

# **Shark**<sup>®</sup>

## **MESSMASTER**<sup>™</sup>

### **Wet/Dry Vacuum**

VS100 Series

## **OWNER'S GUIDE**

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# 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 WET/DRY 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. To minimize the risk of power cord damage, store your vacuum cleaner with the power cord secured around the handle.
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 consists of a vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present a risk to the user. **DO NOT** use when damaged.
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. Make sure the dust cup, debris screen, and all filters are in place before plugging in and turning on the unit.
8. Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
9. The use of an extension cord is **NOT** recommended.
10. This vacuum cleaner contains no serviceable parts.
11. 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.
12. Always turn off the vacuum cleaner before connecting or disconnecting the hose or opening and closing the lid.
13. **DO NOT** handle the plug or vacuum with wet hands.
14. **DO NOT** use without filters in place.
15. Only use Shark® branded filters and accessories.
16. **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 vacuum over the cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
17. **DO NOT** put any objects into end of the hose or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
18. **DO NOT** use if the hose or accessory airflow is restricted. If the air paths 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.

19. Keep all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
20. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
21. Use extra care when cleaning on stairs.
22. **DO NOT** leave the vacuum cleaner unattended while plugged in.
23. **DO NOT** expose to rain. Store indoors.
24. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
25. **DO NOT** use to pick up:
  - a) Large quantities of dust (e.g., drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
  - b) Smoking or burning objects (e.g., hot coals, cigarette butts, or matches)
  - c) Flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene).
  - d) Toxic materials (e.g., chlorine bleach, ammonia, or drain cleaner)
26. To reduce the risk of fire, do not use a flammable or combustible liquid to clean a floor.
27. When using on any surface, always keep the end of the hose or accessory moving to avoid damaging the surface (e.g., carpet fibers).
28. **DO NOT** use in the following areas:
  - a) Poorly lit areas
  - b) 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).
29. Turn off all controls before unplugging the vacuum.
30. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
31. Hand wash components with water, a mild soap, or distilled white vinegar. Washing with harsh cleaning chemicals could damage the unit.
32. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
33. Secure the hose around the unit lid and power cord around the handle during storage.
34. Make sure the dust cup and all filters are in place after routine maintenance.
35. **DO NOT** modify or attempt to repair the vacuum yourself. **DO NOT** use the vacuum if it has been modified or damaged.
36. To reduce the risk of electrical shock, use indoors only.
37. To reduce the risk of electric shock, always install the debris screen before any wet pickup operation.
38. To reduce the risk of electrical shock, **DO NOT** immerse the product in water.
39. This appliance is provided with double insulation. Use only identical replacement parts. See instructions for Servicing of Double-Insulated Appliances.

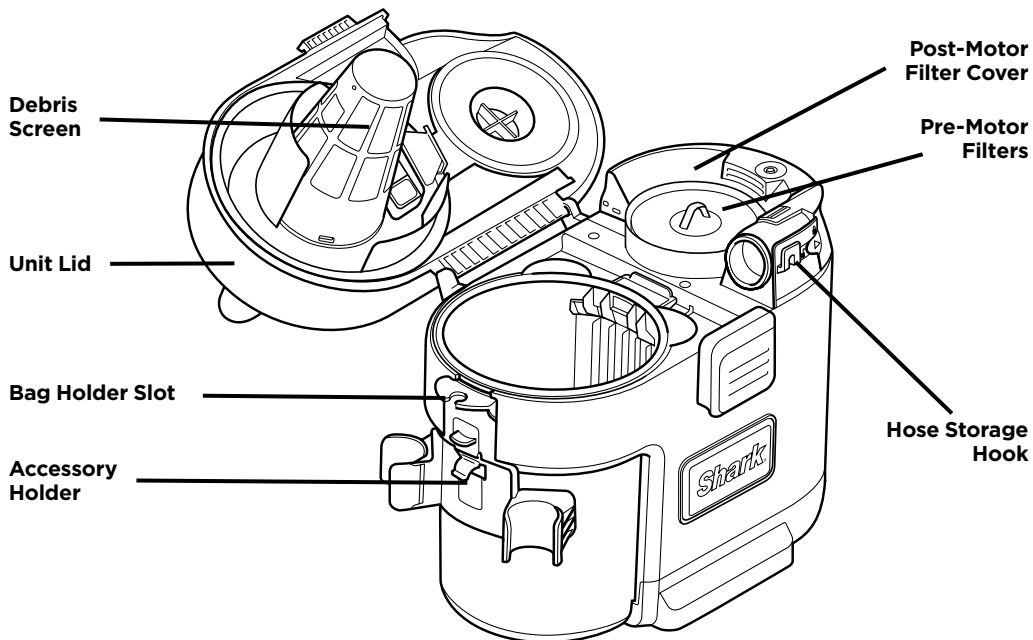
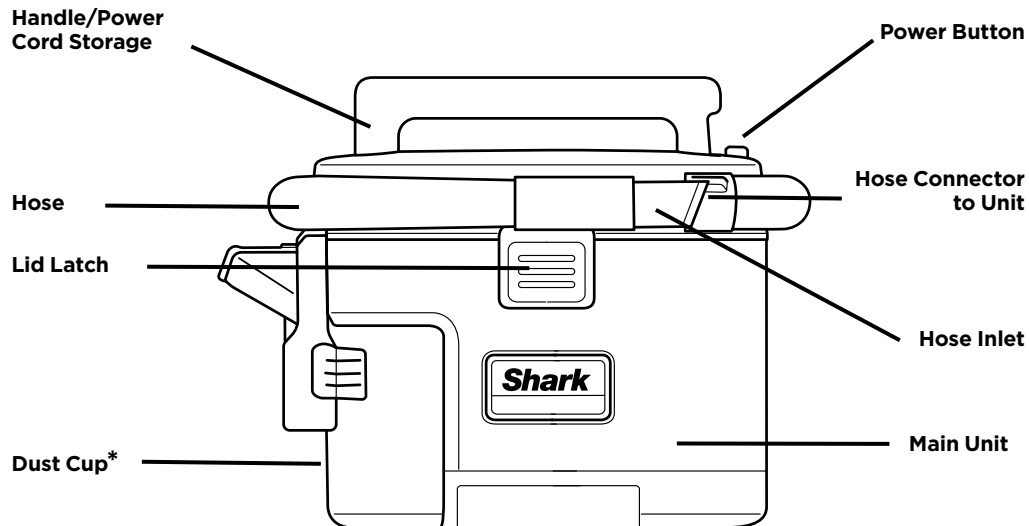
#### SERVICING OF DOUBLE-INSULATED APPLIANCES

A double-insulated appliance is marked with one or more of the following: The words "DOUBLE INSULATION" or "DOUBLE INSULATED."

In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double-insulated appliance must be identical to the parts they replace.

## SAVE THESE INSTRUCTIONS

## GETTING TO KNOW THE MESSMASTER™

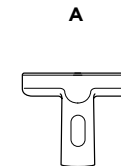


**NOTE: \*DISHWASHER SAFE.**

## AVAILABLE ACCESSORIES

### A Squeegee Tool\*

A tool designed to clean wet and mixed messes on bare floors. Also effective at removing stubborn embedded pet hair from carpet and upholstery.

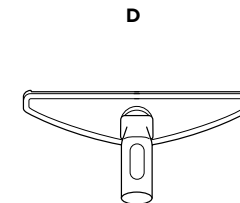
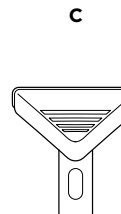


### B Crevice Tool\*

Great for cleaning fine and small debris from hard-to-reach crevices, corners, and other tight spaces.

### C Carpet Tool\*

Designed to draw out embedded dirt and debris for easy cleanup on carpets, mats, and upholstery.

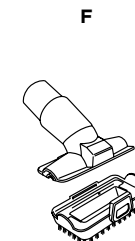
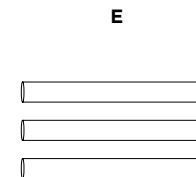


### D Bare Floor Tool

The wide intake draws in large messes on bare floor surfaces while also handling fine particles and medium-sized dry debris. (Not intended for use on carpets.)

### E 3-Piece Extension Wand\*

This three-piece wand can extend your cleaning reach for quick and easy pickup. Use a single piece, or fit together 2 or 3 parts for maximum length. Wand works best with Wide-Mouth Tool.



### F Pet Multi-Tool

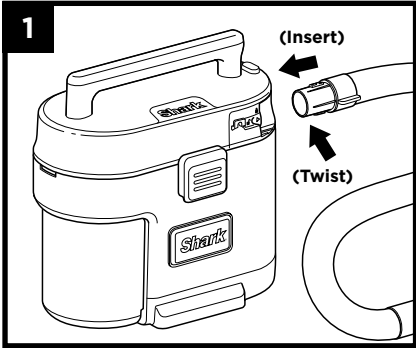
A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

**NOTE:** Do not use Bare Floor Tool or Pet Multi-Tool on wet debris.

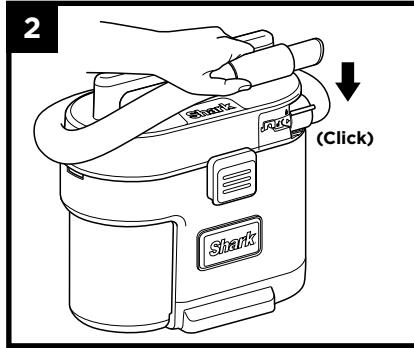
**NOTE: \*DISHWASHER SAFE.**

**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).

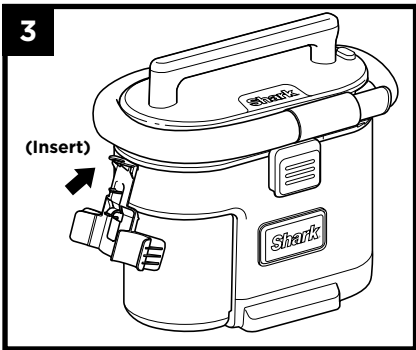
## ASSEMBLY



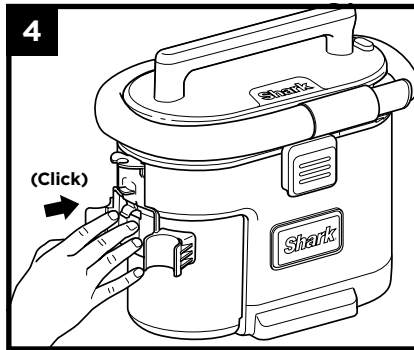
1. Place the **Main Unit** on the floor. To attach the **Hose**, insert the **Hose Connector** into the opening on the side of the unit and twist clockwise to the lock symbol.



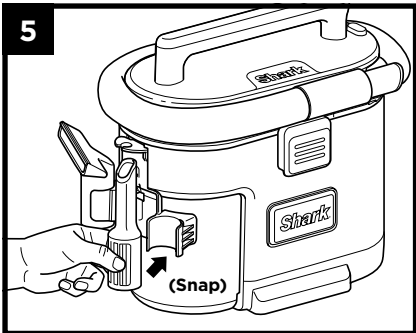
2. Wrap the hose around the **Unit Lid**. Clip the hose to the unit by sliding the opening on the **Hose Inlet** down onto the **Hose Storage Hook** until it clicks into place.



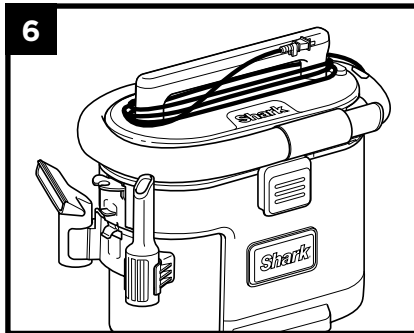
3. Insert the **Accessory Holder** into the notch on the side of the unit.



4. Press the base of the accessory holder towards the **Dust Cup** until it clicks into place.



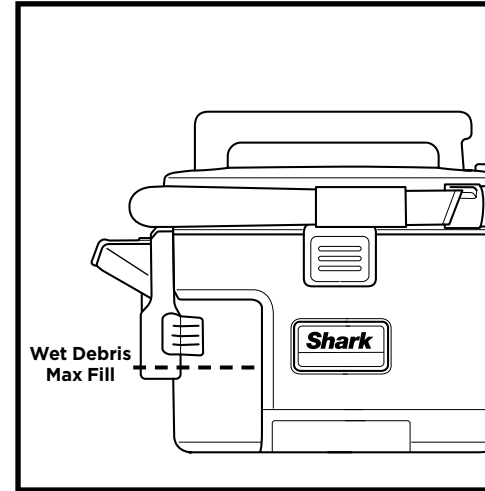
5. Insert accessories into the slots on the accessory holder until they snap into place.



6. Neatly wrap the cord around the unit handle for storage. Use the cord clip on the plug to hold it securely in place.

## USING YOUR MESSMASTER™

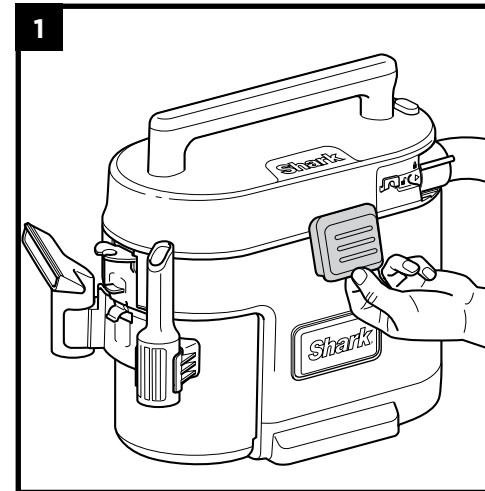
### CAPACITY



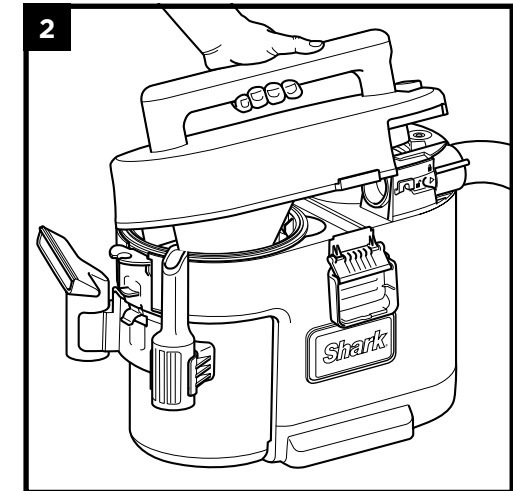
The dust cup has a dry debris capacity of 1 gallon and a wet debris capacity of 1/2 gallon. When vacuuming wet or sloppy messes, **do not fill the dust cup above the Wet Debris Max Fill line.**

When debris reaches the Max Fill line, the float mechanism in the dust cup will rise automatically to cut off airflow. Suction will cease and motor noise will become higher in pitch. When this happens, turn off the vacuum, unplug the power cord, and empty the dust cup.

### OPENING THE LID



1. Pull out the bottom of the latch to release, then pull the latch down to unhook from the lid.



2. To open the lid, lift it by the handle.

## USING YOUR MESSMASTER™



**IMPORTANT:** Unplug the power cord before opening the lid.

### ANYBAG TECHNOLOGY™

The MessMaster can be used **with or without** a bag.

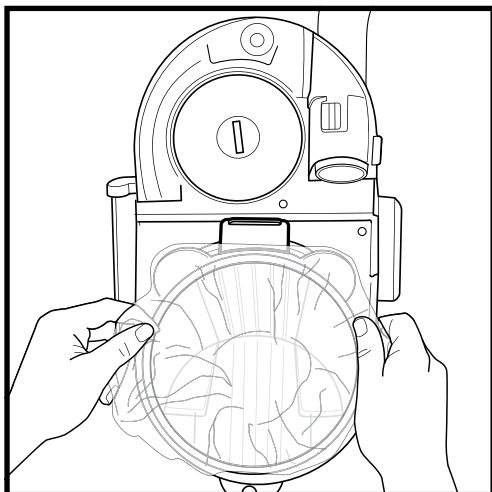
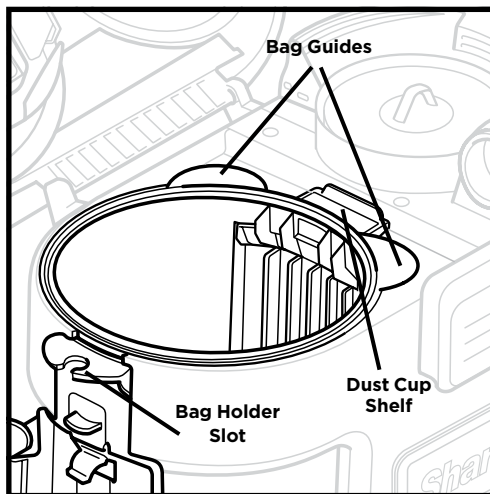
#### Vacuuming without a bag

You can vacuum straight into the dust cup without a bag. The dust cup is removable and dishwasher safe.

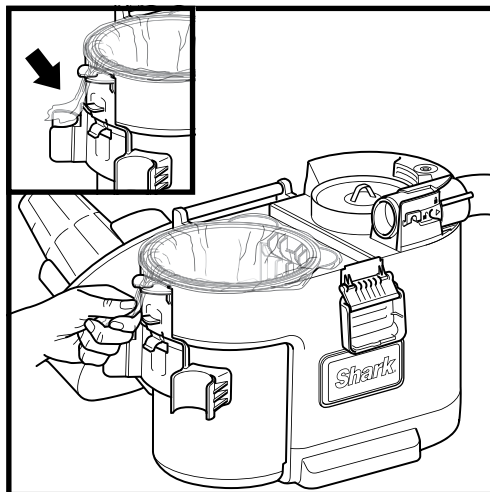
#### Vacuuming with a bag

Utilize AnyBag Technology by inserting any plastic trash bag (2 to 13 gallons) to line the inside of the dust cup for easy disposal of debris.

**Note:** Carefully inspect the bag for damage or holes. **DO NOT** use a bag with holes. **DO NOT** use a bag when vacuuming sharp or industrial debris.



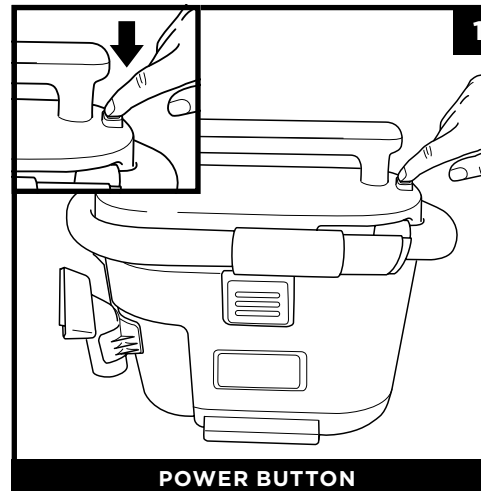
1. Insert an undamaged plastic bag to line the inside of the dust cup. Push the bottom of the bag down to the base of the dust cup.
2. Tuck the bag edge between the **Bag Guides** and **Dust Cup Shelf**.



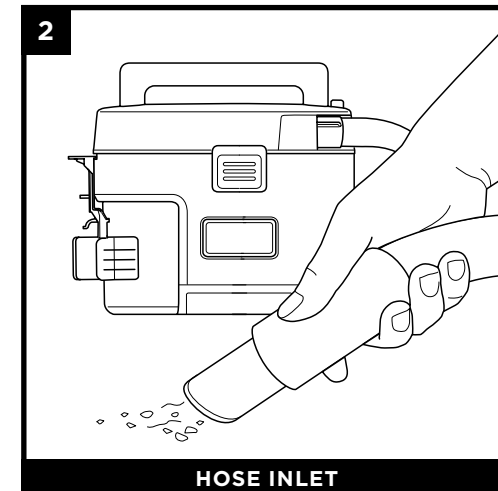
3. Run any excess bag through the **Bag Holder Slot** on the top of the accessory holder.
4. Close the lid to secure the bag in place. The lid should clamp over the excess bag.

## USING YOUR MESSMASTER™

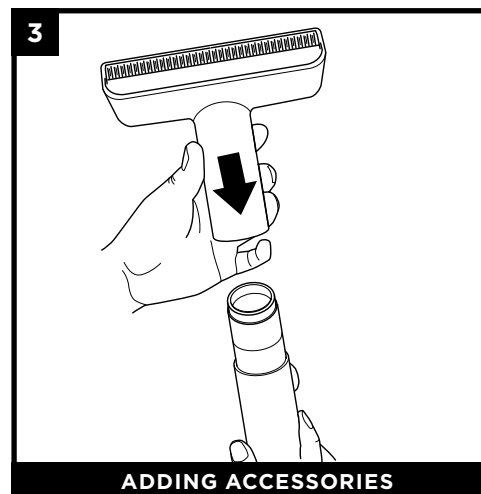
### SETUP



1. Press the power button to turn on the vacuum.



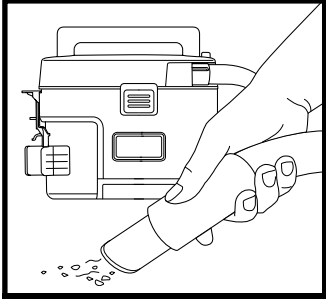
2. Use the hose inlet for **ANY** mess.



3. For more specialized cleaning, add an accessory by sliding it onto the hose inlet until it connects securely (see Available Accessories section for more information).

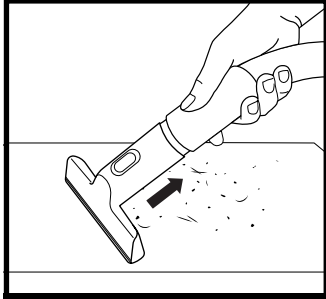
## USING YOUR MESSMASTER™

### DRY VACUUMING



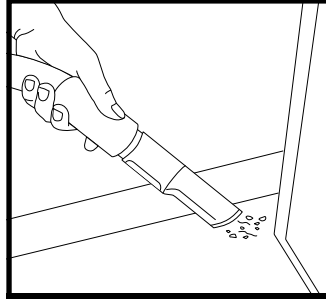
**HOSE INLET**

**Option 1:** Use the hose inlet for **ANY** mess.



**SQUEEGEE TOOL**

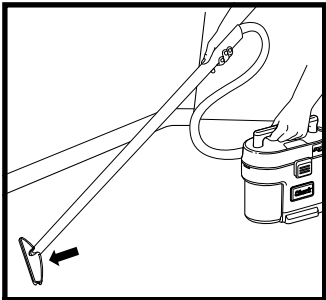
**Option 2:** For embedded pet hair on carpet and upholstery.



**CREVICE TOOL**

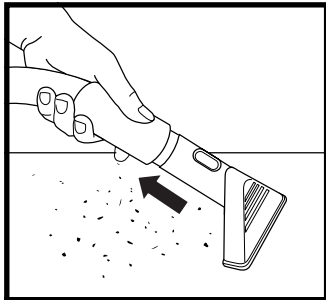
**Option 3:** For crevices, corners, and other tight spaces.

The following dry vacuuming accessories are only included with some units.



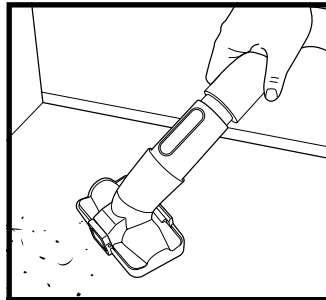
**BARE FLOOR TOOL**

For large messes and fine debris on bare floors.



**CARPET TOOL**

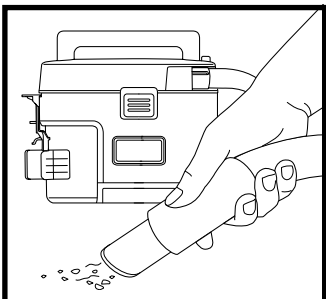
For embedded dirt and debris on carpet and upholstery.



**PET MULTI-TOOL**

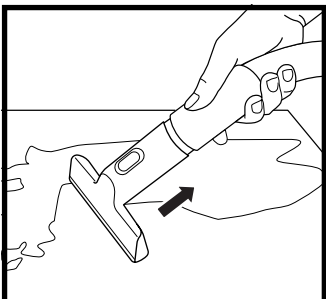
For pet hair and dusting.

### WET VACUUMING



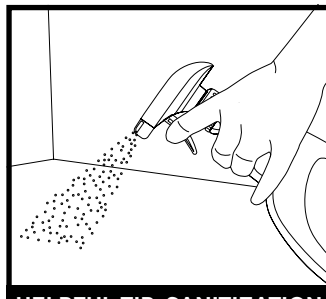
**HOSE INLET**

**Option 1:** Use the hose inlet for **ANY** mess.



**SQUEEGEE TOOL**

**Option 2:** For liquid residue.



**HELPFUL TIP: SANITIZATION**

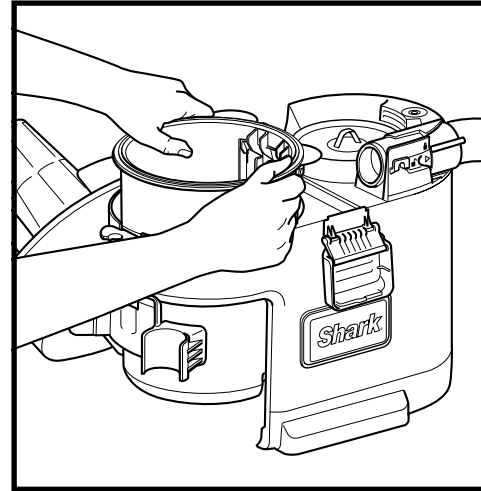
1. Spray the surface with any all-purpose cleaner.
2. Use the squeegee to vacuum up the cleaning spray.

## MAINTENANCE

### EMPTYING THE DUST CUP\*



**IMPORTANT:** Unplug the power cord before opening the lid.

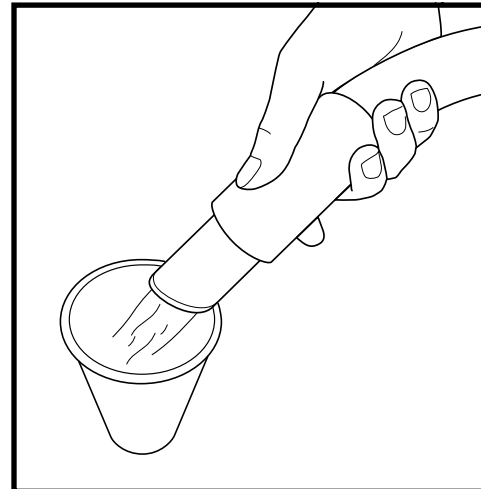


Always empty the dust cup after vacuuming.

1. Open the lid, then lift out the dust cup by the sides. **DO NOT** grab the dust cup by the bag guides.
2. Dump remaining debris into the trash and rinse out the dust cup with warm water.
3. Allow the dust cup to air-dry completely before reinstalling it back into the unit.

**NOTE: \*DISHWASHER SAFE.**

### RINSING THE HOSE, LID, AND DUST CUP



Run a Rinse & Ready cleaning cycle after picking up any **wet** or **organic mess**.

1. Empty the dust cup or remove and dispose of the bag.
2. Vacuum up 10 oz. of water from a cup, bowl, or other container.
3. Unplug the unit and open the lid. If any stubborn debris remains, follow the instructions in the Cleaning the Lid and Debris Screen section.

**NOTE:** You can also mix 10 oz. of water and 0.5 oz. of distilled white vinegar for the Rinse & Ready cycle.

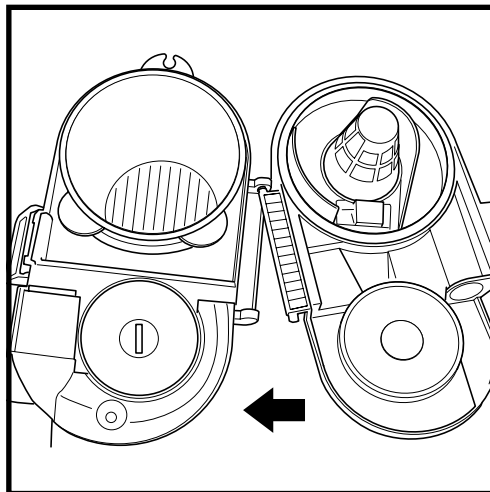
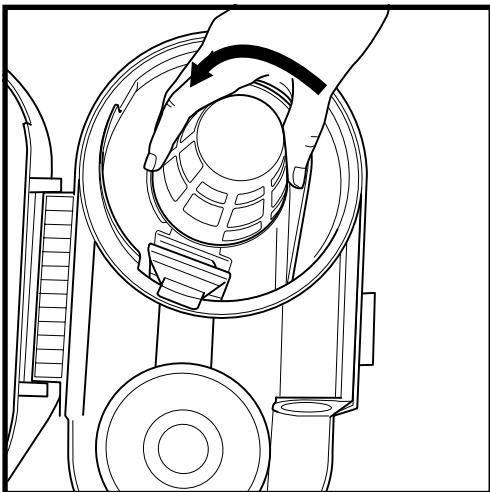
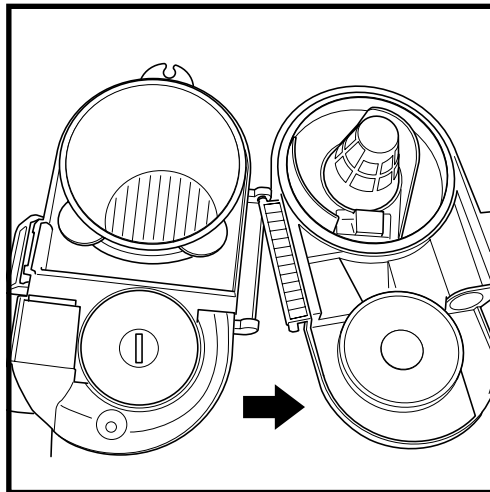
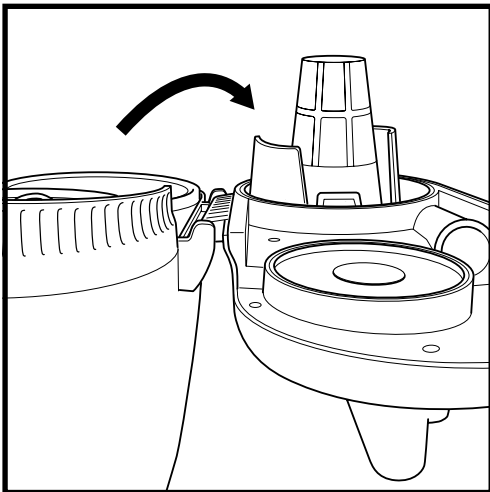
## MAINTENANCE

### RINSING THE LID AND DEBRIS SCREEN



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

Rinse the lid and debris screen after picking up any **wet** or **organic mess**.

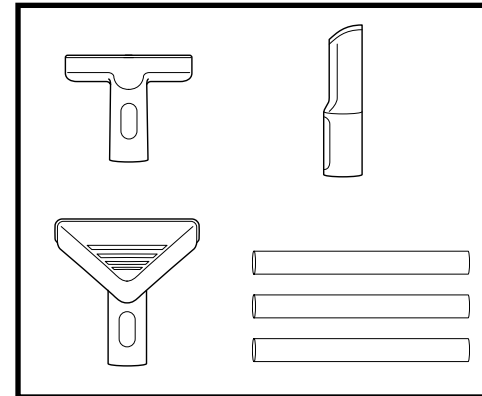


1. Open the lid to a 180-degree angle then pull out to detach it from the hinges.
2. Twist the debris screen counterclockwise and pull it out.
3. Rinse the lid and debris screen in the sink with warm water. Allow the lid and debris screen to air-dry completely before reinstalling.

4. To reinstall the debris screen, align the arrow in the lid with the arrow on the side of the debris screen and twist clockwise to the lock symbol to secure.
5. To reattach the lid, align the hinge connection points at 180 degrees and push until it snaps into place.

## MAINTENANCE

### CLEANING THE ACCESSORIES



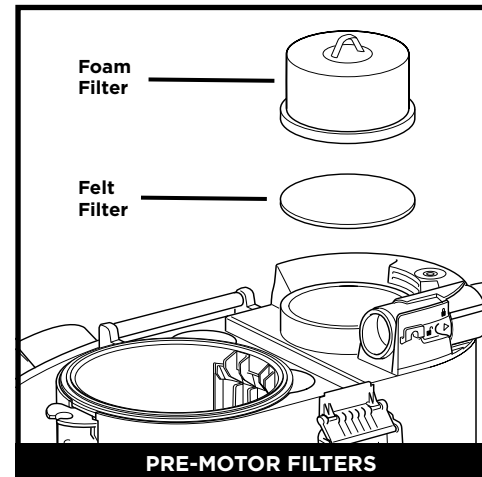
The Squeegee Tool\*, Crevice Tool\*, Claw Tool\*, and 3-Piece Extension Wand\* should be cleaned after picking up any **wet** and **organic** mess.

1. Rinse the accessories in the sink with warm, soapy water.
2. Allow accessories to air-dry completely.

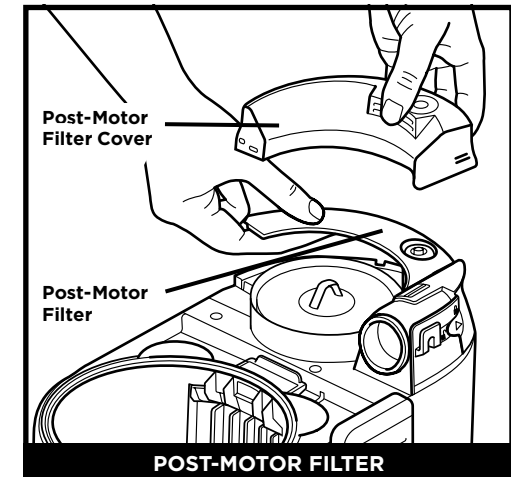
**NOTE:** \*DISHWASHER SAFE.

### CLEANING THE FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power. The pre- and post-motor filters should be cleaned **once a month** and replaced **once a year** for optimal performance.



1. Lift out the foam filter by the handle, then pull out the felt filter.
2. Rinse both filters with cold water **ONLY**. **DO NOT** use soap. Allow both filters to air-dry completely before reinstalling.
3. Reinsert the felt filter first, followed by the foam filter.

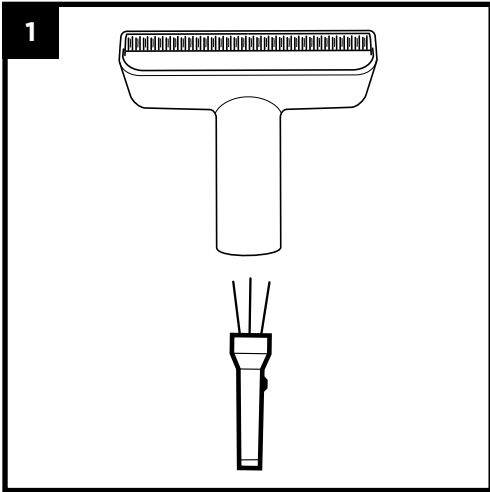


1. Pull up on the post-motor filter cover to remove it, then lift out the post-motor filter.
2. Wash the filter gently with cold water **ONLY**. **DO NOT** use soap. Leave the filter out to air-dry completely before reinstalling it.
3. Reinsert the post-motor filter back into the opening, then place the cover over it and press down until it clicks into place.

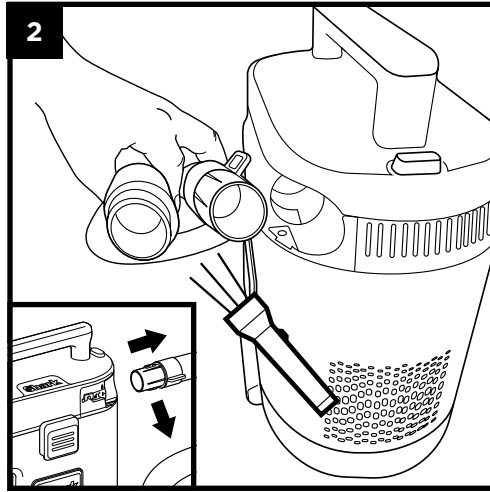
**IMPORTANT:** **DO NOT** use soap when cleaning the filters.

## MAINTENANCE

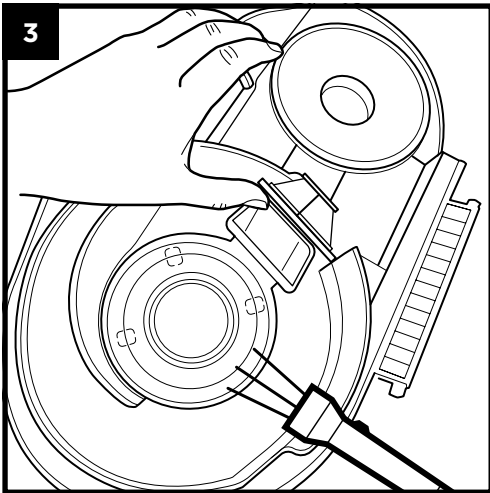
### CHECKING FOR BLOCKAGES



1. Remove any attached accessories and check the inlet for blockages.



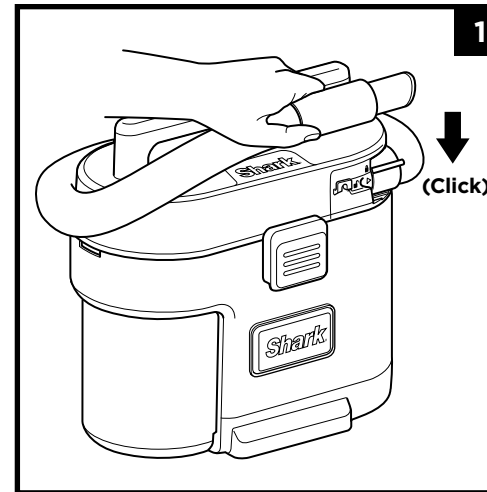
2. Twist counterclockwise on the hose connector and pull out to remove. Check the hose and opening in the unit for blockages.



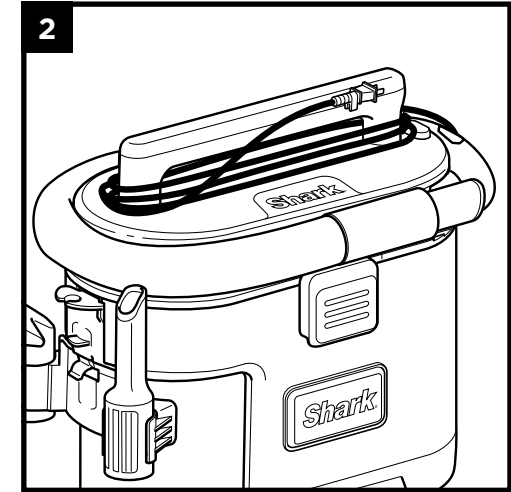
3. Remove the debris screen and check for any blockages inside the openings in the lid. Wash the debris screen if needed.

## STORAGE

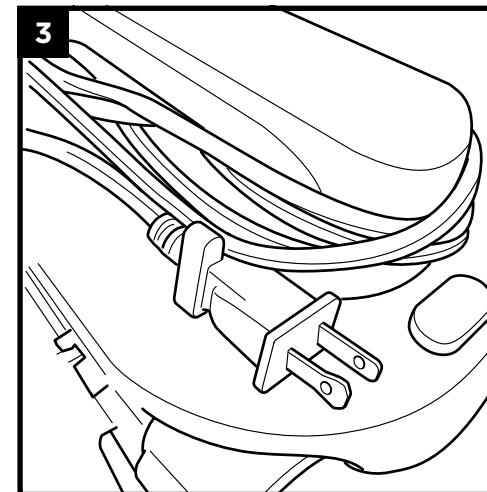
Before storing the MessMaster™, empty the dust cup. Clean the unit and allow all parts to air-dry completely. Always store the MessMaster indoors.



1. Wrap the hose around the lid and clip it in place. (See Assembly section.)



2. Neatly wrap the cord around the unit handle.



3. Use the cord clip on the plug to hold the wrapped cord securely in place.



## TROUBLESHOOTING

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

ISSUE	WHAT IT MEANS	WHAT TO DO
Vacuum will not operate.	1) No power supply.	1) Check power cord, breakers, fuses.
	2) Faulty power cord.	2) Unplug and check the power cord. If damaged, have it repaired by a professional.
Fine dust comes out from the motor exhaust.	1) The pre- or post-motor filters are missing or need maintenance.	1) Follow the instructions in the Cleaning the Filters section.
No/low suction.	1) There are blockages in the accessory, hose, hose port, debris screen, or lid openings.	1) Unplug and check accessories, hose, hose port, debris screen, and lid openings for blockages.
	2) The pre- and post-motor filters need maintenance.	2) Follow the instructions in the Cleaning the Filters section.
	3) Dust cup is full.	3) Empty the dust cup.
	4) The bag was not inserted correctly.	4) Carefully follow the instructions in the AnyBag Technology™ Section.
Motor noise.	1) Dust cup filled beyond max fill line and float valve has been activated.	1) Empty the dust cup.
	2) The pre- and post-motor filters need maintenance.	2) Take out the filters and clean with cold water only or install new filters.
Wet debris leaking.	1) Dust cup filled beyond Wet Debris Max Fill line.	1) Follow the instructions in the Maintenance section. Once complete, plug in and turn on the vacuum. Allow it to run for 2 minutes to dry out.
Vacuum is emitting air that smells bad.	1) The unit needs to be cleaned.	2) Follow the instructions in the Maintenance section.
Vacuum turns off while vacuuming.	1) Motor has overheated.	1) Shut the vacuum off, unplug, and let it sit for 60 minutes.

For all other issues, please call Customer Service 1-800-798-7398 or [sharkclean.com/support](http://sharkclean.com/support)

# Shark NINJA

## THREE (3) YEAR LIMITED WARRANTY

The Three (3) 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 three (3) 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?

- The original unit and/or non-wearable parts deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to three (3) years from the original purchase date.
- 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?

- Normal wear and tear of wearable parts (such as foam filters, felt filters, post-motor filters, 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).
- Any unit that has been tampered with or used for commercial purposes.
- Damage caused by misuse (e.g., not cleaning the filters), abuse, negligent handling, failure to perform required maintenance, or damage due to mishandling in transit.
- Consequential and incidental damages.
- 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.
- 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 [registryyourshark.com](http://registryyourshark.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 \$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. We also ask that you register your product online at [registryyourshark.com](http://registryyourshark.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](https://registeryourshark.com)

 Scan QR code using  
mobile device



Scan here or visit  
[qr.sharkclean.com/messmaster](https://qr.sharkclean.com/messmaster)  
for more information



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.

## NOTES

## RECORD THIS INFORMATION

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

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

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

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

## TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

Watts: 780W

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® MessMaster™ Wet/Dry 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.

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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