Shark

MATRIX ROBOT
2-in-1

Robotic Vacuum Cleaner

RV2620WAUK

SHARKCLEAN APP

Download on the **App Store**

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sharkclean.co.uk

WORKS WITH
alexa

works with
Ok Google

IMPORTANT SAFETY INSTRUCTIONS
PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

⚠ WARNING
To reduce the risk of fire, electric shock, injury, or property damage:

CHILDREN OR ANIMALS SHOULD NOT BE LEFT UNATTENDED IN ANY ROOMS THAT THE ROBOTIC VACUUM HAS ACCESS TO DURING CLEANING.

LASER WARNING
THIS PRODUCT HAS A CLASS 1 LASER. ALWAYS TURN OFF THE POWER BEFORE LIFTING THE ROBOTIC VACUUM CLEANER OR PERFORMING ANY MAINTENANCE ON IT. DO NOT LOOK DIRECTLY INTO LASER.

IF THE CHARGING CABLE PLUG DOES NOT FIT FULLY INTO THE SOCKET, CONTACT A QUALIFIED ELECTRICIAN. DO NOT FORCE INTO SOCKET OR TRY TO MODIFY TO FIT.

GENERAL WARNINGS

When using an electrical appliance, basic precautions should always be followed, including the following:

1. This appliance consists of a Wet/Dry Robot Floor Cleaner vacuum and charging dock with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
3. Use only identical replacement parts. See replacement accessories page of this booklet.
4. This Wet/Dry Robot Floor Cleaner contains no serviceable parts.
5. Use only as described in this manual. DO NOT use Wet/Dry Robot Floor Cleaner for any purpose other than those described in this manual.
6. With exception of filters, dust cups and pads, **DO NOT** expose any parts of the Wet/ Dry Robot Floor Cleaner to water or other liquids.
7. **DO NOT put hands into any opening in the dock or robot.**

USE WARNINGS
8. This product has a Class 1 Laser. Always turn off the power before lifting the robotic vacuum cleaner or performing any maintenance on it.
9. **DO NOT** look directly into laser.
10. Always turn off the robotic vacuum cleaner before inserting or removing the filter, dustbin, or fluid reservoir.
11. **DO NOT** handle plug, charging dock, charging cable, or Wet/Dry Robot Floor Cleaner with wet hands. Cleaning and user maintenance must not be done by children without supervision
12. Children should **NOT** play with the appliance.
13. 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.
14. **DO NOT** use the robot without the dustbin, filter, and fluid reservoir in place.
15. **DO NOT** damage the charging cord:
    a) **DO NOT** pull or carry charging dock by the cord or use the cord as a handle.
    b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
    c) **DO NOT** close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
    d) The supply cord cannot be replaced. If the cord is damaged the appliance should be scrapped.
16. **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
17. **DO NOT** use if Wet/Dry Robot Floor Cleaner airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.
18. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
19. **DO NOT** use if Wet/Dry Robot Floor Cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
20. **DO NOT** place vacuum cleaner on unstable surfaces.
21. **DO NOT** use to pick up:
    a) Liquids.
    b) Large objects.
    c) Hard or sharp objects (glass, nails, screws, or coins).
    d) Large quantities of dust (drywall dust, fireplace ash, or embers.)
    e) DO NOT use as an attachment to power tools for dust collection.
    f) Smoking or burning objects (hot coals, cigarette butts, or matches).
    g) Flammable or combustible materials (lighter fluid, petrol, or kerosene).
    h) Toxic materials (chlorine bleach, ammonia, or drain cleaner).
    i) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).
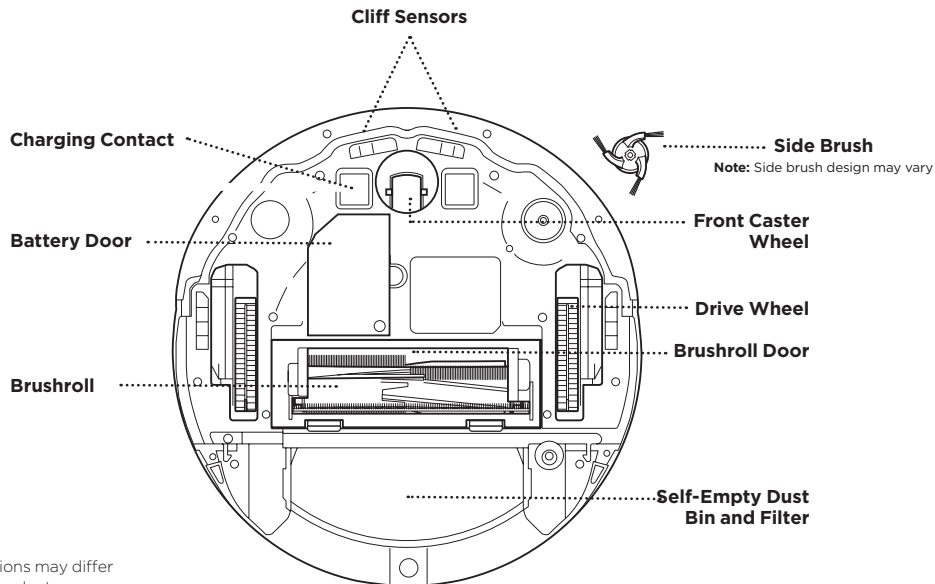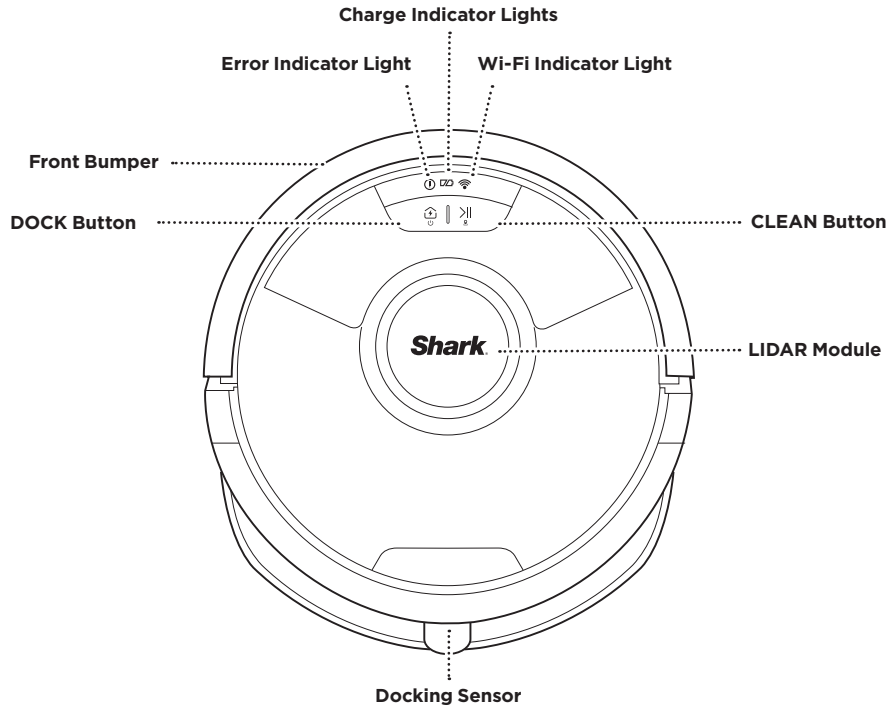22. **DO NOT** use in the following areas:
    a) Outdoor areas near fireplaces with unobstructed entrances
    b) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust
    c) In an area with a space heater
    d) Near fireplaces with unobstructed entrances.
23. Turn off the Wet/Dry Robot Floor Cleaner before any adjustment, cleaning, maintenance or troubleshooting. Note: in the OFF (O) position, the robot still uses a small amount of power.
24. Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.
25. **DO NOT** modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this Owner's Guide. **DO NOT** use the vacuum if it has been modified or damaged.
26. Remove all spilled or leaked liquid from the dock landing mat, base or floor, as it could lead to risk of electrical shock.
27. When refilling the reservoir, check for leaks, as pooled liquids are a slipping hazard and may cause electrical shock. If the reservoir is damaged, it must be replaced.
28. Use caution walking on mopped floors, as they may be slippery while damp.
29. **DO NOT** use any household cleaners (all-purpose cleaners, glass cleaners, bleach) on any of the polished high gloss surfaces on the docking station or robot vacuum cleaner as they contain chemicals that may damage these surfaces. Instead use a cloth dampened with water to gently clean.
30. To minimise the risk of the robot traveling beyond an unsafe boundary (stair or cliff edges, fireplaces, water hazards), establish these areas as no-go zones using the mapping feature in the SharkClean mobile app. Upon setting the boundary, run the vacuum and visually confirm that the settings effectively prevent the robot from passing beyond the set boundary. Adjust settings as necessary. For nonapp users, use a boundary to block off an unsafe boundary.

BATTERY USE
31. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
32. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it. **DO NOT** carry the appliance with your finger on the power switch.
33. Use ONLY the Shark charging dock XDKRV2600WDUK and use only battery RVBAT850A. Use of batteries or battery chargers other than those indicated may create a risk of fire.
34. Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals together increases the risk of fire or burns.
35. Under abusive conditions, liquids may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
36. Robotic vacuum cleaner should not be stored, charged, or used at temperatures below 50°F (10°C) or above 104°F (40°C). Ensure the battery and vacuum have reached room temperature before charging or use. Exposing the robot or battery to temperatures outside of this range may damage the battery and increase the risk of fire.
37. **DO NOT** expose the Wet/Dry Robot Floor Cleaner or battery to fire or temperatures above 130°C (265°F) as it may cause explosion.
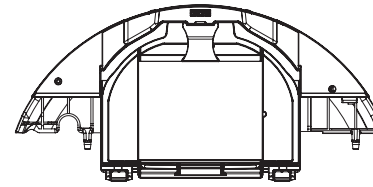
SAVE THESE INSTRUCTIONS
For the latest warnings and cautions, go to www.sharkclean.co.uk/robothelp

Charge Indicator Lights

Error Indicator Light

Wi-Fi Indicator Light

Front Bumper

DOCK Button

CLEAN Button

Shark

LIDAR Module

Docking Sensor

Cliff Sensors

Charging Contact

Side Brush

Note: Side brush design may vary

Battery Door

Front Caster Wheel

Drive Wheel

Brushroll Door

Brushroll

Self-Empty Dust Bin and Filter

Note: Illustrations may differ from actual product

ENGLISH

VAC & MOP 2-IN-1 DUST BIN

Self-Empty Dust Bin

Enables Self-Empty feature for dry vacuuming.

VAC & MOP 2-in-1 Dust Bin
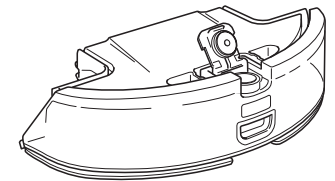
Enables Mopping Mode while holding dry debris from vacuuming.

The VAC & MOP 2-in-1 Dust Bin will not self-empty. It will require manual cleaning after use.

SELF-EMPTY BASE

Charging Contacts

Charger Cord
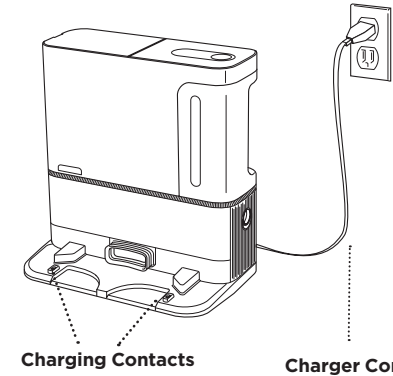
BASE LANDING MAT
(This side up)

Shark
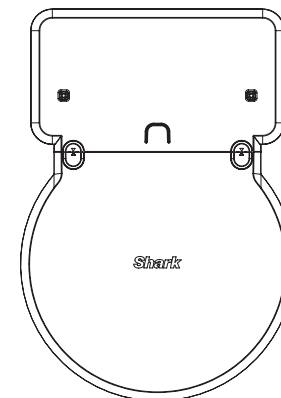
BASE SETUP
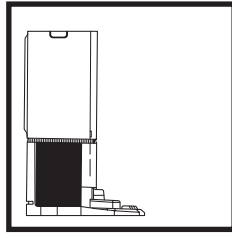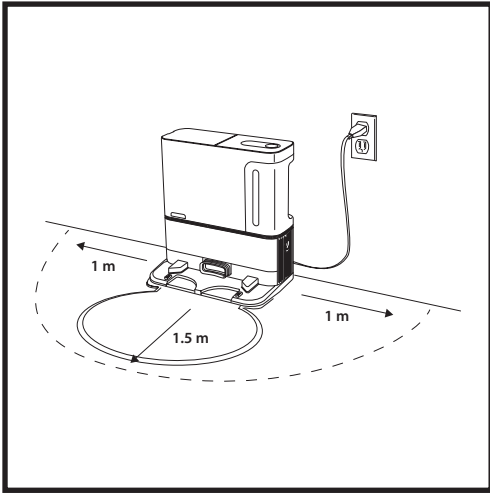
The Base Power Indicator Icon ⌂

INDICATOR
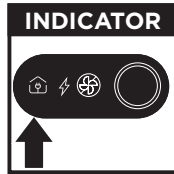
- Select a **permanent** location for the **Base** because every time you relocate the base, your robot will have to completely re-map your house. Remove protective film from robot and base.
- Place the base with its back against a wall. Select a level surface on a bare floor in a central area with a **strong Wi-Fi signal**. Do not place base against baseboard heaters or other heating elements.
- **Remove any objects** that are closer than 1 metre from either side of the base or closer than 1.5 metre from the front of the base.
- Plug in the base. The Base Power Indicator Symbol (⌂) on the top right side of the base will **illuminate when the base has power**.

INSTALLING THE SIDE BRUSH
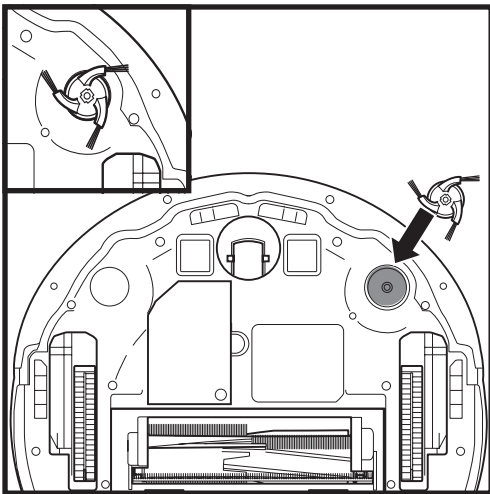
Snap the included side brush onto the square peg on the bottom of the robot. The brush will spin clockwise when correctly assembled.

NOTE: Side brush design may vary.

ROBOT BATTERY INDICATOR LIGHTS

In Use

Full Charge (White)   Partial Charge (White)   Low Charge (Red)
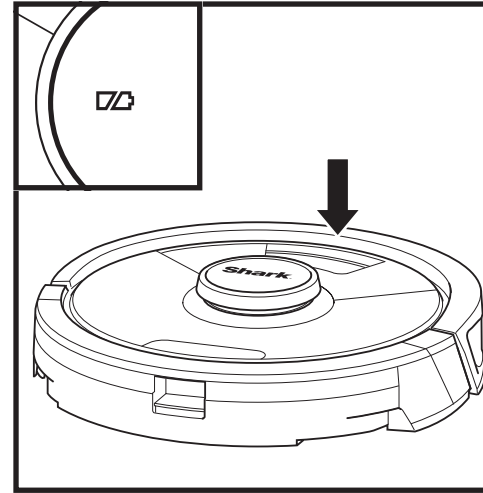
While Charging (White)

No Charge or Off

The white charge indicator lights show how much battery power is remaining.

While the robot is charging, both white LED lights will flash. When charging is complete, both will illuminate steadily. It may take up to 6 hours to fully charge your robot.

If the robot is idle and away from the charging base for 10 minutes, it will enter **Sleep Mode**. The indicator lights will turn off, but the battery and Wi-Fi lights will remain on in sleep mode. Wake up the robot by pressing any button.

NOTE: If the low charge light is blinking red, there is not enough battery power for the robot to return to the base. Manually place the robot on the base.

TIP: To preserve battery life, if the robot will not be used for a long time, turn off the power on the robot by pressing the DOCK button and holding it for 5-7 seconds. The robot should be recharged at least once every three months.

To turn the robot power off, take it off the Self-Empty Base and press the DOCK button on the robot for 5-7 seconds.

BASE INDICATOR LIGHTS
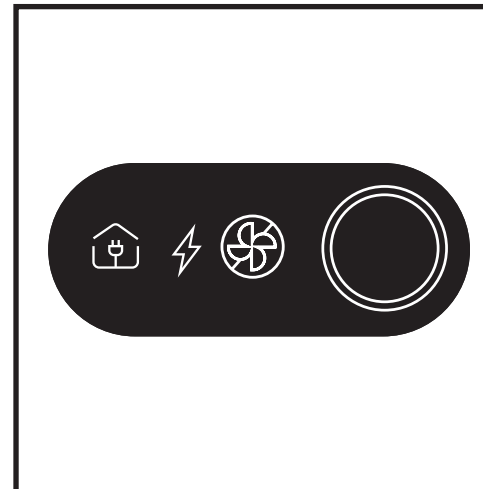
Base Power Indicator Icon

Base is plugged in and has power.

Charging Icon

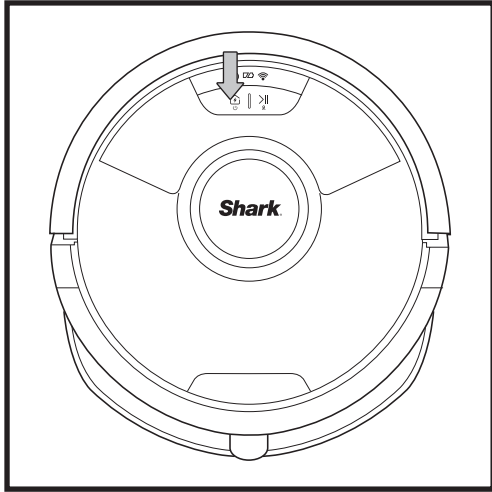Robot is properly aligned on base and charging.

No Evacuation Icon

Robot will not self-empty debris into base.

Note: Illustrations may differ from actual product
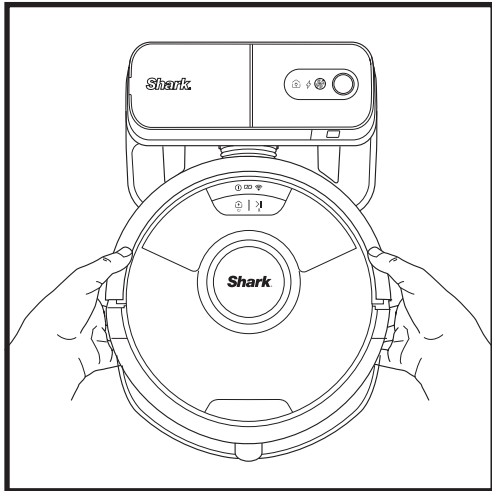
CHARGING

IMPORTANT: The Shark Matrix 2-in-1 Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.


To turn ON the robot, press and hold the DOCK button for 5-7 seconds. To charge, place the robot on the dock. The robot will beep when charging begins and the charging indicator on the dock will turn from green to blue.
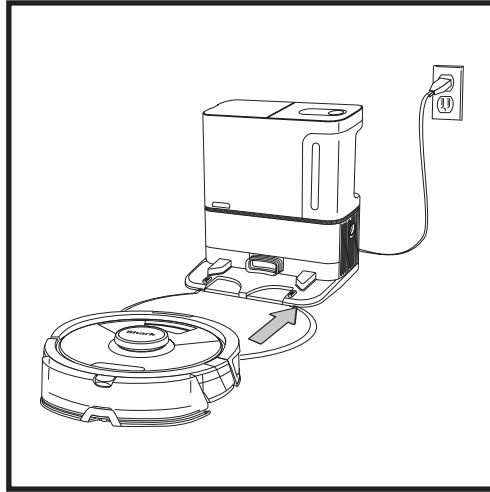
When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out, or if it is in mopping mode, the dock may be blocked by carpet.

If the robot has no charge or it cannot return to the base, manually place it on the base. When the robot is properly aligned on the base with the robot's **BACK** against the base, the **Charging Symbol** ⚡ on the top right side of the base will illuminate. The robot will beep when charging begins.
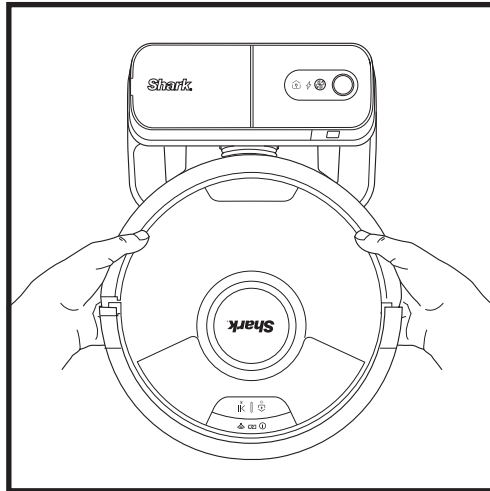
If the Self-Empty Dust Bin is installed, the robot will dock with its back to the base so that it can automatically empty itself.

NOTE: When manually placing the robot on the base, make sure the **Charging Contacts** on the bottom of the robot are touching the ones on the base.

NOTE: When picking up the robot, be careful not to place fingers between the bumper and the base of the robot.
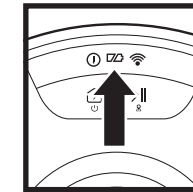
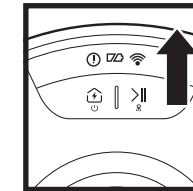## BUTTONS AND INDICATOR LIGHTS
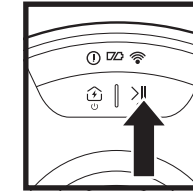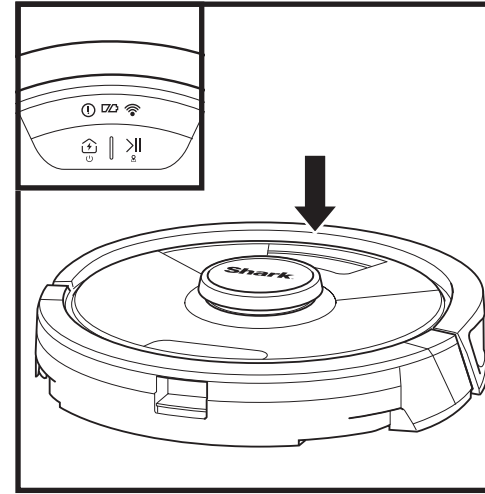
CLEAN BUTTON

Press to begin a cleaning session and press again to pause the cleaning session. To activate Spot Clean to focus on a 1.5 metres x 1.5 metres area, press and hold the ⧓ button for 5 seconds.
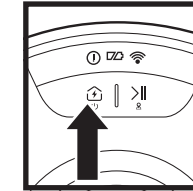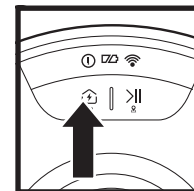
DOCK BUTTON

Press to send the robot back to the base.

CHARGE INDICATOR LIGHTS

Change text to - light above button will illuminate.

WET MOPPING INDICATOR

The ⧓ button will illuminate blue when the fluid reservoir is properly installed. The ⧓ button will illuminate yellow if the tank is empty and needs refilling.

RECHARGE & RESUME

Press and hold the DOCK button for 15 seconds to turn Recharge & Resume ON or OFF.

The Recharge & Resume function is turned OFF by default. Turn ON Recharge & Resume for complete coverage if your home's floor plan is bigger than 140m². Your robot will return to the dock, recharge, and can pick up where it left off.
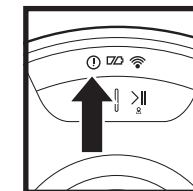
"!" ERROR INDICATOR

See Troubleshooting section for full list of error codes.
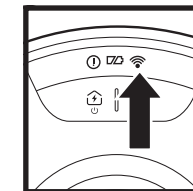
WI-FI INDICATOR

White light: connected to Wi-Fi.

Red light: not connected.

Flashing White: setup mode.

No light: not set up yet.

Note: Illustrations may differ from actual product

Your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. To prevent the robot from entering areas you don't want it to, set up no-go zones in the app. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.
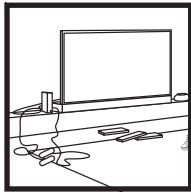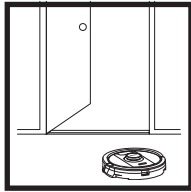
OBSTRUCTIONS
Clear cords and small objects less than 11.5 cm in height, and open interior doors to ensure a complete map of your home.
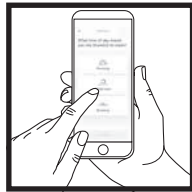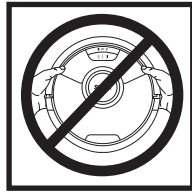
SCHEDULING
Schedule whole-home cleanings with the app. To schedule a mopping run with the app, the Vac & Mop 2-in-1 Dust Bin must be filled and installed in the robot with the pad attached.
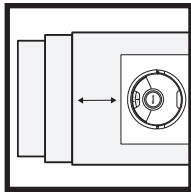
THRESHOLDS
Your robot can climb over most thresholds to get from room to room, but if one is too high, set up a no-go zone in the app to block it off.

AVOID MOVING THE ROBOT OR DOCK
While your robot is cleaning, do not pick it up and move it, or move the charging dock—this will impact the robot's navigation and ability to return to dock when cleaning is complete.

STAIRS
For your robot's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 20.5 cm from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold that is less than 20.5 cm from the stairs cannot be moved, you must use a no-go zone or a BotBoundary® strip to block off the stairs.
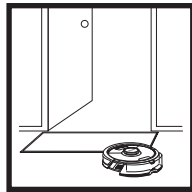
REMOVE RUGS FROM DOORWAYS WHEN MOPPING
Before mopping, we recommend setting up Carpet Zones in the app, and moving any carpets or rugs that block access to floors that you want your robot to mop.
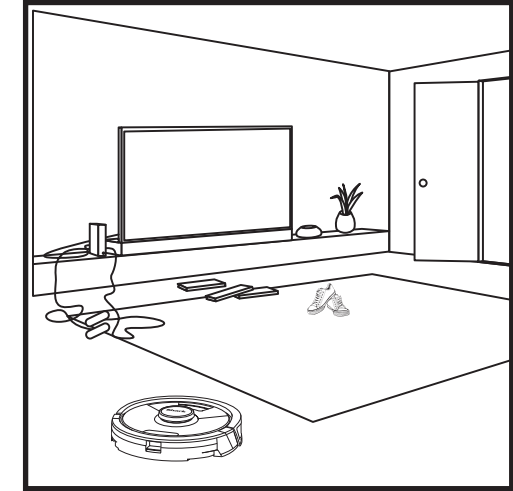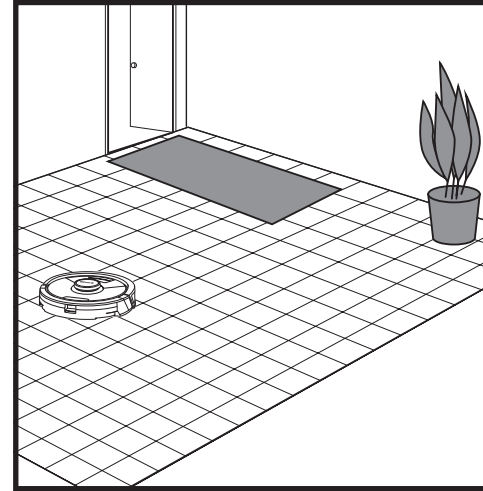
MANUAL CLEANING MODE

To manually start a cleaning cycle, press the ⏯ button on the robot or on the mobile app.
To immediately send the robot back to the dock, press the ⌂ button.

> **IMPORTANT:** Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

AI LASER NAVIGATION

After setup is complete, follow instructions in the app to help your robot conduct an **Explore Run** to create an initial map of your home. Ensure the Self-Empty Dust Bin is inserted for the Explore Run.

The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it doesn't cover the entire floor.

The robot's object detection technology helps it navigate around obstacles taller than 11.5 cm in height. Clear away small objects that may interfere with the cleaning path of your robot.

Create no-go zones in the app to block off areas you do not want the robot to enter.

VACUUM-ONLY INSTRUCTIONS
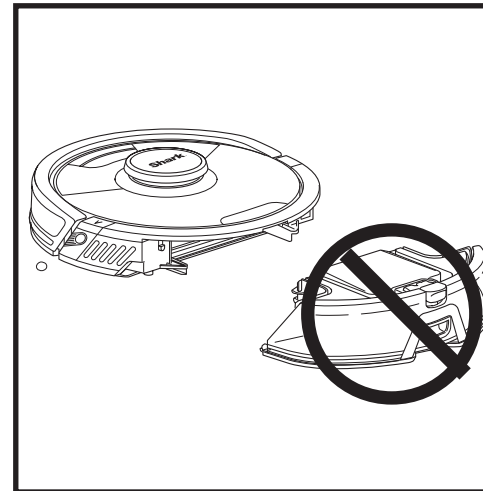
To vacuum with the Self-Empty feature, use the Self-Empty Dust Bin. Do not install the Vac & Mop 2-in-1 Dust Bin.

NOTE: Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.

NOTE: Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

VAC & MOP 2-IN-1 SETUP

NOTE: Before it can mop, the robot **MUST** complete an **Explore Run** with the Self-Empty Dust Bin attached. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.
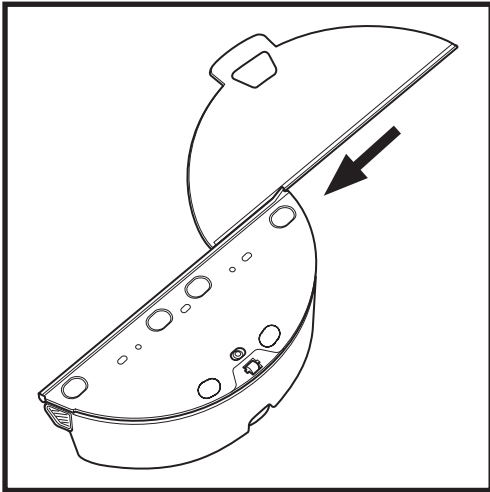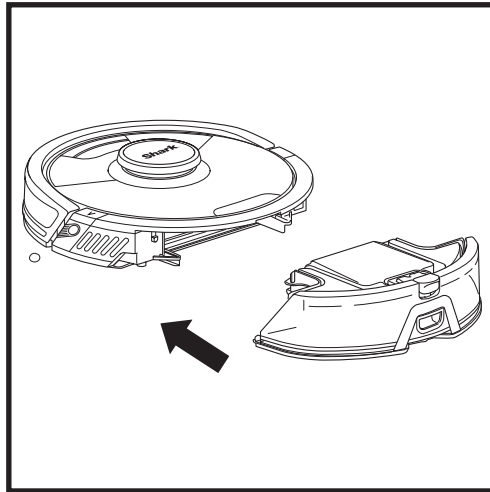

Attach the mop pad by inserting the flat edge of the pad through the slot in the Vac & Mop 2-in-1 Dust Bin. Pull the mop pad all the way through the slot until it is securely inserted.
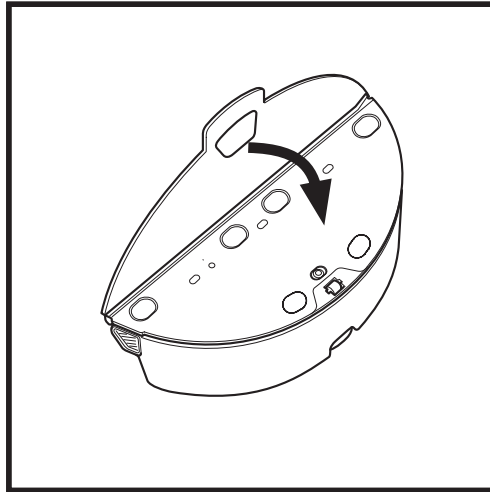
Secure the pad to the Vac & Mop 2-in 1 Dust Bin.
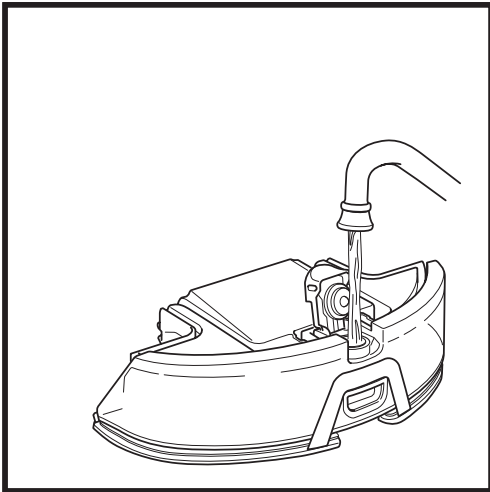
Lift open the fill cap on the top of the reservoir. Fill with water to the water line.

Firmly push the Vac & Mop 2-in-1 Dust Bin into the back of the robot, and ensure both latches click into place. The water droplet icon on the robot will illuminate white when the Vac & Mop 2-in-1 Dust Bin is inserted properly.

VAC & MOP 2-IN-1 SETUP

NOTE: When mopping, your robot may travel over floor mats or rugs. Before the next mopping run, move rugs or mats out of the robot's path, or use the app to set up Carpet Zones or no-go zones.
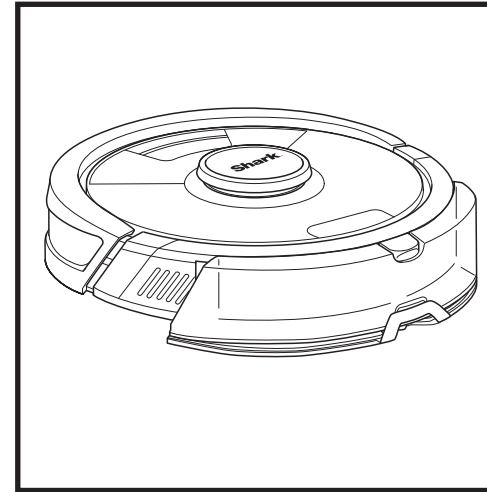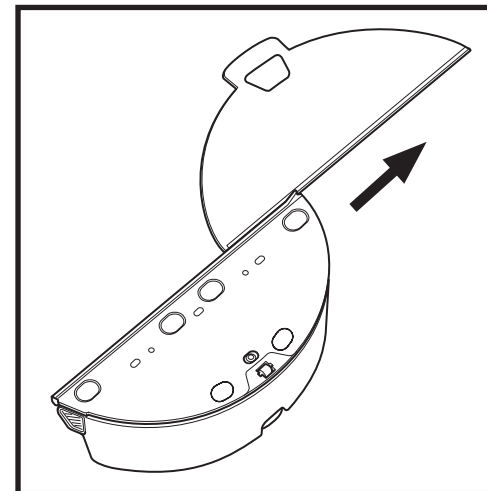

When the reservoir in the Vac & Mop 2-in-1 Dust Bin has fluid and is properly installed, with the mop pad attached, the robot is ready to vacuum and mop simultaneously. Press the button on the robot or in the app to start a vacuuming and mopping run. The robot will prime the mop pad for 30 seconds before starting its run.
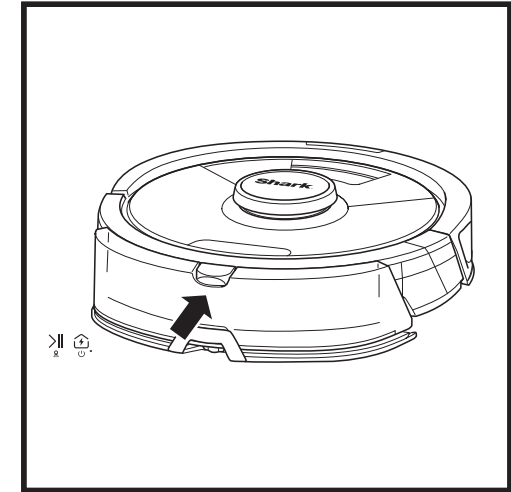
When mopping is complete, remove the Vac & Mop 2-in-1 Dust Bin by pressing the fill port button and sliding it out. Empty the reservoir after each use and manually clean out the dust bin.

CAUTION: Floors may be slippery after mopping.

To remove the mop pad from the Vac & Mop 2-in-1 Dust Bin, detach the pad from the reservoir and slide the pad out of the slot.
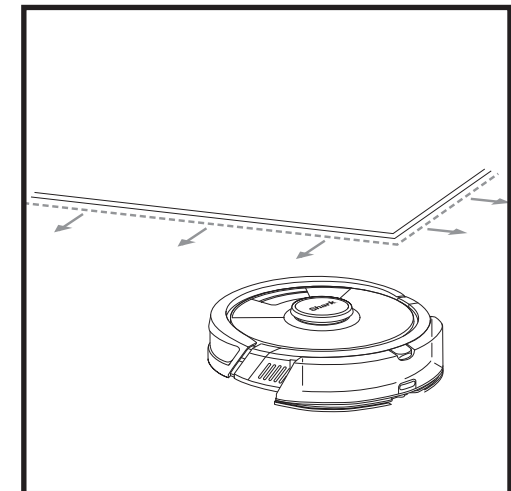
To prevent your robot from traveling over rugs and carpets in mopping mode, set up Carpet Zones in the app.

ENGLISH

EMPTYING THE BASE DUST BIN

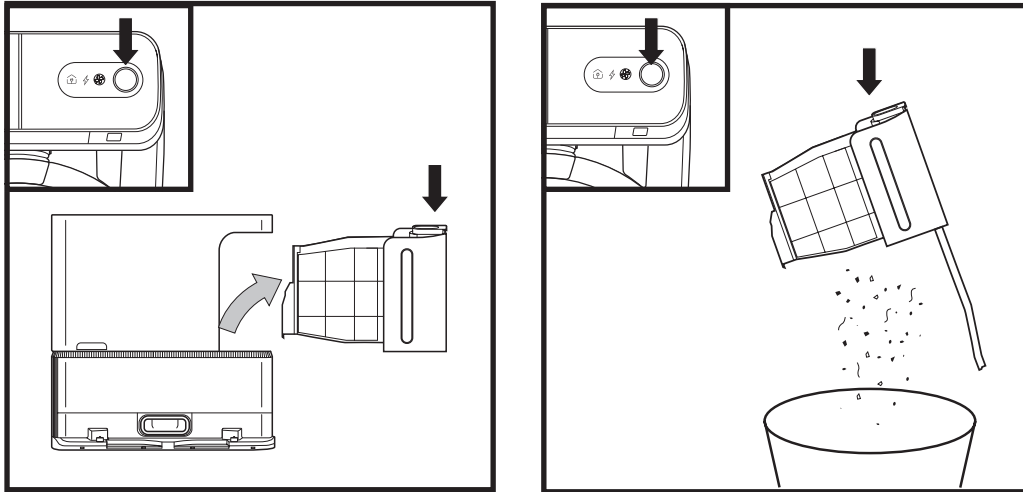The **Base Dust Bin** holds up to 30 days' worth of dust and debris. Empty the base dust bin when the debris level approaches the max fill line.

To detach the bin, press the **Dust Bin Release** button on top right side of the base, then slide out the bin.

To empty the bin, hold it over the rubbish bin, then press the release button with the rubbish bin icon on the bottom of the bin. The bin lid will open, releasing dust and debris. Lightly tap the dust bin against the inside of the rubbish bin receptacle to knock off any remaining debris. Reinstall the bin by sliding it into the slot in the base until it clicks into place.

CAUTION: Turn off power before performing any maintenance.

EMPTYING THE ROBOT 2-IN-1 DUST BINS
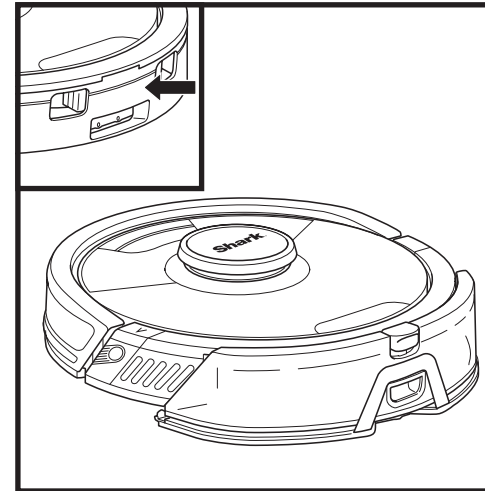
To remove the **Self-Empty Dust Bin**, pinch the release latches on the front of the dust bin and slide it out. For the **Vac & Mop 2-in-1 Dust Bin**, press the release button at the top of the dust bin and slide it out
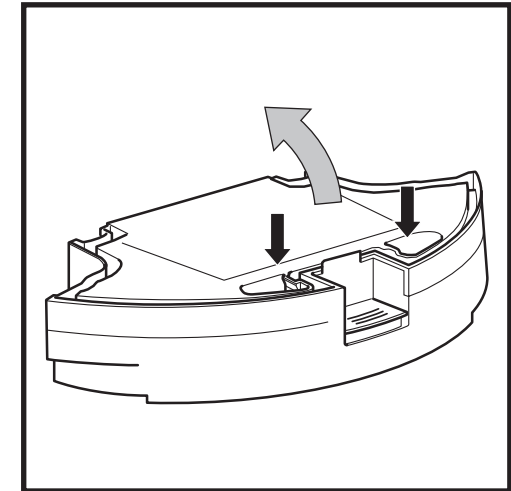
To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.
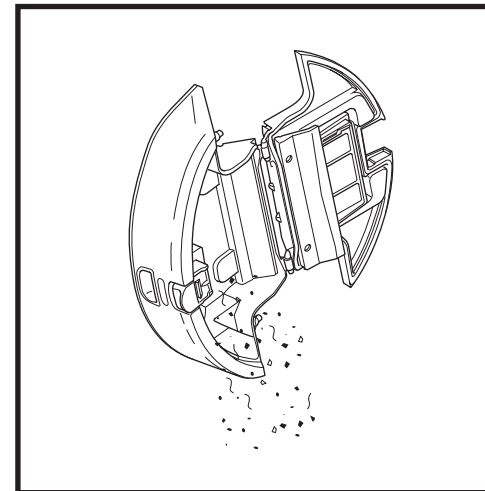
Empty debris and dust into trash. Remove filter and wash dust bin if necessary.
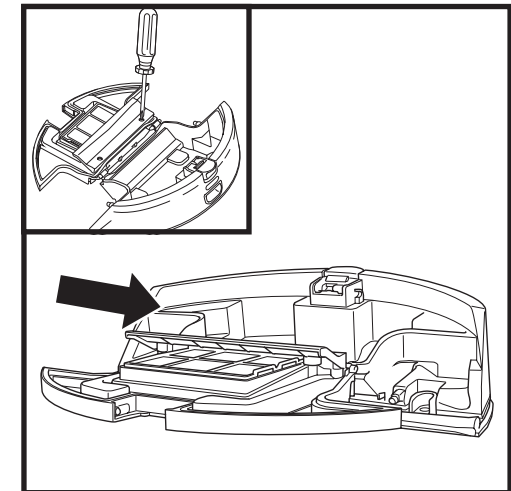
NOTE: Make sure to insert the dust bin completely, until it clicks into place.

Look between the filter and the plastic shield and make sure there is no debris buildup.

CLEANING AND REPLACING THE BASE FILTERS

Regularly clean the filters to keep your vacuum's suction power optimal.

To clean filters, rinse with cold water **ONLY** to prevent damage from cleaning chemicals. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

IMPORTANT: DO NOT use soap when cleaning the filters.
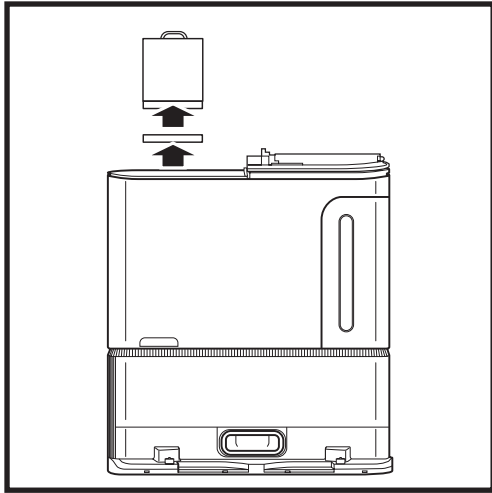
Filter
Door

CLEAN PRE-MOTOR FILTERS ONCE A MONTH

To open the filter housing lid, hold the top left edge of the base and pull up on the lid. With the lid open, remove the foam filter by the top handle, then lift out the felt filter underneath. Tap the filters clean over the trash, Tap the filters clean over the rubbish bin, then rinse them with cold water ONLY, as soap may damage them. Allow filters to air-dry completely before reinstalling them. The filters must be installed correctly for the base to work properly. Reinsert the felt filter first, then the foam filter.
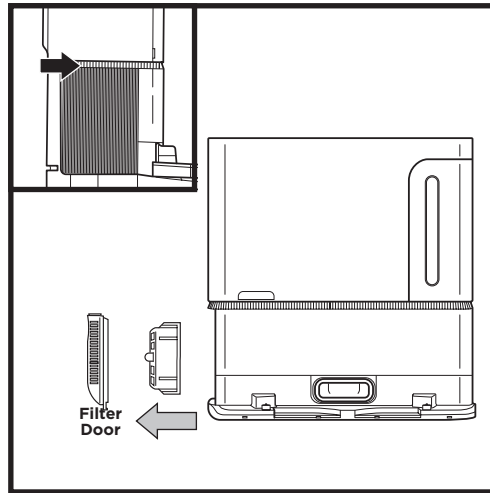
CLEAN POST-MOTOR FILTER EVERY YEAR

Press the button at the top of the **Filter Door**, then tilt the door and lift it off. Remove the **Post-Motor Filter** from the base by pulling the tab down. Tap the filters clean over the rubbish bin, then rinse them with cold water ONLY, as soap may damage them. To reinstall the post-motor filter, insert it into the base and replace the filter door.

CAUTION: Turn off power before performing any maintenance.

## EMPTYING THE ROBOT DUST BINS

To remove the **Self-Empty Dust Bin**, pinch the release latches on the front of the dust bin and slide it out. For the **Vac & Mop 2-in-1 Dust Bin**, press the release button at the top of the dust bin and slide it out

To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.

Empty debris and dust into rubbish bin. Remove filter and wash dust bin if necessary.

Look between the filter and the plastic shield and make sure there is no debris buildup.

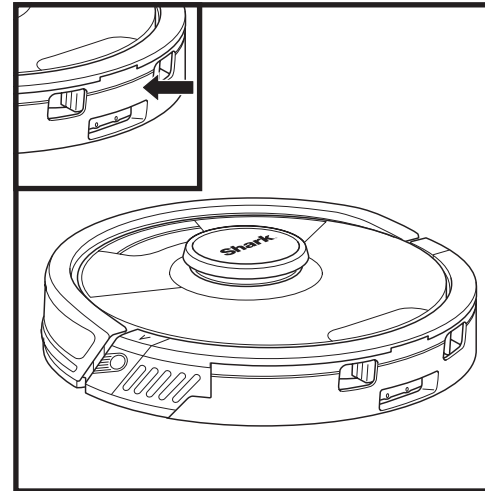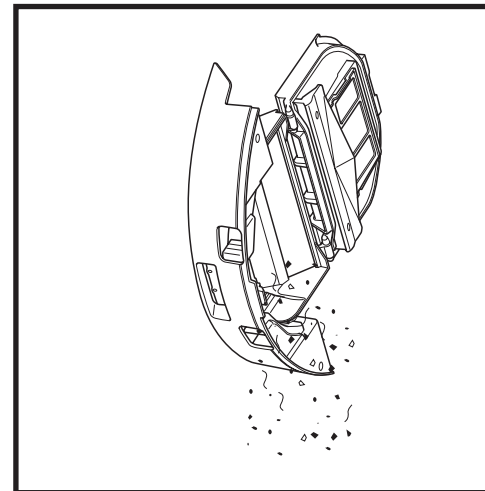**NOTE:** Make sure to insert the dust bin completely, until it clicks into place.
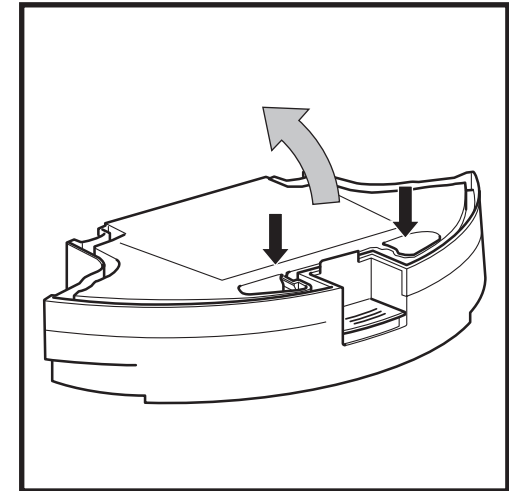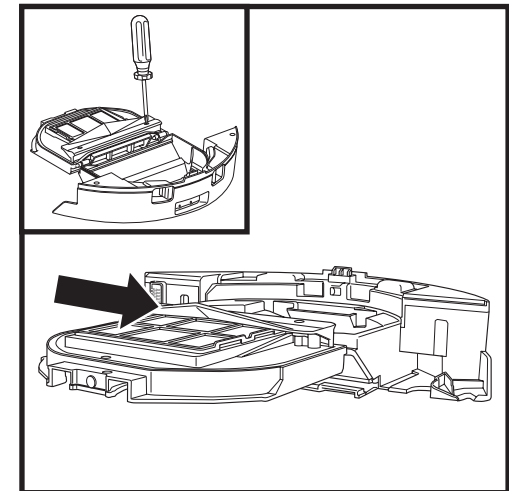
CLEANING AND REPLACING THE ROBOT'S FILTERS

For optimal suction power, please clean and reinsert the Self-Empty Dust Bin filter after each use.
See sharkclean.co.uk for replacement filters.
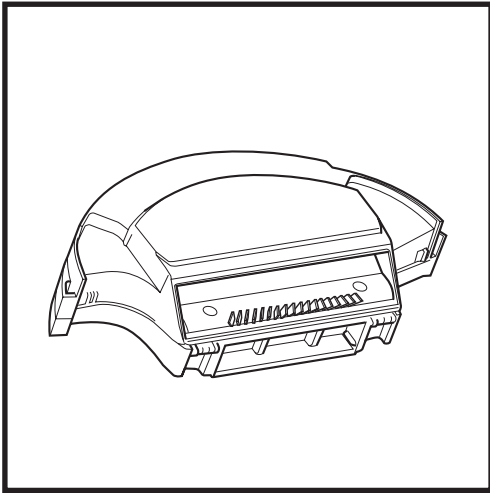
Remove and empty the Self-Empty Dust Bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.
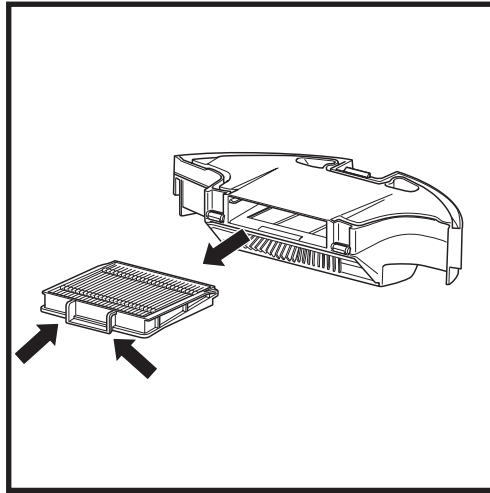
Pull filter out of the dust bin by the tabs.
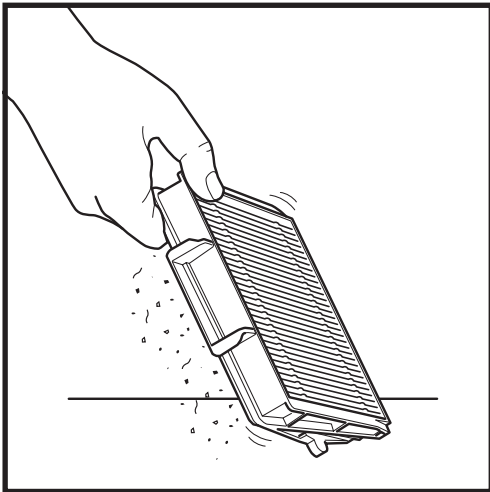
Lightly tap the filter to remove debris every time you empty the dust bin.
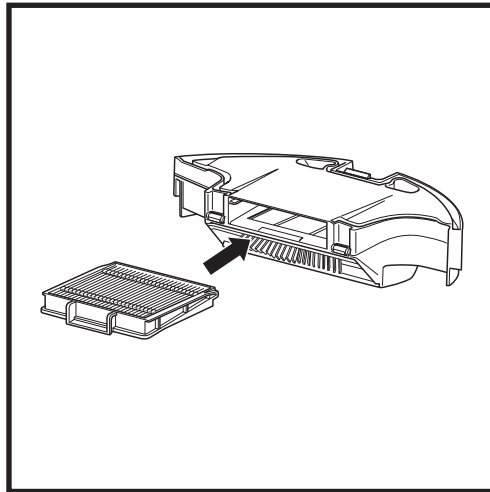
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

> **NOTE:** Make sure to insert the dust bin completely, until it clicks into place.

MAINTAINING THE VAC & MOP 2-IN-1 DUST BIN AND MOPPING PAD
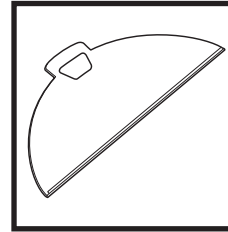
To clean pads, machine wash warm with light colors. Use mild detergents and do not use bleach or fabric softeners. Air-dry, or tumble-dry on low with no dryer sheets.
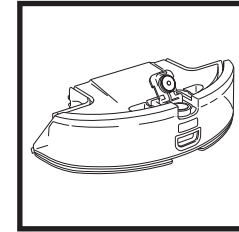
Empty the remaining liquid and the debris from the fluid reservoir after each use. Let the module air dry. **DO NOT** put Vac & Mop 2-in-1 Dust Bin in the dishwasher.

> **NOTE:** Before storing, make sure the Vac & Mop 2-in-1 Dust Bin and pad are completely dry. Store them in a dry place to prevent damage.

SELF-CLEANING BRUSHROLL

The **Self-Cleaning Brushroll** actively removes hair wrap while your robot cleans. If some debris remains wrapped around the brushroll, continue to run the robot to give the brushroll time to clean itself. If some hair wrap or debris remains after continued cleaning, carefully remove it from the brushroll.
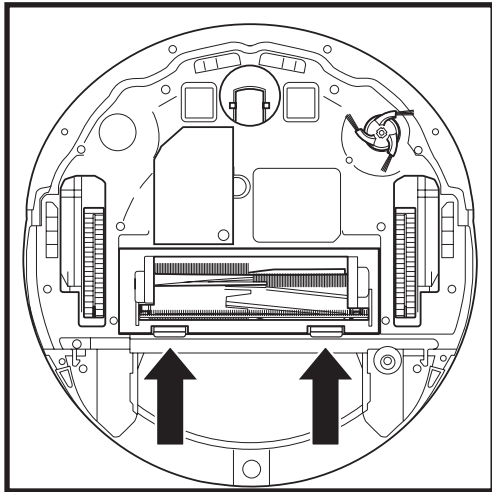
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.
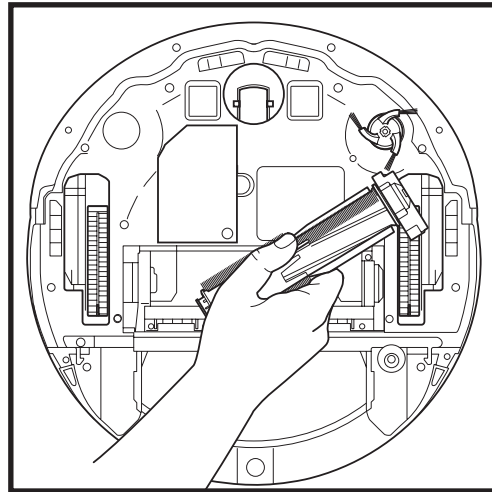
Lift out the brushroll and remove any debris.

Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click into place.

NOTE: Replace brushroll every 6 to 12 months, or when visibly worn. See sharkclean.co.uk for replacement parts.

CLEANING SENSORS AND CHARGING CONTACTS

CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED. With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the base.
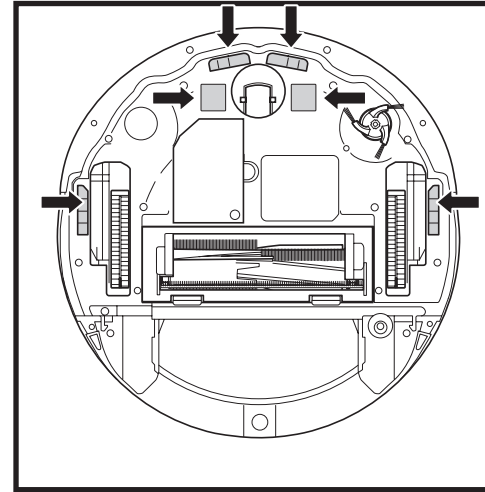
**IMPORTANT:** The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors regularly.
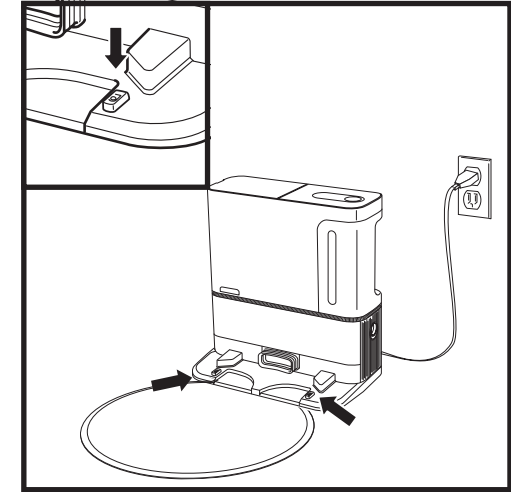
CLEANING SIDE BRUSH

CLEAN SIDE BRUSH AS NEEDED.
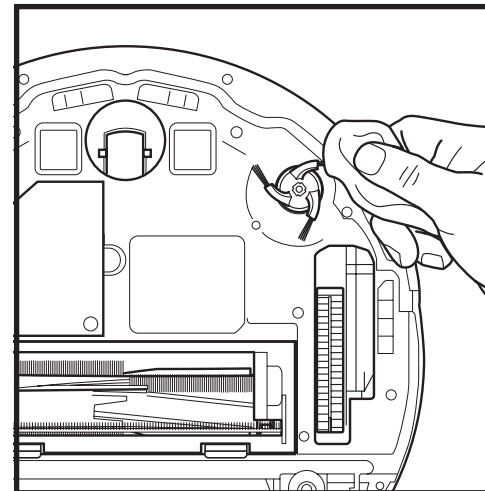
Carefully unwind and remove any string or hair wrapped around the side brush.

Gently wipe brush with a dry cloth. To reinstall, snap the brush over the pegs. Spin the brush manually to make sure it is installed correctly.

NOTE: Side brush design may vary.

NOTE: Remove and replace the side brush if it is bent or damaged. To remove the brush, lift it off its peg.

USING THE SHARK MATRIX 2-IN-1 ROBOT

Please visit **sharkclean.co.uk/app** or visit SharkClean on YouTube for troubleshooting videos.

USING THE SHARKCLEAN APP AND VOICE CONTROLS

Get the most out of your robot with these app features:

• **Recharge and Resume**
  Enable this feature to handle multi-room cleaning in larger homes. The robot will return to the base, recharge, and can pick up where it left off.

• **UltraClean**: Targeted deep cleaning for a specific room or single spot.

• **No-Go Zones**
  Use the no-go zones in the app to keep your robot out of the areas you would like it to avoid.

• **Scheduling**
  Set up whole-home cleanings for any time, any day.

• **Control From Anywhere**
  Wherever you are, you're in control of your robot.

• **Cleaning Reports**
  Each time your robot cleans, your app will generate a cleaning report. Search for **SharkClean** in the app store and download the app to your smartphone.

• **Carpet Zone**
  Once your robot has mapped your home, set up Carpet Zones in the app to identify areas of your carpeted floors you do not want your robot to mop.

 Download on the App Store

 GET IT ON Google Play

SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit **sharkclean.com/app** for setup instructions which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

Google Assistant:

"OK Google, tell Shark to start cleaning."

"OK Google, tell Shark to pause my robot."

"OK Google, tell Shark to send my robot to the dock."

Amazon Alexa:

"Alexa, tell Shark to start cleaning."

"Alexa, tell Shark to pause my robot."

"Alexa, tell Shark to send my robot to the dock."

WI-FI TROUBLESHOOTING

• To use the app, your phone must be connected to a **2.4 GHz** network. The app will only work on a 2.4 GHz network.
• Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz.
• Do not use a VPN or a proxy server.
• Make sure Wi-Fi isolation is turned off on the router.
• Questions? Steps if You're Stuck:
  Having trouble connecting to your robot?
  For how-to videos, FAQs, troubleshooting, and tips & tricks visit: sharkclean.eu.

CAN'T CONNECT?

Restart your phone
Turn off phone, wait a few minutes, then turn it back on and connect to Wi-Fi.

Reboot your robot
• Make sure the power switch on the back of the BASE is in the ON position.
• Take robot off base and press and hold the DOCK button on the robot for 5-7 seconds to turn off power. Place the robot back on the base to power back on.

Reboot your router
• Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.

ERROR CODE	PROBLEM
! (RED) + Wi-Fi indicator (RED Flashing)	Wrong password for Wi-Fi
! (Flashing red) + Wi-Fi (RED)	SSID cannot be found, try connecting again
! + Wi-Fi (Flashing RED at the same time)	Cannot connect to Wi-Fi

WI-FI TROUBLESHOOTING

How do I use my robot with Amazon Alexa?
Open the Amazon Alexa app, go to the menu and select Skills. Or go to the Alexa Skills store on the Amazon website. Search for "Shark Skill". Select the Shark Skill to open the detail page, then select the Enable Skill option. Once enabled, you can ask Alexa to control your robot (i.e., "Alexa, tell Shark® to start cleaning").

How do I set up my robot with the Google Assistant on an Apple device?
1. Download, open, and sign in to the Google Assistant app. **2.** Select the "Explore" icon. Search for "Shark" and select "Try it." **3.** To allow Google to link to your SharkClean® account, sign in to your SharkClean account. This is the same account you used when setting up your Shark® robot in the SharkClean app. Select "Authorise" to link your SharkClean account to the Google Assistant. To send your robot in to action, use the voice command, "Google, tell Shark® to start cleaning."

How do I set up my robot with the Google Assistant on Android?
1. Download open, and sign in to the Google Assistant app. **2.** Select the "Explore" icon. Search for "Shark" and select "Link." **3.** Sign in to your SharkClean account. This is the same account you used when setting up your Shark® robot in the SharkClean app. To send your robot in to action, use the voice command, "Google, tell Shark® to start cleaning."

What should I do if my Wi-Fi randomly disconnects?
Take the robot off the base and press and hold the ⌂ button on the robot for 5-7 seconds to turn off power. Place the robot back on the base to turn power back onto turn power back on. Turn off your phone. Wait 30 seconds, then turn your phone back on. Open Wi-Fi settings on your phone, find the Shark® network, and select Forget Network. Reopen SharkClean app and retry the connection process. It is normal for your robot to temporarily lose connectivity when it goes under furniture or moves far from your router. Your Shark® robot will automatically reconnect to Wi-Fi. If the robot does not reconnect, power it off, wait 10 seconds, power the robot back on, and place it back on the base.

What should I do if I verified a wireless network password that is incorrect?
Close the app, then reopen it. Make sure that you entered the correct Wi-Fi network password this time. In your phone's network settings, choose your home 2.4 GHz network, and select Forget. Reconnect to your home network. Make sure to use the correct password. If you were able to connect to your home network, proceed to the app setup process. We recommend that you use the eye icon when entering your password to make sure it is correct. Turn off your router and wait 30 seconds. Turn your router back on. Check to make sure your 2.4 GHz network is visible in your phone settings. Turn off the robot, then wait 10 seconds. Turn the robot back on and wait for the voice prompt. Hard-close the app and restart the connection process on the robot. If you cannot locate your Wi-Fi password, please contact your Internet service provider.

What should I do if my username or password is invalid?
We recommend you select the eye icon next to the password entry to verify you are entering your password correctly. Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from mysharkninja@sharkninja.com You can use the "Resend code" option to send the email again.

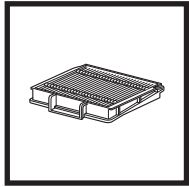**What should I do if there is an issue resetting password (did not receive the email or token was invalid)?**

Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from mysharkninja@sharkninja.com You can use the "Resend code" option to send the email again.

REPLACEMENT PARTS

REPLACEMENT PARTS: ROBOT

Robot Filter

Self-Empty Dust Bin

Brushroll

Battery

Brushroll Door

Side Brush
Note: Side brush design may vary

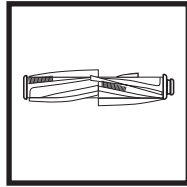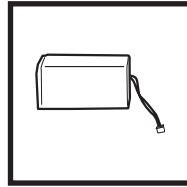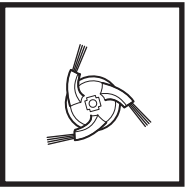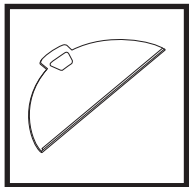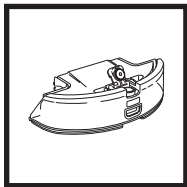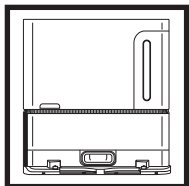### REPLACEMENT PARTS: MOPPING
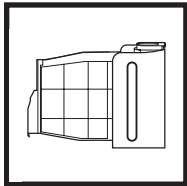

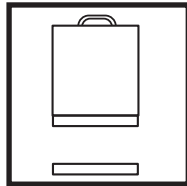**Mop Pad**

Vac & Mop 2-in-1 Dust Bin
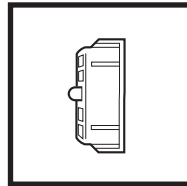
REPLACEMENT PARTS: BASE

Charging Base

Base Dust Bin

Base Pre-Motor Foam & Felt Filter Kit

Base Post-Motor Filter

MAINTENANCE

TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark Matrix 2-in-1 Robot, see the error code chart below:

ERROR CODE	SOLUTION
CLEAN (RED) flashing **+ ! (RED)** flashing	Suction motor failure. Remove and empty the dust bin, clean the filters, and remove blockages to ensure nothing is reducing suction.
CLEAN (RED) flashing	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
DOCK (RED) flashing	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
CLEAN (RED) + DOCK (RED) flashing	Robot dust bin has been removed and needs to be reinserted.
DOCK (RED) + ! (RED) flashing	Side brush is stuck. Remove any debris from around the side brush.
CLEAN (RED) + DOCK (RED) + ! (RED) flashing	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles.
CLEAN (WHITE) + DOCK (RED) + ! (RED) flashing	Wheel motor encoder failure. Please turn the power off and back on.
CLEAN (WHITE) + ! (RED) flashing	Blockage in brushroll. Remove any debris from around the brushroll.
CLEAN (RED) + DOCK (WHITE) + ! (RED) flashing	Robot has encountered an error while booting. Please turn the power off and back on.
CLEAN (WHITE) + DOCK (RED) flashing	Robot cannot locate base. Please pick up your robot and place it on the base.
BATTERY ICON (RED) flashing	Battery is critically low and needs recharging. If your robot is unable to base, place the robot manually on the base.
CLEAN (RED) flashing **+ DOCK (WHITE)** flashing alternating	Robot is stuck. Please move to a level surface.
CLEAN (YELLOW)	Fluid reservoir of the Vac & Mop 2-in-1 Dust Bin is empty. Refill before cleaning.

Shark | NINJA

MANUFACTURER'S GUARANTEE

The Shark Guarantee

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "legal rights"). You can enforce your legal rights against your retailer, including Shark if you bought your appliance from sharkclean.co.uk . However, at Shark we are so confident about the quality of our products that we give the owner an additional, free parts and labour manufacturer's guarantee of up to 2 years.

The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

The manufacturer's guarantee does not affect your legal rights.

How long are new Shark machines guaranteed for?

Our manufacturer's guarantee lasts for one year from the date of purchase as standard, or for two years if you register your purchase with us within 28 days.

How do I register my Shark guarantee?

If you have purchased your Shark appliance directly from sharkclean.co.uk your guarantee is registered automatically. If you bought it from anywhere else in the UK, you can register your guarantee online within 28 days of purchase.

- To register online, please visit **sharkclean.co.uk/register-guarantee** or scan the QR code in your instruction booklet.
- Keep a note of the date you purchased the machine.

IMPORTANT:

- Keep your receipt if you bought your Shark appliance from anywhere except sharkclean.co.uk. You will need it to claim under your guarantee.
- The free Shark guarantee only applies in the UK.

What are the benefits of registering my free Shark guarantee?

When you register your guarantee, you will get an extra one year of cover. We'll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Shark appliance and hear the latest news about new Shark technology and launches.

What is covered by the free Shark guarantee?

Repair or replacement (at Shark's discretion) of your Shark machine, including all parts and labour.

What is not covered by the free Shark guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Shark appliance which is not in accordance with the Shark Operating Manual supplied with your machine.
- Damage caused by use of the Shark appliance for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Shark Genuine Components
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.

MANUFACTURER'S GUARANTEE

How can I claim under the free Shark guarantee?

Contact our customer service helpline on 0800 862 0453. For service hours please visit our website under 'Contact Us'. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at support.sharkclean.co.uk . The Shark representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that the item will need to be boxed when you return it to us. It can be any suitable box, it does not have to be the original packaging.

Where can I buy genuine Shark spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark appliance. You'll find a full range of Shark spares, replacement parts and accessories for all Shark machines at **sharkclean.co.uk** . Please remember that damage caused by the use of non-Shark spares may not be covered under your guarantee.

These instructions are designed to help you keep your Shark Robot running at peak performance.

SharkNinja Europe Ltd,

1st/2nd Floor Building 3150,

Thorpe Park,

Century Way,

Leeds, England,

LS15 8ZB

SharkNinja Germany GmbH,

Rotfeder-Ring 9,

60327 Frankfurt am Main, Germany

sharkclean.co.uk

Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained herein are subject to change without notice.

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