Shark EX304

Shark CarpetXpert HairPro EX304 Carpet and Upholstery Cleaner Instruction Manual

Model: EX304

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Important Safety Instructions

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

- Read all instructions before using this appliance.
- Always connect to a properly grounded outlet.
- Do not leave appliance unattended when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow 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 damaged cord or plug. If appliance 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 appliance 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 appliance 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 filters in place.
- Use only Shark cleaning solutions designed for this appliance.
- This appliance is for household use only.

Assembly

Your Shark CarpetXpert HairPro with StainStriker comes with several components that require assembly before first use. Ensure all parts are present and undamaged.

1. **Unpack Components:** Carefully remove all parts from the packaging. The main unit, handle, clean water tank, dirty water tank, and various tools should be present.
2. **Attach Handle:** Insert the handle into the main body of the cleaner until it clicks securely into place.
3. **Install Tanks:** Ensure the clean water tank and dirty water tank are correctly seated in their designated positions on the main unit.
4. **Connect Hose:** Attach the flexible hose for the handheld StainStriker tool to the port on the main unit. Ensure it is firmly connected.
5. **Store Tools:** Place the included specialized tools onto the onboard storage tray for easy access.



Image: The fully assembled Shark CarpetXpert HairPro EX304 upright cleaner with its various components and tools.



Image: Detailed diagram illustrating the various parts of the Shark CarpetXpert HairPro EX304, including the main unit, Stain Eliminator, XL Stain Eliminator Tool, Crevice Tool, Pet Mess Tool, Hair Extractor, 12oz. Shark Deep Clean Pet formula, 16oz. Shark StainStriker Oxy Multiplier, and Storage Tray.

Operation

1. Preparing the Cleaner

- **Fill Clean Water Tank:** Remove the clean water tank. Fill it with warm water up to the indicated fill line.
- **Add Cleaning Solution:** Add the appropriate Shark cleaning formula (e.g., Shark Deep Clean Pet formula) to the clean water tank according to the instructions on the solution bottle and the tank markings.
- **Add StainStriker Oxy Multiplier:** For enhanced stain removal, fill the separate StainStriker Oxy Multiplier reservoir with the 16oz. Shark StainStriker Oxy Multiplier formula. This formula activates on contact with the Deep Clean Pet formula.
- **Secure Tanks:** Reinsert both the clean water tank and the StainStriker Oxy Multiplier reservoir securely into the unit.

Your browser does not support the video tag.

Video: Demonstrates how to fill the clean water tank and the StainStriker Oxy Multiplier reservoir with the respective Shark cleaning solutions.

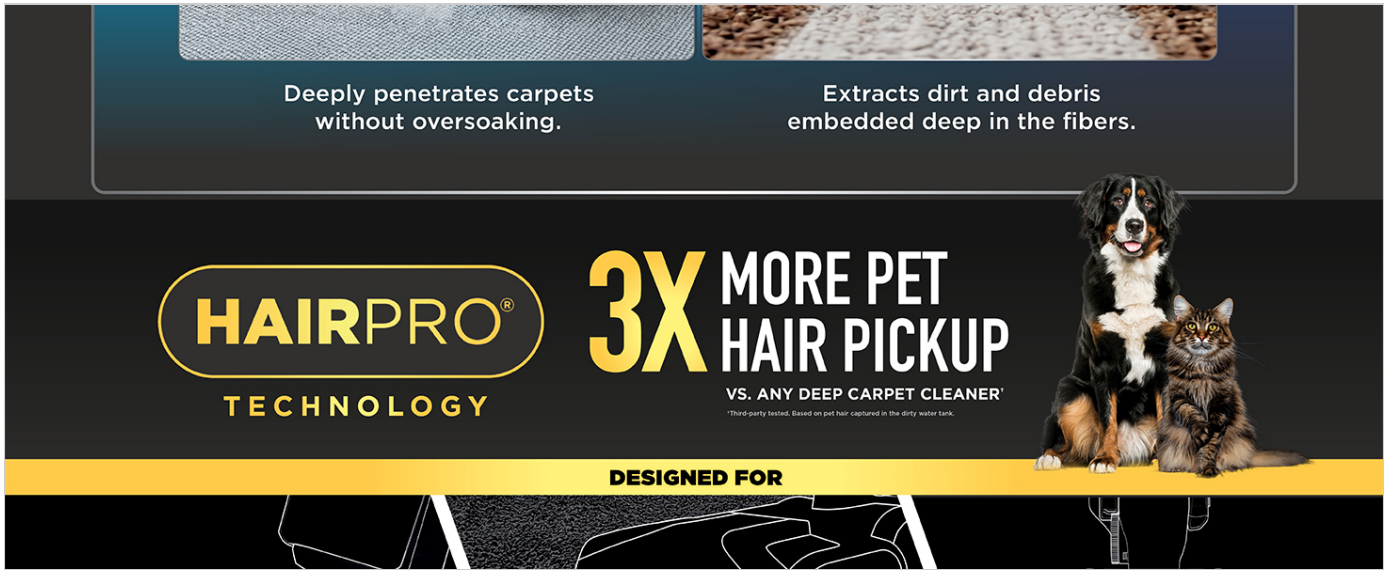


Image: Illustration of the Shark Deep Clean Pet formula and Shark StainStriker Oxy Multiplier, highlighting their combined action for stain removal.

2. Deep Carpet Cleaning (Upright Mode)

- **Power On:** Plug the cleaner into a grounded outlet and press the power button.
- **Select Mode:** Choose the "Deep Clean" setting for thorough carpet cleaning.
- **Cleaning Passes:** Push the cleaner forward slowly to apply solution and scrub the carpet. Pull it back slowly to extract the dirty solution. Overlap passes slightly.
- **Dry Only Mode:** After cleaning, switch to "Dry Only" mode and make several passes over the cleaned area to remove excess moisture and speed up drying time.



Image: The Shark CarpetXpert HairPro in upright mode, demonstrating deep cleaning on a carpet.



Image: Diagram illustrating the PowerSpray high-pressure spray and powerful suction working together for deep carpet cleaning.

3. Spot and Upholstery Cleaning (Handheld Mode)

- **Engage Handheld Tool:** Detach the handheld StainStriker tool from its storage. The unit automatically switches to handheld mode when the main unit is in the "parked" position.
- **Select Tool:** Choose the appropriate specialized tool for the task (e.g., 3.5" Stain Eliminator Tool, Pet Mess Extractor, Hair Extractor, Crevice Tool, XL Stain Eliminator).
- **Apply Solution:** Press the trigger on the handheld tool to spray cleaning solution onto the stained area. Allow it to penetrate for a few moments.
- **Scrub and Extract:** Gently scrub the stain with the tool's bristles, then pull the tool across the surface to extract the dirty solution. Repeat as necessary until the stain is removed.
- **Rinse (Optional):** For stubborn stains or to ensure no residue, you may use the "Rinse & Go" feature if available on your model, or make passes with plain water.



Image: The Shark StainStriker handheld tool being used to clean a stain on upholstery.



Image: The Shark StainStriker handheld tool effectively cleaning a pet mess on a carpet.



Image: A display of the five specialized tools included with the Shark CarpetXpert HairPro: Stain Eliminator, XL Stain Eliminator, Hair Extractor, Crevice Tool, and Pet Mess Tool.

4. Pet Hair Pickup (HairPro Technology)

The HairPro Technology is engineered to prevent hair wrap on the brushroll and effectively pull deeply embedded pet hair directly into the dirty water tank. This minimizes clogs and clumps.

- For optimal pet hair removal, ensure the brushroll is clean before use.
- Make slow, deliberate passes over areas with heavy pet hair.
- The dual suction pathways are designed to handle significant amounts of hair without clogging.



Image: Diagram illustrating HairPro Technology's mechanism to prevent hair wrap on the brushroll and direct hair into the tank.

Maintenance

1. Emptying and Cleaning Tanks

- **Dirty Water Tank:** After each use, or when the dirty water tank reaches its maximum fill line, remove it from the unit. Open the tank and carefully pour out the dirty water. The design allows for touch-free hair disposal. Rinse the tank thoroughly with clean water.
- **Clean Water Tank:** Empty any remaining solution from the clean water tank after use. Rinse and allow to air dry.
- **StainStriker Oxy Multiplier Reservoir:** Empty and rinse this reservoir as well.



Image: Close-up of the dirty water tank being emptied, showing the integrated filter for hair disposal.

2. Onboard Self-Cleaning

The unit features an onboard self-cleaning system for the hose and tools.

- **Engage Self-Clean:** After using the handheld tools, click the tool into the designated self-clean port on the main unit.
- **Activate:** Follow the instructions on the unit to activate the self-cleaning cycle. The system will flush water and cleaning solution through the hose and tool, cleaning them in seconds.
- **Dry:** Allow the hose and tools to air dry completely before storing.



Image: Illustration of the onboard self-cleaning feature, showing water flushing through the hose and handheld tool.

3. Brushroll and Filter Maintenance

- **Brushroll:** While HairPro Technology reduces hair wrap, periodically check the brushroll for any debris or tangled hair. Remove any obstructions to maintain optimal cleaning performance.
- **Filters:** Refer to the full user manual for specific instructions on cleaning or replacing any internal filters. Regular filter maintenance ensures consistent suction.

Troubleshooting

This section addresses common issues you might encounter with your Shark CarpetXpert HairPro EX304.

Problem	Possible Cause	Solution

Problem	Possible Cause	Solution
Unit does not turn on.	Power cord not securely plugged in. Circuit breaker tripped.	Ensure the power cord is fully inserted into a grounded electrical outlet. Check your household circuit breaker.
No spray or reduced spray.	Clean water tank is empty. Cleaning solution reservoir is empty. Tank not seated correctly. Spray nozzle clogged.	Refill the clean water tank. Refill the cleaning solution reservoir. Remove and re-seat the clean water tank and solution reservoir firmly. Clean any debris from the spray nozzle.
Reduced suction or poor cleaning performance.	Dirty water tank is full. Dirty water tank not seated correctly. Hose or nozzle clogged. Brushroll obstructed. Filters are dirty.	Empty the dirty water tank. Ensure the dirty water tank is securely latched. Check the hose and nozzle for blockages and clear them. Inspect and clean the brushroll for tangled hair or debris. Clean or replace filters as per the full user manual.
Water left on carpet after cleaning.	Too much solution applied. Not enough "Dry Only" passes. Suction issue (see above).	Ensure you are not oversaturating the carpet. Make additional passes in "Dry Only" mode to extract more water. Check for reduced suction issues as described above.

Specifications

Feature	Detail
Brand	Shark
Model Number	EX304
Model Name	CarpetXpert HairPro with StainStriker Carpet & Upholstery Cleaner
Color	Navy
Item Weight	21.2 Pounds
Product Dimensions (D x W x H)	14.99"D x 14.18"W x 44.11"H
Capacity	71.01 Fluid Ounces
Power Source	AC/DC

Feature	Detail
Included Components	12oz. Shark Deep Clean Pet formula, 16oz. Shark StainStriker Oxy Multiplier formula, 3.5" Stain Eliminator Tool with Reversible Bristles, Pet Mess Extractor, Hair Extractor, Storage Tray, Shark CarpetXpert HairPro with StainStriker, Integrated Mini Stain Eliminator
UPC	622356652186

Warranty & Support

For detailed warranty information, please refer to the warranty card included with your product or visit the official SharkNinja website. The warranty typically covers defects in material and workmanship under normal household use. For customer support, replacement parts, or service inquiries, please contact SharkNinja customer service through their official website or the contact information provided in your product packaging.

- **Online Support:** Visit www.sharkclean.com
- **Phone Support:** Refer to your product's packaging or the official website for the most current contact numbers.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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