

Shark[®]

WWW.SHARKCLEAN.COM

NV351

NV351WM1

NV352

NV353

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

For Household Use Only

To reduce the risk of electric shock, this vacuum cleaner has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. 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 OR INJURY:

GENERAL WARNINGS

- 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.
- Use only identical replacement parts.
- 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.
- Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
- The use of an extension cord is **NOT** recommended.
- This vacuum cleaner contains no serviceable parts.

USE WARNINGS

- DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
- Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
- DO NOT** handle plug or vacuum cleaner with wet hands.
- DO NOT** use without filters in place.
- Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
- DO NOT** damage the power cord:
 - DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - 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.
- 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.
- 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.
- Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- Use extra care when cleaning on stairs.
- DO NOT** leave the vacuum cleaner unattended while plugged in.
- When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 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.
- DO NOT** use to pick up:
 - Liquids
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
 - Smoking or burning objects (hot coals, cigarette butts, or matches)
 - Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - Toxic materials (chlorine bleach, ammonia, or drain cleaner)

- DO NOT** use in the following areas:
 - Poorly lit areas
 - Wet or damp surfaces
 - Outdoor areas
 - 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)
- Turn off all controls before plugging in or unplugging the vacuum.
- Unplug from electrical outlet when not in use and before any maintenance or cleaning.
- Hand wash with water only. Washing with cleaning chemicals could damage the unit.
- During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
- Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- Make sure the dust cup and all filters are in place after routine maintenance.
- If provided, secure the power cord around the two cord hooks during storage.

SAVE THESE INSTRUCTIONS

Thank you for purchasing the **Shark Navigator® Lift-Away®**.

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This manual covers model numbers:

NV351
NV351WM1
NV352
NV353

TECHNICAL SPECIFICATIONS

Voltage: 120V., 60Hz
Watts: 1200W
Amps: 10A

Ce manuel couvre les numéro de modèles:

NV351
NV351WM1
NV352
NV353

SPÉCIFICATIONS TECHNIQUES

Voltage: 120V., 60Hz.
Watts: 1200 watts
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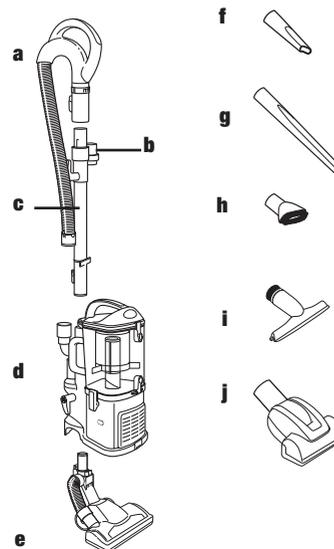
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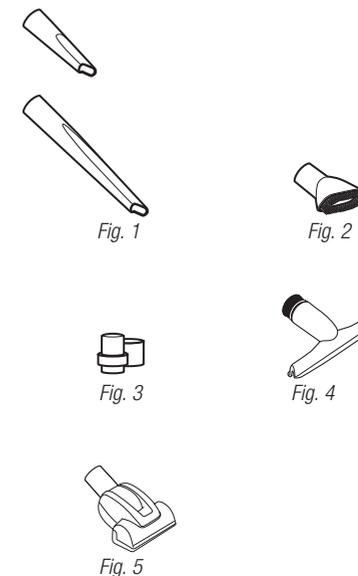
Getting Started



FIRST THING'S FIRST, YOU NEED TO KNOW WHAT'S IN THE BOX YOU JUST OPENED:

- a** Handle with Stretch Hose
- b** Accessory Holder
- c** Extension Wand
- d** Detachable Canister
- e** Motorized Floor Brush Nozzle
- f** 5.5" Crevice Tool
- g** 24" Crevice Tool
- h** Dusting Brush
- i** Pet Upholstery Tool
- j** Pet Power Brush

NOTE: There are a variety of accessories that are compatible with this vacuum series. The top flap of your box shows the select accessories that are included with your model.



ACCESSORIES:

CREVICE TOOL

Reach deep into narrow spaces and clean between cushions, under radiators and baseboards and in hard to reach crevices and corners. **(Fig. 1)**

DUSTING BRUSH

Dust shelves, lamp shades, window blinds, books, furniture and other upholstered household items. **(Fig. 2)**

ACCESSORY HOLDER

Designed to hold the crevice tool and dusting brush. For quick access to tools when vacuuming and cleaning around the house. **(Fig. 3)**

PET UPHOLSTERY TOOL

Removes pet hair and dust from curtains and delicate fabrics. **(Fig. 4)**

PET POWER BRUSH

This unique tool was engineered for fast and easy removal of pet hair and ground in dirt from carpeted stairs and upholstery. **(Fig. 5)**

Your new *Shark Navigator® Lift-Away®* vacuum cleaner can easily be configured into different cleaning modes to meet all your cleaning needs: upright vacuum and detachable canister - both with constant suction power.

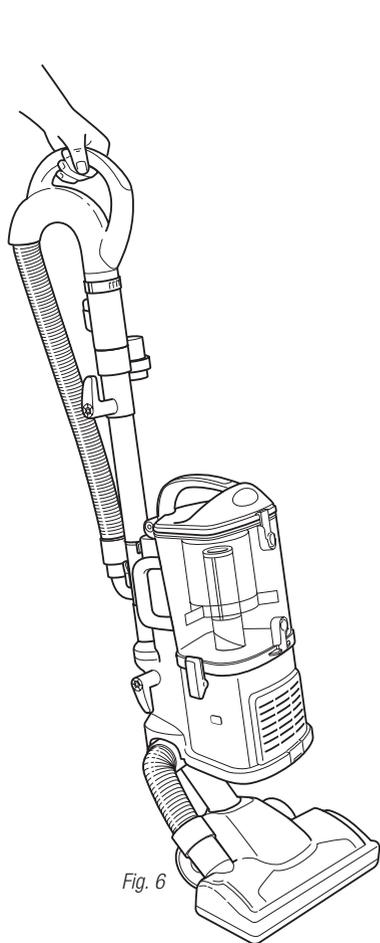


Fig. 6

MODES:

1 UPRIGHT VAC

Upright vacuuming - floors and carpets. (Fig. 6)

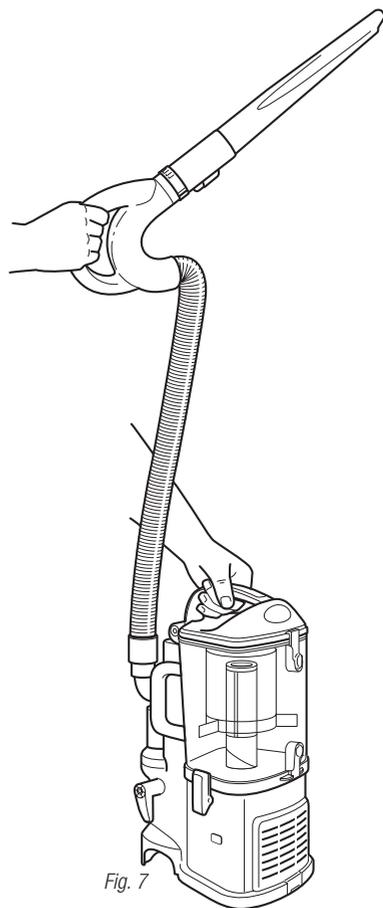


Fig. 7

2 DETACHABLE CANISTER

Take the detachable canister with you around the house to clean all kinds of hard to reach places. (Fig. 7)

Mode 1: Upright Vac

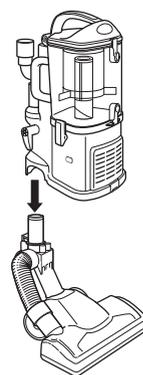


Fig. 8



Fig. 9

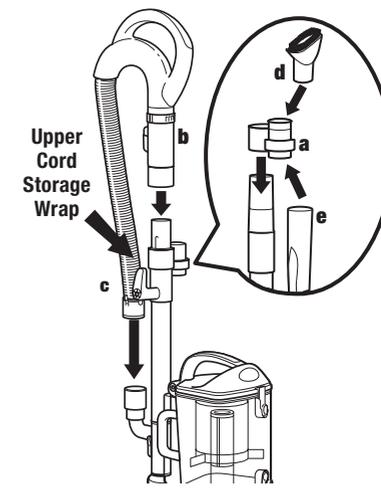


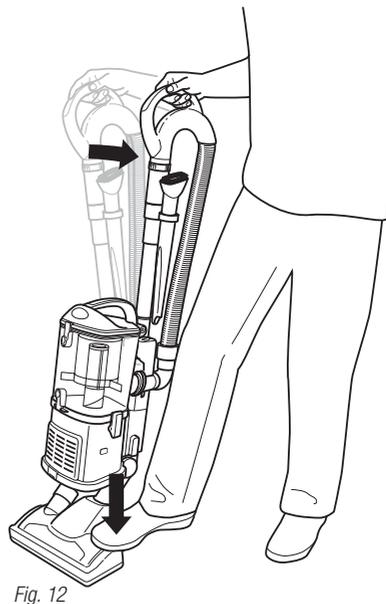
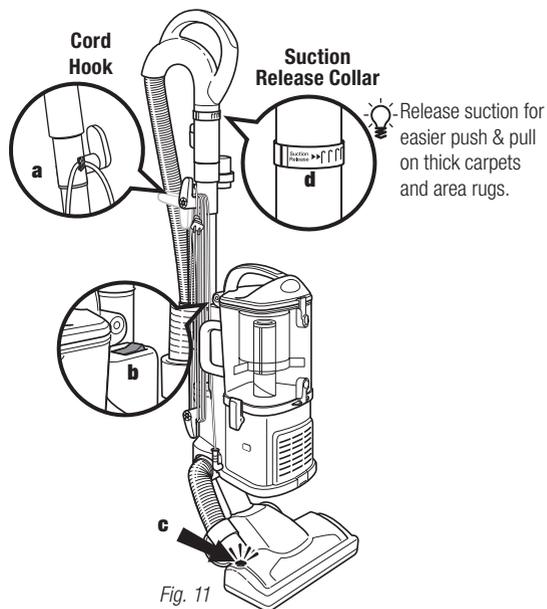
Fig. 10

TO ASSEMBLE:

- 1 Place the floor nozzle on a level surface.
- 2 Align the tube of the floor nozzle with the tube on the detachable canister and lower until you hear the two pieces click into place. (Fig. 8)
- 3 Attach the end of the extension wand to the tube on the back of the detachable canister until it clicks into place. (Fig. 9)

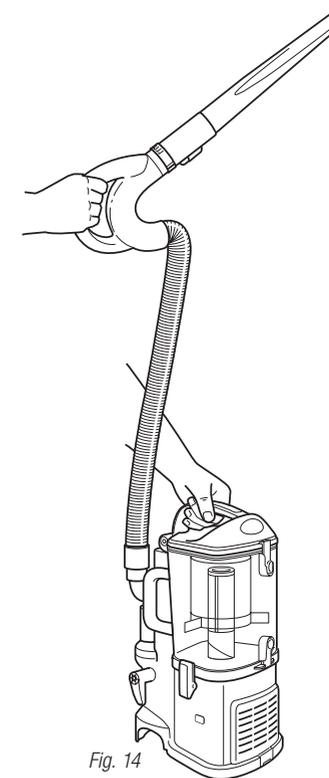
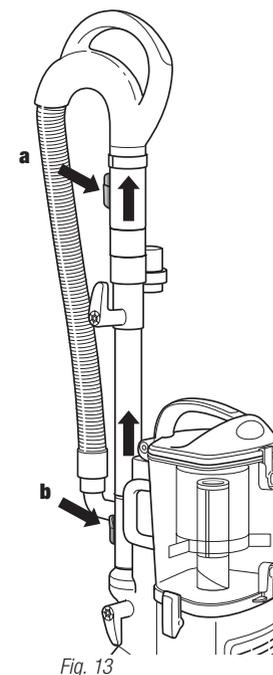
When attaching the motorized floor brush, ensure that the latching mechanism is fully locked in place to ensure electrical connection has been made.

- 4 Slide the accessory holder (a) positioned opposite the upper cord wrap, over the extension wand. Align the tab with the groove and push down. (Fig. 10)
- 5 Push the handle (b) onto the top of the extension wand until you hear it click into place. (Fig. 10)
- 6 Insert the end of the stretch hose (c) into the connector on the back of the detachable canister. (Fig. 10)
- 7 Store the dusting brush (d) and the crevice tool (e) on the mounts of the accessory holder. (Fig. 10)



Mode 2: Detachable Canister

You can carry your vacuum cleaner in both modes by the carry handle located on top of the dust cup.



TO USE:

- 1 Rotate the cord release to quickly release the power cord.
- 2 Secure the power cord in the cord hook (a). (Fig. 11)

|| = Brush Roll ON

| = Bare Floor

○ = OFF



- 3 Press the On/Off switch (b) to the "I" position to vacuum bare floors (straight suction only) or to the "II" position to engage the motorized floor brush (for vacuuming carpets and rugs). (Fig. 11)

IMPORTANT: The motorized brush indicator light (c) will illuminate green when motorized floor brush is on, or red if there is a blockage or jam. (Fig. 11) This feature is designed to protect your Lifetime Belt that powers your motorized floor brush. See Checking for Blockages on page 19.

- 4 Gently press the floor nozzle down with your foot while you grasp the handle and tilt it back towards you. (Fig. 12)
NOTE: The rotating brush on the motorized floor brush will not spin unless the nozzle is flat against the floor and the handle is tilted back.
- 5 Due to the huge suction power of this vacuum, it may become necessary at times to adjust the suction release (d) on the handle. (Fig. 11) If the vacuum seems difficult to push or pull or if it is lifting up area rugs, adjust the suction release by rotating the collar 90° counterclockwise to open the valve. Rotate the collar clockwise to close the valve when you need high suction and for vacuuming floors.
- 6 Empty dust cup after vacuuming and periodically during use when it appears full. (See "Maintenance" section for instructions.)
- 7 When you are finished vacuuming, turn the vacuum off.

LIFT AWAY DETACHABLE CANISTER FOR PORTABLE CLEANING

- 1 Separate the detachable canister from the floor nozzle.
- 2 Press the handle release button (a) and pull the handle up or press the extension wand release button (b) and pull the extension wand up. (Fig. 13)

- 3 Attach desired accessory onto the end of either the extension wand or the handle.
- 4 Press the On/Off switch to the "I" position to turn the vacuum on for above-floor cleaning and hold the handle in one hand while you carry the detachable canister around the house with the other hand. (Fig. 14)

Above-Floor Cleaning

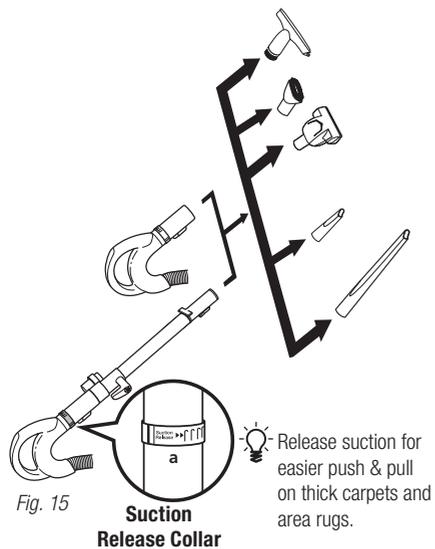


Fig. 15

Suction Release Collar

CLEAN ABOVE THE FLOOR IN UPRIGHT VAC OR DETACHABLE CANISTER MODE

- 1 Press the handle release button and pull the handle up or press the extension wand release button and pull the extension wand up.
- 2 Attach desired accessory onto the end of either the extension wand or the handle. (Fig. 15)
- 3 **Your vacuum has tremendous suction power. Adjust the amount of suction with the suction release on the handle. Open the valve (a) by rotating the collar 90° counterclockwise for low suction when doing light jobs such as drapes or fine surfaces. Close the valve (a) by rotating the collar clockwise 90° for high suction and when using the hand held accessories. (Fig. 15)**
- 4 Press the On/Off switch to the "I" position to turn the vacuum on for above-floor cleaning.

⚠ IMPORTANT: Ensure vacuum is in upright position. Do not use position "II" when cleaning above the floor in the upright vac mode as this will engage the motorized floor brush. The rotating brush may damage your floor if run for a prolonged period of time in one area.

With Floor Nozzle



Fig. 16

CLEAN THE FLOOR IN DETACHABLE CANISTER MODE

- 1 Press the extension wand release button and pull the extension wand up.
- 2 Attach either floor nozzle onto the end of the extension wand. (Fig. 16)
- 3 Press the On/Off switch to the "I" position to turn the suction motor on.

NOTE: The rotating brush will not rotate in Detachable Canister mode.

Storing

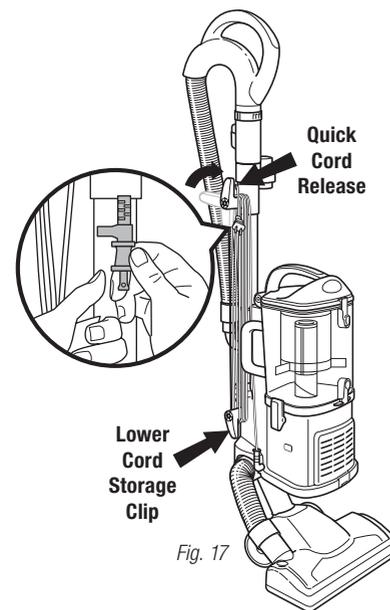


Fig. 17

STORE YOUR VACUUM SAFELY

- 1 Convert your vacuum back to upright vac mode.
- 2 Rotate the upper quick cord release to its upright position and coil the power cord loosely around the two clips. Clip the plug onto the cord to secure. (Fig. 17)
- 3 Store the dusting brush and the crevice tool on the mounts on the accessory holder.
- 4 Store your vacuum cleaner safely in a cool dry area where it will not be a hazard, will not get damaged and will not cause damage to anyone or anything.

NOTE: Empty dust cup after cleaning and prior to storing. (See "Maintenance" section for instructions.)

Maintenance

- ⚠** To reduce the risk of electric shock, unplug the unit before performing any cleaning, maintenance, or troubleshooting checks.
- ⚠** Reassemble all parts securely before operating vacuum.
- ⚠ DO NOT** operate the vacuum without the pre-motor filters and dust cup in place.
- ⚠ DO NOT** operate the vacuum with WET filters.
- ⚠ IMPORTANT:** Make sure all filters are completely dry before inserting back into vacuum.
- ⚠ IMPORTANT:** Damages caused while clearing or attempting to clear blockages are not covered under your product's limited warranty.

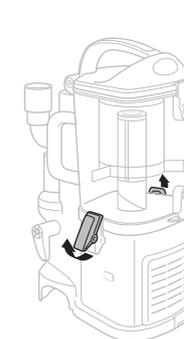


Fig. 18

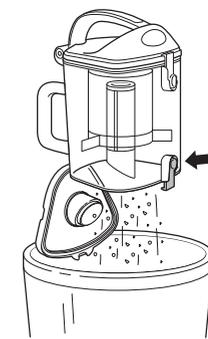


Fig. 19

Maintenance - cont'd

COMPONENT	MAINTENANCE SCHEDULE
1 Dust Cup	Empty each time you vacuum.
2 Pre-Motor Foam Filter	Rinse and air dry every 3 months under normal use.
3 Pre-Motor Felt Filter	Rinse and air dry every 3 months under normal use.
4 Post-Motor HEPA Filter	Clean once every 2 years or as needed.



Fig. 20

EMPTYING THE DUST CUP

The dust cup needs to be emptied each time you vacuum and periodically during cleaning, when the dust cup appears full.

- Undo the latches on the sides of the dust cup by lifting them up and outwards to remove the dust cup from the motor base. (Fig. 18)
- Hold the dust cup over a trash receptacle and press the bottom door release button. (Fig. 19) Tap gently to empty contents. Press the door shut again until it clicks.
- If needed, turn the dust cup upside down over the trash receptacle and press the top door release button. (Fig. 20) Tap gently to remove contents.
- ⚠ Debris may get stuck to the screen filter inside the dust cup. Use a dry cloth or paper towel to remove debris.** Press the door shut again until it clicks.
- Replace the dust cup on top of the motor base. Hook the two latches onto the tabs on the sides of the dust cup and

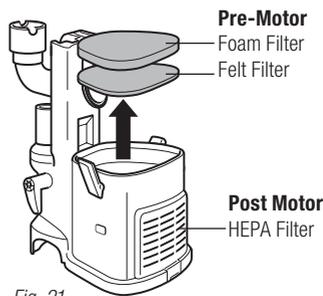


Fig. 21

push down to lock.

CLEANING THE PRE-MOTOR FILTERS

- Remove the dust cup.
- Pull the 2 filters out from the top of the motor base. (Fig. 21)
- Rinse the filters thoroughly in lukewarm water until the water runs clear.
- ⚠ DO NOT** put the filter in the washing machine or dishwasher.
NOTE: The material in the filter will discolor over time. This is NORMAL and will not affect the performance of the filter.
- Squeeze out excess water and let air-dry for at least 24 hours before replacing. Do not use a hair dryer or other heating methods to dry.
- Place the felt filter in first, then the foam filter.
- Replace the dust cup.



Fig. 22



Fig. 23

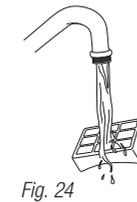


Fig. 24

CLEANING THE POST-MOTOR HEPA FILTER

- Remove the filter cover from the front of the vacuum by pulling up on the tab and pulling the cover away from the vacuum. (Fig. 22)
- Take out the HEPA filter by pulling it straight out.
- Turn the filter over so that the dirty side is on the bottom and vigorously tap it clean against a garbage can to remove any dust. (Fig. 23)
- Wash the filter under the tap using lukewarm water with the dirty side face down until the water runs clear. (Fig. 24)
- ⚠ DO NOT** put the filter in the washing machine or dishwasher.
NOTE: The material in the filter will discolor over time. This is NORMAL and will not affect the performance of the filter.
- Allow the filter to air dry for 24 hours. Do not use a hair dryer or other heating methods to dry.
- Once the HEPA filter is dry, replace it back into the vacuum.
- Replace the cover by inserting the two tabs into the holes at the top and then swinging the cover down until it clicks into place.

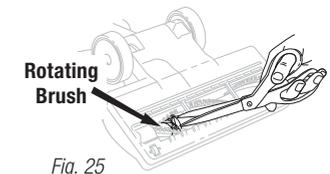


Fig. 25

CLEANING THE MOTORIZED FLOOR BRUSH

When your motorized floor brush needs cleaning or locks onto an object, it automatically shuts down to prevent damage to your lifetime belt. The indicator light will illuminate red warning you to turn off the vacuum and clear blockage immediately. The light will reset itself once blockage has been cleared and power has been cycled on/off or vacuum has been locked in the upright position.

- Detach the motorized floor brush from the detachable canister.
- Inspect the opening underneath and the rotating brush. If a build-up of debris is present, remove it. Carefully cut anything wound around the rotating brush with scissors. Avoid damaging or cutting the bristles. (Fig. 25)

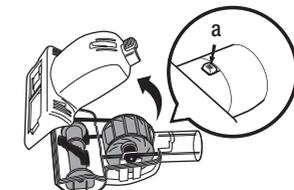


Fig. 26

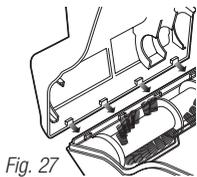


Fig. 27

CLEANING THE PET POWER BRUSH

- Slide the locking latch (a) forward and tilt the bottom cover upward to remove. (Fig. 26)
- Carefully remove any blockage or debris and cut away any build-up of hair or string wrapped around the rotating bristle brush with scissors.
- To reassemble, insert the tabs on the front edge of the bottom cover into the matching holes in the top half and tilt it back down until it clicks into place. (Fig. 27)

 **Make sure you are working in a well lit area and use a flashlight to help search for blockages.** 

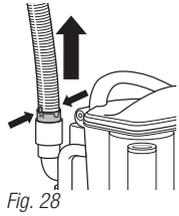


Fig. 28



Fig. 29

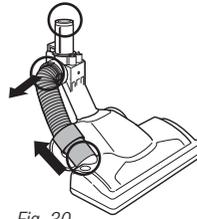


Fig. 30

CHECKING FOR BLOCKAGES

Blockages may cause your vacuum to overheat and shut down. To prevent this from happening, check potential blockage areas after heavy use or if you detect a loss of suction or poor cleaning performance.

1 Dust Cup

Dust cup may be full. Empty dust cup.

2 Pre-Motor & Post-Motor Filters

Pre-motor filters require washing every 3 months for optimum performance. The post-motor HEPA filter needs to be washed every 2 years.

Ensure that all the filters are clean.

3 Accessories

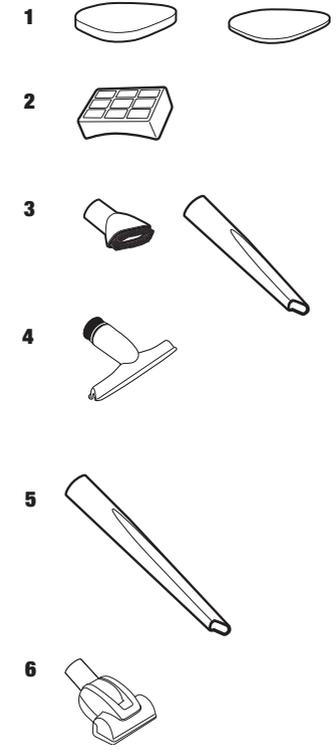
- Check intake openings:
 - Extension Wand
 - Dusting Brush
 - Crevice Tool
 - Pet Upholstery Tool
 - Pet Power Brush

4 Hose and Connections to Vacuum

- Detach the stretch hose from the back of the detachable canister by squeezing the tabs together and pulling up. **(Fig. 28)** Straighten out the hose and look inside for blockages.
- Remove the dust cup and extension wand and separate the detachable canister from the motorized floor brush. Look in all 4 openings for any blockages. **(Fig. 29)**

5 Motorized Floor Brush

- Detach the hose on the motorized floor brush at the top by squeezing the tabs together and pulling out, and at the bottom by pulling out the connector. Inspect inside the 3 holes. **(Fig. 30)**



PART	PART NO.
1	Pre-Motor Filter Set XFF350
2	HEPA Filter XHF350
3	Dusting Brush & Crevice Tool 112FFJ
4	Pet Upholstery Tool 261FFJ46
5	24" Crevice Tool 1124-FC
6	Pet Power Brush 119FFJ

To order additional parts or accessories go to www.sharkclean.com or call 1-800-798-7398.

SHARKNINJA FIVE-YEAR (5) LIMITED WARRANTY

PROBLEM	POSSIBLE REASONS & SOLUTIONS
Vacuum is not picking up dirt.	<p>Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before re-inserting back into the vacuum. (See "Maintenance" sections for instructions.)</p> <p>Dust cup may be full; empty dust cup.</p> <p>Check hose and hose connections for blockages; clear blockages if required.</p> <p>If dust cup is empty, and attachment inlets are clear, check for other blockages. (See "Checking for Blockages" for instructions.)</p>
Vacuum lifts scatter rugs (lightweight, movable rugs).	<p>Suction is powerful. Take care when vacuuming scatter-type rugs or rugs with delicately sewn edges. Open the suction release on the handle to decrease suction power.</p> <p>Move the On/Off switch to "I - Suction Only" position to disengage the brush roll</p>
Airflow is restricted. No suction or light suction.	<p>Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before re-inserting back into the vacuum.</p> <p>Dust cup may be full; empty dust cup.</p> <p>Check hose, hose connections, nozzles and accessories for blockages; clear blockages if required.</p> <p>Close the suction release on the handle to increase suction power.</p> <p>If dust cup is empty, and attachment inlets are clear, check for other blockages.</p>
Brush roll does not spin	<p>Immediately turn off and unplug vacuum, disconnect the nozzle and remove blockage before reconnecting and turning vacuum back on.</p> <p>Pull the handle toward you and release the floor nozzle to disengage the auto-off feature.</p> <p>Move the On/Off switch to the "II - Brush Roll On" position.</p>
Vacuum turns off on its own.	<p>This vacuum cleaner is equipped with a motor protective thermostat. If for some reason your vacuum overheats, the thermostat will automatically turn the unit off. Should this occur, perform the following steps to restart the motor thermostat:</p> <ol style="list-style-type: none"> 1. Move the On/Off switch to the "O" (Off) position. 2. Unplug the vacuum. 3. Empty the dust cup and clean filters. 4. Check for blockages in hose, accessories and inlet openings. 5. Allow the unit to cool for a minimum of 45 minutes. 6. Plug in the vacuum. 7. Turn the On/Off switch to the "I" (On) position to restart the vacuum. <p>Note: If vacuum still does not start, contact Customer Service at: 1-800-798-7398.</p>

To purchase replacement parts, please visit our website: www.sharkclean.com or contact customer service: 1-800-798-7398.

SharkNinja Operating LLC warrants this product to be free from material defects and workmanship for a period of five (5) years from the date of purchase when utilized for normal household use, subject to the following conditions, exclusions and exceptions.

The liability of **SharkNinja Operating LLC** is limited solely to the cost of the repair or replacement of the unit at our option. This Limited Warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with or used for commercial purposes. This Limited Warranty does not cover damage caused by misuse, abuse, negligent handling or damage due to faulty packaging or mishandling in transit. This Limited Warranty does not cover damage or defects caused by or resulting from damages from shipping or repairs, service or alteration to the product or any of its parts, which have been performed by a repair person not authorized by **SharkNinja Operating LLC**.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, you may return the complete appliance and accessories with proof of purchase and date, freight prepaid. For customer service support, call 1-800-798-7398 or visit our website at www.sharkclean.com/warranty.

If the appliance is found by **SharkNinja Operating LLC** to be defective, in **SharkNinja Operating LLC's** sole discretion, we will repair or replace it free of charge. Proof of purchase date and a check made payable to **SharkNinja Operating LLC** in the amount of \$19.95 to cover the cost of return shipping and handling must be included.*

Non-durable parts including, without limitation, filters, brushes and electrical parts which normally require replacement are specifically excluded from warranty.

This Limited Warranty is extended to the original purchaser of the unit and excludes all other legal, implied and/or conventional warranties. The responsibility of **SharkNinja Operating LLC** if any, is limited to the specific obligations expressly assumed by it under the terms of this Limited Warranty. **In no event is SharkNinja Operating LLC** liable for incidental or consequential damages to anyone of any nature whatsoever. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

***IMPORTANT: Carefully pack item to avoid damage in shipping. Be sure to include proof of purchase date and to attach a tag to item before packing including your name, complete address and phone number with a note giving purchase information, model number and what you believe is the problem with the item. We recommend you insure the package (as damage in shipping is not covered by your warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICE".**

Product Registration

Please visit www.registeryourshark.com or call 1-800-798-7398 to register your new Shark® product within ten (10) days of purchase. You will be asked to provide the store name, date of purchase and model number along with your name and address.

The registration will enable us to contact you in the unlikely event of a product safety notification. By registering you acknowledge to have read and understood the instructions for use, and warnings set forth in the accompanying instructions.



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.

Shark, Shark Navigator and Lift-Away are registered trademarks of SharkNinja Operating LLC.

For SharkNinja U.S. Patent information visit sharkninja.com/USPatents

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NV350 SERIES_IB_E_REV_Mv2