

# **Shark** MATRIX™ 2-in-1 ROBOT

2400WD Series

## OWNER'S GUIDE

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# Shark MATRIX™ 2-in-1 ROBOT

## 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

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

1. This appliance consists of a Robot Floor Cleaner and charging dock with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Place the cords from other appliances out of the area to be cleaned.
3. **DO NOT** operate the Robot Floor Cleaner in a room where an infant or child is sleeping.
4. **DO NOT** operate the Robot Floor Cleaner in an area where there are lit candles or fragile objects on the floor to be cleaned.
5. **DO NOT** operate the Robot Floor Cleaner in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
6. **DO NOT** allow children to sit on the Robot Floor Cleaner.
7. **DO NOT** use the Robot Floor Cleaner on a wet surface unless it is a WD series robot.
8. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
9. Use only identical replacement parts found on [sharkclean.com](http://sharkclean.com)
10. This Robot Floor Cleaner contains no serviceable parts.
11. Use only as described in the Owner's Guide provided on [sharkclean.com](http://sharkclean.com). **DO NOT** use Robot Floor Cleaner for any purpose other than those described in the Owner's Guide.
12. With exception of the filters, dust bin, fluid reservoir, and pads, **DO NOT** expose any parts of the Robot Floor Cleaner to water or other liquids.

### USE WARNINGS

13. This Robot Floor Cleaner can be used by 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 Robot Floor Cleaner in a safe way and understand the hazards involved.
  - a) Children shall not play with the Robot Floor Cleaner.
  - b) Cleaning and user maintenance shall not be made by children without supervision.
14. Always turn off the Robot Floor Cleaner before inserting or removing the filter, dust bin, or side brushes.
15. **DO NOT** handle plug, charging dock, charging cable, or Robot Floor Cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
16. **DO NOT** use the Robot Floor Cleaner without the dust bin, filter, brushroll, and side brush in place.
17. **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.
18. **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.
19. **DO NOT** use Robot Floor Cleaner if airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.

20. Keep all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
  21. **DO NOT** use if Robot Floor Cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
  22. **DO NOT** place Robot Floor Cleaner on unstable surfaces,
  23. If the Robot Floor Cleaner is not starting from the dock, it must be placed at least 1.5 feet (45 cm) away from any stairs or ledges.
  24. **DO NOT** use to pick up:
    - a) Liquid spills.
    - b) Large objects.
    - c) Hard or sharp objects (glass, nails, screws, or coins).
    - d) Large quantities of dust (drywall dust, fireplace ash, or embers).
    - e) Smoking or burning objects (hot coals, cigarette butts, or matches).
    - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
    - g) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution.)
  25. **DO NOT** use in the following areas:
    - a) Outdoor areas near fireplaces with unobstructed entrances
    - b) 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).
    - c) In an area with a space heater.
    - d) Near fireplaces with unobstructed entrances.
  26. Turn off the Robot Floor Cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
  27. Allow all filters to air-dry completely before reinstalling them in the Robot Floor Cleaner to prevent liquid from being drawn into electric parts.
  28. **DO NOT** modify or attempt to repair the Robot Floor Cleaner or the battery yourself, except as indicated in the Owner's Guide. **DO NOT** use the vacuum if it has been modified or damaged.
  29. Remove all spilled or leaked liquid from the dock landing mat, base, or floor, as it could lead to risk of electrical shock.
  30. Try a little of the VACMOP® cleaning solution on a small, inconspicuous area of the floor to ensure the solution doesn't damage the floor.
  31. When refilling the reservoir, check for leaks, as pooled liquids are a slipping hazard and may cause electrical shock. If the reservoir is damaged, it must be replaced.
  32. Use caution walking on mopped floors, as they may be slippery while damp.
  33. For your Robot Floor Cleaner's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 8 inches from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold that is less than 8 inches from the stairs cannot be moved, you must use a no-go zone to block off the stairs.
  34. **DO NOT** use as an attachment to power tools for dust collection.
  35. Place the cords from other appliances out of the area to be cleaned.
  36. **DO NOT** operate the vacuum in a room where an infant or child is sleeping.
  37. **DO NOT** operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
  38. **DO NOT** operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
  39. **DO NOT** allow children to sit on the vacuum.
- #### BATTERY USE
40. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
  41. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it.
  42. Use **ONLY** the Shark® charging dock XDRV2600WD and use only battery RVBAT850A. Use of batteries or battery chargers other than those indicated may create a risk of fire.
  43. 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.
  44. Under abusive conditions, liquid 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.

- 45. Robot Floor 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.
- 46. **DO NOT** expose the Robot Floor Cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
- 47. Non-rechargeable batteries cannot **NO-GO ZONES**
- 48. Always use no-go zones around reflective flooring and surfaces.

- 49. No-go zones should always be used near carpeted stairs.
- 50. **DO NOT** use no-go zones within 10 feet of the dock.

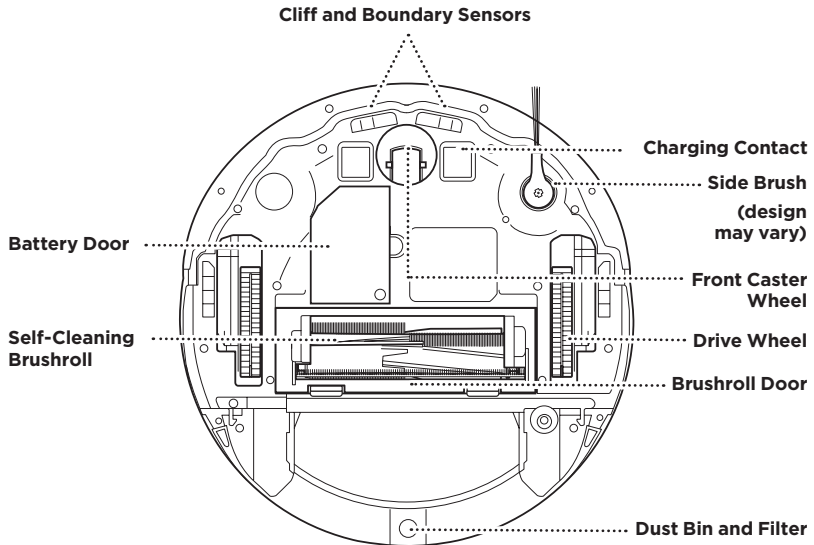
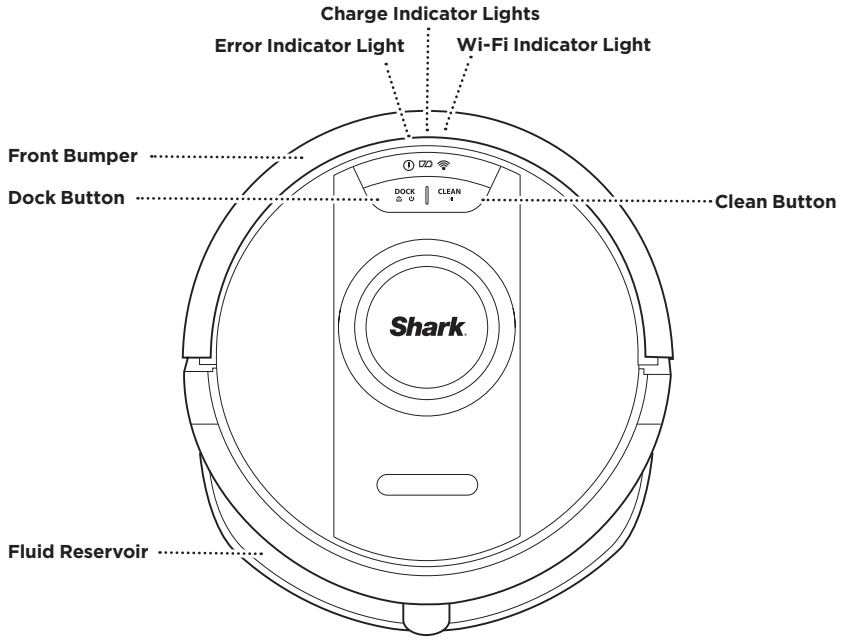
## LASER WARNING

- 51. This product has a Class 1 laser. It is safe under reasonably foreseeable conditions (as defined in the Owner's Guide). Always turn off the power before lifting the Robot Floor Cleaner or performing any maintenance on it.
- 52. **DO NOT** look directly into laser.

# SAVE THESE INSTRUCTIONS

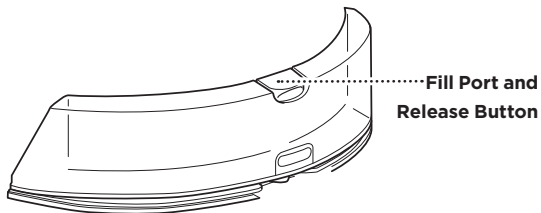
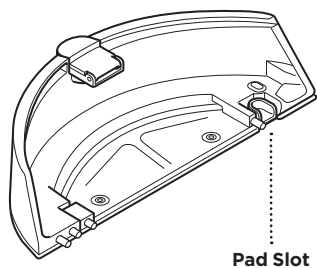
For the latest warnings and cautions, go to [support.sharkclean.com](https://support.sharkclean.com)

# GETTING TO KNOW YOUR SHARK MATRIX™ 2-IN-1 ROBOT

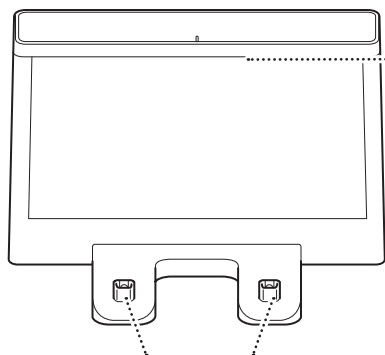


# GETTING TO KNOW YOUR SHARK MATRIX™ 2-IN-1 ROBOT

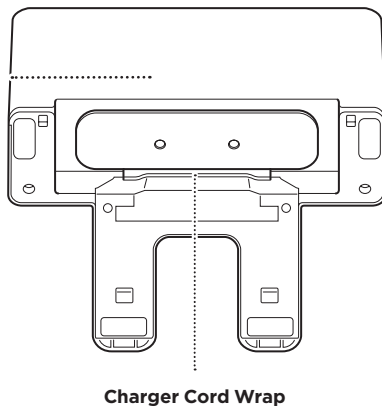
## FLUID RESERVOIR



## DOCK FRONT

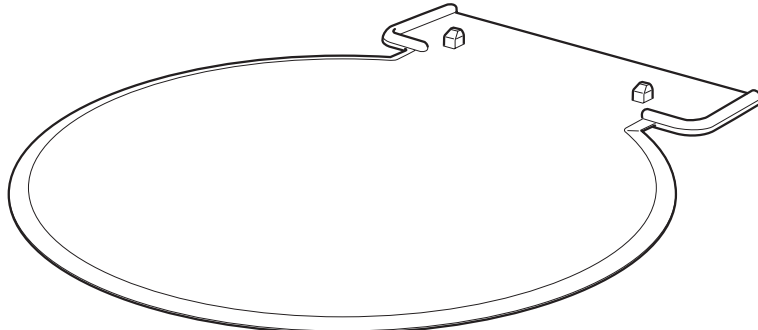


## DOCK BOTTOM

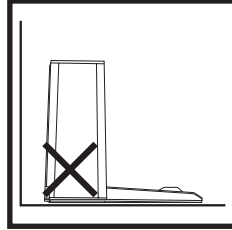
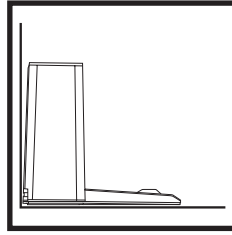
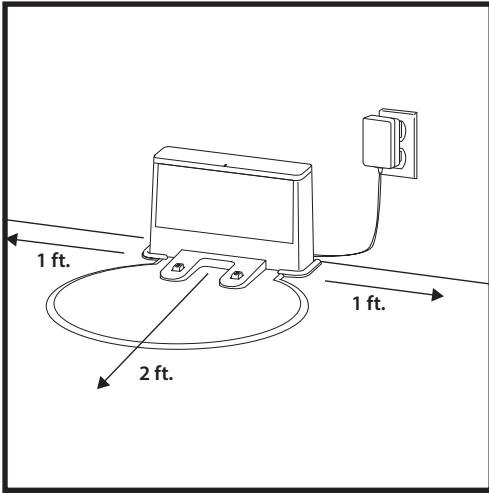


## DOCK LANDING MAT

(This side up)

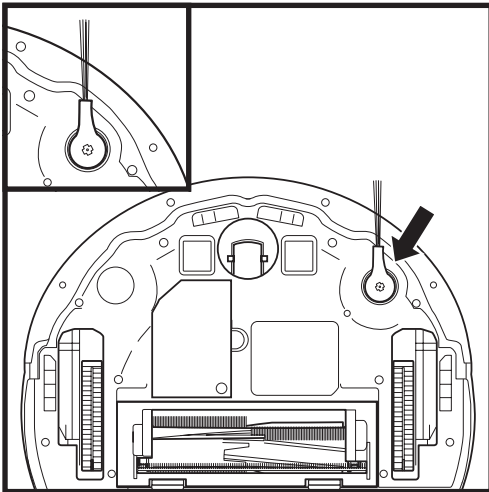


## DOCK SETUP



- Select a permanent location with strong Wi-Fi for the **Charging Dock**, because every time you relocate it, your robot will have to completely re-map your house.
- Place the dock with its back against a wall and attach the landing mat. Select a level surface on bare floor, in a central area. Do not place dock against baseboards or heating elements.
- Remove any objects that are closer than 1 foot from either side of the dock, or closer than 2 feet from the front of the dock.
- Plug in the dock.

## INSTALLING THE SIDE BRUSH

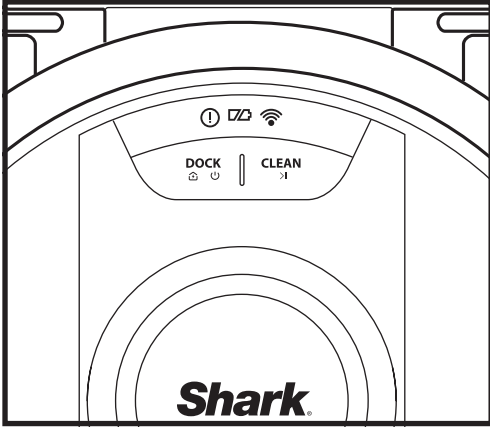


Snap the included **Side Brush** onto the square peg on the bottom of the robot.

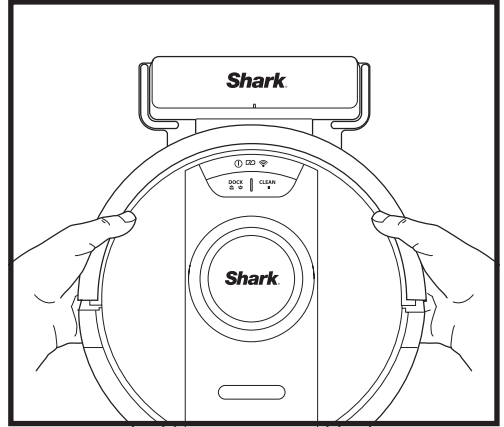
**NOTE:** Side brush design may vary.

## CHARGING

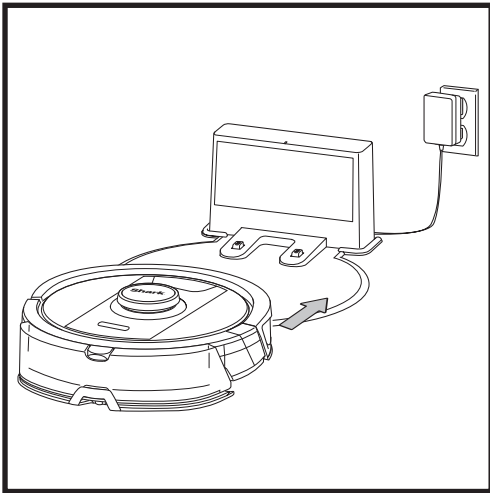
**IMPORTANT:** The Shark Matrix™ 2-in-1 Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.



To **TURN THE ROBOT ON:** Place the robot on the dock or hold down DOCK button for 5 to 7 seconds, until the indicator lights turn on.



If the robot has no charge or it cannot return to the dock, manually place it on the dock. The indicator light will turn blue and the robot will beep when it is correctly placed on the dock.

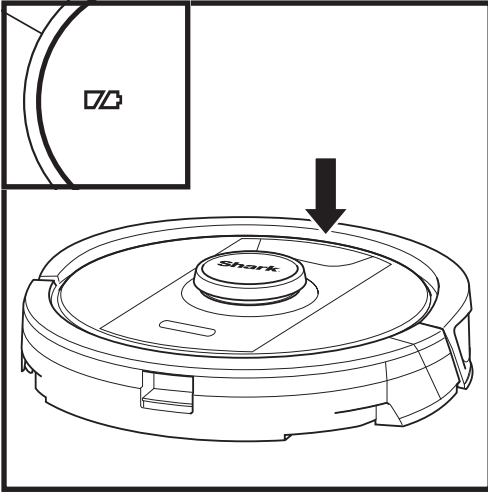


When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out, or if it is in wet cleaning mode, the dock may be blocked by carpet.

**NOTE:** When manually placing the robot on the dock, make sure the **Charging Contacts** on the bottom of the robot are touching the ones on the dock. While the robot is charging, both white LED lights will flash. When the robot is properly aligned on the dock, the battery icon on the robot will illuminate. When the battery is fully charged, the charging icon will stop pulsing but will remain illuminated.

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

## CHARGE INDICATOR LIGHTS



### In Use



Full Charge (White)



Partial Charge (White)



Low Charge (Red)

### While Charging (White)



### No Charge or Off



The white charge indicator lights show how much battery power is remaining.

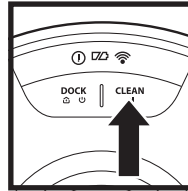
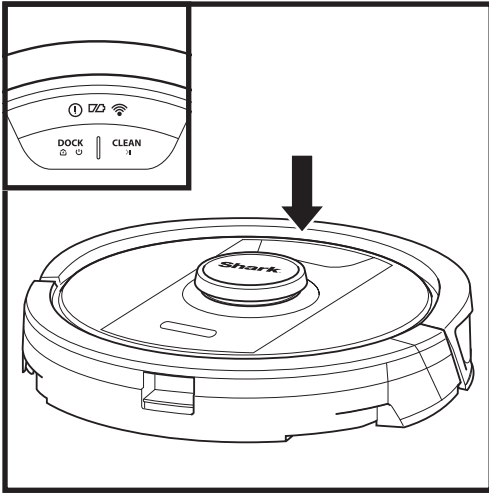
While the robot is charging, both white LED lights will flash. When charging is complete, both white lights will illuminate steadily. It may take up to 6 hours to fully charge your robot.

If the robot is idle and away from the charging dock for 10 minutes, it will enter **Sleep Mode**. The indicator lights will turn off, but the battery and Wi-Fi lights will remain on in sleep mode. Wake up the robot by pressing any button.

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

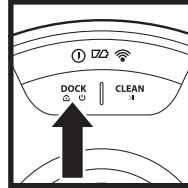
**IMPORTANT:** Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

## BUTTONS AND INDICATOR LIGHTS



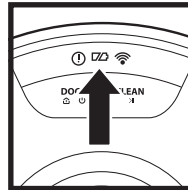
### CLEAN BUTTON

Press to begin a cleaning session and press again to pause the cleaning session.



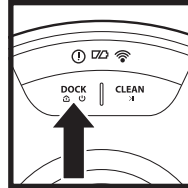
### DOCK BUTTON

Hold down for 5 to 7 seconds to power on the robot. Press to stop cleaning and send robot back to the charging dock.



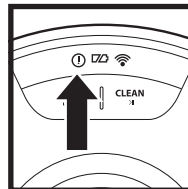
### CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



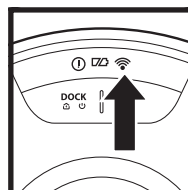
### WET MOPPING INDICATOR LIGHT

The DOCK button will illuminate blue when the fluid reservoir is properly installed. The DOCK button will illuminate yellow if the tank is empty and needs refilling.



### “!” ERROR INDICATOR

See Troubleshooting section for full list of error codes.



### WI-FI INDICATOR

White light: connected to Wi-Fi.

Red light: not connected.

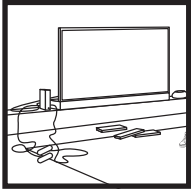
Flashing White: setup mode.

No light: not set up yet.

## PREP YOUR HOME

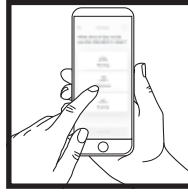
Your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. To prevent the robot from entering areas you don't want it to, set up no-go zones in the app. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.

**NOTE:** Scheduling is one of many features that can only be done in the app.



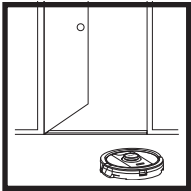
### OBSTRUCTIONS

Clear cords and small objects less than 4.5" in height, and open interior doors to ensure a complete map of your home.



### SCHEDULING

Schedule whole-home cleanings with the app. To schedule a mopping run with the app, the reservoir must be filled and installed in the robot with the pad attached.



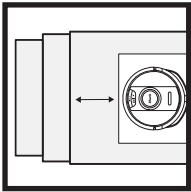
### THRESHOLDS

Your robot can climb over most thresholds to get from room to room, but if one is too high, set up a no-go zone in the app to block it off.



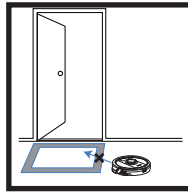
### AVOID MOVING THE ROBOT & DOCK

While your robot is cleaning, do not pick it up and move it, or move the charging dock—this will impact the robot's navigation and ability to return to dock when cleaning is complete.



### STAIRS

For your robot's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 8 inches from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold that is less than 8 inches from the stairs cannot be moved, you must use a no-go zone to block off the stairs.



### REMOVE RUGS FROM DOORWAYS WHEN MOPPING

Before mopping, you must set up Carpet Zones in the app, and move any carpets or rugs that block access to floors that you want your robot to mop.

To get the best cleaning performance from your robot, we recommend downloading the latest version of the SharkClean® app.

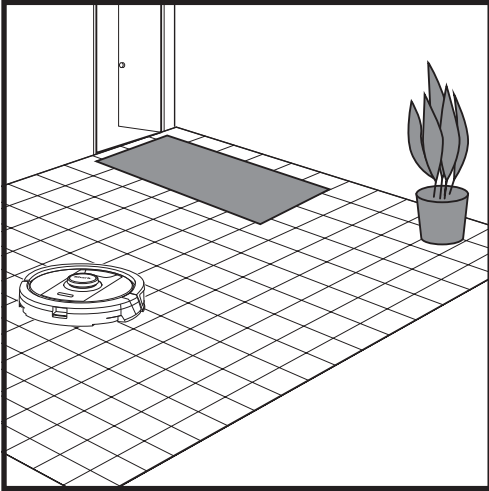
## MANUAL CLEANING MODE

To manually start a cleaning cycle, press the **CLEAN** button on the robot or on the mobile app. To immediately send the robot back to the dock, press the **DOCK** button.

**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.

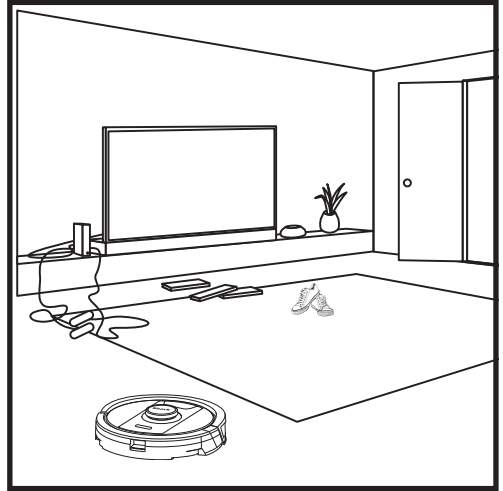
## USING THE SHARK MATRIX™ 2-IN-1 ROBOT

### SHARK MATRIX™ 2-IN-1 ROBOT



After setup is complete, follow instructions in the app to help your robot conduct an **Explore Run** to create an initial map of your home.

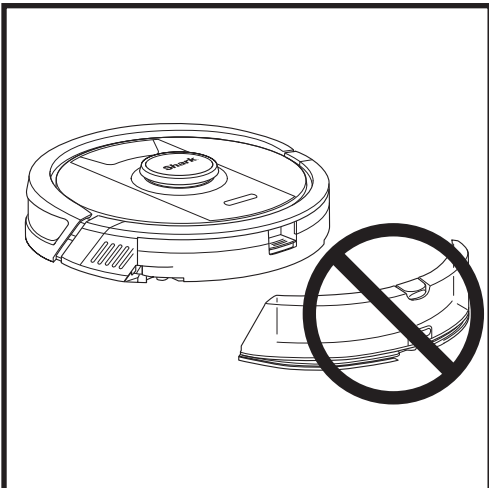
The robot will travel from room to room to identify walls, furniture, and other obstacles as it cleans. This run will take less time than a full cleaning, as it doesn't cover the entire floor.



The robot's object detection technology helps it navigate around obstacles taller than 4.5" in height. Clear away small objects that may interfere with the cleaning path of your robot.

Create no-go zones in the app to block off areas you do not want the robot to enter. You can set up no-go zones around small objects, or use them to block off large areas.

### VACUUM-ONLY INSTRUCTIONS



To vacuum, the fluid reservoir must **NOT** be attached to the robot. Make sure the dust bin is properly installed.

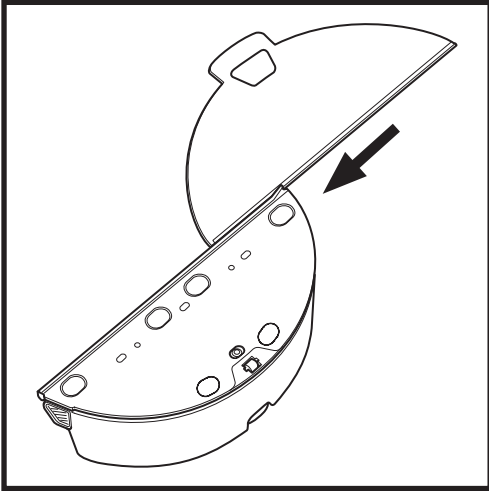
**NOTE:** Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.

**NOTE:** Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

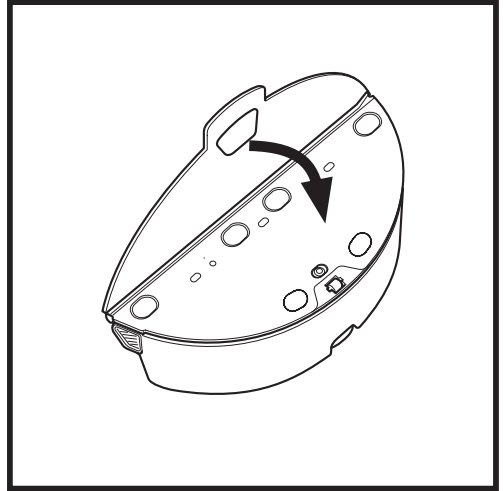
# USING THE SHARK MATRIX™ 2-IN-1 ROBOT

## WET MOPPING SETUP

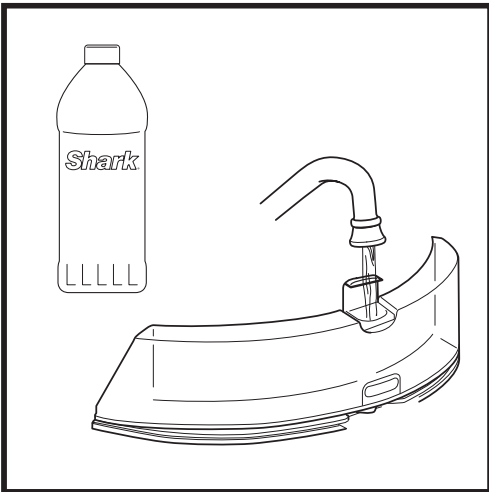
**NOTE:** Before it can mop, the robot **MUST** complete an **Explore Run**. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.



Attach the mop pad by inserting the flat edge of the pad through the slot in the reservoir. Pull the mop pad all the way through the slot until it is securely inserted.

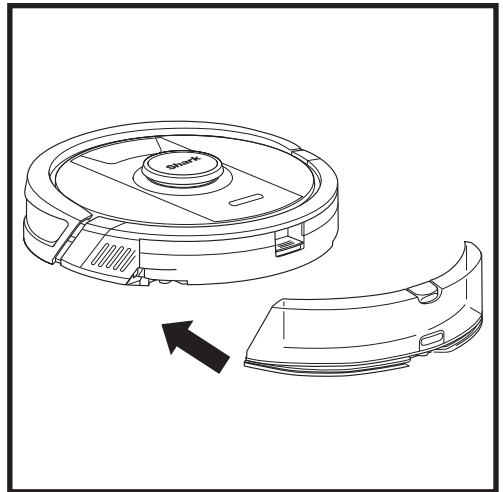


Secure the pad to the back of the reservoir.



Lift open the fill cap on the top of the reservoir. Fill with water to the water line then fill the VACMOP® cleaning solution to the VACMOP fill line. Close the cap and make sure it is properly sealed.

Avoid filling with cleaning solutions other than the recommended ones above. This may hinder the cleaning performance of your robot in mopping mode.

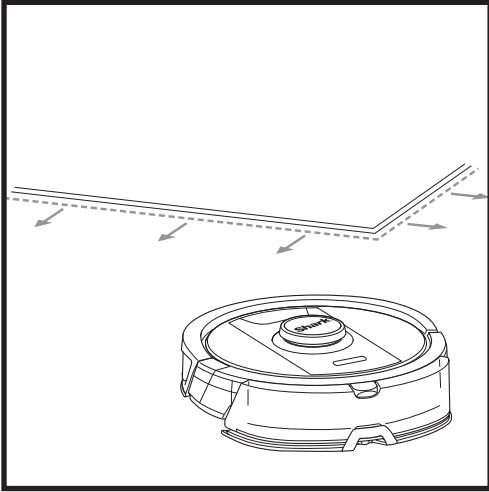


Firmly push the reservoir into the back of the robot, behind the dust bin, and ensure the fluid reservoir clicks into place.

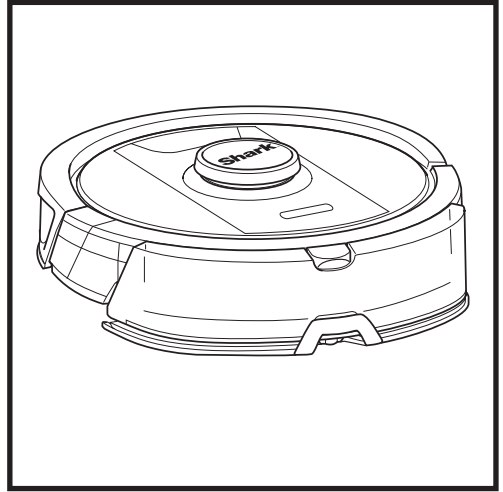
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## WET MOPPING SETUP

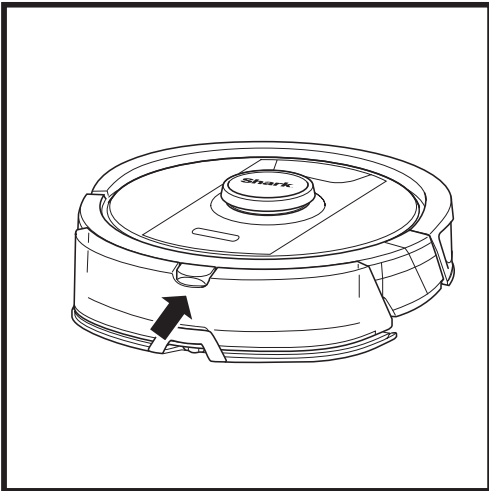
**NOTE:** When mopping, your robot may travel over floor mats or rugs. Before the next mopping run, move rugs or mats out of the robot's path, or use the app to enable Carpet Zones or to set up no-go zones.



Before your robot's first mopping run, set up **Carpet Zones** in the app to ensure your robot will avoid carpets and rugs when mopping. Follow instructions in the app to set up Carpet Zones and to start a Carpet Verification Run.

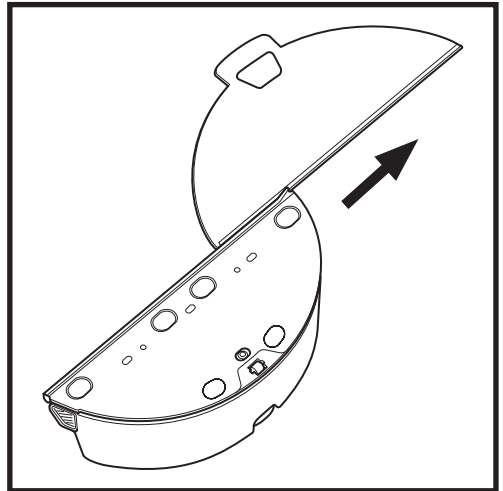


When the reservoir has fluid and is properly installed, with the mop pad attached, the robot is ready to vacuum and mop simultaneously. Press the CLEAN button on the robot or in the app to start a vacuuming and mopping run. The robot will prime the mop pad for 30 seconds before starting its run.



When mopping is complete, remove the reservoir by pressing the fill port button and sliding the reservoir out.

**CAUTION:** Floors may be slippery after mopping.



To remove the mop pad from the reservoir, detach the pad from the back of the reservoir and slide the pad out of the slot.

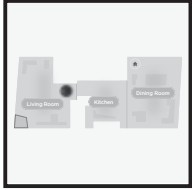
# USING THE SHARK MATRIX™ 2-IN-1 ROBOT

Please visit [support.sharkclean.com](http://support.sharkclean.com) or visit SharkClean on YouTube for troubleshooting videos.

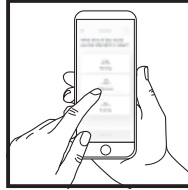
To get the best cleaning performance from your robot, we recommend downloading the latest version of the SharkClean® app.

## USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark Matrix™ 2-in-1 Robot with these app features:



- **Recharge & Resume**  
Enable this feature to handle multi-room cleaning in larger homes. The robot will return to the dock, recharge, and can pick up where it left off.
- **Carpet Zones**  
Once the robot has mapped your home, set up Carpet Zones in the app to identify carpets and rugs for the robot to avoid when it mops.



- **Scheduling**  
Set whole-home cleanings for any time, any day.
- **Control From Anywhere**  
Wherever you are, you're in control of your robot.
- **Cleaning Reports**  
Each time your robot cleans, your app will generate a cleaning report.

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



### SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit [support.sharkclean.com](http://support.sharkclean.com) for setup instructions which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

#### 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.”

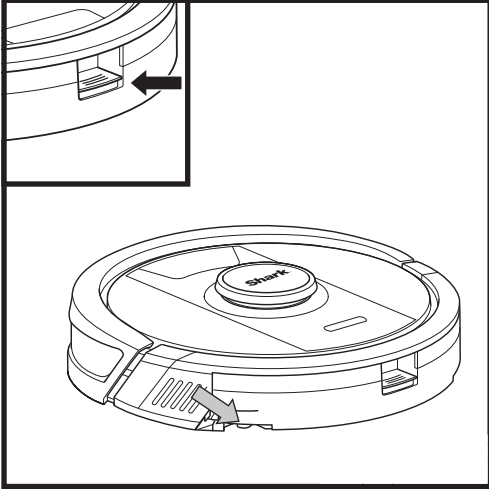
### WI-FI TROUBLESHOOTING

- To use the app, your phone must be connected to a 2.4GHz network. The app will only work on a 2.4GHz network.
- Typical home Wi-Fi networks support both 2.4GHz and 5GHz.
- Do not use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.
- If you cannot connect, call 1-800-668-9600.

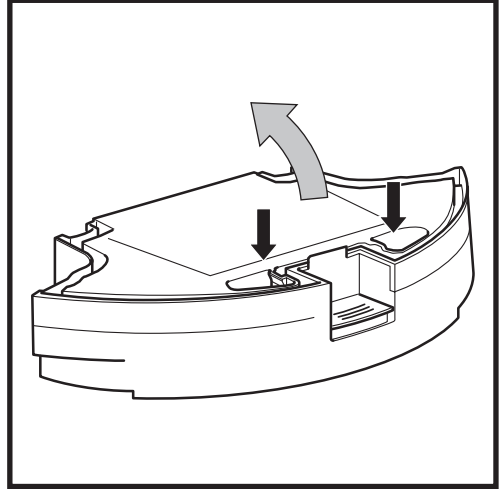
ERROR CODE	PROBLEM
! (RED) + Wi-Fi indicator (RED Flashing)	Incorrect password for Wi-Fi
! (RED flashing) + Wi-Fi (RED)	SSID cannot be found, try connecting again
Wi-Fi (RED Flashing)	Cannot connect to Wi-Fi

## MAINTENANCE

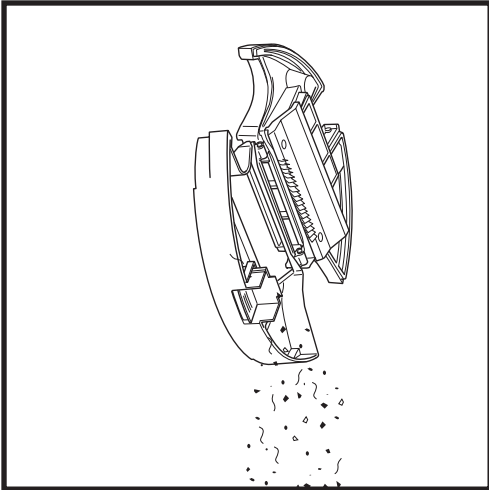
### EMPTYING THE DUST BIN



With the fluid reservoir removed, press the **Dust Bin Release Button** and slide out the dust bin.

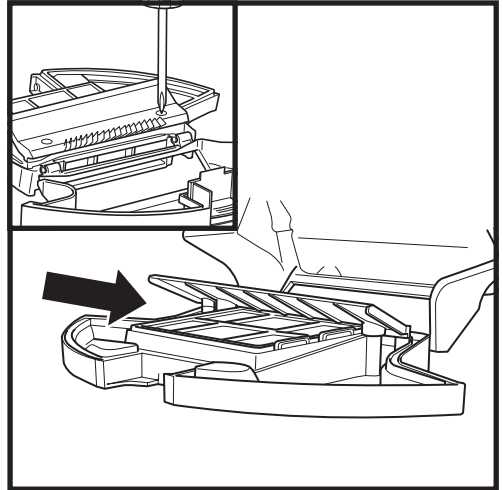


To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.



Empty debris and dust into trash. Wash dust bin if necessary, using water only.

**NOTE:** Make sure to insert the dust bin completely, until it clicks into place.

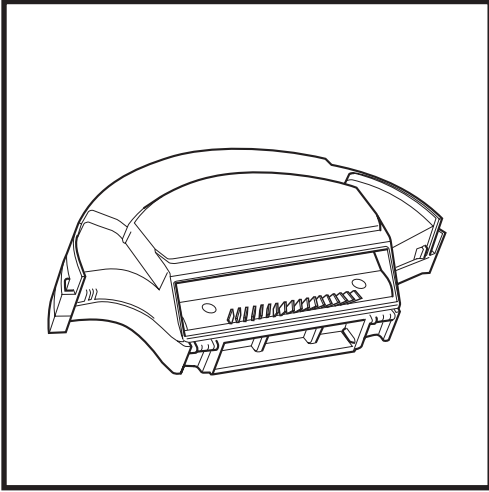


To avoid mold, clean the area between the filter and the plastic shield after every mopping run, and periodically after vacuuming. Remove the shield and clear any debris buildup with a dry cloth or soft brush.

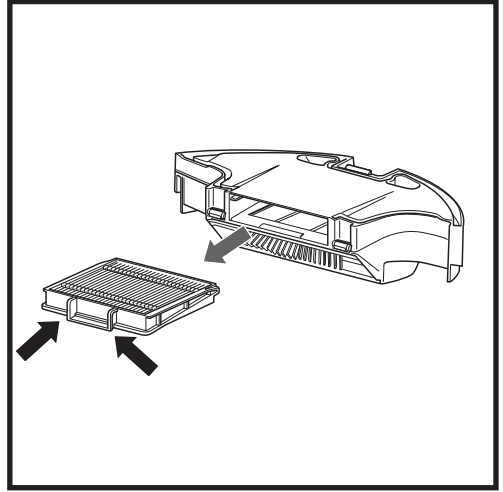
## MAINTENANCE

### CLEANING AND REPLACING THE FILTER

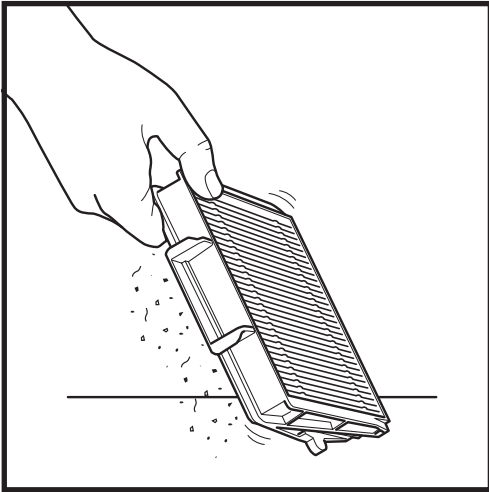
For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin. See [sharkaccessories.com](http://sharkaccessories.com) for replacement filters.



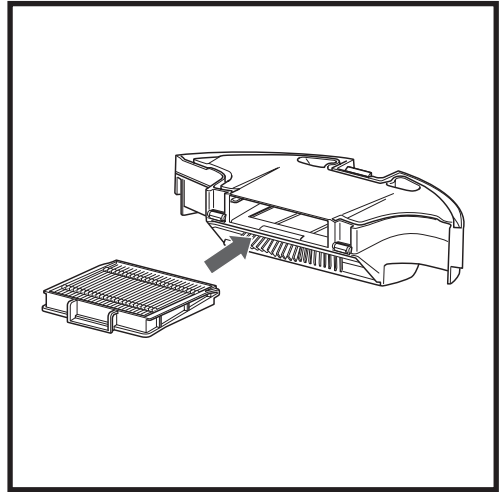
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove debris every time you empty the dust bin. For a deeper clean, rinse the filter with water once a month. Allow the filter to air-dry for up to 24 hours before reinstalling. Do not use soap or scrub the filter. This will damage the material.



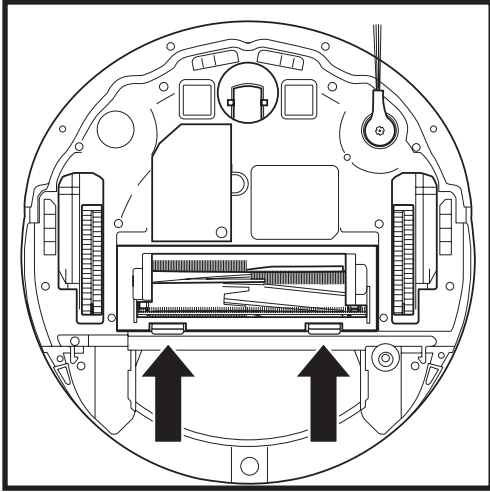
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

**NOTE:** Replace the filter once a year for optimal performance.

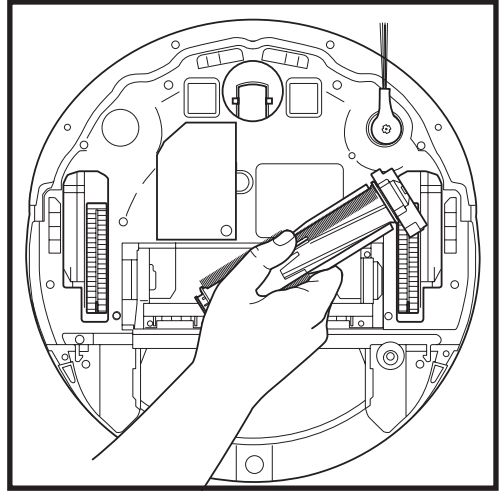
## MAINTENANCE

### SELF-CLEANING BRUSHROLL

The **Self-Cleaning Brushroll** actively removes hair wrap while your robot cleans. If some debris remains wrapped around the brushroll, continue to run the robot to give the brushroll time to clean itself. If some hair wrap or debris remains after continued cleaning, carefully remove it from the brushroll.



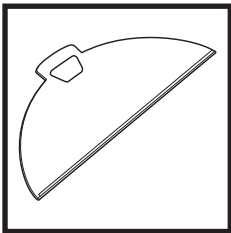
To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



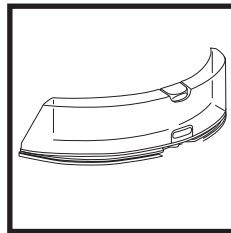
Lift out the brushroll and remove any debris. Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click into place.

**NOTE:** Replace brushroll every 6 to 12 months, or when visibly worn. Some models come with one side brush. See [sharkaccessories.com](http://sharkaccessories.com) for replacement parts.

### MAINTAINING THE RESERVOIR AND MOPPING PAD



To clean pads, machine wash warm with light colors. Use mild detergents and do not use bleach or fabric softeners. Air-dry, or tumble-dry on low with no dryer sheets.



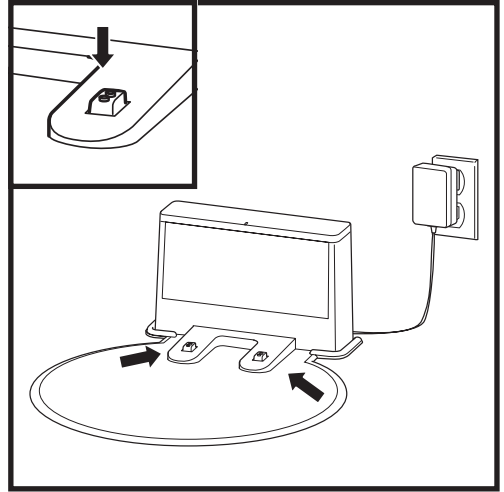
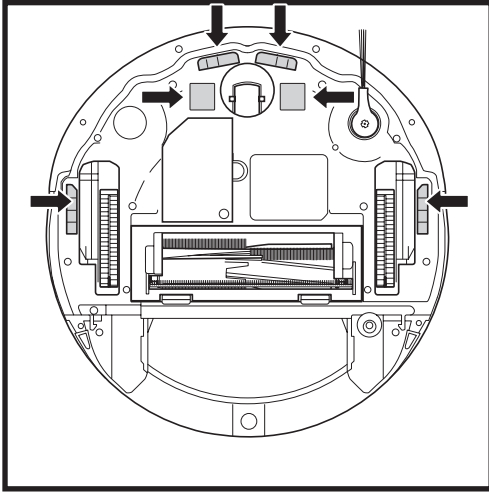
Empty the reservoir after each use. Rinse the reservoir and let it air-dry. **DO NOT** put the reservoir in the dishwasher.

**NOTE:** Before storing, make sure the reservoir and pad are completely dry. Store the reservoir and pad in a dry place to prevent damage.

## MAINTENANCE

### CLEANING SENSORS AND CHARGING CONTACTS

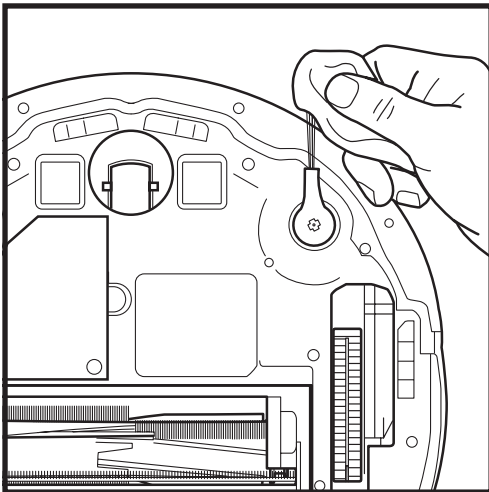
**CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.** With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and and on the dock.



**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 BRUSH

**CLEAN SIDE BRUSH AS NEEDED.**



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

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

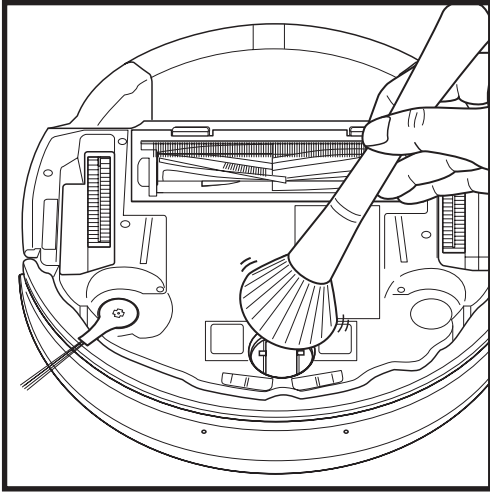
**NOTE:** Remove and replace the side brush if it is bent or damaged. To remove the brush, lift it off its peg.

## MAINTENANCE

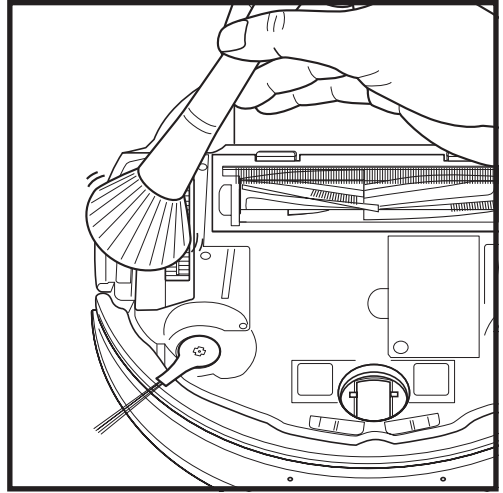
### CLEANING THE WHEELS

#### CLEAN FRONT WHEEL PERIODICALLY.

See [sharkaccessories.com](http://sharkaccessories.com) for replacement parts.



Clean the wheel housing.

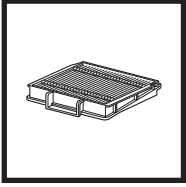


Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

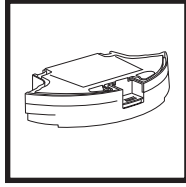
**NOTE:** Brush not included.

## REPLACEMENT PARTS

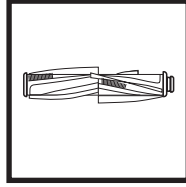
**NOTE:** To order replacement parts, filters, and cleaning solution refills, visit [sharkaccessories.com](http://sharkaccessories.com).



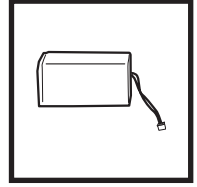
**Filter**



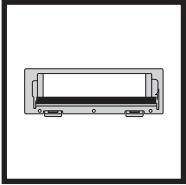
**Robot Dust Bin**



**Brushroll**



**Battery**

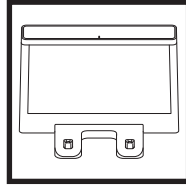


**Brushroll Door**

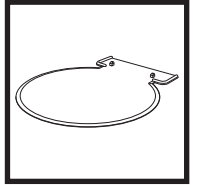


**Side Brush**

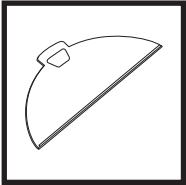
NOTE: Side brush design may vary



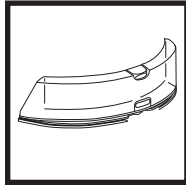
**Charging Dock**



**Dock Landing Mat**



**Mop Pad**



**Fluid Reservoir**



**Shark® VACMOP®  
Multi-Surface Cleaner  
Refill 2L Bottle**



**Shark® VACMOP®  
Hardwood Cleaner  
Refill 2L Bottle**

# MAINTENANCE

## TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark Matrix™ 2-in-1 Robot, see the error code chart below:

ERROR #	ERROR CODE	SOLUTION
2	<b>DOCK (RED) + ! (RED)</b> flashing	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
2	<b>CLEAN (RED) + DOCK (RED) + ! (RED)</b> flashing	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
2	<b>CLEAN (WHITE) + DOCK (RED) + ! (RED)</b> flashing	Wheel motor encoder failure. Please contact Shark Customer Service at 1-800-668-9600.
2	<b>CLEAN (WHITE) + ! (RED)</b> flashing	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
3	<b>CLEAN (GREEN) + DOCK (GREEN) + ! (RED)</b> flashing together	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages.
6	<b>DOCK (RED)</b> flashing	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
7	<b>CLEAN (RED) + DOCK (WHITE)</b> flashing	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
9	<b>CLEAN (RED) + DOCK (RED)</b> flashing	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
10	<b>CLEAN (RED)</b> flashing	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
16	<b>CLEAN (RED) + DOCK (WHITE)</b> alternating	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
21	<b>CLEAN (RED) + DOCK (WHITE) + ! (RED)</b> flashing	Robot has encountered an error while booting. Please turn the power off and back on.
24	<b>BATTERY ICON (RED)</b> flashing	Battery is critically low and needs recharging. Please pick up your robot and place it on the base. Make sure the base indicator light turns blue to confirm your robot is placed on the base correctly.
24	<b>DOCK (WHITE) + ! (RED)</b> flashing	Robot has encountered an error while charging. Please make sure you are using the correct power cord for the base.
25	<b>CLEAN (YELLOW)</b> flashing	Fluid reservoir is empty. Refill with water or VACMOP® solution before restarting.

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

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**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 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.

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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, filters, 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](http://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 not removing debris from the brushroll), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

### How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [sharkclean.com/support](http://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. Please register your product and have it with you when contacting Customer Service.

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

### How to initiate a warranty claim

You must call **1-800-668-9600** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

### How state law applies

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

## WARRANTY COVERAGE OVERVIEW

### Covered by Warranty

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

### Not Covered by Warranty

- Damage from misuse, accidents, or unauthorized repairs
- Normal wear and tear
- 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)
Mop Pad (if applicable)	Wearable	Wash after each use	Every 3–6 months	No
Battery	Wearable	Avoid full discharges	Every 12–24 months	Yes (within warranty)
Wheels	Wearable	Check for debris monthly	As needed	No (unless defective)
Landing Mat	Wearable	Clean monthly	As needed	No (unless defective)
Charging Dock	Non-Wearable	Keep clean and dry	N/A	Yes
Power Adapter	Non-Wearable	Avoid power surges	N/A	Yes
Pod	Non-Wearable	Wipe clean monthly	N/A	Yes

## REGISTER YOUR PURCHASE



registryourshark.com



## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

**TIP:** You can find the model and serial numbers on the QR code labels on the bottom of the robot and battery.

## EXPECTED PERFORMANCE

Expected runtime: Up to 60 minutes

Expected charging time: 6 hours



### FCC WARNINGS

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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

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



### BATTERY REMOVAL AND DISPOSAL

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

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

**For more information on battery removal for disposal, please visit [sharkclean.com/batterysupport](http://sharkclean.com/batterysupport).**

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

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

**PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

This Owner's Guide is designed to help you keep your Shark Matrix™ 2-in-1 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](http://sharkninja.com/patents) for more information.

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