

Cordless Vacuum

QZ160HQ Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

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

If the charging cord 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.

To reduce the risk of shock and unintended operation, turn off power and remove the Li-Ion battery before servicing.

A 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:

THE FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:

- This vacuum consists of a motorized nozzle, wand, and handheld vacuum. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- **2.** Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- **3.** Use only identical replacement parts.
- **4.** This vacuum contains no serviceable parts.
- Use only as described in this manual.
 DO NOT use the vacuum for any purpose other than those described in this manual.
- 6. With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
- 7. 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.

GENERAL USE

 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.

- **9.** Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorized nozzles, chargers, batteries, or other electrical or mechanical parts.
- **10. DO NOT** handle plug or vacuum with wet hands.
- **11. DO NOT** use without dust cup, filters, and brushroll in place.
- **12.** Only use Shark[®] branded filters and accessories..
- **13. DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- **14. DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized floor nozzle become blocked, turn the vacuum off. Remove all obstructions before you turn on the unit again.
- **15.** Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- **16. DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 17. Use extra care when cleaning on stairs.
- **18. DO NOT** leave the vacuum unattended while powered on.
- **19.** When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibers.
- **20. DO NOT** place vacuum on unstable surfaces such as chairs or tables.

21. 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 (including drywall, 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)

22. 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)
- **23.** Turn off the vacuum before plugging in or unplugging the charger.
- **24.** Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- **25.** During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
- **26.** Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 27. DO NOT modify or attempt to repair the vacuum or the battery yourself, except as indicated in this manual.
 DO NOT use the battery or vacuum if it has been modified or damaged.
 Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- **28.** Turn off all controls before unplugging.
- **29.** Always turn off this appliance before connecting or disconnecting motorized nozzle or hand tool.

BATTERY PACK

- **30.** The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- **31.** To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.
- Use only Shark® charger DK33-248080H-U. Use of an incorrect charger may result in no charging, and/or unsafe conditions.
- **33.** Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals increases the risk of fire or burns.
- **34.** Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
- **35.** Battery should not be stored at temperatures below 37.4°F (3°C) or above 104°F (40°C) to maintain long-term battery life.
- **36. DO NOT** charge battery at temperatures below 40°F (5°C) or above 104°F (40°C).
- **37.** Store the appliance indoors. **DO NOT** use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.
- **38. DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.

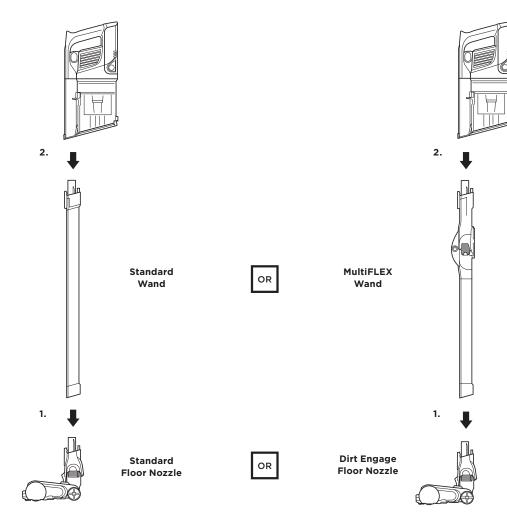
SAVE THESE INSTRUCTIONS

ASSEMBLY

Your vacuum comes equipped with either a standard wand or a MultiFLEX* wand and either a standard floor nozzle or a Dirt Engage™ floor nozzle. All versions assemble the same way.

- 1. Insert Wand into Floor Nozzle.
- 2. Insert Handheld Vacuum into wand.

For proper operation, ensure all components are completely connected and clicked into place.

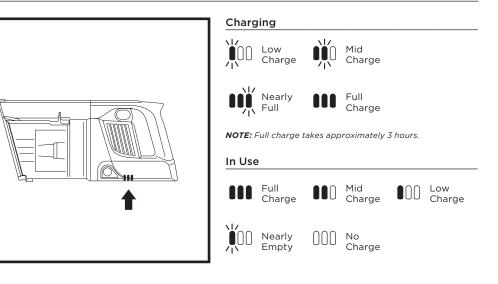


The Shark Li-Ion battery does not come fully charged. Prior to first use, charge completely.

RUNTIMES PER FULLY-CHARGED BATTERY

To see the runtime of your Shark[®] cordless vacuum consult the Quick Start Guide or visit **sharkclean.com/ support**.

LED BATTERY POWER AND CHARGING INDICATORS



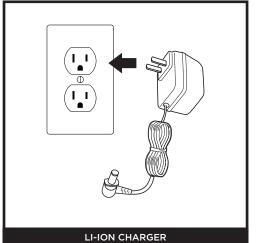
RECYCLING THE LI-ION BATTERY

When your Shark Li-Ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent batteries to an authorized recycling center or to the retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

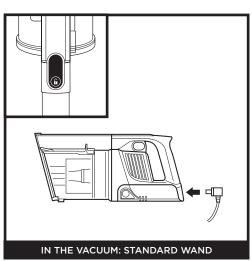
NOTE: Your vacuum's model number is located on the QR code label on the bottom of the handheld vacuum.

CHARGING THE BATTERY

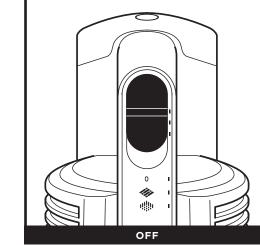
USING THE LI-ION CHARGER



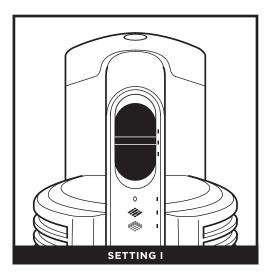
Plug the Li-Ion Charger into a wall outlet.



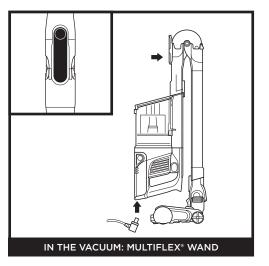
Remove the handheld vacuum from the wand by pressing the Wand Release Button and pulling up. Plug the charger into the charging port on the handheld vacuum.



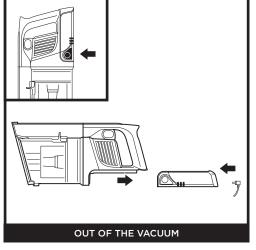
Slide switch to the bottom to turn off power. To begin vacuuming in Standard Mode, slide switch to the desired setting.



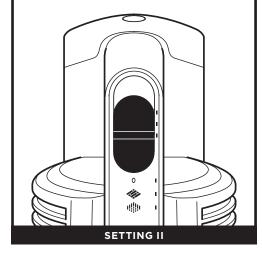
Bare Floor/Small Area Rugs The brushroll spins slowly to clean bare floors and small area rugs.



To put the vacuum in storage mode, press the MultiFLEX Wand Unlock Latch while folding the handheld vacuum forward until the wand clicks and locks. Plug the charger into the charging port on the handheld vacuum.

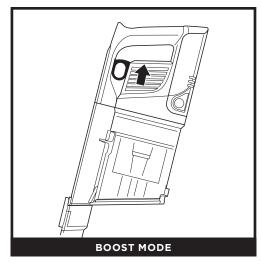


To remove the battery, squeeze the **Battery** Release Button and slide backwards. Plug the charger into the charging port on the battery.



Carpet

The brushroll spins faster to pick up debris below the surface of your carpets.



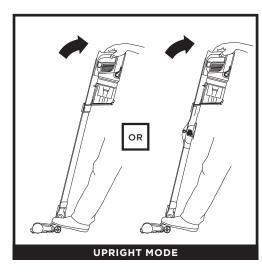
For an added boost in power, pull the **Trigger** on the handheld vacuum. Release it to return to normal power.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, Carpet. The Carpet setting should also be used when cleaning stuck-on dust and debris.

NOTE: MultiFLEX wand is not included with all configurations. See enclosed Quick Start Guide for your unit's configuration.

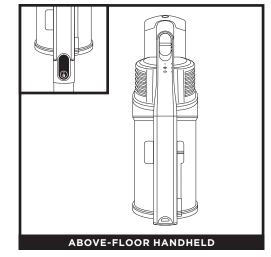
SETTINGS

CLEANING MODES

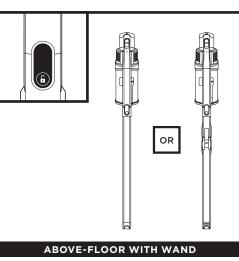


To clean floors, place foot on floor nozzle and tilt handheld vacuum back.

NOTE: Brushroll will only engage when the handheld vacuum is tilted back.



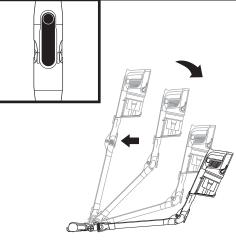
Press the wand release button and lift the handheld vacuum off the wand. Attach an accessory for great cleaning on stairs, furniture, and other above-floor areas.



Stand the vacuum upright and press the nozzle release button located at the bottom of the wand.

above the nozzle. Lift wand to detach.

Great for cleaning baseboards, ceiling fans, window sills, and other hard-to-access areas.



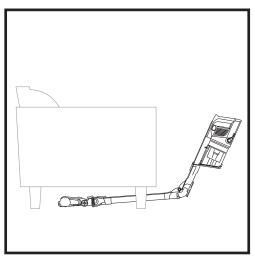
Press the unlock latch on the back of the wand, then adjust the angle.

To put the vacuum in storage mode, press the

forward.

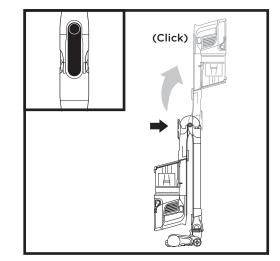
unlock latch while folding the handheld vacuum

USING THE MULTIFLEX® WAND



Adjust the wand to a lower angle to easily clean under furniture.

MULTIFLEX STORAGE



To take the vacuum out of storage mode please the unlock latch and lift up the handheld vacuum until the wand clicks and locks into place.

NOTE: Not all units come with the MultiFLEX wand. See enclosed Quick Start Guide for your configuration.

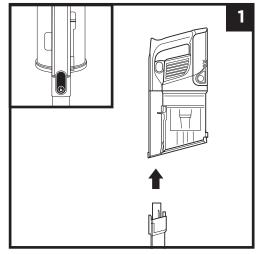
NOTE: All accessories are compatible with both the wand and the handheld vacuum.

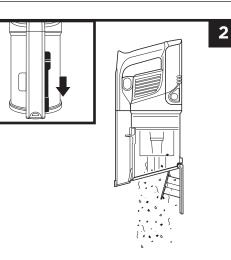
sharkclean.com

MAINTAINING YOUR VACUUM

MAINTAINING YOUR VACUUM

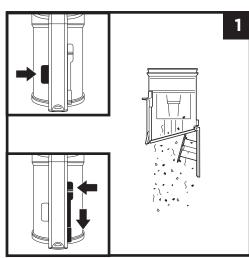
EMPTYING THE DUST CUP





Press the wand release button to detach the handheld vacuum from the wand.

To empty the **Dust Cup** while it is attached to the handheld vacuum, position the dust cup over a trash receptacle and slide the Clean Touch™ Dirt Ejector



To remove the dust cup from the handheld vacuum, press the CleanTouch[™] Dust Cup Release button near the handheld vacuum nozzle. Tilt the dust cup and lift off to remove.

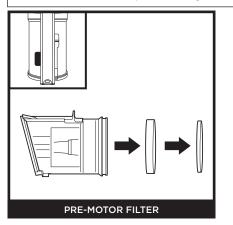
To empty dust and debris, hold the dust cup over the trash, then slide the Clean Touch Dirt Ejector slider forward.

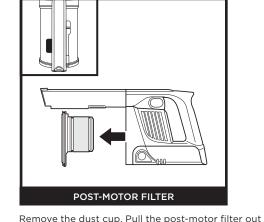
To clean the interior of the dust cup, rinse it with water. Place it on its side with the lid open to air-dry for at least 24 hours before reinstalling.

CLEANING THE FILTERS

To clean filters, rinse them with water only. Allow all filters to air-dry completely for at least 24 hours before reinstalling to prevent liquid from being drawn into electric parts. Clean the pre-motor filters at least once a month and post-motor or HEPA filter at least once a year. Tap off loose dirt between washes when needed. More frequent cleaning may sometimes be necessary with heavy use. Cleaning the filters regularly helps maintain your vacuum's cleaning performance.

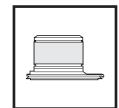
IMPORTANT: DO NOT use soap when cleaning the filters. Use water only.





Press the dust cup release button and remove the dust cup. Pull the foam and felt filters out of the back of the dust cup.

of the handheld vacuum.



Pre-Motor Foam and Felt Filter Kit

Post-Motor HEPA Filter

Post-Motor Filter

NOTE: Not all units come with a HEPA filter. See the enclosed Quick Start Guide for your unit's configuration. To order additional accessories, visit sharkaccessories.com.

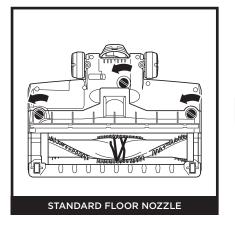


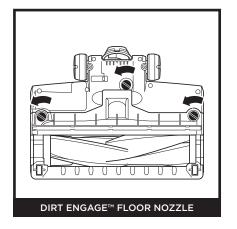
MAINTENANCE

FLOOR NOZZLE

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.

OR

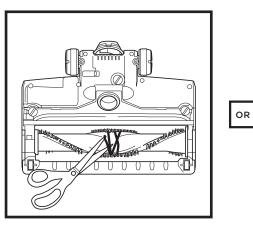




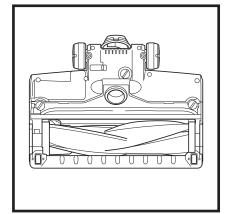
- **1.** Turn off the vacuum.
- 2. Using a coin, turn locks counterclockwise to open, then lift off cover to access brushroll.
- 3. Clear airway of blockages.
- 4. Replace cover by sliding inserts into slots, then pressing down firmly on all sides before turning locks clockwise to close. There will be an audible click once the locks are secured.

CLEANING STANDARD BRUSHROLL

CLEANING DIRT ENGAGE BRUSHROLL



Remove any string, carpet fibers, or hair that may be wrapped around the brushroll by using scissors to help loosen debris.



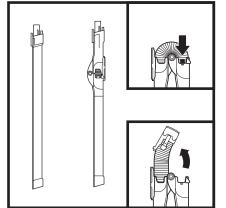
If any hair is wrapped around the brushroll, continue cleaning using the Carpet setting on a bare floor surface, a low-pile carpet, or a small area rug. If some fibers remain wrapped around the brushroll after continued use, carefully remove them from the brushroll.

MAINTAINING YOUR VACUUM

CHECKING FOR BLOCKAGES

Checking for Blockages in the Handheld Vacuum:

- 1. Turn off vacuum.
- **2.** Remove the handheld vacuum from the wand.
- Check all intake openings to the dust cup and remove any debris or blockage.



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Checking for Blockages in the Wand: Standard Wand: MultiFLEX* Wand:

- 1. Turn off vacuum
- 2. Remove the handheld vacuum and floor nozzle
- **3.** Check intake openings for blockages and debris
- Clear away debris and blockages
- 2. Remove the handheld vacuum and floor nozzle from the wand

1. Turn off vacuum

- 3. Check the Clog Access on the MultiFLEX portion of the wand by pinching the tabs on both sides of the hose and lifting the hose out.
- Clear any debris and blockages.

Checking for Blockages in the Floor Nozzle:

- 1. Turn off vacuum
- 2. Detach the wand
- **3.** Use the edge of a coin to open the three locks on the bottom of the floor nozzle
- **4.** Remove the cover and tilt back the neck of the floor nozzle
- 5. Check the opening and remove any debris
- **6.** Replace cover by firmly pressing down on all sides and turning the locks counterclockwise

MAINTAINING YOUR VACUUM

ADDITIONAL ACCESSORIES AVAILABLE ON SHARKACCESSORIES.COM

TROUBLESHOOTING

WARNING: To reduce the risk of shock and unintended operation, turn off power and remove the Li-Ion battery before servicing.

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

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

- Dust cup may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Check connection between handheld vacuum and wand for blockages; clear blockages if required.
- Check clog access door in wand for any blockages and clear any debris.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting in the vacuum.

Vacuum lifts area rugs.

- Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and restart with the power/selector switch.

Brushroll does not spin.

- Immediately turn off the vacuum. Remove any blockages, then turn on the power and tilt the handle back to engage the brushroll.
- If the floor nozzle has headlights and they are not illuminated, there is a connection issue between the handheld vacuum, wand, and nozzle. Try disconnecting and reattaching the pieces.

Vacuum turns off on its own.

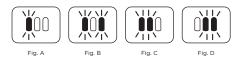
There are several possible reasons for the vacuum turning off on its own, including blockages, battery issues, and overheating. If vacuum turns off on its own, perform the following steps:

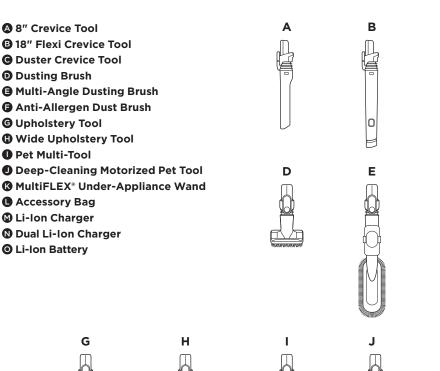
- 1. Check LED lights on the battery to see if it needs to be recharged. If recharging is not needed, turn off vacuum and remove the battery.
- 2. Empty dust cup and clean filters (See Emptying the Dust Cup and Cleaning the Filters sections).
- 3. Check wand clog access door, accessories, and inlet openings and remove any blockages.
- 4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
- 5. Return battery to vacuum and restart with power/selector switch.

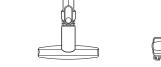
Note: If vacuum still does not operate properly, contact Customer Service.

LED lights on Li-Ion Battery are flashing.

- Bottom LED light is flashing (Fig. A): Battery needs to be charged.
- Top and bottom LED lights are flashing (Fig. B): Battery temperature is not optimal, so charging is temporarily paused. Leave battery plugged in and charging will resume soon.
- If top 2 or bottom 2 LED lights are flashing (Fig. C, Fig. D), call Customer Service.









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

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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?

- 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. We also ask that you register your product online at **registeryourshark.com** and have the product on hand when you call, so we may better assist you.

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. In order to better assist you please register your product prior to calling and have your product with you at the time of your call. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information. We also ask that you register your product online at **registeryourshark.com** and have the product on hand when you call, so we may better assist you.

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.

Shark NINJA

TWO (2) YEAR LIMITED BATTERY WARRANTY

The Two (2) 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 battery shall be free from defects in material and workmanship for a period of two (2) 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 battery deemed defective, in SharkNinja's sole discretion, will be replaced up to two (2) years from the original purchase date.
- 2. In the event a replacement battery is issued, the warranty coverage ends six (6) months following the receipt date of the replacement battery 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 the battery, which requires optimal temperature storage and operation to ensure its proper functioning. Replacement batteries are available for purchase at **sharkclean.com/batteries**.
- 2. A battery that has been tampered with or used for commercial purposes.
- 3. Damage caused by misuse (e.g., exposing battery to liquids or extreme hot and/or cold temperatures), abuse, negligent handling, failure to perform required maintenance, 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 battery 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. So we may better assist you, please register your product online at **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 replacement. A fee of \$19.95 (subject to change) will be charged when SharkNinja ships the 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** 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 when you call.

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



RECORD THIS INFORMATION N / . II ~ ~ ~ ~ Model Number: Date Code: Date of Purchase: _____ (Keep receipt) Store of Purchase:

TIP: You can find the model and serial numbers on the QR code label on the bottom of the back of the handheld vacuum and battery.

TECHNICAL SPECIFICATIONS

Voltage:	21.6V
Watts:	181W
Amps:	8.4A

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your vacuum running at peak performance.

BATTERY REMOVAL AND DISPOSAL

This product uses a lithium-ion rechargeable and recyclable battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. DO NOT incinerate or compost the battery.

When your lithium-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent battery to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.



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® cord-free vacuum.

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

sharkclean.com

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

For SharkNinja U.S. Patent information, visit sharkninja.com/uspatents

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RBRC is a trademark of Rechargeable Battery Recycling Corporation.

