

# ***Shark*** **MATRIX ROBOT** **2-in-1**

**Robotic Vacuum Cleaner**

**RV2620WDUK**

INSTRUCTIONS



**SHARKCLEAN APP**



sharkclean.co.uk



# 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 XDKRV2600WDDUK 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.

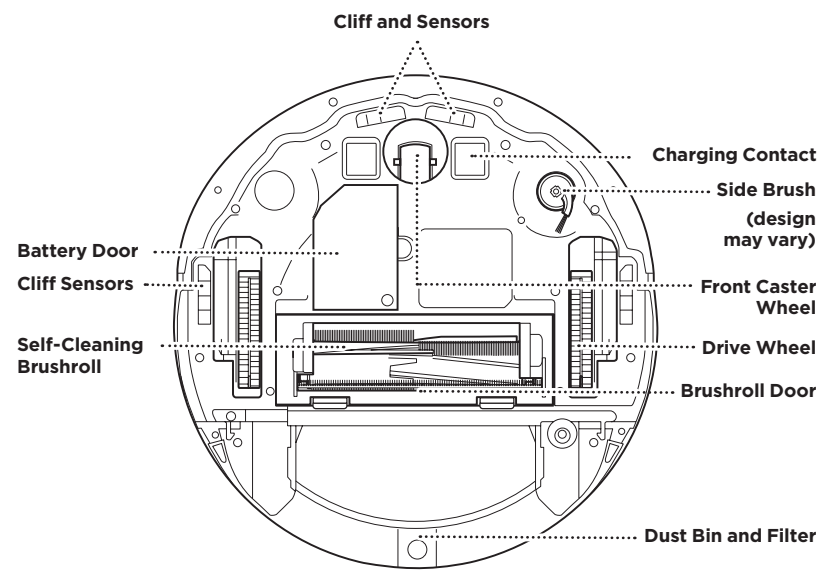
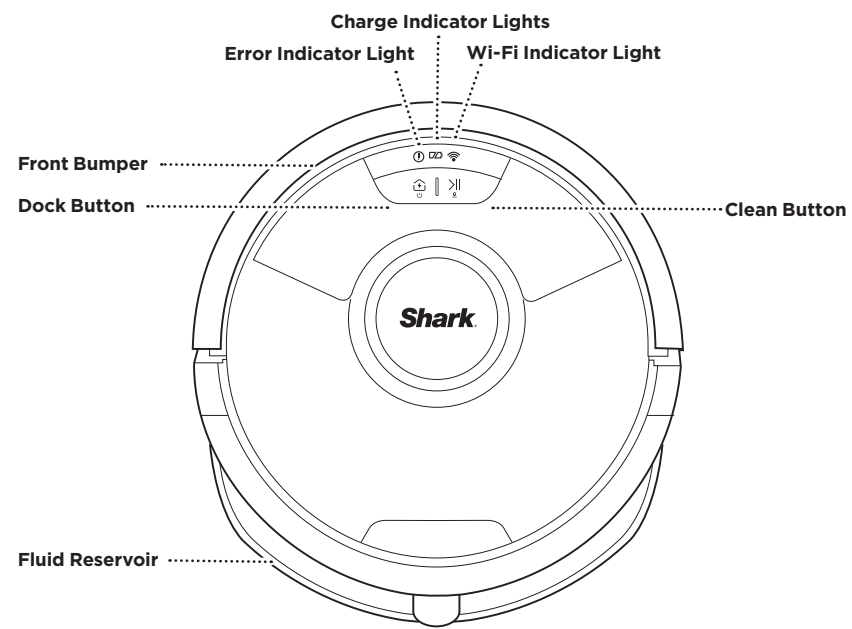
### 37. DO NOT expose the Wet/Dry Robot Floor Cleaner or battery to fire or temperatures above 130°C (265°F) as it may cause explosion.

### END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

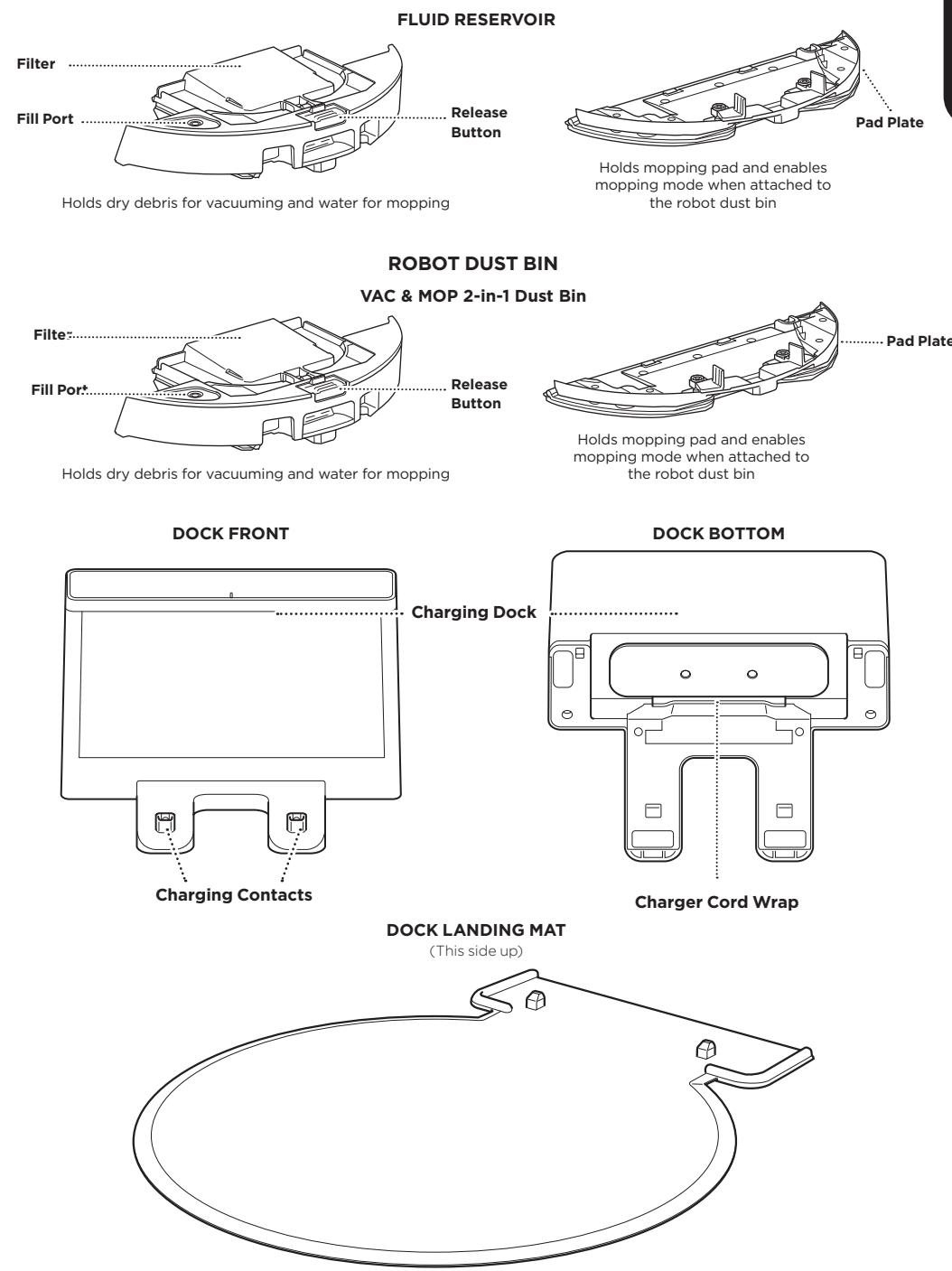
SharkClean.co.uk/EULA

## SAVE THESE INSTRUCTIONS

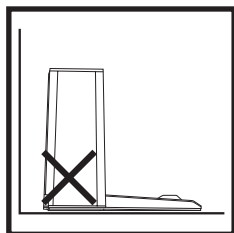
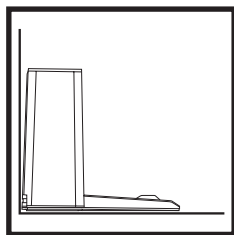
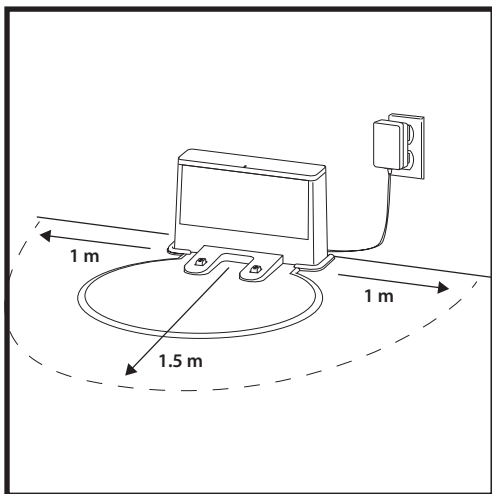
GETTING TO KNOW YOUR SHARK MATRIX ROBOT



GETTING TO KNOW YOUR SHARK MATRIX ROBOT

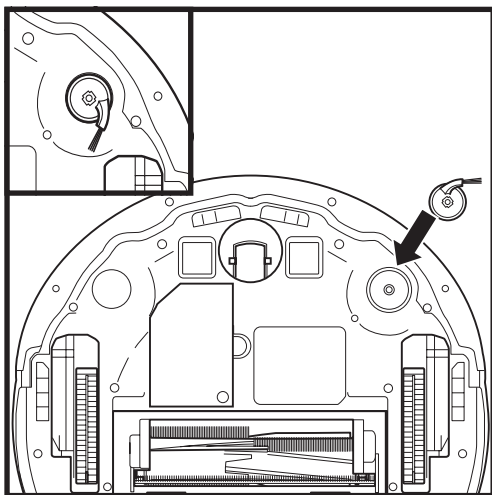


## DOCK SETUP



- Select a permanent location with strong Wi-Fi for the **Charging Dock**, because every time you relocate it, your robot will have to completely re-map your house.
- Place the dock with its back against a wall and attach the landing mat. Select a level surface on bare floor, in a central area. Do not place dock against baseboards or heating elements.
- Remove any objects that are closer than 1.5 metre from either side of the dock, or closer than 1 metre from the front of the dock.
- Plug in the dock.

## INSTALLING THE SIDE BRUSH

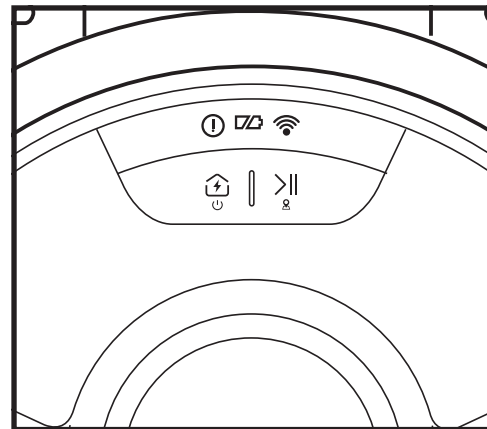


Snap the included **Side Brush** onto the square peg on the bottom of the robot.

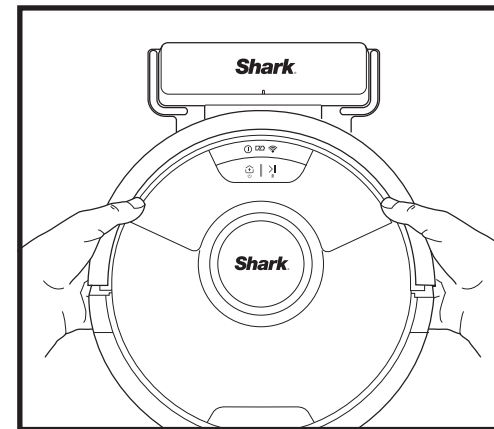
**NOTE:** Side brush design may vary.

## CHARGING

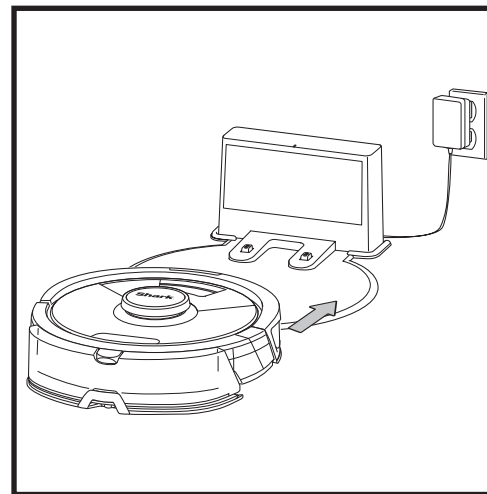
**IMPORTANT:** The Shark Matrix Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.



To **TURN THE ROBOT ON**: Place the robot on the dock or hold down DOCK button for 5 to 7 seconds, until the indicator lights turn on.



If the robot has no charge or it cannot return to the dock, manually place it on the dock. The indicator light will turn blue and the robot will beep when it is correctly placed on the dock.

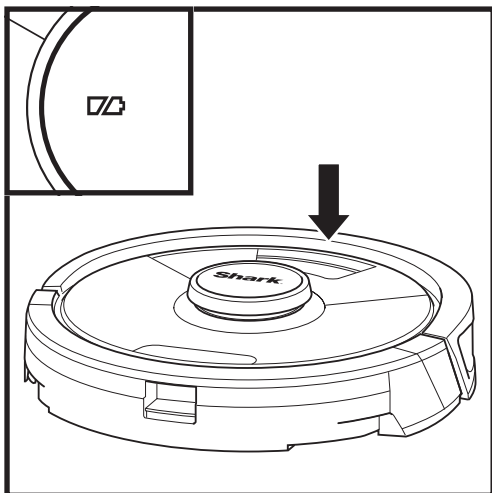


When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out, or if it is in wet cleaning mode, the dock may be blocked by carpet.

**NOTE:** When manually placing the robot on the dock, make sure the **Charging Contacts** on the bottom of the robot are touching the ones on the dock. While the robot is charging, both white LED lights will flash. When the robot is properly aligned on the dock, the battery icon on the robot will illuminate. When the battery is fully charged, the charging icon will stop pulsing but will remain illuminated.

**NOTE:** When picking up the robot, be careful not to place fingers between the bumper and the base of the robot.

## CHARGE INDICATOR LIGHTS



## In Use



## While Charging (White)



## No Charge or Off



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

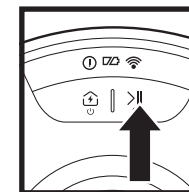
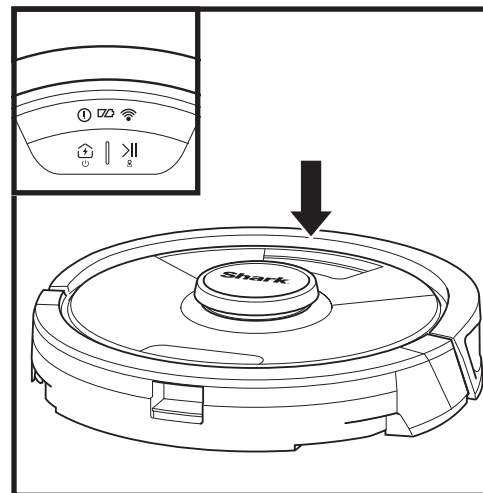
While the robot is charging, both white LED lights will flash. When charging is complete, both white lights will illuminate steadily. It may take up to 6 hours to fully charge your robot.

If the robot is idle and away from the charging dock 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 dock. Manually place the robot on the dock.

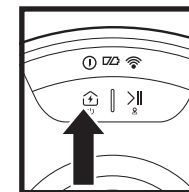
**IMPORTANT:** Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

## BUTTONS AND INDICATOR LIGHTS



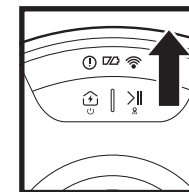
## CLEAN BUTTON

Press to begin a cleaning session and press again to pause the cleaning session.



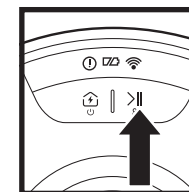
## DOCK BUTTON

Hold down for 5 to 7 seconds to power on the robot. Press to stop cleaning and send robot back to the charging dock.



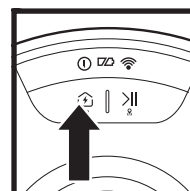
## CHARGE INDICATOR LIGHTS

Light above button will illuminate



## WET MOPPING INDICATOR LIGHT

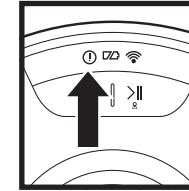
The button will illuminate blue when the fluid reservoir is properly installed. The button will illuminate yellow if the tank is empty and needs refilling.



## RECHARGE &amp; RESUME

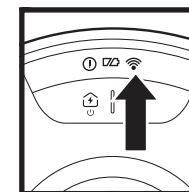
Press and hold the button for 15 seconds to turn Recharge & Resume ON or OFF.

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 140m<sup>2</sup>. 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.

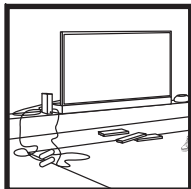
Flashing White: setup mode.

No light: not set up yet.

## PREP YOUR HOME

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.

**NOTE:** Scheduling is one of many features that can only be done in the app.



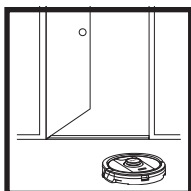
### OBSTRUCTIONS

Clear cords and small objects less than 11.5 cm in height, and open interior doors to ensure a complete map of your home.



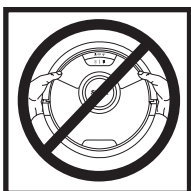
### SCHEDULING

Schedule whole-home cleanings with the app. To schedule a mopping run with the app, the reservoir must be filled and installed in the robot with the pad attached.



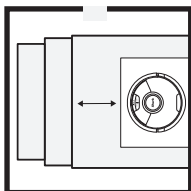
### THRESHOLDS

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.



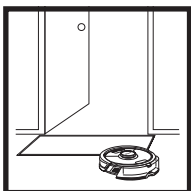
### AVOID MOVING THE ROBOT & DOCK

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 to block off the stairs.



### REMOVE RUGS FROM DOORWAYS WHEN MOPPING

Before mopping, you must set up Carpet Zones in the app, and move any carpets or rugs that block access to floors that you want your robot to mop.

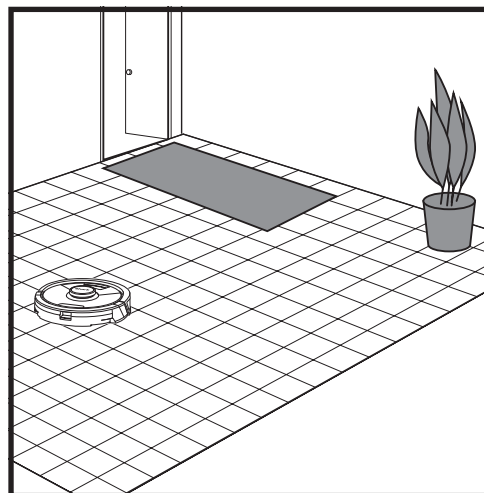
## MANUAL CLEANING MODE

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.

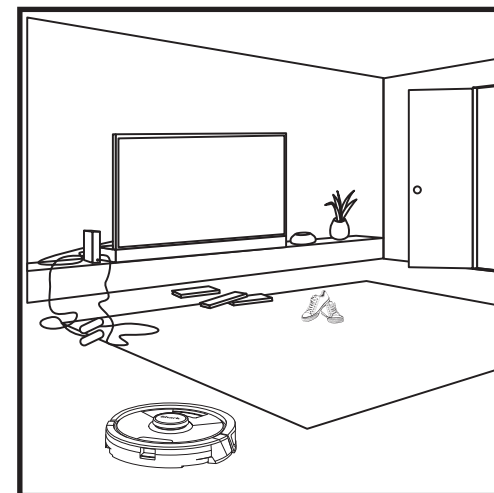
## USING THE SHARK MATRIX ROBOT

### SHARK MATRIX ROBOT



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.

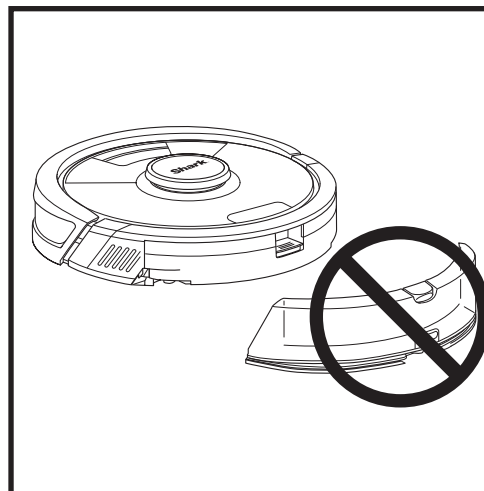
The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it doesn't cover the entire floor.



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. You can set up no-go zones around small objects, or use them to block off large areas.

## VACUUM-ONLY INSTRUCTIONS



To vacuum, the fluid reservoir must NOT be attached to the robot. Make sure the dust bin is properly installed.

**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.

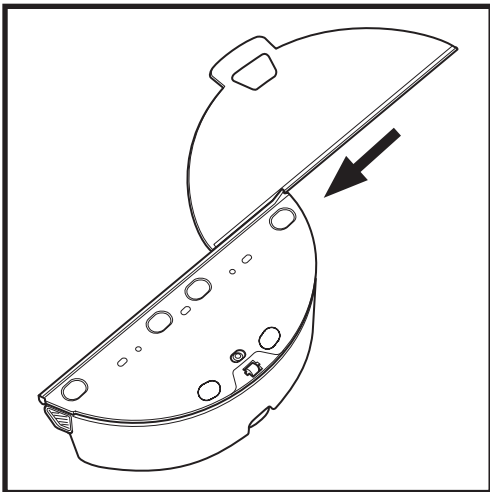
**NOTE:** Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.



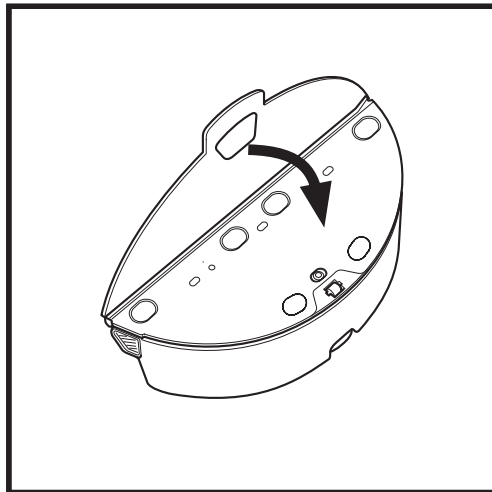
## USING THE SHARK MATRIX ROBOT

### WET MOPPING SETUP

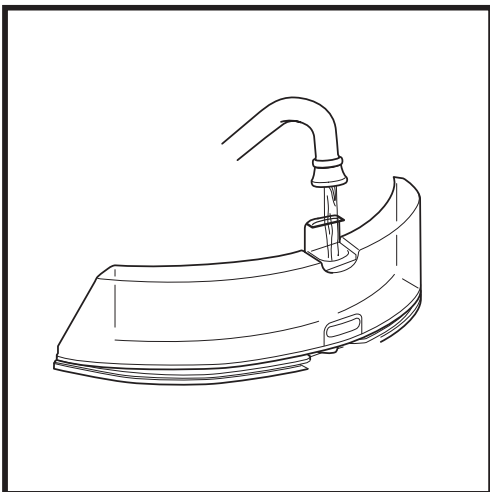
**NOTE:** Before it can mop, the robot **MUST** complete an **Explore Run**. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.



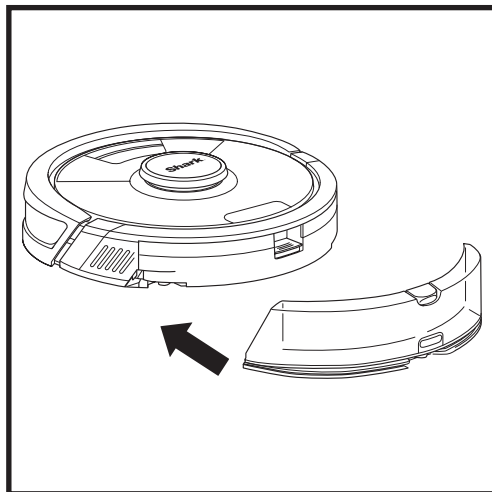
Attach the mop pad by inserting the flat edge of the pad through the slot in the reservoir. Pull the mop pad all the way through the slot until it is securely inserted.



Secure the pad to the back of the reservoir.



Lift open the fill cap on the top of the reservoir. Fill with water to the water line.

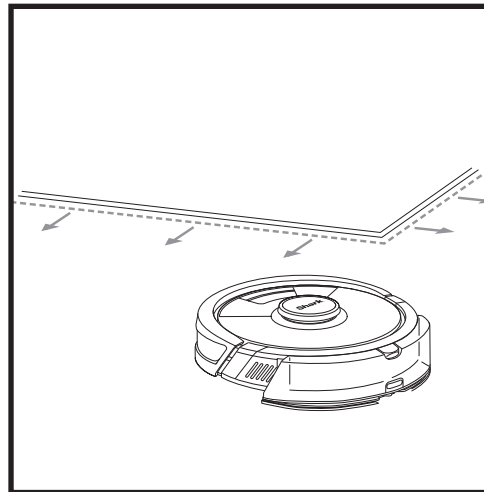


Firmly push the reservoir into the back of the robot, behind the dust bin, and ensure the fluid reservoir clicks into place.

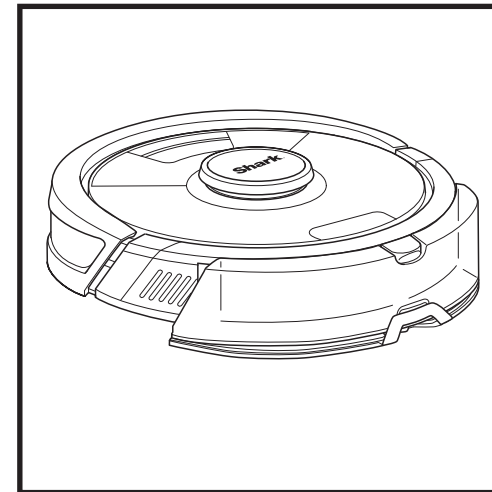
## USING THE SHARK MATRIX ROBOT


### WET MOPPING SETUP

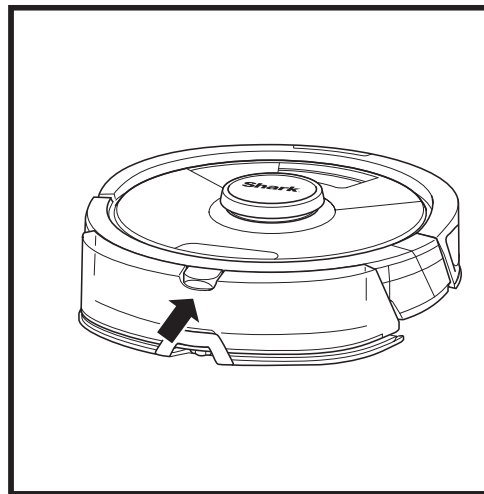
**NOTE:** When mopping, your robot may travel over floor mats or rugs. Before the next mopping run, move rugs or mats out of the robot's path, or use the app to enable Carpet Zones or to set up no-go zones.



Before your robot's first mopping run, set up **Carpet Zones** in the app to ensure your robot will avoid carpets and rugs when mopping. Follow instructions in the app to set up Carpet Zones and to start a Carpet Verification Run.

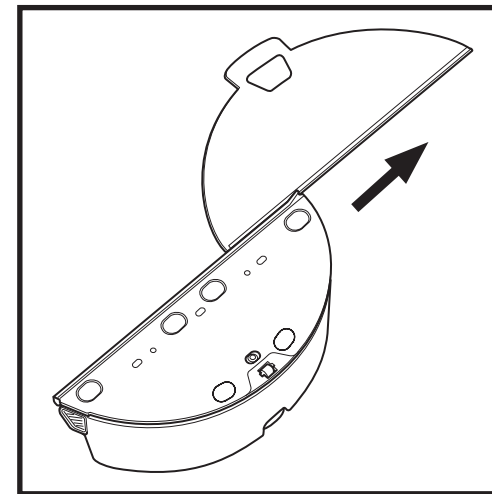


When the reservoir has fluid and is properly installed, with the mop pad attached, the robot is ready to vacuum and mop simultaneously. Press the  button on the robot or in the app to start a vacuuming and mopping run. The robot will prime the mop pad for 30 seconds before starting its run.



When mopping is complete, remove the reservoir by pressing the fill port button and sliding the reservoir out.

**CAUTION:** Floors may be slippery after mopping.



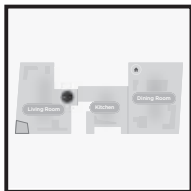
To remove the mop pad from the reservoir, detach the pad from the back of the reservoir and slide the pad out of the slot.

## USING THE SHARK MATRIX ROBOT

Please visit [sharkclean.co.uk/app](https://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 Shark Matrix Robot with these app features:

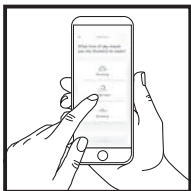


- **Recharge & Resume**

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

- **Carpet Zones**

Once the robot has mapped your home, set up Carpet Zones in the app to identify carpets and rugs for the robot to avoid when it mops.



- **Scheduling**

Set 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.



### SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit [sharkclean.co.uk/app](https://sharkclean.co.uk/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

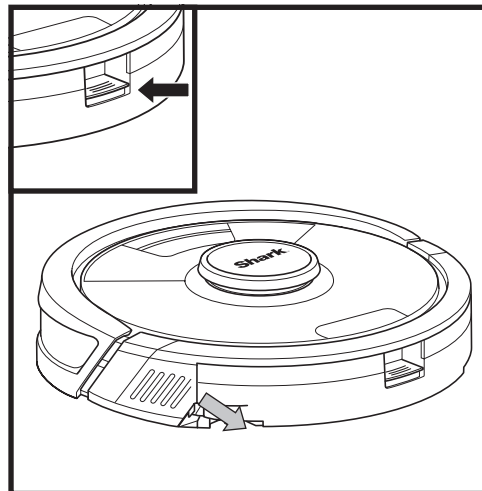
- To use the app, your phone must be connected to a 2.4GHz network. The app will only work on a 2.4GHz network.
- Typical home Wi-Fi networks support both 2.4GHz and 5GHz.
- Do not use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.

- Questions? Steps if You're Stuck: Having trouble connecting to your robot? For how-to videos, FAQs, troubleshooting, and tips & tricks visit: [sharkclean.co.uk](https://sharkclean.co.uk)

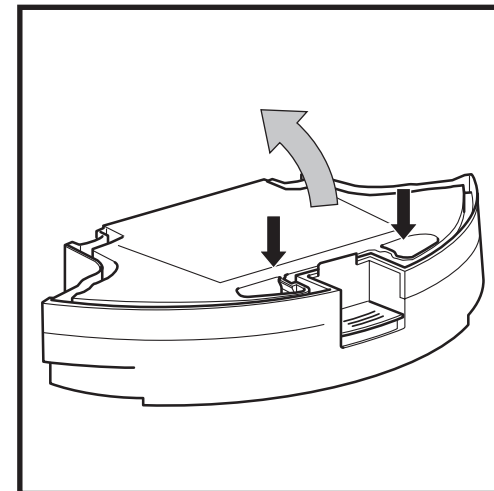
ERROR CODE	PROBLEM
<b>! (RED) + Wi-Fi indicator (RED Flashing)</b>	Incorrect password for Wi-Fi
<b>! (RED flashing) + Wi-Fi (RED)</b>	SSID cannot be found, try connecting again
<b>Wi-Fi (RED Flashing)</b>	Cannot connect to Wi-Fi

## MAINTENANCE

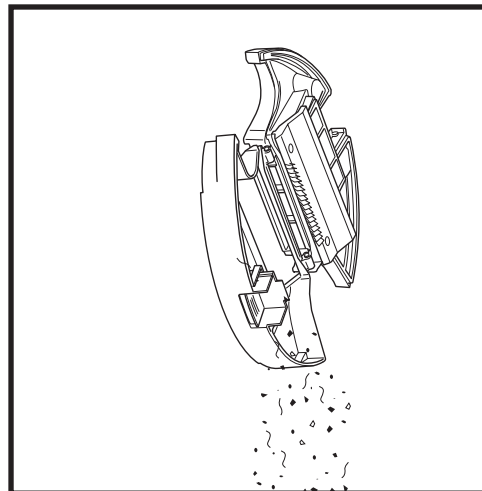
### EMPTYING THE DUST BIN



With the fluid reservoir removed, press the **Dust Bin Release Button** and slide out the dust bin.

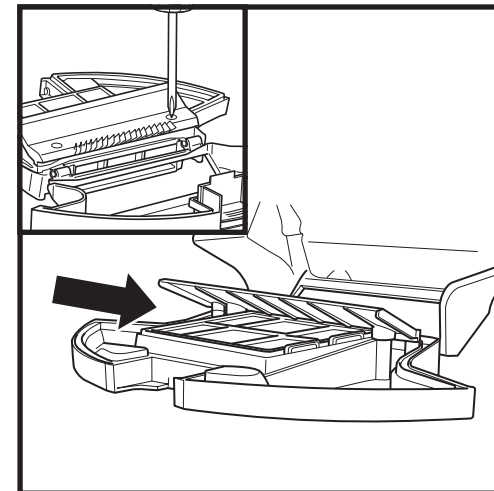


To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.



Empty debris and dust into rubbish bin. Wash dust bin if necessary, using water only.

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



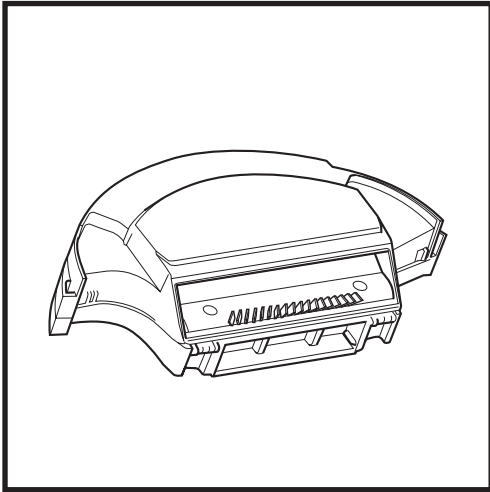
To avoid mould, clean the area between the filter and the plastic shield after every mopping run, and periodically after vacuuming. Remove the shield and clear any debris buildup with a dry cloth or soft brush.



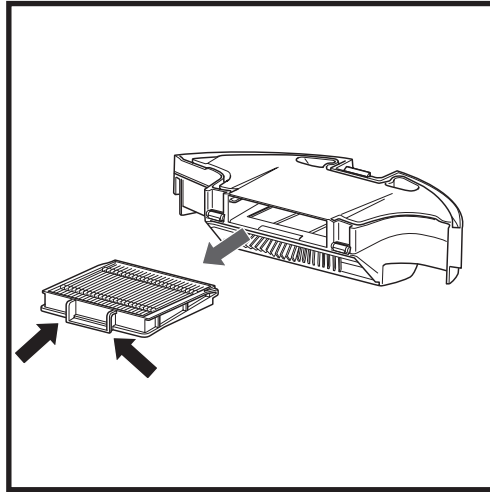
## MAINTENANCE

### CLEANING AND REPLACING THE FILTER

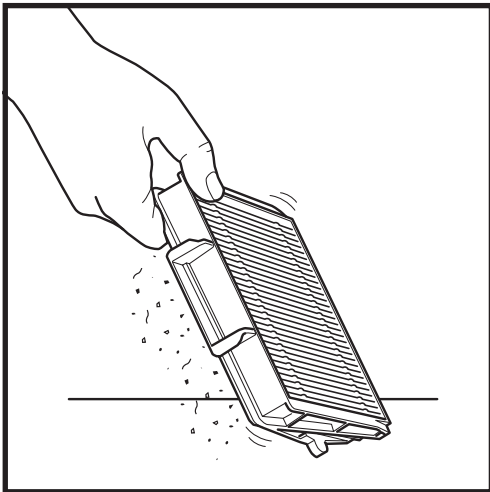
For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin. See [sharkclean.co.uk](http://sharkclean.co.uk) for replacement filters.



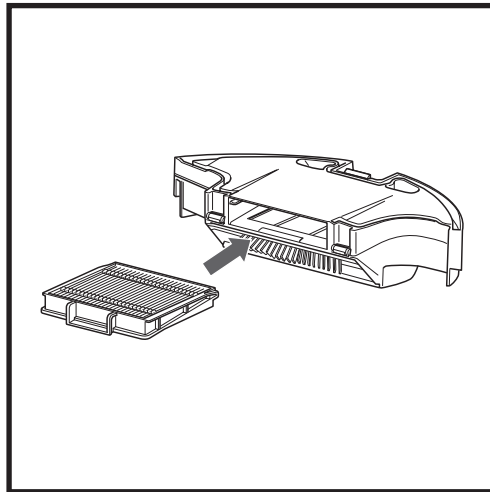
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove debris every time you empty the dust bin. For a deeper clean, rinse the filter with water once a month. Allow the filter to air-dry for up to 24 hours before reinstalling. Do not use soap or scrub the filter. This will damage the material.



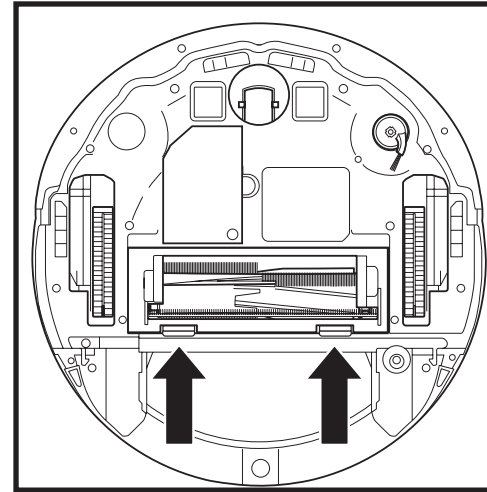
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

**NOTE:** Replace the filter once a year for optimal performance.

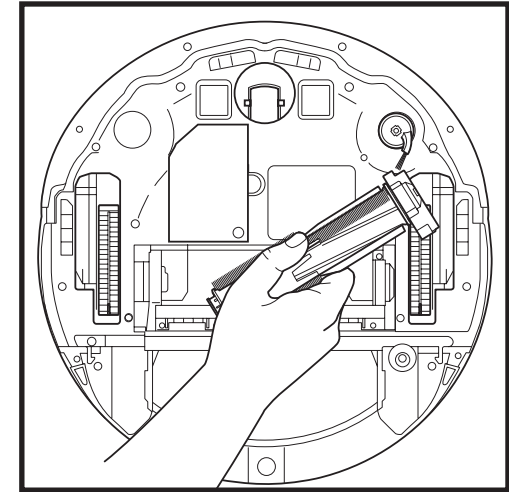
## MAINTENANCE

### 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.



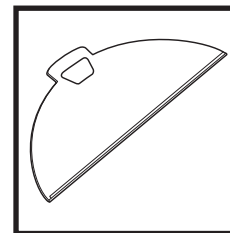
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



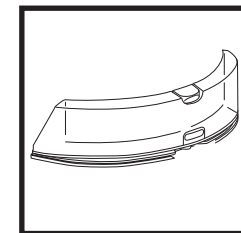
Lift out the brushroll and remove any debris. Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click into place.

**NOTE:** Replace brushroll every 6 to 12 months, or when visibly worn. Some models come with one side brush. See [sharkclean.co.uk](http://sharkclean.co.uk) for replacement parts.

### MAINTAINING THE RESERVOIR 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.



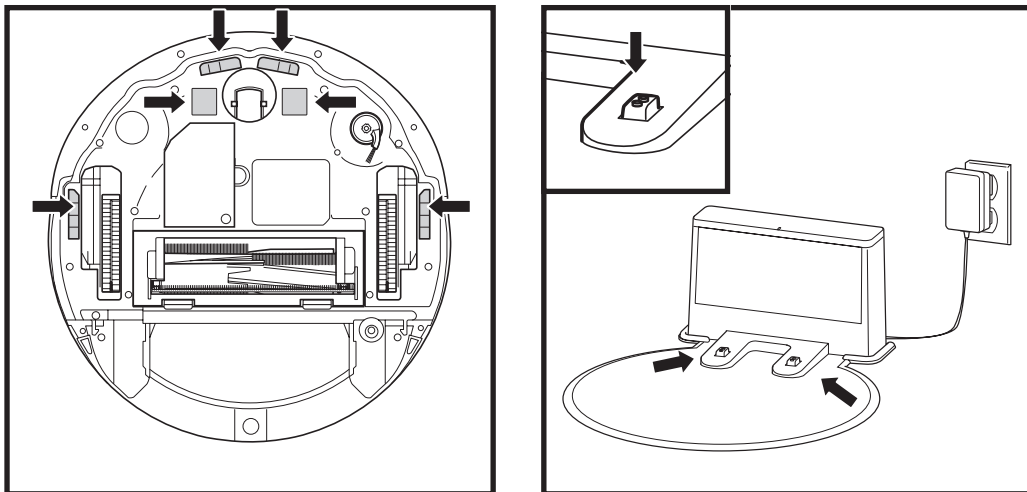
Empty the reservoir after each use. Rinse the reservoir and let it air-dry. **DO NOT** put the reservoir in the dishwasher.

**NOTE:** Before storing, make sure the reservoir and pad are completely dry. Store the reservoir and pad in a dry place to prevent damage.

## MAINTENANCE

## CLEANING SENSORS AND CHARGING CONTACTS

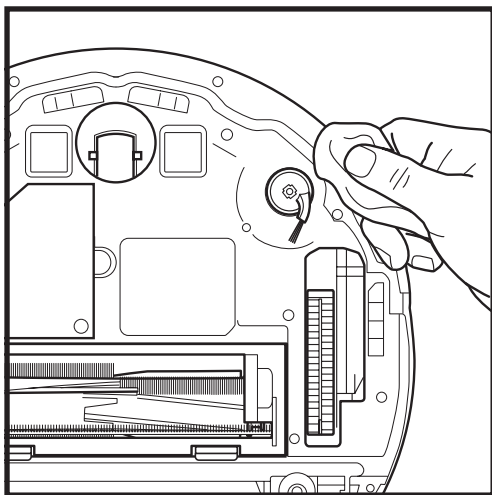
**CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.** With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the dock.



**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 brush.

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

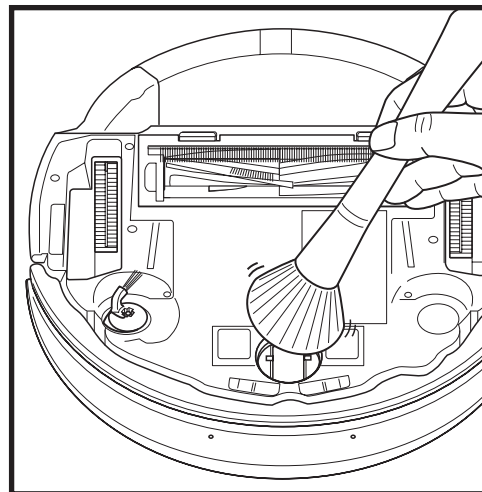
**NOTE:** Side brush design may vary.

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

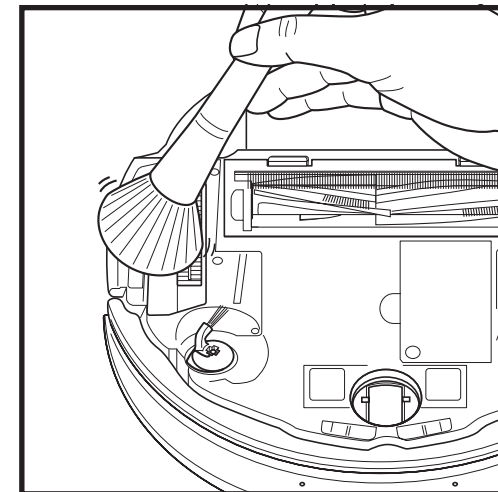
## MAINTENANCE

## CLEANING THE WHEELS

**CLEAN FRONT WHEEL PERIODICALLY.**  
See [sharkclean.co.uk](http://sharkclean.co.uk) for replacement parts.



Clean the wheel housing.

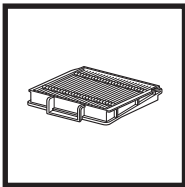


Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

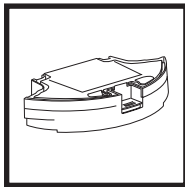
**NOTE:** Brush not included.

## REPLACEMENT PARTS

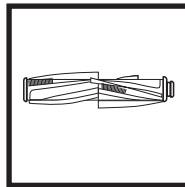
**NOTE:** To order replacement visit [sharkclean.co.uk](https://sharkclean.co.uk).



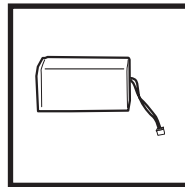
Filter



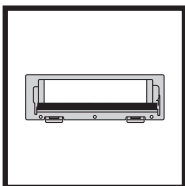
Robot Dust Bin



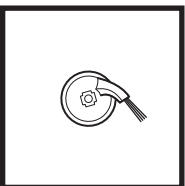
Brushroll



Battery

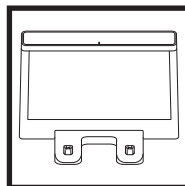


Brushroll Door

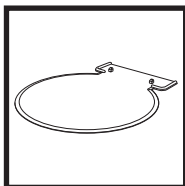


Side Brush

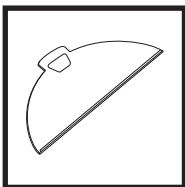
NOTE: Side brush design may vary



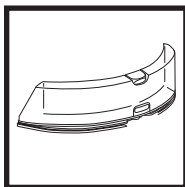
Charging Dock



Dock Landing Mat



Mop Pad



Fluid Reservoir

## MAINTENANCE

## TROUBLESHOOTING

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

ERROR #	ERROR CODE	SOLUTION
2	<b>DOCK (RED) + ! (RED)</b> flashing	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
2	<b>CLEAN (RED) + DOCK (RED) + ! (RED)</b> flashing	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
2	<b>CLEAN (WHITE) + DOCK (RED) + ! (RED)</b> flashing	Wheel motor encoder failure. Please visit <a href="https://sharkclean.co.uk">sharkclean.co.uk</a>
2	<b>CLEAN (WHITE) + ! (RED)</b> flashing	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
3	<b>CLEAN (GREEN) + DOCK (GREEN) + ! (RED)</b> flashing together	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages.
6	<b>DOCK (RED)</b> flashing	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
7	<b>CLEAN (RED) + DOCK (WHITE)</b> flashing	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
9	<b>CLEAN (RED) + DOCK (RED)</b> flashing	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
10	<b>CLEAN (RED)</b> flashing	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
16	<b>CLEAN (RED) + DOCK (WHITE)</b> alternating	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
21	<b>CLEAN (RED) + DOCK (WHITE) + ! (RED)</b> flashing	Robot has encountered an error while booting. Please turn the power off and back on.
24	<b>BATTERY ICON (RED)</b> flashing	Battery is critically low and needs recharging. Please pick up your robot and place it on the base. Make sure the base indicator light turns blue to confirm your robot is placed on the base correctly.
24	<b>DOCK (WHITE) + ! (RED)</b> flashing	Robot has encountered an error while charging. Please make sure you are using the correct power cord for the base.
25	<b>CLEAN (YELLOW)</b> flashing	Fluid reservoir is empty.

## 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](http://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](http://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](http://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](http://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](http://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](http://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](http://sharkclean.co.uk)

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