

# ***Shark***

## **DuoClean® Powered Lift-Away® Upright Vacuum**

NV830 Series

### **OWNER'S GUIDE**

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**duo** clean®

# THANK YOU

for purchasing the Shark® DuoClean® Powered Lift-Away®



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

## REGISTER YOUR PURCHASE

- registeryourshark.com
- Scan QR code using mobile device

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Date of Purchase (Keep receipt): \_\_\_\_\_  
Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz  
Watts: 1150W  
Amps: 9.5A

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark DuoClean Powered Lift-Away.

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# IMPORTANT SAFETY INSTRUCTIONS

## 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:
  - 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.
- **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.

# SAVE THESE INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USE

- 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:
  - 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)
- **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)
- 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.

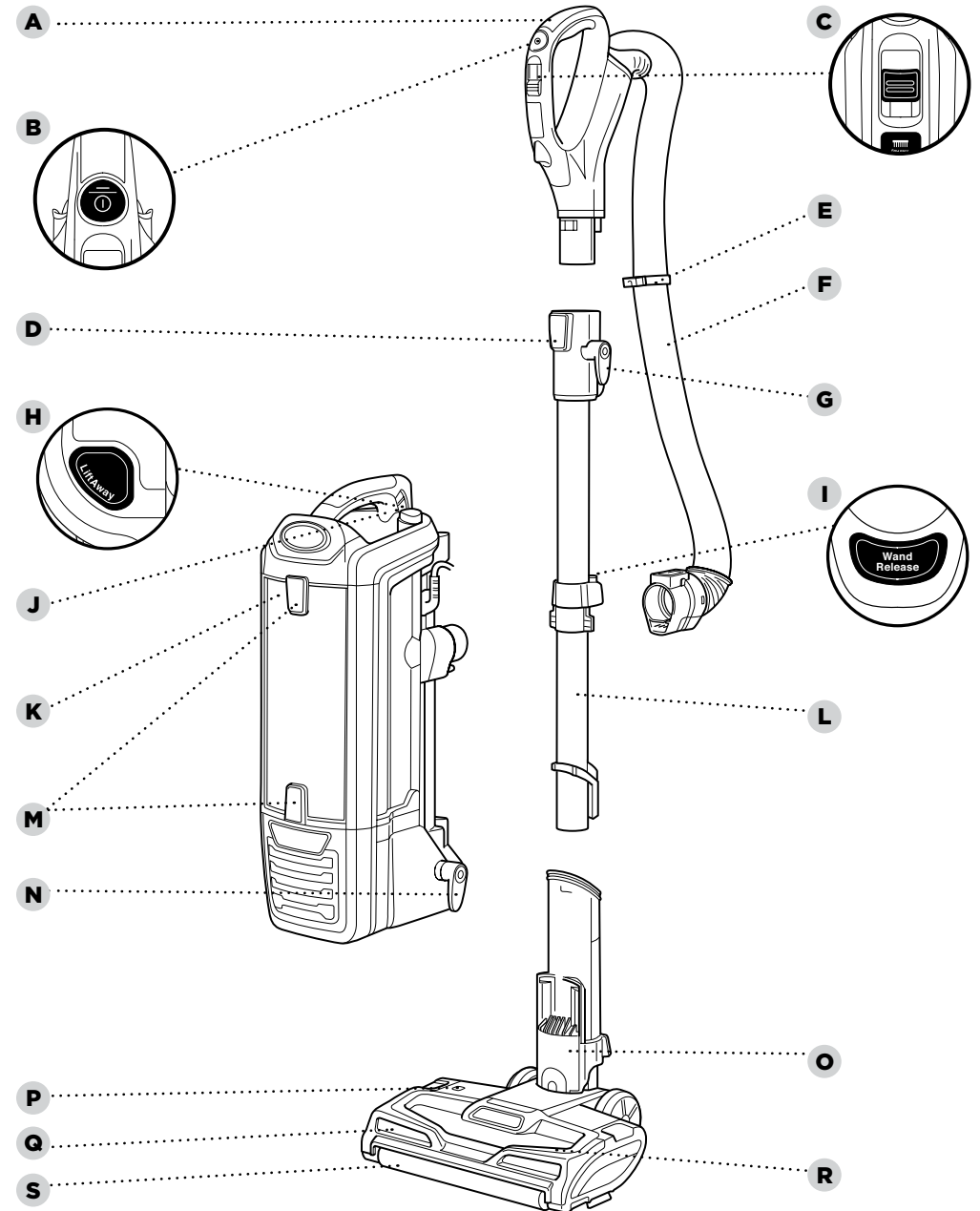
# GETTING TO KNOW YOUR SHARK® DUOCLEAN® POWERED LIFT-AWAY®

## WELCOME!

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

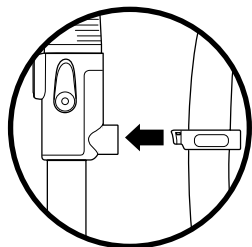
### MAIN UNIT

- A** Handle
- B** Power Button
- C** Surface Selector
- D** Handle Release Button
- E** Hose Clip
- F** Hose
- G** Upper Cord Hook
- H** Lift-Away® Button
- I** Wand Release Button
- J** Dust Cup Release Latch
- K** Lift-Away Pod
- L** Wand
- M** Dust Cup Empty Latches
- N** Lower Cord Hook
- O** Motorized Floor Nozzle
- P** Brushroll Indicator Light
- Q** Headlights
- R** Brushroll Garage
- S** Soft Roller

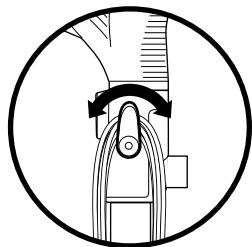


# ASSEMBLING YOUR VACUUM

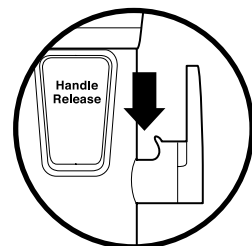
**TIP:** Push hose clip into back of wand for convenience.



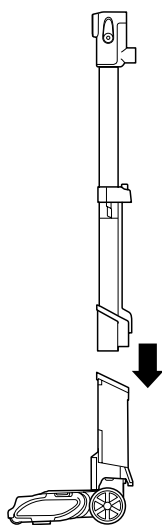
**TIP:** For quick cord access, rotate upper hook down and remove cord.



**TIP:** Use cord clip located on the side of wand to hold cord in place while vacuuming.

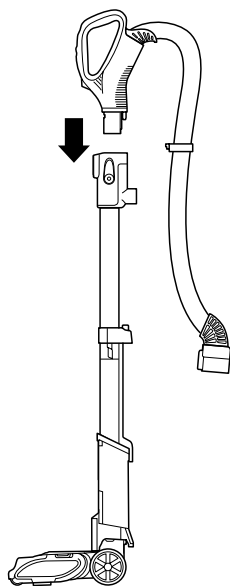


## STEP 1



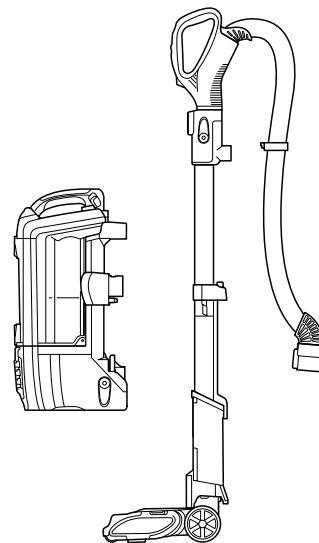
**1** Place floor nozzle on a level surface and insert wand, pressing it in until it clicks securely into place.

## STEP 2



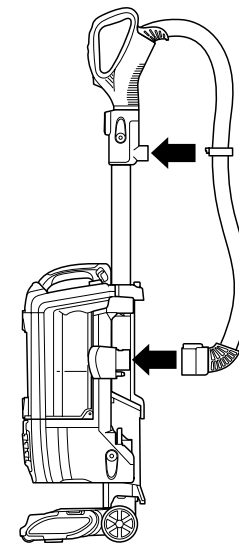
**2** Insert handle into wand, pressing it in until it clicks securely into place.

## STEP 3



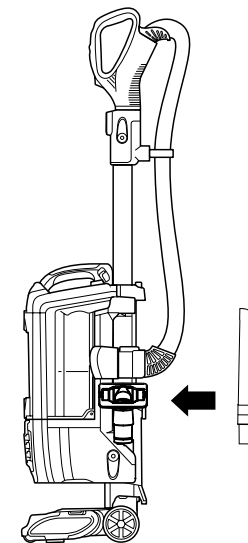
**3** Place pod onto wand and slide down to connect.

## STEP 4



**4** Connect hose into back of pod, pressing it in until it clicks securely into place.

## STEP 5



**5** Store included accessories on the accessory posts on the pod.

# USING YOUR VACUUM IN UPRIGHT MODE

## WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

### Solid Green

The brushrolls are spinning and working as they should.

### Solid Red

There is a jam in the brushroll and/or Soft Roller area. Turn your vacuum off and remove any blockages in the nozzle.

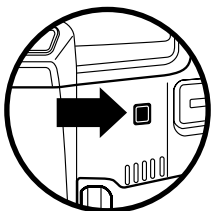
### Flashing Red\*

The motorized floor nozzle is overheating. Turn your vacuum off and wait for it to cool down.

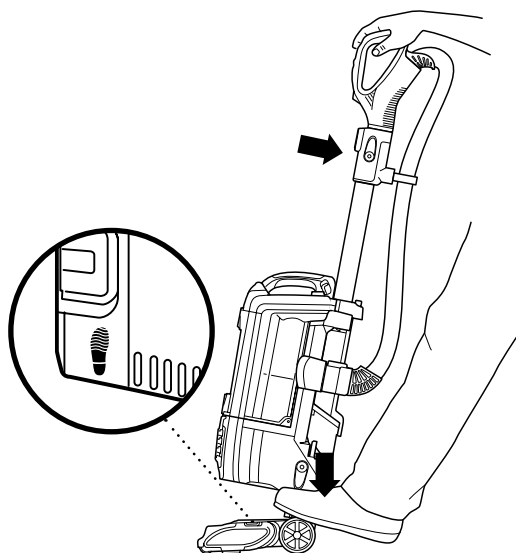
### No Light

The brushrolls are off because the vacuum is off.

\*See Troubleshooting section for further instructions.

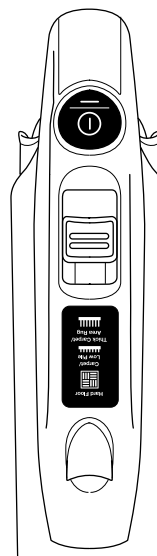


## STEP 1



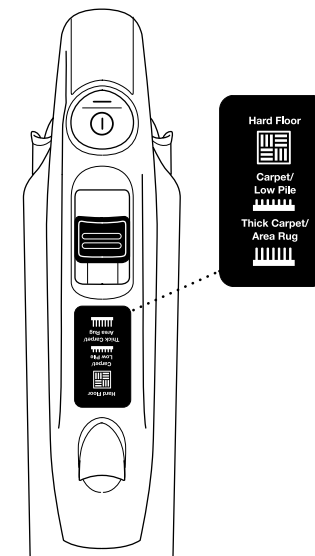
- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

## STEP 2



- 2 To start cleaning, press power button on handle to turn on vacuum. Please note the brushrolls will not spin unless the wand is reclined.

## STEP 3



- 3 Choose the appropriate setting.

### Hard Floor Mode

This setting is gentle on bare floors. The brushroll will spin slowly to help with debris pickup.

### Carpet/Low Pile Mode

For optimized brushroll speed and suction for carpets. The brushroll will spin faster to help pick up debris below the surface.

### Thick Carpet/Area Rug Mode

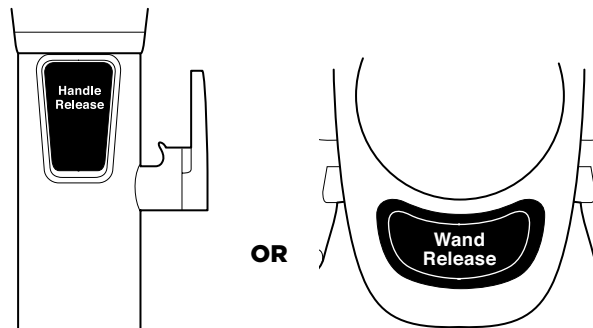
For optimized brushroll speed and suction for thick carpets and area rugs.

**NOTE:** For deep cleaning per ASTM F 608 (embedded dirt in carpets) please set to Carpet/Low Pile.

**NOTE:** For particularly stubborn stuck-on dust messes, set to Carpet/Low Pile mode.

## USING YOUR VACUUM IN ABOVE-FLOOR MODE

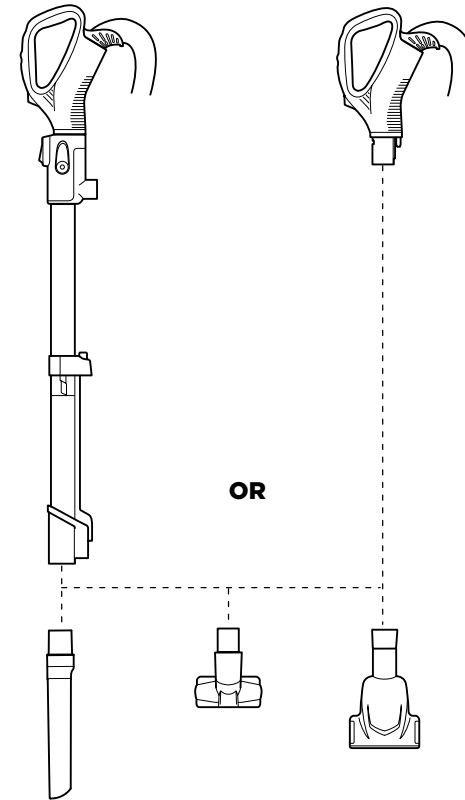
### STEP 1



**1** To clean above-floor areas with the handle, detach it from the wand by pressing the Handle Release button.

**OR** To clean with a longer reach, detach the wand from the floor nozzle by pressing the Wand Release button.

### STEP 2

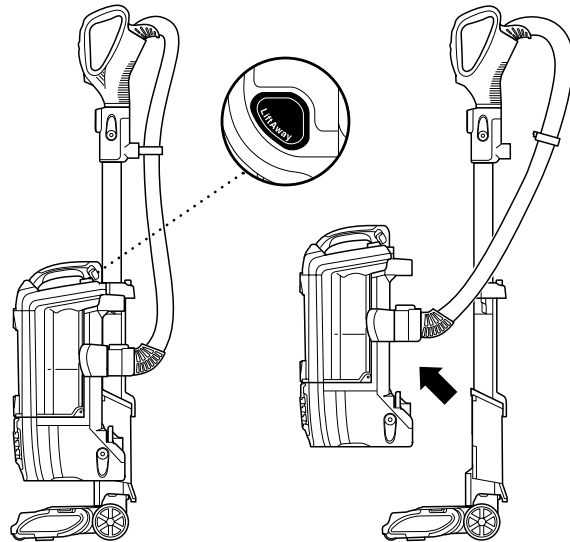


**2** Attach desired tool directly onto wand or handle.

## USING YOUR VACUUM IN POWERED LIFT-AWAY® MODE

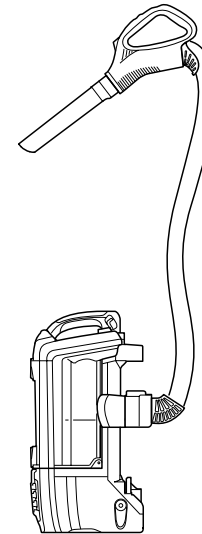
### WHAT IS POWERED LIFT-AWAY?

Our Powered Lift-Away feature allows you to remove the pod from the nozzle while maintaining the same power you have in upright mode. This is great for cleaning stairs, under furniture, and in other tight spaces.



### POWERED LIFT-AWAY CLEANING

- 1 Press Lift-Away button to remove pod from floor nozzle. You are now ready to clean those hard-to-reach places.



### LIFT-AWAY® CLEANING

- 1 Attach desired accessory directly to handle. You can also attach the accessory to the wand for extended reach.



## COMPATIBLE ACCESSORIES

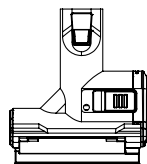
There are a variety of accessories that are compatible with this vacuum series.

The top flap of your box shows the select accessories that are included with your model.

**To purchase additional accessories, visit [sharkaccessories.com](http://sharkaccessories.com).**

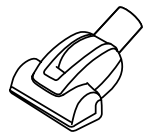
### A Mini Motorized Brush

Picks up pet hair and loose debris, and powerfully deep-cleans dander out of upholstery and other surfaces.



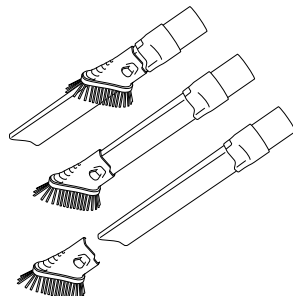
### B Pet Power Brush

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



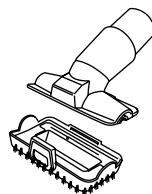
### C Duster Crevice Tool

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.



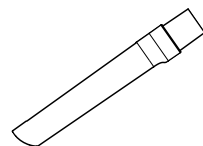
### D Pet Multi-Tool

Two tools for cleaning tough pet messes: first, a stiff bristle brush for cleaning stuck-on debris. Then remove the bristles to reveal an upholstery tool for removing stubborn pet hair.



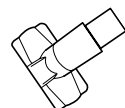
### E 12" Crevice Tool

Clean in corners and other tight spaces or reach baseboards and ceilings with this slim crevice tool.



### F Upholstery Tool

Picks up pet hair and large debris on mattresses, couches, curtains, and other delicate fabrics.



## MAINTENANCE

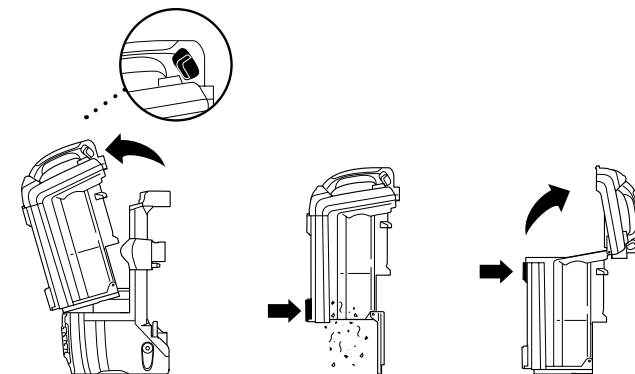
To keep your vacuum's suction power optimal, follow these instructions. Make sure unit is off and cord is unplugged.

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

### STEP 1

### STEP 2

### STEP 3



### EMPTYING THE DUST CUP

- 1 Pull up on Dust Cup Release Latch and lift dust cup off pod.
- 2 Hold dust cup over a trash bin and press the latch on the bottom of the dust cup to empty it.
- 3 Press the release latch on top of dust cup to access dust screen and remove built-up debris as required.

# MAINTENANCE

**TIP:** You can also check for blockages in the hose and tubes. Just remove the floor nozzle, dust cup, and hose, and shine a flashlight in the openings.

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

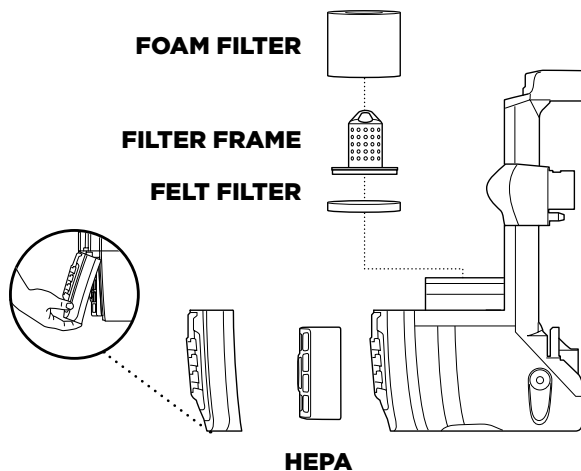
## RECOMMENDED FILTER CLEANING SCHEDULE:

### Pre-Motor Filter Kit

(Foam & Felt)  
XFF650  
Clean every 3 months.

### Post-Motor Filter

(HEPA)  
XHF650  
Clean once a year.



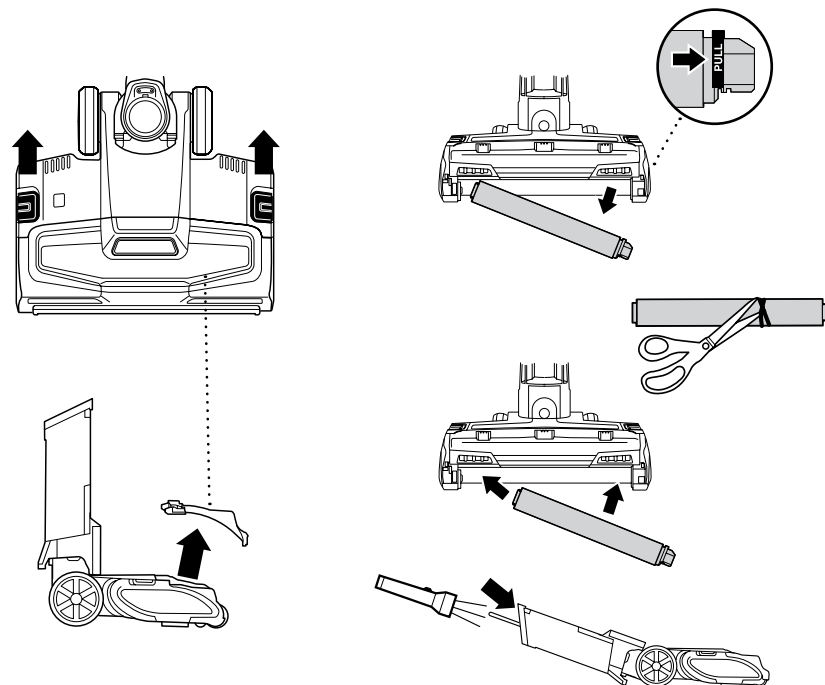
## CLEANING THE FILTERS

### 1 Pre-Motor (foam and felt):

With the dust cup removed, take out the foam and felt filters, and rinse with water. Let filters air-dry completely before reinstalling. Tap loose dirt off filters between washes as needed.

### 2 Post-Motor (HEPA):

To access the HEPA filter, reach under the grill, press the button, and pull the grill away from the vacuum. Remove and rinse the HEPA filter. Let filter air-dry completely before reinstalling.



## CLEANING THE BRUSHROLL

- 1 Press down on the two buttons on the floor nozzle to pop up the brushroll garage lid.
- 2 Remove any string, carpet fibers, or hair that may be wrapped around the brushroll. To loosen debris, run scissors along the groove in the brushroll.

## CLEANING THE SOFT ROLLER

- 1 To remove Soft Roller from nozzle, first open the brushroll garage, then lift it out by the pull tab.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, or to remove any debris caught in the teeth behind the Soft Roller.
- 3 Hand wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller by sliding it into the front of the nozzle until it clicks into place.

## CHECKING THE NOZZLE FOR BLOCKAGES

- 1 Tilt neck of nozzle back to straighten the airway, then remove any blockages from nozzle.

# TROUBLESHOOTING GUIDE

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**⚠️ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.**

This vacuum nozzle is specifically designed to pull in all types of debris and therefore can give the feeling of being self-propelled, especially on short carpets. To reduce the feeling of forward pull, set the surface selector to Hard Floor (for slower brush speed) or Thick Carpet/Area Rug (for less suction).

**Vacuum is not picking up debris. No suction or light suction.**  
(Refer to Maintenance section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, connections, wand, nozzle, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushrolls.

**Vacuum lifts area rugs.**

- Turn off unit to disengage the brushrolls. Be sure to select Thick Carpet/Area Rug setting.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

**Brushroll and/or Soft Roller does not spin or the Brushroll Indicator Light turns red.**

- Turn off vacuum, and move it away from any obstruction. Turn on vacuum and tilt handle back to activate brushroll.
- Make sure brushroll garage lid is firmly locked into position on both sides.
- If Brushroll Indicator Light on floor nozzle remains red, turn off vacuum and unplug. Disconnect nozzle and remove any blockages. Make sure brushroll garage lid is firmly locked into position on both sides. Plug in vacuum, turn on power, and tilt handle back to activate brushroll. If Brushroll Indicator Light isn't green and headlights are flashing, check again that both sides of lid are locked in place.
- If Brushroll Indicator Light is still red, please visit [sharkclean.com/support](https://sharkclean.com/support) for more information.

**The Brushroll Indicator Light on the floor nozzle doesn't light up (either green or red) when you tilt the handle back.**

- Turn off the unit. Move the handle back up into the upright lock position and unplug the vacuum. Make sure the brushroll garage lid is firmly locked into position on both sides. Plug in the vacuum and turn on power, then tilt handle back to activate brushroll. If the Brushroll Indicator Light on the floor nozzle turns green, the issue has been fixed.
- If Brushroll Indicator Light is still red, please visit [sharkclean.com/support](https://sharkclean.com/support) for more information.

**Vacuum turns off on its own or Brushroll 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 reset the thermostat:
  1. Turn vacuum off and unplug it.
  2. Empty dust cup and clean filters (see Maintenance section).
  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.
- If hose is not fully connected to the pod, it can cause a poor electrical connection and the hose can come loose, turning the vacuum off.
  1. Turn vacuum off and unplug it.
  2. Empty dust cup and clean filters.
  3. Check for blockages in hose, accessories, and inlet openings.
  4. Remove cord from cord hook so hose latch can be seen and engaged.
  5. Ensure that hose, wand, and handle are all clicked securely into place at all connection points:
    - a. Where hose meets back of pod (may require additional force; pull on hose to ensure latch is fully engaged)
    - b. Where wand plugs into floor nozzle
    - c. Where handle plugs into wand
  6. Plug in vacuum and turn it on.

Note: If vacuum still does not run properly, visit [sharkclean.com/support](https://sharkclean.com/support) for more information.

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**Shark | NINJA 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 components 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**.
- 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), 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** 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.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$24.95 (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. 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.



**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® DuoClean® Powered Lift-Away®.

SharkNinja Operating LLC  
US: Needham, MA 02494  
CAN: Ville St-Laurent, QC H4S 1A7

[sharkclean.com](http://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 [sharkninja.com/uspatents](http://sharkninja.com/uspatents)

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