

# Shark IQ ROBOT

## SELF-EMPTY™

### Robot Vacuum OWNER'S GUIDE



It's important to read this instructions prior to using your new 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:

1. Robotic vacuum cleaner consists of a robotic vacuum and charging base 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.
4. This robotic vacuum cleaner contains no serviceable parts.
5. Use only as described in this manual. DO NOT use the robotic vacuum cleaner for any purpose other than those described in this manual.
6. With the exception of filters, DO NOT expose any parts of the robotic vacuum cleaner to water or other liquids.

##### USE WARNINGS

7. 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.
  - a) Children shall not play with the appliance.
  - b) Cleaning and user maintenance shall not be made by children without supervision.
8. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
9. DO NOT handle plug, charging base, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
10. DO NOT use without robot dust bin and filters in place.
11. DO NOT damage the charging cord:
  - a) DO NOT pull or carry charging base 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.
12. 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.
13. 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.
14. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
15. DO NOT use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
16. DO NOT place vacuum cleaner on unstable surfaces.

##### 17. 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) Smoking or burning objects (hot coals, cigarette butts, or matches)
- f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
- g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)

18. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance or troubleshooting.

19. Allow all filters to air-dry completely before replacing in the robotic vacuum cleaner to prevent liquid from being drawn into electric parts.

20. 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.

21. To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

22. In case the self-empty base has a thermal shutoff the unit needs to have a hard power reset to restart.

##### BATTERY USE

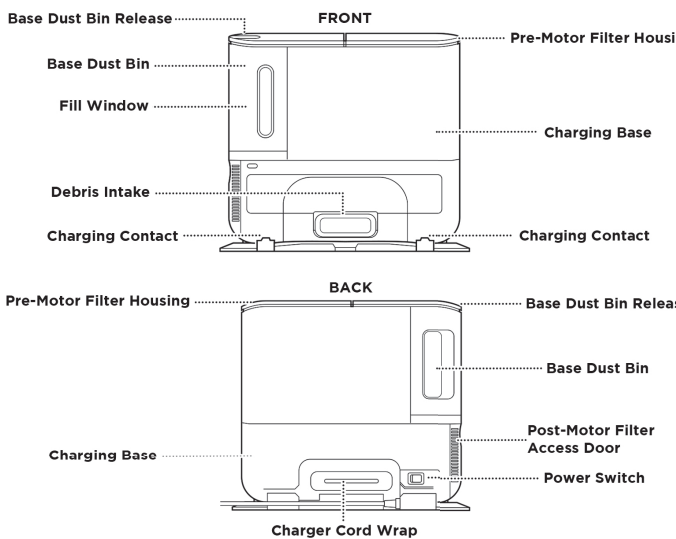
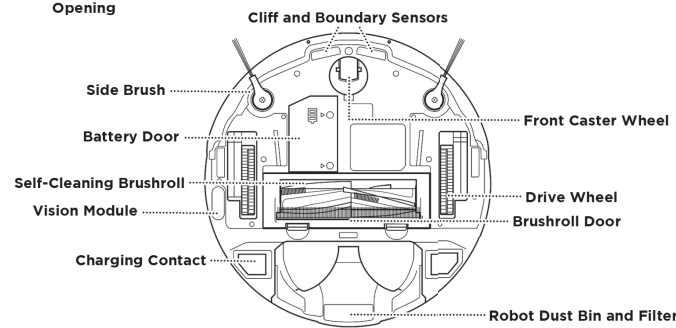
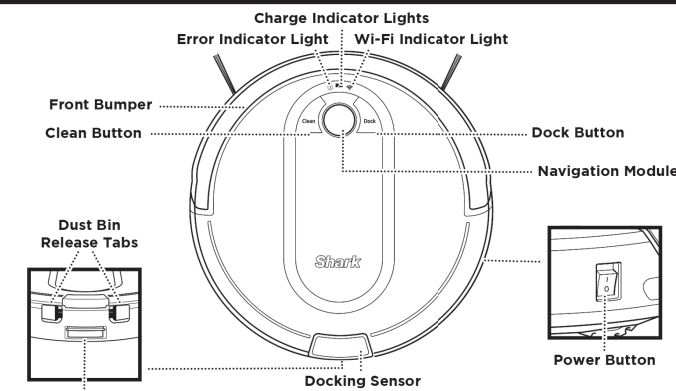
23. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
24. To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. DO NOT carry the appliance with your finger on the power switch.
25. Use ONLY the Shark® self-empty base and use only battery. Use of batteries or battery chargers other than those indicated may create a risk of fire.
26. 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.
27. 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.
28. 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.
29. DO NOT expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.

### SAVE THESE INSTRUCTIONS

#### EXPECTED PERFORMANCE

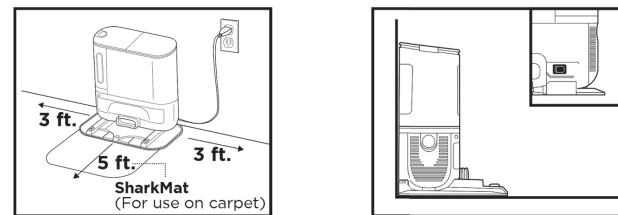
Expected runtime: at least 60 minutes Expected charging time: 6 hours

#### GETTING TO KNOW YOUR SHARK IQ ROBOT™



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

#### BASE SETUP

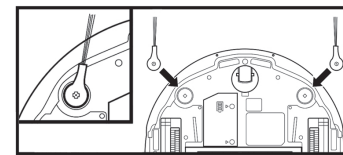


The Self-Empty Base charges your robot and holds dirt and debris from up to 15 days' worth of cleaning. Select a permanent location for the base, because every time you relocate it, your robot will be required to completely re-map your house.

Choose a level surface in a central area. Remove any objects that are closer than 3 feet from either side of the base, or closer than 5 feet from the front. Place the base with its back against the wall in an area with a good Wi-Fi signal. Set up the base on **hard floor**, or on the **SharkMat**. Plug in the Charging Cord, and **turn on the power switch on the back of the base**. The base must be plugged in continuously for the robot to find it. The **Indicator Light** will illuminate green when the base has power.

NOTE: For best results, set up on hard floor or thin carpet with the SharkMat.  
 NOTE: Do not place base against heating elements or baseboards, or in direct sunlight.  
 NOTE: Everytime the robot returns to the dock, it will make a loud noise as it empties its debris. This is normal and should not be a cause of concern.

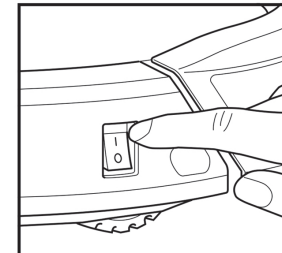
#### INSTALLING THE SIDE BRUSHES



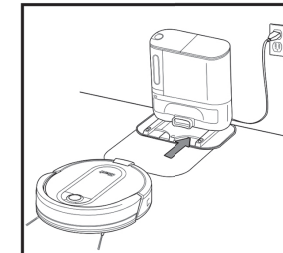
Snap the 2 **Side Brushes** onto the square pegs on the bottom of the robot.

#### CHARGING

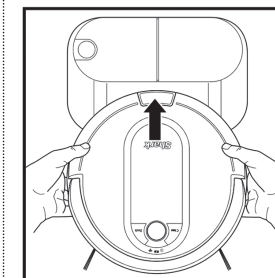
**IMPORTANT:** The Shark IQ Robot® has a pre-installed rechargeable battery. Battery should be fully charged before using. It may take up to 6 hours to fully charge.



To charge, the **Power** button on the side of the robot must be switched on (by pressing "I"). The robot will beep when charging begins.



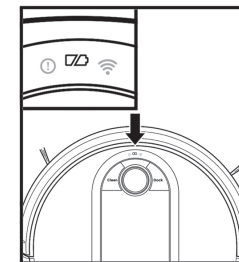
When the cleaning cycle is complete, or if the battery is running low, the robot will search for the base. If your robot doesn't return to the base, its charge may have run out.



If the robot has no charge and cannot return to the base, manually place it on the base. The base indicator light will flash blue and the robot will beep when charging begins.

NOTE: When manually placing the robot on the base, make sure the Charging Contacts on the bottom of the robot are touching the ones on the base and the robot's dust bin is touching the debris intake on the base. While the robot is charging, both blue LED lights will flash. When charging is complete, both blue 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

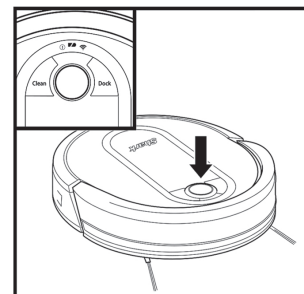


<b>In Use</b>			
<b>While Charging (Blue)</b>			
<b>No Charge or Off</b>			

The blue indicator lights on the robot show how much charge is remaining. While the robot is charging, both blue LED lights will flash. When charging is complete, both blue lights will illuminate steadily. It may take up to 6 hours to fully charge your robot.

NOTE: If the low charge light is blinking red, there is not enough charge for the robot to return to the base. Manually place the robot on the base.

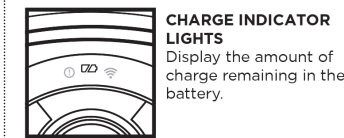
#### BUTTONS AND INDICATOR LIGHTS



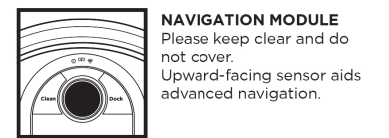
**CLEAN BUTTON**  
Press to begin a cleaning session. Press again to stop.  
**RECHARGE & RESUME**  
Press and hold the CLEAN button for 15 seconds to turn Recharge & Resume ON or OFF.

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 1800 sq. ft. Your robot will return to the base, recharge, and can pick up cleaning where it left off.

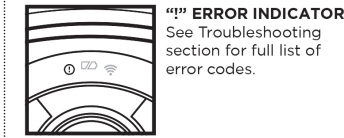
#### BUTTONS AND INDICATOR LIGHTS - Cont.



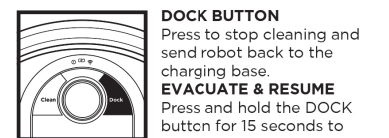
**CHARGE INDICATOR LIGHTS**  
Display the amount of charge remaining in the battery.



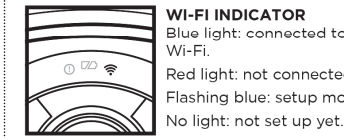
**NAVIGATION MODULE**  
Please keep clear and do not cover. Upward-facing sensor aids advanced navigation.



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



**DOCK BUTTON**  
Press to stop cleaning and send robot back to the charging base.  
**EVACUATE & RESUME**  
Press and hold the DOCK button for 15 seconds to turn Evacuate & Resume ON or OFF.



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

NOTE: If your floor plan is smaller than 1000 sq. ft., we recommend that you DO NOT use the Evacuate & Resume function.

#### 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 bumping into objects or navigating to areas you don't want it to, use BotBoundary® strips. 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 small objects from floors and open interior doors to ensure a complete map of your home.

#### THRESHOLDS

Your robot may have trouble clearing thresholds higher than 7/8 inch. Block off high thresholds with BotBoundary strips.

#### STAIRS

Your robot's cliff sensors will prevent it from falling off ledges. For the robot's cliff sensors to work properly, all runners, rugs, or carpets must be at least 8 inches from any stairs (or extend over the edge of the stairs.)

#### SCHEDULING

For a constant state of clean, set up a whole home cleaning schedule in the app.

#### AVOID MOVING THE ROBOT OR BASE

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

#### CHECK BASE FILL LEVEL

During the first few weeks, your robot will empty more debris than usual. Check the fill level regularly. The dust bin is designed to hold up to 15 days' worth of debris, but home environments vary, and the bin may fill up quicker in some homes.

#### BOTBOUNDARY STRIPS

##### USAGE INSTRUCTIONS

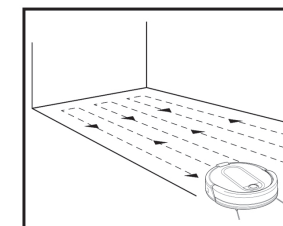
1. You can cut BotBoundary strips (Sold separately) to shorten them as needed. **(18-inch minimum)** If cutting a strip, make sure it's still long enough to cover the entire area you need to block off. Gaps may cause BotBoundary strips to malfunction.
2. Make sure each BotBoundary strip lies completely flat against the floor, with no overlapping. **NOTE: DO NOT** place BotBoundary strips on top of one another.
3. For best results, place the strips between fixed objects like furniture legs or door frames, or make a closed loop around an obstacle.

##### PREPPING YOUR HOME USING BOTBOUNDARY STRIPS (Sold separately)

1. Use BotBoundary strips to quickly and easily create no-go zones to keep your robot out of the areas you would like it to avoid. These may include:
  - Near power cords
  - In front of thresholds higher than 7/8 inch

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

#### MAPPING AND NAVIGATION



As it cleans, your robot will create a map of your home. It may take several cleanings for the robot to finish its mapping. Once mapping is complete, an **Interactive Map** of your floor plan will be available on the app.



The interactive map in the app allows you to name rooms, then select which rooms to clean, and send the robot to immediately clean specific locations. As cleanings continue, the robot will update and refine its path to provide optimized cleaning coverage. After each use, a cleaning report will be available in the app.

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## MANUAL CLEANING MODE

To manually start a cleaning cycle, press the **Clean** button on the robot or on the mobile app. To stop the robot before it finishes cleaning and automatically returns to the base, 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. It may take up to 6 hours to fully charge the robot.  
**NOTE:** Avoid picking up and moving the robot or base. If either are relocated, the robot may not be able to follow its intelligent cleaning path, or find its way back to the base. If the robot is picked up or moved for any reason, it should be returned to within 6 inches of its last location.

## USING THE SHARK IQ ROBOT®

### USING THE SHARKCLEAN™ APP AND VOICE CONTROLS

Get the most out of your Shark IQ Robot® with these app features:

- Interactive Map**  
Your robot knows where it is in your home. Identify rooms for Room Select.
- Room Select**  
Immediately send your robot directly to any room on that floor.
- Recharge and Resume**  
Use Recharge and Resume to help ensure complete, multi-room coverage in your home.
- 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.
- Volume Control**  
You can adjust the volume level of your robot's audio notifications.

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](http://sharkclean.com/app) for setup instructions which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

### WI-FI TROUBLESHOOTING

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

### STILL CAN'T CONNECT?

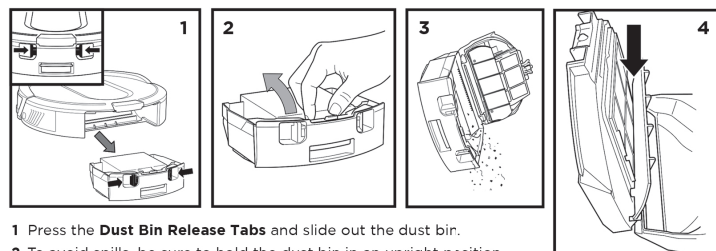
- Restart your phone**  
**Reboot your robot**
- Make sure the power switch on the back of the BASE is in the ON position.
  - Press the power button on the side of the ROBOT to the OFF position for 10 seconds, then press it again to turn power back ON.
- Reboot your router**
- Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.

ERROR CODE	PROBLEM
! (RED) + Wi-Fi indicator (RED Flashing)	Wrong password for Wi-Fi
! (Flashing red) + Wi-Fi (RED)	SSID cannot be found, try connecting again
! + Wi-Fi (Flashing RED alternately)	Wrong user name or password for your Shark account
! + Wi-Fi (Flashing RED at the same time)	Cannot connect to Wi-Fi

## MAINTENANCE

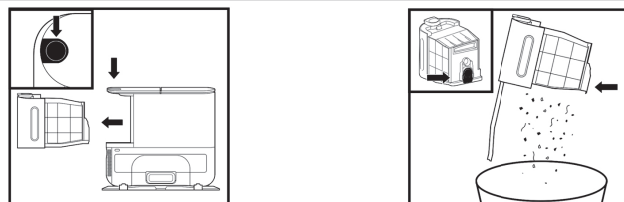
**CAUTION:** Turn off power before performing any maintenance.

### EMPTYING THE ROBOT DUST BIN



- Press the **Dust Bin Release Tabs** and slide out the dust bin.
- To avoid spills, be sure to hold the dust bin in an upright position. Pinch and lift to open the lid.
- Empty debris and dust into trash.
- Look between the filter and plastic shield and make sure there is no debris buildup. Remove and clean any debris build-up as needed with a dry cloth or soft brush.

### EMPTYING THE BASE DUST BIN

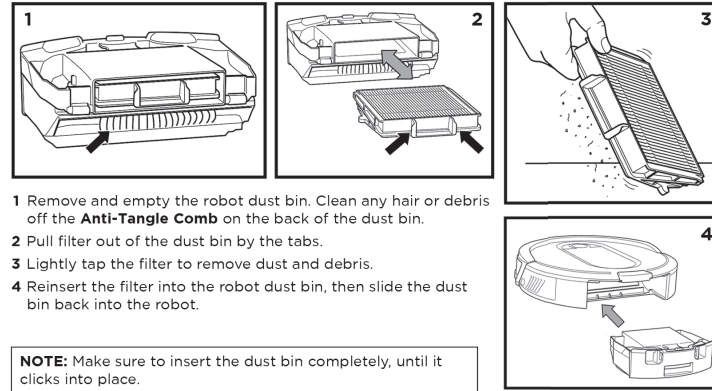


The **Base Dust Bin** holds up to 14 days worth of dust and debris. Empty the bin when the debris level approaches the max fill line. To detach the bin, press and hold the **Release** button on the top and slide out the bin.

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

## CLEANING AND REPLACING THE ROBOT FILTER

For best results, regularly clean and replace the filter in the robot.  
**IMPORTANT: DO NOT** use water to clean the robot filter.



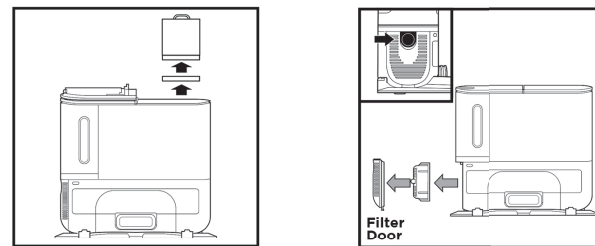
- Remove and empty the robot dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.
- Pull filter out of the dust bin by the tabs.
- Lightly tap the filter to remove dust and debris.
- Reinsert the filter into the robot dust bin, then slide the dust bin back into the robot.

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

## CLEANING AND REPLACING THE BASE FILTERS

For best results, regularly clean and replace the filters in the base.  
 To clean filters, rinse with cold water **ONLY** to prevent damage from cleaning chemicals. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

**IMPORTANT: DO NOT** use soap when cleaning the filters.



**CLEAN PRE-MOTOR FILTERS ONCE A MONTH**  
 To open the filter housing lid, hold the top right edge of the base and pull up on the lid. With the lid open, remove the foam filter by the top handle, then lift out the felt filter underneath. Tap the filters clean over the trash, then rinse them with cold water **ONLY**, as soap may damage them. Allow filters to air-dry completely before reinstalling them.

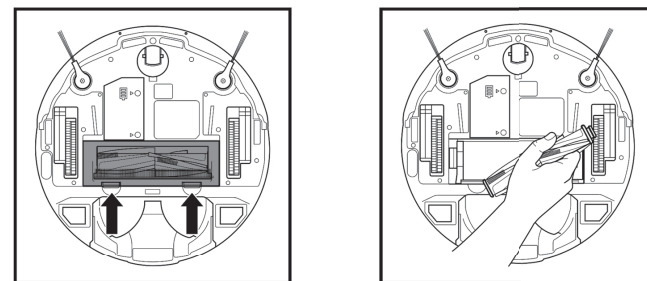
**CLEAN POST-MOTOR FILTER EVERY YEAR**  
 Press the button at the top of the **Filter Door**, then tilt the door and lift it off. Remove the **Post-Motor Filter** from the base. To reinstall the post-motor filter, insert it into the base and replace the filter door.

**NOTE:** The pre-motor foam and felt filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

**NOTE:** Clean the mesh filter inside the dust bin with a small brush once a month.

## SELF-CLEANING BRUSHROLL

The **Self-Cleaning Brushroll** removes debris over time as it cleans. If some debris remains wrapped around the brushroll, continue cleaning to allow the brushroll to remove it. If some debris remains on the brushroll after continued cleaning, follow the steps below to remove it.



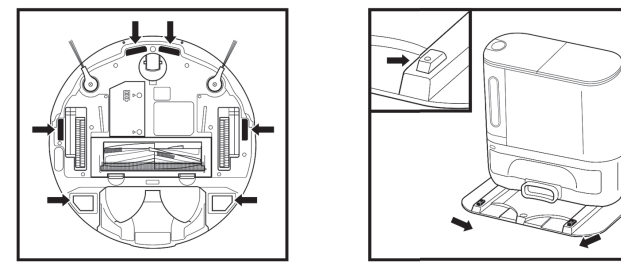
To access the brushroll, push up on the tabs on the brushroll access door, then lift off the door.

Lift out the brushroll, and clean off 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:** When cutting away debris, be sure not to cut the brushroll.  
**NOTE:** Replace brushroll every 6 to 12 months, or when visibly worn.

## CLEANING SENSORS AND CHARGING PADS

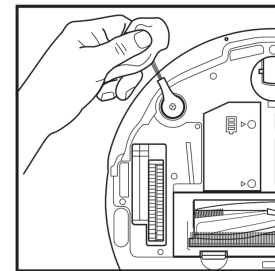
**CLEAN SENSORS AND CHARGING PADS AS NEEDED.** With a dry cloth, gently dust off the sensors and pads located on the bottom of the robot and on the base.



**IMPORTANT:** The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors regularly.

## CLEANING SIDE BRUSHES

**CLEAN SIDE BRUSHES AS NEEDED.**

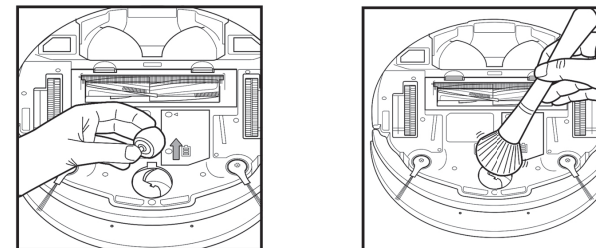


Carefully unwind and remove any string or hair wrapped around brushes. Gently wipe brushes with a dry cloth. To reinstall, snap the brushes over the pegs. Spin the brushes manually to make sure they are installed correctly.

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

## CLEANING THE WHEELS

**REMOVE AND CLEAN THE FRONT CASTER WHEEL AS NEEDED.**



Pull the **Front Caster Wheel** from its housing and remove any debris buildup.

Clean the wheel housing, then reinsert the caster wheel.

## 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.

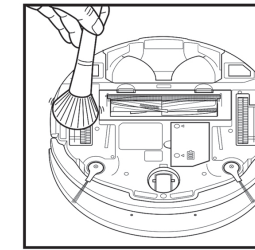
This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

**Refurbished Product Service Center**  
 9043 Siempré Viva Rd Suite 110/120, San Diego CA, 92154

### NOTE:

In order to ensure the highest possible standard for refurbished items, all units are thoroughly inspected as part of the process.  
 For this item, water may be used during the refurbishing process and so; you may notice some condensation in the water reservoir. It is recommended to rinse the water reservoir with fresh water prior to its first use.

**NOTE:** Tools may be required to pry off front caster wheel. Brush not included.



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

## TROUBLESHOOTING

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

ERROR CODE	ERROR NUMBER	SOLUTION
CLEAN (RED) flashing	10	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
DOCK (RED) flashing	6	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
CLEAN (BLUE) + DOCK (RED) solid	14	BotBoundary® error. Move your robot to a flat surface away from the magnetic boundary strip and try cleaning again.
CLEAN (RED) + DOCK (BLUE) flashing	7	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
CLEAN (RED) + DOCK (RED) flashing	9	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
DOCK (RED) + ! (RED) flashing	2	Side brush is stuck. Remove any debris from around the side brushes so they move freely.
CLEAN (RED) + DOCK (RED) + ! (RED) flashing	2	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
CLEAN (RED) + DOCK (BLUE) Alternating	16	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
CLEAN (BLUE) + ! (RED) flashing	2	Blockage in brushroll. Remove any debris from around the brushroll so that it can spin freely.
CLEAN (RED) + DOCK (BLUE) + ! (RED) flashing	21	Robot has encountered an error while booting. Please turn the power off and back on.
CLEAN (BLUE) + DOCK (RED) flashing	23	Make sure your base indicator light turns blue to confirm your robot is placed on the base correctly.
BATTERY ICON (RED) flashing	24	Battery is critically low and needs recharging. Please pick up your robot and place it on the base. Make sure the base indicator light turns blue to confirm your robot is placed on the base correctly.
CLEAN (RED) + ! (RED) Alternating	2	Blockage in brushroll. Remove any debris from around the brushroll so that it can spin freely.
DOCK (RED) FLASHING + ! (RED) solid	26	Blockage in dust bin. Check base and robot dust bin for clogs. Clear any debris and reinstall the dust bin, ensuring that it clicks into place.
DOCK (BLUE) + ! (RED) flashing	24	Robot has encountered an error while charging. Please make sure you are using the correct power cord for the base.
CLEAN (RED) + ! (RED) flashing	3	Suction motor failure. Remove and empty the dust bin, clean the filters, and remove blockages.
CLEAN (BLUE) + DOCK (RED) + ! (RED) flashing	2	Suction motor failure. Remove and empty the dust bin, clean the filters, and remove blockages.

For all other issues, please call a service center.

## 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](http://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,**  
 Attn: Customer Service Department 9043 Siempré 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.: \_\_\_\_\_