# Shark IQ ROBOT

## Robot Vacuum

### AV993 Series

## OWNER'S GUIDE




WORKS WITH alexa

works with the Google Assistant

# 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:**

### GENERAL WARNINGS

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

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 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 robot dust bin and filters in place.
11. **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.
12. **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.
13. **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.
14. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
15. **DO NOT** use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
16. **DO NOT** place vacuum cleaner on unstable surfaces.
17. **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). **DO NOT** use as an attachment to power tools for dust collection.
    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)
18. **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)
    d) Near fireplaces with unobstructed entrances.
    e) In an area with a space heater.
19. Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance or troubleshooting.
20. Allow all filters to air-dry completely before replacing in the robotic vacuum cleaner to prevent liquid from being drawn into electric parts.
21. **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

22. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
23. 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.
24. Use **ONLY** the Shark® charging dock XSKDOCK100 and use only battery RVBAT850. Use of batteries or battery chargers other than those indicated may create a risk of fire.
25. 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.
26. 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.
27. 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.
28. **DO NOT** expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
29. Non-rechargeable batteries cannot be recharged.
30. Robot is not to be operated in an area where a direct hazard is located.

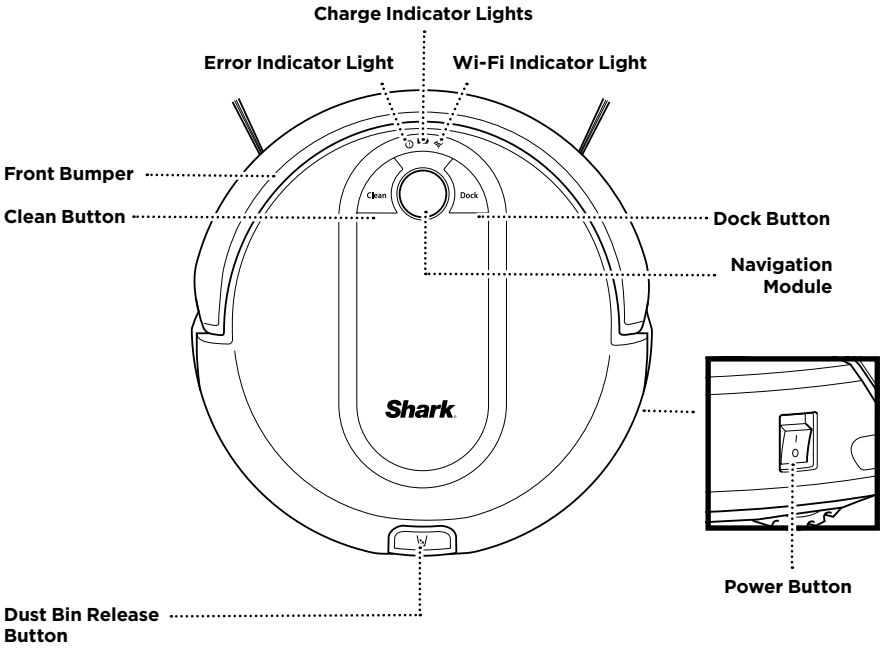
### BOTBOUNDARY® STRIPS

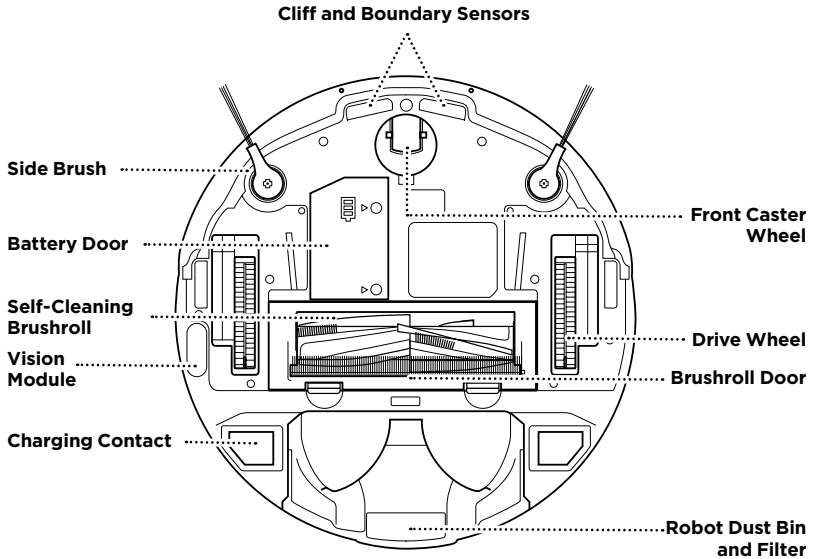
31. **DO NOT** put BotBoundary strips underneath carpet or rugs.
32. Always use BotBoundary strips around reflective flooring and surfaces.
33. BotBoundary strips should always be used near carpeted stairs.
34. **DO NOT** place BotBoundary strips within 10 feet of the dock.
35. For your robot's cliff sensors to work properly, all runners, rugs, or carpets must be eight inches from any stairs (or it 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 BotBoundary strip to block off the stairs.

# SAVE THESE INSTRUCTIONS

For the latest warnings and cautions, go to **sharkclean.com/robothelp**

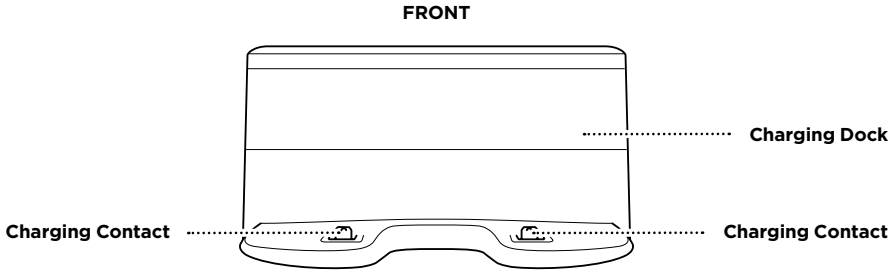

sharkclean.com

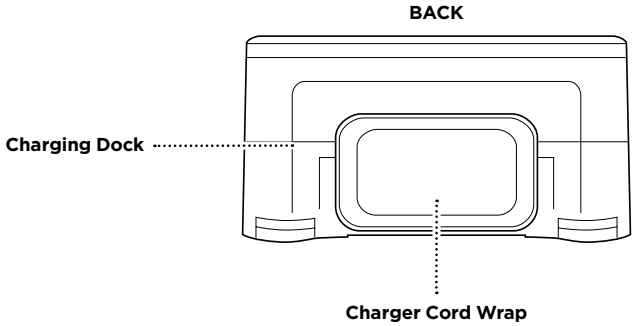


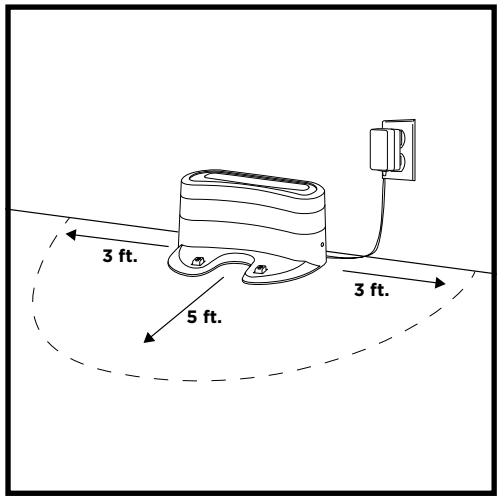


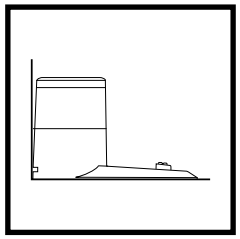

GETTING TO KNOW YOUR SHARK IQ ROBOT®

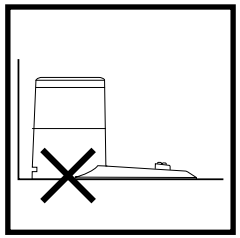


## DOCK SETUP





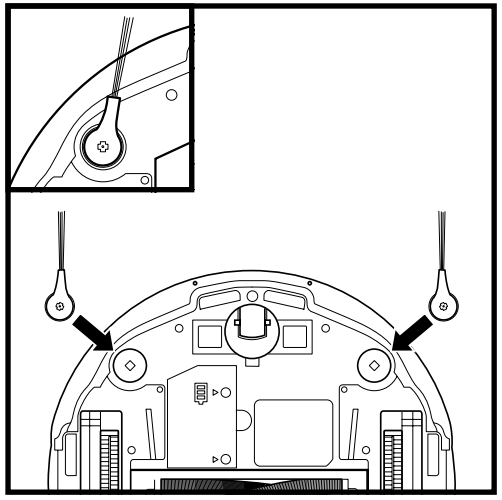
**NOTE:** Select a permanent location for the **Charging Dock**, because every time you relocate it, your robot will be required to completely re-map your house.

**NOTE:** For best results, set up on bare floor or thin carpet.

**NOTE:** Do not place dock against baseboards, heating elements, or in direct sunlight.

Choose a level surface in a central area. Remove any objects that are closer than 3 feet from either side of the dock, or closer than 5 feet from the front of the dock. Place the dock with its back against the wall. Plug the cord into an outlet. The indicator light on the dock will illuminate green when the dock has power. The dock must be plugged in continuously for the robot to find it.

## INSTALLING THE SIDE BRUSHES

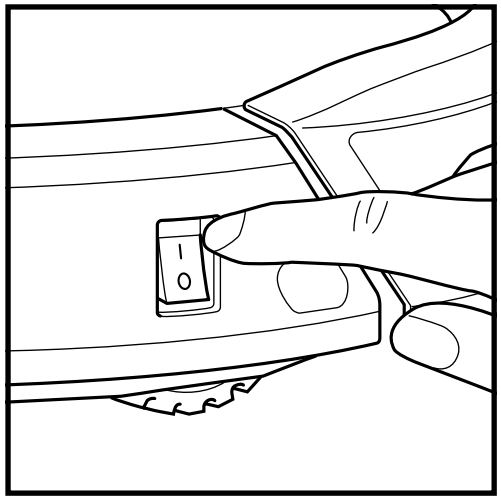


Snap the 2 included **Side Brushes** onto the square pegs on the bottom of the robot.

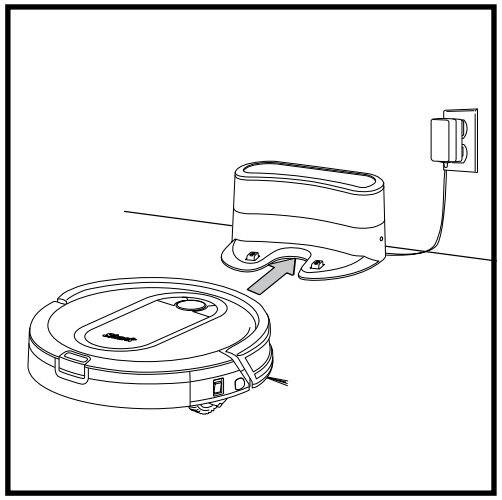


## CHARGING

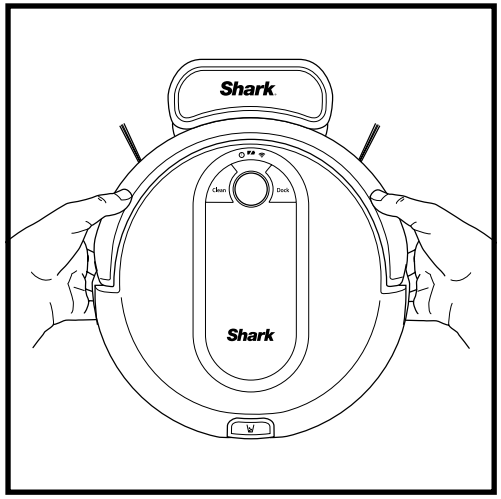
**IMPORTANT:** The Shark IQ Robot® has a pre-installed rechargeable battery. Battery should be fully charged before using. It may take up to 6 hours to fully charge.




To charge, the **Power** button on the side of the robot must be in the ON position (I). The robot will beep when charging begins.



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.

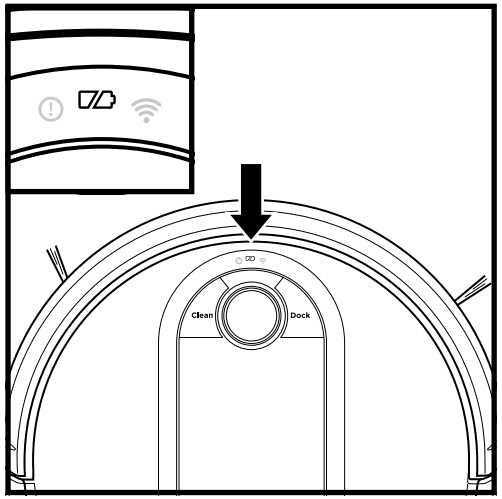



If the robot has no charge and cannot return to the dock, manually place it on the dock. The dock indicator light will flash blue and the robot will beep when charging begins.

**NOTE:** When manually placing the robot on the dock, make sure the **Charging Contacts** on the bottom of the robot are touching the ones on the dock. While the robot is charging, both blue LED lights will flash. When charging is complete, both blue lights will illuminate steadily.

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

## CHARGE INDICATOR LIGHTS




**In Use**




**While Charging (Blue)**



**No Charge or Off**



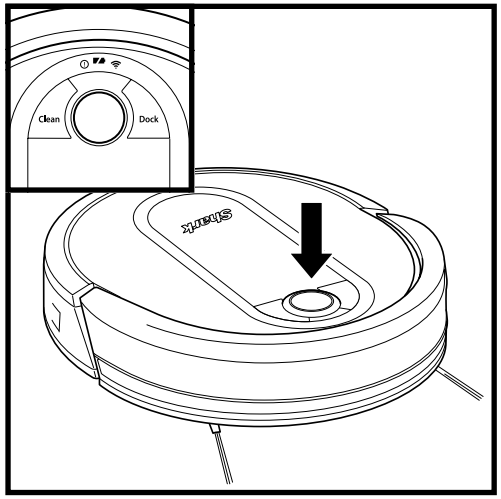
The blue indicator lights on the robot show how much charge is remaining.

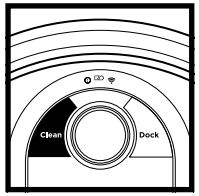
While the robot is charging, both blue LED lights will flash. When charging is complete, both blue lights will illuminate steadily. It may take up to 6 hours to fully charge your robot.

**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.



## BUTTONS AND INDICATOR LIGHTS



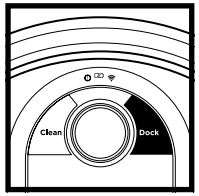

### CLEAN BUTTON

Press to begin a cleaning session. Press again to stop.

### RECHARGE & RESUME

Press and hold the CLEAN button for 15 seconds to turn Recharge & Resume ON or OFF.

The Recharge & Resume function is turned OFF by default. Turn ON Recharge & Resume for complete coverage if your home's floor plan is bigger than 1500 sq. ft. Your robot will return to the dock, recharge, and can pick up cleaning where it left off.




### DOCK BUTTON

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



### CHARGE INDICATOR LIGHTS

Display the amount of charge remaining in the battery.



### "!" ERROR INDICATOR

See Troubleshooting section for full list of error codes.



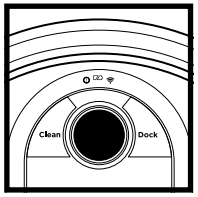
### WI-FI INDICATOR

Blue light: connected to Wi-Fi.

Red light: not connected.

Flashing blue: setup mode.

No light: not set up yet.




### NAVIGATION MODULE

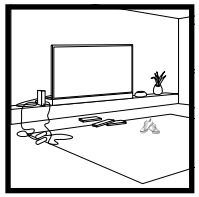
Please keep clear and do not cover.

Upward-facing sensor aids advanced navigation.

## 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 bumping into objects or navigating to areas you don't want it to, use the included BotBoundary® strips. For best results, prepare your home as indicated below, and schedule a daily cleaning to ensure all floor areas are regularly maintained.

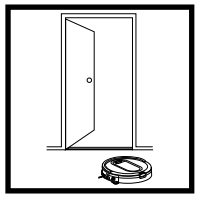
**NOTE:** Scheduling is one of many features that are only available in the app.



**OBSTRUCTIONS**
Clear cords and small objects from floors and open interior doors to ensure complete coverage of your home.



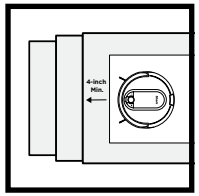
**SCHEDULING**
For a constant state of clean, set up a cleaning schedule in the app.



**THRESHOLDS**
Your robot may have trouble clearing some thresholds higher than 7/8ths of an inch. Block off high thresholds with the included BotBoundary® strips.



**AVOID MOVING THE ROBOT & DOCK**
While your robot is cleaning, do not pick it up and move it to a different room, or move the charging dock—this will impact the robot's navigation.




**STAIRS**
Your robot's cliff sensors will prevent it from falling off ledges. For the cliff sensors to work properly, all runners, rugs, or carpets must be at least 8 inches from any stairs (or extend over the edge of the stairs.)

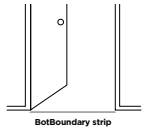
**IMPORTANT:** Before cleaning an entire room for the first time, we recommend that you first test your robot on a small section of the floor to ensure there is no scratching.

### BOTBOUNDARY® STRIPS

**USAGE INSTRUCTIONS**

1. You can cut BotBoundary strips to shorten them as needed. (**18-inch minimum**) If cutting a strip, make sure it's still long enough to cover the entire area you need to block off. Gaps may cause BotBoundary strips to malfunction.
2. Make sure each BotBoundary strip lies completely **flat** against the floor, with no overlapping. **NOTE: DO NOT** place BotBoundary strips on top of one another.
3. For best results, place the strips between fixed objects like furniture legs or door frames, or make a closed loop around an obstacle.

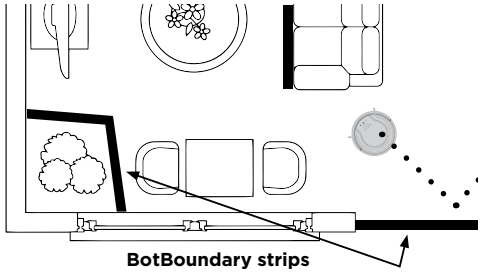



**PREPPING YOUR HOME USING BOTBOUNDARY STRIPS**

Use the BotBoundary strips to quickly and easily create no-go zones to keep your robot out of the areas you would like it to avoid. These may include:

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

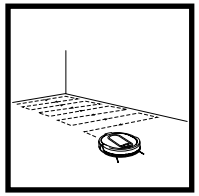


**BotBoundary strips**



## USING THE SHARK IQ 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 Dock button.

**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 picking up or moving the robot or dock. If either are relocated, the robot may not be able to follow its intelligent cleaning path, or find its way back to the dock. If the robot is picked up or moved for any reason, it should be returned to within 6 inches of its last location.

# USING THE SHARK IQ ROBOT®

Please visit **sharkclean.com/app** or call 1-888-228-5531 for answers to all your app questions.

## USING THE SHARK CLEAN™ APP AND VOICE CONTROLS

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

- **Recharge and Resume**
  Use Recharge and Resume to help ensure complete, multi-room coverage in your home.
- **Volume Control**
  You can adjust the volume level of your robot's audio notifications.



- **Scheduling**
  Set 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™.

Download on the App Store  GET IT ON Google Play

### SETTING UP VOICE CONTROL WITH THE GOOGLE ASSISTANT OR AMAZON ALEXA

Visit **sharkclean.com/app** for setup instructions which include how to enable Shark Skill for Amazon Alexa and using with Google Assistant.

**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."

## 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**

**Reboot your robot**

- Press the power button on the side of the ROBOT to the OFF position. Wait 10 seconds, then press it again to turn power back ON.

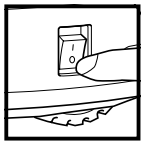
**Reboot your router**

- Unplug the router power cable for 30 seconds, then plug it back in. Allow several minutes for your router to reboot completely.

| 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 alternately)** | Wrong user name or password for your Shark account |
| **! + Wi-Fi (Flashing RED at the same time)** | Cannot connect to Wi-Fi |

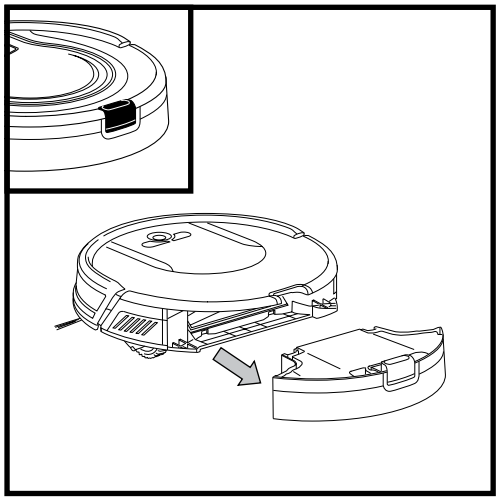


# MAINTENANCE

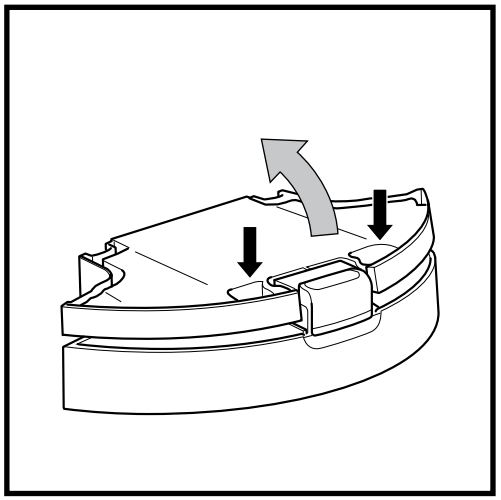


**CAUTION:** Turn off power before performing any maintenance.

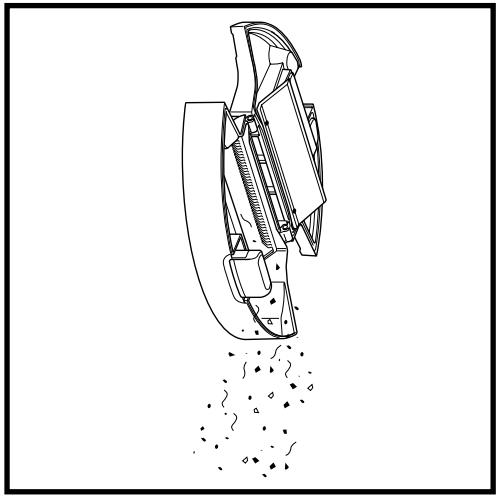
## EMPTYING THE DUST BIN



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

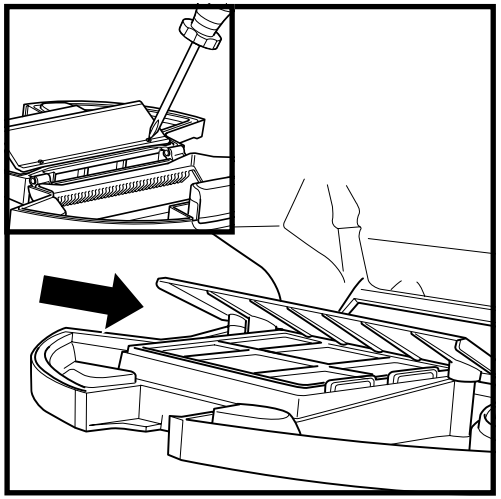


To avoid spills, be sure to hold the dust bin in an upright position. Use the finger slots to open the lid.



Empty debris and dust into trash.

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



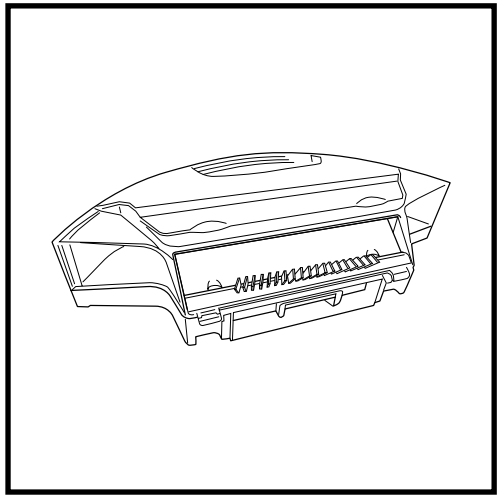
Look between the filter and plastic shield and make sure there is no debris buildup.

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

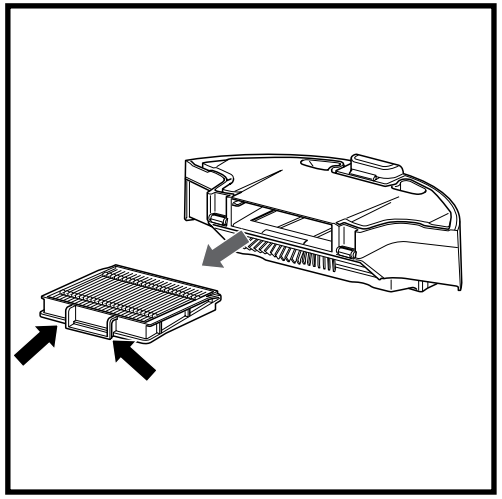
## CLEANING AND REPLACING THE FILTER

For optimal suction power, regularly clean and replace the filter inside the robot's dust bin.
**See sharkaccessories.com for replacement filters.**

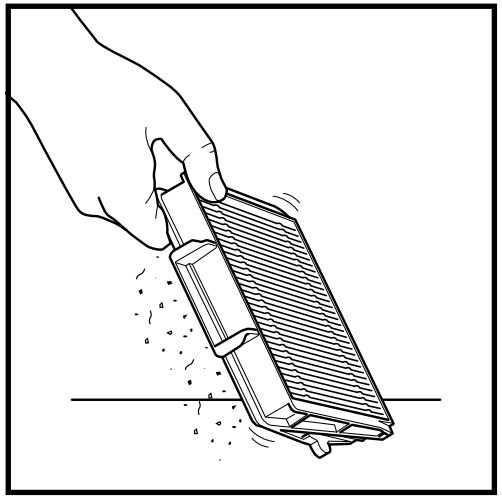
**IMPORTANT: DO NOT** use water when cleaning the filter.



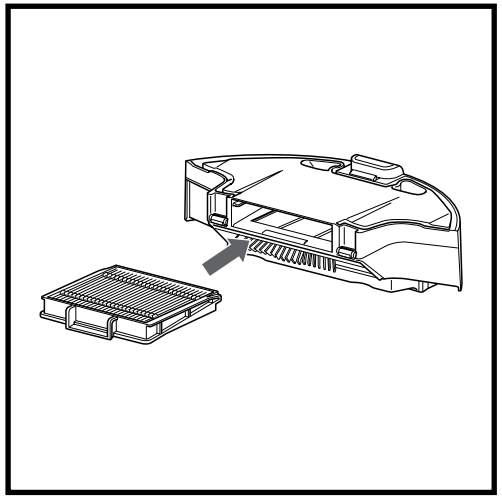
Remove and empty the dust bin. Clean any hair or debris off the **Anti-Tangle Comb** on the back of the dust bin.



Pull filter out of the dust bin by the tabs.



Lightly tap the filter to remove dust and debris.



Reinsert the filter into the dust bin, then slide the dust bin back into the robot.

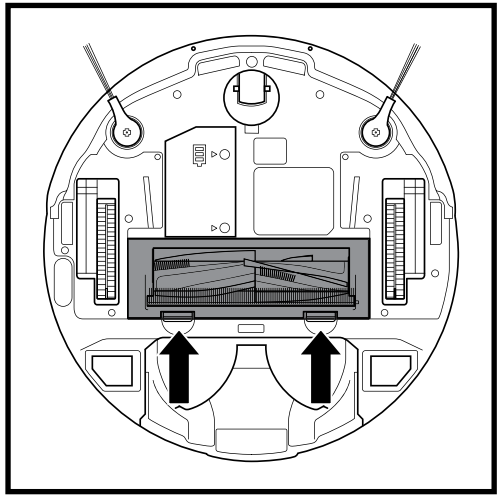
**NOTE:** Make sure to insert the dust bin completely, until it clicks into place.



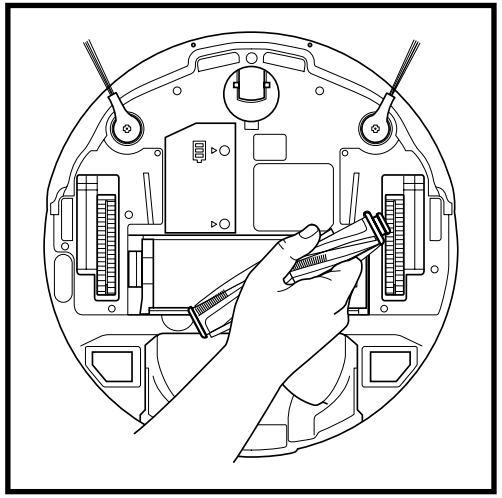


## SELF-CLEANING BRUSHROLL

The **Self-Cleaning Brushroll** actively removes hair wrap while your robot cleans. If some debris remains wrapped around the brushroll, continue cleaning to allow the brushroll to clean itself.



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



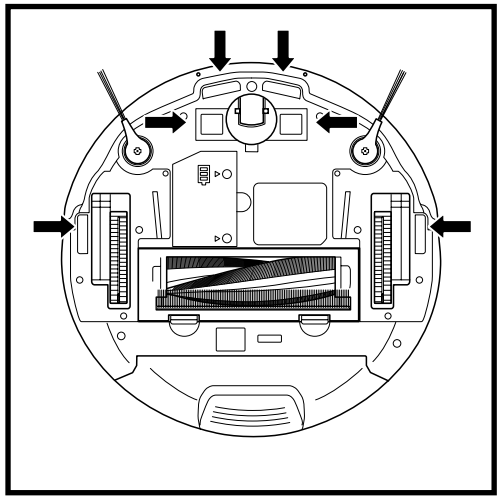
Lift out the brushroll and clean off any debris.

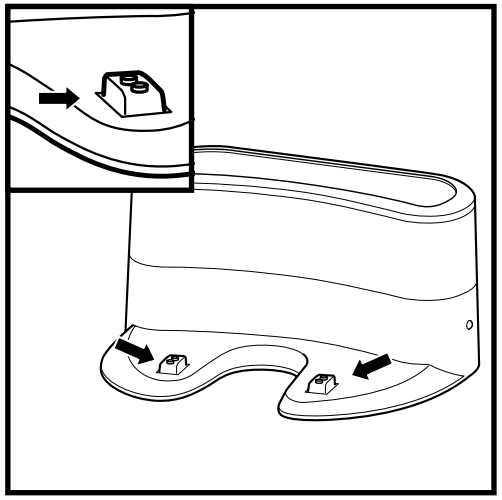
Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

**NOTE:** Replace brushroll every 6 to 12 months, or when visibly worn. See sharkaccessories.com for replacement parts.
**NOTE:** When cutting away debris, be sure not to cut the brushroll.

## CLEANING SENSORS AND CHARGING PADS

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

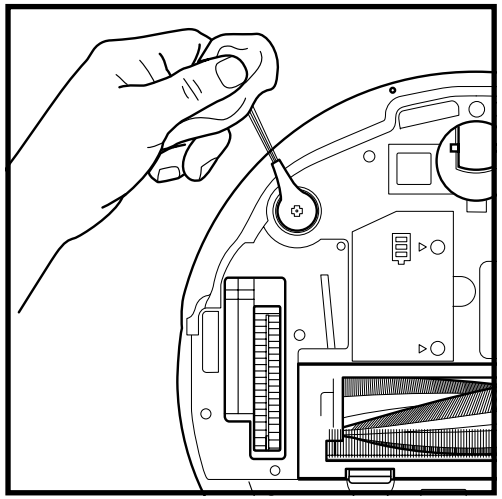




**IMPORTANT:** The robot uses cliff sensors to avoid stairs and other steep drops. Sensors may work less effectively when they are dirty. For best results, clean sensors regularly.

## 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.

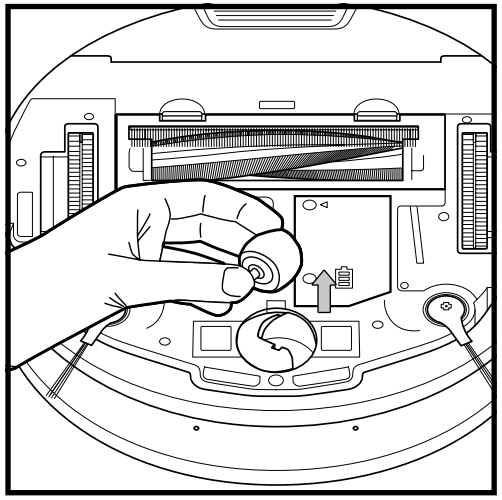
**NOTE:** Remove and replace any side brushes that are bent or damaged. To remove a brush, lift it off its peg.



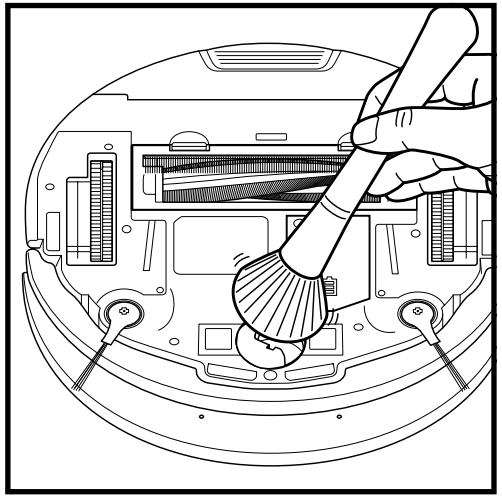


## CLEANING THE WHEELS

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



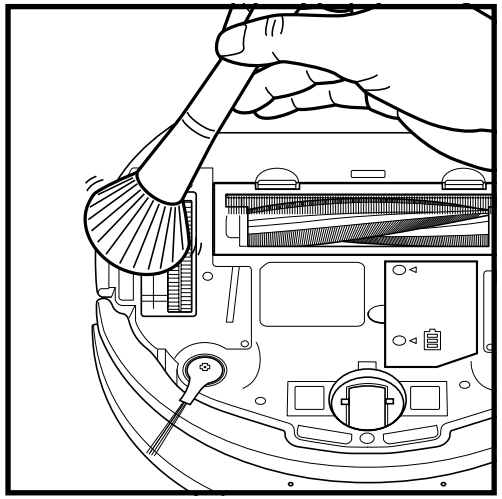
Pull the **Front Caster Wheel** from its housing and remove any debris buildup.



Clean the wheel housing, then reinsert the caster wheel.

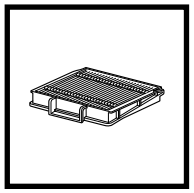
**NOTE:** Tools may be required to pry off front caster wheel.

**NOTE:** Brush not included.

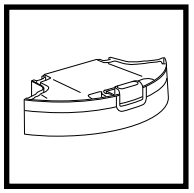


Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

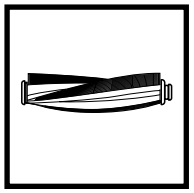
## REPLACEMENT PARTS



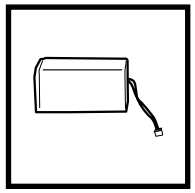
**Filter**



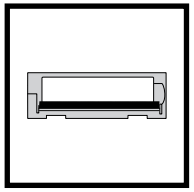
**Robot Dust Bin**



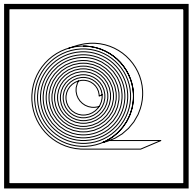
**Brushroll**



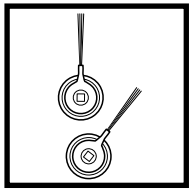
**Battery**



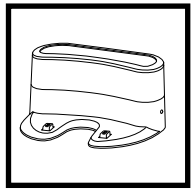
**Brushroll Door**



**BotBoundary®**



**Side Brushes**



**Charging Dock**

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



## MAINTENANCE



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

### TROUBLESHOOTING

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

| ERROR CODE | ERROR NUMBER | SOLUTION |
|---|---|---|
| **CLEAN (RED)** flashing | **10** | Robot may be stuck on an obstacle. Move robot to a new location on a level surface. |
| **DOCK (RED)** flashing | **6** | Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely. |
| **CLEAN (BLUE) + DOCK (RED)** solid | **14** | BotBoundary® error. Move your robot to a flat surface away from the magnetic boundary strip and try cleaning again. |
| **CLEAN (RED) + DOCK (BLUE)** flashing | **7** | Cliff sensor error. Move your robot to a new location and clean its cliff sensors. |
| **CLEAN (RED) + DOCK (RED)** flashing | **9** | Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place. |
| **DOCK (RED) + ! (RED)** flashing | **2** | Side brush is stuck. Remove any debris from around the side brushes so they move freely. |
| **CLEAN (RED) + DOCK (RED) + ! (RED)** flashing | **2** | A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely. |
| **CLEAN (RED) + DOCK (BLUE)** alternating | **16** | Robot is stuck. Move your robot to a new location and make sure the front bumper moves in and out freely. |
| **CLEAN (BLUE) + ! (RED)** flashing | **2** | Blockage in brushroll. Remove any debris from around the brushroll so that it can spin freely. |
| **CLEAN (RED) + DOCK (BLUE) + ! (RED)** flashing | **21** | Robot has encountered an error while booting. Please turn the power off and back on. |
| **CLEAN (BLUE) + DOCK (RED)** flashing | **23** | Make sure the dock indicator light turns blue to confirm your robot is placed on the dock correctly. |
| **BATTERY ICON (RED)** flashing | **24** | Battery is critically low and needs recharging. Please pick up your robot and place it on the dock. Make sure the dock indicator light turns blue to confirm your robot is placed on the dock correctly. |
| **CLEAN (RED) + ! (RED)** alternating | **2** | Blockage in brushroll. Remove any debris from around the brushroll so that it can spin freely. |
| **DOCK (RED) FLASHING + ! (RED)** solid | **26** | Blockage in dust bin. Check dust bin for clogs. Clear any debris and reinstall the dust bin, ensuring that it clicks into place. |
| **DOCK (BLUE) + ! (RED)** flashing | **24** | Robot has encountered an error while charging. Please make sure you are using the correct power cord for the dock. |
| **CLEAN (RED) + ! (RED)** flashing | **3** | Suction motor failure. Remove and empty the dust bin, clean the filters, and remove blockages. |
| **CLEAN (BLUE) + DOCK (RED) + ! (RED)** flashing | **2** | Wheel motor encoder failure. Please contact Shark Customer Service at 1-888-228-5531. |

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

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**4. DATA AND PRIVACY.** SharkNinja is committed to ensuring your privacy by adhering to high standards of fairness and integrity. We are committed to keeping our customers informed about how we use the information we gather from You through the use of each of our websites or SN APPS. Our privacy practices are described in SharkNinja's Privacy Policy, as well as in separate notices given when an app, product, or service is purchased or downloaded. By using SN APPs or providing us with your personal information, You are accepting and consenting to the practices, terms, and conditions described in SharkNinja's Privacy Policy. At all times your information will be treated in accordance with the SharkNinja Privacy Policy, which is incorporated by reference into this EULA and can be viewed at the following URL: http://www.sharkninja.com/privacypolicy.

**5. THIRD-PARTY APPLICATION LIBRARIES AND EMBEDDED SOFTWARE.**

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.



## END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

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5.8 You will not probe, attack, scan, or test the vulnerability of the systems/services of SharkNinja's other licensors.

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**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 Licensor.

**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 supersedes all prior or contemporaneous oral or written communications, proposals and 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.

## 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**.
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 **1-888-228-5531** 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 $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 **1-888-228-5531** 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

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 labels on the bottom of the robot and battery.

### 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 IQ 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

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 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.

## 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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