

Shark

Pro Steam Mop

S3101 SERIES

OWNER'S GUIDE



THANK YOU

for purchasing the Shark® M2 Pro Steam Mop.



 **TIP:** The QR Code can be found on the back panel of the Steam Mop.

 **TIP:** You can locate the date code on one of the prongs of the power cord plug.

REGISTER YOUR PURCHASE

-  registryourshark.com
-  1-800-798-7398
-  Scan QR code using mobile device

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 120V., 60Hz

Watts: 1050W

Water Capacity: 220 ml (7.4 oz.)

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark M2 Pro Steam Mop.

If you have any questions, please call the Customer Service line at 1-800-798-7398.

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IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

WARNING

To reduce the risk of injury, fire, electric shock, and property damage resulting from improper use of the appliance, carefully observe the following instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.

 **DANGER OF SCALDING: THE STEAM EMITTED FROM THE STEAM MOP IS VERY HOT AND MAY CAUSE SCALDING. PLEASE USE CAUTION WHEN USING THE STEAM MOP.**

- 1 Keep Steam Mop away from children.
- 2 When in use, **NEVER** turn the Steam Mop over on its side or direct steam toward people, pets, or plants.
- 3 Use the system **ONLY** for its intended purpose.
- 4 **DO NOT** use for space-heating.
- 5 **DO NOT** use outdoors.
- 6 **DO NOT** leave the Steam Mop unattended when plugged in. **ALWAYS** unplug the power cord from the electrical outlet when not in use and before servicing.
- 7 **DO NOT** allow the Steam Mop to be used by children. Close attention is necessary when used near children, pets, or plants.
- 8 Use **ONLY** as described in this instruction manual.
- 9 Use **ONLY** manufacturer's recommended accessories.
- 10 **DO NOT** use with damaged cord or plug. If the Steam Mop is not working as it should or has been dropped, damaged, left outdoors, or immersed in water, return it to SharkNinja Operating LLC for examination and repair. Incorrect reassembly or repair can cause a risk of electrical shock or injury when the Steam Mop is used.
- 11 To protect against a risk of electric shock, **DO NOT** immerse the Steam Mop in water or any other liquid.
- 12 **DO NOT** handle the plug or Steam Mop with wet hands or operate it without wearing shoes.
- 13 **DO NOT** pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. **DO NOT** run Steam Mop over cord. Keep cord away from heated surfaces.
- 14 **DO NOT** unplug by pulling on power cord. To unplug, grasp the plug, not the power cord. **DO NOT** use extension cords or outlets with inadequate current-carrying capacity.
- 15 **DO NOT** put any objects into the steam nozzle openings. Discontinue use if the steam nozzle is blocked.
- 16 **DO NOT** put hands or feet under the Steam Mop. It gets very hot.
- 17 Use **ONLY** on flat, horizontal surfaces. **DO NOT** use on walls, counters, or windows.

SAVE THESE INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE

- 18 DO NOT** use on leather, wax-polished furniture, synthetic fabrics, velvet, or other delicate, steam-sensitive materials.
- 19 DO NOT** add cleaning solutions, vinegar, scented perfumes, oils, or any other chemicals to the water used in the Steam Mop as this may damage it or make it unsafe for use. If you live in a hard-water area, we recommend using distilled water in your Steam Mop.
- 20 NEVER** store or leave Steam Mop in one spot with Dirt Grip® pad attached, as this may damage surfaces.
- 21** Before removing Dirt Grip pad, unplug the Steam Mop and allow it to cool.
- 22** Unplug the Steam Mop before cleaning. Use a dry or damp cloth to clean the exterior. **DO NOT** pour water on Steam Mop, or use alcohol, benzene, or paint thinner to clean.
- 23** Extreme caution should be exercised when using the Steam Mop to clean stairs.
- 24 NEVER** use Steam Mop without the Dirt Grip pad attached.
- 25** Keep your work area well lit.
- 26** Store Steam Mop indoors in a cool, dry place.
- 27** To avoid circuit overload, **DO NOT** operate another appliance on the same socket (circuit) as the Steam Mop.
- 28** To avoid scalding injuries, **ALWAYS** unplug the Steam Mop and allow it to cool before removing or changing mop heads, accessories, or Dirt Grip pads.
- 29** Your Steam Mop is designed to clean hard floor surfaces that will withstand high heat. **DO NOT** use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax and on some unwaxed floors, the sheen may be removed by the heat and steam action. We recommend testing an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.

POLARIZED PLUG

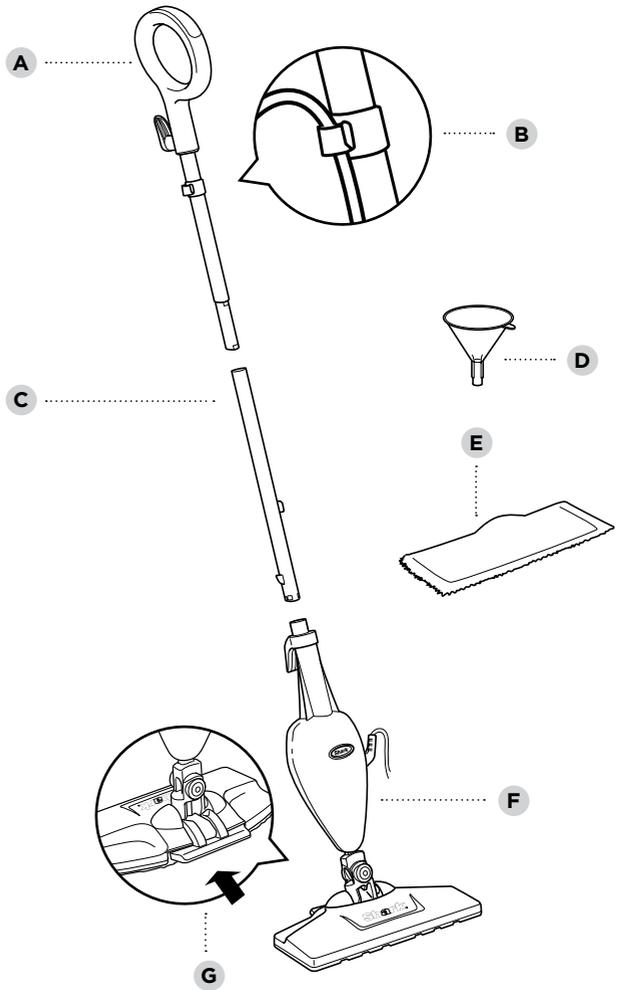
To reduce the risk of electric shock, this Steam Mop has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet **ONLY** one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.

GETTING TO KNOW YOUR SHARK® STEAM MOP

WELCOME!

Congratulations on your purchase. Use this Owner's Guide to learn about your new Steam Mop's great features. From assembly to use to maintenance, you will find it all in here.

NOTE: When assembling your steam mop there may be a little water in or around the water tank. This is because we test all our steam mops before you buy them, so you get a quality Shark Steam Mop.



MAIN UNIT:

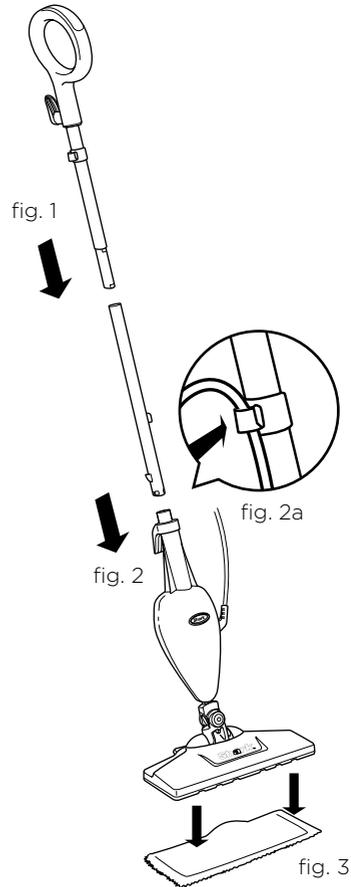
- A** Handle
- B** Cord Clip
- C** Extension Tube
- D** Filling Funnel
- E** Dirt Grip® Pad
- F** Steam Mop Base
- G** Steam Blaster Nozzle

ASSEMBLING YOUR STEAM MOP

CAUTION: ALWAYS MAKE SURE THE STEAM MOP IS UNPLUGGED FROM THE WALL WHEN NOT IN USE. TO PROLONG THE LIFE OF YOUR STEAM MOP, WE RECOMMEND USING DISTILLED WATER.

IMPORTANT: MAKE SURE YOU ONLY ADD WATER TO THE TANK. CHEMICALS OR CLEANING SOLUTION MAY DAMAGE THE APPLIANCE AND COULD BE UNSAFE FOR YOU AND YOUR FAMILY.

NOTE: Don't be alarmed if the first time you use your Steam Mop, you notice water inside the water tank or drops of water in the packaging. It's normal to see this water. Your Steam Mop was tested in the factory to ensure your safety. If you see water in the unit, it's from these tests.



- 1** Assemble the Steam Mop completely before plugging into an electrical outlet.
- 2** Slide the handle into the extension tube until it clicks into place (**fig. 1**).
- 3** Insert the handle and extension tube into the top of the Steam Mop base, pressing until it clicks into place (**fig. 2**). Insert the cord into the cord clip (**fig. 2a**).
- 4** Place the pad on the floor with the quick-fastener strips facing up. Press the mop head down onto the pad to attach it. (**fig. 3**).

USING YOUR STEAM MOP

CAUTION: DO NOT scrub any one area for an extended period.

★ **IMPORTANT:** Before you fill up the water tank, make sure your Steam Mop is unplugged from the electrical outlet.

NOTE: To prolong the life of your Steam Mop, we recommend using distilled water.

NOTE: Sweep or vacuum your floors prior to cleaning with your Steam Mop.

NOTE: Please wait 2 to 3 minutes for the Steam Mop to cool off before removing the Dirt Grip® pad. **NEVER** leave the Steam Mop with a damp or wet Dirt Grip pad on any floor for an extended period.

NOTE: The arrow on the water tank cap indicates the locked and unlocked positions.

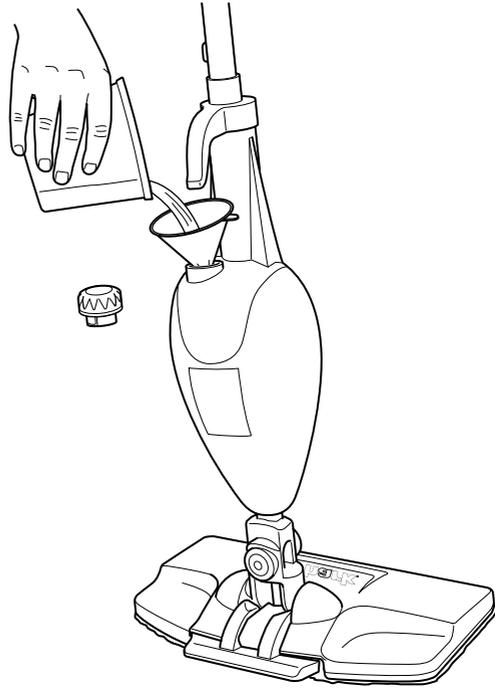


fig. 4

- 1 First, remove the water tank cap by turning it counterclockwise to the unlocked position (**fig. 4**).
- 2 Using the funnel, add water to the tank, making sure not to exceed the Max Fill line.
- 3 Replace the water tank cap and turn it clockwise to the locked position.

- ★ **IMPORTANT:** Make sure you **DO NOT** use the Steam Mop without attaching a cleaning pad and adding water to the tank first. When you are using the Steam Mop for the first time, it might take longer than the normal 30 seconds to start steaming.
- ★

IMPORTANT: DO NOT use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax and on some unwaxed floors, the sheen may be removed by the heat and steam action. Test an isolated area of the surface to be cleaned before proceeding. Check the use and care instructions from the floor manufacturer.

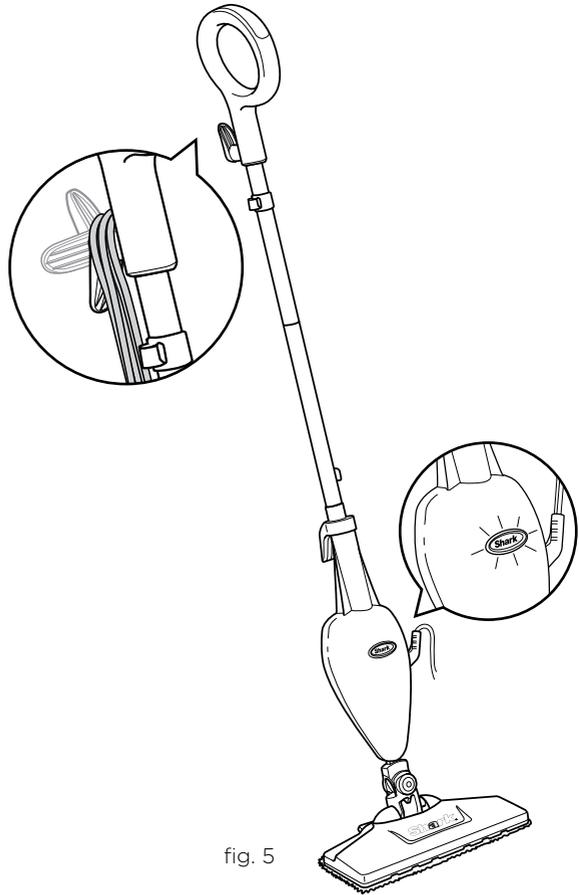


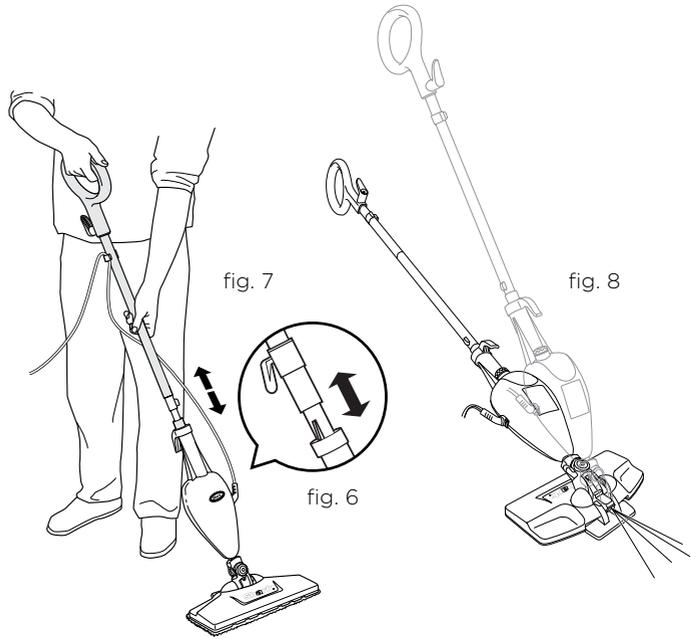
fig. 5

- 4 Pull and twist the quick release cord holder to unwrap the power cord completely. Plug the cord into an electrical outlet. The LED light around the Shark® logo will turn on (**fig. 5**). If the light doesn't illuminate, see Troubleshooting section.

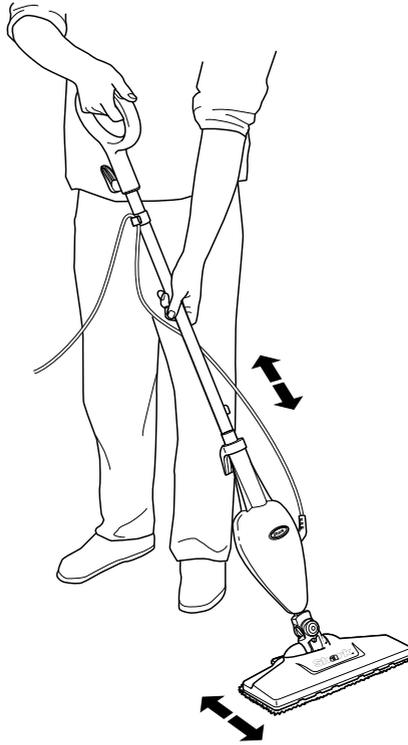
USING YOUR STEAM MOP - CONT.

★ **IMPORTANT:** When you're finished with the Steam Mop, unplug it and allow it to cool for a few minutes. After cooling, **ALWAYS** remove the pad to avoid damage to your floor.

NOTE: If your mop stops producing steam, it could be out of water. Unplug the power cord from the electrical outlet and refill the water tank at any time.



- 5 It takes approximately 30 seconds for the mop to heat up and for the steam to be ready (**fig. 6**).
- 6 Pump the handle a few times in a downward motion. This pumping action will release steam as you mop and allows you to customize the amount of steam you want. Begin mopping with a forward and backward motion. The natural motion of mopping will produce steam (**fig. 7**).
- 7 When you need an extra burst of steam to clean a stuck-on stain, you can use the Steam Blaster® feature. Flip the mop head over, then tilt the mop handle down. This will cause the Steam Blaster to emit a concentrated blast of steam onto the stain (**fig. 8**).
- 8 When the water tank is empty, the Steam Mop will stop producing steam. Make sure to unplug the Steam Mop before refilling the water tank. Follow the water tank refilling instructions on page 8.



TO SANITIZE* WITH YOUR STEAM MOP

- 1** Start with a clean pad.
- 2** Pump the handle a few times in a downward motion.
- 3** Start mopping on an appropriate sealed hard-floor surface with a forward and backward motion. After three minutes, your unit will be ready to sanitize.
- 4** Using a forward and backward motion, mop the area to be sanitized. Repeat at least 15 times.

*Sanitization studies were conducted under controlled test conditions. Household conditions and results may vary.

ACCESSORIES

Not all accessories come with all units. For a list of the accessories included with this model, see the enclosed Quick Start Guide.

To purchase additional accessories, visit sharkaccessories.com

SHARK® STEAM ENERGIZED CLEANSER

Combine steam cleaning and cleanser for amazing results.



WASHABLE CLEANING PADS

These pads wipe out tough messes and last up to 20 washes. Featuring a unique bumper design for enhanced edge cleaning.



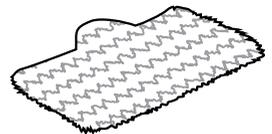
SANIFIBER® DISPOSABLE CLEANING PADS

Just clean and toss—perfect for germ-y messes in bathrooms or kitchens.



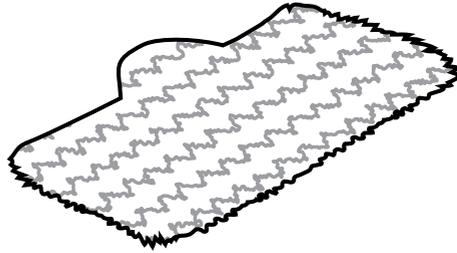
DIRT GRIP® WASHABLE PADS

These easy-to-attach, reusable pads feature a super-absorbent microfiber for locking in moisture and dirt, and scrubbing material for breaking up tough, stuck-on stains.



MAINTAINING YOUR STEAM MOP

⚠ WARNING: To reduce the risk of shock and unintended operation, unplug unit before servicing.



DIRT GRIP® WASHABLE PAD

NEVER wash Dirt Grip pads with bleach, powdered detergent, or fabric softeners as they may damage the pads, or leave a coating that will reduce their cleaning performance and absorbency. Dirt Grip pads should be line-dried or tumble-dried on a low setting, as this will extend the life of the microfiber fabric.

Loose fibers can indicate wearing of the microfiber fabric. **DO NOT** pull the loose fibers, as this can cause the weave to come undone. Simply trim the loose fibers with scissors.

For best cleaning results, we recommend replacing the Dirt Grip pads every 3 to 4 months following normal use. As with any fabric, dirt particles, grease, friction, and repeated washing can cause the fibers to break down, and you may notice an increase in the effort needed to push or pull the mop.

AFTER USE AND STORAGE

- 1** Unplug the cord from the wall outlet, and wrap the cord around the cord hooks. Lock the Steam Mop in an upright standing position by raising the handle until the pole is standing straight up, perpendicular to the ground.
- 2** After cleaning, wait 2 to 3 minutes to let the pad cool before touching it. When cool, remove pad from mop head to avoid damage to your floors. Remove the pad by stepping on the tab and lifting off the mop head, or by carefully pulling the pad off the mop head.
- 3** With the unit locked in the upright standing position, store it in a closet or the corner of a room.

TROUBLESHOOTING GUIDE

⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

The Steam Mop will not turn on.

- The Steam Mop should be securely plugged into an electrical outlet.
- Check the fuse or circuit-breaker.
- If your unit still doesn't work, give us a call at: 1-800-798-7398.

The Steam Mop will not make steam.

- Make sure there is water in the tank. To add water, follow the instructions on page 8.
- If the water tank is full, prime the mop by pumping the handle in a downward motion a few times to release steam.

The Steam Mop leaves water on the floor.

- **DO NOT** leave the Steam Mop on the floor with a damp or wet cleaning pad attached.
- If you are using tap water, we recommend switching to distilled water.
- Make sure that the cap is securely locked on the water tank.

The Steam Mop leaves white spots on the floor.

- **DO NOT** leave the Steam Mop on the floor with a damp or wet cleaning pad attached.
- If you are using tap water, we recommend switching to distilled water.

Floors are cloudy, streaky, or spotty after steaming.

- The Dirt Grip® pad might be dirty. Change to a new pad.
- If you washed the pad with powder detergent, then the pad might have residual detergent left on it. Wash it again with liquid detergent.
- If you are cleaning in a kitchen area where there might be a buildup of grease, then use a degreasing agent such as an all-purpose cleaner or dish soap and paper towels to clean the area first.
- You might have left the mop in the same spot for too long.
- If you are using tap water, we recommend switching to distilled water.
- This might be residue on the floor from previous cleanings. Clean with the Steam Mop a few more times to remove any residue.

The Steam Mop is hard to push.

- Make sure the Dirt Grip pad is properly attached.

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:

What is covered by this warranty?

1. The original unit and/or non-wearable parts 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 **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. So we may better assist you, please register your product online at registryyourshark.com and have the product on hand when you call.

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 **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. We also ask that you register your product online at **registryyourshark.com** and have the product on hand when you call, so we may better assist you. 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.



PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark® M2 Pro Steam Mop.

SharkNinja Operating LLC
US: Needham, MA 02494
CAN: Ville St-Laurent, QC H4S 1A7
1-800-798-7398
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.

For SharkNinja U.S. Patent information, visit sharkninja.com/uspatents

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