

# ***Shark***

## **Lift-Away® Upright Vacuum**

ZU780 Series

**OWNER'S GUIDE**

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**duo** clean®

**ZERO·M®**

# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ CAREFULLY BEFORE USE

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, injury, or property damage:

### 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.

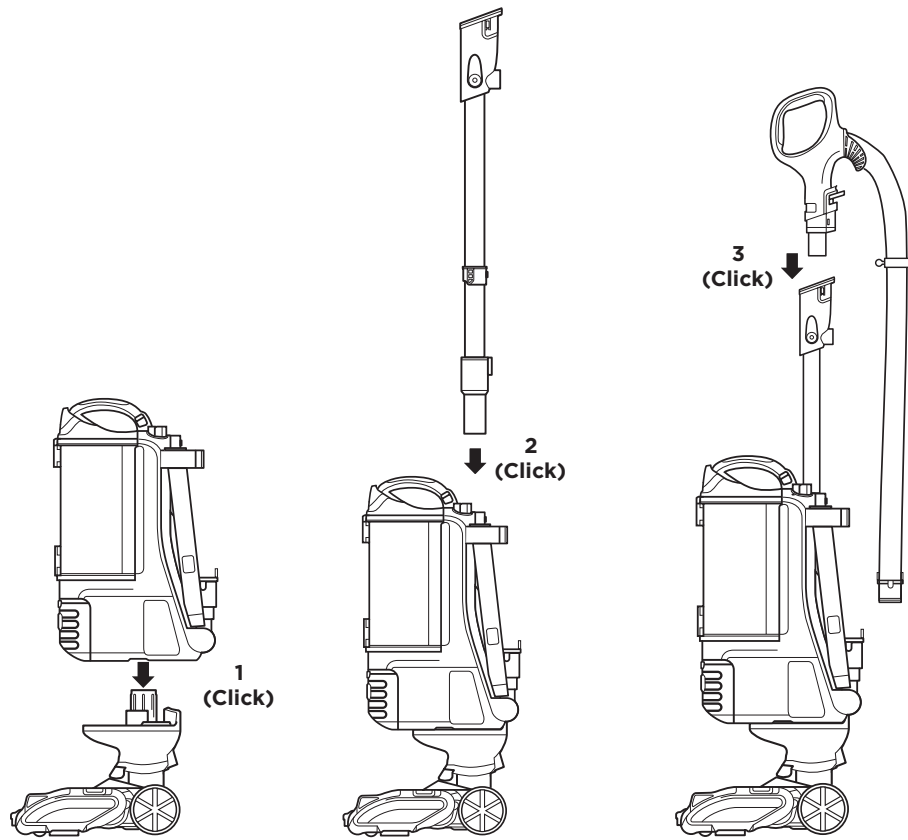
11. Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
12. **DO NOT** damage the power cord:
  - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
  - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
  - 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.

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.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

## SAVE THESE INSTRUCTIONS

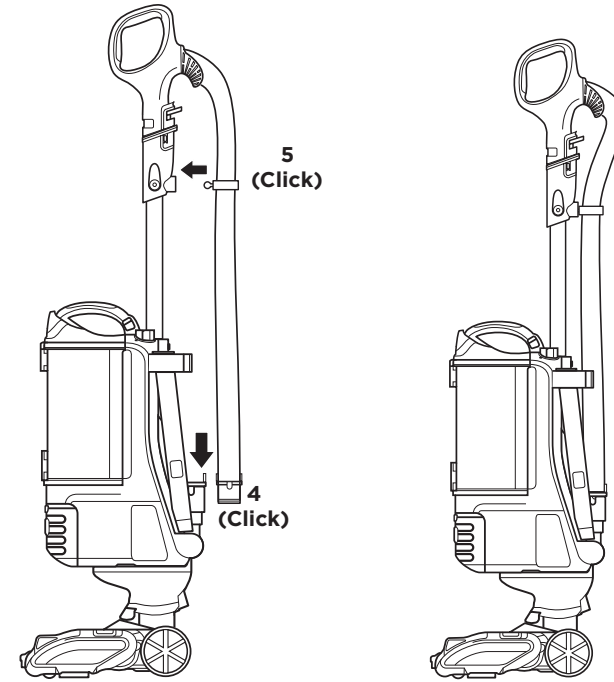
## ASSEMBLY



1. Place **Motorized Floor Nozzle** on floor and attach **Pod**, pressing it in until it clicks securely into place.
2. Insert **Wand** into pod, pressing it in until it clicks securely into place.
3. Insert **Handle** into wand, pressing it in until it clicks securely into place.

**IMPORTANT:** For proper operation, ensure all connections are securely clicked into place.

## ASSEMBLY



## WHOLE-HOME CLEANING

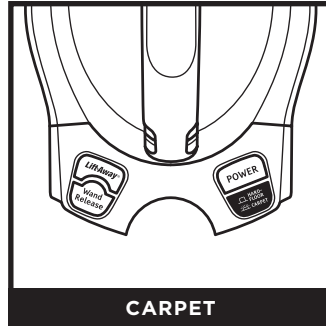
### SETTINGS



**HARD FLOOR**

If the light is illuminated, the vacuum is in Carpet mode. To clean hard floors, press the selector button to switch to Hard Floor mode. When the light is NOT illuminated, the vacuum is in Hard Floor mode, and the brushrolls will spin slower.

**NOTE:** The brushrolls will not spin unless the wand is reclined.



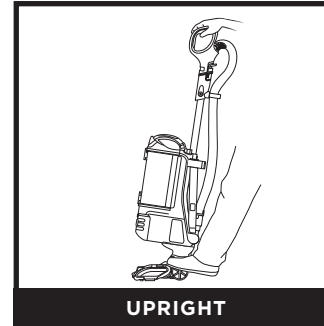
**CARPET**

For Carpet cleaning, press the button and it will illuminate in green. The brushrolls will spin faster.

**NOTE:** The brushrolls will not spin unless the wand is reclined.

## WHOLE-HOME CLEANING

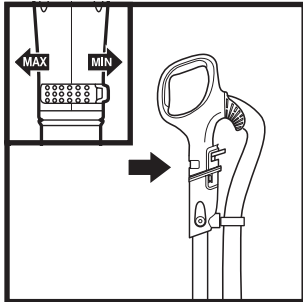
### CLEANING MODES



**UPRIGHT**

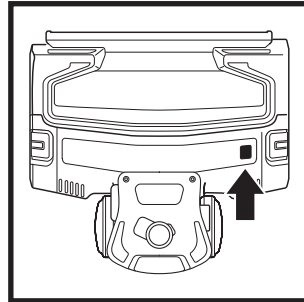
To engage brushrolls, turn power on, then place foot on floor nozzle and tilt handle back.

### SUCTION CONTROL



**Suction Control Collar** offers variable suction based on your needs. Slide to **MIN** to reduce suction and increase maneuverability on carpets. Slide to **MAX** to increase suction on bare floors.

### BRUSHROLL INDICATOR LIGHT



#### WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

**Solid Green:** The brushroll and Soft Roller are spinning and working properly.

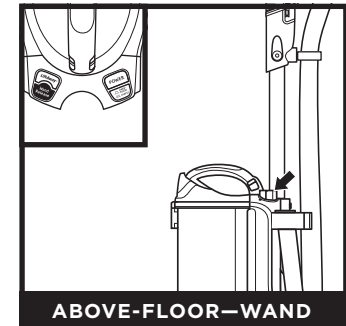
**Solid Red:** There is a jam in the brushroll area. Turn your vacuum off and remove any blockages in the nozzle.

**Flashing Red:** The motorized floor nozzle is overheating. Turn off your vacuum and wait for it to cool down. After vacuum has cooled, move surface selector switch to Carpet setting, then press the selector button to turn vacuum back on.



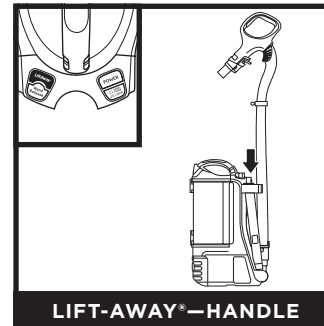
**ABOVE-FLOOR—HANDLE**

Press the **Handle Release Latch** to detach the handle from the wand.



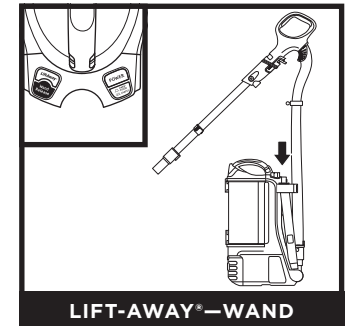
**ABOVE-FLOOR—WAND**

Press the **Wand Release** button to detach the wand from the pod.



**LIFT-AWAY®—HANDLE**

Detach wand from pod, then detach the handle from the wand (see above). Press the **Lift-Away** button to detach the pod from the floor nozzle.



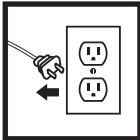
**LIFT-AWAY®—WAND**

Detach wand from pod (see above). Press the **Lift-Away** button to detach the pod from the floor nozzle.

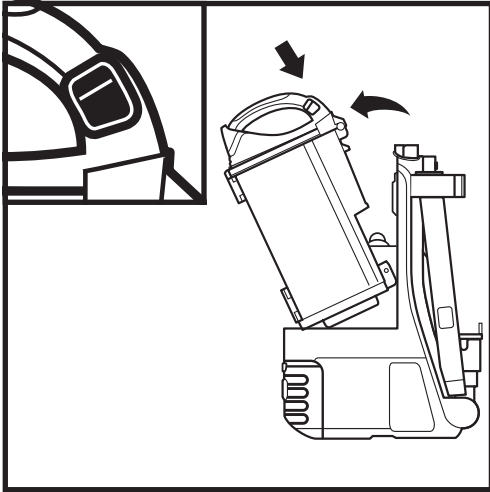
**NOTE:** For deep cleaning per ASTM F 608 (embedded dirt in carpets) please set to **Carpet**. **NOTE:** For particularly stubborn stuck-on dust messes on hard floors, set to **Carpet**.

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

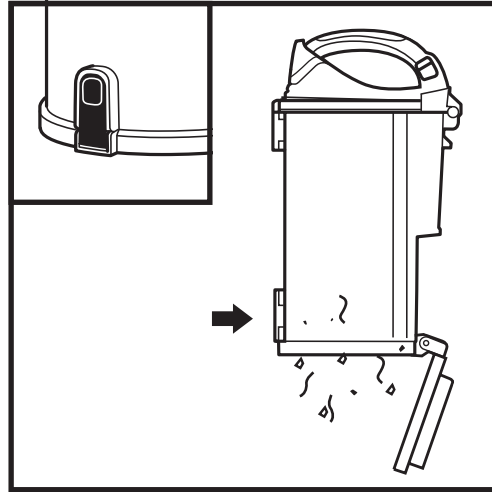
## EMPTYING THE DUST CUP



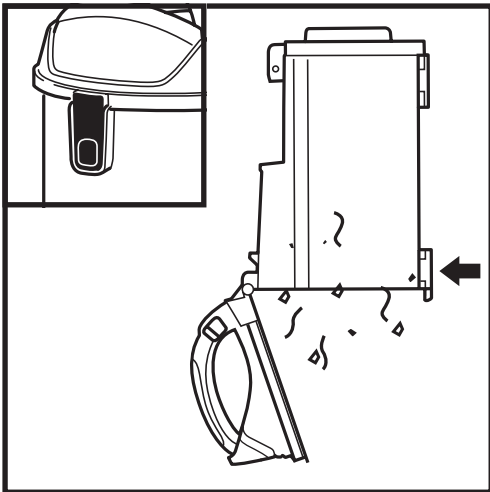
**IMPORTANT:** Unplug the power cord before performing any maintenance.



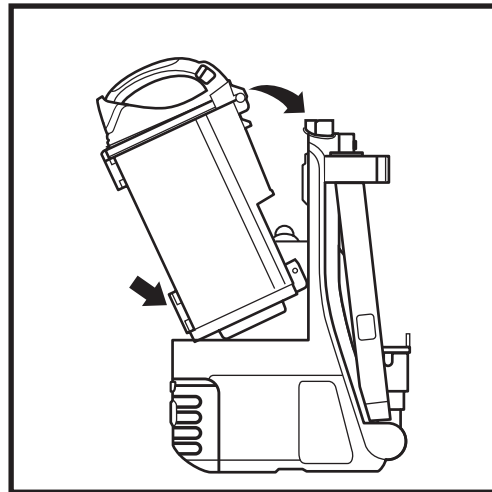
To remove **Dust Cup**, slide up the buttons on the sides of the handle. Tilt dust cup, then lift to remove.



To empty debris, press lower release button and bottom of dust cup will drop open.



To remove collected debris from **Lint Screen**, press top release button and lift handle to open. Gently brush lint screen to clean.



To reinstall, place bottom of dust cup into pod and then tilt until it clicks into place.

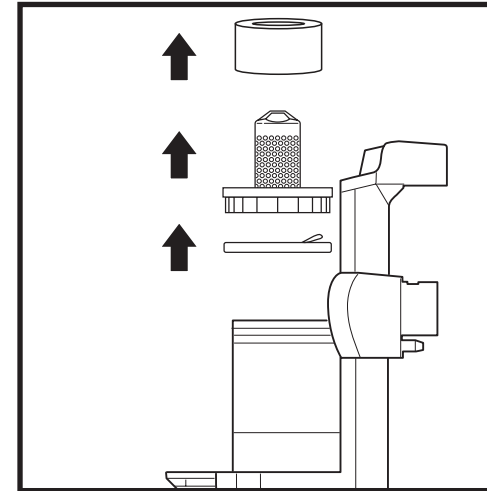
## CLEANING AND REPLACING THE FILTERS

### CLEANING FILTERS

**Regularly clean and replace your filters to keep your vacuum's suction power optimal.**

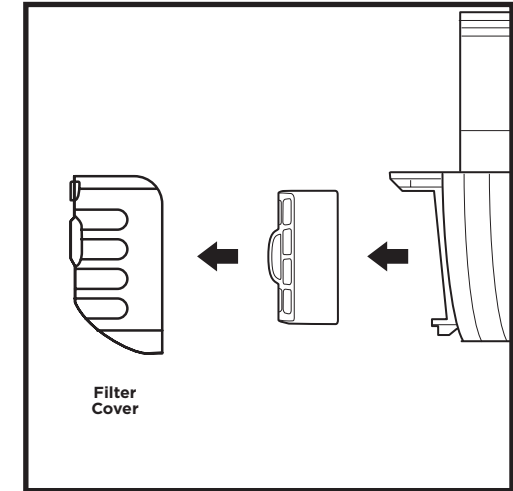
To clean filters, rinse with cold water **ONLY** to prevent damage from cleaning chemicals. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

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



CLEAN PRE-MOTOR FILTERS  
EVERY 3 MONTHS

Remove **Dust Cup**, then lift out **Filters**.



CLEAN HEPA FILTER  
EVERY YEAR

Press **Filter Access** button at bottom of **Filter Cover**. Tilt cover and lift out. Remove **HEPA Filter**.

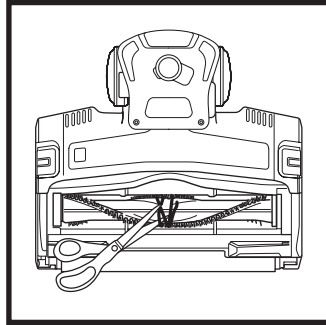
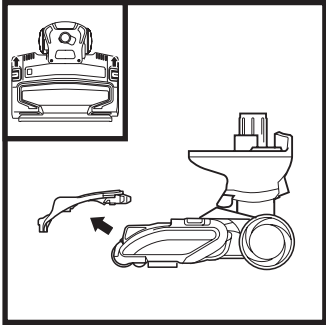
To reinstall, insert HEPA filter into unit and replace the cover.

**Zero-M® Technology**



Zero-M technology actively removes hair wrap from your brushroll while you vacuum. 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.

**CLEANING THE BRUSHROLL**

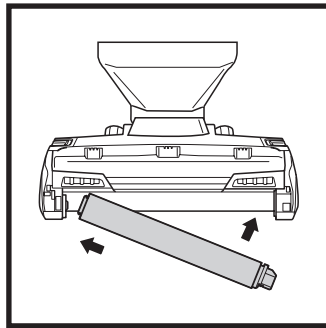
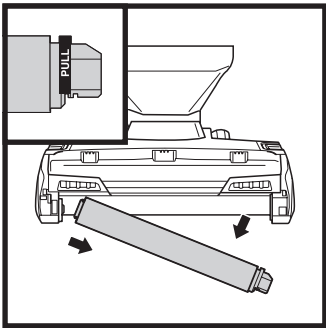


To open the brushroll garage, slide both release buttons on the floor nozzle away from you, towards the back of the nozzle, then lift off the lid. Clear away any objects or debris.

To close the brushroll garage, insert the 3 tabs on top of the lid into the 3 slots in the nozzle, then push down on both sides of lid until it clicks securely into place.

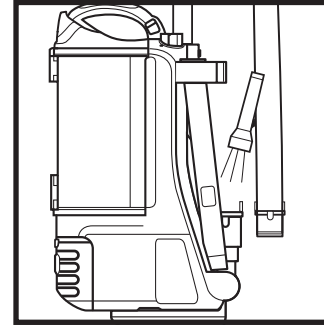
**NOTE:** If any hair is wrapped around the brushroll, extending cleaning time will allow Zero-M technology to remove it for you. If some fibers remain wrapped around brushroll after continued use, carefully cut debris with scissors and remove it.

**CLEANING THE SOFT ROLLER**

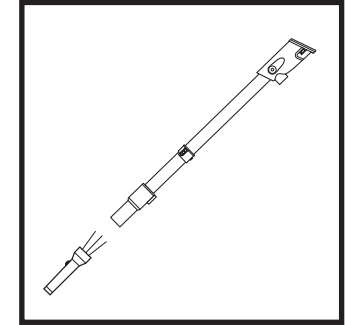


To remove the **Soft Roller** from the nozzle, lift it out by the pull tab. Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, or to remove any debris caught in the teeth behind the Soft Roller.

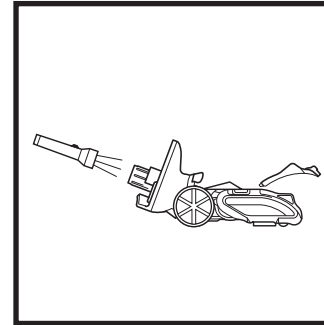
Hand wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours. Reinsert the Soft Roller under the rubber bumper in the front of the nozzle until it clicks into place.



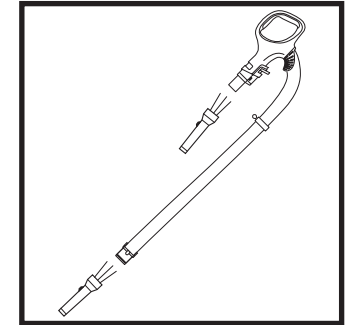
Detach hose from vacuum pod, and check hose and opening on back of pod for blockages.



Detach wand from floor nozzle and handle, and check both ends for blockages.

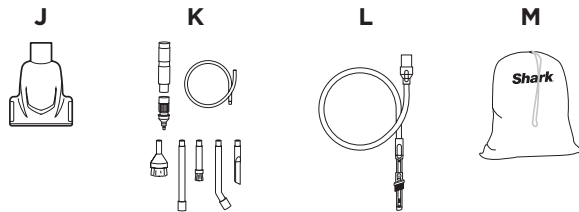
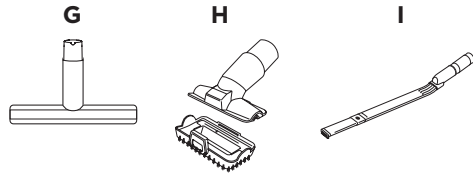
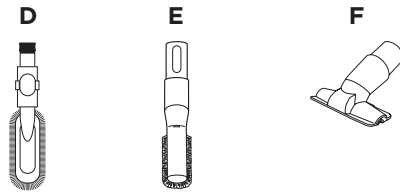
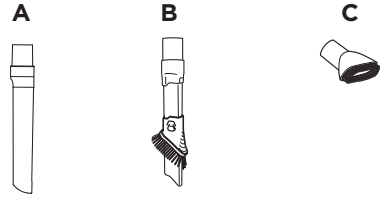


Detach wand from floor nozzle, tilt nozzle neck back, and check opening for blockages.



Detach handle from wand and hose from the vacuum pod, and check openings for blockages.

- A** 12-inch Crevice Tool
- B** Duster Crevice Tool
- C** Dusting Brush
- D** Multi-Angle Dusting Brush
- E** Anti-Allergen Dust Brush
- F** Upholstery Tool
- G** Wide Upholstery Tool
- H** Pet Multi-Tool
- I** Under-Appliance Wand
- J** Pet Power Brush
- K** Home & Car Detail Kit
- L** Precision Duster
- M** Accessory Bag



**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](http://sharkaccessories.com).

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

- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, wand, pod, and accessories for blockages. Clear any blockages found.

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

- If any hair, string, or carpet fibers are wrapped around the brushroll, extend cleaning time to allow Zero-M® technology to remove them.
  - If some hair or fibers remain wrapped around brushroll after continued use, remove the brushroll garage lid and carefully cut debris with scissors and remove from brushroll. See Cleaning the Brushroll section for more information.

**Vacuum lifts area rugs.**

- Make sure selector button is set to Hard Floor.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- To minimize suction, slide the Suction Control collar to MIN.

**Brushrolls do not spin.**

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Remove pod from floor nozzle and clear any blockages. Reconnect nozzle, plug in vacuum, and turn on power.
- With the power on, recline the handle, which will automatically activate the brushrolls.
- Ensure that the selector button is set to Carpet for brushrolls to spin.

**Vacuum turns off on its own or 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 restart the thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters).
3. Check for blockages in hose, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 45 minutes.
5. Plug in the vacuum and press the selector button to turn it on.

For all other issues, please call Customer Service 1-800-798-7398.

## FIVE (5) YEAR LIMITED WARRANTY

The Five (5) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC**. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of five (5) years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

### What is covered by this warranty?

1. The original unit and/or non-wearable 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.

## REGISTER YOUR PURCHASE

-  [registryyourshark.com](http://registryyourshark.com)
-  Scan QR code using mobile device



Benefits of registering your product and creating an account:

- Get easier, faster product support and access to warranty information
- Access troubleshooting and product care instructions
- Be among the first to know about exclusive product promotions

**TIP:** You can find the model and serial numbers on the QR code label which is located on the bottom of the back of the vacuum pod.

## RECORD THIS INFORMATION

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

Serial Number: \_\_\_\_\_

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

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

## TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 780W

Amps: 9.5A



**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® 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](http://sharkninja.com/uspatents)