



## Shark RV1000S / QR1000S / UR1000SR Series IQ Robot Vacuum with Self-Empty Base User Manual

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**Shark RV1000S / QR1000S / UR1000SR Series IQ Robot Vacuum with Self-Empty Base User Manual**



## QUICK START GUIDE

This article contains the Owner's Guide for the Shark IQ Robot Vacuum with Self-Empty Base. This supports the following product SKUs RV1000S, QR1G00S1US, QR1G00SRUS, QR1W00S1US, QR1W00SRUS, QR1000SB, QR1000SG, QR1000SW, QR1100S1US, QR1100SRUS, RV1000SBRN, RV1100S1CA, RV1100S1US, RV1100SRCA, RV1100SRUS and UR1000SR.

## DOWNLOAD THE SHARKCLEAN™ APP

To stay current on our latest updates and features,  
DOWNLOAD THE SHARKCLEAN™ APP.  
Search "SharkClean" in the app store.



Scan QR code with your phone's camera to quickly find and download the app

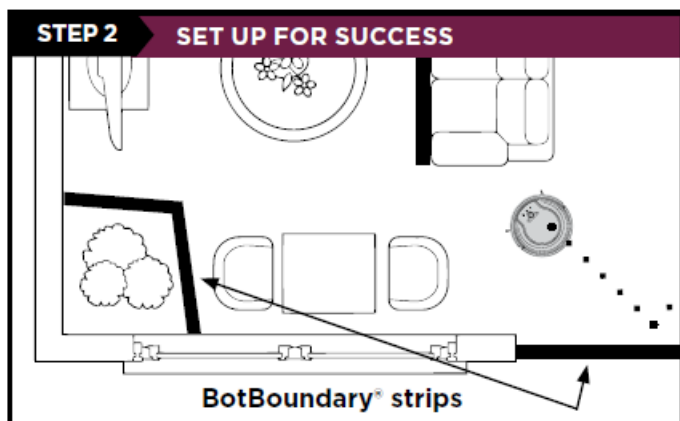
## OPTIMIZING YOUR HOME FOR CLEANING

### STEP-1: PREP YOUR HOME



Clear cords and remove small objects like toys, clothing, or drapes from floors. Open interior doors where you want your robot to clean.

### STEP-2: SET UP FOR SUCCESS

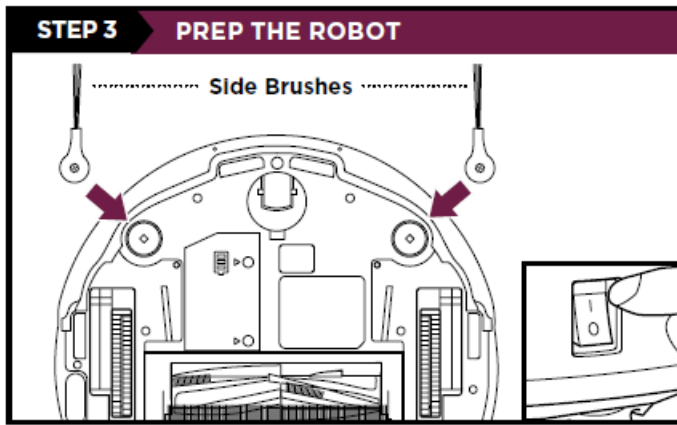


Use the BotBoundary strip included in the box to keep your robot out of the areas you would like it to avoid:

- Near power cords or phone chargers
- In front of thresholds higher than 7/8ths of an inch

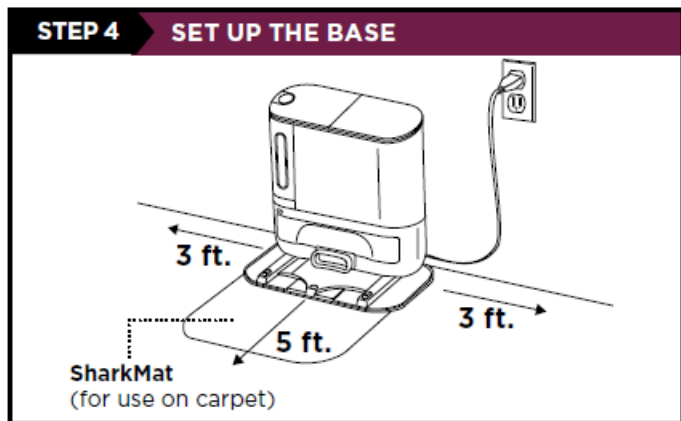
## SETUP

### STEP-3: PREP THE ROBOT



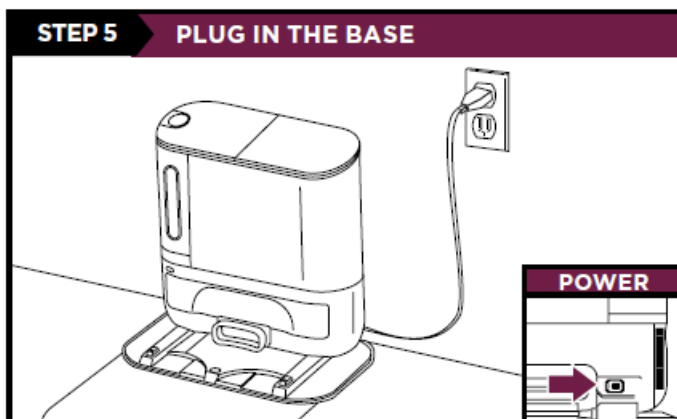
- Remove protective film from robot and base.
- Attach side brushes located in the red packaging.
- The power button on the side of the robot must be in the (I) ON position.

#### STEP-4: SET UP THE BASE



Find a permanent location for the base. Place it with its back against a wall, in an area with a good Wi-Fi signal. Remove any objects that are closer than 3 ft. from either side of the base, or closer than 5 ft. from the front. For best results, set up base on hard floor, or on the SharkMat.

#### STEP-5: PLUG IN THE BASE

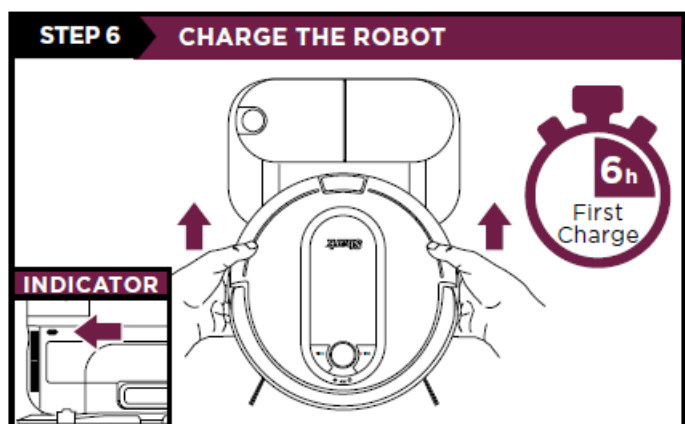


Place robot on base to charge for 6 hours. Power button must be in the (I) ON position and the robot must be

aligned correctly, with its BACK SIDE against the base. When charging begins, the robot will BEEP and the DOCK light will turn BLUE.

**NOTE:** Every time the robot returns to the dock, it will make a loud noise as it empties debris. This is normal and no cause for concern.

## STEP-6: CHARGE THE ROBOT



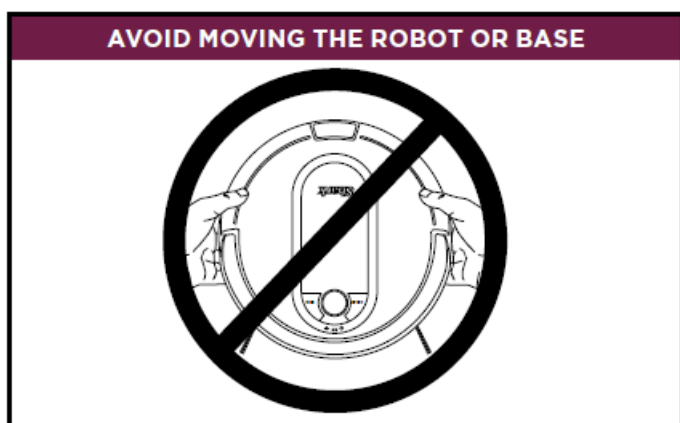
Place robot on base to charge for 6 hours. Power button must be in the (I) ON position and the robot must be aligned correctly, with its BACK SIDE against the base. When charging begins, the robot will BEEP and the DOCK light will turn BLUE.

**NOTE:** Every time the robot returns to the dock, it will make a loud noise as it empties debris. This is normal and no cause for concern.

## WHAT TO EXPECT

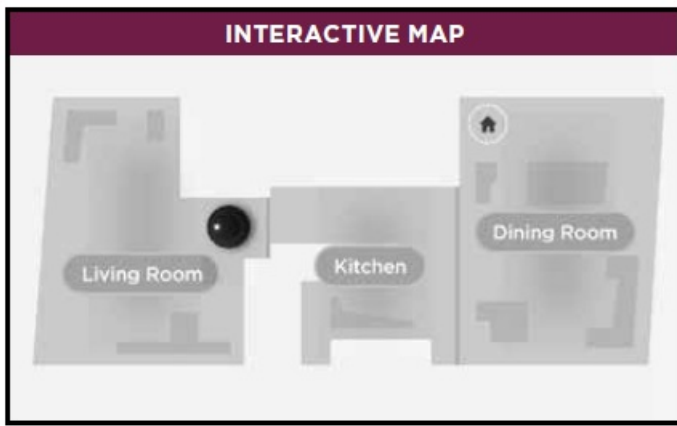
As your robot learns your home, you may need to make some small adjustments to optimize performance.

## AVOID MOVING THE ROBOT OR BASE

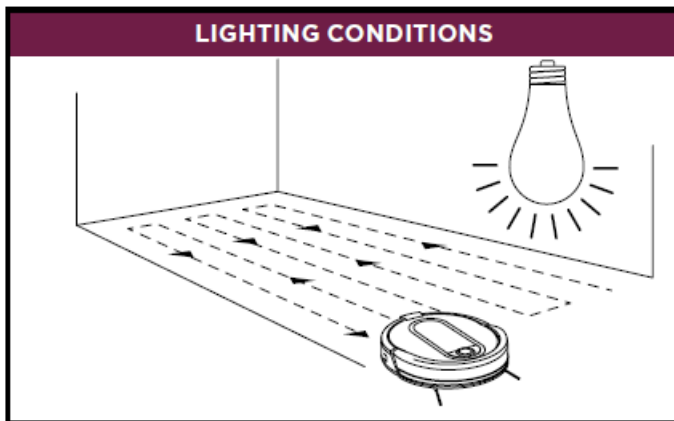


While your robot is cleaning, DO NOT pick it up and move it, or move the charging base—this will impact the robot's ability to map your home.

## INTERACTIVE MAP

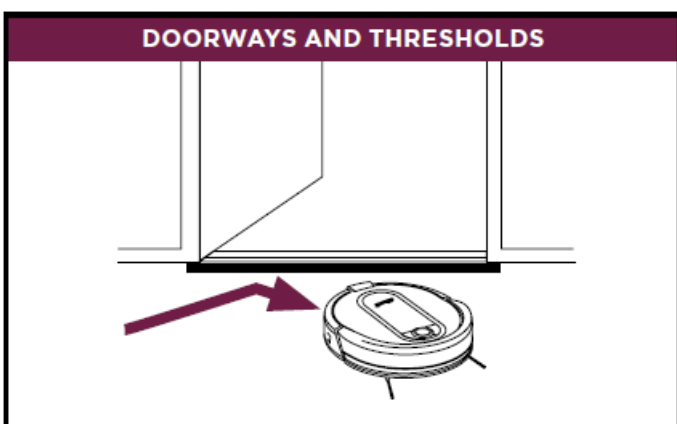


## LIGHTING CONDITIONS



For best results, run your robot in well-lit conditions.  
If you run your robot at night, keep the lights on in the areas to be cleaned.

## DOORWAYS AND THRESHOLDS



Your robot can easily climb over most thresholds but if one is higher than  $\frac{7}{8}$ ths of an inch, block it off with a BotBoundary® strip.

## STEP-7: DOWNLOAD THE SHARKCLEAN™ APP



Search "SharkClean" in the app store. Some of the exclusive features in the app:

- Build an interactive map of your home.
- Select specific rooms to clean from the interactive map.
- Control your robot from anywhere.

### **CAN'T CONNECT TO WI-FI?**

#### **Restart your phone**

#### **Reboot your robot**

Make sure the power switch on the back of the BASE is in the ON position.

Press the power button on the side of the ROBOT to the OFF position for 10 seconds. Press it again to turn power back ON.

#### **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.

#### **Questions? Two Easy Steps If You're Stuck:**

Having trouble connecting to your robot? Call 1-855-460-5423 for robot support.

For how-to videos, FAQs, troubleshooting, and tips & tricks visit: [sharkclean.com/support](https://sharkclean.com/support)

#### **Smart Home Setup**

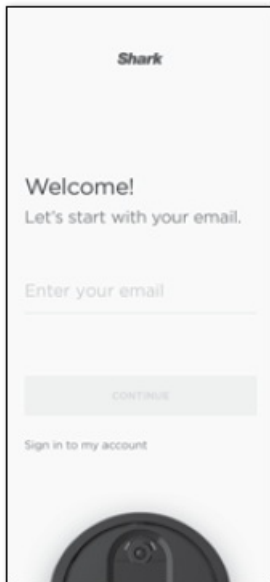
To set up voice control using Google Home or Amazon Alexa, visit [sharkclean.com/app](https://sharkclean.com/app) for instructions.

### **CONNECTING THE SHARKCLEAN™ APP AND ROBOT**


Search SharkClean in the app store and download to get started.

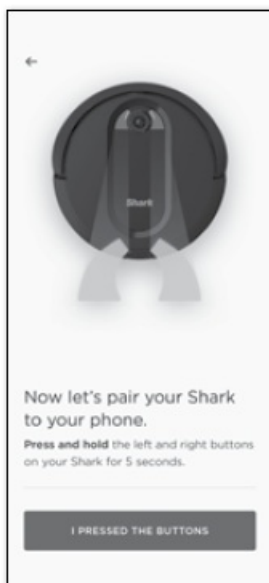
#### **STEP 1: Create An Account**

Open the SharkClean app and set up your account



## STEP 2: Activate Robot Wi-Fi

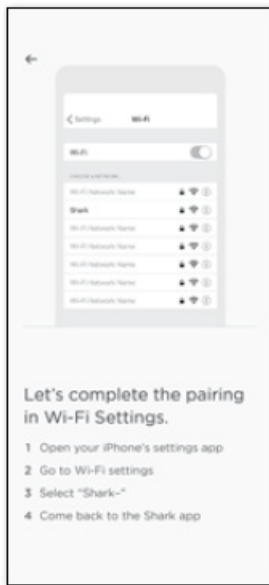
Hold down Dock and Clean buttons simultaneously until your Shark prompts you with audio, and Wi-Fi light (  ) on robot blinks.



## STEP 3: Select Robot (Apple iOS Only)

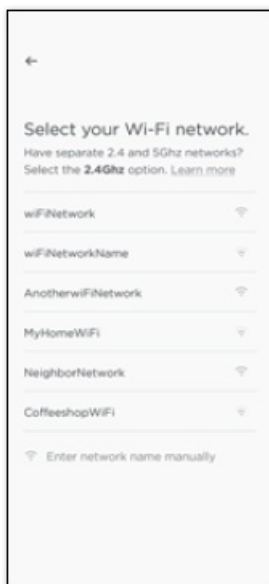
- Exit the app and open Wi-Fi settings.
- Select your robot (Ex. Shark\_ RVXXX) from the menu.
- Exit settings and return to the SharkClean app.





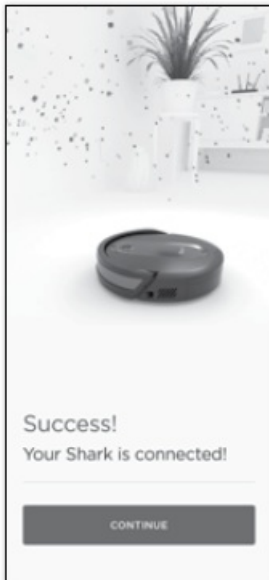
#### STEP 4: Connect To Home Wi-Fi

If you have multiple Wi-Fi networks, select the 2.4 GHz network.



#### STEP 5: Success!

When pairing is complete, the Success screen will appear.



When pairing is complete, the Success screen will appear.

## WI-FI TROUBLESHOOTING

- To use the app, your phone must be connected to a 2.4GHz network. The app will not work on a 5GHz network.
- DO NOT use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.
- If you still can't connect, restart your phone, reboot your robot, and reboot your router.

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