

USING THE SHARK IQ ROBOT™

USING THE SHARK CLEAN™ APP AND VOICE CONTROLS

Get the most out of your Shark IQ Robot™ with these app features:

- Interactive Map
- Virtual Walls: Virtual boundaries that you can set to keep your robot out of certain rooms
- Room Select
- Schedule and Control: Set your robot to clean on a schedule or at a specific time
- Recharge and Resume
- Use Recurring or One-time cleaning schedules to schedule your robot to clean your home
- Scheduling
- Schedule cleaning for up to 7 days
- Control From Anywhere
- When you are unable to control your robot
- Cleaning Reports
- Each time your robot cleans, you get a detailed cleaning report
- Volume Control
- You can adjust the volume of your robot's audio notifications

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 sharkclean.com/app for setup instructions which include how to enable Shark IQ for Amazon Alexa and setup with Google Assistant

Google Assistant

Amazon Alexa

"OK Google, tell Shark to start cleaning."

"Alexa, tell Shark to start cleaning."

"OK Google, tell Shark to pause my robot."

"Alexa, tell Shark to pause my robot."

"OK Google, tell Shark to end my robot's cleaning session."

"Alexa, tell Shark to end my robot's cleaning session."

WHY TROUBLESHOOTING

- To use the app, your phone must be connected to a 2.4 GHz network. The app will only work on a 2.4 GHz network.
- Typical home Wi-Fi networks operate with 2.4 GHz and 5 GHz.
- Don't connect a VPN or a proxy server.
- Firewall or Internet router settings may block the app's connection.
- If you can't connect, check your router settings.

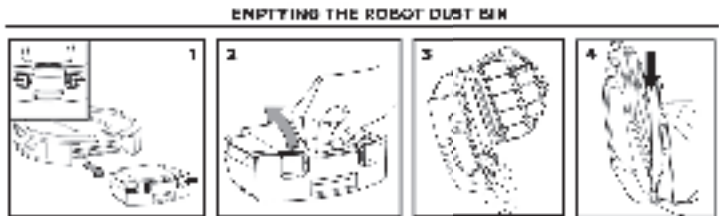
WHY CAN'T I CONNECT?

- Restart your phone
- Restart your robot
- Make sure the power button on the back of the BASE is in the ON position
- Press the power button on the side of the SHARK IQ robot in position 1 to connect the power button to the power button ON.
- Restart your router
- Holding the power button for 30 seconds then pressing it back in. Allow several minutes for your router to reboot completely.

ERROR CODE	PROBLEM
1 (RED) + Wi-Fi indicator (RED) flashing	Shark robot is not connected to Wi-Fi
1 (Flashing Red) + Wi-Fi (RED)	Shark robot is not connected to Wi-Fi
1 (RED) + Wi-Fi (Flashing RED) alternately	Shark robot is not connected to Wi-Fi
1 (RED) + Wi-Fi (Flashing RED) at the same time	Shark robot is not connected to Wi-Fi

MAINTENANCE

CAUTION: Turn off power before performing any maintenance.



1. Press the **Dust Bin Release Tabs** and slide out the dust bin.
2. To avoid spills, be sure to hold the dust bin in an upright position. Tilt and lift to open the lid.
3. Empty debris and dust into trash.
4. Look between the filter and plastic shield and make sure there is no debris buildup. Remove and clean any debris buildup as needed with a dry cloth or soft brush.

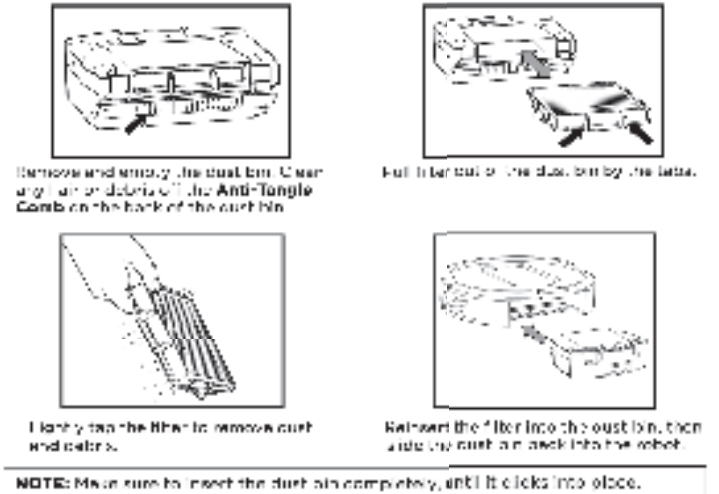
EMPTYING THE BASE DUST BIN



The Base Dust Bin holds up to 60 days worth of debris and debris. To empty the bin, hold the bin when the debris level approaches the max fill line. To detach it, press the Release button on top of the unit and slide out the bin.

CLEANING AND REPLACING THE FILTER

For optimal suction power, regularly clean and replace the filter inside the robot's dust bin. **IMPORTANT: DO NOT** use water when cleaning the filter.



CLEANING AND REPLACING THE BASE FILTERS

For best results, regularly clean and replace the filters in the base. To clean the base filters with cold water. **ONLY** the pre-motor filter can be cleaned and reused. A wash filter is a new filter and should be replaced separately. The front bumper filter is not being replaced.

IMPORTANT: DO NOT use soap when cleaning the filter.

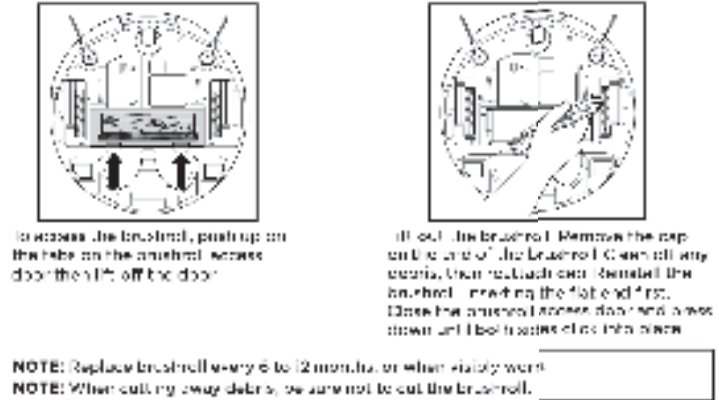


NOTE: The pre-motor filter and foam filter should be replaced every 2-3 years. The post-motor filter should be replaced every 2 years.

NOTE: Clean the mesh filter inside the dust bin with a small brush once a month.

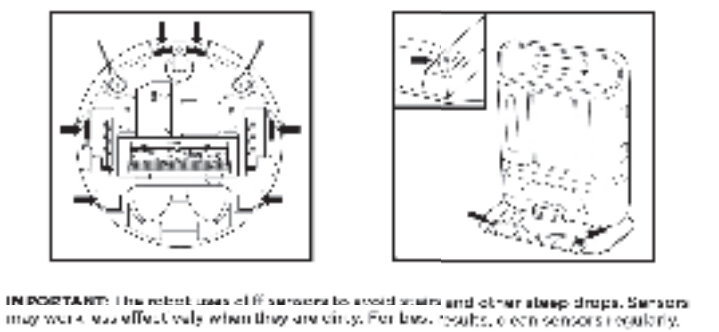
SELF-CLEANING BRUSHROLL

The Self-Cleaning Brushroll actively removes hair wrap while your robot cleans. If some hair remains wrapped around the brushroll, set the self-cleaning to clean the brushroll.

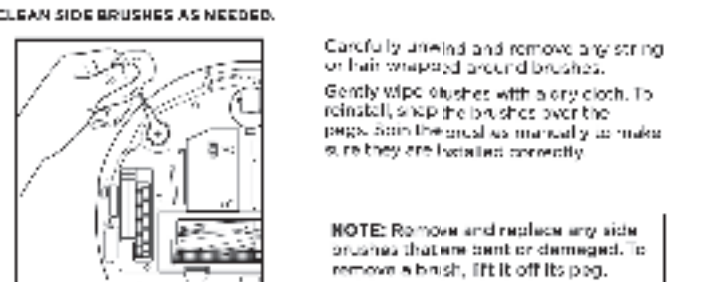


CLEANING SENSORS AND CHARGING PAD

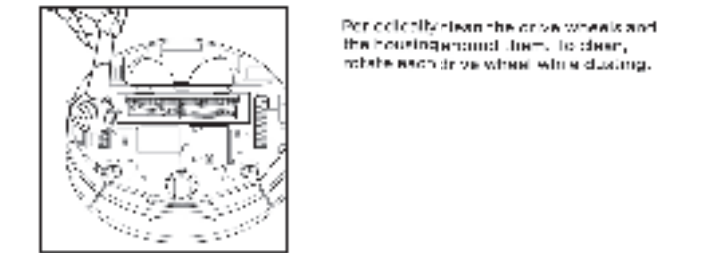
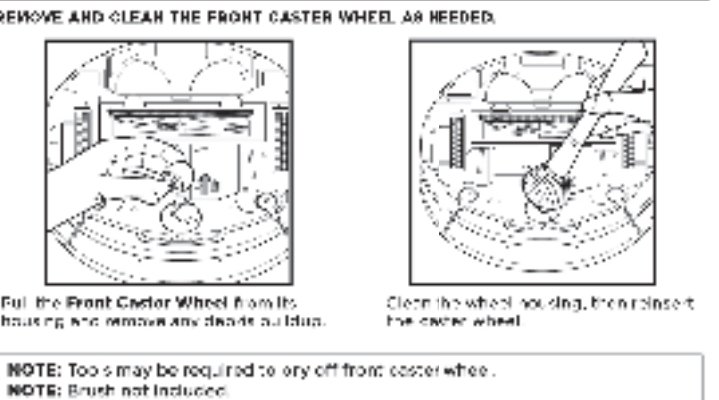
CLIP SENSORS AND CHARGING PAD AS NEEDED. With a clean, dry, lint-free cloth, wipe the sensors and pads located on the bottom of the robot and on the base.



CLEANING SIDE BRUSHES



CLEANING THE WHEELS



TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark IQ Robot™, see the error code chart below.

ERROR CODE	ERROR NUMBER	SOLUTION
CLEAN (RED) + 1 (RED) flashing	3	Suction motor failure. Remove and empty the dust bin, clean the filters and remove blockages.
CLEAN (RED) flashing	10	Robot may be stuck on an obstacle. Move robot to a new location on a hard surface.
DOCK (RED) flashing	6	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
CLEAN (BLUE) + DOCK (RED) solid	14	Recharge delay error. Move your robot to a flat surface away from the magnetic boundary strip and try charging again.
CLEAN (RED) + DOCK (BLUE) flashing	7	Cliff sensor error. Move your robot to a new location and check cliff sensors.
CLEAN (RED) + DOCK (RED) flashing	9	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
DOCK (RED) + 1 (RED) flashing	2	Side brush is stuck. Remove any debris from around the side brushes so they move freely.
CLEAN (RED) + DOCK (RED) + 1 (RED) flashing	2	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the wheels so they move freely.
CLEAN (RED) + DOCK (BLUE) + 1 (RED) flashing	16	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
CLEAN (BLUE) + DOCK (RED) + 1 (RED) flashing	2	Wheel motor encoder failure. Please call a service center.
CLEAN (BLUE) + 1 (RED) flashing	2	Blockage in brushroll. Remove any debris from around the brushroll or front bumper.
CLEAN (BLUE) + DOCK (BLUE) + 1 (RED) flashing	21	Robot has encountered an error while docking. Please turn the power off and back on.
CLEAN (BLUE) + DOCK (RED) flashing	23	Hold down your power button light until you can turn on your robot. A green light on the base correctly.
BATTERY ICON (RED) flashing	24	Battery is critically low and needs recharging. Please plug your robot and a new battery into the base. Make sure the base battery light turns blue to confirm your robot is placed on the base correctly.
CLEAN (RED) + 1 (RED) flashing	2	Blockage in brushroll. Remove any debris from around the brushroll.
DOCK (RED) FLASHING + 1 (RED) solid	26	Blockage in dust bin. Check base and robot for debris that may be blocking and remove the dust bin, ensuring that it clicks into place.
DOCK (BLUE) + 1 (RED) flashing	24	Robot has encountered an error while docking. Please make sure you are using the correct power cord for the base.

For all other errors, please call a service center.

REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of NINETY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

Refurbished Product Service Center
9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to www.ConsumerServiceRefurbish.com or call the **Refurbished Product Service Center** at 562-946-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

Refurbished Product Service Center
Attn: Customer Service Department 9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

Your unit will be promptly repaired and returned to you. We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

Owner's Information
(Keep for your permanent records)

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ E-MAIL: _____

MODEL: _____ SERIAL NO.: _____

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