

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

Robotic Vacuum Cleaner

RV2620WDUKWH

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 XDKRV2620SEUK and use only battery RVBAT850. 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.

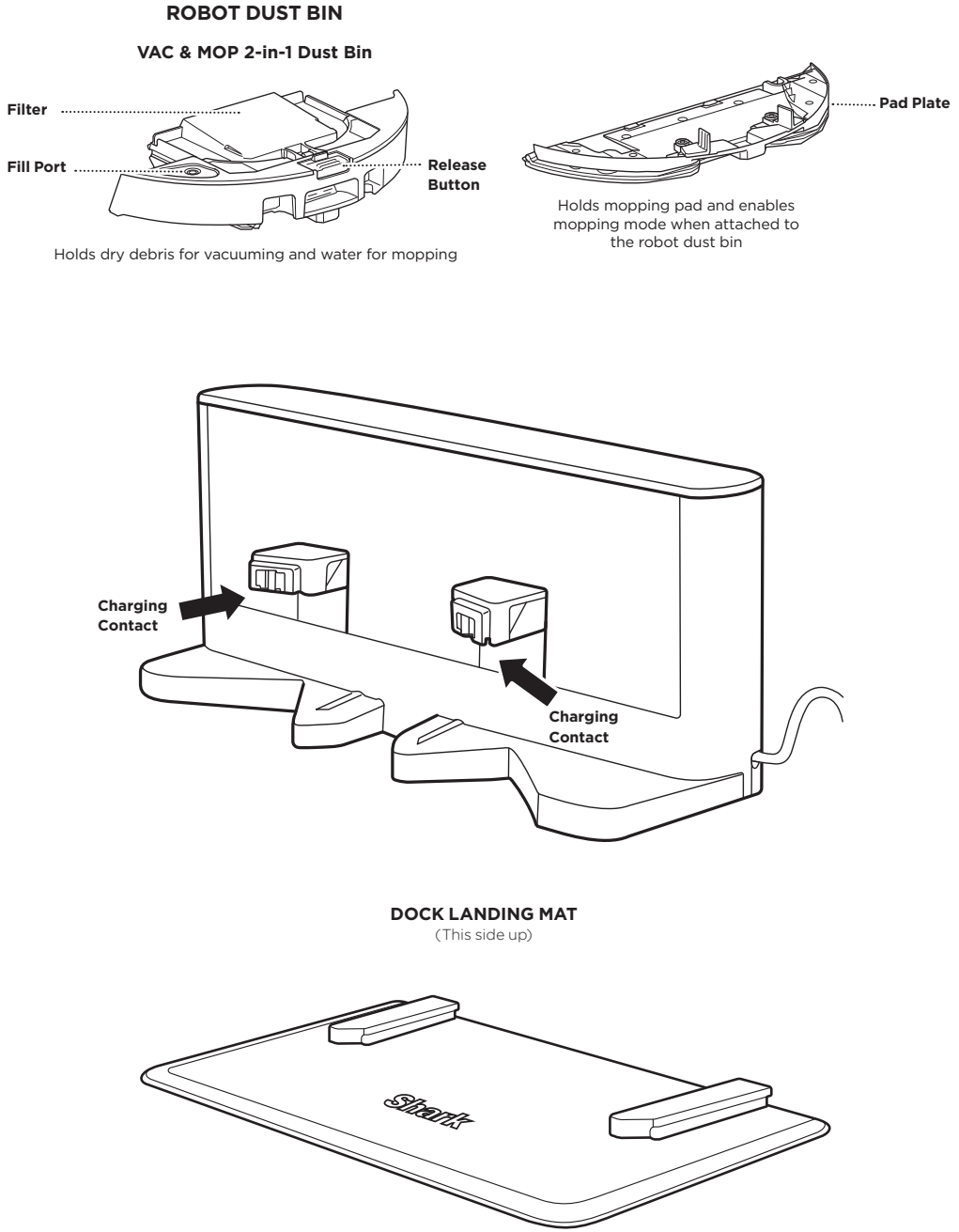
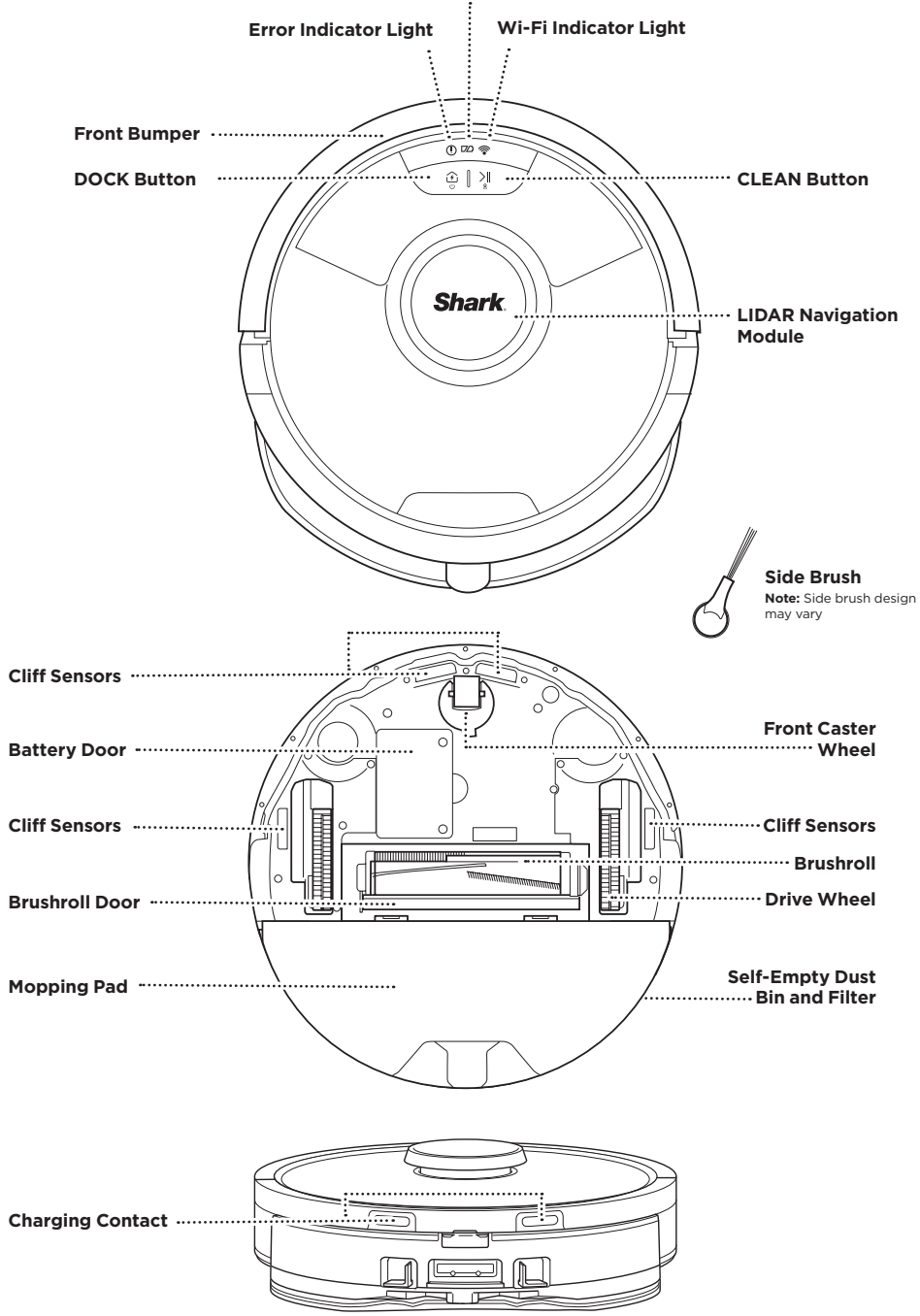
NO-GO ZONES AND BOTBOUNDARY STRIPS

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.

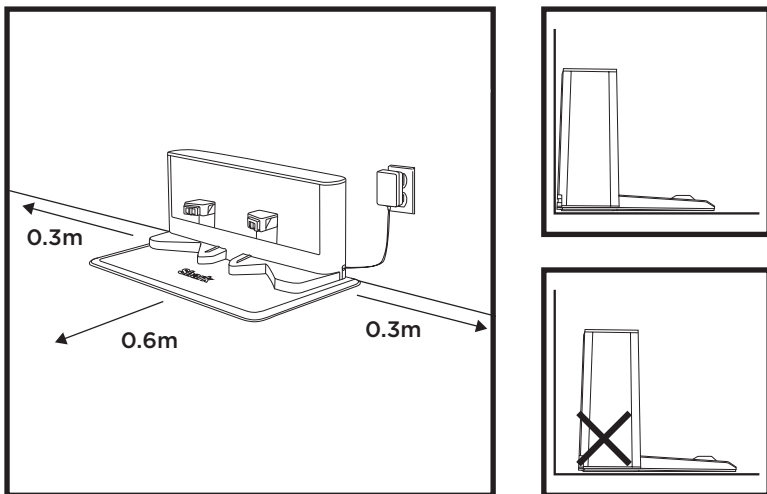
END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

SharkClean.co.uk/EULA

SAVE THESE INSTRUCTIONS

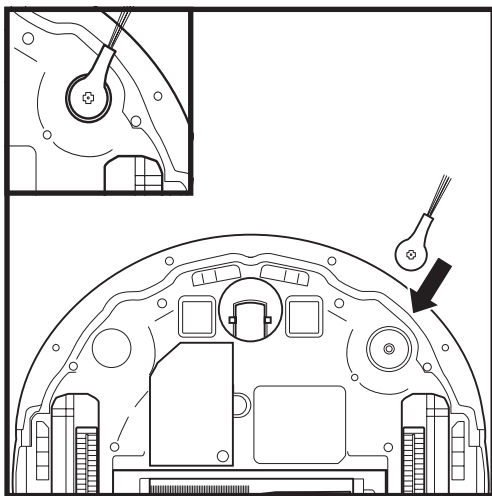


DOCK SETUP



- 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

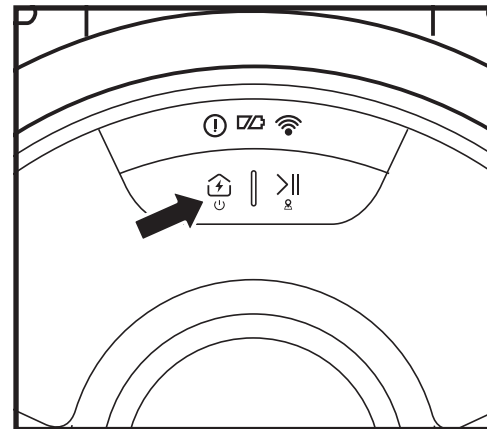


Snap the included **Side Brush** onto the square peg on the bottom of the robot.

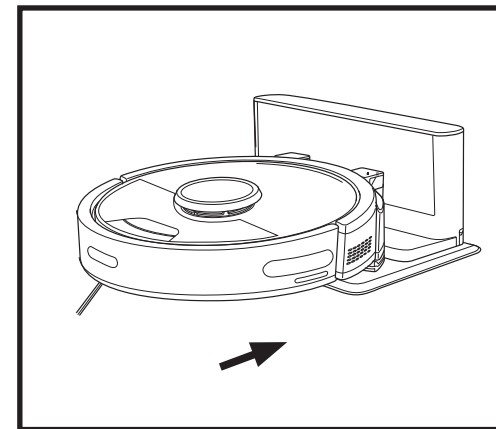
NOTE: Side brush design may vary.

CHARGING

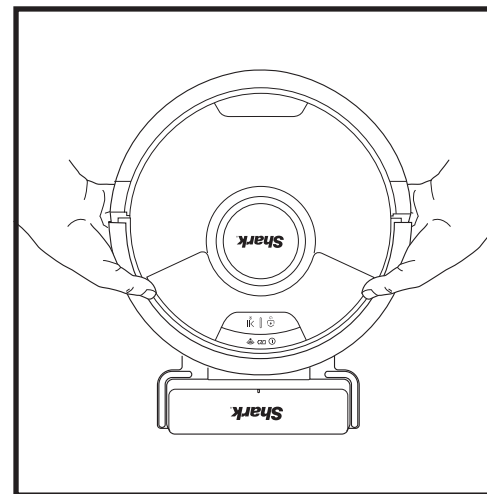
IMPORTANT: The Shark Matrix Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.



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.

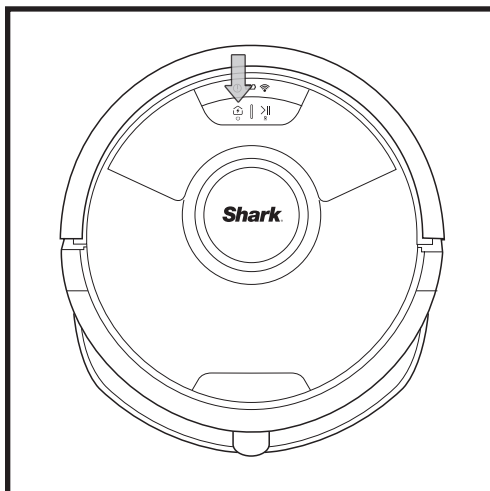


When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out, or if it is in wet cleaning mode, the dock may be blocked by carpet.

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



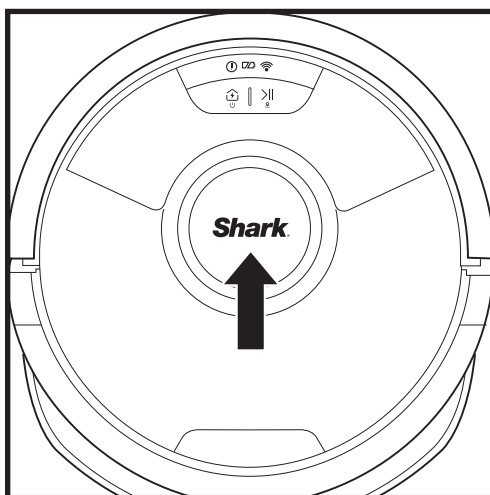
The white charge indicator lights show how much battery power is remaining.

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.

CLEANING THE LIDAR NAVIGATION MODULE



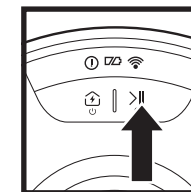
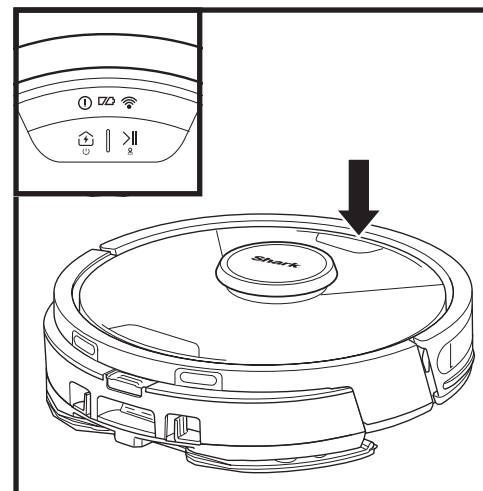
Periodically check the LIDAR navigation module on top of the robot for hair and debris. Gently wipe away any hair or debris from the module.

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.

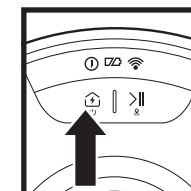
IMPORTANT: Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

BUTTONS AND INDICATOR LIGHTS



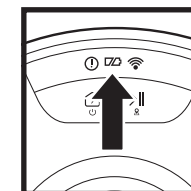
CLEAN BUTTON

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



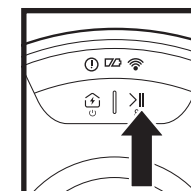
DOCK BUTTON

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



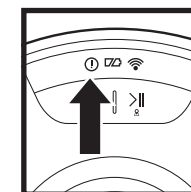
CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



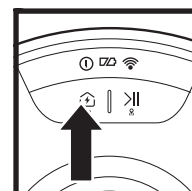
WET MOPPING INDICATOR LIGHT

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

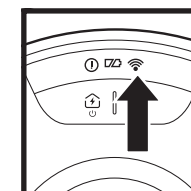
See Troubleshooting section for full list of error codes.



RECHARGE & RESUME

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

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



WI-FI INDICATOR

White light: connected to Wi-Fi.

Red light: not connected.

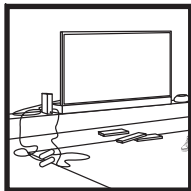
Flashing White: setup mode.

No light: not set up yet.

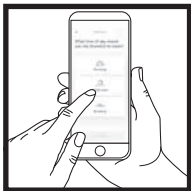
PREP YOUR HOME

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.

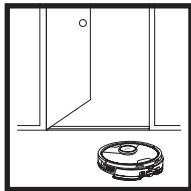
NOTE: Scheduling is one of many features that can only be done in the app.



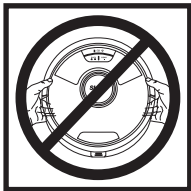
OBSTRUCTIONS
Clear cords and small objects less than 11.5 cm in height, and open interior doors to ensure a complete map of your home.



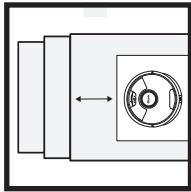
SCHEDULING
Schedule whole-home cleanings with the app. To schedule a mopping run with the app, the reservoir must be filled and installed in the robot with the pad attached.



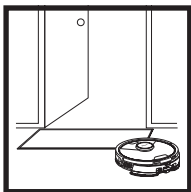
THRESHOLDS
Your robot can climb over most thresholds to get from room to room, but if one is too high, set up a no-go zone in the app to block it off.



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.

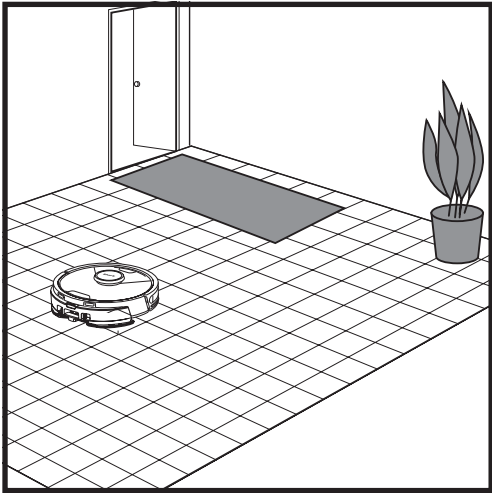
MANUAL CLEANING MODE

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 **DOCK** button.

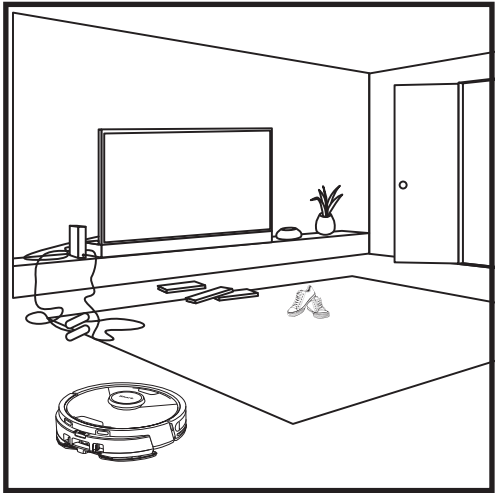
IMPORTANT: Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

USING THE SHARK MATRIX ROBOT

SHARK MATRIX ROBOT

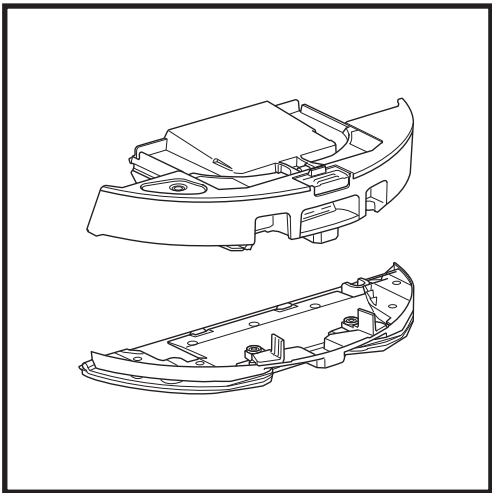


After setup is complete, follow instructions in the app to help your robot conduct an **Explore Run** to create an initial map of your home.
The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it 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.

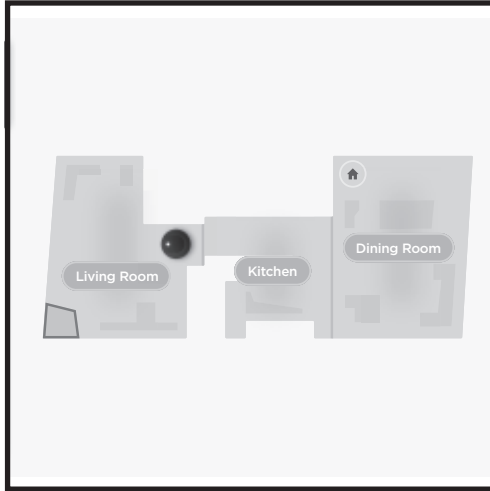
VACUUM-ONLY SET UP



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

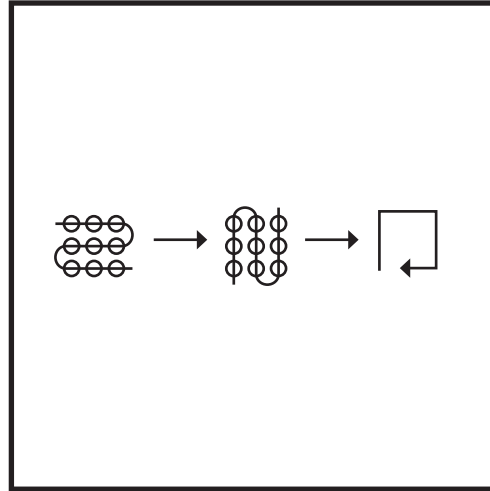
NOTE: Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.
NOTE: Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

VAC & MOP 2-IN-1 CLEANING MODE



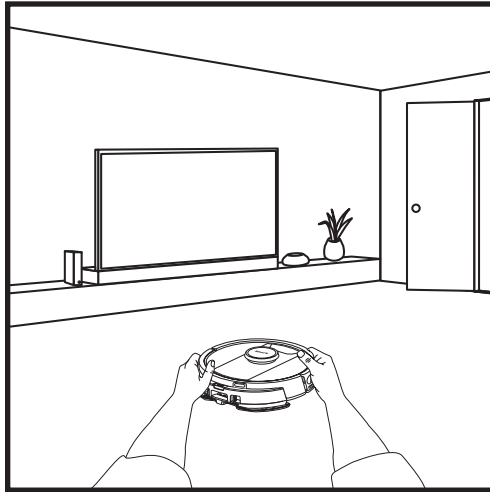
Whole-Home Cleaning

To start a whole-home Vac & Mop run, press the >|| 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 >|| 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.

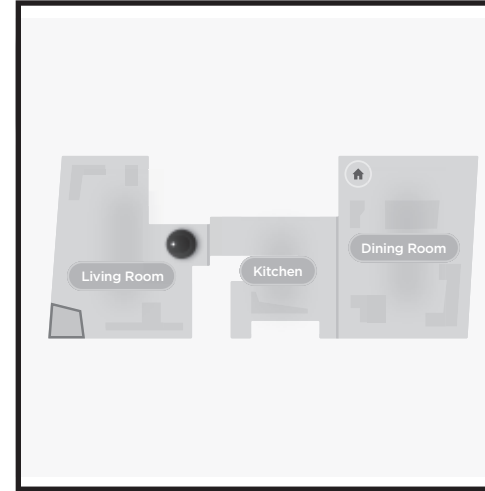


Single-Room Matrix Mop Clean

Once the robot has created a map, you can select a specific room for it to Mop in Matrix Mop Clean mode. Place the robot in the room you wish to mop, then start the mop function through the app.

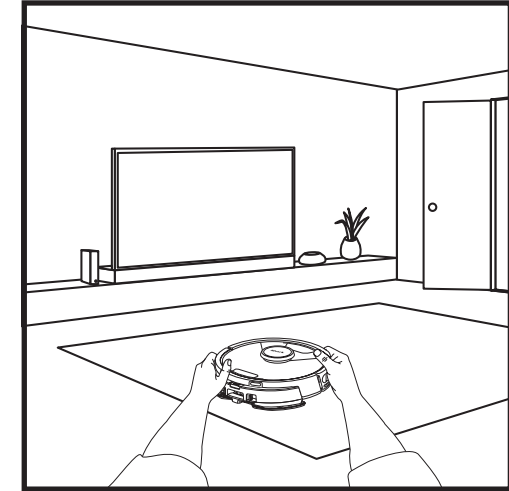
NOTE: You Matrix robot can only mop on hard floor areas where the path is not obstructed by carpet. This means that if you have a carpeted area in between rooms, it is recommended to pick up the robot and place it down in desired mop area to continue the mop cycle.

VACUUM-ONLY CLEANING MODES



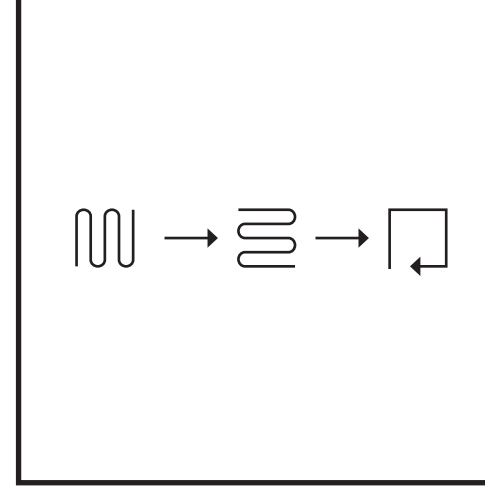
Whole-Home Cleaning

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



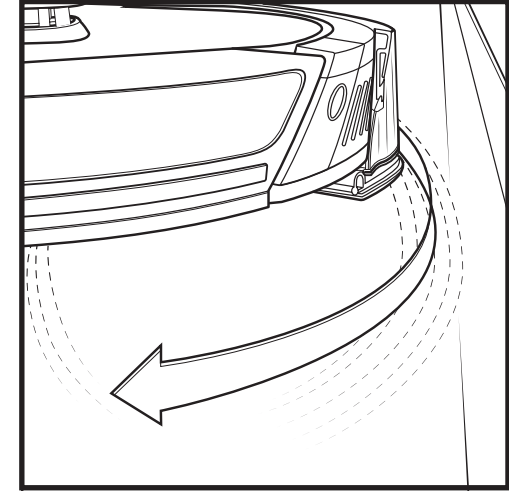
Single-Room Matrix Clean

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 >|| 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 >|| button for 5 to 7 seconds. The robot will clean the area in a matrix pattern. Spot Clean is also available through the app.

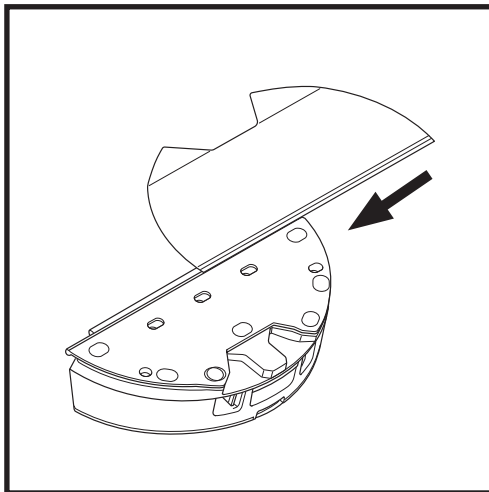


CleanEdge

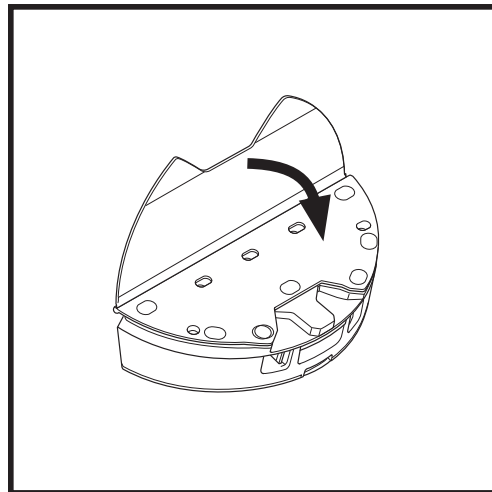
In CleanEdge mode, the fanjet blows air into the edges and corners of the room so that the robot can easily pick up debris from hard-to-clean areas. CleanEdge is automatically activated when the robot runs alongside walls at the start of its run, then turns off when the robot cleans the rest of the area.

VAC & MOP 2-IN-1 SETUP

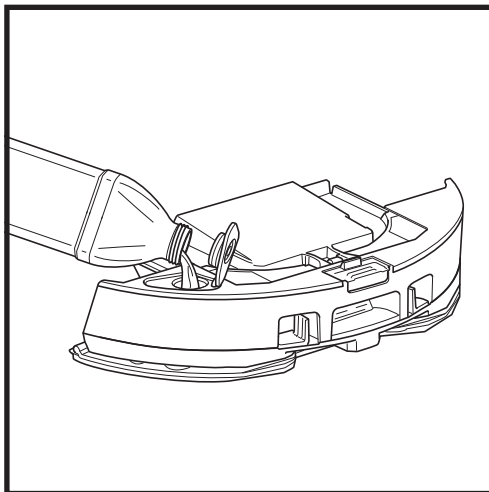
NOTE: Before it can mop, the robot **MUST** complete an **Explore Run** with the pad plate removed. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.



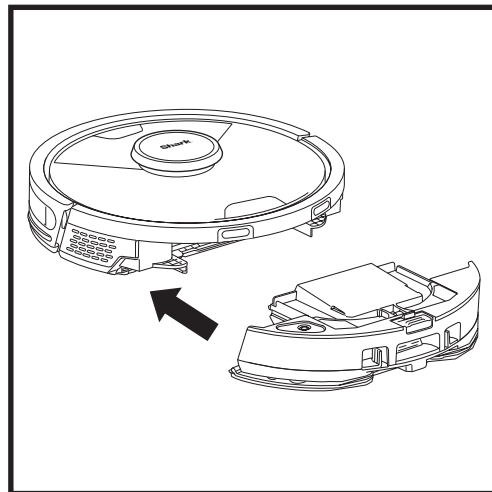
Attach the mopping pad by inserting the flat edge of the pad through the slot in the Vac & Mop 2-in-1 Dust Bin. Pull the mop pad all the way through the slot until it is securely inserted.



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



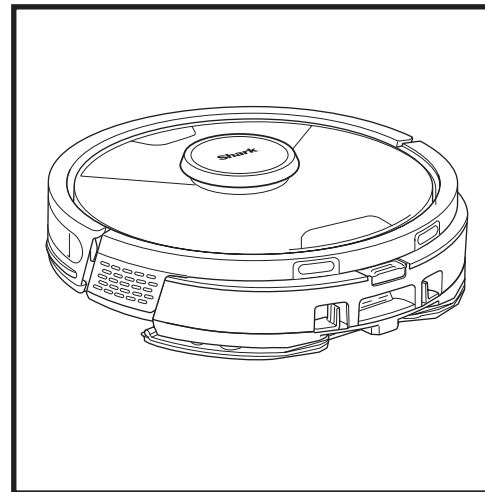
Lift open the fill cap on the top of the reservoir. Add water then VACMOP™ cleaning solution, to the VACMOP CLEANER line. Close the cap and make sure it is properly sealed. We recommend using only Shark VACMOP cleaning solution and water. Other cleaning solutions may negatively impact your robot's performance in mopping mode.



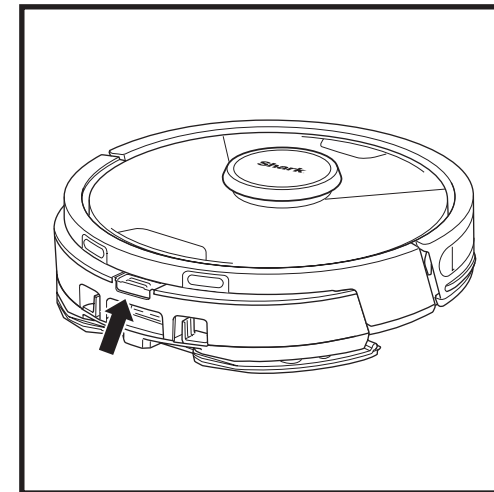
Firmly push the Vac & Mop 2-in-1 Dust Bin into the back of the robot, and ensure both latches click into place. The >|| button on the robot will illuminate blue when the Vac & Mop 2-in-1 Dust Bin is inserted properly.

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.

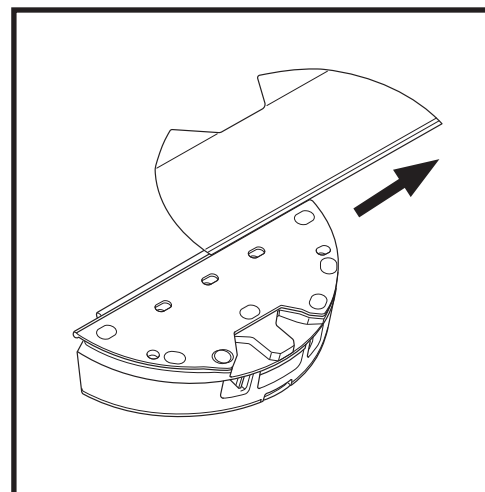


When the reservoir in the Vac & Mop 2-in-1 Dust Bin has fluid and is properly installed, with the mopping pad attached, the robot is ready to vacuum and mop simultaneously. Press the >|| button on the robot or in the app to start a vacuuming and mopping run. The robot will pre-saturate the mopping pad 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.

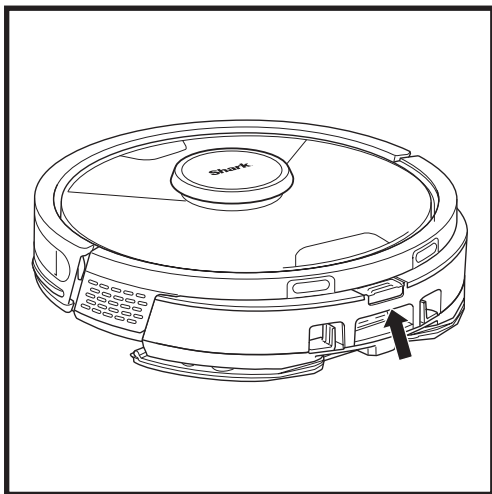


To remove the mopping pad from the Vac & Mop 2-in-1 Dust Bin, detach the pad from the pad plate and slide the pad out of the slot.

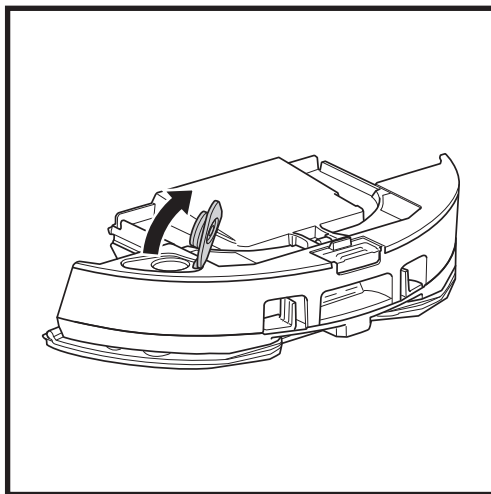
MAINTENANCE

CAUTION: Turn off power before performing any maintenance.

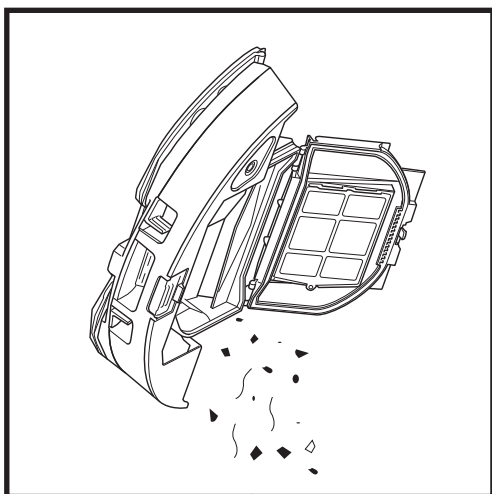
MAINTAINING THE VAC & MOP 2-IN-1 DUST BIN



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.

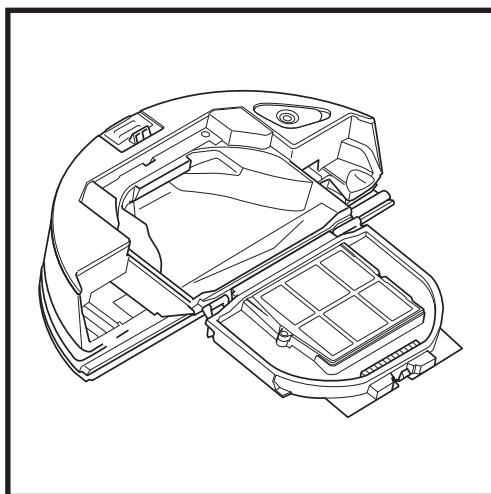


To open the dust bin lid, pinch the side latches in the finger slots and hold them while lifting the lid.



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.

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

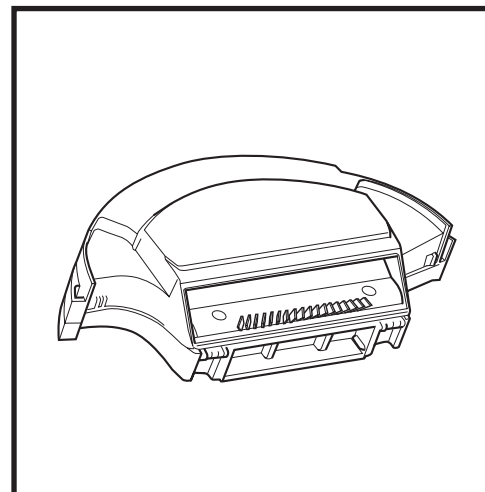


Look between the filter and the plastic shield and make sure there is no debris buildup.

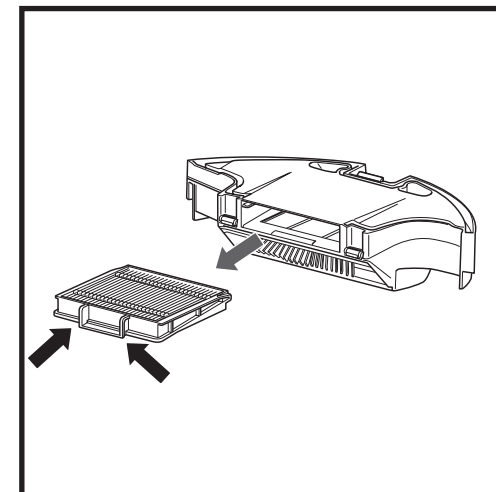
MAINTENANCE

CLEANING AND REPLACING THE FILTER

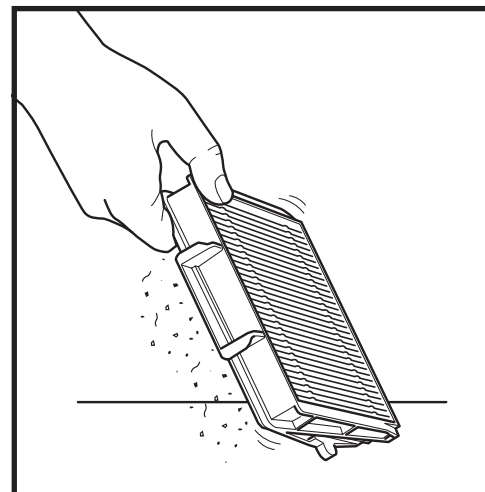
For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin. See sharkclean.co.uk for replacement filters.



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

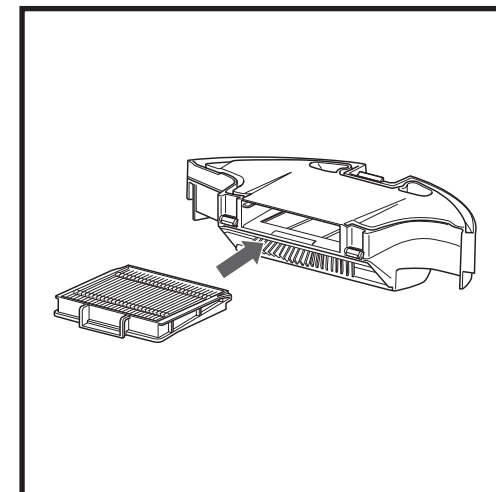


Pull filter out of the dust bin by the tabs.



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.

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

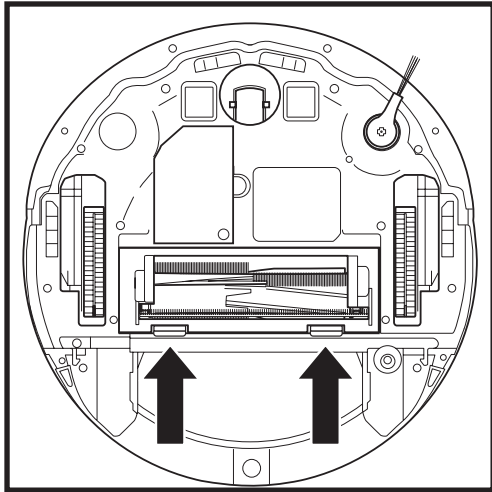


Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

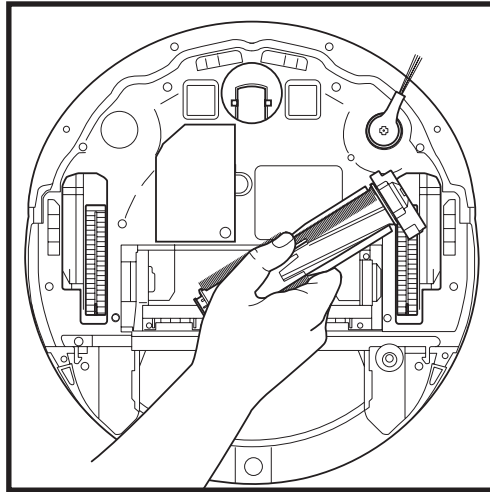
MAINTENANCE

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.



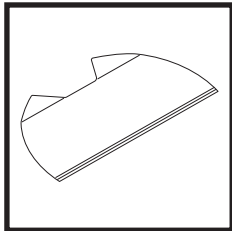
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



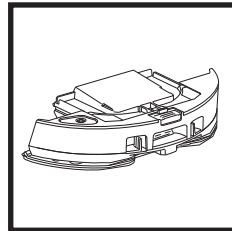
Lift out the brushroll and remove any debris. Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click into place.

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

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.



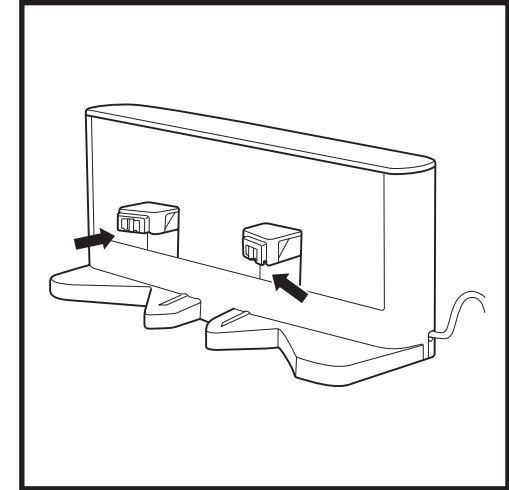
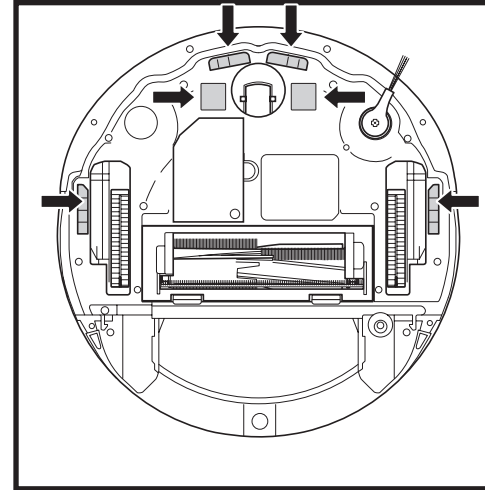
Empty the remaining liquid and the debris from the fluid reservoir after each use. Using a damp cloth, wipe the inside of the dust bin. Let the dust bin air dry for 24 hours before use. **DO NOT** put Vac & Mop 2-in-1 Dust Bin in the dishwasher.

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 SENSORS AND CHARGING CONTACTS

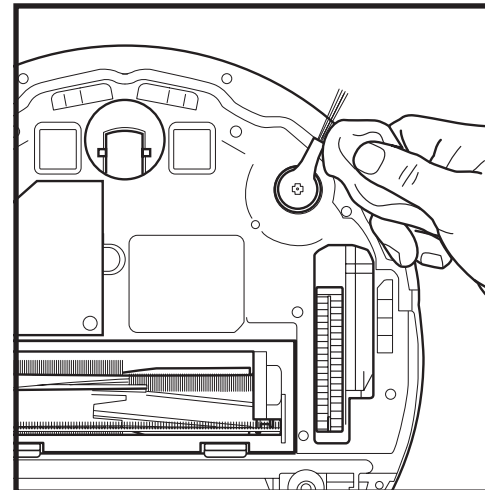
CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED. With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the dock.



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.

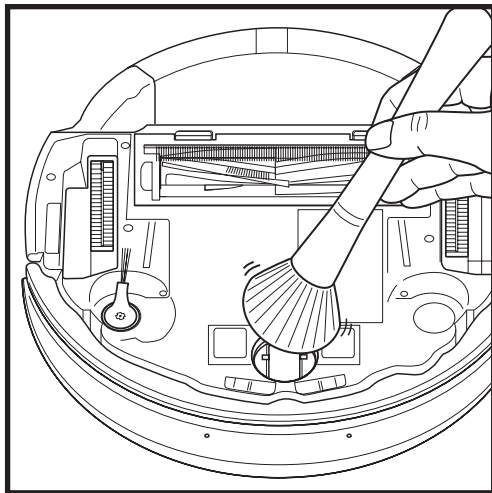
NOTE: Side brush design may vary.

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

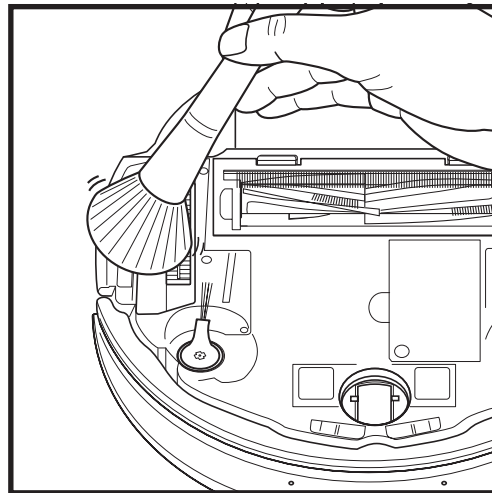
MAINTENANCE

CLEANING THE WHEELS

CLEAN FRONT WHEEL PERIODICALLY.
See sharkclean.eu 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.

USING THE SHARK MATRIX PLUS 2-IN-1 ROBOT

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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.

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How do I use my robot with Amazon Alexa?

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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."

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Google Assistant:

Hey Google, start vacuuming.
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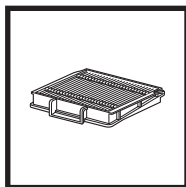
Amazon Alexa:

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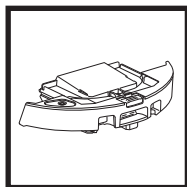
REPLACEMENT PARTS

NOTE: To order replacement visit sharkclean.co.uk.

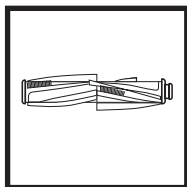
REPLACEMENT PARTS: ROBOT



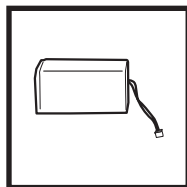
Robot Filter



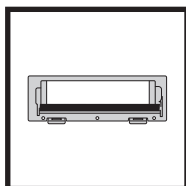
Self-Empty
Dust Bin



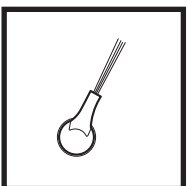
Brushroll



Battery

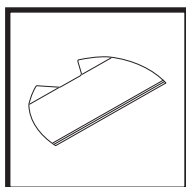


Brushroll Door

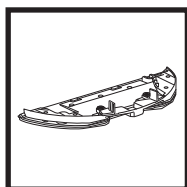


Side Brush

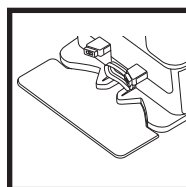
REPLACEMENT PARTS: MOPPING



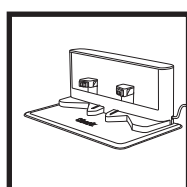
Mopping Pad



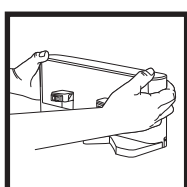
Pad Plate



Landing Pad



Dock



Charging Base

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MANUFACTURER'S GUARANTEE

The Shark Guarantee

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

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

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

How long are new Shark machines guaranteed for?

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

How do I register my Shark guarantee?

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

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

IMPORTANT:

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

What are the benefits of registering my free Shark guarantee?

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

What is covered by the free Shark guarantee?

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

What is not covered by the free Shark guarantee?

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

MANUFACTURER'S GUARANTEE

How can I claim under the free Shark guarantee?

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

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

Where can I buy genuine Shark spares and accessories?

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

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

SharkNinja Europe Ltd,

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

SharkNinja Germany GmbH,

Rotfeder-Ring 9,
60327 Frankfurt am Main, Germany
sharkclean.co.uk

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

NOTES

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