



## Shark RV2502AE Series AI Ultra Robot Vacuum with XL HEPA Self-Empty Base User Manual

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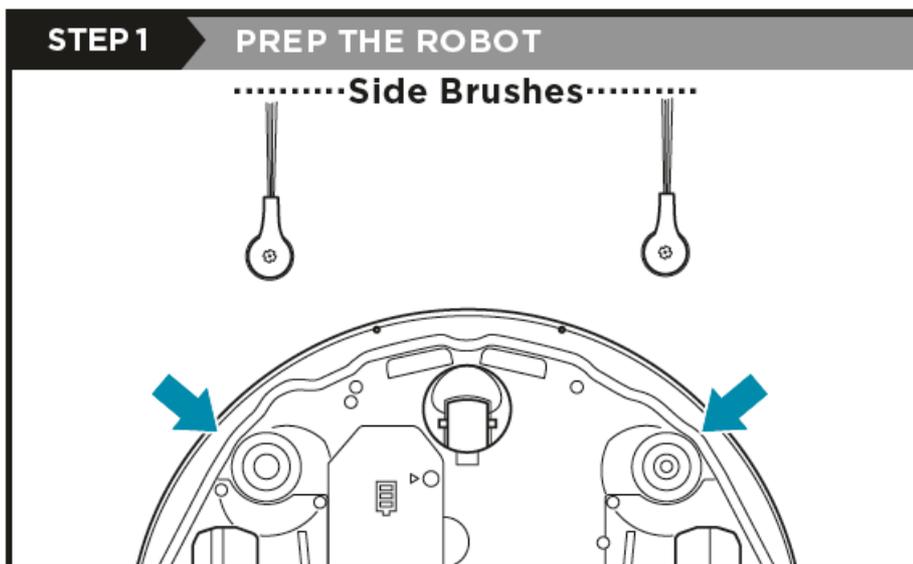
**Shark RV2502AE Series AI Ultra Robot Vacuum with XL HEPA Self-Empty Base User Manual**



## QUICK START GUIDE

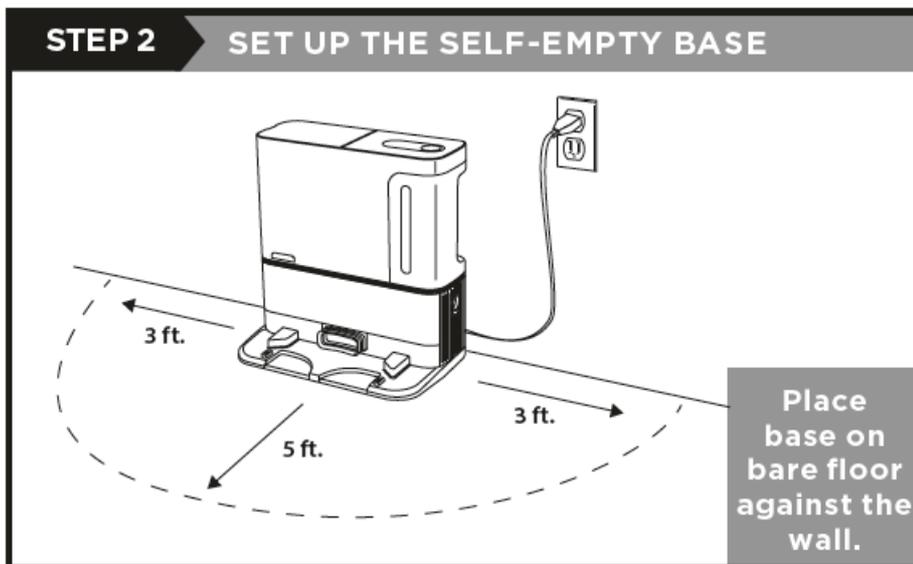
### SETUP

#### STEP-1: PREP THE ROBOT



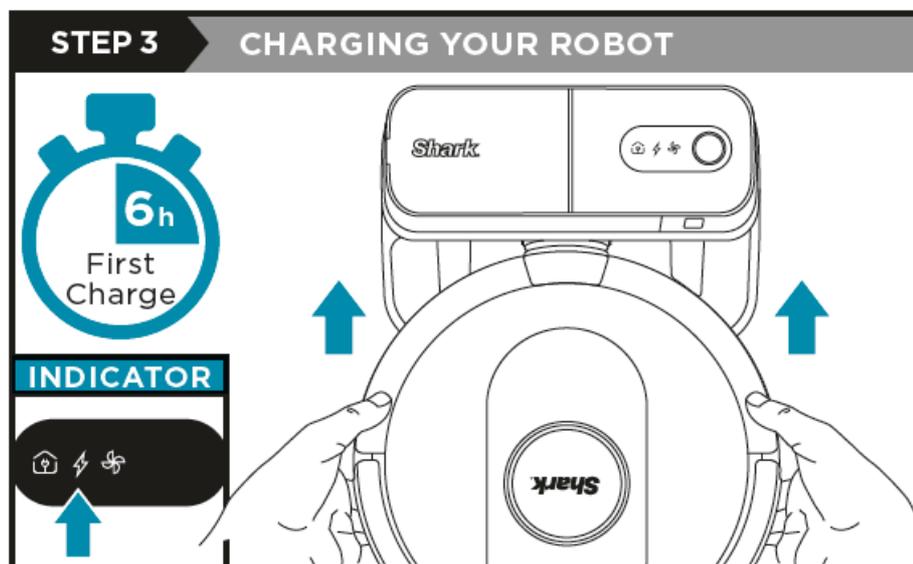
- Remove protective film from robot and base.
- **Attach the side brushes to the posts on the bottom of the robot.**

#### STEP-2: SET UP THE SELF-EMPTY BASE



- Find a permanent location for the base in a central area with a strong 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.
- Plug in the base. **The Base Power Indicator Icon**  on the top right side of the base will illuminate when the base has power. Make sure the power switch on the back of the base is in the (I) ON position.

### STEP-3: CHARGING YOUR ROBOT



- Place robot on base to charge for 6 hours.
- When the robot is properly aligned with its BACK against the base, the **Charging Icon**  on the top right side of the base will illuminate and the Battery icon  on the robot will illuminate.
- Make sure the robot is properly aligned on the base.
- **TO TURN ON ROBOT:** Place robot on base or press and hold the CLEAN button for 5 to 7 seconds until the indicator lights turn on.

### STEP-4: PREP YOUR HOME



- Before cleaning, clear cords and remove small obstacles like clothing or toys that are less than 3.5" tall.
- Open interior doors in rooms you want your robot to clean.

#### STEP 5: DOWNLOAD THE SHARKCLEAN APP STEP 5 TO UNLOCK YOUR BEST CLEAN

**STEP 5** DOWNLOAD THE SHARKCLEAN APP TO UNLOCK YOUR BEST CLEAN

**App Features**

- ✓ UltraClean Mode™
- ✓ Spot Cleaning
- ✓ Scheduling
- ✓ No-Go Zones
- ✓ Room Select



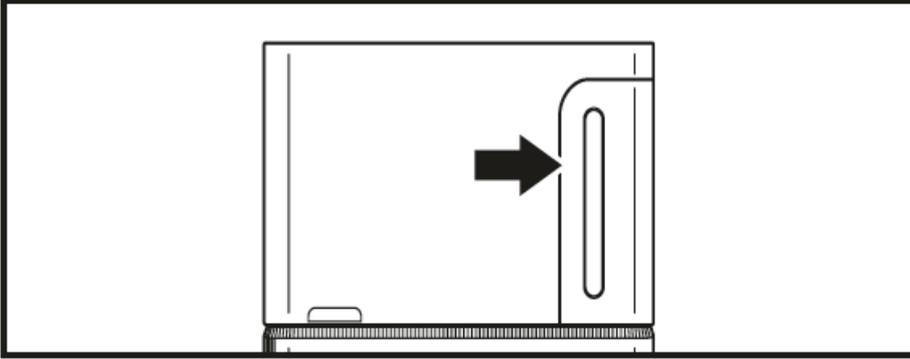
**NOTE:** For more information on connecting your robot, see back page.

#### LIVING WITH YOUR ROBOT

Questions? For how-to videos, FAQs, troubleshooting, and tips & tricks, call 1-888-228-5531 for robot support or visit: [sharkclean.com/AIRobotSE](https://sharkclean.com/AIRobotSE)

#### CHECK BASE FILL LEVEL

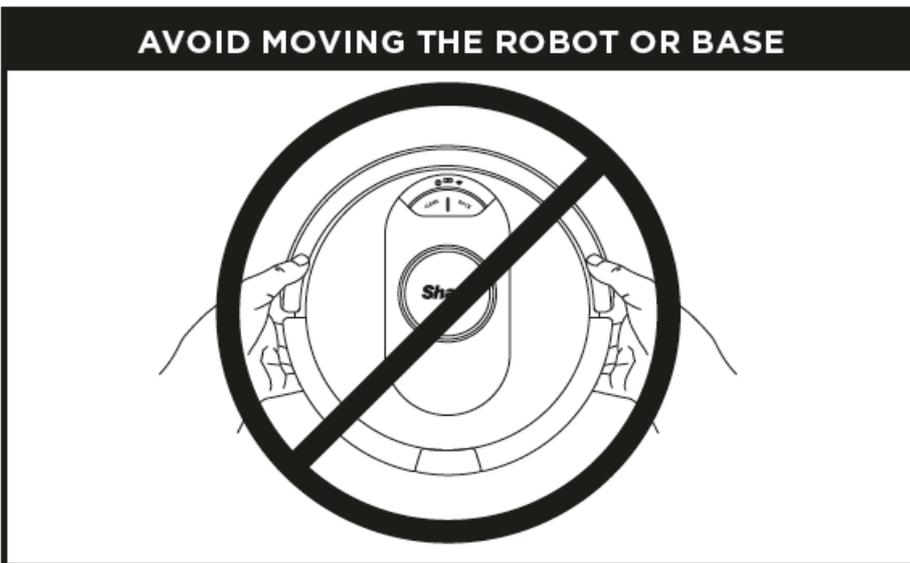
## CHECK BASE FILL LEVEL



The dust bin is designed to hold up to 60 days of debris. During initial use, you may have to empty it more frequently while the robot finds more debris than usual. Check the fill level regularly to know when to empty.

## AVOID MOVING THE ROBOT OR BASE

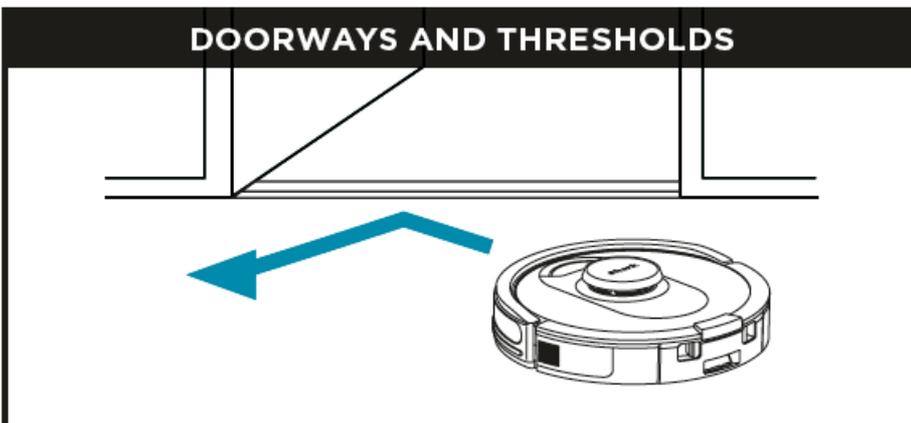
### AVOID MOVING THE ROBOT OR BASE



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.

## DOORWAYS AND THRESHOLDS

### DOORWAYS AND THRESHOLDS



Your robot can easily climb over most thresholds, but if one is higher than 0.75", set up a no-go zone in the app to block it off.

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



### **Restart your phone**

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

### **Reboot your robot**

- Make sure the power switch on the back of the base is in the ON position.
- Take robot off base and press and hold down the CLEAN 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.

## **TROUBLESHOOTING**

<b>ERROR CODE</b>	<b>ERROR #</b>	<b>SOLUTION</b>
CLEAN (RED) + ! (RED) alternating or CLEAN (WHITE) + ! (RED) flashing	2	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
DOCK (RED) + ! (RED) flashing	2	Side brush is stuck. Remove any debris from around the side brushes so they move freely.
CLEAN (RED) + DOCK (RED) + ! (RED) flashing	2	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
DOCK (RED) flashing	6	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
CLEAN (RED) + DOCK (WHITE) flashing	7	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
CLEAN (RED) flashing	10	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
BATTERY ICON (RED) flashing	24	Battery is critically low and needs recharging. Please pick up your robot and place it on the base. Make sure the charging indicator on the top right side of the base is illuminated to confirm your robot is placed on the base correctly.
DOCK (RED) FLASHING + ! (RED) solid	26	Blockage in dust bin. Check base and robot dust bin for clogs. Clear any debris and reinstall the dust bin, ensuring that it clicks into place.

## **WARNINGS**

To minimize the risk of the robot traveling beyond an unsafe boundary (stair/cliffs 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 the robot from passing beyond the set boundary. Adjust settings as necessary. DO NOT put hands into any opening in the dock or robot.

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## **FAQs**

### **Welcome to the FAQs for Shark Robot’s RV2502AE Series:**

This article contains the FAQs for the RV2502AE Series Shark® AI Ultra Robot Vacuum with XL HEPA Self-Empty Base. This supports the following product SKUs AV2501AE, RV2502AE, RV2502AECA, RV2502S, RV2520A0US, AV2511AE and UR2502SR.

### **App Related**

#### **How do I download and use the SharkClean app?**

### **For Apple:**

1. Tap on the App Store icon – [Link here to App Store](#)
2. Search the Apple App Store for “SharkClean”.
3. Tap on the SharkClean app.
4. Tap Install on the next page. Installation should begin.

### **For Android:**

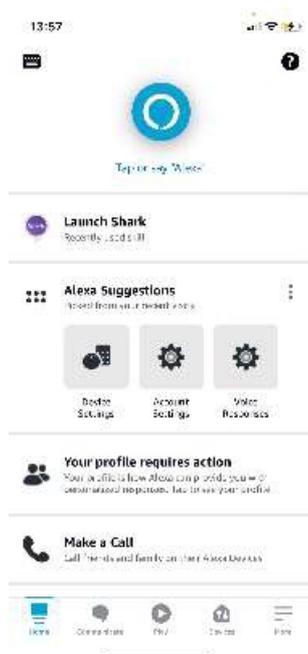
1. Tap on the Play Store icon in the Play Store – [Link here to Play Store](#)
2. Search for “SharkClean.”
3. Tap on the SharkClean app.
4. Tap install on the Shark app page. Installation should begin.

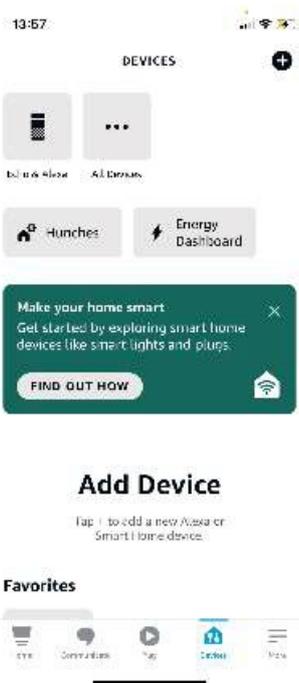
### **How do I know my SharkClean® app is on the latest version?**

Shark® is constantly innovating and will release new versions of SharkClean® app to optimize the best cleaning performance of your robot and provide new features. To ensure you are on the latest version, please search for the SharkClean® app in the app store (Apple) / play store (Android), and check and download for updates.

### **How do I use my robot with Amazon Alexa?**

1. Open the Amazon Alexa app, go to the menu, and select Skills.Or go to the Alexa Skills store on the Amazon website.
2. Search for “Shark Skill”.





3. Select the Shark Skill to open the detail page, then select the EnableSkill option.

4. Once enabled, you can ask Alexa to control your robot (i.e. “Alexa, tell Shark to start cleaning”).

### How do I use my robot with Google Assistant?

#### To set up your robot with the Google Assistant on an Apple device:

1. Download the Google Assistant. Open it, and sign in.
2. Click the “Explore” icon.
3. Search for the “Shark” action and select “Try it”.
4. Allow Google to link to your SharkClean account.
5. Sign in to your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app.
6. Click Authorize to link your SharkClean account to the Google Assistant. This allows the Google Assistant to work with your Shark robot.

Congratulations! Your accounts are now linked. Use the voice command “OK Google, tell Shark to start cleaning” to send your robot into action.

#### To set up your robot with the Google Assistant on Android:

1. Download the Google Assistant. Open it, and sign in.
2. Click the “Explore” icon.
3. Search for the “Shark” action and select “Link”.
4. Sign into your SharkClean account. This is the same account you used when setting up your Shark robot in the SharkClean app. Congratulations! Your accounts are now linked. Use the voice command “OK Google, tell Shark to start cleaning” to send your robot into action.

### What voice commands can I use with my robot?

#### Here are the voice commands you can use with your Shark Robot:

##### **Amazon Alexa:**

- “Alexa, tell Shark to start cleaning.”
- “Alexa, tell Shark to pause my robot.”
- “Alexa, tell Shark to pause my bot.”
- “Alexa, tell Shark to send my robot to the dock.”
- “Alexa, tell Shark to send my bot to the dock.”
- “Alexa, tell Shark to find my robot.”

##### **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.”
- “OK Google, tell Shark to pause my bot.”

“OK Google, tell Shark to send my robot to the dock.”

“OK Google, tell Shark to send my bot to the dock.”

“OK Google, tell Shark to find my robot.”

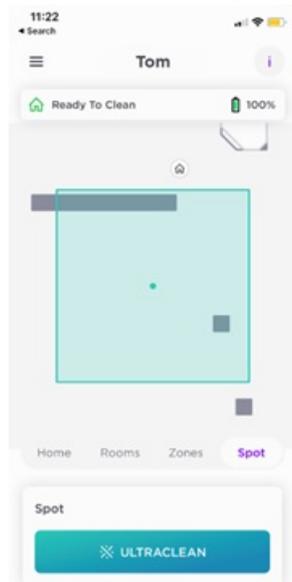
### **What is UltraClean Mode™?**

UltraClean Mode™ allows your robot to perform targeted cleaning missions around your home in areas that need a deeper clean. In this mode your robot will use incredible suction to pick up dirt and debris on all floor types—all while methodically cleaning row by row to ensure nothing is missed.

Use UltraClean Mode™ in Zone, Room Select or Spot Clean.

#### **To enable UltraClean Mode™:**

1. Open your SharkClean® app.
2. Select the area you want cleaned—a room, a zone, or a spot.



3. Click “ULTRACLEAN” and your robot will begin.

4. Alternatively, holding down the “Clean” button on the robot for 5-7 seconds when the robot is placed in the center of a 5’x5’ area can initiate UltraClean Mode™.

### **What is Recharge and Resume?**

With recharge and resume, your robot will return to its base, recharge, and can pick up cleaning from where it left off.

### **What is Evacuate and Resume?**

Evacuate and Resume enables your robot to return to its base to evacuate the robot dustbin while performing a cleaning mission and then resume cleaning automatically after.

### **Can my robot be controlled with multiple mobile phones or other devices?**

Yes. In order to control your robot on multiple devices you will need to log in to the SharkClean® app on each device using the same username and password.

### **How do I adjust my robots cleaning power?**

When connected to the app and once your robot begins its cleaning mission, you can adjust the cleaning power to meet your needs.

Max Mode: Better pick-up, but will drain battery faster.

Normal Mode: Balance of pick-up and coverage.

Eco Mode: Cover more area and save battery, but will reduce suction.

### **How do I select specific rooms to clean?**

You can clean specific rooms only if your robot has created a map of your home, and you’ve added rooms to the map. From the home screen of the SharkClean® app, select the Rooms tab. Next, tap the Rooms you would like

to clean on the map and tap the CLEAN button.

### How do I schedule a cleaning?

In the app, select “Schedule” from the home screen or from the menu in the top left corner to schedule a whole-home cleaning. Here you can select days of the week and the time of day you would like your robot to clean. You may return to this screen at any time to change your settings or turn off the scheduling feature.

### How do I access my latest cleaning report?

1. Open the SharkClean® app (note: if your robot was not paired to the app, you will not be able to see the history).
2. Open the menu in the top left corner of the screen, select History.
3. The history screen will display your robot’s cleaning coverage for the last 30 days.
4. Tap the desired day to view the cleaning details.

**Note:** If you run the robot multiple times in a day, the app will only generate the cleaning details for the most recent run.

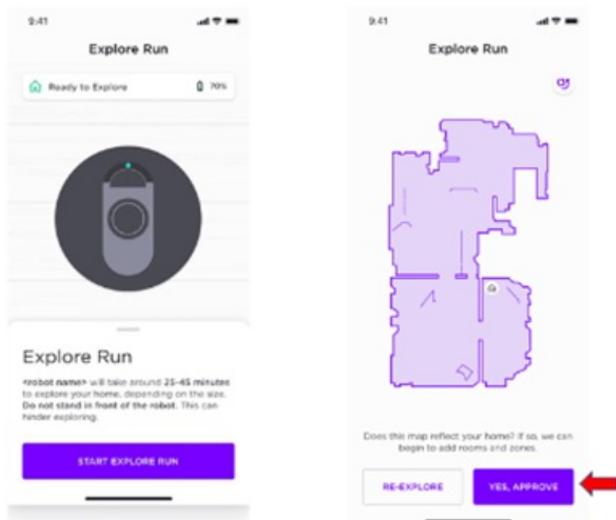
### General Questions

#### How do I prep my home for cleaning?

1. Open interior doors in rooms you want your robot to clean.
2. Remove obstacles such as cords and other small items that are less than 4.5 inches tall.
3. When mopping with Carpet Zones in your robot map, you may need to move carpets and rugs if they are blocking your robot from accessing another room.

#### How do I create a map of my home and what is an Explore run?

To clean efficiently, your robot needs to learn the layout of your home. During its first run, called the Explore Run, your robot will create a map of your home.



To start an Explore Run, make sure the robot is paired with the app, then follow the instructions on the app. (The app is set to automatically start an Explore Run after the robot is paired.) The Explore Run takes about 20 to 30 minutes to complete, based on the size of your home. Once complete, your robot will return to the dock and the app will display a map of your home. If the map accurately represents the layout of your home, select Approve to save the map.

#### What do the lights on my robot mean?

The LED indicator lights can communicate what the robot’s status is as well as errors. Please reference the Owner’s Guide for the full details.

<https://support.sharkclean.com/hc/en-us/sections/4405399628562-Robots>

Alternatively, refer to the troubleshooting guide → Error notification to learn more  
<https://support.sharkclean.com/hc/en-us/sections/4405404365458-Robots>

### Can my robot clean at night, in the dark?

Yes. Shark AI Laser Vision is not dependent on ambient lighting and can navigate your home at night or in low lighting conditions.

### How do I turn off or quiet the voice on my robot?

Your robot is equipped with voice recordings to assist you with any troubleshooting you may need to perform. If you would like to turn off the voice feature, you may do so in the app.

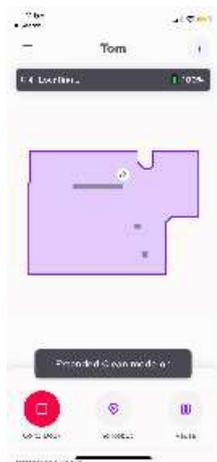
1. Go to the menu in the top left corner of your home screen on the SharkClean app.
2. Select Settings.
3. Select your robot.
4. Select notification volume. You can lower or raise the volume. Or, to completely turn it off, turn the volume to "0".

### Will my robot fall downstairs?

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/steps. If needed, creating a no-go zone via the app will help create parameters.

### How do I send my robot back to its dock?

Press the Dock button on your robot or in the SharkClean app and your robot will immediately start searching for the dock.



**NOTE:** Do not pick up your robot if it is running. Only manually place your robot on the dock if it has low charge or no charge (one flashing red battery indicator or no indicator lights).

### How do I send my robot back to its base?

Press the base button on your robot or in the SharkClean® app and your robot will navigate back to the base if the location of the base is saved on the map.

**NOTE:** Do not pick up your robot if it is running. Place your robot on the base if it has low charge or no charge (one flashing red battery indicator or no indicator lights).

### How long will my robot clean before needing to recharge, and how long does it take to charge?

A typical cleaning cycle lasts about an hour. (This varies depending on the cleaning mode you are using and the floor type of your home). Your robot can take up to six hours to fully charge from an empty battery.

### How do I keep my robot from getting stuck in tight spaces, under furniture or on rug corners?



You can create no-go zones in the SharkClean app to block off problem areas.

### **Should I do anything if I recently moved large pieces of furniture around in my home, moved the robot's dock, or if the robot isn't cleaning all the areas I expect it to?**

For the best cleaning performance, you should delete the robots map in the app and re-explore your home to increase the map accuracy.

### **Can I map multiple floors?**

No.

### **Is there a printed Owners Guide?**

In an effort for SharkNinja to be more of a sustainable company, we have moved away from printed Owners Guides. Please use this link to download printable pdf version.

<https://support.sharkclean.com/hc/en-us/sections/4405399628562-Robots>

### **What is CleanEdge Technology?**

CleanEdge Technology uses blasts of air and corner recognition to help remove debris from edges and corners.

### **How do I charge my robot?**

- Make sure the base has power.
- Place the robot on the base so that two metal pads on the bottom of the robot touches the metal contacts on the charging base. When the robot is placed correctly, it will begin to charge

**Note:** Wait 5 seconds (or longer if the battery is depleted) to readjust the position of the robot on the base as it may take time for the robot to indicate it is charging. If your robot is still not charging, use a clean dry cloth to wipe clean the sensors and the charging pads on the bottom of the robot and the base and try again.

### **Why is there still hair wrapped around the self-cleaning brushroll?**

The self-cleaning brushroll reduces hair buildup on the brushroll over time. However, some hair may remain after a cleaning.

## **Maintenance Questions**

### **How do I clean the pre motor filter in the base and how often do I clean it?**

To clean remove the foam filter and the felt filter beneath it in the base. Wash the filters with only water. Washing with soap may damage them.

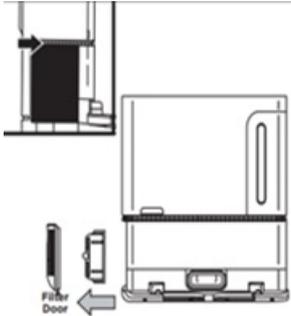


Allow the filters to dry for 24 hours before installing back into the base. After the filters have dried, place the felt filter, followed by the foam filter back into the base. We recommend cleaning the filter every two months and replacing it every 6-12 months. You can purchase a replacement filter from [sharkaccessories.com](http://sharkaccessories.com).

### How do I clean the post motor filter in the base and how often do I clean it?

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. To reinstall the post-motor filter, insert it into the base and replace the filter door.

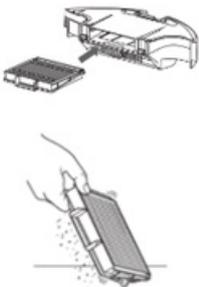
We recommend cleaning the filter every two months and replacing it every 6-12 months. You can purchase a replacement filter from [sharkaccessories.com](http://sharkaccessories.com).



### How do I clean the filter in the robot and how often do I clean it?

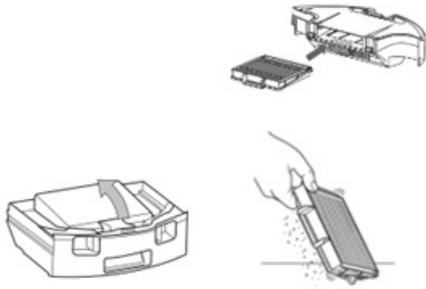
Pull filter out of the dust bin by the tabs and lightly tap the filter to remove any debris.

We recommend cleaning the filter every two months and replacing it every 6-12 months. You can purchase a replacement filter from [sharkaccessories.com](http://sharkaccessories.com).



### How do I empty the Robot Dust Bin?

1. To remove the dust bin from the back of your robot, press the release button and slide out the dust bin.
2. Hold the dust bin over the trash.
3. Press and hold the button while lifting the lid, using the finger slots.
4. Empty debris into the trash.
5. If a wash is desired, first remove the filter. Rinse the dust bin with water only and allow it to air-dry before reinstalling.



### How do I empty the Base Dust Bin and how often should I empty it?

**CAUTION: Power off the base before performing any maintenance.**

The Base Dust Bin holds up to 30 days' worth of dust and debris. Empty the bin when the debris level approaches the max fill line.

To detach the dust bin, press the Dust Bin release button on top right side 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 bottom 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.

### How do I clean the brushroll and how often should I clean it?

We recommend cleaning the brushroll whenever hair or debris is visible. We also recommend replacing it every 6-12 months and when visibly worn to ensure optimal performance. Before performing any maintenance, turn off your robot by moving your robot off its dock and holding down the "CLEAN" button for 5-7 seconds. Next gently flip the robot upside down.

1. Remove the brushroll cover by pressing on the two tabs and pulling upward.
2. Lift the brushroll from the robot and clear all hair and debris from the brushroll compartment, ensure to check and clear debris from the ends of the brushroll compartment where the brushroll attaches.
3. Remove anything that is wrapped around the brushroll. Clear all hair and debris from around and underneath the brushroll end cap ensuring it rotates freely.
4. Replace the brushroll, being sure to fit the square hole on the end of the brushroll over the square peg in the brushroll compartment, replace the brushroll cover ensuring you hear it click into place.

### How do I clean the side brushes and how often should I clean it?

The side brushes need regular cleaning. Replace side brushes when they are visibly worn. Before performing any maintenance, turn off your robot by moving your robot off its dock and holding down the "CLEAN" button for 5-7 seconds. Next gently flip the robot upside down.

1. To remove the side brush, grip the rubber at the base of the bristles and lift to separate the brush from the robot. Once separated remove all hair and debris from brush.
2. Before reattaching the side brush to the robot check the side brush gear on the robot for any hair or debris.
3. Align the square hole of the side brush with the square post on the bottom of the robot and press until the side brush clicks into place. Spin the side brush to ensure that it is spinning and not jammed.

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## Download

### Shark RV2502AE Series AI Ultra Robot Vacuum with XL HEPA Self-Empty Base

Quick Start Guide – [[Download PDF](#)]

Owner's Guide – [[Download PDF](#)]

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