

## Shark AV2620WA

# Shark Matrix Plus 2-in-1 Robot Vacuum & Mop AV2620WA User Manual

Model: AV2620WA

## 1. INTRODUCTION

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This manual provides essential instructions for the setup, operation, maintenance, and troubleshooting of your Shark Matrix Plus 2-in-1 Robot Vacuum & Mop. This device is designed to provide comprehensive floor cleaning by combining powerful vacuuming with sonic mopping capabilities. It features advanced navigation, self-emptying, and specialized cleaning modes for various floor types and debris.

## 2. WHAT'S INCLUDED

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Carefully unpack all components and ensure you have the following items:

- Shark Matrix Plus 2-in-1 Robot
- XL HEPA Self-Empty Base
- 1 Filter
- 1 Side Brush
- 2 Microfiber Reusable Mopping Pads
- 12oz. Starter VACMOP Cleaning Solution



The Shark Matrix Plus 2-in-1 Robot Vacuum and Mop, shown with its self-empty base and all included accessories, such as the side brush, mopping pads, and cleaning solution.

## 3. SETUP

### 3.1 Base Placement

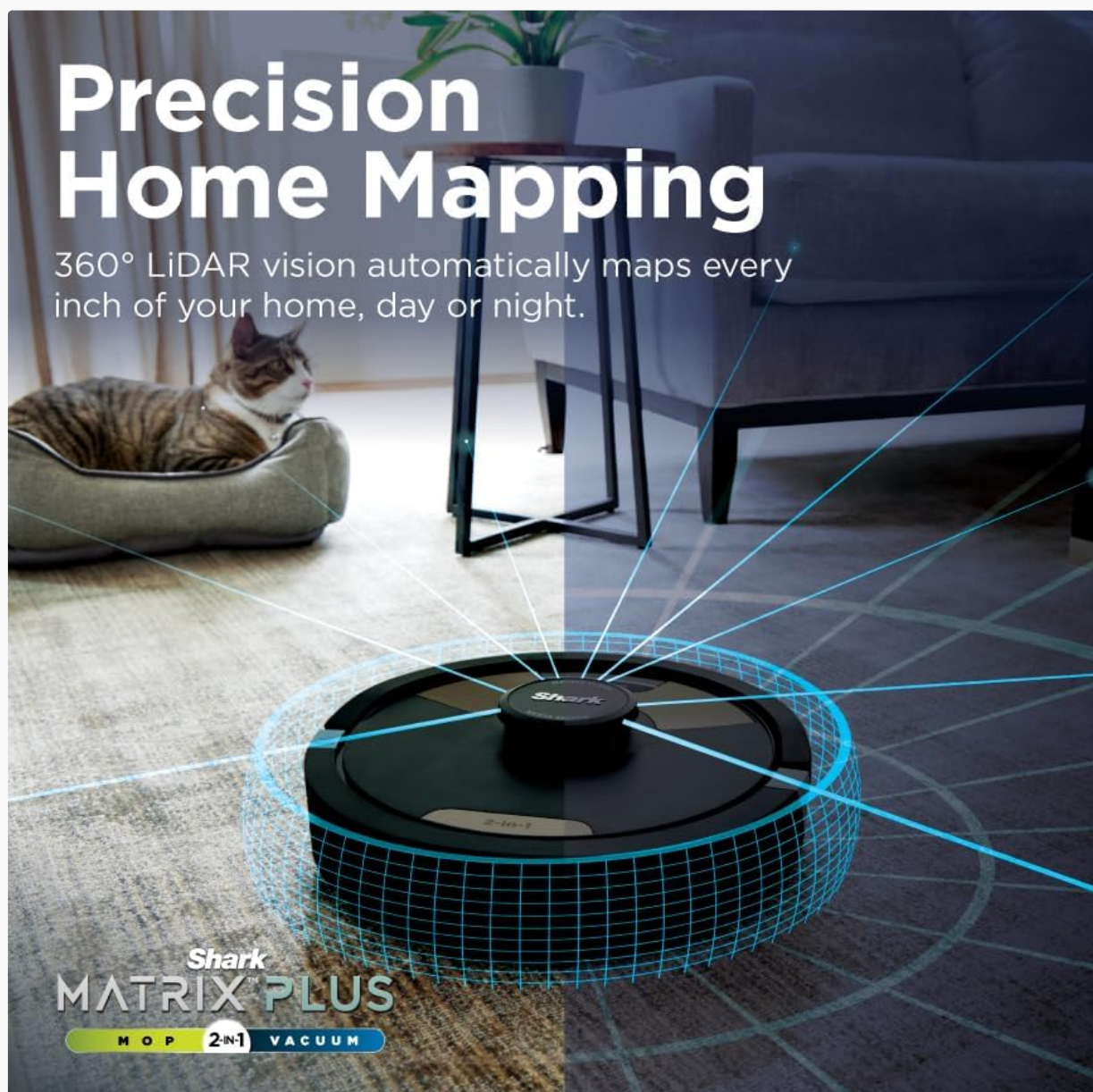
Place the XL HEPA Self-Empty Base on a hard, level surface against a wall in an area with good Wi-Fi coverage. Ensure there are no obstacles within 3 feet (1 meter) on either side and 5 feet (1.5 meters) in front of the base to allow the robot to dock properly.

### 3.2 Initial Charge

Connect the base to a power outlet. Place the robot onto the charging base. The robot will begin charging automatically. Allow the robot to fully charge before its first use, which may take several hours.

### 3.3 App Download and Home Mapping

1. Download the SharkClean app from your device's app store.
2. Follow the in-app instructions to connect your robot to your home Wi-Fi network.
3. Initiate a mapping run through the app. The robot uses 360° LiDAR vision to create a detailed map of your home, which is essential for efficient cleaning and customizing cleaning zones.



The robot vacuum mapping a room using 360° LiDAR vision, with blue lines indicating its scanning process. This feature allows the robot to navigate and clean methodically.

# Easily Customize your Clean

Select a specific room or schedule whole-home cleans from anywhere with the SharkClean® app.



A person using the SharkClean app on a smartphone to customize cleaning schedules and zones for the robot vacuum, demonstrating remote control and personalization.

## 4. OPERATING INSTRUCTIONS

### 4.1 Vacuuming Mode

The robot provides powerful suction for both carpets and hard floors. It utilizes Matrix Clean technology, cleaning in a precision grid pattern to ensure no spots are missed. For optimal vacuuming, ensure the mopping pads are removed if not required.

# Incredible Suction Power

Picks up dry debris on hard floors and carpets.



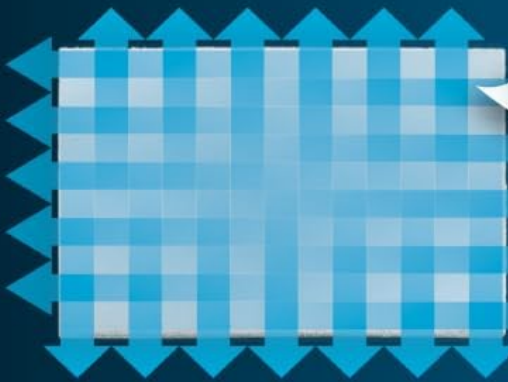
Shark  
**MATRIX PLUS**  
MOP 2-IN-1 VACUUM

The robot vacuum operating on a carpet, illustrating its powerful suction capability to pick up dry debris effectively.

# MATRIX CLEAN — NO SPOTS MISSED

## MATRIX CLEAN

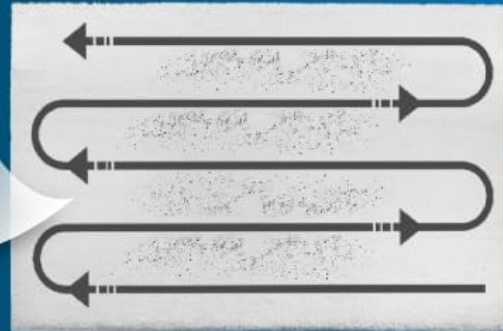
Cleans in a precision grid, leaving no spots missed.



VS

## SINGLE-ROW ROBOTS

Move in a single row, leaving debris behind.



A diagram illustrating the Matrix Clean feature, which uses a precision grid pattern to ensure thorough cleaning without missing spots, compared to a single-row cleaning method.

## 4.2 Mopping Mode (Sonic Mopping)

To activate mopping, attach the microfiber mopping pads and fill the water tank with the recommended cleaning solution. The robot will then perform sonic mopping, scrubbing hard floors 100 times per minute to address stuck-on stains. This mode is safe for all sealed hard floors, including wood, tile, and laminate.

# Sonic Mopping™

Picks up dry debris and scrubs **100x per minute** to remove stuck-on stains.

**SAFE FOR USE ON ALL SEALED HARD FLOORS INCLUDING WOOD, TILE, & LAMINATE.**



The robot vacuum demonstrating its sonic mopping capability on a hard floor, actively scrubbing 100 times per minute to remove stains.

## 4.3 2-in-1 Cleaning

The robot can vacuum and sonic mop simultaneously on hard floors. This integrated function provides a complete clean in one pass.

# 2-in-1 Robot Vacuum & Mop

Powerful vacuuming + Sonic Mopping™



An illustration depicting the robot vacuum performing both vacuuming and sonic mopping functions simultaneously for a comprehensive clean.

## 4.4 Edge and Corner Cleaning

The CleanEdge Detect feature uses blasts of air and corner recognition to dislodge debris from edges and corners, directing it into the robot's cleaning path for thorough removal.

# Cleans Edges & Corners



Uses blasts of air to pull debris into the cleaning path.



The robot vacuum utilizing air blasts to effectively clean debris from edges and corners, drawing it into its main cleaning path.

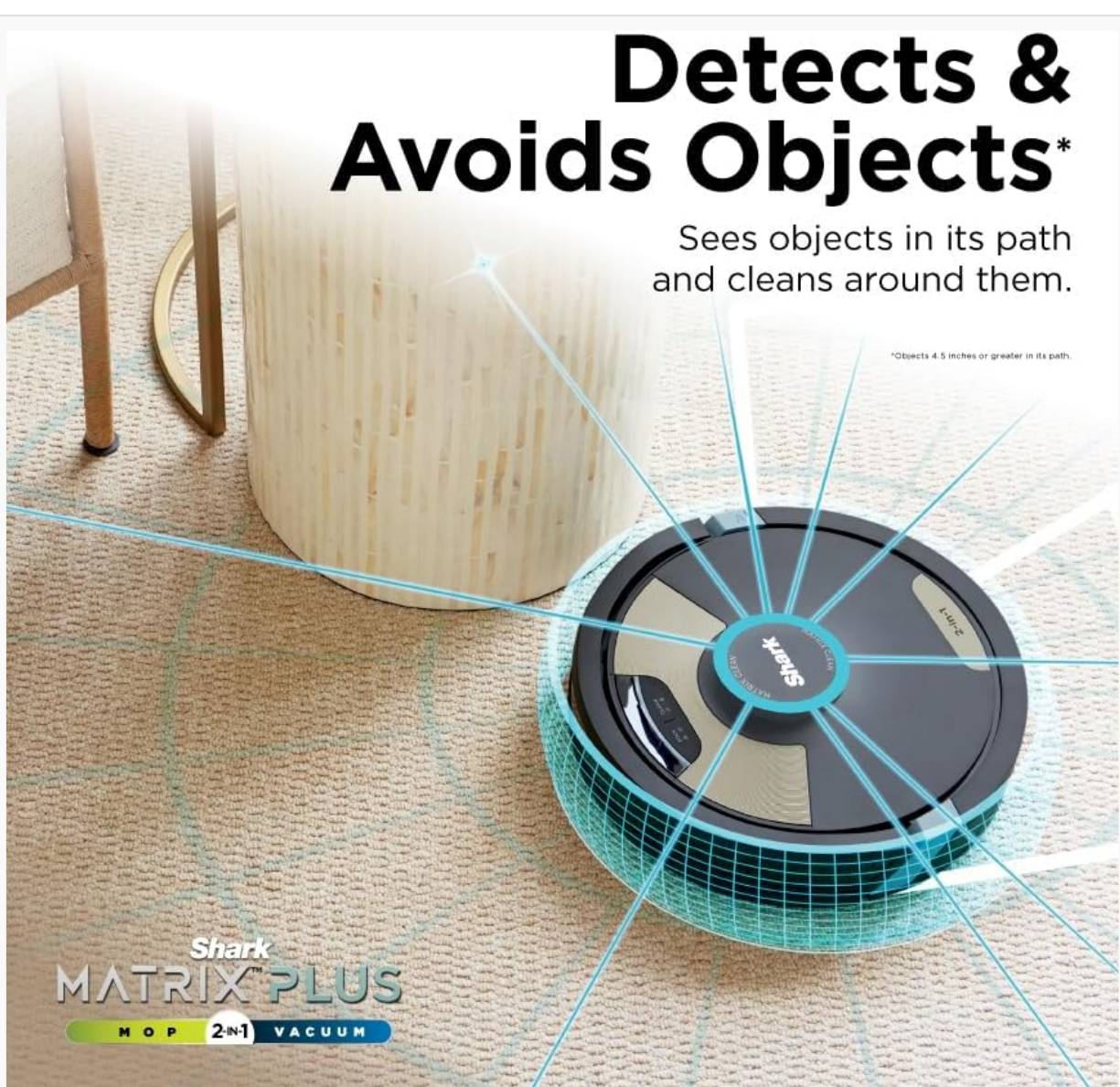
## 4.5 Object Detection and Avoidance

The robot's 360° LiDAR vision allows it to detect and navigate around objects in its path, day or night, adapting to changes in your home environment.

# Detects & Avoids Objects\*

Sees objects in its path and cleans around them.

\*Objects 4.5 inches or greater in its path.



The robot vacuum actively detecting and navigating around various objects in a room, with blue lines illustrating its object detection capabilities.

## 5. MAINTENANCE

### 5.1 Self-Emptying Base

The XL HEPA Self-Empty Base automatically empties the robot's dustbin, holding up to 45 days of dirt and debris. The bagless design eliminates the need for disposable bags.

### 5.2 Self-Cleaning Brushroll

The robot features a self-cleaning brushroll designed to prevent hair wrap, making it ideal for homes with pets. Regularly check the brushroll for any entangled debris and remove as needed.

# Powerful Pet Hair Pickup

Suction power and self-cleaning brushroll pick up pet hair with ease, and the robot empties itself into the anti-allergen sealed base.



The robot vacuum effectively cleaning pet hair from a carpet, highlighting the efficiency of its self-cleaning brushroll in managing pet dander.

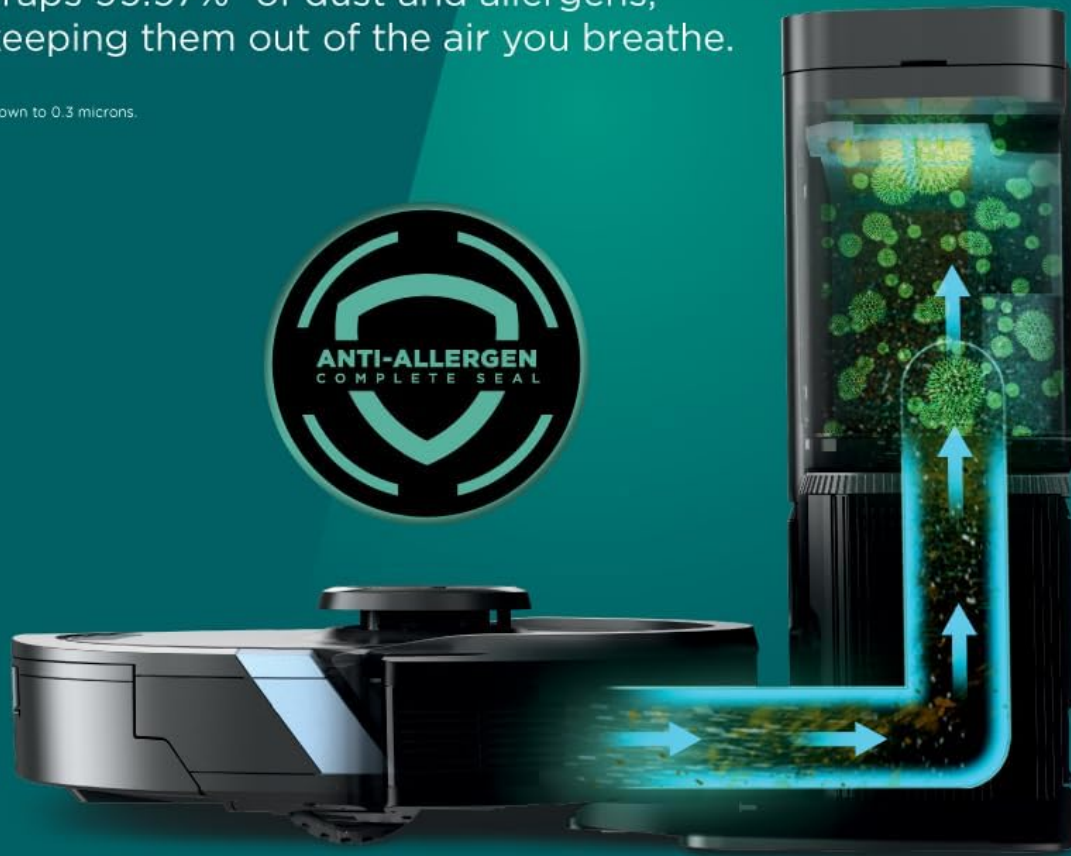
## 5.3 HEPA Filtration

The HEPA filtration system captures and traps 99.97% of dust and allergens down to 0.3 microns. Periodically clean or replace the filter according to the instructions in the SharkClean app or the full product manual to maintain optimal performance.

# Anti-Allergen Complete Seal

Traps 99.97%\* of dust and allergens, keeping them out of the air you breathe.

\*Down to 0.3 microns.



A diagram illustrating the HEPA filtration system and anti-allergen seal, showing how dust and allergens are captured and contained within the base.

## 5.4 Mopping Pads

The microfiber mopping pads are reusable. After each mopping session, remove and wash them according to the care instructions to ensure hygienic and effective cleaning.

## 5.5 Sensor Cleaning

Regularly wipe the robot's sensors with a clean, dry cloth to ensure accurate navigation and object detection.

## 6. TROUBLESHOOTING

If you encounter issues with your Shark Matrix Plus 2-in-1 Robot Vacuum & Mop, refer to the following common solutions:

- **Robot not charging:** Ensure the charging base is plugged in and the robot is correctly aligned with the charging contacts. Clean the charging contacts on both the robot and the base if they appear dirty.
- **Robot getting stuck:** Clear small obstacles, loose cables, or thick rugs from the cleaning path. Use the

SharkClean app to set 'no-go zones' for areas where the robot frequently gets stuck.

- **Poor cleaning performance:** Check and clean the brushroll, side brush, and filters. Ensure the dustbin is not full. For mopping, verify the water tank is filled and mopping pads are clean.
- **App connectivity issues:** Ensure your robot is within Wi-Fi range and your router is functioning correctly. Restart both the robot and your router if necessary.
- **Unusual noises:** Inspect the brushroll and wheels for any trapped debris or hair that might be causing obstruction.

For more detailed troubleshooting or persistent issues, consult the full product manual or contact Shark customer support.

## 7. SPECIFICATIONS

<b>Brand</b>	Shark
<b>Model Name</b>	Matrix Plus 2in1 Robot Vacuum
<b>Model Number</b>	AV2620WA
<b>Special Features</b>	Auto-Docking, Bagless, Edge Cleaning, Portable, Wet/Dry
<b>Color</b>	Black/Brass
<b>Product Dimensions</b>	21.4"L x 14.96"W x 5.69"H
<b>Filter Type</b>	HEPA
<b>Battery Life</b>	110 minutes
<b>Voltage</b>	14.4 Volts
<b>Power Source</b>	Corded Electric
<b>Control Method</b>	App
<b>Compatible Devices</b>	Amazon Echo
<b>Item Weight</b>	16.95 pounds
<b>UPC</b>	622356664400

## 8. WARRANTY AND SUPPORT

For information regarding your product's warranty, please refer to the warranty card included in your product packaging or visit the official Shark website. For customer support, technical assistance, or to purchase replacement parts, please contact Shark customer service through their official channels.

Optional protection plans are available for purchase to extend coverage beyond the standard warranty period. Details on these plans can be found where the product was purchased or on the manufacturer's website.

