

TROUBLESHOOTING APP CONNECTIVITY

What should I do if my Shark® robot won't connect to Wi-Fi or loses Wi-Fi connectivity?

If you are an iOS user you need to enable local network access on your phone for the SharkClean® app. Please take the following steps to enable.

- Go to your phone settings → Select Privacy → Select Local Network → Toggle SharkClean on, then try connecting again.

Other troubleshooting steps:

- Ensure your phone is connected to your home Wi-Fi network before trying to connect your robot.
- Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz. Ensure you are connected to a 2.4 GHz network when you enter your username and password.
- Ensure your robot is turned on and you hear an audio prompt. Do not use a VPN or a proxy server. Ensure Wi-Fi isolation is turned off on the router.
- **Note:** Shark® robot vacuums cannot connect to 5GHz band.

There may be instances where your Shark robot loses connectivity while operating, due to a weak Wi-Fi signal, or entering a zone that blocks Wi-Fi. In such cases:

- Turn off the robot.
- Wait 10 seconds, then turn the power back on and wait for the voice prompt.
- Power off your phone, wait 30 seconds, and power back on.
- Open Wi-Fi settings on your phone, find the Shark network, then select Forget Network.
- Reopen the SharkClean app and retry the connection process.

It is normal for your robot to temporarily lose connectivity when it goes under furniture or moves far from your router. Your Shark robot will automatically reconnect to Wi-Fi.

- If the robot does not reconnect on its own, remove the unit from the base.
- Power the robot off, wait 10 seconds, and place it back on the base.

MAINTENANCE OVERVIEW

To keep your robot cleaning optimally, it is important to perform regular maintenance. If your robot's pickup performance declines, be sure to empty and clean the robot's dust bin, filter, side brush, and brushroll. If your robot's navigation performance declines, be sure to remove any built-up debris on the LiDAR sensor and other sensors.

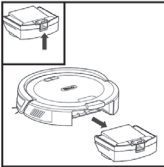
COMPONENT	MAINTENANCE FREQUENCY	REPLACEMENT PART(S)
BEFORE PERFORMING ANY MAINTENANCE, POWER OFF YOUR ROBOT. TO DO THIS, PRESS AND HOLD THE DOCK BUTTON ON THE ROBOT FOR 5-7 SECONDS.		
Sensors and Charging Contacts	Every 30 days, or as needed.	N/A
Side Brush	Every 30 days, or as needed.	820KKU2800WD
Brushroll	Every 30 days, or as needed. Replace every 6 to 12 months for optimal performance.	919GP2100 or 1016GP2100
Dust Bin*	Every 30 to 60 days, depending on the model. *The standard model with no Self-Empty Base should be emptied after each run.	915GP2100 or equivalent* *Robot dust bin varies by model. See website below for complete list of replacement parts.
Filter	Every 30 days, or as needed.	XPRMFRV2100
Base Maintenance (Self-Empty)		
BEFORE PERFORMING ANY MAINTENANCE, TURN OFF POWER TO YOUR BASE BY UNPLUGGING IT FROM ITS POWER SOURCE.		
Base Dust Bin NOTE: Capacity varies depending on the model.	Every 30 or 60 days, depending on the model.	XDCKRV2ILT or equivalent* *Base dust bin varies by model. See website below for complete list of replacement parts.
Base Pre-Motor Filter	Every 30 days, or as needed.	XMFRV2500S
Base Post-Motor Filter	Every 6 months, or as needed.	XPMFRV2300

ROBOT MAINTENANCE

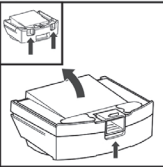
CAUTION: Turn off power before performing any maintenance. To turn the robot power off, press and hold the DOCK button on the robot for 5-7 seconds.

EMPTYING THE ROBOT DUST BIN

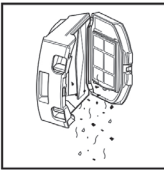
NOTE: If your model does not include a Self-Empty Base, we recommend emptying the dust bin after every cleaning mission. Self-Empty systems automatically evacuate dust bin contents into the base, but for optimal cleaning performance, we recommend manually emptying the robot dust bin periodically.



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



To open the dust bin lid, pinch and lift up using the finger slots.

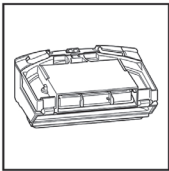


Empty debris and dust into the trash. If desired, use a use a dry cloth to wipe the interior of the dust bin.

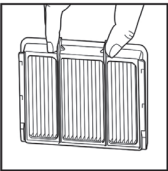
NOTE: After manually emptying the dust bin, make sure to reinstall it completely until it clicks into place.

CAUTION: Turn off power before performing any maintenance. To turn the robot power off, press and hold the DOCK button on the robot for 5-7 seconds.

CLEANING THE ROBOT FILTER



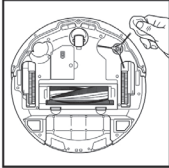
1. Remove and empty the dust bin. Clean any hair or debris off the back of the dust bin.



2. After every cleaning mission, empty the dust bin, then clean off the filter. To remove the filter, grip it by the tabs and pull it out of the dust bin. Lightly tap the filter over the trash to remove debris. Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

DO NOT use water or soap to clean this filter as this will cause damage.

CLEANING THE SIDE BRUSH



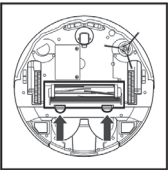
1. Remove the side brush from the robot.

2. Carefully unwind and remove any string or hair wrapped around the brush or gear.

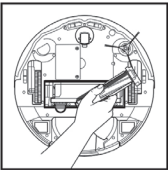
3. Gently wipe brush with a dry cloth. To reinstall, snap the brush over the peg. Spin the brush manually to make sure it is installed correctly.

CAUTION: Turn off power before performing any maintenance. To turn the robot power off, press and hold the DOCK button on the robot for 5-7 seconds.

BRUSHROLL



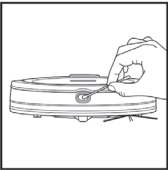
1. To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



2. Take out the brushroll and remove the cap on the end. Clean off any hair or debris then replace the cap. Remove any hair or debris from the interior brushroll compartment. Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

NOTE: We recommend replacing the brushroll every 6 to 12 months, or when visibly worn.

CLEANING THE LIDAR SENSOR



1. Check the LiDAR navigation sensor on the front bumper of the robot for any hair or debris.

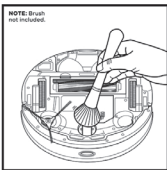
2. For a more complete clean, place the robot on a level surface and turn off the power.

3. Use a cotton swab or dry cloth to blow away any dirt or debris from the gap around the LiDAR sensor.

IMPORTANT: For optimal navigation performance, clean the LiDAR sensor every 30 days or as needed.

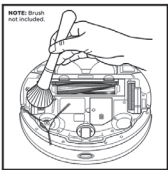
CAUTION: Turn off power before performing any maintenance. To turn the robot power off, press and hold the DOCK button on the robot for 5-7 seconds.

CLEANING THE WHEELS



NOTE: Brush not included.

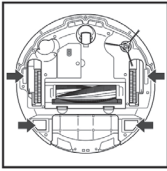
1. Rotate the front caster wheel while lightly brushing away dirt, debris and hair. Clean the wheel and the housing around it.



NOTE: Brush not included.

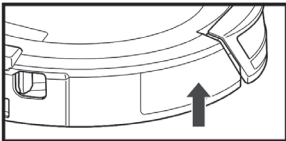
2. Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

CLEANING THE SENSORS



CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.

- The sensors on the robot require occasional maintenance to keep your robot performing optimally.
- With a dry cloth or cotton swab, gently dust off the sensors located on the bottom and sides of the robot. This includes the bumper lens, cliff sensors, and charging contacts.

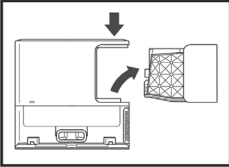


IMPORTANT: The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors once every 30 days or as needed.

BASE MAINTENANCE

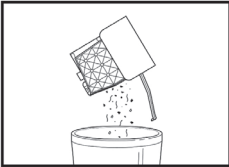
MAINTAINING THE BASE DUST BIN

CAUTION: Turn off power before performing any maintenance. To turn the base power off, simply unplug it from the electrical outlet.



Depending on the size of the base, empty the base dust bin every 30 to 60 days or as needed.

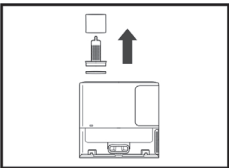
To detach the bin, press the **Dust Bin Release Button** on the back right side of the base, then slide out the bin.



To empty the bin, hold it over the trash, then press the release button with the trash can icon on the side 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.

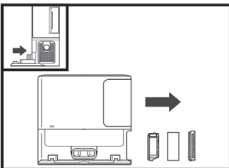
CLEANING AND REPLACING THE BASE FILTERS

Regularly rinse the base filters with water to keep your base's suction power optimal. Replace filters every 6-12 months or as needed. 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 left 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 with cold water ONLY, as soap may damage them. Allow filters to air-dry completely for at least 48 hours before reinstalling to prevent liquid from being drawn into electrical parts. The filters must be installed correctly for the base to work properly. Reinsert the felt filter first, then the foam filter.

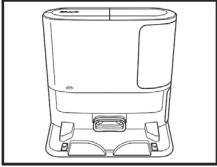


CLEAN POST-MOTOR FILTER EVERY SIX MONTHS.

Slide the tab on top of the Post-Motor Filter door down, then tilt the filter door and lift it off. Remove the Post-Motor Filter from the base by squeezing the foam or pulling the tab down, depending on the model. Tap the filter clean over the trash. **DO NOT use water or soap to clean this filter, as this will cause damage.** More frequent cleaning may be required with heavy use. Reinstall the filter into the base, inserting the bottom half first. Push the filter in until the foam fits into place (or until the filter clicks into place, depending on the model) then reinstall the filter door.

CLEANING THE BASE CHARGING CONTACTS

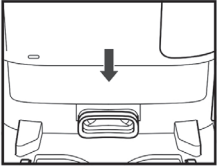
CAUTION: Turn off power before performing any maintenance. To turn the base power off, simply unplug it from the electrical outlet.



The charging contacts on both sides of the front of the base need occasional cleaning. With a dry cloth, gently wipe off any dirt or debris on the contacts

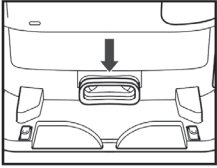


CLEANING THE BASE LENS



The rectangular lens on the front of the base needs occasional cleaning. To maintain optimal docking performance, gently wipe off any dirt or debris on the lens with a dry cloth.

CLEANING THE DEBRIS INTAKE



The intake port on the front of the base needs occasional cleaning. Use a dry cloth to gently wipe off any dirt or debris that may be blocking the port.

ROBOT INDICATOR LIGHTS

If any lights are illuminated or flashing on your robot, refer to the chart below to understand why:

LED COMBINATION	LED COMBINATION FUNCTIONALITY
All LEDs (white) — flashing	Robot is booting up.
All LEDs (white) — solid	Robot finishes booting up and enters standby mode. Robot is waiting for commands.
All LEDs (green) — solid	Robot is making its way back to the base.
All LEDs pulsing (green) successively to 100% brightness	Robot is in charging mode.
All LEDs (blue) — pulsing	Robot is connecting to Wi-Fi.
All LEDs (green) — pulsing	Robot is evacuating debris into the base dust bin.
All LEDs (red) — pulsing	Robot charge level is too low for a cleaning mission.

ROBOT ERROR CODES

If any lights are illuminated or flashing on your robot, refer to the chart below to understand why:

LED COMBINATION	ERROR NUMBER	SOLUTION
Left LED (white solid) + center LED (red flash) + right LED (red solid)	2	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
Left LED (red flash) + center LED (white solid) + right LED (white solid)	3	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages.
Left LED (red flash) + center LED (white solid) + right LED (red flash)	5	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
Left LED (red flash) + right LED (white solid)	6	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
Center LED (red flash) + right LED (white solid)	7	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
Left LED (white solid) + center LED (red flash)	9	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
Left LED (white solid) + center LED (white solid) + right LED (red flash)	10	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
Left LED (red flash) + center LED (white flash) + right LED (white solid)	16	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
Left LED (red solid) + center LED (red flash)	23	Robot cannot find the base. Please make sure the base is powered ON and is free of all obstacles.
All LEDs (red pulse)	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 and charging.
Left LED (red flash) + center LED (red solid) + right LED (white solid)	26	Blockage in dust bin. Check the evacuation port on the base and robot dust bin for clogs. Clear any debris and reinstall the base dust bin, ensuring that it clicks into place.

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: The images shown in this manual are for illustrative purposes only and may be subject to change.

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.: _____