

Shark AI ROBOT

VACMOP™ Wet/Dry Robot Floor Cleaner

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 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.
- Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- Use only identical replacement parts.
- This Wet/Dry Robot Floor Cleaner contains no serviceable parts.
- 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.
- 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.

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, dust bin, or fluid reservoir.
- DO NOT handle plug, charging dock, charging cable, or Wet/Dry Robot Floor Cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
- DO NOT use the robot without the dust bin, filter, and fluid reservoir 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 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.
- Keep all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 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.
- DO NOT place vacuum cleaner on unstable surfaces.
- If robot is placed in a room, and it is not starting from the dock, the robot must be placed in an unobstructed circle of 1.5 ft. (45 cm) away from edges and 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)
 - Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution)
- 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

SAVE THESE INSTRUCTIONS

*BOTBOUNDARY NOT INCLUDED

GETTING TO KNOW YOUR SHARK® AI ROBOT VACMOP™

Components: Error Indicator Light, Charge Indicator Lights, Wi-Fi Indicator Light, Front Bumper, Clean Button, Dock Button, Mopping Indicator Light, Fluid Reservoir, Power Button, Cliff and Boundary Sensors, Side Brush, Charging Contact, Front Caster Wheel, Battery Door, Self-Cleaning Brushroll, Drive Wheel, Brushroll Door, Dust Bin and Filter.

FLUID RESERVOIR

Removal Buttons: Pad Slot, Fill Port

DOCK FRONT / DOCK BOTTOM

Charging Dock: Charging Dock, Charger Cord Wrap

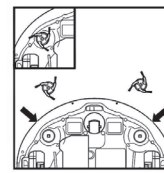
DOCK LANDING MAT (This side up)

* Accessories may vary depending on the model.

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 3 feet from either side of the dock, or closer than 5 feet from the front of the dock.
- Plug in the dock. The indicator light will illuminate green when the dock has power.

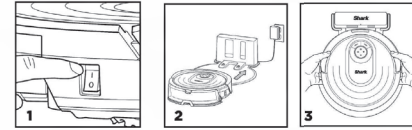
INSTALLING THE SIDE BRUSHES



Snap the 2 color-coded side brushes onto the matching colored pegs on the bottom of the robot. The brushes should spin outwards when correctly assembled.

CHARGING

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



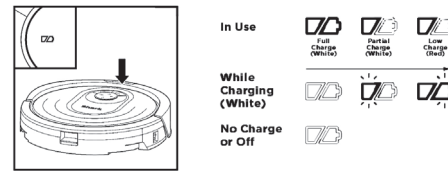
- To charge, place the robot on the dock. The Power button on the side of the robot must be in the ON position (I). The robot will beep when charging begins and the charging indicator on the dock will turn from green to blue.
- When the cleaning cycle is complete, or if the battery is running low, the 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.

3 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.

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, both white 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



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.

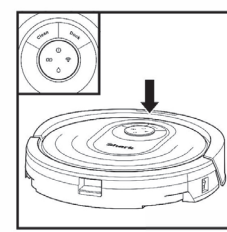
TIP: To preserve battery life, turn off the power switch if the robot will not be used for a long period of time. The robot should be recharged at least once every three months. The switch must be in the ON position to charge the robot.

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.

NOTE: Accessories may vary depending on the model.

The images shown here are for illustrative purposes only and may be subject to change.

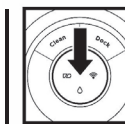
BUTTONS AND INDICATOR LIGHTS



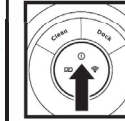
DOCK BUTTON
Press to stop cleaning and send robot back to the charging dock.

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

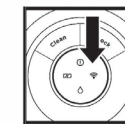
CLEAN BUTTON
Press to begin a cleaning session. Press again to stop.



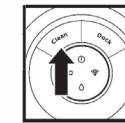
WET MOPPING INDICATOR LIGHT
Illuminates when fluid reservoir is properly installed. Droplet icon will turn red if there is no fluid in the reservoir. After 15 minutes, the robot will return to dock if reservoir is not filled.



"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.



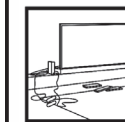
RECHARGE & RESUME
Press and hold the CLEAN button for 15 seconds to turn Recharge & Resume ON or OFF.

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 1500 sq. ft. Your robot will return to the dock, recharge, and can pick up where it left off.

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.

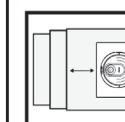
NOTE: Scheduling is one of many features that can only be done in the app.



OBSTRUCTIONS
Clear cords and small objects less than 2.8" in height, and open interior doors to ensure a complete map of your home.



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.



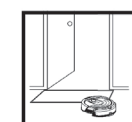
STAIRS
For your robot's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 8 inches from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold that is less than 8 inches from the stairs cannot be moved, you must use a no-go zone or a BotBoundary strip to block off the stairs.



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.



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.



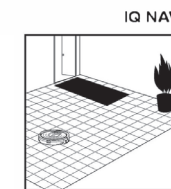
REMOVE RUGS FROM DOORWAYS WHEN MOPPING
Before mopping, you can set up Carpet Zones in the app. If you set up Carpet Zones, you may need to move any carpets or rugs that block access to rooms that you want your robot to mop.

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.

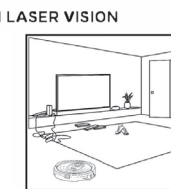
IMPORTANT: Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

USING THE SHARK® AI ROBOT VACMOP™



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.

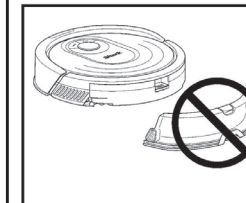
The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it doesn't cover the entire floor.



The robot's object detection technology helps it navigate around obstacles taller than 2.8" in height. Clear away small objects that may interfere with the cleaning path of your robot.

Create no-go zones in the app to block off areas you do not want the robot to enter. You can set up no-go zones around small objects, or use them to block off large areas.

VACUUM ONLY INSTRUCTIONS

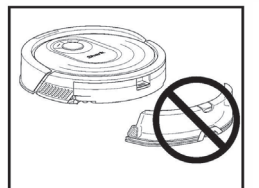


To vacuum, the fluid reservoir must NOT be attached to the robot. Make sure the dust bin is properly installed.

NOTE: Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.

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

VACUUM ONLY INSTRUCTIONS



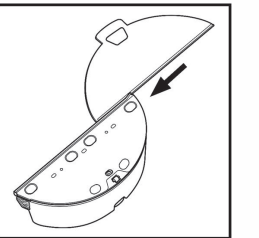
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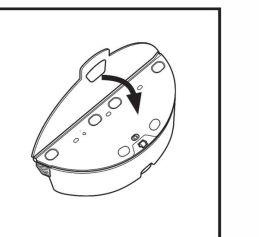
NOTE: Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

WET MOPPING SETUP

NOTE: Before your robot can mop, it must complete its Explore Run. Set up Carpet Zone in the app to establish areas for your robot to avoid.



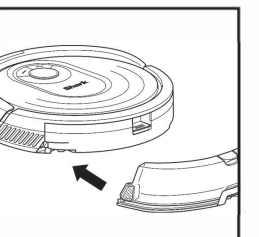
Attach the mop pad by inserting the flat edge of the pad through the slot in the reservoir. Pull the mop pad all the way through the slot until it is securely inserted.



Secure the pad to the back of the reservoir.



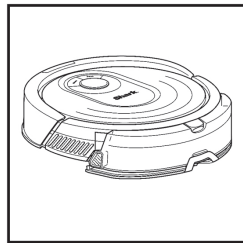
Lift open the fill cap on the top of the reservoir. Fill with VACMOP cleaning solution, or room temperature water, to the MAX fill line. Close the cap and make sure it is properly sealed.



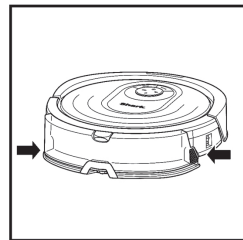
Firmly push the reservoir into the back of the robot, behind the dust bin, and ensure both latches click into place. The water droplet icon on the robot will illuminate white when the reservoir is inserted properly.

WET MOPPING SETUP

NOTE: When mopping, your robot may travel over floor mats or rugs if they are not defined in the app as Carpet Zones. Before the next mopping run, move mats or rugs out of the robot's path, or set up Carpet Zones or no-go zones in the app to avoid these areas.

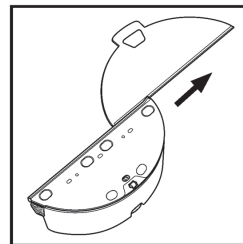


When the reservoir has fluid and is properly installed, with the mop pad attached, the robot is ready to vacuum and mop simultaneously. Press the Clean button on the robot or in the app to start a vacuuming and mopping run. The robot will prime the mop pad for 30 seconds before starting its run.

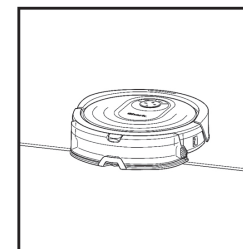


When mopping is complete, remove the reservoir by pressing both buttons and sliding it out. Empty the reservoir after each use.

CAUTION: Floors may be slippery after mopping.



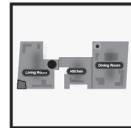
To remove the mop pad from the reservoir, detach the pad from the back of the reservoir and slide the pad out of the slot.



We recommend setting up Carpet Zones in the app before your robot's first mopping run. This will prevent your robot from traveling over carpets or rugs you do not want it to mop. Follow the instructions in the app to set up Carpet Zones.

USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark AI Robot VACMOP 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.
- **Carpet Zones**
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.



- **Scheduling**
Set whole-home cleanings for any time, any day.
- **Control From Anywhere**
Wherever you are, you're in control of your robot.
- **Cleaning Reports**
Each time your robot cleans, your app will generate a cleaning report.

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



SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit sharkclean.com/app for setup instructions which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

Google Assistant:

- "OK Google, tell Shark to start cleaning."
- "OK Google, tell Shark to pause my robot."
- "OK Google, tell Shark to send my robot to the dock."

Amazon Alexa:

- "Alexa, tell Shark to start cleaning."
- "Alexa, tell Shark to pause my robot."
- "Alexa, tell Shark to send my robot to the dock."

WI-FI TROUBLESHOOTING

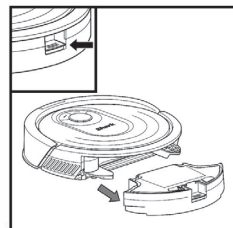
- To use the app, your phone must be connected to a 2.4GHz network. The app will only work on a 2.4GHz network.
- Typical home Wi-Fi networks support both 2.4GHz and 5GHz.
- Do not use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.
- If you cannot connect, contact a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

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 (RED Flashing)	Cannot connect to Wi-Fi

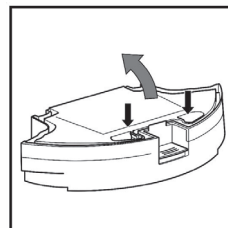
MAINTENANCE

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

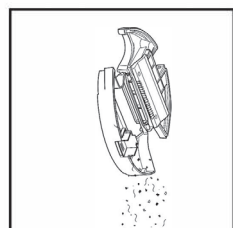
EMPTYING THE DUST BIN



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

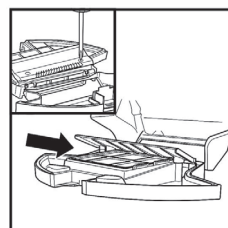


To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.



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

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



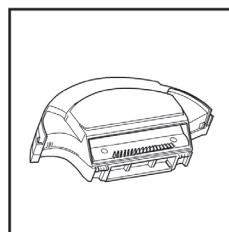
To avoid mold, clean the area between the filter and the plastic shield after every mopping run, and periodically after vacuuming. Remove the shield and clear any debris buildup with a dry cloth or soft brush.

NOTE: Accessories may vary depending on the model.

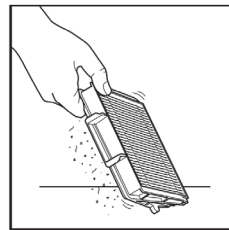
The images shown here are for illustrative purposes only and may be subject to change.

CLEANING AND REPLACING THE FILTER

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

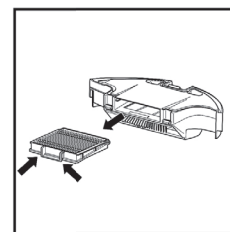


Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.

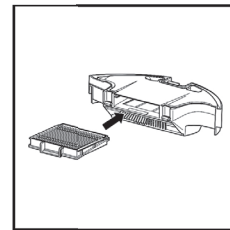


Lightly tap the filter to remove debris every time you empty the dust bin. For a deeper clean, rinse the filter with water once a month. Allow the filter to air-dry for up to 24 hours before reinstalling. Do not use soap or scrub the filter. This will damage the material.

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



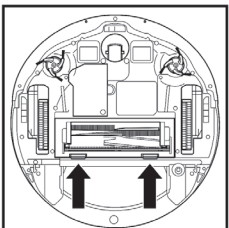
Pull filter out of the dust bin by the tabs.



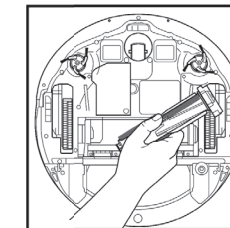
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

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.



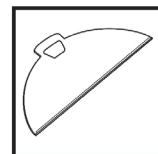
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



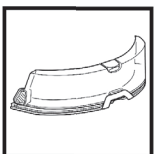
Lift out the brushroll and remove any debris. Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

NOTE: Replace brushroll every 6 to 12 months, or when visibly worn.

MAINTAINING THE RESERVOIR AND MOPPING PAD



To clean pads, machine wash warm with light colors. Use mild detergents and do not use bleach or fabric softeners. Air-dry, or tumble-dry on low with no dryer sheets.

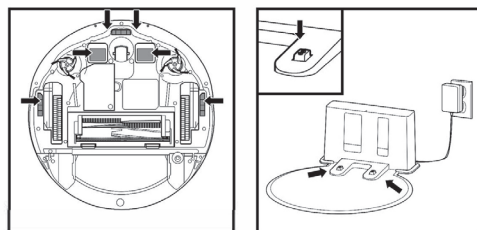


Empty the reservoir after each use. Rinse the reservoir and let it air-dry. DO NOT put the reservoir in the dishwasher.

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

CLEANING SENSORS AND CHARGING CONTACTS

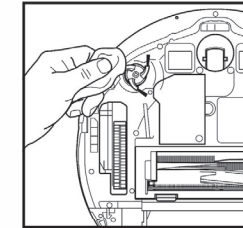
CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED. With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the dock.



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.

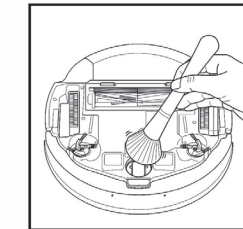


Carefully unwind and remove any string or hair wrapped around brushes. Gently wipe brushes with a dry cloth. To reinstall, snap the brushes over the pegs. Spin the brushes manually to make sure they are installed correctly.

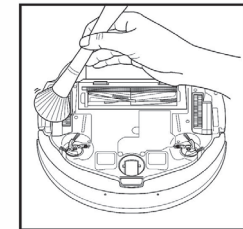
NOTE: Remove and replace any side brushes that are bent or damaged. To remove a brush, lift it off its peg.

CLEANING THE WHEELS

CLEAN FRONT WHEEL PERIODICALLY.



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.

CAUTION: Turn off power before performing any maintenance.

TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark® AI Robot VACMOP™, 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 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 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.
DROPLET ICON (RED) solid	Fluid Reservoir is empty. Refill before cleaning.

For all other issues, please contact a service center.

*BOTBOUNDARY NOT INCLUDED

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MODEL: 2000WD_B / Elbrd: J.E. / TAB
OBPN: 2000WDSeries_IB_REV_iii_Mv1_220225



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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
9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

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 9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

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.: _____