

# ***Shark*** **AI ULTRA™ ROBOT**

## **SELF-EMPTY XL**

### **Robot Vacuum**

2500

### **OWNER'S GUIDE**



# 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

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

1. The robotic vacuum cleaner system consists of a robotic vacuum and charging base with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
3. Use only identical replacement parts.
4. This robotic vacuum cleaner contains no serviceable parts.
5. 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.
6. With the exception of filters, DO NOT expose any parts of the robotic vacuum cleaner to water or other liquids.
7.  **DO NOT put hands into any opening in the base or robot.**

### USE WARNINGS

8. 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.

9. To minimize the risk of the robot 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 the robot from passing beyond the set boundary. Adjust settings as necessary.
10. 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.
11. **DO NOT** look directly into laser.
12. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
13. **DO NOT** handle plug, charging base, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
14. **DO NOT** use without robot dust bin and filters in place.
15. **DO NOT** damage the charging cord:
  - a) **DO NOT** pull or carry charging base by the cord or use the cord as a handle.
  - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
  - c) **DO NOT** close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
16. **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.
17. **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.

18. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
19. **DO NOT** use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
20. **DO NOT** place vacuum cleaner on unstable surfaces.
21. **DO NOT** use to pick up:
  - a) Liquids.
  - b) Large objects.
  - c) Hard or sharp objects (glass, nails, screws, or coins).
  - d) Large quantities of dust (drywall dust, fireplace ash, or embers.)
  - e) **DO NOT** use as an attachment to power tools for dust collection.
  - f) Smoking or burning objects (hot coals, cigarette butts, or matches).
  - g) Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
  - h) Toxic materials (chlorine bleach, ammonia, or drain cleaner).
  - i) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).
22. **DO NOT** use in the following areas:
  - a) Wet or damp surfaces.
  - b) Outdoor areas near fireplaces with unobstructed entrances.
  - c) 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.)
  - d) In an area with a space heater.
  - e) Near fireplaces with unobstructed entrances.
23. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
24. Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.
25. **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.

26. **DO NOT** use any household cleaners (all-purpose cleaners, glass cleaners, bleach) on any of the polished high gloss surfaces on the base or robot vacuum cleaner as they contain chemicals that may damage these surfaces. Instead, use a cloth dampened with water to gently clean.

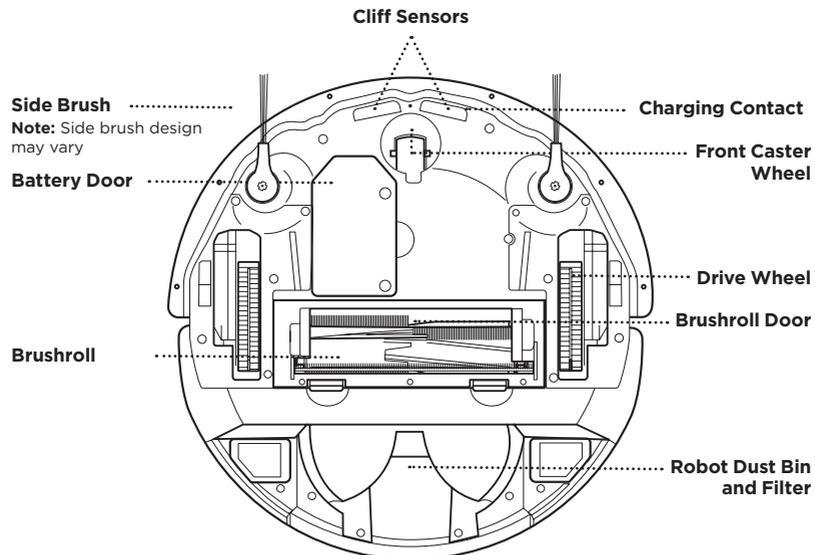
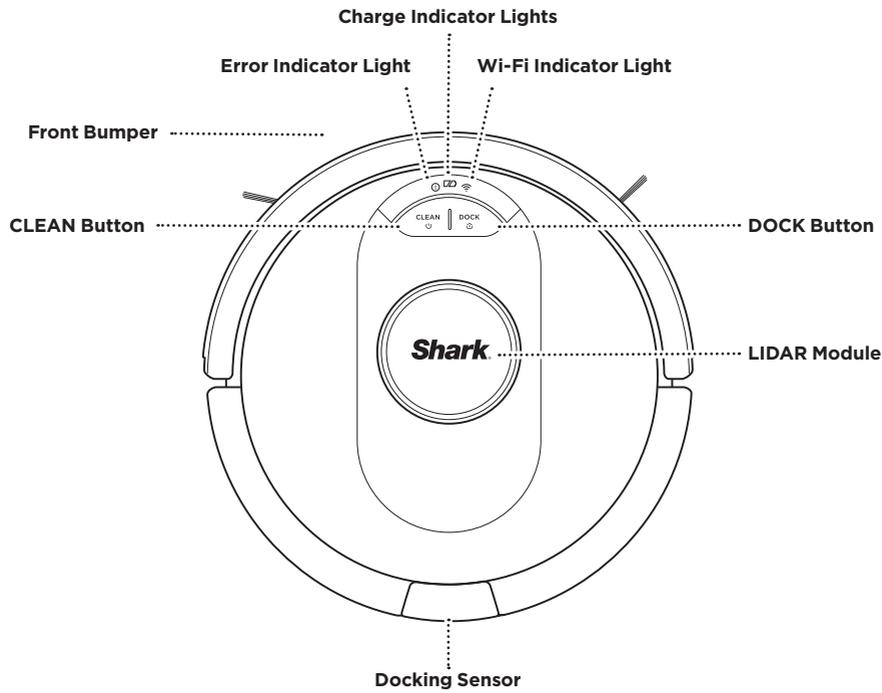
### BATTERY USE

27. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
28. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it. **DO NOT** carry the appliance with your finger on the power switch.
29. For SHARK AI ROBOT SELF-EMPTY™ XL base replacement, use XDKR2500. For SHARK AI ROBOT SELF-EMPTY™ base replacement, use XDKR2500S. For replacement battery, use RVBAT850.
30. 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.
31. 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.
32. Robotic vacuum cleaner should not be stored, charged, or used at temperatures below 50°F (10°C) or above 104°F (40°C). Ensure the battery and vacuum have reached room temperature before charging or use. Exposing the robot or battery to temperatures outside of this range may damage the battery and increase the risk of fire.
33. **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 [sharkclean.com/AIRobotSE](https://sharkclean.com/AIRobotSE)

# GETTING TO KNOW YOUR SHARK AI ULTRA™ ROBOT



# GETTING TO KNOW YOUR SHARK AI ULTRA™ ROBOT

## Base Indicators Lights



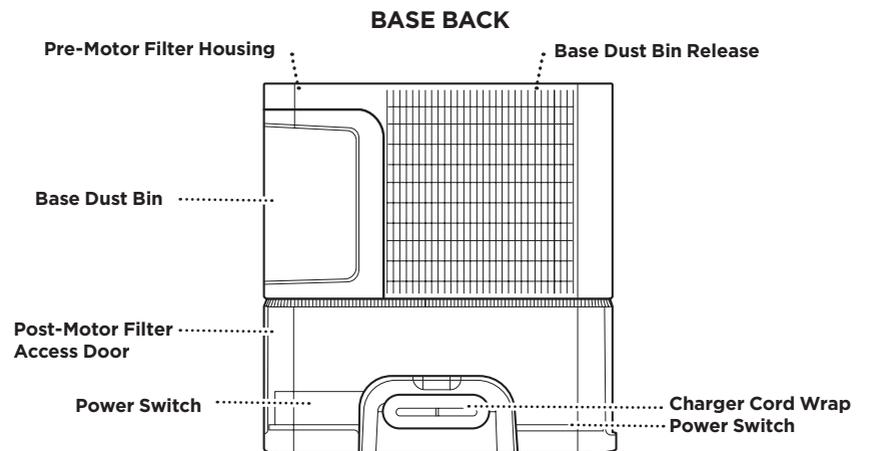
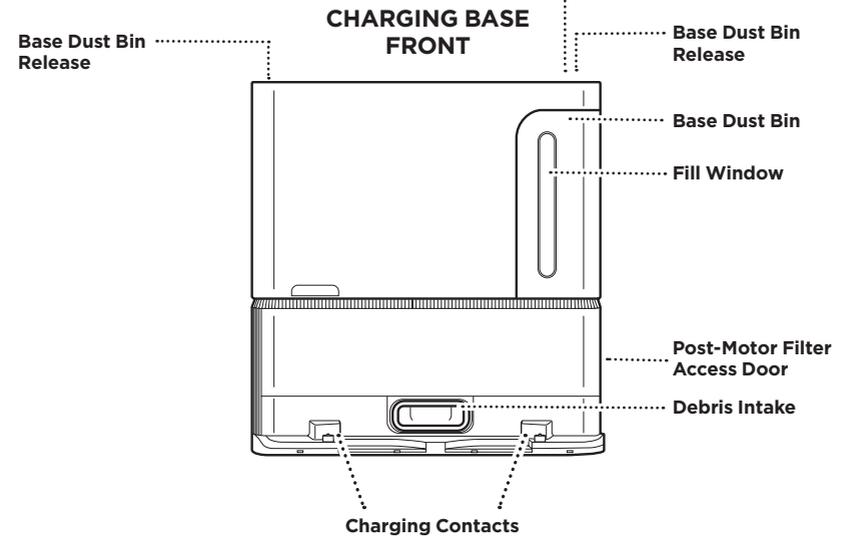
**Base Power Indicator Icon**  
Base is plugged in and has power.



**Charging Icon**  
Robot is properly aligned on base and charging.



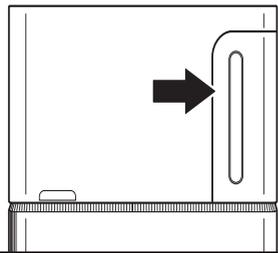
**Evacuation Icon**  
Robot is emptying debris into base.



## LIVING WITH YOUR ROBOT

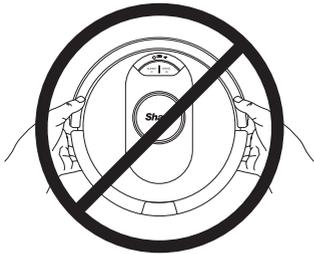
**Questions?** For how-to videos, FAQs, troubleshooting, and tips & tricks, call 1-888-228-5531 for robot support or visit: [sharkclean.com/AIRobotSE](http://sharkclean.com/AIRobotSE)

### CHECK BASE FILL LEVEL



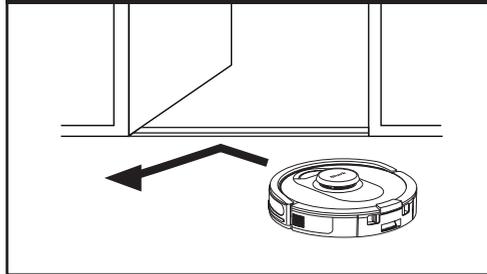
The dust bin is designed to hold up to 60 days of debris. During initial use, you may have to empty it more frequently while the robot finds more debris than usual. Check the fill level regularly to know when to empty.

### AVOID MOVING THE ROBOT OR BASE



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



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.

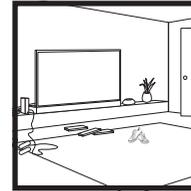
#### Reboot your router

- Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.
- Then follow the steps outlined in the SharkClean® app Wi-Fi setup instructions.

## PREP YOUR HOME

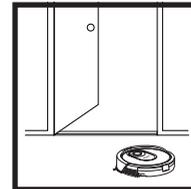
Your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. To prevent the robot from entering areas you don't want it to, set up no-go zones in the app. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.

**NOTE:** Scheduling is one of many features that can only be done in the app.



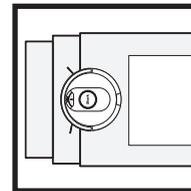
### OBSTRUCTIONS

Clear cords and objects smaller than 3.5" in height from floors and open interior doors to ensure a complete map of your home.



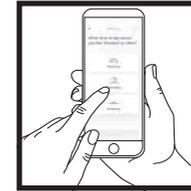
### THRESHOLDS

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



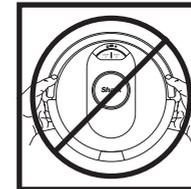
### STAIRS

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

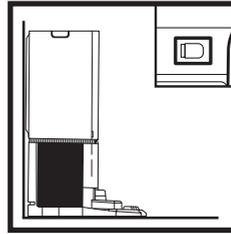
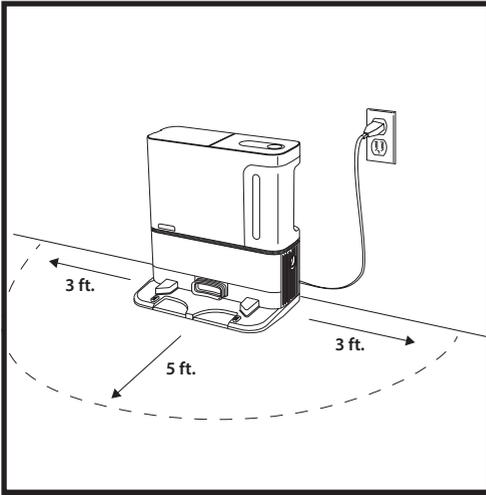
Schedule whole-home vacuuming runs with the app.



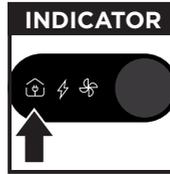
### AVOID MOVING THE ROBOT OR BASE

While your robot is cleaning, do not pick it up and move it, as this will impact the robot's navigation. If you move the charging base to a new location, you will need to re-map your home. This will impact the robot's ability to return to the dock when cleaning is complete.

## BASE SETUP



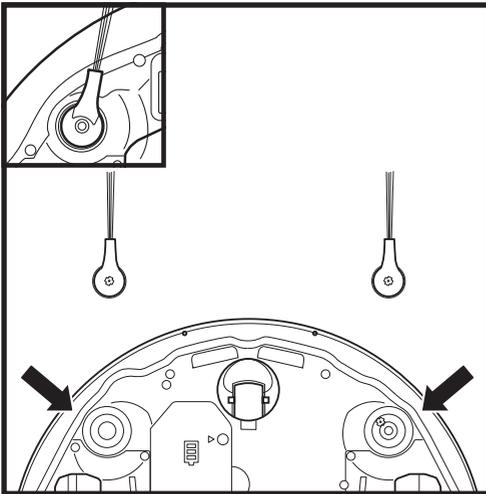
The Base Power Indicator Icon



- Select a **permanent** location for the **Base**. Remove protective film from robot and base.
- Place the base with its back against a wall. Select a level surface on a bare floor in a central area with a **strong Wi-Fi signal**. Do not place base against baseboard heaters or other heating elements.
- **Remove any objects** that are closer than 3 feet from either side of the base or closer than 5 feet from the front of the base.
- Plug in the base. If your base has a power switch, make sure it is turned to the (I) ON position. The Power Indicator icon (🏠) on the top right side of the base will **illuminate when the base has power**.

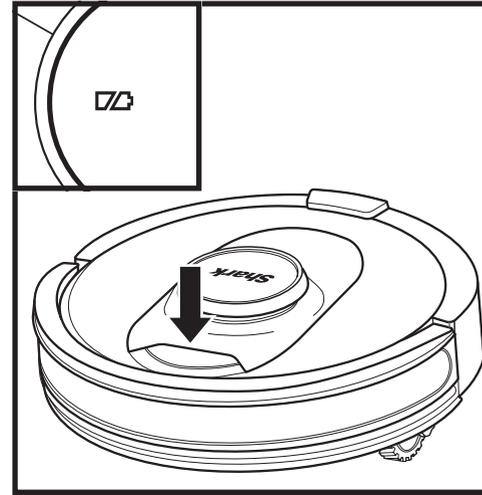
If the base is relocated after setup, the robot may not be able to find its way back, and the robot will have to completely re-map your home.

## INSTALLING THE SIDE BRUSHES



Snap the 2 included **Side Brushes** onto the square pegs on the bottom of the robot.

## ROBOT BATTERY INDICATOR LIGHTS



<b>In Use</b>			
<b>While Charging (White)</b>			
<b>No Charge or Off</b>			

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

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

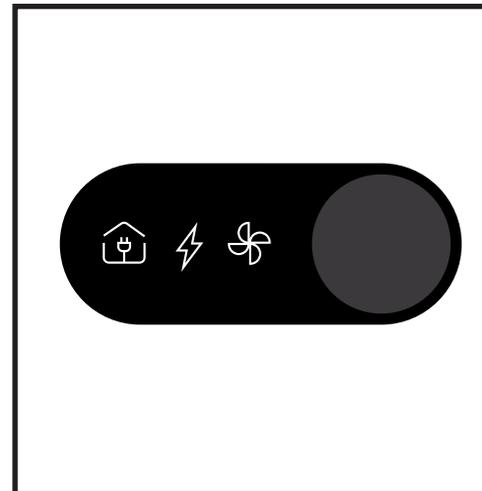
If the robot is idle and away from the charging base for 10 minutes, it will enter **Sleep Mode**. The indicator lights will turn off, but the battery and Wi-Fi lights will remain on in sleep mode. Wake up the robot by pressing any button.

**NOTE:** If the low charge light is blinking red, there is not enough battery power for the robot to return to the base. Manually place the robot on the base.

**TIP:** To preserve battery life, if the robot will not be used for a long time, turn off the power on the robot by pressing the CLEAN button and holding it for 5-7 seconds. The robot should be recharged at least once every three months.

To turn robot off, take robot off base and press the CLEAN button on the robot for 5-7 seconds.

## BASE INDICATOR LIGHTS



**Base Power Indicator Icon** 🏠

Base is plugged in and has power.

**Charging Icon** ⚡

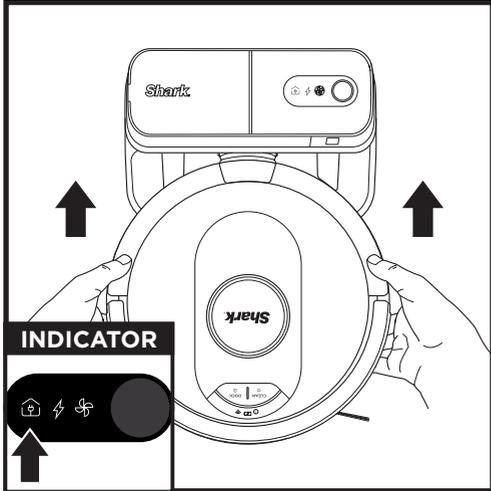
Robot is properly aligned on base and charging.

**Evacuation Icon** 🌀

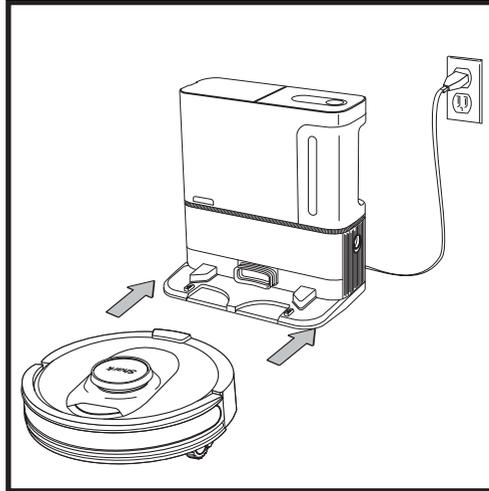
Robot is emptying debris into base.

## CHARGING

**IMPORTANT:** The Shark AI ULTRA™ ROBOT has a pre-installed rechargeable battery. Charge the battery completely before first use. It may take up to **6 hours to fully charge**.

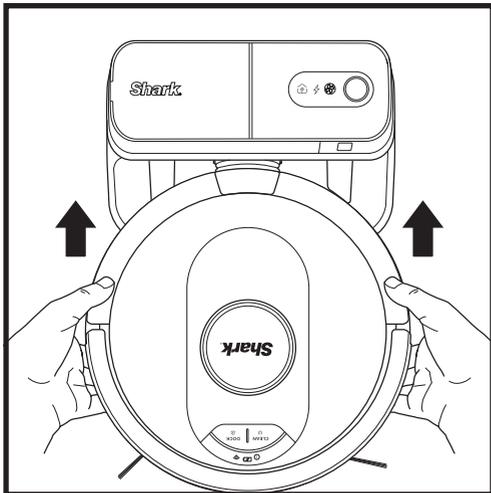


To charge, place the robot on the base for 6 hours. When the robot is properly aligned with its **BACK** against the base, the **Charging Symbol** ⚡ on the top right side of the base will illuminate, and the Battery icon 🔋 on the robot will illuminate. When the battery is fully charged, the charging icon will stop pulsing but remain illuminated.



When the cleaning cycle is complete, the battery is low, or when programmed to recharge/resume mission, the robot will search for the base. If the robot doesn't return to base, its charge may have run out.

**TO TURN ON ROBOT:** Place robot on base or hold down CLEAN button for 5 to 7 seconds until the indicator lights turn on.

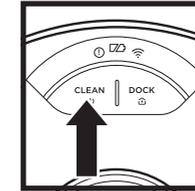
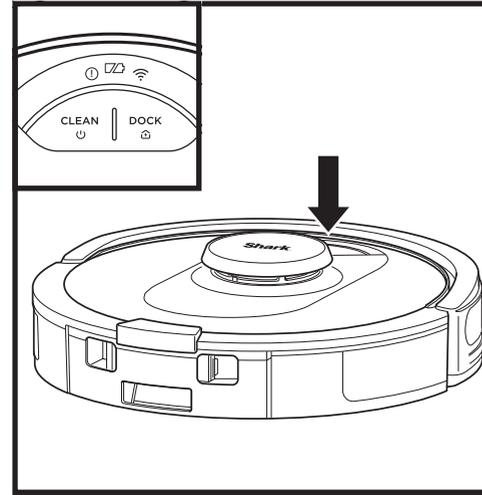


If the robot has no charge or it cannot return to the base, manually place it on the base. When the robot is properly aligned on the base with the robot's **BACK** against the base, the **Charging Symbol** ⚡ on the top right side of the base will illuminate. The robot will beep when charging begins.

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

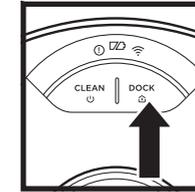
**NOTE:** When picking up the robot, be careful not to place fingers between the bumper and the base of the robot.

## BUTTONS AND INDICATOR LIGHTS



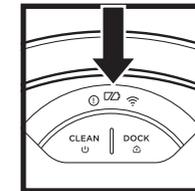
### CLEAN BUTTON

Hold down for 5-7 seconds to power on robot. Press to begin a cleaning session and press again to stop the cleaning session. Hold down for 5-7 seconds to power off the robot.



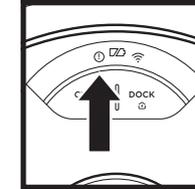
### DOCK BUTTON

Press to stop cleaning and send robot back to the base to recharge.



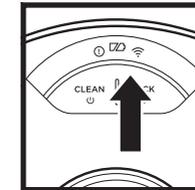
### CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



### “!” ERROR INDICATOR

See Troubleshooting section for full list of error codes.

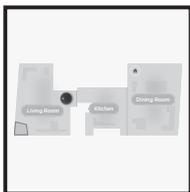


### WI-FI INDICATOR

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

USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark AI Robot with these app features:



- **Recharge and Resume**  
Enable this feature to handle multi-room cleaning in larger homes. The robot will return to the base, recharge, and can pick up where it left off.
- **UltraClean Mode™**: Targeted deep cleaning for a specific room or single spot.
- **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 [sharkclean.com/AIRobotSE](http://sharkclean.com/AIRobotSE) 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.
- Hey Google, ask Shark to UltraClean my (room\_name).

**Amazon Alexa:**

- Alexa, ask Shark to start vacuuming/cleaning the (room name), (room name).
- Alexa, start/stop the vacuum.
- Alexa, send the vacuum to base.
- Alexa, ask Shark to UltraClean my (room name)

**WI-FI TROUBLESHOOTING**

- To use the app, your phone must be connected to a **2.4 GHz** network. The app will only work on a 2.4 GHz network.
- Typical home Wi-Fi networks support both 2.4 GHz and 5 GHz.
- Do not use a VPN or a proxy server.
- Make sure Wi-Fi isolation is turned off on the router.
- If you cannot connect, call 1-888-228-5531.

**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**

- Make sure the power switch on the back of the BASE is in the ON position.
- Take robot off base and press and hold the CLEAN button on the robot for 12 seconds to turn off power. Place the robot back on the base to 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.

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

Open the Amazon Alexa app, go to the menu and select Skills. Or go to the Alexa Skills store on the Amazon website. Search for "Shark Skill". Select the Shark Skill to open the detail page, then select the Enable Skill option. Once enabled, you can ask Alexa to control your robot (i.e., "Alexa, tell Shark to start cleaning").

**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 CLEAN button for 5-7 seconds. Wait 10 seconds, then turn the robot power back on by pressing and holding the CLEAN 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 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 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 You can use the "Resend code" option to send the email again.

ERROR CODE	PROBLEM
! (RED) + Wi-Fi indicator (RED Flashing)	Wrong password for Wi-Fi
! (Flashing red) + Wi-Fi (RED)	SSID cannot be found, try connecting again
! + Wi-Fi (Flashing RED at the same time)	Cannot connect to Wi-Fi

## TROUBLESHOOTING

### 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 SharkClean 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.

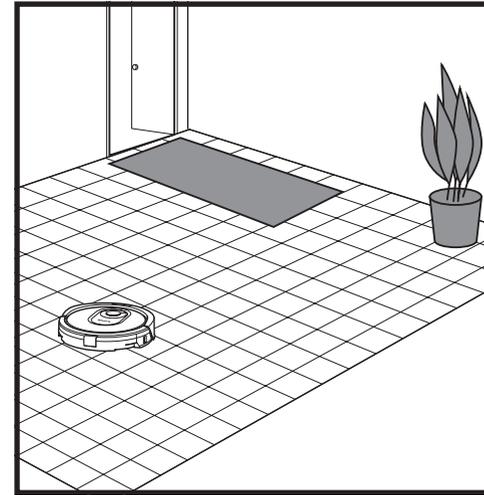
There may be instances where your Shark robot loses connectivity while operating, due to a weak Wi-Fi signal, or entering a zone that blocks Wi-Fi.

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 SharkClean app and retry the connection process.

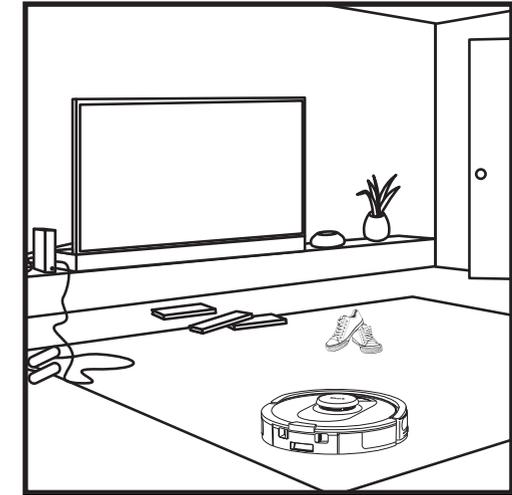
It is normal for your robot to temporarily lose connectivity when it goes under furniture, or moves far from your router. Your Shark robot will automatically reconnect to Wi-Fi. If the robot does not reconnect on its own, remove the unit from the base. Power the robot off, wait 10 seconds, and place it back on the base.

## USING THE SHARK AI ULTRA™ ROBOT

### 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 helps it navigate around obstacles taller than 3.5" in height. Create no-go zones in the app to block off areas you do not want the robot to enter. You can set up no-go zones around small objects, or use them to block off large areas.

### MANUAL CLEANING MODE

To manually start a cleaning cycle, press the **CLEAN** button on the robot or on the mobile app. To immediately send the robot back to the base, press the **DOCK** button.

### ULTRACLEAN MODE™

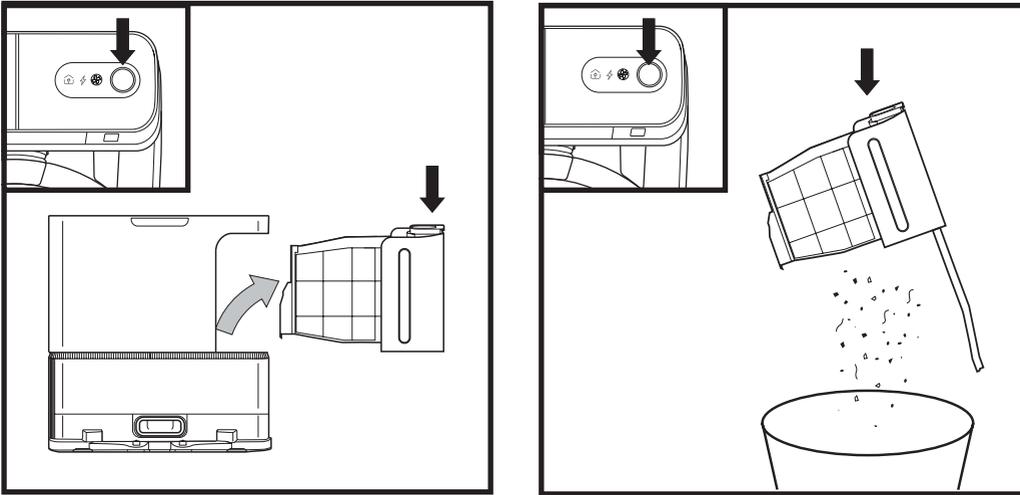
To start using UltraClean Mode, select a specific room or spot in the SharkClean® app home map screen. Your robot will clean this targeted area on demand with multi-directional cleaning coverage.

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

**NOTE:** Avoid moving the base. If it is relocated, the robot may not be able to find its way back to the base. 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

### EMPTYING THE BASE DUST BIN



The **Base Dust Bin** holds up to 60 days' worth of dust and debris. Empty the base dust bin when the debris level approaches the max fill line.

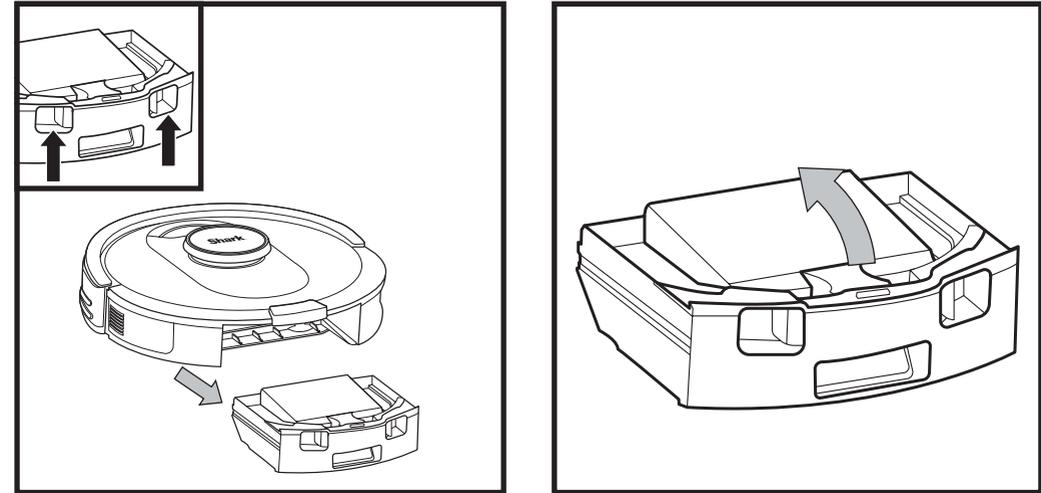
To detach the bin, press the **Dust Bin Release** button on top right side of the base, then slide out the bin.

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.

## MAINTENANCE

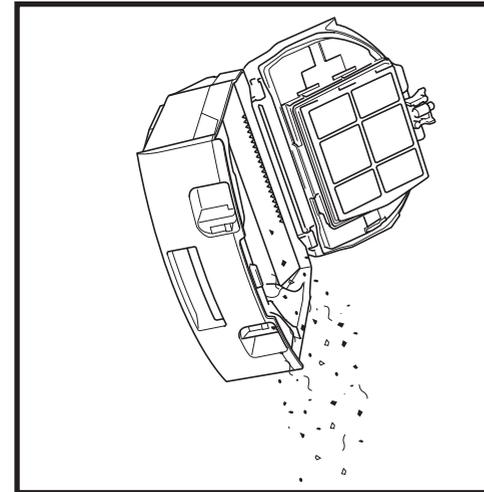
**CAUTION:** Turn off power before performing any maintenance.

### EMPTYING THE ROBOT DUST BIN



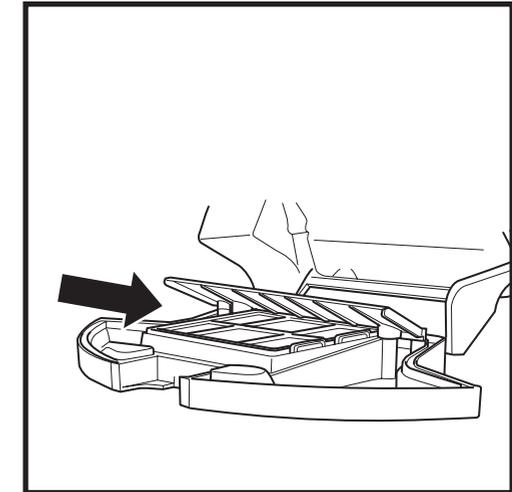
Press the **Dust Bin Release Button** and slide out the dust bin.

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



Empty debris and dust into trash. Remove filter and wash dust bin if necessary.

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



Look between the filter and the plastic shield and make sure there is no debris buildup.

Remove shield and clear any debris buildup with a dry cloth or soft brush.

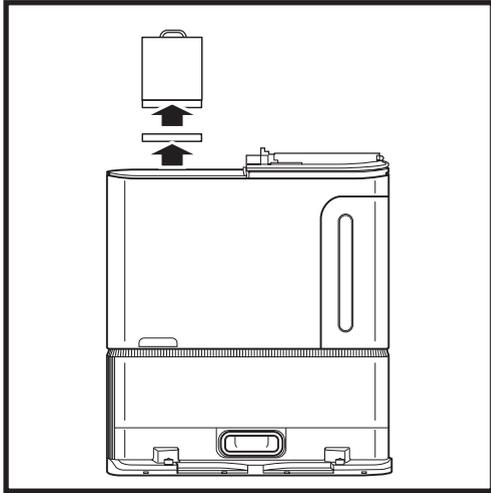
## MAINTENANCE

### CLEANING AND REPLACING THE BASE FILTERS

Regularly clean the the filters to keep your vacuum's suction power optimal.

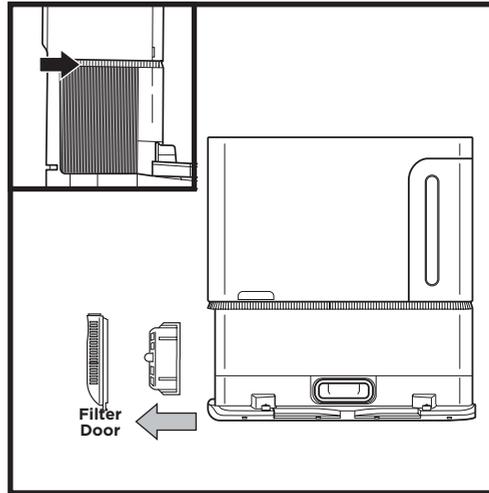
To clean filters, rinse with cold water **ONLY** to prevent damage from cleaning chemicals. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

**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, Tap the filters clean over the trash, then rinse them 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.



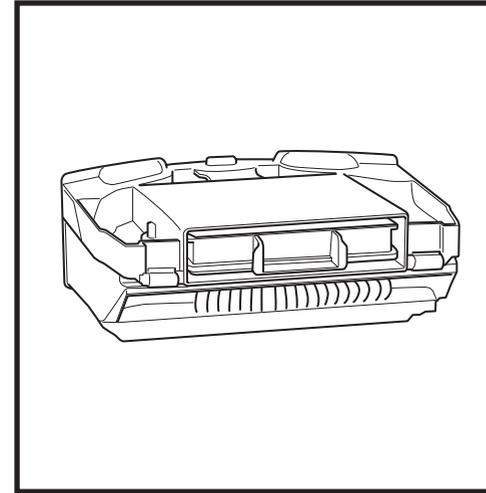
#### CLEAN POST-MOTOR FILTER EVERY YEAR

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, then rinse them with cold water **ONLY**, as soap may damage them. To reinstall the post-motor filter, insert it into the base and replace the filter door.

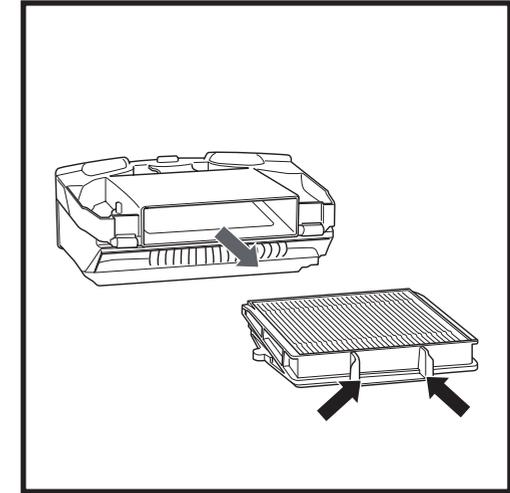
## MAINTENANCE

### CLEANING AND REPLACING ROBOT'S FILTER

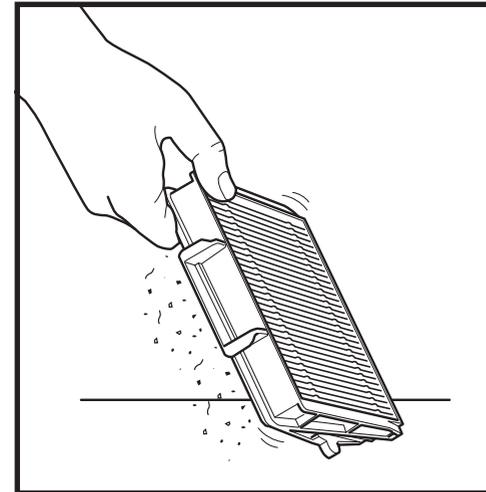
For optimal suction power, after each use, clean and reinsert the filter inside the robot's dust bin. See [sharkclean.com/AIRobotSE](http://sharkclean.com/AIRobotSE) for replacement filters.



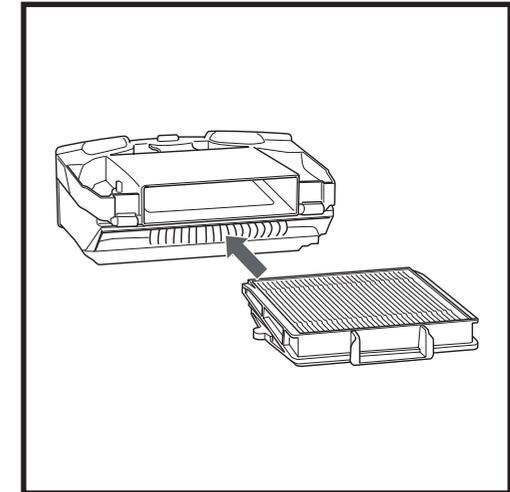
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove debris every time you empty the dust bin.



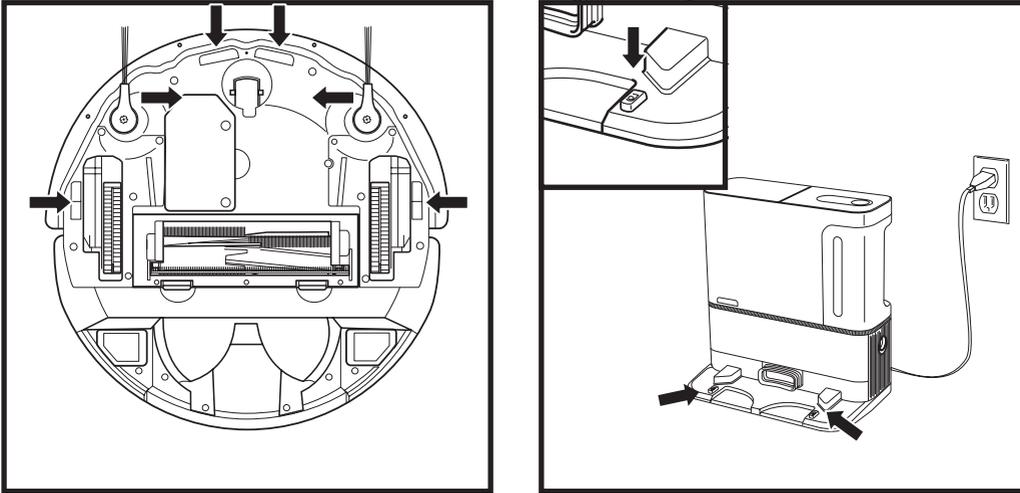
Reinsert the filter into the dust bin, then slide the dust bin back into the robot until it clicks into place.

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

## MAINTENANCE

### CLEANING SENSORS AND CHARGING CONTACTS

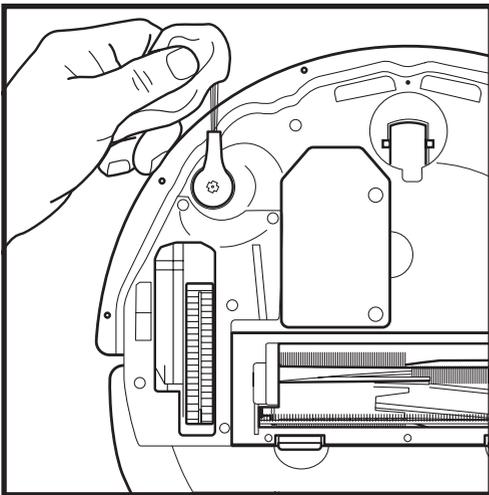
**CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.** With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and on the base.



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

### CLEANING SIDE BRUSHES

**CLEAN SIDE BRUSHES AS NEEDED.**



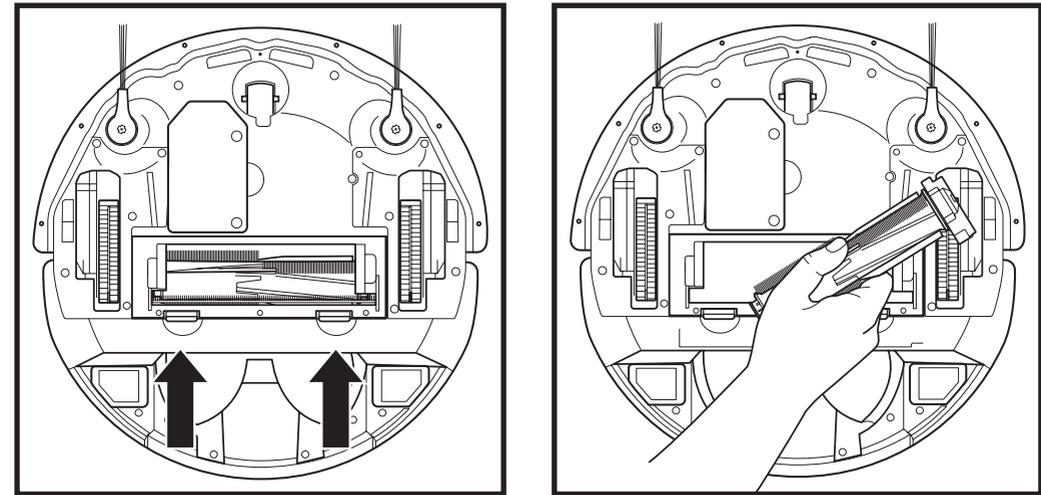
Carefully unwind and remove any string or hair wrapped around brushes. Gently wipe brushes with a dry cloth. To reinstall, snap the brushes over the pegs. Spin the brushes manually to make sure they are installed correctly.

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

## MAINTENANCE

### BRUSHROLL

The **Brushroll** actively removes hair wrap while your robot cleans. If some debris remains wrapped around the brushroll, continue to run the robot to give the brushroll time to clean itself. If some hair wrap or debris remains after continued cleaning, carefully remove it from the brushroll.

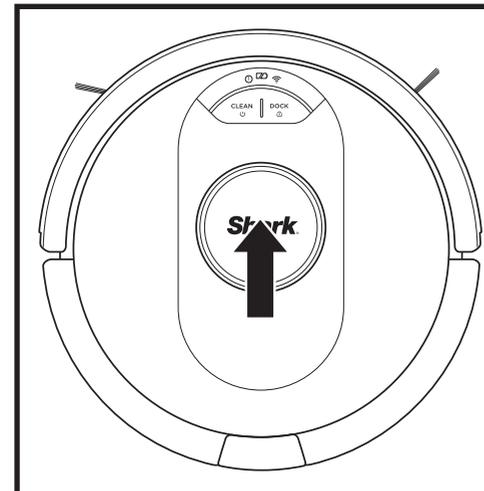


To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.

Lift out the brushroll and remove any debris. Reinstall the brushroll, inserting the flat end first. Close the brushroll door and press down until both sides click into place.

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

### LIDAR MODULE



Periodically check the LIDAR navigation module on top of the robot for hair and debris. Gently wipe away any hair or debris from the module.

For a more thorough cleaning, place the robot on a level surface and turn off the power. Use a cotton swab to gently rotate the module clockwise five times.

Do not insert cotton swab inside the openings in the module.

## MAINTENANCE

**CAUTION:** Turn off power before performing any maintenance.

### TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark AI ULTRA™ ROBOT, see the error code chart below:

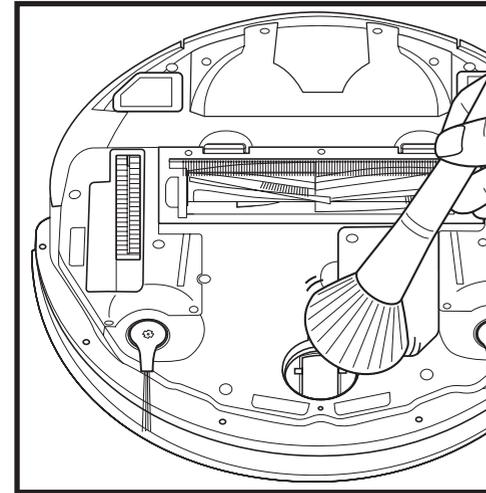
ERROR CODE	ERROR NUMBER	SOLUTION
<b>DOCK (RED) + ! (RED)</b> flashing	<b>2</b>	Side brush is stuck. Remove any debris from around the side brushes so they move freely.
<b>CLEAN (RED) + DOCK (RED) + ! (RED)</b> flashing	<b>2</b>	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
<b>CLEAN (RED) + ! (RED)</b> alternating	<b>2</b>	Blockage in brushroll. Remove any debris from around the brushroll so that it can spin freely.
<b>CLEAN (WHITE) + DOCK (RED) + ! (RED)</b> flashing	<b>2</b>	Wheel motor encoder failure. Please contact Shark Customer Service at 1-888-228-5531.
<b>CLEAN (WHITE) + ! (RED)</b> flashing	<b>2</b>	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
<b>CLEAN (RED) + ! (RED)</b> flashing	<b>3</b>	Suction motor failure. Remove and empty the dust bin, clean the filters, remove the brushroll and brushroll door, and remove blockages.
<b>DOCK (RED)</b> flashing	<b>6</b>	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
<b>CLEAN (RED) + DOCK (WHITE)</b> flashing	<b>7</b>	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
<b>CLEAN (RED) + DOCK (RED)</b> flashing	<b>9</b>	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
<b>CLEAN (RED)</b> flashing	<b>10</b>	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
<b>CLEAN (RED) + DOCK (WHITE)</b> alternating	<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>CLEAN (RED) + DOCK (WHITE) + ! (RED)</b> flashing	<b>21</b>	Robot has encountered an error while booting. Please turn the power off and back on.
<b>CLEAN (WHITE) + DOCK (RED)</b> flashing	<b>23</b>	Make sure the base indicator light turns blue to confirm your robot is placed on the base correctly.
<b>BATTERY ICON (RED)</b> flashing	<b>24</b>	Battery is critically low and needs recharging. Please pick up your robot and place it on the base. Make sure the base indicator light turns blue to confirm your robot is placed on the base correctly.
<b>DOCK (WHITE) + ! (RED)</b> flashing	<b>24</b>	Robot has encountered an error while charging. Please make sure you are using the correct power cord for the base.
<b>DOCK (RED) FLASHING + ! (RED)</b> solid	<b>26</b>	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.

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

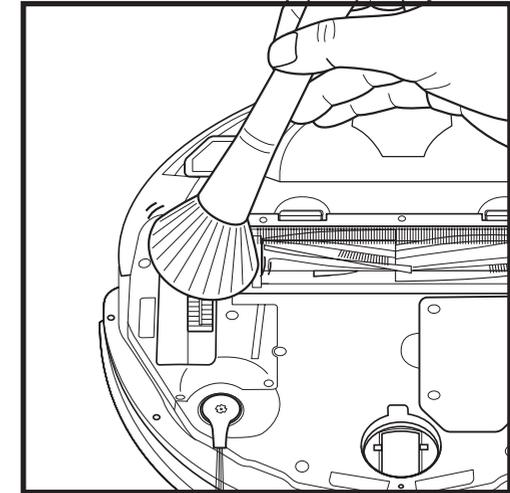
## MAINTENANCE

### 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.



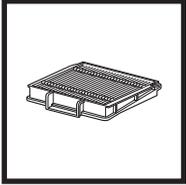
Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

**NOTE:** Brush not included.

## REPLACEMENT PARTS

**NOTE:** To order replacement parts and filters, visit [sharkaccessories.com](http://sharkaccessories.com).

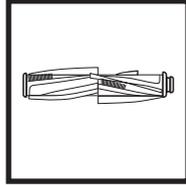
### REPLACEMENT PARTS: ROBOT



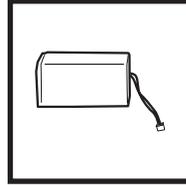
Robot Filter



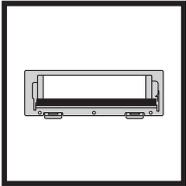
Robot Dust Bin



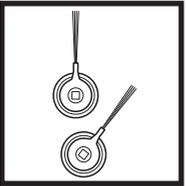
Brushroll



Battery

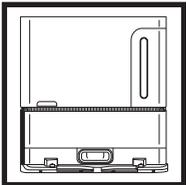


Brushroll Door

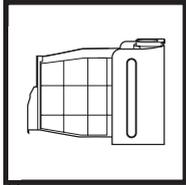


Side Brushes

### REPLACEMENT PARTS: BASE



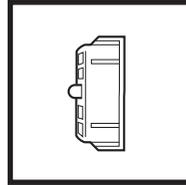
Charging Base



Base Dust Bin



Base Pre-Motor  
Foam & Felt Filter  
Kit



Base Post-Motor  
Filter

# Questions or Problems?

**CALL US: 1-888-228-5531**

Toll-free customer support line

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

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

#### ONLINE HELP AND FAQs:



[sharkclean.com/AIRobotSE](http://sharkclean.com/AIRobotSE)

#### CONTACT US:



@sharkcleaning

Contact us on social media

#### HOW-TO VIDEOS:



[youtube.com/shark](http://youtube.com/shark)

#### APP DOWNLOAD:



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



**Download and install  
the SharkClean® app**

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5.1 You acknowledge that Ayla Networks, Inc. ("Ayla") has provided certain application libraries that have been embedded into SN APPS ("Ayla Application Libraries") and enables SN Devices to connect to the Ayla Cloud Service ("Ayla Embedded Software").

5.2 You will not use the Ayla Application Libraries except as an incorporated portion of SN APPS, unmodified from the form provided to You.

5.3 You will not use the Ayla Embedded Software except as an incorporated portion of SN Devices, unmodified from the form provided to You.

5.4 You will not modify, adapt, translate, or create derivative works based on, or decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code or underlying algorithms of, the Ayla Application Libraries or the Ayla Embedded Software.

5.5 SharkNinja retains all ownership of SN APPS (and the Ayla Application Libraries contained therein) and any software installed on SN Devices (including the Ayla Embedded Software) and only a license thereto is granted to You for use in connection with the SN APPS and SN Devices.

## ONE (1) YEAR LIMITED WARRANTY

The One (1) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC**. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of one (1) year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

### What is covered by this warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to one (1) year from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

### What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as foam filters, filters, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at [sharkaccessories.com](http://sharkaccessories.com).
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

### How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [sharkclean.com/support](http://sharkclean.com/support) for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-888-228-5531** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. Please register your product and have it with you when contacting Customer Service.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$25.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

### How to initiate a warranty claim

You must call **1-888-228-5531** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

### How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

## REGISTER YOUR PURCHASE

 [registryyourshark.com](http://registryyourshark.com)



## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

**TIP:** You can find the model and serial numbers on the QR code labels on the bottom of the robot and base.

## EXPECTED PERFORMANCE

Expected runtime: 60 minutes  
Expected charging time: 6 hours

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark AI ULTRA™ ROBOT running at peak performance.

SharkNinja Operating LLC  
US: Needham, MA 02494  
CAN: Ville St-Laurent, QC H4S 1A7

1-888-228-5531  
[sharkclean.com](http://sharkclean.com)

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

This product may be covered by one or more U.S. patents. See [sharkninja.com/patents](http://sharkninja.com/patents) for more information.

NOTES

NOTES



## FCC WARNINGS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to parts 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This Device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

- 1 This device may not cause harmful interference
- 2 This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

## ISED STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radio électrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



## BATTERY REMOVAL AND DISPOSAL

This product uses a battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. **DO NOT** incinerate or compost the battery.

When your lithium-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent battery to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

**For more information on battery removal for disposal, please visit [sharkclean.com/batterysupport](https://sharkclean.com/batterysupport).**

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.

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