



## Shark RV900/AV900 Series EZ Robot Self-Empty Vacuum FAQs

[Home](#) » [Shark](#) » Shark RV900/AV900 Series EZ Robot Self-Empty Vacuum FAQs 

### Contents

- [1 Shark RV900/AV900 Series EZ Robot Self-Empty Vacuum FAQs](#)
- [2 FAQs](#)
  - [2.1 App Related Questions](#)
  - [2.2 General Questions](#)
  - [2.3 Maintenance Questions](#)
- [3 Related Posts](#)

### Shark RV900/AV900 Series EZ Robot Self-Empty Vacuum FAQs



This article contains the FAQs for the RV900 Series Shark® EZ Robot Vacuum. This supports the RV900, RV900S, AV900, AV900S, RV990, RV910S, RV911S, RV912S, RV910S, AV9112S1US, AV9113S1US, AV911S, RV9105WWUS, RV9123S1US, RV912S1US, RV912SCA, RV9133S1US, RV913S, RV9124S3CA and RV915S SKUs.

## FAQs

### App Related Questions

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

##### For Apple:

1. Tap on the App Store icon- <https://apps.apple.com/us/app/sharkclean/id1271409097>
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:

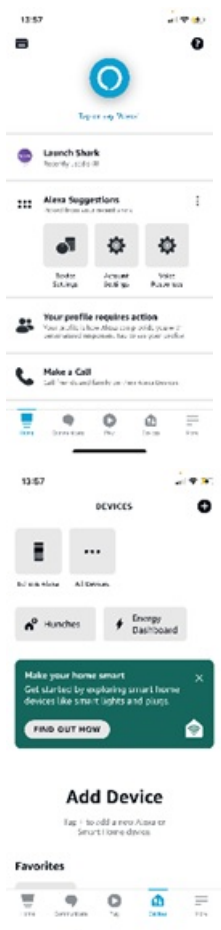
1. Tap on the Play Store icon in the Play Store- [https://play.google.com/store/search?q=shark%20clean&c=apps&hl=en\\_US&gl=US](https://play.google.com/store/search?q=shark%20clean&c=apps&hl=en_US&gl=US)
2. Search for “SharkClean®.”
3. Tap on the SharkClean® app.
4. Tap install on the Shark app page. 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 Enable Skill 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 robot.”
- “Alexa, tell Shark to send my robot to the base.”
- “Alexa, tell Shark to send my robot to the base.”

"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 base."

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

"OK Google, tell Shark to send my robot to the base."

"OK Google, tell Shark to send my robot to the base."

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

**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 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.

3. Remember to add no go zones for areas that you do not want your robot cleaning.

**How does my robot decide where to clean?**

By using an array of sensors, the Shark® Robot will steer itself around your home, using walls and objects as its guide and gently bumping them. This method allows the robot to travel in and out of rooms and around

obstacles.

If your Shark® Robot appears to be spending a lot of time in one spot, don't worry. Over time, its programming will help it cover the full area. With regular daily cleanings, the robot's cleaning path will ensure the entire floor is cleaned.

### 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.

Alternatively, refer to the [troubleshooting guide](#) → Error notification to learn more

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

Your robot requires light in order to see where it is going. If you are running the robot at night, or in a dark area, turn the lights on until the robot finishes its cleaning.

### 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 base?

Press the Dock 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.

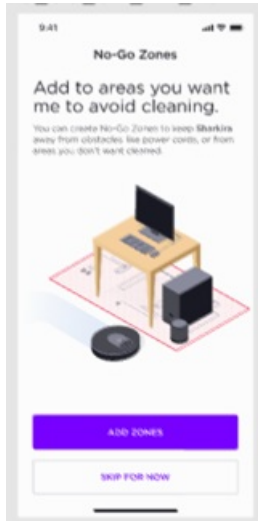
### How do I charge my robot?

- 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.

## 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.



## Why does my robot have trouble transitioning between floor types?

Your robot can easily climb over obstacles and thresholds up to 3/4". If there are areas that your robot cannot reach, you may have to lift it over the threshold or move the dock to another room.

## Why does my robot not work on dark carpet?

In some situations, your robot's cliff detection sensor may be triggered by very dark carpets or surfaces, causing your robot to stop for safety reasons. Block off the area with BotBoundary® strips. You can create no-go zones in the SharkClean® app to block off problem areas.

## Why is my robot turning around in open spaces?

The robot's navigation algorithm turns the robot in open spaces in order to cover more area. If this occurs frequently, turn off your unit and dust off the bumper lens with a clean, dry cloth. Press the bumper back a few times to ensure it moves freely. Make sure to clean all sensors regularly.

## Why is my robot wiggling while docking?

The robot may wiggle when docking as it aligns itself with the charging pads on the dock. This is normal. Make sure you place the base with its back against the wall in an area with a good Wi-Fi signal. Set up the base on bare floor or on the SharkMat if on carpet.

## Why did my robot stop in the middle of the room?

1. Your robot requires light in order to see where it is going. If you are running the robot at night, or in a dark area, turn the lights on until the robot finishes its cleaning.
2. Your robot may be in an error mode. Please check for the following potential error modes:
  - **Dead battery:** the battery may be drained.
  - **Debris/clog in the brushroll:** please follow the maintenance instructions from your owners manual.
  - **Stuck on floor transition/threshold:** the robot may have difficulty passing over some thresholds. Manually move robot from threshold before restarting. Make sure the power switch is turned ON (I), and that the dock is getting power from the electrical outlet. Set up the dock on bare floor, or place it on the SharkMat if on carpet. Do not place the dock underneath a skylight.

## Should I do anything if I recently moved large pieces of furniture around in my home, moved the robot's base, 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.

### **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).

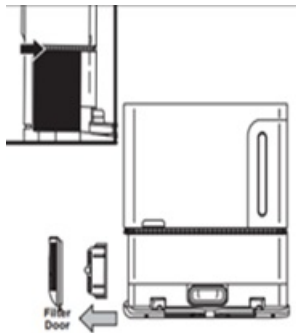
### **How do I clean the post motor filter in the base and how often do I clean it?**

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.

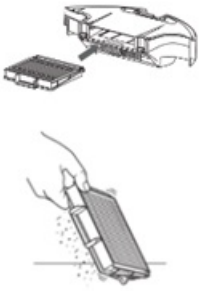
We recommend cleaning the filter every two months and replacing it every 6-12 months.

You can purchase a replacement filter from [sharkaccessories.com](http://sharkaccessories.com).



### **How do I 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. Use a damp cloth to clean the dustbin and let air dry for 24 hours.



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

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

The Base Dust Bin holds up to 45 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 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.