

Shark AI ROBOT

Robot Vacuum OWNER'S GUIDE



804106398

It's important to read this instructions prior to using your product for the first time.

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:

- This appliance consists of a robotic vacuum and charging dock with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- Use only identical replacement parts.
- This robotic vacuum cleaner contains no serviceable parts.
- Use only as described in this manual. DO NOT use the robotic vacuum cleaner for any purpose other than those described in this manual.
- With the exception of filters, DO NOT expose any parts of the robotic vacuum cleaner to water or other liquids.

USE WARNINGS

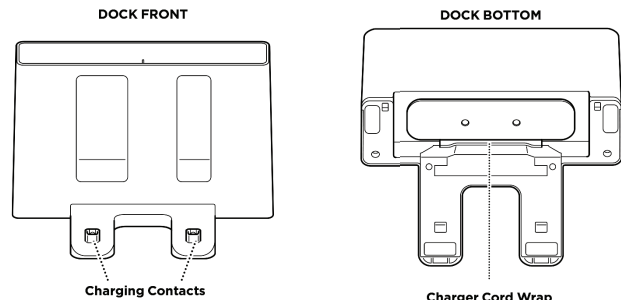
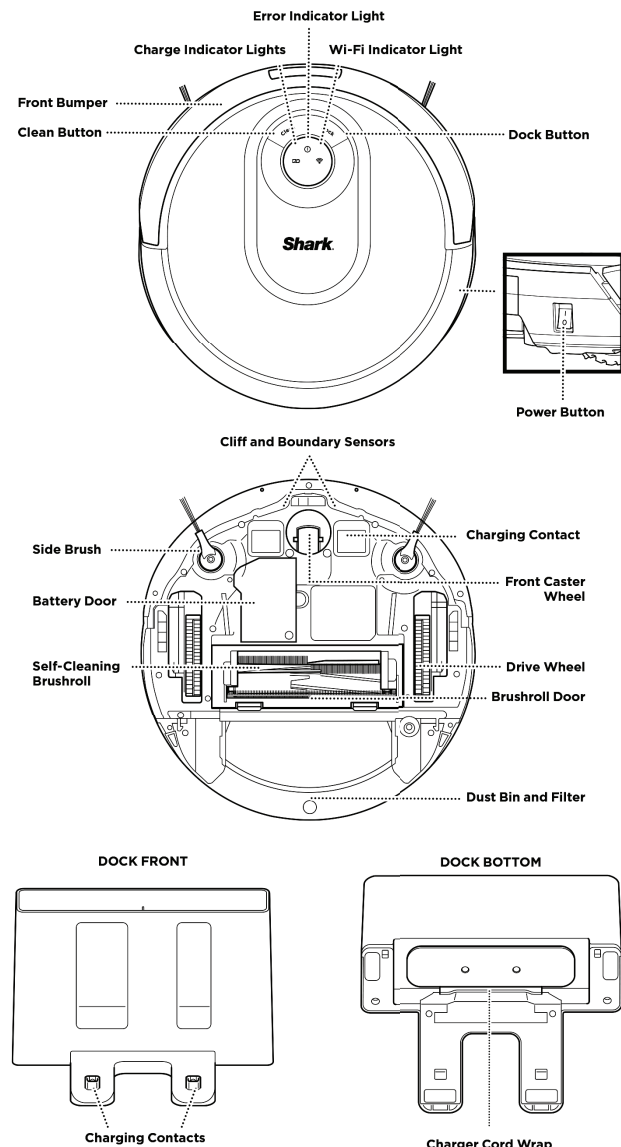
- This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
 - Children shall not play with the appliance.
 - Cleaning and user maintenance shall not be made by children without supervision.
- Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
- DO NOT handle plug, charging dock, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
- DO NOT use without robot dust bin and filters in place.
- DO NOT damage the charging cord:
 - DO NOT pull or carry charging dock by the cord or use the cord as a handle.
 - DO NOT unplug by pulling on cord. Grasp the plug, not the cord.
 - DO NOT close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
- 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.
- DO NOT use if robotic vacuum 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.
- Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- DO NOT use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- DO NOT place vacuum cleaner on unstable surfaces.
- When manually moving the robot to a new location, it must be placed at least 1.5 feet (45 cm) away from any stairs or cliffs.
- DO NOT use to pick up:
 - Liquid spills
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (drywall dust, fireplace ash, or embers). DO NOT use as an attachment to power tools for dust collection.
 - Smoking or burning objects (hot coals, cigarette butts, or matches)

- Flammable or combustible materials (lighter fluid, gasoline, ammonia, or kerosene)
 - Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- DO NOT use in the following areas:
 - Outdoor areas near fireplaces with unobstructed entrances
 - 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)
 - In an area with a space heater
 - Near fireplaces with unobstructed entrances
 - On wet or slippery surfaces
 - Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance or troubleshooting. Note: in the OFF (O) position, the robot still uses a small amount of power.
 - Allow all filters to air-dry completely before replacing in the robotic vacuum cleaner to prevent liquid from being drawn into electric parts.
 - DO NOT modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this manual. DO NOT use the vacuum if it has been modified or damaged.
 - Remove all spilled or leaked liquid from the base or floor, as it could lead to risk of electrical shock.
 - For your robot's cliff sensors to work properly, all runners, rugs, or carpets must be 16 inches away from any stairs (or it must be continuous and extend over the edge of the stairs). If a runner, rug, or carpet edge is less than 16 inches from the cliff edge or stairs, then the use of a BotBoundary® strip is required to block off the stairs and any cliff edge. BotBoundary strips are not included with your robot.

BATTERY USE

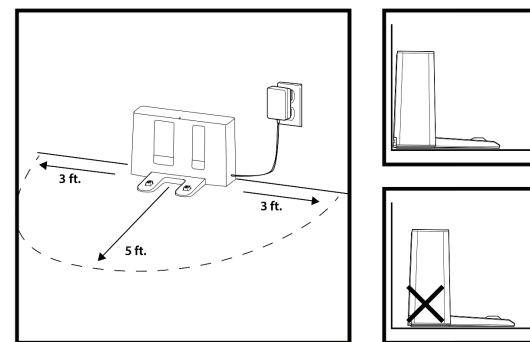
- The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. DO NOT carry the appliance with your finger on the power switch.
- Use only the charging dock and battery included with this unit. Use of batteries or battery chargers other than those indicated may create a risk of fire.
- 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.
- 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.
- 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.
- DO NOT expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
- Non-rechargeable batteries cannot be recharged.

GETTING TO KNOW YOUR SHARK® AI ROBOT



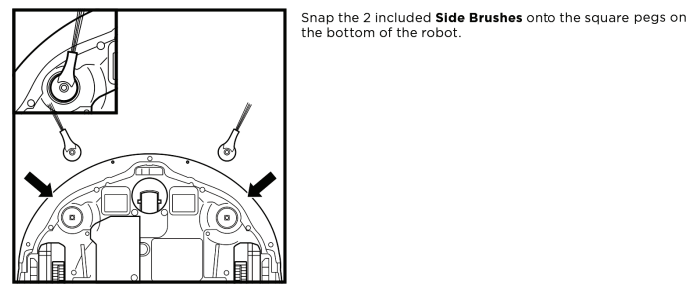
NOTE: Accessories may vary depending on the model. The images shown here are for illustrative purposes only and may be subject to change.

DOCK SETUP



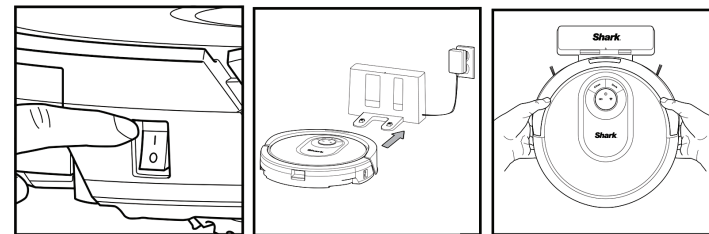
- Select a permanent location for the **Charging Dock**, because every time you relocate it, your robot will have to completely re-map your house.
- Place the dock with its back against a wall. Select a level surface on bare floor, in a central area. Do not place dock against baseboards or heating elements.
- Remove any objects that are closer than 3 feet from either side of the dock, or closer than 5 feet from the front of the dock.
- Plug charging cord into an outlet. The dock must be plugged in continuously for the robot to find it.

INSTALLING THE SIDE BRUSHES



CHARGING

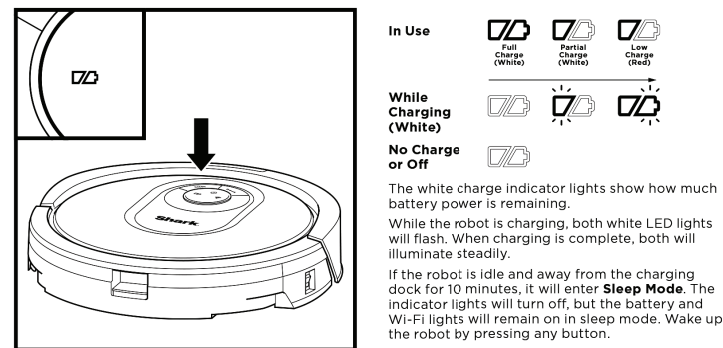
IMPORTANT: The Shark® AI Robot has a pre-installed rechargeable battery. Charge the battery completely before first use.



- To charge, place the robot on the dock. The **Power** button on the side of the robot must be in the ON position (I). The robot will beep when charging begins.
- When the cleaning cycle is complete, the battery is low, or when programmed to in a recharge/resume mission, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out.
- If the robot has no charge or it cannot return to the dock, manually place it on the dock. The indicator light will flash and the robot will beep when charging begins.

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 charging is complete, lights will illuminate steadily.
NOTE: When picking up the robot, be careful not to place fingers between the bumper and the base of the robot.

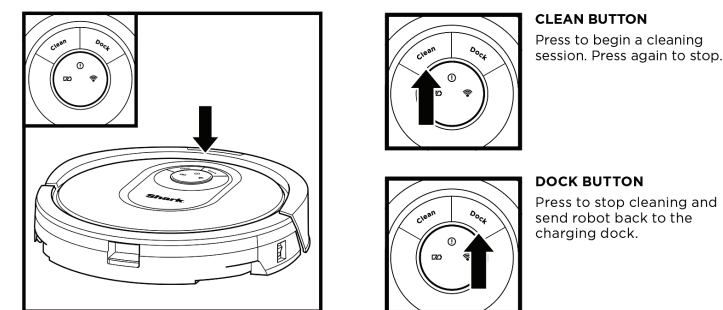
CHARGE INDICATOR LIGHTS



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.
TIP: To preserve battery life, turn off the power switch if the robot will not be used for a long period of time. The robot should be recharged at least once every three months. The switch must be in the ON position to charge the robot.

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.

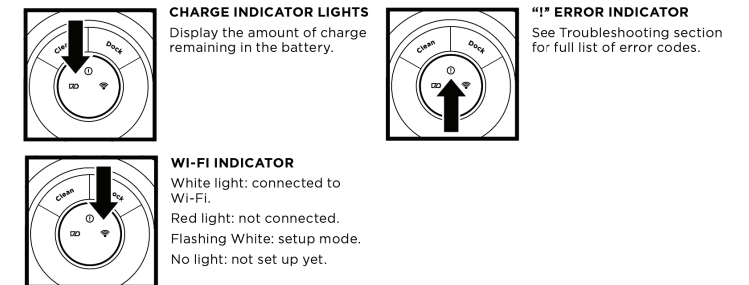
BUTTONS AND INDICATOR LIGHTS



CLEAN BUTTON
Press to begin a cleaning session. Press again to stop.

DOCK BUTTON
Press to stop cleaning and send robot back to the charging dock.

BUTTONS AND INDICATOR LIGHTS



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

"I" ERROR INDICATOR
See Troubleshooting section for full list of error codes.

WI-FI INDICATOR
White light: connected to Wi-Fi.
Red light: not connected.
Flashing White: setup mode.
No light: not set up yet.

PREP YOUR HOME

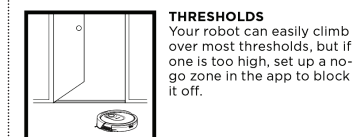
Your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. To prevent the robot from entering areas you don't want it to, set up no-go zones in the app. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.

NOTE: scheduling can only be done in the app.



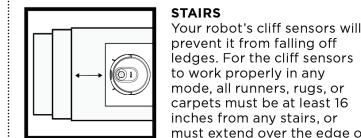
OBSTRUCTIONS
Clear cords and objects smaller than 2.8" in height from floors and open interior doors to ensure a complete map of your home.

SCHEDULING
Schedule whole-home vacuuming runs with the app.



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

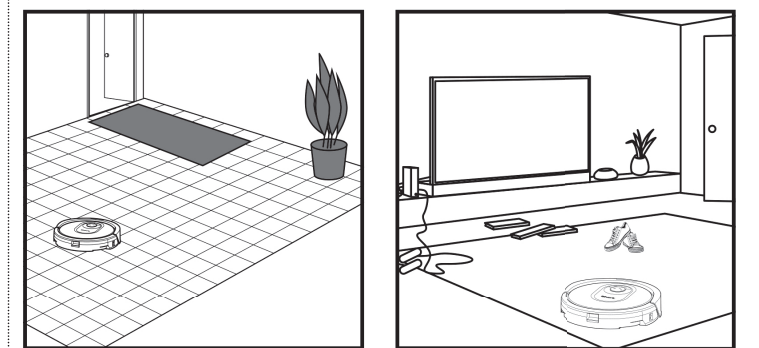
AVOID MOVING THE ROBOT & DOCK
While your robot is cleaning, do not pick it up and move it, or move the charging dock—this will impact the robot's navigation and ability to return to dock when cleaning is complete.



STAIRS
Your robot's cliff sensors will prevent it from falling off ledges. For the cliff sensors to work properly in any mode, all runners, rugs, or carpets must be at least 16 inches from any stairs, or must extend over the edge of the stairs.

USING THE SHARK® AI ROBOT

IQ NAVIGATION™ AND AI LASER VISION



After setup is complete, your robot will 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 2.8" in height. 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.

MANUAL CLEANING MODE

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

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.
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.

Note: The BotBoundary strips are not supplied. Sold separately.

SAVE THESE INSTRUCTIONS

USING THE SHARK® AI ROBOT

USING THE SHARKCLEAN™ APP AND VOICE CONTROLS

Get the most out of your Shark AI 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 dock, recharge, and can pick up where it left off.
- Go Zones, 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 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.
- Interactive Map**
 See where the robot is cleaning in real time.

Search for **SharkClean** in the app store and download the app to your iPhone™ or Android™.



SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

- Google Assistant:**
- "OK Google, tell Shark to start cleaning."
 - "OK Google, tell Shark to pause my robot."
 - "OK Google, tell Shark to send my robot to the dock."
- Amazon Alexa:**
- "Alexa, tell Shark to start cleaning."
 - "Alexa, tell Shark to pause my robot."
 - "Alexa, tell Shark to send my robot to the dock."

WI-FI TROUBLESHOOTING

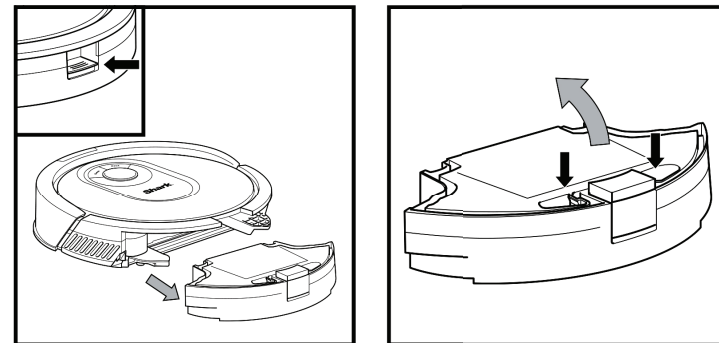
- To use the app, your phone must be connected to a 2.4GHz network. The app will only work on a 2.4GHz network.
- Typical home Wi-Fi networks support both 2.4GHz and 5GHz.
- Do not use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.

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 alternately)	Wrong user name or password for your SharkClean account
! + Wi-Fi (Flashing RED at the same time)	Cannot connect to Wi-Fi

MAINTENANCE

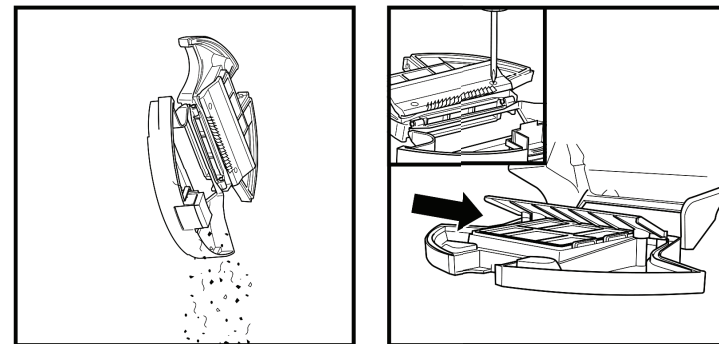
CAUTION: Turn off power before performing any maintenance.
NOTE: in the OFF (O) position, the robot still uses a small amount of power.

EMPTYING THE DUST BIN



Press the **Dust Bin Release Button** and slide out the dust bin.

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



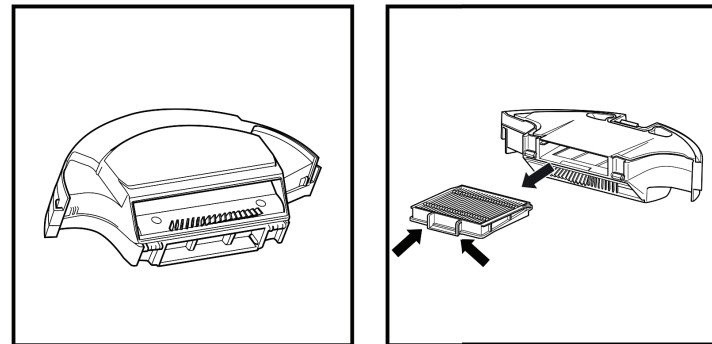
Empty debris and dust into trash. Remove filter and wash dust bin if necessary.

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

Look between the filter and the plastic shield and make sure there is no debris buildup. Remove shield and clear any debris buildup with dry cloth or soft brush.

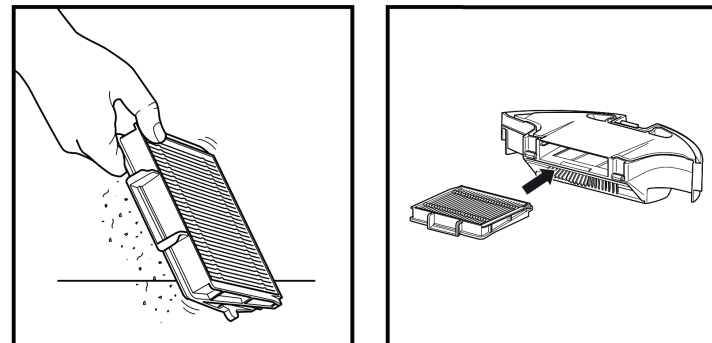
CLEANING AND REPLACING THE FILTER

For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin.



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.

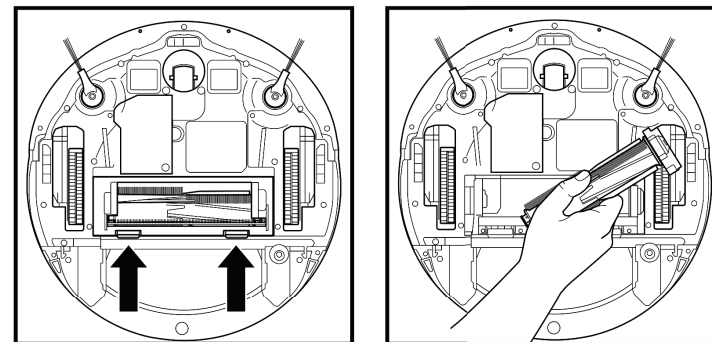


Lightly tap the filter to remove debris every time you empty the dust bin. For a deeper clean, rinse the filter with water once a month. Allow the filter to air-dry for up to 24 hours before reinstalling.

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

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.



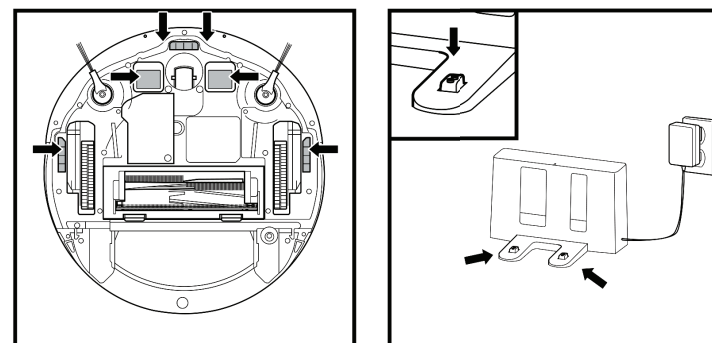
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.

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

NOTE: Replace brushroll every 6 to 12 months, or when visibly worn. See sharkaccessories.com for replacement parts.

CLEANING SENSORS AND CHARGING CONTACTS

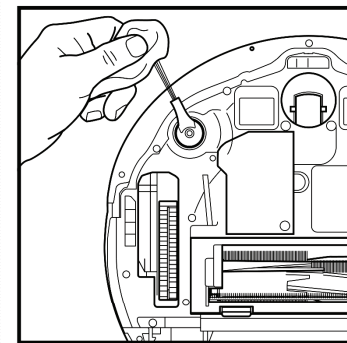
CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED. With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the dock.



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 BRUSHES

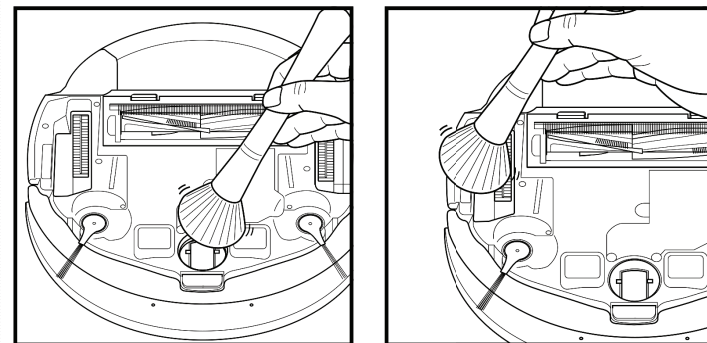
CLEAN SIDE BRUSHES AS NEEDED.



Carefully unwind and remove any string or hair wrapped around brushes. Gently wipe brushes with a dry cloth. To reinstall, snap the brushes over the pegs. Spin the brushes manually to make sure they are installed correctly.

NOTE: Remove and replace any side brushes that are bent or damaged. To remove a brush, lift it off its peg.

CLEANING THE WHEELS



Rotate the front wheel while lightly brushing away dirt and debris. Clean the wheel and the housing around it.

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

NOTE: Brush not included.

CAUTION: Turn off power before performing any maintenance.

TROUBLESHOOTING

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

ERROR CODE	SOLUTION
CLEAN (RED) + ! (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 (WHITE) + DOCK (RED) solid	BotBoundary® error. Move your robot to a flat surface away from the magnetic boundary strip and try cleaning again.
CLEAN (RED) + DOCK (WHITE) flashing	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
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 brushes.
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 contact a Service Center.
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 dock. Please pick up your robot and place it on the dock.
BATTERY ICON (RED) flashing	Battery is critically low and needs recharging. If your robot is unable to dock, place the robot manually on the dock.
CLEAN (RED) + DOCK (WHITE) flashing + ! (RED)	Robot is stuck. Please move to a level surface.

REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of NINETY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

Refurbished Product Service Center
 13225 Marquardt Avenue Santa Fe Springs, CA 90670.

WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to www.ConsumerServiceRefurbish.com or call the **Refurbished Product Service Center** at 562-946-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

Refurbished Product Service Center,
Att: Customer Service Department 13225 Marquardt Avenue Santa Fe Springs, CA 90670

Your unit will be promptly repaired and returned to you. We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

Owner's Information
 (Keep for your permanent records)

NAME: _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP CODE: _____
 PHONE: _____ E-MAIL: _____
 MODEL: _____ SERIAL NO.: _____



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