Eastern Time)



support.na@dreame.tech

Contents

EN	User Manual	01
FR	Mode d'emploi	19
AES	Manual de Usuario	37

IMPORTANT SAFETY INSTRUCTIONS

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:

- Do not use outdoors.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not put any object into openings. Do not use with any opening blocked; Keep free of dust, lint, hair, and anything that may reduce air flow.
- This product 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 product 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 product by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the product.
- The product must be unplugged after use and before carrying out user maintenance on the product. Please unplug the power socket before cleaning and maintaining.
- 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.
- The product shall not be left unattended while it is connected to the supply mains.
- Do not continue to use this product if it has been dropped on the ground, if there are visible signs of damage, if it has been fallen into water or if it is leaking. It should be immediately sent to an authorized maintenance center for inspection.
- Liquids and steam must not be directed towards people, animals or equipment containing electrical components, such as the interior of ovens.
- Do not immerse in water for cleaning. Only use this product on surfaces that have been moistened during the cleaning process. Only use the detergent specifically designed for this product.
- Keep the product out of reach of children when it is energized or cooling down.
- Do not operate the product until you are familiar with all instructions and operating procedures. Use this product strictly in accordance with the instructions in this user manual.
- Do not use this product for any purpose other than those specified in this user manual. Use only accessories recommended by the manufacturer.
- Ensure that hair, loose clothing, fingers, and all parts of the body are kept away from the openings, moving parts, and accessories of this product.
- Do not pull on the cable or lift the device by the cable. Do not use the cable as a handle. When closing a door, do not pinch the cable in the door. Do not pull on the cable near sharp edges or corners.
- Do not use Steam Wash mode/Steam mode during the self-cleaning process.
- Be extra careful when cleaning stairs.
- Do not use this product to sweep up flammable or combustible liquids (such as gasoline) or

- in areas where flammable or combustible liquids may be present.
- Do not pick up hard or sharp objects, such as glass, nails, screws, coins, etc.
- Always connect to a properly grounded power outlet. Do not modify the grounding plug.
- Do not use to sweep up toxic substances (chlorine bleach, ammonia, drain cleaners, etc.).
- Do not use in enclosed spaces filled with vapors from oil-based paints, paint thinners, certain preservatives, combustible dust, or other explosive or toxic vapors.
- Do not use to clean burning or smoking objects, such as cigarettes, matches, or hot ashes.
- Do not expose to rain. Store indoors.
- Do not allow liquids to enter products containing electrical components.
- Use only the liquid types specified in the operating instructions of this manual, and use them in accordance with the specified quantities.
- If the product is used for cleaning leather, synthetic fabrics, velvet, or other fragile, wax-polished furniture or floors, or materials sensitive to steam.
- Prevent accidental startup. Before picking up or moving the product, ensure that the switch is in the off position. Placing fingers on the switch or turning on the switch while picking up or handling the product may cause an accident.
- If the product is pressed against the power cord, it may be dangerous.
- When using Hot Wash and two steam functions, never flip the brush head or steam nozzle, and never touch the nozzle, adjacent surfaces, or pipes.
- When using hot water and steam heating functions, never touch the nozzle or its adjacent surfaces.
- Do not use if the power cord or plug is damaged.
- Keep the product on a level surface.
- Be careful of slippery floors.
- When unplugging the power cord, hold the plug, not the cord.
- Do not touch the plug or this product with wet hands.
- Turn off all controllers before unplugging the power cord.
- Plastic film can be dangerous. Keep children away from plastic film to prevent suffocation.
- Do not use the product in environments above 40°C or below 5°C.
- The surfaces with symbol  are liable to get hot during use, please do not touch.

Keep this safety notice in a safe place for future reference.

Original instructions

This model is intended for household use only.

Important Information

- To reduce the risk of leakage, do not store in areas where freezing may occur. This may cause damage to internal components.
- Store in a dry indoor area where the product is unlikely to be damaged.
- The plastic water tank is not suitable for dishwashers; do not place the tank in a dishwasher.

Symbol	Explanation
	For indoor use only
	CAUTION: Hot surface
	Alternating current
	WARNING: Danger of steam scalding

FCC Information

Compliance Information	
Product Name	Portable Carpet Spot Cleaner
Produce Model	HNR27A
Compliance Statement	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Correspondence of the responsible party in USA	
Company	DREAME TECHNOLOGY USA INC
Address	16192 Coastal Highway, Lewes, Delaware 19958, County of Sussex
Email	support.us@dreame.tech

Caution:

This device complies with Part 15 of the FCC Rules / Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference. (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Product Introduction

●Main Body

1. Standard Stain Brush

2. Handle

3. Water Spray/Steam Button

4. Main Body

5. Touch Screen

6. Used Water Tank
7. Clean Water Tank

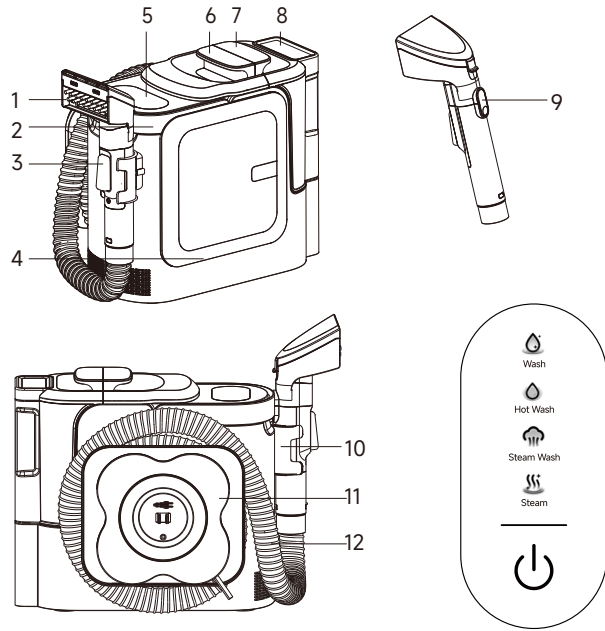
8. Detergent Tank

9. Stain Brush Release Button

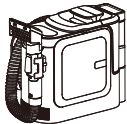
10. Handle Holder

11. Cord/Wand Holder (for power cord and hose storage)

12. Hose



5. Touch Screen

		
Main Body	Standard Stain Brush	Accessory Connector
		
Grout Brush	Small Round Brush	Concentrator Nozzle
		
Self-Cleaning Tool	Detergent	User Manual
		
Cleaning Needle		



Note! The Grout Brush, Small Round Brush, and Concentrator Nozzle are for Steam Wash only and cannot suction water.



Standard Stain Brush

Use the combined spray-brush-suction head to clean stains on upholstered furniture, curtains, car interiors, and stairs.



Concentrator Nozzle

Direct steam under pressure onto hard-to-reach corners or surfaces.



Grout Brush

Nylon bristles can be used to clean tile joints, hard flat surfaces, grooves, and other narrow crevices.



Small Round Brush

Nylon bristles are also suitable for removing stubborn stains.

Cleaning Modes	 Wash	 Hot Wash	 Steam Wash	 Steam
Cleaning Method	Room Temperature Water	Hot Water	Steam	Steam
Description	Removes daily dirt and stains using water and detergent	Enhances cleaning efficiency with hot water and detergent	Cleans surfaces while vacuuming dust and debris by spraying steam onto the surface	High-temperature steam wash
Recommended Tools				
Recommended Surfaces	Car interiors, carpets, small rugs	Car interiors, carpets, small rugs	Kitchen countertops, household surfaces, large stuffed toys	Tile or cement joints, curtains, household surfaces
Not Suitable For				Steam Wash / steam: unsealed or untreated wooden floors or solid wood furniture, waxed surfaces, fragile materials (e.g., limestone), thin carpets with adhesive backing, animal fur products
Beverages: coffee, cola, juice, red wine, tea		✓		Steam only; no suction function
Oily stains: cooking oil, sauces		✓	✓	
Sticky stains: chocolate, syrup, honey, jelly		✓		
Pet stains: vomit, blood, grass, dust, urine, feces	✓			
Food: milk, yogurt, infant formula	✓			



Warning!

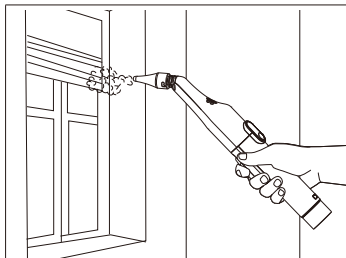
To reduce the risk of fire and electric shock caused by damage to internal components, use only detergent suitable for this product model.

Attention!

Always turn off the machine before replacing brush attachments to avoid the risk of burns.

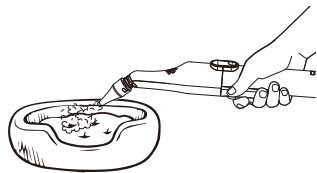
Clean the brush head promptly after use and allow it to dry to prolong its service life. Check whether the fabric is suitable for Hot Wash/Steam Wash before use to avoid damage.

Recommended Use of Accessories



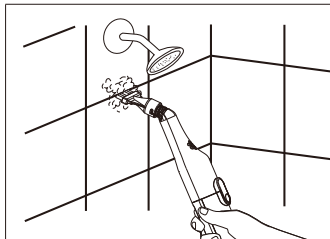
Concentrator Nozzle

General: mattresses, door handles, curtains, etc.



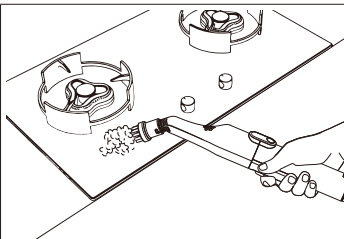
Concentrator Nozzle

Children's and pet toys: children's and pet toys, pet mats, pet bowls, pet cages, etc.



Grout Brush

Bathroom: wall tiles, countertops, faucets, bathtubs, shower heads, shower doors, exterior of toilets, etc.



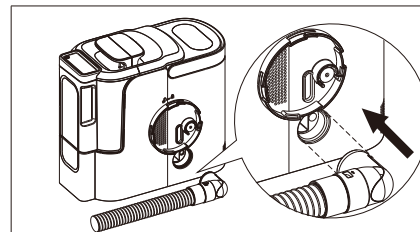
Small Round Brush

Kitchen: countertops, sinks, faucets, ovens, range hoods, microwaves, windows, sliding door tracks, etc.

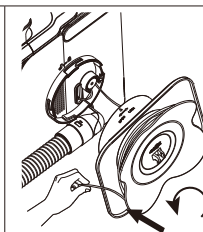
Installation Guide

Install the hose before installing the cord/wand holder.

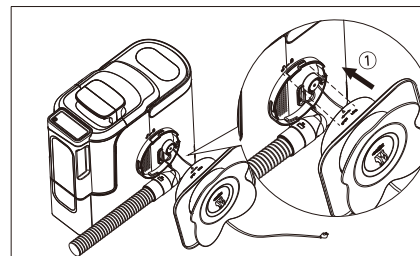
! Before using the machine, ensure the hose is properly connected to avoid water or steam leakage.



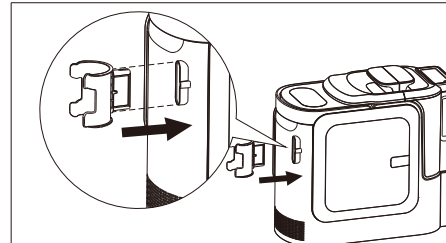
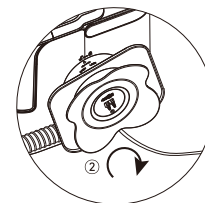
1. Insert the hose into the corresponding hole.



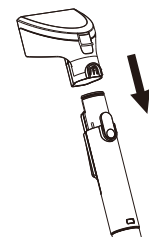
2. Remove the power cord counterclockwise.



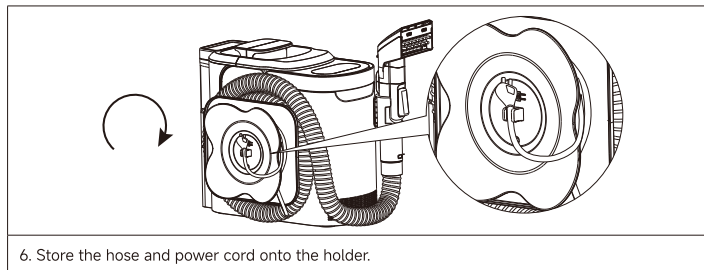
3. Align the cord/wand holder with the main body icon, snap it in horizontally, then rotate clockwise to lock. A "click" sound indicates proper installation.



4. Insert the handle holder horizontally into the slot. A "click" sound indicates proper installation.



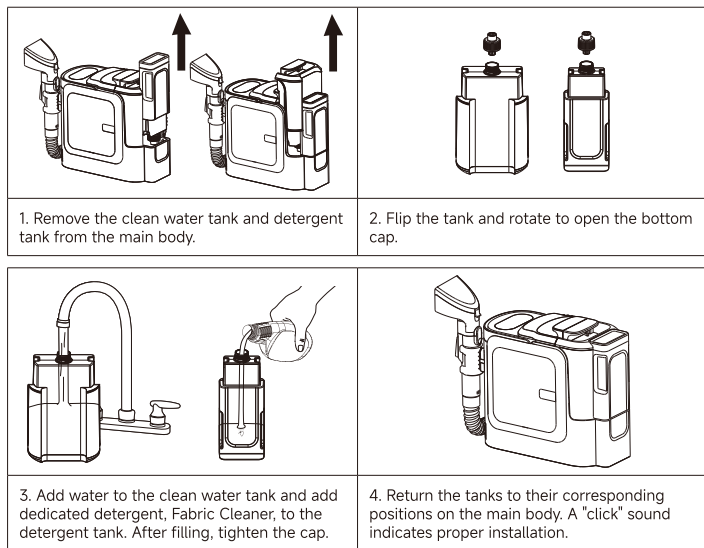
5. Attach the standard stain brush to the handle.



User Guide

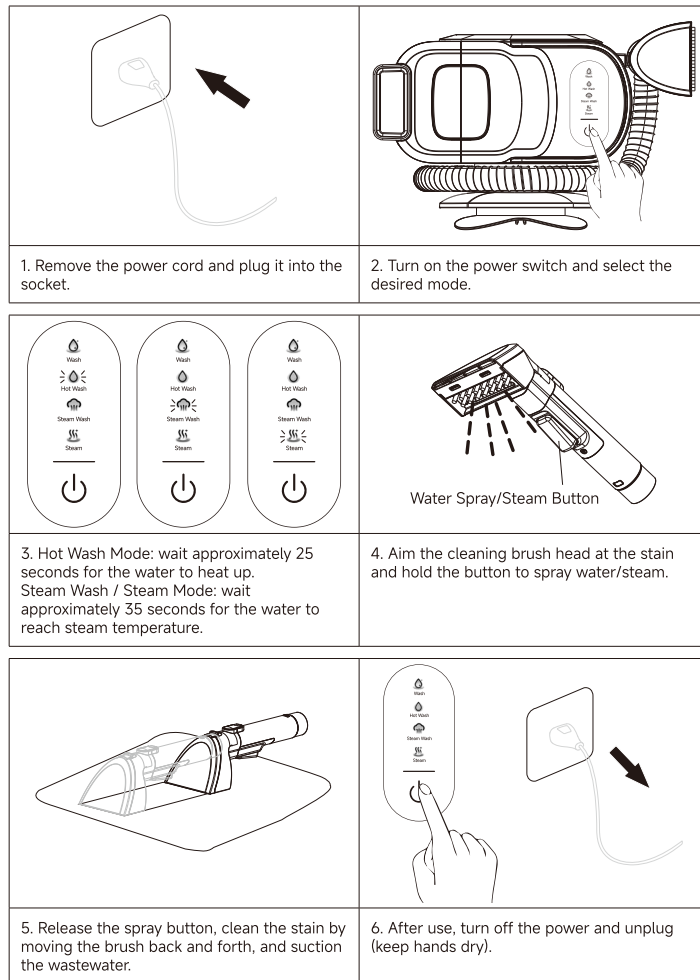
● Adding Detergent and Water

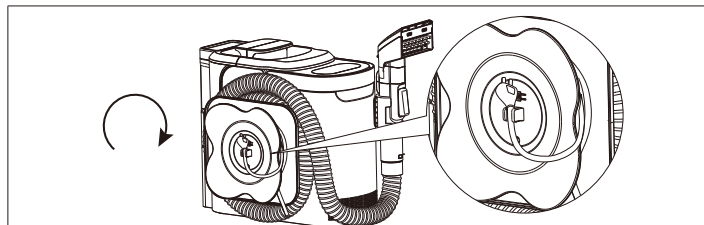
To ensure optimal performance and prevent damage to the machine, use only the dedicated detergent supplied with the machine — Fabric Cleaner.



⚠ When using the steam mode, it is recommended to use distilled water to reduce scale buildup effectively.

● Operating Steps

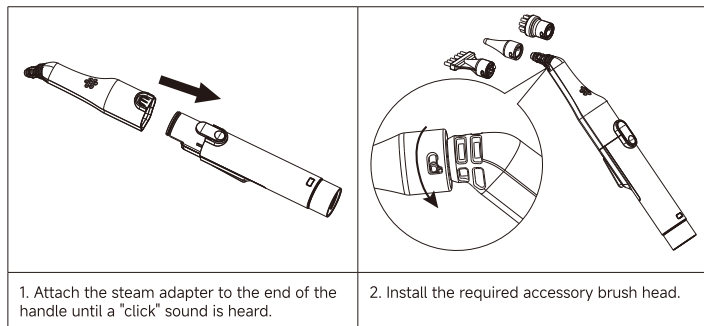




7. Store the hose and power cord clockwise.

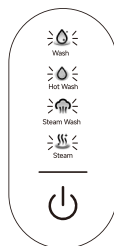
After use: a small amount of water remaining in the hose is normal. When storing, place the brush head facing upwards on the handle holder to prevent dripping.

● Installation Steps of Accessory Brush:

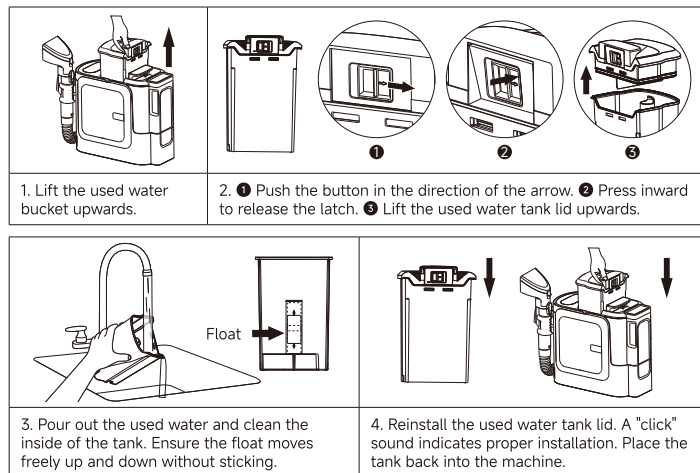


● Indicator of Full Used Water Tank:

When the water level in the used water tank reaches the maximum mark, the machine will automatically stop. All mode switch indicator lights will flash simultaneously. At this time, empty the used water tank.

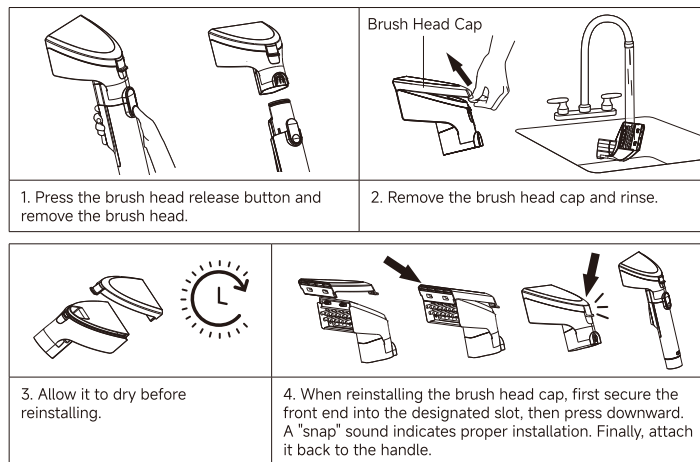


● Cleaning the Used Water Tank:



● Cleaning the Standard Stain Brush:

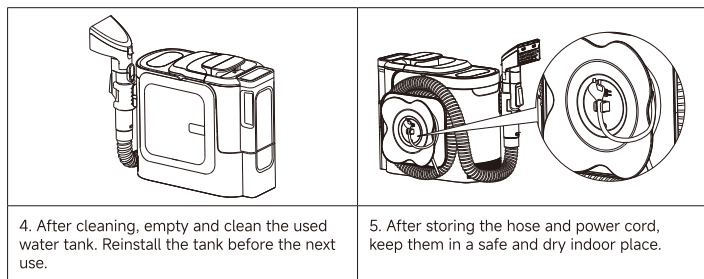
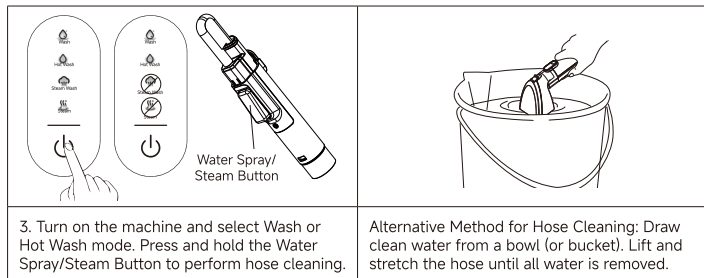
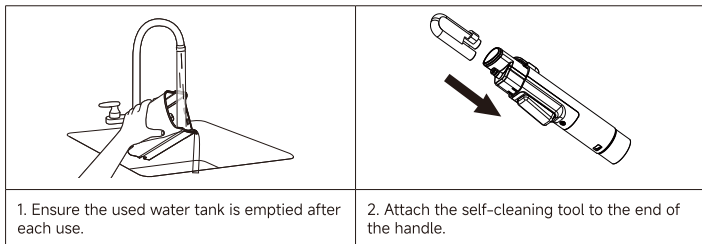
If hair is tangled around the standard stain brush, use a tool to remove hair or debris from the bristles.



Maintenance and Care

● Self-Cleaning:

! When performing self-cleaning, select Wash or Hot Wash mode. Do not use Steam Wash or Steam Mode to avoid burns or damage to accessories.

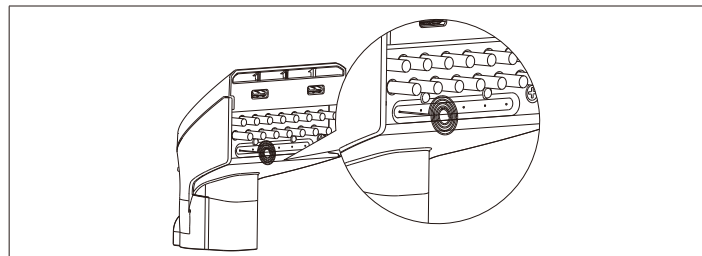


Maintenance and Care

● Maintaining the Standard Stain Brush:

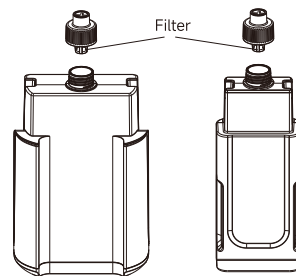
If the water flow from the standard stain brush decreases or sprays irregularly, use the included cleaning needle to remove scale promptly.

! Turn off the machine before cleaning. When removing the brush head, ensure the nozzle is not pointed toward yourself or others.



● Cleaning the Filters in the Clean Water Tank and Detergent Tank:

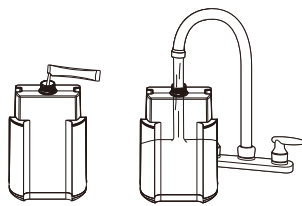
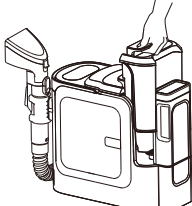
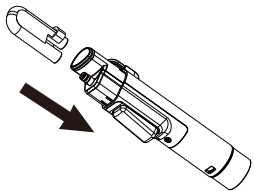
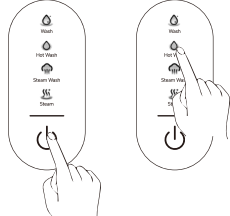
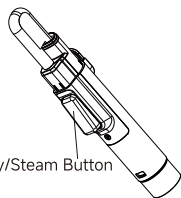
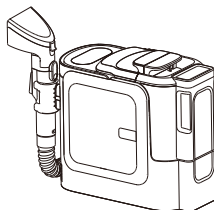
To maintain optimal filtration performance, regularly clean the filters in the clean water tank and detergent tank to prevent clogging.



Maintenance and Care

● Descaling Procedure

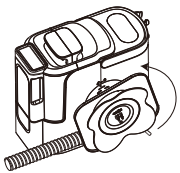
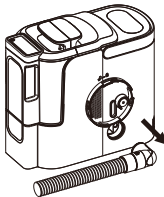
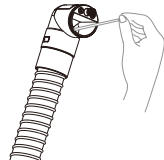
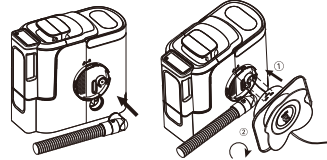
- ⚠ When the Wash icon flashes or the machine's water output decreases, perform descaling using citric acid descaling agent (descaling product).

	
1. Pour one pack of citric acid descaling agent into the clean water tank, fill it with clean water, and shake well.	2. Place the clean water tank into the machine. A "click" sound indicates it is properly installed.
	
3. Attach the self-cleaning tool to the end of the handle.	4. Turn on the power switch and select Hot Wash Mode.
 Water Spray/Steam Button	
5. Press and hold the Water Spray/Steam button to perform descaling.	6. After descaling, clean the clean water tank, used water tank, and self-cleaning accessories. Reinstall them before using the machine again.

Maintenance and Care

● Removing Foreign Objects from the Hose:

- ⚠ Always turn off the machine before performing this operation.

	
1. Rotate the cord/wand holder counterclockwise and remove it.	2. Pull the hose completely out of the main body.
	
3. Use a slender tool (e.g., a toothpick) to remove any blockages inside the hose.	4. Refer to the Installation Guide to reinstall the hose and cord/wand holder. Ensure proper installation before using the machine.

Product Specifications

Model	HNR27A	Clean Water Tank Capacity	1200ml
Rated Voltage	120 V	Used Water Tank Capacity	750ml
Rated Frequency	60 Hz	Detergent Tank Capacity	600ml
Rated Power*	1600 W	Waterproof Rating	IPX4
Power Consumption in Off-Mode	≤ 0.3W		

*The rated power refers to the power measured during Hot Wash Mode and Steam Wash Mode.

Troubleshooting

Below are some common issues you may encounter. For further assistance, please contact customer service or after-sales support.

Issue	Possible Cause	Solution
No water / Reduced water flow	Clean water tank is empty	Add water to the clean water tank
	Clean water tank not properly installed	Ensure the clean water tank is properly installed
	Nozzle may be clogged	Clean the nozzle
	Filters in the clean water tank or detergent tank are blocked	Clean the filters in the clean water tank or detergent tank
Reduced suction or no suction	Used water tank full	Empty the used water tank
	Filter at the bottom of the used water tank may be blocked	Clean the filter
	Used water tank not properly installed	Ensure nothing is obstructing the used water tank from fully seating in its slot
	Used water tank lid not properly installed	Ensure the lid is properly aligned with the used water tank and locked in place using the handle
	Brush head or hose clogged with hair or fabric	Remove the blockage
Leaks	Leakage from the bottom: 1) Water or foam in the used water tank exceeds the "MAX" line; 2) Hose assembly not installed	1) Do not allow water in the used water tank to exceed the "MAX" line. Use only the detergent specified for this product at the correct concentration to prevent excessive foaming. 2) Install the hose assembly according to the instructions in the user manual.
	Leakage from Hose / Brush Head: Residual water remains in the hose after turning off the machine.	After cleaning, run the machine for a few seconds to ensure water is drawn into the used water tank and no residual water remains in the hose.
	Dripping when Lifting Clean Water Tank / Detergent Tank:	This is normal. A small amount of water may remain due to the bottle spout being inside the water path. This does not affect normal use.

Troubleshooting

No Steam / Low Steam Output	Clean water tank is empty	Add water to the clean water tank
	Preheating not completed	Wait 35 seconds until the steam preparation indicator lights up
	Brush Head Sprays Water Instead of Steam	This is normal. When steam is not used, a small amount of condensation forms in the steam pathway. Continue pressing the spray button, steam will be produced within 5-10 seconds.
Hot Water / Steam Preparation Indicator Does Not Light Up After 2 Minutes	Thermal protector activated	Contact after-sales service
No Hot Water / Abnormal Water Temperature	Clean water tank is empty	Add water to the clean water tank
	Preheating not completed	Wait 25 seconds until the hot water preparation indicator lights up