



[Manuals.plus](#) /

> [Shark](#) /

> Shark PowerDetect NeverTouch Pro Robot Vacuum & Mop Combo RV2820ZE User Manual

Shark RV2820ZE

Shark PowerDetect NeverTouch Pro Robot Vacuum & Mop Combo RV2820ZE User Manual

Model: RV2820ZE

INTRODUCTION

This manual provides essential instructions for the setup, operation, maintenance, and troubleshooting of your Shark PowerDetect NeverTouch Pro Robot Vacuum & Mop Combo, model RV2820ZE. Please read this manual thoroughly before using the product to ensure proper function and longevity.

WHAT'S INCLUDED

Carefully unpack your Shark PowerDetect NeverTouch Pro system and ensure all components are present:

- PowerDetect Robot
- NeverTouch Pro Base
- Odor Neutralizer Cartridge (1)
- Mopping Pads (2)
- Side Brush (1)
- Sample bottle of Shark Multi-Surface Cleaner



Image: The Shark PowerDetect NeverTouch Pro Robot Vacuum and Mop Combo, its self-empty and self-refill base, and included accessories such as the odor neutralizer, cleaning solution, and extra mopping pads.

SETUP

1. Base Placement

Place the NeverTouch Pro Base on a hard, level surface against a wall, ensuring there is at least 3 feet of clear space in front of the base and 1.5 feet on either side. Plug the base into a power outlet.

2. Initial Charge

Place the robot onto the base. Ensure the charging contacts align. The robot will begin charging. Allow for a full charge before first use, which may take several hours.

3. Fill Water Tank

Open the water tank on the NeverTouch Pro Base and fill it with the provided Shark Multi-Surface Cleaner solution and water according to the instructions on the cleaner bottle. This tank automatically refills the robot's water reservoir for mopping.

4. Install Mopping Pad

Attach a clean mopping pad to the robot. The robot will automatically pick up and drop off the mopping pad as

needed during cleaning cycles.

5. App Setup

Download the SharkClean app on your smartphone. Follow the in-app instructions to connect your robot to your home Wi-Fi network. The app allows you to set schedules, define no-go zones, and initiate targeted cleaning.

OPERATING INSTRUCTIONS

Your Shark PowerDetect NeverTouch Pro robot is designed for hands-free cleaning, combining powerful vacuuming with effective mopping.

Automatic Cleaning

Once set up, the robot can perform scheduled cleanings or be started on demand via the SharkClean app or the button on the robot. It utilizes 5 Intelligent PowerDetect Cleaning Technologies to adapt to different cleaning needs.



Image: The NeverTouch Pro Base illustrating its self-empty (up to 60 days), self-refill (up to 30 days), pad drop

drop, and self-clean (up to 30 days) functionalities.

PowerDetect Technologies

The robot intelligently detects and reacts to different cleaning scenarios:

- **DirtDetect:** Identifies areas with higher debris concentration and automatically boosts vacuuming performance.
- **StainDetect:** Targets areas with more stains, increasing mopping performance with multiple cleaning passes.
- **EdgeDetect:** When vacuuming, it blasts air to push debris from edges into the cleaning path. When mopping, it extends the pad up to an inch for edge-to-edge cleaning.



Image: Visual representation of the robot's five intelligent detect and react technologies, including detecting hidden debris, sensing floor types, vacuuming edges, mopping edges, and removing stuck-on stains.

POWERDETECT™ TECHNOLOGIES



Up to 50% Better floor & edge cleaning*.
Up to 25% Better stain removal.**



*vs. Shark ION
**vs. Shark Matrix™ 2-in-1

Image: The Shark PowerDetect Technologies demonstrating improved floor and edge cleaning capabilities.

NeverStuck Technology

This technology allows the robot to navigate your home effectively:

- The robot lifts itself over obstacles and across thresholds to ensure comprehensive coverage.
- When mopping, it automatically lifts the pad above carpets to prevent wet messes.

NEVERSTUCK TECHNOLOGY™

Lifts pad up and away from carpets to prevent wet messes.

MOP LIFT
OVER CARPETS



LIFTS
OVER THRESHOLDS



Image: The NeverStuck Technology feature, illustrating how the robot lifts its mop pad to avoid wetting carpets and lifts its body to clear thresholds.

Navigation and Obstacle Avoidance

Equipped with an advanced 3D sensor and 360° LiDAR, the robot detects and avoids obstacles and furniture, adapting to changes in your home environment.

OBJECT DETECT



Advanced 3D sensor to detect and avoid objects while cleaning.



Image: The Object Detect feature, demonstrating the robot's ability to use advanced 3D sensors to detect and avoid various objects in its cleaning path.

Customized Cleaning

Through the SharkClean app, you can:

- Set specific cleaning schedules.
- Initiate on-demand cleaning.
- Target specific spots for intensive cleaning.
- Establish no-go zones to restrict access to certain areas.
- Create and manage a map of your home for efficient navigation.

MAINTENANCE

The NeverTouch Pro Base significantly reduces manual maintenance:

- **Self-Emptying:** The robot automatically empties debris into the base's bin, which has a 60-day capacity.
- **Self-Refill:** The base automatically refills the robot's water tank for up to 30 days of mopping.

- **Self-Clean Pad Wash & Dry:** After each cleaning cycle, the base washes and dries the mopping pad, providing up to 30 days of hands-free maintenance.

PERFECT FOR HOMES WITH PETS



Anti-Allergen
Complete Seal with traps
99.97% of allergens*.

*Based on ASTM F1977, particles over 0.3 microns. Allergens refers to non-living matter.



Odor Neutralizer
Protects against odors to
freshen your home.

Image: The Self-Clean function, illustrating the automatic washing and drying process of the mopping pad within the NeverTouch Pro Base.

SELF-CLEAN

No maintenance for **UP TO 30 DAYS.**
Automatic pad wash & dry.



Image: The Pad Drop mechanism, demonstrating how the robot automatically picks up and drops off the mopping pad for seamless transitions between cleaning modes.

Odor Neutralizer Cartridge

Replace the Odor Neutralizer Cartridge as needed to maintain freshness in your home.

Filter Maintenance

The robot uses a cartridge filter. Refer to the SharkClean app or product documentation for instructions on when and how to clean or replace the filter.

TROUBLESHOOTING

If you encounter issues with your robot, consider the following common solutions:

- **Robot not charging:** Ensure the base is plugged in and the robot's charging contacts are clean and properly aligned with the base.
- **Poor cleaning performance:** Check if the dust bin is full, the mopping pad is clean, or if the brushes are tangled. Clean sensors and brushes as necessary.

- **Robot getting stuck:** Clear obstacles from the robot's path. Ensure the NeverStuck Technology is functioning by checking for debris around the wheels.
- **Short battery life:** Ensure the robot is fully charged before each cleaning cycle. Battery life can vary based on floor type and cleaning mode.
- **App connectivity issues:** Verify your Wi-Fi connection and ensure the robot is within range. Restart both the robot and your router if necessary.

For persistent issues, consult the SharkClean app's help section or contact Shark customer support.

SPECIFICATIONS

Feature	Specification
Brand	Shark
Model Name	PowerDetect NeverTouch Pro
Model Number	RV2820ZE
Special Features	Auto-Docking, Edge Cleaning, Self-Emptying, Self-Refill, Self-Clean Pad Wash & Dry
Color	Black
Filter Type	Cartridge
Battery Life	Up to 120 minutes
Voltage	120 Volts
Dust Bin Capacity	0.33 Quarts (robot), 60-day capacity (base)
Power Source	Battery Powered
Form Factor	Compact
Product Dimensions	18.8 x 14.33 x 17.56 inches
Item Weight	25 pounds
UPC	703670827235

WARRANTY AND SUPPORT

This product is sold as a renewed item. For specific warranty information and support related to renewed products, please refer to the Amazon Renewed Store or contact the seller directly. General product support and troubleshooting resources may also be available through the SharkClean app or the official Shark website.