

# ***Shark*** ROTATOR® LIFT-AWAY® ADV

LA500WM

OWNER'S GUIDE

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**duo** clean® **POWERFINS**®



# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

## **⚠ WARNING**

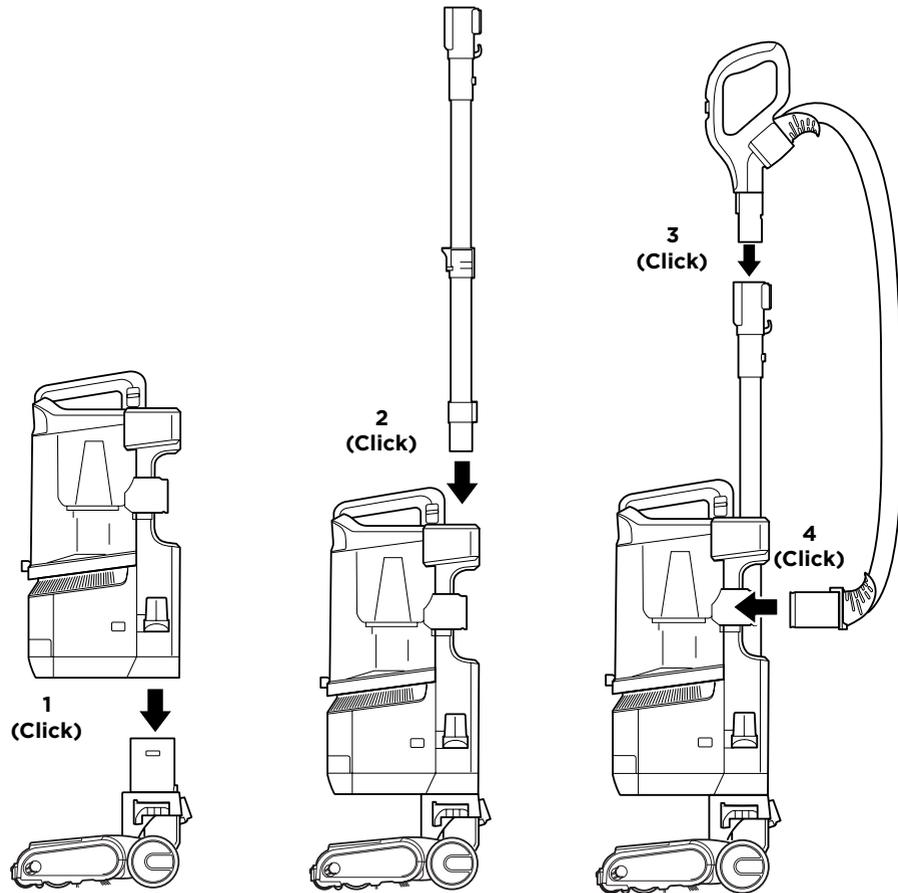
To reduce the risk of fire, electric shock, injury, or property damage, when using an electrical appliance, basic precautions should always be followed, including the following:

### READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

1. Inspect power cord and plug for any damage before use. **DO NOT** use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks. To minimize the risk of power cord damage, do not allow the motorized brush roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
  2. This appliance has a polarized plug, if the plug does not fit fully into the outlet, reverse the plug (one blade is wider than the other). If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
  3. 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.
  4. Use only identical replacement parts.
  5. 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.
  6. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
  7. The use of an extension cord is **NOT** recommended.
  8. This vacuum cleaner contains no serviceable parts.
  9. 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.
  10. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
  11. **DO NOT** handle plug or vacuum cleaner with wet hands.
  12. **DO NOT** use without filters in place.
  13. Only use Shark® branded filters and accessories.
  14. **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.
  15. **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.
  16. **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.
  17. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
  18. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
  19. Use extra care when cleaning on stairs.
  20. **DO NOT** leave the vacuum cleaner unattended while plugged in.
  21. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
  22. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
  23. 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.
  24. **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)
- 25. 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)
26. Turn off all controls before plugging in or unplugging the vacuum.
  27. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
  28. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
  29. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
  30. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
  31. Make sure the dust cup and all filters are in place after routine maintenance.
  32. If provided, secure the power cord around the two cord hooks during storage.

## SAVE THESE INSTRUCTIONS

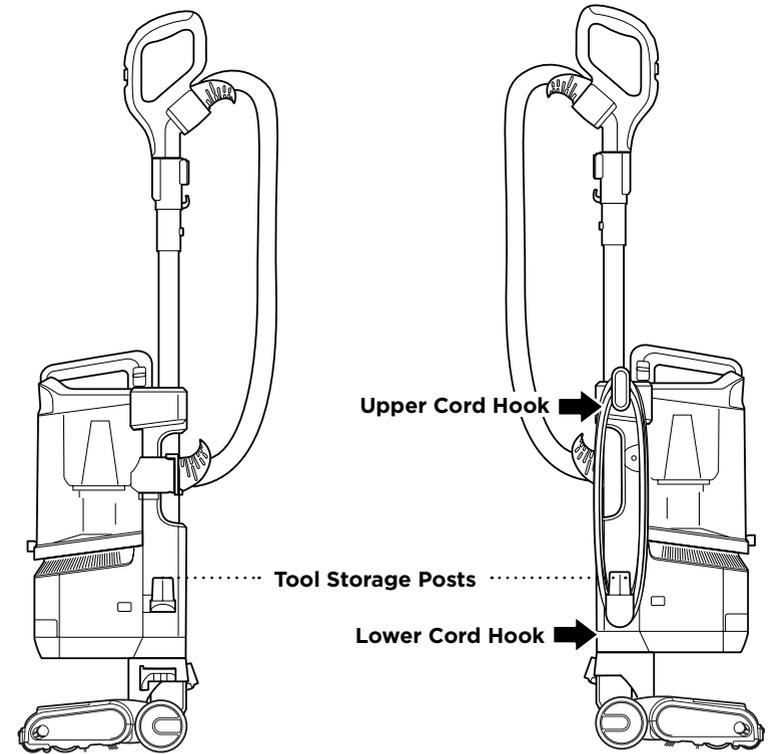
## ASSEMBLY



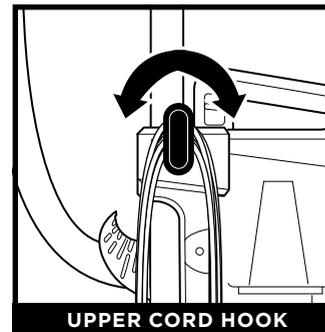
1. Insert **Pod** into **Nozzle**.
2. Insert **Wand** into pod.
3. Insert **Handle** into wand.
4. Attach **Hose** to back of vacuum pod.

For proper operation, ensure all parts are firmly clicked into place.

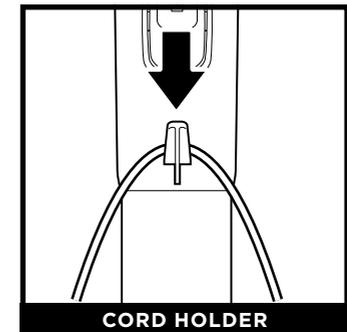
## ASSEMBLY



## POWER CORD



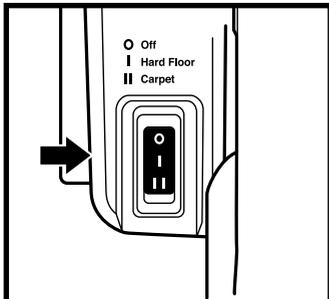
For cord access, rotate upper hook down and remove cord.



Use cord holder on the side of wand to hold cord in place while vacuuming.

## WHOLE-HOME CLEANING

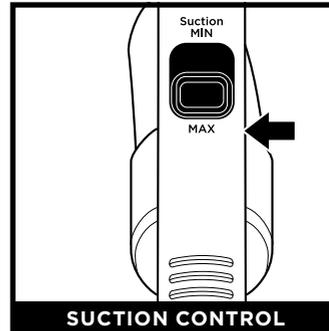
### SETTINGS



**POWER/SURFACE SWITCH**

Select surface setting:

- Power Off**
- I Hard Floor**  
For hard floors and small area rugs.
- II Carpet**  
For carpets.



**SUCTION CONTROL**

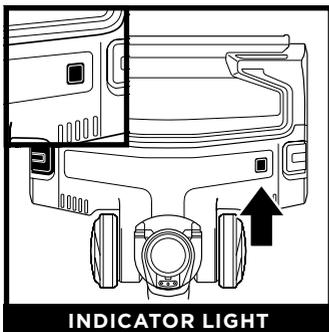
The **Suction Control Slider** located on the handle allows you to adjust the suction depending on the floor type.

**MIN:** to reduce suction and increase maneuverability on carpets.

**MAX:** to increase suction on hard floors.

**NOTE:** Brushroll spins in all modes

### BRUSHROLL INDICATOR LIGHT



**INDICATOR LIGHT**

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

**Solid Green:** The brushroll is spinning and working as intended.

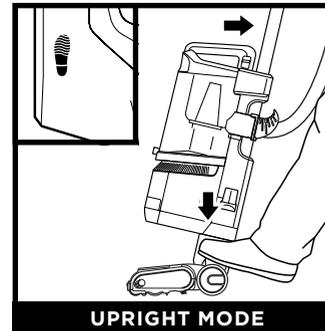
**Solid Red:** There is a jam in the brushroll area. Turn off and unplug the vacuum and remove any blockages in the nozzle.

**Flashing Red:** The motorized floor nozzle is overheating. Turn off the vacuum, unplug it, and remove any blockages. Let the vacuum cool down for at least 60 minutes before restarting. See Troubleshooting section for more information.

**NOTE:** For deep carpet cleaning per ASTM F608, use setting II (Carpet) with max suction.

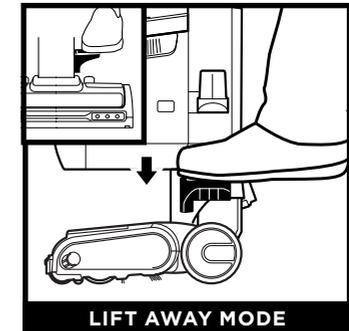
## WHOLE-HOME CLEANING

### CLEANING MODES



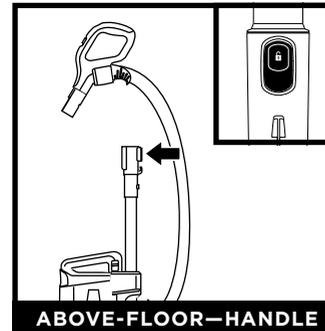
**UPRIGHT MODE**

To engage **Brushroll**, step on floor nozzle and tilt handle back firmly.



**LIFT AWAY MODE**

Step on the pedal on the floor nozzle to lift off the pod.



**ABOVE-FLOOR—HANDLE**

Press the **Handle Release** button and pull up on the handle to detach it from the wand.



**ABOVE-FLOOR—WAND**

Press the **Wand Release** button and pull up on the wand to detach it from the pod.



**ACCESSORIES—HANDLE**

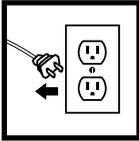
Attach an optional cleaning accessory to handle or wand.



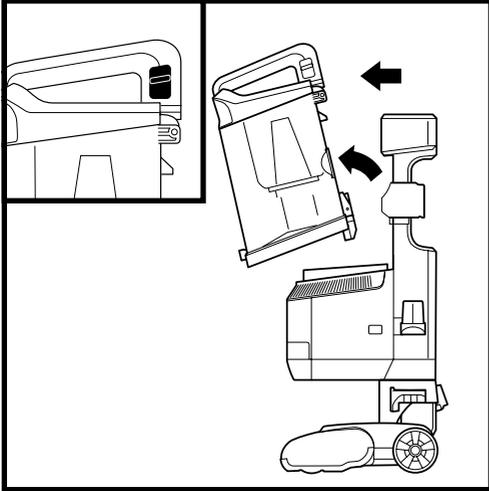
**ACCESSORIES—WAND**

**NOTE:** All accessories are compatible with both the wand and the handle. Included accessories will vary by model.

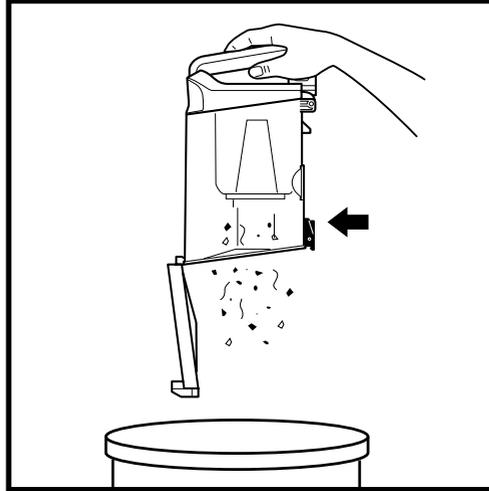
## EMPTYING THE DUST CUP



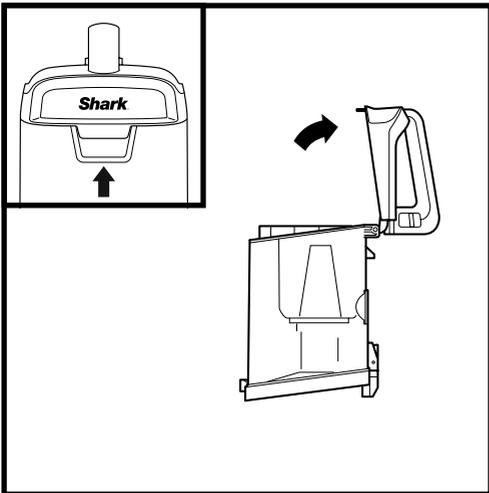
**IMPORTANT:** Unplug the power cord before performing any maintenance.



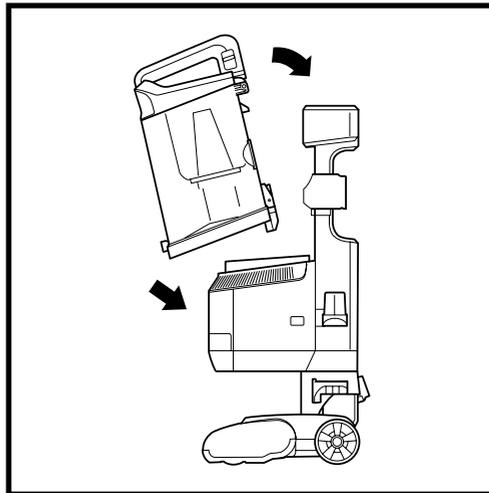
To remove the **Dust Cup**, slide up on the release button located on the side of dust cup handle. Tilt dust cup forward, then lift to remove.



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



Clear debris from the **Lint Screen** in the dust cup. Lift the upper release tab at the top of the dust cup and open the lid. Gently brush the lint screen to remove debris.



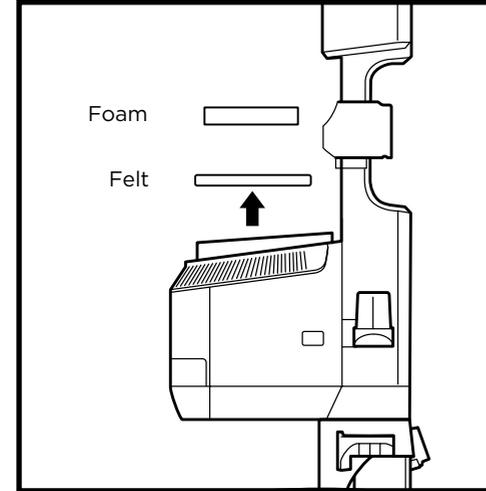
To reinstall, place the bottom of the dust cup onto the pod and then tilt until it clicks into place.

## CLEANING THE FILTERS

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

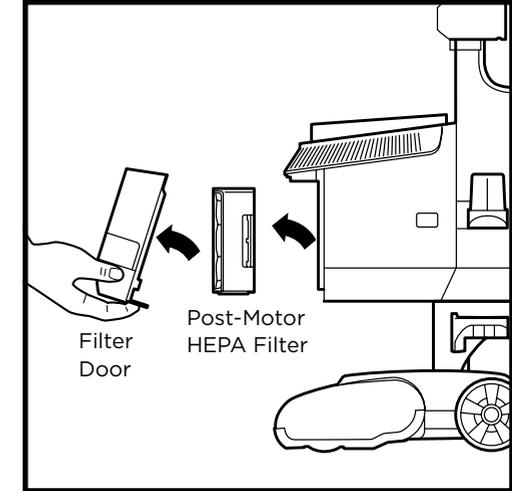
Rinse filters with cold water only. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electronic parts.

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



**RINSE PRE-MOTOR FILTERS EVERY MONTH**

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

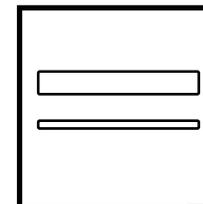


**RINSE HEPA FILTER EVERY YEAR**

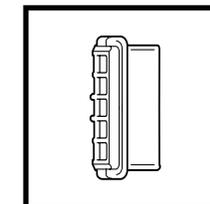
To remove the **HEPA Filter**, first pull the tab on the bottom of the filter door, then lift off the door. Press the tab on the side of the HEPA filter and pull out the filter. To reinstall the door, align the top first, then press in the bottom until it clicks into place.

## REPLACING FILTERS

Follow the previous instructions for removing filters. The **Pre-Motor Filter** should be replaced every month. The **HEPA Filter** should be replaced every year.



**Replacement Pre-Motor Foam & Felt Filter Kit**  
XFFK320



**Replacement HEPA Filter**  
XHF320

**NOTE:** To order replacement parts and filters, visit [sharkaccessories.com](http://sharkaccessories.com).

## MAINTENANCE

### NOZZLE MAINTENANCE

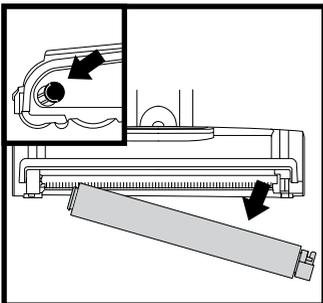
#### SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet/Low Pile 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.

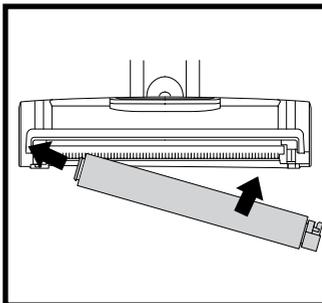
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll.

If some fibers remain wrapped around the brushroll after continued use, carefully remove them.

#### CLEANING THE SOFT ROLLER

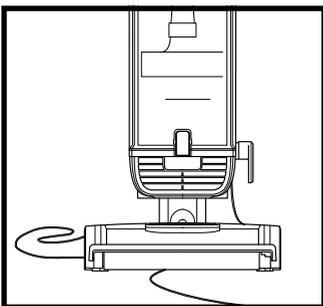


Slide the Soft Roller access button forward to release the Soft Roller.



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

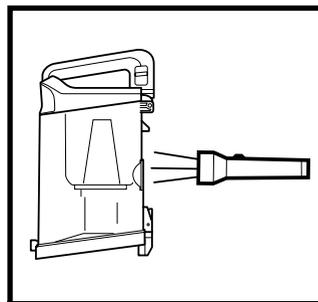
### CORD MAINTENANCE



To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

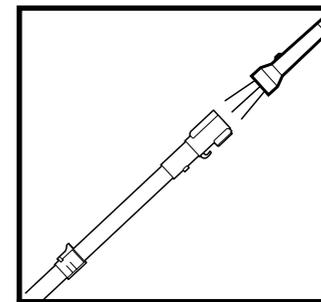
1. **DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
2. **DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
3. **DO NOT** close the door on the cord.
4. **DO NOT** pull the cord around sharp corners.
5. **DO NOT** leave the cord near heated surfaces.

## CHECKING FOR BLOCKAGES



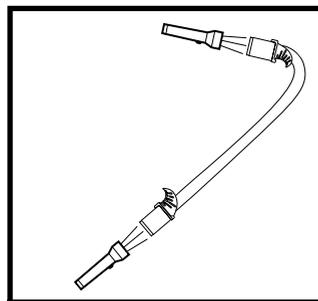
#### DUST CUP BLOCKAGES

Detach dust cup from vacuum pod. Empty dust cup and remove debris from lint screen in the top of the dust cup.



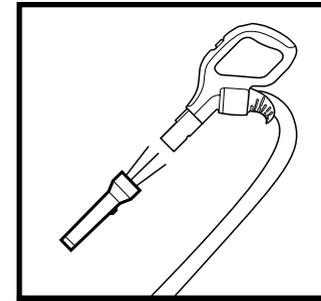
#### WAND BLOCKAGES

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



#### HOSE BLOCKAGES

Detach hose from handle by pressing on the release button at the top of the hose. Detach the hose from the pod, and check openings for blockages.



#### HANDLE BLOCKAGES

Detach handle from wand and check openings for blockages.

## AVAILABLE ACCESSORIES

### A Crevice Tool

This slender tool offers extended reach to access corners, baseboards, tight spaces, and ceilings.

### B Upholstery Tool

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

### C Pet Crevice Tool

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

### D Dusting Brush

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

### E 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.

### F Pet Multi-Tool

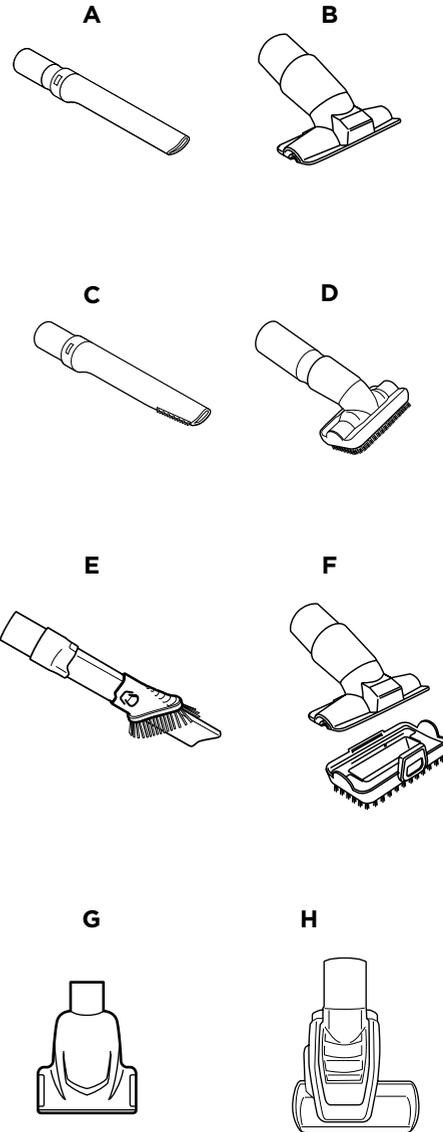
A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

### G Pet Power Brush

The turbine brush loosens and removes pet hair and debris from carpets, and powerfully deep-cleans dander out of upholstery and other surfaces.

### H Self-Cleaning Pet Power Brush

Tackles pet hair and ground-in dirt from above-floor areas like carpeted stairs and upholstery, while actively removing hair wrap as it cleans.



## TROUBLESHOOTING

### 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 reinstalling them in the vacuum.
- Dust cup may be full; empty dust cup.
- Check handle, hose, hose connections, nozzle, wand, pod, and accessories for blockages. Clear any blockages found.
- If any string, hair, or carpet fibers are wrapped around the brushroll, carefully cut debris with scissors and remove from brushroll. See Nozzle Maintenance section for more information.

### Vacuum lifts area rugs.

- Make sure Power/Surface switch is set to Hard Floor (setting I).
- Ensure the suction control slider on the handle is set to MIN.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

### Brushroll does not spin in carpet cleaning mode.

- 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 turn on the brushroll.
- If this problem persists on thick carpets, move the suction control slider to MIN.

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

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, wand, nozzle, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 60 minutes.
5. Plug in vacuum and restart with the Power/Surface switch.

**NOTE:** Not all accessories come with all units. For a list of the accessories included with this model, see the top inside flap of the box. To order additional accessories, visit [sharkaccessories.com](http://sharkaccessories.com).

For all other issues, please visit [sharkclean.com/support](http://sharkclean.com/support).

## 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 parts 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](http://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, not removing debris from the brushroll), 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](http://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. So we may better assist you, please register your product online at [registeryourshark.com](http://registeryourshark.com) and have the product on hand when you call.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$25.95 (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. We also ask that you register your product online at [registeryourshark.com](http://registeryourshark.com) and have the product on hand when you call, so we may better assist you. A Customer Service Specialist will provide you with return and packing instruction information.

### How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

## REGISTER YOUR PURCHASE

-  [registeryourshark.com](http://registeryourshark.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 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: 960W

**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® Rotator® Lift-Away® ADV Upright Vacuum.

SharkNinja Operating LLC  
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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.

This product may be covered by one or more U.S. patents. See [sharkninja.com/patents](https://sharkninja.com/patents) for more information.

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