IMPORTANT SAFETY INSTRUCTIONS: ROBOT
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:

GENERAL WARNINGS
1. Robotic vacuum cleaner consists of a robotic vacuum and charging dock 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 manual. DO NOT use the robotic vacuum cleaner for any purpose other than those described in this manual.
6. With the exception of filters, DO NOT expose any parts of the robotic vacuum cleaner to water or other liquids.

USE WARNINGS
7. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
   a) Children shall not play with the appliance.
   b) Cleaning and user maintenance shall not be made by children without supervision.
8. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
9. DO NOT handle plug, charging dock, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
10. DO NOT use without dust bin and filters in place.
11. Only use Shark® branded filters and accessories. Failure to do so will void the warranty.
12. DO NOT damage the charging cord:
   a) DO NOT pull or carry charging dock 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.
13. 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.
14. DO NOT use if robotic vacuum cleaner airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. DO NOT use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
17. DO NOT place vacuum cleaner on unstable surfaces.
18. 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) Smoking or burning objects (hot coals, cigarette butts, or matches)
   f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
   g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
19. DO NOT use in the following areas:
   a) Wet or damp surfaces
   b) Outdoor areas
   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)
20. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance or troubleshooting.
21. Allow all filters to air-dry completely before replacing in the robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
22. DO NOT modify or attempt to repair the robotic vacuum cleaner or the battery yourself, except as indicated in this manual. DO NOT use the vacuum if it has been modified or damaged.

BATTERY USE
23. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
24. To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. DO NOT carry the appliance with your finger on the power switch.
25. Use ONLY the Shark® charging docks RVDOK850 or RVDOK850W and use only battery RVBAT850. Use of batteries or battery chargers other than those indicated may create a risk of fire.
26. 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.
27. 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.
28. 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.
29. DO NOT expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
30. Non-rechargeable batteries cannot be recharged.

SAVE THESE INSTRUCTIONS

For additional warnings, go to sharkclean.com/robothelp
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 injury, fire, electric shock, and property damage resulting from improper use of the appliance, carefully observe the following instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.

**POWER SUPPLY, CHARGING DOCK, AND VACUUM CONTAIN ELECTRICAL CONNECTIONS:**

1. There are NO serviceable parts.
2. DO NOT use to vacuum any liquids.
3. DO NOT immerse in water or other liquids.
4. If vacuum is damaged, discontinue use.
5. To avoid fire, explosion, or injury, inspect vacuum and charging dock for any damage before use. DO NOT use damaged vacuum or charging dock.
6. DO NOT use outdoors or on wet surfaces. Use only on dry surfaces.
7. If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or immersed in water, return it to SharkNinja Operating LLC for examination, repair, or adjustment.
8. DO NOT handle charger or vacuum cleaner with wet hands.
9. DO NOT leave vacuum cleaner unattended while powered on.
10. Keep vacuum away from heated surfaces.
11. Always turn off vacuum before connecting charging dock.
12. Use only Shark® chargers and batteries. Other types of batteries may burst, causing injury and damage.
13. Use charging dock on flat and stable surfaces only.
14. DO NOT incinerate appliance, even if it is severely damaged, as lithium-ion battery may explode in a fire.

**GENERAL USE**

15. DO NOT carry the charger by the cord or yank to disconnect from an outlet; instead grasp the plug and pull to disconnect.
17. Use only as described in this manual.
18. Keep your work area well lit.
19. To avoid unintentional starting, always turn off the vacuum cleaner before picking it up or carrying it, and before attaching or detaching the charger, dust cup, filter, or any accessories.
20. DO NOT put any objects into openings.
21. DO NOT use if any opening is blocked; keep free of dust, lint, hair, or anything that may reduce airflow.
22. DO NOT allow young children to operate the appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
23. DO NOT use without dust cup and filter in place.
24. DO NOT use if airflow is restricted; if the air paths become blocked, turn off the vacuum cleaner. Clear all obstructions and power on again.
25. Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.
26. Only use manufacturer’s recommended attachments.
27. DO NOT charge at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
28. Store the appliance indoors. DO NOT use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.

**DUST CUP/FILTERS/ACCESSORIES**

29. Before turning on the vacuum:
   a) Make sure filter is thoroughly dry after routine cleaning.
   b) Make sure dust cup and filter are in place after routine maintenance.
   c) Make sure accessories are free of blockages and keep openings away from face and body.
   d) Use only Shark® brand filters and accessories. Using other brands will void warranty.

**GENERAL CLEANING**

30. DO NOT vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
31. DO NOT vacuum up drywall dust, fireplace ash, or embers.
32. DO NOT use as an attachment to power tools for dust collection.
33. DO NOT vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
34. DO NOT vacuum up flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene) or use vacuum in areas where they may be present.
35. DO NOT vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
36. DO NOT use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.
37. DO NOT immerse vacuum cleaner in water or other liquids.
38. Use extra care when cleaning on stairs.

**LITHIUM-ION BATTERY**

39. The battery is the power source for the appliance. DO NOT carry the appliance with your finger on the power button. DO NOT charge appliance with the power on.
40. Use only the included charging dock to charge. Use of incorrect charger may create a risk of fire.
41. Use appliance only with included lithium-ion battery. Use of any other battery may create a risk of injury and fire.
42. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
43. Store the appliance indoors. To maintain battery life, DO NOT use or store battery at temperatures below 37.4°F (3°C) or above 104°F (40°C).
44. DO NOT expose appliance to fire or temperature above 266°F (130°C) as it may cause explosion.
45. There are NO serviceable parts. To ensure safety, DO NOT modify or attempt to repair the appliance.

**SAVE THESE INSTRUCTIONS**

For additional warnings, go to sharkclean.com/robothelp
ABOUT THE SHARK ION™ ROBOT

With Smart Sensor Technology, your robot uses an array of sensors to navigate around walls, furniture legs, and other obstacles while it cleans. The robot may gently bump into obstructions or linger in one spot, and it may not cover every area in a single cleaning. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.

CORDS AND OBSTRUCTIONS

Before cleaning, clear away cords and other obstructions or block off the area with the included BotBoundary™ Strips.

LOW-CLEARANCE FURNITURE

To prevent your robot from becoming trapped, use furniture risers or BotBoundary strips.

DOORWAY THRESHOLDS

Your robot may have some trouble clearing some high thresholds. Block off high thresholds with BotBoundary strips.

RETURNING TO DOCK

If your robot roams too far, it could have trouble finding the Charging Dock. It may be helpful to block off part of your home with BotBoundary strips, or to add a second dock (available at sharkaccessories.com).

PREPARING FOR USE

INSTALLING THE SIDE BRUSHES

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

CHARGING DOCK SET-UP

Place the charging dock on a level surface with its back against a wall, in a space without obstructions, that can easily be accessed by your robot. Remove any objects that are closer than 3 feet (1 meter) from either side of the dock, or closer than 5 feet (1.52 meters) from the front of the dock. Plug the Charging Adapter into a wall outlet. The dock must be plugged in continually for the robot to find it. The robot will beep when it starts charging on the dock.
**CHARGING THE SHARK ION™ ROBOT**

**IMPORTANT:** The Shark ION Robot has a pre-installed rechargeable battery. Battery must be fully charged before using.

If the robot has no charge and cannot return to the charging dock, place it on the dock manually.

When the cleaning cycle is complete, or if the battery is running low, the robot will search for the dock. If your robot doesn’t return to the dock, its charge may have run out.

To charge, the **Power** button on the side of the robot must be in the ON position (I).

**NOTE:**
- If the low charge light is blinking red, there is not enough charge for the robot to return to the dock. Manually place the robot on the dock, leaving a half-inch space between the front of the robot and the face of the dock.
- **TIP:** To preserve battery life, turn off the power switch if robot will not be used for a long period of time. Unit should be recharged at least once every three months.

**CHARGE INDICATOR LIGHTS**

The blue charge indicator lights show how much charge is remaining. While the robot is charging, all three blue LED lights will cycle. When charging is complete, all three blue lights will illuminate steadily.

If the robot is idle and away from the charging dock for 10 minutes, it will enter **Sleep Mode**, and the lights will turn off.

If all the indicator lights are off, then the robot is in Sleep Mode, the power switch is turned OFF (O) or there is no charge remaining. Turn the power switch ON (I). Press any button to ensure robot is not in Sleep Mode. If all indicator lights remain off, there is no charge. Place the robot on the dock, leaving a half-inch space between the front of the robot and the face of the dock. When the robot is docked correctly and begins to charge, it will beep and the charge indicator lights will cycle.

**USING THE SHARK ION™ ROBOT**

**MANUAL CLEANING MODE**

To manually start a cleaning cycle, press the **Clean** button on the robot or on the mobile app. To stop the robot before it finishes cleaning and automatically returns to the dock, press the button again.

**IMPORTANT:** Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.
USING THE SHARK ION™ ROBOT

**BUTTONS AND INDICATOR LIGHTS**

**CLEAN BUTTON**
Press to begin a long-running cleaning session. Press again to stop.

**DOCK BUTTON**
Press to stop cleaning and send robot back to the charging dock.

**MAX MODE BUTTON**
Press for more powerful cleaning.

**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**
Blue light: connected to Wi-Fi.
Red light: not connected.
Flashing blue: setup mode.
No light: not set up yet.

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**BotBoundary™ strips**

To keep your robot away from certain areas, such as pet bowls, fragile objects, power strips, or doorways, use the BotBoundary strips to quickly and easily create “no-go zones”.

Identify areas or objects you want the robot to avoid.

Cut the BotBoundary strip to the desired length (18”/45cm minimum) so that it spans the length of the doorway or object you want to block off.

Generally, BotBoundary strips are not needed on stairs because your robot’s cliff sensors will prevent it from falling off ledges. For your robot’s cliff sensors to work properly, all runners, rugs, or carpets must be at least 4 inches from any stairs (or extend over the edge of the stairs.)

If a runner, rug, or carpet edge is less than 4 inches from the stairs and can’t be moved, use a BotBoundary strip to block off the stairs.

For best results, make sure your BotBoundary strip is completely flat against the floor. Make a closed loop around an object, or place the strips between fixed objects, like door frames or the legs of a couch, to create no-go zones.

**NOTE:** To prevent bumping, place strips at least 2 inches in front of the object you want to block off.
USING THE SHARK ION™ ROBOT

USING THE SHARK ION ROBOT APP AND VOICE CONTROLS

The Shark ION Robot app will guide you through easy setup of your robot.

Control the unit remotely:
• Schedule cleaning times for up to 7 days a week.
• Start, stop, or dock your robot from your phone anywhere with Wi-Fi connectivity.

The app will also provide you access to:
• Tips, Tricks, and FAQs
• Tech Support
• Troubleshooting

DOWNLOADING THE SHARK ION ROBOT APP

Follow the steps below or scan the QR code to go directly to the download page.

Android:
• Tap on the Google Play Store icon
• In the Play Store, search for “Shark ION Robot”
• Tap on the Shark ION Robot app
• Tap install on the Shark ION Robot app page
• Your installation should begin

OR
Type this URL into your web browser: bit.ly/shark-droid

Apple:
• Tap on the App Store icon
• Search the Apple App Store for “Shark ION Robot”
• Tap on the Shark ION Robot app
• Tap Install on the next page
• Your installation should begin

OR
Type this URL into your web browser: bit.ly/shark-ios

SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit sharkclean.com/app for setup instructions.

VOICE CONTROL COMMANDS FOR THE GOOGLE ASSISTANT OR AMAZON ALEXA:

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.”

Amazon Alexa:
“Alexa, tell Shark to start cleaning.”
“Alexa, tell Shark to pause my robot.”
“Alexa, tell Shark to send my robot to the dock.”

USING THE SHARK ION™ ROBOT

SETTING UP THE SHARK ION ROBOT APP

To ensure you successfully pair with the robot:
• Confirm your Wi-Fi router and/or home network supports a 2.4 GHz network.
• Confirm your Wi-Fi network name.
• Confirm your Wi-Fi network password.

1. Launch the app. If you have an account, tap Sign In. To create an account, enter a valid email address and create a password. A confirmation code will be sent to the email address provided.

2. Enter confirmation code.

3. Read and agree to the Terms of Use.

4. Connect a robot. Make sure the robot is on. Press and hold the Dock and Max buttons at the same time for 5 seconds, or until the robot beeps. The Wi-Fi Indicator light will begin to blink on your robot.

5. Make sure your phone is connected to the same 2.4GHz Wi-Fi network that your robot will be connected to.

6. Connect your phone to the robot’s Wi-Fi Network. The network’s name will start with SHARK_RV-.

7. Your phone will pair with your robot.

8. Select your Wi-Fi network and enter your Wi-Fi network password.

9. Your robot will connect to the network.

10. You will be notified when your robot is connected.

11. Give your robot a name, then tap Continue button.

12. Register your robot. You are now ready to schedule cleaning days and times with the app.

sharkclean.com
**CHARGING THE SHARK ION™ HANDHELD**

**IMPORTANT:** The Shark ION handheld has a pre-installed rechargeable battery. Battery must be fully charged before using.

Prior to first use, the lithium-ion battery must be charged completely, even if it comes with a partial charge.

Place the Shark ION Handheld onto the charging dock with the air-intake nozzle in the cradle.

Plug the charging dock into a wall outlet.

---

**CHARGE INDICATOR LIGHTS**

<table>
<thead>
<tr>
<th>In Use</th>
<th>Low Battery</th>
<th>Charging</th>
<th>Charged</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Solid blue" /></td>
<td><img src="image" alt="Blinking" /></td>
<td><img src="image" alt="Fades in and out" /></td>
<td><img src="image" alt="Dim" /></td>
</tr>
</tbody>
</table>

**NOTE:** During first use, discharge fully to properly condition the battery. It takes approximately 2.5 hours to charge completely.

---

**USING THE SHARK ION™ HANDHELD**

Press Power button.

Run the nozzle over the surface to be cleaned.

Hold your ION Handheld over the trash.

Slide dust cup button forward to release debris.
CAUTION: Turn off power before performing any maintenance.

EMPTYING THE DUST BIN

EMPTY DUST BIN AFTER EACH USE.

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.

Lightly tap the filter to remove dust and debris. Reinsert the filter into the dust bin. Slide the dust bin back into the robot.

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.

REPLACE FILTER EVERY TWO MONTHS. See sharkaccessories.com for replacement filters.
**CLEANING THE BRUSHROLL**

**CLEAN BRUSHROLL EVERY WEEK. REPLACE BRUSHROLL EVERY 6 to 12 MONTHS, OR WHEN VISIBLE WORN.** See sharkaccessories.com for replacement parts.

1. Push up on the tabs on the brushroll access door, then lift off the door.
2. Lift out the brushroll.
3. Remove the cap on the end of the brushroll. Clean off any hair or debris, then replace cap. Clean the brushroll periodically and whenever hair appears.
4. Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until it clicks into place.

**NOTE:** When removing the brushroll cap, make sure not to let the bushing inside the cap fall out. When cleaning the brushroll, be sure to not cut anything other than hair, string, fibers, or other debris.

**CLEANING SENSORS AND CHARGING PADS**

**CLEAN SENSORS AND CHARGING PADS PERIODICALLY AS NEEDED.** With a dry cloth or cleaning brush, gently dust off the sensors and pads located on the bottom of the robot.

**CLEANING SIDE BRUSHES**

**CLEAN SIDE BRUSHES AS NEEDED. CHECK WEEKLY.**

**RECOMMENDED REPLACEMENT SCHEDULE:** Replace when visibly worn. See sharkaccessories.com for replacement parts.

1. Carefully unwind and remove any string or hair wrapped around brushes.
2. Gently wipe brushes with a damp cloth. Be sure to let them air-dry completely before reinstalling them.

**NOTE:** Remove any side brushes that are bent or damaged. To remove a brush, lift it off its peg. See *Installing the Side Brushes* for instructions on how to attach and remove the brushes.
MAINTENANCE: ROBOT

CLEANING THE WHEELS

REMOVE AND CLEAN FRONT WHEEL EVERY WEEK. REPLACE FRONT WHEEL EVERY 12 MONTHS. See sharkaccessories.com for replacement parts.

Pull the Front Caster Wheel from its housing and remove any debris buildup.

NOTE: Leverage may be required to remove the wheel.

Clean the wheel housing, then reinsert the caster wheel.

Clean the drive wheel housing periodically as needed by rotating the wheel while dusting.

REPLACING THE BATTERY

To remove the battery, turn the unit over and unscrew the battery cover with a Phillips-head screwdriver.

Unplug the old battery from its connector, then plug in the new battery. Replace battery cover and screw it back into place. See Battery Removal and Disposal on back cover.

NOTE: This appliance contains batteries that are only replaceable by skilled persons.

REPLACEMENT PARTS

Filter
RVFFK950

Brushroll Access Door
1154FK950

Dust Bin
1151FK850

Brushroll
1152FK950

Side Brushes
RVSBK950

Battery
RVBAT850

NOTE: To order replacement parts and filters, visit sharkaccessories.com.
**MAINTENANCE: HANDHELD**

**EMPTYING THE DUST CUP**

With the power off, slide the Open Dust Cup button forward, and the dust cup will swing open.

- Tap dust cup filter screen lightly to knock off dust and debris.
- Wipe dust cup bristle lightly with dry cloth to remove dust and dirt.

**CLEANING THE FILTERS**

To clean the filter, hand-wash only with water and let air-dry for 24 hours before reinstalling. To clean the filter housing, make sure filter is removed, then hand-wash only with soap and water.

- With the dust cup open and the power off, slide the filter housing forward to remove.
- Lift the filter by the metal ring to remove it from the housing.
MAINTENANCE: HANDHELD

CLEANING THE DUST CUP

With the dust cup open and the power off, slide the filter housing forward to remove.

With the dust cup open, push the release tab.

While pressing tab, lift off the dust cup, then hand-wash with soap and water only. Let parts air-dry fully before reinstalling.

To reinstall, slide the tab on the dust cup into the slot on the bottom of the nozzle until it clicks into place.

DO NOT wash any parts of this vacuum or its accessories in a dishwasher.

NOTE: To order replacement parts and filters, visit sharkaccessories.com.

REPLACEMENT PARTS

Hand Vacuum Battery
XFBT200

Hand Vacuum Filter
XHFWV200
MAINTENANCE: ROBOT

TROUBLESHOOTING

If any error lights are illuminated or flashing on your Shark ION™ Robot, see the error code chart below:

<table>
<thead>
<tr>
<th>ERROR CODE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL LED LIGHTS are off</td>
<td>Power may be turned off or battery may need charging. Turn power switch to On position. If no response, place robot on dock to charge.</td>
</tr>
<tr>
<td>CLEAN (RED) + ! flashing together</td>
<td>Suction motor failure. Remove blockages and clean filters. Remove dust bin and make sure nothing is blocking suction.</td>
</tr>
<tr>
<td>CLEAN (RED) flashing</td>
<td>Robot may be stuck on an obstacle. Move robot to a new location on a level surface.</td>
</tr>
<tr>
<td>MAX flashing</td>
<td>Robot may be stuck on an obstacle. Move robot to a new location on a level surface. Front bumper may be jammed. Check bumper.</td>
</tr>
<tr>
<td>DOCK flashing</td>
<td>Your robot’s BotBoundary™ sensors are reporting an error. Please contact Customer Service at 1-800-798-7398.</td>
</tr>
<tr>
<td>CLEAN (RED) + DOCK flashing together</td>
<td>Cliff sensors are reporting an error. Wipe cliff sensors with a clean cloth. Robot cannot start due to an error. Turn off the power switch on the side of the robot, wait five seconds, then turn power back on. Ensure your robot is on a level surface with no obstructions.</td>
</tr>
<tr>
<td>CLEAN (RED) + MAX flashing together</td>
<td>The dust bin has been removed and needs to be reinserted.</td>
</tr>
<tr>
<td>MAX + ! flashing together</td>
<td>A side brush is stuck. Remove debris from side brushes.</td>
</tr>
<tr>
<td>CLEAN (RED) + MAX + ! flashing together</td>
<td>A wheel is stuck. Remove debris from wheel.</td>
</tr>
<tr>
<td>DOCK + ! flashing together</td>
<td>Blockage in brushroll. Remove obstruction.</td>
</tr>
<tr>
<td>DOCK + ! flashing together</td>
<td>Make sure you are using the dock that came with your robot.</td>
</tr>
<tr>
<td>CLEAN (BLUE) + MAX + ! flashing together</td>
<td>The robot is caught in a tight space or on an obstacle. There is something stuck in the robot’s front bumper. Clean any obstructions or debris from the bumper. Gently push the bumper up and down and back and forth, making sure it moves smoothly.</td>
</tr>
<tr>
<td>CLEAN + DOCK + MAX + ! flashing together</td>
<td>The robot’s wheels might be stuck, or something might be caught in them. Check the wheels for obstructions and remove anything that might be stuck or wrapped around the wheels. Press down on the wheels, then let them spring back into place. Rotate wheels back and forth.</td>
</tr>
<tr>
<td>CLEAN + DOCK + MAX flashing together</td>
<td>Robot is in Find My Robot mode. You can deactivate this mode in the app.</td>
</tr>
</tbody>
</table>

For all other issues, please call Customer Service at 1-800-798-7398.

MAINTENANCE: HANDHELD

TROUBLESHOOTING

The Shark ION™ Handheld will not operate.
• The battery needs to be recharged.
• Try using a different electrical outlet to charge.
• The battery is damaged and needs to be replaced.

The Shark ION Handheld will not pick up debris or suction is weak.
• The dust cup is full. Empty the dust cup.
• The filter needs cleaning or replacement. Clean or replace the filter.
• The battery needs to be recharged.
• The filter screen is clogged and needs cleaning. Open dust cup and clean filter screen.

Dust is escaping from the Shark ION Handheld.
• The filter is not installed correctly. Remove filter, then reinstall.
• The dust cup filter has a hole or a puncture and needs to be replaced.
• The dust cup is not installed correctly. Remove dust cup, then reinstall.

Attached accessory does not work.
• The accessory is blocked. Carefully remove all lint, hair, or other debris.
• The accessory won’t fit into the Shark ION Handheld. Carefully remove all lint, hair or other debris from the nozzle of the vacuum.
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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.

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10. LIMITATION OF LIABILITY. In no event shall SharkNinja or its suppliers be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of business profits, loss of business information, or other losses, whether direct, indirect, foreseeable, or unforeseeable, for loss of profit, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or loss whatsoever) arising out of or in any way related to the use of or inability to use SN Devices or SN APPS, or any failure of performance or error or omission or defacement or corruption of any data or other content through the product or otherwise arising out of or in connection with any provision of this EULA, even in the event of the fault of SharkNinja, strict liability, breach of contract, or breach of warranty of SharkNinja or any supplier, and even if SharkNinja or any supplier has been advised of the possibility of such damages. SharkNinja shall have no liability with respect to the content of the SN APPS or any part thereof, including but not limited to errors or omissions contained therein, libel, infringements of rights of publicity, privacy, trademark rights, business interruption, personal injury, loss of privacy, moral rights, or the disclosure of confidential information.

11. APPLICABLE LAW. The laws of the Commonwealth of Massachusetts will govern this EULA and You hereby consent to exclusive jurisdiction and venue in the state and federal courts sitting in the Commonwealth of Massachusetts.

12. ASSIGNMENT. SharkNinja may assign this EULA without notice to Licensee.

13. ENTIRE AGREEMENT. This EULA (including any addendum or amendment to this EULA which is included with the SN Devices) is the entire agreement between You and SharkNinja relating to the SN APPS and all other parties or programs. This EULA supersedes any previous oral agreements or representations with respect to the SN APPS or any other subject matter covered by this EULA. To the extent the terms of any SharkNinja policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

If you have questions regarding this EULA, please contact SharkNinja at 89 A Street, Suite 100, Needham, MA 02494.
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, HEPA filters, pads, 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.
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 for product care and maintenance self-help. Our Customer Service Specialists are also available at 1-800-798-7398 to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of $24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim
You must call 1-800-798-7398 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.

The Two (2) 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 two (2) years 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 two (2) years 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, HEPA filters, pads, 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.
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 for product care and maintenance self-help. Our Customer Service Specialists are also available at 1-800-798-7398 to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

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How to initiate a warranty claim
You must call 1-800-798-7398 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
registeryourshark.com

RECORD THIS INFORMATION
Model Number: _______________________
Date Code: _________________________
Date of Purchase: ______________________ (Keep receipt)
Store of Purchase: ______________________

TIP: You can find the model and serial numbers on the QR code label located on the bottom of the robot and battery.

EXPECTED PERFORMANCE
Expected runtime: 60 minutes
Expected charging time: 3 hours

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner’s Guide is designed to help you keep your Shark ION™ Robot running at peak performance.

SharkNinja Operating LLC
US: Needham, MA 02494
CAN: Ville St-Laurent, QC H4S 1A7
1-800-798-7398
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.

For SharkNinja U.S. Patent information, visit sharkninja.com/uspatents

FCC WARNINGS
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 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 used in 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.

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.

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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