Shark

STRATOS®
NEVERTOUCH™

SELF-CLEANING BASE | **2-IN-1**
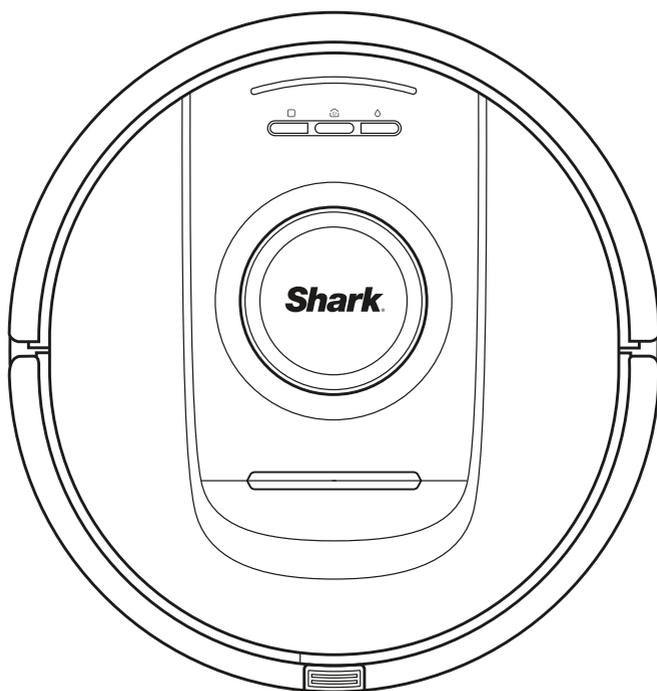
Robot Vacuum

RV2700 Series

OWNER'S GUIDE

works with the **Google** Assistant

WORKS WITH **alexa**

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:

LASER WARNING

THIS PRODUCT HAS A CLASS 1 LASER. IT IS SAFE UNDER REASONABLY FORESEEABLE CONDITIONS (AS DEFINED IN THESE INSTRUCTIONS.) ALWAYS TURN OFF THE POWER BEFORE LIFTING THE ROBOTIC VACUUM CLEANER OR PERFORMING ANY MAINTENANCE ON IT. DO NOT LOOK DIRECTLY INTO LASER.

GENERAL WARNINGS

When using an electrical appliance, basic precautions should always be followed, including the following:

1. The robotic vacuum cleaner system 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.

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 Owner's Guide. **DO NOT** use the robotic vacuum cleaner for any purpose other than those described in this Owner's Guide.

6. This appliance can be used by children ages 8 years and older and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

7. Children should be supervised to ensure that they do not play with the appliance.

8. This appliance contains batteries that are only replaceable by skilled persons.

USE WARNINGS

9. This product has a Class 1 Laser. It is safe under reasonably foreseeable conditions (as defined in this Owner's Guide). Always turn off the power before lifting the robotic vacuum cleaner or performing any maintenance on it.

10. **DO NOT** look directly into laser.

11. **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.

12. **DO NOT** damage the charging cord:
    a) **DO NOT** pull or carry charging dock by the cord or use the cord as a handle.
    b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
    c) **DO NOT** close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.

13. **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.

14. **DO NOT** use robotic vacuum cleaner if airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.

15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.

16. **DO NOT** use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.

17. **DO NOT** place vacuum cleaner on unstable surfaces.

18. Remove all spilled or leaked liquid from the base or floor as it could lead to risk of electrical shock and/or floor damage.

19. **DO NOT** use to pick up:
    a) Liquids.
    b) Large objects.
    c) Hard or sharp objects (glass, nails, screws, or coins).
    d) Large quantities of dust (drywall dust, fireplace ash, or embers.)

e) **DO NOT** use as an attachment to power tools for dust collection.

f) Smoking or burning objects (hot coals, cigarette butts, or matches).

g) Flammable or combustible materials (lighter fluid, gasoline, or kerosene).

h) Toxic materials (chlorine bleach, ammonia, or drain cleaner).

i) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).

20. DO NOT use in the following areas:

a) Wet or damp surfaces.

b) Outdoor areas near fireplaces with unobstructed entrances.

c) 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.)

d) In an area with a space heater.

e) Near fireplaces with unobstructed entrances.

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

22. Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.

23. DO NOT modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this Owner's Guide. **DO NOT** use the vacuum if it has been modified or damaged.

24. Keep fingers clear of wheels and suspension system at all times while robot is powered on.

25. Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.

26. DO NOT use any household cleaners (all purpose cleaners, glass cleaners, bleach) on any of the polished high gloss surfaces on the docking station or robot vacuum cleaner as they contain chemical that may damage these surfaces. Instead use a cloth dampened with water to gently clean.

27. To prevent corrosion or damage to the product, only use the Shark® branded floor cleaner in the water tank. DO NOT add too much cleaning fluid to prevent the robot from working improperly due to slipping. To avoid water tank deformation, DO NOT add hot water in the tank, only room temperature water. If water marks remain on the water tank, wipe them clean before reinstallation.

28. This appliance consists of a robotic vacuum cleaner and charging dock with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.

29. With the exception of some filters and dust bin, **DO NOT** expose any parts of the robotic vacuum cleaner to water or other liquids.

30. Always turn off the robotic vacuum cleaner before inserting or removing the filter, dust bin, or fluid reservoir.

31. DO NOT use the robotic vacuum cleaner without the dust bin and filter in place.

32. If robotic vacuum cleaner is not starting from the dock, it must be placed in an unobstructed circle of 1.5 ft. (45 cm) away from edges and cliffs.

BATTERY USE

33. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.

34. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it.

35. For SHARK® STRATOS® NeverTouch™ self-empty dock replacement, use 1444KKU2710ZE, 1443KKU2710ZE, or equivalent. For replacement batteries, use RVBAT85002 (33V) RVBAT850 (MH1), or RVBAT850 (26V) battery packs.

36. 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.

37. 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.

38. 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 robotic vacuum cleaner or battery to temperatures outside of this range may damage the battery and increase the risk of fire.

39. 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

For the latest warnings and cautions, go to **support.sharkclean.com**

1. Odor Cartridge Assembly
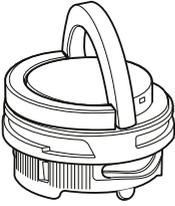
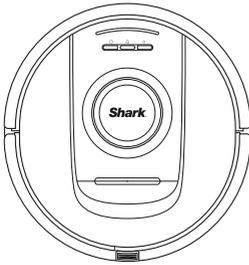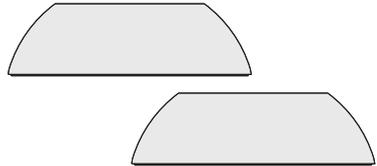*Note: Not included on all models.*

2. Side Brush

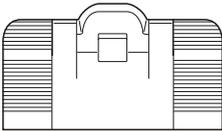*Note: Side brush design may vary. Some models include a spare.*

3. Robot

4. Mopping Pads (quantity varies)
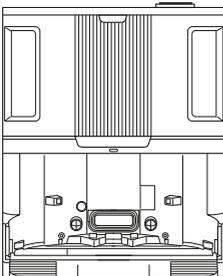
Note: Some models include a spare.

5. Ramp

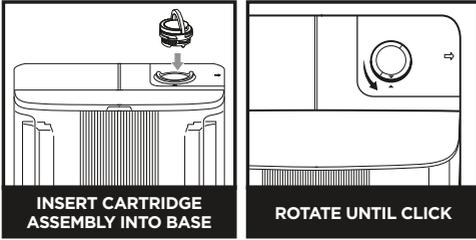**6.** Shark® Multi-Surface Cleaner 12 oz. (355 mL) Bottle

7. NeverTouch™ Base

1 Insert Odor Cartridge Assembly

Note: Not included on all models

INSERT CARTRIDGE ASSEMBLY INTO BASE

ROTATE UNTIL CLICK

Note: Make sure the odor cartridge assembly is installed in the base before using the robot.

2 Set Up Base
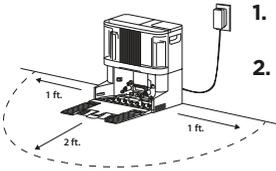
1. Remove all plastic wrap and foam.
2. Place the base on a flat, level **hard-floor surface** in a location with strong Wi-Fi signal, with two feet of clearance in front and a foot on either side.
3. Ensure the base is not placed in area with direct sunlight.
4. Plug in the base. The LED will turn green when it is powered on.

3 Install Ramp On Base
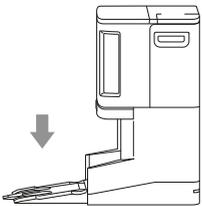
1. Align the flat side of the ramp with the bottom of the base.
2. **Lift the ramp slightly above the base, align, and press down until the ramp clicks into place.**
3. Leave at least 2 ft. of hard floor space in front of the base, starting from the end of the ramp. **Do not place the base within 2 feet of carpet.**

4 Fill The Clean Water Tank
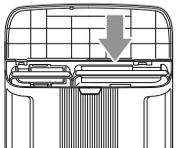
1. Lift the water tank off the front of the base.
2. **Add 12 oz. of cleaning solution. Fill the rest of the tank with room-temperature water up to the MAX fill line, then reinstall the tank.**

5 Attach a Side Brush to Bottom of Robot
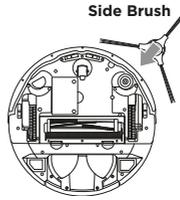
Side Brush

1. The side brush can be found inside the robot box.
2. Align the hole in the brush over the peg on the bottom of the robot, then press down on the brush until it clicks into place.

6 Slide Robot Onto Base
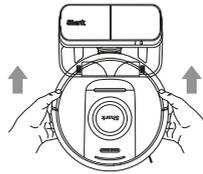
1. **Align the robot with the Shark logo upside down, then slide it up the ramp, onto the base.**
2. The LEDs on the base will turn green when the robot is charging.
3. After 10 to 15 seconds, the robot will begin to evacuate dust and debris into the base.

7 Download & Explore SharkClean® App

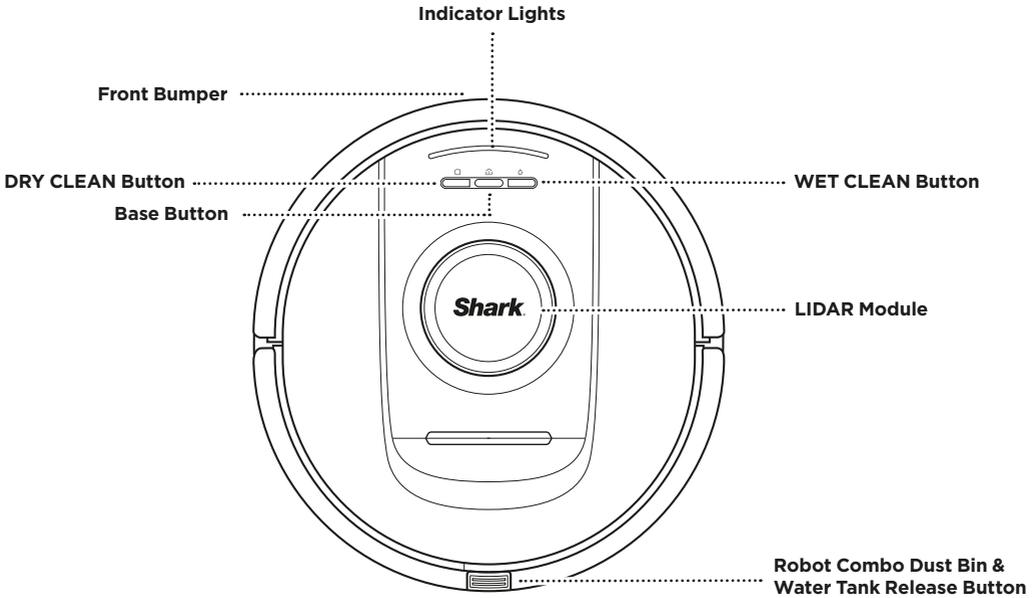or press the Dry icon ☐ on your robot to start a dry clean.
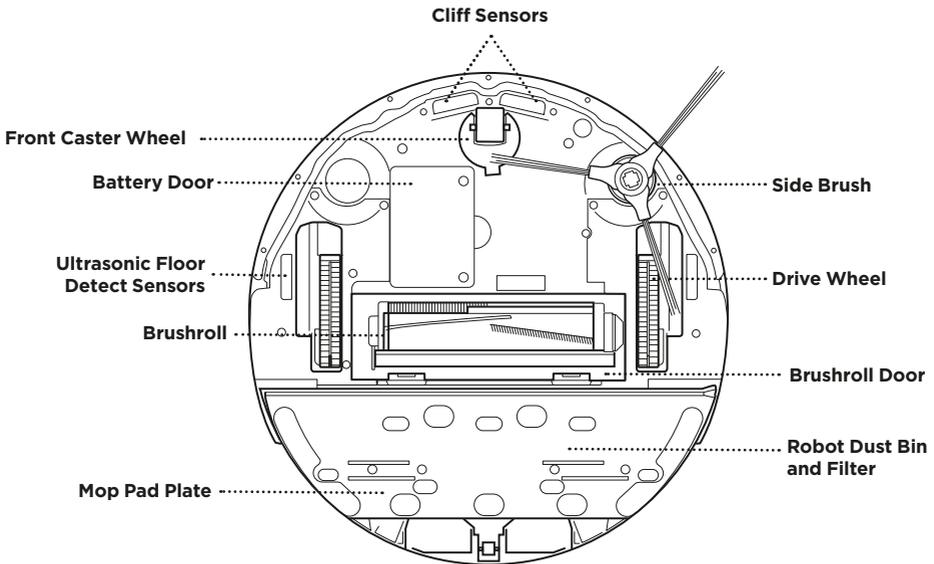

App Features

✔ Mapping
✔ Scheduling
✔ No-Go Zones
✔ Cleaning Reports

ROBOT TOP

Indicator Lights

Front Bumper

DRY CLEAN Button

Base Button

Shark

WET CLEAN Button

LIDAR Module

Robot Combo Dust Bin &
Water Tank Release Button

ROBOT BOTTOM

Cliff Sensors

Front Caster Wheel

Battery Door

Ultrasonic Floor
Detect Sensors

Brushroll

Side Brush

Drive Wheel

Brushroll Door

Robot Dust Bin
and Filter

Mop Pad Plate

SHARK® STRATOS® NEVERTOUCH™ BASE FRONT
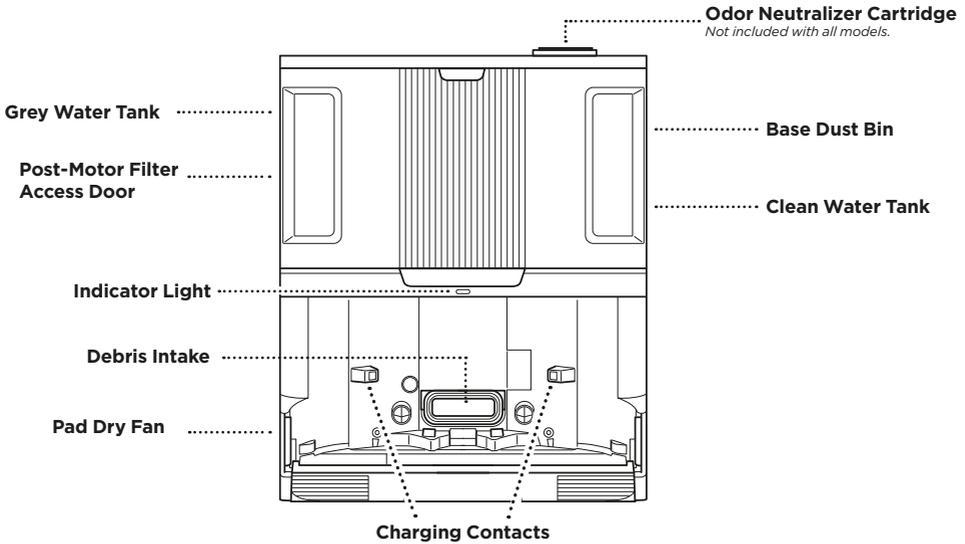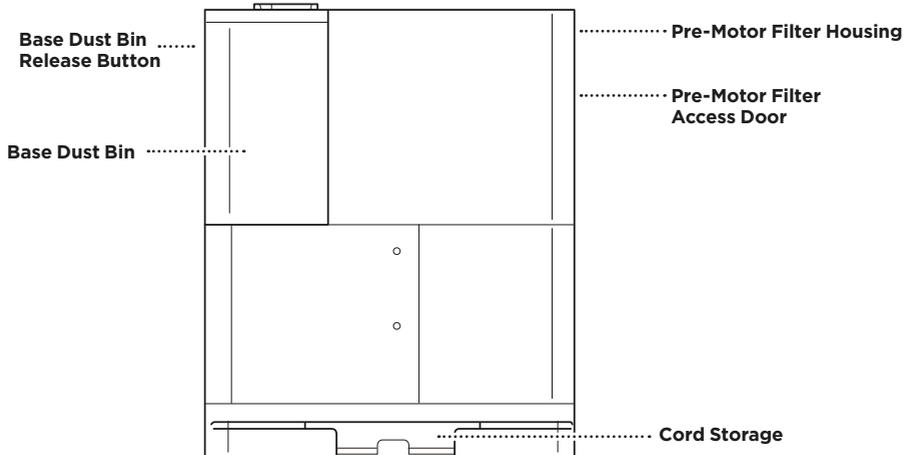
Odor Neutralizer Cartridge
Not included with all models.

Grey Water Tank

Post-Motor Filter Access Door

Base Dust Bin

Clean Water Tank

Indicator Light

Debris Intake

Pad Dry Fan

Charging Contacts

NEVERTOUCH™ PRO BASE BACK

Base Dust Bin Release Button

Base Dust Bin

Pre-Motor Filter Housing

Pre-Motor Filter Access Door

Cord Storage

NEVERTOUCH™ PRO BASE

Dirty Water Tank   **Clean Water Tank**
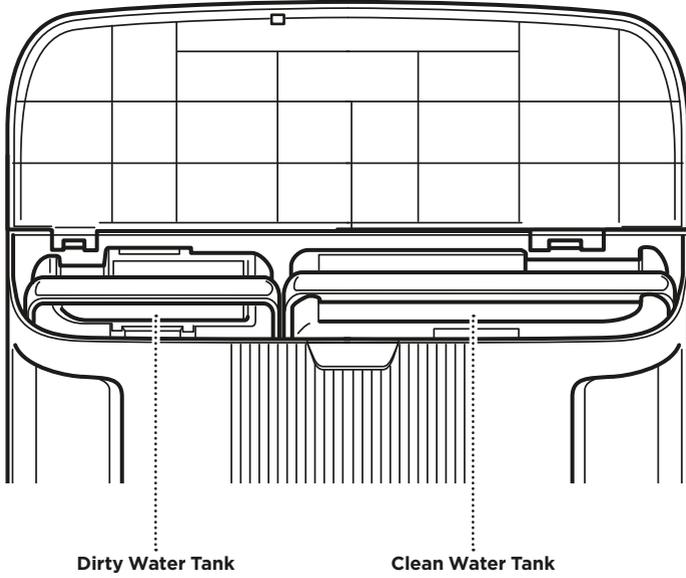
Questions? For how-to videos, FAQs, troubleshooting, and tips & tricks, visit: **support.sharkclean.com** or call **+1-888-668-9600** for robot support.

DOORWAYS AND THRESHOLDS
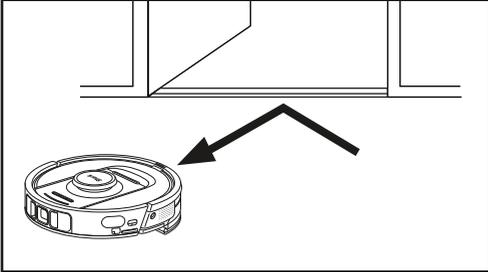
Your robot can easily climb over most thresholds, but if one is higher than 1 inch, set up a no-go zone in the app to block it off.

AVOID MOVING THE ROBOT OR SELF-EMPTY BASE

While your robot is cleaning, **DO NOT** pick it up and move it, or move the Self-Empty Base—this will impact the robot's ability to map your home. If the base is moved, you will need to remap your home.

CAN'T CONNECT TO WI-FI?

NOTE:
Shark Robots use 2.4 GHz networks to connect. Typical home Wi-Fi netwroks support both 2.4 GHz and 5 GHz.
Restart your phone
• Turn off phone, wait a few minutes, then turn it back on and connect to Wi-Fi.
Reboot your robot
• Take robot off base and press and hold down the **DOCK** ⌂ button on the robot for 5 to 7 seconds. Turn your robot back on by sliding it on the base.
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.
• Then follow the steps outlined in the SharkClean® app Wi-Fi setup instructions.

START MOPPING MODE MANUALLY
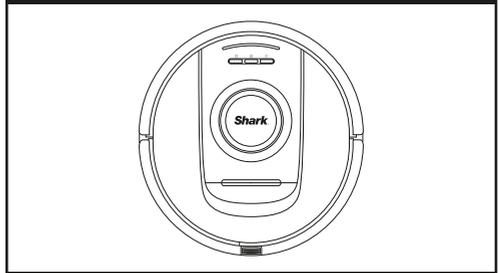
If your NeverTouch™ Base has enough water in the clean water tank and has a pad plate with mop pad attached, you can begin a wet clean by simply pressing WET ◊ button on the robot or by starting a wet clean in the app. For manual setup, please follow the below steps:
Fill the robot water reservoir with water.
• Remove the combo dust bin & water tank from the robot. Lift the cap of the water reservoir and rotate it to the side. Fill water reservoir with water. Reinsert the water reservoir cap.
Attach a mop pad to the pad plate.
• If a mop pad is not currently attached to the pad plate, attach a mop pad by aligning the edge of the mop pad to the inlet of the pad plate. Slide the mop pad into this inlet, and when fully inserted, attach the mop pad to the pad plate.
**Attach the pad plate and insert the robot dust bin.**
• Attach the pad plate to the underside of the robot's combo dust bin & water tank by sliding it on from the rear of the robot dust bin. You will hear an audible CLICK when attached. With the mop pad side facing down, insert the robot combo dust bin & water tank into the robot.
**Press the WET ◊ button on the robot to begin mopping!**

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.

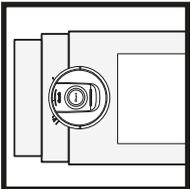**NOTE:** Scheduling is one of many features that can only be done in the app.
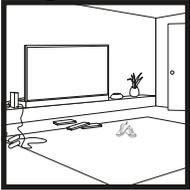
OBSTRUCTIONS
Your STRATOS® robot detects obstacles and navigates the robot around them. Your robot can see and avoid objects close to the ground like socks, shoes, toys, and more. To ensure a complete map of your home, open interior doors.
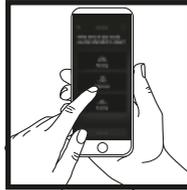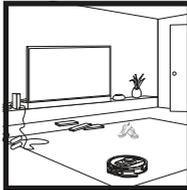
SCHEDULING
Schedule whole-home vacuuming runs with the app.

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 8 inches from any stairs, or must extend over the edge of the stairs.

CARPET MAPPING
Your robot will perform a dry, cleaning run while exploring and mapping your home. During this time, the robot will also automatically identify carpeted areas. If carpets are moved, you may need to have the robot re-explore your home.

ROBOT BASE SET-UP
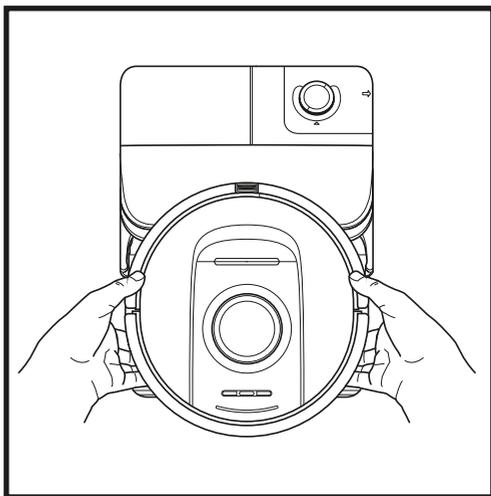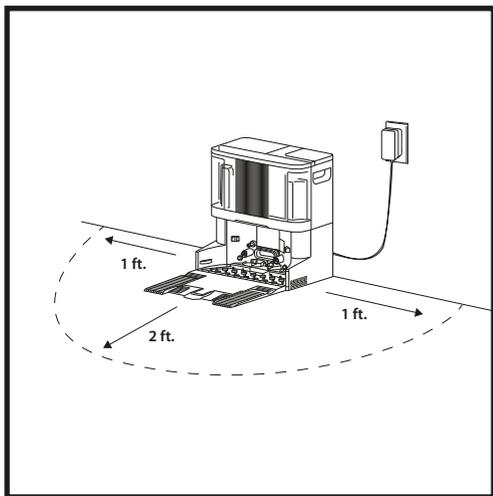
- Place the base with its back against a wall. Select a level surface on a **BARE FLOOR** in a central area with a **strong Wi-Fi signal.** Do not place it against baseboard heaters or other heating elements. Ensure the base is not placed in area with direct sunlight.
- Select a **permanent** location for the Robot Base because every time you relocate it, your robot will have to re-map your space. Remove any packaging from both the robot and the base.
- **Remove any objects** that are closer than 1 foot from either side of the base or closer than 2 feet from the front of the base. Ensure any carpeted floor is 4 feet away from the front of the base, or more.
- Plug in the base. The indicator light will **illuminate green when the base has power.**

INSTALLING THE SIDE BRUSH
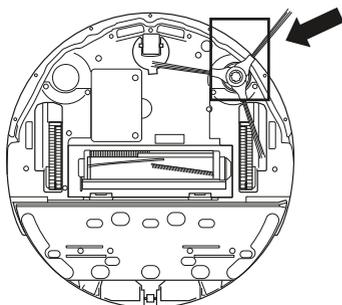
Attach the side brush to the post on the bottom of the robot.

NOTE: Side brush design may vary.

INSTALLING THE ODOR NEUTRALIZER TECHNOLOGY

1. Open the packaged Odor Cartridge assembly.
2. Flip up the handle on the odor dial.
3. Align the arrows.
4. Insert the assembly into the slot on the top right side of the base.
5. To lock and engage the Odor Cartridge assembly, rotate it counterclockwise until it clicks at least once.
6. Continue to rotate the dial toward the high position to increase the intensity.

NOTE: The Odor Neutralizer Technology is not included with all models.

Low Battery

LEFT \ NOTIFICATION \ BATTERY / WI-FI / RIGHT

LEFT LED pulsing RED

Charging

LEFT \ NOTIFICATION \ BATTERY / WI-FI / RIGHT

BATTERY LED pulsing RED for low, YELLOW for medium, GREEN for high

If your robot is low on battery power, the left LED light will pulse RED. Manually place the robot on the base to begin charging. When the robot is charging, th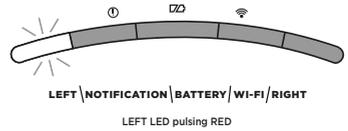e battery indicator light will pulse, based on the current battery charge level: RED for low, YELLOW for medium, GREEN for high.
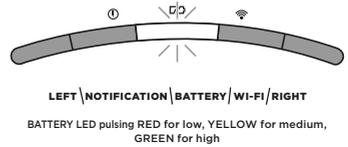
When cleaning, the remaining battery level is indicated by the number of LED lights illuminated. At full battery power, 5 indicator lights will be illuminated. At 80% battery, 4 indicator lights will be illuminated, and so on.

DIRTDETECT

DirtDetect detects hidden debris and automatically boosts power until no more dirt is detected. When the robot detects a mess, the lights on the robot will turn PURPLE to indicate that DirtDetect is enabled. The robot will deep-clean in a 3' x 3' pattern.

ACTIVELIFT

When your robot activates ActiveLift to better navigate your home, your indicator lights will flash ORANGE to indicate that it has activated.

IMPORTANT: Be sure to charge the robot completely before its first clean so that it can explore, map, and clean as much of your home as possible. It may take up to 4 hours* to fully charge your robot.
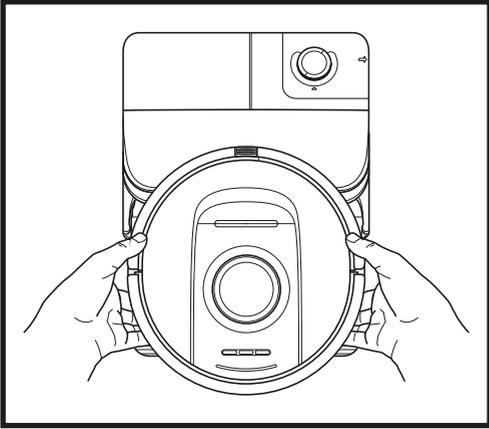
To **TURN THE ROBOT ON:** Slide the robot up the ramp on to the base or hold down **DOCK** 🔘 button for 5 to 7 seconds, until the indicator lights turn on.

After 10 to 15 seconds, the robot will begin to evacuate dust and debris into the base.
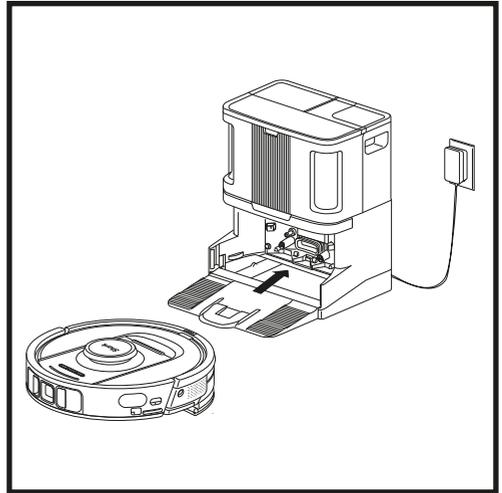
When the cleaning cycle is complete, or if the battery is running low, the robot will search for the Self-Empty Base. If the robot doesn't return to the base, its charge may have run out.

NOTE: When manually placing the robot on the base, make sure the Charging Contacts on the back end of the robot are touching the ones on the base.

NOTE: When picking up the robot, be careful not to place fingers between the bumper and the back of the robot.

*Battery charge time may vary.
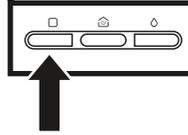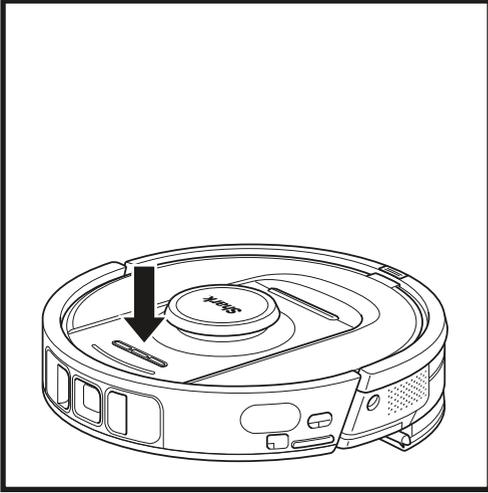
DRY CLEAN BUTTON

If the robot is on the base, press the **DRY** ⬛ button on the robot for a whole-home clean. Press again to pause the cleaning session.

For a 5x5 ft spot clean, press and hold the **DRY** ⬛ button for 5-7 seconds.
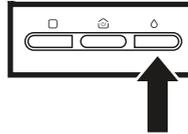
WET CLEAN BUTTON

If the robot is on the base, press the **WET** ◊ button on the robot for a whole-home clean. Press again to pause the cleaning session.

For a 5x5 ft spot clean, press and hold the **WET** ◊ button for 5-7 seconds.
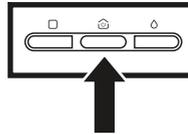
DOCK BUTTON

To turn on/off your robot, press the DOCK icon 🏠 on the robot for 5-7 seconds.

Short press the DOCK icon 🏠 to send the robot back to the base.
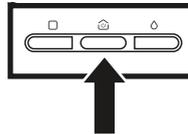
RECHARGE & RESUME

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

The Recharge & Resume function is turned ON by default. The robot will run until it reaches low battery. If its cleaning mission is not complete at that time, it will return to the base, recharge, and then pick up where it left off.

Please visit **support.sharkclean.com** or call 1-888-668-9600 for answers to all your app questions.

USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark® robot vacuum with these app features:
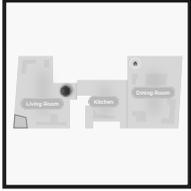
• **Recharge and Resume**
The robot will return to the Self-Empty Base, recharge, and can pick up where it left off.

• **Vacuum + Mop**: Full home cleaning. Dry cleaning of carpeted areas followed by mopping of bare floors.

• **No-Go Zones**
Use the no-go zones in the app to keep your robot out of the areas you would like it to avoid.

• **Scheduling**
Set up whole-home cleanings for any time, any day.

• **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™.

Download on the **App Store**

GET IT ON **Google Play**

SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

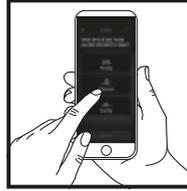Visit **support.sharkclean.com** for setup instructions, which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

Google Assistant:

Hey Google, start vacuuming.

Hey Google, tell (robot name) to vacuum.

Hey Google, pause vacuuming.

Hey Google, tell (robot name) to go home.

Amazon Alexa:

Alexa, ask Shark to start vacuuming/cleaning the (room name).

Alexa, start/stop the vacuum.

Alexa, send the vacuum to Self-Empty Base.

WI-FI TROUBLESHOOTING

• Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz.
• Do not use a VPN or a proxy server. Hotspot available to connect only at 2.4GHz.
• Make sure Wi-Fi isolation is turned off on the router.
• If you cannot connect, call 1-888-668-9600.
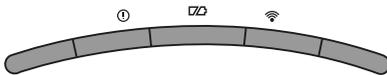
LEFT \ NOTIFICATION \ BATTERY / WI-FI / RIGHT

STILL CAN'T CONNECT?

Restart your phone
Turn off phone, wait a few minutes, then turn it back on and connect to Wi-Fi.

Reboot your robot
• Take robot off Self-Empty Base and press and hold the **DOCK** 🏠 button on the robot for 5-7 seconds to turn off power. To turn power back on, place the robot back on the base.

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
LEFT LED (YELLOW) flashing	Wrong password for Wi-Fi
LEFT LED (YELLOW) + RIGHT LED (YELLOW) flashing	SSID cannot be found, try connecting again
NOTIFICATION LED (RED) + WiFi LED (RED) flashing	Cannot connect to Wi-Fi

How do I use my robot with Amazon Alexa?
Open the Amazon Alexa app, go to the menu and select Skills. Or go to the Alexa Skills store on the Amazon website. Search for "Shark Skill". Select the Shark Skill to open the detail page, then select the Enable Skill option. Once enabled, you can ask Alexa to control your robot (i.e., "Alexa, tell Shark to start cleaning").

How do I set up my robot with the Google Assistant on an Apple device?
1. Download, open, and sign into the Google Assistant app. **2.** Select the "Explore" icon. Search for "Shark" and select "Try it." **3.** To allow Google to link to your SharkClean® account, sign into your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app. Select "Authorize" to link your SharkClean account to the Google Assistant. Congratulations! The Google Assistant now works with your Shark robot. To send your robot into action, use the voice command, "Google, tell Shark to start cleaning."

How do I set up my robot with the Google Assistant on Android?
1. Download, open, and sign into the Google Assistant app. **2.** Select the "Explore" icon. Search for "Shark" and select "Link." **3.** Sign into your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app. Congratulations! The Google Assistant now works with your Shark robot. To send your robot into action, use the voice command, "Google, tell Shark to start cleaning."

What should I do if my Wi-Fi randomly disconnects?
Turn OFF the robot, by pressing and holding the **DOCK** ⌂ button for 5-7 seconds. Wait 10 seconds, then turn the robot power back on by pressing and holding the **DOCK** ⌂ button for 5-7 seconds. Turn off your phone. Wait 30 seconds, then turn your phone back on. Open Wi-Fi settings on your phone, find the Shark network, and select Forget Network. Reopen 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, power it off, wait 10 seconds, power the robot back on, and place it back on the base.

What should I do if I verified a wireless network password that is incorrect?
Close the app, then reopen it. Make sure that you entered the correct Wi-Fi network password this time. In your phone's network settings, choose your home 2.4 GHz network, and select Forget. Reconnect to your home network. Make sure to use the correct password. If you were able to connect to your home network, proceed to the app setup process. We recommend that you use the eye icon when entering your password to make sure it is correct. Turn off your router and wait 30 seconds. Turn your router back on. Check to make sure your 2.4 GHz network is visible in your phone settings. Turn off the robot, then wait 10 seconds. Turn the robot back on and wait for the voice prompt. Hard-close the app and restart the connection process on the robot. If you cannot locate your Wi-Fi password, please contact your Internet service provider.

What should I do if my username or password is invalid?
We recommend you select the eye icon next to the password entry to verify you are entering your password correctly. Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from mysharkninja@sharkninja.com. You can use the "Resend code" option to send the email again.

What should I do if there is an issue resetting password (did not receive the email or token was invalid)?
Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from mysharkninja@sharkninja.com. You can use the "Resend code" option to send the email again.

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 and recently upgraded to iOS 14, 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.

Note: The following network interfaces and services of the device are enabled by default:
• Bluetooth Interface: used for equipment configuration through App.
• Wi-Fi Interface: used for equipment network connection.
• NTP service: used to obtain the time

3D SENSOR AND AI LASER NAVIGATION™
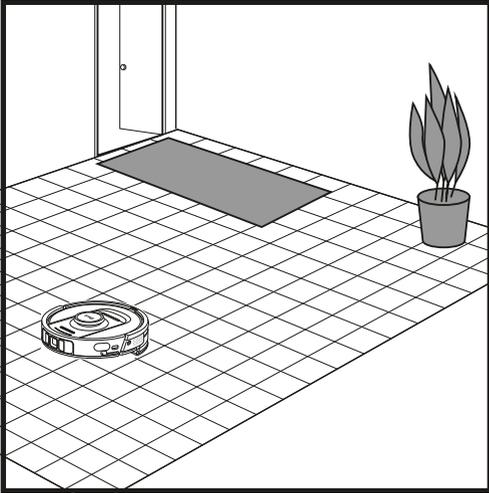
After setup is complete, your robot will conduct an **Explore Run** to create an initial map of your home. The robot will travel from room to room to identify walls, furniture, carpets, and other obstacles to identify the cleanable area. The robot will complete a full dry clean as it creates the map of your home.

Following this Explore Run, there is an option to have the robot complete a **Carpet Detection Run** in select rooms that you choose which will allow the robot to accurately map the carpeted area and avoid it during future wet cleaning missions.
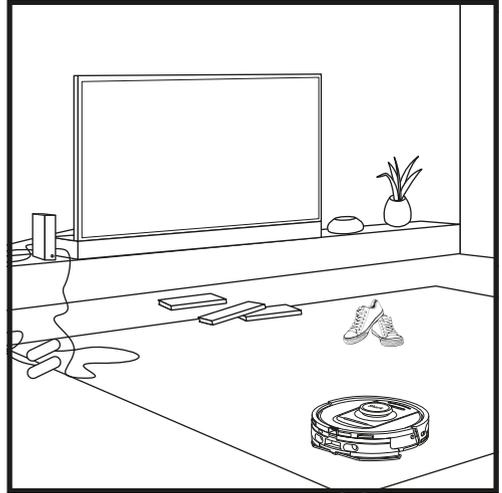
The robot's object detection technology helps it navigate around obstacles taller than 4.5″ in height, as well as some common household objects like cords, cables, shoes, and clothes.

MANUAL CLEANING MODE

To manually start a dry or wet clean, press the **DRY** ▢ or **WET** ◊ buttons on the robot or on the mobile app, respectively. To immediately send the robot back to the base, press the **DOCK** 🏠 button.

VACUUM + MOP

Vacuum + Mop mode enables a whole home, wet and dry clean with zero manual interaction required.
A Vacuum + Mop can be activated within the SharkClean® app, or manually without the app.

• Vacuum + Mop with the SharkClean ® app: To start a Vacuum + Mop with the app and your robot will begin by vacuuming the carpets then resume mopping all bare floor surfaces.

• To enter Vacuum + Mop manually: simultaneously press and hold the **DRY** ▢ and **WET** ◊ buttons on the robot for 3 or more seconds.

Vacuum + Mop can only be used for a whole home clean. Vacuum + Mop is not compatible with cleaning by room.

TIP: Be sure to charge the robot completely before its first clean so that it can explore, map, and clean as much of your home as possible. It may take up to 4 hours* to fully charge your robot.

NOTE: Avoid moving the base. If it is relocated, the robot may not be able to find its way back to the base, and you will need to re-map your home. 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 base.

*Battery charge time may vary.

To purchase parts and accessories, visit: https://www.sharkclean.com/sharkus/parts_accessories.

| Component	Frequency	Replacement Part(s)
Base Maintenance		
BEFORE PERFORMING ANY MAINTENANCE, TURN OFF POWER TO YOUR BASE BY UNPLUGGING IT FROM ITS POWER SOURCE.		
Base Dust Bin	Every 60 days, or as needed	XDRV28XLD1 XDRV28XLD2
Base Pre-Motor Filter	Every 30 days, or as needed	XMFRV2500S
Base Post-Motor Filter (HEPA)	Every 6 months, or as needed	XPSFRV2500
Base Ramp	Every 3 months, or as needed	XDRV28RP1
Odor Neutralizer Technology **NOTE:** The Odor Neutralizer Technology is not included with all models.	Every 6 months, or as needed	268ZQ3000
Clean Water Tank	Every 30 days, or before every refill	XDRV28XLCW
Grey Water Tank	Every 30 days, or as needed	XDRV28XLDW

To purchase parts and accessories, visit: https://www.sharkclean.com/sharkus/parts_accessories.

Component	Frequency	Replacement Part(s)
Robot Maintenance		
BEFORE PERFORMING ANY MAINTENANCE, POWER OFF YOUR ROBOT. **TO DO THIS, PRESS AND HOLD THE DOCK ICON ON THE ROBOT FOR 5-7 SECONDS.** **REMOVE THE ROBOT WATER TANK.**		
Brushroll	Every 30 days, or as needed	278KKU2800
Filter	Every 30 days, or as needed	XPRFRV2500
Mop Pad **NOTE:** After a wet clean mission, the NEVERTOUCH™ base will automatically wash the robot mop pad. Regardless, it is recommended to clean the mop pad in the washing machine or replace the pad every three months or as needed.	Every 3 months, or as needed	PADRV28WDA
Sensors and Charging Contacts	Every 30 days, or as needed	N/A
Side Brush	As needed	820KKU2800WD

| Sensor Name	Functional Description
Cliff Sensor	Cliff sensors monitor the cliff to avoid falling by way of infrared ranging. If there is a downward stair in front (e.g. the height of the white ground is greater than 50mm, or the black ground is greater than 30mm), the reading value of the sensor exceeds the preset value, then robot stop moving forward.
Lidar Sensor	Lidar sensor help robot map through laser ranging. Detective distance is 8m.
3D Sensor	With 2 line-lasers and an IR camera, the 3D sensor scans the objects to identify the image through algorithms. FOV: H=100°, V=78.7°.
Wall Follow Sensor	Wall follow sensor detects the distance between the objects and the left side of the robot by the TOF ranging. Detective distance is 30mm.

MAINTAINING THE BASE DUST BIN
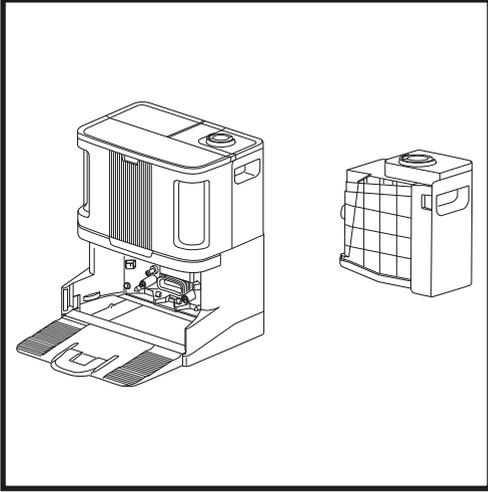
Depending on the size of the base, empty the base dust bin every 30 to 60 days or as needed.

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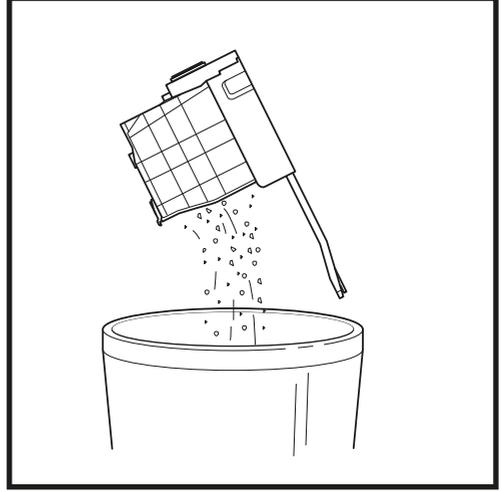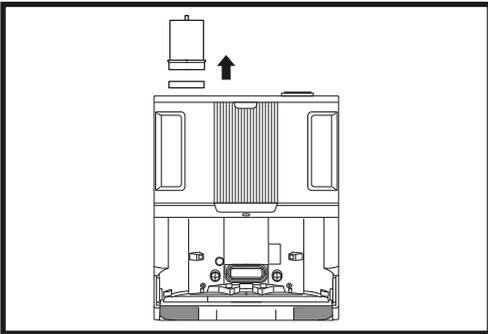

To empty the bin, hold it over the trash, then press the release button with the trash can icon on the side of the bin. The bin lid will open, releasing dust and debris. Lightly tap the dust bin against the inside of the trash receptacle to knock off any remaining debris. Reinstall the bin by sliding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

CLEANING AND REPLACING THE BASE FILTERS

Regularly clean the filters to keep your vacuum's suction power optimal. Replace filters every 6-12 months or as needed.

IMPORTANT: DO NOT use soap when cleaning the filters.

CLEAN POST-MOTOR FILTER EVERY SIX MONTHS

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 by pulling the tab down.
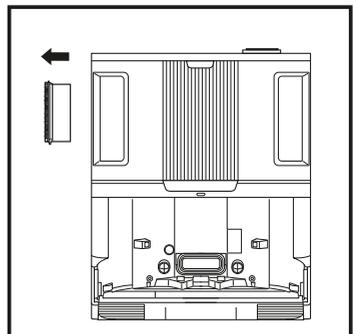

CLEAN PRE-MOTOR FILTERS ONCE A MONTH

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.

Tap the filters 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 filer to the base by inserting the bottom half first. Push filter until it clicks into place. Then reinstall the filter door.

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

CLEANING THE PAD PLATE TRAY
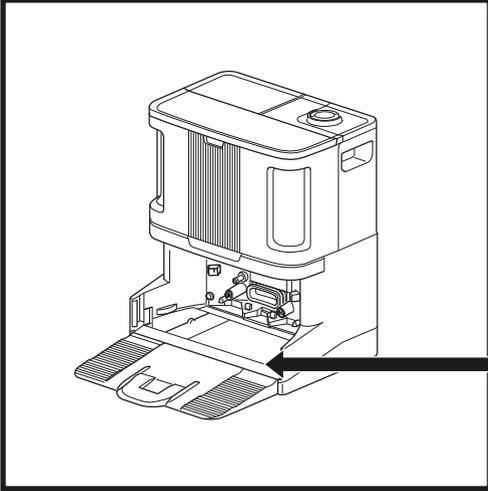
With the ramp removed, you can access the pad plate tray.

To clean the pad plate tray, wipe it down with a damp microfiber cloth.

For base models with pad wash: carefully remove the grey water mesh grate on the left-hand side and wash with water to clear any debris. Reinstall the grate, ensuring it is seated properly in its slot. If the grate has wedged out of place, remove it and reinstall so that it sits flush in the tray.

Allow the tray to completely dry for at least 48 hours before reinstalling the ramp and the robot.

NOTE: Pad plate tray design may vary.

ODOR NEUTRALIZER TECHNOLOGY

It is recommended to replace the Odor Neutralizer Technology every 6 months, or as needed.

1. Flip up the handle and rotate the dial counterclockwise until the two arrows are aligned. Pull the handle to remove the dial from the base.
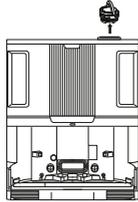
**2.** Rotate the cartridge counterclockwise in the dial housing and pull out the cartridge to remove it.

3. Remove the new odor cartridge from the sealed packaging. To maintain the life of the cartridge, keep it in the sealed packaging until you are ready to install it.

4. Align the yellow arrow on the side of the cartridge with the yellow arrow on the side of the dial cover, then insert the cartridge into the dial. Rotate the cartridge clockwise to lock it in place.

5. Align the arrow on the dial cover with the arrow on the base, then reinsert the dial into the base. Rotate the dial counterclockwise until it clicks into an intensity setting to engage. Rotate further to change the intensity setting.
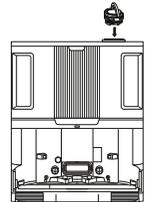
6. Dispose of the old cartridge by dropping it into the trash.

**NOTE:** The Odor Neutralizer Technology is not included in all models.

MANUAL ROBOT INTERACTIONS

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** ⌂ button on the robot for 5-7 seconds.

NOTE: With the self-emptying robot, these actions will not be required for regular maintenance.

FILLING THE ROBOT WATER TANK

Though the base will automatically refill the robot water tank, you can also access and fill it manually if needed.
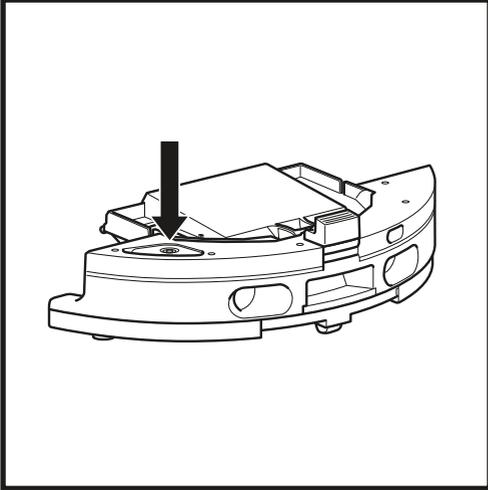
1. To open the robot water tank, pull the rubber stop from its sealed location to open the port. Fill with water and then secure the rubber seal back in place.

2. After filling and sealing the robot water tank, be sure to **wipe the robot evacuation port dry** with a microfiber cloth.

PAD PLATE REMOVAL & REINSTALLATION

Though the base will automatically remove and reinstall the pad plate, you can also remove it manually if needed.
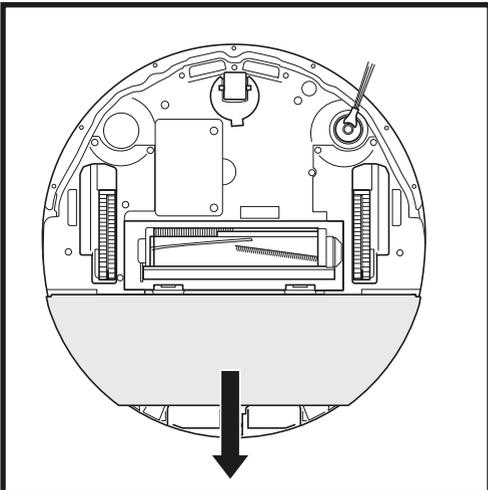
1. To remove the pad plate, use two fingers to gently pull the pad plate off the bottom of the robot.

2. To reattach the pad plate, slide it until you hear it click into place.

NOTE: DO NOT to remove the pad plate directly from the base. If the pad plate is stiff and does not slide off the water reservoir with ease, the latch may be stuck. Gently pull the latch a few times to loosen it up.
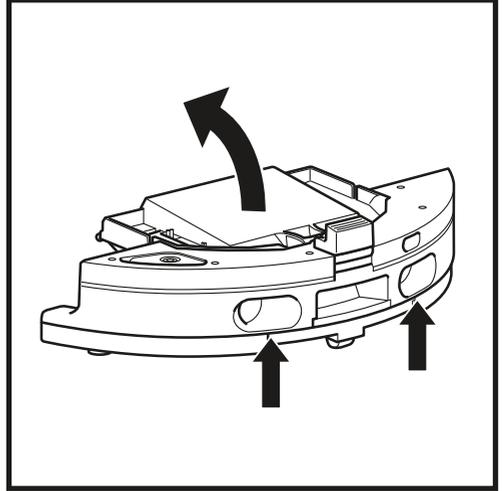
EMPTYING THE ROBOT DUST BIN

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** ⌂ button on the robot for 5-7 seconds.

NOTE: With the self-emptying robot, these actions will not be required for regular maintenance.
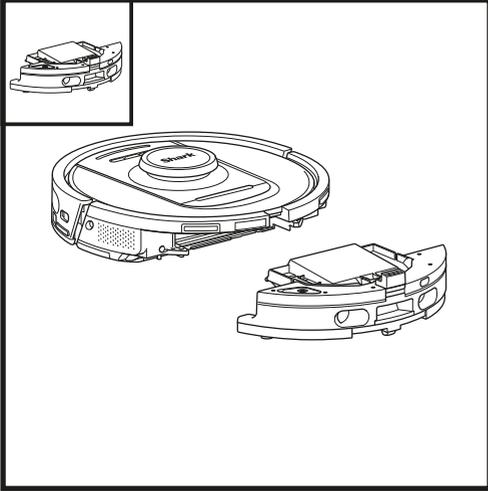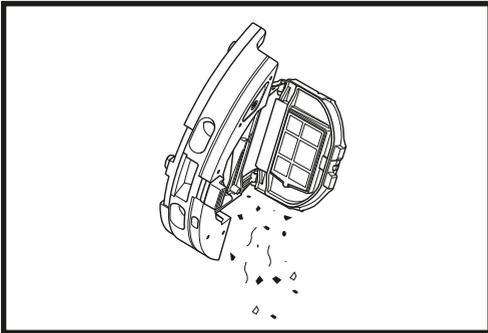

Press the **Dust Bin Release Button** and slide the dust bin out from the robot.

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

Regularly clean the filters to keep your vacuum's suction power optimal. Replace filters every 6-12 months or as needed.

IMPORTANT: DO NOT use soap when cleaning the filters.

Empty debris and dust into the trash. If desired, you may use a dry cloth to wipe the interior of the dust bin. With the filter removed, you may rinse the dust cup with water to clean. Allow the dust cup to dry for at least 48 hours before reinstalling.

Remove the filter out of the dust bin using the tabs. Lightly tap the filter over the trash to remove debris every time you empty the dust bin. Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

> **NOTE:** After emptying the dust bin, reinsert the dust bin completely, until it clicks into place on the robot.

MAINTAINING THE WATER TANK
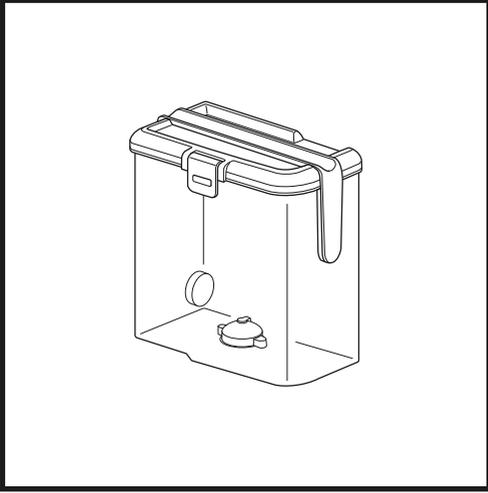
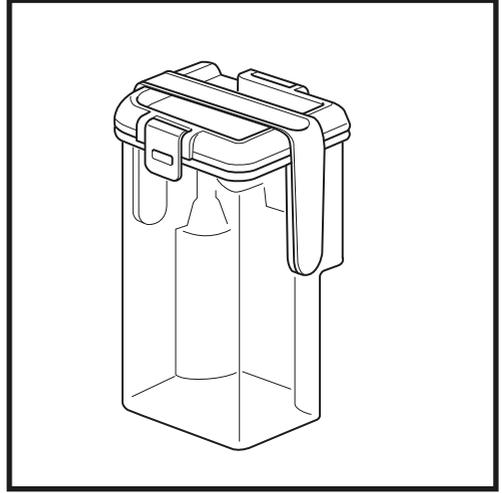**1.** It is recommended to clean the base clean water tank before every refill, or once every 30 days.

2. To do so, wash the clean water tank with warm water and soap. Rinse thoroughly.

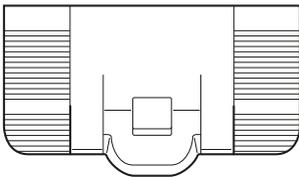**3.** Allow the tank to air-dry for at least 48 hours before reinstalling.

1. The NEVERTOUCH™ base includes a grey water tank that collects and store dirty water after pad wash.

2. This tank should be emptied and cleaned as needed, or once every 30 days.

3. To do so, open the tank lid and pour out the dirty water. Fill the tank with clean water and some soap, close the lid, lock it, and shake.

4. Pour out the dirty water and rinse thoroughly.

5. Allow the tank to air-dry for at least 48 hours before reinstalling.

DO NOT reinstall any water tanks filled with warm water. Always use room-temperature water to fill the water tank before use.

DO NOT move the base while the water tank is full.

CLEANING THE BASE RAMP

It is recommended to clean the base ramp every three months or as needed.

TO DO SO:

1. Carefully lift the ramp up and away from the base.

2 Use a damp cloth to wipe down the ramp. Allow the ramp to air-dry for at least 48 hours before reinstalling.

3. Once dry, lift the ramp slightly above the base, align, and press down until the ramp clicks into place.

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the DOCK icon ⌂ on the robot for 5-7 seconds.

CLEANING AND REPLACING THE MOP PAD

After a wet clean mission, the NEVERTOUCH™ base will automatically wash the robot mop pad. Regardless, it is recommended to clean the mop pad in the washing machine or replace the pad every three months or as needed. To do so:
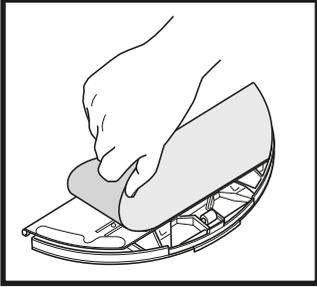
1. Carefully pull the pad away from the pad plate.

2. Slide the pad to one side, away from the pad plate.

3. Slide a clean or new pad into the edge of the pad plate. Secure the pad to the plate with a light press to engage the Velcro.

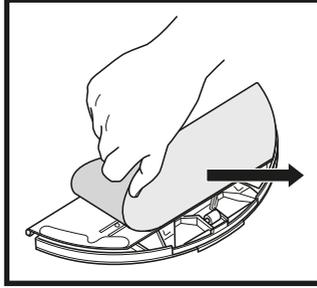> **NOTE:** Mop pad color may vary.

CLEANING THE WATER INLETS

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** ⌂ button on the robot for 5-7 seconds.

CAUTION: Turn off power before performing any maintenance. To turn the base power off, simply unplug it from the electrical outlet.
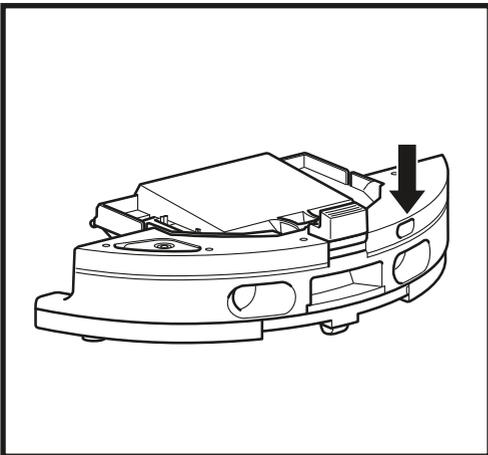
With a dry cloth, wipe the opening of the water inlet on the robot dust bin.

With a dry cloth, wipe the inlet nozzle on the base to remove any blockages.

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** ⌂ button on the robot for 5-7 seconds.
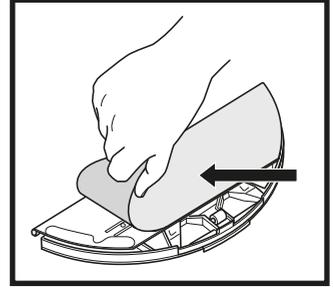
CLEANING THE ROBOT FILTER

For optimal suction power, clean the filter inside the robot's dust bin.
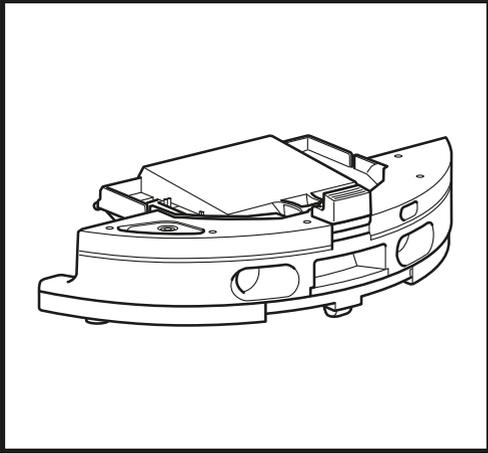
1. Remove and empty the dust bin. Clean any hair or debris off the back of the dust bin.
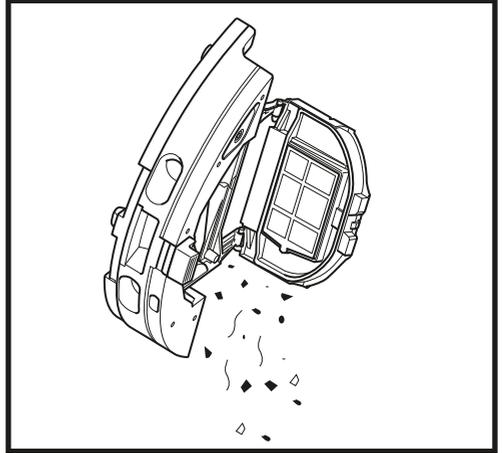
2. Every time you empty the dust bin, slide the filter out and lightly tap it over a trash can to remove any dust and dirt. Use a dry cloth or soft brush to remove any remaining debris.

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

CLEANING THE SIDE BRUSH

CLEAN SIDE BRUSH AS NEEDED.
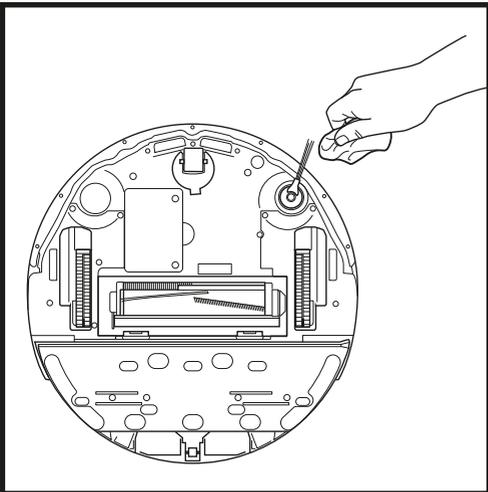
1. Remove the side brush from the robot.

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.
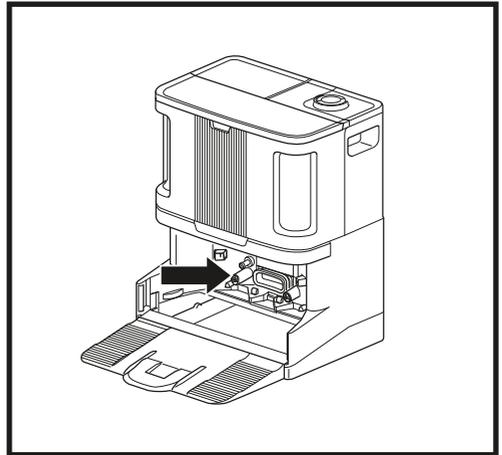
CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** 🏠 button on the robot for 5-7 seconds.

CLEANING THE SENSORS
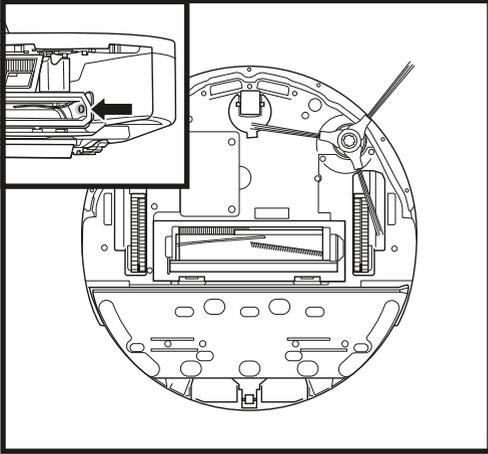
CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.

- The sensors on the robot require occasional maintenance.
- With a dry cloth or cotton swab, gently dust off the sensors located on the bottom and sides of the robot.

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.

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

CLEANING THE BASE CHARGING CONTACTS
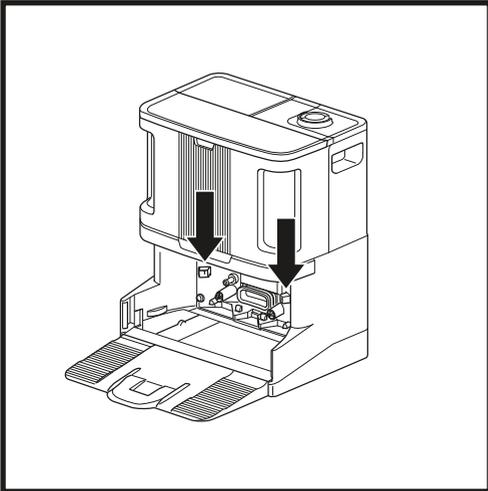
- Locate the charging contacts on either side of the base.
- These sensors require occasional maintenance.
- With a dry cloth, gently dust off both charging contacts on the base, removing any dust or debris that might impact robot docking performance.

CAUTION: Turn off power and remove the robot's water tank before performing any maintenance. To turn the robot power off, press and hold the **DOCK** ⌂ button on the robot for 5-7 seconds.

BRUSHROLL
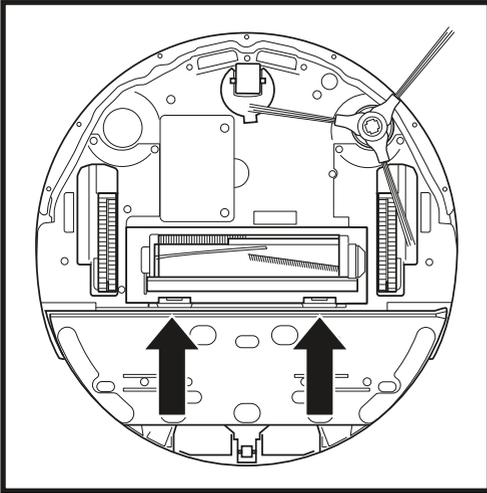
1. To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.
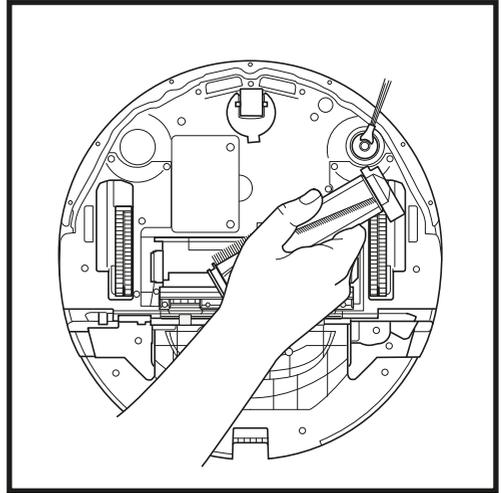
2. Take out the brushroll and remove the cap on the end. Clean off any hair or debris then replace the cap. Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

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

LIDAR MODULE
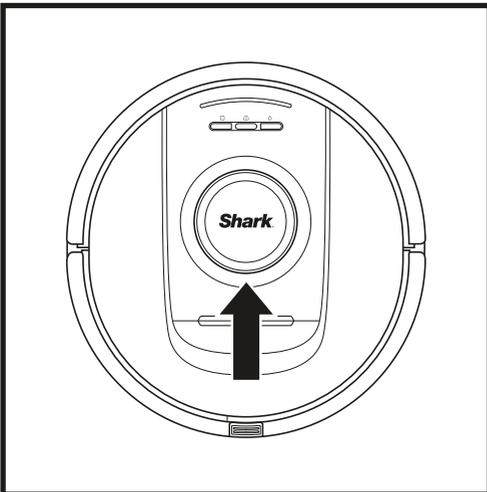
1. Check the navigation module on top of the robot and gently remove any hair or debris.

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

3. Use compressed air to blow away any dirt or debris from the gap around the rotating LiDAR module.

4. It is also recommended to use a Q-Tip to clean the lidar turret by spinning the lidar module manually 5 times in both directions.

CAUTION: Turn off power and remove the robot's water tank 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
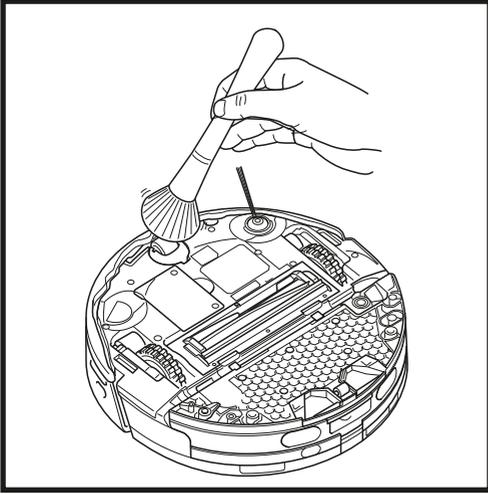

1. Rotate the front wheel while lightly brushing away dirt and debris. Clean the wheel and the housing around it.

CLEAN FRONT WHEEL HOUSING PERIODICALLY.
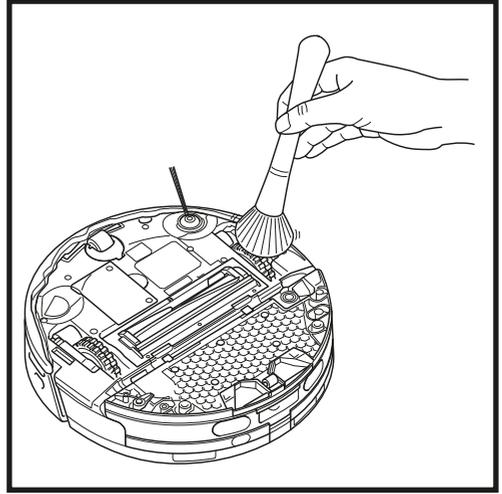
**2.** Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

NOTE: Brush not included.

CLEANING THE DIRTDETECT SENSORS
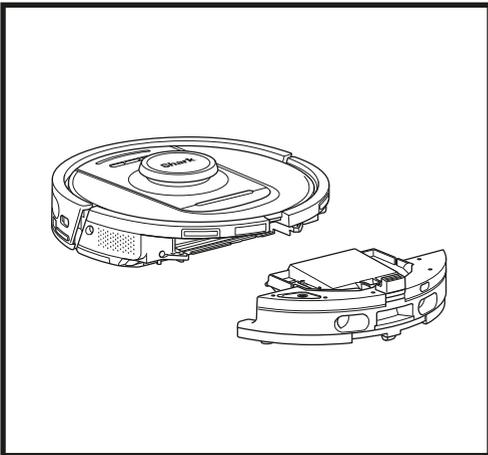
1. Remove the dust bin from your robot.

2. Locate the Dirt Detect sensors. They can be found on the interior of the robot brushroll compartment.
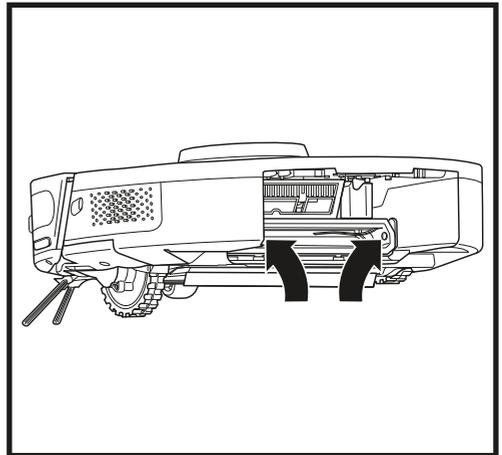
3. With a microfiber cloth, wipe away any debris on the Dirt Detect sensors. There is one sensor on each side of the compartment. **Be sure to clean both sensors.**

4. Make sure there is no debris blocking the opening, and reinstall the dust bin.

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

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	Battery level 80%-100%.
4 LEDS (GREEN) – SOLID RIGHT LED (OFF)	Battery level 60%-79%.
LEFT LED (YELLOW) + NOTIFICATION LED (YELLOW) + BATTERY LED (YELLOW)	Battery level 40%-59%.
LEFT LED (YELLOW) + NOTIFICATION LED (YELLOW)	Battery level 20%-39%.
LEFT LED (RED) - SOLID	Battery level 0%-19%.
ALL LEDS (GREEN) - BREATHE	Robot is making its way back to the base.
LEDS COMPLETE CELEBRATION SEQUENCE	Robot returns to base successfully.
WIFI LED (BLUE) – BREATHE	Robot is connecting to WIFI.
LEDS COMPLETE CELEBRATION SEQUENCE	WIFI connection is successful.
ALL LEDS (GREEN) - BREATHE	Robot is evacuating dry debris into the base dust bin.
BATTERY LED (RED) - SOLID	Robot has low battery.
ALL LEDS (WHITE) – FLASH x2	Robot has been paused.
ALL LEDS (PURPLE) – FLASH	Robot has enabled DirtDetect mode.
BATTERY LED: • GREEN BREATHE: 66-100% • YELLOW BREATHE: 33-65% • RED BREATHE: 5-32%	Robot is on the base and charging.
ALL LEDS (TURQUOISE) - FLASH	Robot is activating pad shift during a wet cleaning mission along a wall.
ALL LEDS (TURQUOISE) - BREATHE	Robot is saturating the pad at the start of a wet cleaning mission.
ALL LEDS (TURQUOISE) – FILL FROM ONE SIDE TO OTHER	The base is refilling the robot's water tank before a wet cleaning mission.
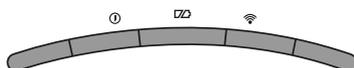
LEFT \ NOTIFICATION \ BATTERY / WI-FI / RIGHT

COMMON ERROR CODES

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

| ERROR CODE	ERROR NUMBER	SOLUTION
BATTERY LED (RED) + WIFI LED (RED)	2	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
NOTIFICATION LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW) - ALL FLASHING	3	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages.
NOTIFICATION LED (RED) + RIGHT LED (YELLOW)	4	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
BATTERY LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)	5	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
WIFI LED (RED) + RIGHT LED (YELLOW)	6	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
NOTIFICATION LED (RED) + WIFI LED (RED)	7	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
BATTERY LED (RED) + RIGHT LED (YELLOW)	9	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
WIFI LED (RED)	10	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
NOTIFICATION LED (RED)	16	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
NOTIFICATION LED (RED) + BATTERY LED (RED) + WIFI LED (RED)	23	Robot cannot find the base. Please make sure the base is powered ON and is free of all obstacles.
LEFT LED (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 and charging.
NOTIFICATION LED (RED) + BATTERY LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)	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.
RIGHT LED (RED) FLASHING	33	There may be a blockage with Active Lift. Turn off the robot and ensure that there is nothing blocking the wheel suspension from moving up and down
LEFT LED (PINK) + RIGHT LED (PINK) - ALL FLASHING	36	There may be a blockage in the base. Unplug the base and ensure that there is nothing blocking the space where the robot sits in the base.

For all other issues, please visit support.sharkclean.com or call Customer Service at +1-888-668-9600.

NOTE: To order replacement parts visit **sharkaccessories.com**.

REPLACEMENT PARTS:
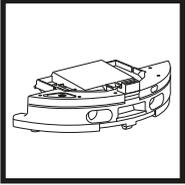
Robot Dust Bin
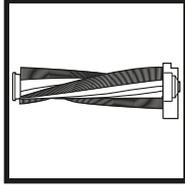
Brushroll
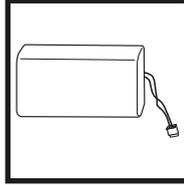
Battery
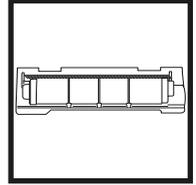
Brushroll Door
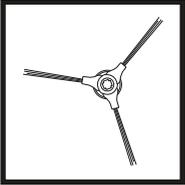
Side Brush
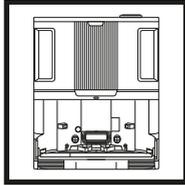
Shark® STRATOS® NeverTouch™ Base
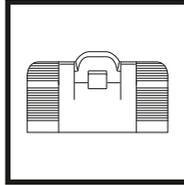
NeverTouch™ Pro Base Ramp

NeverTouch™ Pro Clean Water Tank
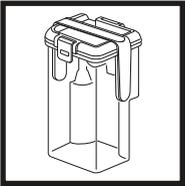
NeverTouch™ Pro Grey Water Tank
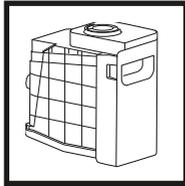
Base Dust Bin
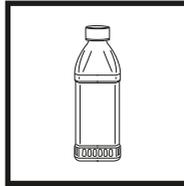
Shark® Multi-Surface Cleaner
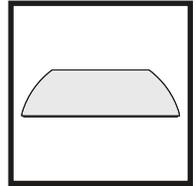
Mop Pad
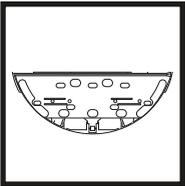
Pad Plate

Questions or Problems?

CALL US: **1-888-668-9600**

Toll-free customer support line

GET HELP RIGHT NOW!
DON'T RETURN TO THE STORE.

Other easy ways to get help RIGHT NOW:

ONLINE HELP AND FAQS:

support.sharkclean.com

APP DOWNLOAD:

Download on the App Store

GET IT ON Google Play

Search "**SharkClean**" in the app store, or scan the QR code with your smartphone camera.

Download and install the SharkClean® app

HOW-TO VIDEOS:

youtube.com/shark

CONTACT US:

@sharkhomeuk

Contact us on social media

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY BEFORE CONTINUING WITH THIS PROGRAM INSTALL OR USE OF THIS PRODUCT: SharkNinja Operating LLC's ("SharkNinja") End-User License Agreement ("EULA") is a legal agreement between You (either a single entity or an individual) and SharkNinja for SharkNinja's Software Applications, including those installed by You onto your SharkNinja products or already installed on your device, including all firmware (referred hereafter as "SN APPS"). By installing, copying, checking a box, clicking a button confirming your agreement to these terms, or otherwise continuing to use the SN APPS, You agree to be bound by the terms of this EULA. This license agreement represents the entire agreement concerning SN APPS between You and SharkNinja, and it supersedes any prior proposal, representation, or understanding between the parties. If You do not agree to the terms of this EULA, do not install or use the SN APPS or this product.

The SN APPS are protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

1. GRANT OF LICENSE. The SN APPS are licensed as follows:

1.1 Installation and Use. SharkNinja grants You the right to download, install, and use SN APPS on the specified platform for which the SN APP was designed and in connection with SharkNinja products with which the SN APPS are designed to operate ("SN Devices").

1.2 Backup Copies. You may also make a copy of SN APPS downloaded and installed by You for backup and archival purposes.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

2.1 Maintenance of Copyright Notices. You must not remove or alter any copyright notices on any and all copies of the SN APPS.

2.2 Distribution. You may not distribute copies of the SN APPS to third parties.

2.3 Prohibition on Reverse Engineering, Decompilation, and Disassembly. You may not reverse engineer, decompile, or disassemble SN APPS, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

2.4 Rental. You may not rent, lease, or lend SN APPS without written permission from SharkNinja.

2.5 NOT FOR RESALE SOFTWARE. Applications identified as "Not for Resale" or "NFR," may not be resold, transferred, or used for any purpose other than demonstration, test, or evaluation.

2.6 Support Services. SharkNinja may provide You with support services related to SN APPS ("Support Services"). Any supplemental software code provided to You as part of the Support Services shall be considered part of SN APPS and subject to the terms and conditions of this EULA.

2.7 Compliance with Applicable Laws. You must comply with all applicable laws regarding use of SN APPS.

3. UPDATES. SharkNinja may provide You with upgrades or updates to SN APPS. This EULA will govern any upgrades provided by SharkNinja that replace and/or supplement SN APPS, unless such upgrade is accompanied by a separate EULA, in which case the terms of that EULA will govern. If You decide not to download and use an upgrade or update provided by SharkNinja, You understand that You could put SN Apps at risk to serious security threats or cause SN Apps to become unusable or unstable.

4. DATA AND PRIVACY. SharkNinja is committed to ensuring your privacy by adhering to high standards of fairness and integrity. We are committed to keeping our customers informed about how we use the information we gather from You through the use of each of our websites or SN APPS. Our privacy practices are described in SharkNinja's Privacy Policy, as well as in separate notices given when an app, product, or service is purchased or downloaded. By using SN APPs or providing us with your personal information, You are accepting and consenting to the practices, terms, and conditions described in SharkNinja's Privacy Policy. At all times your information will be treated in accordance with the SharkNinja Privacy Policy, which is incorporated by reference into this EULA and can be viewed at the following URL: http://www.sharkninja.com/privacypolicy.

5. THIRD-PARTY APPLICATION LIBRARIES AND EMBEDDED SOFTWARE.

5.1 You acknowledge that Ayla Networks, Inc. ("Ayla") has provided certain application libraries that have been embedded into SN APPS ("Ayla Application Libraries") and enables SN Devices to connect to the Ayla Cloud Service ("Ayla Embedded Software").

5.2 You will not use the Ayla Application Libraries except as an incorporated portion of SN APPS, unmodified from the form provided to You.

5.3 You will not use the Ayla Embedded Software except as an incorporated portion of SN Devices, unmodified from the form provided to You.

5.4 You will not modify, adapt, translate, or create derivative works based on, or decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code or underlying algorithms of, the Ayla Application Libraries or the Ayla Embedded Software.

5.5 SharkNinja retains all ownership of SN APPS (and the Ayla Application Libraries contained therein) and any software installed on SN Devices (including the Ayla Embedded Software) and only a license thereto is granted to You for use in connection with the SN APPS and SN Devices.

5.6 You will not use the Ayla Application Libraries or Ayla Embedded Software to attempt to gain unauthorized access to or use of the systems/services of SharkNinja's other licensors; nor will You transmit viruses, worms, Trojan horses, time bombs, spyware, malware, cancelbots, passive collection mechanisms, robots, data mining software, or any other malicious or invasive code or program into the systems/services of SharkNinja's other licensors.

5.7 You will not use the Ayla Application Libraries or Ayla Embedded Software to interfere with, breach, or circumvent any security feature, authentication feature, or any other feature that restricts or enforces limitations on the use of, or access to, the systems/services of SharkNinja's other licensors.

5.8 You will not probe, attack, scan, or test the vulnerability of the systems/services of SharkNinja's other licensors.

5.9 SharkNinja's other licensors of the SN APPS, Ayla Application Libraries, and the Ayla Embedded Software are the express third-party beneficiaries of this EULA, and the provisions of this Section of this EULA are made expressly for the benefit of such licensors, and are enforceable by such licensors.

6. TERMINATION. Without prejudice to any other rights, SharkNinja may terminate this EULA if You fail to comply with the terms and conditions of this EULA. In such event, You must destroy all copies of SN APPS in your possession.

7. COPYRIGHT. All title, including but not limited to copyrights, in and to SN APPS and any copies thereof are owned by SharkNinja or its suppliers. All title and intellectual property rights in and to the content which may be accessed through use of SN APPS are the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants You no rights to use such content. All rights not expressly granted are reserved by SharkNinja.

8. OPEN SOURCE SOFTWARE. You hereby acknowledge that SN APPS may contain software that is subject to "open source" or "free software" licenses ("Open Source Software"). The license granted by this EULA does not apply to Open Source Software contained in the SN APPS. Rather, the terms and conditions in the applicable Open Source Software license shall apply to the Open Source Software. Nothing in this EULA limits your rights under, or grants You rights that supersede, any Open Source Software license. You acknowledge that the Open Source Software license is solely between You and the applicable licensor of the Open Source Software. To the extent the terms of the licenses applicable to the Open Source Software require SharkNinja to provide the Open Source Software, in either source or executable form, or to provide copies of applicable license terms or other required information, You may obtain a copy of the software by contacting SharkNinja at the below physical address. Additional information about the Open Source Software, and its terms of use, may be found at www.sharkclean.com/opensource.

9. NO WARRANTIES. SharkNinja expressly disclaims any warranty for SN APPS, Ayla Application Libraries, or Ayla Embedded Software. SN APPS, Ayla Application Libraries, and Ayla Embedded Software are provided 'As Is' without any express or implied warranty of any kind, including but not limited to any warranties of merchantability, noninfringement, fitness of a particular purpose, or title. SharkNinja does not warrant or assume responsibility for the accuracy or completeness of any information, text, graphics, links, or other items contained within the SN APPS. SharkNinja makes no warranties respecting any harm that may be caused by the transmission of a computer virus, worm, logic bomb, or other such computer program. SharkNinja further expressly disclaims any warranty or representation to any third party.

10. LIMITATION OF LIABILITY. In no event shall SharkNinja or its suppliers be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever) arising out of or in any way related to the use of or inability to use SN Devices or SN APPS, the provision of or failure to provide support or other services, information, software, and related content through the product or otherwise arising out of the use of SN APPS, or otherwise under or in connection with any provision of this EULA, even in the event of the fault, tort (including negligence), strict liability, breach of contract, or breach of warranty of SharkNinja or any supplier, and even if SharkNinja or any supplier has been advised of the possibility of such damages. SharkNinja shall have no liability with respect to the content of the SN APPS or any part thereof, including but not limited to errors or omissions contained therein, libel, infringements of rights of publicity, privacy, trademark rights, business interruption, personal injury, loss of privacy, moral rights, or the disclosure of confidential information.

11. APPLICABLE LAW. The laws of the Commonwealth of Massachusetts will govern this EULA and You hereby consent to exclusive jurisdiction and venue in the state and federal courts sitting in the Commonwealth of Massachusetts.

12. ASSIGNMENT. SharkNinja may assign this EULA without notice to Licensor.

13. ENTIRE AGREEMENT. This EULA (including any addendum or amendment to this EULA which is included with the SN Devices) is the entire agreement between You and SharkNinja relating to the SN APPS and supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the SN APPS or any other subject matter covered by this EULA. To the extent the terms of any SharkNinja policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

If You have questions regarding this EULA, please contact SharkNinja at 89 A Street, Suite 100, Needham, MA 02494.

Shark | NINJA

ONE (1) YEAR LIMITED WARRANTY

The One (1) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC.** Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of one (1) year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

CALIFORNIA RESIDENTS ONLY:
The One (1) Year Limited Warranty period begins on the original date of delivery or pickup.

What is covered by this warranty?
1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced with a new or refurbished unit of the same or equivalent model, up to one year from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?
1. Normal wear and tear of wearable parts (e.g., not cleaning the filters, not removing debris from the brushroll), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at **sharkaccessories.com**.
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters, not removing debris from the brushroll), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

How to get service
If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit **sharkclean.com/support** for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-888-668-9600** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. Please register your product and have it with you when contacting Customer Service.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of $25.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim
You must call **1-888-668-9600** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

How state law applies
This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

WARRANTY COVERAGE OVERVIEW

Covered by Warranty
- Manufacturing defects
- Internal hardware or software malfunctions
- Structural failures due to poor workmanship

Not Covered by Warranty
- Damage from misuse, accidents, or unauthorized repairs
- Normal wear and tear
- Consumable parts (unless defective upon first use)

Wearable vs. Non-Wearable Parts

Category	Definition
Wearable Parts	Components that naturally degrade over time due to regular use and friction.
Non-Wearable Parts	Core components not expected to degrade under normal use within warranty period.

Robot Vacuum Parts, Maintenance & Replacement Guide

Part	Category	Maintenance	Replacement Recommendation	Warranty Coverage
Brush Roll	Wearable	Clean weekly	Every 6—12 months	No (unless defective)
Side Brush	Wearable	Clean bi-weekly	Every 3—6 months	No (unless defective)
Filters	Wearable	Clean monthly	Every 2—3 months	No
Dustbin	Wearable	Empty after each use	As needed	No (unless defective)
Mop Pad (if applicable)	Wearable	Wash after each use	Every 3—6 months	No
Battery	Wearable	Avoid full discharges	Every 12—24 months	Yes (within warranty)
Wheels	Wearable	Check for debris monthly	As needed	No (unless defective)
Water Tanks	Wearable	Clean Monthly	As needed	No (unless defective)
Ramp	Wearable	Clean Monthly	As needed	No (unless defective)
Charging Dock	Non-Wearable	Keep clean and dry	N/A	Yes
Power Adapter	Non-Wearable	Avoid power surges	N/A	Yes
POD	Non-Wearable	Wipe clean monthly	N/A	Yes

Register your robot under the
Settings tab in the **SharkClean® app**

Or

Register your robot by visiting
registeryourshark.com

RECORD THIS INFORMATION

Model Number: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TIP: You can find the model and serial
numbers on the QR code labels on the
bottom of the robot and Self-Empty Base.

EXPECTED PERFORMANCE

Expected runtime: 60 minutes
Expected charging time: 6 hours

FCC WARNINGS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to parts 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

■ Reorient or relocate the receiving antenna.

■ Increase the separation between the equipment and receiver.

■ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

■ Consult the dealer or an experienced radio/TV technician for help.

This Device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1 This device may not cause harmful interference

2 This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

BATTERY REMOVAL AND DISPOSAL

This product uses a battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. DO NOT incinerate or compost the battery.

When your lithium-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent battery to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

For more information on battery removal for disposal, please visit sharkclean.com/batterysupport.

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark Detect Pro™ robot running at peak performance.

SharkNinja Operating LLC
US: Needham, MA 02494
CAN: Ville St-Laurent, QC H4S 1A7

1-888-228-5531
sharkclean.com

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

This product may be covered by one or more U.S. patents. See sharkninja.com/patents for more information.

@sharkcleaning