

Shark[®]

Powered Lift-Away[®] Upright Vacuum



NV800ANZMN

OWNER'S GUIDE





duoclean[®]

THANK YOU
for purchasing the Shark® Powered Lift-Away™ DuoClean®

-  **TIP:** You can find the model number on the rating label located on the back of your unit.
-  **TIP:** You can locate the date code on one of the prongs of the power cord plug.

REGISTER YOUR PURCHASE

-  AUS sharkclean.com.au
NZ sharkclean.co.nz
-  AUS 1800 099 385
NZ 0800 112 660

RECORD THIS INFORMATION

- Model Number: _____
- Date Code: _____
- Date of Purchase (Keep receipt): _____
- Store of Purchase: _____

TECHNICAL SPECIFICATIONS

- Voltage: 220-240V~, 50/60Hz
- Watts: 850W
- Power Nozzle: 80W

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 Powered Lift-Away DuoClean.

If you have any questions, please call the customer service line at AUS 1800 099 385 or NZ 0800 112 660

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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

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. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
 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. Failure to do so will also void the warranty.
 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.
 15. Keep nozzle and all vacuum 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.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

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.

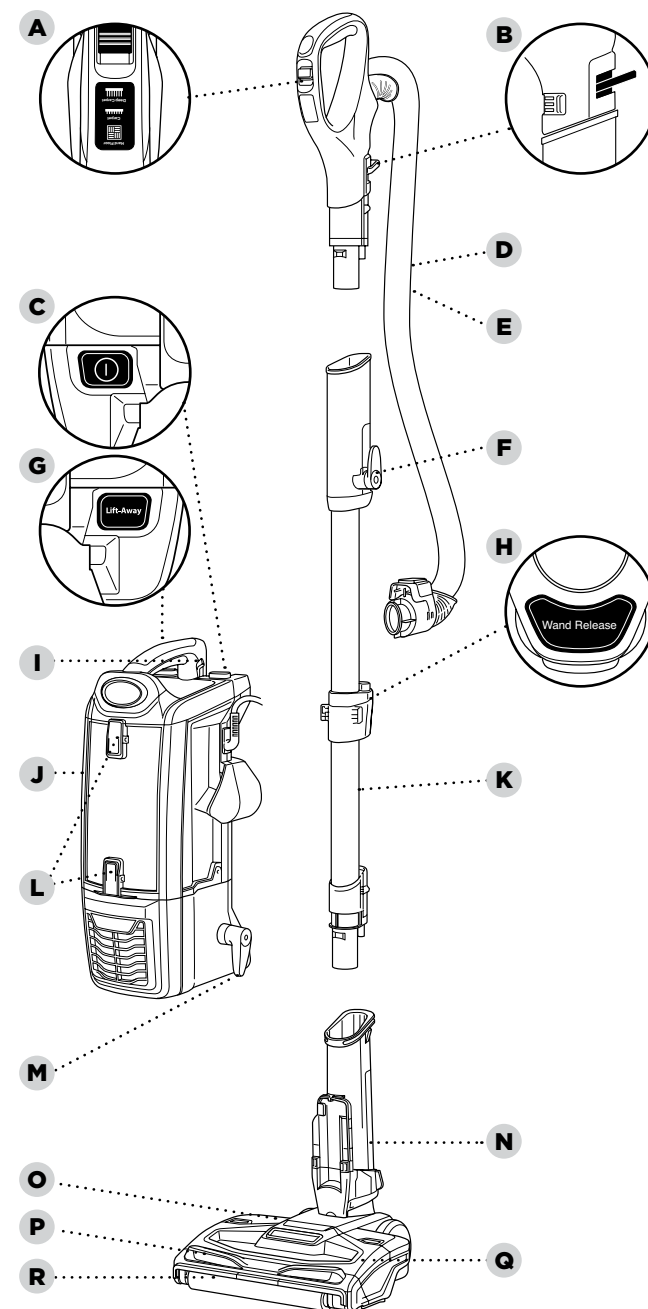
GETTING TO KNOW YOUR SHARK® POWERED LIFT-AWAY™ DUOCLEAN®

WELCOME!

Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

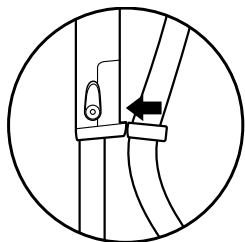
MAIN UNIT

- A** Surface Selector
- B** Handle Release Button
- C** Power Switch
- D** Hose Clip
- E** Hose
- F** Upper Cord Hook
- G** Lift-Away Button
- H** Wand Release Button
- I** Dust Cup Release Latch
- J** Lift-Away® Pod
- K** Wand
- L** Dust Cup Empty Latches
- M** Lower Cord Hook
- N** Motorized Floor Nozzle
- O** Brushroll Indicator Light
- P** Headlights
- Q** Brushroll Garage
- R** Soft Roller

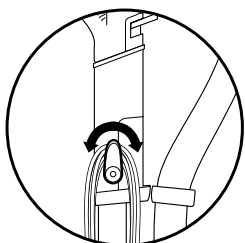


ASSEMBLING YOUR VACUUM

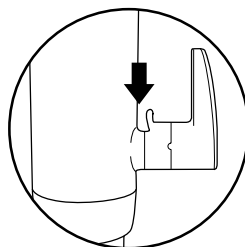
TIP: Push hose clip into back of wand for convenience.



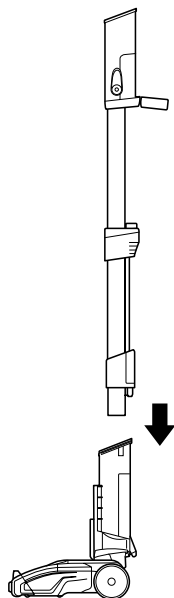
TIP: For quick cord access, rotate upper hook down and remove cord.



TIP: Use cord clip located on the side of wand to hold cord in place while vacuuming.

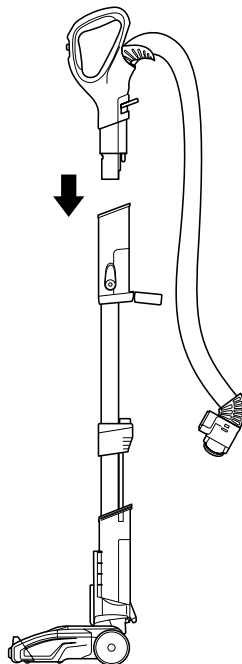


STEP 1



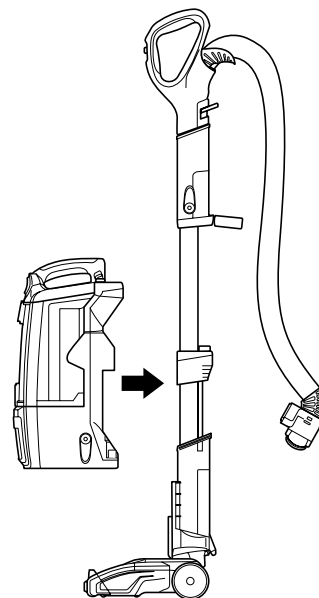
1 Place motorized floor nozzle on a level surface and insert wand, pressing it in until it clicks.

STEP 2



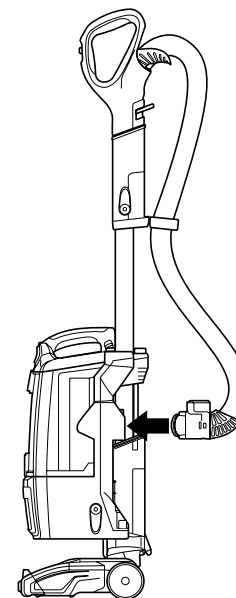
2 Insert handle into top of wand.

STEP 3



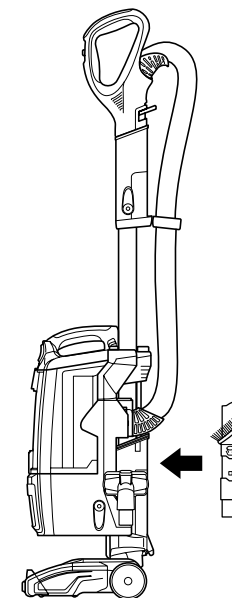
3 Place pod onto wand and slide down to connect.

STEP 4



4 Connect hose into back of pod, pressing it in until it clicks into place.

STEP 5



5 Store included accessories on the accessory posts on the pod.

USING YOUR VACUUM IN UPRIGHT MODE

WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

Solid Green

The brushrolls are on and working as they should.

Solid Red

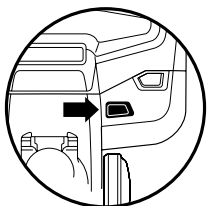
There is a jam in the brushroll and/or Soft Roller area. Turn your vacuum off and remove any blockages.

Flashing Red*

The motorized floor nozzle is overheating. Turn your vacuum off and wait for it to cool down.

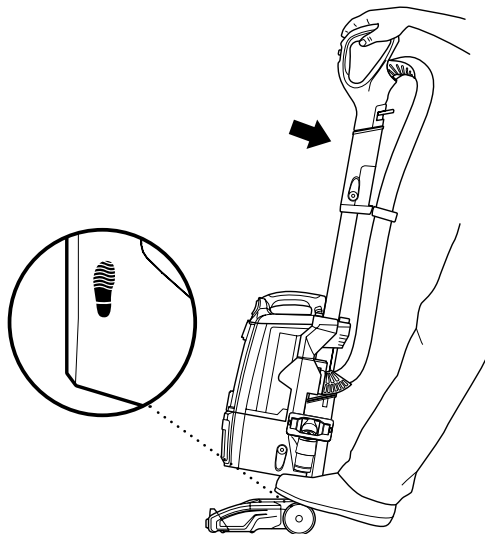
No Light

The brushrolls are off because the vacuum is off.



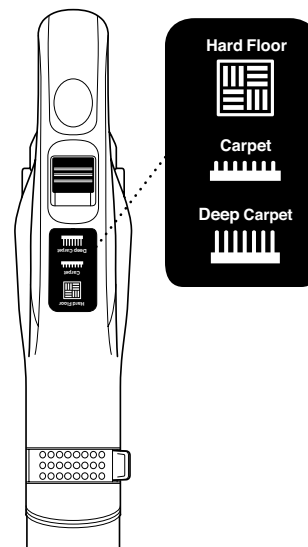
*See Troubleshooting section for further instructions.

STEP 1



- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

STEP 2



- 2 Choose the appropriate setting.

Hard Floor Mode

Gentle on bare floors. The brushroll will spin slowly to help with debris pickup.

Carpet Mode

Optimized brushroll speed and suction for carpets. The brushroll will spin faster to help pick up debris below the surface.

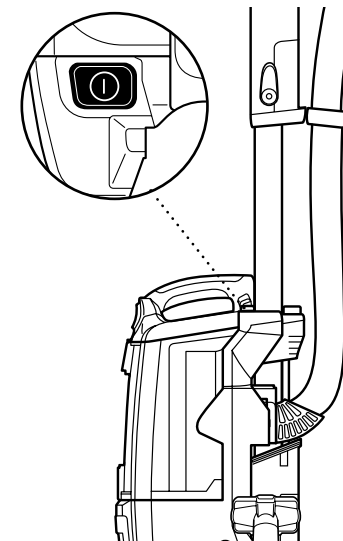
Deep Carpet Mode

Optimized brushroll speed and suction for thick carpets and area rugs.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please set to Carpet.

NOTE: For particularly stubborn stuck-on dust messes, set to Carpet mode.

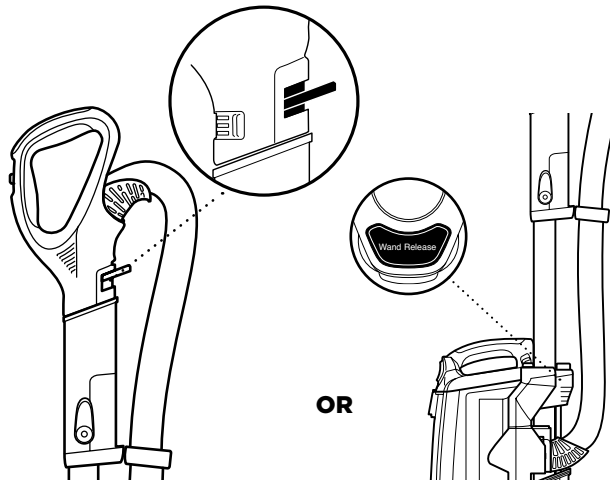
STEP 3



- 3 Press power button to turn vacuum on to start cleaning. Please note the brushrolls will not spin unless the handle is reclined.

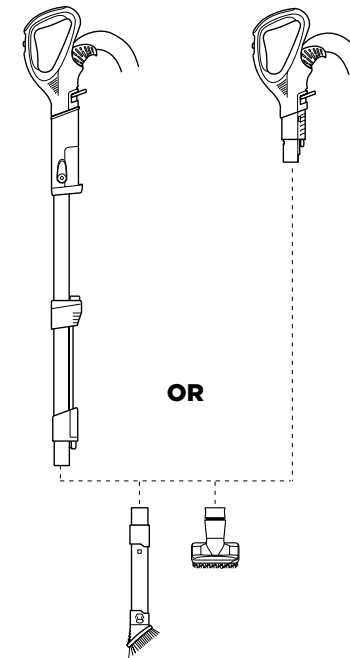
USING YOUR VACUUM IN ABOVE-FLOOR MODE

STEP 1



- 1** To clean above-floor areas with the handle, detach it from the wand by pressing the handle release latch.
- OR** To clean with a longer reach, detach the wand from the floor nozzle by pressing Wand Release.

STEP 2

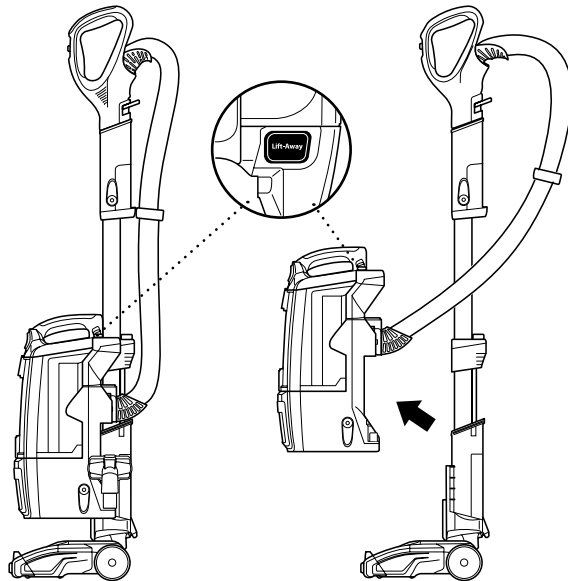


- 2** Attach desired tool directly into wand or handle.

USING YOUR VACUUM IN POWERED LIFT-AWAY™ MODE

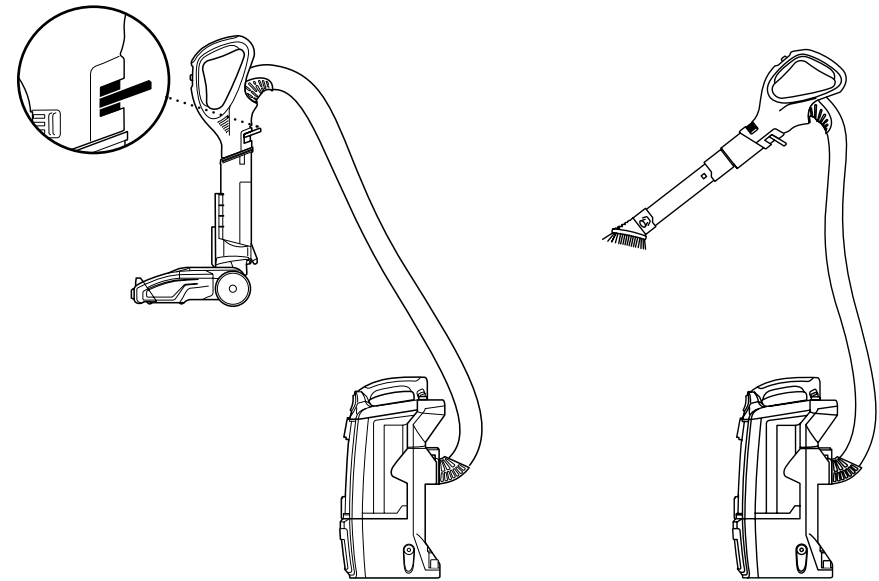
WHAT IS POWERED LIFT-AWAY?

Our Powered Lift-Away feature allows you to remove the pod from the nozzle while maintaining the same power you have in upright mode. This is great for cleaning stairs, under furniture, and in other tight spaces.



POWERED LIFT-AWAY CLEANING

- 1 Press Lift-Away button to lift pod off floor nozzle. You are now ready to clean those hard-to-reach places.



LIFT-AWAY® CLEANING

- 2 For a convenient way to clean stairs, insert handle into motorized floor nozzle.
- 1 Attach desired accessory directly into the handle. You can also attach the accessory to the wand for extended reach.

COMPATIBLE ACCESSORIES

There are a variety of accessories that are compatible with this vacuum series.

The top flap of your box shows the select accessories that are included with your model.

To purchase additional accessories, visit sharkclean.com.au or sharkclean.co.nz

A Pet Hair Brush

Designed to remove pet hair and ground-in dirt from carpeted stairs and upholstery.

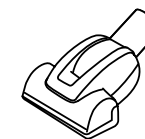
B Articulating Upholstery Tool

Remove pet hair and dust from curtains and other delicate fabrics and upholstery.

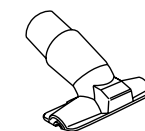
C Duster Crevice

Two cleaning tools in one—the crevice tool gives you extended cleaning reach for small spaces, while the soft dusting brush cleans a multitude of surfaces.

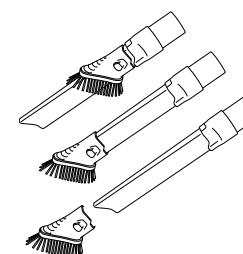
A



B



C



MAINTENANCE

To keep your vacuum's suction power optimal, follow these instructions. Make sure unit is off and cord is unplugged.

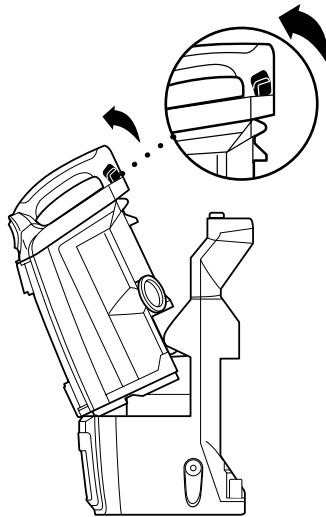
★ **IMPORTANT:**
DO NOT use soap
when cleaning the
HEPA filter.

RECOMMENDED FILTER CLEANING SCHEDULE:

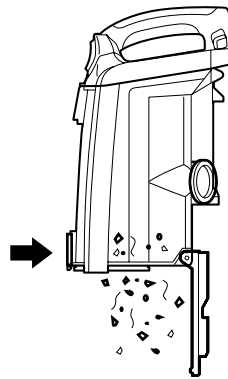
Pre-Motor Filter Kit
(Foam & Felt)
XFF680
Clean every 3 months.

Post-Motor Filter
(HEPA)
XHF680
Clean once a year.

STEP 1



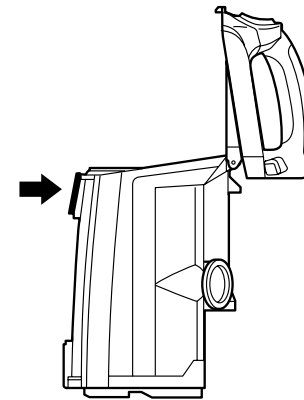
STEP 2



EMPTYING THE DUST CUP

- 1 Pull up on dust-cup release latch and lift dust cup off pod.
- 2 Hold dust cup over a trash bin and press the latch on the bottom of the dust cup to empty it.

STEP 3

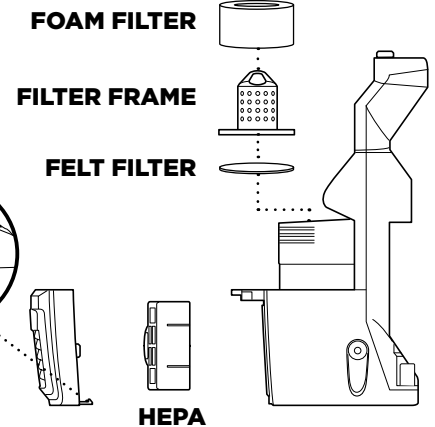
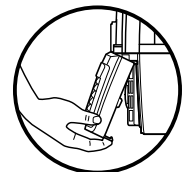


- 3 Press the release latch on top of dust cup to access dust screen and remove built-up debris as required.

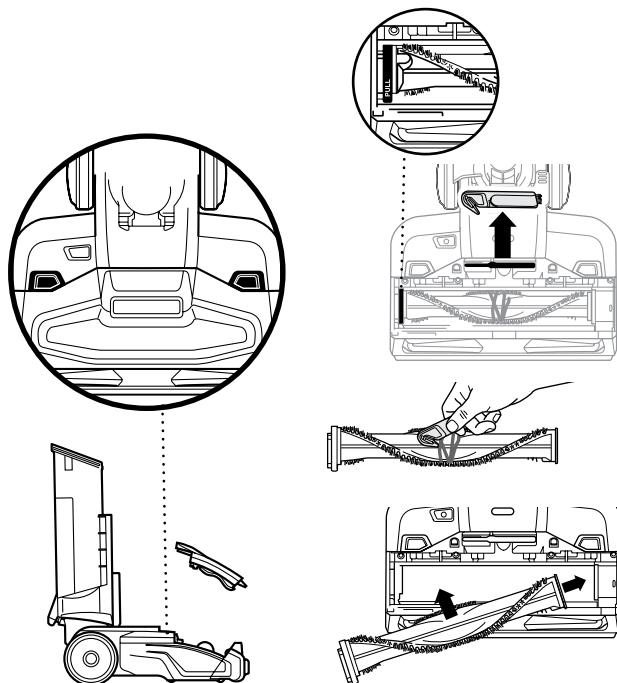
CLEANING THE FILTERS

- 1 **Pre-Motor (foam and felt):**
With the dust cup removed, take out the foam and felt filters, and rinse with water. Tap loose dirt off filters between washes as needed.

- 2 **Post-Motor (HEPA):**
To access the HEPA filter, reach under the grill, press the button, and pull the grill away from the vacuum. Remove and rinse the HEPA filter.

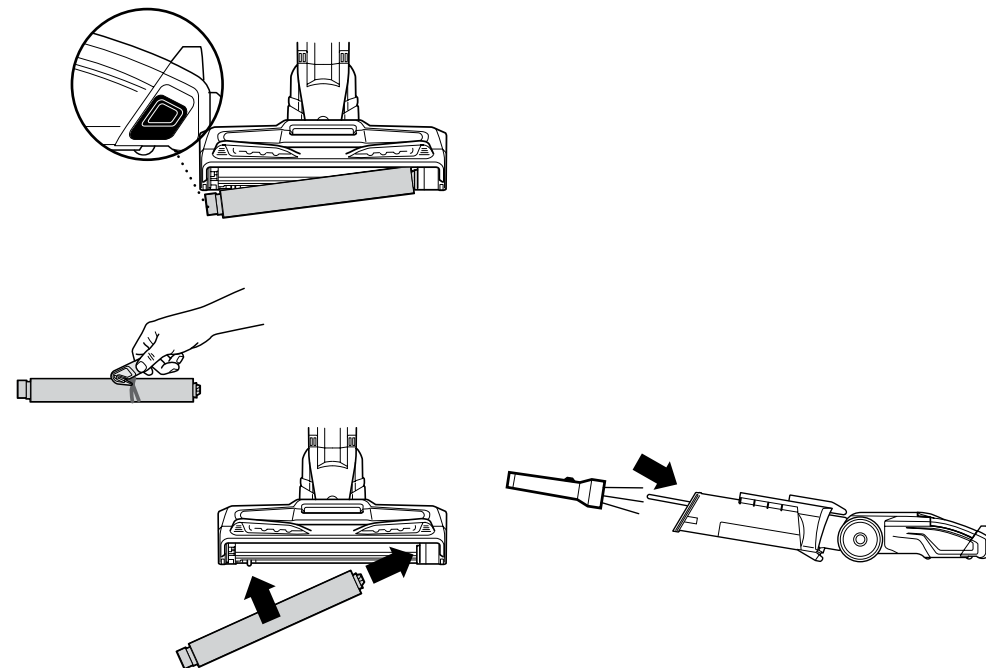


TIP: You can also check for blockages in the hose and tubes. Just remove the floor nozzle, dust cup, and hose and shine a flashlight in the openings.



CLEANING THE BRUSHROLL

- 1** Press down on the two buttons on the floor nozzle to pop up the brushroll garage lid.
- 2** Lift the brushroll out by the tab on the left side. To remove any string, hair or debris that may be wrapped around the brushroll, use the onboard hair removal tool. The tool is located in a compartment on the nozzle, above the brushroll.
- 3** To reinstall the brushroll, return it to the brushroll garage. Press down on the brushroll garage lid until it clicks into place.



SOFT ROLLER

- 1** Slide the Soft Roller access button up to remove the Soft Roller.
- 2** Use the onboard hair removal tool to remove any string, carpet fibers or hair that may be wrapped around the Soft Roller. The tool is located in a compartment on the nozzle, above the brushroll. You can also tap loose debris off the Soft Roller, or wipe it clean with a dry towel. If you see any fibers or hair buildup in the teeth behind the Soft Roller, take a dry towel and wipe it away.

- 3** Wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.

- 4** Reinsert the Soft Roller by sliding it into the front of the nozzle until it clicks into place.

CHECKING THE NOZZLE FOR BLOCKAGES

- 1** Tilt neck of nozzle back to straighten the airway.

TROUBLESHOOTING GUIDE

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 drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushrolls.

Vacuum lifts area rugs.

- Turn off unit to disengage the brushrolls. Move switch to Hard Floor setting to turn on the slow brushrolls, which is optimal for bare floors and area rugs.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

Brushroll/Soft Roller does not spin.

- If Brushroll Indicator Light on the floor nozzle turns red, the brushroll and/or Soft Roller have stopped spinning. Immediately turn off and unplug vacuum. Disconnect the nozzle and remove blockage, then reconnect and turn vacuum back on.
- With the power on, recline the handle, which will automatically turn on the brushrolls.

Vacuum turns off on its own or Brushroll Indicator Light flashes red.

- This vacuum is equipped with a motor-protective thermostat. 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 Maintenance section).
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Allow unit to cool for a minimum of 45 minutes.
 5. Plug in vacuum and turn it on.
- If hose is not fully connected to the pod, it can cause a poor electrical connection and the hose can come loose, turning the vacuum off.
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters.
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Remove cord from cord hook so hose latch can be seen and engaged.
 5. Ensure you hear an audible click at all connection points:
 - a. Where hose meets back of pod (may require additional force; pull on hose to ensure latch is fully engaged)
 - b. Where wand plugs into floor nozzle
 - c. Where handle plugs into wand
 6. Plug in vacuum and turn it on.

Note: If vacuum still does not start, contact Customer Service at 1-800-798-7398.

Shark | NINJA Three (3) YEAR LIMITED REPLACEMENT WARRANTY

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 3 years from the date of purchase, we warrant to do the following:

- For New Zealand Consumers: We will replace the defective/faulty part with a new product, free of charge, or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion.
- For Australian Consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase.

Your warranty is subject to the following conditions

- DO NOT operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident

Customer costs within warranty

The customer is responsible for any inwards freight charge to return a product for warranty if requested, and outward freight charge for warranty parts and or replacement unit.

Who is covered?

This warranty applies only to the original purchaser, who bought the product from an authorised retailer and may not be transferred. Proof of purchase is required.

What is not covered?

- Filters and brush rolls
- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

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Eastern Creek NSW, Australia, 2766
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NZ sharkclean.co.nz



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