

# ***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.

### NO-GO ZONES AND BOTBOUNDARY STRIPS

38. **DO NOT** put BotBoundary strips underneath carpet or rugs.
39. **DO NOT** place BotBoundary strips on top of one another.
40. Always use no-go zones or Bot-Boundary strips around reflective flooring and surfaces.
41. No-go zones or BotBoundary strips should always be used near carpeted stairs.
42. **DO NOT** use no-go zones or Bot-Boundary strips within 3 metres of the dock.
43. For your robot's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 20 centimetres 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 centimetres from the stairs cannot be moved, you must use a no-go zone or a BotBoundary strip to block off the stairs.

## SAVE THESE INSTRUCTIONS

For the latest warnings and cautions, go to [www.sharkclean.co.uk/robothelp](http://www.sharkclean.co.uk/robothelp)

Please be sure to read the online Shark® Owner's Guide prior to using your robot.

# Shark® MATRIX ROBOT 2-in-1

## QUICK START GUIDE

### DOWNLOAD THE SHARKCLEAN APP



Scan QR code with your  
phone's camera to quickly find  
and download the app

#### END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

SharkClean.co.uk/EULA

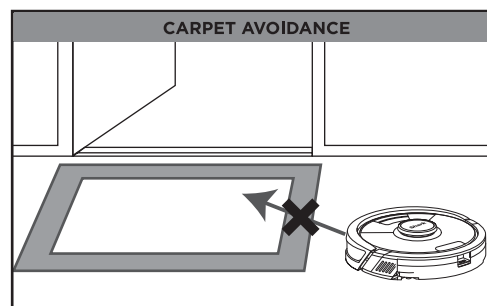
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### GETTING THE MOST OUT OF YOUR ROBOT

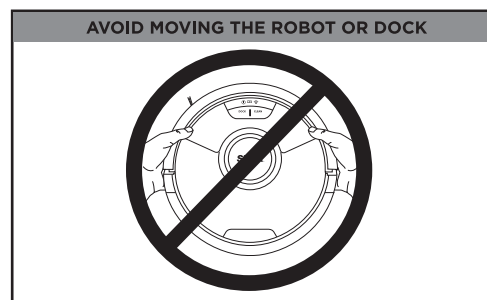
To get the best experience, download the SharkClean app and follow the tips below.



- Before each clean, clear cords and remove small objects like clothing or toys that are less than 11.5cm.
- Open interior doors in rooms you want your robot to clean.



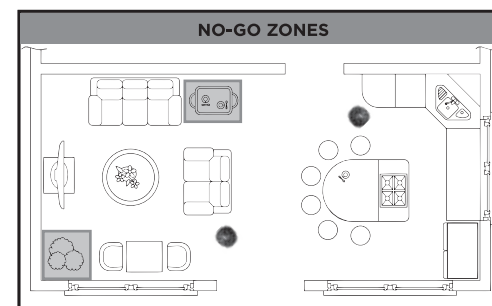
When your home map is set up, you can use the app to identify carpets and rugs so the robot can avoid them when it mops. If rugs are blocking your robot's path to another room in mopping mode, you may need to move them.



While your robot is cleaning, do not pick it up and move it, or move the charging dock—this will impact the robot's ability to map your home.

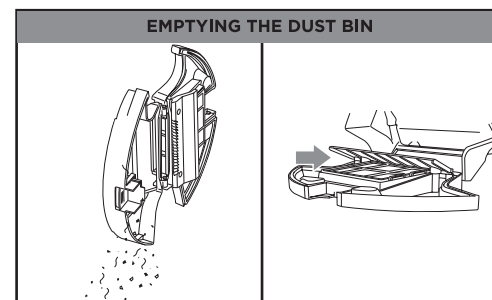


- For a constant state of clean, set up a whole-home cleaning schedule in the app.
- Use the interactive home map for an even more customizable clean.



Create no-go zones in the app to keep your robot out of the areas you would like it to avoid:

- Near power cords or phone chargers.
- In front of high thresholds.

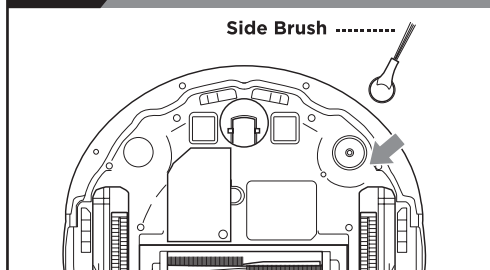


During the first few weeks of use, the dust bin will need to be emptied more frequently, as the robot cleans areas that were previously hard to reach. Empty debris and dust into trash. Remove any debris between the filter and the plastic shield.

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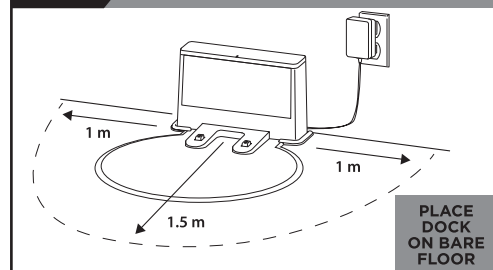
## SETUP

### STEP 1 PREP THE ROBOT



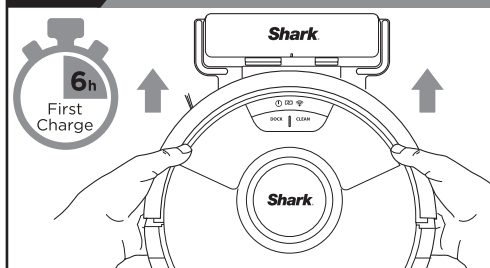
- Remove protective film from robot and dock.
- Attach side brush.

### STEP 2 SET UP THE DOCK



- Find a **permanent location** for the dock in a spot with a strong Wi-Fi signal.
- Place the dock on bare floor, away from rugs or carpets, with its back against the wall.
- Attach the landing mat to the bottom of the dock.
- Plug in the dock. The indicator light will illuminate green when the dock has power.

### STEP 3 TURN ON AND CHARGE ROBOT



- **To turn on the robot**, press the DOCK button for 5 to 7 seconds until the lights illuminate on the robot.
- To charge, place the robot on the dock's charging contacts. It may take up to 6 hours to charge completely.

### CAN'T CONNECT TO WI-FI?



#### Restart your phone

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

#### Reboot your robot

- Take robot off dock and press and hold down the CLEAN button on the robot for 12 seconds. Turn your robot back on by placing it on the dock.

#### 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.

### STEP 4 DOWNLOAD THE APP

#### SharkClean App Features

- ✓ Precision Home Mapping
- ✓ Room Select
- ✓ Spot Cleaning
- ✓ Carpet Zones
- ✓ No Go Zones
- ✓ Scheduling



Search "SharkClean" in the app store or scan the QR code on the front cover to download the app.

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

For full instruction booklet visit: [qr.sharkclean.com/](http://qr.sharkclean.com/)  
[qr.sharkclean.com/RV2620UK](http://qr.sharkclean.com/RV2620UK) or

SCAN HERE USING YOUR SMARTPHONE CAMERA



- To use the app, your phone must be connected to a 2.4 GHz network. The app will not work on a 5 GHz network.
- **DO NOT** use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.

## BEFORE YOU CLEAN

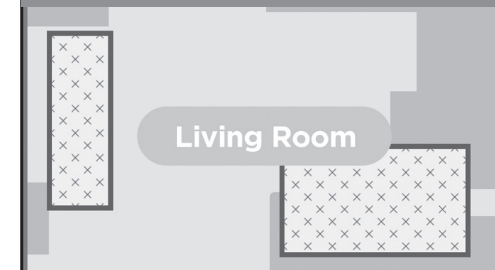
Your robot will need to complete an Explore Run without the mopping Module attached to create a map of your home.

In the Explore Run, your robot will wander around your home as it creates a map.

After this run, you can create Carpet Zones in the areas of your home that you want to the robot to avoid while mopping. If you do not want to set up Carpet Zones, or do not have carpets or rugs in your home, you can skip this step.

**Now you're ready to clean.**

### INTERACTIVE MAP WITH CARPET ZONES



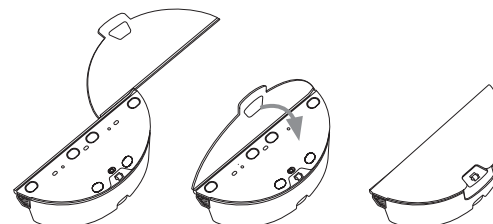
## HOW TO SET UP MOPPING MODE



Attach the fluid mopping Module to your robot to enter **Mopping Mode**. In this mode, your robot will vacuum and mop simultaneously.

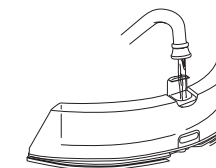
### ATTACH MOPPING PAD

- Insert the flat edge of the pad through the slot in the mopping Module.
- Secure to the back of the mopping Module.



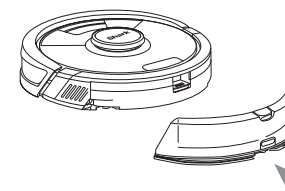
### FILL MOPPING MODULE

- Fill with water to the water line.



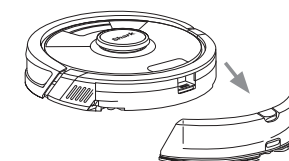
### INSERT MOPPING MODULE INTO ROBOT

- Firmly push the mopping Module into the back of the robot. (Do not remove the dust bin.)
- When properly inserted, the mopping Module will click securely into place.
- **Your robot is ready to simultaneously vacuum and mop your hard floors.**



### REMOVE MOP ACCESSORIES AFTER USE

- Press the release button at the fill port and slide out the mopping Module.
- Pour out the water.
- Remove the pad and follow the care instructions on the back of the pad.



## TWO (2) YEAR LIMITED GUARANTEE RV2620WDUK

When a consumer buys a product in United Kingdom, they get the benefit of legal rights relating to the quality of the product (your “statutory rights”).

You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give the product owner an additional manufacturer’s guarantee of Two years once registered. These terms and conditions relate to our manufacturer’s guarantee only - your statutory rights are unaffected.

The conditions below describe the prerequisites and scope of our guarantee. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

### Shark® Guarantees

A household appliance like a Robot Vacuum constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark® machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It’s free to call, and you’ll be put straight through to a Shark® representative. You’ll also find online support at [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

### How do I register my extended Shark® guarantee?

You can register your guarantee online within 28 days of purchase. To save time, you’ll need the following information about your machine:

- Date you purchased the machine (receipt or delivery note).

To register online, please visit [www.sharkclean.co.uk/uk/register-guarantee](http://www.sharkclean.co.uk/uk/register-guarantee). Products purchased directly from Shark® are automatically registered.

### What is covered by the free Shark® guarantee?

Repair or replacement (at Shark’s discretion) of your Shark® machine, including all parts and labour. A Shark® guarantee is in addition to your legal rights as a consumer.

### What are the benefits of registering my free Shark® guarantee?

When you register your guarantee we’ll 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® Robot Vacuum and hear the latest news about new Shark® technology and launches.

If you register your guarantee online, you’ll get instant confirmation that we’ve received your details.

### How long are new Shark® machines guaranteed for?

Our confidence in our design and quality control means that your new Shark® Robot Vacuum is guaranteed for two years once registered.

### Where can I buy genuine Shark® spares and accessories?

Shark® spares and accessories are developed by the same engineers who developed your Shark® Robot Vacuum. You’ll find a full range of Shark® spares, replacement parts and accessories for all Shark® machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

Please remember that damage caused by use of non-Shark® spares is not covered under your guarantee.

### What is not covered by the free Shark® guarantee?

1. Normal wear and tear of wearable parts, which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this guarantee. Replacement parts are available for purchase at [sharkclean.eu](http://sharkclean.eu).
2. Any unit that has been tampered with or used for commercial purposes.
3. Accidental damage and faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Robot Vacuum which is not in accordance with this Shark® Instruction booklet supplied with your machine.

4. Use of parts not assembled or installed in accordance with these instructions.

5. Faulty installation (except where installed by Shark®).

6. Repairs or alterations carried out by parties other than Shark® or its agents.

### PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

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

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







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