

# *Shark* MATRIX™ PLUS

## Robot Vacuum

UR2360S  
OWNER'S GUIDE

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# 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

1. Remove cords from the area to be cleaned.
2. Do not operate the robotic vacuum cleaner in a room where an infant or child is sleeping.
3. Do not operate the robotic vacuum cleaner in an area where there are lit candles or fragile objects on the floor to be cleaned.
4. Do not operate the robotic vacuum cleaner in a room that has lit candles on furniture that the robotic vacuum cleaner may accidentally hit or bump into.
5. Do not allow children to sit on the robotic vacuum cleaner.
6. Do not use the robot on a wet surface, unless it is a WD model mopping robot.

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

7. The robotic vacuum cleaner system consists of a robotic vacuum and a Self-Empty Base with a power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
8. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
9. Use only identical replacement parts.
10. This robotic vacuum cleaner contains no serviceable parts.
11. 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.
12. With the exception of filters, **DO NOT** expose any parts of the robotic vacuum cleaner to water or other liquids.

13.  **DO NOT put hands into any opening in the Self-Empty Base or robot.**

### USE WARNINGS

14. 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.
15. To minimize the risk of the robotic vacuum cleaner 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 it from passing beyond the set boundary. Adjust settings as necessary.
16. 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.
17. **DO NOT** look directly into laser.
18. Always turn off the robotic vacuum cleaner before inserting or removing the filter or dust bin.
19. **DO NOT** handle plug, Self-Empty Base, charging cable, or robotic vacuum cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
20. **DO NOT** use without robot dust bin and filters in place.
21. **DO NOT** damage the cord:
  - a) **DO NOT** pull or carry Self-Empty 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.

- 22. 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.
- 23. 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.
- 24.** Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 25. DO NOT** use if robotic vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 26. DO NOT** place robotic vacuum cleaner on unstable surfaces.
- 27. DO NOT** use to pick up:
- Liquids.
  - Large objects.
  - Hard or sharp objects (glass, nails, screws, or coins).
  - Large quantities of dust (drywall dust, fireplace ash, or embers.)
  - DO NOT** use as an attachment to power tools for dust collection.
  - Smoking or burning objects (hot coals, cigarette butts, or matches).
  - Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
  - Toxic materials (chlorine bleach, ammonia, or drain cleaner).
  - Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution).
- 28. DO NOT** use in the following areas:
- Wet or damp surfaces.
  - Outdoor areas near fireplaces with unobstructed entrances.
  - 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.)
  - In an area with a space heater.
  - Near fireplaces with unobstructed entrances.
- 29.** Turn off the robotic vacuum cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
- 30.** Allow all filters to air-dry completely before reinstalling them to prevent liquid from being drawn into electric parts.
- 31. 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.
- 32. DO NOT** use any household cleaners (all-purpose cleaners, glass cleaners, bleach) on any of the polished high gloss surfaces on the Self-Empty Base or robotic vacuum cleaner as they contain chemicals that may damage these surfaces. Instead, use a cloth dampened with water to gently clean.

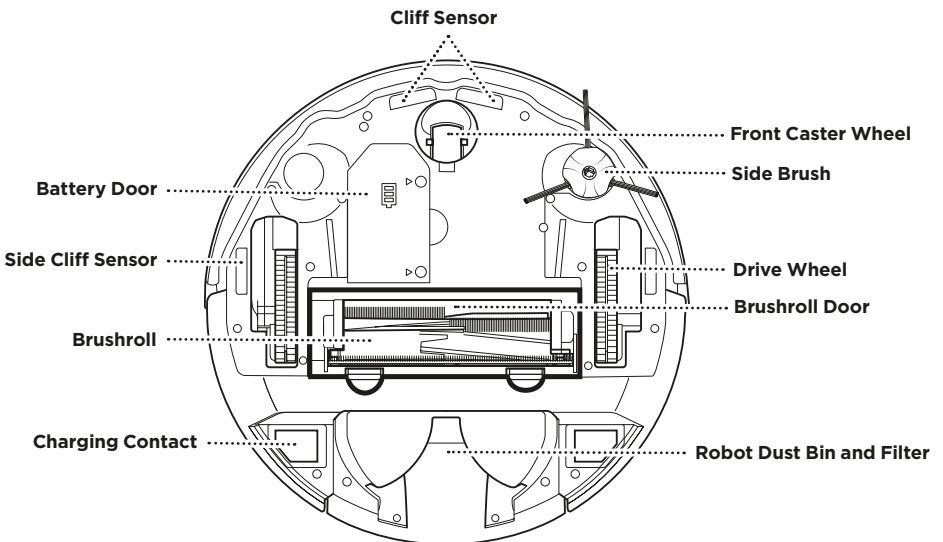
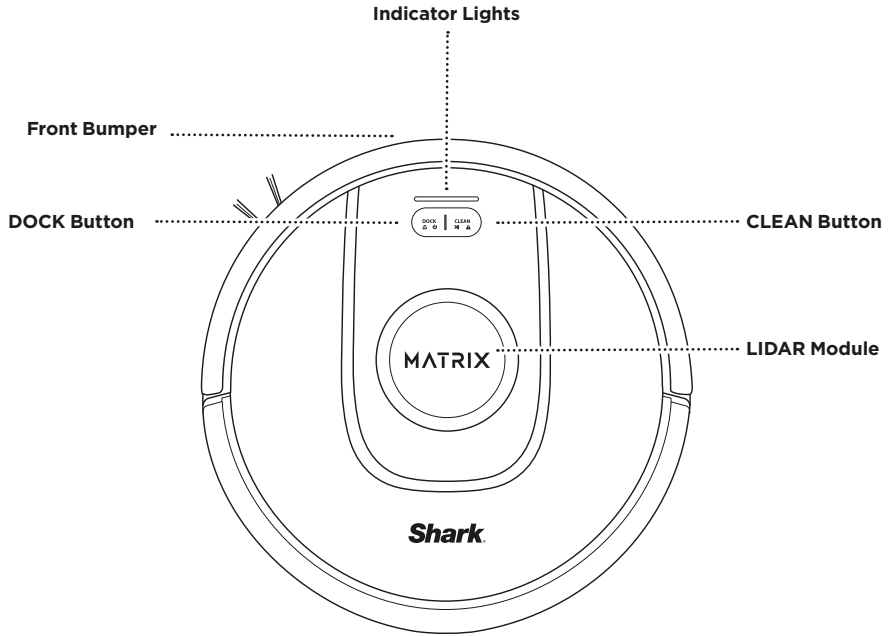
#### **BATTERY USE**

- 33.** The battery is the power source for the robotic vacuum cleaner. Carefully read and follow all charging instructions.
- 34.** To prevent unintentional starting, ensure the robotic vacuum cleaner is powered off before picking it up or carrying it. **DO NOT** carry the appliance with your finger on the power switch.
- 35.** Use ONLY the Shark® charging dock XDKUR2360S for robot UR2360S. For replacement battery, use RVBAT850 (26V) or RVBAT85004 (EVE20P) or RVBAT85005 (SP20P) battery packs.
- 36.** 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.
- 37.** 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.
- 38.** 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.
- 39. DO NOT** expose the robotic vacuum cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.

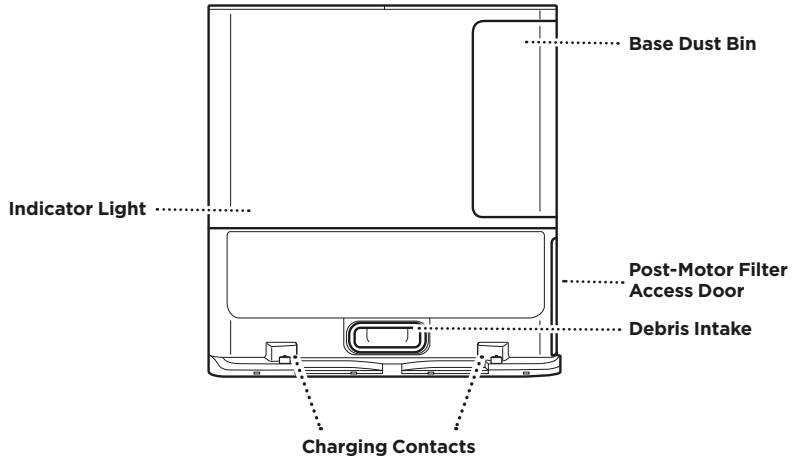
## **SAVE THESE INSTRUCTIONS**

For the latest warnings and cautions, go to [support.sharkclean.com](https://support.sharkclean.com)

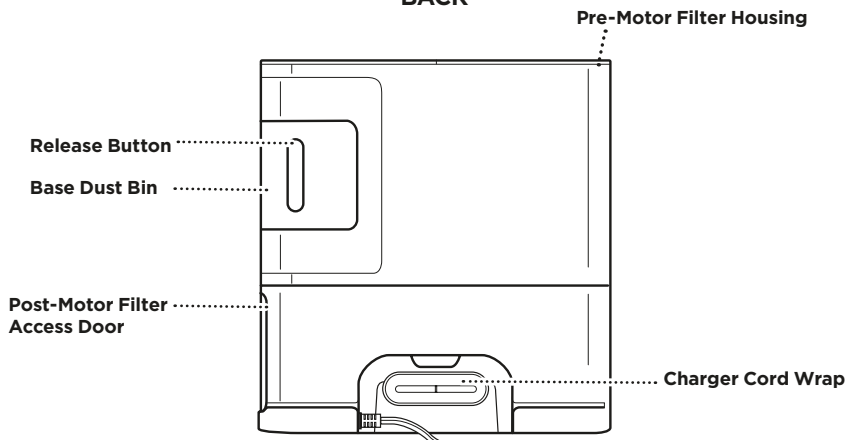
# GETTING TO KNOW YOUR SHARK MATRIX™ PLUS



**SELF-EMPTY BASE  
FRONT**



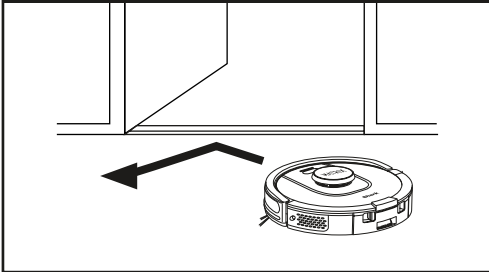
**SELF-EMPTY BASE  
BACK**



## LIVING WITH YOUR ROBOT

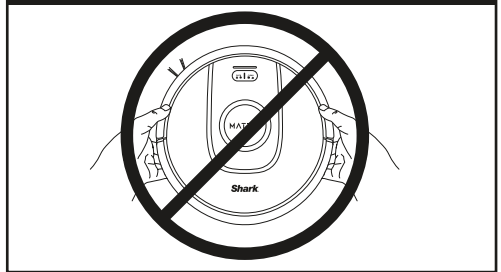
**Questions?** For how-to videos, FAQs, troubleshooting, and tips & tricks, call 1-800-668-9600 for robot support or visit: [support.sharkclean.com](http://support.sharkclean.com)

### 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.

### AVOID MOVING THE ROBOT OR SELF-EMPTY BASE



While your robot is cleaning, **DO NOT** pick it up and move it, or move the Self-Empty Base—this will impact the robot's navigation and ability to return to the base when cleaning is complete. If the base is moved, you will need to remap your home.

### CONNECTING YOUR ROBOT



For a connected experience and to access full robot functionality, iOS users must enable Bluetooth and Network Access in the app. Android users must enable Bluetooth, Network Access, and Location Access in the app.

### 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

- Take robot off base and press and hold down the DOCK button on the robot for 14 seconds. Turn your robot back on by placing it on the base.

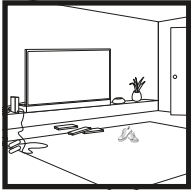
#### Reboot your router

- 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.



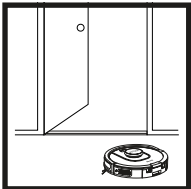
### OBSTRUCTIONS

Clear cords and objects smaller than 4" in height from floors and open interior doors to ensure a complete map of your home.



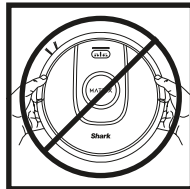
### SCHEDULING

Schedule whole-home vacuuming runs with the app.



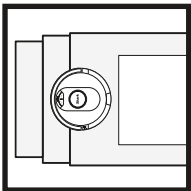
### THRESHOLDS

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.



### AVOID MOVING THE ROBOT & SELF-EMPTY BASE

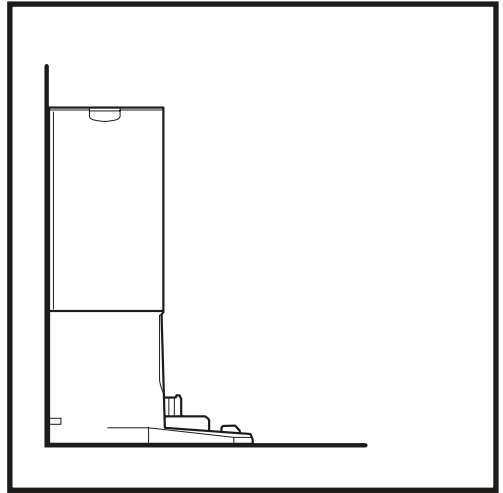
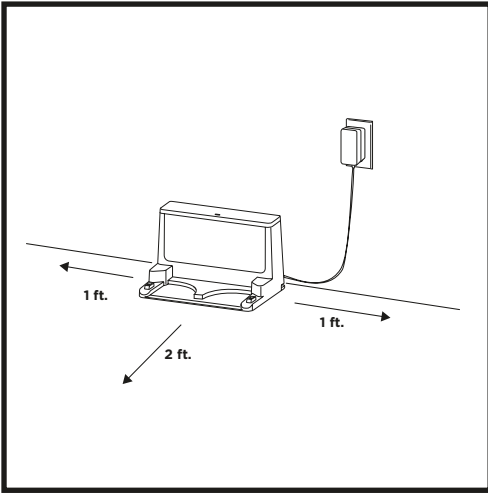
While your robot is cleaning, do not pick it up and move it, or move the base—this will impact the robot's navigation and ability to return to the base when cleaning is complete.



### STAIRS

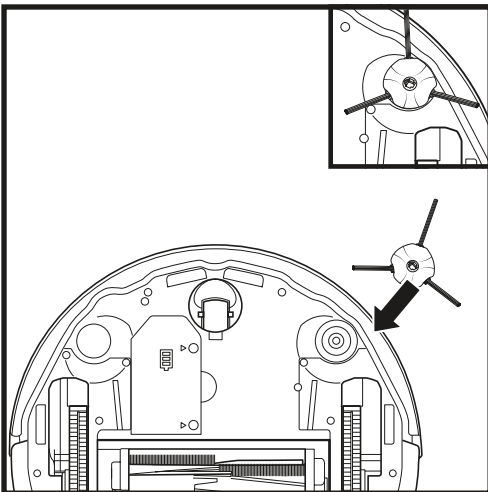
Your robot's cliff sensors will prevent it from falling off ledges. For the cliff sensors to work properly in any mode, all runners, rugs, or carpets must be at least 8 inches from any stairs, or must extend over the edge of the stairs.

## SELF-EMPTY BASE SETUP



- 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 it against baseboard heaters or other heating elements.
- Select a **permanent** location for the **Self-Empty Base** because every time you relocate it, your robot will have to completely remap your house. Remove protective film from robot and the base.
- **Remove any objects** that are closer than 1 ft. from either side of the base or closer than 2 ft. from the front of the base.
- Plug in the base. The indicator light will **illuminate green when the base has power**.

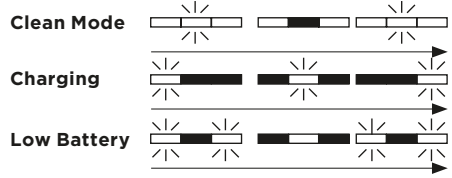
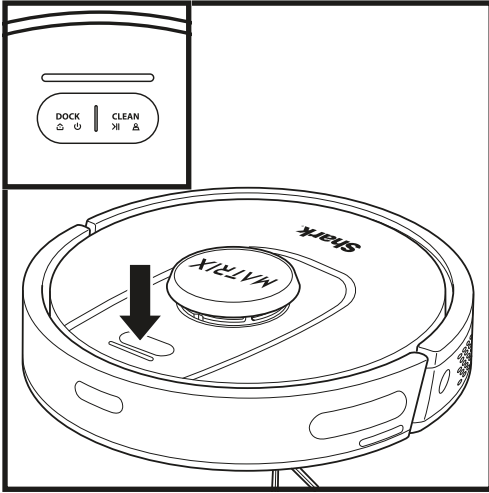
## INSTALLING THE SIDE BRUSH



Attach the side brush to the post on the bottom of the robot.

**NOTE:** Side brush design may vary.

## ROBOT INDICATOR LIGHTS



If your robot is low on battery, the left and right indicator lights will flash red. Manually place the robot on the base to begin charging.

While the robot is charging, all three indicator lights will illuminate white successively. It may take up to 6 hours to fully charge your robot.

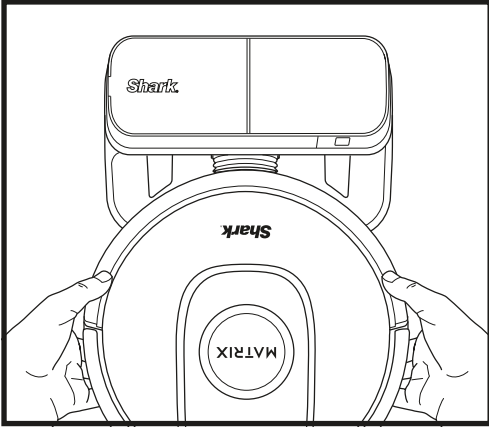
If the robot is idle and away from the Self-Empty Base for 10 minutes, it will enter **Sleep Mode**. Wake up the robot by pressing any button.

## SELF-EMPTY BASE INDICATOR LIGHTS

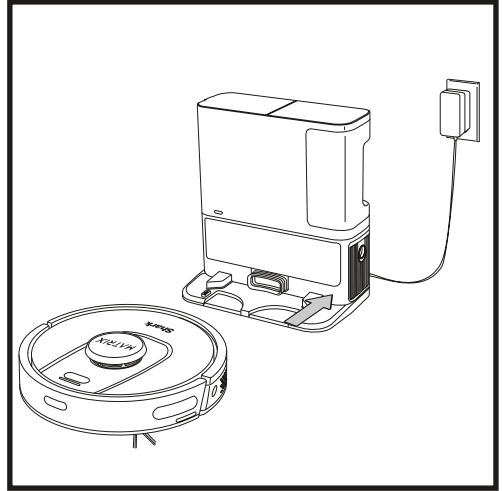
- **Base power on and robot charging:** Solid blue
- **Base power on but robot not charging:** Solid green
- **Robot evacuating into Self-Empty Base:** Pulsing green

## CHARGING

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



To turn on power, place the robot on the Self-Empty Base. When the robot is correctly placed, the base indicator light will illuminate blue and the robot will beep. If the base indicator light does not turn blue, unplug the cord from the wall outlet, then plug it back in. If the robot has no charge remaining or it can't return to the base, manually place it on the base.

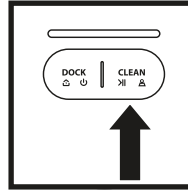
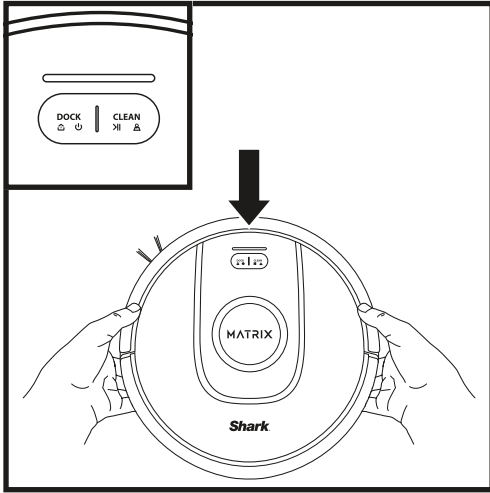


When the cleaning cycle is complete, or if the battery is running low, the robot will search for the Self-Empty Base. If the robot doesn't return to the base, its charge may have run out.

**NOTE:** When manually placing the robot on the Self-Empty 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 back of the robot.

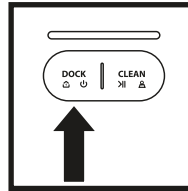
## DOCK AND CLEAN BUTTONS



### CLEAN BUTTON

If the robot is on the base, press the CLEAN button for a whole-home clean. Press again to pause the cleaning session.

For a Matrix Spot Clean of a specific 5-foot-by-5-foot area, place the robot in the spot to be cleaned, then press and hold the CLEAN button for 5 to 7 seconds.



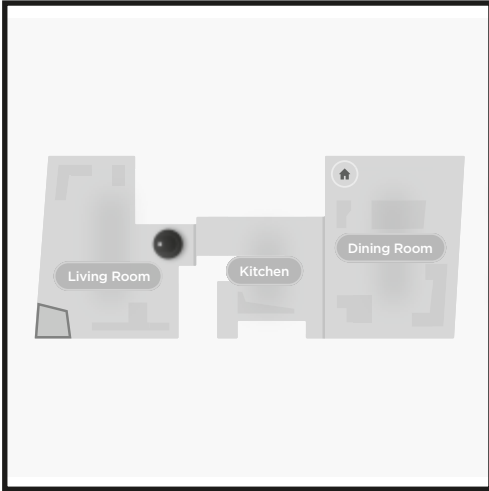
### DOCK BUTTON

To turn on/off your robot, press the DOCK button for 5-7 seconds.

Press the DOCK button to allow the robot to go back to the Self-Empty Base.

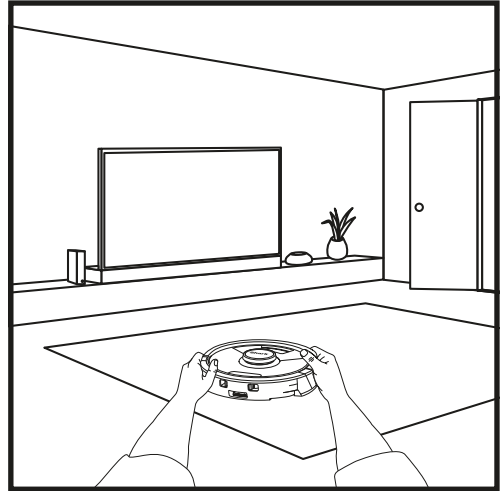
To reboot the robot, remove the robot from the base and press and hold the DOCK button for 14 seconds. To turn back on, return the robot to the base.

## CLEANING MODES



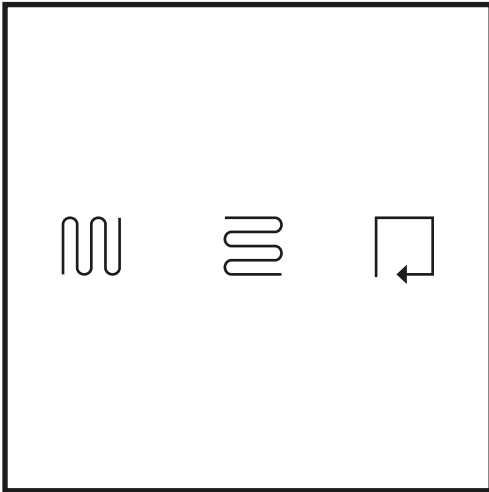
### Whole-Home Cleaning

To activate a whole-home clean when in vacuum-only mode, press the CLEAN button on the robot or in the app. The robot will clean perimeter areas first, then change to a row-by-row pattern.



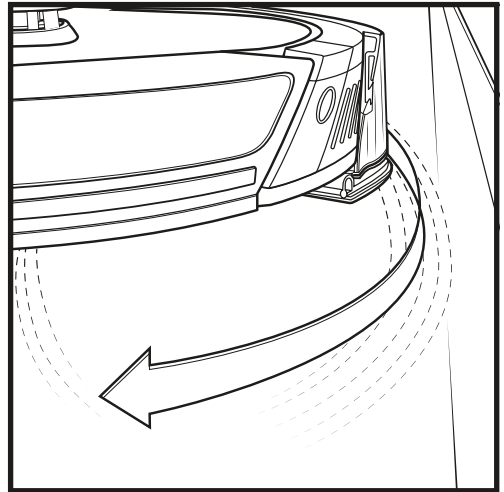
### Single-Room Matrix Clean

Once the robot has a created map, you can select a specific room for it to vacuum in Matrix Clean mode. Place the robot in the room to be cleaned, then press the CLEAN button. This function is also available through the app.



### Spot Clean

To clean a specific 5-foot-by-5-foot spot, place the robot in the area to be cleaned, then press and hold the CLEAN button for 5 to 7 seconds. The robot will clean the area in a matrix pattern. Spot Clean is also available through the app.



### CleanEdge

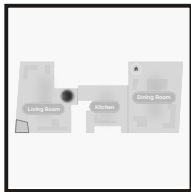
In CleanEdge mode, the fanjet blows air into the edges and corners of the room so that the robot can easily pick up debris from hard-to-clean areas. CleanEdge is automatically activated when the robot runs alongside walls at the start of its run, then turns off when the robot cleans the rest of the area.

# USING THE SHARK MATRIX™ PLUS

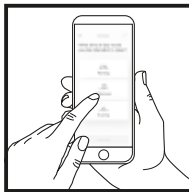
Please visit [support.sharkclean.com](http://support.sharkclean.com) or call 1-800-668-9600 for answers to all your app questions.

## USING THE SHARKCLEAN® APP AND VOICE CONTROLS

Get the most out of your Shark Matrix™ Plus with these app features:



- **Recharge and Resume**  
The robot will return to the Self-Empty Base, recharge, and can pick up where it left off.
- **Matrix Clean:** Targeted precision grid 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 [support.sharkclean.com](http://support.sharkclean.com) 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.

#### Amazon Alexa:

- Alexa, ask Shark to start vacuuming/cleaning the (room name).
- Alexa, start/stop the vacuum.
- Alexa, send the vacuum to Self-Empty Base.

### WI-FI TROUBLESHOOTING

- Typical home Wi-Fi networks support 2.5 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 1-800-668-9600.

### 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

- Take robot off Self-Empty Base and press and hold the DOCK button on the robot for 5-7 seconds to turn off power. To turn power back on, place the robot back 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.

ERROR CODE	PROBLEM
LEFT LED (BLUE) + MIDDLE LED (RED) flashing + RIGHT LED (BLUE)	Wrong password for Wi-Fi
LEFT LED (BLUE) + MIDDLE LED (RED) flashing + RIGHT LED (BLUE)	SSID cannot be found, try connecting again
LEFT LED (BLUE) + MIDDLE LED (RED) flashing + RIGHT LED (BLUE)	Cannot connect to Wi-Fi

### **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 DOCK button for 5-7 seconds. Wait 10 seconds, then turn the robot power back on by pressing and holding the DOCK 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.

### 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 updated to a new version of iOS, you may 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 SharkClean 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.

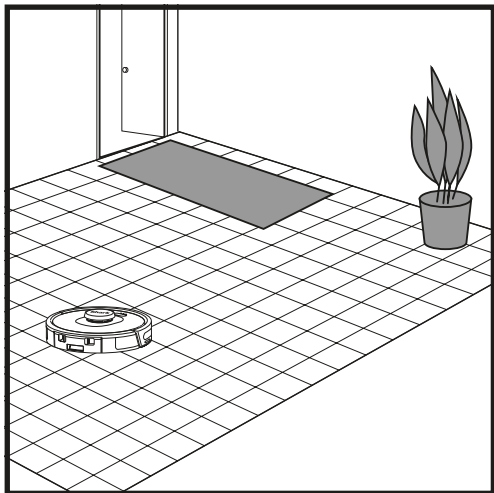
Open Wi-Fi settings on your phone, find the Shark network, then select Forget Network. Reopen the SharkClean® app and retry the connection process.

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 Self-Empty Base. Power the robot off, wait 10 seconds, and place it back on the base.

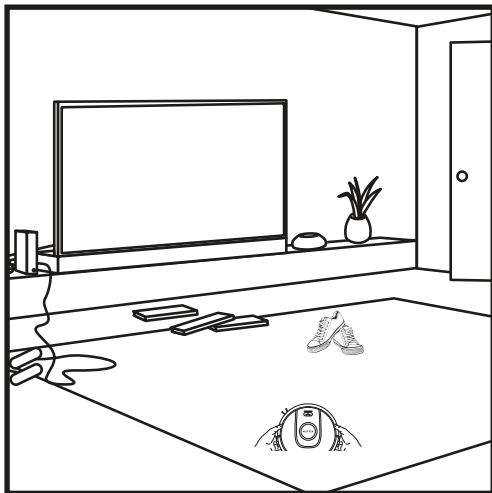
**NOTE:** Be sure to charge the robot completely before its first cleaning so that it can explore, map, and clean as much of your home as possible. It may take up to 6 hours to fully charge your robot.

## USING THE SHARK MATRIX™ PLUS

### 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 4.5" 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 Self-Empty Base, press the DOCK button.

### MATRIX CLEAN

Matrix Clean is targeted deep cleaning of a specific room or spot. A Matrix Clean can be activated with the SharkClean® app, or manually without the app.

To set up a Matrix Clean with the app, select a specific room or spot to be cleaned on the map. Your robot will clean this targeted area on demand.

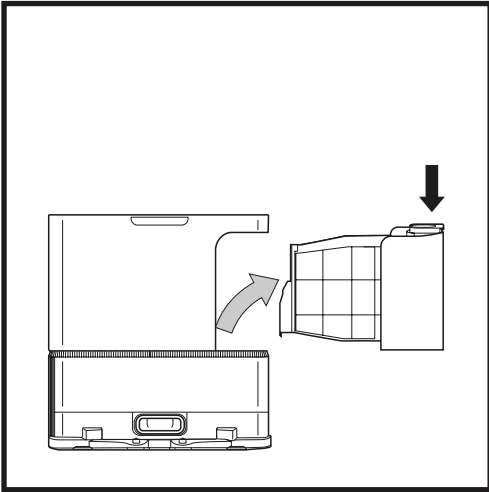
For a Matrix Spot Clean of a specific 5-foot-by-5-foot area, place the robot in the spot to be cleaned, then press and hold the CLEAN button for 5 to 7 seconds.

**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 Self-Empty Base. If it is relocated, the robot may not be able to find its way back. 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.

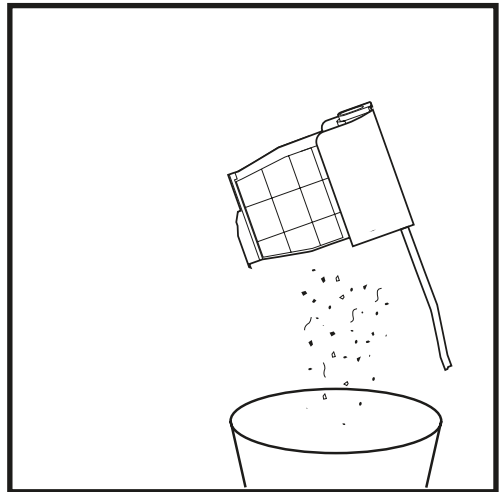
## MAINTENANCE

### MAINTAINING THE BASE DUST BIN



Depending on the size of the base, empty the base dust bin every 30 to 60 days or as needed.

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



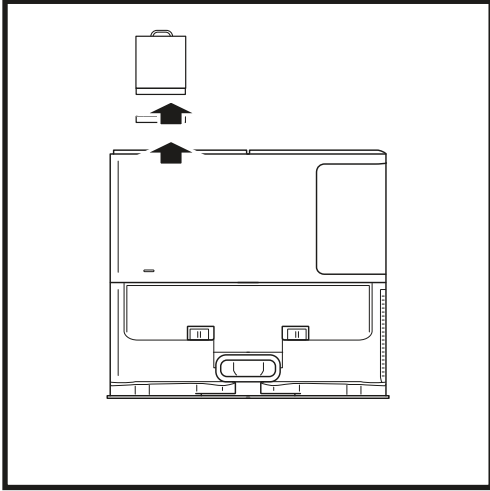
To empty the bin, hold it over the trash, then press the release button with the trash can icon on the side of the bin. The bin lid will open, releasing dust and debris. Lightly tap the dust bin against the inside of the trash receptacle to knock off any remaining debris. Reinstall the bin by sliding it into the slot in the base until it clicks into place.

## MAINTENANCE

### CLEANING AND REPLACING THE BASE FILTERS

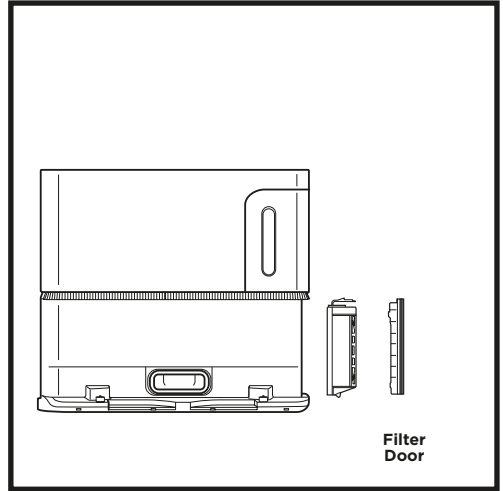
Regularly clean the filters to keep your vacuum's suction power optimal. Replace filters every 6-12 months or as needed.

**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, then rinse 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.



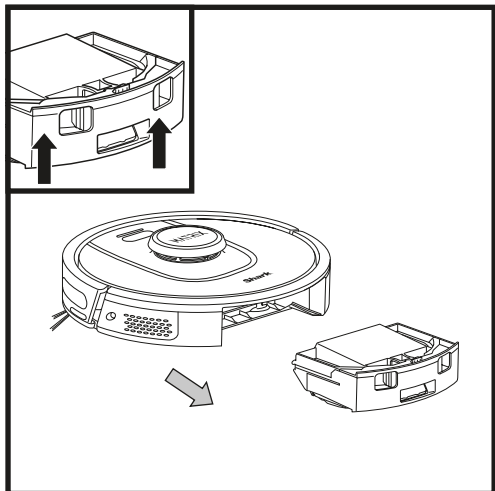
#### CLEAN POST-MOTOR FILTER EVERY YEAR

Press the button at the top of the Filter Door and slide the latch down to lift Filter Door off. Remove the **Post-Motor Filter** from the base by pulling the tab down. Tap the filters clean over the trash. Do not use water or soap to clean filters as this will cause damage. To reinstall the post-motor filter, insert it into the base and replace the filter door.

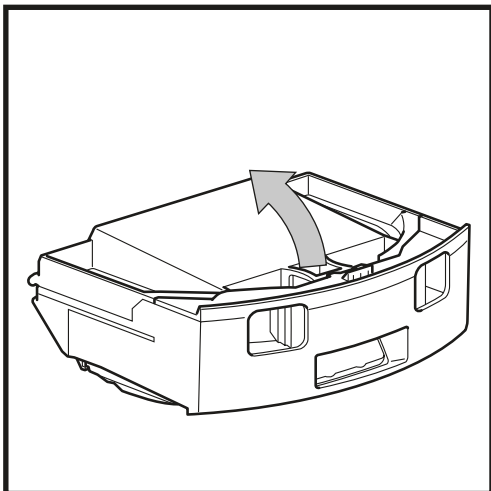
## MAINTENANCE

**CAUTION:** Turn off power before performing any maintenance. To turn the robot power off, press the DOCK button on the robot for 5-7 seconds.

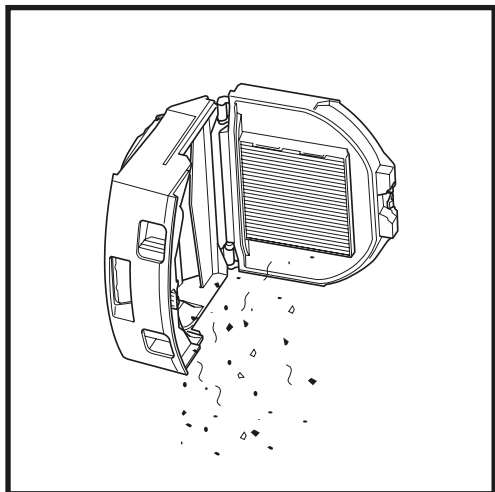
### EMPTYING THE ROBOT DUST BIN



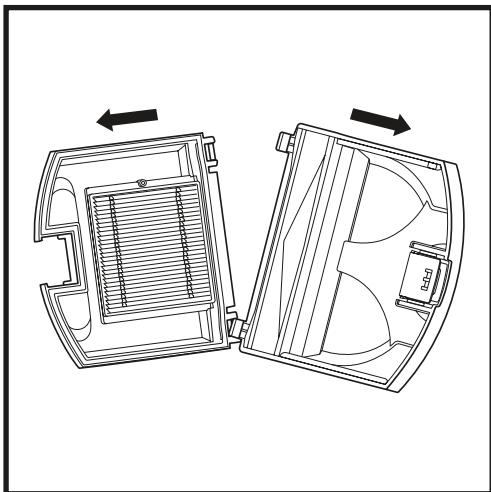
Press the **Dust Bin Release Button** and slide out the dust bin.



To open the dust bin, press the finger slots and lift the lid.



Every time you empty the dust bin, lightly tap dust and dirt off the filter, then use a dry cloth or soft brush to remove any remaining debris.



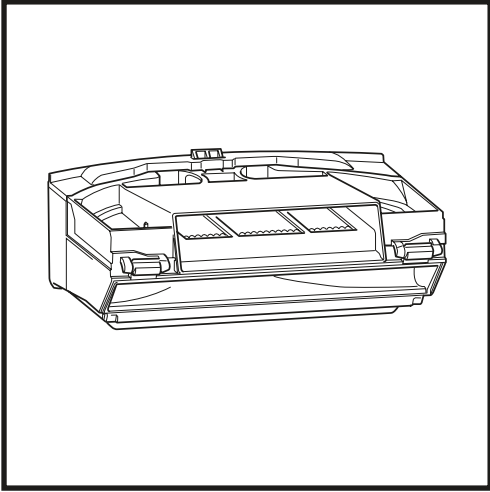
To clean the dust bin lid, snap it off the bin and brush off dust and debris. Do not use water to clean the lid, as this may damage the filter. After cleaning, snap the lid back onto the bin.

**NOTE:** After emptying the dust bin, make sure to reinsert it completely, until it clicks into place.

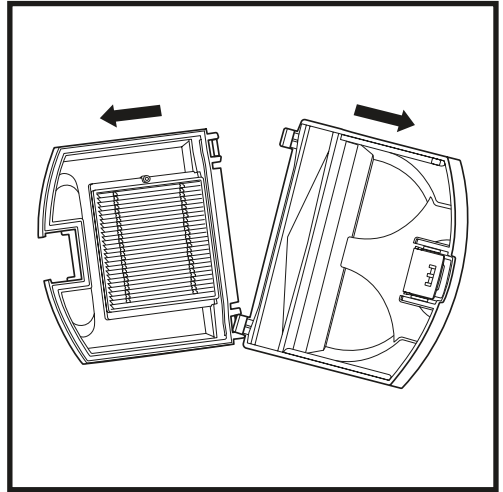
## MAINTENANCE

### CLEANING THE ROBOT'S FILTER

For optimal suction power, after each use, clean the filter inside the robot's dust bin.



Remove and empty the dust bin. Clean any hair or debris on the back of the dust bin.

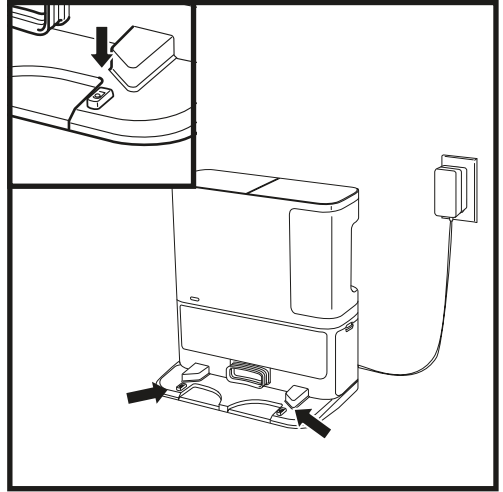
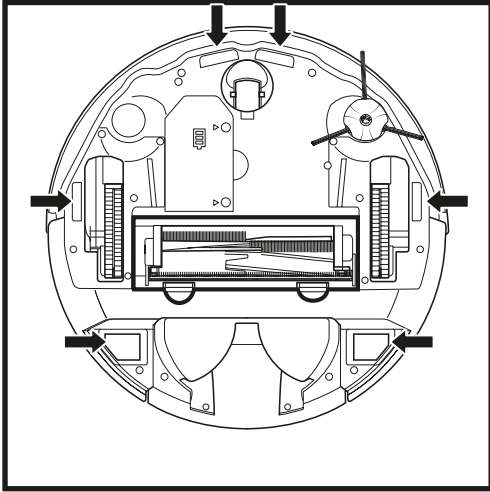


To clean the dust bin lid, snap it off the bin and brush off dust and debris. Do not use water to clean the lid, as this may damage the filter. After cleaning, snap the lid back onto the bin.

## MAINTENANCE

### CLEANING SENSORS AND CHARGING CONTACTS

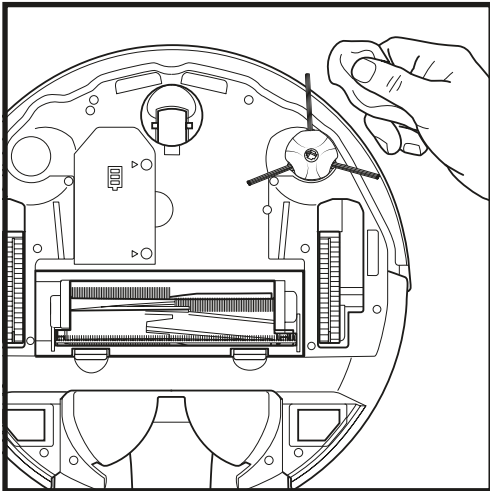
**CLEAN SENSORS AND CHARGING CONTACTS AS NEEDED.** With a dry cloth, gently dust off the sensors and contacts located on the bottom of the robot and and on the Self-Empty Base.



**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 BRUSH

**CLEAN SIDE BRUSH AS NEEDED.**



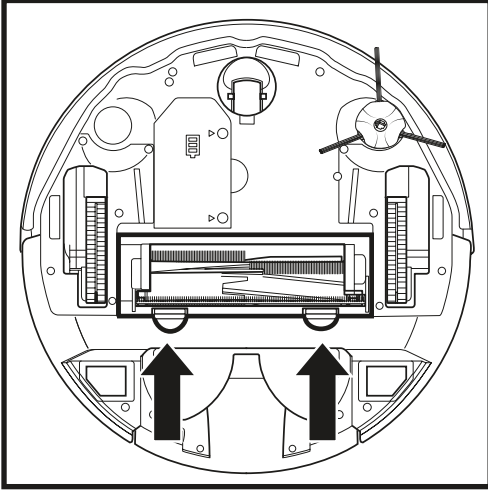
Carefully unwind and remove any string or hair wrapped around brush.

Gently wipe brush with a dry cloth. To reinstall, snap the brush over the peg. Spin the brush manually to make sure it is installed correctly.

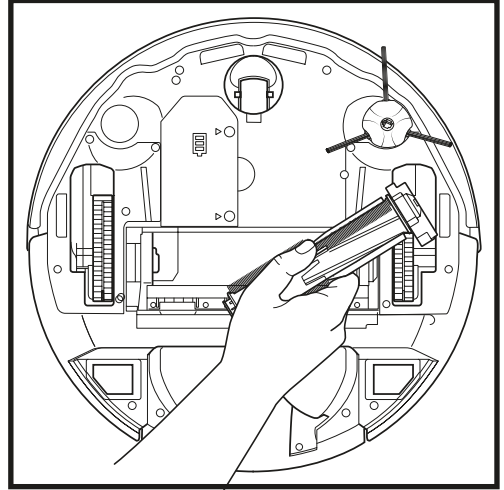
**NOTE:** Remove and replace any side brush that is bent or damaged. To remove a brush, lift it off its peg.

## MAINTENANCE

### BRUSHROLL

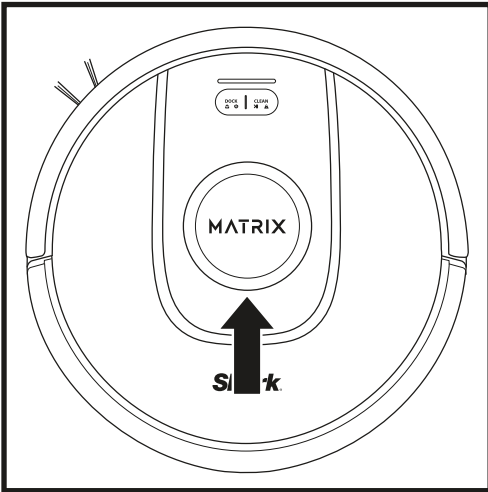


To access the brushroll, push up on the tabs on the brushroll door, then lift off the door.



Take out the brushroll and remove the cap on the end. Clean off any hair or debris then replace the cap. Reinstall the brushroll, inserting the flat end first. Close the brushroll access door and press down until both sides click into place.

### LIDAR MODULE



Remove any hair or debris around the navigation module on top of the robot. For a deeper clean, place the robot on a level surface, turn off the power, and spray compressed air into the gap around the LiDAR module to remove any remaining debris.

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

## TROUBLESHOOTING

If any error lights are illuminated or flashing on your robot, see the error code chart below:

ERROR CODE	ERROR NUMBER	SOLUTION
<b>MIDDLE LED (WHITE) + RIGHT LED (RED)</b> flashing	<b>2</b>	Side brush is stuck. Remove any debris from around the side brush so it moves freely.
	<b>4</b>	Blockage in brushroll. Remove any debris from around and inside the brushroll so that it can spin freely.
	<b>5</b>	A drive wheel is stuck. Clean the wheels and remove any debris wrapped around the axles so they can move freely.
	<b>18</b>	Wheel motor encoder failure. Please contact Shark Customer Service at 1-800-668-9600.
<b>MIDDLE LED (RED) + RIGHT LED (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>LEFT LED (RED) flashing + RIGHT LED (WHITE)</b>	<b>6</b>	Front bumper may be jammed. Clean the bumper and make sure it moves in and out freely.
<b>LEFT LED (WHITE) flashing + MIDDLE LED (RED) flashing + RIGHT LED (WHITE)</b>	<b>7</b>	Cliff sensor error. Move your robot to a new location and clean its cliff sensors.
<b>LEFT LED (RED) flashing + MIDDLE LED (RED) flashing + RIGHT LED (WHITE)</b>	<b>9</b>	Robot dust bin needs to be reinstalled. Insert the dust bin until it clicks in place.
<b>MIDDLE LED (RED) flashing + RIGHT LED (WHITE)</b>	<b>10</b>	Robot may be stuck on an obstacle. Move robot to a new location on a level surface.
<b>LEFT LED (WHITE) flashing + MIDDLE LED (RED) flashing</b>	<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>LEFT LED (RED) flashing + MIDDLE LED (WHITE) flashing</b>	<b>23</b>	Robot cannot find the Self-Empty Base. Please make sure the Self-Empty Base is ON and is free of all obstacles.
<b>LEFT LED (RED) + RIGHT LED (RED) alternating with MIDDLE LED (WHITE)</b>	<b>24</b>	Battery is critically low and needs recharging. Please pick up your robot and place it on the Self-Empty Base. Make sure the Self-Empty Base indicator light turns blue to confirm your robot is placed on the base correctly.
<b>LEFT LED (RED) flashing + RIGHT LED (RED)</b>	<b>26</b>	Blockage in dust bin. Check the Self-Empty Base and the robot dust bin for clogs. Clear any debris and reinstall the dust bin, ensuring that it clicks into place.

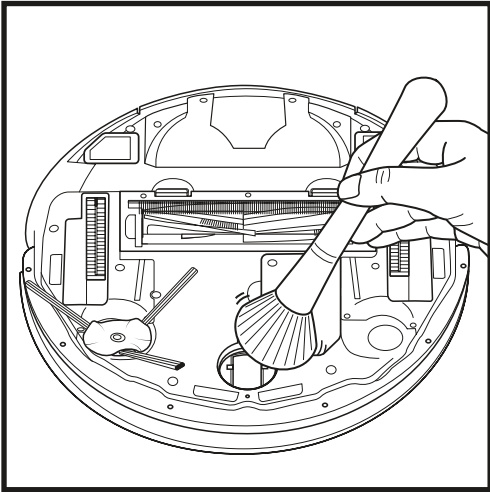
For all other issues, please call Customer Service at 1-800-668-9600

## MAINTENANCE

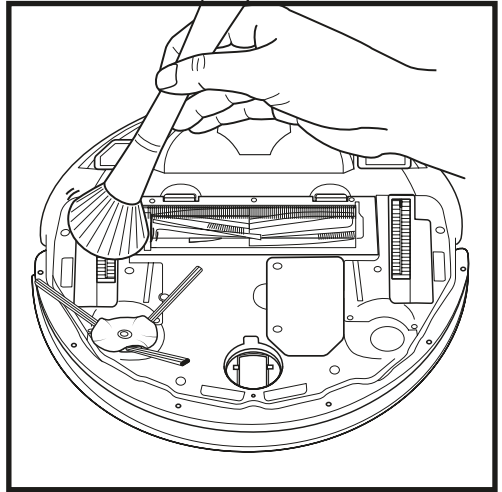
### CLEANING THE WHEELS

#### 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.



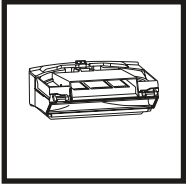
Periodically clean the drive wheels and the housing around them. To clean, rotate each drive wheel while dusting.

**NOTE:** Brush not included.

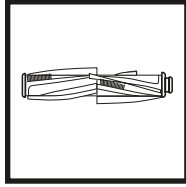
## REPLACEMENT PARTS

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

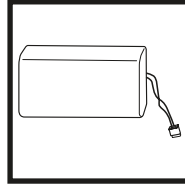
### REPLACEMENT PARTS: ROBOT



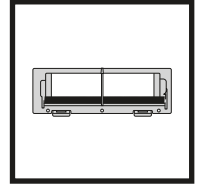
**Robot Dust Bin**



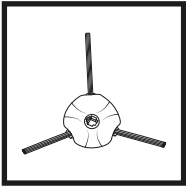
**Brushroll\***



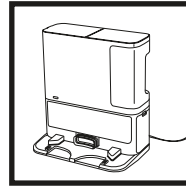
**Battery**



**Brushroll Door\***



**Side Brush\***



**Self-Empty Base**

**\*NOTE:** Design may vary.

# Questions or Problems?

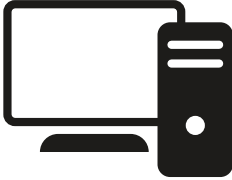
**CALL US: 1-800-668-9600**

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:



[support.sharkclean.com](https://support.sharkclean.com)

## CONTACT US:



@sharkhome

Contact us on social media

## HOW-TO VIDEOS:



[youtube.com/shark](https://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 Amazon Web Services, Inc.. ("AWS") has provided certain application libraries that have been embedded into SN APPS ("AWS Application Libraries") and enables SN Devices to connect to the AWS Cloud Service ("AWS Embedded Software").
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**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.

## TWO (2) YEAR LIMITED WARRANTY

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:

**CALIFORNIA RESIDENTS ONLY:** The one (1) Year Limited Warranty period begins on the original date of delivery or pick-up.

### 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 with a new or refurbished unit of the same or equivalent model, up to one 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 (e.g., not cleaning the filters, not removing debris from the brushroll), 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, not removing debris from the brushroll), 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 [support.sharkclean.com](http://support.sharkclean.com)

for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-800-668-9600** 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 **1-800-668-9600** 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.

## WARRANTY COVERAGE OVERVIEW

### Covered by Warranty

- Manufacturing defects
- Internal hardware or software malfunctions
- Structural failures due to poor workmanship

### Not Covered by Warranty

- Damage from misuse, accidents, or unauthorized repairs
- Normal wear and tear
- Wearable parts (unless defective upon first use)

### Wearable vs. Non-Wearable Parts

Category	Definition
Wearable Parts	Components that naturally degrade over time due to regular use and friction.
Non-Wearable Parts	Core components not expected to degrade under normal use within warranty period.

### Robot Vacuum Parts, Maintenance, and Replacement Guide

Part	Category	Maintenance	Replacement Recommendation	Warranty Coverage
Brushroll	Wearable	Clean weekly	Every 6–12 months	No (unless defective)
Side Brush	Wearable	Clean bi-weekly	Every 3–6 months	No (unless defective)
Filters	Wearable	Clean monthly	Every 2–3 months	No
Dust Bin	Wearable	Empty after each use	As needed	No (unless defective)
Battery	Wearable	Avoid full discharges	Every 12–24 months	Yes (within warranty)
Wheels	Wearable	Check for debris monthly	As needed	No (unless defective)
Charging Dock	Non-Wearable	Keep clean and dry	N/A	Yes
Power Adapter	Non-Wearable	Avoid power surges	N/A	Yes
Pod	Non-Wearable	Wipe clean monthly	N/A	Yes

## REGISTER YOUR PURCHASE



registryourshark.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 Self-Empty 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 Matrix™ Plus running at peak performance.

SharkNinja Operating LLC

US: Needham, MA 02494

CAN: Ville St-Laurent, QC H4S 1A7

1-800-668-9600

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.



## 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](http://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.

SharkNinja Operating LLC  
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CAN: Ville St-Laurent, QC H4S 1A7  
1-800-668-9600  
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