

# ***Shark*** POWERDETECT™ Corded Stick Vacuum with DuoClean Detect™, Self-Cleaning Brushroll, and Odor Neutralizer Technology

HZ4000 Series

## OWNER'S GUIDE

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# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

## ⚠ WARNING

To reduce the risk of fire, electric shock, injury, or property damage, when using an electrical appliance, basic precautions should always be followed, including the following:

### READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

1. 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. To minimize the risk of power cord damage, do not allow the motorized brush roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
2. This appliance has a polarized plug, if the plug does not fit fully into the outlet, reverse the plug (one blade is wider than the other). If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
3. 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.
4. Use only identical replacement parts.
5. 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.
6. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
7. The use of an extension cord is **NOT** recommended.
8. This vacuum cleaner contains no serviceable parts.
9. 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. Cleaning and user maintenance shall not be made by children. Keep the appliance and its cord out of reach of children. **DO NOT** allow the appliance to be used by children. **DO NOT** allow to be used as a toy. Close supervision is necessary when used near children.
10. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
11. **DO NOT** handle plug or vacuum cleaner with wet hands.
12. **DO NOT** use without filters in place.
13. Only use Shark® branded filters and accessories.
14. **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.
15. **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.
16. **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.
17. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.

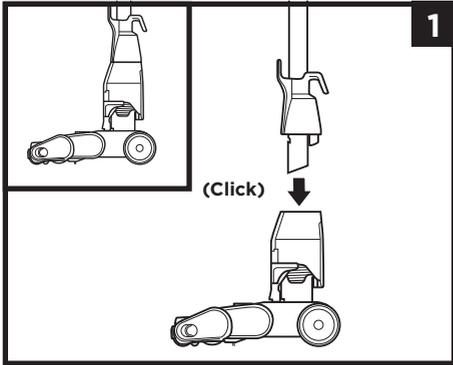
18. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
19. Use extra care when cleaning on stairs.
20. **DO NOT** leave the vacuum cleaner unattended while plugged in.
21. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
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, gasoline, 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 vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
26. Turn off all controls before plugging in or unplugging the vacuum.

### ODOR

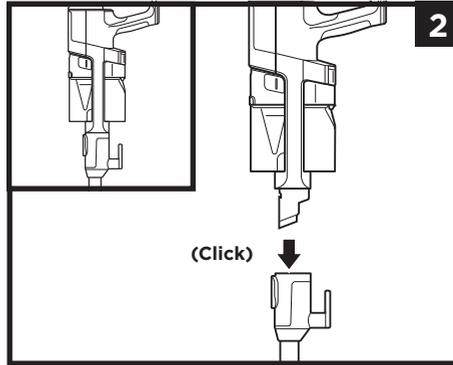
27. Observe the following when interacting with the odor neutralizing cartridge:
    - a) **DO NOT** attempt to disassemble odor neutralizing cartridge.
    - b) Avoid direct contact with the fragrance pod in the cartridge.
    - c) **DO NOT** directly inhale from the odor neutralizing cartridge.
    - 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.
28. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
  29. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
  30. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
  31. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
  32. Make sure the dust cup and all filters are in place after routine maintenance.
  33. If provided, secure the power cord around the two cord hooks during storage.

## SAVE THESE INSTRUCTIONS

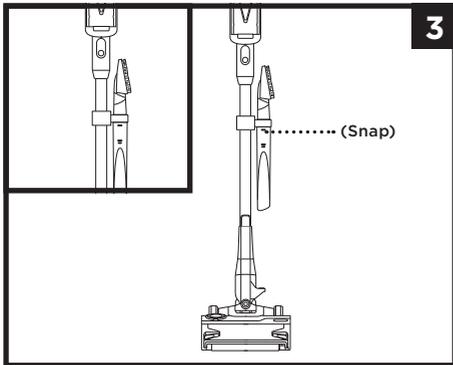
## ASSEMBLY



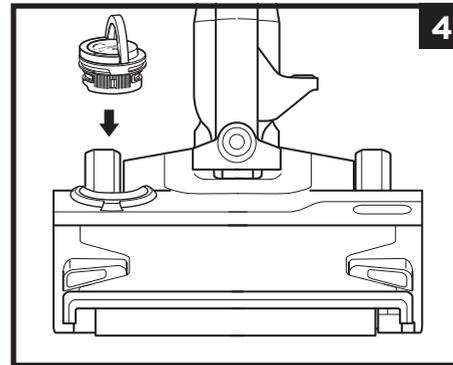
1. Insert **Wand** into **Floor Nozzle**.



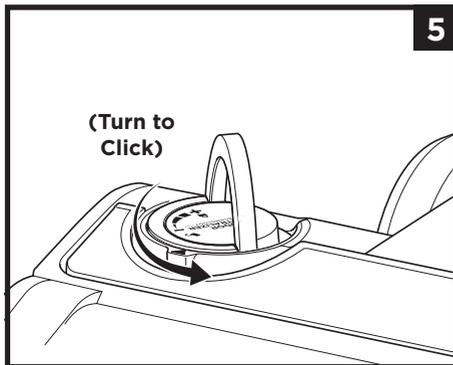
2. Insert **Handheld Vacuum** into wand.



3. Snap the **Onboard Storage Clip** onto the wand, then place accessories in the holder. Ensure all connections click securely into place.

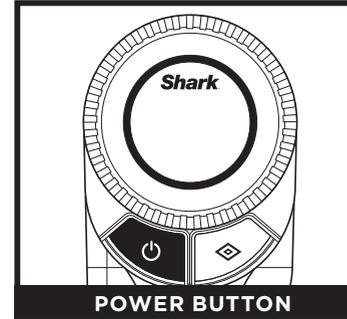


4. Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.

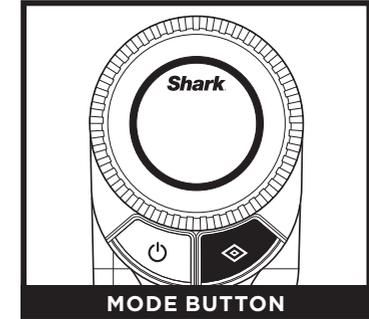


5. To lock and engage the dial, rotate it counterclockwise until it clicks into the desired odor intensity setting.

## CONTROLS

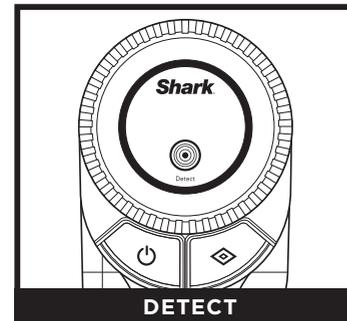


Press the Power button to turn the vacuum on/off.

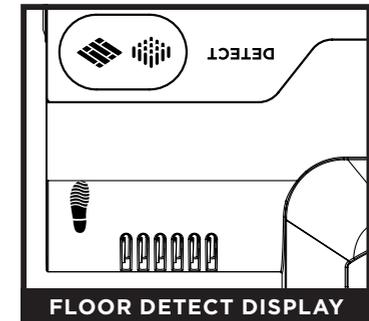


Press the Mode button to toggle between Detect, Hard Floor, and Carpet settings.

### FLOOR DETECT™ TECHNOLOGY



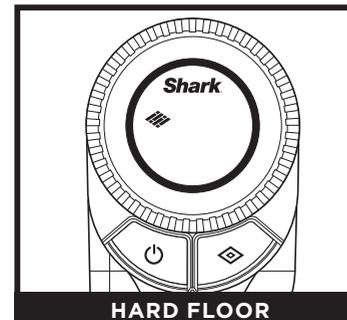
In Detect mode, Floor Detect technology automatically senses carpets and hard floors and adjusts the brushroll speed for optimal performance.



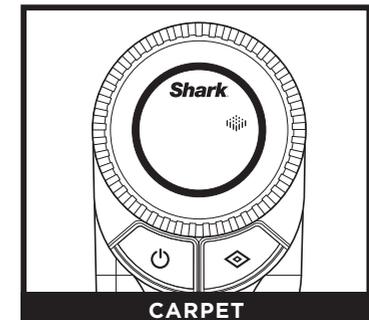
The Floor Detect display indicates which surface type has been detected.

 (L)-Hard Floor  
 (R)-Carpet

### MANUAL SURFACE MODES



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



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

**NOTE:** For deep cleaning per ASTM F608 (embedded dirt in carpets) please use the Carpet setting.  
**NOTE:** Select Carpet for stuck-on dust and debris.

## ODOR NEUTRALIZER TECHNOLOGY

### SETTINGS



ODOR DIAL

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

**Insertion/Removal:** Rotate the odor dial to align the teal arrows. Remove the dial to access the odor 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.

### ODOR NEUTRALIZER TECHNOLOGY TIPS

#### Odor Dial Must be Installed for Vacuum to Function Properly

- Remove odor cartridge from dial if you don't want the benefits of Odor 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 Odor Cartridge Replacement.
- Visit [qr.sharkclean.com/odortech](http://qr.sharkclean.com/odortech) to learn more and purchase replacements.
- If wet pet messes are cleaned up, thoroughly clean the vacuum.

#### 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 odor dial needs to be installed for the vacuum to function properly, with or without the odor cartridge.  
• Odor Neutralizer Technology effectively deodorizes while interacting with odors from inanimate sources.

## ODOR NEUTRALIZER TECHNOLOGY

### ODOR CARTRIDGE REPLACEMENT



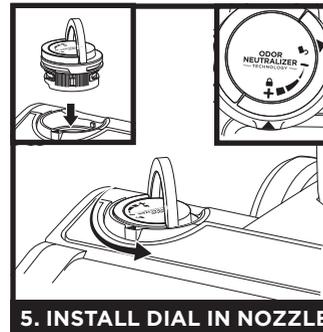
1. REMOVE ODOR DIAL FROM NOZZLE

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.



3. REMOVE NEW CARTRIDGE FROM BAG

Remove the new odor cartridge from the sealed packaging. To maintain the life of the cartridge, keep it in the sealed packaging until you are ready to install it.



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.



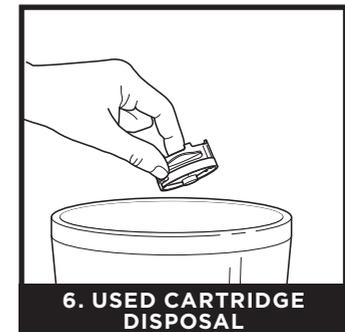
2. REMOVE OLD ODOR CARTRIDGE

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

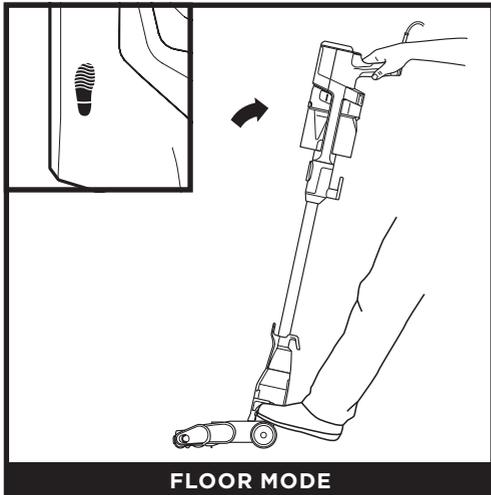


6. USED CARTRIDGE DISPOSAL

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

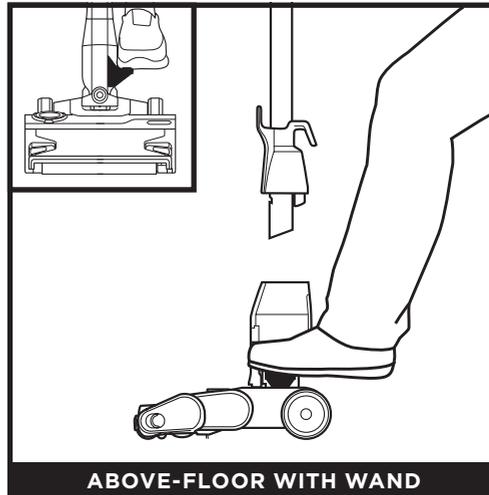
**NOTE:** Odor cartridges should be replaced every 6 months for optimal Odor Neutralizer Technology performance.

## CLEANING MODES



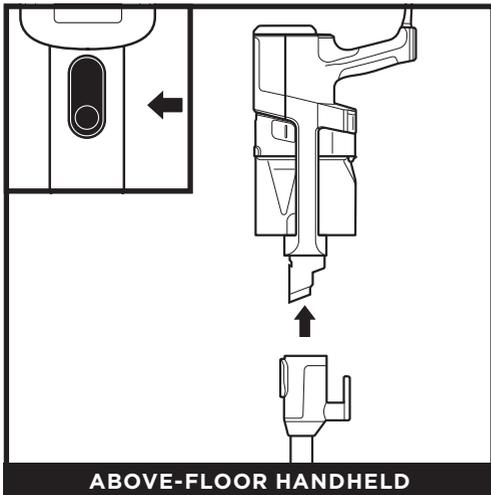
**FLOOR MODE**

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



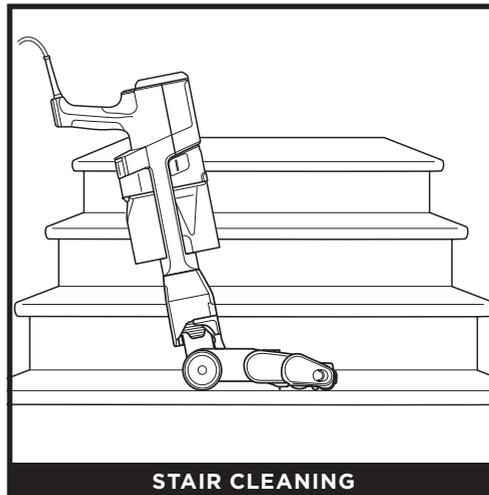
**ABOVE-FLOOR WITH WAND**

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.



**ABOVE-FLOOR HANDHELD**

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



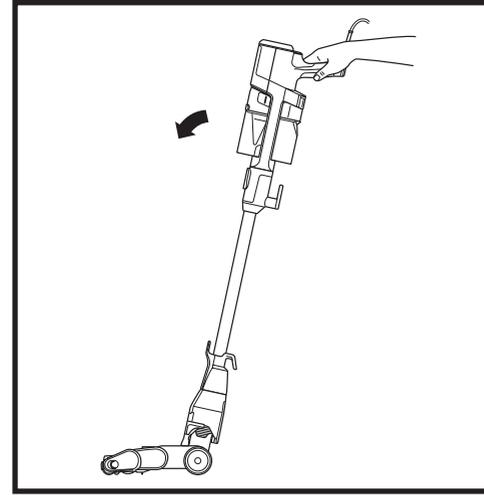
**STAIR CLEANING**

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

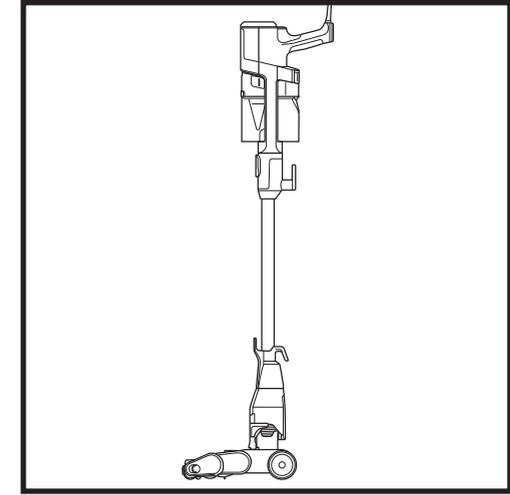
**NOTE:** All accessories are compatible with both the wand and the handheld vacuum.

## STORAGE MODES

### SELF-STANDING

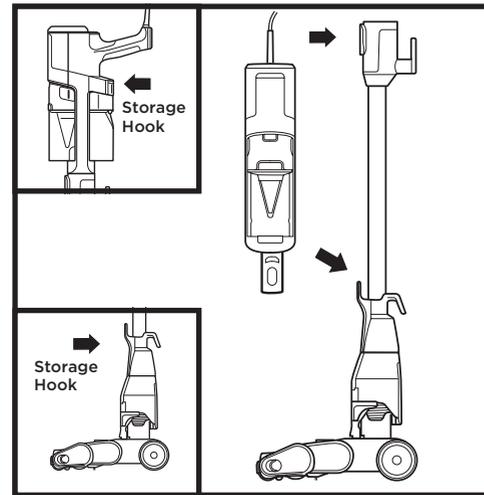


Return the vacuum to its upright position. Once the **Upright Lock** engages, the vacuum will stand freely.

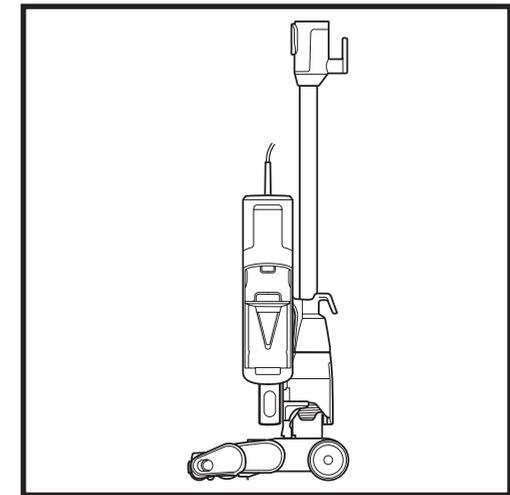


Wrap the cord around the two cord hooks. Start with the bottom hook and leave a little slack in the cord.

### HANDHELD STORAGE HOOK



Press the **Wand Release** button near the top of the wand to detach the handheld vacuum. Align the **Catch** on the side of the handheld vacuum with the **Storage Hook** on the wand, then hang the handheld vacuum from the hook.



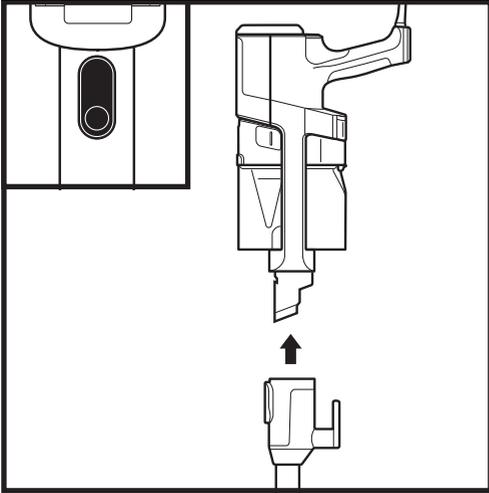
Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.

## MAINTENANCE

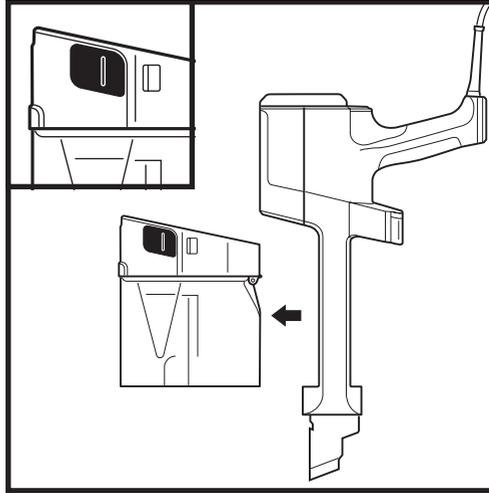
**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### EMPTYING THE DUST CUP

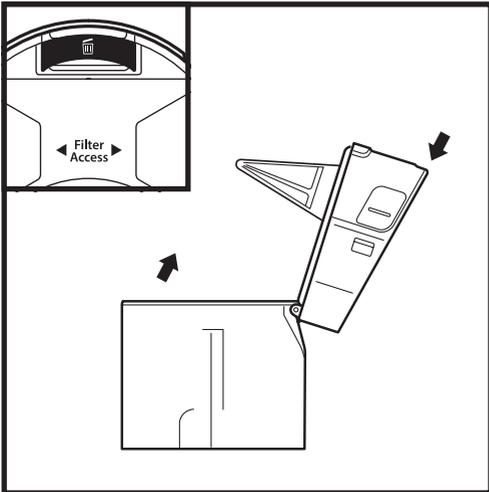
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



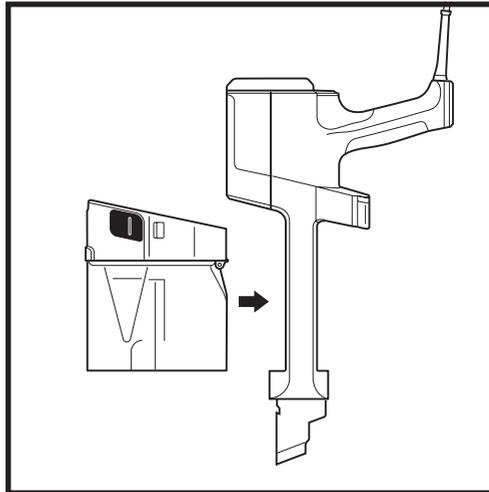
Press the **Wand Release** button and lift off the handheld vacuum.



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. Pull back on the yellow **Empty** button and pull up to 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.



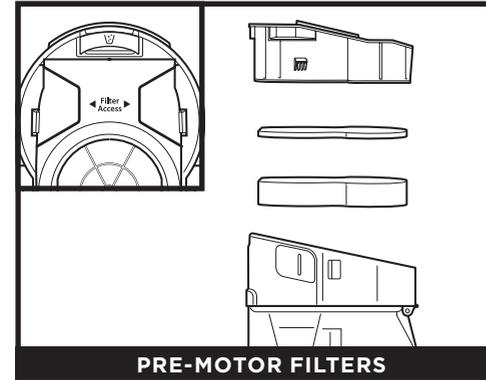
To reinstall, push the lid closed, then insert the dust cup into the handheld vacuum from the top, until it clicks into place.

## MAINTENANCE

**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### CLEANING FILTERS

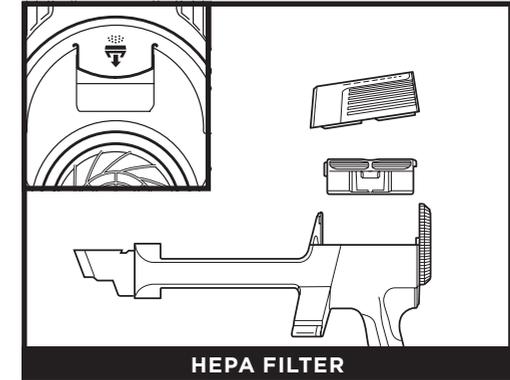
Regularly rinse and replace the filters to maintain your vacuum's suction power and to maximize the effectiveness of **Odor Neutralizer Technology**. To prevent damage from cleaning chemicals, rinse filters with cold water only. Do not use soap. Allow all filters to air-dry for at least 24 hours before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

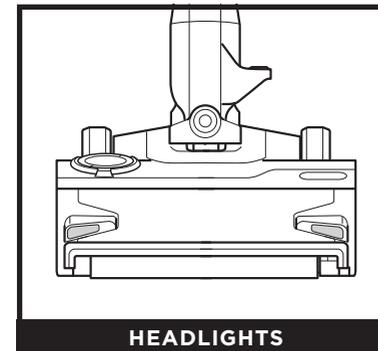
**NOTE:** The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.



HEPA FILTER

The **HEPA Filter** should be rinsed every 6 months. To remove the HEPA 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 HEPA 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



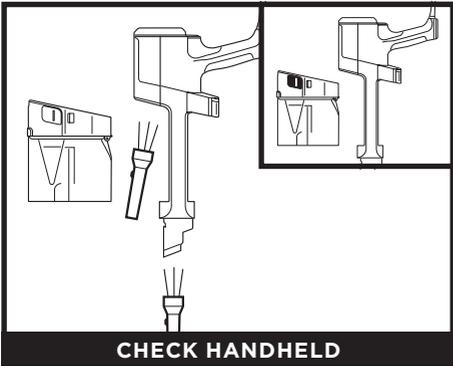
HEADLIGHTS

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

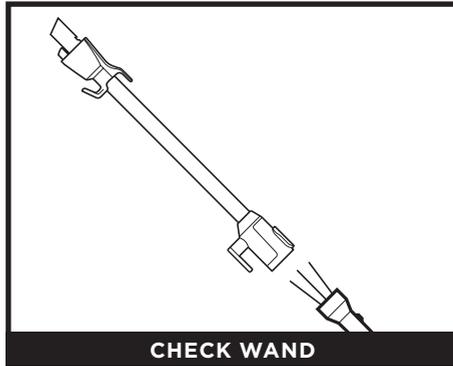
**Solid White Lights:** The brushroll is spinning and the unit is working as it should.  
**Solid Red Lights:** There is a jam in the brushroll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.  
**Flashing Red Lights:** The motorized floor nozzle is overheating. Turn 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.

## MAINTENANCE

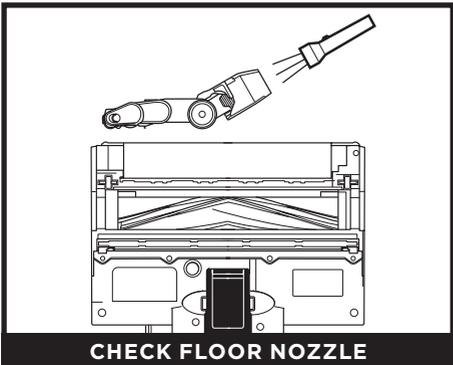
### CHECKING FOR BLOCKAGES



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

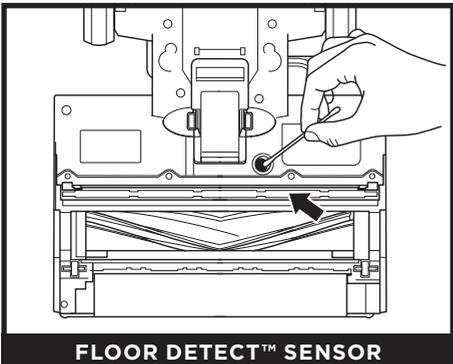


Detach the wand and check it for blockages.



Detach the wand, turn the nozzle over, open the **Nozzle Hose Access**, and check for blockages.

### DETECT SENSOR MAINTENANCE



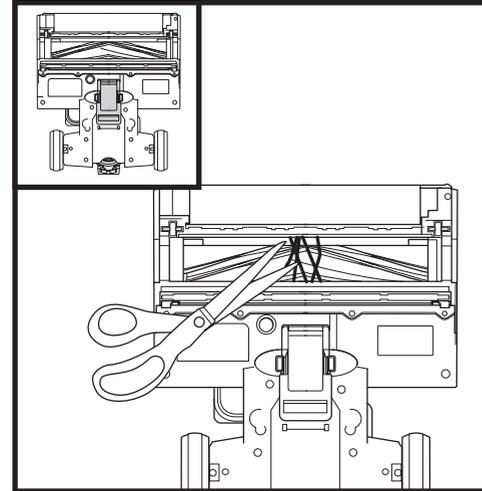
Make sure to clean the Detect sensors regularly, as hair and other debris may build up and obstruct them. If the sensors are partially obstructed, Detect mode will not function as expected.

#### CLEANING THE FLOOR DETECT SENSOR

1. Step on 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

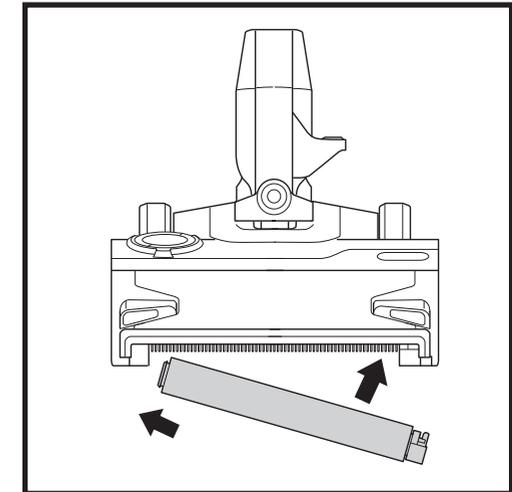
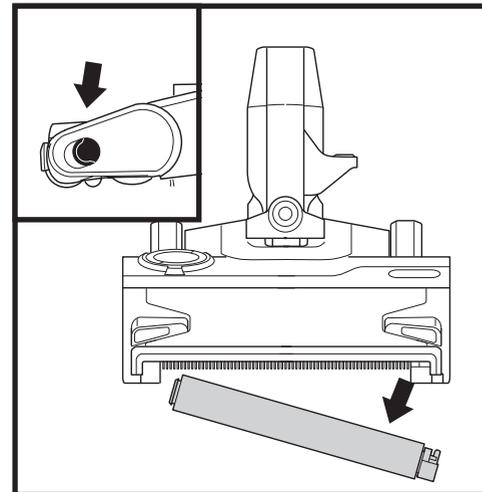
### SELF-CLEANING BRUSHROLL MAINTENANCE



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 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



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.

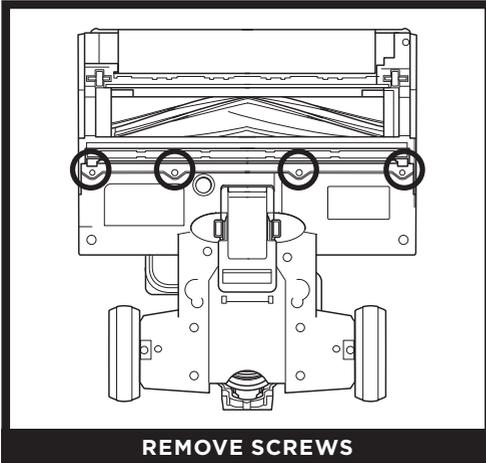
**NOTE:** For best performance, keep the Soft Roller clean with regular maintenance.

## NOZZLE MAINTENANCE

### SQUEEGEE BRISTLE STRIP

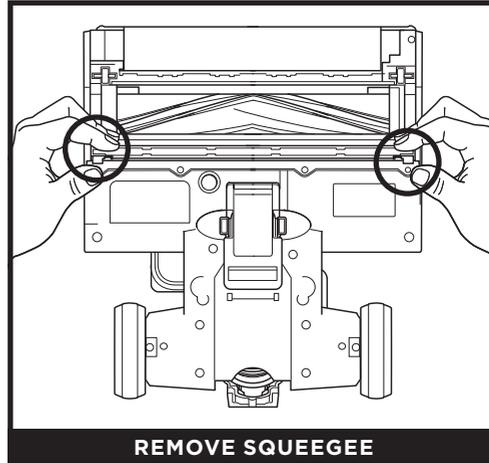
If your vacuum has low suction or no suction, or if it is struggling to pick up debris while moving in reverse, then you'll need to remove and clean the Squeegee Bristle Strip on the bottom of the nozzle. To access the squeegee strip, step on the foot pedal to detach the nozzle from the wand.

#### REMOVING THE SQUEEGEE BRISTLE STRIP



REMOVE SCREWS

1. Turn the nozzle over and locate the squeegee bristle strip between the brushroll and the rear wheels. Use a Phillips-head screwdriver to remove the 4 screws.

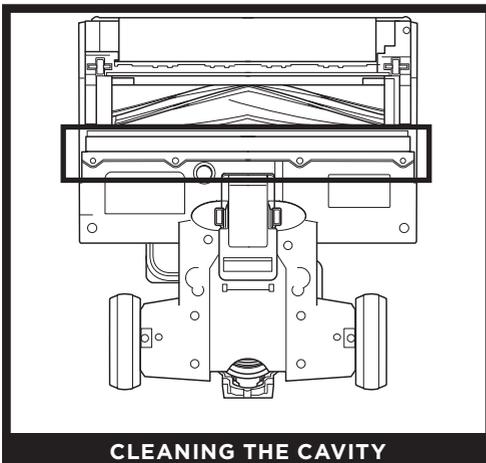


REMOVE SQUEEGEE

2. Remove the squeegee strip by pulling up on the fabric flaps on both ends of the strip.

**NOTE:** Keep screws after removal.

#### CLEANING THE SQUEEGEE BRISTLE STRIP & CAVITY

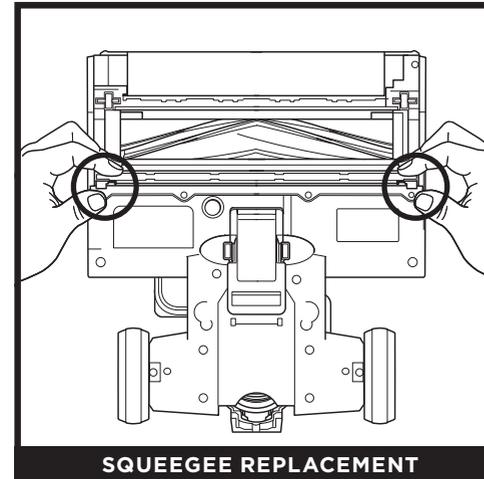


CLEANING THE CAVITY

1. With the strip removed, clean the squeegee cavity and bristle strip. Use a paper towel to wipe off any debris or dust in the cavity and on the bristle strip.

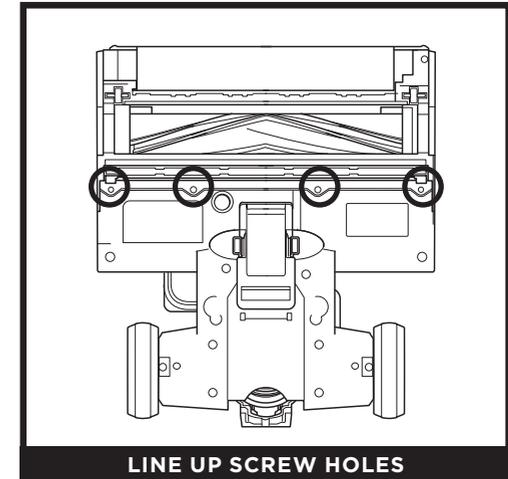
## NOZZLE MAINTENANCE

### REINSTALLING THE SQUEEGEE BRISTLE STRIP



SQUEEGEE REPLACEMENT

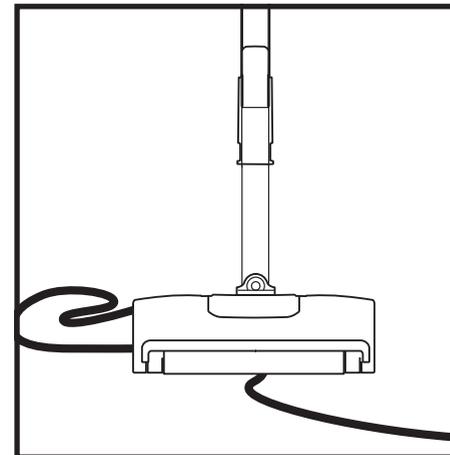
1. Hold the squeegee strip by the fabric flaps on the ends, with the bristle side facing up. Insert the plastic piece into the cavity first, while tilting the strip forward, toward the brushroll.



LINE UP SCREW HOLES

2. Align the 4 screw holes on the squeegee strip over the holes in the nozzle. Make sure the strip sits flush with the nozzle, then fasten it securely in place with the screws.

## 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.

## AVAILABLE ACCESSORIES

**NOTE:** Not all accessories come with all units. For a list of the accessories included with this model, see the top inside flap of the box. To order additional accessories, visit [sharkaccessories.com](http://sharkaccessories.com).

### A Crevice Tool

This slim tool is great for cleaning in tight spaces, between couch cushions, and in hard-to-reach areas. A longer crevice tool is available at [sharkaccessories.com](http://sharkaccessories.com).

### B Pet Crevice Tool

This versatile, slender 8" tool removes pet hair from hard-to-reach spaces like corners, stairs, and between couch cushions.

### C Upholstery Tool

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

### D Wide Upholstery Tool

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

### E Dusting Brush

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

### F Pet Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

### G Anti-Allergen Dust Brush

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

### H Pet Power Brush

The turbine brush loosens and removes pet hair and debris from carpets, and powerfully deep-cleans dander out of upholstery and other surfaces.

### I Precision Duster

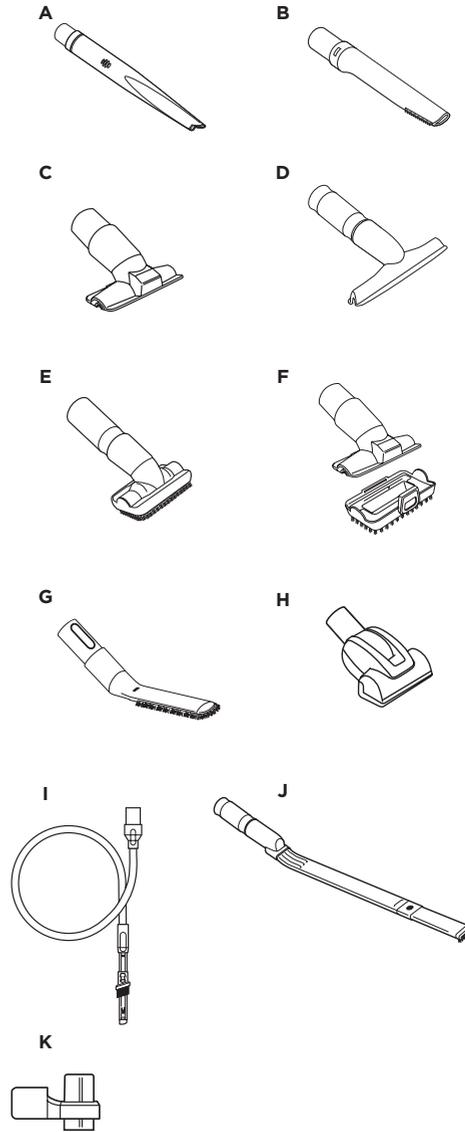
This flexible tube features a micro-duster crevice tool on the end for cleaning around delicate objects and in difficult-to-reach spots like car interiors and computer keyboards.

### J 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.

### K Onboard Storage Clip

This removable clip attaches to your vacuum. The clip can store up to two accessories at a time while you clean.



## TROUBLESHOOTING

### Power cord 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 nozzle hose. Open the hose access latch on the bottom of the nozzle and lift up the hose. Clear blockages, then push the hose down and press the latch 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:

- Turn off the vacuum and unplug it.
- Empty the dust cup and clean the filters. See Emptying the Dust Cup and Cleaning Filters sections.
- Check for blockages in the wand, floor nozzle, handheld vacuum, inlet openings, and accessories.
- Reassemble the entire vacuum and ensure all parts click into place.
- Allow unit to cool for a minimum of 60 minutes.
- 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 odor 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 odor neutralizer cartridge is installed into the nozzle.
- Check the odor neutralizer dial on the nozzle to see which setting is enabled.
- If in Low to High setting and odor 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 [support.sharkclean.com](http://support.sharkclean.com) or call Customer Service **1-800-798-7398**.

## FIVE (5) YEAR LIMITED WARRANTY

The Five (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 five (5) years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

### What is covered by this warranty?

1. The original unit and/or non-wearable parts deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to five (5) years from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

### What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as foam filters, HEPA filters, pads, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at [sharkaccessories.com](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 [sharkclean.com/support](http://sharkclean.com/support) for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. So we may better assist you, please register your product online at [registeryourshark.com](http://registeryourshark.com) and have the product on hand when you call.

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 **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. We also ask that you register your product online at [registeryourshark.com](http://registeryourshark.com) and have the product on hand when you call, so we may better assist you. A Customer Service Specialist will provide you with return and packing instruction information.

### How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

## REGISTER YOUR PURCHASE

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

 Scan QR code using mobile device



 Scan here or visit [qr.sharkclean.com/odortech](http://qr.sharkclean.com/odortech) for more information



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

**TIP:** The model number is on the rating label behind the dust cup.

**TIP:** The date code is on one of the prongs of the power cord plug.

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date Code: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

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

## TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

Watts: 600W

## ODOR NEUTRALIZER SPECIFICATIONS

1. Product Name: Odor Neutralizer Cartridge
2. Manufacturer: Shark Ninja 89 A Street Needham, MA 02494
3. Weight: 17.4g / 0.61oz
4. Ingredients: Solid SM composite polymer C17 + fragrance SE 272235

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**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™, Self-Cleaning Brushroll, and Odor Neutralizer Technology.

SharkNinja Operating LLC  
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CAN: Ville St-Laurent, QC H4S 1A7  
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](https://sharkninja.com/patents) for more information.

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