

**Shark**

RV2820VEEU-  
AV2820VEEUWH  
Power Detect  
Self Empty Robot  
Vacuum



# Shark RV2820VEEU-AV2820VEEUWH Power Detect Self Empty Robot Vacuum Instruction Manual

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**Shark**

**Shark RV2820VEEU-AV2820VEEUWH Power Detect Self Empty Robot Vacuum**

**Specifications:**

- Class 1 Laser
- Self-Empty Base
- For indoor use
- Age recommendation: 8 years and older

**Product Usage Instructions****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:**

**LASER WARNING**

THIS PRODUCT HAS A CLASS 1 LASER. IT IS SAFE UNDER REASONABLY FORESEEABLE CONDITIONS (AS DEFINED IN THESE INSTRUCTIONS.) ALWAYS TURN OFF THE POWER BEFORE LIFTING THE ROBOTIC VACUUM CLEANER OR PERFORMING ANY MAINTENANCE ON IT. DO NOT LOOK DIRECTLY INTO LASER.

**GENERAL WARNINGS**

1. For best performance and coverage, remove cords from areas that need to be cleaned.
2. Do not operate the robotic vacuum cleaner in a room where an infant or child is sleeping.
3. Do not operate the robotic vacuum cleaner in an area where there are lit candles or fragile objects on the floor to be cleaned.
4. Do not operate the robotic vacuum cleaner in a room that has lit candles on furniture that the robotic vacuum cleaner may accidentally hit or bump into.
5. Do not allow children to sit on the robotic vacuum cleaner.
6. Do not use the robot on a wet surface, unless it is a WD model mopping robot.

When using an electrical appliance, basic precautions should always be followed, including the following:

7. The robotic vacuum cleaner system consists of a robotic vacuum and a Self-Empty Base with a power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
8. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
9. Use only identical replacement parts.
10. This robotic vacuum cleaner contains no serviceable parts.
11. Use only as described in this Owner's Guide. DO NOT use the robotic vacuum cleaner for any purpose other than those described in this Owner's Guide.
12. With the exception of filters, DO NOT expose any parts of the robotic vacuum cleaner to water or other liquids.
13. DO NOT put hands into any opening in the Self-Empty Base or robot.

#### **USE WARNINGS**

14. This appliance can be used by children ages 8 years and older and persons with reduced physical, 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.
15. Children shall not play with the appliance.
16. For your robot's cliff sensors to work properly, all runners, rugs, or carpets must be eight inches from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, or carpet edge that is less than eight inches from the stairs cannot be moved, you must use a digital no-go zone to block off the stairs. For non-app users, use a boundary to block off an unsafe boundary.
17. To minimize the risk of the robotic vacuum cleaner traveling beyond an unsafe boundary (stair/cliff edges, fireplaces, water hazards), establish these areas as no-go zones using the mapping feature in the SharkClean® mobile app. Upon setting the boundary, run the vacuum and visually confirm that the settings effectively prevent it from passing beyond the set boundary. Adjust settings as necessary.
18. This product has a Class 1 Laser. It is safe under reasonably foreseeable conditions (as defined in this Owner's Guide). Always turn off the power before lifting the robotic vacuum cleaner or performing any maintenance on it.
19. DO NOT look directly into laser.
20. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
21. DO NOT handle plug, Self-Empty Base, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
22. DO NOT use without robot dust bin and filters in place.
23. DO NOT damage the cord:
  - DO NOT pull or carry Self-Empty Base by the cord or use the cord as a handle.
  - DO NOT unplug by pulling on cord. Grasp the plug, not the cord.
  - DO NOT close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
24. 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.
25. DO NOT use robotic vacuum 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.
26. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
27. DO NOT use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.

28. DO NOT place robotic vacuum cleaner on unstable surfaces.
29. DO NOT use to pick up:
- Liquids.
  - Large objects.
  - Hard or sharp objects (glass, nails, screws, or coins).
  - Large quantities of dust (drywall dust, fireplace ash, or embers.)
  - DO NOT use as an attachment to power tools for dust collection.
  - Smoking or burning objects (hot coals, cigarette butts, or matches).
  - Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
  - Toxic materials (chlorine bleach, ammonia, or drain cleaner).
  - Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).
30. DO NOT use in the following areas:
- Wet or damp surfaces.
  - 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.
31. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
32. Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.
33. DO NOT modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this Owner's Guide. DO NOT use the vacuum if it has been modified or damaged.
34. DO NOT use any household cleaners (all-purpose cleaners, glass cleaners, bleach) on any of the polished high gloss surfaces on the Self-Empty Base or robotic vacuum cleaner as they contain chemicals that may damage these surfaces. Instead, use a cloth dampened with water to gently clean.

#### **BATTERY USE**

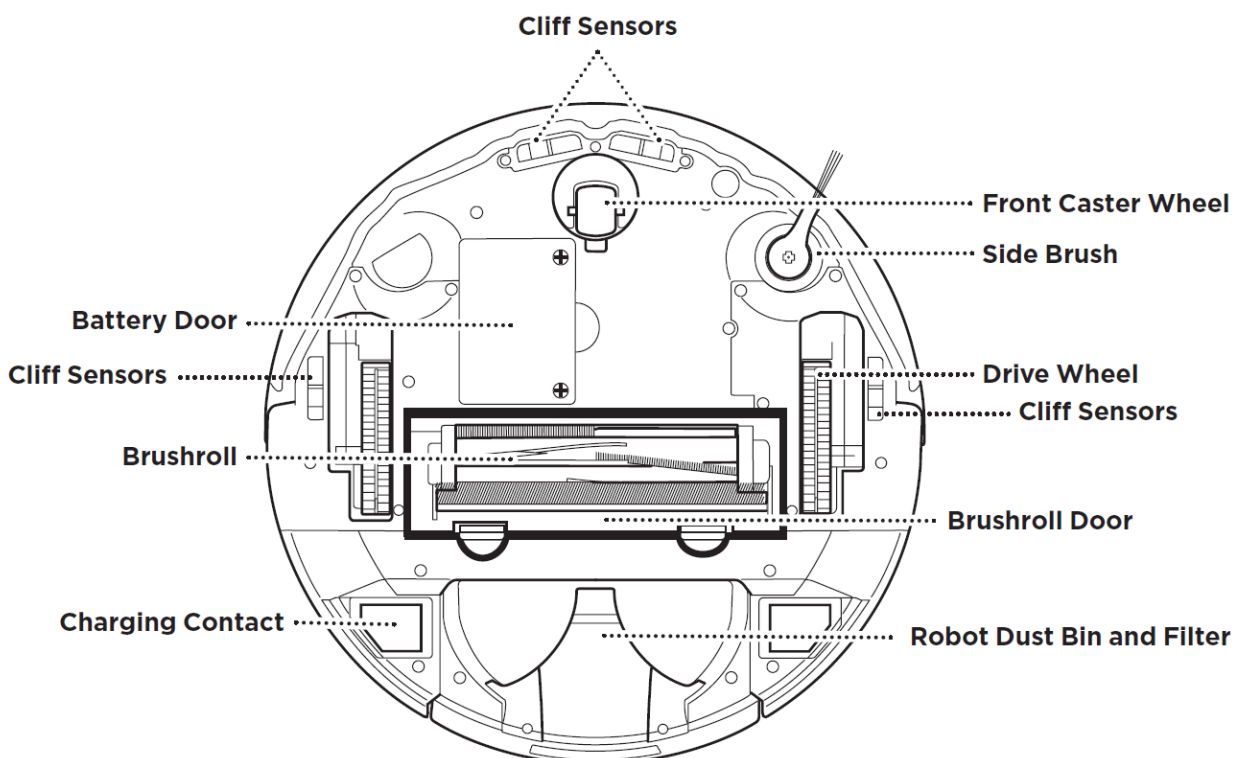
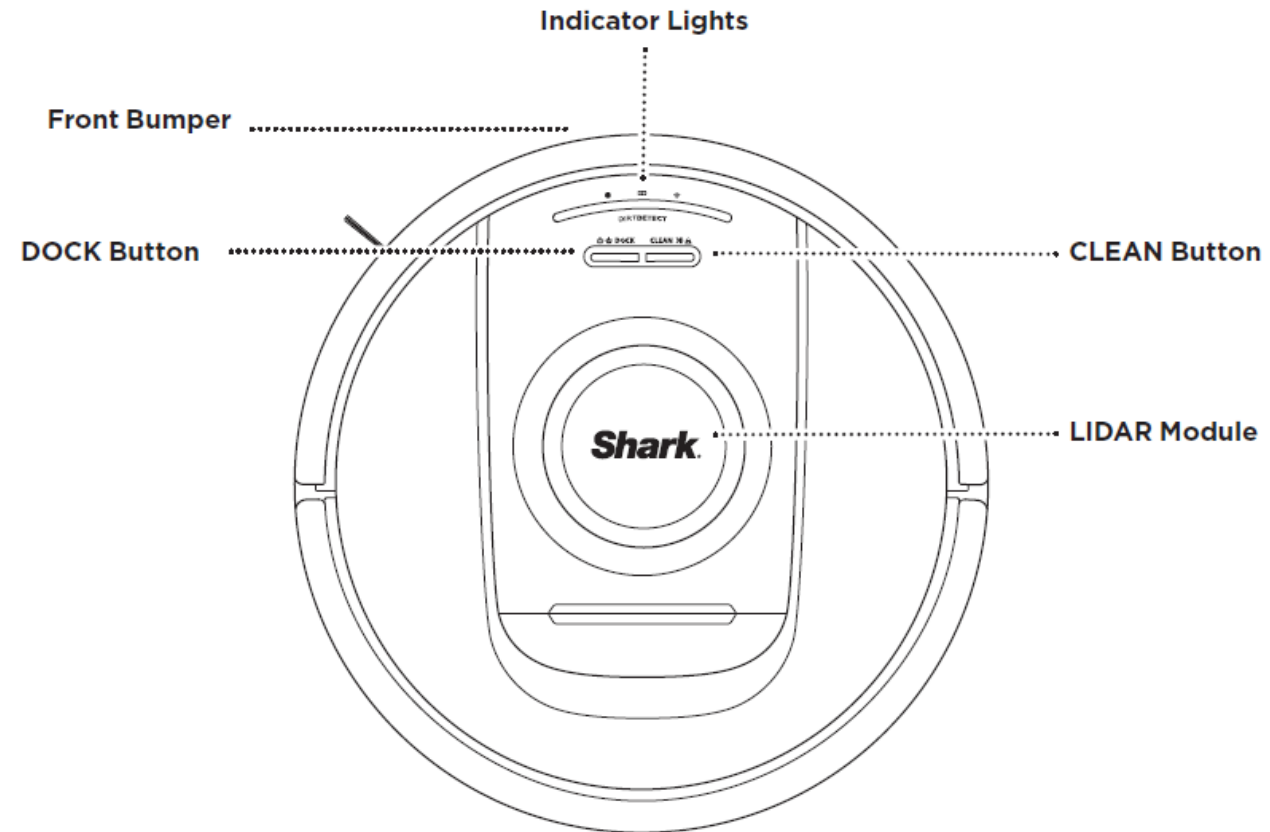
35. The battery is the power source for the robotic vacuum cleaner. Carefully read and follow all charging instructions.
36. To prevent unintentional starting, ensure the robotic vacuum cleaner is powered off before picking it up or carrying it.
37. For Shark® PowerDetect™ Self-Empty XL base replacement, use XDKRV2820VEEU/XDKAV2820VEEU. For replacement battery, use RVBAT850A battery pack.
38. 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.
39. Under abusive conditions, liquids 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.
40. Robotic vacuum cleaner should not be stored, charged, or used at temperatures below 10°C (50°F) or above 40°C (104°F). 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.
41. DO NOT expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may

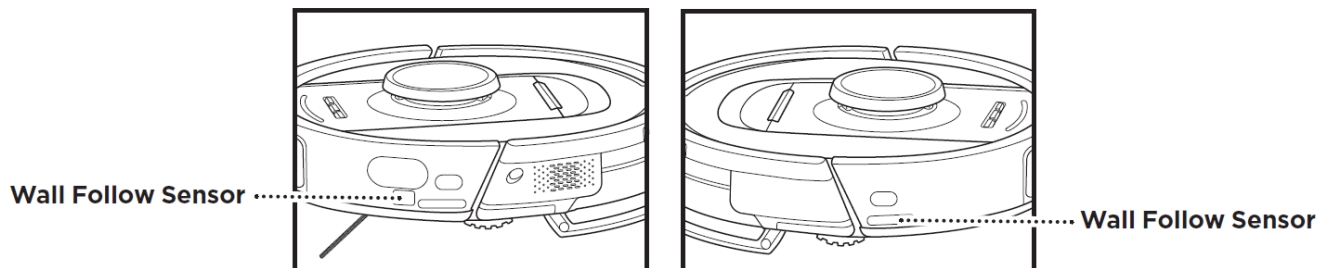
cause explosion.

## SAVE THESE INSTRUCTIONS

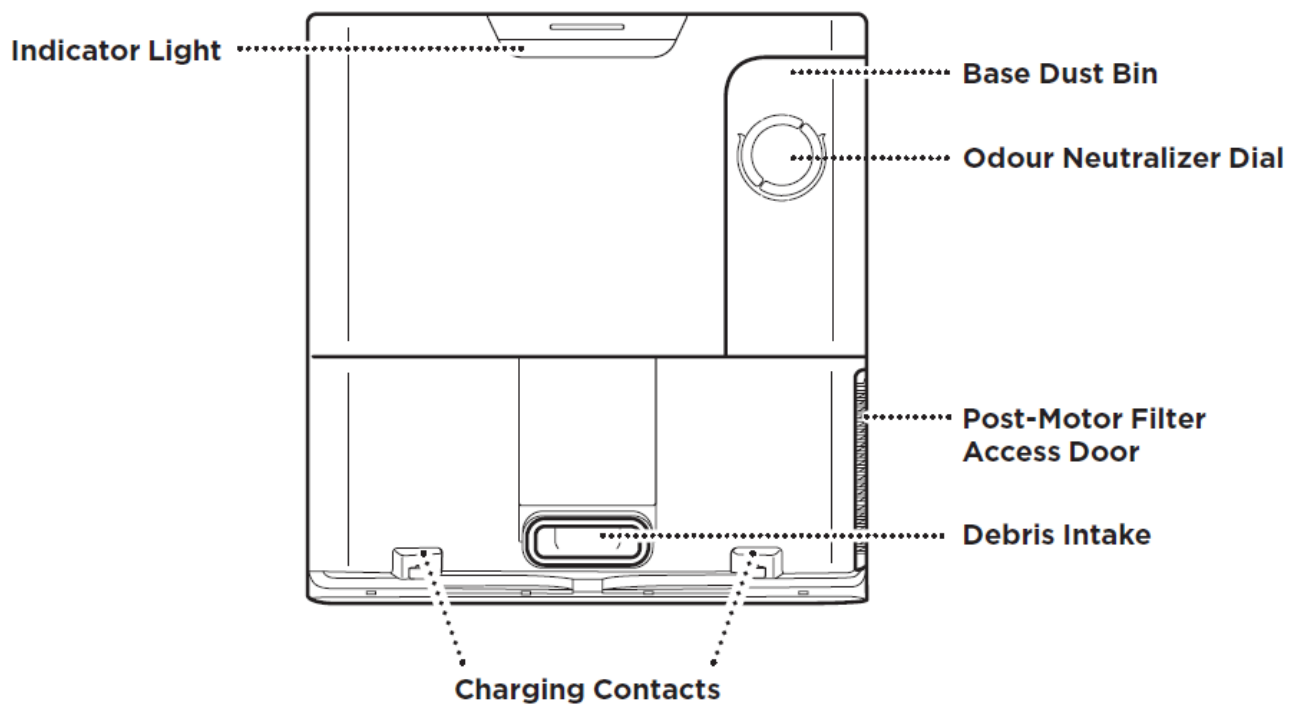
For the latest warnings and cautions, go to [www.sharkclean.eu/robothelp](http://www.sharkclean.eu/robothelp)

## GETTING TO KNOW YOUR SHARK® POWERDETECT™

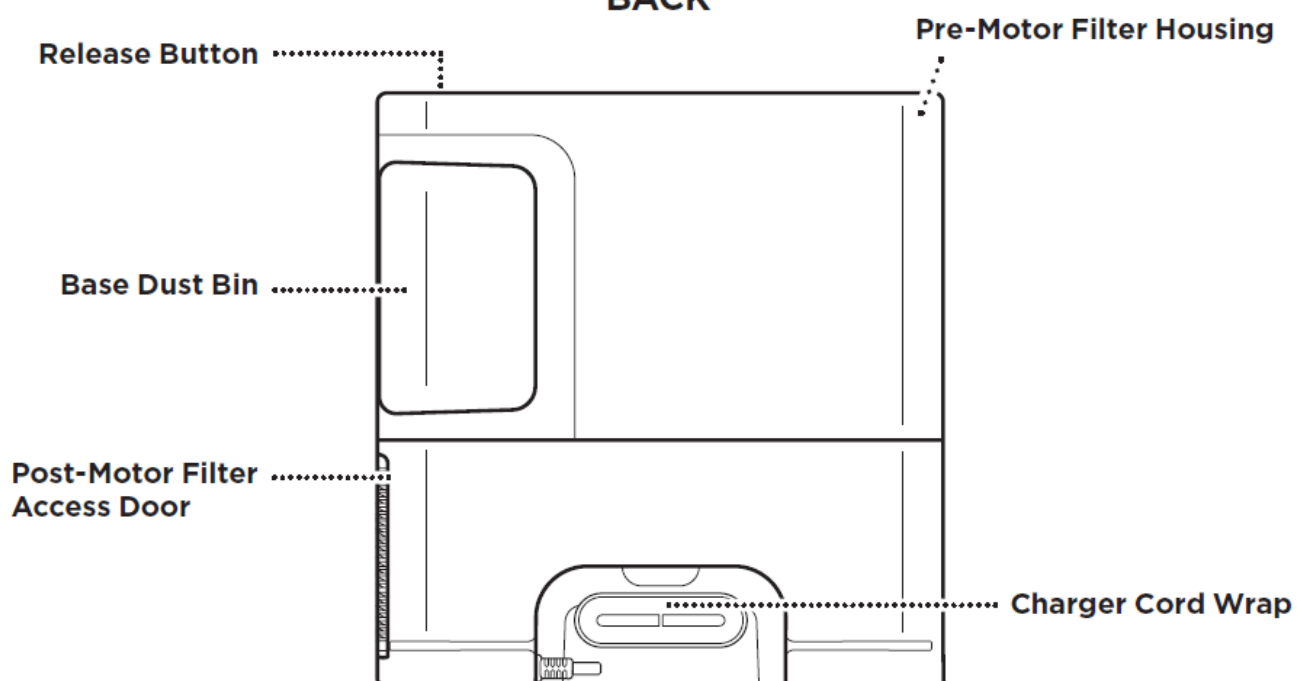




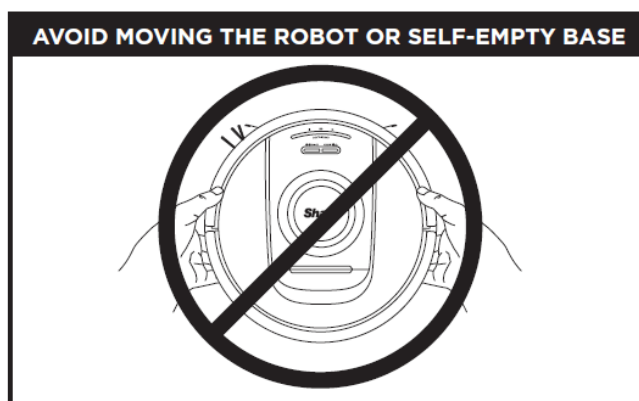
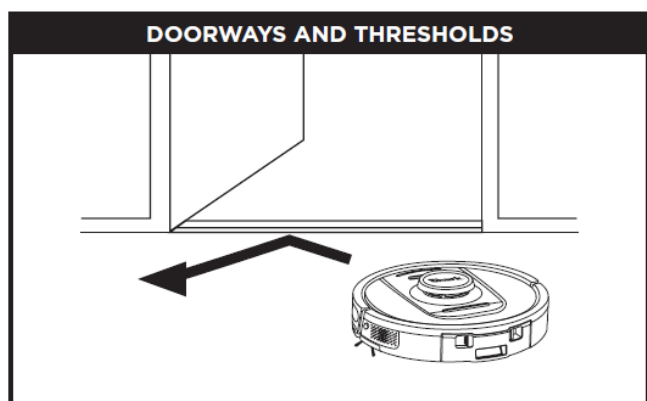
## SELF-EMPTY BASE FRONT



## SELF-EMPTY BASE BACK



Questions? Steps if You're Stuck: Having trouble connecting to your robot? For how-to videos, FAQs, troubleshooting, and tips & tricks visit: [sharkclean.eu](http://sharkclean.eu)



- Your robot can easily climb over most thresholds, but if one is higher than 2.5cm, set up a no-go zone in the app to block it off.

**NOTE:**

Please ensure dock is not placed in area with direct sunlight.

- While your robot is cleaning, DO NOT pick it up and move it, or move the Self-Empty Base—this will impact the robot's ability to map your home. If the base is moved, you will need to remap your home.



**NOTE:**

Shark Robots use 2.4 GHz networks to connect. Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz.

**Restart your phone**

- Turn off phone, wait a few minutes, then turn it back on and connect to Wi-Fi.

**Reboot your robot**

- Take robot off base and press and hold down the DOCK button on the robot for 12 seconds. Turn your robot back on by placing it on the base.

**Reboot your router**

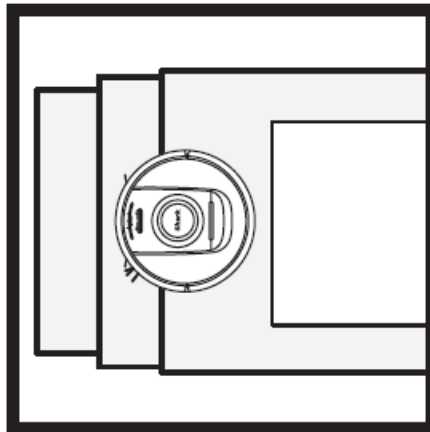
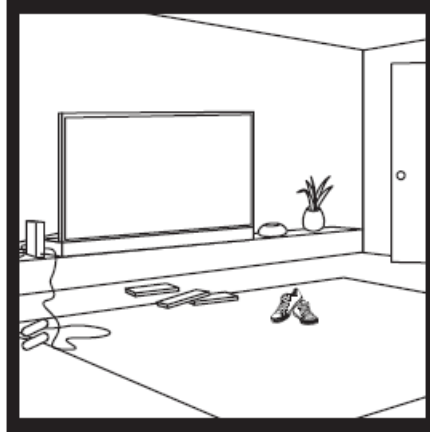
- Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.

- Then follow the steps outlined in the SharkClean® app Wi-Fi setup instructions.

## 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.



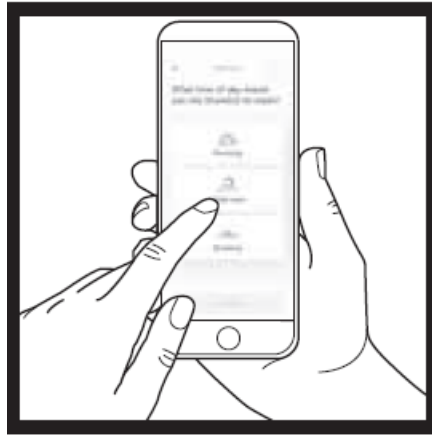
## OBSTRUCTIONS

Your PowerDetect robot detects obstacles and navigates the robot around them. Robot can see and avoid objects close to the ground like socks, shoes, toys, and more. To ensure a complete map of your home, open interior doors.

## STAIRS

Your robot's cliff sensors will prevent it from falling off ledges. For the cliff sensors to work properly in any mode, all runners, rugs, or carpets must be at least 8 inches from any stairs, or must extend over the edge of the stairs.

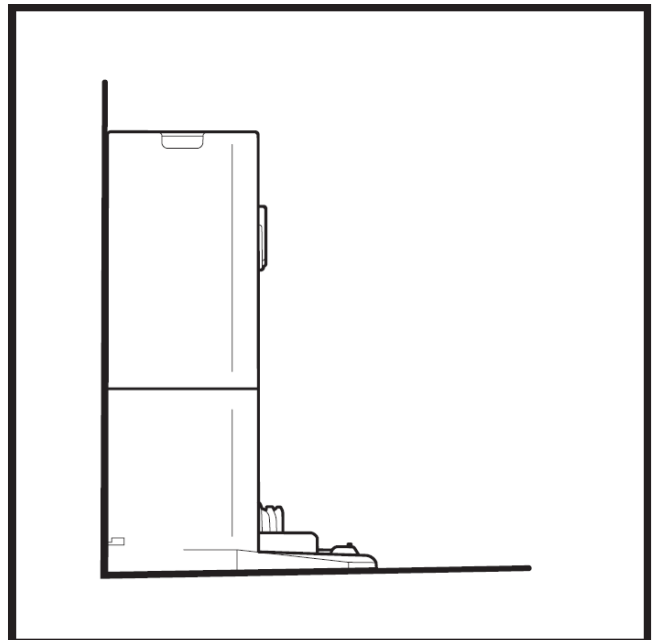
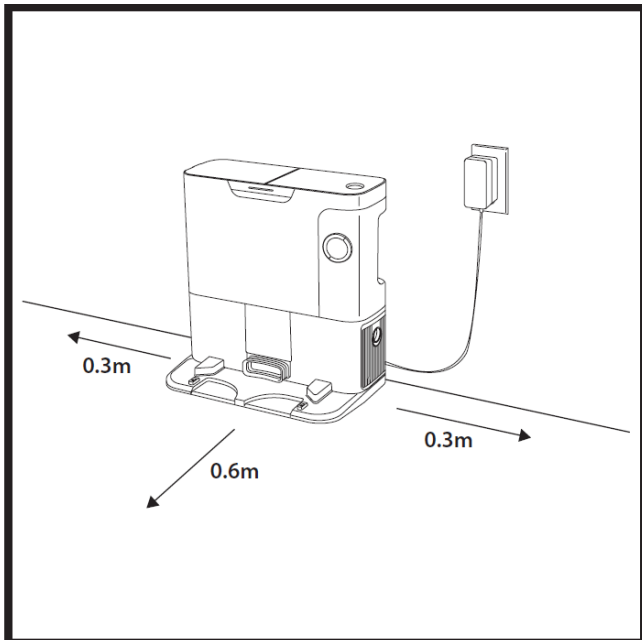




## SCHEDULING

Schedule whole-home vacuuming runs with the app.

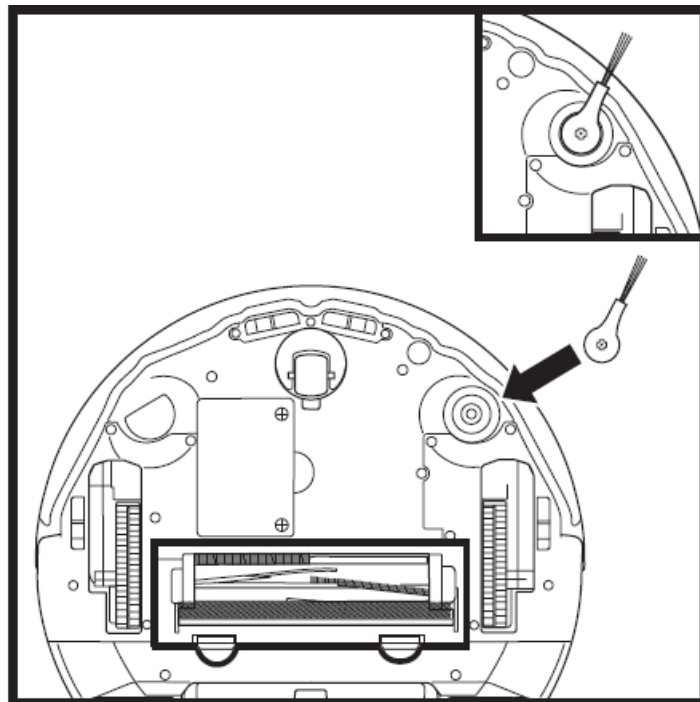
## SELF-EMPTY BASE SETUP



- Find a permanent Location for the base in a central area. Ensure the base is not placed in area with direct sunlight.
- Ensure the chosen location has a strong Wi-Fi signal.
- Remove any objects that are closer than 0.3m from either side of the base, or close than 0.6m from the front.
- Plug in the base.

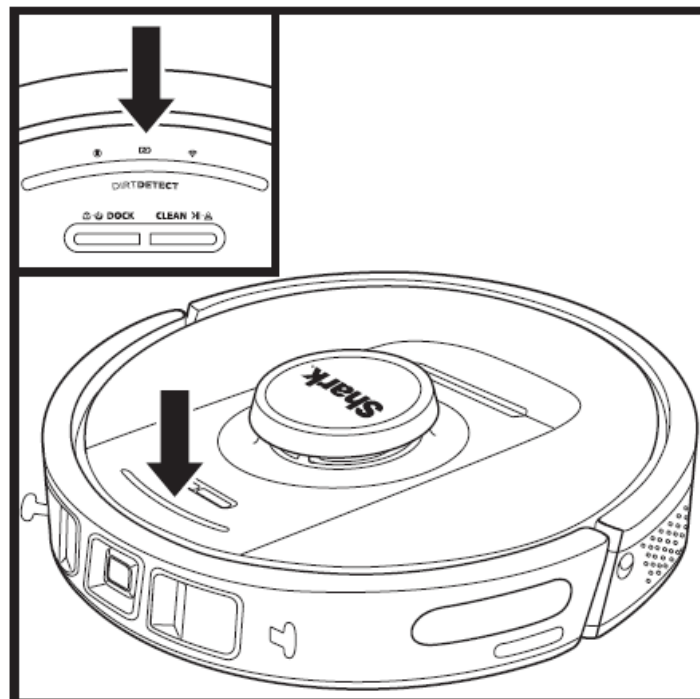
## INSTALLING THE SIDE BRUSH

Attach the side brush to the post on the bottom of the robot.

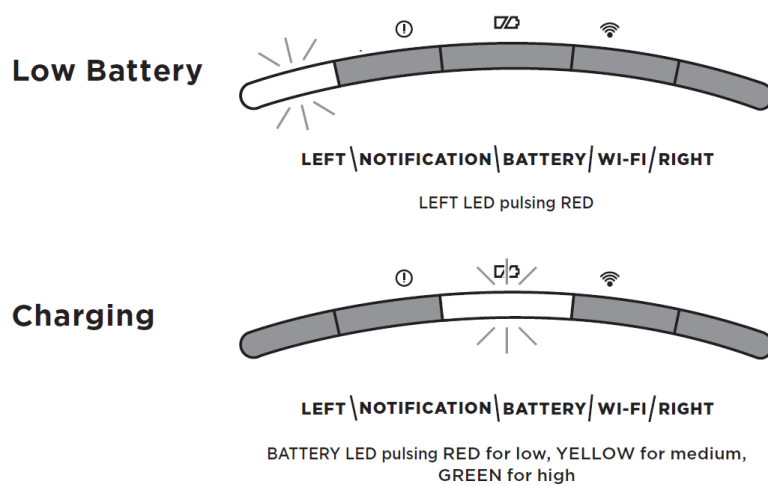


**NOTE:** Side brush design may vary.

## ROBOT INDICATOR LIGHTS



When cleaning, the remaining battery level is indicated by the number of LED lights illuminated. At full battery power, 5 indicator lights will be illuminated. At 80% battery, 4 indicator lights will be illuminated, and so on.



If your robot is low on battery power, the left LED light will pulse RED. Manually place the robot on the base to begin charging. When the robot is charging, the battery indicator light will pulse, based on the current battery charge level: RED for low, YELLOW for medium, GREEN for high.

### **DIRTDETECT**

Detects hidden debris and automatically boosts power until no more dirt is detected. When the robot detects a mess, the lights on the robot will turn purple to indicate that DirtDetect is enabled.

The robot will deep-clean in a 3' x 3' pattern.

### **ACTIVE LIFT & LOWER**

The robot lifts itself over bumps, rugs, and low thresholds (less than 2.5cm) with ease. The orange lights will illuminate when the robot moves over obstacles.

### **SIDE BRUSH NOT SPINNING ON CARPET**

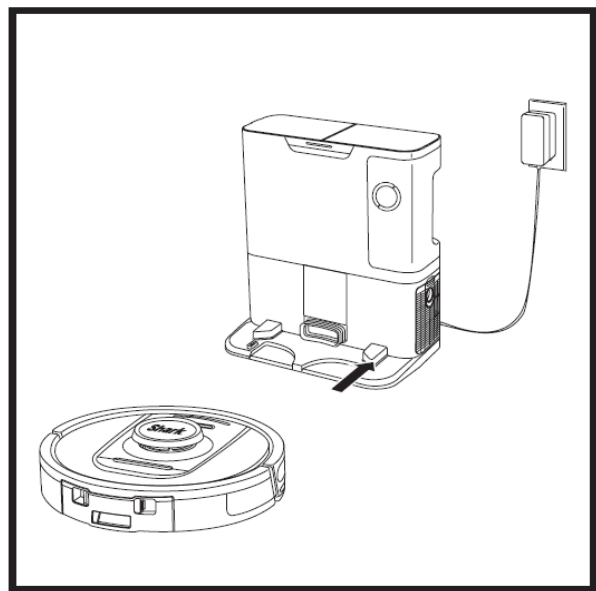
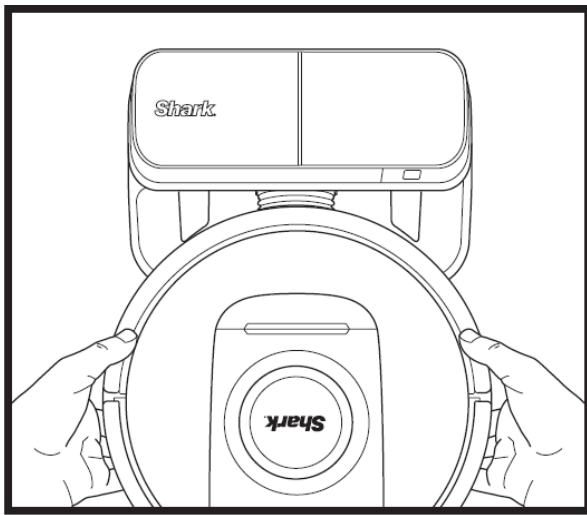
The side brush will not spin on a carpeted area to prevent entanglement with carpet threads.

### **SELF-EMPTY BASE INDICATOR LIGHTS**

- Base ON and Robot Charging – Solid Blue
- Base ON but Robot Not Charging – Solid Green
- Robot Evacuating into Self-Empty Base – Pulsing Green

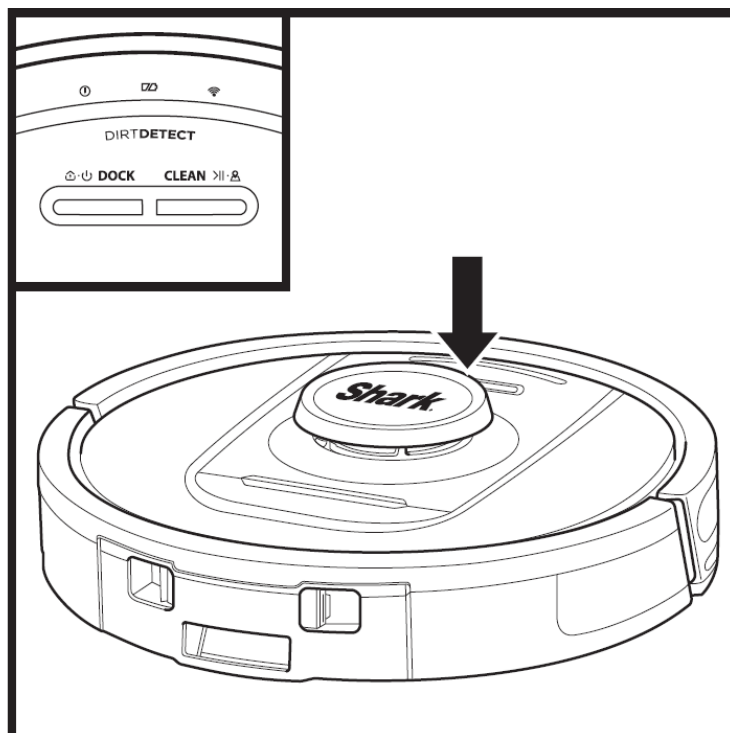
### **CHARGING**

**IMPORTANT:** 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.



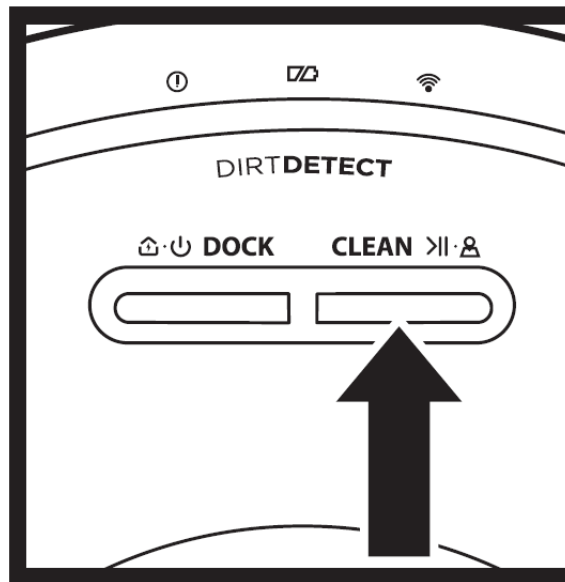
- To TURN THE ROBOT ON: Place the robot on the Self-Empty Base or hold down DOCK button for 5 to 7 seconds, until the indicator lights turn on.
- When the cleaning cycle is complete, or if the battery is running low, the robot will search for the Self-Empty Base. If the robot doesn't return to the base, its charge may have run out.

## DOCK AND CLEAN BUTTONS



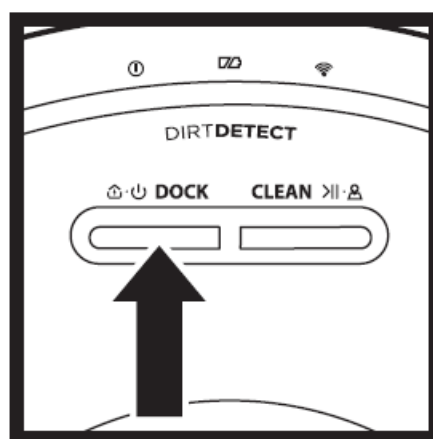
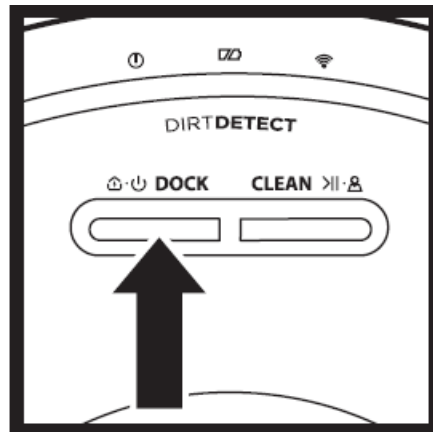
## CLEAN BUTTON

If the robot is on the base, press the CLEAN button for a whole-home clean. Press again to pause the cleaning session.



### DOCK BUTTON

To turn on/off your robot, press the DOCK button for 5-7 seconds.  
Press the DOCK button to allow the robot to go back to the Self-Empty Base.



### RECHARGE & RESUME

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

The Recharge & Resume function is turned ON by default. The robot will run until it reaches low battery, and if its cleaning mission is not complete, it will return to the base, recharge, and pick up where it left off.

**NOTE:** When manually placing the robot on the Self-Empty Base, make sure the Charging Contacts on the bottom of the robot are touching the ones on the base.

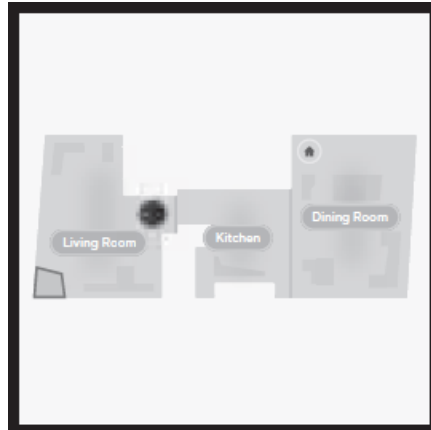
- When picking up the robot, be careful not to place fingers between the bumper and the back of the robot.

### USING THE SHARK® POWERDETECT™

Please visit [support.sharkclean.eu](https://support.sharkclean.eu) to answers to all your app questions.

### USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark® robot vacuum with these app features:

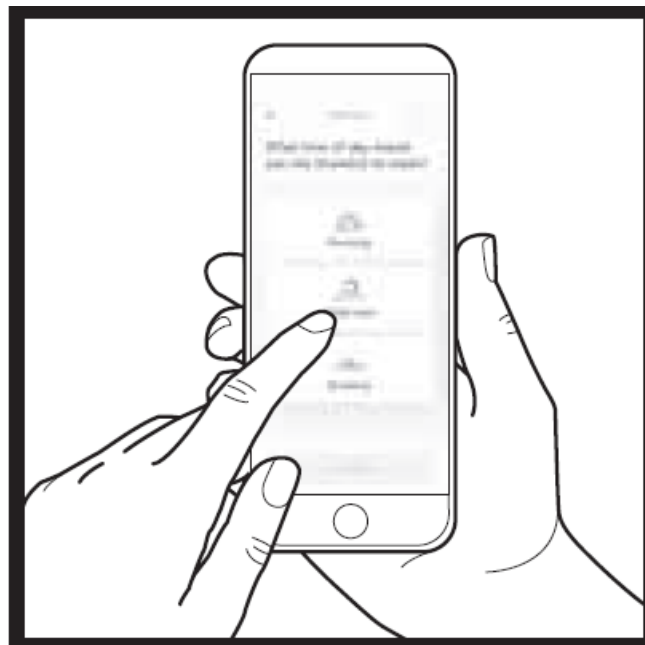


- Recharge and Resume

The robot will return to the Self-Empty Base, recharge, and can pick up where it left off.

- No-Go Zones

Use the no-go zones in the app to keep your robot out of the areas you would like it to avoid.



- Scheduling

Set up 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 [support.sharkclean.com](https://support.sharkclean.com) for setup instructions, which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

### **Google Assistant:**

- Hey Google, start vacuuming.
- Hey Google, tell (robot name) to vacuum.
- Hey Google, pause vacuuming.
- Hey Google, tell (robot name) to go home.

### **Amazon Alexa:**

- Alexa, ask Shark to start vacuuming/cleaning the (room name).
- Alexa, start/stop the vacuum.
- Alexa, send the vacuum to Self-Empty Base.

## **WI-FI TROUBLESHOOTING**

- Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz.
- Do not use a VPN or a proxy server. Hotspot available to connect only at 2.4GHz.
- Make sure Wi-Fi isolation is turned off on the router.
- If you cannot connect, visit [support.sharkclean.eu](https://support.sharkclean.eu).

## **STILL CAN'T CONNECT?**

### **Restart your phone**

Turn off phone, wait a few minutes, then turn it back on and connect to Wi-Fi.

### **Reboot your robot**

- Take robot off Self-Empty Base and press and hold the DOCK button on the robot for 5-7 seconds to turn off power. To turn power back on, place the robot back on the base.

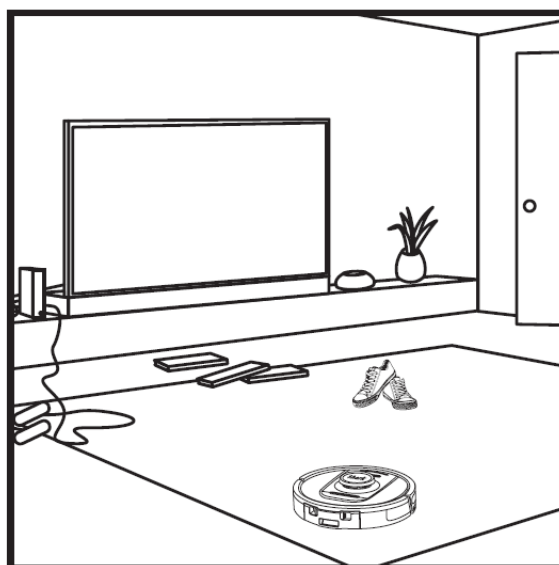
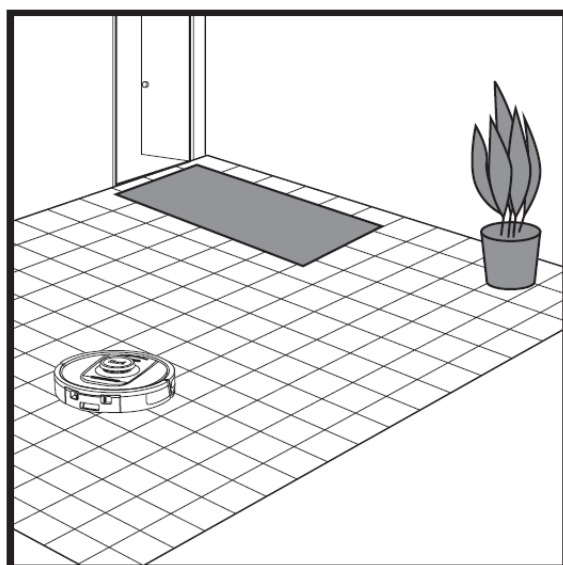
### **Reboot your router**

- Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.

ERROR CODE	PROBLEM
<b>LEFT LED (YELLOW)</b> flashing	Wrong password for Wi-Fi
<b>LEFT LED (YELLOW) + RIGHT LED (YELLOW)</b> flashing	SSID cannot be found, try connecting again
<b>NOTIFICATION LED (RED) + WIFI LED (RED)</b> flashing	Cannot connect to Wi-Fi

## USING THE SHARK® POWERDETECT™

### 3D SENSOR AND AI LASER NAVIGATION™



- After setup is complete, your robot will 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 detects obstacles and navigates the robot around them. Robot can see and avoid objects close to the ground like socks, shoes, toys, and more.

### MANUAL CLEANING MODE

To manually start a cleaning cycle, press the **CLEAN** button on the robot.

To immediately send the robot back to the Self-Empty Base, press the **DOCK** button.

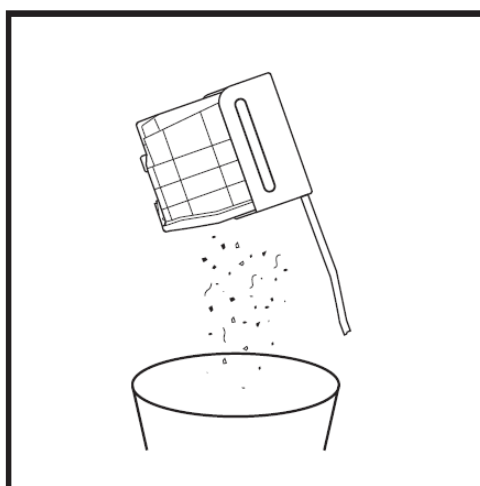
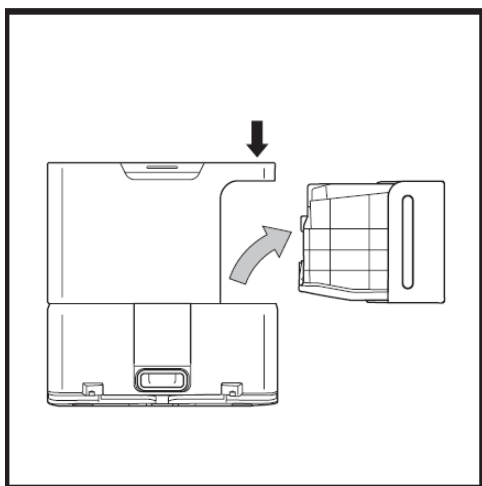
**NOTE:** Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.

- Avoid moving the base. If it is relocated, the robot may not be able to find its way back to the base, and you will need to remap your home. 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 base.

## MAINTENANCE

### MAINTAINING THE BASE DUST BIN



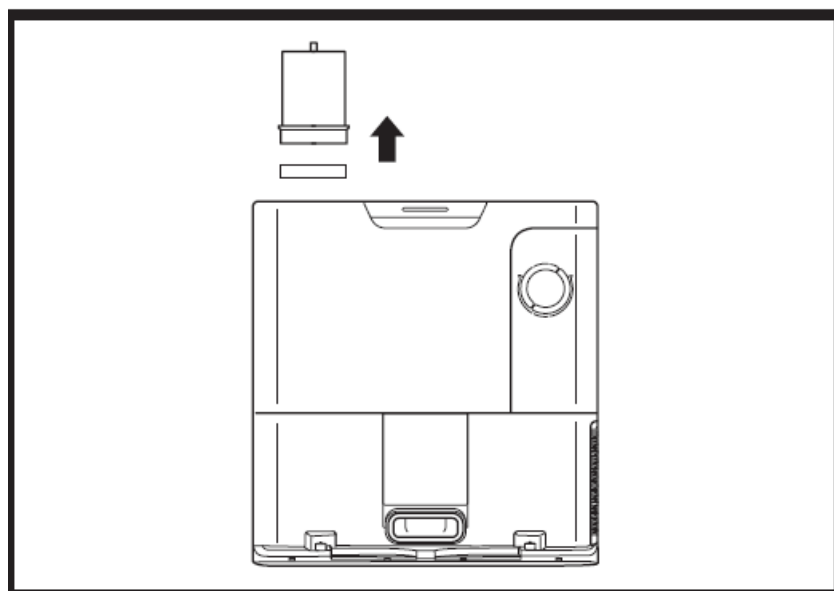


- Depending on the size of the base, empty the base dust bin every 30 to 60 days or as needed. To detach the bin, press the Dust Bin Release button on the top of the base, then slide out the bin.
- To empty the bin, hold it over the trash, then press the release button with the trash can icon on the side of the bin. The bin lid will open, releasing dust and debris. Lightly tap the dust bin against the inside of the trash receptacle to knock off any remaining debris. Reinstall the bin by sliding it into the slot in the base until it clicks into place.

### **CLEANING AND REPLACING THE BASE FILTERS**

Regularly clean the filters to keep your vacuum's suction power optimal. Replace filters every 6-12 months or as needed.

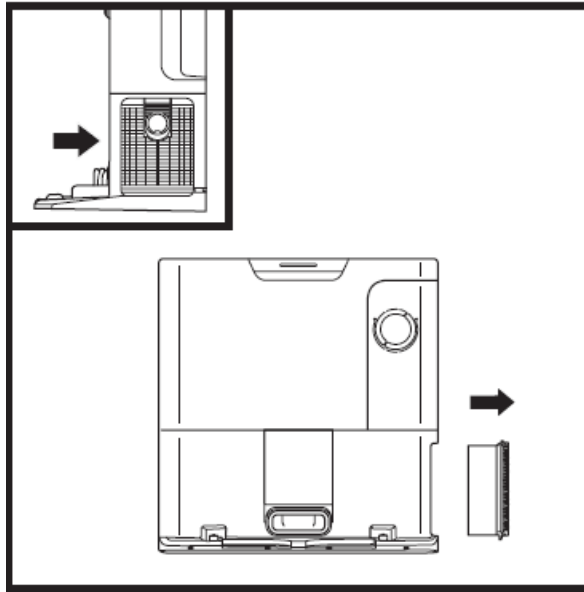
**IMPORTANT:** DO NOT use soap when cleaning the filters.



### **CLEAN PRE-MOTOR FILTERS ONCE A MONTH**

To open the filter housing lid, hold the top left edge of the base and pull up on the lid. With the lid open, remove the foam filter by the top handle, then lift out the felt filter underneath. Tap the filters clean over the trash, then rinse with cold water **ONLY**, as soap may damage them. Allow filters to air-dry completely before reinstalling them. The filters must be installed correctly for the base to work properly. Reinsert the felt filter first, then the foam filter.

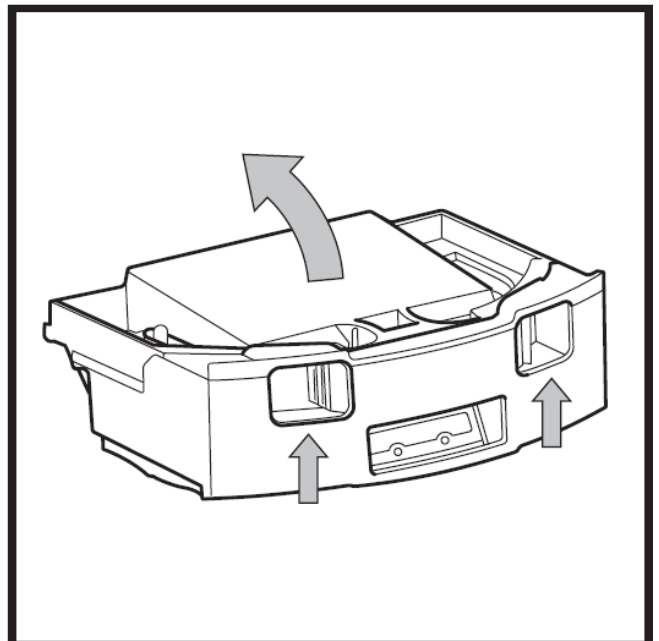
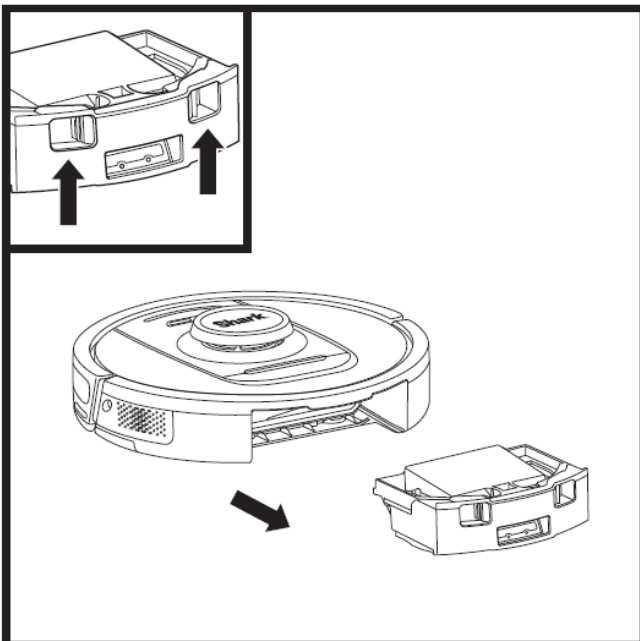
### **CLEAN POST-MOTOR FILTER ONCE A MONTH**



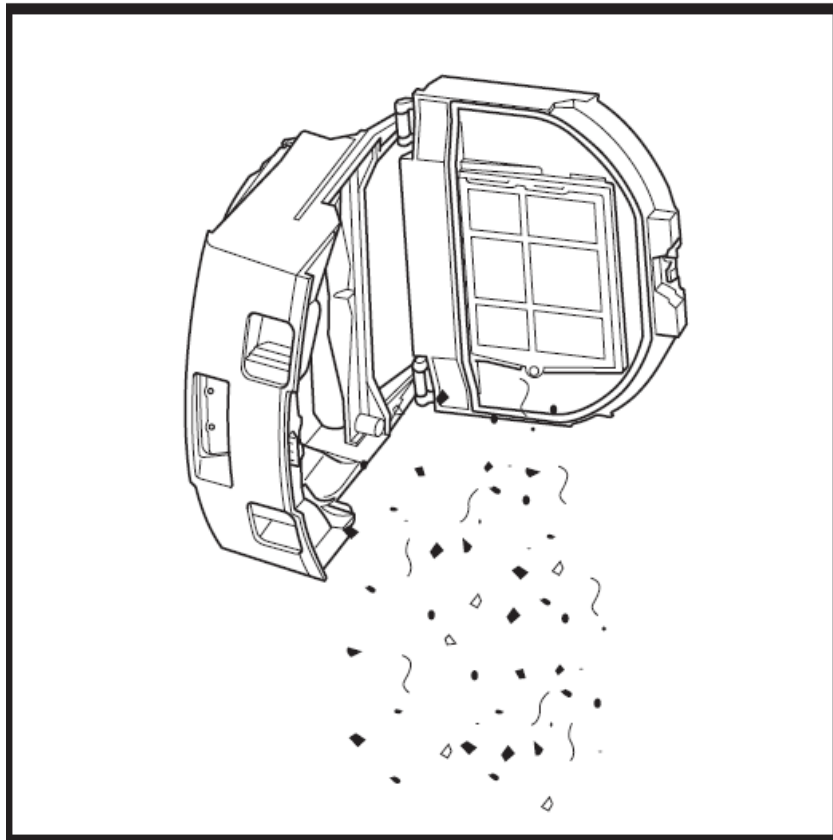
Press the button at the top of the Filter Door, then tilt the door and lift it off. Remove the Post-Motor Filter from the base by pulling the tab down. Tap the filters clean over the trash. Do not use water or soap to clean filters as this will cause damage.

**CAUTION:** Turn off power before performing any maintenance. To turn the robot power off, press the DOCK button on the robot for 5-7 seconds.

#### EMPTYING THE ROBOT DUST BIN



- Press the Dust Bin Release Button and slide out the dust bin.
- To open the dust bin lid, pinch and lift up using the finger slots.

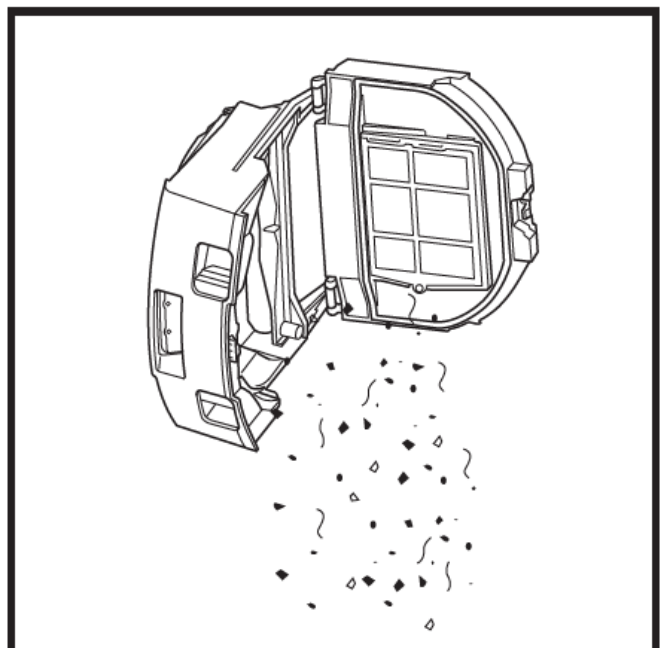
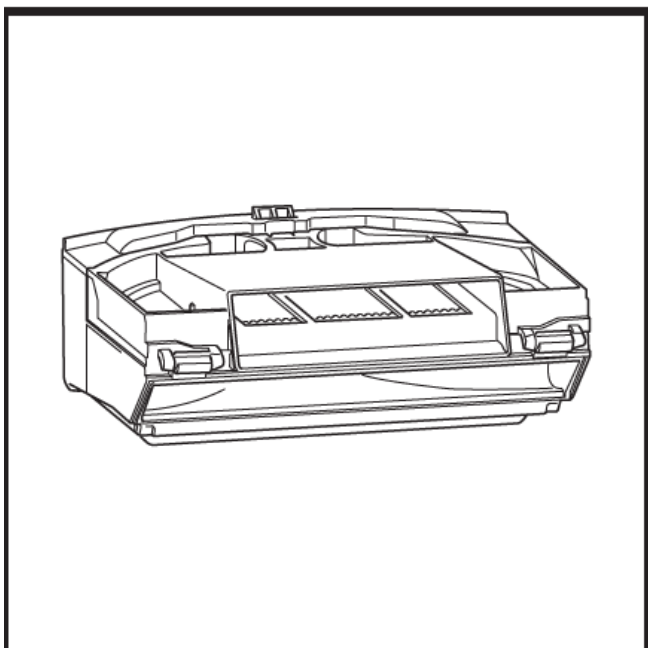


- Empty debris and dust into trash. If desired, you may use a damp cloth to wipe the dust bin. Let dry for 24 hours before use.

**NOTE:** After emptying the dust bin make sure to insert the dust bin completely, until it clicks into place.

### **CLEANING THE ROBOT'S FILTER**

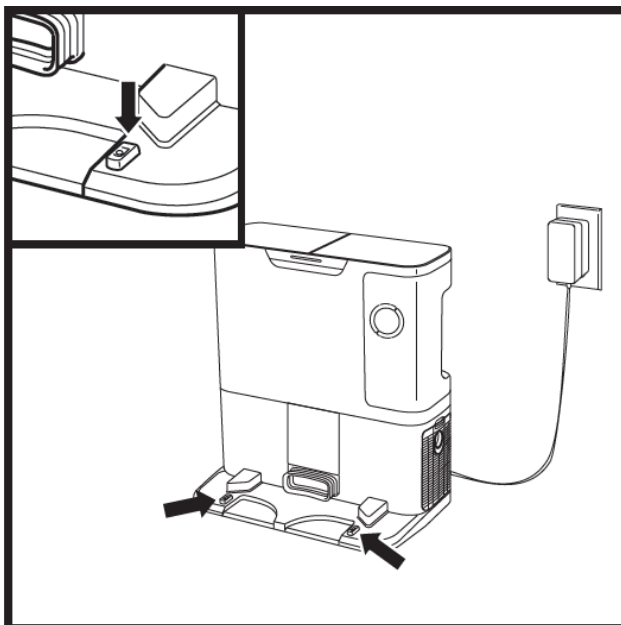
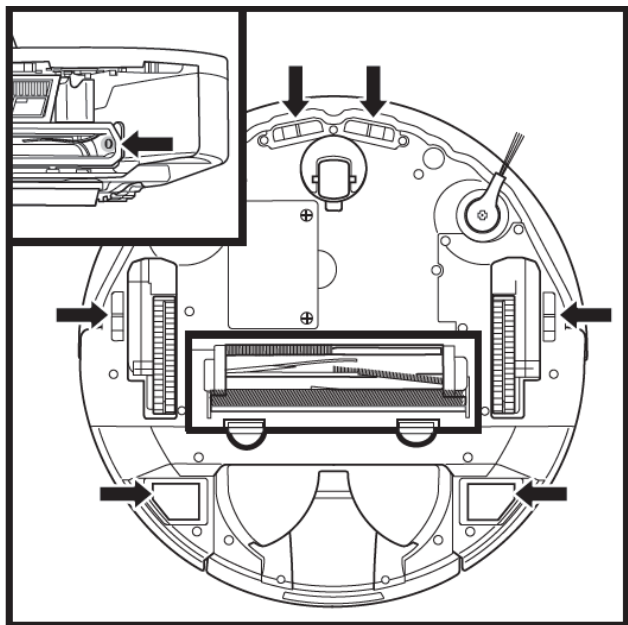
For optimal suction power, after each use, clean the filter inside the robot's dust bin.



- Remove and empty the dust bin. Clean any hair or debris off the back of the dust bin.
- Every time you empty the dust bin, lightly tap dust and dirt off the filter, then use a dry cloth or soft brush to remove any remaining debris.

## CLEANING THE SENSORS AND CHARGING CONTACTS

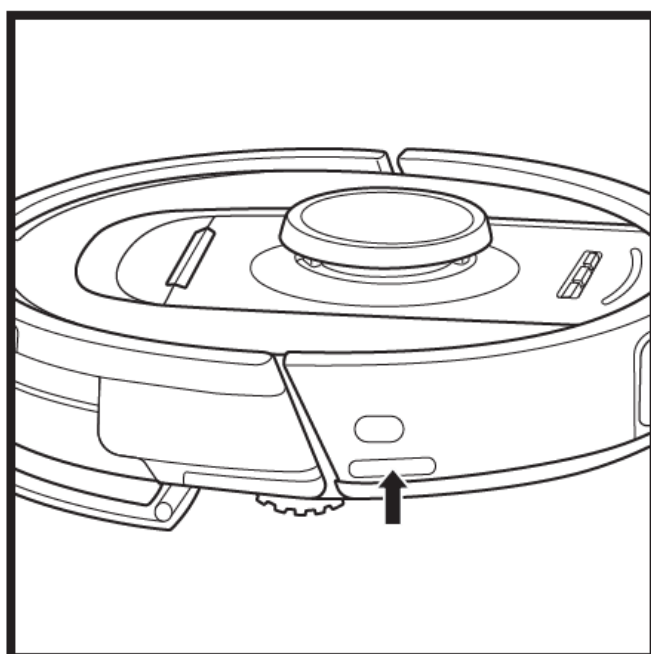
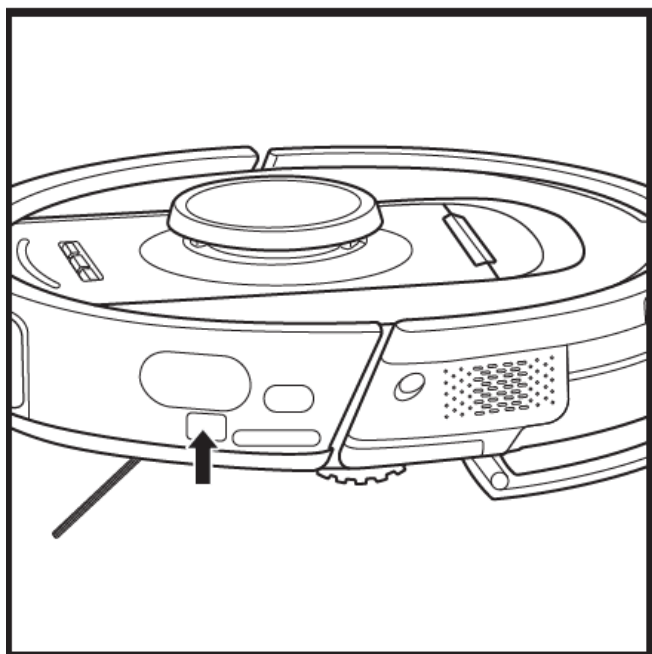
THE SENSORS ON THE ROBOT REQUIRE OCCASIONAL MAINTENANCE. With a dry cloth or cotton swab, gently dust off the sensors located on the bottom and sides of the robot.



**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.

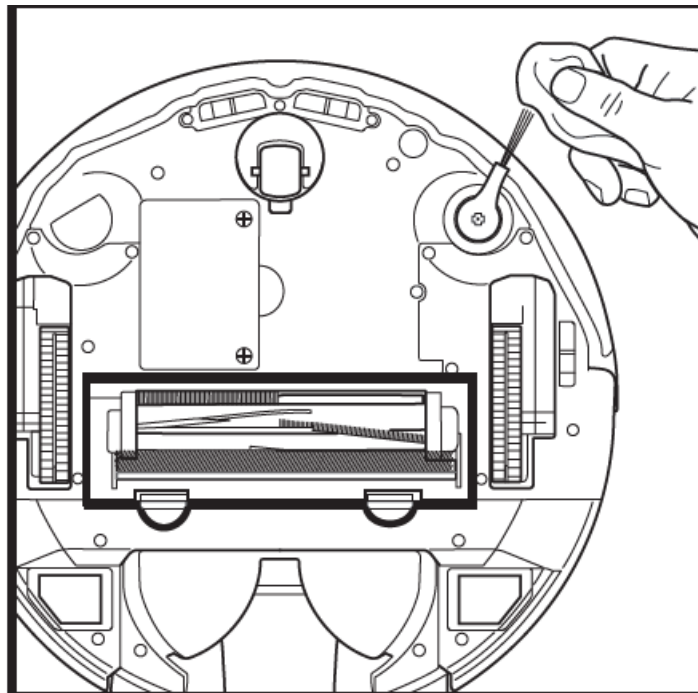
## CLEANING THE WALL-FOLLOW SENSORS

1. The sensors on the robot require occasional maintenance.
2. With a dry cloth or cotton swab, gently dust off the sensors located on the sides of the robot.



## CLEANING SIDE BRUSH

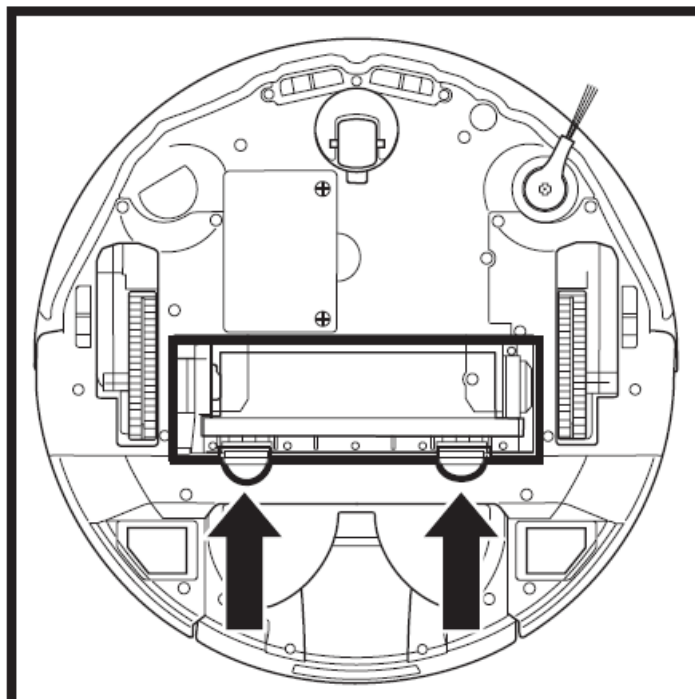
CLEAN SIDE BRUSH AS NEEDED.



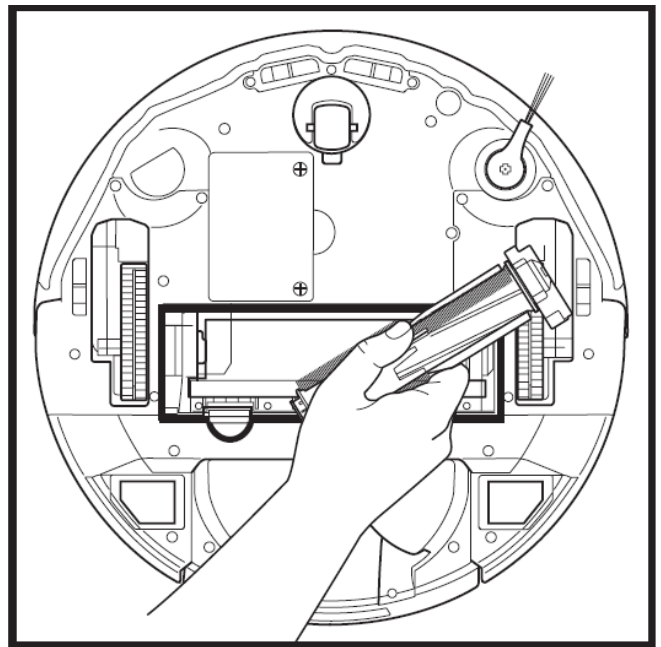
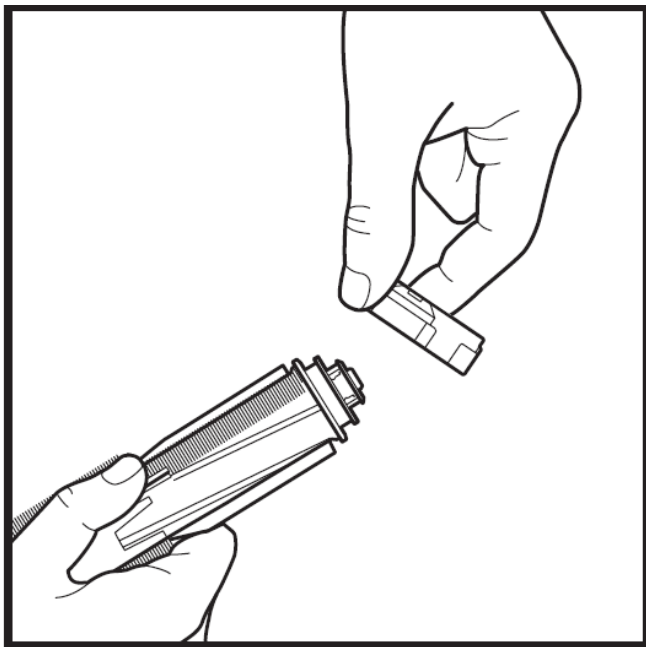
Carefully unwind and remove any string or hair wrapped around brush. Gently wipe brush with a dry cloth. To reinstall, snap the brush over the peg. Spin the brush manually to make sure it is installed correctly.

**NOTE:** Remove and replace any side brush that is bent or damaged. To remove a brush, lift it off its peg.

## BRUSHROLL



To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



- Take out the brushroll and remove the cap on the end. Clean off any hair or debris then replace the cap.
- Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

**NOTE:** Replace brushroll every 6 to 12 months, or when visibly worn. See [sharkaccessories.eu](http://sharkaccessories.eu) for replacement parts.

## TROUBLESHOOTING

If any error lights are illuminated or flashing on your robot, see the error code chart below:

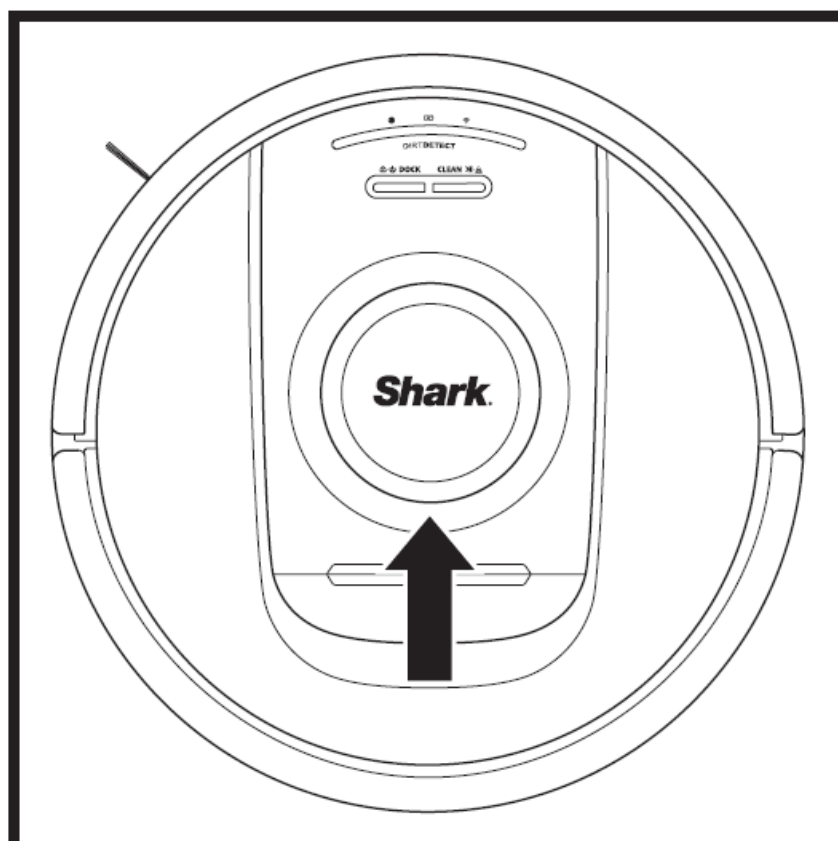
ERROR CODE	ERROR NUMBER	SOLUTION
<b>BATTERY LED (RED) + WIFI LED (RED)</b> Solid	2	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
<b>NOTIFICATION LED (RED) + RIGHT LED (YELLOW)</b> Solid	4	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
<b>BATTERY LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)</b> Solid	5	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely
<b>LEFT LED (YELLOW) + NOTIFICATION LED (RED) + BATTERY LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)</b> Solid	18	Wheel motor encoder failure. Please contact Shark Customer Service at 0800 862 0453.

<b>NOTIFICATION LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)</b> Flashing	<b>3</b>	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brush roll and brush roll door, and remove blockages.
<b>WIFI LED (RED) + RIGHT LED (YELLOW)</b> Solid	<b>6</b>	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
<b>NOTIFICATION LED (RED) + WIFI LED (RED)</b> Solid	<b>7</b>	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
<b>BATTERY LED (RED) + RIGHT LED (YELLOW)</b> Solid	<b>9</b>	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
<b>WIFI (RED)</b> Solid	<b>10</b>	Robot cannot start due to wheel drop. Move robot to a new location on a level surface.
<b>NOTIFICATION LED (RED)</b> Solid	<b>16</b>	Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely.
<b>NOTIFICATION LED (RED) + BATTERY LED (RED) + WIFI LED (RED)</b> Solid	<b>23</b>	Robot cannot find the Self-Empty Base. Please make sure the Self-Empty Base is ON and is free of all obstacles.
<b>LEFT LED (RED)</b> Flashing	<b>24</b>	Battery is critically low and needs recharging. Please pick up your robot and place it on the Self-Empty Base. Make sure the Self-Empty Base indicator light turns blue to confirm your robot is placed on the base correctly.
<b>NOTIFICATION LED (RED) + BATTERY LED (RED) + WIFI LED (RED) + RIGHT LED (YELLOW)</b> Solid	<b>26</b>	Blockage in dust bin. Check the Self-Empty Base and the robot dust bin for clogs. Clear any debris and reinstall the dust bin, ensuring that it clicks into place.
<b>LEFT LED (YELLOW)</b> Solid, <b>NOTIFICATION LED</b> Solid <b>(RED)</b> , <b>BATTERY LED (RED)</b> Solid <b>AND</b> <b>WI-FI LED (RED)</b> Solid	<b>30</b>	There may be a blockage with Active Lift. Turn off the robot, and ensure that there is nothing blocking the wheel suspension from moving up and down.

Sensor Name	Functional Description
<b>Cliff Sensor</b>	Cliff sensors monitor the cliff to avoid falling by way of infrared ranging. If there is a downward stair in front (e.g. the height of the white ground is greater than 50mm, or the black ground is greater than 30mm), the reading value of the sensor exceeds the preset value, then robot stop moving forward.
<b>Lidar Sensor</b>	Lidar sensor help robot map through laser ranging. Detective distance is 8m.
<b>3D Sensor</b>	With 2 line-lasers and an IR camera, the 3D sensor scans the objects to identify the image through algorithms. FOV: H=100°, V=78.7°.
<b>Wall Follow Sensor</b>	Wall follow sensor detects the distance between the objects and the left side of the robot by the TOF ranging. Detective distance is 30mm.

For all other issues, please call Customer Service at [support.sharkclean.eu](mailto:support.sharkclean.eu).

## LIDAR MODULE

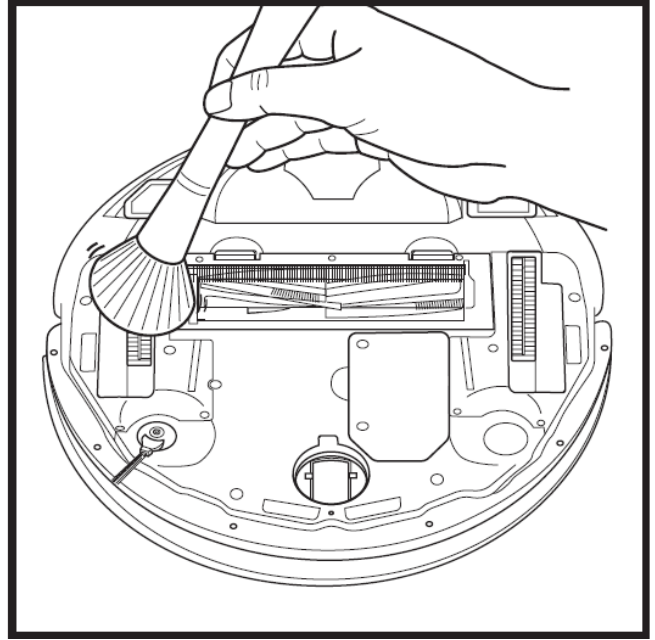
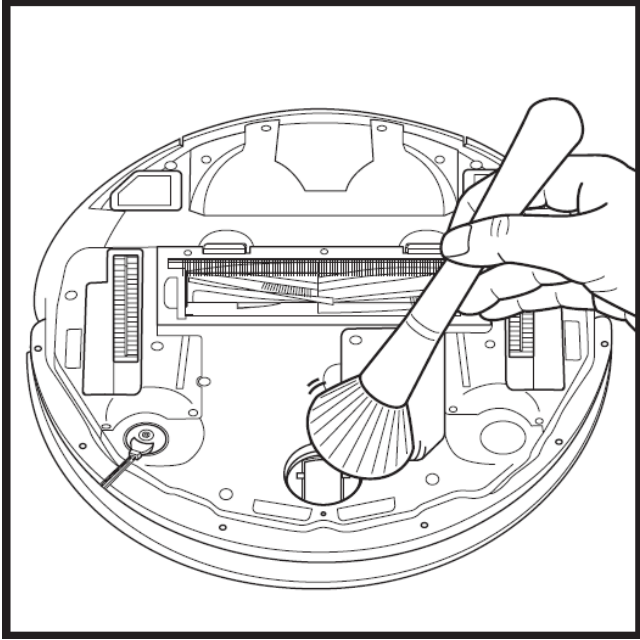


Check the navigation module on top of the robot and gently remove any hair or debris. For a more complete clean, place the robot on a level surface and turn off the power. Use compressed air to blow away any dirt or debris from the gap around the rotating LiDAR module. You may also clean by rotating a cotton swab in both directions.

## CLEANING THE WHEELS



CLEAN FRONT WHEEL HOUSING PERIODICALLY.  
See [sharkaccessories.com](http://sharkaccessories.com) for replacement parts.

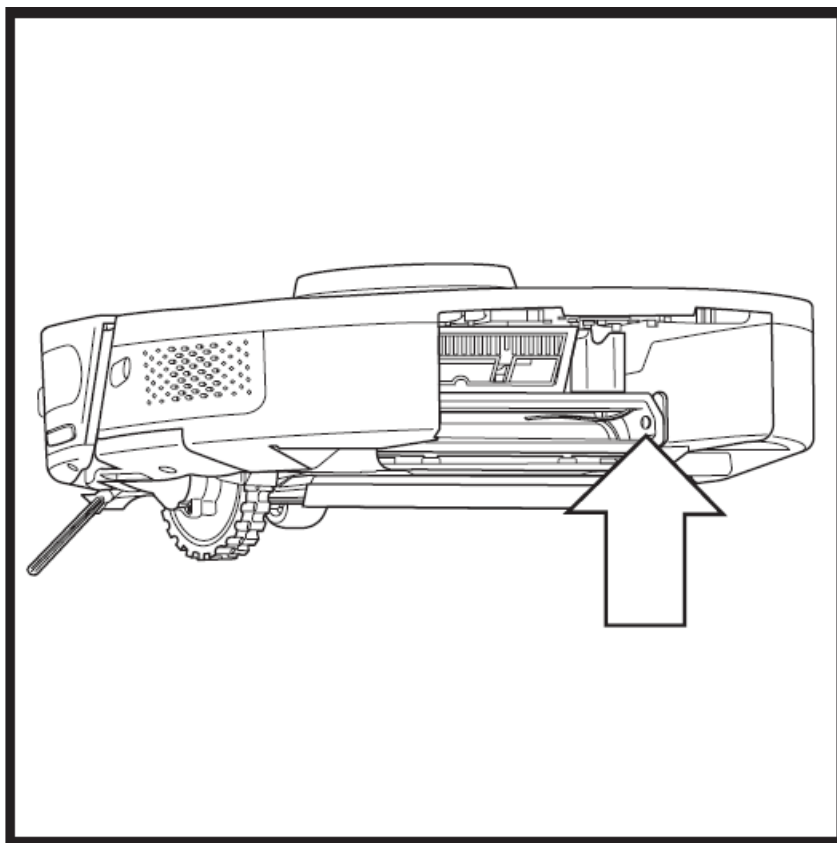


- Rotate the front wheel while lightly brushing away dirt and debris. Clean the wheel and the housing around it.
- Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

**NOTE:** Brush not included.

## REPLACEMENT PARTS

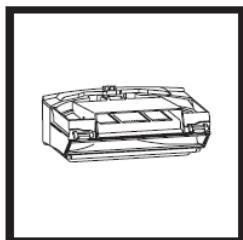
### CLEANING THE DIRTDETECT SENSORS



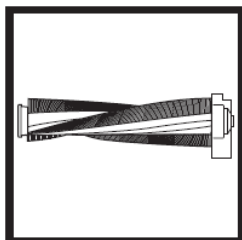
Remove the robot dust bin. Using the included DirtDetect brush or a microfiber cloth, wipe off the area indicated to remove any dust or debris covering the sensor.

**NOTE:** To order replacement parts visit [sharkaccessories.eu](http://sharkaccessories.eu)

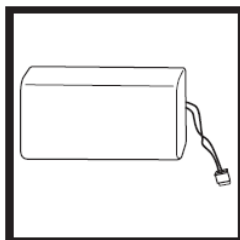
#### REPLACEMENT PARTS: ROBOT



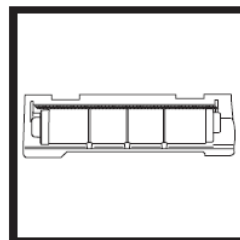
Robot Dust Bin



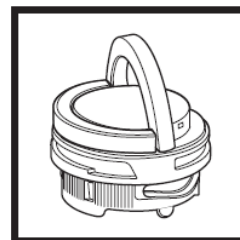
Brushroll\*



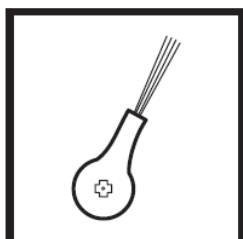
Battery



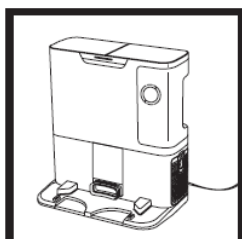
Brushroll Door\*



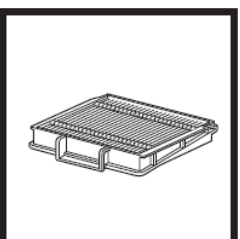
Odour Cartridge Assembly



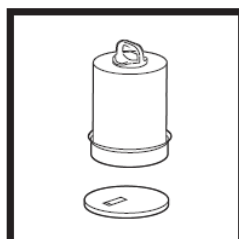
Side Brush\*



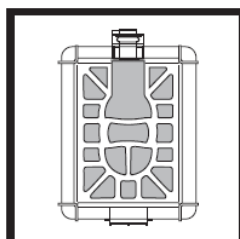
Self-Empty Base



Robot Dust Cup Filter



Dock Pre-Motor Filter



Dock Post-Motor Filter

**\*NOTE:** Design may vary.

**Questions or Problems?**

**CALL US: 0800 862 0453**

Contact our customer service helpline

**GET HELP RIGHT NOW!**  
DON'T RETURN TO THE STORE.

**Other easy ways to get help RIGHT NOW:**

**ONLINE HELP AND FAQS:**



[support.sharkclean.eu](https://support.sharkclean.eu)

**APP DOWNLOAD:**



Search "SharkClean" in the app store, or scan the QR code with your smartphone camera.



**Download and install the SharkClean app**

## **END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE**

**IMPORTANT:** PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENCE AGREEMENT CAREFULLY BEFORE COMMENCING USE OF THIS PRODUCT

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- Compliance with Applicable Laws. You must comply with all applicable laws regarding use of the Software and Documentation.

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<https://ninjakitchen.co.uk/systempage.privacypolicy.pagelet2-page-cms-systempage>.

privacyPolicy.pagelet2-Page. Please read and review our Privacy Policy and any other relevant privacy notices carefully to understand how your personal data is collected, processed and shared by SharkNinja, and your data subject rights in relation to such data.

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- You must not use the Ayla Embedded Software except as an incorporated portion of your SharkNinja device, unmodified from the form provided to you.
- You must not reverse engineer, decompile, or disassemble the Ayla Application Libraries or the Ayla Embedded Software, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
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- If defective digital content that we have supplied damages a device or digital content belonging to you, then, in accordance with section 46 of the Consumer Rights Act 2015, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update or upgrade offered to you free of charge or for damage that was caused by you failing to

correctly follow installation instructions or to have in place the minimum system requirements advised by us.

- If you bought the SharkNinja device directly from SharkNinja or one of its group companies, we or our group company, as the seller, may be responsible to you under the contract of sale for loss or damage caused by your use of the Software. You can find our terms and conditions of sale here: <https://ninjakitchen.co.uk/terms-and-conditions> . If you bought the SharkNinja device from another company, they may have a similar responsibility to you.
- Many SharkNinja products come with a free manufacturer's guarantee. If you suffer loss or damage as a result of using the Software, you may be able to claim under the guarantee. You can find the terms of our guarantee here: <https://support.ninjakitchen.co.uk/hc/en-gb/articles/360013838359-Ninja-Guarantee-Terms-Conditions>.
- We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors or for fraud or fraudulent misrepresentation.

**APPLICABLE LAW AND JURISDICTION.** This EULA is governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

**ASSIGNMENT.** We may transfer our rights and obligations under this EULA to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the EULA.

## **TWO (2) YEAR LIMITED GUARANTEE**

When a consumer buys a product in Europe, they get the benefit of legal rights relating to the quality of the product (your statutory rights). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give you an additional manufacturer's guarantee of two years. These terms and conditions relate to our manufacturer's guarantee only – your statutory rights are unaffected. The conditions below describe the prerequisites and scope of our guarantee. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

### **Shark® Guarantees**

Your Shark unit constitutes a sizeable investment. Your new fan needs to work properly for as long as possible. The guarantee it comes with is an important consideration – and reflects how much confidence the manufacturer has in its product and manufacturing quality. Every Shark machine comes with a free parts and labour guarantee. You'll also find online support at [sharkclean.eu](http://sharkclean.eu)

### **How do I register my Shark guarantee?**

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your fan

- Date you purchased the unit (receipt or delivery note).
- To register online, please visit [sharkclean.eu](http://sharkclean.eu)

### **IMPORTANT:**

- The guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your guarantee we will need your receipt to verify

the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

### **What are the benefits of registering my free Shark guarantee?**

When you register your guarantee we'll have your details to hand if we ever need to get in touch. You can also receive tips and advice on how to get the best out of your Shark unit and hear the latest news about new Shark® technology and launches. If you register your guarantee online, you'll get instant confirmation that we've received your details.

### **How long are new Shark machines guaranteed for?**

Our confidence in our design and quality control means that your new Shark unit is guaranteed for a total of two years.

### **What is covered by the free Shark guarantee?**

Repair or replacement of your Shark machine (at Shark's discretion), including all parts and labour. A Shark guarantee is in addition to your legal rights as a consumer.

### **What is not covered by the free Shark guarantee?**

1. Normal wear and tear of wearable parts (such as accessories). Replacement parts are available for purchase at [sharkclean.eu](https://sharkclean.eu)
2. Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance or damage due to mishandling in transit.
3. Damage caused by maintenance not authorised by Shark.

Where can I buy genuine Shark spares and accessories? Shark spares and accessories are developed by the same engineers who developed your Shark unit. You'll find a full range of Shark spares and replacement parts/accessories for all Shark machines at [sharkclean.eu](https://sharkclean.eu) Please remember that damage caused by the use of non-Shark spares may not be covered under your guarantee.

Illustrations may differ from actual product We are constantly striving to improve our products; therefore the specifications contained here in are subject to change without notice.

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### **REGISTER YOUR PURCHASE**

[registeryourshark.eu](https://registeryourshark.eu)



### **PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

These instructions are designed to help you keep your Shark Robot running at peak performance.

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**SharkNinja Germany GmbH,**  
Rotfeder-Ring 9, 60327 Frankfurt am Main, Germany  
[sharkclean.co.uk](https://sharkclean.co.uk)  
@sharkclean.eu

## FAQ

Can the robotic vacuum cleaner be used on carpets?

Yes, the robotic vacuum cleaner can be used on carpets, but ensure there are no loose cords or obstacles that may hinder its performance.

How often should filters be cleaned?

Filters should be cleaned regularly, depending on usage, to maintain optimal performance. Allow filters to air-dry completely before reinstalling them.

How do I set up my robot with the Google Assistant on an Apple device?

1. Download, open, and sign into the Google Assistant app. 2. Select the "Explore" icon. Search for "Shark" and select "Try it." 3. To allow Google to link to your SharkClean® account, sign into your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app. Select "Authorize" to link your SharkClean account to the Google Assistant. Congratulations! The Google Assistant now works with your Shark robot. To send your robot into action, use the voice command, "Google, tell Shark to start cleaning."

How do I set up my robot with the Google Assistant on Android?

1. Download open, and sign into the Google Assistant app. 2. Select the "Explore" icon. Search for "Shark" and select "Link." 3. Sign into your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app. Congratulations! The Google Assistant now works with your Shark robot. To send your robot into action, use the voice command, "Google, tell Shark to start cleaning"

What should I do if my Wi-Fi randomly disconnects?

Turn OFF the robot, by pressing and holding the DOCK button for 5-7 seconds. Wait 10 seconds, then turn the robot power back on by pressing and holding the DOCK button for 5-7 seconds. Turn off your



phone. Wait 30 seconds, then turn your phone back on. Open Wi-Fi settings on your phone, find the Shark network, and select Forget Network. Reopen SharkClean app and retry the connection process. It is normal for your robot to temporarily lose connectivity when it goes under furniture or moves far from your router. Your Shark® robot will automatically reconnect to Wi-Fi. If the robot does not reconnect, power it off, wait 10 seconds, power the robot back on, and place it back on the base.

What should I do if I verified a wireless network password that is incorrect?

Close the app, then reopen it. Make sure that you entered the correct Wi-Fi network password this time. In your phone's network settings, choose your home 2.4 GHz network, and select Forget. Reconnect to your home network. Make sure to use the correct password. If you were able to connect to your home network, proceed to the app setup process. We recommend that you use the eye icon when entering your password to make sure it is correct. Turn off your router and wait 30 seconds. Turn your router back on. Check to make sure your 2.4 GHz network is visible in your phone settings. Turn off the robot, then wait 10 seconds. Turn the robot back on and wait for the voice prompt. Hard-close the app and restart the connection process on the robot. If you cannot locate your Wi-Fi password, please contact your Internet service provider.

What should I do if my Shark® robot won't connect to Wi-Fi or loses Wi-Fi connectivity?

If you are an iOS user and recently upgraded to iOS 14, you need to enable local network access on your phone for the Shark Clean app. Please take the following steps to enable. Go to your phone settings --> Select Privacy --> Select Local Network --> Toggle Shark Clean on, then try connecting again. Make sure your phone is connected to your home Wi-Fi network before trying to connect your robot. Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz. Make sure you are connected to a 2.4 GHz network when you enter your username and password. Ensure your robot is turned on and you hear an audio prompt. Do not use a VPN or a proxy server. Make sure Wi-Fi isolation is turned off on the router. There may be instances where your Shark robot loses connectivity while operating, due to a weak Wi-Fi signal, or entering a zone that blocks Wi-Fi. Turn off the robot. Wait 10 seconds, then turn the power back on and wait for the voice prompt. Power off your phone, wait 30 seconds, and power back on. Open Wi-Fi settings on your phone, find the Shark network, then select Forget Network. Reopen the Shark Clean app and retry the connection process. It is normal for your robot to temporarily lose connectivity when it goes under furniture, or moves far from your router. Your Shark robot will automatically reconnect to Wi-Fi. If the robot does not reconnect on its own, remove the unit from the Self-Empty Base. Power the robot off, wait 10 seconds, and place it back on the base.


- **What should I do if my username or password is invalid?**

We recommend you select the eye icon next to the password entry to verify you are entering your password correctly. Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from [mysharkninja@sharkninja.com](mailto:mysharkninja@sharkninja.com). You can use the "Resend code" option to send the email again.

- **What should I do if there is an issue resetting password (did not receive the email or token was invalid)?**

Select the 'Forgot Password' option on the sign-in page. The automated system will email you a link to reset your password. If you do not see an email, search your inbox and spam folder for emails from [mysharkninja@sharkninja.com](mailto:mysharkninja@sharkninja.com). You can use the "Resend code" option to send the email again.

## Documents / Resources

 <p>Shark POWERDETECT SELF EMPTY ROBOT VACUUM</p> <p>Robot Vacuum</p> <p>RV2820VEEU-AV2820VEEUWH SERIES</p> <p>OWNER'S GUIDE INSTRUCTIONS TROUBLESHOOTING NOTICE OF COMPLAINT WARRANTY STATEMENT ACCESSORIES SPECIFICATIONS SERIAL NUMBER REGISTRATION CARD LITHIUM-ION BATTERY RECHARGEABLE BATTERY RECHARGER</p>	<p><a href="#">Shark RV2820VEEU-AV2820VEEUWH Power Detect Self Empty Robot Vacuum</a> [pdf] Instruction Manual</p> <p>RV2820VEEU, AV2820VEEUWH, RV2820VEEU-AV2820VEEUWH Power Detect Self Empty Robot Vacuum, RV2820VEEU-AV2820VEEUWH, Power Detect Self Empty Robot Vacuum, Detect Self Empty Robot Vacuum, Self Empty Robot Vacuum, Empty Robot Vacuum, Robot Vacuum</p>
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## References

- [sharkaccessories.eu](#)
- [Shark Customer Service | Official Support & Help Center](#)
- [Ninja Customer Service | Official Support & Help Centre](#)
- [Ninja Guarantee 2 Year Guarantee – Ninja Customer Service | Official Support & Help Centre](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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