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› Shark AV2501S AI Ultra Robot Vacuum User Manual

Shark AV2501S

Shark AV2501S AI Ultra Robot Vacuum User Manual

Model: AV2501S

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Shark AV2501S AI Ultra Robot Vacuum. Please read it thoroughly before using the appliance and retain it for future reference.

The Shark AI Ultra Robot Self-Empty combines convenience, intelligence, and powerful suction for comprehensive home cleaning. It features Matrix Clean Navigation for thorough coverage, precision home mapping for efficient routes, and a self-emptying base with HEPA filtration for reduced maintenance.

2. IMPORTANT SAFETY INFORMATION

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, or injury.

- Read all instructions before use.
- Do not use outdoors or on wet surfaces.
- Unplug from outlet when not in use and before servicing.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not use without dust bin and/or filters in place.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance.

3. SETUP AND INSTALLATION

3.1 Unboxing and Initial Inspection

Carefully remove all components from the packaging. Ensure all included items are present:

- 1 Shark AI Ultra Robot
- 1 HEPA Self-Empty Base
- 2 Side Brushes
- Filter (pre-installed)

Inspect the robot and base for any signs of damage. If any components are missing or damaged, contact Shark customer support.

3.2 Placing the Self-Empty Base

Choose a permanent location for the self-empty base. For optimal performance, place the base in an area with:

- Good Wi-Fi signal.
- A hard, level surface (not carpet).
- At least 3 feet of clear space in front of the base.
- At least 1.5 feet of clear space on either side of the base.
- No obstacles blocking the robot's path to the base.

Plug the base into a power outlet. The indicator light on the base will illuminate.



Image: The Shark AI Ultra Robot Vacuum docked with its self-empty base, alongside a smartphone showing the home mapping feature in the SharkClean app.

3.3 Installing Side Brushes

Attach the two side brushes to the posts on the bottom of the robot. Press firmly until they click into place.

3.4 Initial Charging

Place the robot onto the charging base. Ensure the charging contacts on the robot align with those on the base. The robot will begin charging. Allow the robot to fully charge before its first use (approximately 6 hours).

3.5 Connecting to the SharkClean App

Download the SharkClean app from your smartphone's app store. Follow the in-app instructions to connect your robot vacuum to your home Wi-Fi network. The app allows for scheduling, targeted cleaning, and accessing advanced features.

ULTRA COVERAGE

120-minute runtime and Recharge & Resume
for complete home coverage.



Image: A user's hand operating the SharkClean app on a mobile phone, demonstrating how to schedule and target specific rooms for cleaning.

3.6 Initial Home Mapping

For optimal navigation and cleaning, allow the robot to complete an initial mapping run of your home. This can be initiated through the SharkClean app. Ensure all lights are on during the mapping process for best results, as the robot uses LiDAR vision for precision mapping.



Matrix Clean Navigation™

Cleans with multiple passes, leaving no spots missed.

Image: The Shark robot vacuum actively mapping a room, with blue lines illustrating its 360° LiDAR vision for precise home mapping.

4. OPERATING YOUR ROBOT VACUUM

4.1 Starting a Cleaning Cycle

You can start a cleaning cycle in several ways:

- **Manual Start:** Press the CLEAN button on the robot.
- **SharkClean App:** Use the app to initiate a whole-home clean, target specific rooms, or clean particular spots.
- **Voice Control:** Use Amazon Alexa or Google Assistant to activate cleaning (e.g., "Alexa, tell Shark to start cleaning").

4.2 Matrix Clean Navigation

The robot utilizes Matrix Clean Navigation, cleaning in a precise grid pattern and making multiple passes over dirt and debris. This ensures thorough, deep cleaning coverage across all floor types.



Precision home mapping

Automatically maps your floors for whole-home coverage.

Image: The Shark robot vacuum demonstrating its Matrix Clean Navigation, showing a systematic cleaning path that ensures no spots are missed.

4.3 Object Detection and Avoidance

The robot is equipped with advanced sensors to detect and avoid objects 4.5 inches or greater in its path. This reduces the need to pre-clean your floors before the robot operates.



Detects & avoids objects^{*}

No need to pick up before your robot cleans.

*Objects 4.5 inches or greater in its path.

Image: The Shark robot vacuum intelligently navigating around various objects on a rug, highlighting its ability to detect and avoid obstacles during cleaning.

4.4 Recharge & Resume

For larger homes, the robot can clean for up to 120 minutes. If the battery runs low during a cleaning cycle, the robot will automatically return to its base to recharge and then resume cleaning from where it left off.



Recharge & Resume

The robot returns to its base, recharges, and can pick up where it let off.

Image: The Shark robot vacuum returning to its self-empty base for recharging, with an overlaid graphic illustrating its "Recharge & Resume" functionality.

4.5 Pet Hair Performance

The powerful suction and self-cleaning brushroll are designed to effectively pick up pet hair, dust, dander, and allergens, making it ideal for homes with pets.



Perfect for homes with pets

Powerful suction and Shark's self-cleaning brushroll pick up pet hair with anti-hair wrap.

Image: The Shark robot vacuum cleaning under a sofa, with a small dog observing nearby, showcasing its effectiveness in homes with pets.

4.6 Ultra Reach

With its low profile and side brushes, the robot can easily clean edges, corners, and under-furniture areas, ensuring comprehensive coverage.



Ultra Reach

With a low profile and side brushes, the robot easily cleans edges, corners, and under-furniture areas.

Image: The Shark robot vacuum cleaning under a kitchen cabinet, demonstrating its low profile and side brushes for reaching tight and low areas.

5. MAINTENANCE

Regular maintenance ensures your Shark AI Ultra Robot Vacuum operates at peak performance.

5.1 Self-Empty Base Maintenance

The bagless self-empty base holds up to 30 days of dirt and debris. When the dust bin is full, the app will notify you. To empty:

1. Press the release button on the base to open the dust bin compartment.
2. Remove the dust bin.
3. Hold the dust bin over a trash can and press the release lever to empty contents.
4. Reinsert the dust bin into the base until it clicks into place.

The base also contains a HEPA filter that captures 99.97% of dust and allergens. This filter should be cleaned regularly

(e.g., every 2-3 runs as per user reviews) by tapping it over a garbage can. The foam roll filter can be rinsed with water, but ensure it is completely dry before reinstallation.



Bagless Self-Empty Base

Unlike traditional robots, this empties itself into a bagless base that holds up to 30 days of debris.

Image: An internal view of the Shark Self-Empty Base, illustrating the path of debris from the robot into the base's collection bin.



Traps 99.97% of dust & allergens*

True HEPA Self-Empty Base captures dust and allergens, so you can breathe easy.

*Down to 0.3 microns.

Image: A diagram detailing the HEPA filtration system within the Shark Self-Empty Base, showing how it captures dust and allergens.

5.2 Cleaning the Self-Cleaning Brushroll

While the brushroll is self-cleaning, occasionally check for any tangled hair or debris. Remove the brushroll from the robot and use scissors to cut away any wrapped hair. Reinstall the brushroll securely.

5.3 Cleaning Side Brushes and Wheels

Periodically remove the side brushes and clean any accumulated hair or debris. Also, check the robot's wheels for any obstructions.

6. TROUBLESHOOTING

If you encounter issues with your Shark AI Ultra Robot Vacuum, refer to the following common solutions:

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Robot not charging or returning to base.	Base not plugged in; contacts dirty; base location.	Ensure base is plugged in. Clean charging contacts on robot and base. Relocate base to an open area with good Wi-Fi.
Poor cleaning performance.	Dust bin full; filters clogged; brushroll tangled.	Empty dust bin. Clean or replace filters. Clear any tangles from the brushroll.
Robot gets stuck frequently.	Obstacles; low clearance furniture; mapping issues.	Clear small objects from the floor. Use no-go zones in the app for problematic areas. Ensure sufficient light for mapping.
App connectivity issues.	Weak Wi-Fi signal; incorrect network.	Ensure robot is within Wi-Fi range. Verify you are connecting to a 2.4GHz network. Restart router and robot.
Mapping is inaccurate or incomplete.	Insufficient lighting; moving objects during mapping.	Perform mapping run with all lights on. Avoid moving furniture or objects during mapping. Consider re-mapping if issues persist.

For more detailed troubleshooting, refer to the SharkClean app or the official Shark support website.

7. SPECIFICATIONS

Feature	Detail
Brand	Shark
Model Name	AI Ultra
Model Number	AV2501S
Special Features	Self-Cleaning Brushroll, Pet Hair Pick Up, Bagless, Self-Emptying
Color	Dark Grey/Silver
Product Dimensions	13.7"L x 13.7"W x 4.1"H
Included Components	(2) Side Brushes, Filter, Shark AI Robot, HEPA Self-Empty Base
Filter Type	Foam
Battery Life	120 minutes
Voltage	120 Volts
Power Source	Battery Powered
Control Method	Voice
Compatible Devices	Amazon Alexa, Google Home
Item Weight	14.42 pounds
UPC	622356585750

8. WARRANTY AND SUPPORT

Your Shark AV2501S AI Ultra Robot Vacuum comes with a **1-year limited warranty**. For warranty claims or technical support, please visit the official Shark website or contact their customer service. Keep your purchase receipt as proof of purchase.

For additional support and FAQs, you can visit the [Shark Store on Amazon](#).