

***Shark* ION[®]**

Robot Vacuum

RV870 Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

If the charging cable plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.

⚠ WARNING

To reduce the risk of fire, electric shock, injury, or property damage:

GENERAL WARNINGS

1. Robotic vacuum cleaner 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 manual. **DO NOT** use the robotic vacuum cleaner for any purpose other than those described in this manual.
6. With the exception of filters, **DO NOT** expose any parts of the robotic vacuum cleaner to water or other liquids.

USE WARNINGS

7. This appliance can be used by children aged from 8 years and above 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.
 - a) Children shall not play with the appliance.
 - b) Cleaning and user maintenance shall not be made by children without supervision.
8. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.

9. **DO NOT** handle plug, charging dock, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
10. **DO NOT** use without dust bin and filters in place.
11. Only use Shark® branded filters and accessories. Failure to do so will void the warranty.
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 if robotic vacuum cleaner airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.
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. **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).
DO NOT use as an attachment to power tools for dust collection.
 - e) Smoking or burning objects (hot coals, cigarette butts, or matches)
 - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
19. **DO NOT** use in the following areas:
 - a) Wet or damp surfaces
 - b) Outdoor areas
 - 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)
20. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance or troubleshooting.
21. Allow all filters to air-dry completely before replacing in the robotic vacuum cleaner to prevent liquid from being drawn into electric parts.
22. **DO NOT** modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this manual. **DO NOT** use the vacuum if it has been modified or damaged.
23. Use **ONLY** the Shark® charging dock XSKRVDOCK and use only battery RVBAT850. Use of batteries or battery chargers other than those indicated may create a risk of fire.
24. 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.
25. 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.
26. Robotic vacuum cleaner should not be stored, charged, or used at temperatures below 50°F (10°C) or above 104°F (40°C). Ensure the battery and vacuum have reached room temperature before charging or use. Exposing the robot or battery to temperatures outside of this range may damage the battery and increase the risk of fire.
27. **DO NOT** expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
28. Non-rechargeable batteries cannot be recharged.

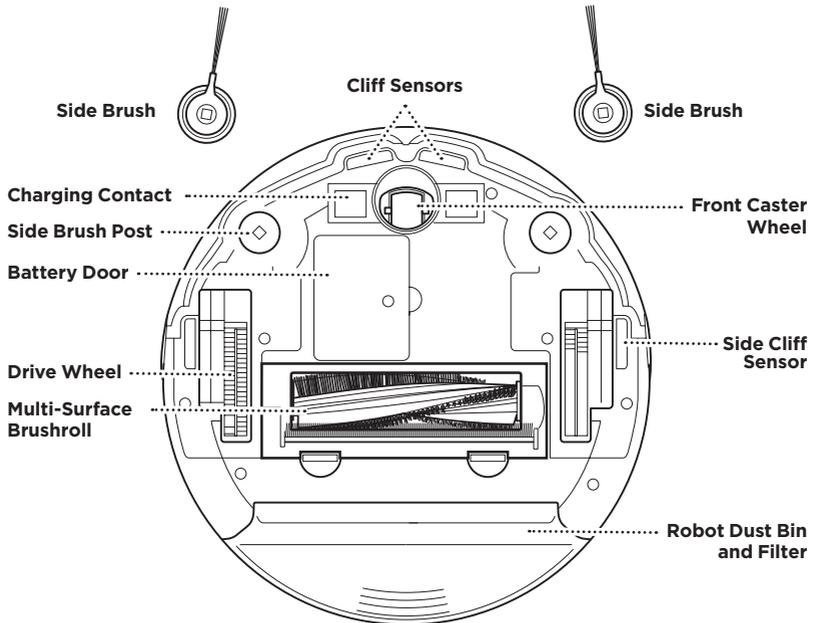
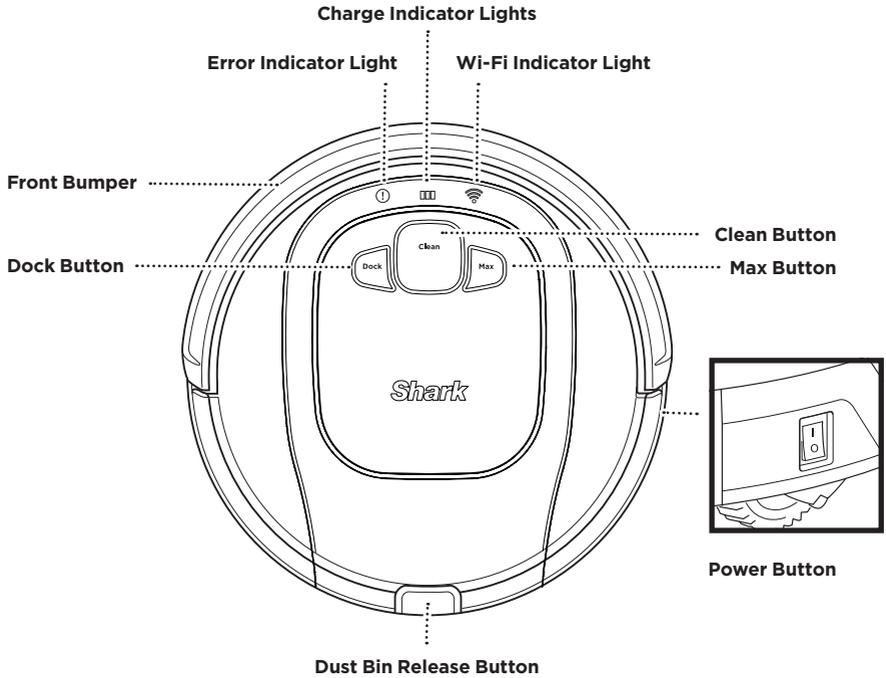
BATTERY USE

23. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
24. To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.

SAVE THESE INSTRUCTIONS

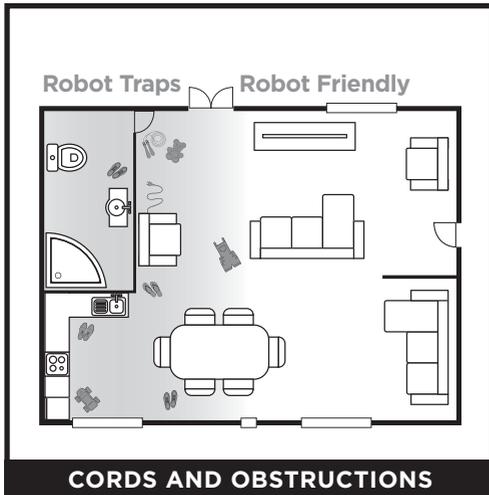
For additional warnings, go to support.sharkclean.com

ABOUT THE SHARK ION® ROBOT



ABOUT THE SHARK ION® ROBOT

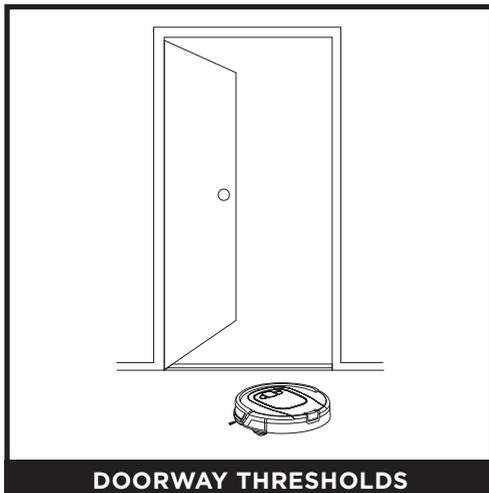
With **Auto-Sense™ Navigation**, your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. The robot may gently bump into obstructions or linger in one spot, and it may not cover every area in a single cleaning. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.



Before cleaning, clear away cords and other obstructions or block off the area with the included **BotBoundary® Strips**.



To prevent your robot from becoming trapped, use furniture risers or BotBoundary strips.



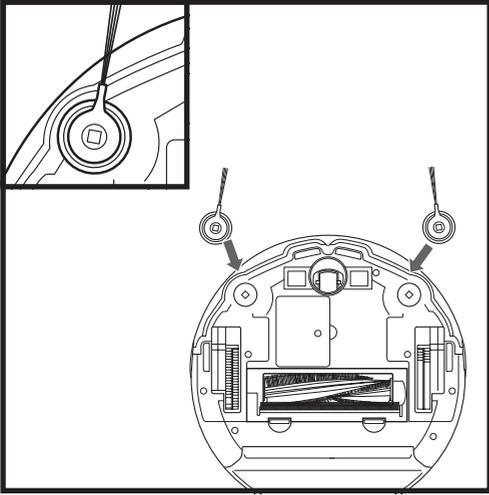
Your robot may have some trouble clearing some high thresholds. Block off high thresholds with BotBoundary strips.



If your robot roams too far, it could have trouble finding the **Charging Dock**. It may be helpful to block off part of your home with BotBoundary strips, or to add a second dock (available at sharkaccessories.com)

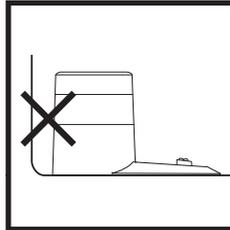
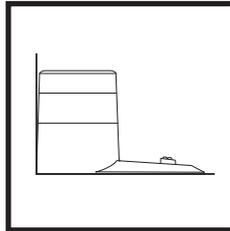
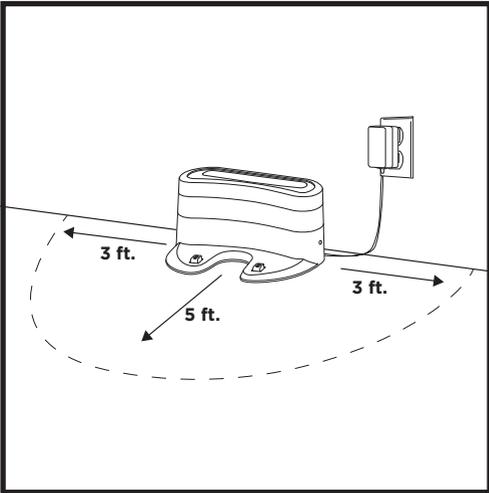
PREPARING FOR USE

INSTALLING THE SIDE BRUSHES



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

CHARGING DOCK SET-UP

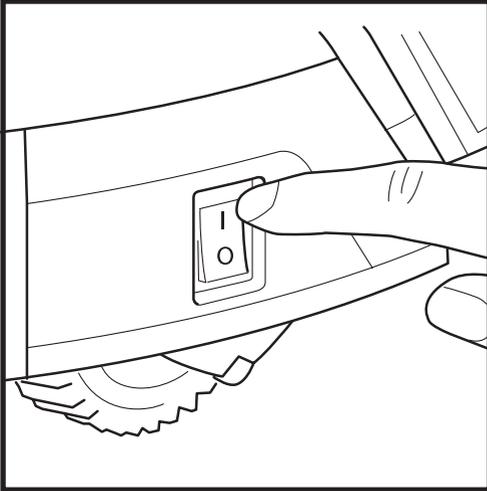


Place the charging dock on a level surface with its back against a wall, in a space without obstructions, that can easily be accessed by your robot. Remove any objects that are closer than 3 feet (1 meter) from either side of the dock, or closer than 5 feet (1.52 meters) from the front of the dock. Plug the **Charging Adapter** into a wall outlet. The dock must be plugged in continually for the robot to find it. The LED indicator on the dock turns green when powered on. The robot will beep when it starts charging on the dock.

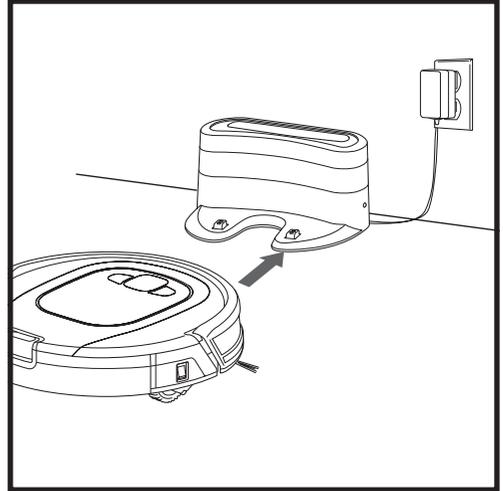
CHARGING THE SHARK ION® ROBOT

CHARGING

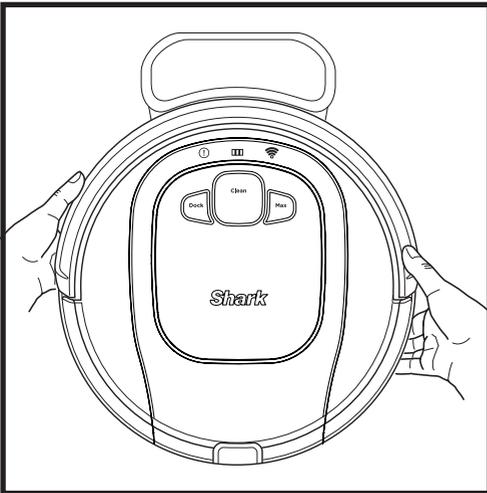
IMPORTANT: The Shark ION Robot has a pre-installed rechargeable battery. Battery must be fully charged before using.



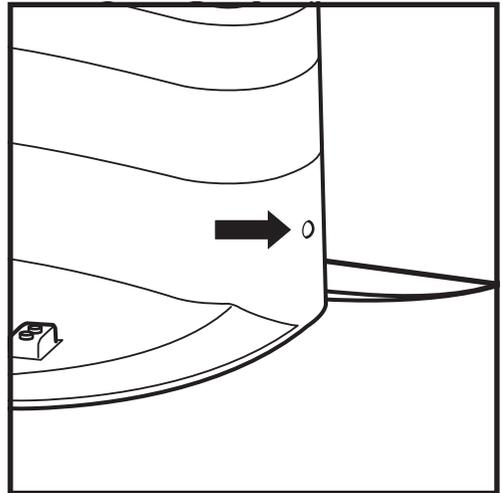
To charge, the **Power** button on the side of the robot must be in the ON position (I).



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



If the robot has no charge and cannot return to the charging dock, place it on the dock manually.

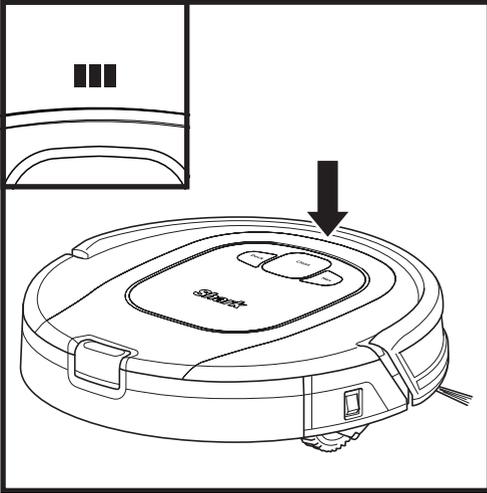


The LED on the side of the dock will be green when the dock is powered. When the robot is placed on the dock the LED will turn blue.

NOTE: When manually placing the robot on the dock, make sure the **Charging Contacts** on the bottom of the robot are aligned with the dock. To ensure the robot is docked correctly, refer to the **Charge Indicator Lights** section.

CHARGING THE SHARK ION® ROBOT

CHARGE INDICATOR LIGHTS



In Use



Full Charge



Nearly Full



Mid Charge



Low Charge



Flashing Red
Critically Low

While Charging



No Charge or Off



The blue charge indicator lights show how much charge is remaining.

While the robot is charging, all three blue LED lights will cycle. When charging is complete, all three blue lights will illuminate steadily.

If the robot is idle and away from the charging dock for 10 minutes, it will enter **Sleep Mode**, and the lights will turn off and these indicator lights will turn off, but Clean will remain lit. Wake up the robot by pressing any button.

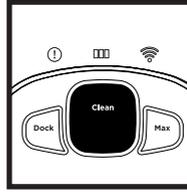
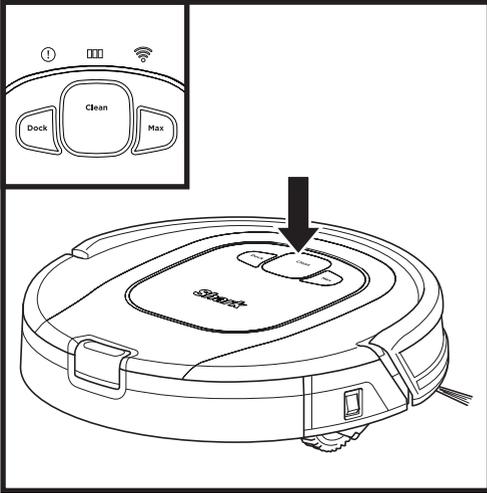
NOTE: If the low charge light is blinking red, there is not enough charge for the robot to return to the dock. Manually place the robot on the dock.

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

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

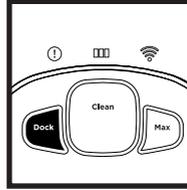
USING THE SHARK ION® ROBOT

BUTTONS AND INDICATOR LIGHTS



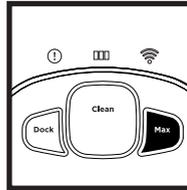
CLEAN BUTTON

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



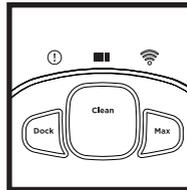
DOCK BUTTON

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



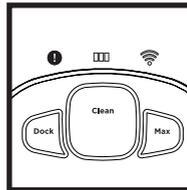
MAX BUTTON

Press for more powerful cleaning.



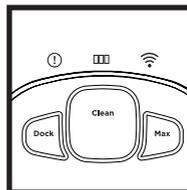
CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



“!” ERROR INDICATOR

See Troubleshooting section for full list of error codes.



WI-FI INDICATOR

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

USING THE SHARKCLEAN™ APP AND VOICE CONTROLS

The SharkClean app will guide you through easy setup of your robot.

Control the unit remotely:

- Schedule cleaning times for up to 7 days a week.
- Start, stop, or dock your robot from your phone anywhere with Wi-Fi connectivity.

The app will also provide you access to:

- Tips, Tricks, and FAQs
- Tech Support
- Troubleshooting

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



SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit support.sharkclean.com for setup instructions.

VOICE CONTROL COMMANDS FOR THE GOOGLE ASSISTANT OR AMAZON ALEXA:

Google Assistant:

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

Amazon Alexa:

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

SETTING UP THE SHARKCLEAN™ APP

Download the latest version of the SharkClean app from the App Store or Google Play store.

Follow instructions on the app to connect to the robot.

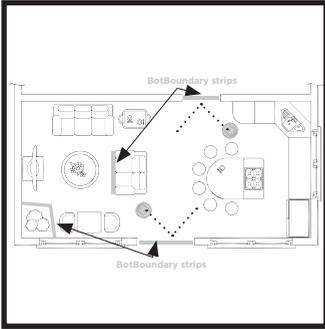
To ensure the app successfully pairs with the robot:

- Confirm your Wi-Fi router and/or home network supports a 2.4 GHz network.
- Confirm your Wi-Fi network name.
- Confirm your Wi-Fi network password.

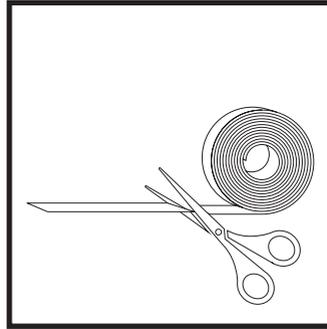
USING THE SHARK ION® ROBOT

BotBoundary® strips

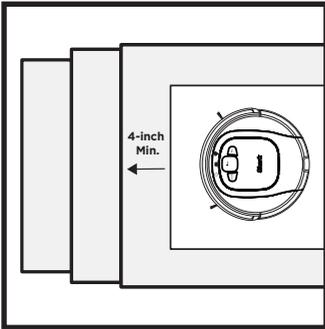
To keep your robot away from certain areas, such as pet bowls, fragile objects, power strips, or doorways, use the BotBoundary strips to quickly and easily create “no-go zones”.



Identify areas or objects you want the robot to avoid.

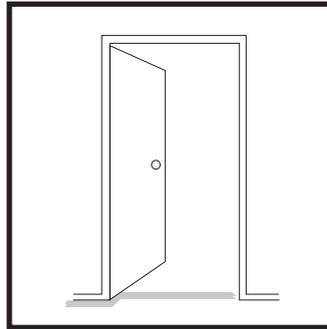


Cut the BotBoundary strip to the desired length (18"/45cm minimum) so that it spans the length of the doorway or object you want to block off.



Generally, BotBoundary strips are not needed on stairs because your robot's cliff sensors will prevent it from falling off ledges. For your robot's cliff sensors to work properly, all runners, rugs, or carpets must be at least 4 inches from any stairs (or extend over the edge of the stairs.)

If a runner, rug, or carpet edge is less than 4 inches from the stairs and can't be moved, use a BotBoundary strip to block off the stairs.



For best results, make sure your BotBoundary strip is completely flat against the floor. Make a closed loop around an object, or place the strips between fixed objects, like door frames or the legs of a couch, to create no-go zones.

NOTE: To prevent bumping, place strips at least 2 inches in front of the object you want to block off.

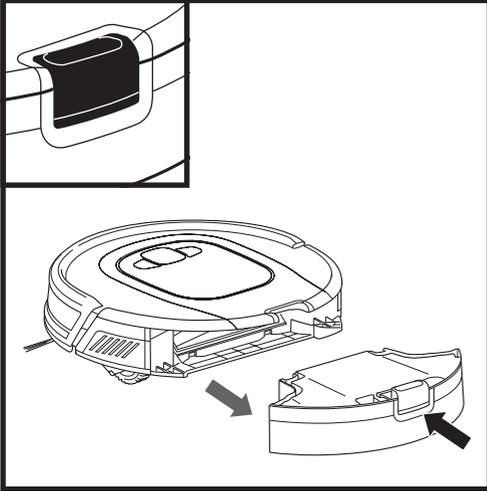
MAINTENANCE



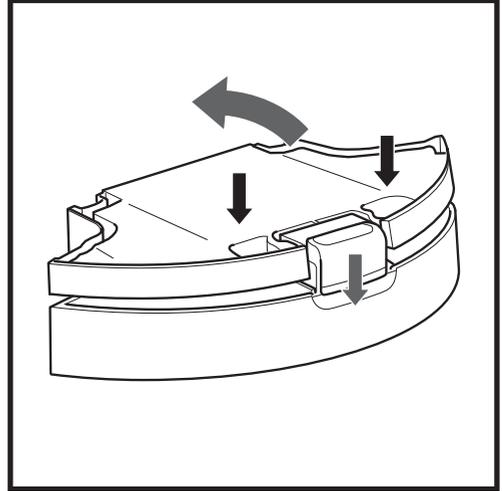
CAUTION: Turn off power before performing any maintenance.

EMPTYING THE ROBOT DUST BIN

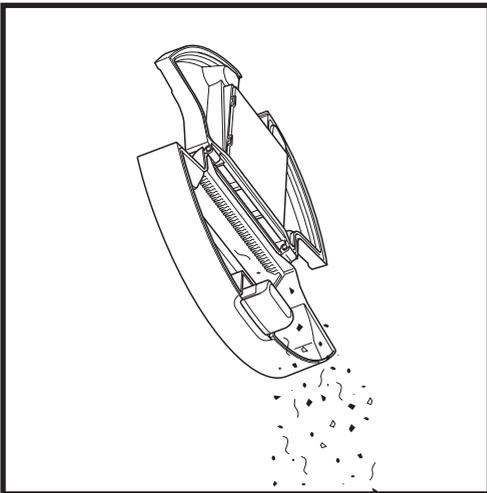
EMPTY DUST BIN AFTER EACH USE.



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



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



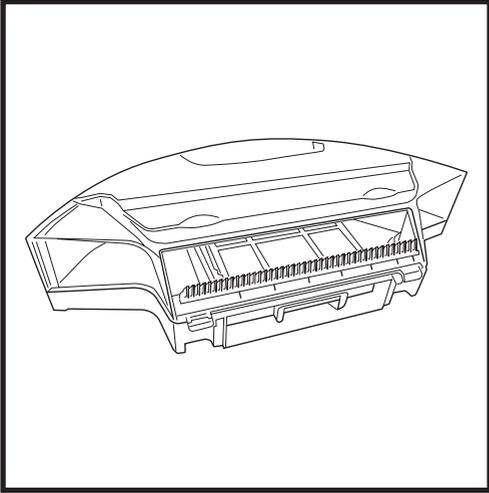
Empty debris and dust into trash.

MAINTENANCE

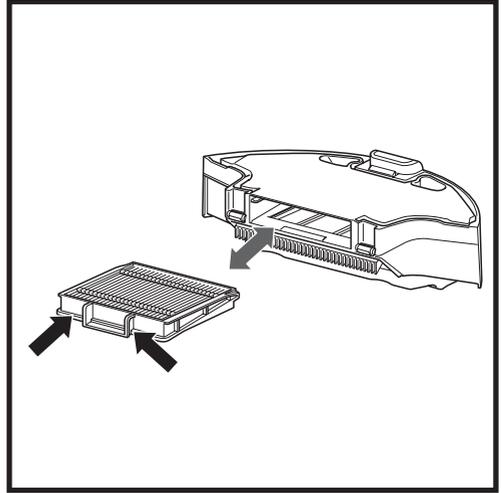
CLEANING THE FILTER

CLEAN FILTER EVERY WEEK.

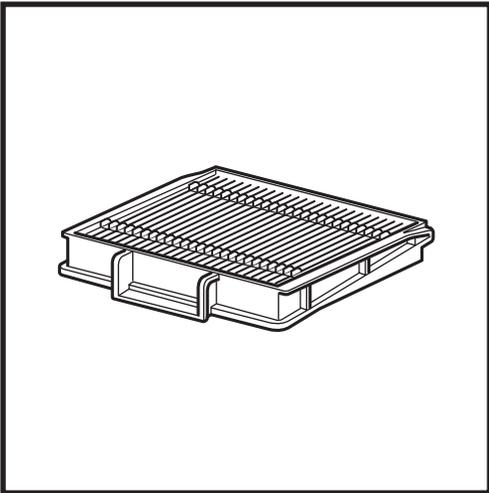
REPLACE FILTER EVERY TWO MONTHS. See sharkaccessories.com for replacement filters.



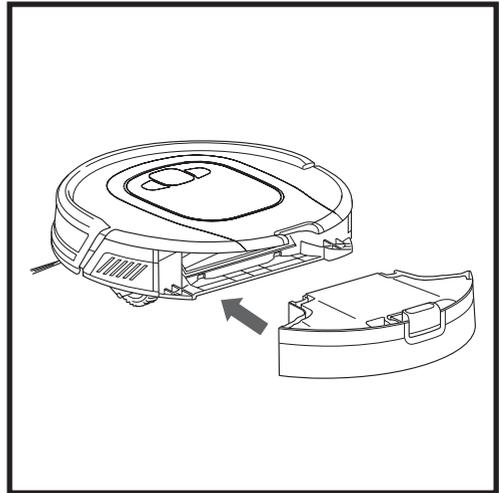
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove dust and debris.



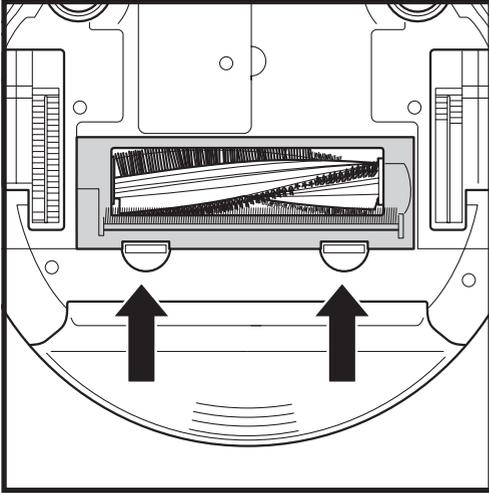
Reinsert the filter into the dust bin. Slide the dust bin back into the robot.

MAINTENANCE

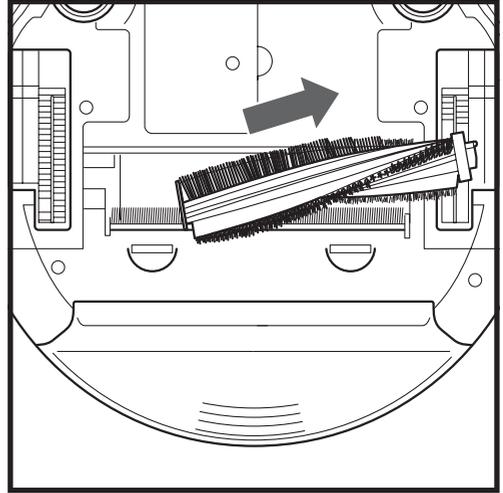
CLEANING THE MULTI-SURFACE BRUSHROLL

THE BRUSHROLL NEEDS OCCASIONAL MAINTENANCE.

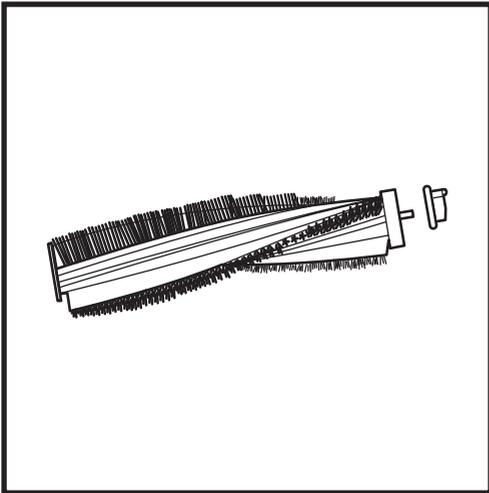
REPLACE BRUSHROLL EVERY 6 to 12 MONTHS, OR WHEN VISIBLY WORN. See sharkaccessories.com for replacement parts.



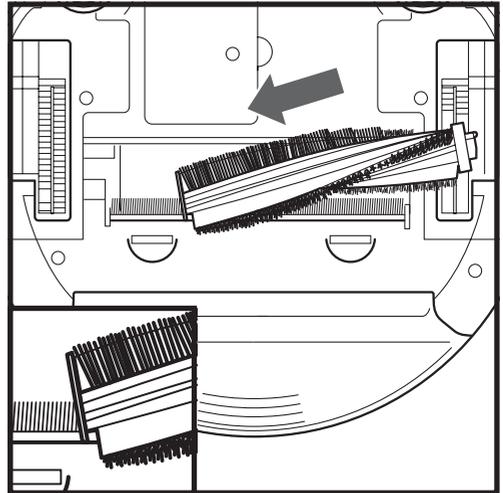
Push up on the tabs on the brushroll access door, then lift off the door.



Lift out the brushroll.



Remove the blue cap on the end of the brushroll. Do not let the metal cylinder inside the cap fall out. Clean off any hair or debris, then replace cap. Clean the brushroll periodically and whenever hair appears.



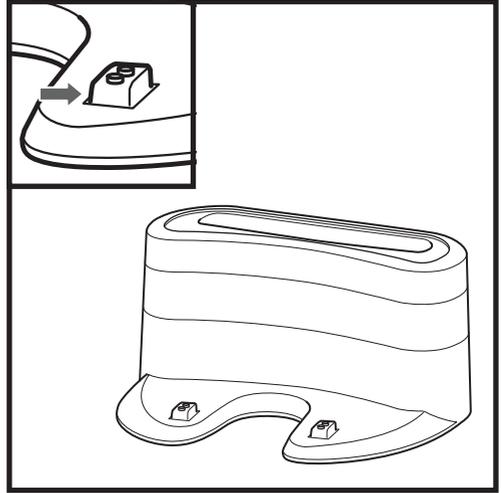
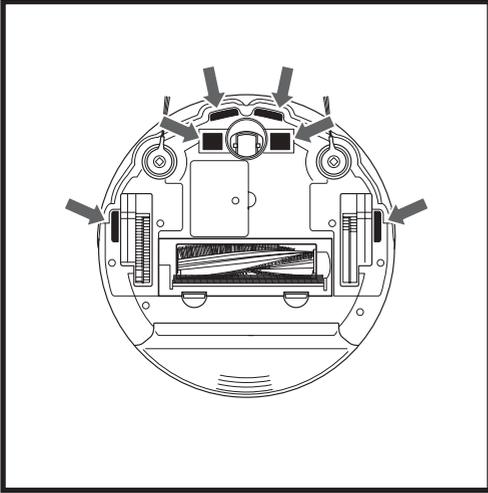
Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until it clicks into place.

NOTE: If the metal cylinder falls out of the brushroll cap, reinsert it in the hole on the inside of the cap. When cutting away debris, be sure not to cut the brushroll or any other parts of the robot.

MAINTENANCE

CLEANING SENSORS AND CHARGING PADS

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

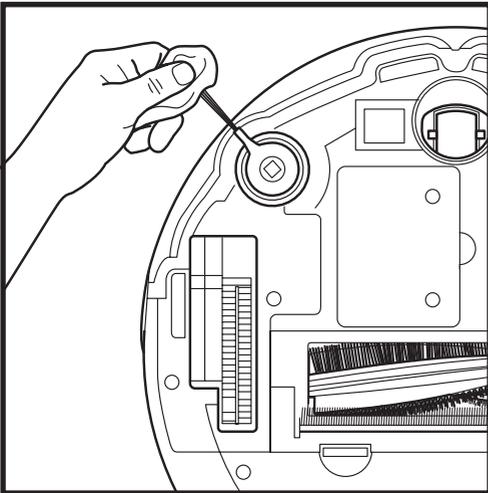


IMPORTANT: The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors regularly.

CLEANING SIDE BRUSHES

CLEAN SIDE BRUSHES AS NEEDED. CHECK WEEKLY.

RECOMMENDED REPLACEMENT SCHEDULE: Replace when visibly worn. See sharkaccessories.com for replacement parts.



Carefully unwind and remove any string or hair wrapped around brushes.

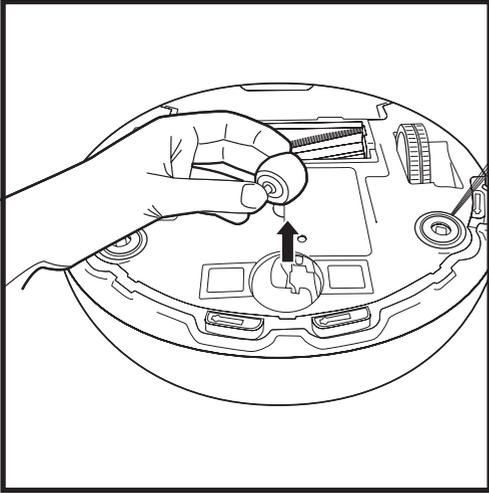
Gently wipe brushes with a damp cloth. Be sure to let them air-dry completely before reinstalling them.

NOTE: Remove any side brushes that are bent or damaged. To remove a brush, lift it off its peg. See **Installing the Side Brushes** for instructions on how to attach and remove the brushes.

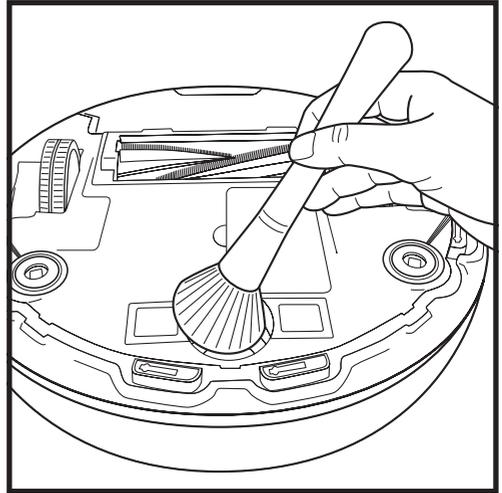
MAINTENANCE

CLEANING THE WHEELS

REMOVE AND CLEAN FRONT WHEEL EVERY WEEK. REPLACE FRONT WHEEL EVERY 12 MONTHS.
See sharkaccessories.com for replacement parts.

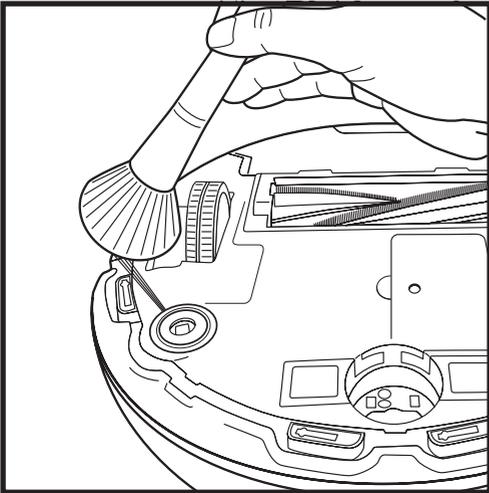


Pull the **Front Caster Wheel** from its housing and remove any debris buildup.



Clean the wheel housing, then reinsert the caster wheel.

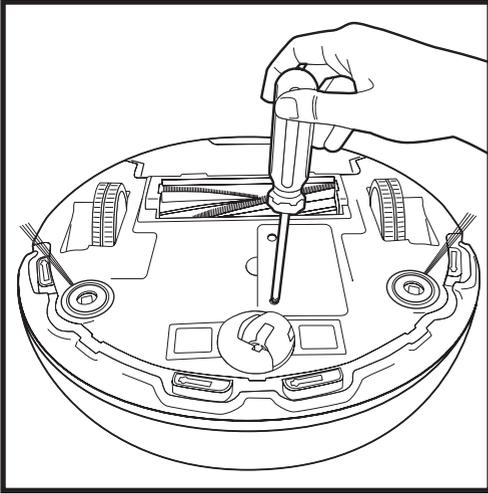
NOTE: Leverage may be required to remove the wheel.



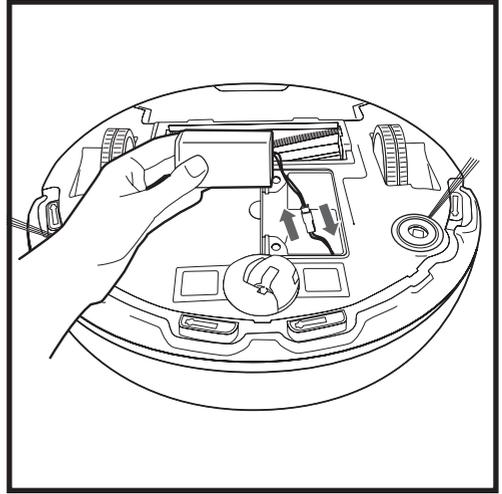
Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

MAINTENANCE

REPLACING THE BATTERY

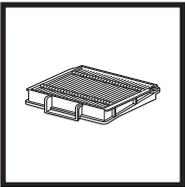


To remove the battery, turn the unit over and unscrew the battery cover with a Phillips-head screwdriver.

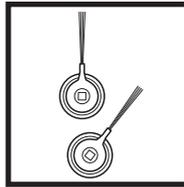


Unplug the old battery from its connector, then plug in the new battery. Replace battery cover and screw it back into place. See **Battery Removal and Disposal** on back cover.

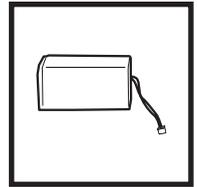
REPLACEMENT PARTS



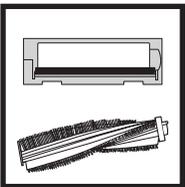
Filter
RVFFK950



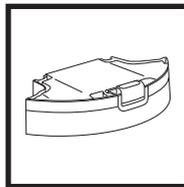
Side Brushes
RVSBK950



Battery
RVBAT850



Multi-Surface Brushroll Kit
1170FK870



Robot Dust Bin
1169FK870

NOTE: To order replacement parts and filters, visit sharkaccessories.com.

MAINTENANCE

TROUBLESHOOTING

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

ERROR CODE	SOLUTION
ALL LED LIGHTS are off	The robot is in Sleep Mode, the power switch is turned off (O) or there is no charge remaining. Turn the power switch ON (I). Press any button to ensure robot is not in Sleep Mode. If all indicator lights remain off, there is no charge. Place the robot on the dock, leaving a half-inch space between the front of the robot and the face of the dock. When the robot is docked correctly and begins to charge, it will beep and the charge indicator lights will cycle.
CLEAN (RED) + ! flashing together	Suction motor failure. Remove blockages and clean filters. Remove dust bin and make sure nothing is blocking suction.
CLEAN (RED) flashing	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
MAX flashing	Robot may be stuck on an obstacle. Move robot to a new location on a level surface. Front bumper may be jammed. Check bumper.
DOCK flashing	Your robot's BotBoundary® sensors are reporting an error. Please contact Customer Service at 1-800-668-9600.
CLEAN (RED) + DOCK flashing together	Cliff sensors are reporting an error. Wipe cliff sensors with a clean cloth. Robot cannot start due to an error. Turn off the power switch on the side of the robot, wait five seconds, then turn power back on. Ensure your robot is on a level surface with no obstructions.
CLEAN (RED) + MAX flashing together	The dust bin has been removed and needs to be reinserted.
MAX + ! flashing together	A side brush is stuck. Remove debris from side brushes.
CLEAN (RED) + MAX + ! flashing together	A drive wheel is stuck. Remove debris from wheel.
DOCK + MAX + ! flashing together	Blockage in brushroll. Remove obstruction.
DOCK + ! flashing together	Make sure you are using the dock that came with your robot.
CLEAN (BLUE) + MAX + ! flashing together	The robot is caught in a tight space or on an obstacle. There is something stuck in the robot's front bumper. Clean any obstructions or debris from the bumper. Gently push the bumper up and down and back and forth, making sure it moves smoothly.
CLEAN + DOCK + MAX + ! flashing together	The robot's wheels might be stuck, or something might be caught in them. Check the wheels for obstructions and remove anything that might be stuck or wrapped around the wheels. Press down on the wheels, then let them spring back into place. Rotate wheels back and forth.
CLEAN + DOCK + MAX flashing together	Robot is in Find My Robot mode. You can deactivate this mode in the app.

For all other issues, please call Customer Service at 1-800-668-9600.

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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 Amazon Web Services, Inc.. ("AWS") has provided certain application libraries that have been embedded into SN APPS ("AWS Application Libraries") and enables SN Devices to connect to the AWS Cloud Service ("AWS Embedded Software").
- 5.2 You will not use the AWS Application Libraries except as an incorporated portion of SN APPS, unmodified from the form provided to You.
- 5.3 You will not use the AWS 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 AWS Application Libraries or the AWS Embedded Software.
- 5.5 SharkNinja retains all ownership of SN APPS (and the AWS Application Libraries contained therein) and any software installed on SN Devices (including the AWS Embedded Software) and only a license thereto is granted to You for use in connection with the SN APPS and SN Devices.

END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

5.6 You will not use the AWS Application Libraries or AWS 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.

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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.

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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.

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 pick-up.

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 up to one (1) 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 (such as foam filters, HEPA filters, pads, etc.), 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), 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 **1-800-668-9600** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim

You must call **1-800-668-9600** to initiate a warranty claim. Before calling to file a claim register your product on www.registeryourshark.com. To better assist you please have your Shark with you at the time of the call. 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.

REGISTER YOUR PURCHASE



registryourshark.com



FCC WARNINGS

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference
- 2 This device must accept any interference received, including interference that may cause undesired operation.

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

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 battery.

EXPECTED PERFORMANCE

Expected runtime: 60 minutes

Expected charging time: 3 hours

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 1-800-668-9600.

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
- Wearable 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, and Replacement Guide

Part	Category	Maintenance	Replacement Recommendation	Warranty Coverage
Brushroll	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
Dust Bin	Wearable	Empty after each use	As needed	No (unless defective)
Battery	Wearable	Avoid full discharges	Every 12–24 months	Yes (within warranty)
Wheels	Wearable	Check for debris 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



PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark ION® ROBOT running at peak performance.

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

1-800-668-9600
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.

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