

Shark

Navigator™ Lift-Away® Pet Upright Vacuum

UV500WM

OWNER'S GUIDE



THANK YOU

for purchasing the Shark Navigator® Lift-Away® Pet

CONTENTS



REGISTER YOUR PURCHASE

- registryourshark.com
- Scan QR code using mobile device

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

TIP: You can find the model number on the rating label located on the back of your unit.

TIP: You can locate the date code 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: 1200W
Amps: 10A

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

If you have any questions, please visit sharkclean.com.

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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

1. Your vacuum cleaner may consist of a motorized nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Use only identical replacement parts.
3. Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
4. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
5. The use of an extension cord is **NOT** recommended.
6. This vacuum cleaner contains no serviceable parts.

USE WARNINGS

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

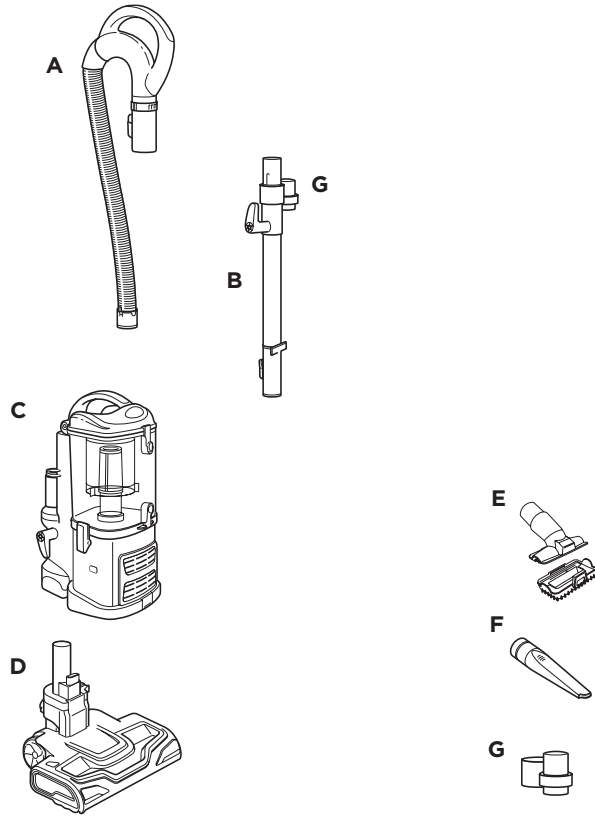
11. Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
12. **DO NOT** damage the power cord:
 - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - c) **DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
13. **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
14. **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and turn on the unit again.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

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

GETTING STARTED



- A** Handle and Hose
- B** Wand
- C** Lift-Away® Canister
- D** Motorized Floor Nozzle
- E** Pet Multi-Tool
- F** Crevice Tool
- G** Accessory Holder

ACCESSORIES:

PET MULTI-TOOL

A single convertible tool for cleaning tough pet messes two ways: first, a stiff bristle brush for cleaning stuck-on debris. Then take off the bristles to reveal an upholstery tool for removing stubborn pet hair. **(Fig. E)**

CREVICE TOOL

This slender tool reaches deep into narrow spaces and cleans between cushions, under radiators and baseboards, and in hard-to-reach crevices and corners. **(Fig. F)**

ACCESSORY HOLDER

Store the crevice tool and the dusting brush here for quick, easy access. **(Fig. G)**

GETTING STARTED

Your new Shark Navigator® Lift-Away® Pet vacuum cleaner can easily be configured into two different modes: upright vacuum mode and portable Lift-Away mode, both with constant suction power.

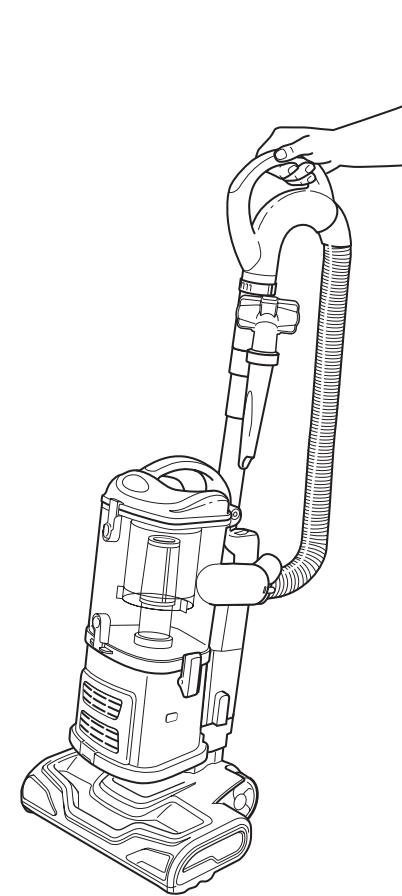


Fig. 1

MODES:

1 UPRIGHT

Upright vacuuming on floors and carpets. **(Fig. 1)**

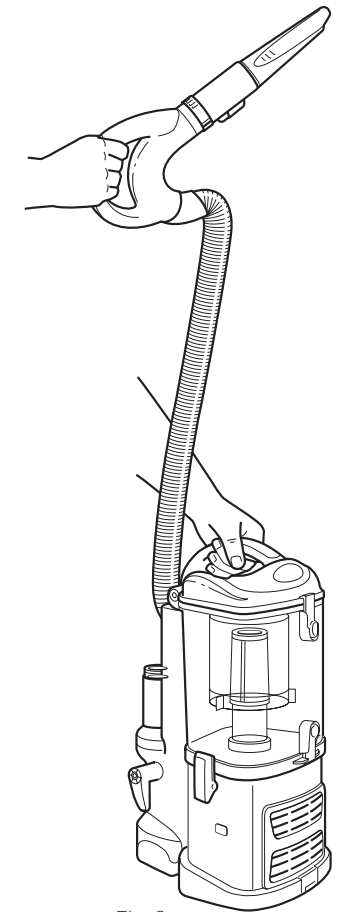


Fig. 2

2 LIFT-AWAY

Lift off the canister to clean hard-to-reach places. **(Fig. 2)**

MODE 1: UPRIGHT

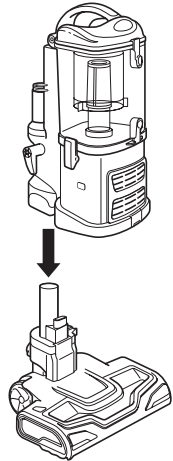


Fig. 3

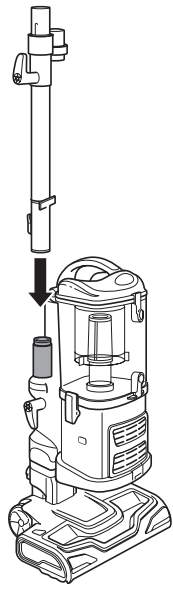


Fig. 4

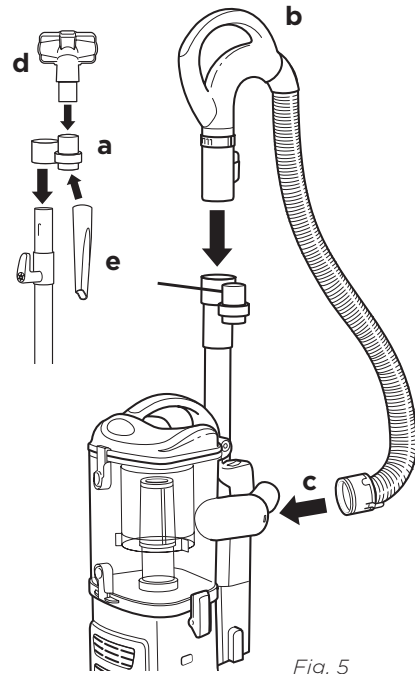


Fig. 5

TO ASSEMBLE:

- 1 Place the floor nozzle on a level surface.
- 2 Align the tube of the floor nozzle with the Lift-Away canister. Lower the canister until it clicks securely into place. **(Fig. 3)**

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

- 3 Attach the wand to the tube on the back of the canister until it clicks into place. **(Fig. 4)**

- 4 To slide the accessory holder **(a)** onto the wand, align the tab in the holder with the groove in the wand, then slide the holder down. **(Fig. 5)**
- 5 Insert the handle **(b)** into the top of the wand until it clicks into place. **(Fig. 5)**
- 6 Insert the end of the hose **(c)** into the connector on the back of the canister. **(Fig. 5)**
- 7 Store the dusting brush **(d)** and the crevice tool **(e)** on the accessory holder. **(Fig. 5)**

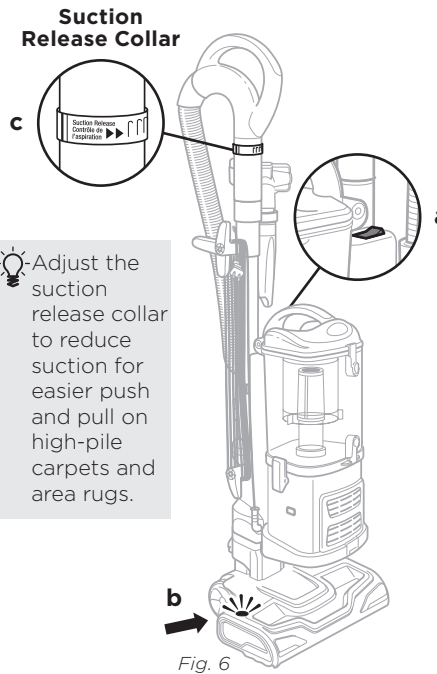


Fig. 6

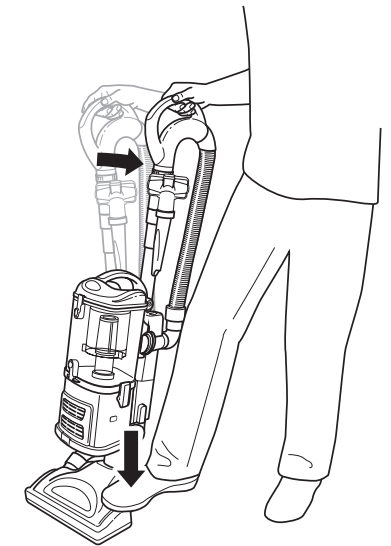


Fig. 7

TO USE:

- 1 Rotate the upper cord hook to quickly release the power cord.
- 2 Secure the power cord by wrapping it around the cord hooks.

|| = Brushroll ON

| = Bare Floor

○ = OFF



- 3 Press the On/Off switch **(a)** to setting I to vacuum bare floors or to setting II to engage the brushroll for vacuuming carpets and rugs. **(Fig. 6)**

IMPORTANT: The brushroll indicator light **(b)** will illuminate green when brushroll is spinning, or red if there is a blockage or jam. **(Fig. 6)** See Checking for Blockages section for instructions.

- 4 To activate the brushroll, step on the floor nozzle, then tilt the handle back. **(Fig. 7)**

NOTE: The brushroll will not spin unless the nozzle is flat against the floor and the handle is tilted back.

- 5 Increase or decrease suction by adjusting the suction release collar **(c)** on the handle. **(Fig. 6)** If the vacuum seems difficult to push or pull, or if it is lifting up area rugs, reduce suction by rotating the collar counterclockwise. Rotate the collar clockwise to increase 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, press the switch to the Off position.

💡 In Lift-Away mode, carry the canister by the handle on top of the dust cup.

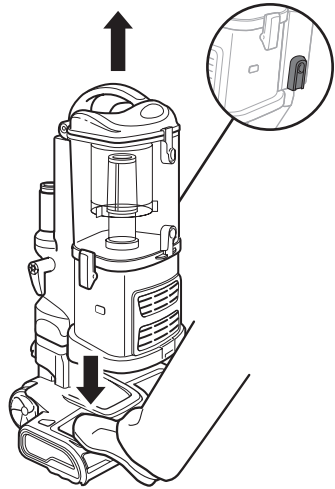


Fig. 8

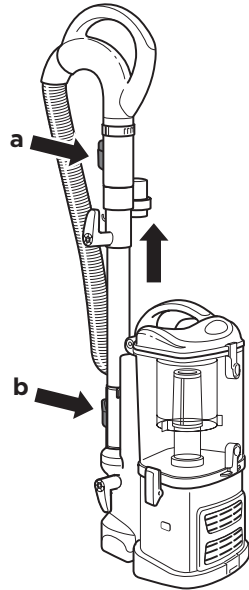


Fig. 9

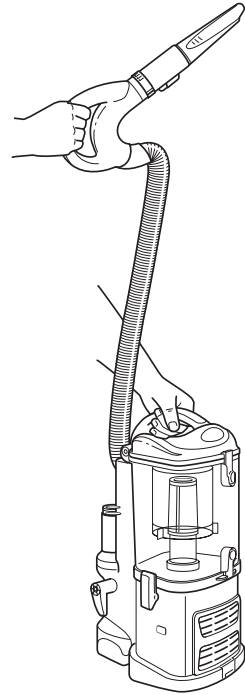


Fig. 10

LIFT-AWAY

- 1 Separate the portable Lift-Away canister from the floor nozzle by pressing the red release button (a) on the side of the canister. Gently step on the floor nozzle and lift off the canister by the carry handle on top of the dust cup. (Fig. 8)
- 2 To clean with the handle, press the Handle Release button (a) and lift the handle out of the wand. To clean with longer reach, press the Wand Release button (b) and detach the wand from the canister. (Fig. 9)

- 3 Attach an accessory onto the wand or the handle. (Fig. 10)
- 4 Use Setting I for above-floor and Lift-Away cleaning.

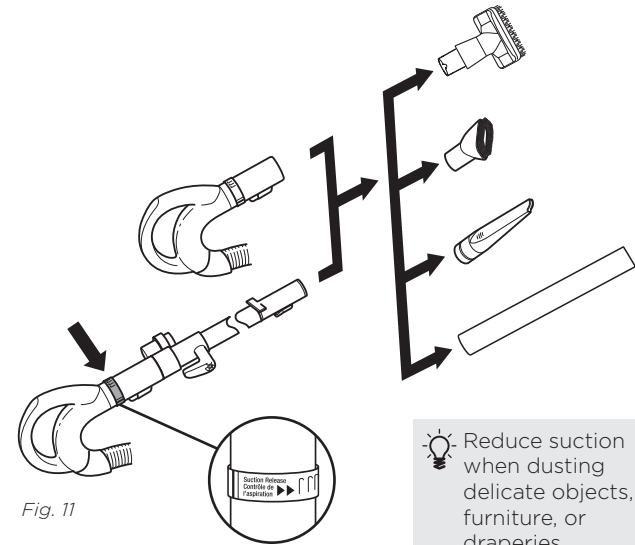


Fig. 11

Suction Release Collar

💡 Reduce suction when dusting delicate objects, furniture, or draperies.

CLEAN ABOVE THE FLOOR IN UPRIGHT OR LIFT-AWAY® MODE

- 1 To clean with the handle, press the Handle Release button to detach the handle from the wand. To clean with longer reach, press the Wand Release button to detach the wand.
- 2 Attach desired accessory onto the end of either the wand or the handle. (Fig. 11)
- 3 Increase or decrease suction by adjusting the suction release collar on the handle. To reduce suction for cleaning drapes or other delicate surfaces, rotate the collar counterclockwise. For more suction (and when using the Pet Power Brush) rotate the collar clockwise. (Fig. 11)

- 4 Use Setting I.

IMPORTANT: Ensure vacuum is in upright position. **DO NOT** use setting II when cleaning above the floor in the upright mode as this will engage the brushroll. The brushroll may damage your floor if run for a prolonged period of time in one area.

STORAGE

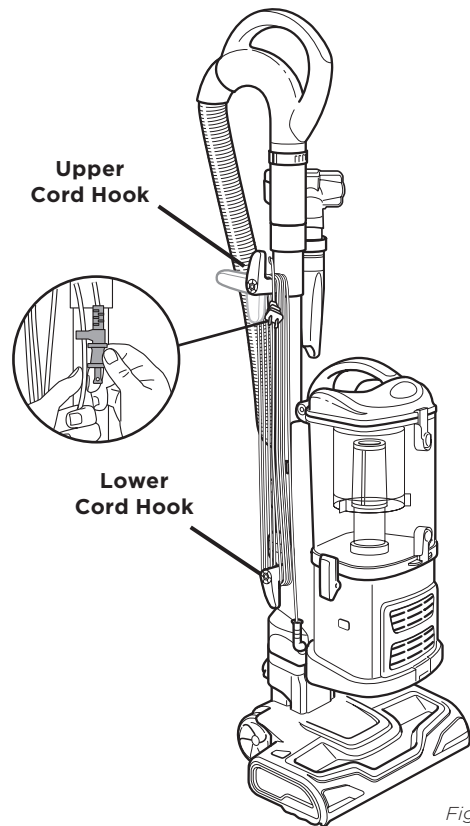


Fig. 12

STORE YOUR VACUUM SAFELY

- 1 Convert your vacuum back to upright mode.
- 2 Rotate the upper cord hook to its upright position and coil the power cord loosely around the two cord hooks. Clip the plug onto the cord to secure. (Fig. 12)
- 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.

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

MAINTENANCE

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. 13

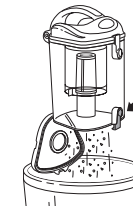


Fig. 14



Fig. 15

Screen Filter

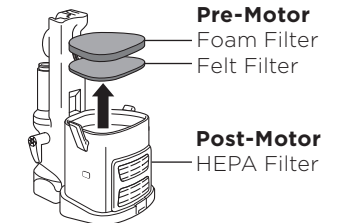


Fig. 16

IMPORTANT: Loss of suction may occur if foam and felt filters are not cleaned every 3 months. Rinse filters with water only, and allow to air-dry completely. Also, tap loose dirt off filter between washes as needed. Foam filters may appear dirty after use—this is normal.

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.

- 1 Remove the dust cup by lifting the side latches. (Fig. 13)
- 2 Hold the dust cup over a trash receptacle and press the bottom door release button. (Fig. 14) Tap gently to empty contents. Press the door closed until it clicks into place.
- 3 If needed, turn the dust cup upside down over the trash receptacle and press the top door release button. (Fig. 15) Tap gently to remove contents.
Use a dry cloth or paper towel to remove debris stuck to the screen filter inside the dust cup. Press the door closed until it clicks into place.
- 4 Reinstall the dust cup on top of the motor base. Hook the two latches onto the tabs

on the sides of the dust cup and push down to lock.

RINSING THE PRE-MOTOR FILTERS

- 1 Remove the dust cup.
- 2 Pull the 2 filters out from the top of the motor base. (Fig. 16)
- 3 Rinse the filters thoroughly in lukewarm water until the water runs clear.
DO NOT put filters in the washing machine or dishwasher.
NOTE: The material in the filters will discolor over time. This is normal and will not affect the performance of the filters.
- 4 Squeeze out excess water and let filters air-dry for at least 24 hours before replacing. **DO NOT** use a hair dryer or other heating methods to dry.
- 5 Reinsert the felt filter first, then the foam filter.
- 6 Reinstall the dust cup.

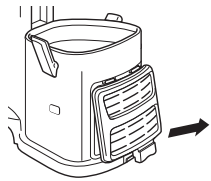


Fig. 17



Fig. 18

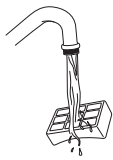


Fig. 19

RINSING THE POST-MOTOR HEPA FILTER

- 1 Remove the filter cover by lifting the tab and pulling the cover away from the vacuum. **(Fig. 17)**
- 2 Pull the HEPA filter straight out.
- 3 Turn the filter over so that the dirty side is on the bottom. Tap it vigorously against the inside of a trash receptacle to knock off any dust. **(Fig. 18)**
- 4 With the dirty side down, rinse the HEPA filter with lukewarm tap water until the water runs clear. **(Fig. 19)**

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.

- 5 Allow the filter to air-dry for 24 hours. **DO NOT** use a hair dryer or other heating methods to dry.
- 6 Once the HEPA filter is dry, reinstall it.
- 7 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.

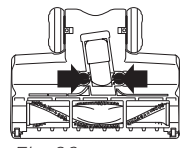


Fig. 20

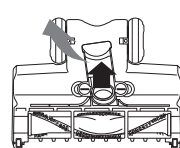


Fig. 21

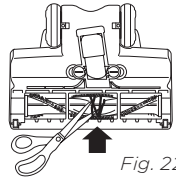



Fig. 22

CLEANING THE BRUSHROLL

If there is a blockage in the floor nozzle, the indicator light will illuminate red. Turn off the vacuum and clear the blockage immediately. The light will reset itself once the blockage has been cleared and power has been cycled on or off, or the vacuum has been locked in the upright position.

- 1 Detach the motorized floor nozzle from the canister.
- 2 Squeeze the tabs on the bottom of the nozzle together and pull up to expose the airway. **(Fig. 20, Fig. 21)**
- 3 Remove any string, carpet fibers, or hair that may be wrapped around the brushroll. **(Fig. 22)**

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

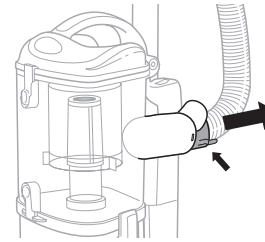


Fig. 23

CHECKING FOR BLOCKAGES

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 and Post-Motor Filters

Ensure that all the filters are clean. Pre-motor filters require rinsing every 3 months for optimum performance. The post-motor HEPA filter needs to be rinsed clean every 2 years.

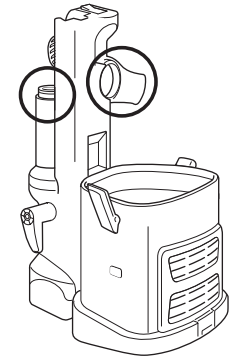


Fig. 24

3 Accessories

- Check intake openings in all accessories.

4 Hose and Connections to Vacuum

- Detach the hose from the back of the portable canister by squeezing the tabs together and pulling up. **(Fig. 23)** Straighten out the hose and look inside for blockages.
- Remove the dust cup and wand and separate the canister from the motorized floor nozzle. Check all openings and clear any blockages. **(Fig. 24)**

Vacuum is not picking up dirt.

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting back into the vacuum. See Maintenance section for instructions.
- Dust cup may be full; empty dust cup.
- Check hose and hose connections for blockages; clear blockages if required.
- If dust cup is empty, and attachment inlets are clear, check for other blockages. See Checking for Blockages section for instructions.

Vacuum lifts area rugs (lightweight, movable rugs).

- Take care when vacuuming area rugs or rugs with delicately sewn edges. Turn the suction release collar on the handle counterclockwise to decrease suction power.
- Move the On/Off switch to Setting I (Bare Floor) to disengage the brushroll.

Airflow is restricted. No suction or light suction.

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting them back into the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, and accessories for blockages; clear blockages if required.
- Rotate the suction release collar on the handle clockwise to increase suction power.

Brushroll does not spin.

- Immediately turn off and unplug vacuum, disconnect the nozzle, and clear any blockages before reconnecting and turning vacuum back on.
- Pull the handle toward you and release the floor nozzle to disengage the auto-off feature.
- Make sure to use Setting II (Brushroll).

Vacuum turns off on its own.

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:

1. Turn off and unplug the vacuum.
2. Empty the dust cup and clean filters.
3. Check for blockages in hose, accessories, and inlet openings.
4. Allow the unit to cool for a minimum of 45 minutes.
5. Plug in the vacuum and restart, using Setting I (Bare Floor).

Note: If vacuum still does not start, contact Customer Service at: 1-800-798-7398. In order to better assist you, we ask that you register your product and have it on hand when you call.

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. To better assist, we ask that you register the product at registeryourshark.com and have it 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 \$24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit. In order to better assist we ask that you register your product and have it on hand when you call.

How to initiate a warranty claim

You must call **1-800-798-7398** to initiate a warranty claim. To better assist, we ask that you register the product at registeryourshark.com and have it on hand when you call. 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 Navigator® Lift-Away® Pet.

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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