



Shark 2400WD Series AI Ultra 2 in 1 Robot User Guide

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Shark

Shark 2400WD Series AI Ultra 2 in 1 Robot



Product Information

The TM 2400WD Series ULTRA 2-in-1 Robot Floor Cleaner is an electrical appliance designed to clean floors efficiently. It consists of a Robot Floor Cleaner and a charging dock with a power supply. The components of the cleaner contain electrical connections, electrical wiring, and moving parts that may pose risks to the user. The robot cleaner is not suitable for wet surfaces unless it is a WD vacuum. It is important to carefully inspect all parts before each use and use only identical replacement parts from sharkclean.com.

Product Usage Instructions

1. Ensure the charging cable plug fits fully into the outlet. If it does not fit, reverse the plug. If it still does not fit, contact a qualified electrician. Do not force the plug into the outlet or modify it to fit.
2. Keep cords from other appliances out of the area to be cleaned.
3. Do not operate the vacuum in a room where an infant or child is sleeping.
4. Avoid operating the vacuum in areas with lit candles or fragile objects on the floor.
5. Do not use the vacuum in a room with lit candles on furniture that the vacuum may accidentally hit or bump into.
6. Do not allow children to sit on the vacuum.
7. Do not use the vacuum on a wet surface unless it is a WD vacuum designed for wet cleaning.
8. Before each use, carefully inspect all parts for any damage. If any part is damaged, discontinue use.
9. Refer to the Owner's Guide provided on sharkclean.com for proper usage instructions. Do not use the Robot Floor Cleaner for any purpose other than those described in the Owner's Guide.
10. Avoid exposing any parts of the Robot Floor Cleaner to water or other liquids, except for the filters, dust bin, fluid reservoir, and pads.
11. This appliance can be used by individuals with reduced physical, sensory, or mental capabilities if they have received supervision or instruction on safe usage and understand the associated hazards. Children should not play with or perform cleaning and maintenance without supervision.
12. Always turn off the Robot Floor Cleaner before inserting or removing the filter, dust bin, or side brushes.
13. Avoid handling the plug, charging dock, charging cable, or Robot Floor Cleaner with wet hands. Cleaning and user maintenance should not be performed by children without supervision.

14. Do not use the Robot Floor Cleaner without the dust bin, filter, brush roll, and side brush in place.
15. Avoid damaging the charging cord by not pulling or carrying the charging dock by the cord or using the cord as a handle. When unplugging, grasp the plug and not the cord. Do not close a door on the cord, pull it around sharp corners, or leave it near heated surfaces.
16. Avoid putting any objects into nozzle or accessory openings.
Keep them free of dust, lint, hair, or anything that may obstruct airflow.
17. If airflow is restricted, do not use the Robot Floor Cleaner.
Turn off the vacuum cleaner and remove all obstructions from the air paths before turning it on again.

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 vacuum in a room where an infant or child is sleeping.
4. DO NOT operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
5. DO NOT operate the vacuum 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 vacuum
7. DO NOT use the vacuum on a wet surface.(unless it is a WD vacuum)
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
10. This Robot Floor Cleaner contains no serviceable parts.
11. Use only as described in the Owner's Guide provided on 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 appliance 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 appliance in a safe way and understand the hazards involved.
 - Children shall not play with the appliance.
 - 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:
 - Liquid spills.
 - Large objects.
 - Hard or sharp objects (glass, nails, screws, or coins).
 - Large quantities of dust (drywall dust, fireplace ash, or embers).
 - Smoking or burning objects (hot coals, cigarette butts, or matches).
 - Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
 - Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution.)
25. DO NOT use in the following areas:
 - Outdoor areas near fireplaces with unobstructed entrances
 - 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).
 - In an area with a space heater.
 - 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.
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
43. Chargers other than those indicated may create a risk of fire.
44. 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.
45. 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.
46. 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.
47. DO NOT expose the Robot Floor Cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
48. Non-rechargeable batteries cannot be recharged.

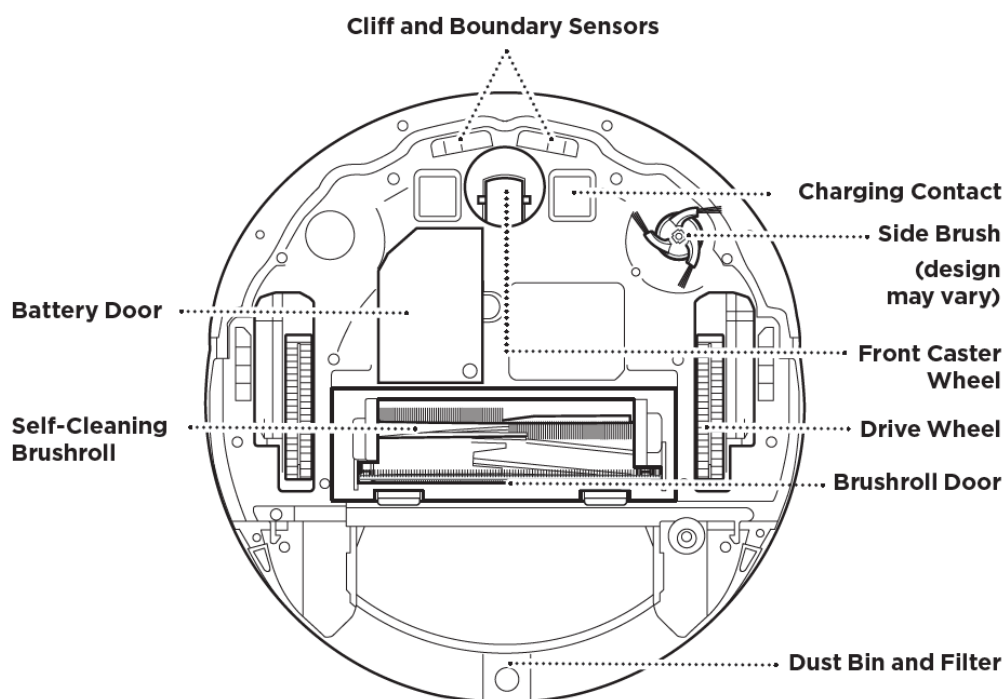
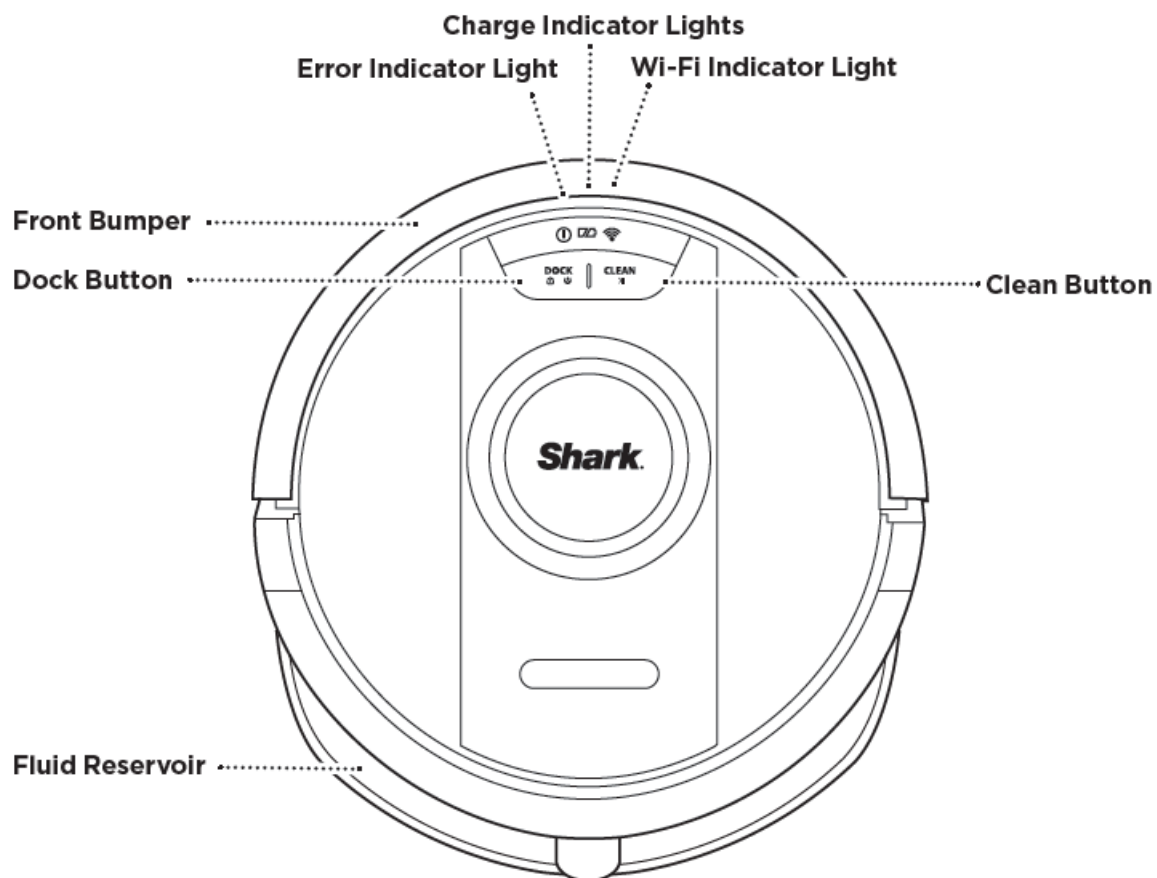
NO-GO ZONES

49. Always use no-go zones around reflective flooring and surfaces.
50. No-go zones should always be used near carpeted stairs.
51. DO NOT use no-go zones within 10 feet of the dock.

LASER WARNING

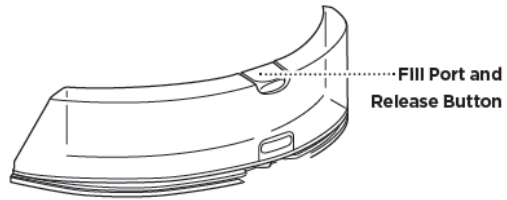
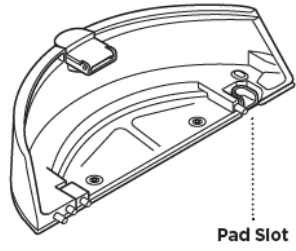
52. This product has a Class 1 laser. It is safe under reasonably foreseeable conditions (as defined in the Owner's Guide). Always turn off the power before lifting the Robot Floor Cleaner or performing any maintenance on it.
53. DO NOT look directly into laser.

GETTING TO KNOW YOUR SHARK AI ULTRA™ ROBOT

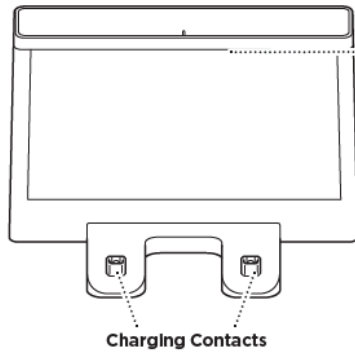


GETTING TO KNOW YOUR SHARK AI ULTRA™ ROBOT

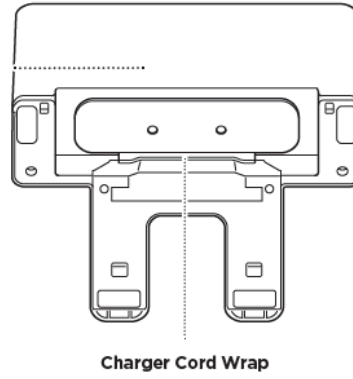
FLUID RESERVOIR



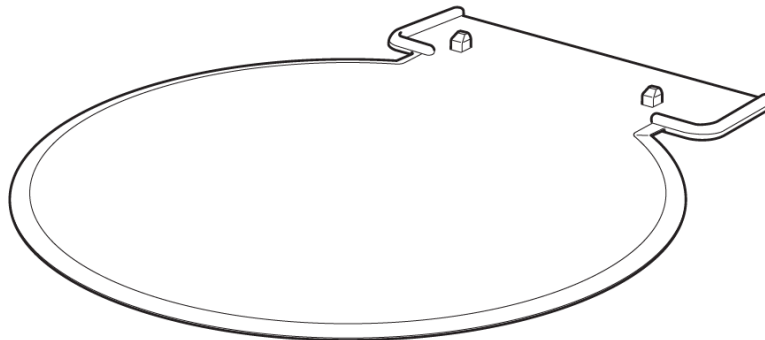
DOCK FRONT



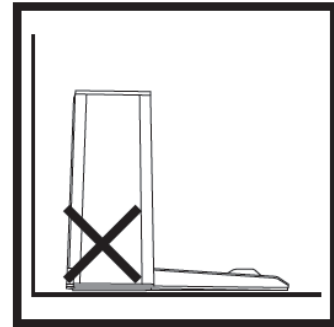
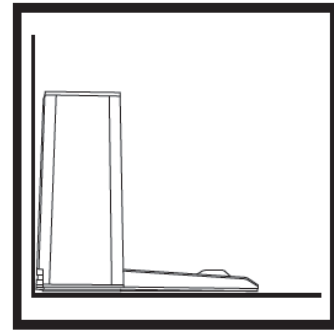
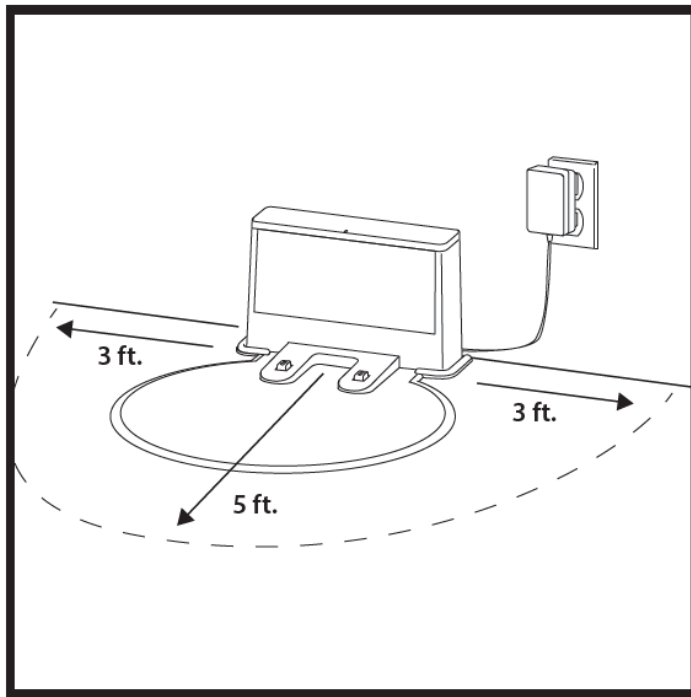
DOCK BOTTOM



DOCK LANDING MAT (This side up)



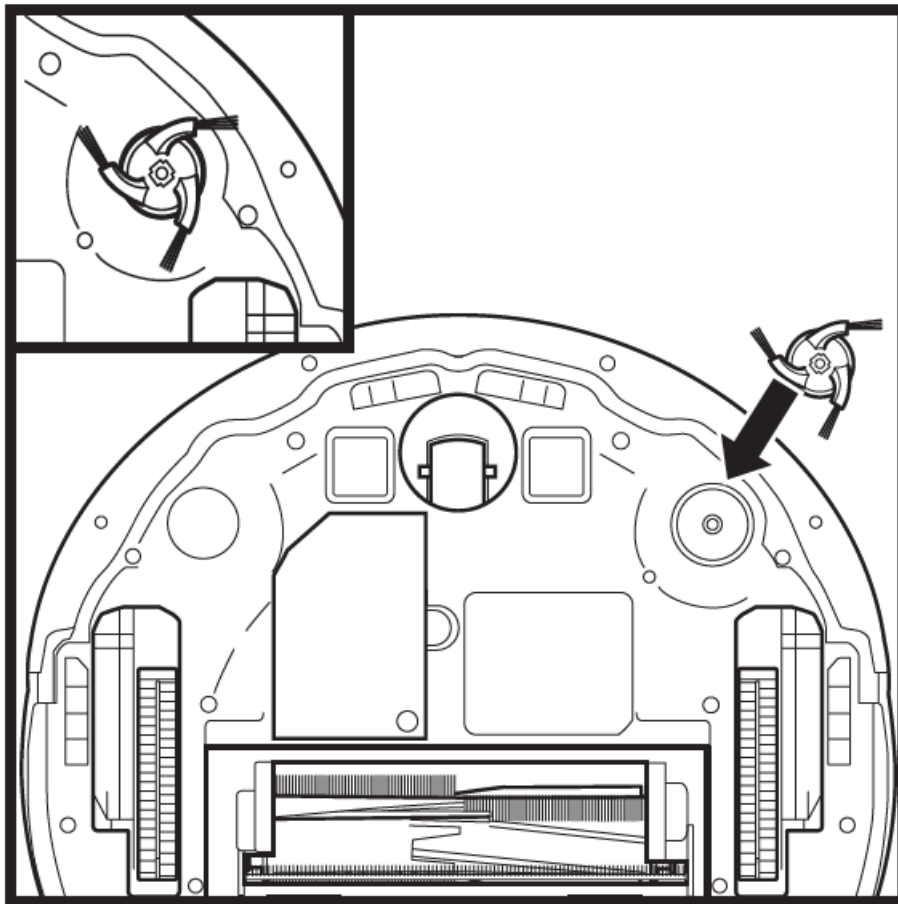
DOCK SETUP



- 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 3 feet from either side of the dock, or closer than 5 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.



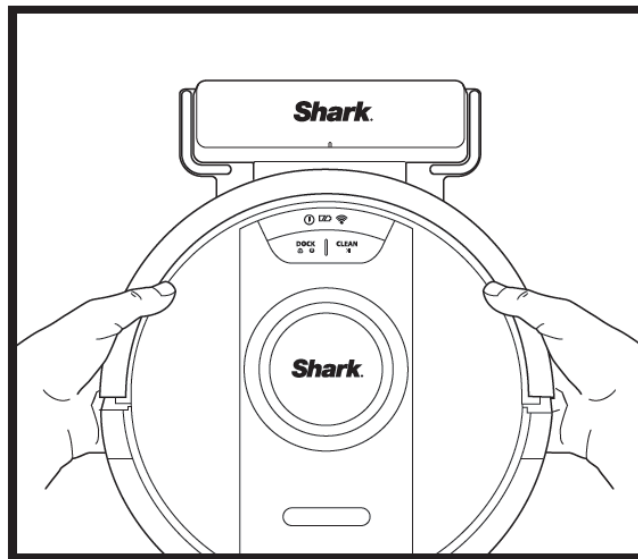
NOTE: Side brush design may vary.

CHARGING

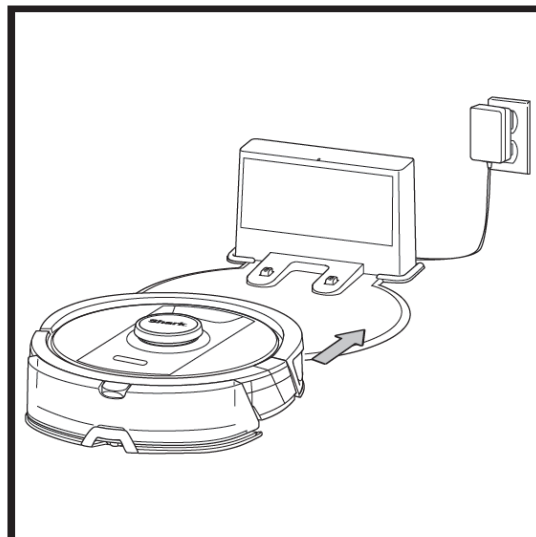
IMPORTANT: The Shark AI Ultra™ 2-In-1 Robot has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to 6 hours to fully charge.



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.

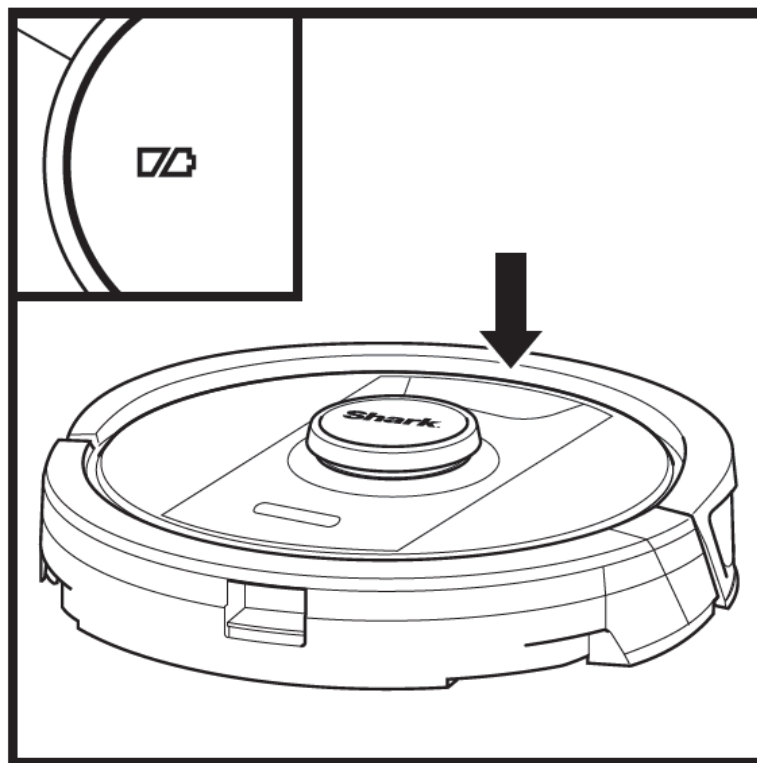


When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If the robot doesn't return to dock, its charge may have run out, or if it is in wet cleaning mode, the dock may be blocked by carpet.

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



While Charging (White)



No Charge or Off



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

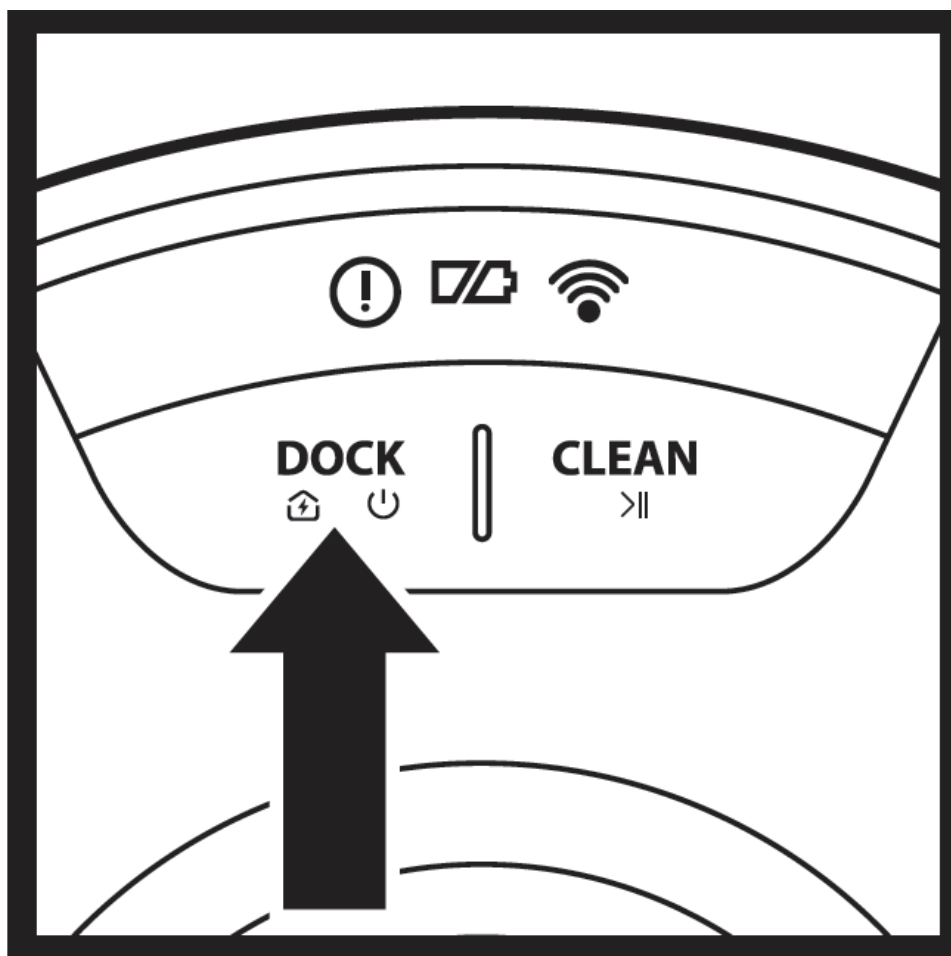
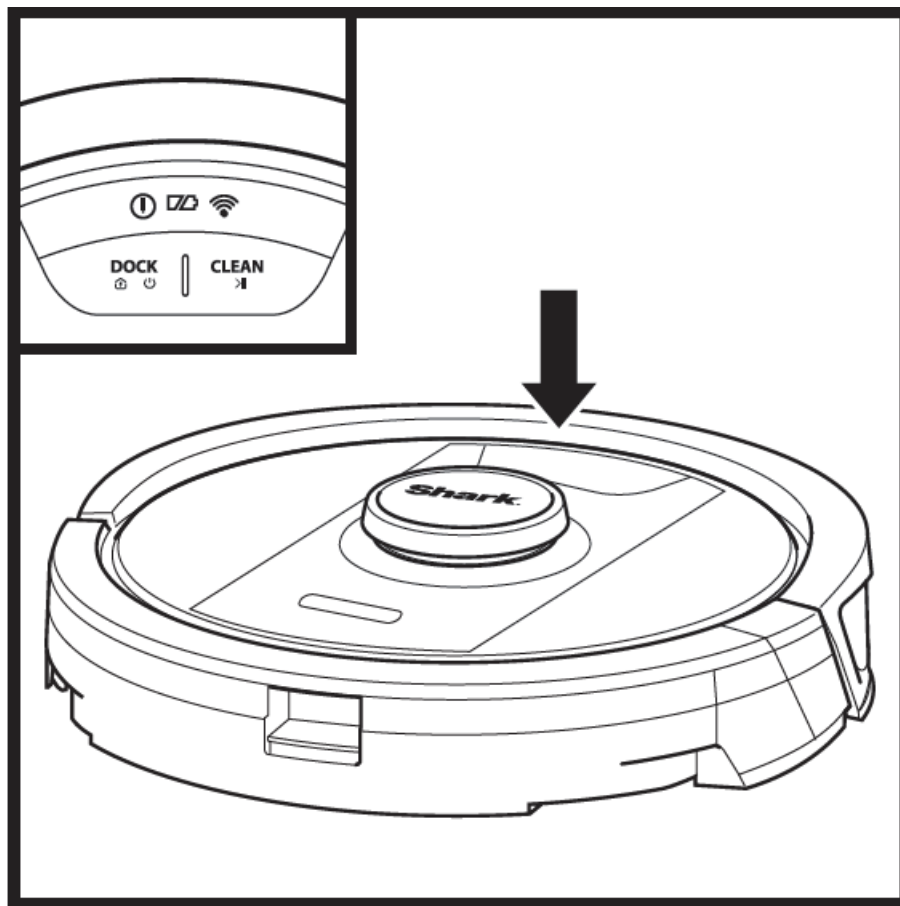
While the robot is charging, both white LED lights will flash. When charging is complete, both white lights will illuminate steadily. It may take up to 6 hours to fully charge your robot.

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



RECHARGE & RESUME

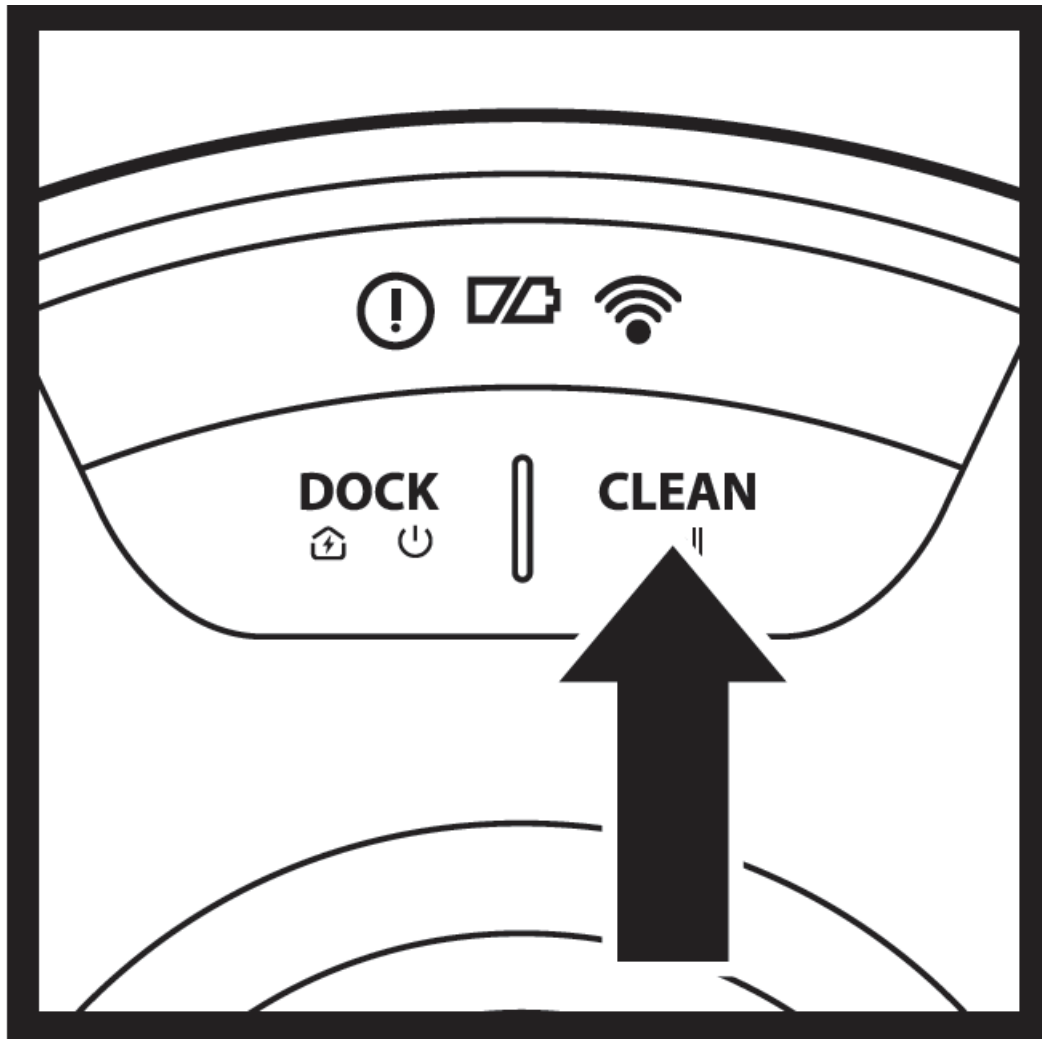
Press and hold the DOCK button for 15 seconds to turn Recharge & Resume ON or OFF.

The Recharge & Resume function is turned OFF by default. Turn ON Recharge & Resume for complete coverage

if your home's floor plan is bigger than 1500 sq. ft. Your robot will return to the dock, recharge, and can pick up where it left off.

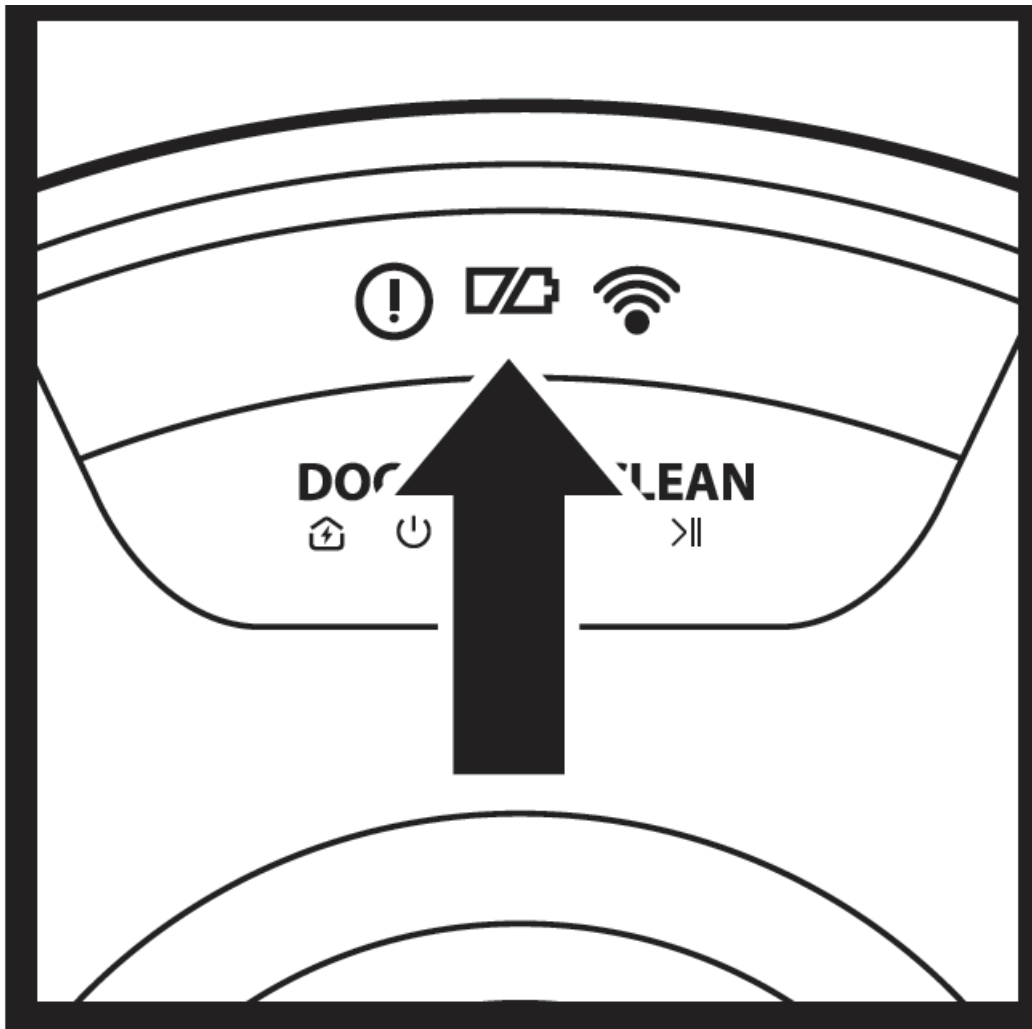
CLEAN BUTTON

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



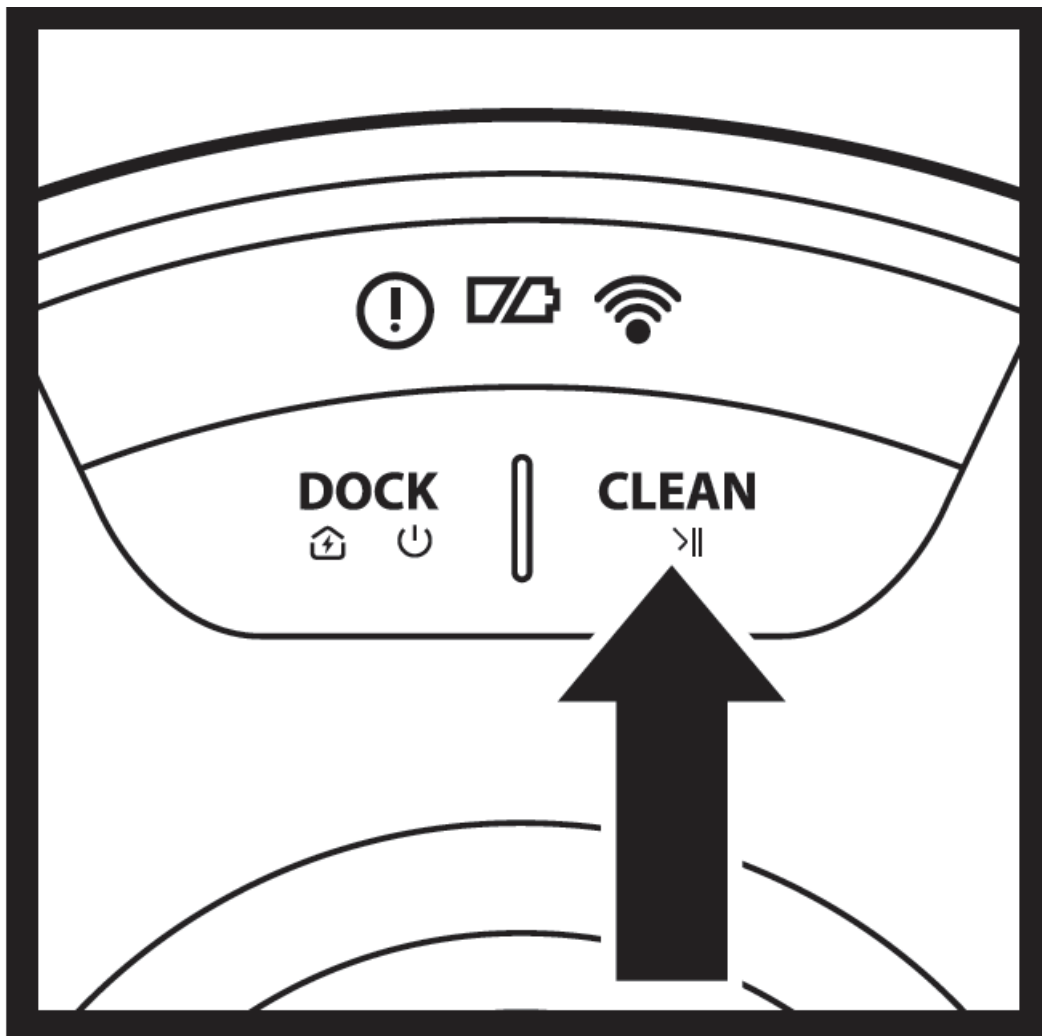
DOCK BUTTON

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.



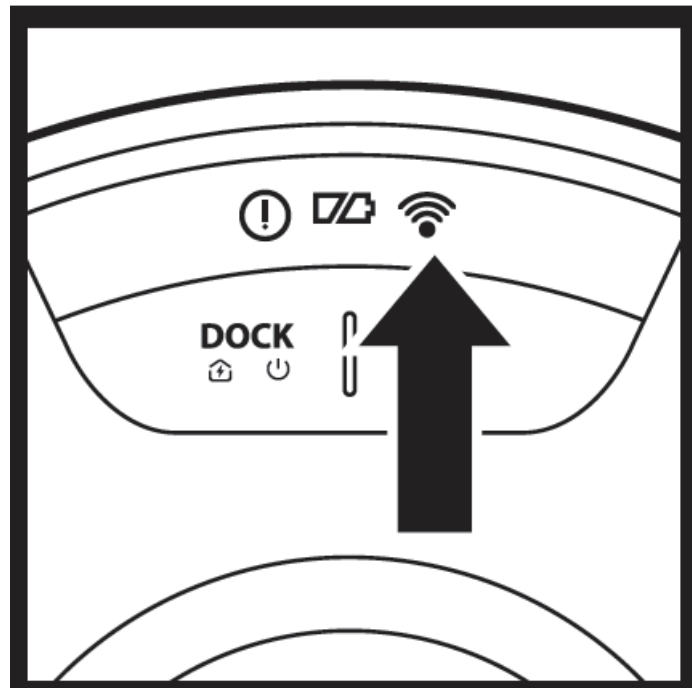
WET MOPPING INDICATOR LIGHT

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



WI-FI INDICATOR

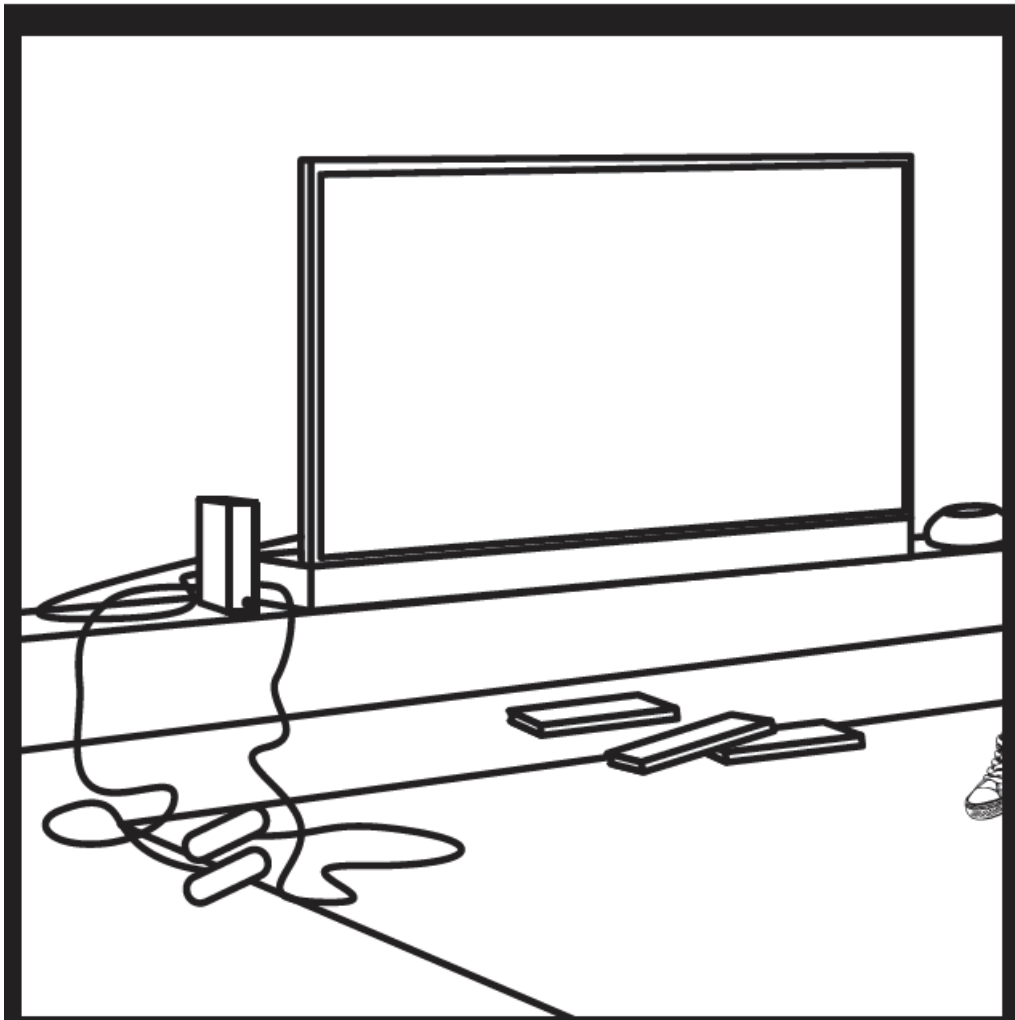
- **White light:** connected to Wi-Fi.
- **Red light:** not connected.
- **Flashing White:** setup mode.
- **No light:** not set up yet.



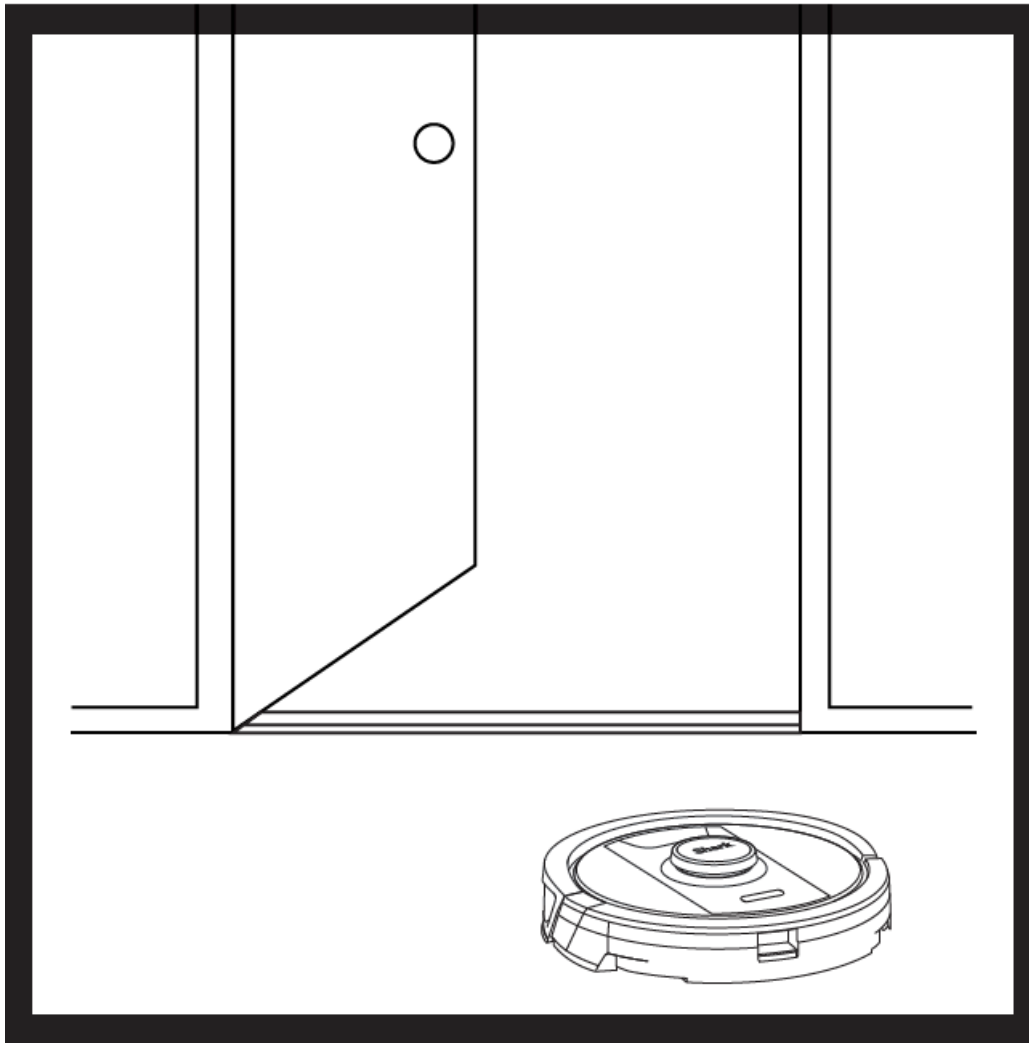
PREP YOUR HOME

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.

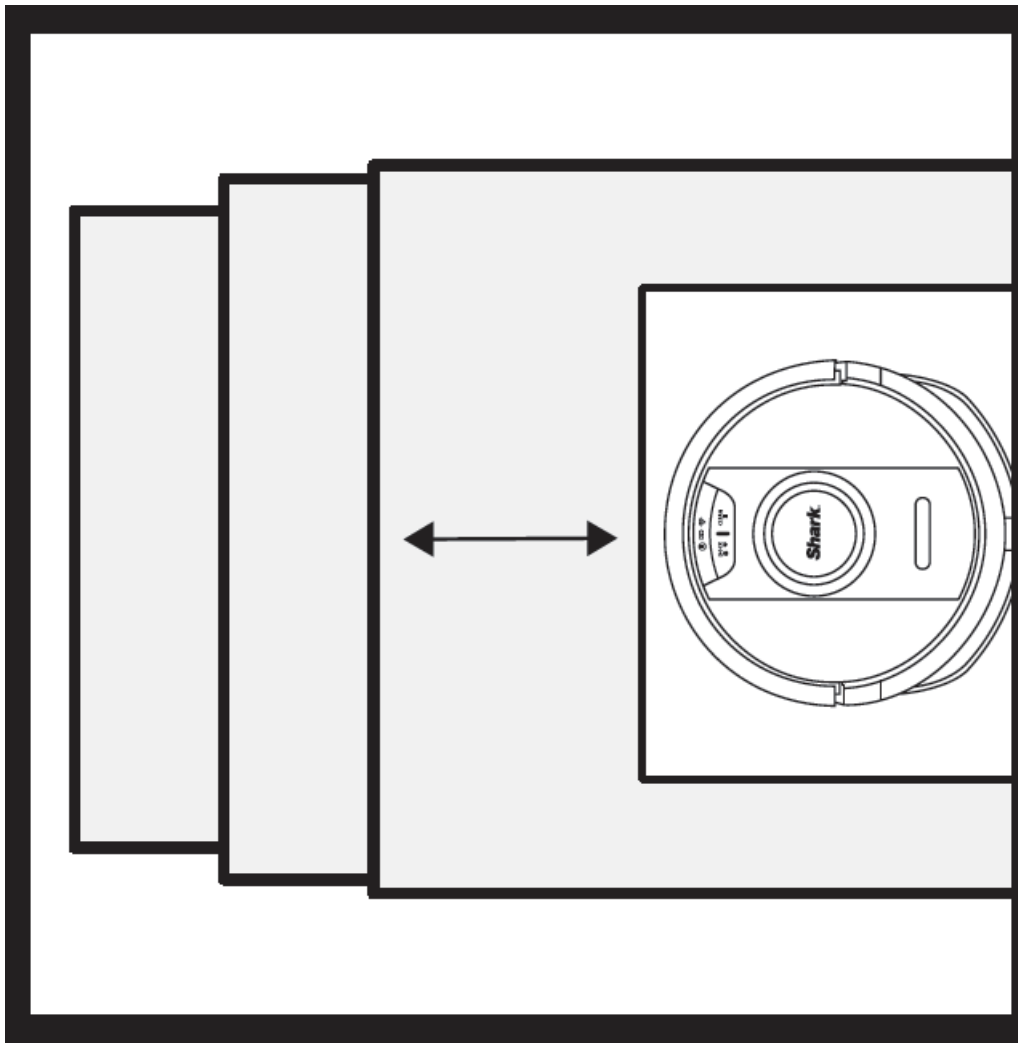
**OBSTRUCTIONS**

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



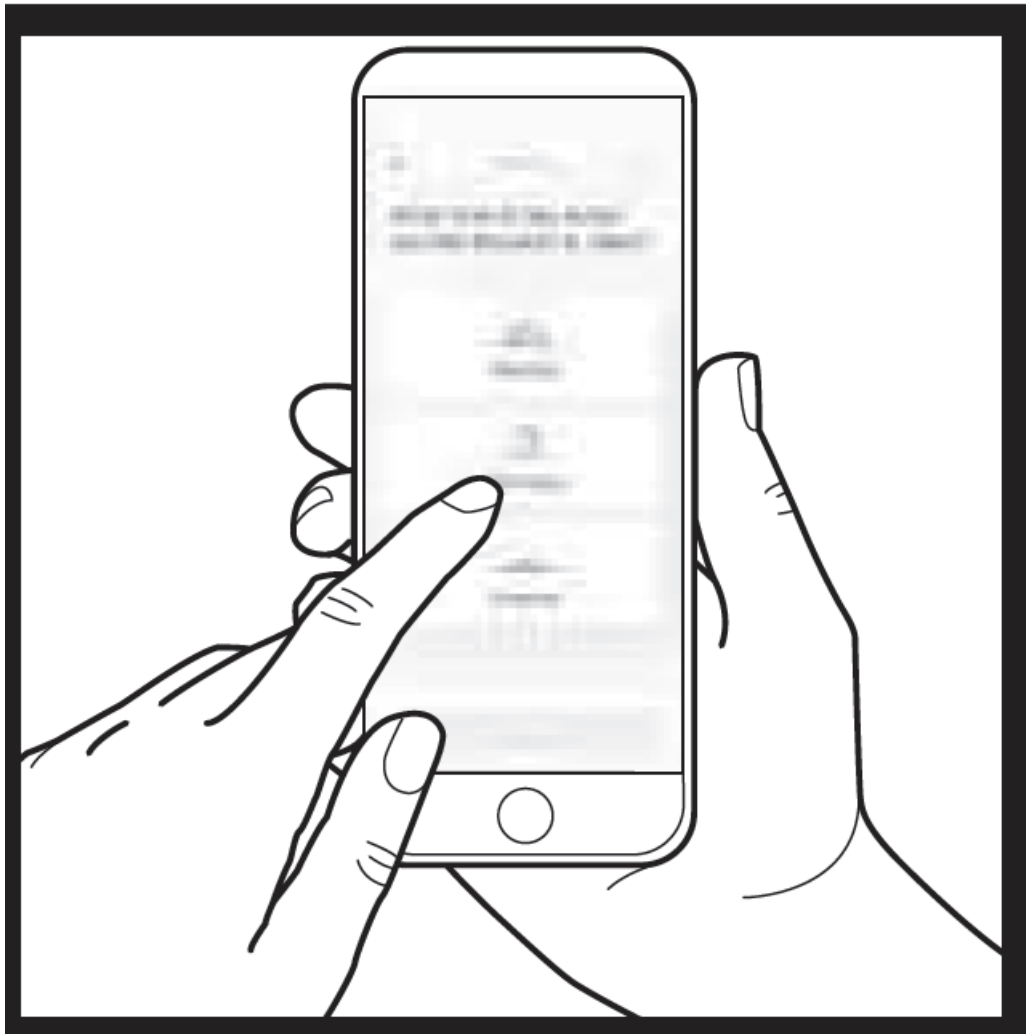
THRESHOLDS

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.

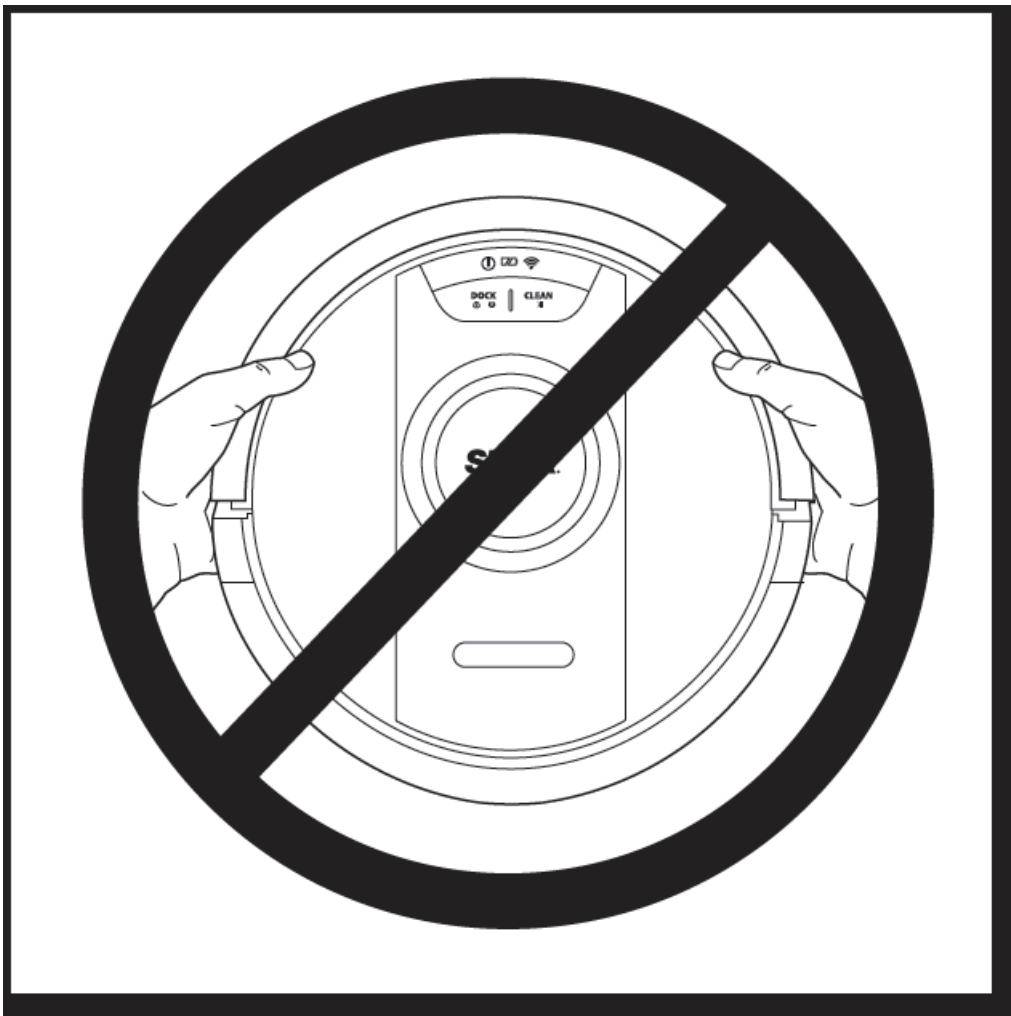


STAIRS

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.

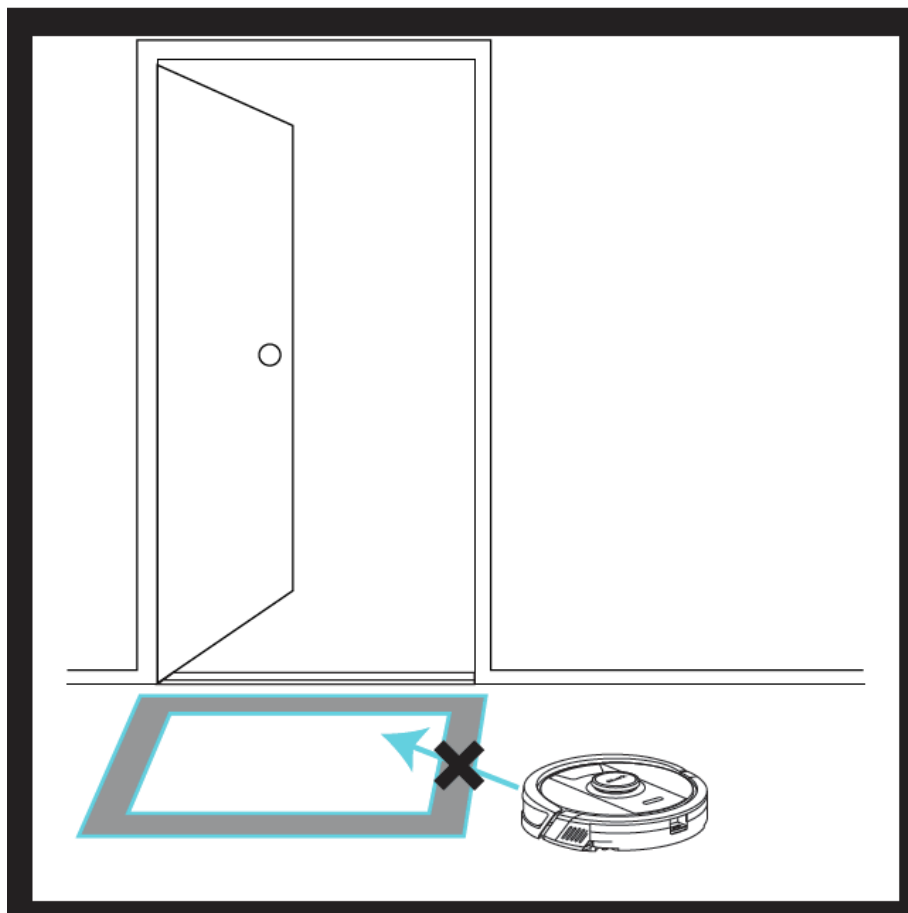
**SCHEDULING**

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.



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.



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.

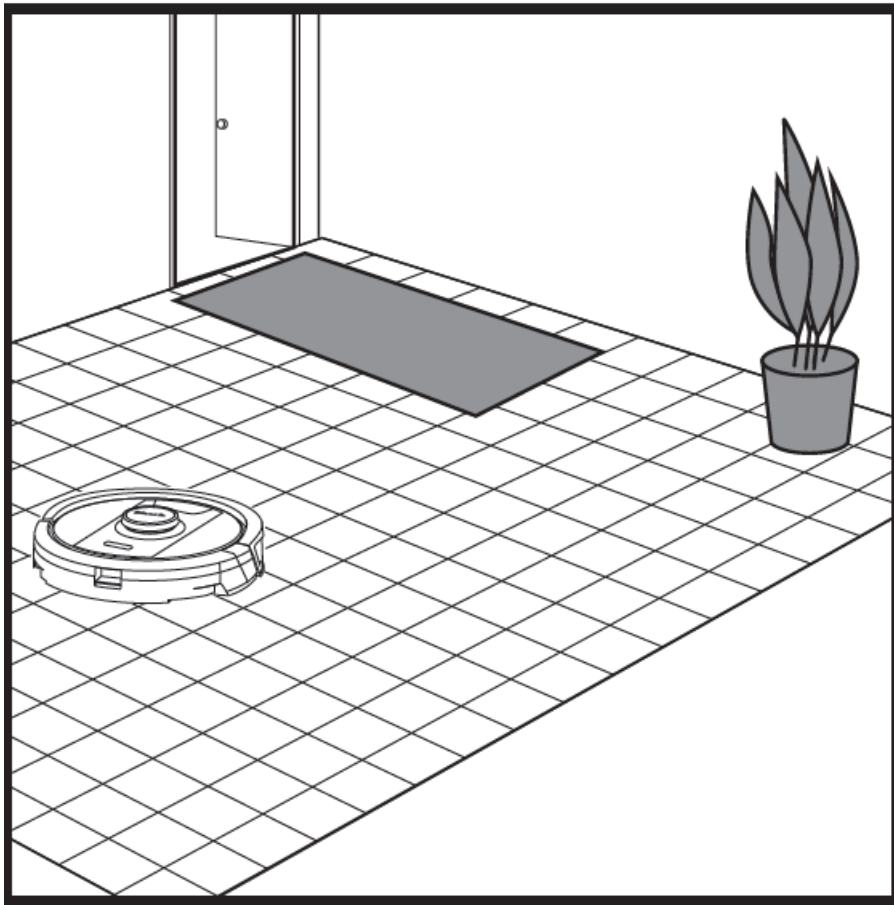
MANUAL CLEANING MODE

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.

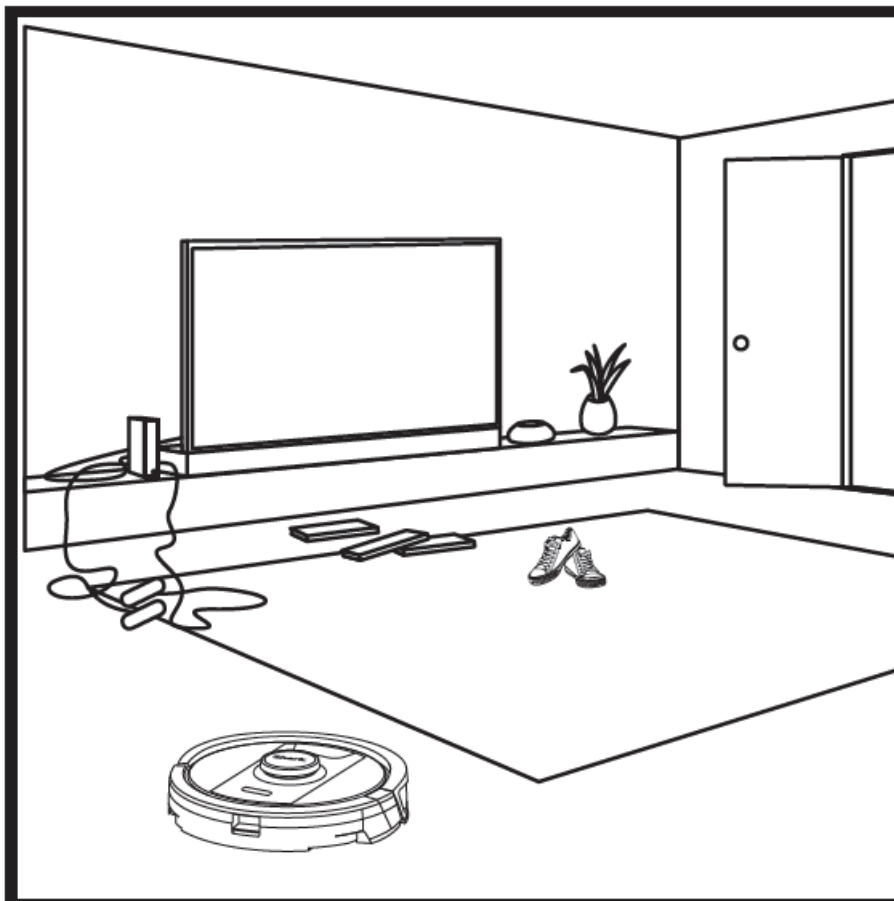
USING THE SHARK AI ULTRA™ ROBOT

SHARK AI ULTRA™ ROBOT



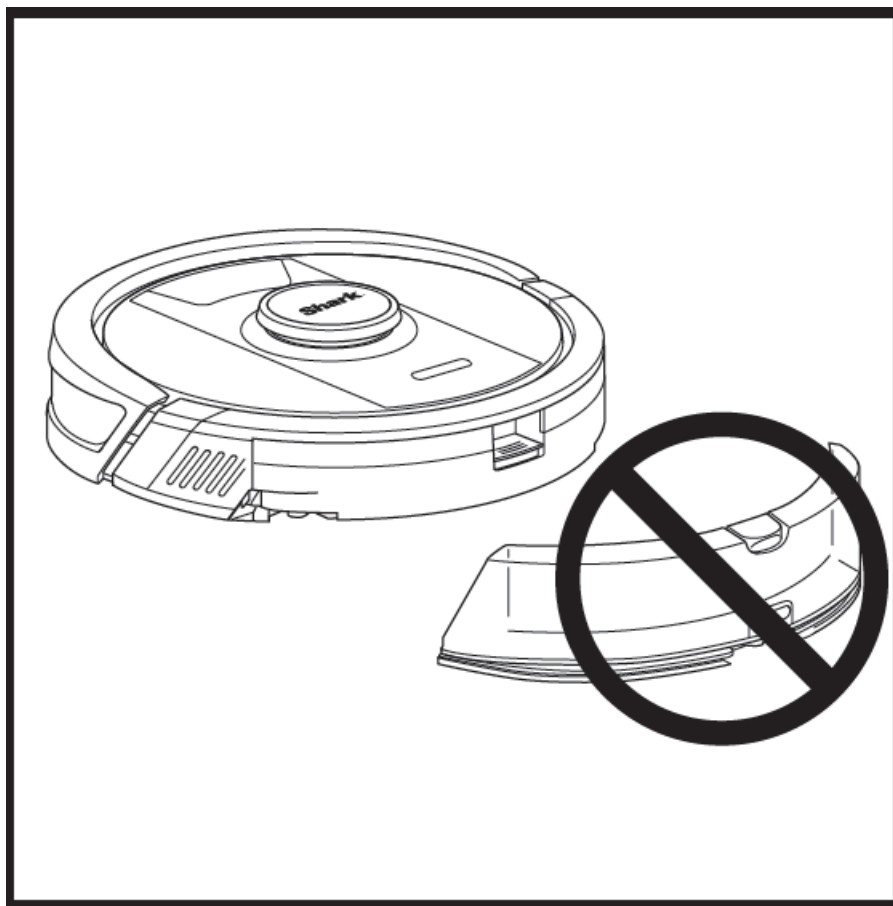
After setup is complete, follow instructions in the app to help your robot conduct an Explore Run to create an initial map of your home.

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



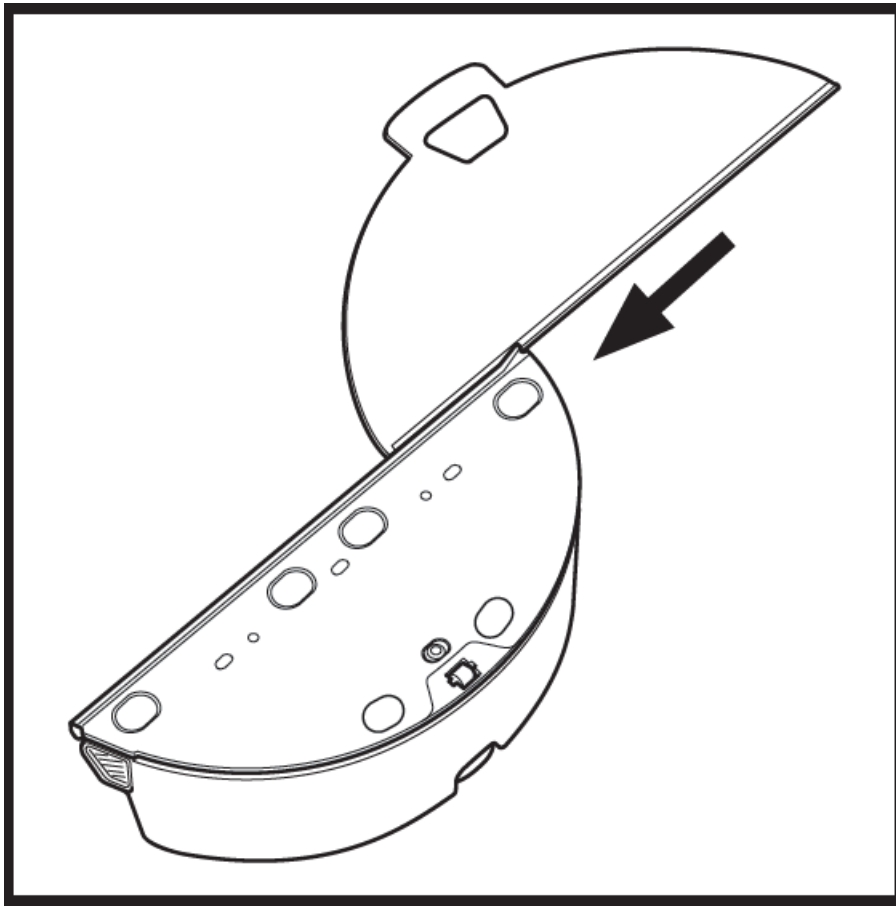
To vacuum, the fluid reservoir must NOT be attached to the robot. Make sure the dust bin is properly installed.

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.

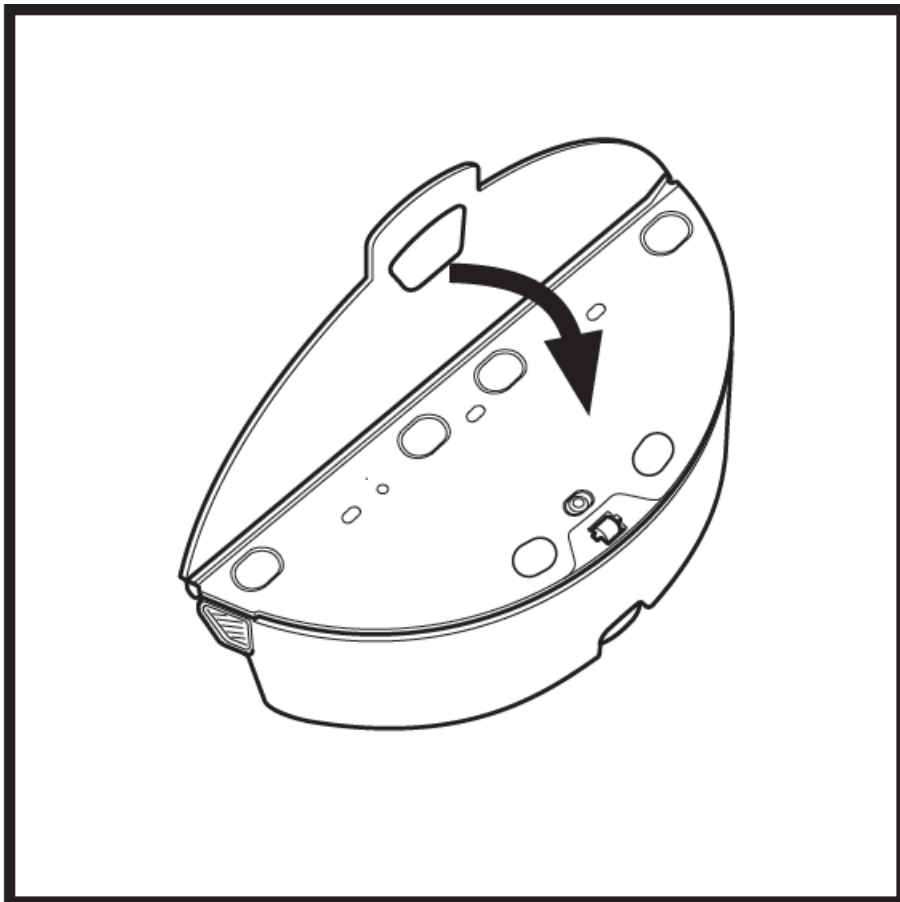
NOTE: Avoid moving the dock. If it is relocated, the robot may not be able to find its way back to the dock. If the robot is relocated while in use, it may not be able to follow its intelligent cleaning path, or find its way back to the dock.

WET MOPPING SETUP

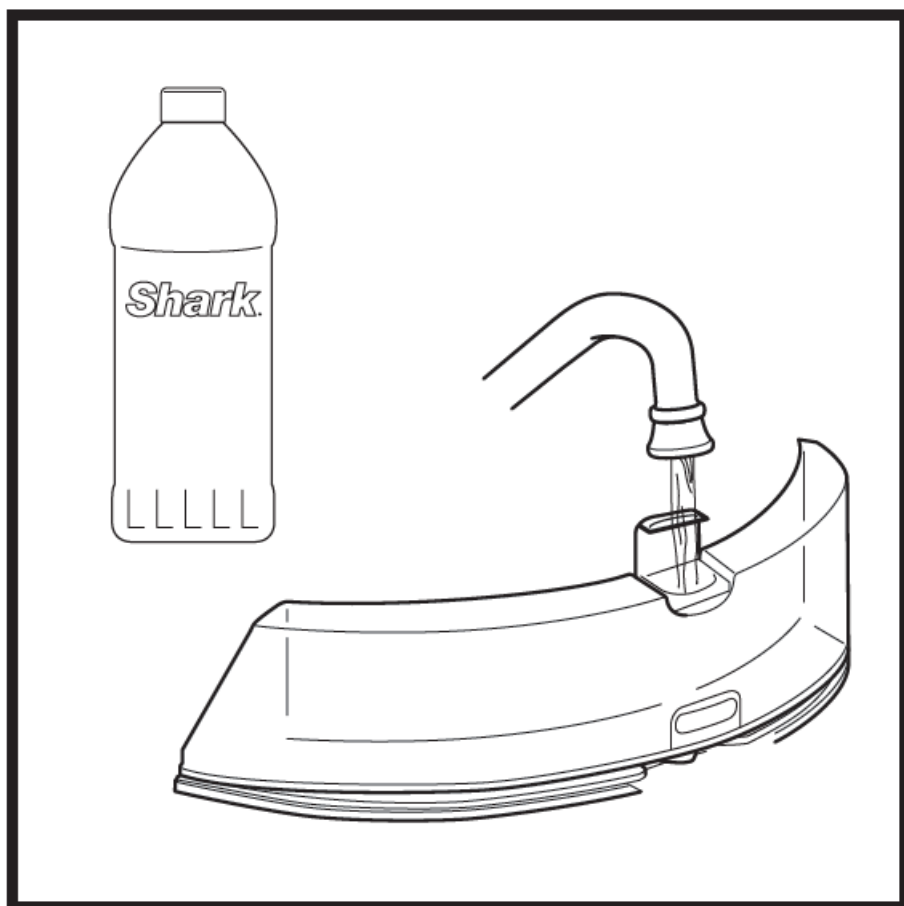
NOTE: Before it can mop, the robot MUST complete an Explore Run. After the Explore Run, you will have an option to set up Carpet Zones and verify those carpets in the app with a Carpet Verification Run. This ensures your robot will avoid carpets in mopping mode.



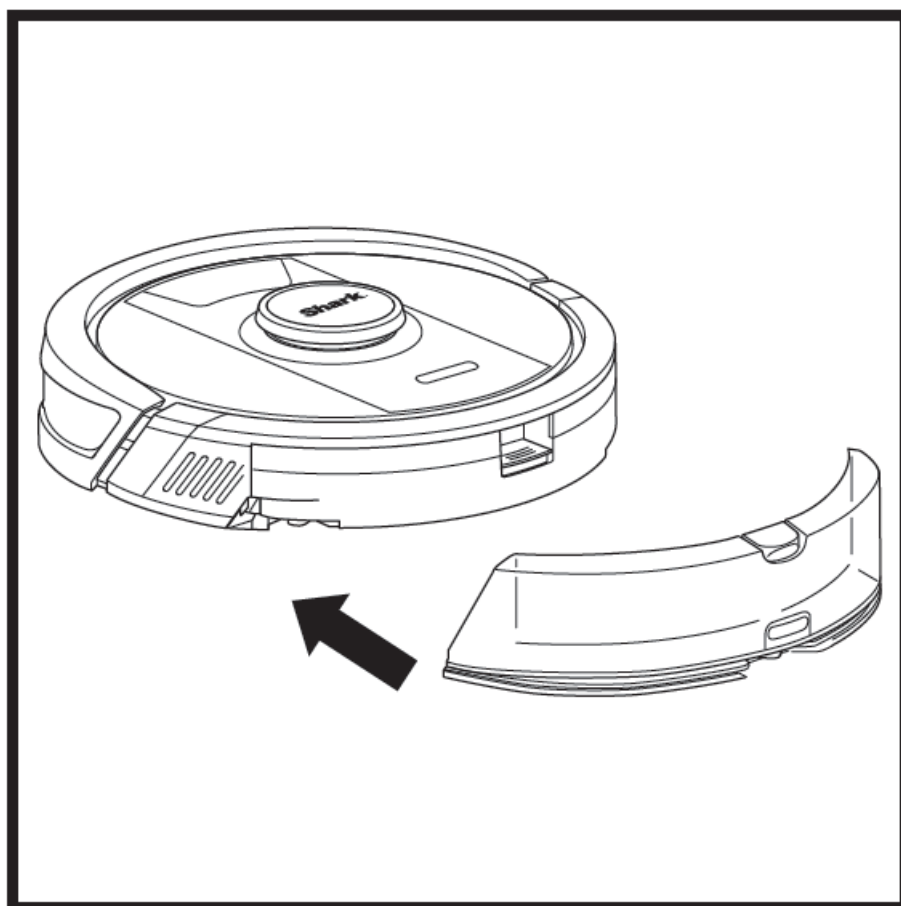
Attach the mop pad by inserting the flat edge of the pad through the slot in the reservoir. Pull the mop pad all the way through the slot until it is securely inserted.



Secure the pad to the back of the reservoir.



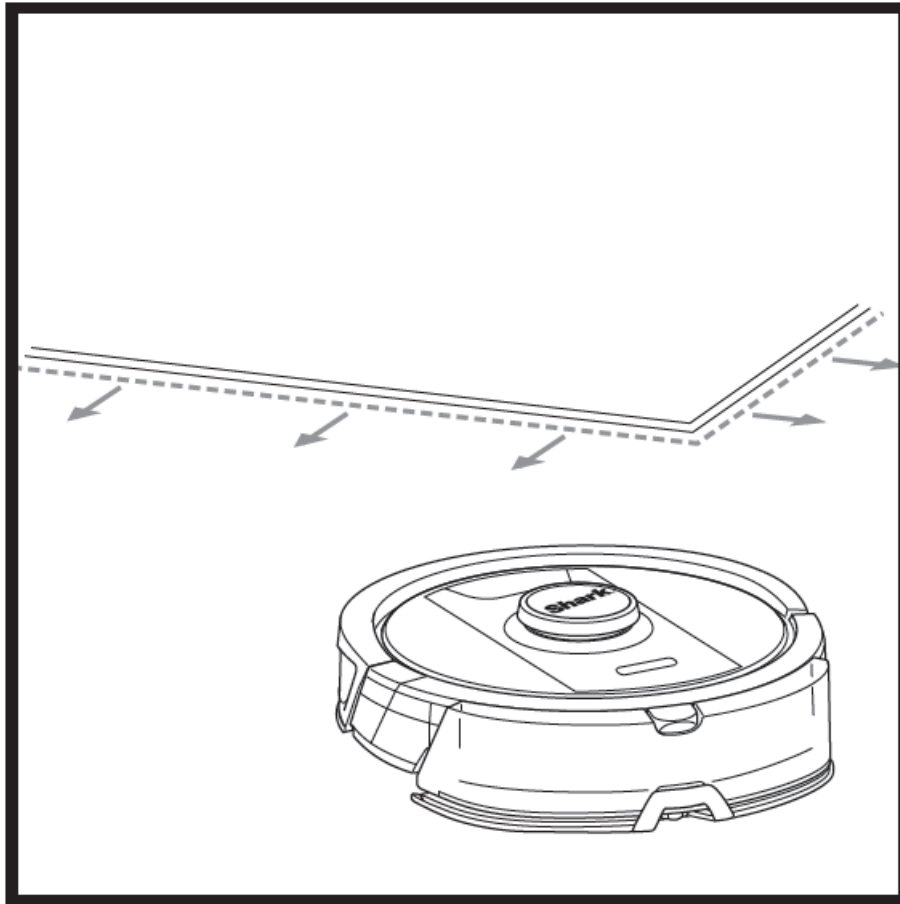
Lift open the fill cap on the top of the reservoir. Fill with water to the water line then fill the VACMOP™ cleaning solution to the VACMOP fill line. Close the cap and make sure it is properly sealed. Avoid filling with cleaning solutions other than the recommended ones above. This may hinder the cleaning performance of your robot in mopping mode.



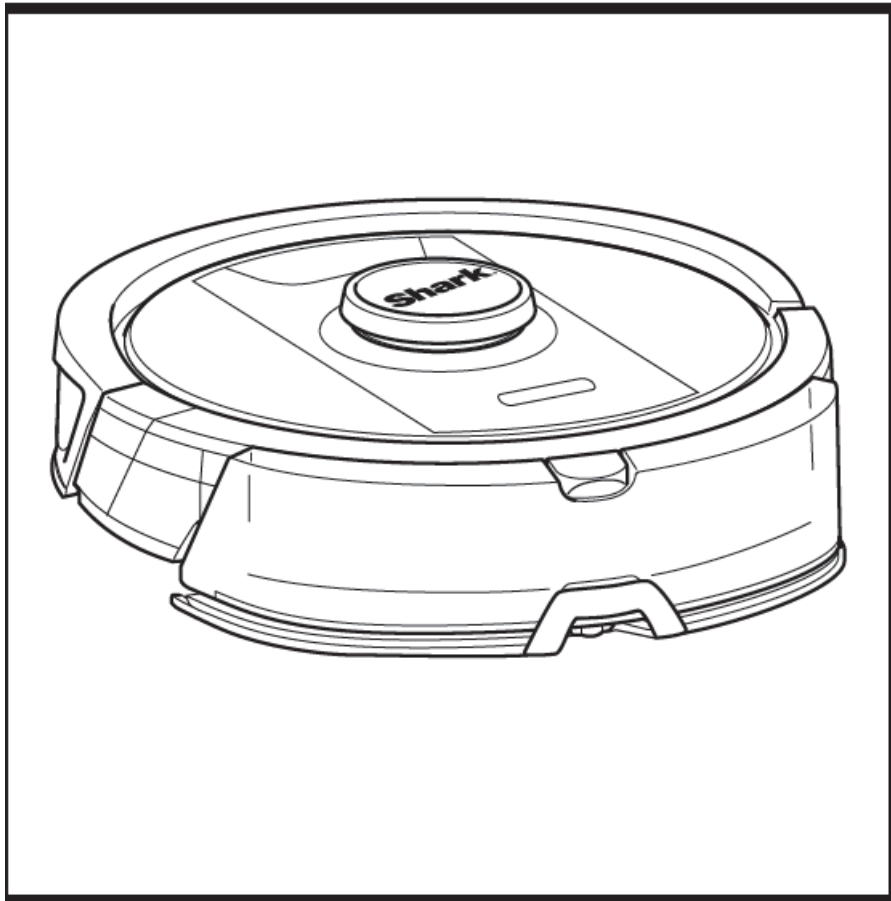
Firmly push the reservoir into the back of the robot, behind the dust bin, and ensure the fluid reservoir clicks into place.

WET MOPPING SETUP

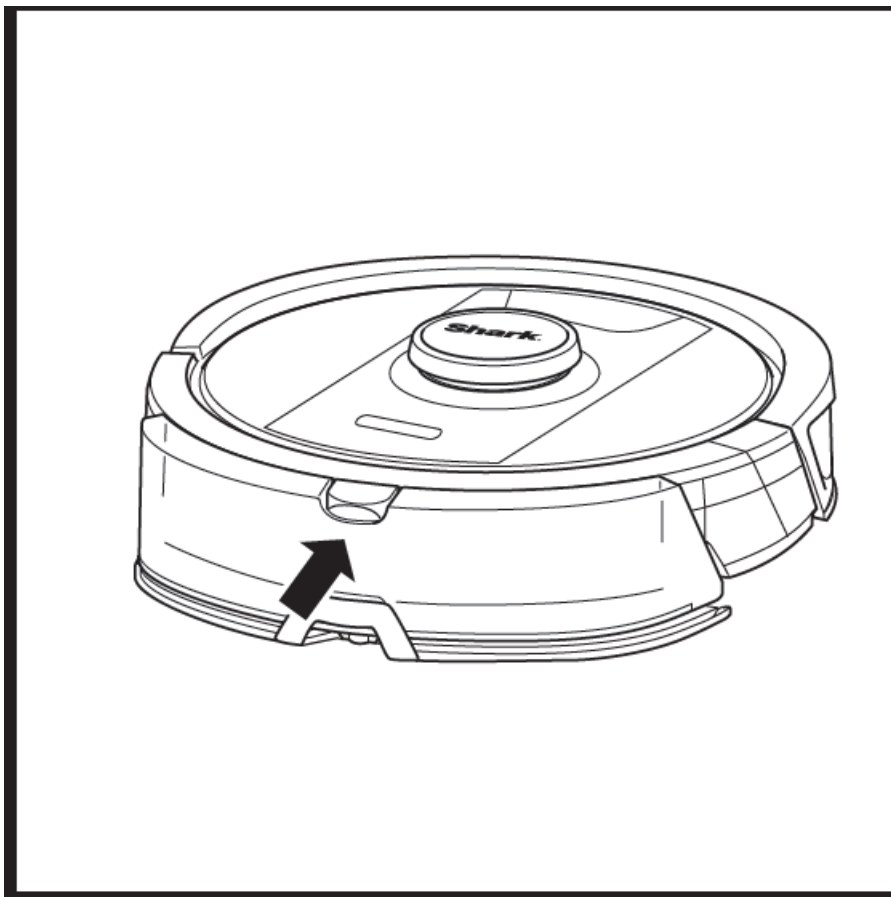
NOTE: When mopping, your robot may travel over floor mats or rugs. Before the next mopping run, move rugs or mats out of the robot's path, or use the app to enable Carpet Zones or to set up no-go zones.



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.

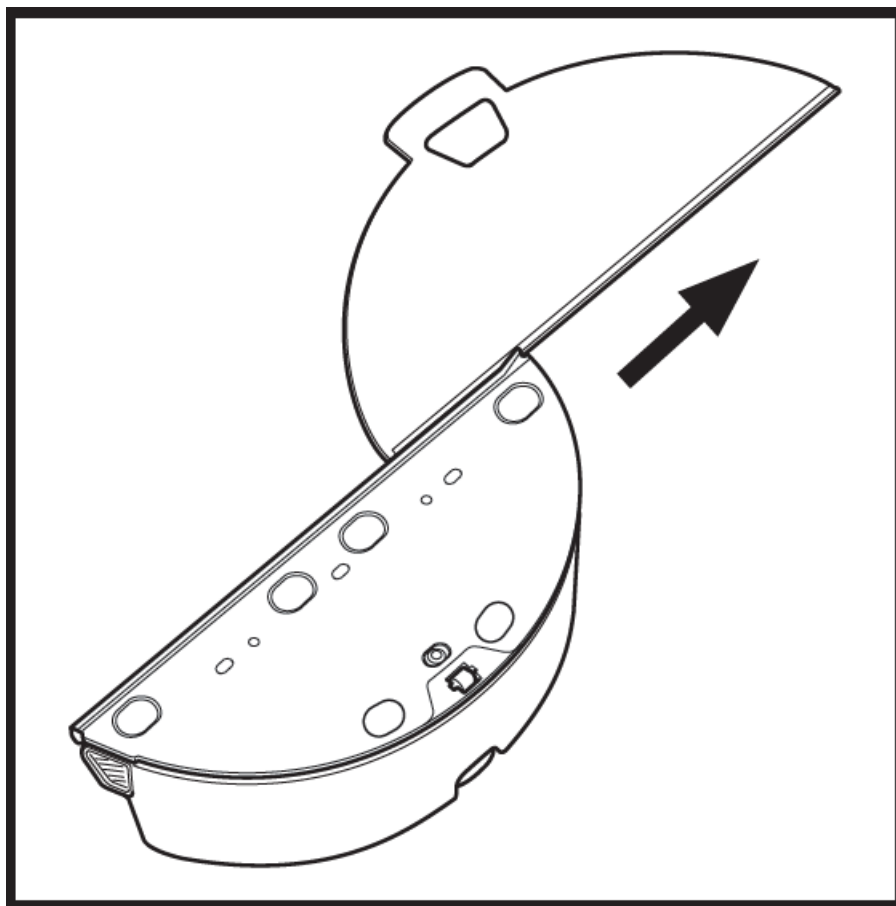


When the reservoir has fluid and is properly installed, with the mop pad attached, the robot is ready to vacuum and mop simultaneously. Press the CLEAN button on the robot or in the app to start a vacuuming and mopping run. The robot will prime the mop pad for 30 seconds before starting its run.



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 AI ULTRA™ ROBOT

Please visit sharkclean.com/app 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

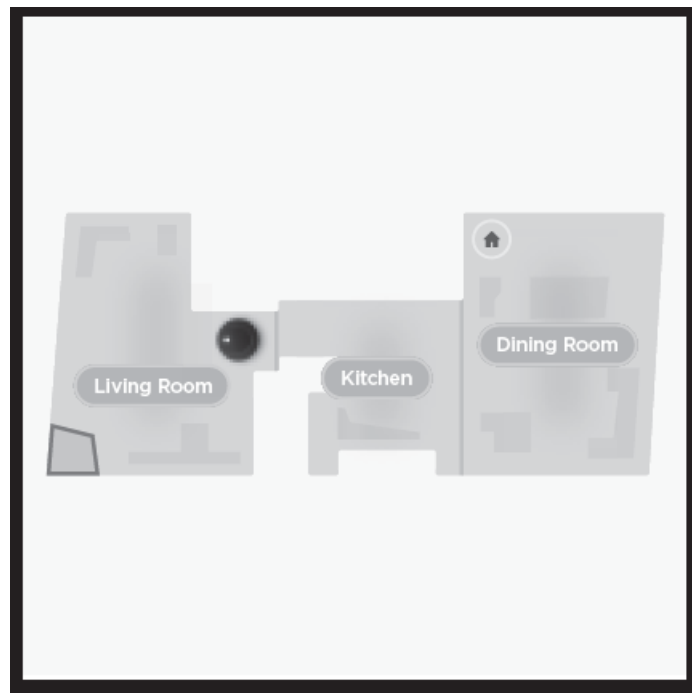
Get the most out of your Shark Ai Ultra™ Robot with these app features:

- **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 sharkclean.com/app 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.”

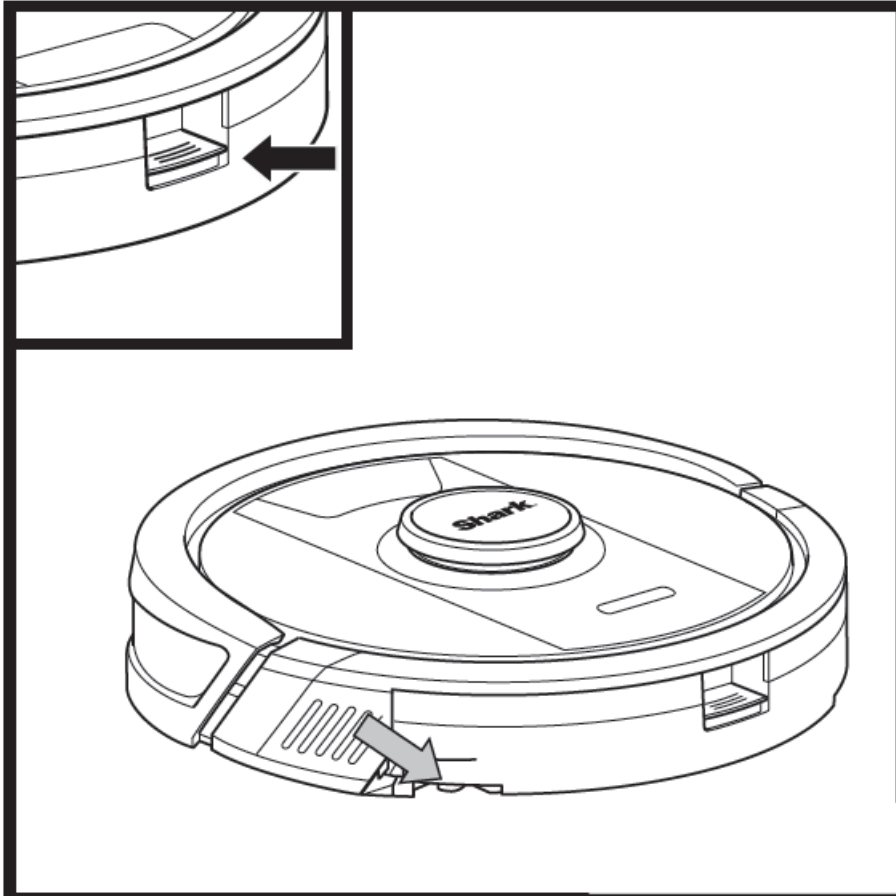
WI-FI TROUBLESHOOTING

- 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 1-888-228-5531.

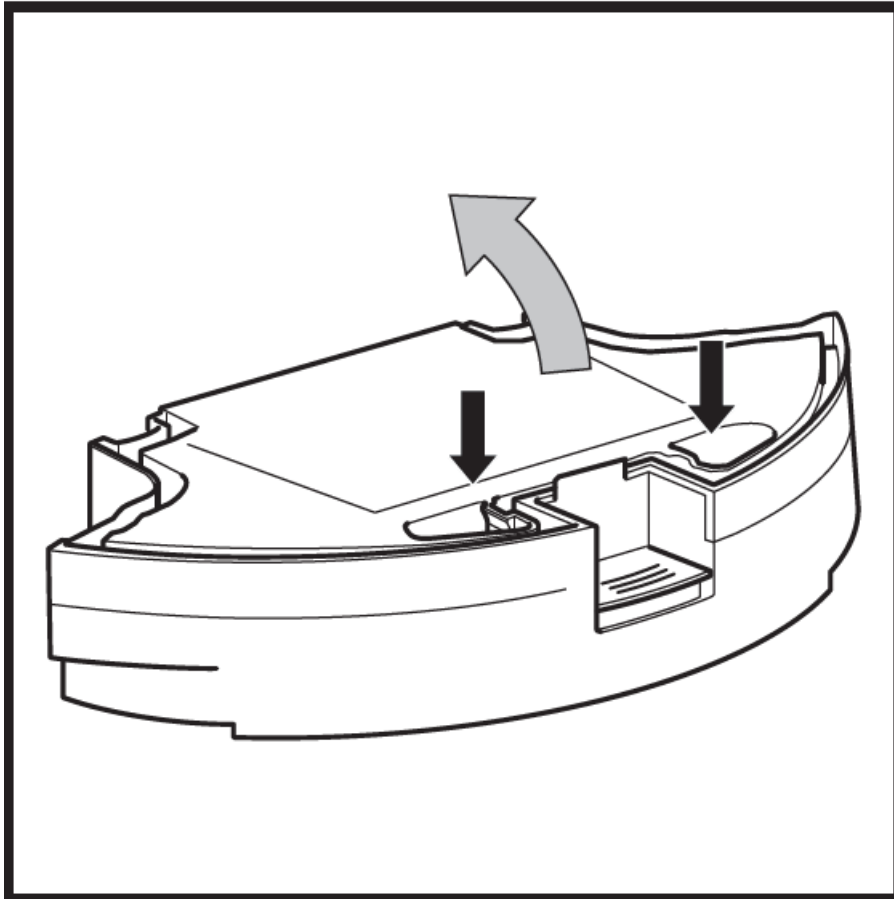
| ERROR CODE | PROBLEM |
|--|--|
| (RED) + Wi-Fi indicator (RED Flashing) | Incorrect password for Wi-Fi |
| (RED flashing) + Wi-Fi (RED) | SSID cannot be found, try connecting again |
| Wi-Fi (RED Flashing) | Cannot connect to Wi-Fi |

MAINTENANCE

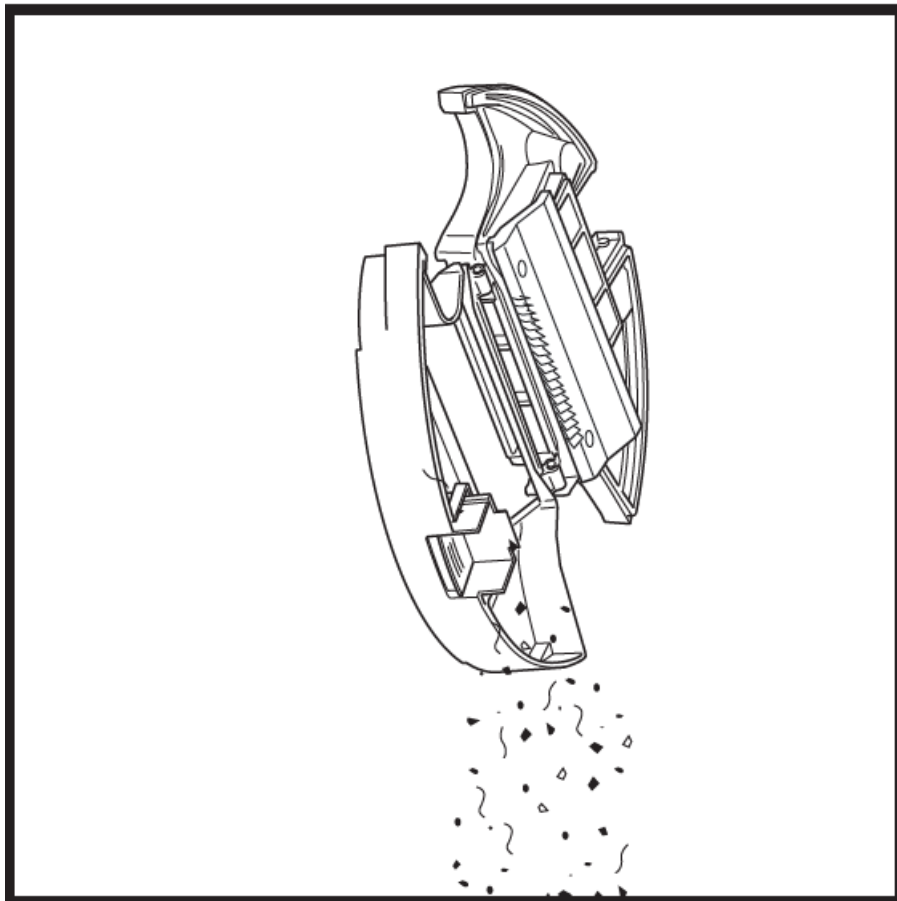
EMPTYING THE DUST BIN



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

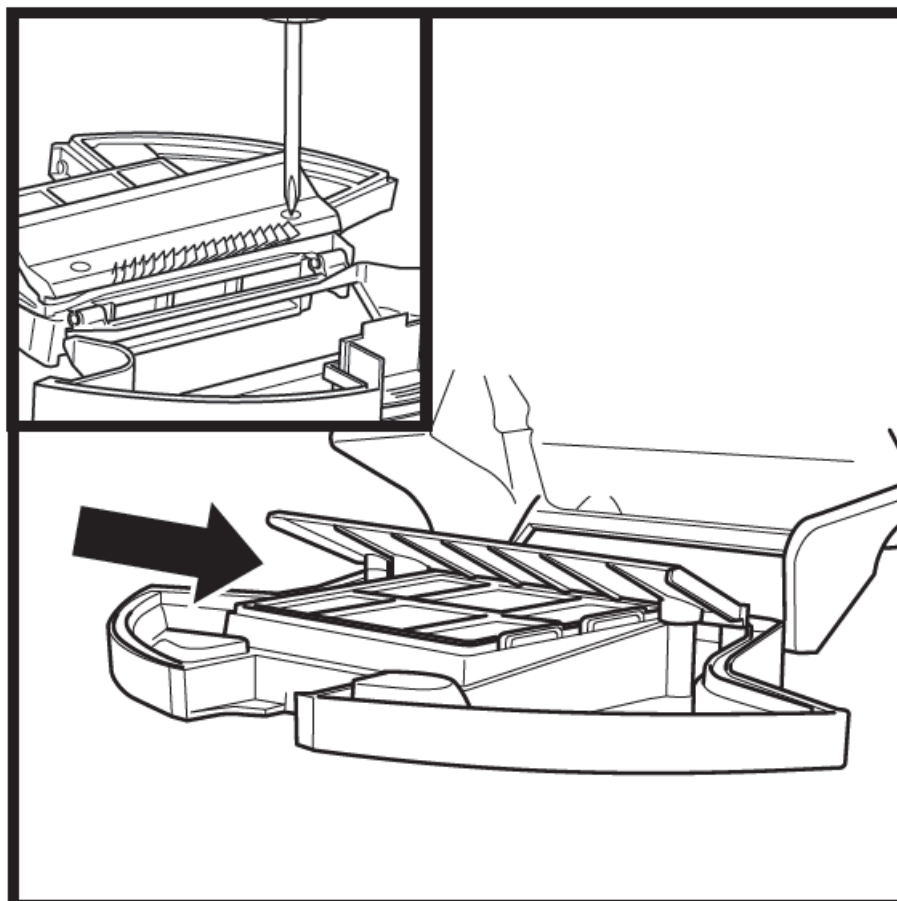


To open the dust bin lid, press and hold the button while lifting the lid, using the finger slots.



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.

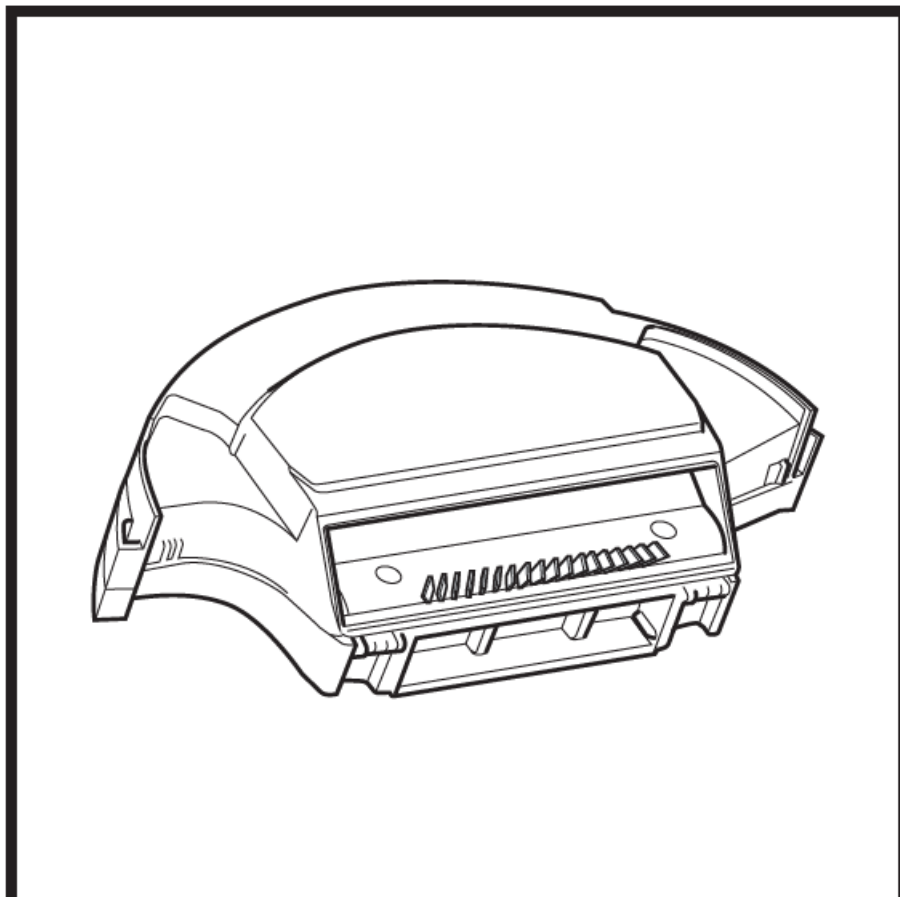


To avoid mold, clean the area between the filter and the plastic shield after every mopping run, and periodically after vacuuming. Remove the shield and clear any debris buildup with a dry cloth or soft brush.

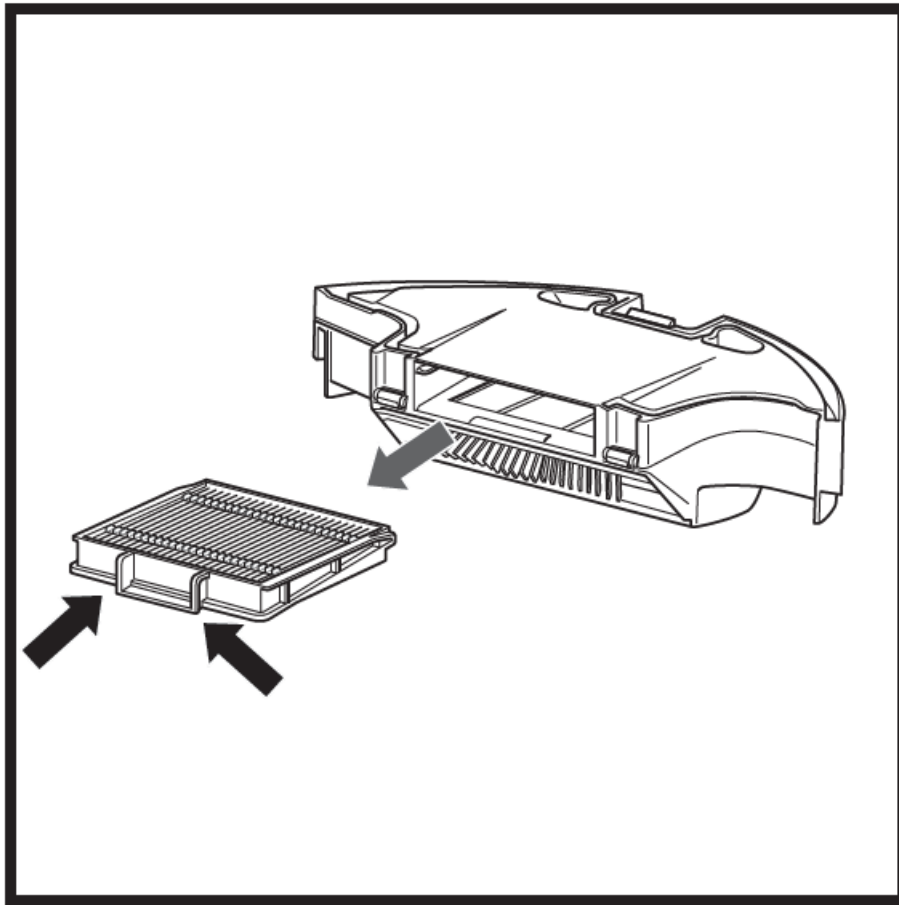
CLEANING AND REPLACING THE FILTER

For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin.

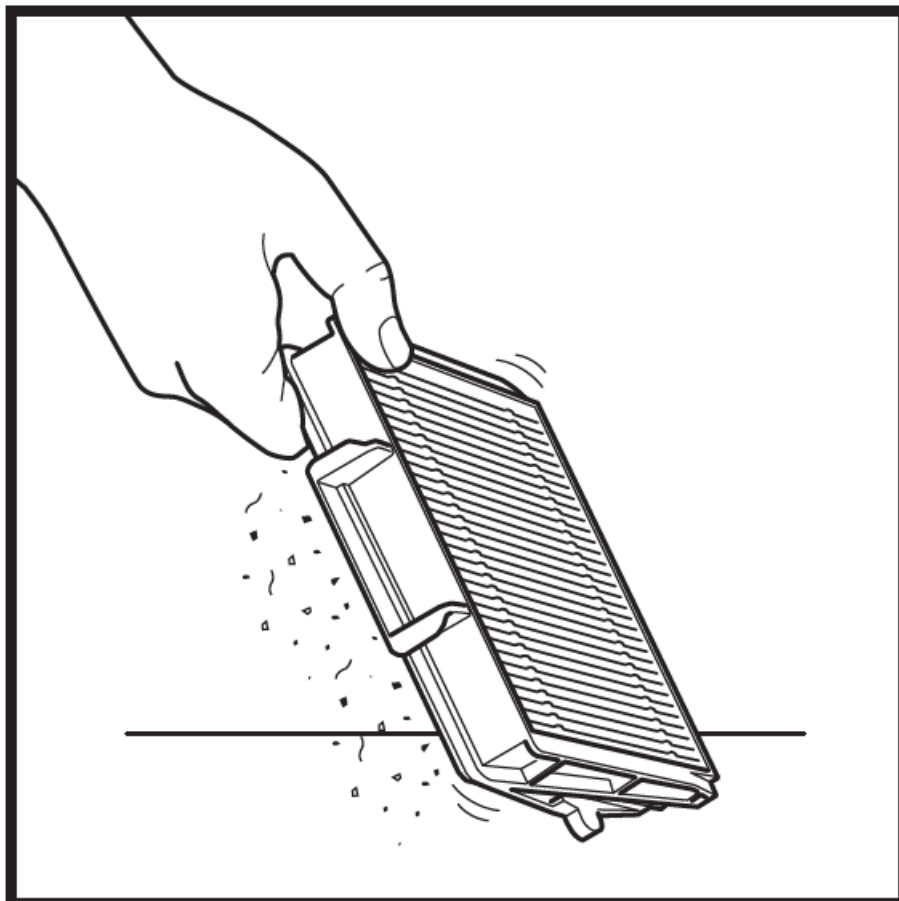
See sharkaccessories.com for replacement filters.



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

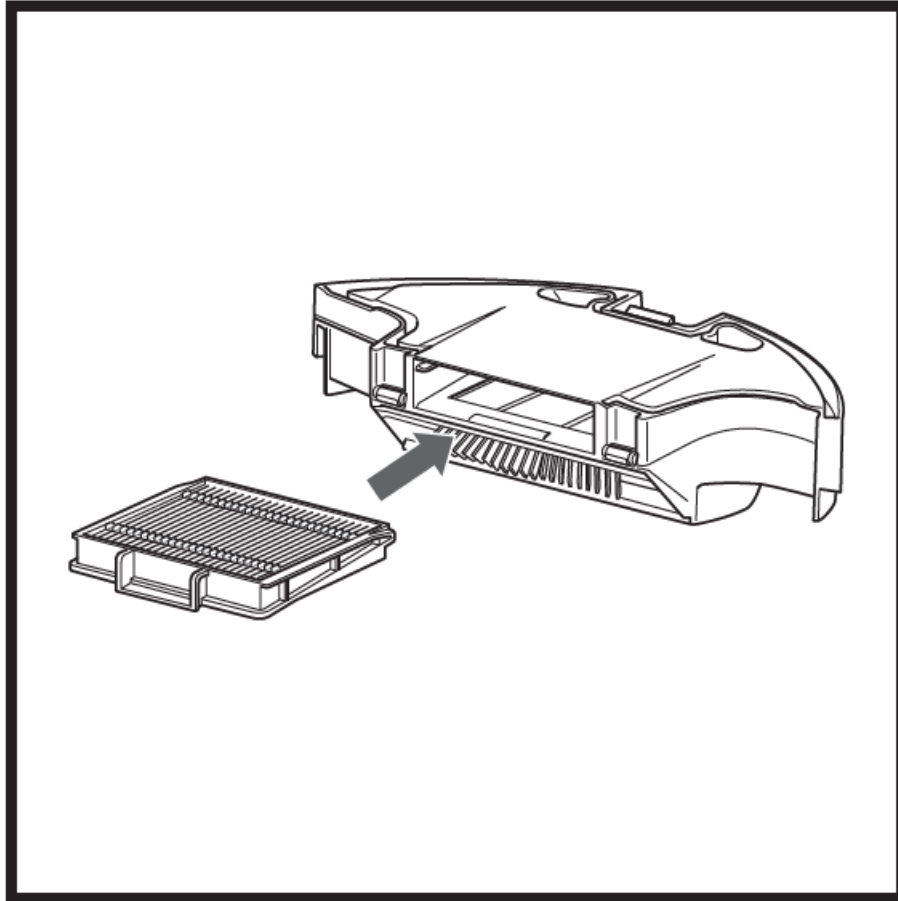


Pull filter out of the dust bin by the tabs.



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.

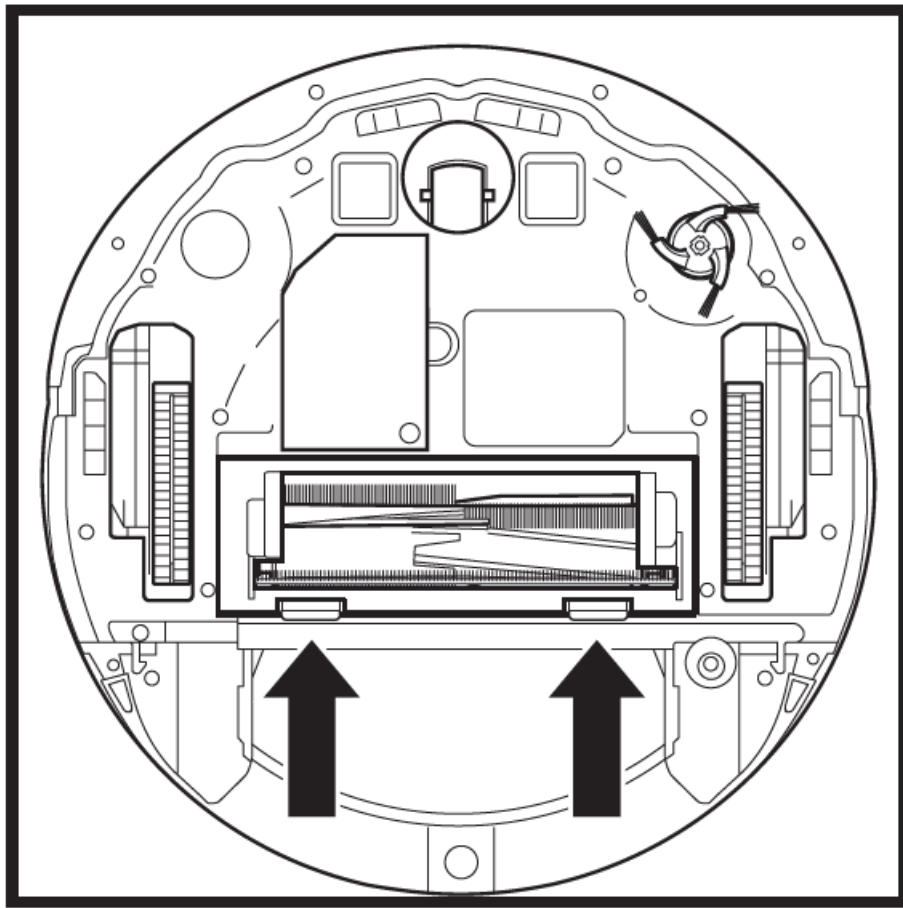


Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

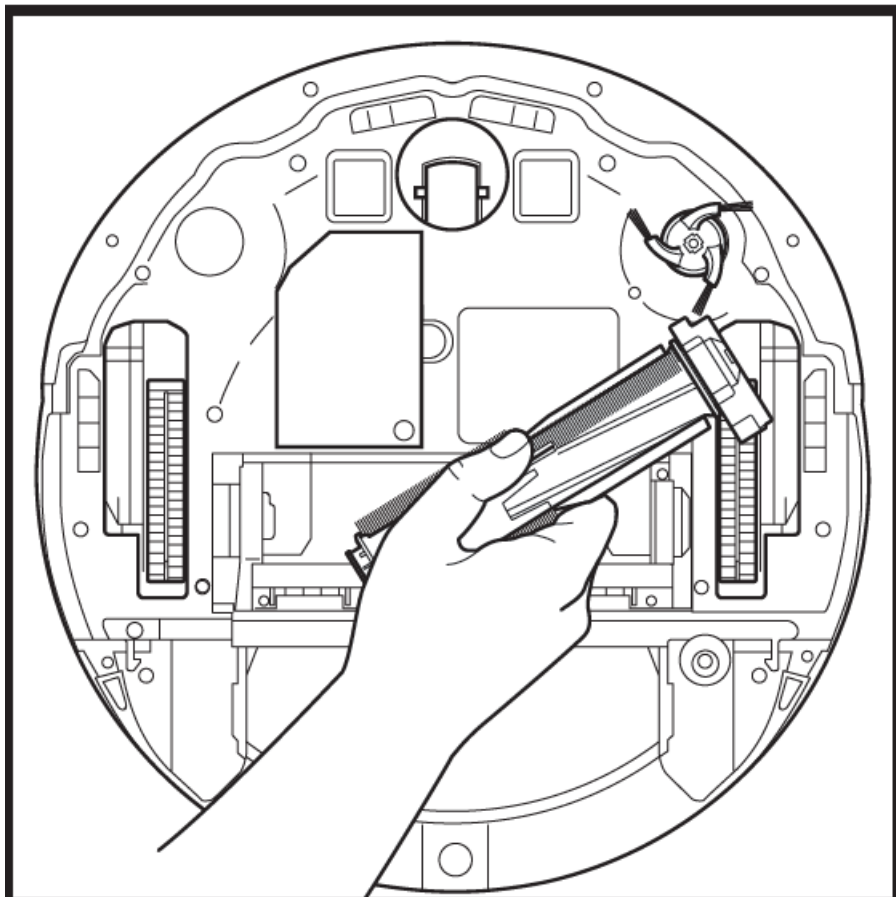
NOTE: Replace the filter once a year for optimal performance.

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.



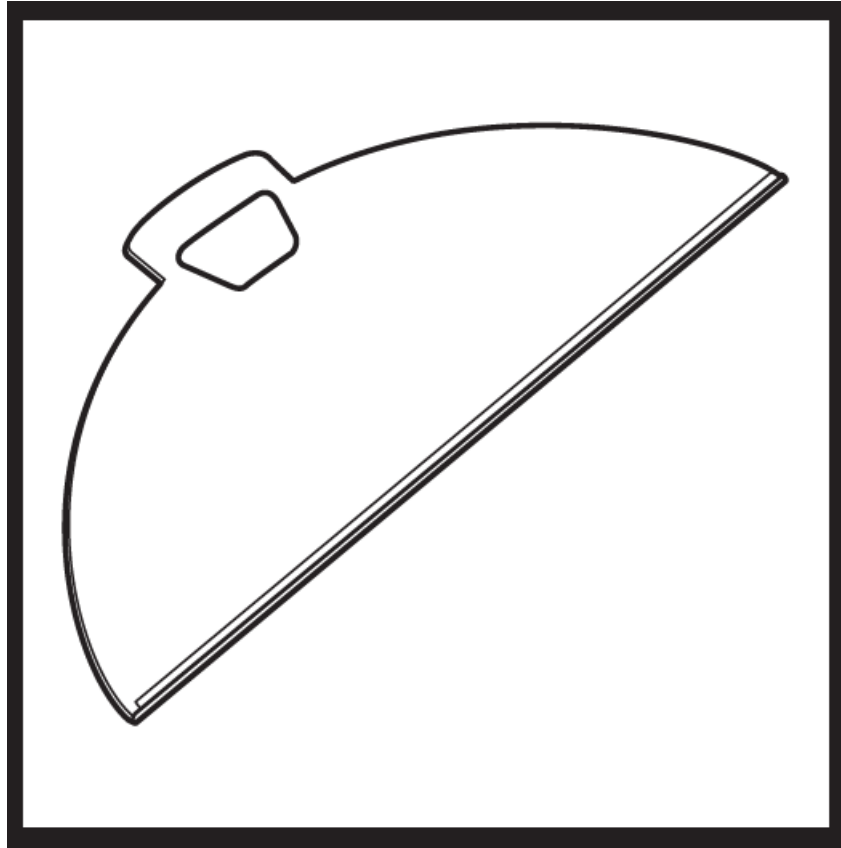
Lift out the brushroll and remove any debris.

Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click

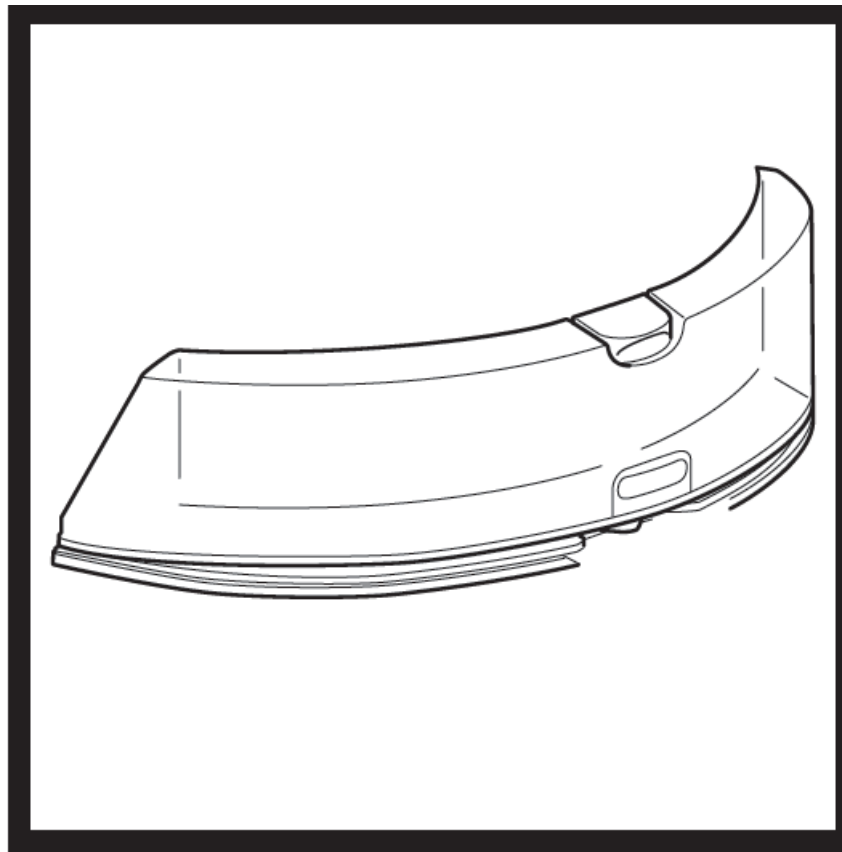
into place.

NOTE: Replace brushroll every 6 to 12 months, or when visibly worn. Some models come with one side brush. See sharkaccessories.com 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.

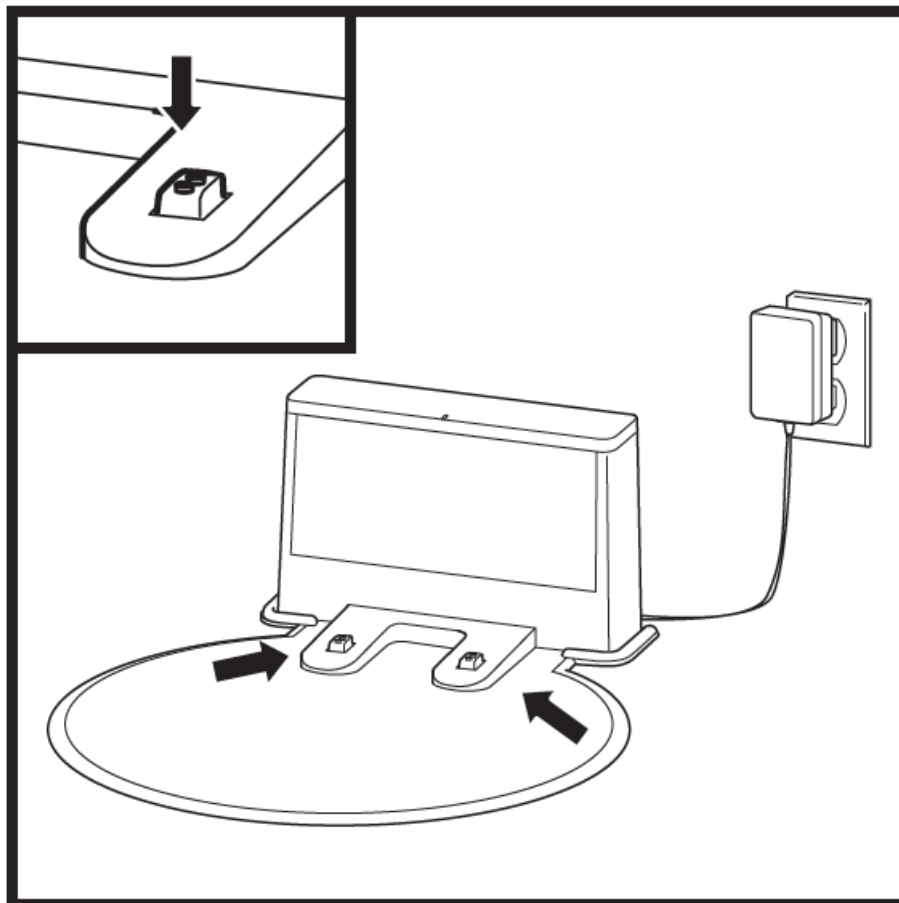
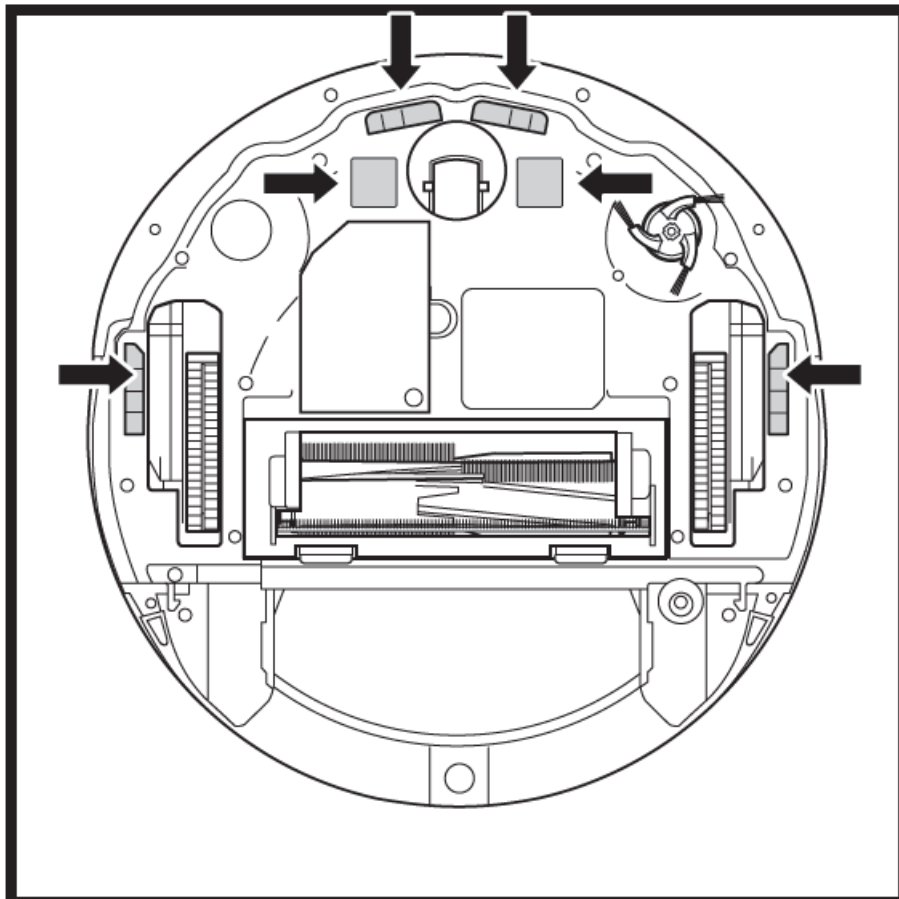


Empty the reservoir after each use. Rinse the reservoir and let it air-dry. DO NOT put the reservoir in the dishwasher.

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

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 on the dock.



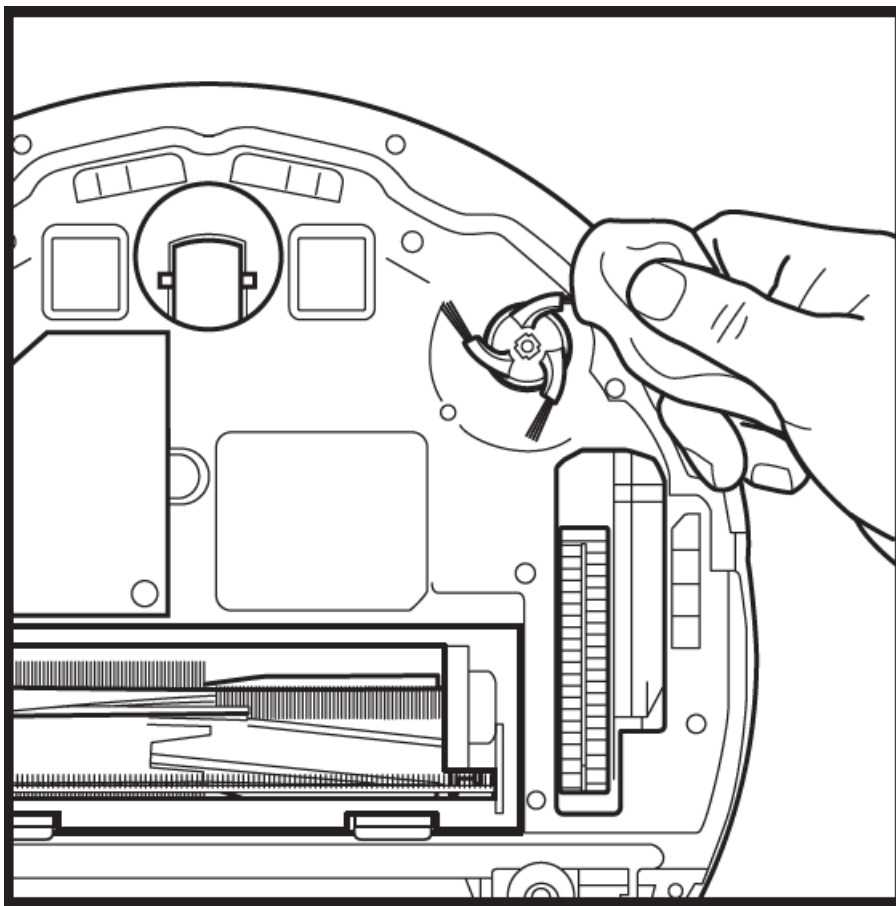
IMPORTANT: The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors regularly.

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.

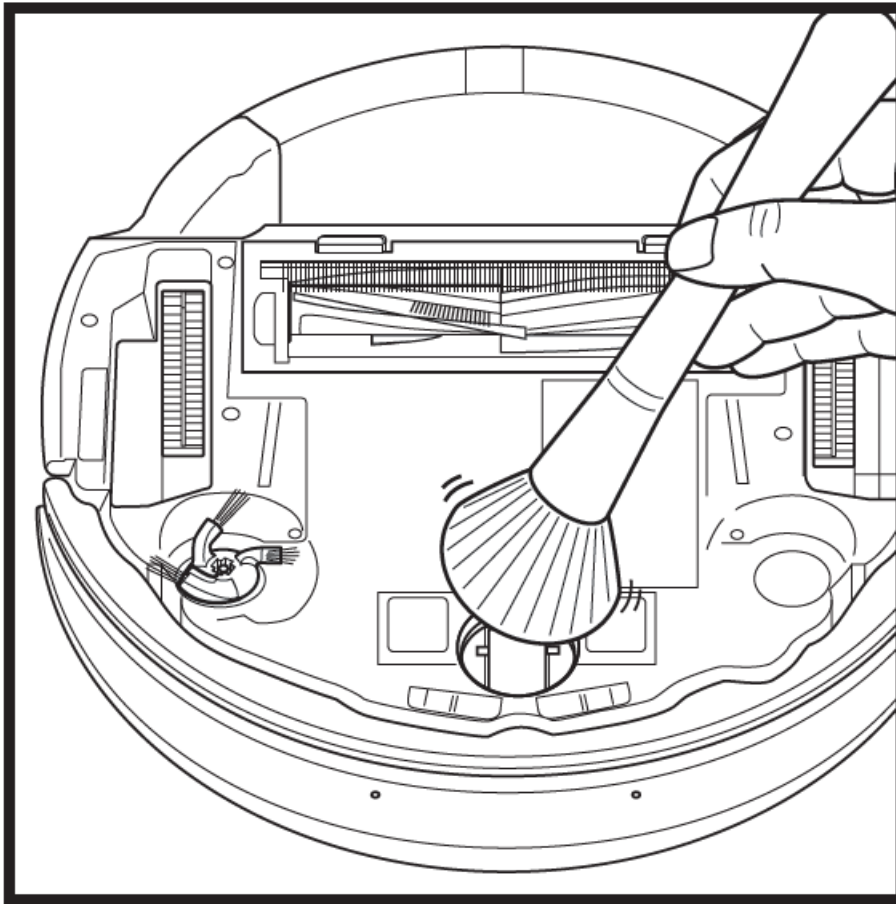


NOTE: Remove and replace the side brush if it is bent or damaged. To remove the brush, lift it off its peg.

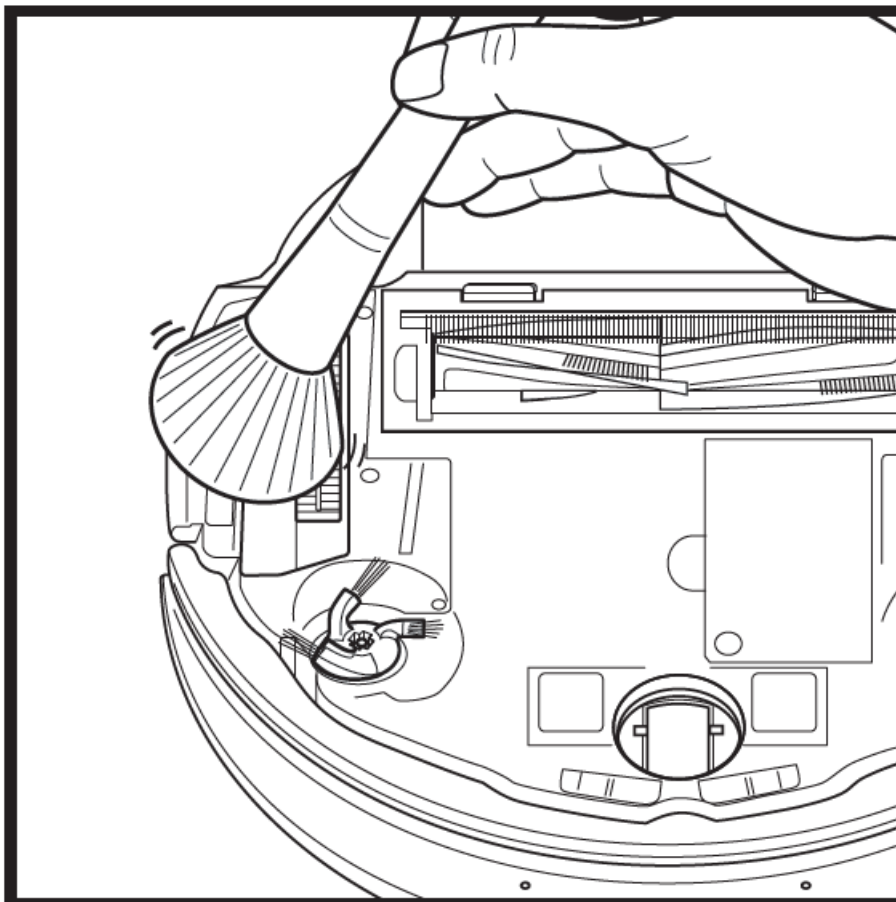
CLEANING THE WHEELS

CLEAN FRONT WHEEL PERIODICALLY.

See sharkaccessories.com for replacement parts.



Clean the wheel housing.

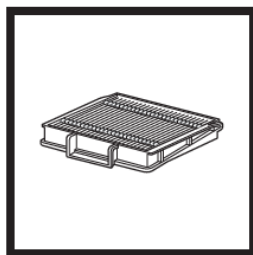


Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

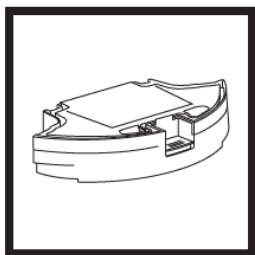
NOTE: Brush not included.

REPLACEMENT PARTS

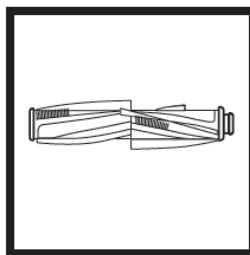
NOTE: To order replacement parts, filters, and cleaning solution refills, visit sharkaccessories.com.



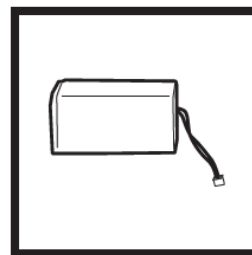
Filter



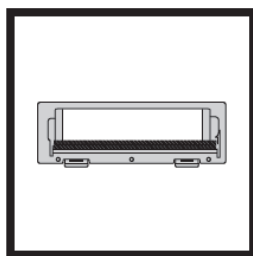
Robot Dust Bin



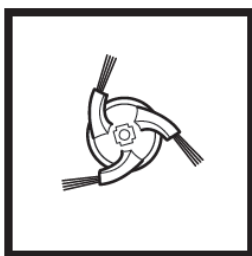
Brushroll



Battery

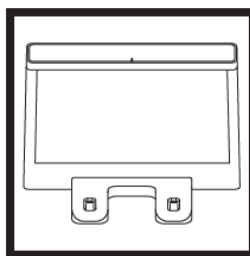


Brushroll Door

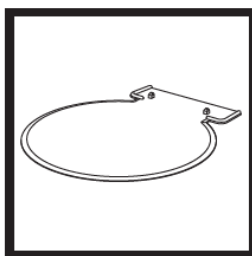


Side Brush

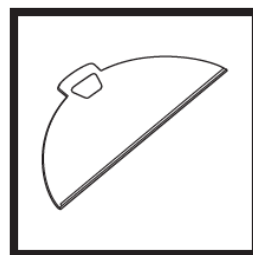
NOTE: Side brush design may vary



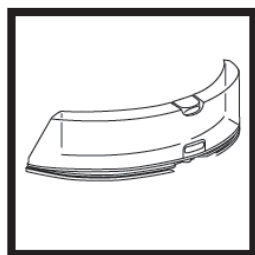
Charging Dock



Dock Landing Mat



Mop Pad



Fluid Reservoir



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



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

TROUBLESHOOTING

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

| ERROR # | ERROR CODE | SOLUTION |
|---------|--|--|
| 2 | DOCK (RED) + ! (RED) flashing | Side brush is stuck. Remove any debris from around the side brush so it moves freely. |
| 2 | CLEAN (RED) + DOCK (RED) + ! (RED) flashing | A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely. |

| | | |
|----|--|--|
| 2 | CLEAN (WHITE) + DOCK (RED) + ! (RED) flashing | Wheel motor encoder failure. Please contact Shark Customer Service at 1-888-228-5531. |
| 2 | CLEAN (WHITE) + ! (RED) flashing | Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely. |
| 3 | CLEAN (GREEN) + DOCK (GREEN) + ! (RED) flashing together | Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages. |
| 6 | DOCK (RED) flashing | Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely. |
| 7 | CLEAN (RED) + DOCK (WHITE) flashing | Cliff sensor error. Move your robot to a new location and clean its cliff sensors. |
| 9 | CLEAN (RED) + DOCK (RED) flashing | Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place. |
| 10 | CLEAN (RED) flashing | Robot may be stuck on an obstacle. Move robot to a new location on a level surface. |
| 16 | CLEAN (RED) + DOCK (WHITE) alternating | Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely. |
| 21 | CLEAN (RED) + DOCK (WHITE) + ! (RED) flashing | Robot has encountered an error while booting. Please turn the power off and back on. |
| 24 | BATTERY ICON (RED) 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 | DOCK (WHITE) + ! (RED) flashing | Robot has encountered an error while charging. Please make sure you are using the correct power cord for the base. |
| 25 | CLEAN (YELLOW) flashing | Fluid reservoir is empty. Refill with water or VACM OPTM solution before restarting. |

For all other issues, please call Customer Service at 1-888-228-5531.

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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:

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.
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 for product care and maintenance self-help. Our Customer Service Specialists are also available at 1-888-228-5531 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 1-888-228-5531 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.

REGISTER YOUR PURCHASE



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.

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.

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NOTES

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark AI Ultra™ 2-In-1 Robot running at peak performance.

SharkNinja Operating LLC

US: Needham, MA 02494

CAN: Ville St-Laurent, QC H4S 1A7

1-888-228-5531 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 for more information.

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2400WD Series_IB _E _MP _Mv3

Documents / Resources

| | |
|---|--|
|  | <p>Shark 2400WD Series AI Ultra 2 in 1 Robot [pdf] User Guide</p> <p>2400WD Series, 2400WD Series AI Ultra 2 in 1 Robot, 2400WD Series 2 in 1 Robot, AI Ultra 2 i n 1 Robot, 2 in 1 Robot, AI Ultra Robot, Robot</p> |
|---|--|

References

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