

Shark POWERDETECT
Corded Stick Vacuum with
DuoClean, Anti Hair Wrap Plus,
Flexology and Anti-Odour
Technology

HZ4000 Series


OWNER'S GUIDE




THANK YOU

For Purchasing the Shark Shark Powerdetect Corded Stick Vacuum with DuoClean, Anti Hair Wrap Plus, Flexology and Anti-Odour Technology Power Detect Corded Stick Vacuum with DuoClean Detect, Anti Hair Wrap Plus, and Anti-Odour Technology



 **TIP:** You can find the model and serial numbers on the QR code label located on the back of your unit.

 **TIP:** You can locate the date code on one of the prongs of the power cord plug.

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.




This instruction manual is designed to help you get a complete understanding of your new Shark Power Detect Corded Stick Vacuum with DuoClean, Anti Hair Wrap Plus, Flexology and Anti-Odour Technology.

If you have any questions, please call the customer service line on +44 (0)800 862 0453.



REGISTER YOUR PURCHASE

TO BENEFIT FROM YOUR PRODUCT'S EXTENDED GUARANTEE, SIMPLY REGISTER YOUR PURCHASE AT:

-  sharkclean.co.uk/register-guarantee
-  +44 (0)800 862 0453
-  Scan QR code using mobile device

Please note, products purchased directly from Shark® are automatically registered.

Benefits of registering your product and creating an account:

- Get easier, faster product support and access to guarantee information
- Access troubleshooting and product care instructions
- Be among the first to know about exclusive product promotions

RECORD THIS INFORMATION

Model Number: _____

Serial Number: _____

Date Code: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 220-240V, 50-60Hz

Body Motor Watts: 370W

Nozzle Watts: 70W

ANTI-ODOUR TECHNOLOGY SPECIFICATION

1. Product Name: Anti-Odour Technology Cartridge
2. Ingredients: Solid SM composite polymer C17 + fragrance SE 446676

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This marking indicates that this product should not be disposed of with other household wastes throughout the UK. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM.

IF YOU HAVE DELICATE OR WOOL CARPETS, PARTICULARLY LOOP PILE, PLEASE TRY THE VACUUM ON A HIDDEN AREA FIRST TO ENSURE THE SPINNING BRUSH-ROLLS DO NOT DAMAGE OR UNPICK CARPET FIBRES.

⚠ WARNING

REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY, OR PROPERTY DAMAGE:

GENERAL WARNINGS

- 1** Your vacuum cleaner may consist of a motorised nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 2** Use only identical replacement parts.
- 3** Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- 4** Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
- 5** The use of an extension cord is **NOT** recommended.
- 6 CAUTION:** The vacuum cleaner handle contains electrical connections. This vacuum contains no serviceable parts.

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.
- 8 DO NOT allow the appliance to be used by children.** Keep the appliance and its cord out of reach of children. Do not allow to be used as a toy. Close supervision is necessary when used near children. Cleaning and user maintenance must not be done by children.
- 9** Always turn off the vacuum cleaner before connecting or disconnecting any motorised nozzles or other accessories.
- 10 DO NOT** handle plug or vacuum cleaner with wet hands.
- 11 DO NOT** use without filters in place.
- 12** Only use Shark® branded filters and accessories. Damage caused by use of non-Shark branded parts may not be covered under your guarantee.
- 13 DO NOT** damage the power cord:
 - a) DO NOT** pull or carry vacuum cleaner 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** run the vacuum cleaner over the power cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
- 14 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.
- 15 DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and turn on the unit again.
- 16** Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 17 DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 18** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.
- 19** Use extra care when cleaning on stairs.
- 20 DO NOT** leave the vacuum cleaner unattended while plugged in.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

- 21** When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibres.
- 22 DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 23** Your Shark® vacuum may not be designed to stand up on its own. When taking a break from cleaning, you may need to lean it against furniture or a wall, or lay it flat on the floor. Using the vacuum for an application where the unit lacks stability may result in personal injury.
- 24 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, petrol or kerosene)
 - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- 25 DO NOT** use in the following areas:
- a) Poorly lit areas
 - b) Wet or damp surfaces
 - c) Outdoor areas
 - d) Spaces that are enclosed and may contain explosive or toxic fumes or vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- 26** Turn off all controls before plugging in or unplugging the vacuum.
- 27** Unplug from electrical outlet when not in use and before any maintenance or cleaning.
- 28** Hand wash with water only. Washing with cleaning chemicals could damage the unit.
- 29** During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.

- 30** Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 31** Make sure the dust cup and all filters are in place after routine maintenance.
- 32** If provided, secure the power cord around the two cord hooks during storage.

- 33** Observe the following when interacting with the Anti-Odour Technology cartridge:
- a) **DO NOT** attempt to disassemble Anti-Odour Technology cartridge.
 - b) Avoid direct contact with the fragrance pod in the cartridge.
 - c) **DO NOT** directly inhale from the Anti-Odour Technology cartridge.
 - d) Keep away from children and pets.
 - e) Keep away from heat, sparks, and open flame.
 - f) **DO NOT** place in direct sunlight.

FRAGRANCE CARTRIDGE FIRST AID

- a) Avoid contact with fabrics and finished surfaces.
- b) Eye contact: Remove contact lenses if present. Rinse continuously with water for several minutes.
- c) Skin contact: Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
- d) Inhalation: Move person to fresh air if they are experiencing any respiratory symptoms. If symptoms persist, seek medical advice/attention.
- e) Ingestion: **DO NOT** induce vomiting. Seek medical advice/attention.

ANTI-ODOUR TECHNOLOGY WARNING



May cause an allergic reaction to skin if in direct contact with contents of cartridge. Wear protective gloves if directly coming into the contact with the cartridge material, wash skin thoroughly after handling. Harmful if swallowed. Avoid breathing in mist or vapours, intentional misuse and directly inhaling contents may be dangerous. Avoid release to the environment. Very toxic to aquatic life with long lasting effects, ensure cartridge is disposed of correctly as general waste.

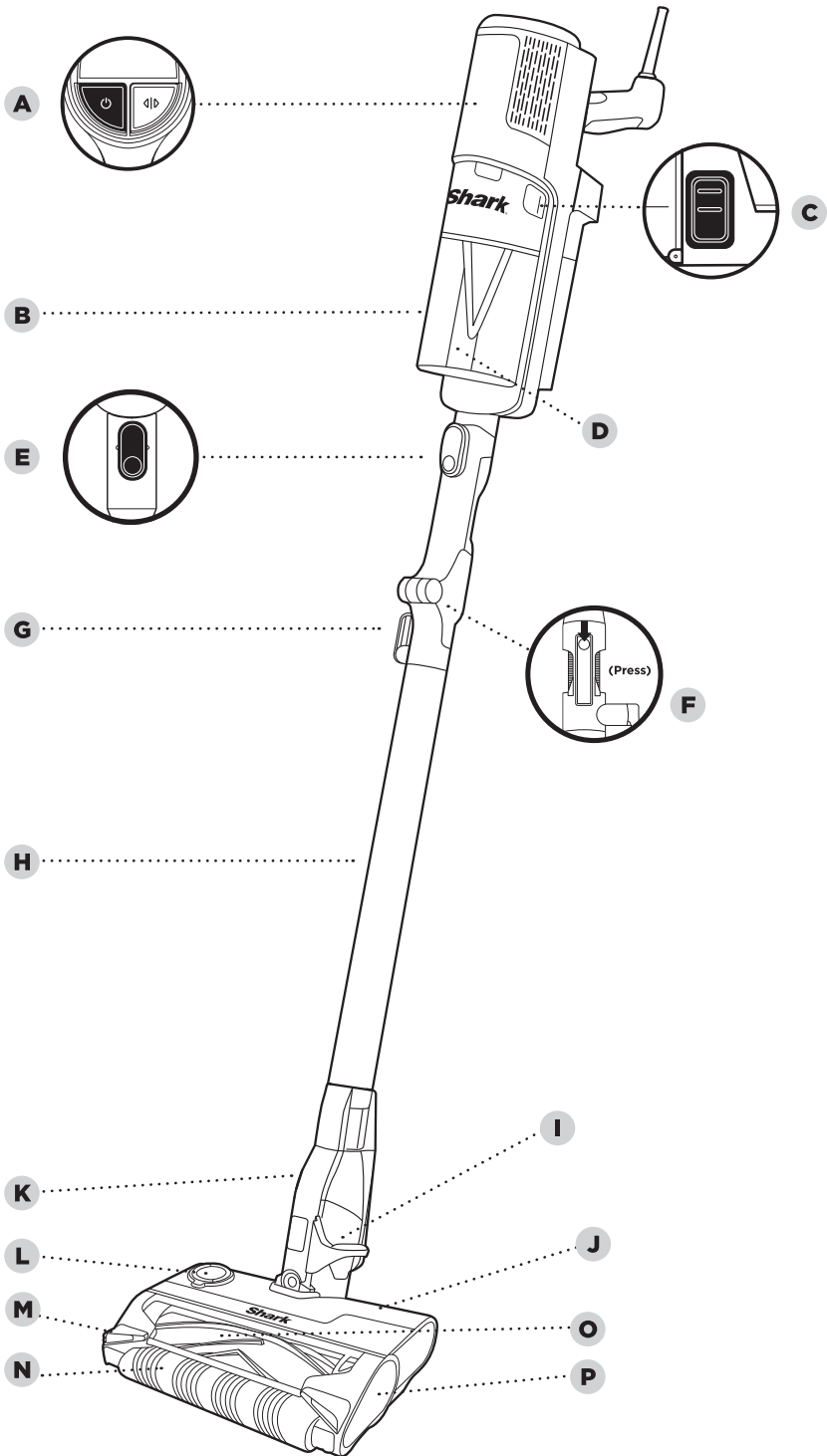
GETTING TO KNOW YOUR SHARK POWERDETECT CORDED STICK VACUUM WITH DUOCLEAN, ANTI HAIR WRAP PLUS, FLEXOLOGY AND ANTI-ODOUR TECHNOLOGY

WELCOME!

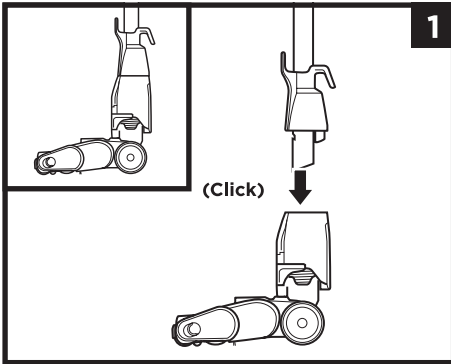
Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

MAIN UNIT

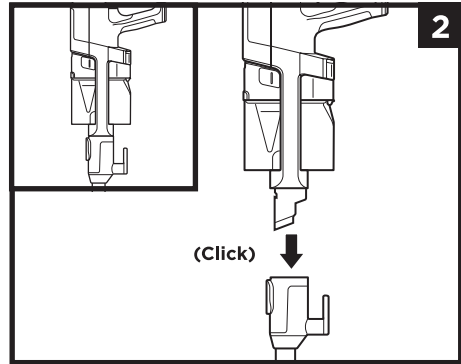
- A** Power/Selector Button
- B** Handheld Vacuum
- C** Dust Cup Release
- D** Dust Cup
- E** Hand Vac Release
- F** Flexology Lock Release Button
- G** Upper Cord Wrap Hook
- H** Flexology Wand
- I** Lower Wand Release Pedal
- J** Motorised Floorhead
- K** Lower Cord Wrap Hook
- L** Anti-Odour Technology Dial and Cartridge
- M** Headlights
- N** Soft Roller
- O** Anti Hair Wrap Plus Brush-Roll
- P** Brush Roll Release



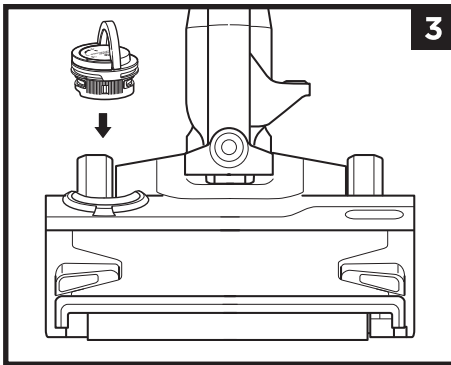
ASSEMBLY



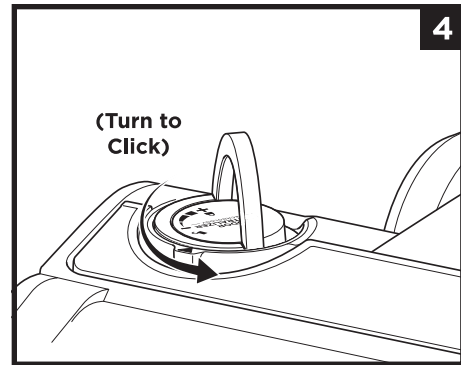
1. Insert **Wand** into **Floor Nozzle**.



2. Insert **Handheld Vacuum** into wand.

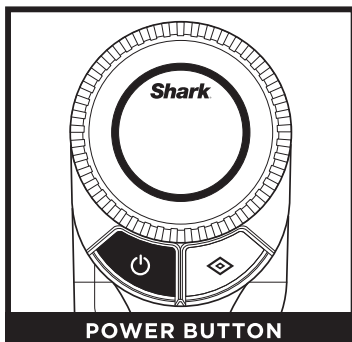


4. Remove **Anti-Odour Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.



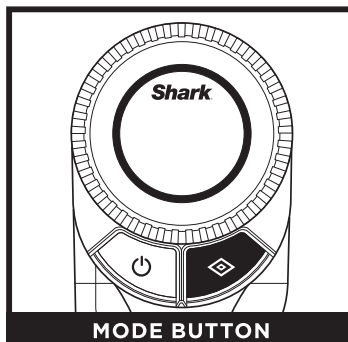
5. To lock and engage the dial, rotate it counterclockwise until it clicks into the desired Odour intensity setting.

CONTROLS



POWER BUTTON

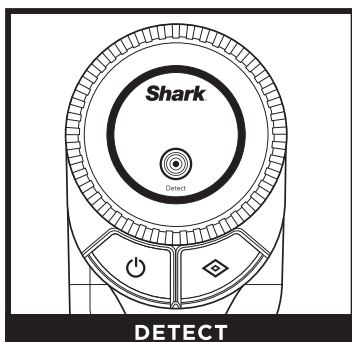
Press the Power button to turn the vacuum on/off.



MODE BUTTON

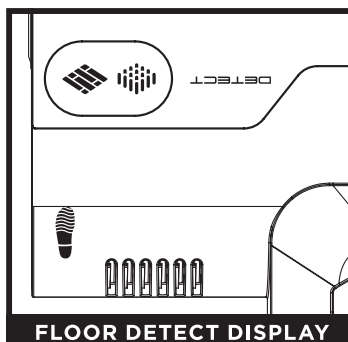
Press the Mode button to toggle between Detect, Hard Floor, and Carpet settings.

FLOOR DETECT TECHNOLOGY



DETECT

In Detect mode, Floor Detect technology automatically senses carpets and hard floors and adjusts the brushroll speed for optimal performance.

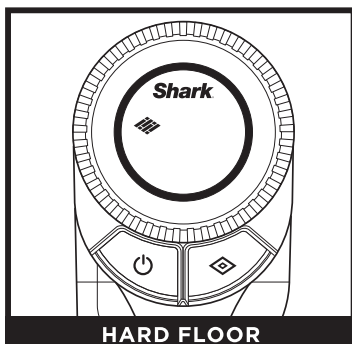


FLOOR DETECT DISPLAY

The Floor Detect display indicates which surface type has been detected.

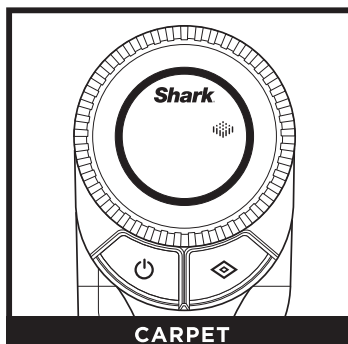
◆ (L)-Hard Floor
■ (R)-Carpet

MANUAL SURFACE MODES



HARD FLOOR

Press the Mode Button to deactivate Floor Detect and switch to the manual Hard Floor mode for surfaces like wood or tile.



CARPET

Press the Mode button again to switch to the manual Carpet mode for both low and high pile carpets.

ANTI-ODOUR TECHNOLOGY

SETTINGS



Flip up the dial handle and rotate the Odour dial to adjust Odour Neutralizer Technology intensity or to unlock the dial for cartridge access.

Insertion/Removal: Rotate the Odour dial to align the teal arrows. Remove the dial to access the Odour cartridge for removal or replacement.

Low: Rotate the dial toward the Low position to decrease the intensity to the lowest level when the vacuum is in use.

High: Rotate the dial toward the High position for the highest intensity level when the vacuum is in use. This position is the recommended setting for optimal performance.

ANTI-ODOUR TECHNOLOGY TIPS

Odour Dial Must be Installed for Vacuum to Function Properly

- Remove Odour cartridge from dial if you don't want the benefits of Odour Neutralizer Technology.

Maintenance Required

- Clean all filters as recommended under Cleaning Filters.
- Empty the dust cup before storing your vacuum.
- Replace the cartridge as recommended under Odour Cartridge Replacement.
- Visit sharkclean.co.uk to purchase replacements.

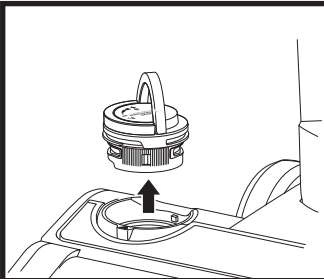
Fragrance Strength Over Time

- The intensity of the fragrance may diminish over time. It may also have no noticeable fragrance at all. This is natural and does not indicate the technology isn't working. Follow replacement instructions to ensure continued performance.

NOTES: • The Odour dial needs to be installed for the vacuum to function properly, with or without the Odour cartridge.
• Anti-Odour Technology effectively deOdourizes while interacting with Odours from inanimate sources.

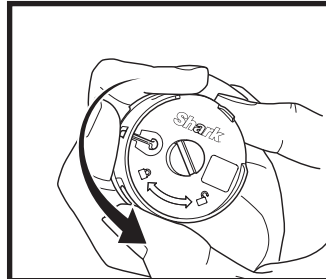
ANTI-ODOUR TECHNOLOGY

ODOUR CARTRIDGE REPLACEMENT



1. REMOVE ODOUR DIAL FROM NOZZLE

Flip up the handle and rotate the dial clockwise until the two teal arrows are aligned. Pull the handle to remove the dial from the nozzle.



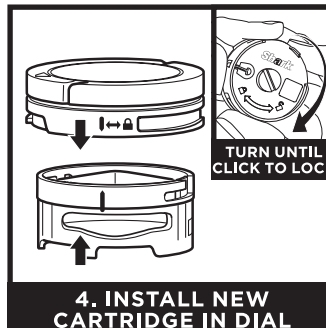
2. REMOVE OLD ODOUR CARTRIDGE

Rotate the cartridge counterclockwise in the dial housing and pull out the cartridge to remove it.



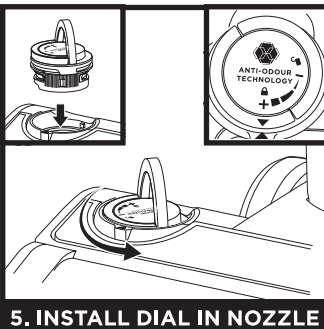
3. REMOVE NEW CARTRIDGE FROM CAN

Remove the new Anti-Odour Technology cartridge from the can. To maintain the life of the cartridge, keep it in the can until you are ready to install it.



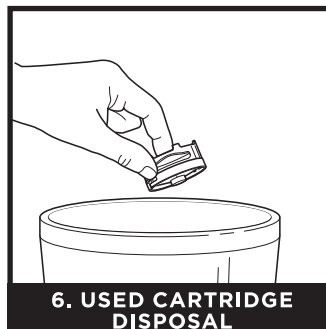
4. INSTALL NEW CARTRIDGE IN DIAL

Align the yellow arrow on the side of the cartridge with the yellow arrow on the side of the dial cover, then insert the cartridge into the dial. Rotate the cartridge clockwise to lock it in place.



5. INSTALL DIAL IN NOZZLE

Align the teal arrow on the dial cover with the teal arrow on the nozzle, then reinsert the dial into the nozzle. Rotate the dial counterclockwise until it clicks into an intensity setting to engage. Rotate further to change the intensity setting.

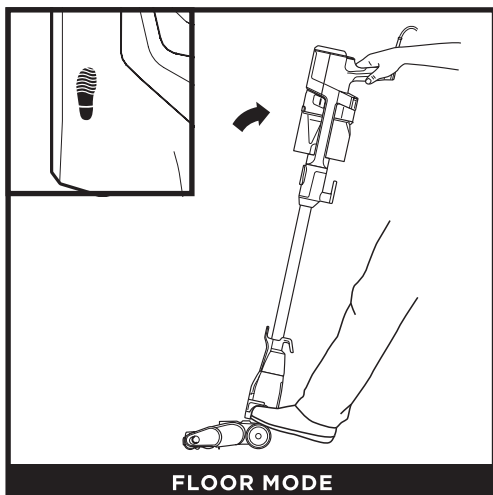


6. USED CARTRIDGE DISPOSAL

Dispose of the old cartridge by dropping it into the trash.

NOTE: Odour cartridges should be replaced every 6 months for optimal Anti-Odour Technology Technology performance.

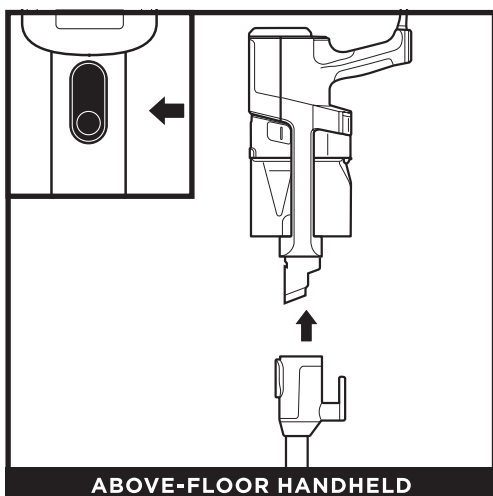
CLEANING MODES



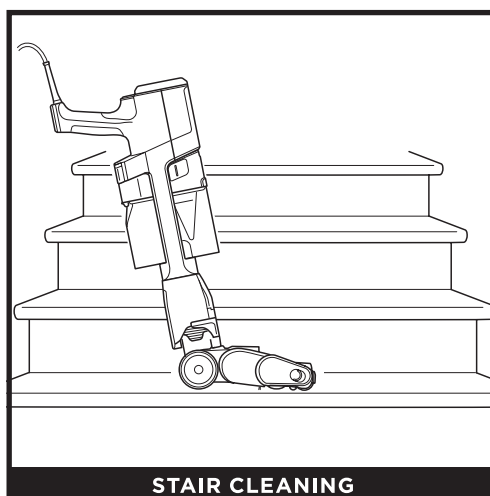
To clean floors, step on floor nozzle and tilt handheld vacuum back.



For more reach, detach the wand. Stand the vacuum upright, step on the **Foot Pedal** on the side of the nozzle, and pull up the wand to detach.



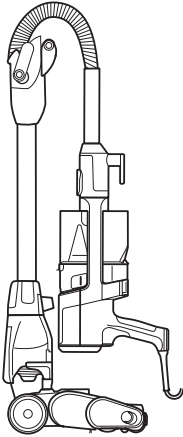
To detach the handheld vacuum, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.



To clean stairs or other narrow spaces, attach the handheld vacuum to the floor nozzle.

NOTE: All accessories are compatible with both the wand and the handheld vacuum.

STORAGE MODES



Looking at the vacuum from the side with the cord hooks, wrap the power cord anti-clockwise around the hooks, starting under the bottom hook. Then press the Flexology Wand Lock Release button and gently fold the handheld vacuum forward toward the floor nozzle.

To take the vacuum out of storage mode, press the Flexology Wand Lock Release button while lifting up the handheld vacuum. When straightened, the wand will lock in place.

NOTE: Take care whenever folding or unfolding the wand to ensure fingers cannot be caught in the mechanism.

NOTE: Cleaning is not intended while unit is in storage mode. Bending of Flexology wand beyond 90 degrees intended for storage mode only.

AVAILABLE ACCESSORIES

NOTE: There are a variety of accessories that are compatible with this vacuum series. The lid of the box shows the select accessories that are included with your model. To purchase additional accessories visit sharkaccessories.co.uk

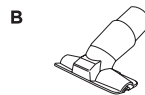
A Crevice Tool

This slim tool is great for cleaning in tight spaces, between sofa cushions, and in hard-to-reach areas.



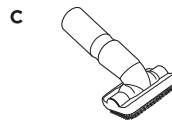
B Upholstery Tool

Picks up pet hair, dust, and large debris from mattresses, sofas, curtains, and other delicate upholstered fabrics.



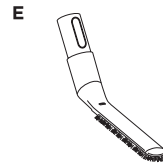
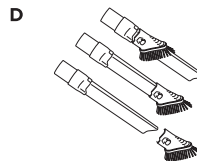
C Dusting Brush

This brush dusts and cleans delicate surfaces. Great for use on blinds, lampshades and keyboards.



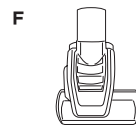
D Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.



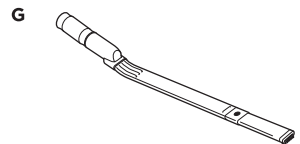
E Anti-Allergen Dust Brush

This brush features nylon fibre bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.



F Pet Power Brush with Anti Hair Wrap Plus

Tackles pet hair and ground-in dirt from above-floor areas like carpeted stairs and upholstery, while actively removing hair wrap as it cleans.



G Under-Appliance Wand

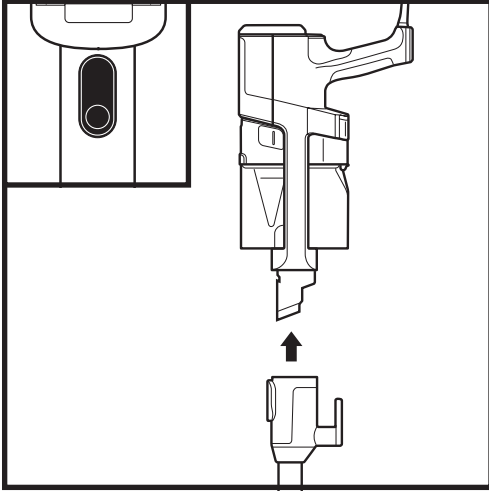
Clean under and behind hard-to-move appliances and furniture with this adjustable 36" tool. Flip the extension piece over to clean the underside of appliances.

MAINTENANCE

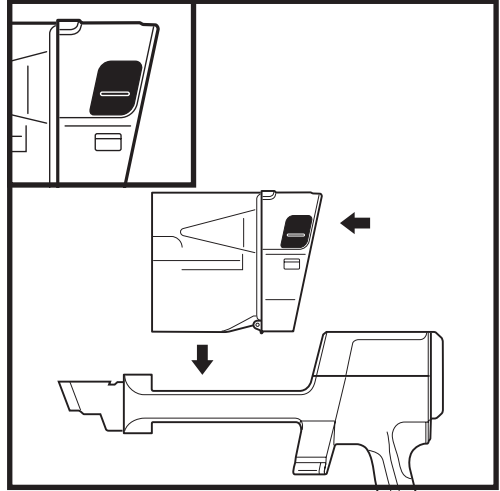
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

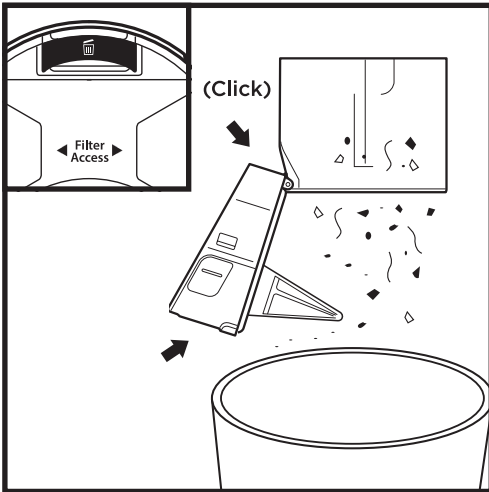
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



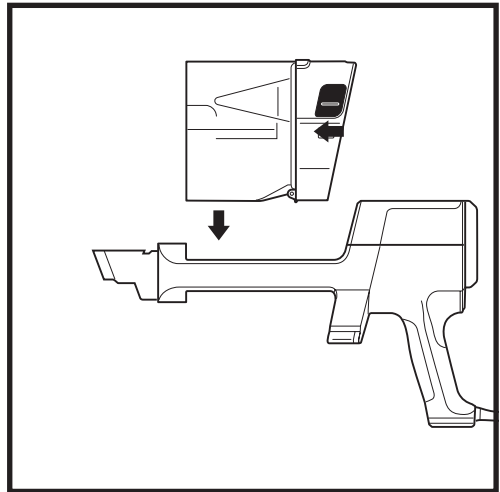
Press the **Wand Release** button and lift off the handheld vacuum.



To remove the dust cup from the handheld vacuum, press the two **Dust Cup Release** buttons at the same time and pull out the dust cup from the top.



Hold the dust cup over the trash. Press the yellow **Empty** button and pull open the dust cup lid until it clicks and locks in the open position. Gently tap the cone-shaped screen inside the dust cup to knock dust and debris into the trash.



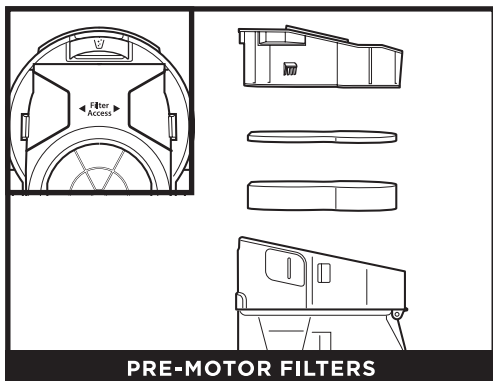
To reinstall, push the lid closed, then insert the dust cup into the handheld vacuum from the top, until it clicks into place.

MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

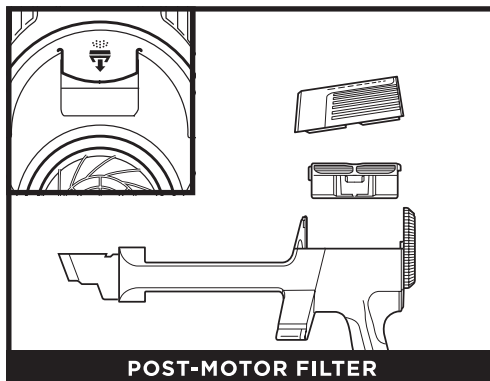
CLEANING FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power and to maximize the effectiveness of Odor Neutralizer Technology. To prevent damage from cleaning chemicals, rinse filters with cold water only. Do not use soap. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electronic parts.



PRE-MOTOR FILTERS

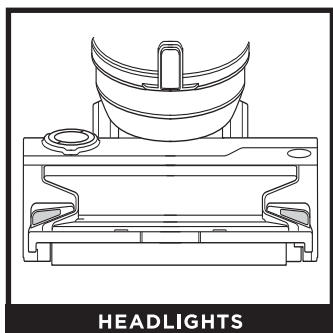
The **Pre-Motor Filters** should be rinsed every month. To remove the pre-motor filters, detach the dust cup, then slide down the Filter Access buttons on both sides of the dust cup lid. Pull out the filter housing, then lift out the **Foam Filter**. Next, remove the **Felt Filter** by the pull tab. After the filters have been rinsed and are completely dry, insert the foam filter into the housing first, then slide in the felt filter, and reinstall the housing into the dust cup lid.



POST-MOTOR FILTER

The **Post-Motor Filter** should be rinsed every 6 months. To remove the Post-Motor filter, detach the dust cup, then pull the **Filter Release** tab on the handheld vacuum filter cover. Remove the cover, then squeeze the side tabs on the Post-Motor filter and lift it out. After the filter has been rinsed and is completely dry, reinsert it into the handheld vacuum, then reattach the filter cover.

HEADLIGHT INDICATOR LIGHTS



HEADLIGHTS

The headlights will flash or turn red to indicate issues that need attention.

Solid White Lights: The brushroll is spinning and the unit is working as it should.

Solid Red Lights: There is a jam in the brushroll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.

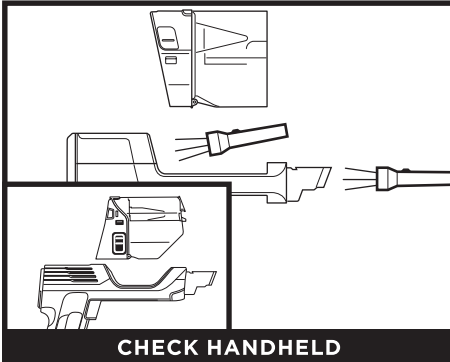
Flashing Red Lights: The motorized floor nozzle is overheating. Turn off the vacuum, unplug it, and remove any blockages. Let the vacuum cool down for at least 60 minutes before restarting. See Troubleshooting section for more information.

Flashing White Lights: The vacuum is operating in an environment that is either too hot or too cold. This vacuum will only function properly in temperatures ranging from 32°F (0°C) to 104°F (40°C). Turn the vacuum off and adjust the room temperature.

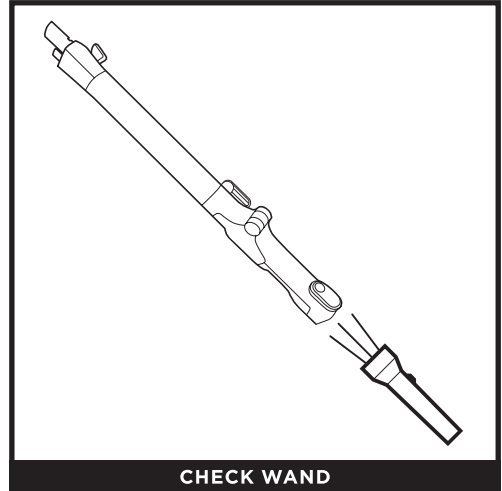
NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

MAINTENANCE

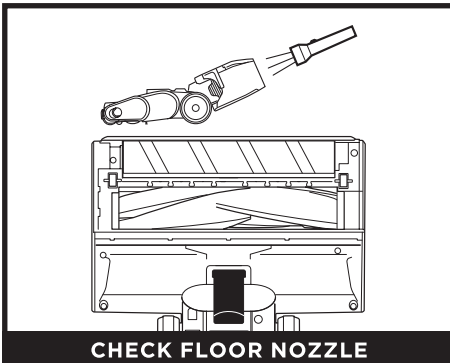
CHECKING FOR BLOCKAGES



Remove the handheld vacuum from the wand and check all dust cup intake openings for debris or blockages.

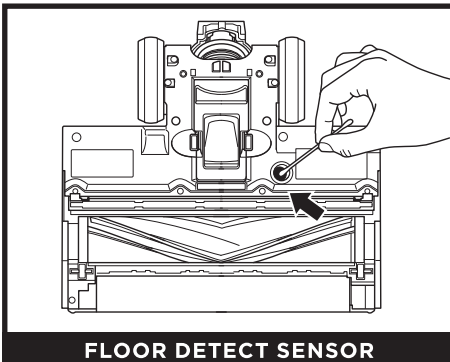


Detach the wand and check it for blockages.



Detach the wand, then tilt the floor nozzle **Debris Intake** back and check openings for blockages.

DETECT SENSOR MAINTENANCE



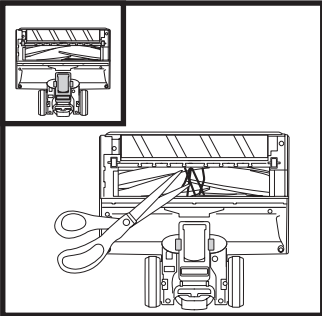
Make sure to clean the Detect sensors regularly, as hair and other debris may build up and obstruct them. If the sensors are partially obstructed, Detect mode will not function as expected.

CLEANING THE FLOOR DETECT SENSOR

1. Press the Foot Pedal to detach the nozzle from the wand.
2. Turn the nozzle over and locate the Floor Detect sensor on the bottom.
3. Use a cotton swab to wipe away dirt and debris from the sensor and surrounding area.

MAINTENANCE

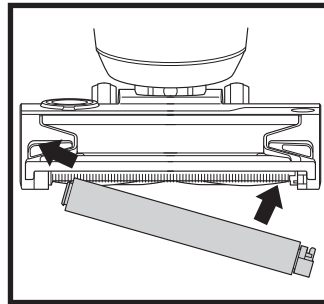
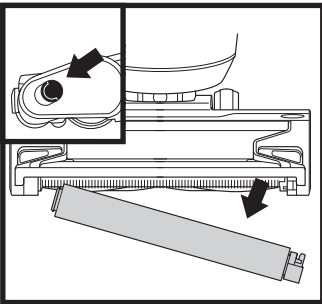
ANTI HAIR WRAP PLUS MAINTENANCE



If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a hard floor surface, a low-pile carpet, or a small area rug. This will allow the Anti Hair Wrap Plus to remove the hair wrap and send it to the dust cup.

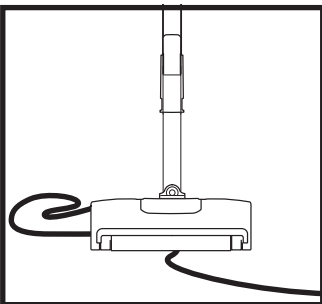
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll. If some fibers remain wrapped around the brushroll after continued use, clear them from the brushroll.

CLEANING THE SOFT ROLLER



1. To remove the Soft Roller, slide the **Eject Roller** button on the floor nozzle.
2. Tap loose debris off the Soft Roller. Use a dry towel to wipe it clean, and to remove any debris caught in the teeth behind the Soft Roller.
3. Hand-wash the Soft Roller as needed. Use only water, let it air-dry completely for at least 24 hours.
4. Reinsert the Soft Roller and press it in until it clicks securely into place.

CORD MAINTENANCE



1. **DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
2. **DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
3. **DO NOT** close the door on the cord.
4. **DO NOT** pull the cord around sharp corners.
5. **DO NOT** leave the cord near heated surfaces.

To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

NOTE: For best performance, keep the Soft Roller clean with regular maintenance.

MAINTENANCE

NOZZLE MAINTENANCE

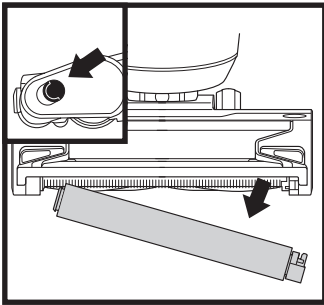
SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet/Low Pile mode on a bare floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup.

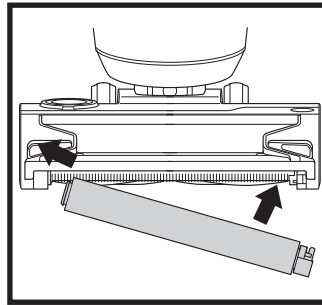
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll.

If some fibers remain wrapped around the brushroll after continued use, clear them from the brushroll.

CLEANING THE SOFT ROLLER

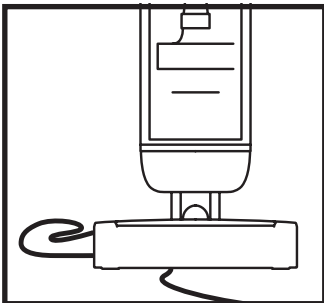


Slide the Soft Roller access button forward to release the Soft Roller.



Hand wash the Soft Roller as needed. Use only water, and allow it to air-dry completely for at least 24 hours. Reinsert the Soft Roller in the front of the nozzle until it clicks into place.

CORD MAINTENANCE



To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

1. **DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
2. **DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
3. **DO NOT** close the door on the cord.
4. **DO NOT** pull the cord around sharp corners.
5. **DO NOT** leave the cord near heated surfaces.



FIVE (5) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give you an additional manufacturer's guarantee of up to five years (one year as standard plus four on registration). Offer valid only in United Kingdom and Republic of Ireland. These terms and conditions relate to our manufacturer's guarantee only – your statutory rights are unaffected. The conditions below describe the prerequisites and scope of our guarantee. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

Shark® Guarantees

A household appliance like a vacuum cleaner constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration – and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark® machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday – Friday. It's free to call, and you'll be put straight through to a Shark® representative. You'll also find online support at sharkclean.co.uk.

How do I register my Shark® guarantee?

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Serial number (on the machine rating label).
- Date you purchased the machine (receipt or delivery note).

Products bought direct from Shark are automatically registered. To register online, please visit sharkclean.co.uk/register-guarantee.

IMPORTANT

- Both the 12 months and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. We will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

What are the benefits of registering my free Shark® guarantee?

When you register your guarantee we'll have your details to hand if we ever need to get in touch.

You can also receive tips and advice on how to get the best out of your Shark® vacuum and hear the latest news about new Shark® technology and launches. If you register your guarantee online, you'll get instant confirmation that we've received your details.

How long are new Shark® machines guaranteed for?

Our confidence in our design and quality control means that your new Shark® vacuum cleaner is guaranteed for up to five years (12 months plus an extended guarantee of 4 years on registration).

What is covered by the free Shark® guarantee?

Repair or replacement of your Shark® machine (at Shark's discretion), including all parts and labour. A Shark® guarantee is in addition to your legal rights as a consumer.

What is not covered by the free Shark® guarantee?

- Blockages – for details of how to unblock your vacuum cleaner, please refer to the Maintenance section.
- Normal wear and tear such as brush bar, fuse, belt, etc.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark® Operating Manual supplied with your machine.
- Use of the vacuum cleaner for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the operating instructions.
- Faults caused by parts and accessories which are not Shark® Genuine Components.
- Faulty installation (except where installed by Shark®).
- Repairs or alterations carried out by parties other than Shark® or its agents.

What happens when my guarantee runs out?

Shark® does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the guarantee has lapsed. In this case please contact our Freephone customer service help line and ask about our out of guarantee program, on 0800 862 0453.

Where can I buy genuine Shark® spares and accessories?

Shark® spares and accessories are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of Shark® spares and replacement parts/accessories for all Shark® machines at sharkclean.co.uk.

Please remember that damage caused by use of non-Shark spares is not covered under your guarantee.

TROUBLESHOOTING

Power cable caught in brushroll or floor nozzle.

- To minimize the risk of power cord damage, DO NOT run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.
- Inspect power cord and plug for any damage before use. DO NOT use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks.

Vacuum is not picking up debris. No suction or light suction.

See Maintenance section for more information.

Empty the dust cup. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.

- Clear any blockages in the nozzle, wand, handheld vacuum, or accessories. Vacuum is not picking up debris. No suction or light suction. See maintenance section for more information.
- If any string, hair, or carpet fibers remain wrapped around the brushroll after continued use, carefully clear them away.
- Remove any blockages from the debris intake in the floor nozzle. Pinch the tabs on the bottom of the nozzle to open the cover and lift up the intake tube. Clear blockages, then push the tube down and press the nozzle cover closed.
- If the problem persists, please call Customer Service.

Vacuum lifts area rugs.

Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

Turn off the unit to disengage the brushroll. To restart, press the power button on the handle.

NOTE: Clean area rugs in Hard Floor mode or with accessories. See Available Accessories section.

Vacuum turns off on its own or the indicator light flashes red.

If your vacuum overheats, the thermostat will automatically turn off the motor. Perform the following steps to restart:

1. Turn off the vacuum and unplug it.
2. Empty the dust cup and clean the filters. See Emptying the Dust Cup and Cleaning Filters sections.
3. Check for blockages in the wand, floor nozzle, handheld vacuum, inlet openings, and accessories.
4. Reassemble the entire vacuum and ensure all parts click into place.
5. Allow unit to cool for a minimum of 60 minutes.
6. Plug in vacuum and turn it on.

Handheld vacuum is warm.

Due to the strong suction power of the vacuum, it is normal for the area around the filter

exhaust to become warm during and after use. Turn off the vacuum and wait 10 minutes for it to cool down. If it still feels warm, clean the pre-motor and post-motor filters. See Maintenance section for filter cleaning instructions.

Vacuum is emitting air that smells bad.

- Empty the dust cup after each use for optimal Odour neutralization.
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling them.
- Check to make sure Odour neutralizer cartridge is installed into the nozzle.
- Check the Odour neutralizer dial on the nozzle to see which setting is enabled.
- If in Low to High setting and Odour cartridge has been installed for 6 months or longer, consider replacing it.
- If the cartridge is still emitting a scent but you dislike it, consider turning the intensity down, or reinstall the dial in the nozzle without the cartridge.
- If the cartridge is not emitting a scent, consider replacing it.

The Floor Detect display does not change when in Detect mode.

- Turn off the vacuum and detach the floor nozzle. Find the Floor Detect sensor on the bottom of the nozzle and use a cotton swab to wipe away dirt and debris from the sensor and surrounding area.

For all other issues, please go to sharkclean.co.uk/customer-care or call Customer Service **0800 862 0453**.

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark POWERDETECT Corded Stick Vacuum with DuoClean® Detect, Anti Hair Wrap Plus, and Anti-Odour Technology.

SharkNinja Europe Ltd, 1st/2nd Floor Building 3150, Thorpe Park, Century Way, Leeds, England, LS15 8ZB
SharkNinja Germany GmbH, Rotfeder-Ring 9, 60327 Frankfurt am Main, Germany
sharkclean.co.uk

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