

Shark

MATRIX™ PLUS 2-in-1 ROBOT

Robot Vacuum

RV2620WAUK

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

If the charging cable plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. DO NOT force into outlet or try to modify to fit.

⚠ WARNING

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

GENERAL WARNINGS

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

1. This appliance consists of a Robot Floor Cleaner and charging base with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Place the cords from other appliances out of the area to be cleaned.
3. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
4. Use only identical replacement parts found on sharkclean.com
5. This Robot Floor Cleaner contains no serviceable parts.
6. Use only as described in the Owner's Guide provided on sharkclean.com. **DO NOT** use Robot Floor Cleaner for any purpose other than those described in the Owner's Guide.
7. With exception of the filters, dust bin, and pads, **DO NOT** expose any parts of the Robot Floor Cleaner to water or other liquids.
8. **DO NOT** put hands into any opening in the base or robot.

USE WARNINGS

9. 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.
 - a) Children shall not play with the appliance.
 - b) Cleaning and user maintenance shall not be made by children without supervision.
10. To minimize the risk of the robot traveling beyond an unsafe boundary (stair/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.
11. Always turn off the Robot Floor Cleaner before inserting or removing the filter, dust bin, or side brushes.
 12. **DO NOT** handle plug, charging dock, charging cable, or Robot Floor Cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
 13. **DO NOT** use the Robot Floor Cleaner without the dust bin, filter, brushroll, and side brush in place.
 14. **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.
 15. **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.
 16. **DO NOT** use Robot Floor Cleaner if airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.
 17. Keep all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
 18. **DO NOT** use if Robot Floor Cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
 19. **DO NOT** place Robot Floor Cleaner on unstable surfaces.
 20. If the Robot Floor Cleaner is not starting from the dock, it must be placed at least 45 cm away from any stairs or ledges.
 21. **DO NOT** use to pick up:
 - a) Liquid spills.
 - 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) Smoking or burning objects (hot coals, cigarette butts, or matches).
 - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
 - g) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).

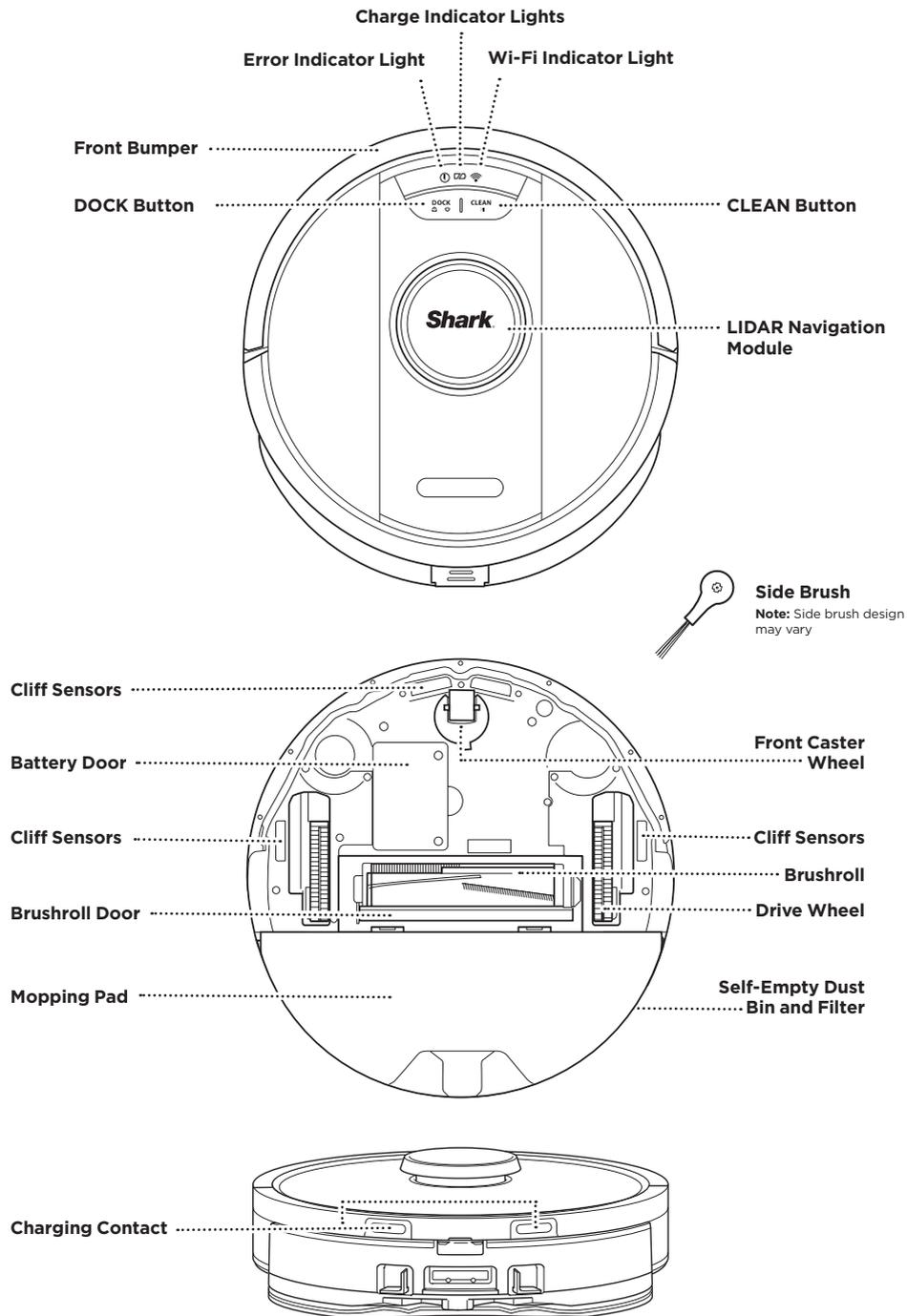
22. **DO NOT** use in the following areas:
 - a) Outdoor areas near fireplaces with unobstructed entrances.
 - b) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
 - c) In an area with a space heater.
 - d) Near fireplaces with unobstructed entrances.
 23. Turn off the Robot Floor Cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
 24. Allow all filters to air-dry completely before reinstalling them in the Robot Floor Cleaner to prevent liquid from being drawn into electric parts.
 25. **DO NOT** modify or attempt to repair the Robot Floor Cleaner or the battery yourself, except as indicated in the 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. For your Robot Floor Cleaner's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 8 inches 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 8 inches from the stairs cannot be moved, you must use a no-go zone to block off the stairs.
 30. **DO NOT** use as an attachment to power tools for dust collection.
 31. **DO NOT** use the vacuum on a wet surface. (unless it is a WD vacuum)
 32. **DO NOT** operate the vacuum in a room where an infant or child is sleeping.
 33. **DO NOT** operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
 34. **DO NOT** operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
 35. **DO NOT** allow children to sit on the vacuum.
- ### BATTERY USE
36. The battery is the power source for the vacuum. Carefully read and follow

- all charging instructions.
37. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it.
 38. Use **ONLY** the Shark® charging dock XDRV2600WA, XDKRV2600WA & XDKRV2402WS and use only battery RVBAT850 (EUK) 26V. Use of batteries or battery chargers other than those indicated may create a risk of fire.
 39. 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.
 40. Under abusive conditions, liquid 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.
 41. Robot Floor Cleaner should not be stored, charged, or used at temperatures below 10°C (50°F) or above 40°C (104°F). 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.
 42. **DO NOT** expose the Robot Floor Cleaner or battery to fire or temperatures above 130°C (265°F) as it may cause explosion.
 43. Non-rechargeable batteries cannot be recharged.
- ### NO-GO ZONES
44. Always use no-go zones around reflective flooring and surfaces.
 45. No-go zones should always be used near carpeted stairs.
 46. **DO NOT** use no-go zones within 10 feet of the dock.
- ### LASER WARNING
47. This product has a Class 1 laser. It is safe under reasonably foreseeable conditions (as defined in the Owner's Guide). Always turn off the power before lifting the Robot Floor Cleaner or performing any maintenance on it.
 48. **DO NOT** look directly into laser.

SAVE THESE INSTRUCTIONS

For the latest warnings and cautions, go to support.sharkclean.co.uk

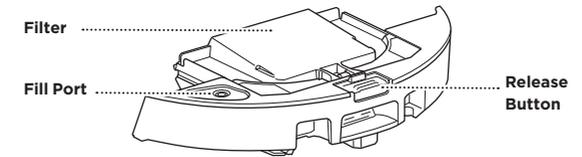
GETTING TO KNOW YOUR SHARK MATRIX™ PLUS 2-IN-1 ROBOT



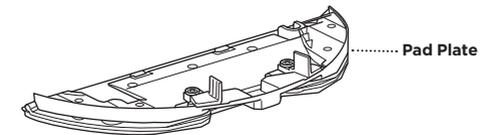
GETTING TO KNOW YOUR SHARK MATRIX™ PLUS 2-IN-1 ROBOT

ROBOT DUST BIN

VAC & MOP 2-in-1 Dust Bin

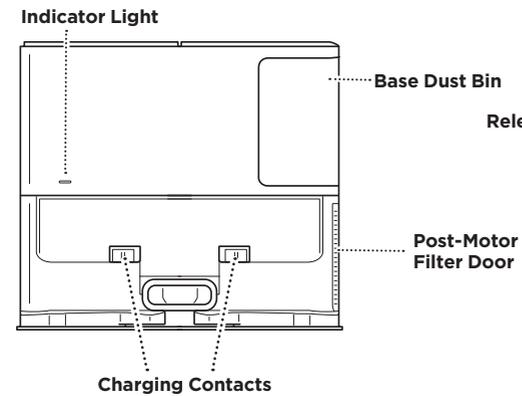


Holds dry debris for vacuuming and water for mopping

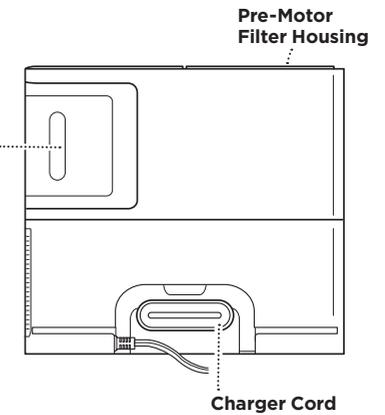


Holds mopping pad and enables mopping mode when attached to the robot dust bin

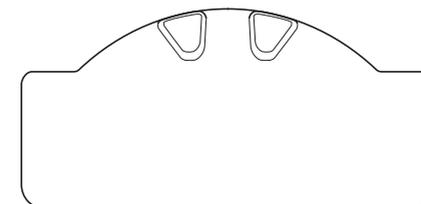
SELF-EMPTY BASE FRONT



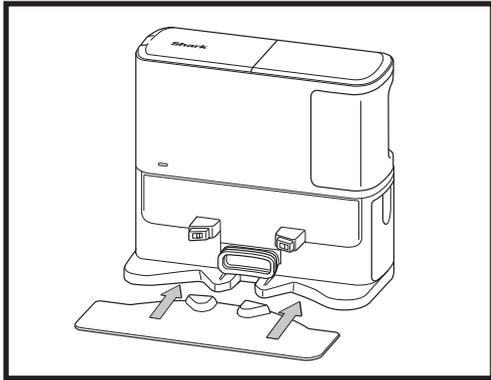
SELF-EMPTY BASE BACK



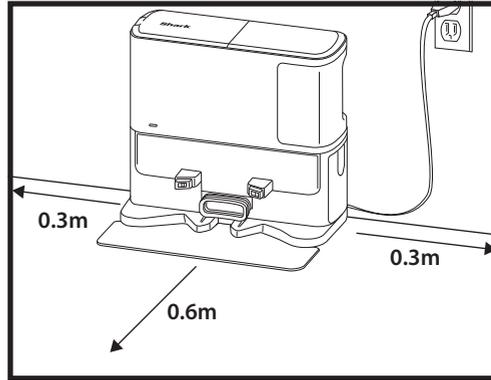
LANDING MAT
(This side up)



SELF-EMPTY BASE



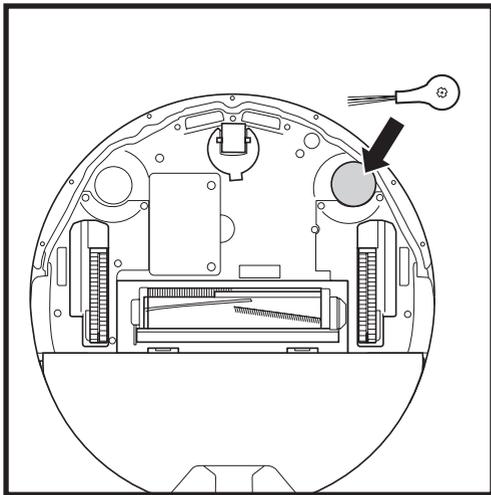
Place the Landing Mat on the floor and align the self-empty base on top so that it sets into place



- Select a **permanent** location for the **Self-Empty Base**. Remove protective film from robot and base.
- Place the base with its back against a wall on bare 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 foot from either side of the base or closer than 2 feet from the front of the base.
- Plug in the base. The Base Power Indicator icon (🏠) on the top right side of the base will **illuminate when the base has power**.

If the base is relocated after setup, the robot may not be able to find its way back, and the robot will have to completely re-map your home.

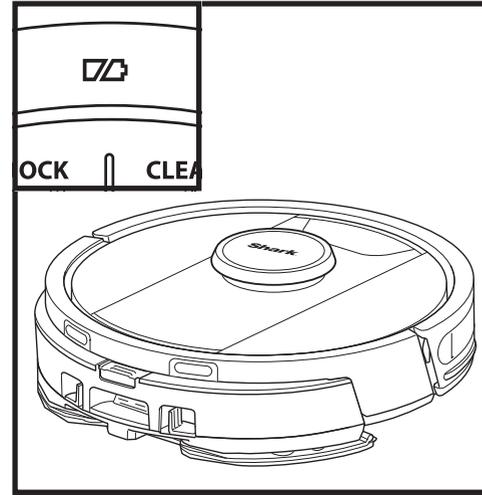
INSTALLING THE SIDE BRUSH



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



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.

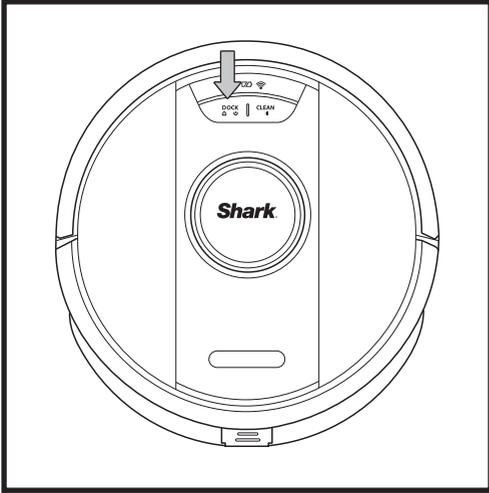
If the robot is idle and away from the charging base for 10 minutes, it will enter **Sleep Mode**. The indicator lights will turn off, but the battery and Wi-Fi lights will remain on in sleep mode. Wake up the robot by pressing any button.

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.

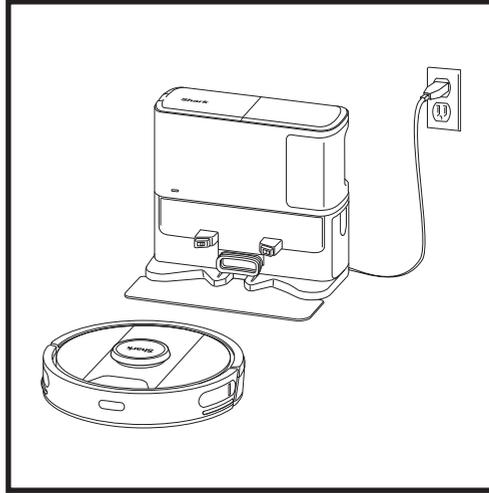
TIP: To preserve battery life, if the robot will not be used for a long time, turn off the power on the robot by pressing the DOCK button and holding it for 5-7 seconds. The robot should be recharged at least once every three months.

CHARGING

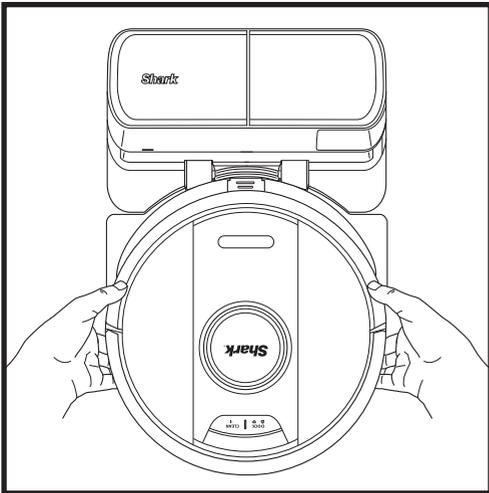
IMPORTANT: The Shark Matrix™ Plus 2-In-1 Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.



To turn ON the robot, press and hold the DOCK button for 5-7 seconds. To charge, place the robot on the base. The robot will beep when charging begins and the charging indicator on the base will illuminate.



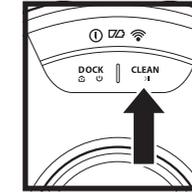
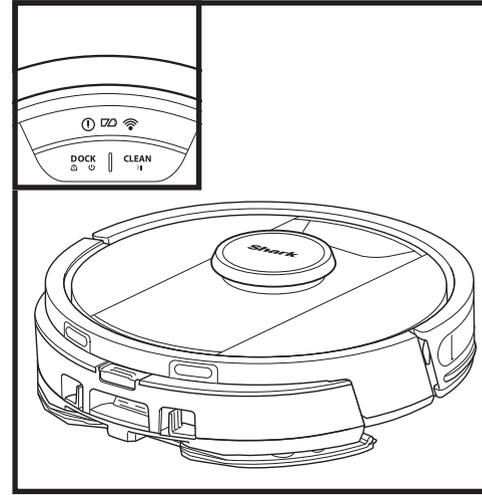
When the cleaning cycle is complete, or if the battery is running low, the robot will search for the base. If the robot doesn't return to the base, its charge may have run out, or if it is in mopping mode, the base may be blocked by carpet.



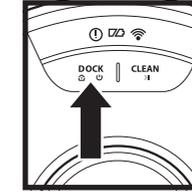
The robot will dock with its **BACK** to the base so that it can automatically empty itself.

NOTE: If the robot has no charge or it cannot return to the base, manually place it on the base. When manually placing the robot on the base, make sure the **Charging Contacts** on the back of the robot are touching the ones on the base. When picking up the robot, be careful not to place fingers between the bumper and the base of the robot.

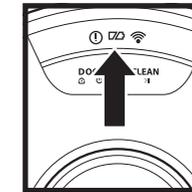
BUTTONS AND INDICATOR LIGHTS



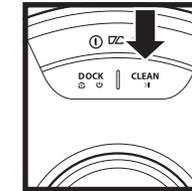
CLEAN BUTTON
Press to begin a cleaning session and press again to pause the cleaning session. To activate Matrix Clean to focus on a 1.5m by 1.5m area, press and hold the CLEAN button for 5 seconds.



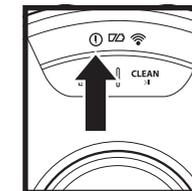
DOCK BUTTON
Press to send the robot back to the base. To turn the robot power off, take it off the Self-Empty Base and press the DOCK button on the robot for 5-7 seconds.



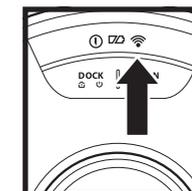
CHARGE INDICATOR LIGHTS
Display the amount of charge remaining in the battery.



WET MOPPING INDICATOR
The area above the CLEAN button will illuminate blue when the fluid reservoir is properly installed. The CLEAN button will illuminate yellow if the tank is empty and needs refilling.



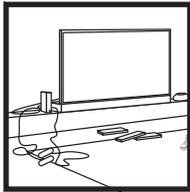
“!” ERROR INDICATOR
See Troubleshooting section for full list of error codes.



WI-FI INDICATOR
White light: Connected to Wi-Fi.
Red light: Disconnected.
Flashing White Light: 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.



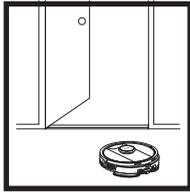
OBSTRUCTIONS

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



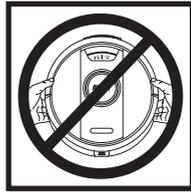
SCHEDULING

While your robot is cleaning do not pick it up and move it, this will impact the robot's navigation. If you move the charging base to a new location, you will need to remap your home. This will impact the robot's ability to return to the dock when cleaning is complete.



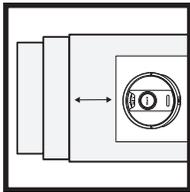
THRESHOLDS

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.



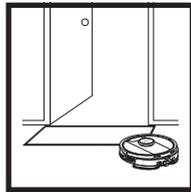
AVOID MOVING THE ROBOT OR BASE

While your robot is cleaning, do not pick it up and move it, as this will impact the robot's navigation. If you move the charging base to a new location, you will need to re-map your home. This will impact the robot's ability to return to the 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 20cm from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold is near the stairs and cannot be moved, you must use a no-go zone 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 **CLEAN** button on the robot. To immediately send the robot back to the Self-Empty Base, press the **DOCK** button. The robot will dock with its **BACK** to the base so that it can automatically empty itself.

MATRIX CLEAN

Matrix Clean is targeted deep cleaning of a specific room or spot. A Matrix Clean can be activated with the SharkClean® app, or manually without the app.

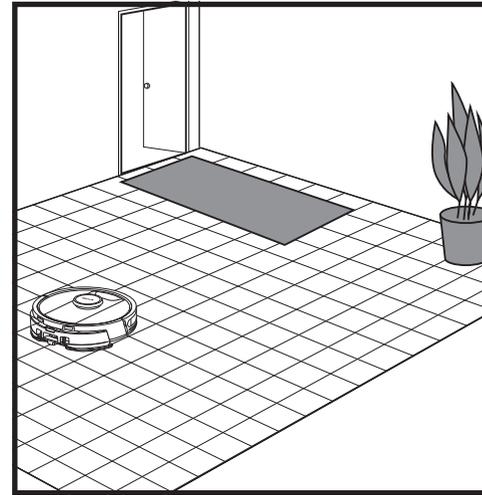
Matrix Clean with the SharkClean app: To set up a **Matrix Clean** with the app, select a specific room or spot to be cleaned on the map. Your robot will clean this targeted area on demand in a 1.5m by 1.5m area. You can also initiate MatrixClean manually by placing the robot in the spot to be cleaned, then press and hold the **CLEAN** button for 5 to 7 seconds.

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, and you will need to remap your home. If relocated while in use, the robot it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

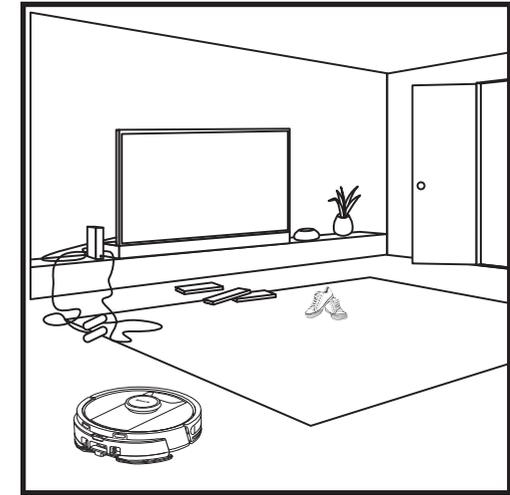
USING THE SHARK MATRIX™ PLUS 2-IN-1 ROBOT

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.

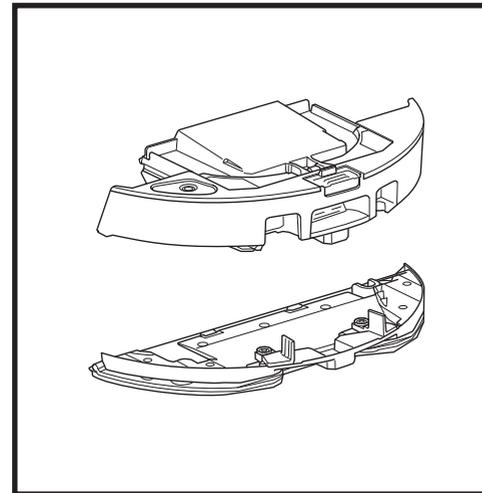
The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it doesn't cover the entire floor.



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

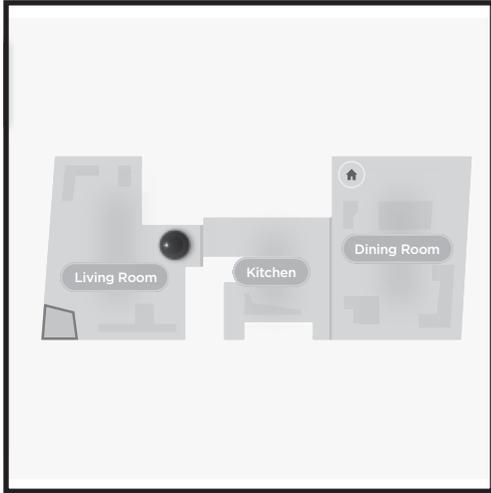
Create no-go zones in the app to block off areas you do not want the robot to enter.

VACUUM-ONLY SETUP



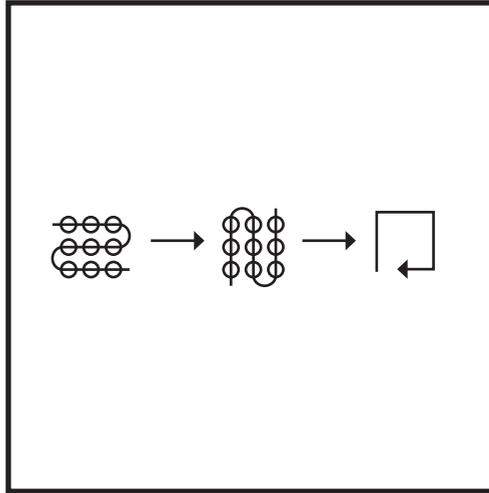
To start vacuum-only cleans, remove the pad plate from the robot dust bin.

VAC & MOP 2-IN-1 CLEANING MODE



Whole-Home Cleaning

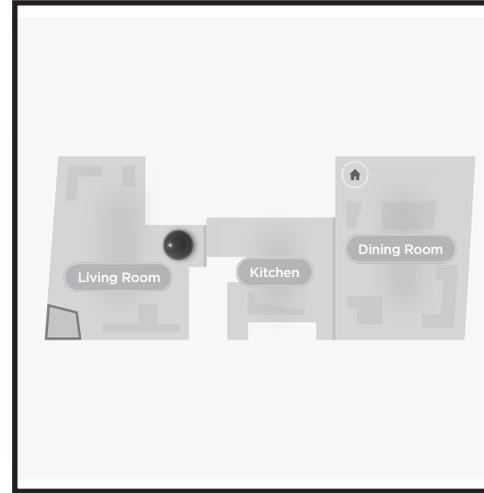
To start a whole-home Vac & Mop run, press the CLEAN button on the robot or in the app. The robot will clean perimeter areas first, then change to a row-by-row pattern. If the fluid reservoir empties before the whole-home run is complete, the robot will pause for up to 10 minutes to allow you to refill the reservoir before it returns to the base. When the whole-home run is complete, the robot will return to its base.



Spot Clean Matrix Mop

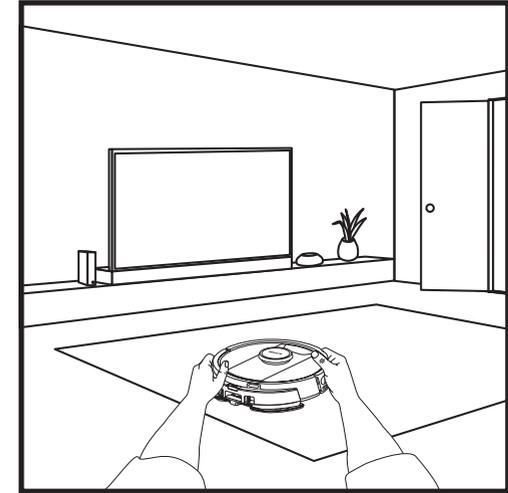
To clean a specific 1.5m by 1.5m spot, place the robot in the area to be cleaned, then press and hold the CLEAN button for 5 to 7 seconds. The robot will rotate while vacuuming and mopping the area in a matrix pattern. Spot Clean is also available through the app.

VACUUM-ONLY CLEANING MODES



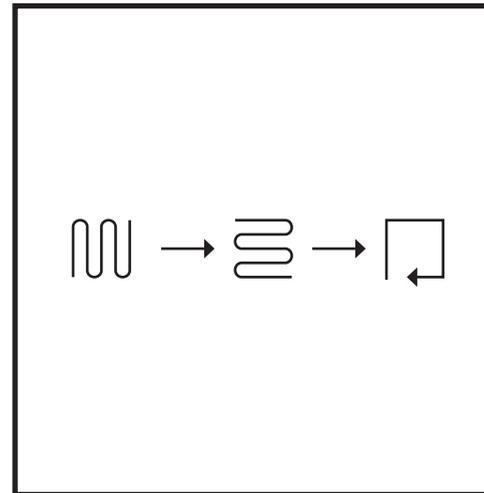
Whole-Home Cleaning

To activate a whole-home clean when in vacuum-only mode, press the CLEAN button on the robot or in the app. The robot will clean perimeter areas first, then change to a row-by-row pattern.



Single-Room Matrix Clean

Once the robot has a created map, you can select a specific room for it to vacuum in Matrix Clean mode. Place the robot in the room to be cleaned, then press the CLEAN button. This function is also available through the app.



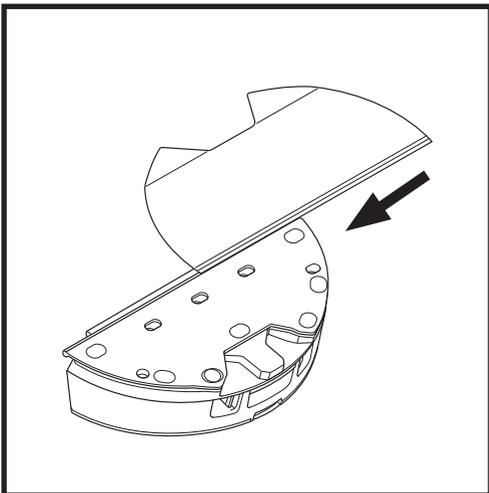
Spot Clean Matrix Clean

To clean a specific 1.5m by 1.5m spot, place the robot in the area to be cleaned, then press and hold the CLEAN button for 5 to 7 seconds. The robot will clean the area in a matrix pattern. Spot Clean is also available through the app.

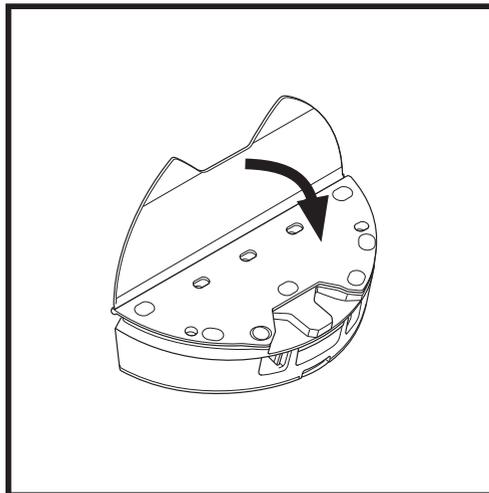
USING THE SHARK MATRIX™ PLUS 2-IN-1 ROBOT

VAC & MOP 2-IN-1 SETUP

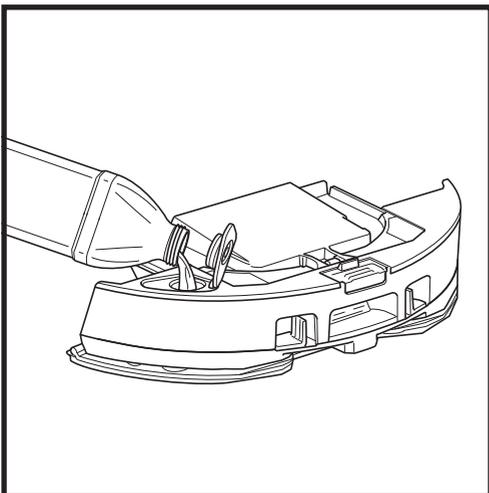
NOTE: Before it can mop, the robot **MUST** complete an **Explore Run** with the pad plate removed. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.



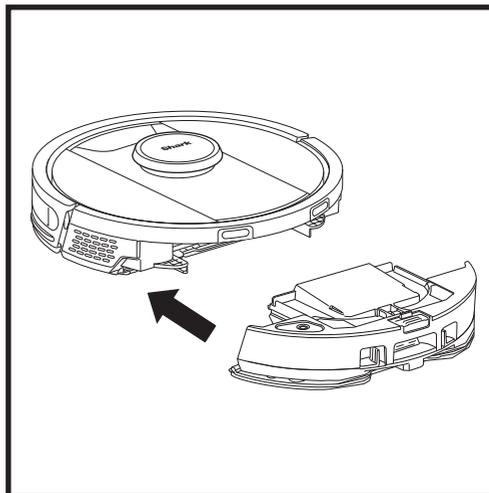
Attach the mopping pad by inserting the flat edge of the pad through the slot in the Vac & Mop 2-in-1 Dust Bin. Pull the mop pad all the way through the slot until it is securely inserted.



Secure the pad to the Vac & Mop 2-in 1 Dust Bin.



Lift open the fill cap on the top of the reservoir. Add water to the max fill line.. Close the cap and make sure it is properly sealed.

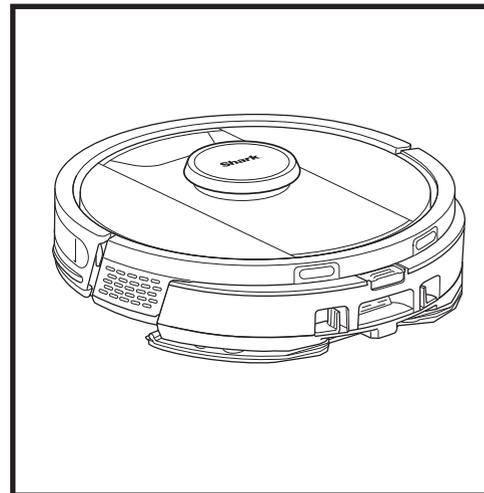


Firmly push the Vac & Mop 2-in-1 Dust Bin into the back of the robot, and ensure both latches click into place. The **CLEAN** button on the robot will illuminate blue when the Vac & Mop 2-in-1 Dust Bin is inserted properly.

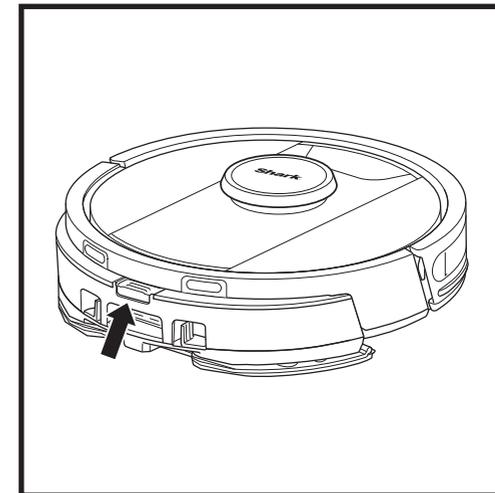
USING THE SHARK MATRIX™ PLUS 2-IN-1 ROBOT

VAC & MOP 2-IN-1 SETUP

NOTE: Before the first mopping run, remove any rugs or mats from the robot's path. You can also prevent your robot from traveling over rugs and carpets by setting up Carpet Zones in the app.

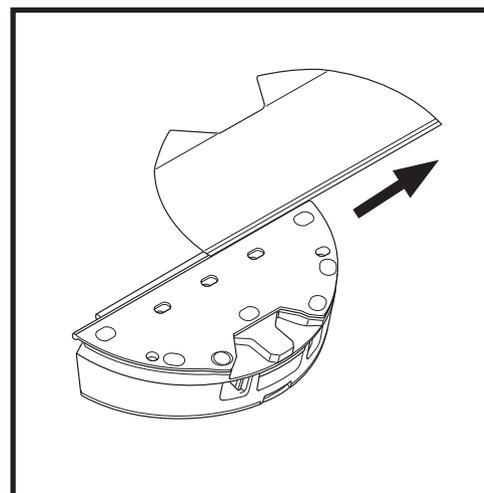


When the reservoir in the Vac & Mop 2-in-1 Dust Bin has fluid and is properly installed, with the mopping pad attached, the robot is ready to vacuum and mop simultaneously. Press the **CLEAN** button on the robot or in the app to start a vacuuming and mopping run. The robot will pre-saturate the mopping pad 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. The dust bin will auto-evacuate into the self-empty base when the robot docks.

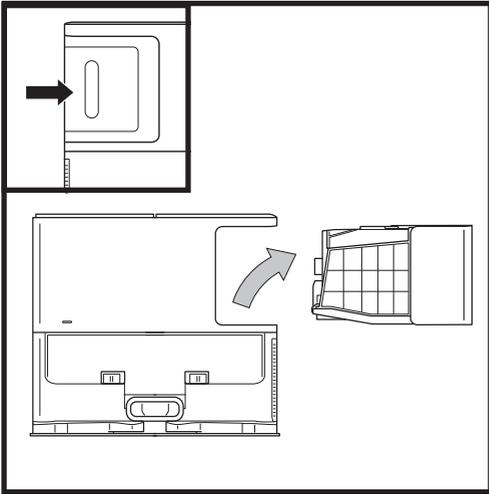
CAUTION: Floors may be slippery after mopping.



To remove the mopping pad from the Vac & Mop 2-in-1 Dust Bin, detach the pad from the pad plate and slide the pad out of the slot.

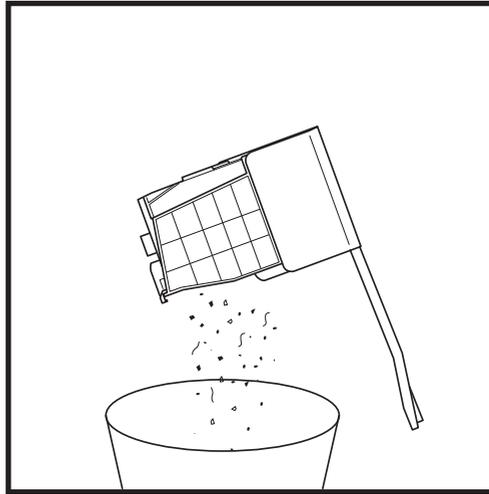
MAINTENANCE

EMPTYING THE SELF-EMPTY BASE DUST BIN



Depending on the size of the base, empty the base dust bin every 30 to 60 days or as needed.

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



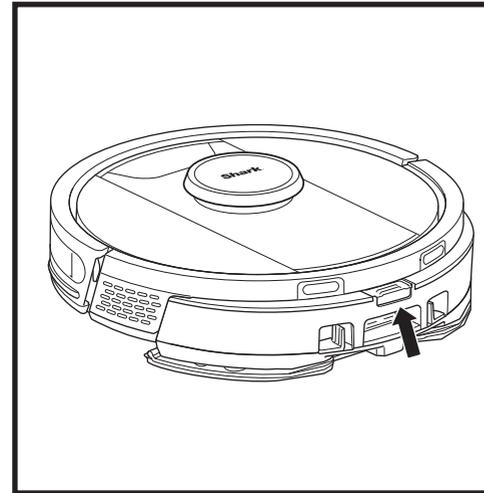
To empty the bin, hold it over the trash, then press the release button with the trash can icon on the side of the bin. The bin lid will open, releasing dust and debris. Lightly tap the dust bin against the inside of the trash receptacle to knock off any remaining debris. Reinstall the bin by sliding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

MAINTENANCE

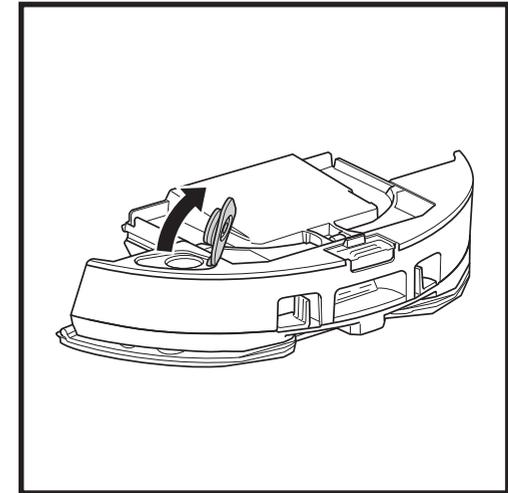
To turn the robot power off, take it off the Self-Empty Base and press the DOCK button on the robot for 5-7 seconds.

CAUTION: Turn off power before performing any maintenance. Remove the vac & mop 2-in-1 dust bin before any maintenance.

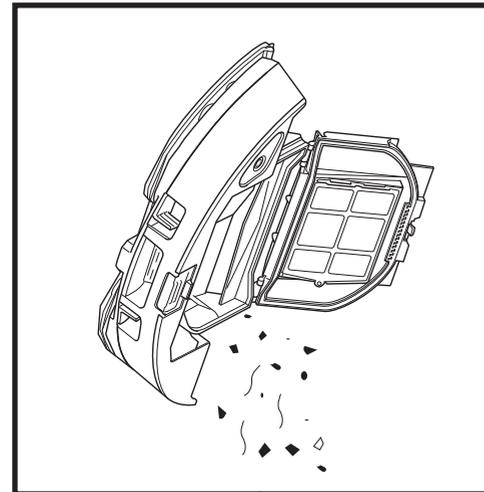
MAINTAINING THE VAC & MOP 2-IN-1 DUST BIN



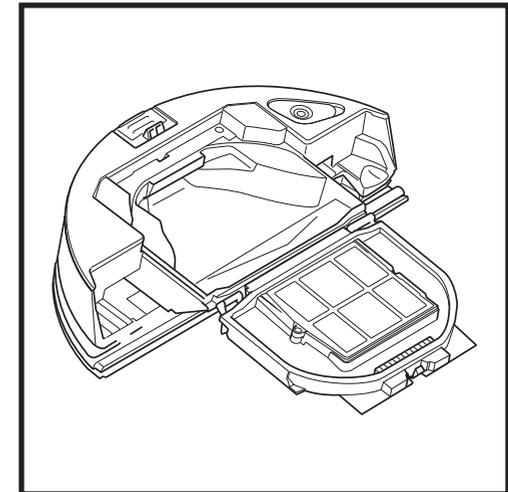
To remove the **Vac & Mop 2-in-1 Dust Bin**, press the release button at the top of the dust bin and slide it out.



To open the dust bin lid, pinch the side latches in the finger slots and hold them while lifting the lid.



Remove the filter and use a damp cloth to wipe the dust bin clean. Allow the bin to air-dry for 24 hours before reinstalling it.



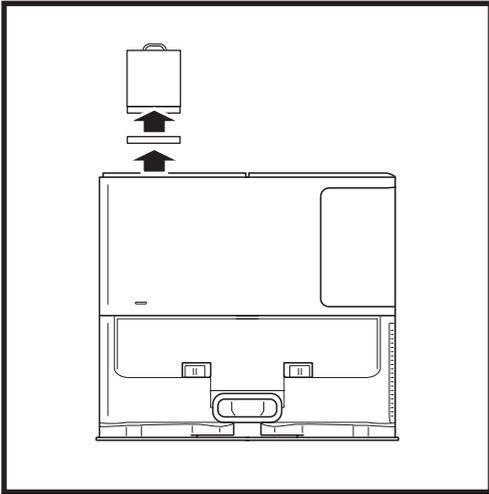
Look between the filter and the plastic shield and make sure there is no debris buildup.

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

MAINTENANCE

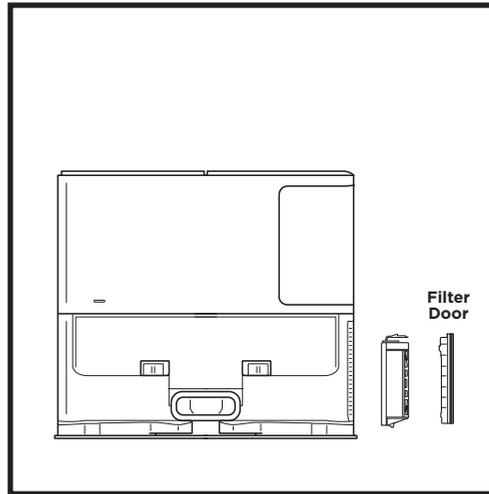
CLEANING AND REPLACING THE SELF-EMPTY BASE FILTERS

Regularly clean the filters to keep your vacuum's suction power optimal. Replace filters every 6-12 months or as needed.



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, then rinse 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.



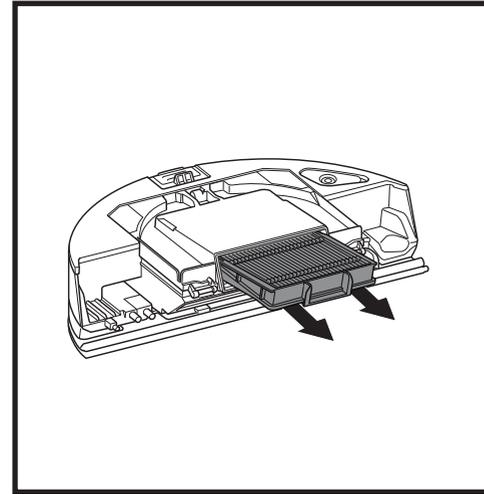
CLEAN POST-MOTOR FILTER EVERY YEAR

Press the button at the top of the Filter Door and slide the latch down to lift Filter Door off. Remove the **Post-Motor Filter** from the base. Tap the filter clean over the trash. You may wash with water only and be sure to fully dry before re-inserting it into the base. To reinstall the post-motor filter, insert it into the base and replace the filter door.

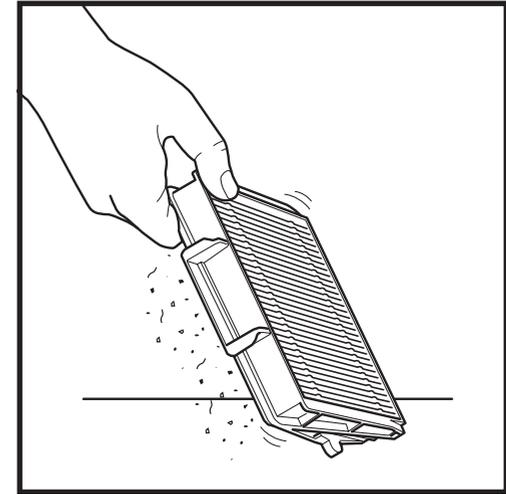
MAINTENANCE

CLEANING AND REPLACING THE ROBOT'S FILTERS

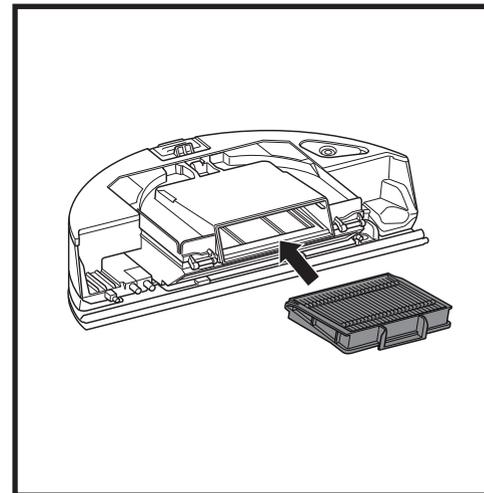
For optimal suction power, please clean and reinsert the Self-Empty Dust Bin filter after each use. See sharkclean.co.uk for replacement parts and accessories.



Remove and empty the Self-Empty Dust Bin. Pull filter out of the dust bin by the tabs.



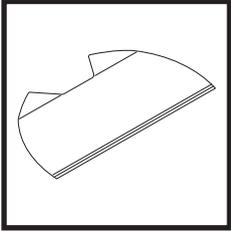
Lightly tap the filter to remove debris every time you empty the dust bin. Replace the filter every 6-12 months or as needed.



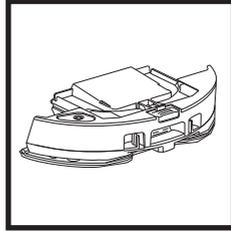
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

MAINTENANCE

CLEANING 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.



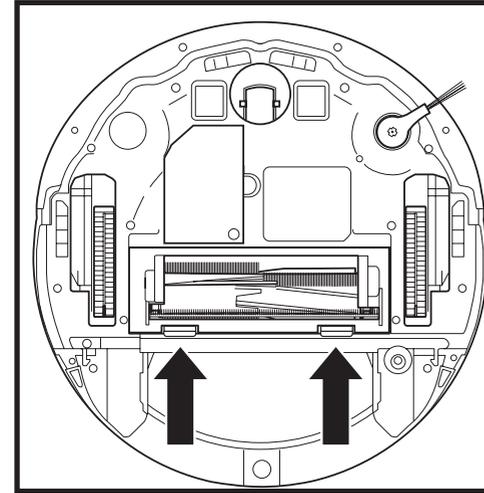
Empty the remaining liquid and the debris from the fluid reservoir after each use. Using a damp cloth, wipe the inside of the dust bin. Let the dust bin air dry for 24 hours before use. DO NOT put Vac & Mop 2-in-1 Dust Bin in the dishwasher.

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.

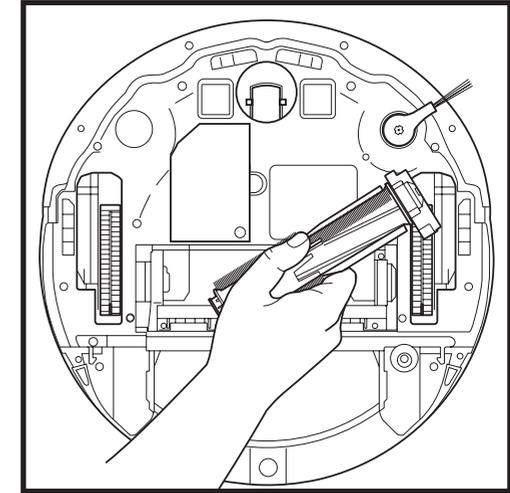
MAINTENANCE

CLEANING THE 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.

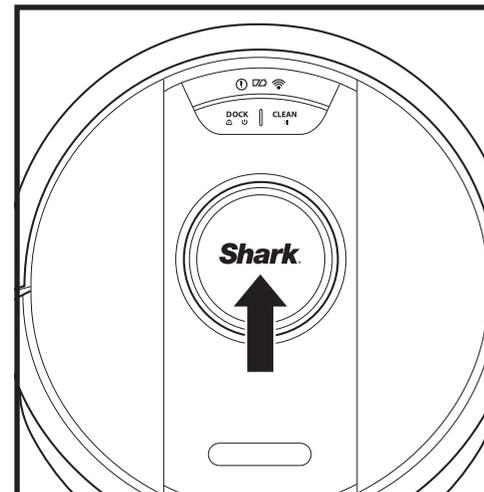


Lift out the brushroll and remove any debris. Remove the end cap to clean out any trapped hair or debris. Replace the end cap once clean.

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 sharkaccessories.co.uk for replacement parts.

CLEANING THE LIDAR NAVIGATION MODULE



Periodically check the LIDAR navigation module on top of the robot for hair and debris. Gently wipe away any hair or debris from the module.

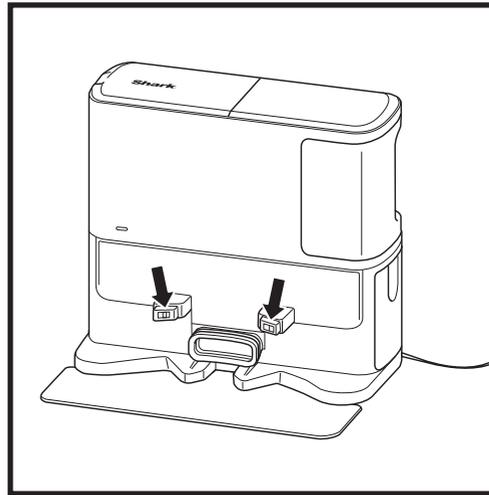
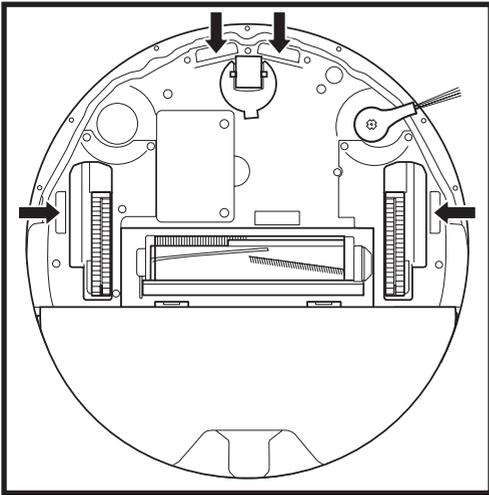
For a more thorough cleaning, place the robot on a level surface and turn off the power. Use a cotton swab to gently rotate the module clockwise five times.

Do not insert cotton swab inside the openings in the module.

MAINTENANCE

CLEANING SENSORS AND CHARGING CONTACTS

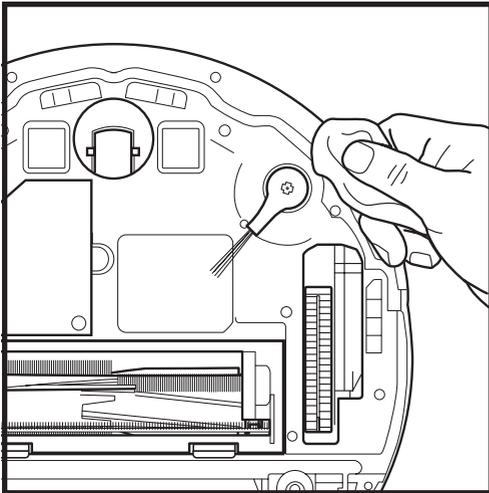
CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED. With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the base.



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: Remove and replace the side brush if it is bent or damaged. To remove the brush, lift it off its peg. Replace side brushes every 12 months or when visibly worn.

USING THE SHARK MATRIX™ PLUS 2-IN-1 ROBOT

To get the best cleaning performance from your robot, we recommend downloading the latest version of the SharkClean® app.

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.
- **Matrix Clean:** 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 iPhone™ or Android™.
- **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.



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 "Authorize" 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."

HERE ARE SOME THINGS YOU CAN SAY TO GOOGLE ASSISTANT OR AMAZON ALEXA.

Google Assistant:

Hey Google, start vacuuming.
Hey Google, tell (robot name) to vacuum.
Hey Google, pause vacuuming.
Hey Google, tell (robot name) to go home.
Hey Google, ask Shark® to Matrix Clean my (room name).

Amazon Alexa:

Alexa, ask Shark® to start vacuuming/cleaning the (room name).
Alexa, start/stop the vacuum.
Alexa, send the vacuum to base.
Alexa, ask Shark® to Matrix Clean my (room name).

WI-FI TROUBLESHOOTING

What should I do if my Wi-Fi randomly disconnects?

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. Take the robot off the 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 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.

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. If you cannot locate your Wi-Fi password, please contact your Internet service provider.

What should I do if my SharkNinja user name and 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)?

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.

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.
- Do not use a VPN or a proxy server.

CAN'T CONNECT?

Reboot your robot

- If your base has a power switch, make sure it 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.

Restart your phone

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

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

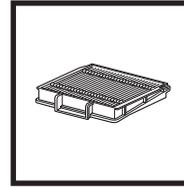
PROBLEM

! (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

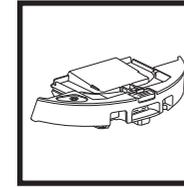
REPLACEMENT PARTS

NOTE: To order replacement parts and filters, visit sharkaccessories.co.uk

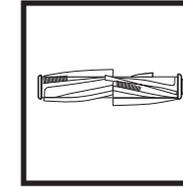
REPLACEMENT PARTS: ROBOT



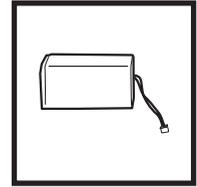
Robot Filter



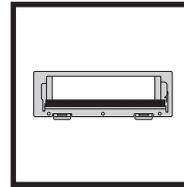
Self-Empty
Dust Bin



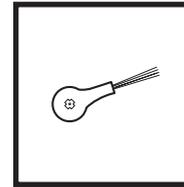
Brushroll



Battery

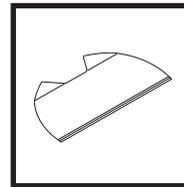


Brushroll Door

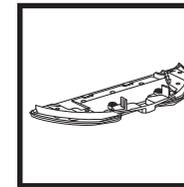


Side Brush

REPLACEMENT PARTS: MOPPING

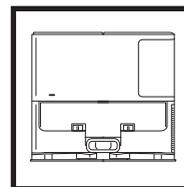


Mopping Pad

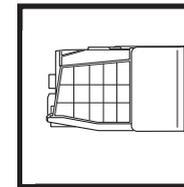


Pad Plate

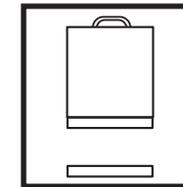
REPLACEMENT PARTS: BASE



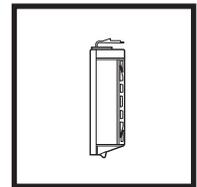
Charging Base



Base Dust Bin



Base Pre-Motor
Foam & Felt Filter
Kit



Base Post-Motor
Filter

ERROR CODES

If any error lights are illuminated or flashing on your Shark Matrix™ Plus 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.

Sensor Name	Functional Description
Cliff Sensor	Cliff sensors monitor the cliff to avoid falling by way of infrared ranging. If there is a downward stair in front (e.g. the height of the white ground is greater than 50mm, or the black ground is greater than 30mm), the reading value of the sensor exceeds the preset value, then robot stop moving forward.
Lidar Sensor	Lidar sensor help robot map through laser ranging. Detective distance is 8m.
Wall Follow sensor	Wall follow sensor detects the distance between the objects and the left side of the robot by the TOF ranging. Detective distance is 30mm.

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SharkNinja is committed to ensuring your privacy by adhering to high standards of fairness and integrity, and complying with applicable data protection laws. We are committed to keeping our customers informed about how we use the information we gather from you through the use of the Software. Our privacy practices are described in SharkNinja’s Privacy Policy, as well as in separate notices given when an app, product, or service is purchased or downloaded. At all times your information will be treated in accordance with the SharkNinja Privacy Policy, which is incorporated by reference into this EULA and can be viewed at the following URL: <https://ninjakitchen.co.uk/systempage.privacypolicy.pagelet2-page-cms-systempage.privacyPolicy.pagelet2-Page>. Please read and review our Privacy Policy and any other relevant privacy notices carefully to understand how your personal data is collected, processed and shared by SharkNinja, and your data subject rights in relation to such data.

5. THIRD-PARTY APPLICATION LIBRARIES AND EMBEDDED SOFTWARE

- 5.1 You acknowledge that Ayla Networks, Inc. ("Ayla") has provided certain application libraries that have been embedded into the Software ("Ayla Application Libraries") and enables SharkNinja devices to connect to the Ayla Cloud Service ("Ayla Embedded Software").
- 5.2 You must not use the Ayla Application Libraries except as an incorporated portion of the Software, unmodified from the form provided to you.
- 5.3 You must not use the Ayla Embedded Software except as an incorporated portion of your SharkNinja device, unmodified from the form provided to you.
- 5.4 You must not reverse engineer, decompile, or disassemble the Ayla Application Libraries or the Ayla Embedded Software, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
- 5.5 SharkNinja retains ownership of all intellectual property rights in the Ayla Application Libraries and the Ayla Embedded Software incorporated into the Software.
- 5.6 You must not use the Ayla Application Libraries or Ayla Embedded Software to attempt to gain unauthorised access to or use of the systems/services of SharkNinja's other licensors; nor will you transmit viruses, worms, Trojan horses, time bombs, spyware, malware, cancelbots, passive collection mechanisms, robots, data mining software, or any other malicious or invasive code or program into the systems/services of SharkNinja's other licensors.
- 5.7 You will not use the Ayla Application Libraries or Ayla Embedded Software to interfere with, breach, or circumvent any security feature, authentication feature, or any other feature that restricts or enforces limitations on the use of, or access to, the systems/services of SharkNinja's other licensors.
- 5.8 You will not probe, attack, scan, or test the vulnerability of the systems/services of SharkNinja's other licensors.
- 5.9 SharkNinja's other licensors of the Software, Ayla Application Libraries, and the Ayla Embedded Software, are the express third-party beneficiaries of this EULA, and the provisions of this Section of this EULA are made expressly for the benefit of such licensors, and are enforceable by such licensors.
6. **TERMINATION.** Without prejudice to any other rights, SharkNinja may terminate this EULA if you commit a material or persistent breach of this EULA which you fail to remedy (if remediable) within 14 days after the service of written notice requiring you to do so. Upon termination for any reason, all rights granted to you under this EULA shall cease, you must cease all activities authorised by this EULA, and you must immediately delete or remove the Software from all computer equipment in your possession and immediately destroy or return to us (at our option) all copies of the Software then in your possession, custody or control.

7. OUR RESPONSIBILITY FOR LOSS AND DAMAGE CONSUMERS SUFFER.

- 7.1. The Software is for domestic and private use. If you use the Software for any commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 7.2 You acknowledge that the Software has not been developed to meet Your individual requirements, and that it is therefore Your responsibility to ensure that the Software as described in the Documents meets your requirements.
- 7.3 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking this EULA or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable, except as set out at 7.3 to 7.4 below. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time this EULA came into force, both we and you knew it might happen.
- 7.4 If defective digital content that we have supplied damages a device or digital content belonging to you, then, in accordance with section 46 of the Consumer Rights Act 2015, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update or upgrade offered to you free of charge or for damage that was caused by you failing to correctly follow installation instructions or to have in place the minimum system requirements advised by us.
- 7.5 If you bought the SharkNinja device directly from SharkNinja or one of its group companies, we or our group company, as the seller, may be responsible to you under the contract of sale for loss or damage caused by your use of the Software. You can find our terms and conditions of sale here: <https://ninjakitchen.co.uk/terms-and-conditions> . If you bought the SharkNinja device from another company, they may have a similar responsibility to you.
- 7.6 Many SharkNinja products come with a free manufacturer's guarantee. If you suffer loss or damage as a result of using the Software, you may be able to claim under the guarantee. You can find the terms of our guarantee here: <https://support.ninjakitchen.co.uk/hc/en-gb/articles/360013838359-Ninja-Guarantee-Terms-Conditions>.
- 7.7 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors or for fraud or fraudulent misrepresentation.
8. **APPLICABLE LAW AND JURISDICTION.** This EULA is governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.
9. **ASSIGNMENT.** We may transfer our rights and obligations under this EULA to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the EULA.

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.

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.

MANUFACTURER'S GUARANTEE

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.

NOTES

REGISTER YOUR PURCHASE

 registeryourshark.co.uk



RECORD THIS INFORMATION

Model Number: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TIP: You can find the model and serial numbers on the QR code labels on the bottom of the robot and base.

EXPECTED PERFORMANCE

Expected runtime: 60 minutes

Expected charging time: 6 hours

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark Matrix Plus 2-in-1 robot running at peak performance.

SharkNinja Europe Ltd,
1st/2nd Floor Building 3150,
Thorpe Park,
Century Way, Leeds, England,
LS15 8ZB

www.sharkclean.co.uk

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