

# ***Shark***

## **Navigator™ Lift-Away® Pro**

NV390 Series

### **OWNER'S GUIDE**

---




# THANK YOU

for purchasing the Shark Navigator® Lift-Away®

## REGISTER YOUR PURCHASE

 sharkclean.com

 1-800-798-7398

## 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.


This Owner's Guide is designed to help you get a complete understanding of your new Shark Navigator Lift-Away.

If you have any questions, please call the Customer Service line at 1-800-798-7398.

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 **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.

# 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

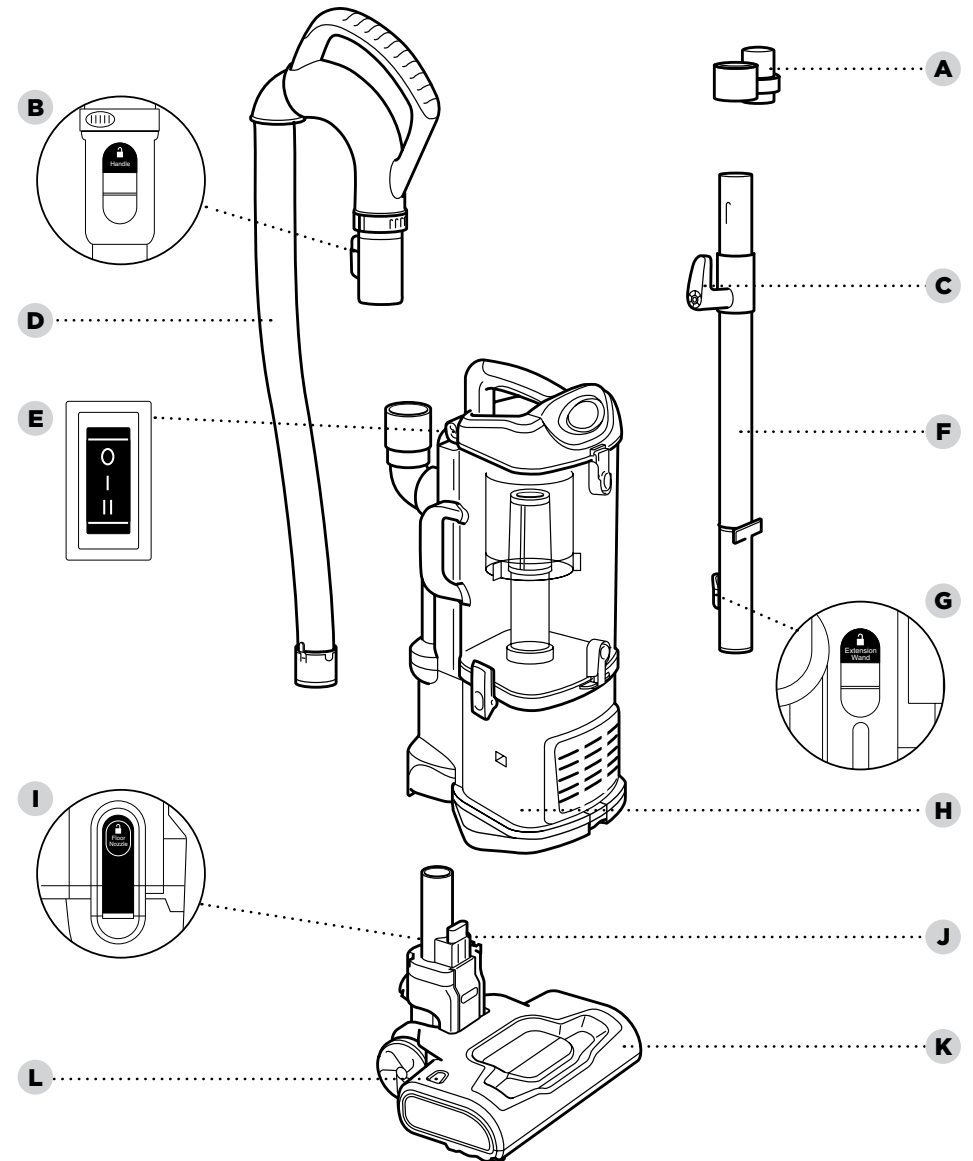
# GETTING TO KNOW YOUR SHARK NAVIGATOR® LIFT-AWAY®

## WELCOME!


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

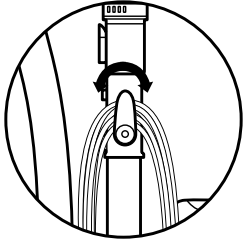
### MAIN UNIT


- A** Accessory Holder
- B** Handle Release Button
- C** Upper Cord Hook
- D** Handle and Hose
- E** Power/Surface Switch
- F** Extension Wand
- G** Extension Wand Release Button
- H** Lift-Away Pod
- I** Floor Nozzle Release Button
- J** Lower Cord Hook
- K** Motorized Floor Nozzle
- L** Brushroll Indicator Light

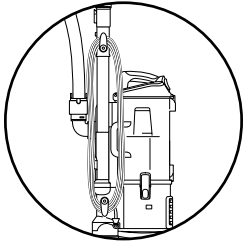


# ASSEMBLING YOUR VACUUM

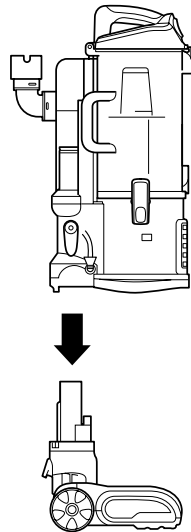
 **TIP:** For quick cord access, rotate upper hook down and remove cord.



 **TIP:** To store your vacuum, wrap cord around cord hooks.

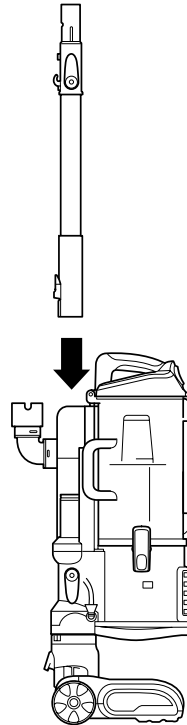


## STEP 1



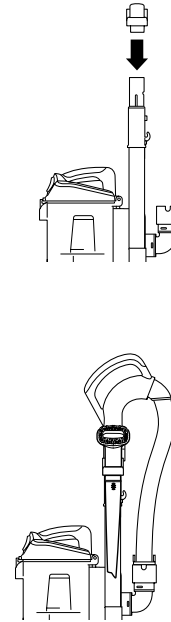
- 1 Place pod onto floor nozzle.

## STEP 2



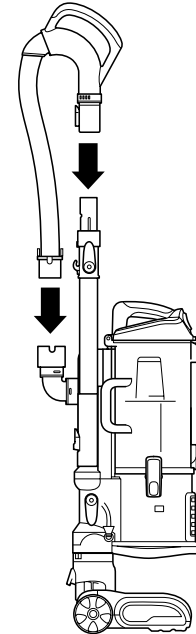
- 2 Slide extension wand into pod.

## STEP 3



- 3 Slide accessory holder onto extension wand. Store the accessories on the accessory holder.

## STEP 4



- 4 Insert handle into top of extension wand. Then attach hose to connector on back of pod.

# USING YOUR VACUUM IN UPRIGHT MODE

**⚠ WARNING: DO NOT** use to vacuum up drywall dust, fireplace ash, or embers. **DO NOT** use as an attachment to power tools for dust collection.

## WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

### Solid Green

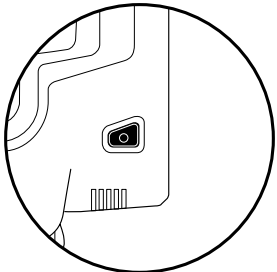
The brushroll is on and working as it should.

### Solid Red

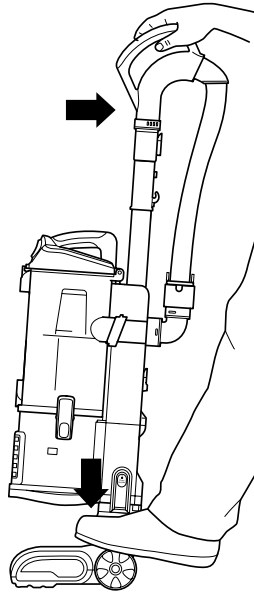
There is a jam in the brushroll area. Turn your vacuum off and remove the blockage.

### No Light

The brushroll is off. To turn it on, press the Power/Surface switch to setting I or II. The light should turn green, and the brushroll should spin.

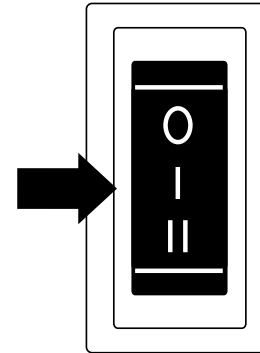


## STEP 1



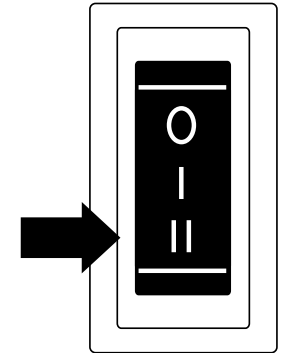
- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

## STEP 2



- 2 Press the Power/Surface switch to setting I to vacuum bare floors. The brushroll will not spin in this mode.

## STEP 3



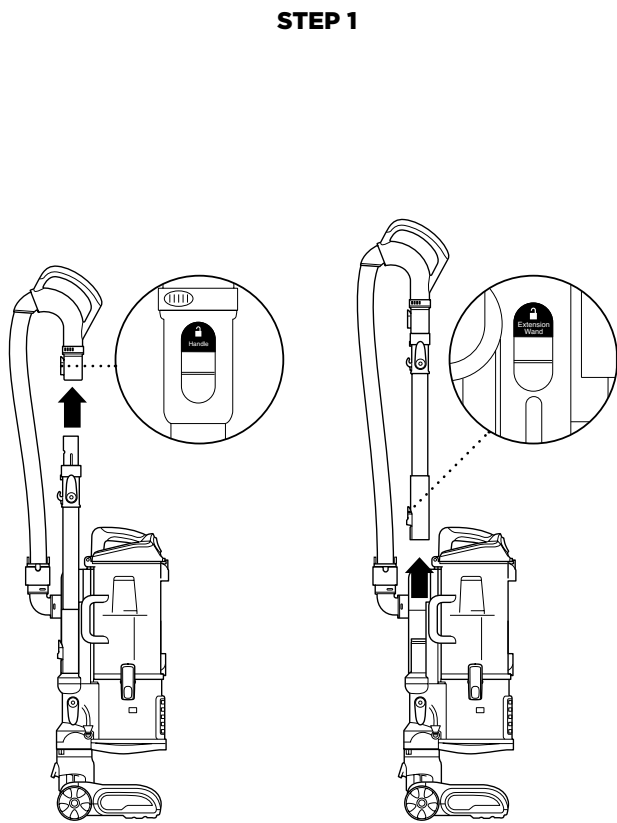
- 3 Press the Power/Surface switch to setting II to vacuum carpets and rugs. The brushroll will spin in this mode.

**NOTE:** For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II and slide Suction Control counterclockwise to reduce suction.

# USING YOUR VACUUM IN ABOVE-FLOOR MODE

## THE BENEFITS OF SUCTION CONTROL

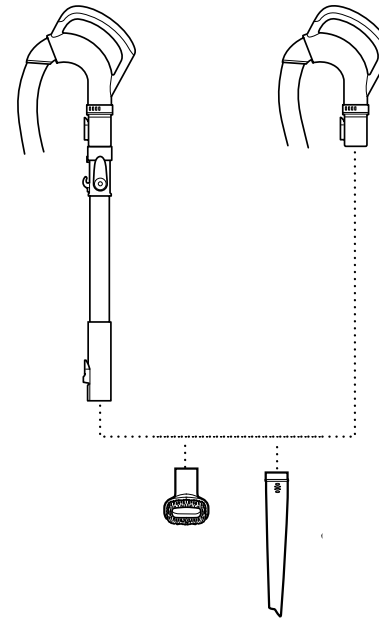
Suction Control allows you to adjust suction power when you are using tools or vacuuming surfaces. For example, if you are feeling resistance while vacuuming thick carpet or upholstery, slide the suction control to MIN for easier maneuverability.



**1** Press Handle release button to detach the handle from the wand.

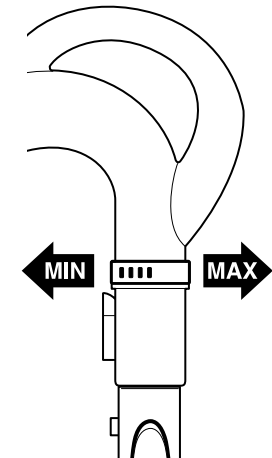
**OR** Press the Extension Wand button on the pod to detach the wand for more cleaning reach.

## STEP 2



**2** Attach an accessory onto the end of either the extension wand or the handle.

## STEP 3



**3** The Suction Control slider is located at the base of the handle. Slide clockwise for more suction, or counterclockwise to reduce suction.

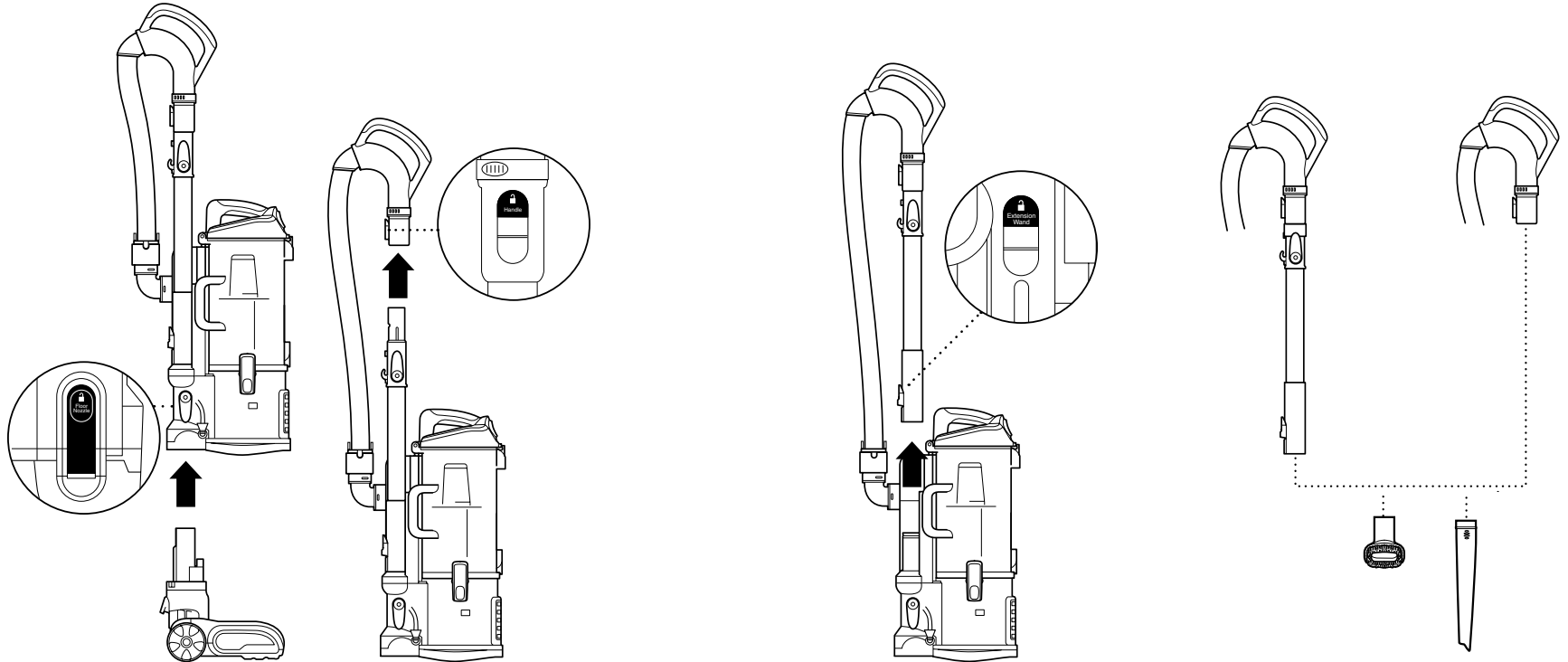
# USING YOUR VACUUM IN LIFT-AWAY™ MODE

**⚠ WARNING:** Lift-Away mode requires stable footing. Using Lift-Away mode without stable footing may result in personal injury.

**💡 TIP:** Hold pod by the handle on top when cleaning in Lift-Away

## WHAT IS LIFT-AWAY?

Lift the pod off the floor nozzle to easily clean stairs, furniture, curtains, and other above-floor areas.



## LIFT-AWAY CLEANING

- 1** Press Floor Nozzle release button to detach the pod, then lift it off the floor nozzle.
- 2** Press Handle release button to detach the handle from the wand.
- 3** Or press the Extension Wand button on the pod to detach the wand for more cleaning reach.
- 4** Attach a cleaning tool to the end of the handle or the wand.



## 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 [sharkclean.com](http://sharkclean.com)

### A Crevice Tool

Gives you extended cleaning reach for small spaces.

### B Pet Upholstery Tool

Removes pet hair and dust from curtains and delicate fabrics.

### C Dusting Brush

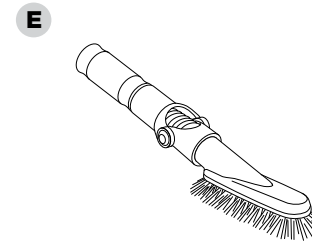
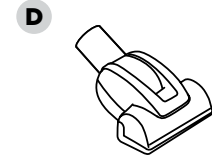
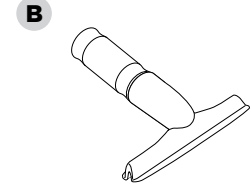
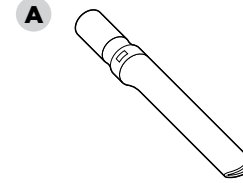
Dusts delicate surfaces and cleans shelves, blinds, ceiling fans, baseboards, door frames, and more.

### D Pet Power Brush

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

### E Multi-Angle Dusting Brush

This soft dusting brush adjusts to five different positions so you always have the best angle for cleaning blinds, walls, ceiling fans, and other above-floor areas.



# MAINTENANCE

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

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

To prevent damage from chemicals, rinse filters with water only. Allow ALL filters to air-dry completely before reinstalling to prevent liquid from being drawn into electric parts.

## RECOMMENDED FILTER CLEANING SCHEDULE:

### Pre-Motor Filter Kit

(Foam & Felt)  
XFF350

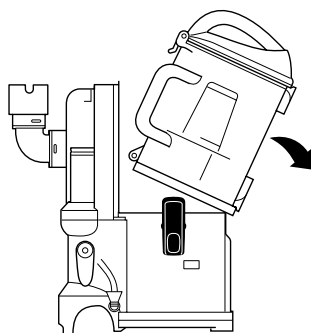
Clean every 3 months.

### Post-Motor Filter

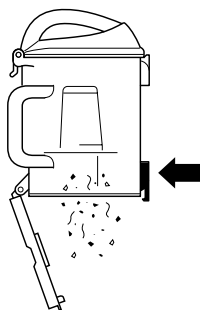
(HEPA)  
XHF350

Clean once a year.

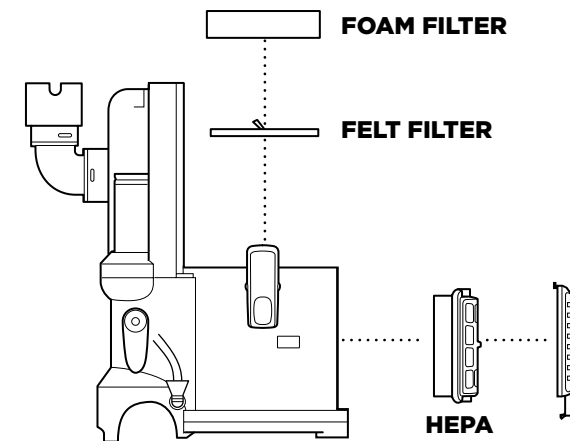
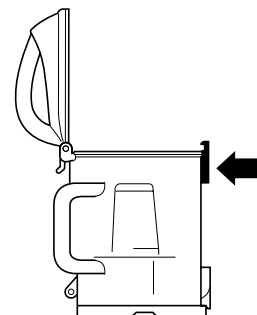
## STEP 1



## STEP 2



## STEP 3



## EMPTYING THE DUST CUP

- 1 To remove the dust cup, lift the tabs on both sides of the dust cup handle. Tilt dust cup forward, then lift to remove.
- 2 Hold dust cup over a trash bin and press the lower release button on the bottom.

- 3 To remove collected debris from the lint screen, press the top release button and lift the handle to open. Gently brush lint screen to clean.
- 4 To reinstall, place bottom of dust cup into pod and then tilt it back until it clicks into place.

## CLEANING THE FILTERS

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

With the dust cup removed, lift out the foam and felt filters. Rinse filters with water only. Do not use soap. Allow the filters to dry for at least 24 hours before reinserting them into the vacuum. Tap loose dirt off filters between washes as needed.

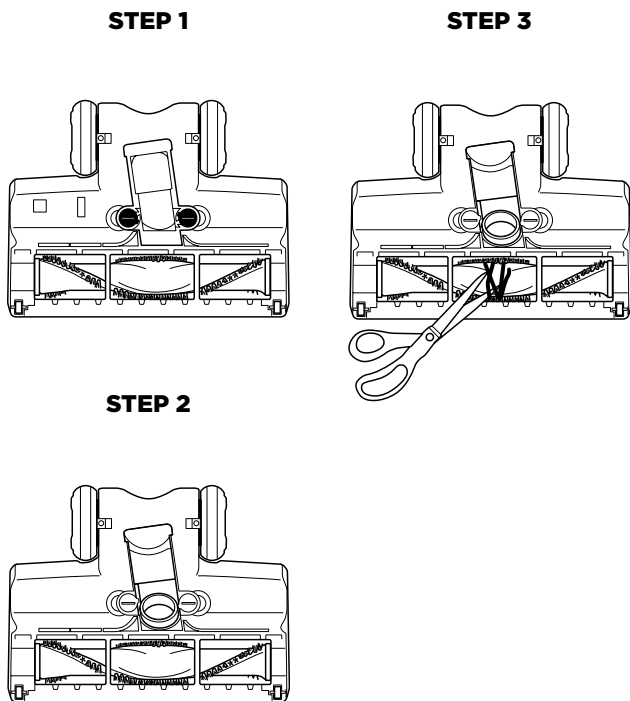
### 2 Post-Motor (HEPA):

To access the HEPA filter, pull the tab under the filter door forward. Tilt the filter door forward to remove it, then take out the HEPA filter. Rinse filter with water only. Allow it to air-dry completely for at least 24 hours before reinstalling.

# CHECKING FOR BLOCKAGES

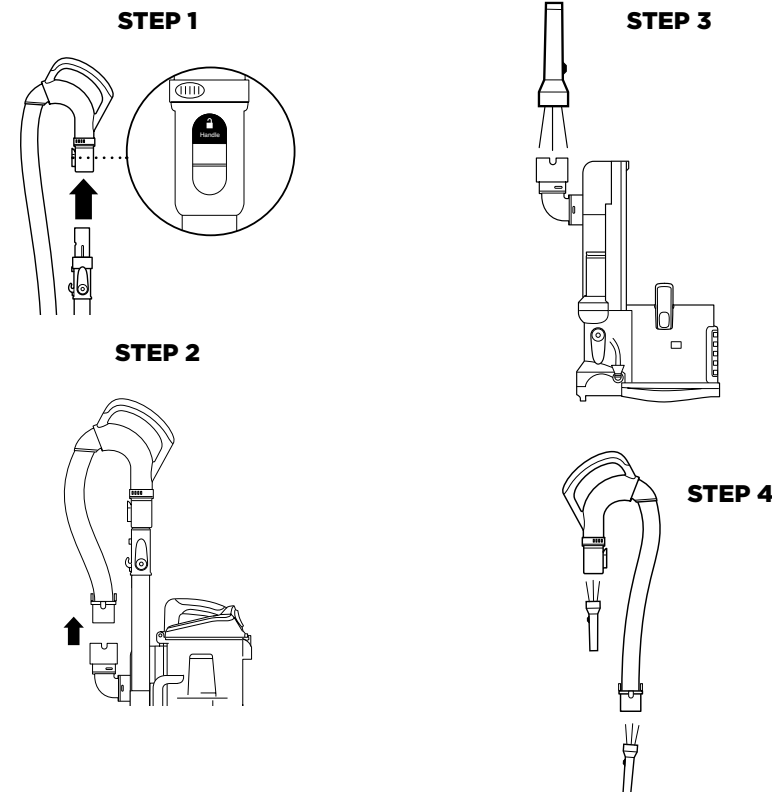
**⚠ WARNING:** To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.

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



## BOTTOM OF FLOOR NOZZLE

- 1** Using a coin, turn locks counterclockwise, then open the nozzle lid to access brushroll.
- 2** Tilt nozzle neck back to straighten the airway. Shine a flashlight from the bottom to check for possible blockages.
- 3** Remove any string, carpet fibers, or hair that may be wrapped around the brushroll. Remove debris from brushroll. Use scissors to carefully loosen tangled hair or fibers. To close the nozzle lid, push down until it clicks into place, then close locks by turning them clockwise.



## HOSE CONNECTOR ON POD

- 1** To release hose, squeeze tabs and pull hose out from connector.
- 2** To release hose from floor nozzle, squeeze tabs and pull hose out from connector.
- 3** Check floor nozzle tube and remove and blockages or debris.
- 4** Detach the handle from the top of the wand and the hose from the pod. Check openings for blockages.

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

**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 handle, hose connections, nozzle, and accessories for blockages. Clear any blockages found.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- **Turn** the nozzle over and use a coin to unlock to two locks on the bottom. Check the nozzle airway for blockages.

**Vacuum lifts area rugs.**

- Make sure Power/Surface switch is set to Hard Floor (setting I).
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- To minimize suction, slide Suction Control counterclockwise.

**Brushroll does not spin.**

- If Brushroll Indicator Light on the floor nozzle turns red, the brushroll has stopped spinning. Immediately turn off and unplug vacuum, disconnect the nozzle, and remove blockage before reconnecting and turning vacuum back on.
- With the power on, recline the handle, which will automatically turn on the brushroll.
- Ensure that the power/surface switch is set to Carpet (position II).
- If this problem persists on high-pile carpet or thick area rugs, slide the Suction Control collar counterclockwise to reduce suction.

**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 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.

Note: If vacuum still does not turn on, contact Customer Service at 1-800-798-7398.

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.



**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.

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For SharkNinja U.S. Patent information, visit [www.sharkninja.com/uspatents](http://www.sharkninja.com/uspatents)

**SharkNinja Operating LLC**  
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**Canada : Saint-Laurent, QC H4S 1A7**  
**1-800-798-7398**  
**sharkclean.com**

Les illustrations peuvent différer du produit réel. Nous tentons constamment d'améliorer nos produits; par conséquent, les spécifications indiquées dans le présent guide peuvent être modifiées sans préavis.

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