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› Shark Flex DuoClean HV394Q Corded Ultra-Light Stick Vacuum User Manual

Shark HV394Q

Shark Flex DuoClean HV394Q Corded Ultra-Light Stick Vacuum

Model: HV394Q

Brand: Shark

INTRODUCTION

The Shark Flex DuoClean HV394Q is a versatile corded ultra-light stick vacuum designed for efficient cleaning across various surfaces. It features DuoClean Technology for effective cleaning on both carpets and hard floors, and MultiFLEX Technology for enhanced reach and compact storage. This manual provides essential information for the safe and effective use, assembly, operation, and maintenance of your vacuum cleaner.

Please read these instructions carefully before using your vacuum and retain them for future reference.

IMPORTANT SAFETY INSTRUCTIONS

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

- Read all instructions before using this vacuum cleaner.
- Always turn off the vacuum and unplug it from the electrical outlet before performing any maintenance or cleaning.
- Do not use outdoors or on wet surfaces.
- Do not allow the vacuum to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with a damaged cord or plug. If the vacuum is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run vacuum over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or vacuum with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.

- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust cup and/or filters in place.
- 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. Do not attempt to defeat this safety feature.

WHAT'S INCLUDED

Your Shark Flex DuoClean HV394Q vacuum comes with the following components:

- Main Handheld Vacuum Unit
- DuoClean Floor Nozzle with LED Headlights
- MultiFLEX Wand
- Crevice Tool
- Dusting Brush
- Pet Multi-Tool
- Under Appliance Wand (specific to some models/packages)
- Accessory Bag



Image: The Shark Flex DuoClean HV394Q vacuum assembled with its main components and various cleaning attachments.



Image: A detailed view of the various cleaning attachments, including crevice tools, brushes, and the under appliance wand.

ASSEMBLY

1. Insert the MultiFLEX Wand into the DuoClean Floor Nozzle until it clicks securely into place.
2. Insert the Handheld Vacuum Unit onto the top of the MultiFLEX Wand until it clicks securely into place.
3. Ensure all connections are firm before operating the vacuum.
4. Attach desired accessories (e.g., crevice tool, dusting brush) directly to the handheld vacuum or the end of the wand as needed.

OPERATING INSTRUCTIONS

Power and Suction Control

- Plug the power cord into an electrical outlet.
- Press the Power button on the handheld unit to turn the vacuum on or off.
- Select the desired surface setting using the slider switch on the handle:
 - **Hard Floor:** For bare floors and delicate area rugs. The brush rolls spin slowly.
 - **Carpet:** For carpets and rugs. The brush rolls spin faster to pick up debris below the surface.

DuoClean Technology

The DuoClean floor nozzle features two brush rolls working in unison: a soft front roller to pull in large particles and fine dust, and a bristle brush for deep cleaning carpets. The LED headlights on the nozzle illuminate the cleaning path, making hidden dust and debris visible.



Image: Close-up of the DuoClean floor nozzle, showing the dual brush rolls and integrated LED headlights.

MultiFLEX Technology

The MultiFLEX wand allows you to bend the vacuum to easily clean under furniture like beds, couches, and tables without needing to bend down. It also provides a compact, free-standing storage option by folding the wand for a smaller footprint.

Handheld Mode

To convert to a handheld vacuum for above-floor cleaning, press the wand release button located on the top of the MultiFLEX wand and lift the handheld unit away. Attach desired accessories directly to the handheld unit for cleaning upholstery, stairs, or tight spaces.



Image: The main handheld vacuum unit, showing the dust cup and controls.

MAINTENANCE

Emptying the Dust Cup

1. Ensure the vacuum is unplugged.
2. Press the dust cup release latch and lift the dust cup away from the handheld unit.
3. Hold the dust cup over a trash bin and press the empty button to open the bottom flap and release debris.
4. Close the flap securely and reattach the dust cup to the handheld unit.

Cleaning Filters

For optimal suction, clean the foam and felt filters regularly (at least once a month, or more frequently with heavy use).

1. Ensure the vacuum is unplugged and the dust cup is removed.
2. Remove the foam and felt filters from the dust cup assembly.
3. Rinse the filters with cold water until the water runs clear.
4. Allow filters to air-dry completely for at least 24 hours before reinstalling. Do not use a hairdryer or other heating methods.
5. Reinstall dry filters into the dust cup, then reattach the dust cup to the handheld unit.

Cleaning Brush Rolls

Periodically check the brush rolls for any hair, string, or debris that may be wrapped around them. Use scissors to carefully cut away any obstructions.

TROUBLESHOOTING

- **Vacuum not picking up debris or no suction:**
 - Check if the dust cup is full and empty it.
 - Inspect filters for clogging and clean them as per maintenance instructions.
 - Check for blockages in the nozzle, wand, or hose.

- Ensure all connections are securely clicked into place.

- **Brush rolls not spinning:**

- Ensure the vacuum is plugged in and powered on.
- Check the surface setting; brush rolls may spin slower on hard floor mode.
- Remove any obstructions (hair, debris) from the brush rolls.
- Ensure the floor nozzle is properly connected to the wand.

- **Vacuum turns off on its own:**

- The vacuum may have overheated. Unplug the unit and allow it to cool for at least 45 minutes.
- Check for clogged filters or blockages in the airflow path.

SPECIFICATIONS

Feature	Detail
Model Number	HV394Q
Power Source	Corded Electric
Voltage	120 volts
Item Weight	4 pounds
Capacity	16 ounces
Filter Type	Foam
Surface Recommendation	Carpet, Hard Floor, Upholstery
Special Feature	Compact, MultiFLEX Technology, DuoClean Technology
Form Factor	Handheld, Stick
Number of Speeds	2
Control Method	Push Button, Touch

WARRANTY AND SUPPORT

For warranty information or product support, please refer to the documentation provided at the time of purchase or contact the retailer/manufacturer directly. Keep your purchase receipt as proof of purchase.

For further assistance, you may visit the official Shark website or contact their customer service department.

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