

Shark ION™

ROBOT & HANDHELD

Cleaning System

RV850WV

Series

OWNER'S GUIDE



@sharkcleaning

IMPORTANT SAFETY INSTRUCTIONS: ROBOT

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 is not intended for use by anyone (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
8. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
9. **DO NOT** handle plug, charging dock or robotic vacuum cleaner with wet hands.

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 turn 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.

BATTERY USE

23. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
24. To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.
25. Use **ONLY** the Shark® charging dock RVDOK850 and RVDOK850WV and battery RVBAT850. Use of batteries or battery chargers other than those indicated may create a risk of fire.
26. Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals together increases the risk of fire or burns.
27. Under abusive conditions, liquids may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
28. Robotic vacuum cleaner should not be stored, charged, or used at temperatures below 50°F (10°C) or above 104°F (40°C). Ensure that the battery and vacuum have reached room temperature before charging or use. Exposing the battery to temperatures outside of this range may damage the battery and increase the risk of fire.
29. **DO NOT** expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.

For additional warnings, go to sharkclean.com/robothelp

SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS: HANDHELD

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 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.

POWER SUPPLY, CHARGING DOCK, AND VACUUM CONTAIN ELECTRICAL CONNECTIONS:

- There are **NO** serviceable parts.
- **DO NOT** use to vacuum any liquids.
- **DO NOT** immerse in water or other liquids.
- If vacuum is damaged, discontinue use.
- To avoid fire, explosion, or injury, inspect vacuum and charging dock for any damage before use.
- **DO NOT** use damaged vacuum or charging dock.
- **DO NOT** use outdoors or on wet surfaces. Use only on dry surfaces.
- If vacuum cleaner 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, repair, or adjustment.
- **DO NOT** handle charger or vacuum cleaner with wet hands.
- **DO NOT** leave vacuum cleaner unattended while powered on.
- Keep vacuum away from heated surfaces.
- Always turn off vacuum before connecting charging dock.
- Use only Shark® chargers and batteries. Other types of batteries may burst, causing injury and damage.
- Use charging dock on flat and stable surfaces only.
- **DO NOT** incinerate appliance, even if it is severely damaged, as lithium-ion battery may explode in a fire.

GENERAL USE

- **DO NOT** carry the charger by the cord or yank to disconnect from an outlet; instead grasp the plug and pull to disconnect.
- Keep charger cord away from heated surfaces.
- Use only as described in this manual.
- Keep your work area well lit.
- To avoid unintentional starting, always turn off the vacuum cleaner before picking it up or carrying it, and before attaching or detaching the charger, dust cup, filter, or any accessories.
- **DO NOT** put any objects into openings.
- **DO NOT** use if any opening is blocked; keep free of dust, lint, hair, or anything that may reduce airflow.
- **DO NOT** allow young children to operate the appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- **DO NOT** use without dust cup and filter in place.
- **DO NOT** use if airflow is restricted; if the air paths become blocked, turn off the vacuum cleaner. Clear all obstructions and power on again.
- Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.
- Only use manufacturer's recommended attachments.
- **DO NOT** charge at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Store the appliance indoors. **DO NOT** use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

- Make sure filter is thoroughly dry after routine cleaning.
- Make sure dust cup and filter are in place after routine maintenance.
- Make sure accessories are free of blockages and keep openings away from face and body.
- Use only Shark® brand filters and accessories. Using other brands will void warranty.

GENERAL CLEANING

- **DO NOT** vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
- **DO NOT** vacuum up drywall dust, fireplace ash, or embers.
- **DO NOT** use as an attachment to power tools for dust collection.
- **DO NOT** vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
- **DO NOT** vacuum up flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene) or use vacuum in areas where they may be present.
- **DO NOT** vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
- **DO NOT** use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.
- **DO NOT** immerse vacuum cleaner in water or other liquids.
- Use extra care when cleaning on stairs.

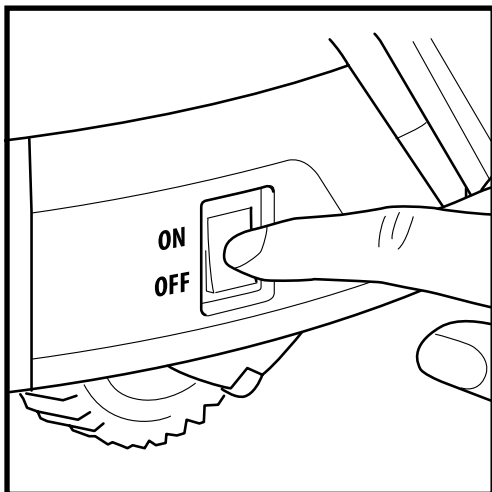
LITHIUM-ION BATTERY

- The battery is the power source for the appliance. **DO NOT** carry the appliance with your finger on the power button. **DO NOT** charge appliance with the power on.
- Use only the included charging dock to charge. Use of incorrect charger may create a risk of fire.
- Use appliance only with included lithium-ion battery. Use of any other battery may create a risk of injury and fire.
- Under abusive conditions, liquid may be ejected from the battery. Avoid contact with liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
- Store the appliance indoors. To maintain battery life, **DO NOT** use or store battery at temperatures below 37.4°F (3°C) or above 104°F (40°C).
- **DO NOT** expose appliance to fire or temperature above 266°F (130°C) as it may cause explosion.
- There are **NO** serviceable parts. To ensure safety, **DO NOT** modify or attempt to repair the appliance.

SAVE THESE INSTRUCTIONS

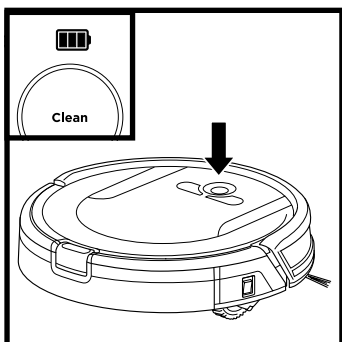
CHARGING THE SHARK ION™ ROBOT

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



The power must be ON in order to charge the battery. Press the **Power** button on the side of the robot.

CHARGE INDICATOR LIGHTS

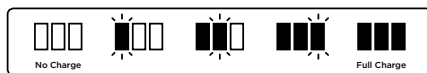


The blue **Charge Indicator Lights** show how much charge is remaining.

In Use



While Charging

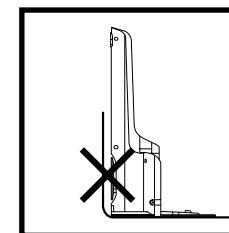
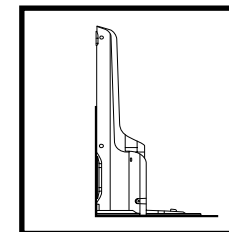
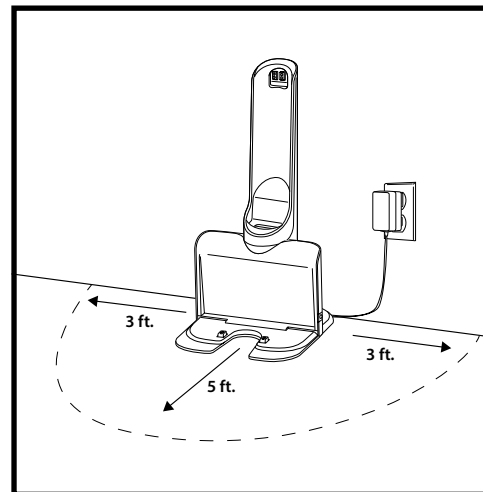


While the battery is charging, all three blue LED lights will cycle until charging is complete.

If all the indicator lights are off, then either the power switch is turned OFF or there is no charge remaining. Turn the power switch ON. If all indicator lights remain off, then charge the unit on the dock.

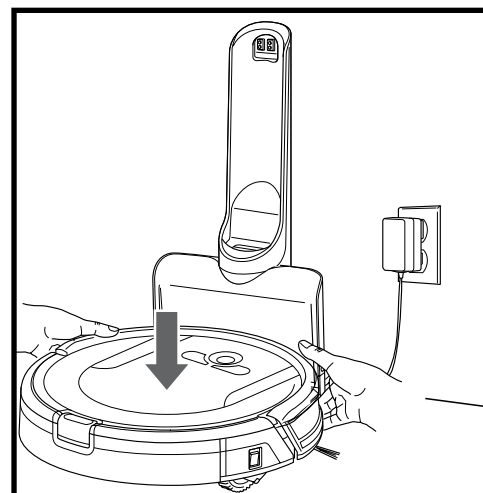
CHARGING THE SHARK ION™ ROBOT

CHARGING DOCK

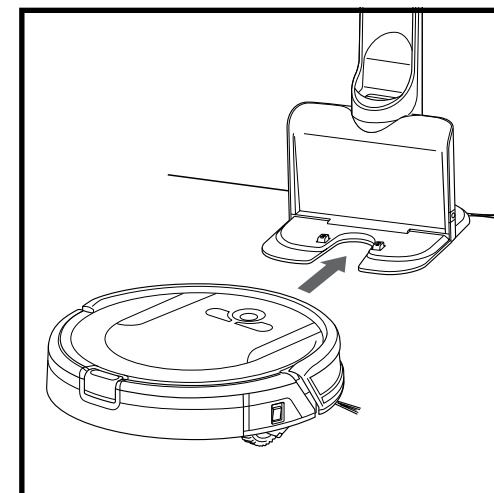


Place the **Charging Dock** on a level surface with its back against a wall, in a space without obstructions, that can easily be accessed by your robot. Remove any objects that are closer than 3 feet (1 meter) from either side of the dock, or closer than 5 feet (1.52 meters) from the front of the dock.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

CHARGING



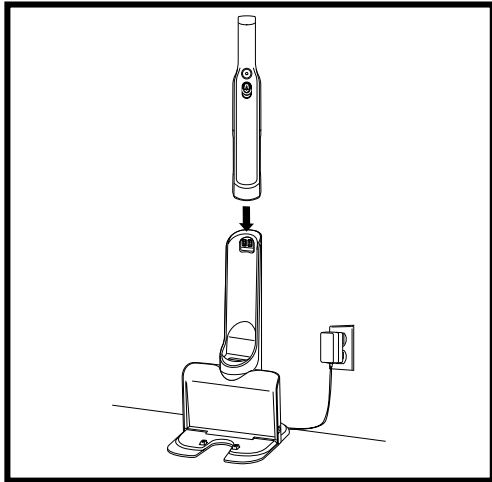
If the robot has no charge and cannot return to the charging dock, place it on the dock manually.



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

CHARGING THE SHARK ION™ HANDHELD

CHARGING DOCK



Prior to first use, the lithium-ion battery must be charged completely, even if it comes with a partial charge.

Place the Shark ION Handheld onto the charging dock with the air-intake nozzle in the cradle.

Plug the charging dock into a wall outlet.

CHARGE INDICATOR LIGHTS

NOTE: During first use, discharge fully to properly condition the battery. It takes approximately 2.5 hours to charge completely.

In Use



Solid blue

Low Battery



Blinking

Charging



Fades in
and out

Charged

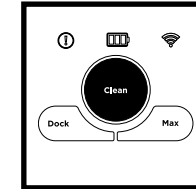
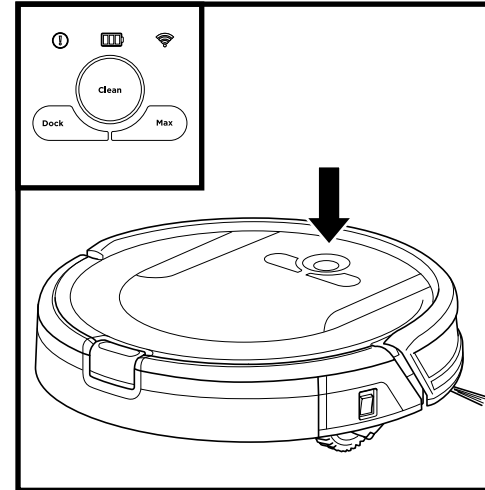


Dim

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

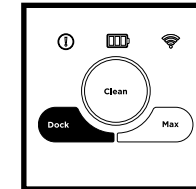
USING THE SHARK ION™ ROBOT

BUTTONS AND INDICATOR LIGHTS



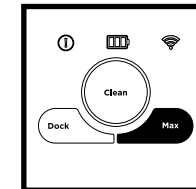
CLEAN BUTTON

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



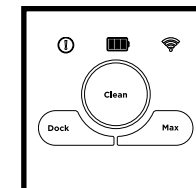
DOCK BUTTON

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



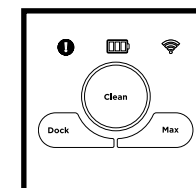
MAX MODE BUTTON

Press to begin a powerful cleaning.



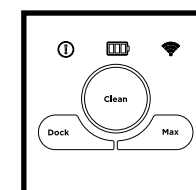
CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



“!” ERROR INDICATOR

See Troubleshooting section for full list of error codes.

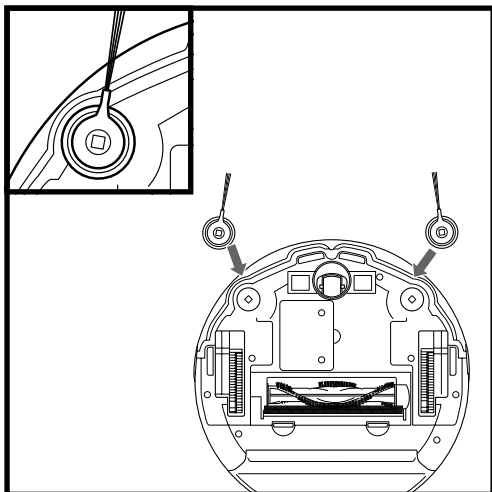


WI-FI INDICATOR

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

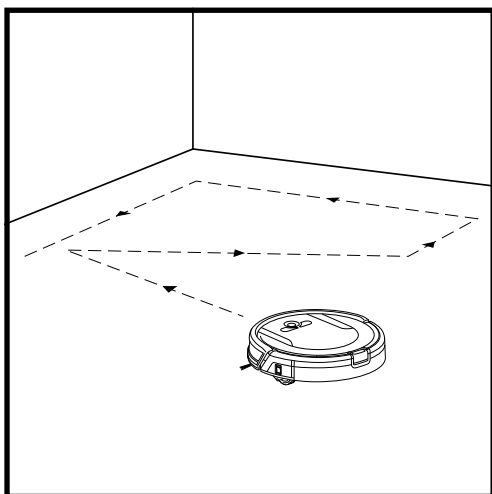
USING THE SHARK ION™ ROBOT

INSTALLING THE SIDE BRUSHES



The 2 included side brushes snap onto the square pegs on the bottom of the robot. Press brushes down onto the pegs until they click into place.

MANUAL CLEANING MODE



To manually start a cleaning cycle, press the **Clean** button on the robot or on the mobile app. To stop the robot before it finishes cleaning and automatically returns to the dock, press the button again.

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.

IMPORTANT: 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.

TIP: To preserve battery life, turn off the power switch if robot will not be used for a long period of time.

TIP: To preserve battery life, unit should be recharged at least once every three months.

USING THE SHARK ION™ ROBOT

USING THE SHARK ION ROBOT APP AND VOICE CONTROLS

The Shark ION Robot app will guide you through easy setup of your Shark ION Robot.

Control the unit remotely:

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

The app will also provide you access to:

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

DOWNLOADING THE SHARK ION ROBOT APP

Follow the steps below or scan the QR code to go directly to the download page.



Apple:



- Tap on the App Store icon
- Search the Apple App Store for "Shark ION Robot"
- Tap on the Shark ION Robot app
- Tap Install on the next page
- Your installation should begin

OR

Type the address below into your web browser: bit.ly/shark-ios



Android:



- Tap on the Google Play Store icon
- In the Play Store, search for "Shark ION Robot"
- Tap on the Shark ION Robot app
- Tap install on the Shark ION Robot app page
- Your installation should begin

OR

Type the address below into your web browser: bit.ly/shark-droid

SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit sharkclean.com/app 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:

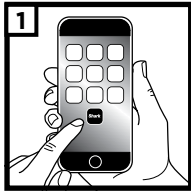
"Alexa, tell Shark to start cleaning."
"Alexa, tell Shark to pause my robot."
"Alexa, tell Shark to send my robot to the dock."

USING THE SHARK ION™ ROBOT

PAIRING THE ROBOT WITH A SMART PHONE

To ensure you successfully pair 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.
- Reboot your home router.
- Confirm you have downloaded the latest version of the Shark ION Robot app on App Store or Google Play Store.



Launch the app.



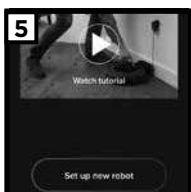
If you have an account, tap **Sign In**. To create an account, enter a valid e-mail address and create a password. A confirmation code will be sent to the e-mail address provided.



Enter confirmation code.



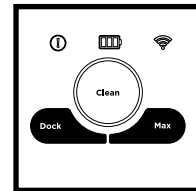
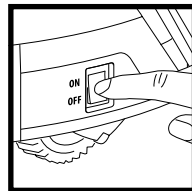
Read and agree to the **Terms of Use**.



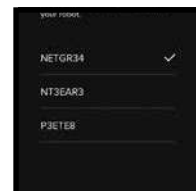
Watch the video tutorial on setting up and using the app.



Make sure the robot is on. Press and hold the **Dock** and **Max** buttons at the same time for 5 seconds, or until the robot beeps. The **Wi-Fi Indicator** light will begin to blink on your robot.



Make sure your phone is connected to the same 2.4 GHz Wi-Fi network that your robot will be connected to.



USING THE SHARK ION™ ROBOT

PAIRING THE ROBOT WITH A SMART PHONE



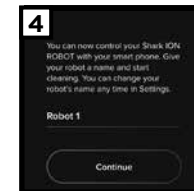
Connect your phone to the robot's Wi-Fi Network. The network's name will start with SHARK_RV-.



Your phone will automatically connect to your robot.



You will be notified when your robot is connected.



Give your robot a name, then tap **Continue** button.



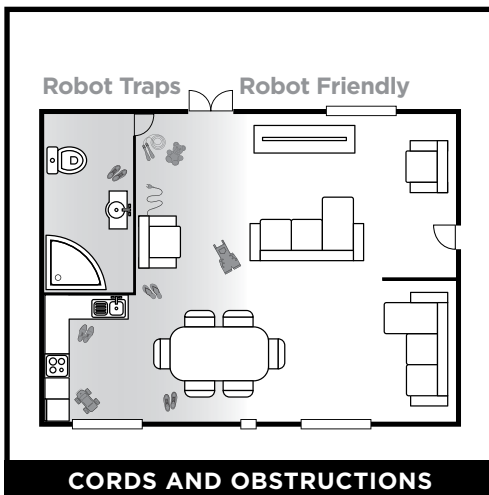
Register your robot. You are now ready to schedule cleaning days and times for your robot.

For more information, see sharkclean.com

USING THE SHARK ION™ ROBOT

Smart Sensor Technology

Smart Sensor Technology allows your robot to navigate around obstructions as it cleans. During your first few cleanings, you may need to make some small adjustments to optimize your robot's performance.



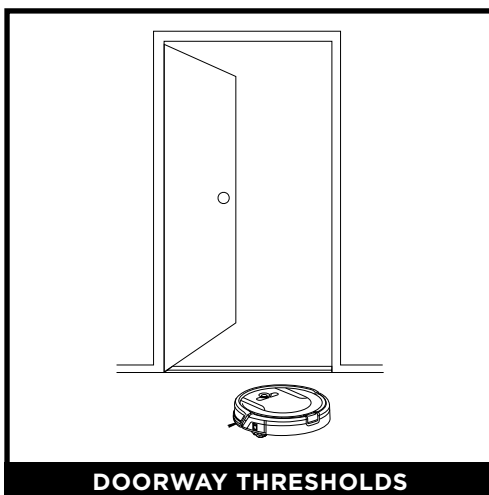
CORDS AND OBSTRUCTIONS

Before cleaning, clear away cords and other obstructions or block off the area with the included BotBoundary™ strips.



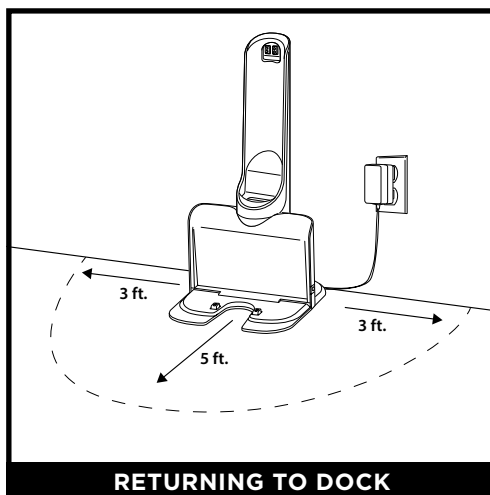
LOW-CLEARANCE FURNITURE

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



DOORWAY THRESHOLDS

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



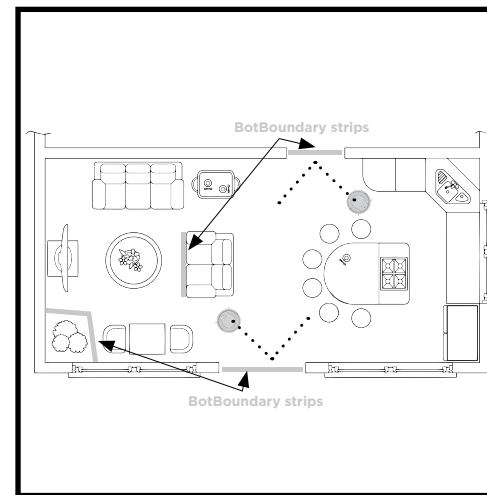
RETURNING TO DOCK

Make sure the dock is set up as shown. If your robot roams too far, it could have trouble finding the dock. It may be helpful to block off part of your home with the included BotBoundary strips, or to add a second dock (available at sharkaccessories.com)

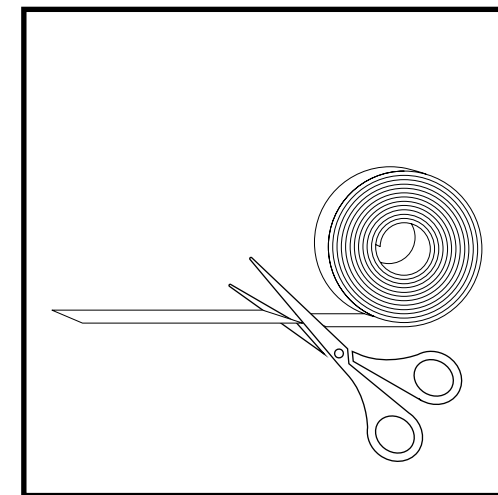
USING THE SHARK ION™ ROBOT

BotBoundary™ strips

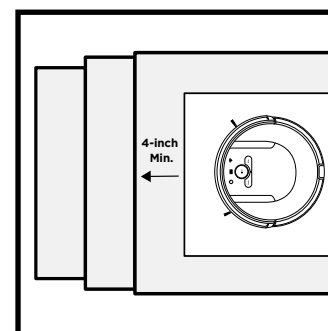
To keep Shark ION Robot away from certain areas, such as pet bowls, fragile objects, power strips, or doorways, use the BotBoundary strips to quickly and easily create “no-go zones”.



Identify areas or objects you want the vacuum to avoid.

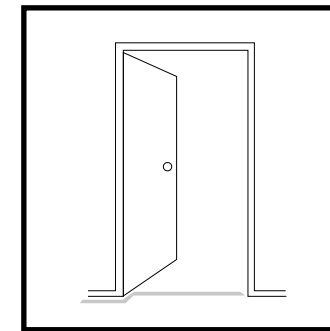


Cut the BotBoundary strip to the desired length (18"/45cm minimum) so that it spans the length of the doorway or object you want to block off.



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.

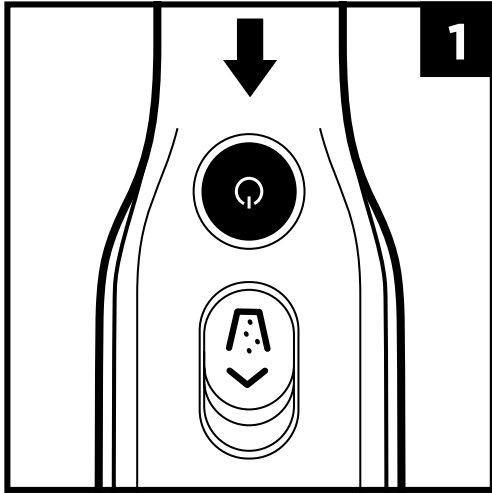


For best results, make sure your BotBoundary strip is completely flat against the floor. Make a closed loop around an object, or place the strips between fixed objects, like door frames or the legs of a couch to create no-go zones.

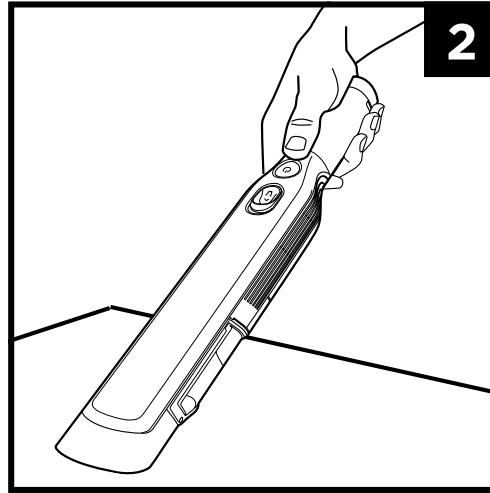
NOTE: To prevent bumping, place strips at least 2 inches in front of the object you want to block off.

NOTE: You do not need to use BotBoundary strips on stairs. Your robot has cliff sensors that will prevent it from falling off any ledges or stairs.

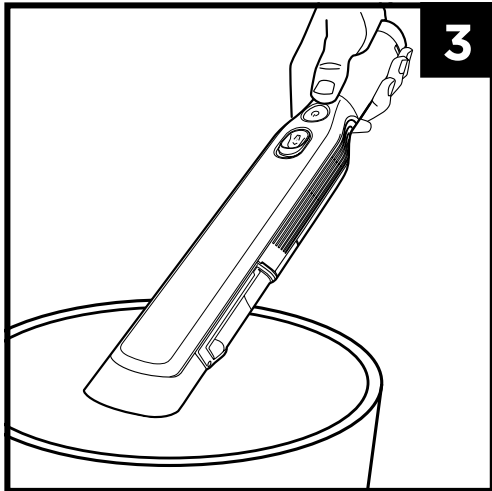
USING THE SHARK ION™ HANDHELD



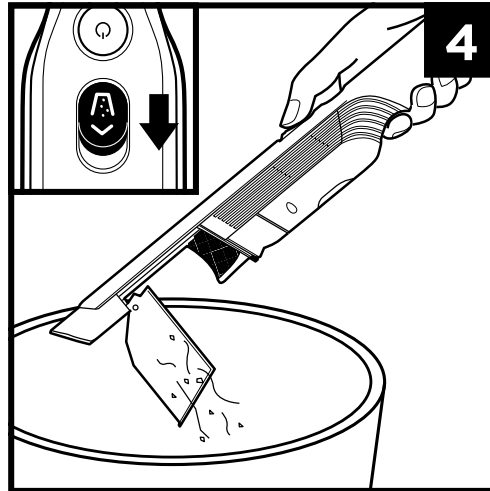
Press Power button.



Run the nozzle over the surface to be cleaned.

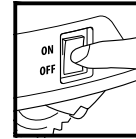


Hold your ION Handheld over the trash.



Slide dust cup button forward to release debris.

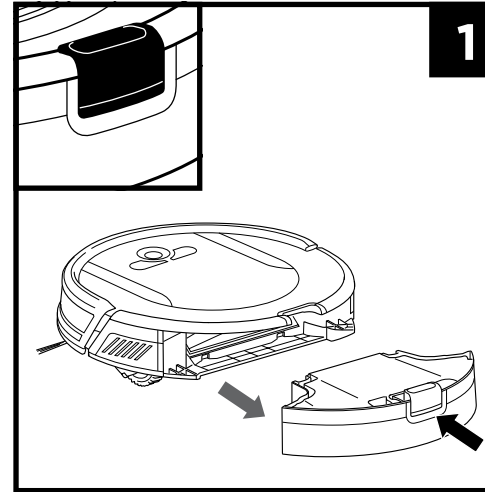
MAINTENANCE: ROBOT



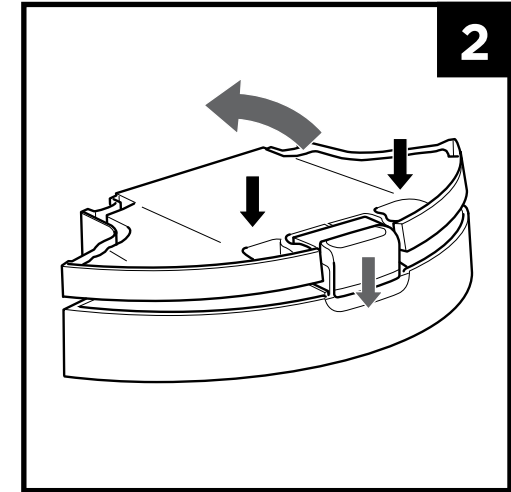
CAUTION: Turn off power before performing any maintenance.

EMPTYING THE DUST BIN

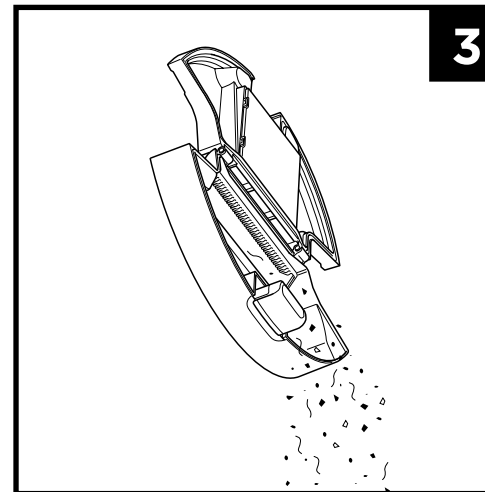
EMPTY DUST BIN AFTER EACH USE.



Press the dust bin removal button and slide out the dust bin at a slight downward angle.



Press and hold the button down with one hand while inserting fingers into slots and pulling the lid open.

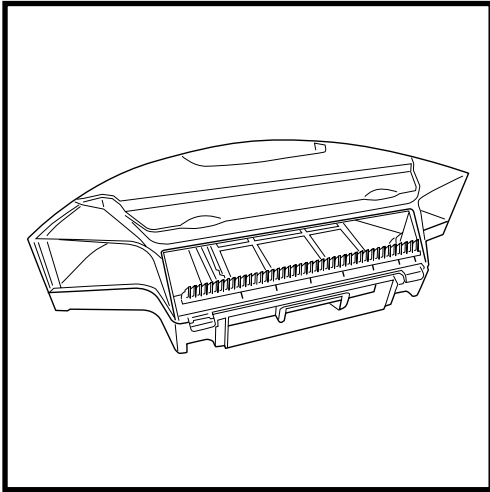


Empty debris and dust into trash.

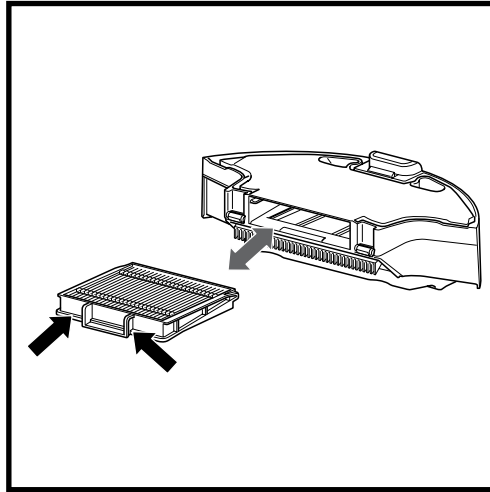
MAINTENANCE: ROBOT

CLEANING THE FILTER

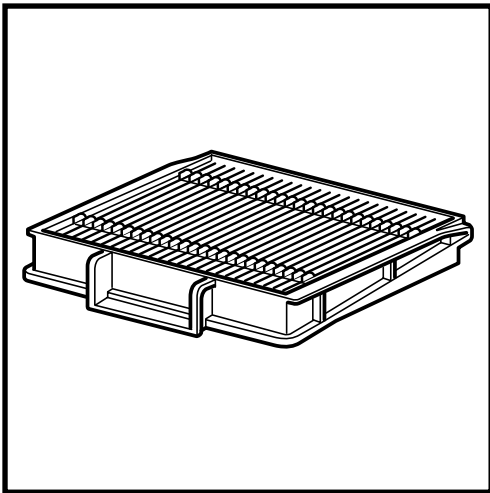
CLEAN FILTER EVERY WEEK.
REPLACE FILTER EVERY TWO MONTHS. See sharkaccessories.com for replacement filters.



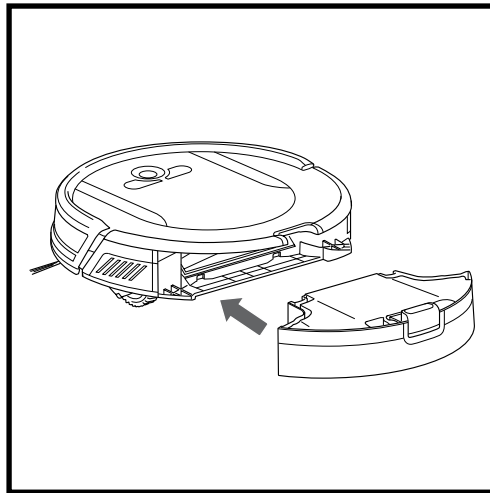
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove dust and debris. Rinse filter with water only, and let air-dry 24 hours before reinstalling.

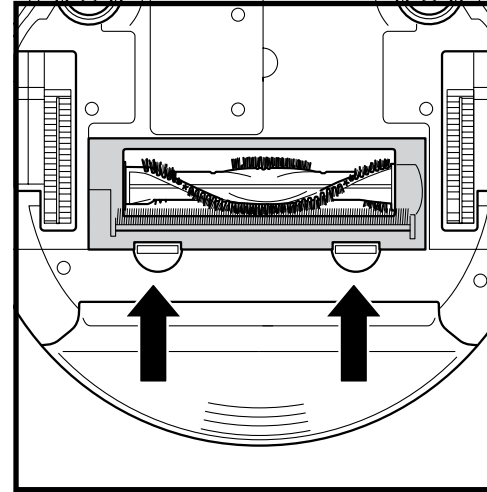


Reinsert the filter into the dust bin. Slide the dust bin back into the robot.

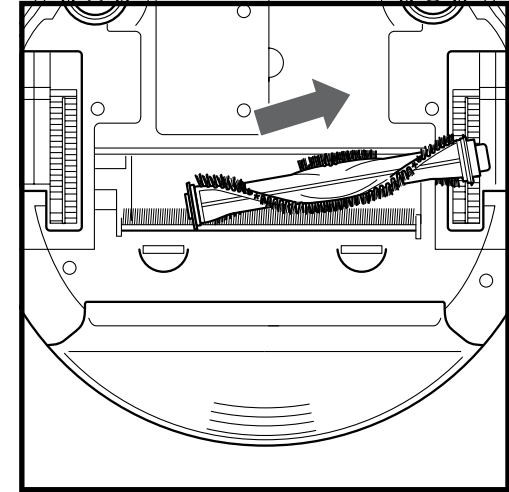
MAINTENANCE: ROBOT

CLEANING THE BRUSHROLL

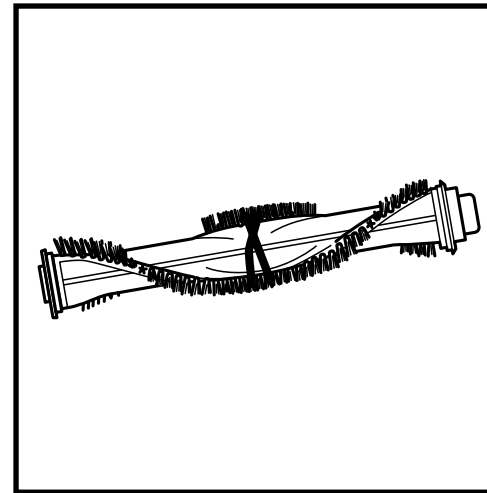
CLEAN BRUSHROLL EVERY WEEK.
REPLACE BRUSHROLL EVERY 6 to 12 MONTHS, OR WHEN VISIBLY WORN. See sharkaccessories.com for replacement parts.



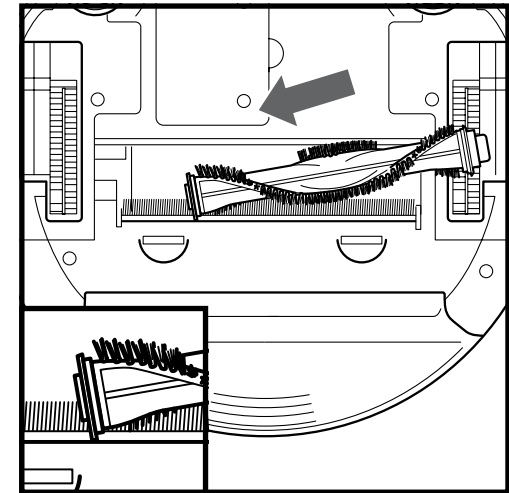
Push up on the tabs on the brushroll access door, then lift off the door.



Lift out the brushroll. Remove the cap on the end of the brushroll. Clean off any hair or debris, then replace cap.



Clean the brushroll periodically and whenever hair appears.



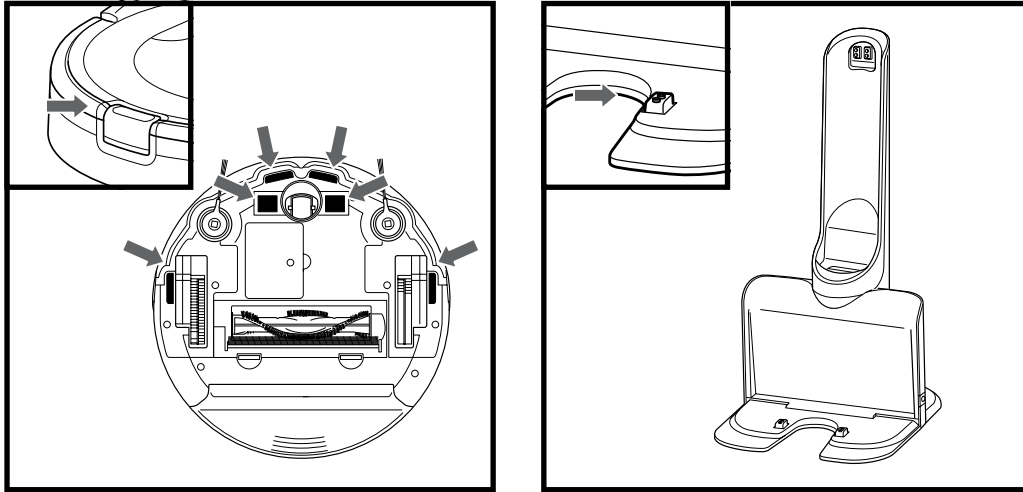
Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until it clicks into place.

NOTE: When removing the brushroll cap, make sure to not let the bushing inside the cap fall out. When cleaning brushroll, be sure to not cut anything other than hair, string, fibers, or other debris.

MAINTENANCE: ROBOT

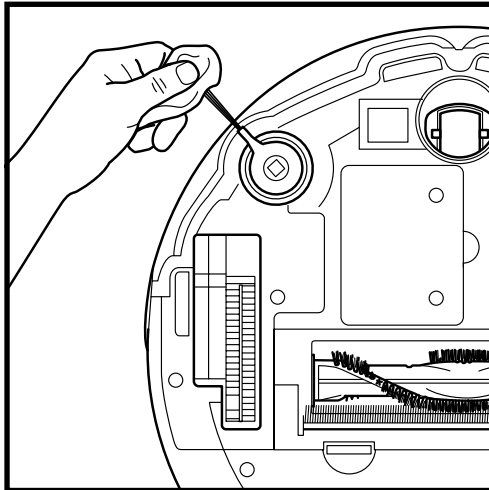
CLEANING SENSORS AND CHARGING PADS

CLEAN SENSORS AND CHARGING PADS PERIODICALLY AS NEEDED. Gently dust off the sensors and pads located on the bottom of the unit with a dry cloth or cleaning brush.



CLEANING SIDE BRUSHES

CLEAN SIDE BRUSHES AS NEEDED. CHECK WEEKLY.
RECOMMENDED REPLACEMENT SCHEDULE: Replace when visibly worn. See sharkaccessories.com for replacement parts.



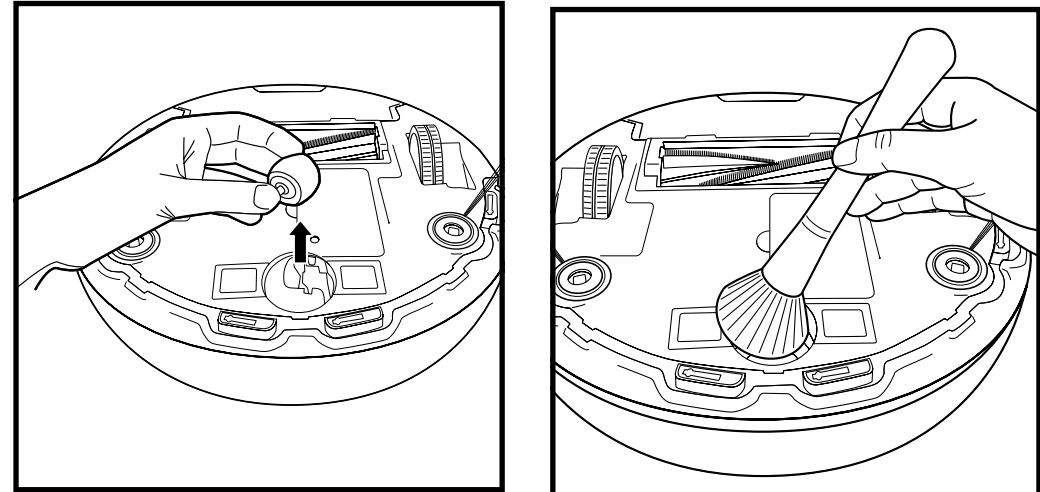
Carefully unwind and remove any string or hair wrapped around brushes.
Gently wipe brushes with a damp cloth. Be sure to let them air-dry completely before reinstalling them.

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

MAINTENANCE: ROBOT

CLEANING THE FRONT CASTER WHEEL

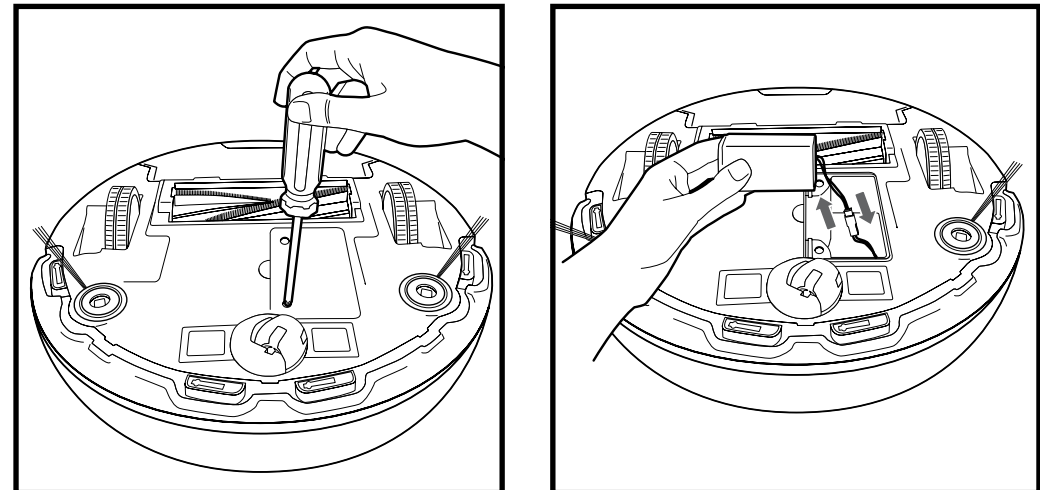
REMOVE AND CLEAN FRONT WHEEL EVERY WEEK. REPLACE FRONT WHEEL EVERY 12 MONTHS.
See sharkaccessories.com for replacement parts.



Pull the caster wheel from its housing and remove any debris buildup.

Clean the wheel housing, then reinsert the caster wheel.

REPLACING THE BATTERY

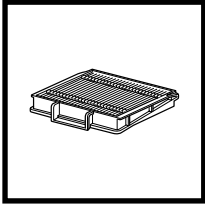


To remove the battery, turn the unit over and unscrew the battery cover with a Phillips-head screwdriver.

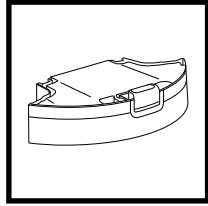
Unplug the old battery from its connector, then plug in the new battery. Replace battery cover and screw it back into place. See Battery Recycling information on back of cover.

MAINTENANCE: ROBOT

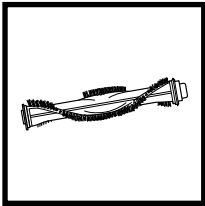
REPLACEMENT PARTS



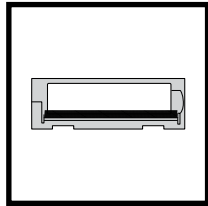
Robot Filter
RVFFK950



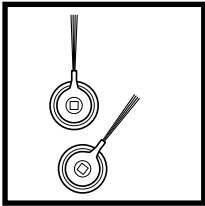
Dust Bin
1151FK850



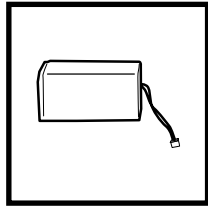
Brushroll
1152FK950



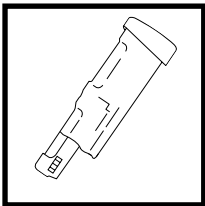
Brushroll Access Door
1154FK950



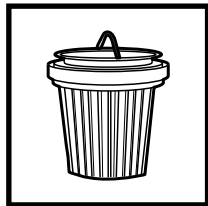
Side Brushes
RVSBK950



Robot Battery
RVBAT850



Hand Vacuum Battery
XFBT200

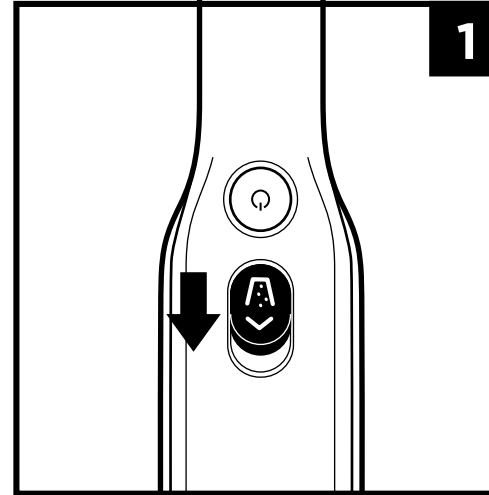


Hand Vacuum Filter
XHFVW200

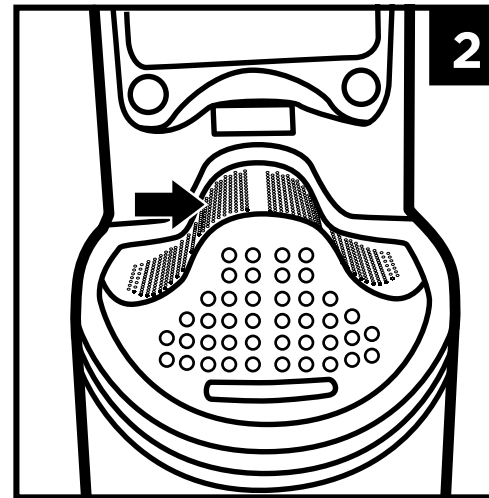
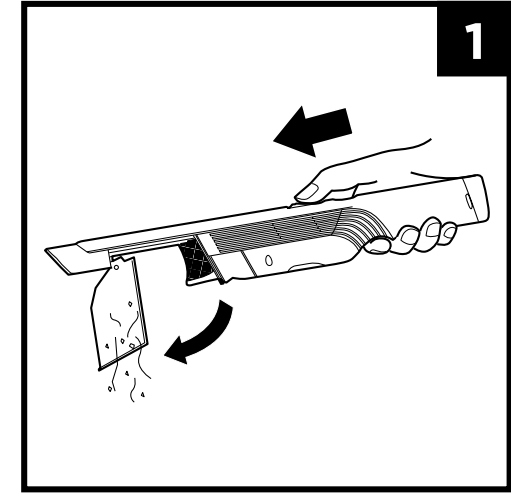
NOTE: To order replacement parts and filters, visit sharkaccessories.com.

MAINTENANCE: HANDHELD

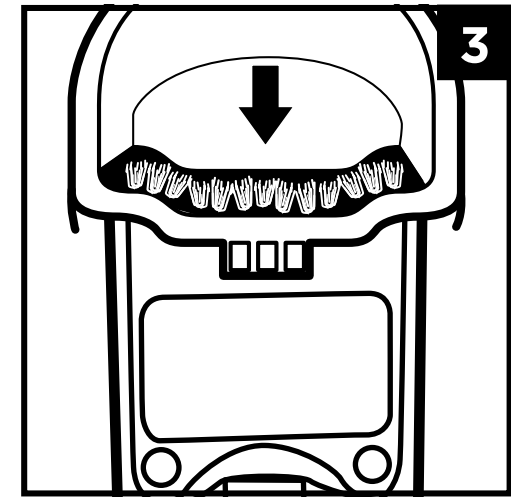
EMPTYING THE DUST CUP



With the power off, slide the Open Dust Cup button forward, and the dust cup will swing open.



Tap dust cup filter screen lightly to knock off dust and debris.

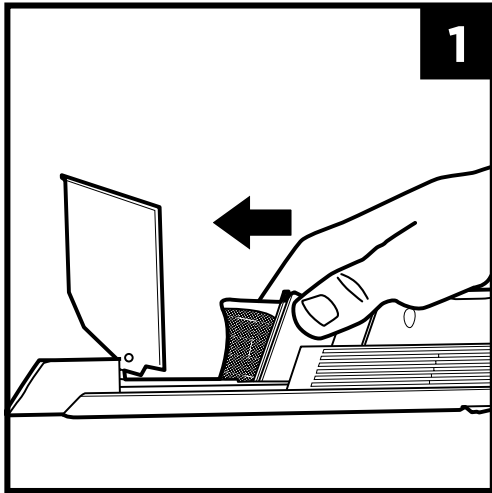


Wipe dust cup bristle lightly with dry cloth to remove dust and dirt.

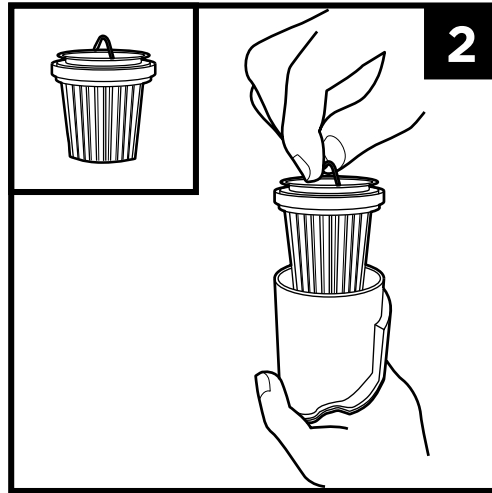
MAINTENANCE: HANDHELD

CLEANING THE FILTERS

To clean the filter, hand-wash only with water and let air-dry for 24 hours before reinstalling. To clean the filter housing, make sure filter is removed, then hand-wash only with soap and water.



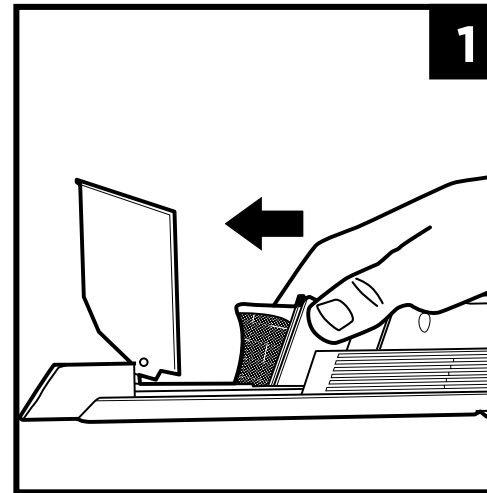
With the dust cup open and the power off, slide the filter housing forward to remove.



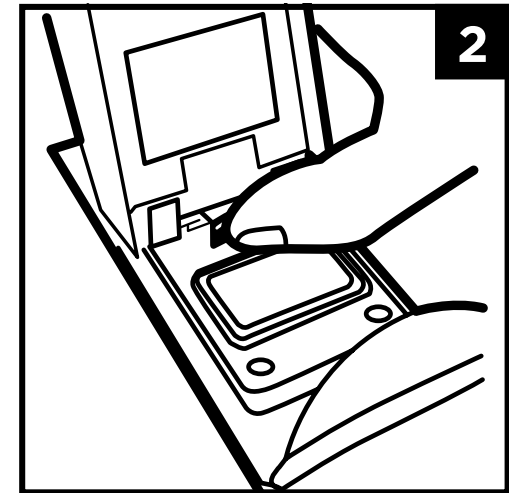
Lift the filter by the metal ring to remove it from the housing.

MAINTENANCE: HANDHELD

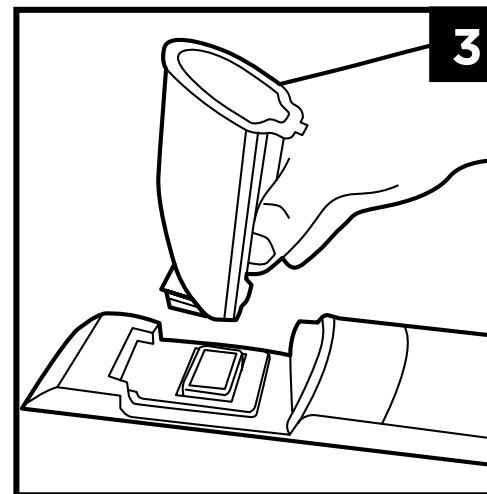
CLEANING THE DUST CUP



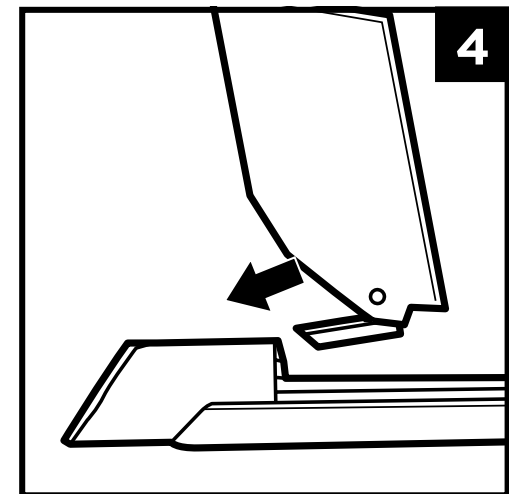
With the dust cup open and the power off, slide the filter housing forward to remove.



With the dust cup open, push the release tab.



While pressing tab, lift off the dust cup, then hand-wash with soap and water only. Let parts air-dry fully before reinstalling.



To reinstall, slide the tab on the dust cup into the slot on the bottom of the nozzle until it clicks into place.

DO NOT wash any parts of this vacuum or its accessories in a dishwasher.

MAINTENANCE: ROBOT

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	Power may be turned off or battery may need charging. Turn power switch to On position. If no response, place robot on dock to charge battery.
CLEAN (RED) + ! flashing together	Suction motor failure. Remove blockages and clean filters. Remove dust bin and make sure nothing is blocking suction.
CLEAN LIGHT flashing red	Robot may be stuck on an obstacle. Move robot to a new location on a level surface. Front bumper may be jammed. Check bumper. If light continues to flash, remove the front caster wheel and clean the wheel housing.
MAX LIGHT 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. If light continues to flash, remove the front caster wheel and clean the wheel housing.
DOCK LIGHT flashing	Your robot's BotBoundary™ sensors are reporting an error. Please contact Customer Service at 1-800-798-7398.
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. 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 AND ! LIGHTS flashing together	A side brush is stuck. Remove debris from side brushes.
CLEAN (RED) + MAX + ! flashing together	A wheel is stuck. Remove debris from wheel.
DOCK, MAX, AND ! LIGHTS flashing together	Blockage in brushroll. Remove obstruction.

For all other issues, please call Customer Service at 1-800-798-7398.

MAINTENANCE: HANDHELD

TROUBLESHOOTING

LIGHT INDICATOR	WHAT IT MEANS
LIGHT BLINKING BLUE	Low battery.
LIGHT BLINKS BLUE TWICE, THEN PAUSES	Blockage. Turn off power and remove blockage, then turn power back on.
SOLID BLUE LIGHT	Power is on.
BLUE LIGHT FADES IN AND OUT STEADILY	Unit is charging.
DIM BLUE LIGHT	Unit is fully charged.
NO LIGHT	Power is off, or unit needs recharge.

The Shark ION™ Handheld will not operate.

- The battery needs to be recharged.
- Try using a different electrical outlet to charge.
- The battery is damaged and needs to be replaced.

The Shark ION Handheld will not pick up debris or suction is weak.

- The dust cup is full. Empty the dust cup.
- The filter needs cleaning or replacement. Clean or replace the filter.
- The battery needs to be recharged.
- The filter screen is clogged and needs cleaning. Open dust cup and clean filter screen.

Dust is escaping from the Shark ION Handheld.

- The filter is not installed correctly. Remove filter, then reinstall.
- The dust cup filter has a hole or a puncture and needs to be replaced.
- The dust cup is not installed correctly. Remove dust cup, then reinstall.

Attached accessory does not work.

- The accessory is blocked. Carefully remove all lint, hair, or other debris.
- The accessory won't fit into the Shark ION Handheld. Carefully remove all lint, hair or other debris from the nozzle of the vacuum.

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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>.

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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.

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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.

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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: ROBOT

The 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 1 year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

What is covered in my warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced for up to 1 year from the original purchase date.
2. In the rare event that a replacement unit is issued, the warranty coverage ends six months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is greater. If the unit is replaced, SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered in my warranty?

Our Customer Service/Product Specialists are available to provide all the warranty service options available to you, including the possibility of upgrading to our VIP Warranty Service Options for select product categories.

1. Normal wear and tear of wearable parts such as filters, pads etc., which require regular maintenance and/or replacement to ensure the proper functioning of your unit are not covered by this warranty.
2. Any unit that has been tampered with or used for commercial purposes.
3. 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) for return shipping costs will be charged at the time of return shipment of the repaired or replacement unit.
4. Damage caused by misuse, abuse, or negligent handling, or damage due to mishandling in transit.
5. Consequential and incidental damages.
6. Defects caused by or resulting from damages from shipping or from repairs, service or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja.
7. Products purchased, used or operated outside of North America.

Problems with your unit/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 for product care/maintenance self-help. Our Customer Service and product specialists are also available at 1-800-798-7398 to assist with product support and warranty service options.

How to initiate a warranty claim

You can call 1-800-798-7398 to have a Customer Service specialist assist you. Please note you must call 1-800-798-7398 to initiate a warranty claim. Return and Packing Instruction information will be provided at that time.

For Customer Service hours, visit sharkclean.com/support.

Replacement parts are available for purchase at sharkaccessories.com. For more information on which parts are classified as wearable and non-wearable, please visit sharkclean.com/warranty

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.



Two (2) YEAR LIMITED WARRANTY: HANDHELD

The 2-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 2 years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

What is covered in my warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced for up to 2 years from the original purchase date.
2. In the rare event that a replacement unit is issued, the warranty coverage ends six months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is greater. If the unit is replaced, SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered in my warranty?

Our Customer Service/Product Specialists are available to provide all the warranty service options available to you, including the possibility of upgrading to our VIP Warranty Service Options for select product categories.

1. Normal wear and tear of wearable parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit are not covered by this warranty.
2. Any unit that has been tampered with or used for commercial purposes.
3. SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$19.95 (subject to change) for return shipping costs will be charged at the time of return shipment of the repaired or replacement unit.
4. Damage caused by misuse, abuse, or negligent handling, or damage due to mishandling in transit.
5. Consequential and incidental damages.
6. Defects caused by or resulting from damages from shipping or from repairs, service or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja.
7. Products purchased, used or operated outside of North America.

Problems with your unit/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/maintenance self-help.

Our Customer Service and product specialists are also available at **1-800-798-7398** to assist with product support and warranty service options.

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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



RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS: ROBOT

Voltage: 14.4 V

Battery type: DC 14.4 V Li-ion 2550 mAh

Expected runtime: 60 minutes

Expected charging time: 3 hours

TECHNICAL SPECIFICATIONS: HANDHELD

Voltage: 14.4 V

Motor Watts: 120W

Amps: 11.1A

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark ION™ Robot and handheld vacuum running at peak performance.

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 www.sharkninja.com/uspatents

TIP: You can find the model and serial numbers on the QR code label which is located on the bottom of the robot and handheld vacuum.

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.



Shark

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