

Shark APEX[®]

**Corded Stick Vac with
Self-Cleaning Brushroll**

QS360Q Series

OWNER'S GUIDE



duo clean[®]

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

When using an electrical appliance, basic precautions should always be followed, including the following:

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. 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. 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.

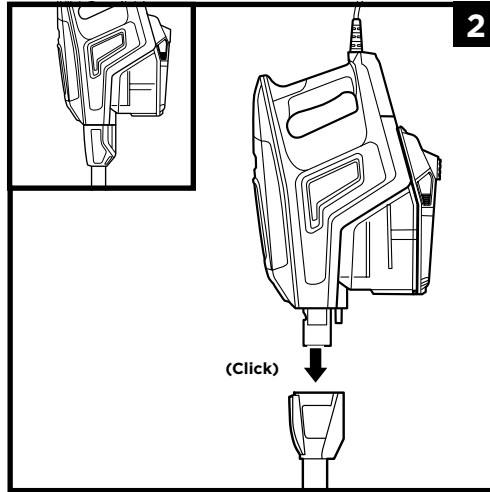
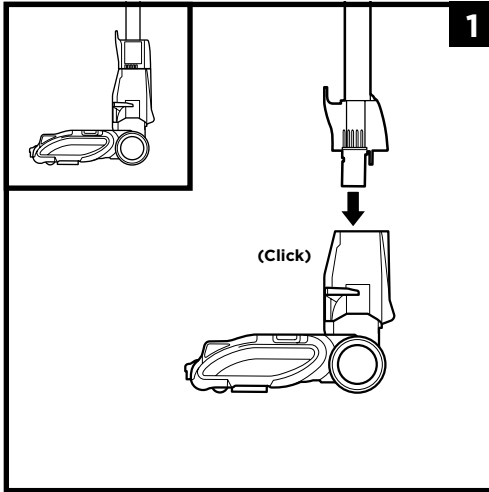
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
9. **DO NOT** handle plug or vacuum cleaner with wet hands.
10. **DO NOT** use without filters in place.
11. Only use Shark® branded filters and accessories.
12. **DO NOT** damage the 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.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

15. Keep nozzle and all vacuum cleaner 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.

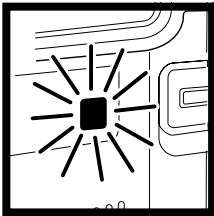
ASSEMBLY



1. Insert **Wand** into **Floor Nozzle**.

2. Insert **Handheld Vacuum** into wand.

Ensure all connections click securely into place.



WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

Solid Green

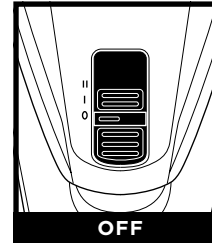
The brushroll is on and working as it should.

Solid Red

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

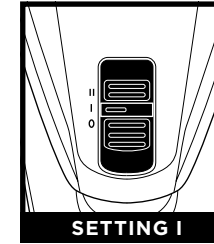
Flashing Red: The vacuum has overheated. See Troubleshooting section.

SETTINGS



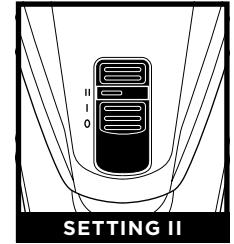
OFF

Slide switch to the bottom to turn off power. To begin vacuuming, slide switch to the appropriate setting.



SETTING I

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

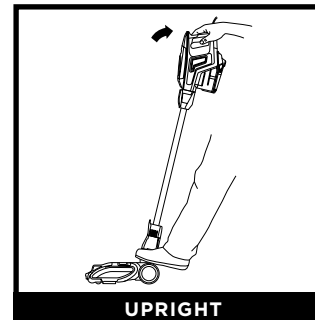


SETTING II

Carpet
The brushrolls spin faster to pick up debris below the surface of your carpets.

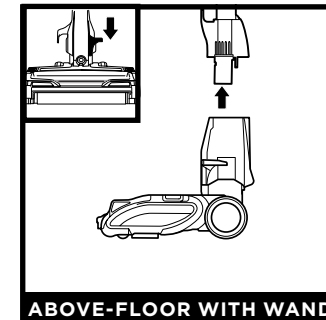
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, Carpet.
NOTE: Select Carpet for stuck-on dust and debris.

CLEANING MODES



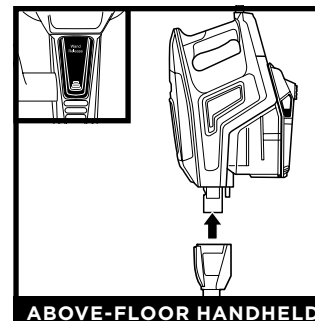
UPRIGHT

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



ABOVE-FLOOR WITH WAND

Detach the wand for more reach to clean baseboards, ceiling fans, window sills, and other hard-to-access areas. Stand the vacuum upright, then step on the foot pedal on the left side of the floor nozzle and pull the wand up to disconnect it.



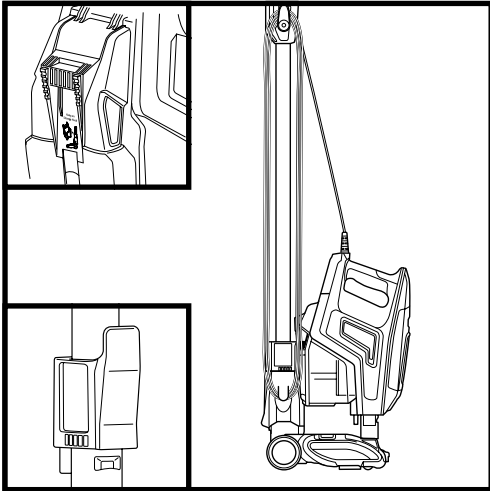
ABOVE-FLOOR HANDHELD

Press the **Wand Release** button to lift the handheld vacuum off the wand. Great for cleaning stairs and furniture.

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

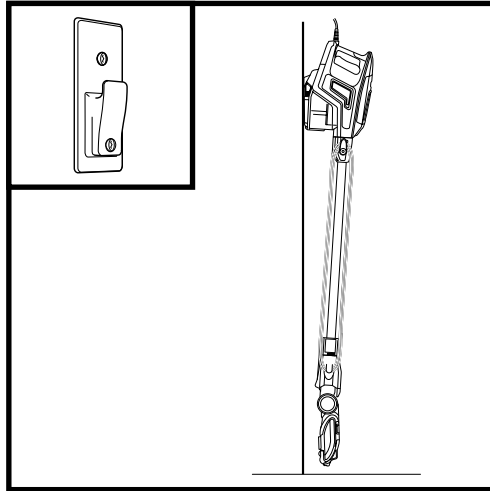
STORAGE

ONBOARD HOOK



Press the wand release button near the top of the wand to detach the handheld vacuum. Align the catch on the bottom of the handheld vacuum with the storage hook on the wand. Slide the handheld vacuum down so it hangs from the storage hook.

WALL MOUNT



For convenient storage above the floor, a wall mount is available for purchase on sharkaccessories.com. It comes with hardware and an instruction sheet with a mounting template.

NOTE: Wrap the power cord around the top hook first, leaving a little slack in the cord.

AVAILABLE ACCESSORIES

NOTE: Not all accessories come with all units. For a list of the accessories included with this model, see the enclosed Quick Start Guide. To order additional accessories, visit sharkaccessories.com.

A Crevice Tool

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

B Dusting Brush

This brush dusts and cleans delicate surfaces. Great for use on fans, blinds, lampshades, and keyboards.

C Upholstery Tool

Picks up pet hair, dust, and large debris from mattresses, couches, curtains, and other delicate upholstered fabrics.

D Pet Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

E Pet Crevice Tool

This versatile, slender 8" tool removes pet hair from hard-to-reach spaces like corners, ceilings, and between couch cushions.

F Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.

G Anti-Allergen Dust Brush

This brush features nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

H Mini Motorized Brush

Powered by a motor, this small brush removes the clingiest pet hair and extracts dirt, dust, dander, and allergens from deep inside pillows, upholstery, and carpets.

I Under-Appliance Wand

Clean under and behind hard-to-move appliances and furniture with this adjustable 36" tool. Flip the extension piece over to clean the underside of appliances.

J Precision Duster

This flexible tube features a micro-duster crevice tool on the end for cleaning around delicate objects and in difficult-to-reach spots like car interiors and computer keyboards.

K Large Accessory Bag

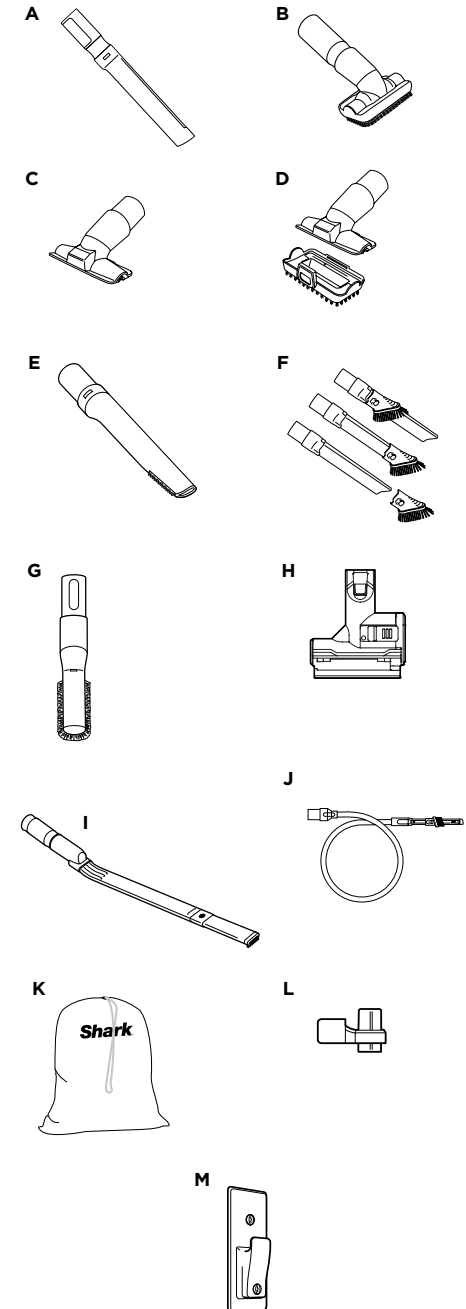
This convenient accessory storage bag measures 32 cm x 70 cm and fits the Under-Appliance Wand. Smaller size available at sharkaccessories.com

L Onboard Storage Clip

This removable clip attaches to your vacuum and can store two accessories at a time, so they're handy when you need them.

M Wall Mount

Install the mount to hang your vacuum on the wall for convenient storage. Includes screws, anchors, and instruction sheet with mounting template for easy installation.

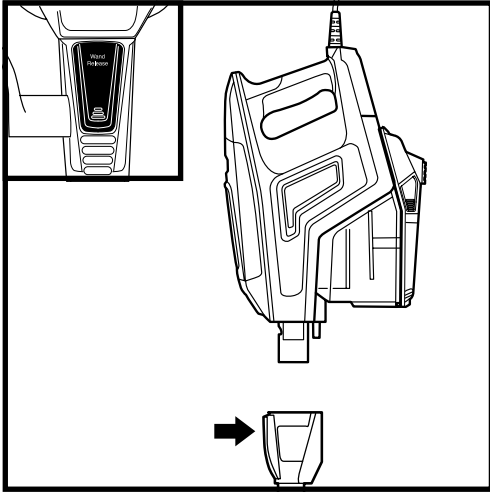


MAINTENANCE

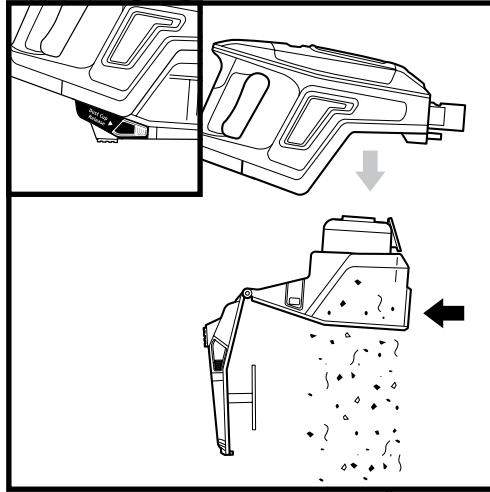
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

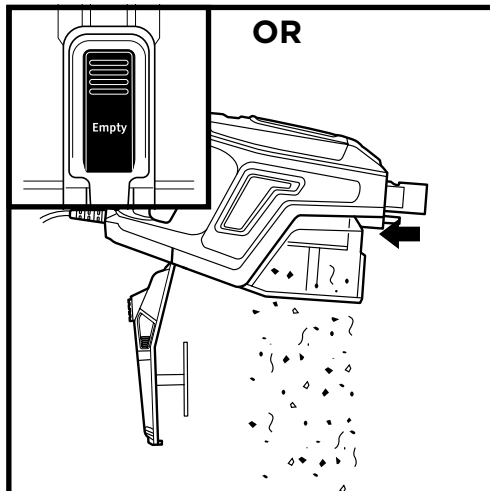
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



Press the wand release button and lift the handheld vacuum off the wand.



To remove the dust cup from the handheld vacuum, press the two **Dust Cup Release** buttons at the same time and slide out the dust cup. Hold the dust cup over the trash and press the **Empty** button to open the lid and release debris. Close the dust cup lid. Reinstall it in the handheld vacuum by inserting the front end first, then the back.



With the dust cup attached to the handheld vacuum, press the Empty button on the front of the dust cup.

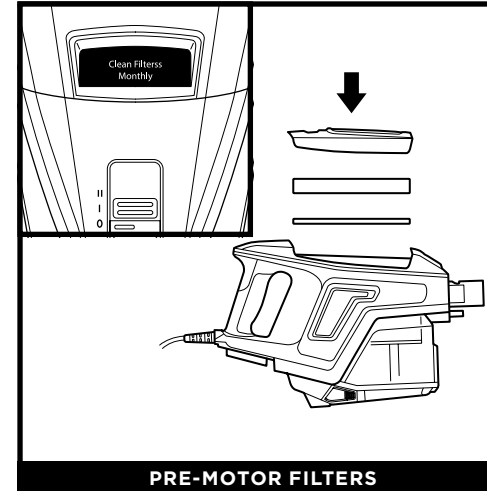
MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

CLEANING FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power.

IMPORTANT: To prevent damage, rinse filters with water **ONLY**. **DO NOT** use soap. Allow filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

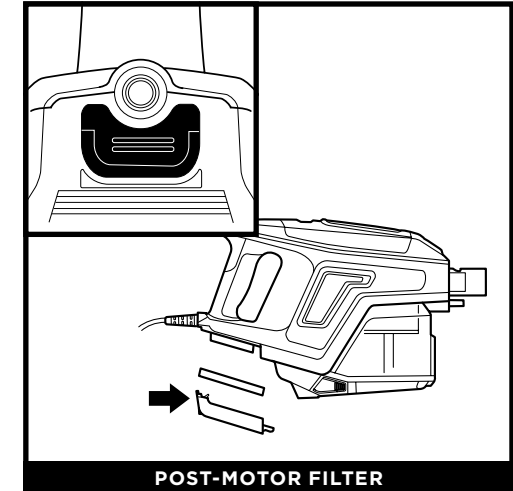


PRE-MOTOR FILTERS

The **Pre-Motor Filters** should be washed once a month.

To remove the pre-motor filters, lift the latch on top of the handheld vacuum and take off the filter cover. Pull out the foam filter, then the felt filter.

Rinse filters with water and allow them to air-dry completely before reinstalling them. Reinsert the felt filter, then the foam filter, then reattach the cover.



POST-MOTOR FILTER

The **Post-Motor Filter** should be washed once every 9 months.

Remove the filter cover under the handle of the handheld vacuum to access the post-motor filter.

REPLACEMENT FILTERS

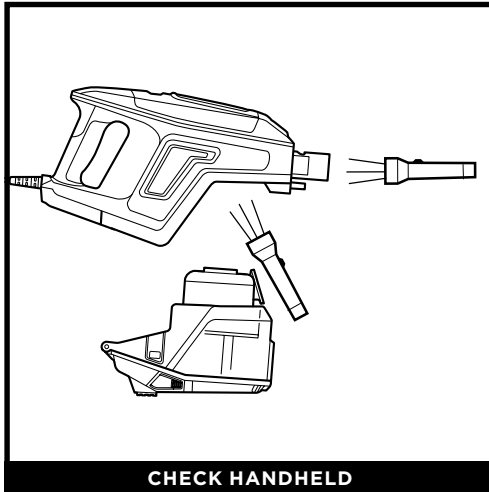
Replacement Pre-Motor Filter Kit
XPMFK320

Replacement Post-Motor Filter
XPSTFH380

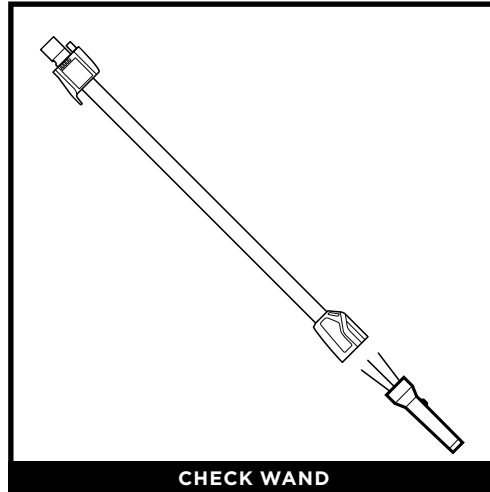
NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

MAINTENANCE

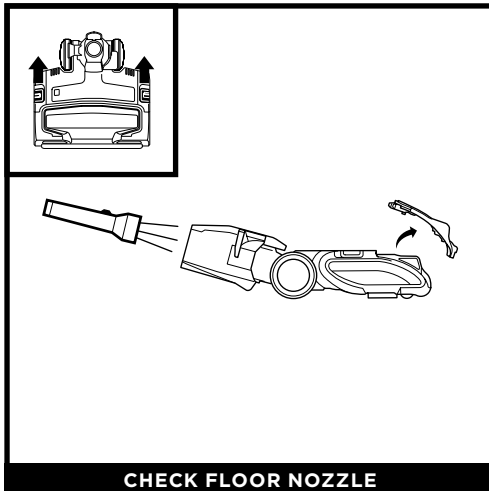
CHECKING FOR BLOCKAGES



Remove the wand from the handheld vacuum and check all dust cup intake openings.



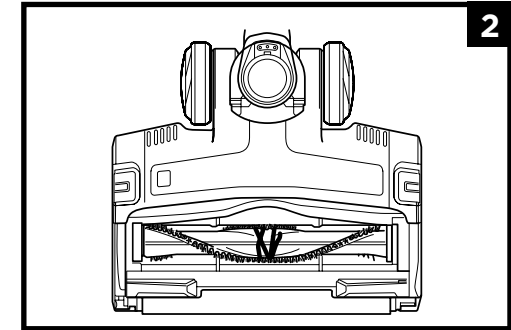
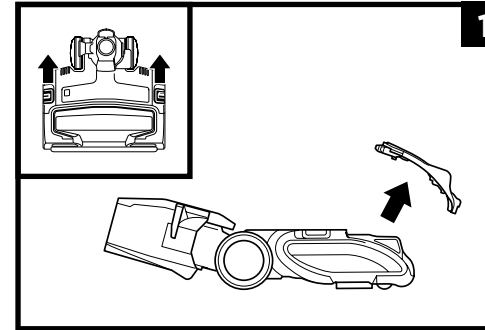
Detach the wand and check it for blockages.



Detach the wand. 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. Tilt back the neck of the nozzle and check openings for blockages. To close the brushroll garage, insert the 3 tabs on top of the lid into the 3 slots in the nozzle, then push down firmly on both sides of the lid until it clicks securely into place.

MAINTENANCE

NOZZLE MAINTENANCE

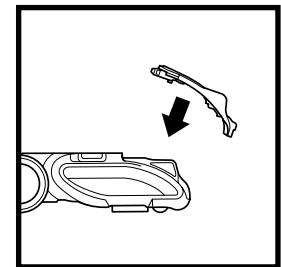
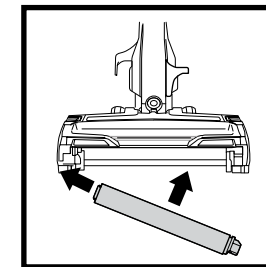
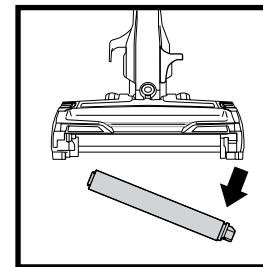


THE SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a bare floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup.

If some fibers remain wrapped around the brushroll after continued use, open the brushroll garage to remove them.

- 1** To open the brushroll garage, slide both release buttons on the floor nozzle away from you, toward the back of the nozzle, then lift off the lid.
- 2** Clear away any objects or debris.
- 3** To close the brushroll garage lid, insert the 3 tabs on top of lid into the 3 slots in the nozzle, then push down on both sides of lid until it clicks securely into place. **If Brushroll Indicator Light is green and headlights are flashing, check again that both sides of lid are locked in place.**



CLEANING THE SOFT ROLLER

- 1** To remove the Soft Roller from the nozzle, first open the brushroll garage, then pull the Soft Roller out by the tab.
- 2** Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, and to remove any debris caught in the teeth behind the Soft Roller.
- 3** Hand wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.
- 4** Reinsert the Soft Roller and close the brushroll garage by inserting the 3 tabs on top of the lid into the 3 slots in the nozzle. Then push down on both sides of the lid until it clicks securely into place. If Brushroll Indicator Light is green and headlights are flashing, check again that both sides of the lid are locked in place.

NOTE: For best performance, keep the Soft Roller clean with regular maintenance.

TROUBLESHOOTING

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 completely air-drying the filters before reinserting in the vacuum.
- 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 or Soft Roller.
- Ensure the brushroll garage is locked in place by pushing down on both sides of the lid until it clicks securely into place.

Vacuum lifts area rugs.

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushrolls. To restart, slide the power switch to setting I, Bare Floor/ Small Area Rugs.

Brushrolls do not spin.

- If the Brushroll Indicator Light is solid red, immediately turn off and unplug the vacuum. Disconnect wand from floor nozzle and clear any blockages from the air path in the nozzle and from the brushrolls. Reconnect wand, plug in vacuum, and turn on power.
- If the Brushroll Indicator Light is solid green and the LED headlights are flashing, the brushroll garage lid is not completely closed. Press down firmly on all sides of the lid until it clicks into place.
- If Brushroll Indicator Light on the floor nozzle is green, the blockage has been successfully cleared and the brushroll garage lid is completely closed. If the light is still red, please contact Customer Service at 1-800-798-7398.

Vacuum turns off on its own or the indicator light flashes red.

The vacuum may have overheated. Follow these steps to restart the motor-protective thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Maintenance section).
3. Separate the floor nozzle from the wand. Remove the brushroll garage lid to check the air path, brushroll, and soft roller for blockages.
4. Check for blockages in the wand, handheld vacuum inlet openings, and accessories.
5. Allow unit to cool for a minimum of 60 minutes.
6. Plug in vacuum and turn it on.
7. Reassemble the vacuum and ensure all parts click into place.

Shark | NINJA

FIVE (5) YEAR LIMITED WARRANTY

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

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

What is covered by this warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to five (5) years from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as foam filters, HEPA filters, pads, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at sharkaccessories.com.
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit sharkclean.com 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.

NOTES

REGISTER YOUR PURCHASE

 registeryourshark.com

 Scan QR code using
mobile device



RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 600W

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: The model number is on the rating label behind the dust cup.

TIP: The date code is on one of the prongs of the power cord plug.

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® APEX® Corded Stick Vac with Self-Cleaning Brushroll.

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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