

# ***Shark***<sup>®</sup>

## **Navigator™ Lift-Away® Zero-M™ Speed**

**ZU560**  
Series

### **OWNER'S GUIDE**

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@sharkcleaning

# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ CAREFULLY BEFORE USE

If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. DO NOT force into outlet or try to modify to fit.

## **⚠ WARNING**

To reduce the risk of fire, electric shock, injury, or property damage:

### GENERAL WARNINGS

1. Your vacuum cleaner may consist of a motorized 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. This vacuum cleaner contains no serviceable parts.

### USE WARNINGS

7. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
9. **DO NOT** handle plug or vacuum cleaner with wet hands.
10. **DO NOT** use without filters in place.

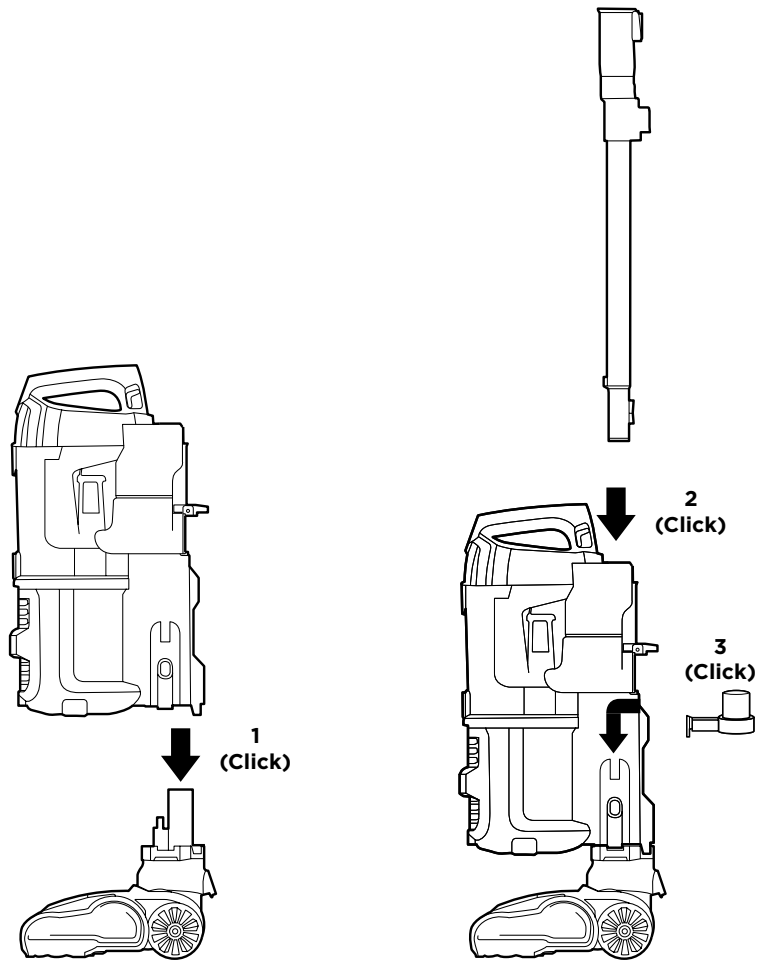
11. Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
12. **DO NOT** damage the power cord:
  - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
  - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
  - 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.
13. **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
14. **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized 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.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.

17. Use extra care when cleaning on stairs.
18. **DO NOT** leave the vacuum cleaner unattended while plugged in.
19. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
21. 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.
22. **DO NOT** use to pick up:
  - a) Liquids
  - b) Large objects
  - c) Hard or sharp objects (glass, nails, screws, or coins)
  - d) Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
  - e) Smoking or burning objects (hot coals, cigarette butts, or matches)
  - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
  - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
23. **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 vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
24. Turn off all controls before plugging in or unplugging the vacuum.
25. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
26. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
27. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
28. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
29. Make sure the dust cup and all filters are in place after routine maintenance.
30. If provided, secure the power cord around the two cord hooks during storage.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

## SAVE THESE INSTRUCTIONS

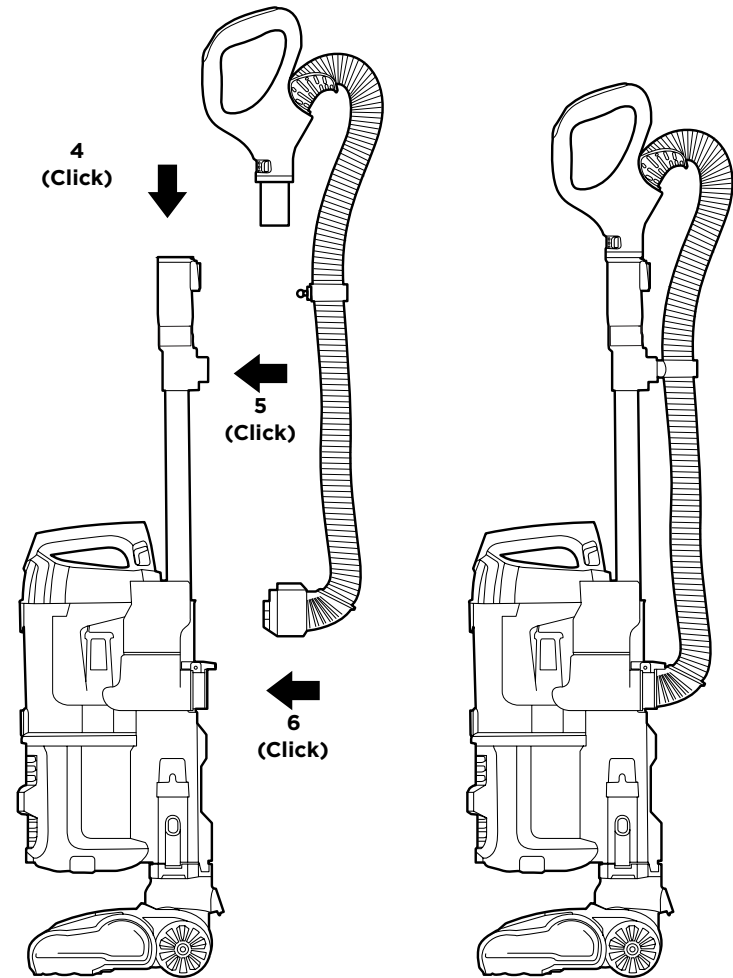
## ASSEMBLY



1. Place pod onto floor nozzle post.
2. Insert wand into pod.
3. Attach the bottom accessory holder onto the pod.

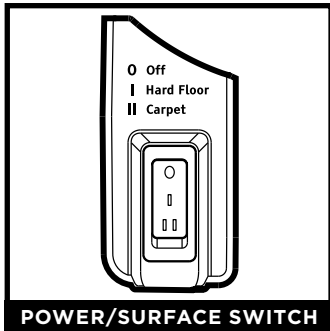
For proper operation, ensure all parts are firmly clicked into place.

## ASSEMBLY



## WHOLE-HOME CLEANING

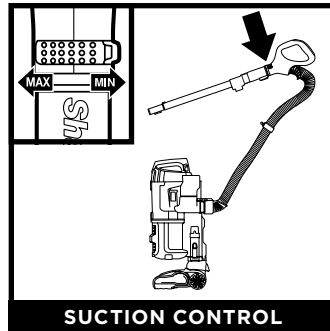
### SETTINGS



**POWER/SURFACE SWITCH**

Select surface setting:

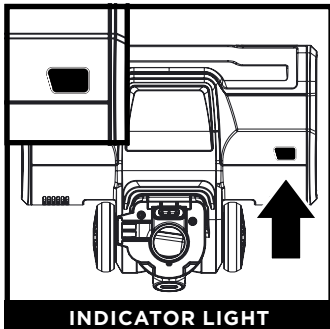
- Off**
- I Hard Floor**  
For bare floors and area rugs.
- II Carpet**  
For high pile carpets.



**SUCTION CONTROL**

**Suction Control** offers variable suction based on your needs. Slide to **MIN** to reduce suction and increase maneuverability on carpets. Slide to **MAX** to increase suction on bare floors.

### BRUSHROLL INDICATOR LIGHT



**INDICATOR LIGHT**

#### WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

**Solid Green:** The brushroll is spinning and working as it should.

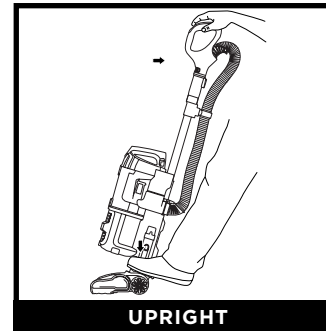
**Solid Red:** There is a jam in the brushroll area. Turn your vacuum off and remove any blockages in the nozzle.

**Flashing Red:** The motorized floor nozzle is overheating. Turn your vacuum off and wait a minimum of 45 minutes for it to cool down.

**NOTE:** For deep carpet cleaning per ASTM F 608 (embedded dirt in carpets), setting II, **Carpet**. For deep carpet cleaning per ASTM F 608, set to **MAX** suction and **Carpet**.

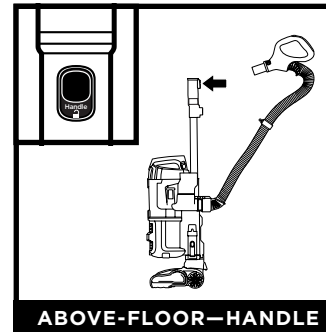
## WHOLE-HOME CLEANING

### CLEANING MODES



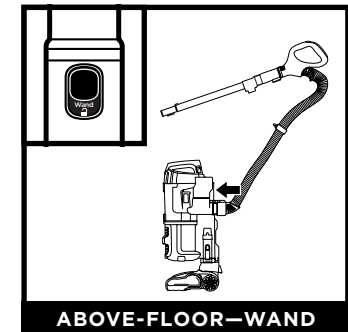
**UPRIGHT**

To engage brushroll, place foot on floor nozzle and tilt handle back.



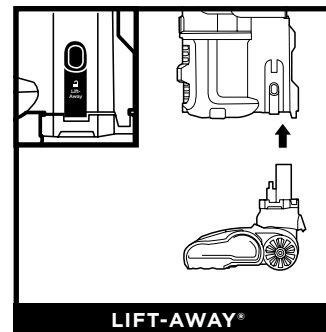
**ABOVE-FLOOR—HANDLE**

Press the **Handle Release** button to detach the handle from the wand.



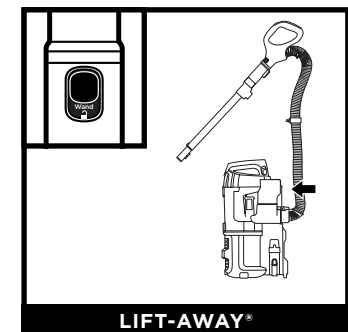
**ABOVE-FLOOR—WAND**

Press the **Wand Release** button to detach the wand from the pod.



**LIFT-AWAY®**

Press the **Lift-Away** button to detach the pod from the floor nozzle.

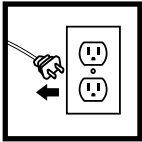


**LIFT-AWAY®**

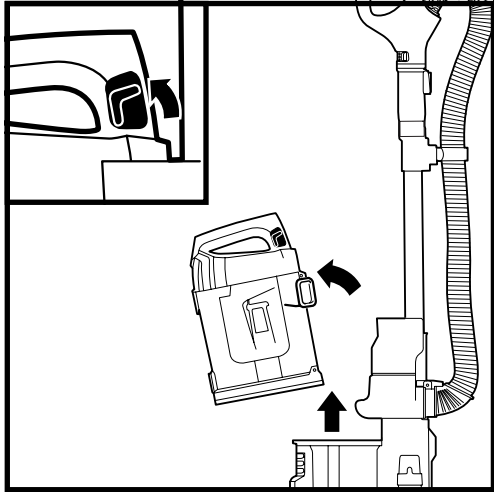
With pod removed, press the **Wand Release** button to detach the wand from the pod.

**NOTE:** All accessories attach to either the wand or the handle.

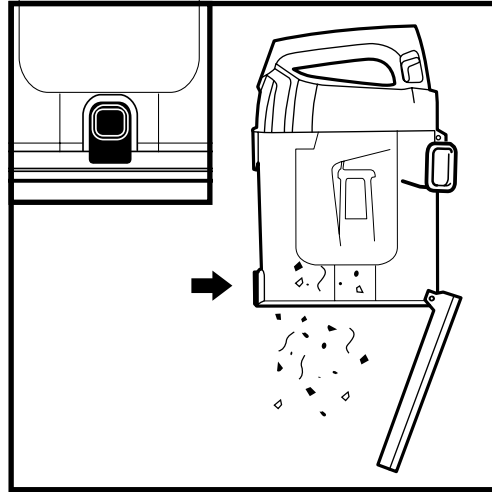
## EMPTYING THE DUST CUP



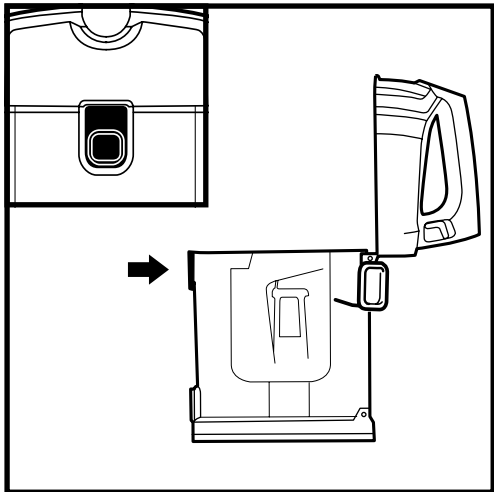
**IMPORTANT:** Unplug the power cord before performing any maintenance.



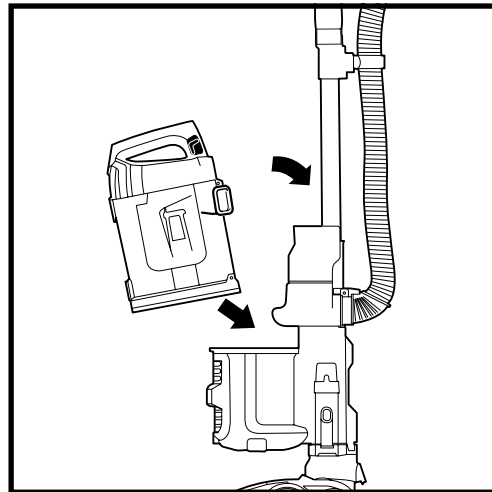
To remove **Dust Cup**, lift tabs on both sides of dust cup handle. Tilt dust cup forward, then lift to remove.



Press lower release button to open bottom of dust cup.



To remove collected debris from **Lint Screen**, press top release button and lift handle to open. Gently brush lint screen to clean.



To reinstall, place bottom of dust cup into pod and then tilt back until it clicks into place.

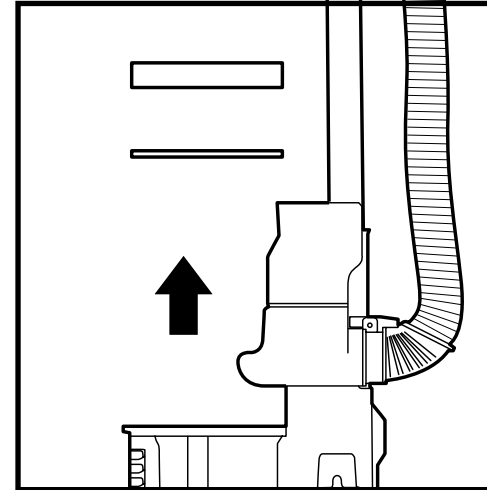
## CLEANING AND REPLACING THE FILTERS

### CLEANING FILTERS

**Regularly clean and replace your filters to keep your vacuum's suction power optimal.**

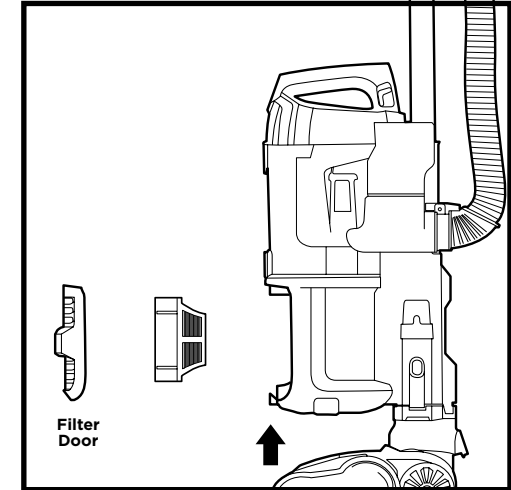
To clean filters, rinse with cold water only to prevent damage from cleaning chemicals. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

**IMPORTANT: DO NOT** use soap when cleaning the filters.



**CLEAN PRE-MOTOR FILTERS  
EVERY 3 MONTHS**

Remove **Dust Cup**, then lift out **Filters**.



**CLEAN HEPA FILTER  
EVERY YEAR**

Press button at bottom of **Filter Door**. Tilt **Filter Door** and lift out. Remove **HEPA Filter**. To reinstall, insert HEPA filter into unit and replace the filter door.

## MAINTENANCE

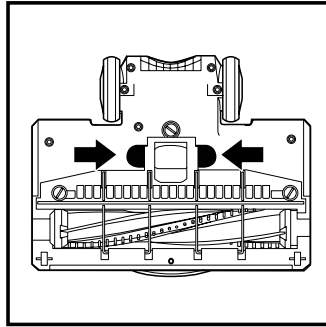
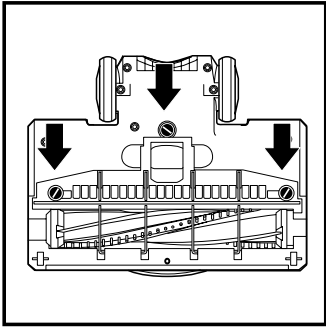
### Zero-M™ Technology



Zero-M Technology™ actively removes hair wrap from your brushroll while you vacuum, with uncompromised cleaning power. 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.

**NOTE:** Do not be alarmed if there is visible hair at any given time, as it will eventually make its way to the dust cup.

### CLEANING THE BRUSHROLL

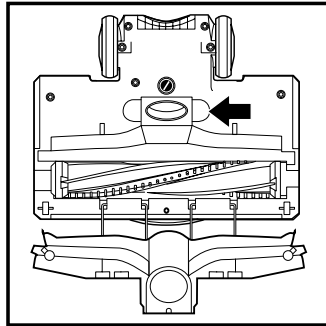
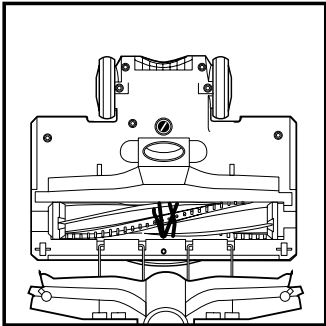


Using a coin, turn locks counterclockwise, then open the door to access **Brushroll**.

**NOTE:** Door hinges open but is not completely removable.

#### DEBRIS WRAPPED AROUND BRUSHROLL

#### DEBRIS BEHIND BRUSHROLL



Clean off any debris on the bristles.

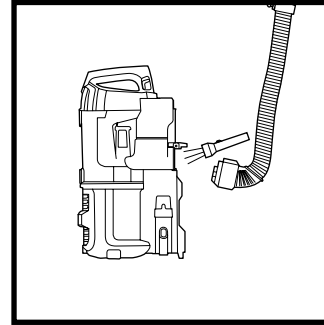
**NOTE:** If any hair is wrapped around the brushroll, extending cleaning time will allow Zero-M™ technology to remove it for you. If some fibers remain wrapped around brushroll after continued use, carefully cut debris with scissors and remove from brushroll.

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.

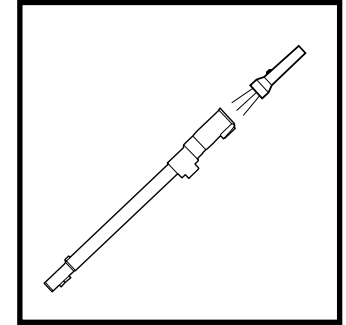
Clear away any dust, dirt, or blockages in **Debris Intake**.

To close the cover, push down until it clicks into place, then close the locks with a coin.

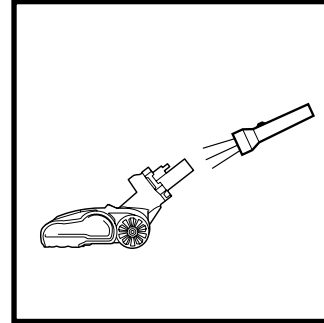
## CHECKING FOR BLOCKAGES



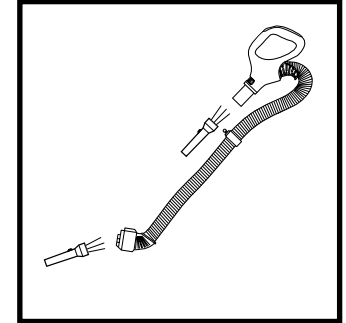
Detach hose from vacuum pod, and check hose and opening on back of pod for blockages.



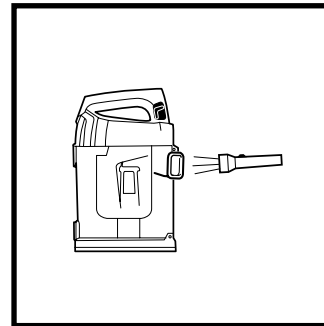
Detach wand from floor nozzle and handle, and check both ends for blockages.



Detach wand from floor nozzle, tilt nozzle neck back, and check opening for blockages.



Detach handle from wand and hose from the vacuum pod, and check openings for blockages.

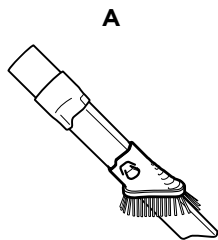


Detach dust cup from vacuum pod. Empty dust cup, remove debris from lint screen, and check for blockages.

## AVAILABLE ACCESSORIES

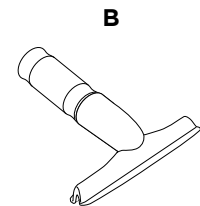
### A Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended cleaning reach for small spaces, while the soft dusting brush cleans a multitude of surfaces.



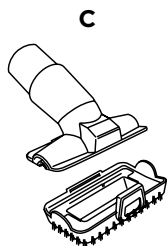
### B Wide Upholstery Tool

Wide cleaning path helps remove pet hair, dust, and large debris from mattresses, couches, curtains, lampshades, and other delicate upholstered surfaces.



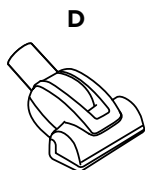
### C Hair Removal Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: first, a rubber bristle brush for cleaning stubborn hair from carpeted areas. Then remove the bristle facing to reveal an upholstery tool perfect for cleaning couches and bedding.



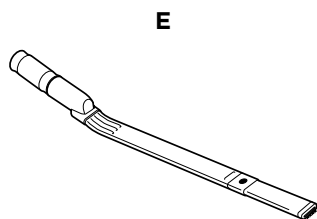
### D Pet Power Brush

Designed to remove pet hair and ground-in dirt from carpeted stairs and upholstery.



### E 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.



**NOTE:** Not all accessories come with all units. Please see the enclosed Quick Start Guide for your unit's configuration. To order additional accessories, visit [sharkaccessories.com](http://sharkaccessories.com).

## TROUBLESHOOTING

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

- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, wand, pod, and accessories for blockages. Clear any blockages found.

(Refer to Checking for Blockages section for more information.)

- If any string, carpet fibers, or hair is wrapped around the brushroll, extend cleaning time to allow Zero-M™ technology to remove it.
  - If some hair or fibers remain wrapped around brushroll after continued use, remove the floor nozzle cover and carefully cut debris with scissors and remove from brushroll. See Cleaning the Brushroll section for more information.

### Vacuum lifts area rugs.

- Make sure Power/Surface switch is set to Hard Floor (setting I).
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- To minimize suction, refer to Suction Control section for more information on how to use.

### Brushroll does not spin.

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Remove pod from floor nozzle and clear any blockages. Reconnect nozzle, plug in vacuum, and turn on power.
- With the power on, recline the handle, which will automatically turn on the brushroll.
- Ensure that the Power/Surface switch is set to Carpet (position II) for brushroll to spin.

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

This vacuum is equipped with a motor-protective thermostat. If your vacuum overheats, the thermostat will automatically turn the suction motor off. Perform the following steps to restart the thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters).
3. Check for blockages in hose, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 45 minutes.
5. Plug in vacuum and turn it on.
6. Restart the unit with the Power/Surface switch.

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

## FIVE (5) YEAR LIMITED WARRANTY

The 5-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 5 years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

### What is covered in my warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced for up to 5 years from the original purchase date.
2. In the rare event that a replacement unit is issued, the warranty coverage ends six months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is greater. If the unit is replaced, SharkNinja reserves the right to replace the unit with one of equal or greater value.

### What is not covered in my warranty?

Our Customer Service/Product Specialists are available to provide all the warranty service options available to you, including the possibility of upgrading to our VIP Warranty Service Options for select product categories.

1. Normal wear and tear of wearable parts such as foam filters, HEPA filters, pads etc., which require regular maintenance and/or replacement to ensure the proper functioning of your unit are not covered by this warranty.
2. Any unit that has been tampered with or used for commercial purposes.
3. SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$19.95 for return shipping costs will be charged at the time of return shipment of the repaired or replacement unit. Shipping fee subject to change.
4. Damage caused by misuse, abuse, or negligent handling, or damage due to mishandling in transit.
5. Consequential and incidental damages.
6. Defects caused by or resulting from damages from shipping or from repairs, service or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja.
7. Products purchased, used or operated outside of North America.

### Problems with your unit/How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [sharkclean.com](http://sharkclean.com) for product care/maintenance self-help. Our Customer Service and product specialists are also available at 1-800-798-7398 to assist with product support and warranty service options.

### How to initiate a warranty claim

You can call 1-800-798-7398 to have a Customer Service specialist assist you. Please note you must call 1-800-798-7398 to initiate a warranty claim. Return and Packing Instruction information will be provided at that time.

For Customer Service hours, visit [sharkclean.com](http://sharkclean.com).

Replacement parts are available for purchase at [sharkclean.com](http://sharkclean.com). For more information on which parts are classified as wearable and non-wearable, please visit [sharkclean.com/warranty](http://sharkclean.com/warranty).

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

## REGISTER YOUR PURCHASE



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



Scan QR code using mobile device



Benefits of registering your product and creating an account:

- Get easier, faster product support and access to warranty 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 of Purchase: \_\_\_\_\_  
(Keep receipt)

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

## TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 800W

Amps: 6.7A



**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® Navigator™ Lift-Away® Zero-M™ Speed.

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

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

For SharkNinja U.S. Patent information, visit [www.sharkninja.com/USPatents](http://www.sharkninja.com/USPatents)

# **Shark**

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